

ORDINANCE NUMBER O- 20688 (NEW SERIES)

DATE OF FINAL PASSAGE JUL 19 2016

AN ORDINANCE OF THE COUNCIL OF THE CITY OF SAN DIEGO EXEMPTING ONE PROGRAM MANAGER POSITION AND THREE PROGRAM COORDINATOR POSITIONS IN THE PERFORMANCE AND ANALYTICS DEPARTMENT FROM THE CLASSIFIED SERVICE.

WHEREAS, on June 2, 2016, the City of San Diego (City)'s Civil Service Commission reviewed a request from the Performance and Analytics Department (Department) to exempt one Program Manager position and three Program Coordinator positions from the Classified Service; and

WHEREAS, the Program Manager position will be responsible for overseeing the City's 311 Customer Experience & Service Delivery (CxSD) Program; and

WHEREAS, specifically, this position will be responsible for coordinating the City's customer service strategic planning and implementation, and developing and administering citywide policies and procedures related to customer service and ensuring consistent citywide application; and

WHEREAS, the first two Program Coordinator positions, along with an existing Program Coordinator position previously assigned, will each lead the development of the three components of the CxSD Program; and

WHEREAS, specifically, the first two Program Coordinator positions will be responsible for the implementation of the CxSD Program citywide in their respective areas of expertise, recommending policies, and coordinating with various departments to develop citywide teams and working groups to improve the customer experience and provide consistent service delivery; and

WHEREAS, the third Program Coordinator position will be responsible for overseeing efforts within the Open Data Section to improve the workflow of City employees; and

WHEREAS, specifically, this position will be responsible for developing and administering a citywide engagement process for various Department projects, including the development of project plans and agreements with departments, and appropriate policies and procedures and workflow changes to reflect the implementation of new Department processes; and

WHEREAS, San Diego Charter (Charter) section 117(a)(17) states that the Unclassified Service shall include “[m]anagerial employees having significant responsibilities for formulating or administering departmental policies and programs. Each such position shall be exempted from the Classified Service by ordinance, upon the initiation of the appropriate appointing authority and after receiving the advisory review and comment of the Civil Service Commission and the approval of the City Council”; and

WHEREAS, on June 2, 2016, upon review of the duties and responsibilities of the one Program Manager position and the three Program Coordinator positions, as provided by the Department, the Civil Service Commission determined that the one Program Manager position and the three Program Coordinator positions meet the standard set forth in Charter section 117(a)(17) to be placed in the Unclassified Service; and

WHEREAS, the determinations of the Civil Service Commission are set forth in a memorandum dated June 8, 2016, from Hadi Dehghani, Personnel Director, to the Honorable Council President and City Council; NOW, THEREFORE,

BE IT ORDAINED, by the Council of the City of San Diego, as follows:

Section 1. That the City Council has received and reviewed a memorandum from Personnel Director Hadi Dehghani, dated June 8, 2016, which documents that, on June 2, 2016, the City's Civil Service Commission reviewed and favorably commented on a proposal from the Department to exempt one Program Manager position and three Program Coordinator positions from the Classified Service. The Program Manager position will be responsible for overseeing the City's 311 CxSD Program. The first two Program Coordinator positions will lead the development of specific components of the CxSD Program. The third Program Coordinator position will be responsible for overseeing efforts within the Open Data Section to improve the workflow of City employees.

Section 2. That pursuant to Charter section 117(a)(17), with the Civil Service Commission's review and approval, the City Council exempts from the Classified Service and declares to be in the Unclassified Service of the City one Program Manager position and three Program Coordinator positions, performing the duties set forth in the June 8, 2016, memorandum from Personnel Director Hadi Dehghani to the Honorable Council President and City Council, and in this ordinance.

Section 3. That a full reading of this ordinance is dispensed with prior to passage, a written copy having been made available to the City Council and the public prior to the day of its passage.

Section 4. That this ordinance shall take effect and be in force on the thirtieth day from and after its final passage.

APPROVED: JAN I. GOLDSMITH, City Attorney

By Joan F. Dawson
Joan F. Dawson
Deputy City Attorney

JFD:cm
June 14, 2016
Or.Dept: Financial Management
Doc. No.: 1305537

I certify that this Ordinance was passed by the Council of the City of San Diego, at this meeting of JUL 12 2016.

ELIZABETH S. MALAND
City Clerk

By Mary Fernandez
Deputy City Clerk

Approved: 7/19/16
(date)

Kevin L. Faulconer
KEVIN L. FAULCONER, Mayor

Vetoed: _____
(date)

KEVIN L. FAULCONER, Mayor

Passed by the Council of The City of San Diego on JUL 12 2016, by the following vote:

Councilmembers	Yeas	Nays	Not Present	Recused
Sherrri Lightner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lorie Zapf	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Todd Gloria	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Myrtle Cole	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mark Kersey	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chris Cate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scott Sherman	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
David Alvarez	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marti Emerald	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date of final passage JUL 19 2016

AUTHENTICATED BY:

KEVIN L. FAULCONER
Mayor of The City of San Diego, California.

(Seal)

ELIZABETH S. MALAND
City Clerk of The City of San Diego, California.

By [Signature], Deputy

I HEREBY CERTIFY that the foregoing ordinance was not finally passed until twelve calendar days had elapsed between the day of its introduction and the day of its final passage, to wit, on

JUN 28 2016, and on JUL 19 2016

I FURTHER CERTIFY that said ordinance was read in full prior to passage or that such reading was dispensed with by a vote of five members of the Council, and that a written copy of the ordinance was made available to each member of the Council and the public prior to the day of its passage.

(Seal)

ELIZABETH S. MALAND
City Clerk of The City of San Diego, California.

By [Signature], Deputy

<p>Office of the City Clerk, San Diego, California</p> <p>Ordinance Number O- <u>20688</u></p>
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