



ITEM ID: 2025-336-0

TRANSMITTAL DATE: October 3, 2025

MEETING DATE: October 10, 2025

TO: Executive Committee

FROM: Alberto Lara, Chief People Officer

SUBJECT: Proposed Amendments to the Agency's Classification and Salary Plan

Issue

Board approval is needed of proposed amendments to the Agency's Classification and Salary Plan, in accordance with HR Policy No. 2.1.

Recommendation

It is recommended that the Committee recommend that the Board amend the Agency's Classification and Salary Plan and adopt it by resolution.

Strategic Commitment

This report aligns with the Strategic Business Plan commitment of:

- **Modernizing Business Practices:** We will improve our operational efficiency through transparency, objective metrics and streamlined governance, reducing over-reliance on subsidy while bringing our system into a state of good repair and investing in the development of our employees. Staff's recommendations contribute to this goal by ensuring that the Authority provides competitive salaries to recruit and retain a qualified and diverse workforce.

Background

HR Policy No. 2.1 states in part the following: *SCRRA shall review the Classification and Pay Plan on an annual basis. This permits SCRRA an opportunity to periodically assess the*

competitiveness of its Classification and Pay Plan, including the salary structure, and make necessary adjustments to reflect changes in internal equity and labor market conditions. The addition of new job classifications and corresponding salary grade assignments, the addition of new salary grades, and salary grade/range adjustments, are subject to approval of the Board of Directors.

Discussion

The Customer Experience (CX) Department has been reorganized to enhance efficiency, maximize resources, encourage career growth within the department and align with SCRRA's overall strategy. Key changes include:

- Consolidating Community Relations and Public Affairs under Communications to ensure our external engagement is consistent and coordinated.
- Moving the Customer Communications Desk from the Communications Team into the Customer Relations Team to create a single home for all frontline customer interactions. With Customer Relations, the Customer Communications Desk the outsourced Call Center, now under a single umbrella, we can streamline workflows, reduce duplication, and respond to customers more quickly and effectively.
- Reshaping Marketing and Partnerships by giving each area a distinct focus. Marketing will continue to build ridership and strengthen brand awareness, while CX Innovation and Partnerships will bring together two complementary priorities: generating new revenue and driving innovation. On the revenue side, the team will focus on advertising, sponsorships, and other partnerships that create sustainable funding streams. On the innovation side, the team will explore new technologies, processes, and collaborations that directly enhance the rider experience.

As part of the reorganization, staff's recommendations included the addition of two new classifications to the Classification and Salary Plan to more accurately reflect the job duties and responsibilities of two employees.

Therefore, staff recommends that the Board approve the proposed amendments to the Classification and Salary Plan, shown in Attachment B, and described in detail in the salary resolution in Attachment A.

Budget Impact

There will be no budget impact because of these changes to the Classification and Salary Plan.

Next Steps

To comply with Government Code 20630, 20636 and 20636.1 and pursuant to these requirements, the Agency will transmit the approved and adopted Classification and Salary Plan to CalPERS. Additionally, the Plan will be posted on the Agency's Careers Page and employees will be notified of their classification title change.

Prepared by: Cory Elmore, Manager I, Human Resources

Approved by: Alberto Lara, Chief People Officer

Attachment(s)

[Attachment A - FY26 Salary Resolution - Effective 10.24.25](#)

[Attachment B - Proposed FY26 Classification and Salary Plan - Rev 10.24.25 \(Draft\)](#)