



AGENDA REPORT

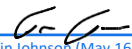
TO: Jestin D. Johnson
City Administrator

FROM: Mary Hao
HRM Director

SUBJECT: Amendment to Ordinance No. 12187
C.M.S. (The Salary Ordinance) for
Various Classifications and Minimum
Wage Increase

DATE: April 28, 2025

City Administrator Approval


Jestin Johnson (May 16, 2025 08:30 PDT)

Date: **May 16, 2025**

RECOMMENDATION

Staff Recommends That The City Council Adopt An Ordinance Amending The Salary Schedule Of Ordinance No. 12187 C.M.S. ("Salary Ordinance") To:

- (a) Add The Full-Time Classification Of Parking Control Technician II; And**
- (b) Add The Full-Time Classification Of Oak311 Communications Center Specialist, Senior; And**
- (c) Add The Full-Time, Permanent Part-Time, And Part-Time Equivalent Classifications Of Oak311 Communications Center Specialist; And**
- (d) Amend The Title Of The Full-Time And Permanent Part-Time Equivalent Classifications Of Transportation Planner, Senior To Transportation Planner, Supervising; And**
- (e) Amend The Salary Of The Part-Time Classification Of Senior Aide, PT To Ensure Compliance With The City Of Oakland's Minimum Wage Ordinance.**

EXECUTIVE SUMMARY

Adoption of the proposed ordinance will ensure the accuracy of the City's classification plan and Salary Schedule. This ordinance includes a variety of routine actions to approve the creation of new classifications and modifications to existing classifications that involve approval by the Civil Service Board. The proposed items are related to classifications that will be or are already allocated in the following departments: Department of Transportation (DOT), Office of the City Administrator (CAO), Oakland Public Works (OPW) Department, and Human Services Department (HSD).

Finance & Management Committee
June 10, 2025

BACKGROUND / LEGISLATIVE HISTORY

The Salary Ordinance (Ordinance No. 12187 C.M.S.) establishes salaries as well as other terms and conditions of City employment, including the classification titles and bargaining unit designation of positions. The Ordinance is amended periodically to accommodate the City's evolving classification needs. Pursuant to Section 3.04 of the Personnel Manual (Civil Service Rules), components of the City's Classification Plan shall be administered and maintained by the Personnel Director with the approval of the Civil Service Board.

As applicable regulations or departmental operations change, staff in the Human Resources Management (HRM) Department consults with departments regarding classification needs. These changes require HRM to amend the Salary Ordinance to add, amend, or delete certain classifications. The proposed Salary Ordinance Amendment accompanying this report is comprised of various routine actions to update the salary schedule.

ANALYSIS AND POLICY ALTERNATIVES

As stated above, the proposed action is recommended to update the Salary Schedule of the Salary Ordinance to align it with other actions that have taken place. In cases in which union involvement was required, the appropriate notification and/or discussions occurred with the applicable unions regarding bargaining unit modifications.

Citywide Priorities include: (1) **holistic community safety**, (2) **housing, economic, and cultural security**, (3) **vibrant, sustainable infrastructure**, and (4) **responsive, trustworthy government**. The work of the HRM Department indirectly affects holistic community safety and vibrant, sustainable infrastructure, through the amendment of classifications in support of DOT's parking enforcement initiatives and the OAK311 call center that is responsible for routing (non-emergency) infrastructure concerns. HRM facilitates the implementation of classification additions via the salary ordinance amendment process, which ensures transparency in salary information. Adoption of the proposed ordinance advances multiple Citywide Priorities.

New Classifications – There are three (3) classifications being proposed as amendments to the City's Classification Plan. One affects DOT, and the other two affect CAO:

(1) DOT – Parking Control Technician (PCT) II: A new classification has been created as part of organizational development efforts to enhance parking enforcement activities. Abandoned auto and scofflaw duties (e.g., booting and towing coordination) were transferred from the Oakland Police Department (OPD) to DOT as part of departmental reorganization efforts. While in OPD, the duties had been performed by Police Services Technician II staff. Once reassigned to DOT, a new classification had to be created to handle these functions. DOT initially pursued "Vehicle Enforcement Agent" as the proposed standalone classification to address the new duties but pivoted to Parking Control Technician II under the City's grow-your-own philosophy; departments are invested in equipping their employees with the skills and abilities necessary to seek advancement opportunities. There is an existing Parking Control Technician classification, and these incumbents were given the opportunity to act in this new role while the description was being developed. The existing PCT classification will be re-titled to Parking Control Technician I

(PCT I), and the Flexible Staffing is being added as a pathway for PCT Is to potentially promote to PCT II in accordance with the City's existing Flexible Staffing policy.

Positions in the new PCT II classification will primarily be responsible for: enforcing the Oakland Municipal Code, California Vehicle Code, Port of Oakland, and City of Oakland encampment management policies parking and non-moving vehicle regulations by issuing citations for parking, standing, or stopping violations, immobilizing vehicles with unpaid parking violations, assisting with towing and impounding abandoned, stolen or illegally parked vehicles, directing traffic, and assisting with the safe movement of vehicles and pedestrians; and performing related duties as assigned. The Service International Employees Union (SEIU), Local 1021, was notified of the proposal to create this new classification in November 2023. City and union representatives met several times throughout 2024 to review the proposed description and address potential impacts to members. Concerns were explored to ensure that the description accurately and thoroughly reflected the expectations, roles, and responsibilities under the new structure. Feedback was provided by the union and incorporated into subsequent drafts of the classification specification. The union sent an email on August 28, 2024, stating that there were no objections to the proposed new classification. However, concerns regarding the salary and potential impacts to members remained until October 2024. The City and SEIU successfully arrived at a mutually agreeable salary rate and implementation plan, and the new classification was routed for approval. The new classification was approved at the November 21, 2024, Civil Service Board Meeting.

(2) CAO – OAK311 Communications Center Specialist, Senior and OAK311 Communications Center Specialist: Two new classifications have been created as part of organizational development efforts pertaining to the City's call center operations. The City's 311 Call Center has historically been staffed by employees in the Public Service Representative (PSR) and Public Service Representative, Senior classifications. Due to changes in the scope and responsibility of the OAK311 Communications Center operations over time, the assigned duties exceed the existing PSR classifications. Additionally, the new classifications are represented by two different unions. This added complexity to the review process for vetting the proposed classifications. The OAK311 Communications Center Specialist served as the foundation for the Senior level OAK311 classification and needed to be solidified before fully vetting the OAK311 Senior classification.

Positions in the new OAK311 Communications Center Specialist, Senior classification will primarily be responsible for: serving as the team lead for the OAK311 staff who serve as the initial point of contact to the public for all non-emergency and (infrastructure) emergency government services, infrastructure maintenance priorities, and related service issues; handling intake requests that need to be escalated for resolution; assisting with addressing the need for service to the applicable supervisor or department designee and may adjust prioritization; utilizing a variety of intake platforms such as the Oak311 communications center phone lines, SeeClickFix mobile app, website notifications, email, chat, or other social media formats to review and process service requests; documenting the information in the work management system for routing to the responsible City department, workgroup or outside partner and for automated tracking through closure of service requests; training, assigning, and evaluating assigned staff; and performing other duties as assigned.

Positions in the new OAK311 Communications Center Specialist classification will primarily be responsible for: serving as the initial point of contact to the public for all non-emergency and (infrastructure) emergency government services, infrastructure maintenance priorities, and

related service issues; assessing the service need and adjusts prioritization accordingly; submitting the need for service to the applicable supervisor or department designee; utilizing a variety of intake platforms such as the Oak311 communications center phone lines, SeeClickFix mobile app, website notifications, email, chat, or other social media formats to review and process service requests; documenting the information in the work management system for routing to the responsible City department, workgroup or outside partner and for automated tracking through closure of service requests; and performing other duties as assigned.

SEIU, Local 1021, was notified of the proposal to create the new OAK311 Communications Center Specialist classification in July 2023. City and union representatives met several times during 2023 and 2024 to review the proposed description and address potential impacts to members; this included a joint meeting on July 19, 2024, with the International Federation of Professional & Technician Engineers (IFPTE, Local 21). Concerns were explored to ensure that the description accurately and thoroughly reflected the expectations, roles, and responsibilities under the new structure. Feedback was provided by the union and incorporated into subsequent drafts of the classification specification. By July 2024, Local 1021 confirmed that there are no objections to the proposed new classification. However, concerns regarding the salary and potential impacts to members remained until October 2024. The City and SEIU successfully arrived at a mutually agreeable salary rate and implementation plan, and the new classification was approved at the November 21, 2024, Civil Service Board Meeting.

The International Federation of Professional and Technical Engineers (IFPTE), Local 21, was also notified of the proposal to create the new OAK311 Communications Center Specialist, Senior classification in July 2023. However, discussions with Local 21 were largely contingent upon finalizing the duties and salary of Local 1021's OAK311 Communications Center Specialist classification. Once the proposed Local 1021 classification was ready, City and Local 21 representatives began meeting in July 2024 to review the proposed description and address potential impacts to members; this included a joint meeting with SEIU, Local 1021, on July 19, 2024. By October 2024, Local 21 confirmed that there were no objections to the proposed new classification, salary, or potential impacts to members. The City and IFPTE successfully arrived at a mutually agreeable salary rate and implementation plan, and the new classification was approved at the November 21, 2024, Civil Service Board Meeting.

Title Change – One classification in DOT requires a title change, which will ensure that the classification accurately conveys the entire purpose of the position as needed by DOT in their current configuration: Transportation Planner, Senior, which is being retitled to Transportation Planner, Supervising. This classification has operated as a full supervisor for the last several years. “Senior” typically refers to lead-level or advanced journey-level roles in the organization; employees may assign and review the work of others but do not formally supervise staff or manage performance. Changing the title to “Supervising” is more accurate. Human Resources evaluated the title and determined that a title change plus additional revisions to the job description were necessary for internal consistency and alignment with industry standards. IFPTE, Local 21, was notified of the proposed revisions in May 2024. City staff and union representatives discussed the revisions at monthly meetings from June to September and mutually agreed to clarifying language changes. In an email dated October 29, 2024, the union confirmed that they had no objections to the proposed revisions or title change. The classification specification revisions and title change were approved at the November 21, 2024, Civil Service Board Meeting.

Minimum Wage Salary Adjustment – On November 4, 2014, the voters approved Oakland Measure FF, which raised the minimum wage in Oakland to twelve dollars and twenty-five cents (\$12.25), effective March 2, 2015. Measure FF also included a requirement that the Oakland minimum wage be adjusted annually on the first of January in accordance with the annual Consumer Price Index (“CPI”) for urban wage earners and clerical workers for the San Francisco-Oakland-San Jose, CA metropolitan statistical area, consistent with Section 5.92 of the City of Oakland Municipal Code (“OMC”). Adjustments to Oakland’s minimum wage rate are only allowed when there is an increase in the CPI. The City of Oakland’s pay structure for all positions must comply with the new wage rates as of January 1st each calendar year. The rate increased by \$0.39 per hour for calendar year 2025, which resulted in a new wage rate of \$16.89 per hour.

HRM staff conduct the annual analysis of the Salary Schedule for all City of Oakland classifications. It was determined that one classification required an adjustment to the wage rate to be at or above the new minimum wage standard pursuant to Measure FF and the OMC as of January 1, 2025. The hourly salary rate of the Senior Aide, PT classification in HSD has been increased to match this new rate to ensure compliance.

FISCAL IMPACT

As part of the FY 2025-27 Budget process, these costs have been included in the Biennial budget; please see below for impacted funds and the costs associated with the above changes.

Impacted Funds	Cost
Fund 1010 (General Purpose Fund)	\$ 22,272
Fund 2218 (Measure BB)	\$ 73,636
Fund 2230 (State Gas Tax)	\$ 11,254
Fund 2415 (Development Services Fund)	\$ 21,454
Fund 7760 (Grant Clearing)	\$ 77,783

Two departments (DOT and CAO) already have placeholder positions in their budgets to add the new Parking Control Technician II and OAK311 Communications Center Specialist classifications. Add/Delete Forms will be processed once the new classifications are established to convert the placeholder positions to the new classifications. Recruitment and selection processes will be initiated following the processing of the Add/Delete Forms.

The title changes for the DOT classifications are budget neutral. The slight increases in salary for the Senior Aide, PT classification will be reconciled as part of the biennial budget for FY 2025-2027 in HSD.

PUBLIC OUTREACH / INTEREST

No public outreach was deemed necessary other than the required posting on the City’s website.

COORDINATION

HRM coordinated with each of the departments regarding the proposed additions. When necessary, Employee Relations was also involved. Representative unions were formally notified of the proposed legislation, as applicable, to ensure the City met its bargaining obligations. Discussions took place, and any objections, including objections relating to potential impacts raised by the representative union(s), as applicable, were fully vetted.

Public notices regarding the Civil Service Board actions to approve classification specifications are posted pursuant to the provisions of the California Brown Act and the City of Oakland Sunshine Ordinance.

Additionally, the preparation of this report was coordinated with HRM, the City Attorney's Office, and the Finance Department Budget Bureau.

SUSTAINABLE OPPORTUNITIES

Economic: There are no economic opportunities associated with this report.

Environmental: There are no environmental opportunities associated with this report.

Race & Equity: There are no social equity opportunities associated with this report.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt An Ordinance Amending The Salary Schedule Of Ordinance No. 12187 C.M.S. ("Salary Ordinance") To:

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- (e) Amend The Salary Of The Part-Time Classification Of Senior Aide, PT, To Ensure Compliance With The City Of Oakland's Minimum Wage Ordinance.

For questions regarding this report, please contact Mary Hao, Director of Human Resources Management, at (510) 238-6450.

Respectfully submitted,



Mary Hao (May 14, 2025 12:50 PDT)

MARY HAO
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