

CITY OF RENO – CIVIL SERVICE COMMISSION

MEETING AGENDA

January 28, 2021 — 3:30 PM
MEETING VIA TELECONFERENCE

MEMBERS

Tray Abney, Chairperson
YeVonne Allen, Vice Chairperson
Jeannie Atkinson
Ken Dalton
Ricardo Duarte
Jay Kenny
Nichole Paul

Public Notice: Pursuant to Section 3 of the Declaration of Emergency Directive 006 (“Directive 006”), the requirement contained in NRS 241.023(1)(b) that there be a physical location designated for meetings of public bodies where members of the public are permitted to attend and participate has been suspended. Moreover, pursuant to Section 3 of Directive 006, the requirements contained in NRS 241.020(4)(a) that public notice agendas be posted at physical locations within the State of Nevada has likewise been suspended. See, http://gov.nv.gov/uploadedFiles/govnewnv.gov/Content/News/Emergency_Orders/2020/DeclarationofEmergencyDirective006reOML.3-21-20.pdf. This agenda has been electronically posted in compliance with NRS 241.020(3) at <http://www.reno.gov>, and NRS 232.2175 at <https://notice.nv.gov/>. To obtain further documentation regarding posting, please contact Melissa Ulrich, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501; civilservice@reno.gov.

Order of Agenda: Section titles on this agenda are for convenience and reference purposes and are not intended to define, govern, limit, modify or in any manner affect the titles of the items listed for consideration by the Civil Service Commission. A time listed next to a specific agenda item indicated that the specific item will not be heard before that time – it does not indicate the time schedule of any other item. Items on the agenda may be removed, postponed, taken out of order and the public body may combine two or more agenda items for consideration.

Accommodations: We are pleased to make reasonable accommodations for members of the public who are disabled. If you should require special arrangements for any meeting, please contact our office at 334-2223, 24 hours prior to the date of the meeting.

Pursuant to Section 5 of Directive 006, the requirement contained in NRS 241.020(3)(c) that physical locations be available for the public to receive supporting material for public meetings has been suspended. Staff reports and supporting material for the meeting are available on the City’s website at <http://www.reno.gov/meetings> and <https://www.reno.gov/Home/Components/Calendar/Event/26895/670?>. Pursuant to NRS 241.020(6), supporting material is made available to the general public at the same time it is provided to the Civil Service Commission.

- F. Request to approve extension of probation for Eugenio Bueno, Sergeant in the Police Department. (For Possible Action)

- 7. REGULAR AGENDA
 - A. Chief Examiner year in review presentation. (Not For Action)

- 8. CHIEF EXAMINER ANNOUNCEMENTS (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)

- 9. IDENTIFICATION OF FUTURE AGENDA ITEMS

- 10. CONFIRM NEXT MEETING DATE OF February 25, 2021 AT 3:30 PM. (For Possible Action)

- 11. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator. Public comment received before and during the meeting will be provided to the Commission for review and entered into the record. It will not be read into the record at the meeting.

- 12. ADJOURNMENT (For Possible Action)

CITY OF RENO – CIVIL SERVICE COMMISSION

DRAFT MINUTES

Thursday – December 17, 2020 – 3:30 PM
Reno, Nevada

MEMBERS

Tray Abney, Chairperson
YeVonne Allen, Vice Chairperson
Jeannie Atkinson
Ken Dalton
Ricardo Duarte
Jay Kenny
Nichole Paul

1. CALL TO ORDER/ROLL CALL

Chairperson Abney called the meeting to order at 3:30 PM. A quorum was established.

MEMBERS PRESENT: Tray Abney
YeVonne Allen
Jeannie Atkinson
Ken Dalton
Ricardo Duarte
Jay Kenny
Nichole Paul

MEMBERS EXCUSED: None

ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner
Candie Lorenzo, Management Analyst
Melissa Ulrich, Civil Service Technician
Susan Rothe, Deputy City Attorney
Karl Hall, City Attorney

2. PUBLIC COMMENT – This item is for either public comment on any action item or for general public comment and is limited to no more than **three (3) minutes** for each commentator.

None.

3. APPROVAL OF AGENDA (For Possible Action)

It was moved by Commissioner Dalton, seconded by Commissioner Kenny, to approve the December 17, 2020 agenda. The motion passed unanimously.

4. **LIAISON REPORT** (Item for announcements and informational items only. No deliberation or action will be taken on this item.)

Councilwoman Brekhus notified the Commission that the Council has concluded their work for the year so they are on break and will be reconvening around the third week in January.

Councilwoman Brekhus updated the Commission on the City's budget and the Federal Stimulus funding.

Councilwoman Brekhus wished everyone Happy Holidays.

5. **MINUTES** – Approval of the November 19, 2020 regular meeting minutes. (For Possible Action)

It was moved by Vice Chairperson Allen, seconded by Commissioner Paul, to approve the minutes for the November 19, 2020 Civil Service meeting. The motion passed with Commissioner Kenny abstaining.

6. **CONSENT AGENDA**

- A. Request to acknowledge employee confirmations in accordance with the dates listed in the Confirmation Report. (For Possible Action)
- B. Request to accept eligible lists in accordance with the dates listed in the Eligible List Report. (For Possible Action)
- C. Request to approve eligible list extensions in accordance with the dates listed in the Eligible List Extension Report. (For Possible Action)
- D. Request to approve the minimum qualifications for the classification specification of Criminalist. (For Possible Action)
- E. Request to approve the minimum qualifications for the classification specification of Forensic Evidence Supervisor. (For Possible Action)

It was moved by Commissioner Atkinson, seconded by Commissioner Kenny, to approve the Consent Agenda. The motion passed unanimously.

7. CHIEF EXAMINER ANNOUNCEMENTS (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)

Chief Examiner Barbara Ackermann passed along a thank you to the Commission from Jaime Schroeder with the Parks and Recreation department regarding the Commission's passing of the non-career employee rules earlier this year as this had an extremely positive impact on the community by allowing pools to stay open without reducing hours.

Chief Examiner Barbara Ackermann informed the Commission that the City is beginning its budget process for fiscal year 2022 with a request to maintain parameters from the current fiscal year and that the department will be able to work within the requested parameters.

Chief Examiner Barbara Ackermann informed the Commission that she is working on putting together the department's annual report that she will present to the Commission at the next meeting.

Chief Examiner Barbara Ackermann wished everyone a super happy and healthy holiday season.

8. IDENTIFICATION OF FUTURE AGENDA ITEMS

None.

9. CONFIRM NEXT MEETING DATE OF January 28, 2021 AT 3:30 PM. (For Possible Action)

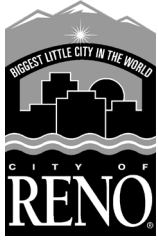
The next regular meeting of the Civil Service Commission was scheduled for Thursday, January 28, 2021 at 3:30 PM.

10. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator.

Chairperson Abney wished everyone a Merry Christmas, Happy Holidays, Happy New Year and hope everyone stays safe and healthy and enjoys the quiet holiday at home.

11. ADJOURNMENT (For Possible Action)

It was moved by Vice Chairperson Allen, seconded by Commissioner Kenny, to adjourn the meeting at 3:43 PM. The motion passed unanimously.



Civil Service Commission

CONFIRMATION REPORT

DATE: January 11, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.A. Request to acknowledge employee confirmations in accordance with the dates listed in this Confirmation Report. (For Possible Action)

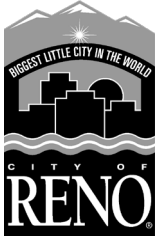
Having successfully completed the Probation Period, pursuant to Rule VII, Section 12(e), I recommend that the Civil Service Commission acknowledge the confirmation dates for the employees listed below:

<u>Parks and Recreation</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Celeste Torres	Recreation Assistant	November 27, 2020

<u>Public Works</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Jonathan Smith	Associate Civil Engineer	December 6, 2020

<u>Reno Fire Department</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Aaron Wike	Administrative Services Manager	January 27, 2021
Brad Jensen	Battalion Chief	January 10, 2021
Steve Siebert	Battalion Chief	January 10, 2021
Richard Canaday	Captain	January 24, 2021
Jim Gasway	Captain	January 24, 2021
Jason Peters	Captain	January 24, 2021

<u>Reno Police Department</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Joshua Curry	Police Officer	December 3, 2020
Eric Evans	Police Officer	December 3, 2020
Heather Golden	Police Officer	December 3, 2020
Christian Hoyt	Police Officer	December 3, 2020
Sean Peralta	Police Officer	December 3, 2020
Kenneth Short	Police Officer	December 3, 2020
Mia Staples	Police Officer	December 3, 2020
Colby Talton	Police Officer	December 9, 2020
Nicholas Triplett	Police Officer	December 3, 2020
Carlos Valles	Police Officer	December 6, 2020



Civil Service Commission

ELIGIBLE LIST REPORT

DATE: January 19, 2021

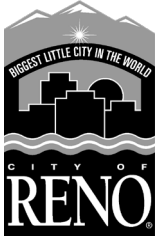
TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.B. Request to accept eligible lists in accordance with the dates listed in this Eligible List Report. (For Possible Action)

Pursuant to Rule VII, I recommend that the Civil Service Commission accept the eligible lists in accordance with the dates listed below:

Fire Equipment Superintendent	There is one (1) candidate on the promotional list established on December 23, 2020.
Fire Inspector I	There are thirty-nine (39) candidates on the list established on December 23, 2020 with ethnic, gender, and racial diversity.
GIS Analyst	There are eleven (11) candidates on the list established on January 11, 2021 with ethnic, gender, and racial diversity.
Public Safety Dispatch Manager	There are five (5) candidates on the promotional list established on December 23, 2020 with gender diversity.
Senior Lift Station Technician	There are two (2) candidates on the promotional list established on January 8, 2021 with ethnic diversity.



Civil Service Commission

ELIGIBLE LIST EXTENSION REPORT

DATE: January 19, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.C. Request to approve eligible list extensions in accordance with the dates listed in this Eligible List Extension Report. (For Possible Action)

With candidates remaining on each list, pursuant to Rule VII, Section 9, I recommend that the Civil Service Commission approve the extension of the following eligible lists in accordance with the dates listed below:

Maintenance Technician – Generalist

There are fourteen (14) names remaining on this list established on December 19, 2019 and has expired as of December 19, 2020. A three (3) month extension is recommended.

Office Assistant II – Neighborhood Services

There are eighty-eight (88) names remaining on this list established on July 15, 2019 and has expired on January 15, 2021 as this list was previously extended for six (6) months. An additional six (6) month extension is recommended.



Civil Service Commission

MEMORANDUM

DATE: January 21, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.D. Request to approve the minimum qualifications for the classification specification of Plans Examiner. (For Possible Action)

Background:

The Community Development Department, through Human Resources is requesting an update to the current minimum qualifications for the classification specification of Plans Examiner.

Discussion:

The requested changes to this existing classification specification increase the number of years of experience from two to three and also requires the possession of both residential and commercial certificates at time of hire instead of the previous requirement to obtain a Plans Examiner certificate within one year of hire.

Both of these changes more clearly define the specific experience and certifications required by a Plans Examiner at the City of Reno.

Recommendation:

It is recommended that the Civil Service Commission approve the updates to the minimum qualifications for the classification specification of Plans Examiner.

Attachment 1: Memo requesting approval of minimum qualifications from Maggie Burke, Interim Director of Human Resources.

Attachment 2: Classification Specification for Plans Examiner.



Department of Human Resources

MEMORANDUM

Date: January 20, 2021
To: Civil Service Commission
From: Maggie Burke, Interim Director of Human Resources *MB*
Subject: Plans Examiner – Approval of Revised Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the revised minimum qualifications for the Plans Examiner classification.

Discussion:

The Plans Examiner is an existing classification. These changes reflect the specific experience and certifications required to succeed in this position given the department's current organization and structure.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the graduation of the twelfth grade supplemented by college level course work in planning, construction or a related field.

Experience:

~~Two-Three~~ years of ~~building or construction plan review experience.~~ responsible building inspection, plan review, architectural, and/or drafting experience in a municipal setting.

License or Certificate:

Possession of an appropriate, valid driver's license.

~~Possession of, or ability to obtain within one year, a Plans Examiner certificate.~~

Possession of both residential and commercial certificates in the Commercial Plans Examination and/or Commercial Building Inspection series, or any combination of Commercial building, electrical, mechanical, and plumbing certification. Certification must be from an accredited agency (ICC, or other nationally recognized agency).

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Plans Examiner classification.

PLANS EXAMINER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision, checks building plans and specifications for compliance with established international building codes, zoning regulations and ordinances; coordinates plan checking activities with other departments; and provides assistance and information to the general public.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform plan checking activities; examine plans, specifications, and related documents for compliance with established building codes, zoning regulations, and ordinances; verify and review engineering calculations for completeness, code compliance and accuracy.
2. Review plans for conformance with various building, electrical, mechanical, plumbing, and structural codes and regulations; review plans for conformance with accessibility and energy conservation codes and regulations; review plans for building water supply and distribution, sanitary drainage systems and fuel gas supply piping.
3. Examine and verify accuracy of electrical load calculations, general use electrical equipment and communications systems.
4. Provide information and assistance to the public, contractors, and architects involving the interpretation of construction codes, ordinances and zoning regulations; recommend necessary changes to plans to obtain compliance with applicable codes.
5. Coordinate plan checking activities with other departments; transmit plans and specifications to appropriate departments, divisions or outside consultants; transmit other department comments to applicants as necessary.
6. Track plans through other departments and agencies for review; establish and maintain system of log sheets and files to track current status of projects; file approved plans and specifications.
7. Advise building inspectors, field inspectors, and others regarding potential field inspection problems; perform on-site inspections to help resolve difficult problems as necessary.
8. Maintain appropriate records on plans examining activities; prepare reports, correspondence and a variety of other written materials as requested.
9. Provide customer service at the front counter; respond to citizen questions and inquiries; render interpretations and applications of construction codes.
10. Monitor technical developments of products and materials being used in the industry as well as listings/approvals of new and currently in use products, materials, and methods of construction; stays abreast of recent as well as pending code changes as well as changes in methods of construction; recommends procedural or policy changes as appropriate.
11. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Principles and practices of plans examination work.
- Methods and materials used in the construction of buildings and related structures.
- Pertinent building and zoning codes, ordinances and regulations.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and procedures of record keeping.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

- Analyze, interpret and accurately check building plans and specifications.
- Understand, interpret and enforce building, electrical, plumbing and mechanical codes and ordinances.
- Perform routine plans examination functions.
- Maintain complete and accurate records of plan and specification checks.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Respond to requests and inquiries from the general public.
- Understand and follow oral and written instructions.
- Work in a team based environment to achieve common goals.
- Coordinate multiple projects and complex tasks simultaneously.
- Meet the physical requirements to safely and effectively perform the assigned duties.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the graduation of the twelfth grade supplemented by college level course work in planning, construction or a related field.

Experience:

~~Two-Three~~ years of ~~building or construction plan review experience.~~ responsible building inspection, plan review, architectural, and/or drafting experience in a municipal setting.

License or Certificate:

Possession of an appropriate, valid driver's license.

~~Possession of, or ability to obtain within one year, a Plans Examiner certificate.~~

Possession of both residential and commercial certificates in the Commercial Plans Examination and/or Commercial Building Inspection series, or any combination of Commercial building, electrical, mechanical, and plumbing certification. Certification must be from an accredited agency (ICC, or other nationally recognized agency).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

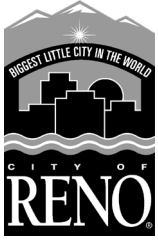
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Revised 01/2021

March 2008
Johnson & Associates



Civil Service Commission

MEMORANDUM

DATE: January 11, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.E. Request to approve extension of probation for Alex Nieto,
Inclusion/Behavior Specialist in the Parks and Recreation Department.
(For Possible Action)

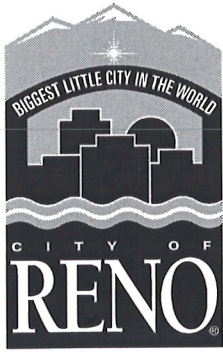
It is requested that the Civil Service Commission approve a probation extension of three (3) months for Alex Nieto, Inclusion/Behavior Specialist in the Parks and Recreation Department. Please refer to the attached memo from Jaime Schroeder, Director, Parks and Recreation.

RULE VII – CERTIFICATION OF ELIGIBLES, APPOINTMENTS AND PROBATION

Section 12. Probationary Period. (b)

In the event a six (6) or twelve (12) month probationary employee suffers injury, illness, other disability, or for other reasons has been in approved leave status in excess of thirty (30) consecutive days and is unable to perform all of the essential functions of the job, the Commission may, at the request of the appointing authority, extend the probationary period. The extension may not exceed the period of injury, illness, other disability, or absence which prevented the employee from performing all of the essential functions of the position and will be approved only in cases where the employer requires the full six (6) or twelve (12) month period to properly evaluate the employee's job performance.

Attachment 1: Memo from Jaime Schroeder, Director, Parks and Recreation.



Parks & Recreation

Memorandum

Date: January 28, 2021
To: Reno Civil Service Commission
From: Parks and Recreation
Subject: Request for Probation Extension

It is requested that a probation extension of 3 months be granted for the following employee due to the COVID-19 pandemic and subsequent interruptions in training and evaluation processes normally completed during the required probationary period:

Employee Name: Nieto, Alex

Employee # 13319

Division: 1365 – Youth and Inclusion

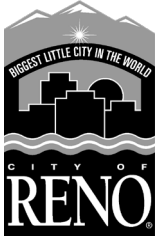
Present Classification Title: Inclusion/Behavior Specialist

Date of Employment: August 4, 2020

Extended Confirmation Date: May 4, 2021

Sincerely,

Jaime Schroeder
Director, Parks and Recreation



Civil Service Commission

MEMORANDUM

DATE: January 11, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.F. Request to approve extension of probation for Eugenio Bueno, Sergeant in the Police Department. (For Possible Action)

It is requested that the Civil Service Commission approve a probation extension of nine (9) weeks for Eugenio Bueno, Sergeant in the Police Department. Please refer to the attached memo from Ryan Connelly, Lieutenant, Police Department Patrol Section.

RULE VII – CERTIFICATION OF ELIGIBLES, APPOINTMENTS AND PROBATION

Section 12. Probationary Period. (b)

In the event a six (6) or twelve (12) month probationary employee suffers injury, illness, other disability, or for other reasons has been in approved leave status in excess of thirty (30) consecutive days and is unable to perform all of the essential functions of the job, the Commission may, at the request of the appointing authority, extend the probationary period. The extension may not exceed the period of injury, illness, other disability, or absence which prevented the employee from performing all of the essential functions of the position and will be approved only in cases where the employer requires the full six (6) or twelve (12) month period to properly evaluate the employee's job performance.

Attachment 1: Memo from Ryan Connelly, Lieutenant, Police Department Patrol Section.



Reno Police Department Memo



Date: December 17th, 2020

**To: Civil Service Commission
Via City of Reno Civil Service**

From: Lieutenant Ryan Connelly - Reno Police Department

Subject: Sergeant Eugenio Bueno

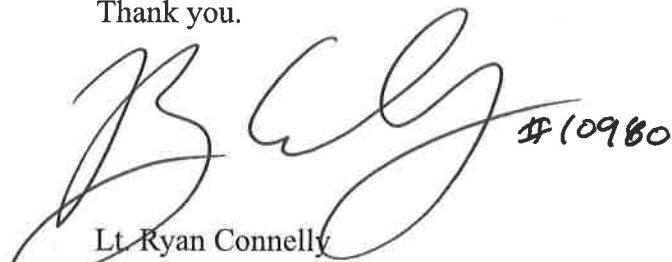
To whom it may concern;

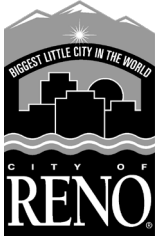
Sergeant Eugenio Bueno was promoted to the rank of Sergeant on March 13th, 2020. Shortly after completing his training program Sgt. Bueno was injured (date of light duty status: July 18th through September 28th, 2020). While Sgt. Bueno was injured he was placed in a modified duty status assigned to administrative duties only and was unable to participate in any field supervision or training.

Sgt. Bueno has since returned to full duty status and continued with his probationary period where he receives monthly evaluations. Due to the length of Sgt. Bueno's administrative assignment and lack of in field supervisory experience I am respectfully requesting to extend Sgt. Bueno's probationary period for 9 weeks, until May 14th, 2021. This extension is needed in order to properly evaluate Sgt. Bueno's performance and correct any deficiencies.

Thank you for your consideration. If you have any questions or require additional information please do not hesitate to contact me.

Thank you.

 #10980
Lt. Ryan Connelly
Reno Police Department Patrol Section



Civil Service Commission

MEMORANDUM

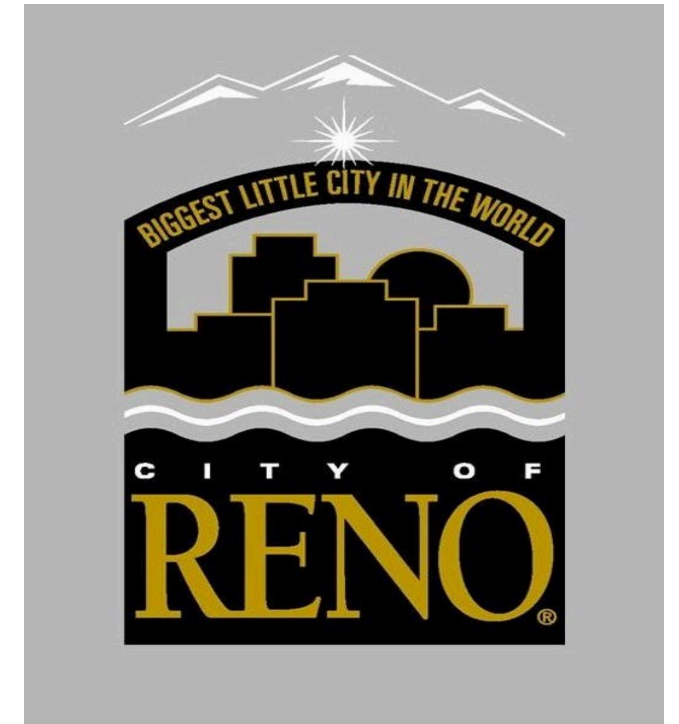
DATE: January 19, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 7.A. Chief Examiner year in review presentation (Not For Action)

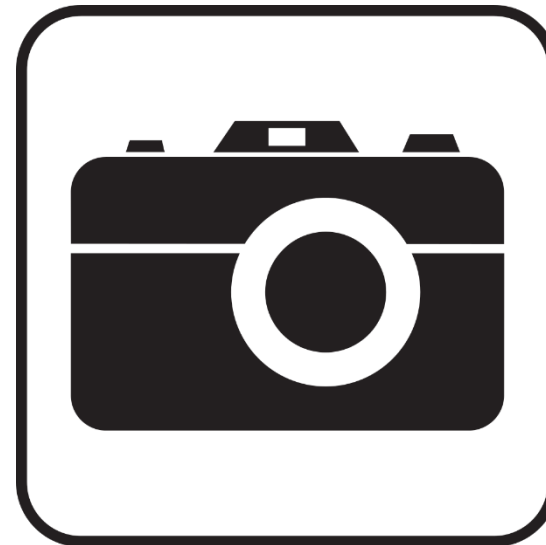
The Chief Examiner will present a brief 2020 year in review presentation. The presented information will highlight the department's accomplishments, performance measures and other statistical analysis, objectives and ongoing challenges, and strategies for moving the department forward.



CIVIL SERVICE COMMISSION
2020 YEAR IN REVIEW

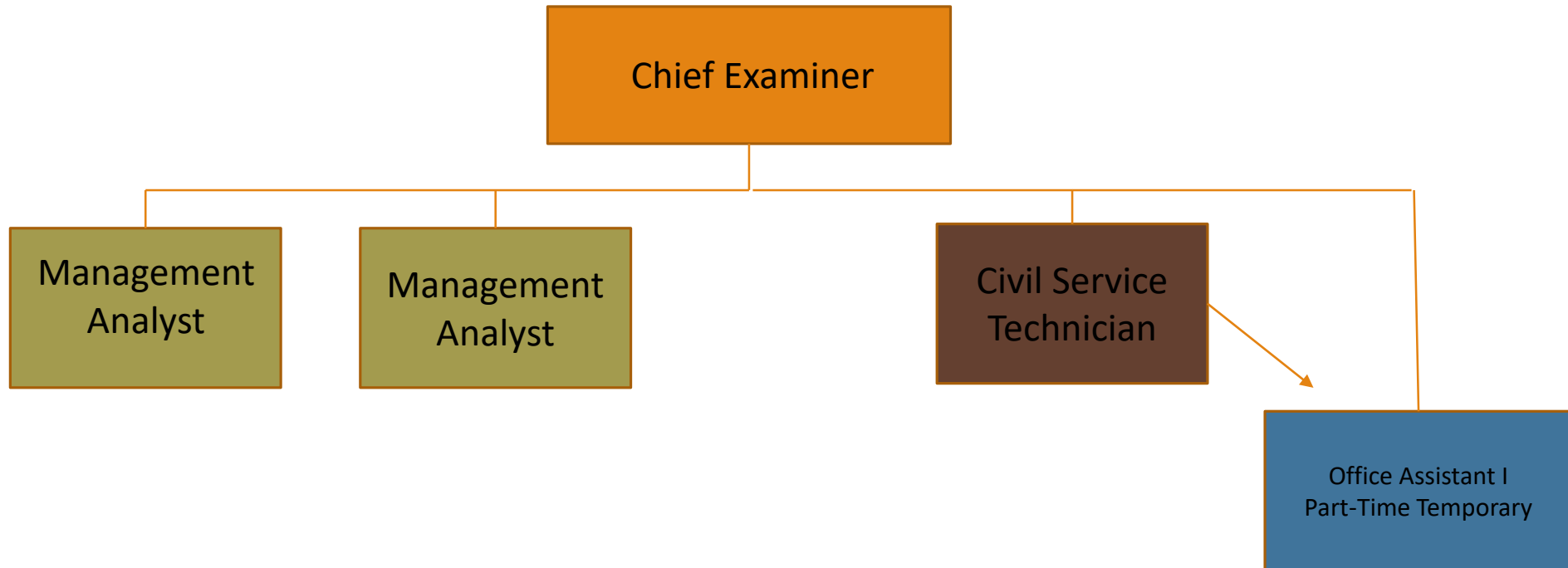
2020 Snapshot

- Top Accomplishments
- Performance Metrics
- Annual Statics
- Challenges & Strategies



Top Accomplishments

Restructure of the Department's Organizational Structure



Top Accomplishments

Budget Savings

FY 19/20
Actual Savings

18%

FY 20/21
Anticipated Savings

+18%

FY 21/22
Projected Savings

5%

Top Accomplishments

Civil Service Rule Changes & Updates

- Non-Career Appointments
- Test Protest Process
- Probationary Periods



Top Accomplishments

New Technology Introduced

- Replaced Wonscore with Criteria's HireSelect Platform
 - More than just personality and cognitive testing
 - Includes job related battery of aptitude, personality, emotional intelligence, risk and skill assessments
- Replaced over 85% of paper/pencil tests with computer based testing through eSkill
 - Job and subject based ready to use tests (can be customized)
 - Item bank – to develop our own test content
 - Computer based testing platform for administration
 - Un-proctored, remote testing capabilities or proctored, in person testing
- Replaced Scantron scoring system with Apperson Datalink system
 - No annual fee, no software upgrade costs, portable and provides psychometric analysis & statistics
- Received 3 New Laptops to support remote working from Cares Act Funding

Top Accomplishments

Continuous Entry Level Fire Fighter Recruitment

- National Testing Network system
- Nationwide testing center network and proctored remote testing
- Industry leading, highly validated CPAT (Candidate Physical Abilities Test)
- 390 Applicants
- 31% Ethnic/racial diversity
- 4% Female

Top Accomplishments

Process Improvements

- Job analysis
- Test development
- Computer based testing
- Workflow management and tracking



Performance Metrics

As Reported to and Tracked by City Management for FY19/20

Average time from approval of requisition to certification of eligible list (existing list)

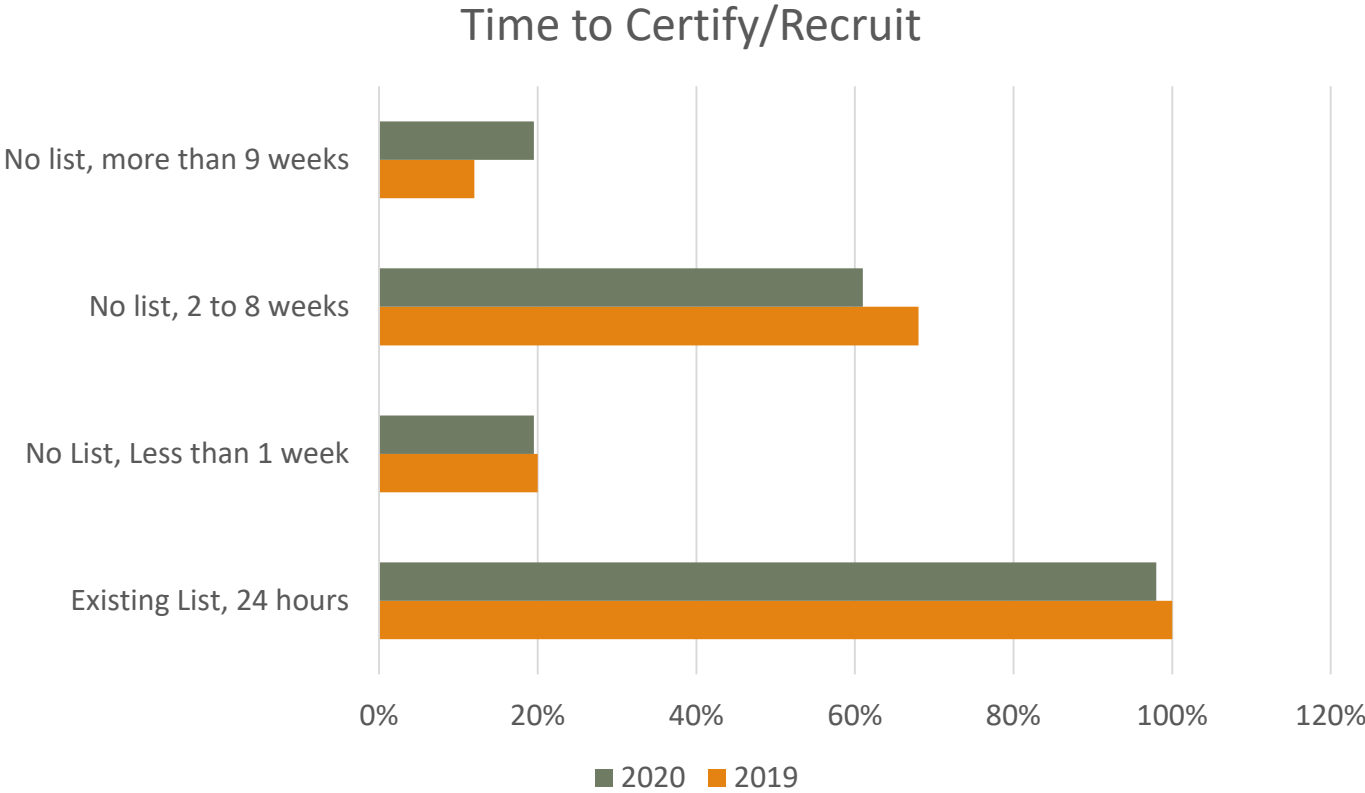
- 1 day (on target)
- Same as previous FY
- Remains our standard

Average time from approval of requisition to certification of eligible list (no existing list)

- 30 days (target 23 days)
- Same as previous FY
- Strive to improve

Performance Metrics

As Reported to and Tracked by CityManagement for FY19/20



Performance Metrics

As Reported to and Tracked by CityManagement for FY19/20



2020 Calendar Year Statistics

City of Reno Classified Workforce

Total Number of Classified Positions	Number of Classified Employees who left the City (Terminations)	Employee Turnover Rate in the Classified Service
1207	135	11.8%

2020 Calendar Year Statistics

Recruitments

Total Number of Recruitments	Number of Promotional Recruitments	Number of Continuously Open Recruitments
45	14	5

2020 Calendar Year Statistics

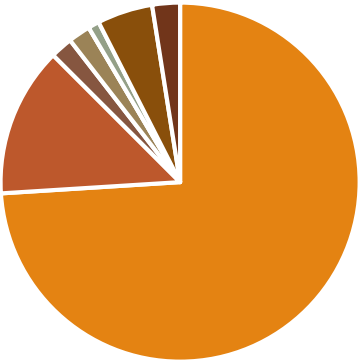
Hires

Total Hires in the Classified Service	Promotional (Internal) Hires	Reclassified Positions	Internal Transfers
133	30	10	1

2020 Calendar Year Statistics

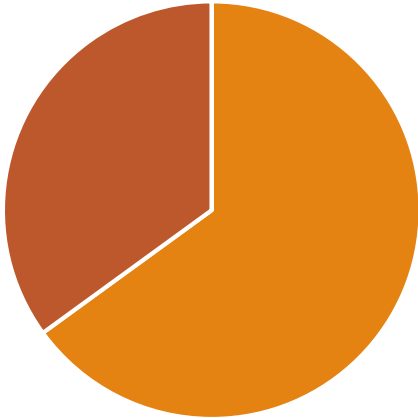
Breakdown of Hires

Race/Ethnicity of Hires



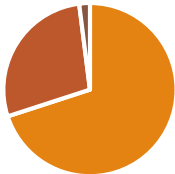
- White
- African American/Black
- Native Hawaiian/Pacific Islander
- Multi Ethnic
- Hispanic or Latino
- Asian
- American Indian
- No Response

Hires by Gender



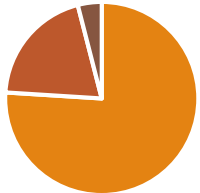
- Male
- Female
- No Response

Female Hires by Race/Ethnicity



- White
- Non-White
- No Response

Male Hires by Race/Ethnicity



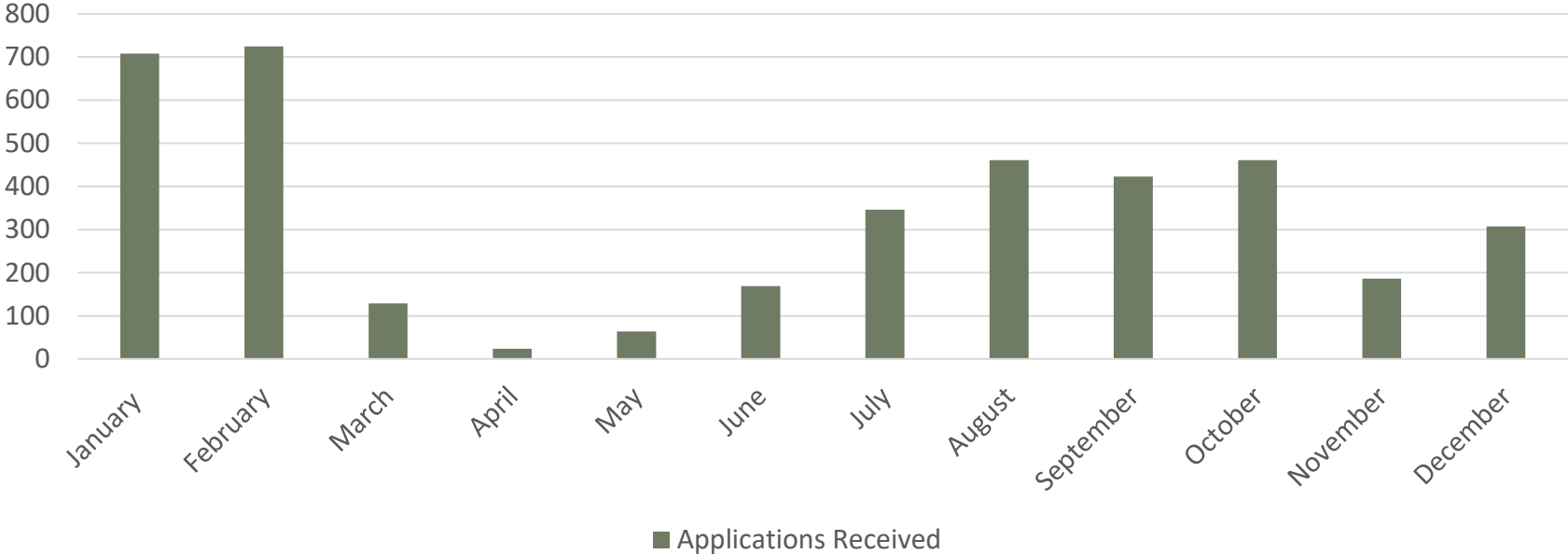
- White
- Non-White
- No Response

2020 Calendar Year Statistics

Total Applications

4002

Applications Received by Month



*Includes all City of Reno applications

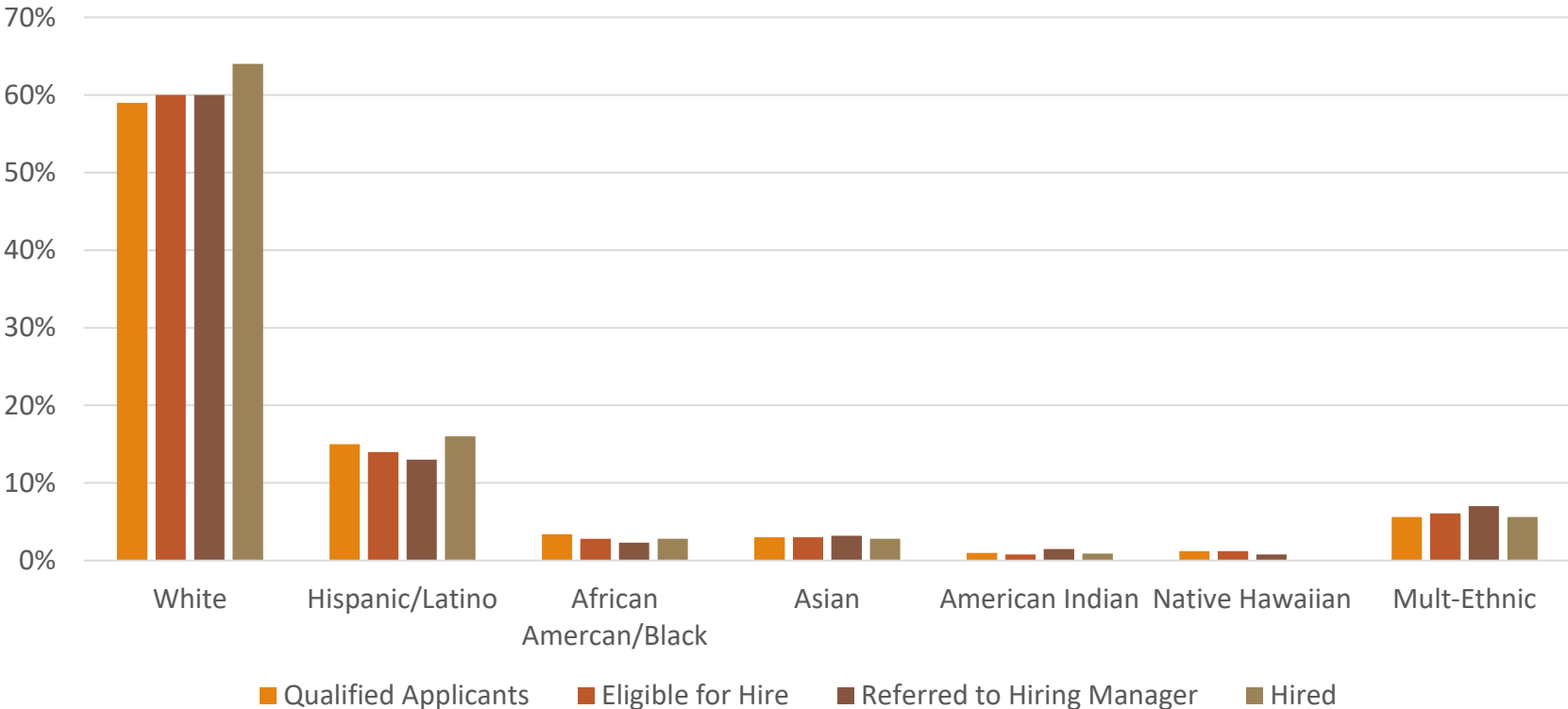
2020 Calendar Year Statistics

Candidates by Gender



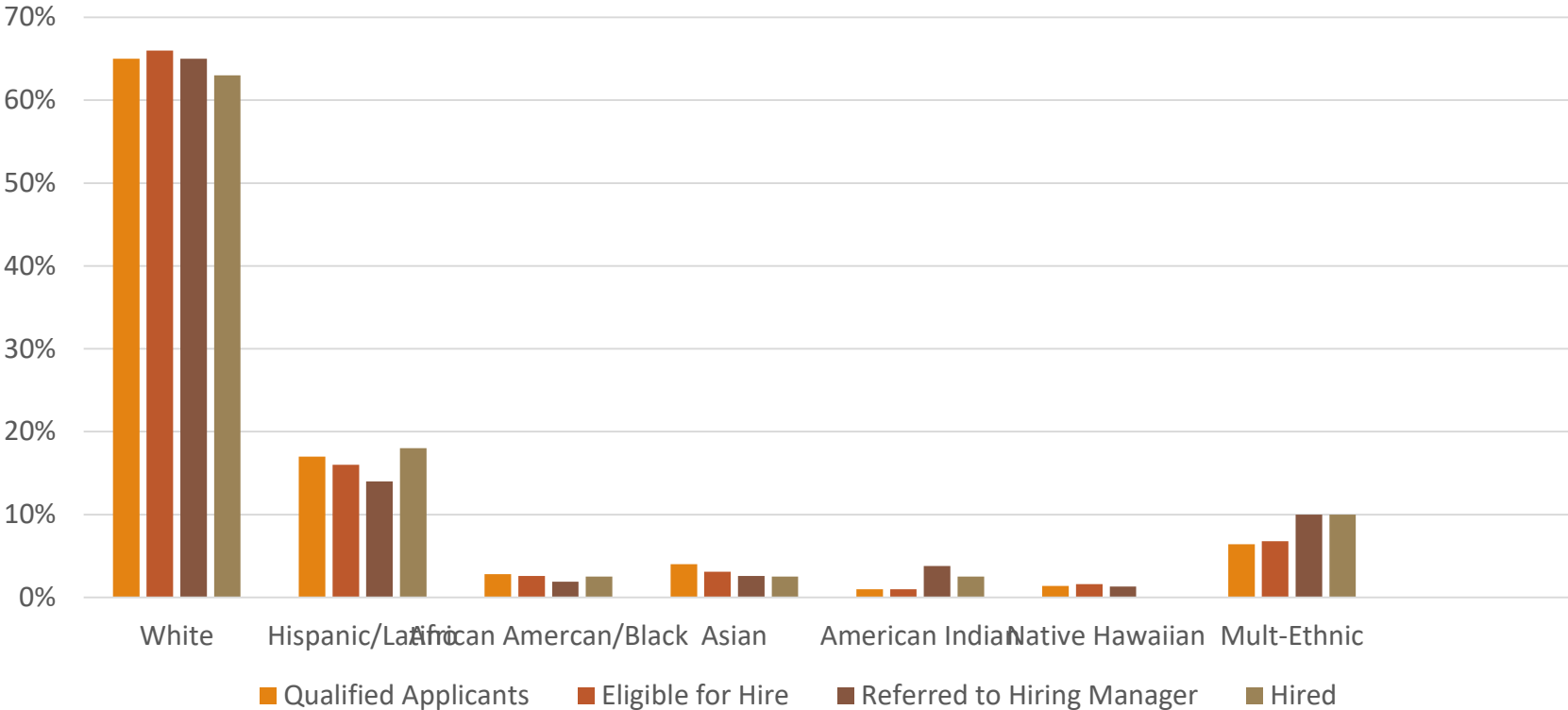
2020 Calendar Year Statistics

Male Candidates by Race/Ethnicity



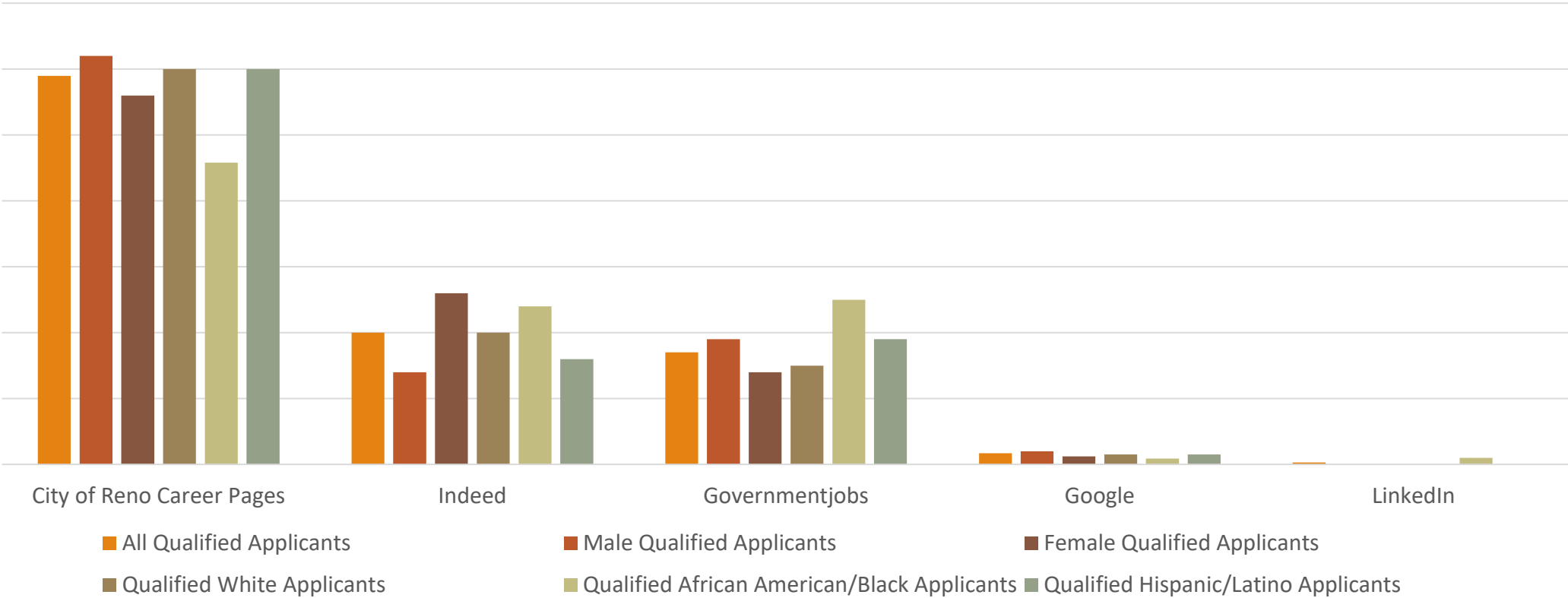
2020 Calendar Year Statistics

Female Candidates by Race/Ethnicity



2020 Calendar Year Statistics

Source of Candidates



2020 Calendar Year Statistics

Additionally...

Number of Appeals to the Commission	Number of Claims & Administrative Complaints Heard	Number of Hearings
0	0	0

Number of Newly Appointed Commissioners	Number of Re-appointed Commissioners
1	1

Strategic Goal 1 - Diversity

Goal:

- Create an organization that mirrors the demographics of the community we serve

Strategies:

- Employer branding and consistent inclusive messaging
- Funding for and access to new recruiting platforms
- Enhancing employment options that appeal to broader, more diverse applicant pools
- Development of collaborative efforts across the organization
- Improved opportunities for career growth and development
- Reviewing and amending Civil Service Rules

Progress:

- Data collection and analysis
- Greater accessibility to candidates (expanded applicant pool from out of the local area)



Strategic Goal 2 – Policy and Process

Goal:

- Create a proactive and responsive structure, with processes and procedures that allows Civil Service to anticipate and adapt seamlessly to the changing needs of the City.

Strategies:

- Identify areas within the current CS Rules where challenges exist
- Work collaboratively to develop and implement CS Rule changes and updates
- Develop a process for the continued maintenance of a fluid set of rules that support a modern Civil Service System
- Streamline routine processes and workflow
- Establish standards and timeframes that can be accurately tracked and measured

Progress:

- Implementation of two rule changes, updated language and clarification and updates to probationary periods
- Development and implementation of job analysis and test development process
- Developed workflow tracking system and other systems to assist with recording and reporting key data

Strategic Goal 3 – Customer Service

Goal:

- Provide superior service delivery to all of our customers; citizens, residents, the external applicant pool, current City of Reno classified employees and hiring managers.

Strategies:

- Introduce customer satisfaction surveys
- Measure and analyze customer feedback
- Enhance community engagement
- Listen to what our customers are telling us
- Institute a “yes” attitude
- Establish response criteria that can be tracked and measured

Progress:

- Discussions with stakeholders focused on providing solutions to a variety of managerial challenges are in progress
- Established internal turn around times for responding to requests for information
- Maintain an open door policy



Strategic Goal 4 – High Performing, Resilient Civil Service Department

Goal:

- Deliver a highly functioning team that can quickly adapt and recover with minimal disruption to our core services.

Strategies:

- Increase collaboration and communication both intra-departmentally and inter-departmentally
- Identify and implement opportunities to learn and grow as a team
- Nurture the sharing of information and breakdown silos
- Identify continuous improvement efforts
- Standardize and document our processes for greater continuity
- Establish benchmarks and goals for improvement
- Establish and maintain accountability

Progress:

- Working to develop standardized processes, documentation and opportunities for cross-training
- Implemented an on-boarding and training process that monitors progress and facilitates feedback for new team members
- Prioritized an environment that supports open communication, respect and the sharing of ideas and concerns