



CITY OF POMONA COUNCIL REPORT

June 19, 2017

To: Honorable Mayor and Members of the City Council

From: Linda Lowry, City Manager

Submitted by: Linda Matthews, Human Resources/Risk Management Director

Subject: **Adoption of Resolutions Amending the Memoranda of Understanding with the Pomona City Employee's Association and the Pomona Mid-Management/Confidential Employees' Association, Amending the Authorized Staffing Levels within the Fiscal Year 2017/18 Operating Budget, and Approving the Citywide Salary Schedule for Classification Actions Related to Merger of Utility Billing and Revenue Functions in the Finance Department**

OVERVIEW

Recommendations - That the City Council adopt the attached resolutions:

1. Amending Appendix B of the Memorandum of Understanding Between the City of Pomona and the Pomona City Employees' Chapter of the Teamsters Local 1932;
2. Amending Appendix B of the Memorandum of Understanding between the City of Pomona and the Pomona Mid-Management/Confidential Employees Association;
3. Amending Authorized Staffing Levels in the FY 2017-2018 Operating Budget; and
4. Approving the Citywide Salary Schedule to meet the California Code of Regulations Title 2, Sections 570.5 and 571.
5. Amending the Fiscal Year 2017-2018 Adopted Operating Budget.

Fiscal Impact - The Financial Impact of the merger of the Finance Departments Revenue Management Division and the Public Works Customer Service Division is detailed in Table 1. The reclassification of each position is detailed in Attachment 1. The attached Budget Resolution (Attachment 6) authorizes amendments to the FY 2017-18 Adopted Operating Budget to reflect these personnel changes.

Expenditure Line Item	Account #	Fund	Appropriation Changes
Earnings and Benefits	571-8121-51012-00000	Water	116,893
Earnings and Benefits	571-8128-51012-00000	Water	(22,559)
Earnings and Benefits	581-2505-51012-00000	Sewer	(36,939)
Earnings and Benefits	101-1160-51012-00000	General	(22,832)
Total Operating Fund Appropriations			\$34,564

Table 1

EXECUTIVE SUMMARY

Approval of the proposed actions will allow implementation of various personnel actions and update staffing allocations related to a proposed reorganization impacting the Finance, Public Works, and Water Resources Departments. The reorganization actions include merging the utility billing and revenue services functions for water, sewer and solid waste, to be managed by the Finance Department Revenue Services Division; and transferring Meter Reading, Storm Water and Water Conservation from Public Works to the Water Resources Department. Classification actions include the creation of a new classification series of Customer Service Specialist.

DISCUSSION

Currently, the customer utility accounts and customer service for water, sewer and solid waste operations are managed by the Business Services Division of the Public Works Department and all revenue collection is performed by the Revenue Services Division of the Finance Department. This results in customers interacting with two different divisions to set up or close accounts, or to resolve billing issues. The City Manager has determined it is best to merge these functions within the Revenue Services Division of the Finance Department. This will improve customer service by allowing account set-up and payment to be completed in the same division.

This merger will result in eight (8) customer service positions being transferred from Public Works to the Finance Department. Each position will be cross-trained. Because the duties of each classification are expanding to include billing, customer service and cashiering, a classification review was conducted by the Human Resources Department.

The following realignment of classifications for positions assigned to Customer Service and Revenue Services is proposed:

Current Class	Proposed Class	Current Salary Range	Proposed Salary Range
Accounting Technician I	Customer Service Specialist I	\$2,869 - \$3,487	\$3,015 – 3,667
Accounting Technician II	Customer Service Specialist II	\$3,168 - \$3,852	\$3,330 - \$4,045
Senior Accounting Technician	Sr. Customer Service Specialist	\$3,675 - \$4,467	\$3,675 - \$4,467
Business License Specialist	Customer Service Specialist II	\$3,330 - \$4,045	\$3,330 - \$4,045
Customer Services Representative I	Customer Service Specialist I	\$2,942 - \$3,576	\$3,015 – 3,667
Customer Services Representative II	Customer Service Specialist II	\$3,248 - \$3,947	\$3,330 - \$4,045

Senior Customer Services Representative	Sr. Customer Service Specialist	\$3,585 - \$4,357	\$3,675 - \$4,467
Lead Customer Services Representative	None – Delete level	\$4,157 - \$5,054	n/a
Customer Services Supervisor	Revenue Operations Supervisor	\$5,319 - \$6,468	\$5,731 - \$6,969
Revenue Services Supervisor	Revenue Operations Supervisor	\$5,592 - \$6,796	\$5,731 - \$6,969

Table 2

Customer Services Specialist I and II will be a Flexible Staffing Classification, which means all positions can be filled at either the I or II level and incumbents will advance consistent with the criteria within the applicable memorandum of understanding. Each position may be rotated and ultimately perform all functions related to customer service, billing, cashing, and business license processing. Incumbents will be reclassified to the comparable level. Only Accounting Technician classifications within Revenue Services will be reclassified to Customer Services Specialist. Accounting Technicians in other departments and divisions are not impacted by this change.

A detailed list of the personnel actions and related budget transfers are included in Attachment 1. The resolutions amending the Memoranda of Understanding are Attachments 2 and 3. The resolution amending staffing levels in the FY 2017/18 budget is Attachment 4. Incumbent salaries will be adjusted in accordance with the applicable Memorandum of Understanding. Staff has met and conferred with each impacted employee group regarding any actions that impact the terms and conditions of employment.

Other Related Impacts. The meter reading function, which consists of a Lead Meter Technician, 3 Meter Technicians and some part-time staff, currently reports to the Business Services Division of the Public Works Department. In conjunction with the realignment of the utility billing function to Revenue, the meter reading function, which involves field operations, will be transferred from Public Works Business Services to Water Resources. No classification changes are associated with the transfer of the meter reading function.

In addition, the storm water, water conservation, and energy program functions will be transferred to Water Resources, along with two full-time positions (Environmental Programs Supervisor and Program Assistant) and fund for a part-time staff member. All transfers are within the authority of the City Manager and the staffing allocations are updated in the attached budget resolutions.

After the reorganization, Public Works will include the following functions: Engineering, Fleet Services, Parks and Facilities, Solid Waste (including related environmental compliance), and Streets.

Attachment 5 is the citywide Salary Schedule for all job classifications and pay ranges for all represented and unrepresented employee groups that reflect the changes proposed herein as well as adjustments to salary scales of the Police Dispatcher series, which is presented for approval in

a separate but concurrent staff report. In accordance with the requirements of the California Code of Regulations, Title 2, Sections 570.5 and 571, the City must adopt and publically post a consolidated Salary Schedule for all City classifications. The only material change made to the Salary Schedule is to reflect the classification changes described herein.

Attachment 6 updates the FY 2017-2018 Operating Budget to reflect these changes.

Attachments:

1. List of Detailed Classification Actions
2. Resolution Amending Appendix B of the Memorandum of Understanding Between the City of Pomona and the Pomona City Employees' Chapter of the Teamsters Local 1932;
3. Resolution Amending Appendix B of the Memorandum of Understanding between the City of Pomona and the Pomona Mid-Management/Confidential Employees Association;
4. Resolution Amending Authorized Staffing Levels in the Fiscal Year 2017/18 Operating Budget
5. Resolution approving citywide Salary Schedule
Exhibit A – Salary Schedule
6. Resolution Amending the Fiscal Year 2017-2018 Adopted Operating Budget.