



## City Council

### Approval of Additional Community Planning and Development Program Assistant and Parking Enforcement Officer Positions

**Agenda Date:** 4/16/2019  
**Agenda Item Number:** 4.G  
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**Type:** decision **Version:** 1 **Status:** Passed

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#### **Title**

Approval of Additional Community Planning and Development Program Assistant and Parking Enforcement Officer Positions

#### **Recommended Action**

##### **Committee Recommendation:**

Not referred to a committee.

##### **City Manager Recommendation:**

Move to approve the addition of a program assistant and a parking enforcement officer position, and direct staff to prepare an appropriation ordinance for Council to consider at a future meeting to fund the program assistant position through Development Fee revenue and the parking enforcement officer through the Parking fund.

#### **Report**

##### **Issue:**

Whether to approve additional program assistant and parking enforcement officer positions to meet development demands and increase efficiency by reducing ongoing training needs.

##### **Staff Contact:**

Leonard Bauer, Deputy Director, Community Planning and Development, 360.753.8206

##### **Presenter(s):**

None - Consent Calendar Item.

##### **Background and Analysis:**

Community Planning and Development has used a series of temporary positions over the past several years to address workload volumes in the City Hall Customer Service Center and Parking Services. These temporary positions have been funded from development fee revenue and the parking fund, respectively.

The City Hall Customer Service Center includes two locations: the first floor reception counter, and the Second floor development services counter. To serve customers adequately, two staff are needed at each counter to cover customers by phone, in person, and through the online permit portal. Staff are cross-trained to work at either counter. Currently, the Center is authorized for three permanent program assistant positions, with the fourth being covered by temporary employees. This requires on-going training of new temporary employees. Authorization of an additional program assistant position would provide four trained and experienced positions to serve all customers.

Parking Services provides operation of all City parking facilities and designated parking zones in various areas around the City. Current staffing provides six parking enforcement officers, and one temporary maintenance worker. With the Council consideration of the final Downtown Parking Strategy, as well as a conversion in parking software, there will be increased responsibilities for officers to transition and maintain equipment and software. This will also create a higher need for trained personnel. Authorization of an additional permanent parking enforcement officer to replace a temporary maintenance worker position would increase capacity and expertise to implement those changes. It will greatly increase efficiency and productivity.

**Neighborhood/Community Interests (if known):**

Authorizing these two positions would decrease the need for on-going training, providing more consistent customer service to the community.

**Options:**

1. Approve adding one program assistant and one parking services representative position to CP&D.
2. Do not approve adding one program assistant and one parking services representative position to CP&D and continue to dedicate significant staff time to training temporary employees while providing customer service.

**Financial Impact:**

The current temporary positions are funded from the Development Services Fund and Parking Fund, respectively. The proposed permanent positions would also be funded from those sources. The permanent positions would be the same cost except would provide benefits at an estimated \$21,227 and \$22,780 per annum, respectively. There are sufficient funds for these requests.

**Attachments:**

None