




## MEMORANDUM

**TO:** Mayor and Council Members

**FROM:** Robert Spillar, P.E., Director  
Austin Transportation Department 

**DATE:** December 28, 2021

**SUBJECT:** Response to the August 12, 2020 Budget Rider 17 - Transportation  
Mobility Service Officer Classification

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In response to the August 12, 2020, Budget Rider 17- Council Member Alter, directing the City Manager to return to Council with a budget amendment to create the Mobility Services Officer employment classification, the Austin Transportation Department (ATD) and the Human Resources Department (HRD) have completed all major steps in the creation of a Transportation Mobility Service Officer and associated job family.

### Background

In connection with the Reimagining Public Safety initiative, ATD and HRD were tasked with conducting a comprehensive study of compensation data and survey of external labor market for a Transportation Mobility Service Officer (MSO) job family to assume mobility enforcement duties that are not required to be conducted by a certified police officer per Local, State, and Federal laws.

The MSO study helped establish the MSO employee classifications within ATD. The study researched, analyzed, determined, and documented the responsibilities, duties, skills, knowledge, abilities, and compensation related to the MSO positions by studying comparable programs in other cities and looking internally at relevant departments at the City of Austin. ATD hired an outside consultant (Gallagher) to assist with the study and worked in conjunction with the Human Resources Department on the project.

### Analysis

HRD Compensation and ATD HR worked on the development and documentation of five classifications to comprise the job family: Transportation Mobility Service Officers I & II, Lead, Specialist, and Supervisor. A key aspect of the new classifications is that they provide an opportunity for career progression within the proposed job family.

Twenty-three (23) comparable organizations were surveyed in the custom salary survey with a participation rate of 65% (15 organizations). Gallagher gathered information for 6 more comparable organizations using publicly available job descriptions and salary ranges. Gallagher supplemented the data with published survey sources where applicable. Market salary data was adjusted for the Austin labor market cost of labor to establish geographic

differentials. An objective analysis was performed to ensure that both internal equity and external competitiveness are aligned with the City's current compensation system and practices.

### **Implementation and Next Steps**

ATD is in the final phase of assigning the officers the appropriate job classifications based on demonstrated competency and the prior twelve-month work cycle. Once complete, ATD HR will work on reclassifying the positions to the new titles and will interview candidates for the Specialist positions to then finalize the career progression plan. We anticipate this process to be completed by the end of February 2022.

Additionally, ATD will continue working with the Austin Police Department (APD) to evaluate the work functions that may be a better fit within ATD. Due to COVID protocols, ATD staff has not been able to ride along or shadow an officer to put together a proper resource plan to relieve APD of the duties that would eventually be assigned to the Transportation Mobility Service Officers. We hope this will be overcome within the near future.

Should you have any questions, please do not hesitate to contact Jason Redfern, Parking Enterprise Manager at [Jason.redfern@austintexas.gov](mailto:Jason.redfern@austintexas.gov) or by phone at (512) 974-7020.

**CC:** Spencer Cronk, City Manager  
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