



April 21, 2022

Honorable City Council

Subject: **Request to Amend the Official Compensation Schedule**

Recommendation is submitted to amend the 2021-2022 Official Compensation Schedule to include the pay range for the following classification:

Class Code	Title	Salary
08-10-21	Customer Service Representative I	\$37,000 - \$48,100
08-10-22	Customer Service Representative II	\$39,700 - \$51,600
35-90-61	Dispatcher I	\$37,000 - \$48,100
35-90-62	Dispatcher II	\$39,700 - \$51,600
08-10-61	Eligibility Representative I	\$40,000 - \$52,000
08-10-62	Eligibility Representative II	\$43,000 - \$55,900
35-10-21	Outreach – Direct Services Specialist	\$53,667 - \$75,133
01-09-31	Manager I – Customer Service, Dispatch, & Scheduling	\$73,120 - \$109,680
01-09-32	Manager I – Eligibility	\$76,480 - \$114,720
01-08-62	Manager II – Contract Operations	\$79,680 - \$119,520
01-17-03	Executive Manager of Paratransit	\$94,400 - \$141,600

The above recommendation is occasioned by a request from Maryanne Walsh, Deputy Director of the Department of Transportation.

**Rationale:**

In November 2021, the Detroit Department of Transportation (DDOT) requested HR Classification and Compensation develop classifications and corresponding pay ranges for its Paratransit Division. The paratransit function is currently outsourced but is being brought in-house to increase DDOT's oversight of paratransit operations. This new division will be responsible for critical functions such as determining eligibility and certification, investigating and resolving complaints, scheduling trips, and educating the public about paratransit resources. Providing these services will require additional staff with the necessary skills to continue connecting riders to services and work opportunities in the local community.

As a result of DDOT's request, HR Classification and Compensation developed a custom salary survey to determine going market rates for the newly created classifications in DDOT Paratransit. A local Human Resources organization, the American Society of Employers



(ASE), distributed the survey electronically to twelve (12) paratransit organizations across the country. The selection process to determine which paratransit entities the survey would be distributed to was a collaborative effort between HR Classification and Compensation, DDOT, and the American Public Transportation Association (APTA). The survey results were used to create the initial pay ranges and adjustments were applied to ensure internal equity by evaluating comparable jobs at the City of Detroit.

The proposed salary range recommendation is subject to City Council approval.

Respectfully submitted,

Denise Starr  
Human Resources Director

DS/jf

Attachments

cc: Budget Department  
Mayor's Office



**BY COUNCIL MEMBER**\_\_\_\_\_

**RESOLVED**, That the 2021-2022 Official Compensation Schedule is hereby amended to reflect the following pay range, effective upon Council's approval.

<b>Class Code</b>	<b>Classification</b>	<b>Salary Range</b>
08-10-21	Customer Service Representative I	\$37,000 - \$48,100
08-10-22	Customer Service Representative II	\$39,700 - \$51,600
35-90-61	Dispatcher I	\$37,000 - \$48,100
35-90-62	Dispatcher II	\$39,700 - \$51,600
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**RESOLVED**, That the Finance Director is hereby authorized to honor payrolls and vouchers in accordance with this resolution, the above communication and standard City of Detroit practices.