

Committees:

Planning Committee	<input type="checkbox"/>	Finance and Audit Committee	<input type="checkbox"/>
External Affairs Committee	<input type="checkbox"/>	Operations Committee	<input checked="" type="checkbox"/>
Rider Complaint Committee	<input type="checkbox"/>	Paratransit Committee	<input type="checkbox"/>
Board of Directors	<input type="checkbox"/>	Financing Corporation	<input type="checkbox"/>

SUBJECT: Consider Recommending Adoption of Resolution No. 09-032 Creating the New Classifications of Transportation Supervisor Assistant, Senior Human Resources Administrator, and Electrical Support Worker.

RECOMMENDED ACTION: Approval of New Classification Specifications: Transportation Supervisor Assistant, Senior Human Resources Administrator and Electrical Support Worker.

Information Only Briefing Item Recommended Motion

Fiscal Impact:

Transportation Supervisor Assistant: Estimated \$270,000 in direct compensation for staffing (plus an undetermined amount for partial benefits) during the first year. This cost is largely offset by grant funding from the TJPA grant fund. Where appropriate, these positions will be used at the Transbay Transit Center in San Francisco instead of Transportation Supervisors resulting in savings of approximately \$35,000 per full-time equivalent position.

Senior Human Resources Administrator: Due to the re-organization of the supervisory structure of the Human Resources department, of which this proposed new classification is a part, the District will realize a savings of approximately \$415,977 in the first year.

Electrical Support Worker: Potential savings to the District due to lower direct compensation for some IBEW represented positions; amount unknown at this time.

Background/Discussion:

Transportation Supervisor Assistant: The physical layout of the temporary Transbay Transit Center (TTC) in San Francisco will require the intermingling of revenue vehicle traffic with passengers in a way that presents safety concerns. In addition, these upcoming changes have the potential to cause confusion for AC Transit passengers unaccustomed to the new temporary TTC. The District's Service Development and Service Supervision departments have determined that additional AC Transit staffing will be required during the years the temporary TTC is in use.

Incumbents in the proposed new classification of Transportation Supervisor Assistant – Part Time (AFSCME Grade 4) will guide customers safely to and from buses and through cross-walks and walkways; provide assistance to TTC passengers with questions and issues regarding fares, schedules, way-finding and boarding; and will investigate and resolve passenger complaints. In addition, these employees will provide assistance to Transportation Supervisors and Bus Operators at the temporary TTC, and provide routine maintenance of ticket machines, including TransLink.

The District will require six staff members in this proposed new classification, who will each work a minimum of 25, and a maximum of 30 hours per week. Because of their part-time status, these positions will receive partial benefits and will not participate in the District's retirement plan.

Because both service and staffing in the temporary TTC is covered primarily by the TJPA grant fund, additional cost to the District will be minimal. Because this new staffing is required for proper customer service, and the safe and efficient movement of passengers at the temporary TTC; the District would otherwise be compelled to fill these positions with Transportation Supervisors (AFSCME Grade 6), at a considerably higher cost to the District.

Senior Human Resources Administrator: The Human Resources department has recently undertaken a major re-organization. By re-allocating staff resources to the most critical areas, the department will be able to respond more rapidly to District needs and legal requirements with a smaller staff. One of the cornerstones of this new department structure is the combining of all Leave of Absence operations from two functional units into one larger functional unit. Going forward, this unit will administer Industrial Injury, Workers' Compensation, the Modified Duty work program, and Reasonable Accommodation, with the addition of all legally and contractually required leaves of absence. This will allow greater organizational efficiency, as well as improved communication and coordination of functions to help insure that federal and state legal requirements are met. For example, it would insure that employees who are on leave due to an industrial injury are also granted Family Medical Leave. It will also insure that all employees on leave are contacted regularly and that their leaves are tracked effectively. Division responsibility for leave management will be significantly reduced.

Under the former department structure, all distinct Human Resources functions were directed by a Human Resources Administrator (Unrepresented or AFSCME Grade 8) who supervised a small staff of one to three subordinate Analysts and/or Assistants. Each Administrator reported to one of three Human Resources Managers, who supervised multiple functional units. However, the expanded Leave of Absence unit requires the Administrator to coordinate six associated functions and an expanded staff of five subordinate Analysts and Assistants. Given these expanded responsibilities, we are proposing that the new classification of Senior Human Resources Administrator (Unrepresented Grade 9) be established.

This new classification will apply to the Administrator of the new multi-function Leave Administration unit, and also to the current Administrator in charge of the Labor Relations unit. Like AC Transit, all other Bay Area transit and public agencies are unionized, and consider Labor Relations to be an extremely critical Human Resources function. All other agencies of the District's size have a position at Manager level or higher in charge of Labor Relations. By reclassifying this second Administrator position as a Senior Administrator, the District will move closer to other local transit agencies, such as the San Francisco Municipal Transportation Agency ("Muni") and the Santa Clara Valley Transit Authority (VTA). Because our Labor Relations Administrator supervises both Grade 7 and Grade 8 employees, this position should be compensated at least one grade higher than the employees s/he supervises.

Under the currently proposed structure, one Human Resources Manager position (Grade 11), and two Administrator positions (Grade 8) have been eliminated. This will save the District approximately \$429,666 in the first year in direct compensation plus benefits. The promotion of two remaining Administrators to this proposed Senior Human Resources Administrator classification will cost approximately \$13,689 in direct compensation plus benefits in the first year. The result is a net savings to the District of about \$415,977 in the first year.

In summary, this supervisory component of the Human Resources department reorganization will save the District money, while providing enhanced organizational efficiency and greater compliance with federal and state laws and regulations. This additional classification is needed to at least partially address some of the internal and external equity issues created by these changes.

Electrical Support Worker: Formerly, the District's IBEW represented Electronic Technicians reported to two separate departments. Farebox Technicians performed maintenance and repair exclusively on revenue vehicle fare boxes, while Communications Technicians performed maintenance and repair on the District's computer aided dispatch (CAD), fixed-point, and mobile transmitting systems, as well as destination signs and audio-video equipment. Farebox Technicians reported to the Treasury department, and Communications Technicians reported to Maintenance. A recent reorganization brought all of these technical functions into the Maintenance department. A District training program has been established and is now underway to cross-train all IBEW technicians so they will be able to perform all of the above referenced electronics maintenance and repair functions. This combined classification has been re-titled Senior Electronic Technician.

Electrical Support Workers will remove and replace electronic components and other electronic devices in District revenue vehicles and facilities, and conduct minor semi-skilled repairs involving the simple removal and replacement of defective electronic components and parts such as fuses, bulbs, and simple wiring.

As agreed to by the International Brotherhood of Electrical Workers (IBEW, Local 1245), the Chief Maintenance Officer has the option to either terminate or reclassify Senior

Electronic Technicians as Electrical Support Workers, if they are unable to successfully complete the cross-training course. When re-classification is the chosen option, the wage will be reduced from \$33.03 per hour to \$32.06 per hour. In addition, the District may hire new employees into the Electrical Support Worker classification in the future at the wage of \$23.11 per hour (70% of the Senior Electronic Technician wage rate).

The District will realize savings in direct compensation for any Senior Electronic Technician reclassified as an Electrical Support Worker, though the amount is impossible to determine at this time since the number of incumbents unable to pass training (if any) is currently unknown. To the extent that the District is able to hire new Electrical Support Workers from outside the bargaining unit in the future to perform the simpler tasks now assigned to higher skilled Sr. Electronics Technicians and Electricians, the District may realize additional savings.

Prior Relevant Board Actions/Policies:

None

Attachments:

1. Resolution Number Resolution No. 09-032; creating the classifications of Transportation Supervisor Assistant, Senior Human Resources Administrator, and Electrical Support Worker.
2. Classification Specification for Transportation Supervisor Assistant
3. Classification Specification for Senior Human Resources Administrator
4. Classification Specification for Electrical Support Worker

Approved by: Kurt De Stigter, Chief Human Resources Officer
Prepared by: Llew Keller, Human Resources Administrator
Date Prepared: September 29, 2009

**ALAMEDA CONTRA COSTA TRANSIT DISTRICT
RESOLUTION NO. 09-032**

**A RESOLUTION CREATING THE NEW CLASSIFICATIONS OF TRANSPORTATION
SUPERVISOR ASSISTANT, SENIOR HUMAN RESOURCES ADMINISTRATOR, AND
ELECTRICAL SUPPORT WORKER.**

WHEREAS, Public Utilities Code Section 24886 authorizes the Board of Directors of the Alameda-Contra Costa Transit District to determine and create such number and character of positions in the District as are necessary to carry on the functions of the District; and

WHEREAS, Section 24886 also authorizes the Board of Directors to establish the appropriate salary, salary range, or wage for each classification created by the District; and

WHEREAS, the General Manager has assessed the current personnel needs of the District and determined amendments to the classification plan are necessary for the proper operation of the District; and

WHEREAS, the Board of Directors has reviewed and considered the recommendation of the General Manager to increase the compensation for Electronic Systems Supervisor to AFSCME Grade 8.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE ALAMEDA-CONTRA COSTA TRANSIT DISTRICT DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. Adopts the proposed Classification Specifications for Transportation Supervisor Assistant, Senior Human Resources Administrator, and Electrical Support Worker, as set out in GM Memo 09-147.

SECTION 2. This resolution shall become effective immediately upon its passage by four affirmative votes of the Board of Directors.

PASSED AND ADOPTED THIS 28th DAY OF OCTOBER 2009

Ryan "Rocky" Fernandez, President

Linda Nemeroff, District Secretary

I, Linda Nemeroff, District Secretary for the Alameda Contra Costa Transit District, do hereby certify that the foregoing Resolution was passed and adopted at a Regular Meeting of the Board of Directors held on the October 28, 2009, by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

APPROVED AS TO FORM:

Linda Nemeroff, District Secretary

Kenneth C. Scheidig, General Counsel



Transportation Supervisor Assistant (Part Time)

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
TBD	Non-Exempt	TBD	AFSCME	4	TBD	09-032	1 of 2

DEFINITION: Under close supervision, provides assistance to Transportation Supervisors in order to coordinate the efficient, safe, and on-time movement of AC Transit fixed-route operations assigned to Trans-bay service operating via the Transbay Transit Center (TTC).

REPORTS TO: The TTC Transportation Superintendent, or designee.

REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:

- Provides assistance to Transportation Supervisors and Bus Operators at the TTC.
- Provides assistance to TTC passengers with questions and issues regarding fares, schedules, wayfinding and boarding. Investigates and resolves passenger complaints.
- Guides customers safely to and from buses, and through crosswalks and walkways.
- Directs Bus Operators during emergencies, critical situations, equipment breakdowns, and service delays.
- Reports discrepancies and unsafe conditions to Transportation Supervisors; and recommends and implements corrective actions, as instructed.
- Disseminates and monitors adherence to safety regulations, traffic laws, and District policies and procedures in support of the District’s goal to provide safe, courteous, and reliable transit service.
- Prepares Bus Operator performance reports to document observed violations; and prepares written incident reports.
- Provides routine maintenance of Translink and ticket machines by replacing paper and ink; and assisting with vaulting machine.
- Performs related duties, as required.



Transportation Supervisor Assistant (Part Time)

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
TBD	Non-Exempt	TBD	AFSCME	4	TBD	09-032	2 of 2

MINIMUM QUALIFICATIONS:

Knowledge Of: The current Collective Bargaining Agreement; fare structures and routes; division dispatching functions; principles and practices of supervision and employee motivation; District routes, schedules, and fare structures; AC Transit Personnel Rules and Regulations; the Operator User Guide, and principles of conflict resolution.

Ability To: Comply with, and disseminate the District’s safety rules, policies, and procedures; proactively seek and implement ways to improve the daily operations of the TTC; continually multi-task and prioritize work effectively; investigate and analyze both routine and emergency situations; handle matters of a confidential nature; use standard office software for word processing and spreadsheets at an intermediate level of proficiency; learn and effectively use new computer software programs at an intermediate level of proficiency after an initial training period; communicate effectively both orally, and in writing in a team environment; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Education: Equivalent to completion of 12th grade.

Experience: Equivalent to three (3) years as a full-time Bus Operator; **OR** two (2) years equivalent experience as a full-time Bus Operator plus two (2) additional years in a position requiring knowledge of transit operations.

Additional Requirements (Internal Candidates): (1) No suspensions in District employment for disciplinary reasons; (2) no passenger complaints resulting in the administration of discipline, and no adverse entries within the last twelve months; (3) no at-fault accidents within the last eighteen months; and (4) must be able to demonstrate competency with currently used computer programs for word processing and spreadsheets at an intermediate level of proficiency, and operate a keyboard.

License Requirements: Must possess or obtain, and maintain a valid California Class C Driver License, and meet the District’s safe driving requirements.

Physical Requirements: Must maintain the physical ability necessary to: stand, walk, and climb bus stairs frequently; grasp, lift, hold, and manipulate light items under twenty (20) pounds frequently, such as laptop computers, cell phones, clipboards and writing implements; occasionally lift heavier items and materials up to fifty (50) pounds, such as buckets and bags of absorbent materials; and occasionally stoop, kneel, or bend. Must maintain normal vision and hearing (with or without correction) on a constant basis.

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Senior Human Resources Administrator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
TBD	Exempt	2 – Professionals	Unrepresented	9	TBD	09-032	1 of 2

DEFINITION: Under general supervision; administers the activities of multiple functional units or critical ongoing activities within the Human Resources department; or a single functional unit identified as having the most significant organizational or financial impact. Supervises subordinate staff.

REPORTS TO: An assigned Human Resources Manager, and/or the Chief Human Resources Officer; or designee.

REPRESENTATIVE FUNCTIONS may include, but are not limited to, the following:

- Administers the activities of multiple functional units, critical ongoing activities, or special assignments within the Human Resources department.
- Develops and implements policies, procedures, and goals for the assigned unit or activity to ensure compliance with applicable District standards and legal requirements, alignment and collaboration with other department units, and adherence to overall department objectives.
- Writes reports and provides detailed statistical and data analysis related to the assigned unit or special assignment.
- Supervises assigned staff; which may include Human Resources Administrators, Sr. HR Analysts, HR Analysts, HR Assistants, and clerical staff. Establishes performance standards; trains, monitors and evaluates staff; assigns and monitors work; and recommends and implements improvements and discipline, as required.
- Works closely with other department units and other District staff to ensure compliance with all legal requirements, and the District’s Affirmative Action plan.
- Investigates and analyzes matters of concern to District staff, applicants, and/or the public related to the assigned unit or critical activity, and recommends and implements appropriate remedial measures.
- Participates in the preparation of budgets for the department and the assigned unit, critical activity, or special project; and monitors and controls expenditures.
- Establishes and maintains confidential files and records, and performs administrative tasks such as data entry, and the writing and distribution of correspondence and other documents.
- Participates in the activities of assigned units and activities at all functional levels as needed, and may temporarily perform the duties of a subordinate in an emergency, or while the subordinate is on leave.
- May act as backup for another Senior Human Resources Administrator, or a Human Resources Manager; on a temporary basis.
- Performs related duties as required.



Senior Human Resources Administrator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
TBD	Exempt	2 – Professionals	Unrepresented	9	TBD	09-032	2 of 2

MINIMUM QUALIFICATIONS:

Knowledge Of: Human Resources principles, practices and techniques, as well as applicable laws, statutes, and regulations related to some or all of the following depending on the unit of assignment: affirmative action and equal employment opportunity, benefits, classification and compensation, employee relations, labor relations; medical leave; reasonable accommodation, recruitment-staffing and testing, and/or Workers Compensation; principles and practices of administration and supervision including leadership, team building, conflict resolution, training and performance evaluation; modern office practices including principles and practices of record keeping and confidentiality; computer software for word processing, spreadsheets, and presentation at the intermediate level of proficiency; English usage and business letter writing; report and presentation writing; and statistical analysis and business mathematics.

Ability To: Organize, implement, and direct multiple functional units and/or critical ongoing activities within the Human Resources department; supervise, train, motivate, and evaluate assigned staff; correctly interpret, explain, and implement Federal, state and local laws and regulations, as well as District and departmental policies and procedures; compile, review, analyze, and interpret application materials, employee records, testing and other selection methods and models, and related documentation; communicate effectively both orally and in writing in a business environment; independently compose reports, correspondence, and other documents; quickly learn and effectively use new computer software as adopted by the District; maintain confidentiality; work with a variety of diverse groups in a tactful and effective manner; effectively handle multiple assignments; respond to the needs of various District departments in a timely manner; and establish and maintain effective working relationships with those encountered in the course of work using principles of excellent customer service.

Education: Equivalent to a Bachelor’s Degree in Human Resources, Industrial/Organizational Psychology, Organizational Development, Public Administration, or a related field, from an accredited college or university.

Experience: Equivalent to at least seven (7) years of increasingly responsible Analyst level experience in a Human Resources department, including at least two (2) years at a level equivalent to an HR Administrator supervising assigned staff. A Master’s degree in one of the above disciplines from an accredited college or university may be substituted for up to two (2) years of the Analyst level experience.

License Requirement: Some assignments within this classification will require possession of, or the ability to obtain and maintain a valid California Class C Driver License, and meet the District’s safe driving standards.

Physical Requirements: Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment. Some assignments in this classification require physical mobility in order to travel to various locations and facilities within the District.



Electrical Support Worker

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution	Pages
TBD	Non-exempt	3 - Technicians	IBEW	TBD	TBD	09-032	1 of 1

DEFINITION: Under close supervision, removes and replaces electronic components and other electric devices in District revenue vehicles and facilities, and conducts minor semi-skilled repairs involving the simple replacement of components and parts.

REPORTS TO: The Electronics Systems Supervisor, or designee.

REPRESENTATIVE FUNCTIONS include, but are not limited to:

- Provides semi-skilled assistance to Electronics Technicians, HVAC Technicians, and Electricians in a training capacity.
- Removes defective electronic components such as fare-boxes and communication equipment from revenue vehicles; and installs equivalent new or reconditioned units.
- Replaces electronic components in destination signs, and may install or replace cameras in transit vehicles.
- Removes defective electric devices, electronic components, and parts such as bulbs, fuses, and simple wiring in District facilities; and installs equivalent new or reconditioned items.
- Bends, threads, and installs conduit and wiring under the supervision of District Electricians.
- Uses simple test equipment to diagnose problems with electric and electronic units and parts.
- Performs preventive maintenance on electronic and electric equipment in District vehicles and facilities under the supervision of District Electricians and Electronics Technicians.
- Enters data, and maintains computer and paper records of parts inventory, and work performed.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles, practices, and methods used in the installation and testing of electronic components and parts; principles and practices of preventive maintenance; procedures and practices of workplace safety in the shop and in the field; personal computers and currently used programs for spreadsheets and word processing at the basic level of proficiency.

Ability To: Install, test, and maintain electronic components and electric parts under supervision; follow safety and regulatory requirements; read, understand, and interpret technical information found in service manuals, service change bulletins, and schematics; skillfully operate electronic test equipment, solder and desolder equipment, power shears, and hand and power tools; follow instructions under supervision, and quickly learn and become proficient in new skills and the use of District computer programs with on-the-job training; use sound judgment; lift, carry, and move equipment, tools, and supplies; climb and use a ladder, and work under varying workplace and climate conditions; communicate effectively both orally and in writing; write legibly; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Education/Training: Equivalent to completion of the twelfth grade.

Experience: One (1) year of experience performing basic electrical maintenance and minor repair on vehicles; and/or in a facilities maintenance capacity.

License Requirement: Possession of, or ability to obtain and maintain a valid California Class C Driver License, and meet the District's driving standards.

Physical Requirements: Must possess the physical condition necessary to: (1) stand, walk, sit, pull, push, balance, kneel, crouch, twist, and reach occasionally or frequently; (2) lift items weighing up to 50 lbs occasionally, and between 50 and 75 lbs rarely; (3) perform tasks occasionally in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (4) maintain mobility in order to travel locally and frequently to various locations within the AC Transit District to perform job functions.