



“...meeting community needs...enhancing quality of life.”

MEMO

TO: Municipal Services Committee
Human Resources Committee

FROM: Paula Vandehey, Director of Public Works *PAV*

DATE: April 23, 2021

SUBJECT: **Proposed Modification to the Department of Public Works Table of Organization – Parking Utility.**

The Parking Utility’s ramp pay equipment has a customer Call Button for when customers have questions regarding how to enter or exit the parking ramp, have trouble with the equipment, etc. The Call Button is a phone line that goes directly to either a Parking Utility staff member (4:00 am to 9:00 pm) or to the Police Communications Center during late hours and weekends.

Through networking and research, our Parking Utility Supervisor has identified a calling service that integrates with our TIBA parking equipment. The service answers the emergency call and responds to the individual issue based on business rules we provide to them for each scenario. Benefits of this service include:

1. 24/7 365 coverage, including Holidays
2. Translation services, such as Spanish, are available
3. Data is collected in a format that provides us metrics that can help us make improvements (i.e. additional signage for a repeat issue).
4. Police Communications Center would be relieved of these calls
5. Allows us to condense our parking staff hours to the most needed, instead of trying to provide phone coverage.

The parking employee tasked with carrying the emergency call phone is limited in the work they can be assigned. For instance, it is not practical to be on the sweeper or snow removal equipment if you need to be able to hear, and immediately respond to, an emergency call. With the increased flexibility of hours we can assign staff, and the tasks that can be accomplished without the additional responsibility of the emergency call phone, we believe that we can eliminate a position in the Parking Utility. (See attached Table of Organization)

The Parking Utility currently has a vacant position, therefore, we do not anticipate any employee losing their job due to the proposed change to our Table of Organization.

The associated costs and savings of our proposed Table of Organization change are as follows:

COSTS:

- On-time conversion of TIBA equipment to be reprogrammed with Parker technology Call Center technology.
- Monthly Call Center Service Contract of \$638.64 for all three parking ramps (\$7,664 annually).

SAVINGS:

- Elimination of Parking Ramp Attendant Position (\$35,000 plus benefits) annually.

Therefore, I request approval of the proposed modification to the Department of Public Works Table of Organization – Parking Utility to eliminate one Ramp Attendant Position.

Attachment

C: Tony Saucerman, Finance Director
Jay Ratchman, Interim Human Resources Director
Lisa Lau, Managerial Accountant Coordinator

DEPARTMENT OF PUBLIC WORKS

ENGINEERING

Revised 3/22/2021

