



CITY OF SAN MATEO

City Hall
330 W. 20th Avenue
San Mateo CA 94403
www.cityofsanmateo.org

Agenda Report

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TO: City Council

FROM: Drew Corbett, City Manager

PREPARED BY: Human Resources

MEETING DATE: June 03, 2019

SUBJECT:

Community Development, Police, Information Technology and Public Works Departments – Classification Updates

RECOMMENDATION:

Adopt a Resolution to approve multiple actions with regard to updating job specifications and classifications including reallocations, reclassifications, new classification additions, combining of certain job specifications, adjustments to salary ranges, and the abolishment of certain classifications in the Departments of: Community Development, Police, Information Technology and Public Works.

BACKGROUND:

Per San Mateo Municipal Code Section 2.57.030(d), classification revisions become effective upon approval by the City Council.

COMMUNITY DEVELOPMENT DEPARTMENT:

At the request of Community Development, Bryce Consulting conducted a study of the organizational structure of CDD's Building division. In line with the recommendations from Bryce Consulting, the proposed reorganization will provide the resources needed to 1) support long-range strategic planning initiatives such as the update to the General Plan and other related policy documents, 2) enforce codes and regulations for the public health and welfare, 3) reform the development review process to include innovation, collaboration amongst city departments, and streamlined processes, and 4) provide growth and employee retention opportunities within the department.

1. Create an Inspection Supervisor classification and reclassify a Senior Building Inspector to Inspection Supervisor

The classification study found that the current Senior Building Inspector Mike Titsworth is performing duties aligned with a full supervisory level (exempt) classification. It was recommended that the City create a new classification of Inspection Supervisor, set its compensation in line with its reporting classifications, and reclassify Mr. Titsworth to Inspection Supervisor in order to better reflect the level and responsibility of his job duties. Mr. Titsworth currently supervises the building inspection team, provides support to all development review services, and is a critical part of the CDD leadership team for problem resolution related to building permits. In maintaining our internal salary relationships, the recommended monthly salary range for Inspection Supervisor will be 15% above the new salary range for Senior Building Inspector at \$8,871.02 - \$10,580.06.

2. Create a Permit Center Supervisor classification, reallocate the vacant Deputy Building Official to Permit Center Supervisor, and abolish the Deputy Building Official classification

The development review and permit center functions are inter-departmental and include the coordination of multiple

disciplines within the City. Historically, the Development Review Supervisor classification has coordinated the operations of the building counter and Development Review Technicians, but this does not include coordination of all permit center responsibilities. In order to expand permit streamlining and expedite plan checking, coordination within multiple departments will be necessary. The Permit Center Supervisor will be tasked with ensuring an efficient operation at the permit counter. The vacant Deputy Building Official position will be reallocated to Permit Center Supervisor and the Deputy Building Official classification will be abolished. In maintaining our internal salary relationships, the recommended monthly salary range for Permit Center Supervisor will match the salary range for Inspection Supervisor at \$8,871.02 - \$10,580.06.

3. Create a Senior Development Review Technician classification, reallocate the Development Review Supervisor to Senior Development Review Technician, reclassify Development Review Supervisor Laura Aguirre to Senior Development Review Technician and Y-Rate Aguirre at her current salary, and abolish the Development Review Supervisor classification.

CDD requests to create a Senior Development Review Technician classification responsible for serving in a lead capacity over the Development Review Technicians, handling complex projects, and providing counter oversight. With the creation of the Permit Center Supervisor classification and its wider range of supervisory responsibilities, the Development Review Supervisor classification will no longer be needed. The Development Review Supervisor position will be reallocated to Senior Review Technician, and the Development Review Supervisor classification would be abolished.

The incumbent currently in the Development Review Supervisor position will be reclassified to Senior Development Review Technician, and Y-rated at her current salary. In maintaining our internal salary relationships, the recommended monthly salary range for Senior Development Review Technician will be set at 10% above the salary range for Development Review Technician II at \$6,375.07 - \$7,603.98.

4. Create a lower level Development Review Technician I classification to make a flexibly staffed Development Review Technician I/II classification and reclassify all Development Review Technicians to Development Review Technician II.

Creating a Development Review Technician I provides growth opportunities for employees and new hires who have no prior experience in development review, but have a desire to progress in their career and serve at the local government level. By creating a flexibly-staffed Development Review Technician I/II, it further encourages internal growth and retention in the department. Given their experience, the current Development Review Technicians would be placed at the Development Review Technician II (journey) level. In maintaining our internal salary relationships, the Development Review Technician II will retain the monthly salary range for Development Review Technician at \$5,797.59 - \$6,914.11, and the monthly salary range for Development Review Technician I would be set at 10% below the monthly salary range for Development Review Technician II at \$5,217.23 – \$6,222.54.

5. Combine Plan Checker I/II and Plan Check Engineer into a flexibly staffed Plan Checker I/II/Engineer classification and reallocate the vacant Fire Plan Checker to Plan Check I/II/Engineer

Combining the Plan Checker I/II series and the Plan Check Engineer into one flexibly staffed classification allows for career development for Plan Checkers. A Plan Checker is responsible for reviewing plans in all building code areas except structural engineering. The flexible staffing in this series allows a Plan Checker who obtains a professional engineer license the ability to advance their career within the organization. The department has lost valuable employees who have received their professional engineer license but had no professional growth opportunities in their existing roles or within the organization. For the past few years, close to 50% of the building plan check workload has been handled by outside consultants. There has been an increase in building permits over the last several years and it is desirable to have an in-house plan checker to handle the workload for consistency and better coordination of development review services. Consequently, it is requested that the vacant Fire Plan Checker position be reallocated to Plan Check I/II/Engineer classification in order to meet the workload demands. There are no salary changes for Plan Checker I/II/Engineer.

6. Revise the job specifications for the classifications of Senior Building Inspector, Code Enforcement Officer I/II and

Senior Code Enforcement Officer.

With the creation of the Inspection Supervisor classification responsible for supervising and coordinating the work of the building inspection section, the job specification for the classification of Senior Building Inspector will be revised to eliminate its supervisory duties, and its compensation will be re-set accordingly. In maintaining our internal salary relationships, the recommended monthly salary range for the Senior Building Inspector will be reduced and set at 10% above the salary range for Building Inspector II at \$7,713.18 - \$9,198.62.

Changes to the current job specification for the classifications of Code Enforcement Officer I, II and Senior Code Enforcement Officer (CEO) are requested so that they accurately reflect the duties and responsibilities of the positions and in order to add the new certification requirements to perform these duties. Code Enforcement Officers, also referred to as "Housing Inspectors", "Code Officials", and "Inspectors" must obtain the International Code Council (ICC) Certification "Property Maintenance and Housing Inspector" and have continuing education as a requirement for this position.

7. Add one Code Enforcement Officer I/II position in the Code Enforcement Division

Since September 2006, San Mateo Fire Department and San Mateo Code Enforcement Division have operated under a memorandum of understanding that San Mateo Fire would be the lead investigator on Code complaints for 4-or-more unit apartment complexes. With the formation of the San Mateo Consolidated Fire Department and a discussion of roles and responsibilities between Fire and Code Enforcement, it has been determined that the first responder duties, previously identified as the responsibility of the Fire Inspectors, will now become the responsibility of the Code Enforcement Division for building, life safety and property maintenance code issues. In order to fulfill these additional responsibilities, CDD is requesting one additional Code Enforcement Officer I/II FTE.

8. Add one Administrative Assistant position in the Planning Division

The planning administrative tasks have increased over the past several years. Online transparency and availability of information has increased, including noticing of meetings, posting of the Planning Commission agenda, agenda packet, video editing and posting, as well as updates to Planning Division web pages, such as "What's Happening in Development." Coordination of Public Records Act requests have become more commonplace and increased over the past few years. In addition to the day to day tasks and the plan checking support, various long-range planning and policy efforts are currently underway, including the General Plan update, which require extensive administrative support and preparation of workshop materials and coordination of workshop logistics. In order to fulfill these responsibilities, CDD is requesting one additional Administrative Assistant FTE.

9. Convert the vacant Limited Term Associate Planner position to permanent

CDD requests to convert the vacant Limited Term Associate Planner position to permanent. A permanent full-time Associate Planner is necessary to support the various on-going policy planning efforts currently underway in the department, including but not limited to, the General Plan update; mobility planning; an update to the City's Accessory Dwelling Unit regulations; evaluating residential projects; guidelines for placement of cell antennas on private property; standards and guidelines for automated and mechanical parking lifts; revision of the city's Nonconforming Building and Use Zoning Code sections; and coordination with the Public Works Department in evaluating traffic impacts and parking requirements for auto repair-related uses. Additionally, the number of larger development projects has remained constant over the last 6-7 years and public interest in these projects has increased, and the department has a desire to reduce reliance on contract staff to ensure quality, consistency, and better inter-departmental coordination.

POLICE DEPARTMENT:

Create a Vehicle Abatement Officer classification and add two new full-time merit Vehicle Abatement Officer positions

At a City Council Study Session in January 2019, staff presented options to restructure the service delivery model for

parking enforcement in an effort to enhance service levels and achieve more proactive enforcement. The new model will consist predominantly of contracted employees to perform most parking enforcement functions, but it does provide for the creation of two merit positions to focus primarily on abandoned vehicle abatement as part of the new model for service delivery. Approximately 400 vehicles are reported abandoned per month, and the majority are neighborhood-related complaints resulting from crowded street parking. Due to the sensitivity and need for a consistently high level of customer service when performing abandoned vehicle abatement, it was recommended that merit employees be utilized for this function. The availability of two full time employees with subject matter expertise in this area will allow for increased response time, accuracy for record keeping, and increased follow through. A salary survey was conducted of eleven comparison cities that have similar classifications, and it is recommended the monthly salary range for this classification be set at the median range of \$4,815.10 - \$5,744.15.

DEPARTMENT OF INFORMATION TECHNOLOGY:

Reallocate a vacant Systems Specialist to Systems Analyst I/II

Customer demand for information technology consultation, support, and services provided by the Department of Information Technology (DoIT) continues to evolve and change over time. The role of Systems Specialist is of lower demand due to the appointment of a Senior Business Systems Analyst in the Police Department. Further, there is increased need for the Systems Analyst role in support of the Community Development Department. In order to adjust to these changing customer needs, the reallocation of a vacant Systems Specialist to a Systems Analyst I/II is recommended.

DEPARTMENT OF PUBLIC WORKS:

1. Revise the job specification for the classification of Stormwater Program Coordinator

The Department of Public Works Environmental Services Division requests to revise the job specification for the classification of Stormwater Program Coordinator and expand the duties to include regulatory support to the Regulatory Compliance Manager. Currently, the classification is limited to compliance coordination focused on stormwater. Revising the job specification will include the coordination of other types of regulations such as wastewater, air, and hazardous waste, and will make the position more attractive to candidates with a broad range of regulatory and compliance coordination experience.

2. Revise the job specification for the classification of Wastewater Treatment Plant Operator-In-Training

Wastewater Treatment Plant Operator-in-Training (WWTP (OIT) is the entry class in the water quality plant series. A WWTP OIT has been issued a certificate by the State Water Board and has acquired, or is in the process of acquiring, qualifying experience to become a professional licensed WWTP operator after one year of working in wastewater operations. The State Water Board Office of Operator Certification recently added a six educational-unit requirement to the prerequisites for issuance of an OIT certificate. Consequently, the job specification for the classification of WWTP OIT/I/II must be revised to include this new educational requirement.

BUDGET IMPACT:

The classification updates in the Community Development Department will add an additional 2.0 FTE to the overall departmental headcount, and along with the requested reallocations of positions described above, will have a net impact of \$270,000: an increase of \$130,000 to the Advance Planning Fund, an increase of \$287,000 to the Construction Services Fund, a decrease of \$7,000 to the Downtown Parking and Security Fund, and a decrease of \$140,000 to the General Fund. These changes to the funding sources reflect better alignment of the duties from the requested position changes.

The new service delivery model for parking enforcement in the Police Department will result in an elimination of 7.63 FTE per diems, an addition of 2.0 FTE merit Police Enforcement Representatives, and an additional service contract with an outside vendor to perform certain parking enforcement functions. Overall, this will add \$300,000 to the Downtown Parking and Security Fund; however, the costs are anticipated to be offset by the estimated revenue derived from the new

service delivery model.

The classification update in the Information Technology Department does not carry any financial impact, as the budgeted salary and benefits are the same for a Systems Analyst and a Systems Specialist.

There is no budget impact associated with revising the job specifications for the classifications of Code Enforcement Officer I/II, Senior Code Enforcement Officer, Stormwater Program Coordinator and Wastewater Treatment Plant Operator-In-Training.

All of the changes and associated costs are requested to be effective beginning in fiscal year 2019-20. These changes have been incorporated into the proposed 2019-20 budget, which is being brought to Council in another Administrative Report (AR) in the same meeting as this AR. These classification changes, if approved, will become effective as part of the adoption of the 2019-20 budget, which is scheduled for June 17, 2019.

ENVIRONMENTAL DETERMINATION:

These classification updates are not subject to CEQA, because it can be seen with certainty that it will not cause a physical change in the environment. (Public Resources Code Section 21065.)

NOTICE PROVIDED

All meeting noticing requirements were met.

ATTACHMENTS

Att 1 – Proposed Resolution

Att 2 – Tracked Changes Job Specifications

Att 3 – Merit Salary Schedule Updates

Att 4 – Current and Proposed Community Development Department Organization Charts

STAFF CONTACT

Lourdes Coles, Senior Human Resource Analyst

lcoles@cityofsanmateo.org

(650) 522-7264