



# **SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO) PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE MEETING AGENDA**

**JUNE 12, 2020 – 10:30AM**

**DUE TO COVID-19, THE JUNE 12, 2020 SANTA CRUZ METRO PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE MEETING WILL BE CONDUCTED AS A TELECONFERENCE PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDERS N-25-20 AND N-29-20, WHICH SUSPEND CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT.**

## **MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.**

Directors, staff and the public may participate remotely via the Zoom website [at this link](#) and entering this password (457842) or by calling 1-669-900-9128 Meeting ID 879 2325 6173.

Public comment may be submitted via email to [boardinquiries@scmttd.com](mailto: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 weekly correspondence that is posted online at board meeting packet link.

The Personnel/Human Resources Standing Committee Meeting Agenda Packet can be found online at [www.SCMTD.com](http://www.SCMTD.com).

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 Ed Bottorff, Immediate Past Board Chair	City of Capitola
Director Aurelio Gonzalez	City of Watsonville
Director John Leopold, Board Vice Chair	County of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Director Mike Rotkin, Board Chair	County of Santa Cruz
Alex Clifford	METRO CEO/General Manager
Julie Sherman	METRO General Counsel

**MEETING TIME: 10:30AM**

NOTE: THE COMMITTEE CHAIR MAY TAKE ITEMS OUT OF ORDER

- 1 CALL TO ORDER**
- 2 ROLL CALL**
- 3 ADDITIONS/DELETIONS FROM AGENDA/ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS**
- 4 ORAL AND OTHER COMMUNICATIONS TO THE PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE**

This time is set aside for Directors and members of the public to address any item not on the Agenda, but which is within the matter jurisdiction of the Committee. If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.
- 5 REVIEW REQUEST FOR AUTHORIZATION OF A CUSTOMER SERVICE ASSISTANT POSITION IN THE CUSTOMER SERVICE DEPARTMENT**

Dawn Crummié, HR Director
- 6 ADJOURNMENT**

**Accessibility for Individuals with Disabilities**

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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 in the official report, please include it in your email. Comments that require a response may be deferred for staff reply.



**DATE:** June 12, 2020  
**TO:** Personnel/Human Resources Standing Committee  
**FROM:** Dawn Crummié, Human Resources Director  
**SUBJECT: REVIEW REQUEST FOR AUTHORIZATION OF A CUSTOMER SERVICE ASSISTANT POSITION IN THE CUSTOMER SERVICE DEPARTMENT**

**I. RECOMMENDED ACTION**

**That the Personnel/Human Resources Standing Committee review the request for authorization of a Customer Service Assistant in the Customer Service Department and recommend approval to the full Board of Directors**

**II. SUMMARY**

- In order to address the needs of the Customer Service Department, the former Marketing, Communications & Customer Service Director, Jayme Ackemann, requested the creation of a new position to replace the existing Administrative Assistant in the Customer Service Department through a classification and compensation study.
- On October 4, 2019, Service Employees International Union Local 521 (SEIU), Human Resources (HR) staff and Jayme Ackemann met and agreed to the creation of “Customer Service Assistant” to better address the needs of the Santa Cruz Metropolitan Transit District (METRO).
- On November 16, 2019, the Administrative Assistant to the Customer Service Department retired from METRO.
- Santa Cruz Metropolitan Transit District (METRO) contracted with Koff & Associates (hereinafter “K&A”) to conduct a total classification and compensation study in November 2019. On March 27, 2020, the Marketing, Communications and Customer Service Director left the organization and Rina Solorio became the interim Assistant Operations Manager to oversee the Customer Service Department. This study was placed on hold to allow Ms. Solorio to evaluate the needs of the department.
- After an evaluation of the Customer Service Department, HR staff and Ms. Solorio requested to continue with the study to create a new position in the Customer Service Department.
- HR staff worked with K&A to create a new Customer Service Assistant position description and its wage scale.

- In May 2020, the HR staff and K&A presented the classification and compensation study to SEIU. SEIU is in agreement with the findings and this recommendation.

### **III. DISCUSSION/BACKGROUND**

In order to address the needs of the Customer Service Department, the former Marketing, Communications & Customer Service Director, Jayme Ackemann, requested the creation of a Customer Service Assistant position to replace the existing Administrative Assistant in the Customer Service Department through a classification and compensation study.

The study shows the need for a position which would perform a combination of administrative tasks, as well as customer service tasks, which included develop and manage customer interaction tracking tools and provide final follow-up with customers awaiting responses or customers who have submitted concerns to METRO in writing.

This position will continue to provide communication, administration and organization duties, as well as perform tasks on a case-by-case basis which will directly track tasks performed in the Customer Service Department in order to meet the required milestones.

HR staff worked with K&A, to create a new Customer Service Assistant job description (class specification) and corresponding wage scale. Upon approval, an open recruitment will be undertaken to fill the Customer Service Assistant position.

K&A presented a total compensation study, which reflected comparison agency salaries and benefits. The ten labor market comparable agencies were:

- Alameda-Contra Costa Transit District
- Central Contra Costa Transit Authority
- City of Santa Cruz
- County of Santa Cruz
- Golden Gate Bridge, Highway and Transportation District
- Monterey-Salinas Transit District
- Riverside Transit Agency
- San Joaquin Regional Transit District
- Santa Barbara Metropolitan Transit District
- Santa Clara Valley Transportation Authority

This position was discussed with SEIU/SEA Chapter President, Joan Jeffries, and SEIU representatives, Holly Alcorn and Olivia Martinez. All SEIU representatives are in support of this new classification.

Staff is requesting that the Personnel/Human Resources Standing Committee recommend approval of the Customer Service Assistant position to the full Board of Directors at its June 26<sup>th</sup> 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**

Funding for this position will be provided from the current authorized, funded and vacant position (Administrative Assistant) in the Customer Service Department's FY20 & FY21 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:** Customer Service Assistant Job Description

**Attachment B:** Customer Service Assistant Wage Scale

Prepared by: Monik Delfin, HR Deputy Director

**VIII. APPROVALS**

Dawn Crummié, HR Director

  
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Approved as to fiscal impact:  
Angela Aitken, Chief Financial Officer

  
\_\_\_\_\_

Alex Clifford, CEO/General Manager

  
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# Attachment A

## HUMAN RESOURCES DEPARTMENT

### Santa Cruz METRO

*Class Code: AS120*  
*FLSA Status: Non-exempt*

### Customer Service Assistant

#### Bargaining Unit: SEA

#### **DEFINITION:**

Under direct supervision of the Director, Marketing and Customer Service, a Customer Service Assistant performs journey-level and difficult clerical duties to relieve management staff of administrative detail; assists in the preparation of difficult correspondence, reports, budget documents, and manuals; researches and compiles data from multiple and varied sources to prepare reports or complete forms; coordinates and provides administrative support during meetings; and performs related work as required.

#### **DISTINGUISHING CHARACTERISTICS:**

Customer Service Assistant is a journey-level class in the series. An incumbent in this class performs a combination of administrative tasks as well as customer service tasks that require a broad general skill set, including good writing skills and the ability to manage inventory and small budgets and oversee office orders and materials procurement. An incumbent also develops and manages customer interaction tracking tools and provides final follow up with customers awaiting responses or customers who have submitted concerns to the District in writing. An incumbent will support the planning and execution of Department and agency events and activities as needed. This class uses technical, administrative duties that require substantial interpretation and application of laws, regulations, and/or specialized departmental and/or program policies.

#### **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.*

- Prepares and assists in the preparation of correspondence, customer complaint reports, budget reports and documents, manuals, detailed operating procedures, minutes, agendas, and other reports and written materials; researches and compiles data from multiple and varied sources to prepare reports or complete forms; compiles and organizes content; selects formats, edits, and proofreads various documents; and finalizes documents.
- Prepares, monitors, and processes a variety of documents, including purchase requisitions, invoices, budget requests and transfers, expenditure claims, payment authorizations, check requests, and personnel/payroll actions.
- Greets customers in person or over the telephone and directs them to appropriate officials, vendors, or departmental staff; answers inquiries on administrative matters, and provides standard forms as needed .
- Develops and maintains customer service complaint data tracking; writes customer follow-ups; receives, closes out, and provides final responses on customer complaints or refers unresolvable issues to a superior.
- Schedules meetings involving multiple participants and/or locations; prepares and distributes agendas and meeting materials; maintains appointment calendars for management.



# Attachment A

## HUMAN RESOURCES DEPARTMENT

### Santa Cruz METRO

- Enters and retrieves information from both hard copy and electronic records; utilizes various manual and electronic tools to log, track, summarize, and report information.
- Maintains, and updates general administrative filing systems in accordance with departmental records retention programs; documents retention storage; creates reference material.
- Monitors budget, purchase order, and account balances and tracks expenditures; maintains department petty cash fund; organizes and oversees department contracts.
- Requisitions and maintains inventory of supplies, parts, and materials; develops inventory control processes.
- Develops and maintains mailing lists; prepares and distributes inter-office mail; prepares difficult external mailings.
- Maintains all internal department communications and training materials; maintains all department policies and procedures and updates and communicates changes as directed by the Department Director.
- Performs a variety of department office support duties such as assisting in coordinating projects and assignments; acting as backup for the Revenue Account Coordinator; and making employee arrangement to attend meetings.
- Operates standard office equipment; utilizes standard business computer software in performing job tasks; may utilize specialized Santa Cruz METRO software.
- May handle sensitive or confidential materials, records, files, and other privileged information.
- Drives a Santa Cruz METRO vehicle to perform assignments.
- Performs related work as required

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

- Modern office practices, equipment, and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Clerical processes pertaining to accounting, purchasing, and data maintenance.
- Methods of maintaining information in digital or hard copy files.
- Clerical methods of researching, gathering, organizing, and reporting data.
- Methods of prioritizing, planning, and organizing work.
- Time management techniques.
- Clerical customer service techniques.
- Intermediate mathematics, including percentages and intermediate statistics.
- Cash handling and balancing skills.
- Advanced telephone techniques and etiquette.

##### **Ability to:**

- Follow oral and written instructions accurately.
- Maintain confidentiality of materials, records, files, and other privileged information.
- Maintain records and control systems with accuracy and attention to detail.
- Type finished copy from rough draft.
- Input data into a database.





# Attachment A

## HUMAN RESOURCES DEPARTMENT

### Santa Cruz METRO

- Adhere to established work schedules and timelines.
- Maintain a calm demeanor in stressful situations.
- Work independently using good judgment, tact, and discretion.
- Balance multiple assignments simultaneously and effectively.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and effectively in both oral and written form.
- Safely operate a vehicle to perform assignments.
- Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors, and the public.

#### **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:**

Associate degree in business, marketing, communications, public relations, or related fields.

**OR**

Two (2) years of experience in advertising, marketing, public relations, customer service, or business related areas or vocational training.

#### **LICENSES AND CERTIFICATES:**

A valid California Driver's License will be required at the time of appointment and throughout employment.

Must be able to obtain and maintain a current, valid California Class "C" Driver's License.

#### **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 frequently required to reach with hands and arms; walk, sit and stand; use finger dexterity; talk and hear, and use a keyboard. Work often requires stooping at the waist and the repetitive use of both hands to grasp and feel objects. Work may require lifting up to 20 pounds unaided. Specific visual abilities required for this job include close vision, distance vision, the ability to see colors and shades, and the ability to perceive depth.

#### **Mental Demands**

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

#### **Work Environment:**

The employee typically works in a standard office environment where the noise level is moderate.



# Attachment A

## HUMAN RESOURCES DEPARTMENT

### Santa Cruz METRO

#### OTHER CONDITIONS OF EMPLOYMENT:

- Must pass a requisite background check.
- May occasionally work extended hours or hours outside of the regular schedule.

\*Adopted: XXXX  
\*BOD Approved: XXXXXX  
\*Revised: 00-00-00  
\*Job Family: Customer Service  
\*Job Series: Customer Service Assistant Series  
\*Job Series Level: Journey  
\*Confidential: No

# Attachment B

FY20: Effective June 27, 2019/Adopted by the Board as of February 28, 2020

UNION	Step 1	1L	Step 2	2L	2LL	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	5L	5LL	Step 6	6L	6LL
SES	19.31	20.28	21.25	22.30	21.29	22.35	23.41	23.41	22.35	23.47	24.59	23.47	24.64	25.81	24.64	25.87	27.10
SES	29.98	31.48	32.98	34.48	33.05	34.62	33.05	34.70	36.35	34.70	36.44	36.44	38.26	40.08	38.26	40.17	42.08
SES	31.10	32.66	34.22	35.78	34.29	35.92	34.29	36.00	37.71	36.00	37.80	37.80	39.69	41.58	39.69	41.67	43.65
SES	29.71	31.20	32.69	34.18	32.76	34.32	32.76	34.40	36.04	34.40	36.12	36.12	37.94	39.74	37.94	39.83	41.73
SES	27.24	28.60	29.96	31.32	30.03	31.45	30.03	31.53	33.03	31.53	33.11	33.11	34.77	36.43	34.77	36.51	38.25
SES	20.89	21.93	22.97	24.03	23.03	24.13	23.03	24.18	25.33	24.18	25.39	25.39	26.60	27.93	26.60	27.99	29.32
SES	18.79	19.73	20.67	21.73	20.72	21.71	20.72	21.76	22.80	21.76	22.85	22.85	23.94	25.13	23.99	25.19	26.39
SES	38.90	40.85	42.80	44.75	42.88	44.92	42.88	45.02	47.16	45.02	47.27	47.27	49.63	51.99	49.63	52.11	54.59
SES	34.99	36.74	38.49	40.24	38.58	40.42	38.58	40.51	42.44	40.51	42.54	42.54	44.67	46.80	44.67	46.90	49.13
SES	29.98	31.48	32.98	34.48	33.05	34.62	33.05	34.70	36.35	34.70	36.44	36.44	38.26	40.08	38.26	40.17	42.08
SES	26.34	27.66	28.98	30.30	29.04	30.42	29.04	30.49	31.94	30.49	32.01	32.01	33.53	35.21	33.61	35.29	36.97
SES	23.88	25.07	26.26	27.45	26.32	27.57	26.32	27.64	28.96	27.64	29.02	29.02	30.47	31.92	30.47	31.99	33.51
SES	39.90	41.90	43.90	45.90	44.00	46.10	44.00	46.19	48.39	46.19	48.50	48.50	50.93	53.36	50.93	53.48	56.03
SES	29.05	30.50	31.95	33.40	32.03	33.56	32.03	33.62	35.22	33.62	35.30	35.30	37.07	38.84	37.06	38.91	40.76
SES	45.01	47.26	49.51	51.76	49.62	51.98	49.62	52.10	54.58	52.10	54.71	54.71	57.45	60.19	57.45	60.32	63.19
SES	40.36	42.38	44.40	46.42	44.50	46.62	44.50	46.73	48.96	46.73	48.94	48.94	51.40	53.96	51.51	54.09	56.67
SES	40.91	42.96	45.01	47.06	45.11	47.37	45.11	47.37	49.74	47.37	49.74	49.74	52.11	54.72	52.23	54.84	57.45
SES	30.27	31.78	33.29	34.78	33.37	34.95	33.37	35.04	36.71	35.04	36.79	36.79	38.63	40.47	38.63	40.56	42.49
SES	33.63	35.31	36.99	38.67	37.08	38.85	37.08	38.93	40.78	38.93	40.88	40.88	42.92	44.96	42.92	45.07	47.22
SEV	31.10	32.66	34.22	35.78	34.29	35.92	34.29	36.00	37.71	36.00	37.80	37.80	39.69	41.58	39.69	41.67	43.65
SEV	31.60	33.18	34.76	36.34	34.84	36.50	34.84	36.58	38.32	36.58	38.41	38.41	40.33	42.25	40.33	42.35	44.37
SEV	26.75	28.09	29.43	30.77	29.49	30.89	29.49	30.96	32.43	30.96	32.51	32.51	34.14	35.77	34.14	35.85	37.56
SEV	22.38	23.50	24.62	25.74	24.68	25.86	24.67	25.90	27.13	25.90	27.20	27.20	28.50	29.92	28.56	29.99	31.42
SEV	23.70	24.89	26.08	27.27	26.13	27.37	26.13	27.44	28.75	27.44	28.81	28.81	30.25	31.69	30.25	31.76	33.27
SEV	26.34	27.66	28.98	30.30	29.04	30.42	29.04	30.49	31.94	30.49	32.01	32.01	33.61	35.21	33.61	35.29	36.97
SEV	28.97	30.42	31.87	33.32	31.94	33.46	31.94	33.54	35.14	33.54	35.22	35.22	36.98	38.74	36.98	38.83	40.68
SEV	22.30	23.42	24.54	25.66	24.58	25.75	24.58	25.81	27.04	25.81	27.10	27.10	28.46	29.82	28.46	29.87	31.29
SEV	22.38	23.50	24.62	25.74	24.68	25.86	24.68	25.91	27.14	25.91	27.21	27.21	28.51	29.93	28.57	30.00	31.43
SEV	24.62	25.85	27.08	28.31	27.14	28.43	27.14	28.50	29.86	28.50	29.93	29.93	31.43	32.93	31.43	33.00	34.57
SEV	24.62	25.85	27.08	28.31	27.14	28.43	27.14	28.50	29.86	28.50	29.93	29.93	31.43	32.93	31.43	33.00	34.57
SEV	20.50	21.53	22.56	23.59	22.61	23.69	22.61	23.74	24.87	23.74	24.93	24.93	26.18	27.43	26.18	27.49	28.80
SEV	16.78	17.62	18.46	19.30	18.50	19.38	18.50	19.43	20.36	19.43	20.40	20.40	21.37	22.44	21.42	22.49	23.56
SEV	18.71	19.65	20.59	21.52	20.64	21.62	20.61	21.64	22.67	21.62	22.70	22.70	23.78	24.84	23.81	24.94	26.18

Special Handling - filled positions as of 10/26/2019

UNION	Step 1	1L	Step 2	2L	2LL	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	5L	5LL	Step 6	6L	6LL
SES	24.46	25.68	26.90	28.12	26.95	28.23	26.95	28.30	29.65	28.30	29.75	29.75	31.24	32.71	31.24	32.80	34.36
SES	25.21	26.47	27.73	29.00	27.75	29.11	27.75	29.14	30.53	29.14	30.64	30.64	32.19	33.70	32.19	33.80	35.41
SES	22.74	23.88	25.02	26.16	25.06	26.25	25.05	26.30	27.55	26.34	27.66	27.66	29.03	30.39	29.03	30.48	31.93
SES	30.37	31.89	33.41	34.93	33.48	35.07	33.48	35.15	36.82	35.15	36.91	36.91	38.75	40.60	38.75	40.69	42.63
SEV	24.10	25.31	26.52	27.73	26.58	27.85	26.58	27.91	29.24	27.91	29.31	29.31	30.78	32.25	30.78	32.32	33.86
SEV	16.99	17.84	18.69	19.54	18.71	19.60	18.68	19.61	20.54	19.59	20.57	20.57	21.55	22.64	21.60	22.68	23.76

Notes: \* Adding Customer Service Assistant to the SEA Chapter. Position and wage approved on BOD 06.26.2020

**Tentative Agreement**

Article 10.1 Pay Rates  
 Agree to pay scales as provided above.

Alex Clifford, CEO/General Manager, Santa Cruz METRO

\* Joan Jeffries, President SEA Chapter

Olivia Martinez, Lead Internal Organizer, SEIU Local 521

# Attachment B

FY20: Effective June 27, 2019/Adopted by the Board as of February 28, 2020

UNION	STEP 1	1L	STEP 2	2L	STEP 3	3L	3LL	STEP 4	4L	4LL	STEP 5	5L	5LL	STEP 6	6L	6LL
SEP	29.39	30.86	32.33	30.86	32.40	34.02	35.64	34.02	35.72	37.42	35.72	37.51	39.30	37.51	39.39	41.27
SEP	32.10	33.71	35.32	33.70	35.38	37.15	38.92	37.15	39.01	40.87	39.01	40.96	42.91	40.96	43.01	45.06
SEP	22.80	23.94	25.08	23.94	25.14	26.40	27.72	26.40	27.72	29.04	27.72	29.11	30.50	29.11	30.57	32.03
SEP	26.87	28.21	29.55	28.21	29.62	31.03	32.50	31.03	32.66	34.22	32.66	34.28	35.99	34.28	35.99	37.70
SEP	31.42	32.99	34.56	32.99	34.64	36.29	38.00	36.29	38.19	40.01	38.19	40.10	42.01	40.10	42.11	44.12
SEP	35.55	37.33	39.11	37.33	39.20	41.07	43.00	41.07	43.22	45.28	43.22	45.38	47.54	45.38	47.65	49.92
SEP	30.10	31.61	33.12	31.61	33.18	34.76	36.50	34.76	36.58	38.41	36.58	38.41	40.24	38.41	40.33	42.25
SEP	25.38	26.65	27.92	26.65	27.98	29.38	30.78	29.38	30.85	32.32	30.85	32.39	33.93	32.39	34.01	35.63
SEP	34.70	36.44	38.18	36.44	38.25	40.16	42.07	40.16	42.17	44.18	42.17	44.28	46.39	44.28	46.49	48.70
SEP	31.10	32.66	34.22	32.66	34.29	35.92	37.71	35.92	37.80	39.60	37.80	39.69	41.58	39.69	41.57	43.65
SEP	45.41	47.68	49.95	47.68	50.06	52.44	55.06	52.44	55.19	57.82	55.19	57.95	60.71	57.95	60.85	63.75
SES	23.98	25.18	26.38	25.18	26.44	27.76	29.08	27.76	29.15	30.54	29.15	30.61	32.07	30.61	32.14	33.67
SES	29.98	31.48	32.98	31.48	33.05	34.70	36.35	34.70	36.44	38.18	36.44	38.26	40.08	38.26	40.17	42.08
SES	32.97	34.62	36.27	34.62	36.35	38.17	39.99	38.17	40.08	41.99	40.08	42.08	44.08	42.08	44.18	46.28
SES	19.90	20.90	21.90	20.89	21.93	22.97	24.13	23.03	24.18	25.33	24.18	25.39	26.60	25.39	26.66	27.93
SES	28.97	30.42	31.87	30.42	31.94	33.46	35.14	33.46	35.22	36.90	35.22	36.98	38.74	36.98	38.83	40.68
SES	23.70	24.89	26.08	24.89	26.13	27.37	28.75	27.37	28.81	30.18	28.81	30.25	31.69	30.25	31.76	33.27
SES	23.06	24.21	25.36	24.21	25.42	26.69	27.96	26.69	28.02	29.35	28.02	29.42	30.82	29.42	30.89	32.36
SES	20.75	21.79	22.83	21.79	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12
SES	25.35	26.62	27.89	26.62	27.95	29.35	30.75	29.35	30.82	32.29	30.82	32.36	33.90	32.36	33.98	35.60
SES	24.76	25.41	26.62	25.41	26.68	28.01	29.34	28.01	29.41	30.81	29.41	30.88	32.35	30.88	32.42	33.96
SES	21.62	22.70	23.78	22.70	23.84	24.98	26.21	25.02	26.27	27.52	26.27	27.58	28.89	27.58	28.96	30.34
SES	16.97	17.82	18.67	17.79	18.68	19.57	20.51	19.57	20.55	21.53	20.53	21.56	22.59	21.56	22.64	23.71
SES	19.90	20.90	21.90	20.89	21.93	22.97	24.13	23.03	24.18	25.33	24.18	25.39	26.60	25.39	26.66	27.93
SES	23.06	24.21	25.36	24.21	25.42	26.69	27.96	26.69	28.02	29.35	28.02	29.42	30.82	29.42	30.89	32.36
SES	20.95	22.00	23.05	22.00	23.10	24.20	25.42	24.20	25.46	26.67	25.46	26.73	28.00	26.73	28.07	29.41
SES	23.28	24.44	25.60	24.44	25.66	26.94	28.22	26.94	28.29	29.64	28.29	29.70	31.11	29.70	31.19	32.68
SES	36.29	38.10	39.91	38.10	40.01	41.92	44.00	42.00	44.10	46.20	44.10	46.31	48.52	46.30	48.62	50.94
SES	33.63	35.31	36.99	35.31	37.08	38.85	40.78	38.93	40.88	42.83	40.88	42.92	44.96	42.92	45.07	47.22
SES	20.95	22.00	23.05	22.00	23.10	24.20	25.42	24.20	25.46	26.67	25.46	26.73	28.00	26.73	28.07	29.41
SES	23.04	24.19	25.34	24.19	25.40	26.67	27.94	26.67	28.00	29.33	28.00	29.40	30.80	29.40	30.87	32.34
SES	24.20	25.41	26.62	25.41	26.68	28.01	29.34	28.01	29.41	30.81	29.41	30.88	32.35	30.88	32.42	33.96
SES	24.43	25.65	26.87	25.65	26.93	28.21	29.63	28.21	29.69	31.10	29.69	31.17	32.65	31.17	32.73	34.29
SES	27.13	28.49	29.85	28.49	29.91	31.33	32.87	31.33	32.98	34.55	32.98	34.63	36.28	34.63	36.36	38.09
SES	20.28	21.29	22.30	21.29	22.35	23.41	24.59	23.47	24.64	25.81	24.64	25.87	27.10	25.87	27.16	28.45
SES	27.91	29.31	30.71	29.31	30.78	32.25	33.86	32.25	33.94	35.56	33.94	35.64	37.34	35.64	37.42	39.20
SES	20.95	22.00	23.05	22.00	23.10	24.20	25.42	24.20	25.46	26.67	25.46	26.73	28.00	26.73	28.07	29.41
SES	29.98	31.48	32.98	31.48	33.05	34.70	36.35	34.70	36.44	38.18	36.44	38.26	40.08	38.26	40.17	42.08
SES	32.97	34.62	36.27	34.62	36.35	38.17	39.99	38.17	40.08	41.99	40.08	42.08	44.08	42.08	44.18	46.28
SES	29.98	31.48	32.98	31.48	33.05	34.70	36.35	34.70	36.44	38.18	36.44	38.26	40.08	38.26	40.17	42.08
SES	24.20	25.41	26.62	25.41	26.68	28.01	29.34	28.01	29.41	30.81	29.41	30.88	32.35	30.88	32.42	33.96

# Attachment B

FY21: 1.5% wage increase, effective June 25, 2020/Adopted by the Board as of February 26, 2020

UNION	Step 1	1L	Step 2	2L	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	5L	5LL	Step 6	6L	6LL
SES	19.60	20.58	21.56	22.54	23.52	24.50	25.48	26.46	27.44	28.42	29.40	30.38	31.36	32.34	33.32	34.30
SES	30.43	31.95	33.47	35.00	36.52	38.04	39.56	41.08	42.60	44.12	45.64	47.16	48.68	50.20	51.72	53.24
SES	31.57	33.15	34.73	36.31	37.89	39.47	41.05	42.63	44.21	45.79	47.37	48.95	50.53	52.11	53.69	55.27
SES	30.16	31.67	33.18	34.69	36.20	37.71	39.22	40.73	42.24	43.75	45.26	46.77	48.28	49.79	51.30	52.81
SES	27.65	29.03	30.41	31.79	33.17	34.55	35.93	37.31	38.69	40.07	41.45	42.83	44.21	45.59	46.97	48.35
SES	21.20	22.26	23.32	24.38	25.44	26.50	27.56	28.62	29.68	30.74	31.80	32.86	33.92	34.98	36.04	37.10
SES	19.07	20.02	20.97	21.92	22.87	23.82	24.77	25.72	26.67	27.62	28.57	29.52	30.47	31.42	32.37	33.32
SES	35.51	37.29	39.07	40.85	42.63	44.41	46.19	47.97	49.75	51.53	53.31	55.09	56.87	58.65	60.43	62.21
SES	39.48	41.45	43.42	45.39	47.36	49.33	51.30	53.27	55.24	57.21	59.18	61.15	63.12	65.09	67.06	69.03
SES	30.43	31.95	33.47	35.00	36.52	38.04	39.56	41.08	42.60	44.12	45.64	47.16	48.68	50.20	51.72	53.24
SES	26.74	28.08	29.42	30.76	32.10	33.44	34.78	36.12	37.46	38.80	40.14	41.48	42.82	44.16	45.50	46.84
SES	24.24	25.45	26.66	27.87	29.08	30.29	31.50	32.71	33.92	35.13	36.34	37.55	38.76	39.97	41.18	42.39
SES	40.50	42.53	44.56	46.59	48.62	50.65	52.68	54.71	56.74	58.77	60.80	62.83	64.86	66.89	68.92	70.95
SES	29.49	30.96	32.43	33.90	35.37	36.84	38.31	39.78	41.25	42.72	44.19	45.66	47.13	48.60	50.07	51.54
SES	45.69	47.97	50.25	52.53	54.81	57.09	59.37	61.65	63.93	66.21	68.49	70.77	73.05	75.33	77.61	79.89
SES	40.97	43.02	45.07	47.12	49.17	51.22	53.27	55.32	57.37	59.42	61.47	63.52	65.57	67.62	69.67	71.72
SES	41.52	43.60	45.68	47.76	49.84	51.92	54.00	56.08	58.16	60.24	62.32	64.40	66.48	68.56	70.64	72.72
SES	30.72	32.26	33.80	35.34	36.88	38.42	39.96	41.50	43.04	44.58	46.12	47.66	49.20	50.74	52.28	53.82
SES	34.13	35.84	37.55	39.26	40.97	42.68	44.39	46.10	47.81	49.52	51.23	52.94	54.65	56.36	58.07	59.78
SEV	31.57	33.15	34.73	36.31	37.89	39.47	41.05	42.63	44.21	45.79	47.37	48.95	50.53	52.11	53.69	55.27
SEV	32.07	33.67	35.27	36.87	38.47	40.07	41.67	43.27	44.87	46.47	48.07	49.67	51.27	52.87	54.47	56.07
SEV	27.15	28.51	29.87	31.23	32.59	33.95	35.31	36.67	38.03	39.39	40.75	42.11	43.47	44.83	46.19	47.55
SEV	22.72	23.86	25.00	26.14	27.28	28.42	29.56	30.70	31.84	32.98	34.12	35.26	36.40	37.54	38.68	39.82
SEV	24.06	25.26	26.46	27.66	28.86	30.06	31.26	32.46	33.66	34.86	36.06	37.26	38.46	39.66	40.86	42.06
SEV	26.74	28.08	29.42	30.76	32.10	33.44	34.78	36.12	37.46	38.80	40.14	41.48	42.82	44.16	45.50	46.84
SEV	29.40	30.87	32.34	33.81	35.28	36.75	38.22	39.69	41.16	42.63	44.10	45.57	47.04	48.51	50.00	51.47
SEV	22.63	23.76	24.89	26.02	27.15	28.28	29.41	30.54	31.67	32.80	33.93	35.06	36.19	37.32	38.45	39.58
SEV	22.72	23.86	25.00	26.14	27.28	28.42	29.56	30.70	31.84	32.98	34.12	35.26	36.40	37.54	38.68	39.82
SEV	24.99	26.24	27.49	28.74	29.99	31.24	32.49	33.74	34.99	36.24	37.49	38.74	39.99	41.24	42.49	43.74
SEV	24.99	26.24	27.49	28.74	29.99	31.24	32.49	33.74	34.99	36.24	37.49	38.74	39.99	41.24	42.49	43.74
SEV	20.81	21.85	22.89	23.93	24.97	26.01	27.05	28.09	29.13	30.17	31.21	32.25	33.29	34.33	35.37	36.41
SEV	17.03	17.88	18.73	19.58	20.43	21.28	22.13	22.98	23.83	24.68	25.53	26.38	27.23	28.08	28.93	29.78
SEV	18.99	19.94	20.89	21.84	22.79	23.74	24.69	25.64	26.59	27.54	28.49	29.44	30.39	31.34	32.29	33.24

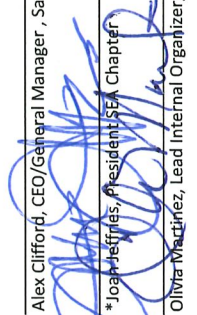

**Special Handling - filled positions as of 10/26/2019**

UNION	Step 1	1L	Step 2	2L	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	5L	5LL	Step 6	6L	6LL
SES	24.83	26.07	27.31	28.55	29.79	31.03	32.27	33.51	34.75	35.99	37.23	38.47	39.71	40.95	42.19	43.43
SES	25.59	26.87	28.15	29.43	30.71	31.99	33.27	34.55	35.83	37.11	38.39	39.67	40.95	42.23	43.51	44.79
SES	23.08	24.23	25.38	26.53	27.68	28.83	29.98	31.13	32.28	33.43	34.58	35.73	36.88	38.03	39.18	40.33
SES	30.83	32.37	33.91	35.45	36.99	38.53	40.07	41.61	43.15	44.69	46.23	47.77	49.31	50.85	52.39	53.93
SEV	24.46	25.68	26.90	28.12	29.34	30.56	31.78	33.00	34.22	35.44	36.66	37.88	39.10	40.32	41.54	42.76
SEV	17.24	18.10	18.96	19.82	20.68	21.54	22.40	23.26	24.12	24.98	25.84	26.70	27.56	28.42	29.28	30.14

Notes: \* Adding Customer Service Assistant to the SEA Chapter. Position and wage approved on BOD 06.26.2020

**Tentative Agreement**

Article 10.1 Pay Rates  
 Agree to pay scales as provided above.

Alex Clifford, CEO/General Manager, Santa Cruz METRO  
  
 \*Joan Jeffries, President SEA Chapter  
  
 Olivia Martinez, Lead Internal Organizer, SFIU Local 521

# Attachment B

FY21: 1.5% wage increase, effective June 25, 2020/Adopted by the Board as of February 28, 2020

UNION	Step 1	1L	Step 2	2L	2L	Step 3	3L	3L	Step 4	4L	4L	Step 5	5L	5L	Step 6	6L	6L	
SEP	29.83	31.32	32.81	31.32	32.89	34.46	32.89	34.53	36.17	34.53	36.26	37.99	36.26	38.07	39.88	38.07	41.87	
SEP	32.58	34.21	35.84	34.21	35.92	37.63	35.92	37.72	39.52	37.72	39.61	41.59	39.61	41.59	43.57	41.59	45.75	
SEP	23.14	24.30	25.46	24.30	25.52	26.74	25.52	26.80	28.08	26.80	28.14	29.48	28.14	29.55	30.96	29.55	32.51	
SEP	27.27	29.99	32.63	29.99	32.63	35.36	32.63	35.36	38.06	35.36	38.14	40.84	38.14	40.84	43.54	40.84	44.78	
SEP	31.89	33.48	35.07	33.48	35.15	36.82	35.15	36.91	38.67	36.91	38.76	40.61	40.70	42.64	40.70	42.74	44.78	
SEP	36.08	37.88	39.68	37.88	39.77	41.66	39.77	41.76	43.75	41.76	43.85	45.94	45.04	48.23	46.04	48.34	50.64	
SEP	30.55	32.08	33.61	32.08	33.68	35.28	33.68	35.36	37.04	35.36	37.13	38.90	38.99	40.85	38.99	40.94	42.89	
SEP	25.76	27.05	28.34	27.05	28.40	29.75	28.40	29.82	31.24	29.82	31.31	32.80	32.88	34.45	32.88	34.52	36.16	
SEP	35.22	36.98	38.74	36.98	38.83	40.68	38.83	40.77	42.71	40.77	42.81	44.85	44.95	47.09	44.95	47.20	49.45	
SEP	31.57	33.15	34.73	33.15	34.81	36.47	34.81	36.55	38.29	36.55	38.38	40.21	40.30	42.22	40.30	42.32	44.34	
SEP	46.09	48.39	50.69	48.39	50.81	53.23	50.81	53.35	55.89	53.35	56.02	58.69	58.82	61.62	58.82	61.76	64.70	
SES	24.34	25.56	26.78	25.56	26.84	28.12	26.84	28.18	29.52	28.18	29.59	31.00	29.59	31.07	32.55	31.07	34.17	
SES	30.43	31.95	33.47	31.95	33.55	35.15	33.55	35.23	36.91	35.23	36.99	38.75	38.84	40.69	38.84	40.78	42.72	
SES	33.46	35.13	36.80	35.13	36.89	38.65	36.89	38.73	40.57	38.73	40.67	42.61	42.70	44.73	42.70	44.84	46.98	
SES	20.20	21.21	22.22	21.21	22.27	23.33	22.27	23.38	24.49	23.38	24.55	25.72	25.78	27.01	25.78	27.07	28.36	
SES	29.40	30.87	32.34	30.87	32.41	33.95	32.41	34.03	35.65	34.03	35.73	37.43	37.52	39.31	37.52	39.40	41.28	
SES	24.06	25.26	26.46	25.26	26.52	27.78	26.52	27.85	29.18	27.85	29.24	30.63	30.70	32.16	30.70	32.24	33.78	
SES	23.41	24.58	25.75	24.58	25.81	27.04	25.81	27.10	28.39	27.10	28.46	29.82	29.88	31.30	29.88	31.37	32.86	
SES	21.06	22.11	23.16	22.11	23.22	24.33	23.22	24.38	25.54	24.38	25.60	26.82	26.88	28.16	26.88	28.22	29.56	
SES	25.73	27.02	28.31	27.02	28.37	29.72	28.37	29.79	31.21	29.79	31.28	32.77	32.84	34.40	32.84	34.48	36.12	
SES	24.56	25.79	27.02	25.79	27.08	28.37	27.08	28.43	29.78	28.43	29.85	31.27	30.85	31.34	32.83	31.34	34.48	
SES	25.13	26.39	27.65	26.39	27.71	29.03	27.71	29.10	30.49	29.10	30.56	32.02	32.09	33.62	32.09	33.69	35.29	
SES	21.94	23.04	24.14	23.04	24.19	25.34	24.19	25.40	26.61	25.40	26.67	27.94	28.00	29.33	28.00	29.40	30.80	
SES	24.38	25.60	26.82	25.60	26.88	28.16	26.88	28.22	29.56	28.22	29.63	31.04	29.63	31.11	32.59	31.11	32.67	34.23
SES	17.22	18.08	18.94	18.08	18.98	19.88	18.98	19.93	20.88	19.93	20.93	21.98	21.98	23.03	21.98	23.08	24.18	
SES	20.20	21.21	22.22	21.21	22.27	23.33	22.27	23.38	24.49	23.38	24.55	25.72	25.78	27.01	25.78	27.07	28.36	
SES	23.41	24.58	25.75	24.58	25.81	27.04	25.81	27.10	28.39	27.10	28.46	29.82	29.88	31.30	29.88	31.37	32.86	
SES	21.26	22.32	23.38	22.32	23.44	24.56	23.44	24.61	25.78	24.61	25.84	27.07	25.84	27.13	28.49	27.13	29.85	
SES	23.63	24.81	25.99	24.81	26.05	27.29	26.05	27.35	28.65	27.35	28.72	30.09	30.16	31.67	30.16	31.67	33.18	
SES	36.83	38.67	40.51	38.67	40.60	42.53	40.60	42.63	44.66	42.63	44.76	46.89	44.76	47.00	49.24	47.00	51.70	
SES	34.13	35.84	37.55	35.84	37.63	39.42	37.63	39.51	41.39	39.51	41.49	43.47	43.56	45.63	43.56	45.74	47.92	
SES	21.26	22.32	23.38	22.32	23.44	24.56	23.44	24.61	25.78	24.61	25.84	27.07	25.84	27.13	28.49	27.13	29.85	
SES	23.39	24.56	25.73	24.56	25.79	27.02	25.79	27.08	28.37	27.08	28.43	29.78	28.43	29.85	31.27	29.85	31.34	32.83
SES	24.56	25.79	27.02	25.79	27.08	28.37	27.08	28.43	29.78	28.43	29.85	31.27	29.85	31.34	32.83	31.34	34.48	
SES	24.80	26.04	27.28	26.04	27.34	28.64	27.34	28.71	30.08	28.71	30.15	31.59	31.66	33.17	31.66	33.24	34.82	
SES	27.54	28.92	30.30	28.92	30.37	31.82	30.37	31.89	33.41	31.89	33.48	35.07	33.48	35.15	36.82	35.15	38.67	
SES	20.58	21.61	22.64	21.61	22.69	23.77	22.69	23.82	24.95	23.82	25.01	26.20	25.01	26.26	27.51	26.26	28.88	
SES	28.33	29.75	31.17	29.75	31.24	32.73	31.24	32.80	34.36	32.80	34.44	36.08	34.44	36.16	37.88	36.16	39.78	
SES	21.26	22.32	23.38	22.32	23.44	24.56	23.44	24.61	25.78	24.61	25.84	27.07	25.84	27.13	28.49	27.13	29.85	
SES	30.43	31.95	33.47	31.95	33.55	35.15	33.55	35.23	36.91	35.23	36.99	38.75	38.84	40.69	38.84	40.78	42.72	
SES	33.46	35.13	36.80	35.13	36.89	38.65	36.89	38.73	40.57	38.73	40.67	42.61	42.70	44.73	42.70	44.84	46.98	
SES	30.43	31.95	33.47	31.95	33.55	35.15	33.55	35.23	36.91	35.23	36.99	38.75	38.84	40.69	38.84	40.78	42.72	
SES	24.56	25.79	27.02	25.79	27.08	28.37	27.08	28.43	29.78	28.43	29.85	31.27	29.85	31.34	32.83	31.34	34.48	

# Attachment B

FY22: 2.5% wage increase, effective June 24, 2021/Adopted by the Board as of February 25, 2020

UNION	Step 1	1L	1LL	Step 2	2L	2LL	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	5L	5LL	Step 6	6L	6LL	
SES	20.09	21.09	21.09	22.09	21.09	22.14	23.19	22.14	23.25	24.36	23.25	24.41	25.57	24.41	25.63	26.85	25.63	26.91	28.19
SES	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80	45.44
SES	32.36	33.98	35.60	33.98	35.68	37.46	35.68	37.46	39.24	37.46	39.33	41.20	39.33	41.30	43.27	41.30	43.37	45.44	47.19
SES	30.91	32.46	34.01	32.46	34.08	35.70	34.08	35.78	37.48	35.78	37.57	39.36	37.57	39.45	41.33	39.45	41.42	43.39	45.39
SES	28.34	29.76	31.18	29.76	31.25	32.74	31.25	32.81	34.37	32.81	34.45	36.09	34.45	36.17	37.89	36.17	37.98	39.79	41.74
SES	21.73	22.82	23.91	22.82	23.96	25.10	23.96	25.16	26.36	25.16	26.42	27.68	26.42	27.74	29.06	27.74	29.13	30.52	32.02
SES	19.55	20.53	21.51	20.53	21.56	22.59	21.56	22.64	23.72	22.64	23.77	24.90	23.77	24.96	26.15	24.96	26.21	27.46	28.81
SES	36.40	38.22	40.04	38.22	40.13	42.04	40.13	42.14	44.15	42.14	44.25	46.36	44.25	46.46	48.67	46.46	48.78	51.10	53.62
SES	40.47	42.49	44.51	42.49	44.61	46.73	44.61	46.84	49.07	46.84	49.18	51.52	49.18	51.64	54.10	51.64	54.22	56.80	59.54
SES	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80	45.84
SES	27.41	28.78	30.15	28.78	30.22	31.66	30.22	31.73	33.24	31.73	33.32	34.91	33.32	34.99	36.66	34.99	36.74	38.49	40.29
SES	24.85	26.09	27.33	26.09	27.39	28.69	27.39	28.76	30.13	28.76	30.20	31.71	30.20	31.71	33.22	31.71	33.30	34.89	36.59
SES	41.51	43.59	45.67	43.59	45.77	47.95	45.77	48.06	50.35	48.06	50.46	52.86	50.46	52.98	55.50	52.98	55.63	58.28	61.04
SES	30.23	31.74	33.25	31.74	33.33	34.92	33.33	35.00	36.67	35.00	36.75	38.50	36.75	38.59	40.43	38.59	40.52	42.45	44.54
SES	46.83	49.17	51.51	49.17	51.63	54.09	51.63	54.21	56.79	54.21	56.92	59.63	56.92	59.77	62.62	59.77	62.76	65.75	68.84
SES	41.99	44.09	46.19	44.09	46.29	48.49	46.29	48.60	50.91	48.60	51.03	53.46	51.03	53.58	56.13	53.58	56.26	58.94	61.72
SES	42.56	44.69	46.82	44.69	46.92	49.15	46.92	49.27	51.62	49.27	51.73	54.19	51.73	54.32	56.91	54.32	57.04	59.76	62.54
SES	31.49	33.06	34.63	33.06	34.71	36.36	34.71	36.45	38.19	36.45	38.27	40.09	38.27	40.18	42.09	40.18	42.19	44.20	46.30
SES	34.98	36.73	38.48	36.73	38.57	40.41	38.57	40.50	42.43	40.50	42.53	44.56	42.53	44.66	46.79	44.66	46.89	49.12	51.44
SEV	32.36	33.98	35.60	33.98	35.68	37.38	35.68	37.46	39.24	37.46	39.33	41.20	39.33	41.30	43.27	41.30	43.37	45.44	47.61
SEV	32.87	34.51	36.15	34.51	36.24	37.97	36.24	38.05	39.86	38.05	39.95	41.85	39.95	41.95	43.95	41.95	44.05	46.15	48.34
SEV	27.83	29.22	30.61	29.22	30.68	32.14	30.68	32.21	33.74	32.21	33.82	35.43	33.82	35.51	37.20	35.51	37.29	39.07	40.96
SEV	23.29	24.45	25.61	24.45	25.67	26.89	25.67	26.95	28.23	26.95	28.30	29.65	28.30	29.72	31.14	29.72	31.21	32.70	34.29
SEV	24.66	25.89	27.12	25.89	27.18	28.47	27.18	28.54	29.90	28.54	29.97	31.40	29.97	31.47	32.97	31.47	33.04	34.61	36.28
SEV	27.41	28.78	30.15	28.78	30.22	31.73	30.22	31.73	33.24	31.73	33.32	34.91	33.32	34.99	36.66	34.99	36.74	38.49	40.29
SEV	30.14	31.65	33.16	31.65	33.23	34.81	33.23	34.89	36.55	34.89	36.63	38.37	36.63	38.46	40.29	38.46	40.38	42.30	44.30
SEV	23.20	24.36	25.52	24.36	25.58	26.80	25.58	26.86	28.14	26.86	28.20	29.54	28.20	29.61	31.02	29.61	31.09	32.57	34.14
SEV	23.29	24.45	25.61	24.45	25.67	26.89	25.67	26.95	28.23	26.95	28.30	29.65	28.30	29.72	31.14	29.72	31.21	32.70	34.29
SEV	25.61	26.89	28.17	26.89	28.23	29.57	28.23	29.64	31.05	29.64	31.12	32.60	31.12	32.68	34.24	32.68	34.31	35.94	37.61
SEV	21.33	22.40	23.47	22.40	23.52	24.64	23.52	24.70	25.88	24.70	25.94	27.18	25.94	27.24	28.54	27.24	28.60	29.96	31.44
SEV	17.46	18.33	19.20	18.33	19.25	20.17	19.25	20.21	21.17	20.21	21.22	22.23	21.22	22.28	23.34	22.28	23.39	24.50	25.71
SEV	19.46	20.43	21.40	20.43	21.45	22.47	21.45	22.52	23.59	22.52	23.65	24.78	23.65	24.83	26.01	24.83	26.07	27.31	28.66

Special Handling - filled positions as of 10/26/2019

UNION	Step 1	1L	1LL	Step 2	2L	2LL	Step 3	3L	3LL	Step 4	4L	4LL	Step 5	5L	5LL	Step 6	6L	6LL
SES	25.45	26.72	27.99	26.72	28.06	29.40	28.06	29.46	30.86	29.46	30.93	32.40	30.93	32.48	34.03	32.48	34.10	35.72
SES	26.23	27.54	28.85	27.54	28.92	30.30	28.92	30.37	31.82	30.37	31.89	33.41	31.89	33.48	35.07	33.48	35.15	36.82
SES	23.66	24.84	26.02	24.84	26.08	27.32	26.08	27.38	28.68	27.38	28.75	30.12	28.75	30.19	31.63	30.19	31.70	33.21
SES	31.60	33.18	34.76	33.18	34.84	36.50	34.84	36.58	38.32	36.58	38.41	40.24	38.41	40.33	42.25	40.33	42.35	44.37
SEV	25.07	26.32	27.57	26.32	27.64	28.96	27.64	29.02	30.40	29.02	30.47	31.92	30.47	31.99	33.51	31.99	33.59	35.19
SEV	17.67	18.55	19.43	18.55	19.48	20.41	19.48	20.45	21.42	20.45	21.47	22.49	21.47	22.54	23.61	22.54	23.67	24.80

Notes: \* Adding Customer Service Assistant to the SEA Chapter. Position and wage approved on BOD 06.26.2020

Tentative Agreement

Article 10.1 Pay Rates  
Agree to pay scales as provided above.

Alex Clifford, CEO/General Manager, Santa Cruz METRO

\*Joan Griffin, President SEA Chapter

Olivia Martinez, Lead Internal Organizer, SEIU Local 521

# Attachment B

FY22: 2.5% wage increase, effective June 24, 2021/Adopted by the Board as of February 23, 2020

UNION	STEP 1	1L	1LL	STEP 2	2L	2LL	STEP 3	3L	3LL	STEP 4	4L	4LL	STEP 5	5L	5LL	STEP 6	6L	6LL
SEP	30.58	32.11	33.64	32.11	33.72	35.33	33.72	35.41	37.10	35.41	37.18	38.95	37.18	39.04	40.90	39.04	40.99	42.94
SEP	33.39	35.06	36.73	35.06	36.81	38.56	36.81	38.65	40.49	38.65	40.58	42.51	40.58	42.61	44.64	42.61	44.74	46.87
SEP	27.95	29.35	30.75	29.35	30.82	32.29	30.82	32.36	33.94	32.36	33.98	35.60	33.98	35.68	37.38	35.68	37.46	39.24
SEP	32.69	34.32	35.95	34.32	36.04	37.76	36.04	37.84	39.64	37.84	39.73	41.62	39.73	41.72	43.71	41.72	43.81	45.90
SEP	36.98	38.83	40.68	38.83	40.77	42.71	40.77	42.81	44.85	42.81	44.95	47.09	44.95	47.20	49.45	47.20	49.56	51.92
SEP	31.31	32.88	34.45	32.88	34.52	36.16	34.52	36.25	37.98	36.25	38.06	39.87	38.06	39.96	41.86	39.96	41.96	43.96
SEP	26.40	27.72	29.04	27.72	29.11	30.50	29.11	30.57	32.03	30.57	32.10	33.63	32.10	33.71	35.32	33.71	35.40	37.09
SEP	36.10	37.91	39.72	37.91	39.81	41.71	39.81	41.80	43.79	41.80	43.89	45.98	43.89	46.08	48.27	46.08	48.38	50.68
SEP	32.36	33.98	35.60	33.98	35.68	37.38	35.68	37.46	39.24	37.46	39.33	41.20	39.33	41.30	43.27	41.30	43.37	45.44
SEP	47.24	49.60	51.96	49.60	52.08	54.58	52.08	54.68	57.41	54.68	57.41	60.14	60.14	63.28	63.15	60.28	63.29	66.30
SES	24.95	26.20	27.45	26.20	27.51	28.82	27.51	28.89	30.27	28.89	30.33	31.77	30.33	31.85	33.37	31.85	33.44	35.03
SES	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80
SES	34.30	36.02	37.74	36.02	37.82	39.62	37.82	39.71	41.60	39.71	41.70	43.69	41.70	43.79	45.88	43.79	45.98	48.17
SES	20.71	21.75	22.79	21.75	22.84	23.93	22.84	23.98	25.12	23.98	25.18	26.38	25.18	26.44	27.70	26.44	27.76	29.08
SES	30.14	31.65	33.16	31.65	33.23	34.81	33.23	34.89	36.55	34.89	36.63	38.37	36.63	38.46	40.29	38.46	40.38	42.30
SES	24.66	25.89	27.12	25.89	27.18	28.47	27.18	28.54	29.90	28.54	29.97	31.40	29.97	31.47	32.97	31.47	33.04	34.61
SES	24.00	25.20	26.40	25.20	26.46	27.72	26.46	27.78	29.10	27.78	29.17	30.56	29.17	30.63	32.09	30.63	32.16	33.69
SES	21.59	22.67	23.75	22.67	23.80	24.93	23.80	24.99	26.18	24.99	26.24	27.49	26.24	27.55	28.86	27.55	28.93	30.31
SES	25.17	26.43	27.69	26.43	27.75	29.07	27.75	29.14	30.53	29.14	30.60	32.06	32.06	33.65	35.25	33.65	35.33	37.01
SES	25.76	27.05	28.34	27.05	28.40	29.75	28.40	29.82	31.24	29.82	31.31	32.80	31.31	32.88	34.45	32.88	34.52	36.16
SES	22.49	23.61	24.73	23.61	24.79	25.97	24.79	26.03	27.27	26.03	27.33	28.63	27.33	28.70	30.07	28.70	30.14	31.58
SES	24.99	26.24	27.49	26.24	27.55	28.86	27.55	28.93	30.31	28.93	30.38	31.83	30.38	31.90	33.42	31.90	33.50	35.10
SES	17.65	18.53	19.41	18.53	19.46	20.39	19.46	20.43	21.40	20.43	21.45	22.47	21.45	22.52	23.59	22.52	23.65	24.78
SES	20.71	21.75	22.79	21.75	22.84	23.93	22.84	23.98	25.12	23.98	25.18	26.38	25.18	26.44	27.70	26.44	27.76	29.08
SES	24.00	25.20	26.40	25.20	26.46	27.72	26.46	27.78	29.10	27.78	29.17	30.56	29.17	30.63	32.09	30.63	32.16	33.69
SES	21.79	22.88	23.97	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12	27.80	29.19	30.58
SES	24.22	25.43	26.64	25.43	26.70	27.97	26.70	28.04	29.38	28.04	29.44	30.91	29.44	30.91	32.38	30.91	32.46	34.01
SES	37.75	39.64	41.53	39.64	41.62	43.70	41.62	43.70	45.78	43.70	45.89	48.08	45.89	48.18	50.47	48.18	50.59	53.00
SES	34.98	36.73	38.48	36.73	38.57	40.41	38.57	40.50	42.43	40.50	42.53	44.56	42.53	44.66	46.79	44.66	46.89	49.12
SES	21.79	22.88	23.97	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12	27.80	29.19	30.58
SES	23.97	25.17	26.37	25.17	26.43	27.69	26.43	27.75	29.07	27.75	29.14	30.53	29.14	30.60	32.06	30.60	32.13	33.66
SES	25.17	26.43	27.69	26.43	27.75	29.07	27.75	29.14	30.53	29.14	30.60	32.06	30.60	32.13	33.66	32.13	33.74	35.35
SES	25.42	26.69	27.96	26.69	28.02	29.35	28.02	29.42	30.82	29.42	30.89	32.36	30.89	32.43	33.97	32.43	34.05	35.67
SES	28.23	29.64	31.05	29.64	31.12	32.60	31.12	32.68	34.24	32.68	34.31	35.94	34.31	36.03	37.75	36.03	37.83	39.63
SES	21.09	22.14	23.19	22.14	23.25	24.36	23.25	24.41	25.57	24.41	25.63	26.85	25.63	26.91	28.19	26.91	28.26	29.61
SES	29.04	30.49	31.94	30.49	32.01	33.53	32.01	33.61	35.21	33.61	35.29	36.97	35.29	37.05	38.81	37.05	38.90	40.75
SES	21.79	22.88	23.97	22.88	24.02	25.16	24.02	25.22	26.42	25.22	26.48	27.74	26.48	27.80	29.12	27.80	29.19	30.58
SES	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80
SES	34.30	36.02	37.74	36.02	37.82	39.62	37.82	39.71	41.60	39.71	41.70	43.69	41.70	43.79	45.88	43.79	45.98	48.17
SES	31.19	32.75	34.31	32.75	34.39	36.03	34.39	36.11	37.83	36.11	37.92	39.73	37.92	39.82	41.72	39.82	41.81	43.80
SES	25.17	26.43	27.69	26.43	27.75	29.07	27.75	29.14	30.53	29.14	30.60	32.06	30.60	32.13	33.66	32.13	33.74	35.35