

ORDINANCE NUMBER O- 21112 (NEW SERIES)

DATE OF FINAL PASSAGE AUG 09 2019

AN ORDINANCE OF THE COUNCIL OF THE CITY OF SAN DIEGO EXEMPTING ONE ASSISTANT DEPUTY CHIEF OPERATING OFFICER POSITION, TWO ASSISTANT DEPUTY DIRECTOR POSITIONS, FIVE PROGRAM MANAGER POSITIONS, AND SIX PROGRAM COORDINATOR POSITIONS IN THE PUBLIC UTILITIES DEPARTMENT FROM THE CLASSIFIED SERVICE OF THE CITY OF SAN DIEGO.

WHEREAS, on June 24, 2019, the San Diego Civil Service Commission (Civil Service Commission) reviewed a request from the Public Utilities Department (Department) to exempt one Assistant Deputy Chief Operating Officer position, two Assistant Deputy Director positions, five Program Manager positions, and six Program Coordinator positions from the Classified Service of the City of San Diego (City); and

WHEREAS, the Assistant Deputy Chief Operating Officer position will provide oversight to the four operating branches of the Department that include System Management and Operations, Pure Water and Quality Assurance, Distribution and Collection, and Business Support, and will identify Department deficiencies and process improvements; and

WHEREAS, the first Assistant Deputy Director position will oversee the Field Services and Investigations Section of the Water Construction and Maintenance Division; be responsible for managing the collection of water meter revenue by implementing and updating current policies and procedures; formulate and develop policies and procedures related to the transition from manual meter reading to the Smart Meter Program used to remotely read water meters; manage the Cross-Connection Control Program; and manage water meters and private backflow devices Citywide; and

WHEREAS, the second Assistant Deputy Director position will assist with managing the Water System Operations Division; plan, organize, manage, and evaluate the work of division staff; provide support in the establishment and coordination of Department administrative policies; oversee the maintenance and operation of nine City reservoirs, three water treatment plants, and a distribution system; develop and manage the division's strategic planning efforts; and develop policies and procedures to ensure compliance with water quality regulatory requirements and divisional maintenance programs; and

WHEREAS, the first Program Manager position overseeing the Customer Success Section of the Customer Service Division will plan and implement call center strategies and operations; improve call center operations, systems, and processes by monitoring system performance, identifying problem areas, and preparing action plans; manage system and process improvements and quality assurance programs; and help set customer service goals; and

WHEREAS, the second Program Manager position overseeing the Industrial Waste Control Program (IWCP) will implement recommended programmatic improvements from a recent independent review of the IWCP; direct staff to ensure National Pollutant Discharge Elimination System (NPDES) permit, Pretreatment Program, and Enhanced Source Control requirements are met; oversee source control requirements listed in permits; draft and recommend modifications to the City's Municipal Code, Enforcement Response Plan, permit templates, and program fees; direct the preparation of periodic regulatory reports; create policy to regulate industries that discharge to the Point Loma sewer shed; and design and oversee a new source control program associated with the Pure Water Program; and

WHEREAS, the third Program Manager position overseeing the Architecture Section will be responsible for the vision, strategy, and roadmap for information technology in the

Department; engage with vendors and align business needs to new technologies or existing applications; collaborate with divisions to develop an information technology strategy; and lead the development of a Department information technology roadmap and strategy that will guide the roll-out of technology and projects throughout the Department; and

WHEREAS, the fourth Program Manager position overseeing the Information Technology Operations Section will be responsible for providing day-to-day operational support to the Department; act as liaison with the Department of Information Technology for change management; manage a team that maintains an inventory of Department specific/specialty applications; and develop policies governing how support for existing/installed information technology solutions is managed; and

WHEREAS, the fifth Program Manager position overseeing the Project Management Section will be responsible for executing all information technology projects; develop and implement policies and procedures that detail how the Information Technology Division will provide support to other divisions; manage the implementation of new systems as well as enhancements, replacement, and the retirement of software applications critical to the operations of the Department; and ensure a smooth transition for the application portfolio in alignment with the Department's strategy; and

WHEREAS, the first Program Coordinator position overseeing the Data and Analytics Section of the Customer Service Division will evaluate and determine the most effective use of data to enhance or create processes that improve customer service; design and build software; utilize software to target resource allocation; and develop policies and procedures related to automated meter infrastructure and manual meter reads; and

WHEREAS, the second Program Coordinator position overseeing and managing the Enterprise Asset Management (EAM) systems for water construction and maintenance will develop policies supporting Capital Improvement Projects (CIP), the smart water meter program, cross connection control programs, and valve maintenance programs; act as liaison to external and internal system users; and provide system enhancement and device support; and

WHEREAS, the third and fourth Program Coordinator positions overseeing and managing the Enterprise Asset Management (EAM) system for water and wastewater will be assigned to either the water or wastewater infrastructure and associated systems for the EAM system space. These positions will develop Department policies and ensure compliance with Asset Master Data management standards and financial reporting for debt issuance; develop and analyze Key Performance Indicator reporting in order to monitor proper maintenance of assets and optimal use of the EAM system; provide oversight and strategic design of preventative maintenance programs implemented through EAM; design and configure EAM system coding, data, and user interfaces; oversee asset master data to include financial information related to capitalized assets; and develop system usage and enhancement documentation and other procedures; and

WHEREAS, the fifth Program Coordinator position overseeing Information Technology Service Delivery will provide performance reports to ensure that information technology policies and programs are upheld and meet Department Key Performance Indicators; measure and report the effectiveness of the core relationship between the Information Technology Division, the Department, and the Department of Information Technology; identify root causes of interdepartmental and inter-divisional process breakdowns; provide recommendations for and implement process improvements; and develop performance metrics; and

WHEREAS, the sixth Program Coordinator position assisting in leading the Information Technology Operations Section will verify the quality, accuracy, and timeliness of responses and actions taken by the technical support team; collaborate with the Department of Information Technology; conduct in-depth investigations on complex technical issues involving Department-specific hardware and software; and establish clear areas of responsibility support for each division's information technology needs; and

WHEREAS, San Diego City Charter (Charter) section 117 states 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, upon review of the duties and responsibilities of the fourteen positions as described by the Department to the Civil Service Commission, the Civil Service Commission found they meet the intent of Charter section 117 to exempt the positions from the Classified Service; and

WHEREAS, the finding by the Civil Service Commission is presented to the Council as set forth in the memorandum dated June 27, 2019 to the Honorable Council President and members of the City Council, prepared on behalf of the Civil Service Commission by the Personnel Director; NOW, THEREFORE,

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

Section 1. That pursuant to Charter section 117, the Department initiated advisory review and comment from the Civil Service Commission related to the proposed exemption of one Assistant Deputy Chief Operating Officer position, two Assistant Deputy Director positions, five Program Manager positions, and six Program Coordinator positions from the Classified Service. On June 24, 2019, the Civil Service Commission reviewed the proposed exemptions and commented favorably upon them as meeting Charter section 117 criteria for placement of the positions in the Unclassified Service. Having considered and reviewed the finding of the Civil Service Commission, as set forth in the memorandum dated June 27, 2019 to the Honorable Council President and members of the City Council, prepared on behalf of the Civil Service Commission by the Personnel Director, the Council now exempts from the Classified Service the fourteen positions identified in the memorandum by the Department, performing the duties described in the memorandum, and declares the positions to be in the Unclassified Service.

Section 2. That a full reading of this ordinance is dispensed with prior to passage, a written or printed copy having been made available to the Council and the public prior to the day of its passage.

Section 3. That this ordinance shall take effect and be in force on the thirtieth day from and after its final passage.

APPROVED: MARA W. ELLIOTT, City Attorney

By  _____

Miguel Merrell
Deputy City Attorney

MM:jvg
07/08/19
Or.Dept: Public Utilities
Doc. No.: 2046241_2

I hereby certify that the foregoing Ordinance was passed by the Council of the City of San Diego, at this meeting of AUG 06 2019.

ELIZABETH S. MALAND
City Clerk

By Connie Patterson
Deputy City Clerk

Approved: 8/9/19
(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 AUG 06 2019, by the following vote:

Councilmembers	Yeas	Nays	Not Present	Recused
Barbara Bry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jennifer Campbell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chris Ward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monica Montgomery	<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"/>
Vivian Moreno	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Georgette Gómez	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date of final passage AUG 09 2019

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 Connie Patterson, 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

JUL 23 2019, and on AUG 09 2019.

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 Connie Patterson, Deputy

Office of the City Clerk, San Diego, California
Ordinance Number O- 21112