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ITEM ID:	**2026-364-0**
TRANSMITTAL DATE:	**November 6, 2026**
MEETING DATE:	**November 13, 2026**
TO:	**Board of Directors**
FROM:	**Alberto Lara, Chief People Officer**
SUBJECT:	**Proposed Employee Reclassifications and Salary Adjustments to Employee Compensation**

Issue

Board approval is needed for salary adjustments to employee compensation, in accordance with HR Policy No. 2.1.

Recommendation

The Budget, Audit, and Finance Committee recommended (4-0) the Board approve:

1. Proposed employee reclassifications; and
2. Proposed salary adjustments to employee compensation.

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 and accurate classifications to recruit and retain a qualified and diverse workforce.

Background

HR Policy No. 2.1, Wage and Salary Administration – Salary Program Administration, states in part: 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.

In March 2025, staff initiated an annual review of its Classification and Salary Plan, during which employees were given the opportunity to submit a request for a classification and/or compensation review. Staff analyzed the requests to ensure alignment between employees' classifications and their position duties and responsibilities. Upon completion of the review, staff's recommendations included the reclassification of twenty-eight (28) employees to higher classifications and salary grades, to accurately reflect their duties and responsibilities.

Additionally, two executives proposed reorganizations of their departments for implementation in FY27 that change classifications and/or salaries for eleven (11) employees between both departments. Lastly, executive leadership also initiated requests to reclassify three (3) employees in other departments within the agency to higher classifications and salary grades due to changes in their duties and responsibilities.

Discussion

As part of the Human Resources-led project in March 2025, a total of forty-four (44) employees submitted requests to have their classification and/or compensation reviewed by Human Resources. After full review, analysis, and discussions with employees and their management team, twenty-eight (28) employees were recommended for reclassification and salary adjustments. The work was designed to ensure that employees are classified appropriately and compensated consistently with their job responsibilities. HR staff's recommendations added thirteen (13) new classifications to the Agency's Classification and Salary Plan to reclassify a total of fifteen (15) employees. The remaining thirteen (13) employees will be reclassified into existing classifications on the Plan. All twenty-eight (28) reclassified employees are proposed to receive 5%-10% salary adjustment.

The Integrated Digital and Technology Services (IDTS) Department is being reorganized to enhance efficiency, maximize resources, encourage career growth within the department, and ensure better alignment with the agency's mission, operational goals, customer expectations, and long-term strategic priorities. For many years, the department has been structured primarily to maintain existing systems and provide day-to-day support. While that work remains critical, the increasing complexity of technology, cybersecurity risks, and growing demand for digital services require a more modern and proactive approach.

This transformation is designed to strengthen accountability for the agency's technology systems, improve collaboration between IDTS and business departments, and create greater capacity to deliver innovative solutions more efficiently and effectively. The reorganization modernizes leadership roles, clarifies ownership of critical technology platforms, and allows our teams to focus more on strategic planning, service improvement, and problem-solving rather than manual and reactive work. By reimagining our technology workforce, streamlining operations, and expanding the use of automation and modern service practices, we are positioning IDTS to become a stronger strategic partner for the agency — one that can better support reliability, safety, customer experience, and future growth across Metrolink.

As part of the IDTS reorganization, HR staff's recommendations added four (4) new classifications to the Agency's Classification and Salary Plan to more accurately reflect the job duties and responsibilities of nine (9) employees. Of the nine (9) employees being reclassified, two (2) are proposed to receive a 5% salary adjustment.

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 included 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.

Expanding the customer support function to provide strategic leadership and operational oversight across Metrolink's customer-facing support channels, including the Customer Contact Center, Communications Desk, Los Angeles Union Station/Field Customer Relations team, customer advocacy, service recovery, and customer communications. As the department has evolved, the role has grown beyond traditional complaint resolution to encompass cross-functional coordination, incident response, major event support, customer experience standards, continuous improvement initiatives, and the translation of customer feedback into operational enhancements. The reclassification recognizes the increased scope, complexity, and leadership responsibilities required to deliver a seamless and consistent customer experience across all customer touchpoints while supporting SCRRA's commitment to customer-focused service delivery.

As part of the Customer Experience's reorganization, staff's recommendations added two (2) new classifications to the Agency's Classification and Salary Plan to more accurately reflect the job duties and responsibilities of two (2) employees. Both employees reclassified are proposed to receive a 5% salary adjustment.

Lastly, outside of the HR lead classification and compensation review and the two department reorganizations discussed above, executive leadership in the Strategy division and Finance division, are recommending the reclassification of a total of three (3) employees and corresponding salary adjustments. These proposed reclassifications are standalone and are due to a gradual change in increased duties and responsibilities for these three (3) employees that warrant a reclassification. All three (3) reclassified employees are proposed to receive a 5% salary adjustment.

Therefore, the staff is recommending the approval of the forty-two (42) employee reclassifications. Additionally, staff recommends approval of 5-10% salary adjustments for a total of thirty-five (35) employees discussed above, as detailed in Attachment A.

Budget Impact

The amount of $267,601 to increase salaries for thirty-five (35) employees is included in the Proposed FY27 Budget and is contingent upon the adoption of the proposed FY27 Operating

Budget.

Next Steps

If the Board approves the proposed employee reclassifications and salary adjustments to employee compensation, and the Board adopts the FY27 Operating Budget as presented, Human Resources will implement and administer salary and classification adjustments consistent with the provisions of the Board adopted HR Policy No. 2.1 - Wage and Salary Administration. The reclassifications and compensation adjustments would be effective retroactively to July 1, 2026.

Prepared by:	Cory Elmore, Manager I
Approved by:	Alberto Lara, Chief People Officer

Attachment(s)

Attachment A - Proposed Salary Adjustments
Presentation - Proposed Employee Reclassifications and Salary Adjustments