



# Process Improvement Steering Committee

## Standby Pay Project Subcommittee

September 17, 2025; 10:30 a.m.-12:00 p.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,

#### Approval – September 3, 2025, Meeting Minutes

A motion was made to approve the minutes by Bruce Johnson, seconded by Donna Turner. The motion passed unanimously.

#### Discussion Items

##### 1. Department responses to inquiries

- City staff distributed handouts detailing responses from the IT, Public Utilities, and Public Works departments. The committee received insights on staffing models, call-in frequency, incident triage, the most impacted service areas, service level agreements (SLAs), policies, regulatory drivers, and standby coverage areas.

##### Information Technology (IT)

- Internal service model: service desk provides 24/7 triage coverage.
- Current data does not support adding a second shift.
- Additional data requested on call types and urgency.
- SLA clarification: “Resolved” = IT action completed; “Closed” = customer confirmation.
- Subcommittee confirmed IT has a plan in place for standby operations.

### **Public Utilities (PU)**

- All full-time employees are eligible for the standby policy; the policy was last updated 12 years ago.
- Clarification requested on weekend hours and shift structures.
- Services are unpredictable; dual shifts could improve off-peak coverage.
- Committee requested three years of VBTime data to assess standby cost and frequency.
- Subcommittee to explore weekend shifts as an alternative to traditional standby pay.

### **Public Works (PW)**

- Written standby policy under development for January 2026 reaccreditation.
- Department follows HR policy; standby is used for immediate safety needs.
- Operates 4/10 schedules: 20% vacancy rate limits shift flexibility.
- Standby pay equals 0.7% of the labor budget (~\$500K of \$70M).
- Committee to review staffing, SLA response times, and citizen complaint data.
- VB311 and ECCS may support analysis of community impact and call trends.

### **Follow-Up Items (All Departments):**

- Clarify standby/on-call policies, activation points, and compensation triggers.
- Confirm eligibility (exempt/non-exempt) and pay vs. comp-time decisions.
- Identify essential services most frequently requiring activation.

## **2. Action Items**

- **City staff** will request departmental clarifications and provide updates at the next meeting.
- **Committee** members will review materials and submit follow-up questions.

## **3. Next meeting – TBD**

## **4. Adjournment – meeting adjourned at 12:05 p.m.**

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

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Ginny Sosh, Analyst  
Office of Performance & Accountability