



CITY OF SAN MATEO

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Agenda Report

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TO: City Council
FROM: Alex Khojikian, City Manager
PREPARED BY: Human Resources Department
MEETING DATE: July 15, 2024
SUBJECT:
City Manager's Office and Police Department – Classification Updates

RECOMMENDATION:

Adopt a Resolution to 1) reallocate the vacant Communications and Public Relations Analyst to create a new classification Communications and Engagement Coordinator I-II in the City Manager's Office; 2) approve the job specification for the classification of Communications and Engagement Coordinator I-II; 3) set the salary range for Communications and Engagement Coordinator I to match the salary range of Management Analyst I, and the salary range for Communications and Engagement Coordinator II to match the salary range of Management Analyst II; 4) consolidate the existing Dispatcher I-II flexibly-staff classification to create a new classification Dispatcher in the Police Department; 5) approve the job specification for the classification of Dispatcher; and 6) set the salary range for the classification of Dispatcher to match the Dispatcher II.

BACKGROUND:

City Manager's Office - Communications and Engagement Coordinator I-II classification

The current vacant status of the Communications and Public Relations Analyst position, in the City Manager's Office (CMO) has created an opportunity to reconfigure staffing in the City Manager's Office to reflect its current and future needs. Since this position was moved from Public Works to the City Manager's Office in October 2023, the Communications Program team has absorbed the responsibilities previously assigned to this role. The shift of additional duties onto the City Manager's Office, and the growth in City communication activities generally, has impacted the workload of the Communications Program team and their ability to perform day-to-day duties. To support coordinated, improved, and expanded communications, the City Manager recommends reallocating the Communications and Public Relations Analyst position to Communications and Engagement Coordinator I-II. The reallocation of this position will allow the Communications Program team to provide increased coverage of the day-to-day communication needs of the City Manager's office, and City departments without assigned communications staff. This role would be responsible for assisting with community events and meetings, writing and editing public-facing communications documents, filming and photographing City events, and maintaining the City's website content and social media, among other duties. CMO recommends setting the monthly salary of the Communications and Engagement Coordinator I role to match the salary range of Management Analyst I (job code 2023) at \$8,068.48 - \$9,616.14 and setting the monthly salary range of Communications and Engagement Coordinator II to match the salary range of Management Analyst II (job code 2022) at \$8,859.18- \$10,561.08.

Police Department – Dispatcher classification

The Dispatcher I/II classification was initially established by the City Council on April 12, 1981. Dispatchers play a pivotal role in delivering essential support services to both the Police Department (PD) and the community. The distinction between Dispatcher I and Dispatcher II delineates differences in responsibilities, expertise, and proficiency levels.

Dispatcher I positions typically serve as entry points into the profession, ideal for newcomers or those with limited experience. Upon successful completion of probation, Dispatcher I employees should transition to Dispatcher II status. Dispatcher II roles are tailored for individuals with advanced experience or specialized skills, encompassing critical tasks such as emergency call management, dispatching, coordination of resources, and providing crucial information to officers in the field.

In principle, this tiered structure is designed to facilitate career advancement, offering a clear pathway for individuals to progress from Dispatcher I to Dispatcher II roles as they accumulate skills and experience. However, in practice, this dual-tier system has encountered challenges. Most importantly, the existing salary structure for Dispatcher I positions might not be attracting enough qualified candidates to these roles.

By merging Dispatcher I and Dispatcher II positions into a single classification, staff anticipates numerous benefits for the Department. Consolidating these roles streamlines the recruitment and hiring process, making it more efficient and less administratively burdensome. A unified classification enhances flexibility within the workforce, allowing dispatchers to be trained and deployed to handle a wider array of tasks and responsibilities, thus optimizing resource utilization and operational efficiency. This consolidation also holds the potential for cost savings by eliminating the need for separate training programs and administrative processes associated with multiple levels. A unified classification promotes greater collaboration and consistency in service delivery, ensuring that communities receive a uniform level of support and assistance from dispatchers regardless of their previous classification level. Overall, merging Dispatcher I and Dispatcher II positions creates a more cohesive and effective dispatch framework within the City, benefiting both dispatchers and the community they serve, and helps bolster recruitment endeavors for a profession currently facing a staffing crisis.

To address the needs of the PD to bolster recruitment efforts and streamline processes, the PD is requesting to create a new classification Dispatcher by consolidating the Dispatcher I-II flexibly-staff classification and setting the monthly salary range of the Dispatcher classification to match the monthly salary range of the Dispatcher II (job code 4556) at \$8,244.27 - \$9,824.92.

BUDGET IMPACT:

The reallocation of the Communications and Public Relations Analyst to a Communications and Engagement Coordinator I-II position will be cost neutral and have no fiscal impact on the current year's budget.

The Police Department does not currently have any employees in the Dispatcher I classification; therefore, there is no immediate budget impact from the proposed change. However, this change will increase the entry-level starting salary. Currently, new dispatchers with limited experience are typically hired at Dispatcher I, step 1. Under the proposed change, the entry-level starting salary will be set at the equivalent of Dispatcher II, step 1, which is approximately 10% higher than the current rate. The Police Department currently has 14 authorized dispatcher positions, with 10 filled and 4 vacant.

ENVIRONMENTAL DETERMINATION:

These classification updates are not subject to CEQA, because they will not cause a physical change in the environment. (CEQA Guidelines Section 15378(b)(4).)

NOTICE PROVIDED

All meeting noticing requirements were met.

ATTACHMENTS

Att 1 – Proposed Resolution

Exhibit A – Job Specifications

Exhibit B – Merit Salary Schedule

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