

CITY OF SEBASTOPOL CITY COUNCIL

AGENDA ITEM REPORT FOR MEETING OF: June 3, 2025

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To: Honorable Mayor and City Councilmembers

From: Ana Kwong – Administrative Services Director
Deborah Muchmore – Human Resources Consultant, MTC

Subject: Approve a Resolution Retitling and Revising Police Records and Support Services Manager to Police Support Services Manager, a commensurate increase to the associated pay range, and a Side Letter between the City and the Sebastopol Police Officers’ Association allowing certificate pay for a single related certification.

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RECOMMENDATIONS:

Staff recommends the City Council take the following actions:

1. Approve a Resolution Retitling and Revising Police Records and Support Services Manager to Police Support Services Manager, increasing duties and responsibilities to include supervision of all non-sworn Department functions and employees
2. Approve an increase to the associated pay range between 6.94% and 11.16% commensurate with the market data and the increase in duties. Staff recommends 8%, which represents the increase in scope, effect, and contacts required for the revised position (pay range: \$7,292 to \$8,863).

EXECUTIVE SUMMARY: Supervision of non-sworn personnel, such as dispatchers, is currently being performed by the Police Captain position and prior to that by the Sergeants. Neither arrangement produced the desired outcomes. Prior to 2022, management of all administrative functions and non-sworn employees in the Police Department were consolidated under one job classification, Records/Dispatch Supervisor. Approval of this item consolidates all administrative police support services and supervision of non-sworn employees under one classification for effectiveness, improved distribution of duties, and continuity of leadership.

BACKGROUND:

Prior to March 2023, management of all administrative functions and non-sworn employees in the Police Department were consolidated under one job classification Records/Dispatch Supervisor. In 2022, with the retirement of an employee who was long-serving in the position, the Police Department separated the supervision of dispatch operations and oversight of public counter services from the balance of police administrative support services. Supervision of dispatch operations was transferred to Police Sergeants and later to the Police Captain. Neither arrangement produced the desired outcomes. Police Sergeants were often involved in the very calls and incidents being dispatched making it difficult to observe dispatch operations in real time and the Captain position has significant responsibilities related to _____ in and away from the Department creating a similar challenge to personnel oversight.

AND DISCUSSION

Today, the department’s mid-management position will soon be filled internally at the lower Lieutenant level. The internal promotion will provide an opening at the Sergeant level. This placement while enhancing the Department’s succession planning and employee retention programs, will not provide adequate oversight for dispatch operations as the Lieutenant position is a leadership training position with a significant learning curve.

The department seeks a sustainable solution for effective oversight of dispatch operations. Retitling and revising the Police Records and Support Services Manager to Police Support Services Administrator and revising the duties of the position to include supervision and oversight of dispatch operations and the public counter allows for effective supervision of all police support programs and lower-level non-sworn personnel, improved distribution of duties, and continuity of leadership.

The current position supervises one full-time Police Services Technician. Adding oversight of dispatch operations adds supervision of eight employees, increasing the scope, complexity, and responsibilities of the position. It is customary when the revision of a classification significantly increases the scope, duties, and responsibilities of a classification. The classification industry uses a factor system to determine the percentage increase in duties and responsibilities as a measure to determine salary differential that may be applied. The Federal Factor Analysis allows a comparison of the Knowledge required by the position the Supervisory Controls applied to the position, the guidelines available and used, the complexity of the work, the scope and effect of the work, the personal contacts in the course of work and the purpose of those contacts, the physical demands of the position and the work environment.

Pay Recommendation

Staff met and conferred in good faith with the Sebastopol Police Officers Association regarding the classification and pay range. The SPOA is in support of the changes to the position as it will provide improved support and supervision for the dispatch unit.

The labor union has requested a 10% increase in the pay range and eligibility for P.O.S.T. Public Safety Dispatcher Certificate incentive pay for the position based on the increase in duties and responsibilities. The incentive pay requires a modification to the Memorandum of Understanding (MOU) between the City and the SPOA. Staff will bring this in a separate staff report along with other changes to the MOU.

Staff reviews several factors in recommending compensation including a factor analysis of the changes in complexity, scope, and breadth of duties and contacts, as well as surveying the market data with and without the Sheriff's department position. The results of these studies are presented below.

Factor Analysis: In the case of the change in duties for the Support Services Manager in comparison to the Police Records and Support Services Manager, the factors that differ between the two are scope and effect and personal contacts. Scope and Effect covers the relationship between the nature of the work and the effect of work products and services within and outside the organization. In scope and effect, the work of the current classification, Police Records and Support Services Manager involves treating a variety of situations in conformance with established criteria which affects the adequacy of activities such as field operations and investigations. The retitled and revised classification of Support Services Manager performs the same duties and analyzes and assesses unusual problems or questions, assesses program effectiveness and establishes criteria. The personal contacts of the current classification, Police Records and Support Services Supervisor are mostly the public and law enforcement personnel whereas those of the Support Services Manager regularly include individuals and groups from outside the Department in relatively unstructured settings. These differences in duties and responsibilities constitute a factor of approximately 8% setting the retitled and revised classification 8% above the current classification.

	Police Records and Support Serv Mgr	Support Services Manager
Knowledge	Technical Knowledge, Skills	Tech Knowldg, Skill & Applic of skill
Supervisory Controls	General Direction	General Direction
Guidelines	Procedures established	Procedures established
Complexity	Various related duties	Various related duties
Scope and Effect	Affects accuracy of field investigating	Establish criteria, wide range
Personal Contacts	Personal, not established or routine	Personal, not esatblished or routine
Purpose of Contacts	Obtain/Clarify/Give	Plan/Coordinate/Advise
Physical Demands	Sedentary	Sedentary
Work Environment	Moderate risks	Moderate risks
Knowledge	350	350
Supervisory Controls	450	450
Guidelines	125	125
Complexity	150	150
Scope and Effect	150	225
Personal Contacts	20	50
Purpose of Contacts	20	20
Physical Demands	20	20
Work Environment	20	20
	1305	1410
		8%

Market Comparison: Using another factor for analysis and setting compensation, it is customary to attempt to set salary at market. The classification was not included in the Bryce compensation study because there were not sufficient exact match classifications performing all the duties. However, there is a common practice in classification to “bridge” classifications performing the work so as to use an average of the salaries. Therefore, staff conducted a market study of the classification, locating the positions who performed the work in comparable entities and then bridged the various salaries to determine a reasonable and defensible salary to use for compensation review.

Staff first reviewed the pay ranges of four Sonoma County entities who have staff performing the duties encompassed in this position. The market mean and market average were very close showing the disparity to market at the top step salary for the retitled and revised position to be about 7% below market at both the mean and average.

City of Sebastopol Top Monthly Salary Data - March 2025 Newly Retitled and Revised Support Services Supervisor					
Agency	Class Title	Max Monthly Salary	Effective Date	COMMENTS	
0	Sebastopol	Support Services Supervisor	\$8,207	01/01/25	
1	City of Rohnert Park	Property and Records Supervisor/Dispatch Supervisor	\$8,777	02/11/25	Bridge supervisors from Prop and Records, and Dispatch
2	City of Cloverdale	Dispatch Supervisor/Dispatcher w/Records Certs	\$7,256	7/1/2024	Cloverdale moved to Certification pay for records, dispatch class
3	City of Healdsburg	Records Supervisor/Dispatch Supervisor	\$9,687	11/18/2024	Bridge supervisors from Prop and Records, and Dispatch
4	City of Petaluma	Police Records+Evidence Supervisor/Public Safety Communications Supervisor	\$8,669	7/8/2024	
5	City of Cotati	N/C			No classes or salary found - Lt oversees evidence
6	City of Santa Rosa	Records Supervisor/Communications Supervisor	\$9,469	02/06/25	
7	City of Sonoma	N/C			Contract with County Sheriff (includes jail and court)
8	Town of Windsor				
Number of Matches		5			
Median of Comparators		\$8,777			
% Sebastopol Below		-6.94%			
Average (Mean) of Comparators		\$8,772			
% Sebastopol Above		-6.88%			
N/C - No Comparison					

Next staff included the Sheriff's department support services classification because the cities of Sonoma and Windsor contract for services from the Sheriff's Office. Because the Sheriff's salaries are higher than the surrounding municipalities, this increased the disparity to market at the top step salary to 10.25% at the Mean (average) and 11.16% at the median below the market. The following chart below shows the comparables and the addition of the Sheriff's position.

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6 City of Santa Rosa	Records Supervisor/Communications Supervisor	\$9,469	02/06/25	
7 City of Sonoma	Supervising Communications Dispatcher (SCS)	\$10,430	01/01/25	Contracts with County Sheriff (Support service duties includes jail
8 Town of Windsor				
Number of Matches		6		
Median of Comparators		\$9,123		
% Sebastopol Above/Below		-11.16%		
Average (Mean) of Comparators		\$9,048		
% Sebastopol Above/Below		-10.25%		
N/C - No Comparison				

Summary of pay recommendation: In comparing the three sets of data, the factor analysis and pay surveys with and without the Sheriff. Council may consider any of the options below or select a different range between 6.94% and 11.16%. Staff recommends 8% above the current classification pay range to match with the factor analysis of the commensurate increase in duties.

Market Median without Sheriff - Setting the pay range at **6.94%** above the current pay range aligns with the market data without inclusion or consideration of the higher cost of the Sheriff's Office position. This would affect a salary range of \$7,292 to \$8,863 as shown below.

A	B	C	D	E
\$7,221.00	\$7,582.05	\$7,961.15	\$8,359.20	\$8,777.20

Factor Analysis Result: Setting the pay range at **8%** above the current salary which is just less than the mid-point between the two versions of the salary survey. This would affect a salary range of \$7,292 to \$8,863 as shown below.

A	B	C	D	E
\$7,292.00	\$7,656.60	\$8,039.43	\$8,441.40	\$8,863.47

SPOA Request: Setting the pay range at **10%** above current salary is the median of the market with the Sheriff's position included. This would affect a salary range of \$7,506.00 - \$9,123.59 as shown below.

A	B	C	D	E
\$7,427.00	\$7,798.35	\$8,188.27	\$8,597.70	\$9,027.56

Market Median with Sheriff: Setting the pay range at **11.16%** above current salary is the median of the market with the Sheriff's position included. This would affect a salary range of \$7,506.00 - \$9,123.59 as shown below.

A	B	C	D	E
\$7,506.00	\$7,881.30	\$8,275.37	\$8,689.10	\$9,123.59

Budget Committee Review

5/28 TBD after

COMMUNITY OUTREACH:

This item has been noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to the scheduled meeting date. The City has also used social media to promote and advertise the City Council Meeting Agenda Items.

FISCAL IMPACT:

In calculating fiscal impact, staff uses the top monthly step of the range and adds a 35% benefit factor which is the same benefit percentage calculated for miscellaneous positions by the Bryce classification and compensation study. Therefore, the fiscal impact of increasing salary at the various options available to the City Council are as follows:

Option	Current monthly top step with 35% benefit factor	New Monthly Top Step with 35% benefit factor	Annual FY 25-26 Budget Impact (monthly difference x 11 months)
Mkt Median no Sheriff 6.94%	\$11,079.45	\$11,849.00	\$8,467.03
Factor Analysis Result 8%	\$11,079.45	\$11,965.69	\$9,748.60
SPOA Recommendation 10%	\$11,079.45	\$12,187.21	\$12,185.39
Mkt Median with Sheriff 11.16%	\$11,079.45	\$12,316.85	\$13,511.36

NOTE: The FY 25-26 fiscal impact is calculated on 11 months which assumes that the earliest start date for the newly classified position would be 8/1/2025 or later.

RESTATED RECOMMENDATION:

That the City Council _____.

CITY COUNCIL OPTIONS:

1. _____
2. _____

ATTACHMENTS:

None

APPROVALS:

Department Head Approval:

Approval Date

5/22/25

CEQA Determination (Planning):

Approval Date:

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guidelines.

Administrative Services (Financial): Approval Date: _____

Costs authorized in City Approved Budget: ☐ Yes ☐ No ☒ N/A

Account Code (if applicable) _____

City Attorney Approval Approval Date: N/A

City Manager Approval: Approval Date: N/A

DRAFT