



"...meeting community needs...enhancing quality of life."

MEMO

TO: Municipal Services Committee
Human Resources Committee

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

DATE: December 6, 2016

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

As part of the 2017 Budget process, the Department of Public Works modified the Parking Utility Table of Organization by eliminating 2 part-time cashier positions and creating a full-time Parking Lead Position. Since developing that Table of Organization change in the summer of 2016, we have fully implemented the new pay-on-exit parking system and believe we need one more modification to the Table of Organization in order to provide a high level of customer service.

The new pay-on-exit system functions as a 24-hour system since now any malfunction traps customers inside the ramp where before customers would not be able to enter the ramp if there was a malfunction. The system takes in significant cash so the cash boxes at each exit lane and pay-on-foot station need to be emptied on a frequent basis. In addition, major events at the hotels and Performing Arts Center require staff to help answer customer questions and empty the ramp as quickly as possible.

In order to best meet the needs of our customers, we are requesting to convert an existing Ramp Attendant Position to a Operator I – Parking Position. (See attached Table of Organization). The Ramp Attendant's main duties are cleaning and helping customers, while the Operator I's main duties are parking equipment maintenance, snow & ice control and money collection from meters and ramps.

One of the three current Ramp Attendant Positions is vacant due to a recent resignation. This provides the ideal opportunity to consider changing this position prior to advertising to fill the position. If the proposed Table of Organization is approved, we will be able to provide full-service coverage Monday through Friday from 5:00 am to 11:00 pm and Saturdays from 9:00 am to 11:00 pm.

This modification to the Parking Utility Table of Organization is an increase in salary expense of \$10,046 (comparing control point to control point) and would be absorbed within the existing Parking Utility Budget.

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

Attachment

C: Tony Saucerman, Finance Director
Sandy Behnke, Human Resources Director
Bev Matheys, Managerial Accountant Coordinator

