



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

JUNE 10, 2022 – 10:30 AM

DUE TO COVID-19, THE JUNE 10, 2022 SANTA CRUZ METRO BOARD OF DIRECTORS MEETING WILL BE CONDUCTED AS A TELECONFERENCE ONLY (NO PHYSICAL LOCATION) PURSUANT TO ASSEMBLY BILL 361 (GOVERNMENT CODE SECTION 54953)

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON

The public may participate remotely via the Zoom website [at this link](#) and following the instructions or by calling 1-669-900-9128 Meeting ID 817 5871 4528 Passcode 276100

Public comment may be submitted via email to boardinquiries@scmtd.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. Should Zoom not be operational, please check online at: www.scmtd.com for any updates or further instruction.

The Personnel/Human Resources Standing Committee Meeting Agenda Packet can be found online at 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 Larry Pageler, 2022 Board Chair
Director Jimmy Dutra, 2022 Board Vice Chair
Director Donna Lind, Immediate Past Board Chair
Director Kristen Brown
Director Rebecca Downing

County of Santa Cruz
City of Watsonville
City of Scotts Valley
City of Capitola
County of Santa Cruz

Michael Tree
Julie Sherman

METRO CEO/General Manager
METRO General Counsel

MEETING TIME: 10:30 AM

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 MOBILITY TRAINING COORDINATOR POSITION IN THE CUSTOMER SERVICE DEPARTMENT**

Danielle Glagola, Marketing, Communications and Customer Service 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 10, 2022

TO: Personnel/Human Resources Standing Committee

FROM: Danielle Glagola, Marketing, Communications and Customer Service Director

SUBJECT: REVIEW REQUEST FOR AUTHORIZATION OF MOBILITY TRAINING COORDINATOR POSITION IN THE CUSTOMER SERVICE DEPARTMENT

I. RECOMMENDED ACTION

That the Personnel/Human Resources Standing Committee review the request for authorization of a Mobility Training Coordinator 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, staff have determined the need for a Mobility Training Coordinator position. The position will take the place of the current vacant Accessible Services Coordinator position.
- On January 20, 2022, Service Employees International Union Local 521 (SEIU) and Human Resources (HR) staff agreed to the creation of a Mobility Training Coordinator to better address the needs of the Santa Cruz Metropolitan Transit District (METRO).
- METRO contracted with Koff & Associates (hereinafter "K&A") to conduct a total classification and compensation study in January 2022.
- HR staff worked with K&A to create the Mobility Training Coordinator position description and its wage scale.
- HR staff presented the classification and compensation study to SEIU. SEIU is in agreement with the findings and this recommendation.
- Staff is recommending Board approval to create the Mobility Training Coordinator position.

III. DISCUSSION/BACKGROUND

In order to address the needs of the department, a Mobility Training Coordinator position was created through a total classification and compensation study performed by K&A. This position will perform a wider variety and complex tasks in the department including community outreach, fixed-route training and ParaCruz training. This position will take the place of the current vacant Accessible Services Coordinator position. The Accessible Services Coordinator will be defunded and removed from the ParaCruz Division and funds moved to fund the new Mobility Training Coordinator position in the Customer Service Department.

Human Resources staff have worked with Koff & Associates, an outside agency, to create a new Mobility Training Coordinator position description and corresponding wage scale. Upon approval, an open recruitment will be undertaken to fill this position.

Koff & Associates presented a Total Compensation Study which reflected the comparison agency salaries and benefits. The seven established labor market comparable agencies were:

- Alameda- Contra Costa Transit District
- Central Contra Costa County 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

Koff & Associates was not able to find a sufficient number of comparable matches. Internal alignment was considered for the purpose of this study.

Going forward, staff has determined that METRO is in need of a Mobility Training Coordinator who can focus on planning, training, developing, coordinating, and providing Santa Cruz METRO services to current and potential customers including youth, elderly, disabled, and underserved communities and for promoting such services through targeted community outreach and education.

This position will provide the above items, as well as conduct in-person assessments of passengers seeking training and instruct program participants to travel safely and independently by accessing public transportation throughout Santa Cruz County; represents the Agency to the public through a planned program utilizing public presentations; plans, coordinates, develops, and implements Santa Cruz METRO's Travel Program; and serves as a liaison and information source to customers, community agencies, and schools.

Staff requests the Personnel Committee review and recommend to the full Board the addition of the Customer Service Manager position.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report ties to the following strategic priorities:

- Service Quality and Delivery
- Employee Engagement: Attract, Retain and Develop
- Strategic Alliances and Community Outreach

V. FINANCIAL CONSIDERATIONS/IMPACT

The adoption of the recommendations contained in this report will require defunding the Accessible Services Coordinator position from Paratransit Department (currently vacant) and moving funds to the new Mobility Training Coordinator position in Customer Service Department and \$7,282 increase in the FY23 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: Mobility Training Coordinator Job Description

Attachment B: Mobility Training Coordinator Wage Scale

Prepared by: Danielle Glagola, Marketing, Communications & Customer Service Director and Monik Delfin, Deputy HR Director

VIII. APPROVALS

Dawn Crummié, HR Director

Dawn Crummié

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

Chuck Farmer

Michael Tree, CEO/General Manager

Dawn Crummié for
Michael Tree



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

Class Code: AS121
FLSA Status: Non-exempt

Mobility Training Coordinator

Bargaining Unit: SEA

DEFINITION:

Under direction, the Mobility Training Coordinator conducts in-person assessments of passengers seeking training and instructs program participants to travel safely and independently by accessing public transportation throughout Santa Cruz County as appropriate; represents the Agency to the public through a planned program utilizing public presentations, providing outreach and education to current and potential customers; plans, coordinates, develops, and implements Santa Cruz METRO's Travel Program; serves as a liaison and information source to customers, community agencies, and schools; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS:

Mobility Training Coordinator is a journey-level class responsible for planning, training, developing, coordinating, and providing Santa Cruz METRO services to current and potential customers including youth, elderly, disabled, and underserved communities and for promoting such services through targeted community outreach and education. The incumbent uses discretion and independent judgment in performing assigned work. Assignments are given with general guidelines and positions are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

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.

- Plans, develops, organizes, and conducts training and outreach services for current and potential customers on all METRO services including but not limited to fixed-route, paratransit, commuter service, microtransit, and other services/programs as needed.
- Plans and implements Santa Cruz METRO's Mobility Training Program; completes in person one-on-one intake assessment on individuals and determines which method of training (group, peer, specialized instruction [mobility], etc.) and support services are appropriate; teaches, demonstrates, and assists program participants and/or their supporters on the safe and proper use of the Santa Cruz METRO transportation system; provides individualized, one-on-one field training to participants referred for travel training.
- Recruits and sets goals, objectives, and policies for Mobility Ambassadors/volunteers to assist with Travel Training for fixed-route, paratransit, commuter service, and microtransit.
- Develops, maintains, distributes, and/or modifies a variety of training procedures, methods, materials, and forms to facilitate the effective training of Mobility Training Program participants.
- Promotes and provides outreach services to the older adult and disabled communities, youth, and underserved communities; attends classrooms, events, and a variety of public or private meetings to present to individuals and organizations about Santa Cruz METRO's services.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- Evaluates and monitors service delivery of Santa Cruz METRO's Mobility Training Program and Mobility Ambassadors/volunteer program and communicates findings to upper management; implements changes to improve efficiency and service quality; maximizes effectiveness of program services and ensures alignment with Santa Cruz METRO's mission; recommends and implements program goals and objectives, procedures, and work standards for assigned services.
- Collaborates with staff and management from customer service, transit, and marketing to coordinate assigned services and programs.
- Creates teaching materials and presents to Santa Cruz METRO staff as assigned.
- Serves as a liaison and information source to customers, students, community agencies, and the public for Santa Cruz METRO's Mobility Training Program.
- Prepares regular and periodic reports for management as requested; maintains various logs, records, lists, files, and program data and reports per Santa Cruz METRO retention policy; updates and maintains information in a database.
- Performs Paratransit Eligibility Coordinator tasks related to Americans with Disabilities Act (ADA) paratransit eligibility functions as needed.
- Promotes safety awareness and follows safety procedures in an effort to reduce or eliminate accidents.
- Maintains a working knowledge of all Santa Cruz METRO's public transportation systems, policies, and programs.
- Attends and participates in committee meetings; may serve and/or report on committees, commissions, and task forces; conducts presentations; attends and plans outreach events as directed by the department Manager/Director.
- Operates standard office equipment; utilizes computer software in performing job tasks; may utilize specialized Santa Cruz METRO software.
- Assist with discount card process including applications, issuing of cards, and fee collection.
- Drive a Santa Cruz METRO vehicle to perform assignments.
- Performs related work as required.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles of program organization, administration, coordination, and evaluation.
- Common transit agency policies and procedures associated with standard bus operations.
- Current practices, procedures, and philosophies pertaining to mobility training.
- Special equipment, procedures, and opportunities available to improve the accessibility of transit services for the older adult and disabled communities, youth, and underserved communities.
- Current instructional methods and practices, as well as effective curriculum development.
- Customer safety and health-related considerations related to transit services.
- Business correspondence, formatting, and report writing.
- Manual and automated record-keeping and filing systems.
- Methods of researching, gathering, organizing, and reporting data.
- Methods of prioritizing, planning, and organizing work and time management techniques.
- Customer service techniques including public speaking, community outreach, and events.
- Modern office practices and procedures and the effective use of modern office equipment, personal computers, and standard business software, including audio/visual equipment.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

Ability to:

- Plan, develop, organize, and conduct an effective mobility training program serving older adults, disabled individuals, underserved communities, and youth/students.
- Conduct field work to provide direct services to customers.
- Teach ideas, concepts, and skills to all community members effectively.
- Research, analyze, and evaluate new teaching methods and techniques.
- Formulate specific objectives to compare and evaluate program results.
- Define problem areas and evaluate, recommend, and implement alternative solutions to issues and problems.
- Engage successfully with both internal and external contacts and the public
- Demonstrate a high level of discretion, confidentiality, and judgement in execution of duties and dealing with the public and program participants.
- Instruct others in the safe utilization of Santa Cruz METRO vehicles and services and adapt training procedures to the needs of the individual.
- Act as liaison between Santa Cruz METRO, community groups, other transit districts, transit customers, schools, and the public with regard to Santa Cruz METRO services.
- Develop and write plans, procedures, reports, and forms.
- Adhere to established work schedules and timelines.
- Balance multiple assignments simultaneously and effectively.
- Utilize standard office equipment and computer software and learn to use specialized Santa Cruz METRO software if assigned.
- Communicate clearly and effectively in both oral and written form.
- 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:

Two (2) years course work from an accredited college in business administration, public administration, marketing, social services, or a related field.

AND

Four (4) years of experience in program, project, or administrative support including providing community outreach and/or training services to people of diverse backgrounds and experience and/or working with volunteer or ambassador programs and non-profit organizations.

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.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

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 often required to reach with hands and arms; sit, push and pull; use finger dexterity, and talk and hear. Work often requires the repetitive use of both hands to grasp and feel objects and use a keyboard. The employee is regularly required to stoop at the waist and crouch. Occasional lifting up to 20 pounds unaided may be required. 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; 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. Field work is also required.

OTHER CONDITIONS OF EMPLOYMENT:

- Must pass a requisite background check.
- Weekend work and hours of work outside the regular schedule may be required.
- Fluency in English and Spanish is desirable.

*Adopted:	00-00-00
*BOD Approved:	00-00-00
*Revised:	00-00-00
*Job Family:	Customer Service
*Job Series:	Mobility Training Series
*Job Series Level:	Journey
*Confidential:	No

Attachment B

FY23: 3.5% wage increase, effective June 23, 2022/Adopted by the Board as of May 20, 2022

UNION	TITLE	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	Planning Aide	20.79	21.83	22.87	21.83	22.92	24.01	22.92	24.07	25.22	24.07	25.27	26.47	25.27	26.53	27.79	26.53	27.86	29.31
SES	Planning Data Analyst	32.28	33.89	35.50	33.89	35.58	37.27	35.58	37.36	39.14	37.36	39.23	41.10	39.23	41.19	43.15	41.19	43.25	45.31
SES	Purchasing Agent	31.99	33.59	35.19	33.59	35.27	36.95	35.27	37.03	38.79	37.03	38.88	40.73	38.88	40.82	42.76	40.82	42.86	44.90
SES	Purchasing Assistant	29.33	30.80	32.27	30.80	32.34	33.88	32.34	33.96	35.58	33.96	35.66	37.36	35.66	37.44	39.22	37.44	39.31	41.18
SES	Revenue Account Coordinator	24.49	25.61	26.73	25.61	26.79	27.97	26.79	27.97	29.25	27.97	29.33	30.63	29.33	30.70	32.07	30.70	32.14	33.58
SES	Revenue Collection Clerk	20.23	21.24	22.25	21.24	22.30	23.36	22.30	23.42	24.54	23.42	24.59	25.76	24.59	25.82	27.05	25.82	27.11	28.40
SES	Safety and Training Program Specialist I	37.67	39.55	41.43	39.55	41.53	43.51	41.53	43.61	45.69	43.61	45.79	47.97	45.79	48.08	50.37	48.08	50.48	52.88
SES	Safety and Training Program Specialist II	41.89	43.98	46.07	43.98	46.18	48.38	46.18	48.49	50.80	48.49	50.91	53.33	50.91	53.46	56.01	53.46	56.13	58.80
SES	Scheduling Analyst	32.28	33.89	35.50	33.89	35.58	37.27	35.58	37.36	39.14	37.36	39.23	41.10	39.23	41.19	43.15	41.19	43.25	45.31
SES	Senior Accounting Technician	28.37	29.79	31.21	29.79	31.28	32.77	31.28	32.84	34.40	32.84	34.48	36.12	34.48	36.20	37.92	36.20	38.01	39.82
SES	Senior Customer Service Representative	25.72	27.01	28.30	27.01	28.36	29.71	28.36	29.78	31.20	29.78	31.27	32.76	31.27	32.83	34.39	32.83	34.47	36.11
SES	Senior Financial Analyst	42.96	45.11	47.26	45.11	47.37	49.63	47.37	49.74	52.11	49.74	52.23	54.72	52.23	54.84	57.45	54.84	57.58	60.32
SES	Senior Payroll Specialist	31.29	32.85	34.41	32.85	34.49	36.13	34.49	36.21	37.93	36.21	38.02	39.83	38.02	39.92	41.82	39.92	41.92	43.92
SES	Senior Systems Administrator	48.47	50.89	53.31	50.89	53.43	55.97	53.43	56.10	58.77	56.10	58.91	61.72	58.91	61.86	64.81	61.86	64.95	68.04
SES	Senior Transportation Planner	43.46	45.63	47.80	45.63	47.91	50.19	47.91	50.31	52.71	50.31	52.83	55.35	52.83	55.47	58.11	55.47	58.24	61.01
SES	Systems Administrator	44.05	46.25	48.45	46.25	48.56	50.87	48.56	50.99	53.42	50.99	53.54	56.09	53.54	56.22	58.90	56.22	59.03	61.84
SES	Transportation Planner I	32.59	34.22	35.85	34.22	35.93	37.64	35.93	37.73	39.53	37.73	39.62	41.51	39.62	41.60	43.58	41.60	43.68	45.76
SES	Transportation Planner II	36.20	38.01	39.82	38.01	39.91	41.81	39.91	41.91	43.91	41.91	44.01	46.11	44.01	46.21	48.41	46.21	48.52	50.83
SEV	Electronic Technician	33.49	35.16	36.83	35.16	36.92	38.68	36.92	38.77	40.62	38.77	40.71	42.65	40.71	42.75	44.79	42.75	44.89	47.03
SEV	Lead Mechanic	34.02	35.72	37.42	35.72	37.51	39.30	37.51	39.39	41.27	39.39	41.36	43.33	41.36	43.43	45.50	43.43	45.60	47.77
SEV	Lead Parts and Materials Clerk	28.80	30.24	31.68	30.24	31.75	33.26	31.75	33.34	34.93	33.34	35.01	36.68	35.01	36.76	38.51	36.76	38.60	40.44
SEV	Lead Vehicle Service Worker	24.11	25.32	26.53	25.32	26.59	27.86	26.59	27.92	29.25	27.92	29.32	30.72	29.32	30.79	32.26	30.79	32.33	33.87
SEV	Mechanic I	25.52	26.80	28.08	26.80	28.14	29.48	28.14	29.55	30.96	29.55	31.03	32.51	31.03	32.58	34.13	32.58	34.21	35.84
SEV	Mechanic II	28.37	29.79	31.21	29.79	31.28	32.77	31.28	32.84	34.40	32.84	34.48	36.12	34.48	36.20	37.92	36.20	38.01	39.82
SEV	Mechanic III	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
SEV	Parts and Materials Clerk	24.01	25.21	26.41	25.21	26.47	27.73	26.47	27.79	29.11	27.79	29.18	30.71	29.18	30.64	32.10	30.64	32.17	33.70
SEV	Upholsterer I	24.11	25.32	26.53	25.32	26.59	27.86	26.59	27.92	29.25	27.92	29.32	30.72	29.32	30.79	32.26	30.79	32.33	33.87
SEV	Upholsterer II	26.51	27.84	29.17	27.84	29.23	30.62	29.23	30.69	32.15	30.69	32.22	33.75	32.22	33.83	35.44	33.83	35.52	37.21
SEV	Vehicle Body Repair Mechanic	26.51	27.84	29.17	27.84	29.23	30.62	29.23	30.69	32.15	30.69	32.22	33.75	32.22	33.83	35.44	33.83	35.52	37.21
SEV	Vehicle Service Detailer	22.08	23.18	24.28	23.18	24.34	25.50	24.34	25.56	26.78	25.56	26.84	28.12	26.84	28.18	29.52	28.18	29.59	31.00
SEV	Vehicle Service Worker I	18.07	19.17	20.27	19.17	20.27	21.42	20.27	21.42	22.67	21.42	22.67	24.02	22.67	24.02	25.47	24.02	25.37	26.92
SEV	Vehicle Service Worker II	20.14	21.15	22.16	21.15	22.21	23.27	22.21	23.32	24.43	23.32	24.49	25.66	24.49	25.71	26.93	25.71	27.00	28.29

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

UNION	TITLE	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	Planning Data Analyst	32.71	34.35	35.99	34.35	36.07	37.79	36.07	37.87	39.67	37.87	39.76	41.65	39.76	41.75	43.74	41.75	43.84	45.93
SEV	Mechanic I	25.95	27.25	28.55	27.25	28.61	29.97	28.61	30.04	31.47	30.04	31.54	33.04	31.54	33.12	34.70	33.12	34.78	36.44
SEV	Vehicle Service Worker I	18.29	19.20	20.11	19.20	20.16	21.12	20.16	21.17	22.18	21.17	22.23	23.29	22.23	23.34	24.45	23.34	24.51	25.68

Longevity Pay is based only on length of service.

Notes: * Adding Customer Service Assistant to the SEA Chapter. Position and wage approved on BOD 06.26.2020. Adding HR Analyst I to the SEA Chapter. Position and wage approved on BOD 01.28.2022. Adding IT Project Coordinator to the SEA Chapter. Position and wage approved on BOD 03.25.2022. Adding Mobility Training Coordinator. Position and wage approved on BOD 06.24.2022.