

ORDINANCE NUMBER O- 21696 (NEW SERIES)

DATE OF FINAL PASSAGE JUL 14 2023

AN ORDINANCE OF THE COUNCIL OF THE CITY OF
SAN DIEGO EXEMPTING TWO PROGRAM MANAGER AND
SIX PROGRAM COORDINATOR POSITIONS IN THE
PUBLIC UTILITIES DEPARTMENT FROM THE CLASSIFIED
SERVICE.

WHEREAS, on June 1, 2023, the Civil Service Commission of the City of San Diego
(City) reviewed a request from the Public Utilities Department (Department) to exempt
two Program Manager and six Program Coordinator positions from the Classified Service; and

WHEREAS, one Program Manager position will oversee the Investigations and
Discipline Section; provide guidance and recommendations on all fact-finding investigations,
appeals, and discipline related matters; liaison with the Office of the City Attorney and Human
Resources Department on property rights discipline; and develop and administer policies related
to employee discipline, training, and timelines for investigations to meet federal regulations and
ensure there are consistent policies throughout the Department; and

WHEREAS, one Program Manager position will oversee Pure Water's Research and
Development Program; liaison with scientific and regulatory bodies to assist with operations and
to resolve treatment and compliance issues; oversee reservoir modeling projects associated with
potable reuse regulations; plan, perform, and communicate complex research projects related to
potable reuse treatment and regulatory compliance; participate in the development and
implementation of the Department's Strategic Plan; participate in negotiations with water and
wastewater and environmental agencies; and develop policies for treatment and compliance
issues with regulators, reservoir modeling, and the deployment of scientific equipment for testing
and implementation; and

WHEREAS, one Program Coordinator position will oversee the Data and Analytics Section of the Information Technology Division; develop and implement an organizational data strategy that is in line with current and future business needs; develop policies and procedures for data access and management; coordinate with stakeholders and vendors for the smooth functioning of enterprise data analytics and reporting; manage end-to-end data architecture to include selecting the platform, designing the technical architecture, and implementing proposed solutions; define and manage the flow of data; and represent the Department before City, local, state, and federal regulatory groups and various business forums; and

WHEREAS, one Program Coordinator position will oversee the Cybersecurity Section of Industrial Controls Systems; administer cybersecurity of Industry Controls Systems which involves creating and implementing protocols to protect against cyber threats and developing and implementing strategies to mitigate these risks; ensure the system adheres to the National Institute of Standards and Technology; manage and oversee the day-to-day operations of the cybersecurity administration team and ensure the system is up-to-date with security patches and updates, and all system configurations are properly maintained; and develop policies and procedures for cybersecurity program development; and

WHEREAS, two Program Coordinator positions will develop and implement improvements to operations and processes in the Customer Support Division; ensure the Division's processes and documentation related to accounts and billing are current and consistent; evaluate how to implement shut offs fairly to impacted customers and in an operationally efficient manner such as performing extensive advance outreach or offering payment plans; develop additional digital tools for customers such as payment installation plans; develop a customer engagement initiative; develop the City's Help to Others assistance program;

review current bill design and determine if the department billing system is appropriate; and research and analyze programs and policies employed by other water agencies to see if or how to modify operations; and

WHEREAS, two Program Coordinator positions will oversee the Customer Contact Center; improve the operations of the division by determining the impacts of existing billing and customer service policies; recommend policies to address unbilled customer accounts; review other California customer center policies; collaborate on modifications and changes to existing policies and procedures; develop policies and processes regarding quality assurance; recommend and integrate new technologies for improved efficiencies to enhance the customer experience; and develop contact center policies based on customer feedback, best practices, emerging trends, and industry advancements; 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 positions, as described by the Department, 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 set forth in the memorandum dated June 2, 2023, to the Honorable Council President and members of the City Council

(Council), prepared on behalf of the Civil Service Commission by the Personnel Director, on file in the Office of the City Clerk as Document No. OO-21696; and

WHEREAS, the Office of the City Attorney has drafted this ordinance based on the information provided by City staff, with the understanding that this information is complete, true, and accurate; 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 Council exempts from the Classified Service the two Program Manager and six Program Coordinator positions in the Department whose duties and responsibilities were reviewed by the Civil Service Commission, as described in the memorandum on file in the Office of the City Clerk as Document No. OO-21696.

Section 2. That a full reading of this ordinance is dispensed with prior to passage, a written 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
June 8, 2023
Or.Dept: Department of Finance
Doc. No.: 3326946

I hereby certify that the foregoing Ordinance was passed by the Council of the City of San Diego, at this meeting of JUL 11 2023.

DIANA J.S. FUENTES
City Clerk

By *Kristelle Medina*
Deputy City Clerk

Approved: 7/14/23
(date)

Todd Gloria
TODD GLORIA, Mayor

Vetoed: _____
(date)

TODD GLORIA, Mayor

Passed by the Council of The City of San Diego on JUL 11 2023, by the following vote:

Councilmembers	Yeas	Nays	Not Present	Recused
Joe LaCava	<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"/>
Stephen Whitburn	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monica Montgomery Steppe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marni von Wilpert	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kent Lee	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raul A. Campillo	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vivian Moreno	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sean Elo-Rivera	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date of final passage JUL 14 2023.

AUTHENTICATED BY:

TODD GLORIA
Mayor of The City of San Diego, California.

(Seal)

DIANA J.S. FUENTES
City Clerk of The City of San Diego, California.

By Kristell Medina, 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 27 2023, and on JUL 14 2023.

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)

DIANA J.S. FUENTES
City Clerk of The City of San Diego, California.

By Kristell Medina, Deputy

<p>Office of the City Clerk, San Diego, California</p> <p style="text-align: right;">21696</p> <p>Ordinance Number O-_____</p>
