



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE AGENDA
OCTOBER 13, 2023 – 10:30 AM
HYBRID MEETING**

Members of the public may attend in-person or participate remotely via Zoom.

**METRO Admin Office
110 Vernon Street
Santa Cruz, CA 95060**

**Zoom [Link](#)
Dial In: 1-669-900-9128
Meeting ID: 872 6876 6614**

The Personnel/Human Resources Standing Committee Meeting Agenda Packet can be found online at www.SCMTD.com and is available for inspection at Santa Cruz METRO's Administrative Office at 110 Vernon Street, Santa Cruz.

Public comment may be submitted via email to boardinquiries@scmttd.com. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in the Board's correspondence that is posted online at the Board meeting packet link. Oral public comments will also be accepted during the meeting through Zoom. Each public comment is limited to three minutes or less. Board and Committee Chairs have the discretion to manage the public comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

The Committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

COMMITTEE ROSTER

Director Shebreh Kalantari-Johnson	City of Santa Cruz
Director Kristen Brown	City of Capitola
Director Rebecca Downing	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Larry Pageler	County of Santa Cruz
Michael Tree	METRO CEO/General Manager
Julie Sherman	METRO General Counsel

SECTION I: OPEN SESSION

NOTE: THE COMMITTEE CHAIR MAY TAKE ITEMS OUT OF ORDER

- 1 CALL TO ORDER**
- 2 ROLL CALL**

3 ORAL AND WRITTEN COMMUNICATIONS TO THE FINANCE, BUDGET & AUDIT STANDING COMMITTEE

This time is set aside for Directors and members of the general public to address any item not on the agenda, which is within the subject matter jurisdiction of the Board. No action or discussion shall be taken on any item presented except that any Director may respond to statements made or questions asked, or may ask questions for clarification. All matters of an administrative nature will be referred to staff. Each public comment is limited to three minutes or less. Board and Committee Chairs have the discretion to manage the public comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting. When addressing the Board, the individual may, but is not required to, provide his/her name and address in an audible tone for the record.

4 ADDITIONS OR DELETIONS FROM AGENDA/ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

5 REVIEW REQUEST FOR RECLASSIFICATION RESULTS FOR FULL STACK DEVELOPER/SR. FULL STACK DEVELOPER POSITION IN THE INFORMATIONAL TECHNOLOGY DEPARTMENT

Isaac Holly, IT & ITS Director

6 REVIEW REQUEST FOR RECLASSIFICATION RESULTS FOR PAYROLL SUPERVISOR POSITION IN THE FINANCE DEPARTMENT

Kristina Mihaylova, Finance Deputy Director

7 REVIEW REQUEST FOR RECLASSIFICATION RESULTS FOR PARTS AND MATERIALS MANAGER POSITION IN THE PARTS DEPARTMENT

Chuck Farmer, CFO

8 REVIEW REQUEST FOR AUTHORIZATION OF PAYROLL ADMINISTRATOR POSITION IN THE FINANCE DEPARTMENT

Kristina Mihaylova, Finance Deputy Director

9 ADJOURNMENT

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PUBLIC COMMENT

If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

Pursuant to Section 54954.2(a)(1) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day. The agenda packet and materials related to an item on this agenda submitted after distribution of the agenda packet are available for public inspection in the Santa Cruz METRO Administrative Office (110 Vernon Street, Santa Cruz) during normal business hours. Such documents are also available on the Santa Cruz METRO website at www.scmtd.com subject to staff's ability to post the document before the meeting.

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DATE: October 13, 2023
TO: Personnel/Human Resources Standing Committee
FROM: Isaac Holly, IT & ITS Director
SUBJECT: REVIEW REQUEST FOR RECLASSIFICATION RESULTS FOR FULL STACK DEVELOPER/SR. FULL STACK DEVELOPER POSITION IN THE INFORMATIONAL TECHNOLOGY DEPARTMENT

I. RECOMMENDED ACTION

That the Personnel/Human Resources Standing Committee review the request for reclassification for Full Stack Developer/Sr. Full Stack Developer in the IT Department and recommend approval to the full Board of Directors

II. SUMMARY

- In order to address the needs of the Santa Cruz Metropolitan Transit District (METRO) as it relates to large and complex Information Technology (IT) projects, we have determined the need for reclassification of the Database Administrator/Sr. Database Administrator positions to Full Stack Developer/ Sr. Full Stack Developer.
- METRO contracted with Koff & Associates (hereinafter “K&A”) to conduct a total classification and compensation study in July 2023.
- HR staff worked with the IT Department to review the existing duties of the Database Administrator/Sr. Database Administrator. After reviewing the changes in technology and the need of the IT department, staff is asking to reclassify these positions to Full Stack Developer/ Sr. Full Stack Developer.
- Staff is recommending approval to reclassify the Full Stack Developer/Sr. Full Stack Developer.

III. DISCUSSION/BACKGROUND

In recent years, the need for in-house software development at METRO has increased due in part to the deployment of new systems such as the Enterprise Resource Planning (ERP) and Intelligent Transportation System (ITS). There will be an ongoing need to have the agility to write interfaces and middleware for these types of systems.

In reviewing the work required and currently being performed by personnel in the Database Administrator roles, IT has determined that the duties required and being performed were not aligned with the title of Database Administrator.

Therefore, METRO has identified the need to change the title of Database Administrator and Sr. Database Administrator.

The study shows the need for reclassifying these positions that would perform a combination of duties which include designing and developing custom software applications and system integrations; administering vendor enterprise software and underlying databases, website content, web server software, and website CMS software/database and coordinating with management, staff and vendors to identify emerging software needs and implementing solutions.

HR staff worked with the IT Department to create a new Full Stack Developer/Sr. Full Stack Developer job description (class specification). Upon approval, an open recruitment will be undertaken to fill the vacant position.

Staff is requesting that the Personnel/Human Resources Standing Committee recommend approval of the Full Stack Developer/Sr. Full Stack Developer position to the full Board of Directors at its October 27, 2023 meeting.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This item aligns to the following Strategic Plan Priorities:

- Service Quality and Delivery
- Employee Engagement: Attract, Retain and Develop

V. FINANCIAL CONSIDERATIONS/IMPACT

If the recommendations contained in this report are adopted, funding for this position will be provided from the current authorized and funded positions in the Information Technology Department's FY24 & FY25 Operating Budget.

VI. ALTERNATIVES CONSIDERED

- Do nothing is an alternative. Staff does not recommend this option. This position meets the needs of METRO.
- Reject the suggested classification and wage survey. Staff does not recommend this action since the new class specification and its wage survey were researched and developed based on the developing needs of METRO.

VII. ATTACHMENTS

Attachment A: Full Stack Developer/Sr. Full Stack Developer Job Description

Attachment B: Full Stack Developer/Sr. Full Stack Developer Wage Scale

Prepared by: Isaac Holly, IT & ITS Director and Monik Delfin, HR Deputy Director.

VIII. APPROVALS

Dawn Crummié, HR Director

Mark DeFuria DC

Approved as to fiscal impact:
Chuck Farmer, Chief Financial Officer

Keisul Juvul for Chuck Farmer

Michael Tree, CEO/General Manager

Michael Tree for MT



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

*Class Code: PO100 Full Stack Developer
PO101 Sr. Full Stack Developer
FLSA Status: Exempt*

Full Stack Developer Senior Full Stack Developer Bargaining Unit: Management

DEFINITION:

Under direction of the Information Technology and Intelligent Transportation Systems Director (IT and ITS Director), designs and develops custom software applications and system integrations; administers vendor enterprise software and underlying databases, website content, web server software, and website CMS software/database; coordinates with management, staff and vendors to identify emerging software needs and implement solutions; performs other duties as assigned.

Duties can include: custom software and database design and development, software updates, responding to support tickets from staff and public, maintaining various export/import scripts, report development, systems integration, performance tuning, development of security and backup strategies, analysis and research, process improvements, technical writing, procedure documentation, and project management.

DISTINGUISHING CHARACTERISTICS:

The Full Stack Developer is a journey-level classification responsible for independently performing software and database design and development duties. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

The Senior Full Stack Developer is the advanced journey-level classification in the series responsible for independently managing assigned projects; supervising assigned staff; researching and developing solutions to a wide range of information technology issues; exercising independent judgment and decision-making in selecting methods and techniques for obtaining solutions; and/or serving as an expert on all Santa Cruz Metro software systems and lead for projects which are complex in nature and diverse in scope. The work involves a high-level of problem-solving requiring analysis of unique issues or increasingly complex problems without precedent and/or structure, managing multiple stakeholder interests, and formulating, presenting, and implementing strategies and recommendations for resolution. Work assignments at this level typically have significant impact on Santa Cruz Metro's information technology applications and systems and a high consequence of error, and incumbents are accountable for overall results.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Designs, develops, integrates, and maintains custom software applications, database platforms, and updates; monitors system performance and makes adjustments as necessary.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- Integrates legacy, existing, and future systems, automates tasks, and pipelines for information flow and data integration using various interfacing methodologies such as application programming interfaces (APIs), database tools, and custom software solutions.
- Configures and maintains servers to support application development, including web server configuration for front-end applications.
- Stages, tests, and deploys vendor software updates and maintains user access to software applications.
- Verifies and improves data security, fault tolerance, and backup/recovery; develops and recommends security and back up strategies.
- Creates and maintains custom reports and works with legacy reports.
- Provides training and technical assistance to staff.
- Consults with vendors to resolve technical issues.
- Prepares technical specifications for procurement.
- Provides data support related to quarterly schedule publication.
- Leads projects or portions of projects coordinating staff, consultants, and vendors.
- Generates long-term plans for database migration and data-warehousing strategies.
- Conducts research and stays current on new trends and innovative solutions for technology programs; recommends new technologies to improve the operational technology effectiveness and services.
- Performs other duties as assigned. Assist with escalated ERP configuration and development.
-

In addition, the Senior Full Stack Developer:

- Supervises the work of subordinate staff; schedules, assigns, directs, and monitors work; provides staff training; evaluates employee performance; may participate in staff selection; may initiate or have significant input into disciplinary actions.
- Serves as project manager for complex and/or agency wide projects overseeing staff, consultants, and vendors.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles, methods, and techniques used in designing, developing, testing, and implementing IT and ITS software applications, systems, infrastructure, and security such as Linux, Windows, and web servers and administration.
- Principles and practices of database administration and management including SQL and No-SQL; and relational database architecture, including table structure, data types, joins, views, triggers, permissions, advanced queries, extract, transform and load (ETL), and data warehousing.
- Principles and practices of system integration for operability across diverse platforms and technologies including containerization and representational state transfer (REST) and simple object access protocol (SOAP) API methodologies.
- Front end and back end development methodologies and languages such as HTML/CSS/JavaScript coding, Go, Node, and PHP.
- Networking protocols to be able to troubleshoot and resolve issues between systems both remote and internal.
- Backup and recovery strategies as well as data validations.
- Report writing and development.



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- Principles and practices of technical writing and documentation.
- Distributed version control systems.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Santa Cruz METRO staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

In addition, Senior Full Stack Developer:

- Principles and practices of employee supervision, including performance evaluation and progressive discipline.
- Principles and practices of project management.

Additional Knowledge desirable, but not required:

- Crystal Reports.
- Mobile Application design basics for IOS and Android.
- Web Content Accessibility Guidelines (WCAG).

Ability to:

- Analyze complex IT and ITS problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
- Design, develop, test, and implement IT and ITS software applications, systems, databases, infrastructure, and security.
- Monitor systems operational effectiveness, reliability, and security vulnerability; implement approved measures to ensure integrity and security of data and systems.
- Integrate technology solutions across multiple platforms.
- Work with end users to develop enhanced applications for business process automation.
- Document, review, assess, improve, and implement IT and ITS processes.
- Prepare clear, concise, and accurate technical documentation, user guides, reports of work performed, and other written materials.
- Communicate complex technology issues clearly to non-technical parties.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.



Attachment A

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In addition, Senior Full Stack Developer:

- Supervise and motivate subordinate staff effectively.
- Independently manage large, complex, and/or agencywide IT and ITS projects including managing vendor/contractor relationships.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education, Training and Experience:

Bachelor's degree from an accredited college or university in computer science, computer engineering, management information systems, or closely related field.

AND

Full Stack Developer: Four (4) years of increasingly responsible professional experience supporting a comprehensive information technology program.

Senior Full Stack Developer: Six (6) years of professional experience in designing, developing, testing, and implementing IT software applications, systems, infrastructure, and security.

LICENSES AND CERTIFICATES:

None.

SPECIAL REQUIREMENTS:

- Must be able to work extended hours as needed, often outside regular business hours as required by the CEO and the demands of the job.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands



Attachment A

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While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. May require availability to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

- Must pass requisite background check.

*Adopted: 01.26.2018
*BOD Approved: 10.27.2023
*Revised: 10.27.2023
*Job Family: Professional