



Process Improvement Steering Committee

Standby Pay Project Subcommittee

July 23, 2025; 8:30 a.m.-9:30 a.m.
Building 21, Room 110
2408 Courthouse Drive

Minutes

Attendance

Members Present

Mike Eason, Bruce Johnson, Donna Turner

Member(s) Absent

Stephen Romine

City Staff Present

Thepiolus Aspiras – City Staff Liaison, Curtis Weaver, Ginny Sosh,

Discussion Items

1. Response Policy and Expectations

- Whether city resource deployment is authorized by department supervisors or the City Manager, and whether activation criteria are set by 311 or individual departments.
- Examine whether a formal response time policy exists or if service level agreements are in place, as public expectations are often implied rather than formally documented in official channels.

2. Response Triage: Internal Process

- Clarify who is responsible for initial triage: 311 or the departments, and confirm if the escalation protocol is formally documented.
- Definition of “immediate response” for city staff and the public.

3. Standby Pay and Return on Investment

- A financial review of current standby pay arrangements will compare costs with alternative compensation models, such as salary adjustments.
- Public Works’ four-day/ten-hour shifts and IT’s eight-hour days will be analyzed for their impact on standby liabilities.

- Service request data from the past three years will be analyzed to identify high-frequency job types (e.g., electrician, plumber) and seasonal trends.

4. Action Items

- **Assess current policy** on response expectations.
- **Clarify triage responsibility** VB311 or departments
- **Gather standby pay data** from the past 3 years
- **Identify service request trends**, e.g., common job types requiring standby or seasonal trends

5. Next meeting – TBD

6. Adjournment – meeting adjourned at 9:47 a.m.

Thepiolus (Phil) Aspiras, PhD, Director
Office of Performance & Accountability

Ginny Sosh, Analyst
Office of Performance & Accountability