

# CITY OF RENO – CIVIL SERVICE COMMISSION

## MEETING AGENDA

**April 22, 2021 — 3:30 PM**  
**MEETING VIA TELECONFERENCE**

### MEMBERS

Tray Abney, Chairperson  
YeVonne Allen, Vice Chairperson  
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](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, 5<sup>th</sup> Floor, Reno, Nevada 89501; [civilservice@reno.gov](mailto: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/26982/670>. 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.

IT IS ANTICIPATED THAT ALL OF THE MEMBERS OF THE COMMISSION WHO APPEAR WILL PARTICIPATE BY TELEPHONE CONFERENCE. PURSUANT TO THE NEVADA GOVERNOR’S DECLARATION OF EMERGENCY DIRECTIVE 006, SECTION 2, FURTHER, IT IS ANTICIPATED THAT STAFF WILL PARTICIPATE BY TELEPHONE. PUBLIC COMMENT MAY BE MADE BY EMAIL TO: [ackermannb@reno.gov](mailto:ackermannb@reno.gov) and will be made part of the public record. 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. Members of the public may also view the meeting virtually by pre-registering using the following link:

<https://zoom.us/meeting/register/tJArcu6rpjMrGtSAkA2Lgb51qlpNc17AHm9B>

ITEM:

1. CALL TO ORDER/ROLL CALL
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. 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.
3. APPROVAL OF AGENDA (For Possible Action)
4. LIAISON REPORT (Items for announcement and informational items only. No deliberation or action will be taken on this item.)
5. MINUTES – Approval of the March 25, 2021 regular meeting minutes.  
(For Possible Action)
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 Community Outreach Program Coordinator. (For Possible Action)

7. REGULAR AGENDA
  - A. Quarterly report from Brooke Stream, Director of Human Resources, per Rule VII, Section 13(e), regarding temporary and part-time employees for FY 20/21 Quarter 1. (Not for Action)
  - B. Presentation of Civil Service Performance Evaluation Survey results by Jesse Puett, Human Resources Management Analyst. (Not for Action)
  - C. Performance evaluation of the Chief Examiner, including discussion of goals, objectives, and accomplishments; and, discussion and potential direction regarding adjustment of Chief Examiner’s compensation and benefits. (For Possible Action)
  - D. Preview of proposed Civil Service rule changes. (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 May 27, 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 – March 25, 2021 – 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  
Jay Kenny  
Nichole Paul

**MEMBERS EXCUSED:** Ken Dalton  
Ricardo Duarte

### 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.

*City Manager, Doug Thornley introduced himself to the Commission and shared that his conversations with Chief Examiner Ackermann have been really encouraging in terms of how the Civil Service Commission and the Civil Service process can help us move the organization forward by investing in our people and making sure we have the right people in all of the vacancies that we have to fill.*

### 3. APPROVAL OF AGENDA (For Possible Action)

*It was moved by Vice Chairperson Allen, seconded by Commissioner Kenny, to approve the March 25, 2021 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 was glad to see that the City Manager was able to attend today's meeting and introduce himself.

Councilwoman Brekhus informed the Commission that budget week is next week and that she is looking forward to seeing and representing the budget of the Civil Service Commission. She also indicated that the budget process will be different from previous years due to challenges from the impact that the pandemic has had. She assured the Commission that she will be there advocating for the Civil Service Commission. City Manager, Doug Thornley provided additional information to the Commission regarding the federal funding that the City will be receiving.

Councilwoman Brekhus shared with the Commission that Mr. Thornley has announced a come back to work outline subject to change that will be starting next month.

Councilwoman Brekhus updated the Commission on the Reno Fire Department's efforts in vaccinating the general public and our workforce.

Councilwoman Brekhus informed the Commission that Council expects that they will start in person meetings in July. City Manager, Doug Thornley confirmed that the come back to work outline has boards and commissions returning to in person meetings in July and this includes the Civil Service Commission with the guiding principle of ensuring that everyone is safe and that it is a sustainable practice.

City Manager, Doug Thornley provided an update to the Commission regarding the CARES Act funding that was received and has been committed.

Councilwoman Brekhus informed the Commission that she believes that the Mayor will be making an appointment to the Commission's vacancy next month.

**5. MINUTES** – Approval of the February 25, 2021 regular meeting minutes. (For Possible Action)

*It was moved by Vice Chairperson Allen, seconded by Commissioner Kenny, to approve the minutes for the February 25, 2021 Civil Service meeting. The motion passed unanimously.*

**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 the minimum qualifications for the classification specification of Parks Maintenance Worker II. (For Possible Action)
- D. Request to approve the minimum qualifications for the classification specification of Senior Parks Maintenance Worker. (For Possible Action)
- E. Request to approve the minimum qualifications for the classification specification of Traffic Signal Technician. (For Possible Action)

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

## **7. REGULAR AGENDA**

- A. Update from Jesse Puett, Human Resources Management Analyst as to the status of the Civil Service Performance Evaluation Survey. (Not for Action)

Jesse Puett, Human Resources Management Analyst, updated the Commission on the status of the Civil Service Performance Evaluation Survey. He expects to have the final presentation of the results from the survey at the next meeting.

- B. Quarterly report from Maggie Burke, Interim Director of Human Resources, per Rule VII, Section 13(e), regarding temporary and part-time employees for FY 19/20 Quarter 4. (Not for Action)

Andrena Arreygue, Human Resources Management Analyst, presented the Commission with the Quarterly report regarding temporary and part-time employees for FY 19/20 Quarter 4.

## **8. 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 informed the Commission that the Civil Service staff will all be back working in the office beginning May 3, 2021. She also is planning to bring back the temporary office assistant to primarily focus on complete our scanning project by the end of this fiscal year.

Chief Examiner Barbara Ackermann shared with the Commission that she did not make any budget requests for additional funds but she is looking at increasing our staffing via a

request that she will have more of an update on as she goes through the budget process.

Chief Examiner Barbara Ackermann informed the Commission that she has started the process to update Civil Service Rule VII Sections 1-11. The updated language has been sent to the City management team, hiring managers and labor groups for review. We will host a couple of information sessions to help explain what these changes mean, how they are going to apply in practice and how they are going to affect what they currently do as well as allow them to provide us feedback. She explained the process of adopting the rule changes to the Commission and will provide an update at the next meeting.

## **9. IDENTIFICATION OF FUTURE AGENDA ITEMS**

Chairperson Abney identified that Jesse Puett, Human Resources Management Analyst, will present the results from the Civil Service Performance Evaluation Survey.

Chairperson Abney also identified that the Commission will provide a review of Chief Examiner Ackermann.

## **10. CONFIRM NEXT MEETING DATE OF April 22, 2021 AT 3:30 PM. (For Possible Action)**

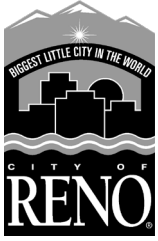
The next regular meeting of the Civil Service Commission was scheduled for Thursday, April 22, 2021 at 3:30 PM.

## **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.**

None.

## **12. ADJOURNMENT (For Possible Action)**

*It was moved by Vice Chairperson Allen, seconded by Commissioner Kenny, to adjourn the meeting at 3:49 PM. The motion passed unanimously.*



# Civil Service Commission

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## CONFIRMATION REPORT

**DATE:** April 9, 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)

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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:

**Parks and Recreation**

Sierra Crowl

**Job Title**

Recreation Leader

**Confirmation Date**

April 15, 2021

**Reno Police Department**

Jerel Hallert

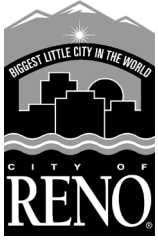
**Job Title**

Police Lieutenant

**Confirmation Date**

March 6, 2021





# Civil Service Commission

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## ELIGIBLE LIST REPORT

**DATE:** April 13, 2021

**TO:** City of Reno Civil Service Commission

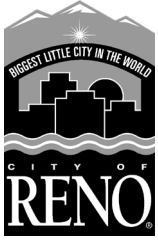
**FROM:** Barbara Ackermann, Chief Examiner

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

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

Assistant Emergency Communications Manager	There are six (6) candidates on the promotional list established on April 2, 2021.
Maintenance Technician	There are twenty-five (25) candidates on the list established on April 6, 2021 with ethnic and racial diversity.
Recreation Leader	There are eight (8) candidates on the continuous list established on April 13, 2021 with ethnic, gender and racial diversity.
Senior Parks Maintenance Worker	There are six (6) candidates on the promotional list established on April 8, 2021 with ethnic and gender diversity.



# Civil Service Commission

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## ELIGIBLE LIST EXTENSION REPORT

**DATE:** April 12, 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)

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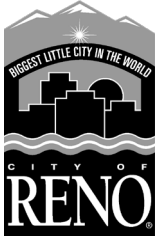
With candidates remaining on each list, pursuant to Rule VII, Section 9, I recommend that the Civil Service Commission approve the extension of the following eligible lists in accordance with the dates listed below:

Citizen Service Representative

There are eighty-four (84) names remaining on this list established on June 28, 2019. The list has expired as of March 28, 2021. This list was previously extended for six (6) months and again for three (3) months. A three (3) month extension is recommended.

Citizen Service Representative - Bilingual

There are sixteen (16) names remaining on this list established on June 28, 2019. The list has expired as of March 28, 2021. This list was previously extended for six (6) months and again for three (3) months. A three (3) month extension is recommended.



# Civil Service Commission

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## MEMORANDUM

**DATE:** April 13, 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 Community Outreach Program Coordinator. (For Possible Action)

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**Background:**

The City Manager's Office has been working with the HR Department to create a new classification specification of Community Outreach Program Coordinator.

**Discussion:**

The classification specification of Community Outreach Program Coordinator is responsible for coordinating outreach and logistics related to the Clean and Safe Team activities as well as oversees assigned staff and contractors and performs a variety of administrative tasks in support of assigned area of responsibility.

This position requires a high school diploma or equivalent, supplemented by specialized training in the cleanup and protection of parks and public areas and two years of project management experience in human services, public health/safety, or a related field; or any equivalent combination of training and experience.

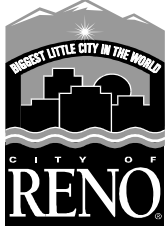
This position also requires a valid driver's license.

**Recommendation:**

It is recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of Community Outreach Program Coordinator as presented with a six (6) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Brooke Stream, Director of Human Resources.

Attachment 2: Classification Specification for Community Outreach Program Coordinator.



# Department of Human Resources

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## MEMORANDUM

**Date:** March 31, 2021  
**To:** Civil Service Commission  
**From:** Brooke Stream, Director of Human Resources *BS*  
**Subject:** Community Outreach Program Coordinator – Approval of Minimum Qualifications

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### **Recommendations:**

It is recommended the Civil Service Commission approve the minimum qualifications for the Community Outreach Program Coordinator classification.

### **Discussion:**

The Community Outreach Program Coordinator is a new classification. This new position will allow the City Manager's Office to coordinate outreach and departmental cleanup operations across the City's various departments as an integral part of the City's Clean and Safe Team.

### **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:**

- Operations, services and activities of municipal parks.
- Pertinent federal, state and local laws, codes and regulations.
- Principles and practices of cleanup program development and implementation.
- Methods and techniques of employee safety.
- Principles, practices, and techniques for effective interpersonal relations and customer services practices. Basic methodology of organizing groups and programs.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and related software applications.

#### **Ability to:**

- Coordinate and direct assigned cleanup programs.
- Recommend and implement program goals and objectives.
- Allocate limited resources in a cost-effective manner.
- Enforce pertinent federal, state and local laws, codes and regulations.
- Interact effectively with the general public and handle sensitive situations.

Recognize and prevent the violation of City ordinances.  
Recognize and take control of potentially hazardous situations.  
Respond to requests and inquiries from the general public.  
Operate standard office equipment including computers and software applications.  
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:**

Completion of a high school diploma or equivalent, supplemented by specialized training in the cleanup and protection of parks and public areas.

**Experience:**

Two years of project management experience in human services, public health/safety, or a related field; or any equivalent combination of training and experience.

**License or Certification:**

Possession of an appropriate, valid driver's license.

**Action:**

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Community Outreach Program Coordinator classification.

**COMMUNITY OUTREACH PROGRAM COORDINATOR**

*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 direction, responsible for coordinating outreach and logistics related to the Clean and Safe Team activities. Daily activities include outreach and clean up logistics, including contacting other city departments, outside agencies and nonprofits, property owners, law enforcement, contractors, and the public to ensure collaborative and efficient operations; implements program goals and objectives; oversees assigned staff and contractors and performs a variety of administrative tasks in support of assigned area of responsibility.

**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. Coordination of outreach and cross departmental cleanup operations (Reno Police Department, Reno Fire Department, Public Works, Parks and Recreation, Community Development, and Neighborhood Services, etc.).
2. Oversee and coordinate the activities of the site cleanup program, including but not limited to non-code compliant shelters, including the retention and maintenance of records and personal property.
3. Monitor cleanliness of public areas, parks, and assigned areas; coordinate pick up trash and debris, dispose as possible; management of the elimination of attractive nuisance locations.
4. Oversee and coordinate activities related to community outreach including supportive activities and referrals to appropriate services and resources, with a focus on transitional housing.
5. Establish and foster collaborative working relationships with community resources including housing resources, benefits resources, behavioral and medical health providers, emergency services, and other social service providers, etc.
6. Recommend and assist in the implementation of goals and objectives of the city-wide outreach and cleanup program, establish schedules and methods for providing outreach and cleanup program services; implement and administer policies and procedures.
7. Monitor program effectiveness and performance; recommend and implement modifications to systems and procedures; maintain accurate activities calendar, and daily reports concerning new or ongoing program activities and assigned areas.
8. Work with Reno Police Department to ensure proper security of the team, proper site postings, and develop and implement a safety protocol for program employees.
9. Oversight of associated personal property storage.
10. Coordinate with Municipal Court and Community Court programs.
11. Assist in the notification and/or involvement of peers at Washoe County and the City of Sparks in the efforts of the program team, as needed.
12. Respond to service requests and inquiries from the general public; provide information regarding assigned program management areas.
13. Participate in motivating and evaluating assigned staff; coach staff; work with employees to correct deficiencies.
14. Ensure the application of proper resources to accomplish the program objectives.

**CITY OF RENO**  
**Community Outreach Program Coordinator (continued)**

15. 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:**

Operations, services and activities of municipal parks.  
Pertinent federal, state and local laws, codes and regulations.  
Principles and practices of cleanup program development and implementation.  
Methods and techniques of employee safety.  
Principles, practices, and techniques for effective interpersonal relations and customer services practices.  
Basic methodology of organizing groups and programs.  
Principles and practices of fiscal, statistical, and administrative research and report preparation.  
Principles and procedures of record keeping.  
Principles of business letter writing and basic report preparation.  
Office procedures, methods, and equipment including computers and related software applications.

**Ability to:**

Coordinate and direct assigned cleanup programs.  
Recommend and implement program goals and objectives.  
Allocate limited resources in a cost-effective manner.  
Enforce pertinent federal, state and local laws, codes and regulations.  
Interact effectively with the general public and handle sensitive situations.  
Recognize and prevent the violation of City ordinances.  
Recognize and take control of potentially hazardous situations.  
Respond to requests and inquiries from the general public.  
Operate standard office equipment including computers and software applications.  
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:**

Completion of a high school diploma or equivalent, supplemented by specialized training in the cleanup and protection of parks and public areas.

**Experience:**

Two years of project management experience in human services, public health/safety, or a related field; or any equivalent combination of training and experience.

**License or Certification:**

Possession of an appropriate, valid driver's license.

**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.*

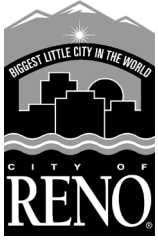
**CITY OF RENO**  
**Community Outreach Program Coordinator (continued)**

**Environment:** Work is performed primarily in an outdoor field environment; travel from site to site; exposure to noise, dust, potentially poisonous animals/insects, potentially hostile people, and all types of weather and temperature conditions; extensive public contact; exposure to hazardous traffic conditions; work in or around water and potentially hazardous chemicals and waste; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Incumbents may be required to work evenings and weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in a field environment; to walk, stand, and sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate assigned equipment and vehicles; and to verbally communicate to exchange information.

March 2021  
*Human Resources*





# Civil Service Commission

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## MEMORANDUM

**DATE:** April 12, 2021

**TO:** City of Reno Civil Service Commission

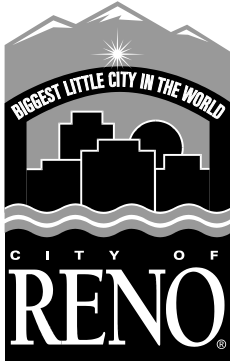
**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 7.A. Quarterly report from Brooke Stream, Director of Human Resources, per Rule VII, Section 13(e), regarding temporary and part-time employees for FY 2020-2021 – Quarter 1. (Not for Action)

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This report of temporary and part-time employees is for Fiscal Year 2020-2021 – Quarter 1, it is being presented pursuant to Rule VII, Section 13(e) and is for information only.

Attachment 1: Memo and reports from Brooke Stream, Director of Human Resources.



# Department of Human Resources

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## MEMORANDUM

DATE: April 8, 2021

TO: Civil Service Commission

FROM: Brooke Stream, Director of Human Resources

SUBJECT: Temporary and Part-time Employees - Quarterly Report  
for Fiscal Year 2020-2021 – Quarter 1

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Pursuant to Civil Service Rule VII, Section 13, the City Manager or his or her designee shall provide a quarterly report listing temporary provisional employees and non-civil service part time employees. The roster shall include the employee's job title, date of hire and hours worked through the last quarter.

The following reports for fiscal year 2020-2021 are:

- All employees who worked less than 234 hours in the quarter, including those who terminated.
- All employees who worked more than 234 hours in the quarter also including those who terminated.

It is requested that the Commission accept the report and move to note and file.

Attachments

CITY OF RENO - TEMPORARY EMPLOYEES  
 QUARTERLY REPORT - UNDER 234 HOURS IN QUARTER  
 ACTIVE & TERMINATED EMPLOYEES  
 FY 2020-21 Quarter 1 (July 1, 2020 to September 30, 2020)

Last Name	First Name	Position Start Date	Position End Date	Department	Position Title	# of Hours Worked in the Quarter
ABBOTT	ALLISON	08/20/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	55
AGERHOLM	MANDY	09/22/2015		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	2
AGUILAR	JEZEL	08/16/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	136
AGUILAR	SILVESTRE	09/27/2019	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
AGUILLARD	CAMERON	02/21/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	31.75
ALBA	ADRIANA	08/14/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	54.25
ALBA	GABRIELA	08/12/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	58.25
ALEXANDER	AUBREANA	11/20/2018	08/07/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	111.75
AMJAD	KASHAWN	08/09/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	195.25
ANDREWS	MARGIE	06/05/2020	07/24/2020	Parks and Recreation/Youth	Recreation Specialist III - 9533	4
ANDREWS	SEAN	03/10/2020	07/24/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
ARANA	ALICIA	02/05/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	24
ARBUCKLE	MEMPHIS	02/12/2020	07/24/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
ASPINALL	DEANA	03/11/2019		Parks and Recreation/Program & Service Management	Recreation Specialist II - 9517	11.5
AUGUSTINI	NANCY	02/12/2019		Human Resources	Assistant - 9990	39
AVALOS	ARLETTE	08/25/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	50.75
BAILEY-TORRES	AVA	05/29/2019	07/08/2020	Parks and Recreation/Aquatics	Recreation Specialist I - 9514	31.5
BALLARD	RACHEL	01/05/2018		Parks and Recreation/Youth	Recreation Specialist II - 9517	183.5
BARBATO	RALPH	08/01/2017		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	2
BARTON	KARLIE	01/28/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	55.25
BASAVES-SORIA	JANNELY	08/14/2020		Parks and Recreation/Youth	Recreation Specialist III - 9533	137.75
BECK	BELLA	09/21/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	22
BEGUM	SHAHINARA	08/02/2019	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
BELFLOWER	IAN	07/06/2020		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	179.75
BELOAT	ROBERT	12/14/2018	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
BERGMAN	ALEXSIA	01/03/2020	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
BERGQUIST	AMY	09/17/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	15.75

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BERUMEN	ALFRED	03/11/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	73.25
BERUMEN	HERLINDA	02/27/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	1
BETTS	KERRA	09/08/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	23.75
BHAKEERATHAN	CHANDRAVATHANY	02/13/2017		Parks and Recreation/Youth	Recreation Specialist II - 9517	1
BIGGS	LINDSEY	12/11/2019	07/24/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
BLUHM	JACOB	07/07/2020		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	139.5
BOTTS	SYDNEY	09/05/2019	10/02/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	49
BRANDON	AIMEE	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist III - 9533	178.5
BROCKELSBY	TREVOR	07/31/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	197.5
BROOKS	BOBBIE	03/28/2016	07/06/2020	Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	2
BROWN	GRACE	04/25/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	1
BROWN	STEPHEN	09/22/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	1
BRYANT-SNOW	HANNAH	02/19/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	173.25
BUENROSTRO	BRANDON	09/23/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	63.5
BUGARIN TORRES	ADAN	11/18/2019	07/28/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	2
BURR	TAMSEN	08/27/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	36.25
BURROWS	MCKENNA	09/01/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	9.75
BURTON	ALEXIS	06/18/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	32.25
BZOWSKI	ISABELLA	02/15/2019	08/06/2020	Parks and Recreation/Aquatics	Recreation Specialist I - 9514	62.5
CAMBEROS	CAROLINA	10/31/2019		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	1
CAMBEROS-PARTIDA	HERNAN	10/06/2020		Parks and Recreation/Health and Wellness	Recreation Specialist III - 9533	212
CAMERON	MCKENNA	01/15/2019		Police/Patrol-Crime Prevention	Public Service Intern - 9995	90
CANNER	CHRISTOPHER	01/29/2020	07/24/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
CARDILLO MORENO	CAMILA	04/04/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	56.75
CARPENTER	HAZEL	11/13/2019	09/23/2020	Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	1
CARRISON-PEREZ	ALIANNA	09/09/2019	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
CASTAGNETTI	CHRISTOPHER	10/14/2019		Parks and Recreation/Aquatics	Recreation Specialist III - 9533	232

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CASTANEDA-FARIAS	ANTHONY	10/21/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	180
CASTANEDA-FARIAS	GUADALUPE	10/21/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	192
CERVANTES	KAI	03/11/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	168
CERVANTES-PEREZ	JULIANNA	11/06/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	170.75
CHAVEZ	ADRIANA	07/11/2018	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
CHAVEZ	ANNALIECE	09/13/2019	07/27/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
CLARK	ALAN	09/11/2018		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	7
CLARK	LAWRENCE	06/19/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	52.5
COLLINS	TAYLOR	05/25/2018		Parks and Recreation/Aquatics	Recreation Specialist III - 9538	92.75
COLVIN	KYLE	02/15/2019		Parks and Recreation/Athletics	Recreation Specialist II - 9517	28
CONNELL	CAYSEN	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	213.25
COOPER	BRADLEY	09/01/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	34.5
CORDI	VINCENT	09/15/2006		Parks and Recreation/Athletics	Recreation Specialist V - 9538	4
CROWDER	MADISON	01/13/2020	07/27/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
CROWLEY	TAYLOR	09/09/2019		Parks and Recreation/Inclusion	Recreation Specialist III - 9538	83
CRUTCHER	AUSTIN	09/30/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	73.5
CURRY-BERRY	MARGO	04/25/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	187.75
CUSHING	ERIELLE	06/09/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	206.5
CUSICK	CHERYL	07/10/2017		Police/Program & Service Management	Public Service Intern - 9995	123.51
DAVIS	DELILAH	06/06/2018		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	66
DEADERICK	ALEXA	09/09/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	1
DEFUENTES	FRANK	02/29/2008		Parks and Recreation/Youth	Recreation Specialist II - 9517	206
DEPOLO	RONALD	03/21/2019		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	174
DEPUTY	JOAN	09/28/2015		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	2
DESROCHES	KAYLEE	09/16/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	23.25
DIAB	RANIA	12/03/2019	09/01/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	13
DIGGS	REBECCA	07/23/2020		Parks and Recreation/Inclusion	Recreation Specialist III - 9538	155.5

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DOHR	KATHERINE	07/22/2005		Parks and Recreation/Aquatics	Recreation Specialist III - 953	89
DULCEY	DAVID	08/15/2018		Parks and Recreation/Athletics	Recreation Specialist V - 953	1
DUNN	KARISSA	10/29/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	192
DUROSE	RILEY	03/23/2020		Police/Investigation	Public Service Intern - 9995	211
DUVALL	KAITLYN	08/18/2020		City Manager	City Manager's Office Assistant	116
EASTMAN	KIMBERLY	08/31/2020		Fire/Community Risk Reduction	Contract Emergency Medical	176
EBERT	ROBERT	04/15/2019		Public Works/Fleet Management	Maintenance Helper - 3716	192
ELLISON	VERONICA	01/10/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	223
EPERHEIMER	HAYLEE	02/20/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	68
ESPARZA-HERNANDEZ	JANET	08/01/2019		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	56.75
ESTRADA	ARTURO	05/22/2019		Parks and Recreation/Youth	Recreation Specialist IV - 954	1
ESTRADA	RUBI	09/27/2019	07/01/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	6
EVANS	BONNIE	08/06/2018		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	114
FISK	RACHAEL	10/11/2019	07/14/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 953	59.75
FLORES OCEGUEDA	JORGE	11/20/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	48.5
FLORES-OCEGUEDA	ALEJANDRO	09/14/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	25
FONTES MICHEL	PARIS	12/31/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	73
FORTINO	NATALYA	09/08/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	42.75
FRANZEN	DAVID	01/28/2020	07/27/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
FRYAR	RAYMON	07/10/2020		Parks and Recreation/Athletics	Recreation Specialist V - 953	2
FUENTES DE MARIA VIL	AARON	09/14/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	25.25
FULLER	JEFFREY	10/31/2019		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	12
GALLIMORE	SHANNON	05/02/2017		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	116.5
GANSBERG	REBECCA	01/08/2020		Parks and Recreation/Inclusion	Recreation Specialist V - 953	38.5
GARCIA-ZUNIGA	EVELYN	08/14/2020		Parks and Recreation/Youth	Recreation Specialist III - 953	215.75
GIRON-LINAREZ	OFELIA	08/02/2018		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	26.5
GOLDEN	JAMES	08/28/2020	09/30/2020	Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	49

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GOLDEN	RACHEL	09/15/2020		Civil Service	Assistant - 9990	36
GONZALEZ	CELSO	10/23/2017		Public Works/Downtown Maintenance	Maintenance Helper - 3716	213
GONZALEZ	KIMBERLY	09/13/2019		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	5.5
GORDON	GRACE	09/16/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	25.5
GORMAN	MARGARET	08/28/2014	07/27/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
GUADRON	EMILY	02/20/2020	07/27/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
GUALANO	COBY	08/21/2018		Parks and Recreation/Youth	Recreation Specialist II - 9517	12
GUNTER	KALEY	07/19/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	110.25
GUTIERREZ CABRERA	DAYSY	11/07/2019	08/19/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	125.75
GUTIERREZ GARCIA	NATALIE	08/12/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	52
HANNAH	MELODY	08/21/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	65.75
HANSACHAKTREE	NIDCHARIN	02/24/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	161
HANSEN	RIPLEE	09/27/2019		Parks and Recreation/Aquatics	Recreation Specialist III - 9533	69
HARPER	SOPHIE	11/16/2018	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
HARVEY	JORDON	11/04/2019	07/27/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
HASTEY	ROBERT	06/16/2020		Parks and Recreation/Athletics	Recreation Specialist III - 9533	78
HASTEY	ROBIN	06/16/2020		Parks and Recreation/Athletics	Recreation Specialist II - 9517	78
HEATH	JENNIFER	07/23/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	116.5
HEIDENREICH	JOHANNA	11/14/2016		Police/Records & ID	Public Service Intern - 9995	214.75
HEINTZ	JOEL	09/09/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	61.5
HENSLEY	ASHLEY	12/08/2017		Parks and Recreation/Aquatics	Recreation Specialist III - 9533	222
HERNANDEZ	ANTHONY	09/24/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	5.75
HERRERA-CERVANTES	EVETT	09/24/2018	07/27/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
HILDEN	RILEY	11/26/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	81.75
HILL	CANNAN	05/24/2019	10/02/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	178
HINES	TIMOTHY	09/17/2019	07/30/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
HODDER	BENJAMIN	02/06/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	71.75

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HOLT	MALORIE	01/22/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	25.75
HORVATH	BREANA	01/21/2020		Parks and Recreation/Inclusion	Recreation Specialist V - 9538	129.25
HUANG	JIALIN	08/29/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	84.25
HUBACH	JENNY	12/12/2017		Municipal Court	Protempore Judge - 0912	28
HUMPHREY	AURORA	08/12/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	58.75
HUNTER	JACOB	04/27/2017		Parks and Recreation/Athletics	Recreation Specialist V - 9538	1
JACINTO	EZEKIEL	04/13/2015		Parks and Recreation/Youth	Recreation Specialist II - 9517	14
JACOBSON	SOPHIA	07/19/2019		Parks and Recreation/Aquatics	Recreation Specialist III - 9538	229.75
JARAMILLO	DARLINE	09/10/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	209.25
JOHNSON	ALIYAH	02/18/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	80.25
JOHNSON	GRADY	11/15/2018	07/28/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
JOHNSON	MARYLOU	12/26/2019		City Manager	Assistant - 9990	19.5
JOHNSON	RAYLAWRENCE	07/02/2020		Parks and Recreation/Athletics	Recreation Specialist V - 9538	2
JONES	DWIGHT	09/05/2019		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	50.5
KANE	KELSIE	08/02/2019		Parks and Recreation/Youth	Recreation Specialist III - 9538	173.5
KANKOSKI	MORGAN	09/15/2017		Parks and Recreation/Aquatics	Recreation Specialist III - 9538	2.75
KATZ	ADDISYN	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	209.75
KAZEMI	CHARLES	06/12/2015		Parks and Recreation/Athletics	Recreation Specialist V - 9538	1
KEIL	BRYCE	07/11/2018		Parks and Recreation/Athletics	Recreation Specialist V - 9538	1
KENDALL	SEAN	10/30/2019	09/18/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	184.25
KERKLA	KELLIE	03/02/2020		City Clerk	Assistant - 9990	75
KESS	ASHLEY	06/18/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	81.25
KIENHOEFER	NADINE	08/24/2020		Parks and Recreation/Youth	Recreation Specialist III - 9538	33.75
KINNEY	ETTORIA	09/12/2014	07/21/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 9538	35.5
KOCHER	PAUL	04/09/2018		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	3
KOSZUTH	ALLISON	07/01/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	122.75
KROMYDAS	SANDY	10/26/2018		Parks and Recreation/Youth	Recreation Specialist III - 9538	193.75



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KUYKENDALL	CADEN	12/04/2019	07/24/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
LARA-SOTO	JACQUELEEN	11/27/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	74
LARSON	MADALYN	06/18/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	109
LARSON	STEPHANIE	08/25/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	6.75
LAVELY	CAMILLE	04/08/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	103.25
LAWRENCE	ZOE	04/22/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	67.75
LEE	CURTIS	12/30/2015		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	169
LEE	NICOLE	11/14/2014		Parks and Recreation/Aquatics	Recreation Specialist III - 9533	10.25
LEE	RICKI	09/14/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	174
LEMUS	MICHAEL	11/13/2015	08/14/2020	Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	1
LEPE	LINDSEY	08/06/2019	07/07/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	12
LETOILE	JOHN	02/13/2020	07/21/2020	Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	40.5
LIMON ORTEGA	JOSUE	06/19/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	219.75
LISTMAN	AMANDA	08/24/2020		Parks and Recreation/Health and Wellness	Recreation Specialist III - 9533	76.5
LOMBARDO	ELLEN	08/02/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	21.5
LOMBARDO	SOFIA	10/11/2019	08/06/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 9533	70.5
LOPEZ-KURISKY	TOMY	12/05/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	70.25
LOTITO	GIANNA	08/12/2019	07/28/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
LYTLE	BROOKE	03/04/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	62.25
MARTIN	KIARA	03/13/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	120
MARTINEZ	JOSEFINA	08/14/2018		Parks and Recreation/Youth	Recreation Specialist III - 9533	2.5
MASON	LYLE	09/15/2015		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	3
MAYORGA CORREA	JENNIFER	09/06/2018		Parks and Recreation/Youth	Recreation Specialist I - 9514	60.5
MCARTHUR	JILL	01/15/2015		Parks and Recreation/Aquatics	Recreation Specialist IV - 9544	50
MCCULLUM	TYLER	03/03/2020	07/24/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
MCELWEE	NOVA	07/25/2003		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	4
MCGANN	JANET	09/09/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	9.75

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MCINTYRE	JEFFREY	04/25/2017		Parks and Recreation/Youth	Recreation Specialist III - 953	1
MCKENZIE	RONALD	09/20/2016		Parks and Recreation/Health and Wellness	Recreation Specialist II - 951	167
MCKIBBEN	ELIZABETH	08/03/2019	08/27/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	175.75
MCLEAN	DAVID	05/24/2019	08/03/2020	Parks and Recreation/Aquatics	Recreation Specialist I - 9514	61.75
MCQUILLAN	ELAINE	04/15/2015	07/17/2020	Parks and Recreation/Aquatics	Recreation Specialist I - 9514	46.5
MEACHAM	WILLIAM	01/08/2020		Parks and Recreation/Inclusion	Recreation Specialist V - 953	123
MEJIA	WILLIAM	06/11/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 951	139.5
MENICUCCI	MARY	04/12/2019		Parks and Recreation/Athletics	Recreation Specialist V - 953	37
MEZA	ANETH	02/05/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	155
MILBRANDT	CHARLES	10/02/2019	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 951	1
MILLER	EMILY	12/11/2019	07/28/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
MILLER	NATHAN	04/12/2019		Parks and Recreation/Athletics	Recreation Specialist V - 953	100.5
MISANIK	MICHAEL	08/20/2018		Parks and Recreation/Youth	Recreation Specialist II - 951	124.25
MONTES	JULIAN	02/12/2020		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	164.5
MORA	PAOLA	09/09/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	29
MORANG	CHRISTINE	12/19/2016	08/12/2020	Parks and Recreation/Youth	Recreation Specialist II - 951	1
MORENO AMESCUA	ASHLEY	12/17/2019	07/24/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
MOTTA	JOSEPH	02/26/2020	08/19/2020	Parks and Recreation/Youth	Recreation Specialist II - 951	145.25
MULLINS	DANIELLE	03/19/2015		Parks and Recreation/Youth	Recreation Specialist IV - 954	1
MULLINS	ELIZABETH	08/10/2016		Parks and Recreation/Youth	Recreation Specialist I - 9514	48
MURRAY	GAGE	08/19/2019		Parks and Recreation/Youth	Recreation Specialist II - 951	228.75
MURRAY	ROBERT	07/29/2019		Public Works/Fleet Management	Maintenance Helper - 3716	165
MUSTARD	ALEXANDRIA	08/28/2019	08/10/2020	Parks and Recreation/Youth	Recreation Specialist II - 951	1
MYERS	HAYLEY	12/26/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	203.25
NEAHUSAN	KYLEE	08/06/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 951	95.75
NERI ESTRADA	JOCELYN	11/20/2019	07/23/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	21
NEVIS	SHELLEY	06/15/2020	08/04/2020	Parks and Recreation/Inclusion	Recreation Specialist III - 953	158.75

CITY OF RENO - TEMPORARY EMPLOYEES  
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Last Name	First Name	Position Start Date	Position End Date	Department	Position Title	# of Hours Worked in the Quarter
NICELY	ELLA	08/14/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	66.25
NICHOLS	GRACE	10/07/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	3.5
NICHOLSON	JORDAN	06/07/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	92.75
NIGHTINGALE	SHIELA	06/13/2014		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	70.25
NUNEZ	MARIAH	08/15/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	52
NURRE	MICHAEL	12/27/2019	07/01/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	6
OLMSTEAD	TEAGAN	09/02/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	30.5
ONISILE	ERIC	10/07/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	33
OTTEN	ALEXI	01/02/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	62.25
OVERTON	DONALD	12/12/2014		Public Works/Downtown Maintenance	Maintenance Helper - 3716	208
PAJARILLO	NICOLE GIANNA	06/17/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	146.25
PALMER	AMELIE	05/17/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	45.25
PARRISH	MICHAEL	07/23/2020		Parks and Recreation/Athletics	Recreation Specialist III - 9538	113.5
PARRY	STEVEN	02/26/2019		Parks and Recreation/Athletics	Recreation Specialist II - 9517	28
PASSIG	KELSEY	12/18/2015		Parks and Recreation/Youth	Recreation Specialist II - 9517	25.5
PAYLOR	ALLANNA	02/20/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	183.25
PENA PALACIOS	CASSANDRA	12/04/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	63
PERRINO	CAROLINE	01/21/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	12.5
PETERS	BENJAMIN	06/19/2020	08/11/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 9538	69.25
PICARD	ROBERT	07/11/2019		Parks and Recreation/Athletics	Recreation Specialist V - 9538	1
PICHARDO-URIBE	CRYSTAL	02/10/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	84
PIERCE	JANELLE	09/01/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	32.25
PINTO	JOSIE	01/17/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	76.75
POLKENHORN	EDWARD	09/17/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	59.5
POPE	MARGARET	04/17/2019	08/13/2020	Parks and Recreation/Aquatics	Recreation Specialist I - 9514	207.75
PREMO	LESTER	11/13/2019		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	117
PRIVITT	BASIL	11/19/2018		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	6.5

CITY OF RENO - TEMPORARY EMPLOYEES  
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Last Name	First Name	Position Start Date	Position End Date	Department	Position Title	# of Hours Worked in the Quarter
PRIVITT	REBECCA	11/19/2018		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	3
QUIROZ	ALICIA	09/21/2020		Parks and Recreation/Youth	Recreation Specialist II - 9517	10
QURESHI	ANIQA	11/22/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	179.25
RAMIREZ MAYA	DENNIS	12/10/2018		Parks and Recreation/Youth	Recreation Specialist I - 9514	102.25
RAMOS QUINTERO	LESLIE	11/13/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	189
RAMSEY	JOHN	07/08/2014		Parks and Recreation/Athletics	Recreation Specialist V - 9538	71
RAMSEY	KYLE	11/21/2019		Parks and Recreation/Youth	Recreation Specialist III - 9533	222
RANGEL	ANDREA	08/21/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	103.75
RAYO	ALEXI	01/07/2019		Neighborhood Services/Program & Service Man	Assistant - 9990	212.5
REDDEN	CAMILLE	06/15/2020	07/15/2020	Parks and Recreation/Aquatics	Recreation Specialist I - 9514	25.75
REHMANN	JAKEB	03/12/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	11.25
REINER	ERIK	04/30/2019	07/24/2020	Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	27.75
REINER	MAX	02/14/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	174.75
REYES	JOSE	03/25/2006		Parks and Recreation/Park Maintenance	Recreation Specialist III - 9533	162
RICCIARDI	PAUL	11/15/2018		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	7
RICE	ZACHARY	06/20/2018	07/22/2020	Parks and Recreation/Aquatics	Recreation Specialist II - 9517	58.75
RIVERA	KYLEIGH	02/25/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	171.5
ROCHA-MARQUEZ	DANIEL	06/25/2018		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	22.25
RODRIGUEZ	ROBERT	04/07/2016		Parks and Recreation/Athletics	Recreation Specialist V - 9538	1
ROSAS	REBECCA	02/28/2020		Parks and Recreation/Inclusion	Recreation Specialist III - 9533	188
ROTHER	MELINDA	02/11/2019		Human Resources	Assistant - 9990	203
ROZALES	ALEJANDRO	05/17/2019		Parks and Recreation/Athletics	Recreation Specialist V - 9538	1
RUIZ	ISABELLE	11/07/2019	08/10/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
SAN NICOLAS	CELESTE	05/21/2019		Parks and Recreation/Youth	Recreation Specialist IV - 9544	1
SANDIN	ELLEN	08/23/2013		Parks and Recreation/Aquatics	Recreation Specialist IV - 9544	153.25
SANTOS	ALEXANDRO	01/15/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	38.25
SANTOS	DIANA	03/19/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	29.25

CITY OF RENO - TEMPORARY EMPLOYEES  
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 ACTIVE & TERMINATED EMPLOYEES  
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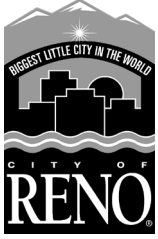
Last Name	First Name	Position Start Date	Position End Date	Department	Position Title	# of Hours Worked in the Quarter
SANTOS	GABRIELA	02/28/2020	10/08/2020	Parks and Recreation/Youth	Recreation Specialist III - 953	167
SCHROEDER	JORDAN	08/20/2020		Parks and Recreation/Youth	Recreation Specialist II - 951	27
SCHROEDER	THEODORE	12/09/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	122.75
SERR	DARRIAN	09/14/2020		Parks and Recreation/Youth	Recreation Specialist II - 951	29
SERRANO GARCIA	ANNABELLA	06/28/2017		Parks and Recreation/Youth	Recreation Specialist I - 9514	129
SESOCK	HAYLEE	06/11/2018		Utility Services/Operations-Stead Waste Wtr Pl	Assistant - 9990	229.5
SEWRIGHT	ERIN	02/20/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	55.25
SHAFFER	QUINTON	08/03/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	101
SHIELDS	JILLIAN	06/19/2020	07/29/2020	Parks and Recreation/Aquatics	Recreation Specialist II - 951	97.5
SIKES	ARTHUR	05/20/2019		Parks and Recreation/Youth	Recreation Specialist IV - 954	1
SILVA	STEVEN	11/27/2017		Municipal Court	Protempore Judge - 0912	8
SIMMONS	JACK	10/24/2019	07/29/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
SIMMONS	JENNA	10/24/2019	07/29/2020	Parks and Recreation/Youth	Recreation Specialist I - 9514	1
SIMONSEN	JOHN	12/08/2017	08/21/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 953	192.5
SIMPSON	SIRR	09/24/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	6
SIMPSON	TEHYA	09/24/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	6
SMITH	ALEXIS	09/25/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	100
SMITH	CHARIN	03/02/2020		Parks and Recreation/Youth	Recreation Specialist II - 951	48.5
SMITH	JAMES	01/17/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 951	194
SMITH	KARI	09/23/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	5.75
SNIDER	ERICH	09/12/2019		Parks and Recreation/Athletics	Recreation Specialist II - 951	7
SNYDER	DAVID	05/10/2019		Parks and Recreation/Athletics	Recreation Specialist II - 951	220.5
SORENSEN	APRIL	09/29/2020		Parks and Recreation/Park Maintenance	Recreation Specialist IV - 954	16
SOTO	THEODORE	04/29/2016		Parks and Recreation/Athletics	Recreation Specialist V - 953	2
SPALKA	NATASHA	11/04/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	31
STEWART	CADENCE	07/31/2020	08/21/2020	Parks and Recreation/Aquatics	Recreation Specialist II - 951	93.25
STOCKWELL	PATRICIA	07/23/2014	09/11/2020	Parks and Recreation/Health and Wellness	Recreation Specialist II - 951	24

CITY OF RENO - TEMPORARY EMPLOYEES  
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Last Name	First Name	Position Start Date	Position End Date	Department	Position Title	# of Hours Worked in the Quarter
SWOOPE	ALEXANDRA	09/02/2020		Parks and Recreation/Health and Wellness	Recreation Specialist II - 9517	26.5
TAYLOR	ARIANA	01/13/2020	08/27/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	172.5
TAYLOR	SHALANI	09/22/2020		Police/Records & ID	Public Service Intern - 9995	24.5
TAYLOR-ARREDONDO	ALEXIA	06/07/2019		Parks and Recreation/Aquatics	Recreation Specialist III - 9533	209
THORNTON	JACK	07/17/2020		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	115.5
TORRES	JULIANNA	10/22/2019	07/30/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1
TUNNELL	BAILEY	08/16/2019	07/16/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	37.75
VALDIVIA	STEFANIE	12/18/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	210.25
VARGAS	BELEN	09/21/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	21.75
VIVAR	YASMIN	08/17/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	66.75
WADLEIGH	AMBER	05/09/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	76
WARNICK	JACOB	06/15/2020	08/08/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 9533	11
WHEELER	AMANDA	07/01/2020		Parks and Recreation/Aquatics	Recreation Specialist I - 9514	66
WILBUR	KELLY	12/10/2015		Human Resources	Assistant - 9990	208.5
WILSON	HUNTER	07/01/2020		Parks and Recreation/Youth	Recreation Specialist I - 9514	199.75
WOODWARD	KYLIE	06/14/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 9517	10
YARON	OFRI	07/31/2020	08/13/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 9533	134
ZELLER	MARIA	08/19/2019		Community Development/Revenue Collections	Intern - 9991	225
ZHELEZNYAKOVA	MARINA	08/26/2019		Parks and Recreation/Youth	Recreation Specialist II - 9517	162.75
ZUBER	NIKKI	04/27/2018	07/28/2020	Parks and Recreation/Aquatics	Recreation Specialist III - 9533	1
ZUNIGA DE ALBA	ALEXA	11/08/2019		Parks and Recreation/Youth	Recreation Specialist I - 9514	77.25
ZUNIGA FIGUEROA	GLORIA	02/20/2020	07/24/2020	Parks and Recreation/Youth	Recreation Specialist II - 9517	1

CITY OF RENO - TEMPORARY EMPLOYEES  
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 ACTIVE & TERMINATED EMPLOYEES  
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Last Name	First Name	Position Start Date	Position End Date	Department	Position Title	Hours Worked in the Quarter	Note: Moved to Non-Career
ARRIAGA-HAYNES	CHRISTIAN	06/19/2020	08/21/2020	Parks and Recreation/Park Maintenance	Recreation Specialist IV - 95	252.5	
BANDA	SPENCER	08/19/2019		Parks and Recreation/Youth	Recreation Specialist II - 95	245.5	11/20/2020
BROWN	VICTORIA	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 95	318	2/26/2021
BUELL	GARRETT	12/06/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 95	302	12/4/2020
CHAVEZ-ORTIZ	WALTER	05/24/2019	12/4/2020	Parks and Recreation/Youth	Recreation Specialist II - 95	238.25	2/1/2021
DIETRICH	MICHAEL	06/15/2020	11/9/2020	Parks and Recreation/Aquatics	Recreation Specialist II - 95	263.75	
ELLISON	TYLER ANN	08/31/2018		Parks and Recreation/Youth	Recreation Specialist III - 95	244.5	1/1/2021
FERNANDEZ	MARIA	01/17/2020		Parks and Recreation/Health and Wellness	Recreation Specialist III - 95	254.75	11/20/2021
GARATE	MIGUEL	12/06/2019		Parks and Recreation/Aquatics	Recreation Specialist III - 95	346.5	12/4/2020
HART	NATHANIAL	06/18/2020		Parks and Recreation/Park Maintenance	Recreation Specialist IV - 95	528	11/20/2020
HOGAN	JOSEPH	05/25/2018		Parks and Recreation/Aquatics	Recreation Specialist III - 95	278.5	1/1/2021
JAMES	BRANDON	02/19/2020		Parks and Recreation/Aquatics	Recreation Specialist I - 95	274.75	1/1/2021
KAMKA	ADAM	07/25/2018		Parks and Recreation/Aquatics	Recreation Specialist I - 95	292.25	12/4/2020
KYNAST-PENA	ELLA	04/27/2018		Parks and Recreation/Aquatics	Recreation Specialist III - 95	234.75	1/1/2021
LEMAY	AIMEE	04/30/2019		Parks and Recreation/Park Maintenance	Recreation Specialist III - 95	256.75	10/15/2020
PEARCE	CHLOE	08/12/2019		Parks and Recreation/Aquatics	Recreation Specialist I - 95	265.25	1/1/2021
PHILIPS	WYATT	06/21/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 95	294.25	1/1/2021
RANSLER	LEONARD	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 95	279.5	1/1/2021
ROBERTSON	MALIBU	10/09/2020		Parks and Recreation/Aquatics	Recreation Specialist III - 95	263	10/9/2020
RODRIGUEZ-MAYNIGO	MAXIMUS	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 95	331	11/20/2020
SCHRAEDER	DANTE	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 95	307.5	11/20/2020
SMITH	RYAN	06/19/2020		Parks and Recreation/Aquatics	Recreation Specialist II - 95	313.5	1/1/2021
STEWART	KALENA	10/08/2019		Parks and Recreation/Youth	Recreation Specialist II - 95	240.75	11/20/2020
STUART	MADELEINE	06/07/2019		Parks and Recreation/Aquatics	Recreation Specialist II - 95	301.5	1/1/2021
THIESEN	CLAIRE	06/11/2020	08/13/2020	Parks and Recreation/Park Maintenance	Recreation Specialist IV - 95	252.5	
ZEME	ISABEL	02/24/2020		Parks and Recreation/Aquatics	Recreation Specialist I - 95	242	2/26/2021



# Civil Service Commission

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## MEMORANDUM

**DATE:** April 14, 2021

**TO:** City of Reno Civil Service Commission

**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 7.B. Presentation of Civil Service Performance Evaluation Survey results by Jesse Puett, Human Resources Management Analyst. (Not for Action)

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At the March 2021 Civil Service Commission meeting, Chairperson Abney confirmed with Jesse Puett, Human Resources Management Analyst, that Jesse will prepare a presentation of the results from the Civil Service Performance Evaluation Survey for the April 2021 Civil Service Commission meeting.

Jesse Puett, Human Resources Management Analyst will present the results of the Civil Service Performance Evaluation Survey.

Attachment 1: Survey results and comments compiled by Jesse Puett, Human Resources Management Analyst.



City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner  
for Calendar Year 2020

Department/Labor Union:	Are interactions cordial and respectful?	Are good listening skills used?
City Clerk	2 - Meets your expectations	2 - Meets your expectations
<b>Average for City Clerk</b>	<b>2</b>	<b>2</b>
Community Development	1 - Exceeds your expectations	1 - Exceeds your expectations
<b>Average for Community Development</b>	<b>1</b>	<b>1</b>
DOIT	1 - Exceeds your expectations	1 - Exceeds your expectations
<b>Average for DOIT</b>	<b>1</b>	<b>1</b>
Finance	1 - Exceeds your expectations	1 - Exceeds your expectations
<b>Average for Finance</b>	<b>1</b>	<b>1</b>
Fire	2 - Meets your expectations	2 - Meets your expectations
Fire	2 - Meets your expectations	1 - Exceeds your expectations
Fire	2 - Meets your expectations	2 - Meets your expectations
Fire	1 - Exceeds your expectations	2 - Meets your expectations
Fire	1 - Exceeds your expectations	2 - Meets your expectations
<b>Average for Fire/IAFF 731</b>	<b>1.6</b>	<b>1.8</b>
HR	1 - Exceeds your expectations	2 - Meets your expectations
<b>Average for HR</b>	<b>1</b>	<b>2</b>
Local 39	2 - Meets your expectations	2 - Meets your expectations
<b>Average for Local 39</b>	<b>2</b>	<b>2</b>
Neighborhood Services	1 - Exceeds your expectations	2 - Meets your expectations
<b>Average for Neighborhood Services</b>	<b>1</b>	<b>2</b>
Parks and Recreation	1 - Exceeds your expectations	1 - Exceeds your expectations
Parks and Recreation	1 - Exceeds your expectations	1 - Exceeds your expectations
<b>Average for Parks</b>	<b>1</b>	<b>1</b>
Police	1 - Exceeds your expectations	1 - Exceeds your expectations
Police	2 - Meets your expectations	2 - Meets your expectations
Police	1 - Exceeds your expectations	1 - Exceeds your expectations
Police	1 - Exceeds your expectations	1 - Exceeds your expectations
<b>Average for Police</b>	<b>1.25</b>	<b>1.25</b>
Public Works	1 - Exceeds your expectations	2 - Meets your expectations
Public Works	1 - Exceeds your expectations	3 - An area for growth
Public Works	1 - Exceeds your expectations	1 - Exceeds your expectations
Public Works	2 - Meets your expectations	2 - Meets your expectations
<b>Average for Public Works</b>	<b>1.25</b>	<b>2</b>
<b>Total Average Score:</b>	<b>1.32</b>	<b>1.59</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner  
for Calendar Year 2020

Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?	Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?	Are conversations approached as an opportunity to work with you in defining the best path forward?
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations 3 - An area for growth 2 - Meets your expectations <b>2</b>	2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations 3 - An area for growth 2 - Meets your expectations <b>2.2</b>	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations <b>1.6</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>	1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>	1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1.25</b>
2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 3 - An area for growth <b>2</b>	2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>
<b>1.73</b>	<b>1.64</b>	<b>1.50</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner  
for Calendar Year 2020

Do our staff members make themselves readily available to you as a professional resource?	Do you feel welcome and at ease in our offices?	Do you feel that your confidences are respected and maintained?	Are appropriate efforts made to keep you looped into decisions and/or progress being made?
2 - Meets your expectations <b>2</b>	NA - Not applicable <b>NA - Not applicable</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations <b>1</b>	NA - Not applicable <b>NA - Not applicable</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations <b>1.8</b>	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1.4</b>	1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations <b>1.6</b>	3 - An area for growth 2 - Meets your expectations 3 - An area for growth 2 - Meets your expectations 3 - An area for growth <b>2.6</b>
1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>
2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations NA - Not applicable <b>1</b>	1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>
1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>	1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1.25</b>	1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>	1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1.5</b>
1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.25</b>	1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>
<b>1.50</b>	<b>1.21</b>	<b>1.32</b>	<b>1.77</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner  
for Calendar Year 2020

Do you walk away with a feeling that you both are working toward a common vision (even if there are points upon which you disagree)?	Once your vacant position has received approval from the City's Position Review Committee, does the Civil Service Office initiate timely contact with your department?
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations 2 - Meets your expectations 3 - An area for growth 2 - Meets your expectations 2 - Meets your expectations <b>2.2</b>	2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	NA - Not applicable <b>NA - Not applicable</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations 2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1.5</b>	1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>
2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>	2 - Meets your expectations 3 - An area for growth 1 - Exceeds your expectations 2 - Meets your expectations <b>2</b>
<b>1.68</b>	<b>1.90</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner  
for Calendar Year 2020

In developing and overseeing recruitment/testing processes, does the Civil Service Office work closely and collaboratively with your department?	Are our staff members receptive to exploring the viability of ideas for innovations/customizations that you suggest (even if there may be points of disagreement)?	Do our staff members offer up ideas for innovations/customizations for your consideration?
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.6</b>	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 3 - An area for growth <b>1.8</b>	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 3 - An area for growth <b>1.8</b>
NA - Not applicable <b>NA - Not applicable</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>	1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>	1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>
1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations <b>1.25</b>	1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>	1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>
2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 3 - An area for growth <b>2</b>	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 3 - An area for growth <b>2</b>
<b>1.57</b>	<b>1.68</b>	<b>1.73</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner  
for Calendar Year 2020

Do Civil Service staff members work with you to align understanding on roles and responsibilities?	Do Civil Service staff members follow through in a timely manner on promises that they have made to you?
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations <b>1</b>	1 - Exceeds your expectations <b>1</b>
2 - Meets your expectations NA - Not applicable 2 - Meets your expectations 3 - An area for growth 2 - Meets your expectations <b>2.25</b>	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations <b>1.8</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
2 - Meets your expectations <b>2</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations <b>1</b>	2 - Meets your expectations <b>2</b>
1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>	1 - Exceeds your expectations 1 - Exceeds your expectations <b>1</b>
1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>	1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.5</b>
1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations <b>1.75</b>
<b>1.81</b>	<b>1.64</b>

# Comments from Civil Service Commission Customer Survey for Calendar Year 2020

## Comments on Communications Skills

- Very professional, responsive and timely
- The experience is generally pleasant and efficient. On occasion ( I assume because they are swamped), what I am requesting was not necessarily responded to but usually corrected quickly.
- Difficult to get timely answers over this past year, understandably linked to Covid work restrictions.
- I have worked directly with Candie Lorenzo and she has been extremely helpful and insightful. It seems she genuinely wants to draw the applicants that will best suit our department.
- Candi Lorenzo explained the new processes, was very helpful and listened to my needs for finding a great candidate for my **REDACTED** position
- Candie is extremely collaborative. She take ownership of the process while also regularly communicating.
- Communication is generally good. There seems to be a reluctance by CS in using email to provide information or direction, which creates concerns about their willingness to stand behind a decision.
- They are very good at explaining things for every question that I asked.

## Comments on Interpersonal Skills / Relationships

- So much better with the current staff. A pleasure to work with.
- Always pleasant
- The CS department has had a transition in personnel over the past three years, interrupted by the pandemic. I look forward to the more modern department goals and vision.
- I always feel that I am a part of the entire employee requisition process. It seems that Civil Service puts our department's interests first and works to acquire the best candidates.
- Candi was in contact with me during the entire process and explained when I could expect results from the department
- Haven't been in their offices in over a year, but prior to that have had positive experiences and warm welcomes.
- Professional and Responsive
- They all have been very nice and receptive.

## Comments on Reliability/Quality of Services:

- Great improvement in this area with the current staff
- Generally speaking, they provide excellent service, taking the time to explain if needed. I have never had innovative suggestions provided to me but would be interested in hearing them.
- The only note of growth is there is a bit of a disconnect between CS's perception of staff duties and "fit" compared to the actual job. Part of this is a classification issue, as has been discussed, some of it is the viewpoint of the job duties compared to perceived areas of duty. This can be challenging as we may capture a list of candidates not best aligned with the required duties.
- Roles and responsibilities for my department need updates, as well as testing processes. I would like to see national practices brought to the city, validating the way our personnel train and prepare for promotions.
- I have felt that I have just as much input on the process as the Civil Service department. I attribute this to the understanding of the Civil Service staff.
- In my opinion, there are not enough staff for the workload of the department with recruitments
- The Civil Service team is great! I have worked with them more since taking on new duties in my department and they have been so AWESOME! They have gone above and beyond to assist me.

# Comments from Civil Service Commission Customer Survey for Calendar Year 2020

- Good quality, but Civil Service is obviously understaffed and recruitments sometimes stack as a result
- A couple of 2's just reflect very occasional times when there were miscommunications with the department (not sure on which end), but not with me personally. I have always had exceptional dealings with CS.
- Civil Service currently is slow in providing services, because they have been understaffed. Because other positions have been a higher priority, and Civil Service has limited capacity, we will have waited most of a year to get a **REDACTED** list. (That's obviously the worst case, but it has been a tough year, with the hiring challenges during the Pandemic.)  
The one thing that has not been happening well is getting an idea of the timeline for completing the various recruitments. I recognize that timelines slip, but I would like to feel like there is a timeline we are working toward, so that I can manage expectations among the team here.
- This area of work would be greatly improved through the addition of staff. CS can not be innovators or forward thinkers when they are attempting to hire/recruit/test for the entire City with only 2 employees.
- I have developed a good rapport with them.



City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner for Calendar Year 2020

Name / Department	Are interactions cordial and respectful?	Are good listening skills used?
Jeannie Atkinson	2 - Meets your expectations	2 - Meets your expectations
YeVonne Allen	2 - Meets your expectations	2 - Meets your expectations
Tray Abney	1 - Exceeds your expectations	1 - Exceeds your expectations
Nichole Paul	1 - Exceeds your expectations	1 - Exceeds your expectations
Jay Kenny	1 - Exceeds your expectations	1 - Exceeds your expectations
Kenneth Dalton	2 - Meets your expectations	2 - Meets your expectations
Ricardo Duarte	2 - Meets your expectations	2 - Meets your expectations
<b>Civil Service Commission Average</b>	<b>1.57</b>	<b>1.57</b>
Civil Service Staff	2 - Meets your expectations	2 - Meets your expectations
Civil Service Staff	2 - Meets your expectations	2 - Meets your expectations
Civil Service Staff	1 - Exceeds your expectations	2 - Meets your expectations
<b>Civil Service Staff Average</b>	<b>1.67</b>	<b>2.00</b>
<b>Total Average</b>	<b>1.60</b>	<b>1.70</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner for Calendar Year 2020

Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?	Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?	Are conversations approached as an opportunity to work with you in defining the best path forward?
2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations	3 - An area for growth 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations 2 - Meets your expectations	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations NA - Not applicable 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations
<b>1.57</b>	<b>1.71</b>	<b>1.33</b>
2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations	2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations
<b>2.00</b>	<b>2.00</b>	<b>1.67</b>
<b>1.70</b>	<b>1.80</b>	<b>1.44</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner for Calendar Year 2020

Does the Chief Examiner make herself readily available to you as a professional resource?	Do you feel welcome and at ease when meeting with the Chief Examiner?	Do you feel that your confidences are respected and maintained?	Are appropriate efforts made to keep you looped into decisions and/or progress being made?
3 - An area for growth 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations NA - Not applicable 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations
<b>1.43</b>	<b>1.29</b>	<b>1.33</b>	<b>1.43</b>
2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations	2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations	2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations
<b>2.00</b>	<b>1.67</b>	<b>1.67</b>	<b>2.00</b>
<b>1.60</b>	<b>1.40</b>	<b>1.44</b>	<b>1.60</b>

Do you walk away with a feeling that you both are working toward a common vision (even if there are points upon which you disagree)?	Once your vacant position has received approval from the City's Position Review Committee, does the Chief Examiner ensure that the Civil Service Office initiate timely contact with the department?
2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations 1 - Exceeds your expectations	3 - An area for growth 2 - Meets your expectations NA - Not applicable NA - Not applicable 1 - Exceeds your expectations 2 - Meets your expectations 2 - Meets your expectations
<b>1.43</b>	<b>2.00</b>
2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations	2 - Meets your expectations NA - Not applicable 1 - Exceeds your expectations
<b>2.00</b>	<b>1.50</b>
<b>1.60</b>	<b>1.86</b>

**In developing and overseeing recruitment/testing processes, does the Chief Examiner ensure that the Civil Service Office works closely and collaboratively with the department?**

**Is the Chief Examiner receptive to exploring the viability of ideas for innovations/customizations that you suggest?**

1 - Exceeds your expectations	2 - Meets your expectations
2 - Meets your expectations	2 - Meets your expectations
NA - Not applicable	1 - Exceeds your expectations
NA - Not applicable	NA - Not applicable
1 - Exceeds your expectations	1 - Exceeds your expectations
2 - Meets your expectations	3 - An area for growth
2 - Meets your expectations	1 - Exceeds your expectations
<b>1.60</b>	<b>1.67</b>
2 - Meets your expectations	2 - Meets your expectations
2 - Meets your expectations	NA - Not applicable
1 - Exceeds your expectations	1 - Exceeds your expectations
<b>1.67</b>	<b>1.50</b>
<b>1.63</b>	<b>1.63</b>

City of Reno Civil Service Commission Customer Survey Regarding Performance of the Chief Examiner for Calendar Year 2020

Does the Chief Examiner offer up ideas for innovations/customizations for your consideration?	Does the Chief Examiner work with you to align understanding on roles and responsibilities?	Does the Chief Examiner follow through in a timely manner on promises made to you?
2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations NA - Not applicable 1 - Exceeds your expectations 3 - An area for growth 1 - Exceeds your expectations	NA - Not applicable 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations 2 - Meets your expectations	3 - An area for growth 2 - Meets your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 1 - Exceeds your expectations 2 - Meets your expectations 2 - Meets your expectations
<b>1.67</b>	<b>1.50</b>	<b>1.71</b>
2 - Meets your expectations 2 - Meets your expectations 1 - Exceeds your expectations	2 - Meets your expectations 1 - Exceeds your expectations 2 - Meets your expectations	2 - Meets your expectations 2 - Meets your expectations 2 - Meets your expectations
<b>1.67</b>	<b>1.67</b>	<b>2.00</b>
<b>1.67</b>	<b>1.56</b>	<b>1.80</b>

# Comments from Civil Service Commission Performance for Chief Examiner Survey for Calendar Year 2020

## Comments on Communications Skills

From Commissioner Jeannie Atkinson:

- Staff reports need a discussion section that actually identify/discuss key issues - and how the proposed action conforms/doesn't conform to our rules and the statutorily imposed principles of merit/fitness. This then allows us to make decisions based on deeper understanding.

From Commissioner Tray Abney:

- Barbara has been a breath of fresh air for the Civil Service department. She is easy to talk to and can translate complicated concepts and processes into easy-to-understand bites. She has been very helpful with keeping me up-to-date and informing me of issues that arise immediately.

From other Commissioners:

- No comments

From Staff:

- None

## Comments on Interpersonal Skills / Relationships

From Commissioner Jeannie Atkinson:

- CY2020 has been very difficult, particularly with remote work. I, however, believe the Chief Examiner needs to be the most visible part of our office on a day-to-day basis. I would like to see her presence in the office more regularly as we move forward -- and I would like to see all telephone inquiries returned with a sense of greater urgency.

From Commissioner Tray Abney:

- Again, Barbara is doing an excellent job and explains her thought process, while at the same time being patient with my questions. She actively works to understand my thought processes and we have a great working relationship.

From other Commissioners:

- No comments

From Staff:

- None

## Comments on Reliability/Quality of Services:

From Commissioner Jeannie Atkinson:

- I would like to see a more immediate initial contact between the Civil Service Office and departments once a vacant position has received City approval to move forward. I believe currently that contact is delayed until a staff member can take up the recruitment. This creates a bit of a black hole and, as department manager, this would not set well with me.
- I would also like to see timelines set and kept. As an example, I raised a question several months ago regarding the timeline for bringing rule changes forward. January was the estimated date given. The timeline was not met.

From Commissioner Tray Abney:

- I am not in a position to comment on inter-departmental relations, but Barbara has had several great ideas to move the department forward. She outlines them in a clear manner and follows through on what she says.

From other Commissioners:

- No comments

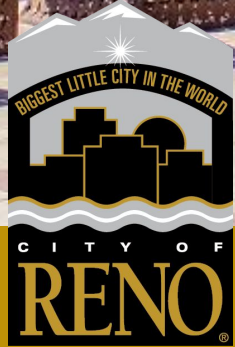
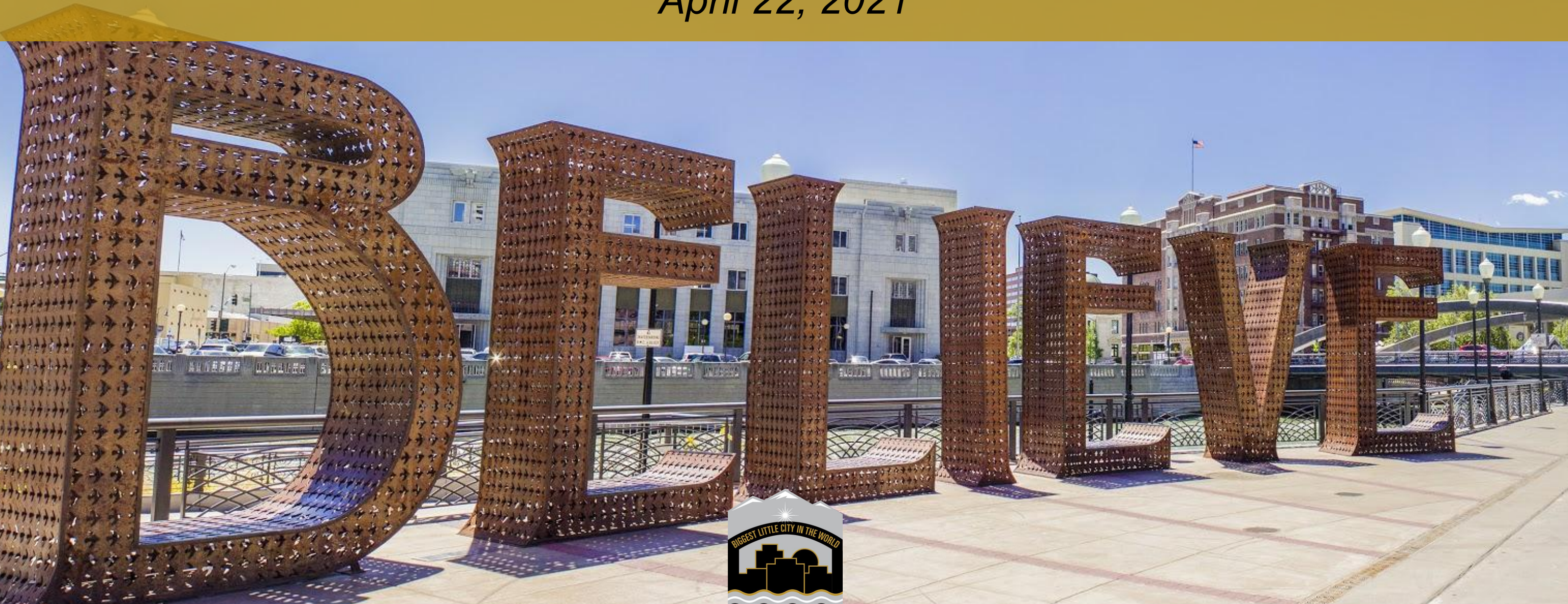
From Staff:

- Barbara allows me to work closely with Subject Matter Experts to align the recruitment and testing with the knowledge, skills, and abilities needed for the position. The test devices Barbara has brought to Civil Service allow us to better serve our constituents by ensuring we are testing the necessary job components at the appropriate levels and helping departments to hire appropriately in order to best serve the Citizens of Reno. I feel empowered to make decisions and supported in the choices I make.



# Civil Service Department Survey Results

*April 22, 2021*





# Customer Service Survey Results

## At a Glance

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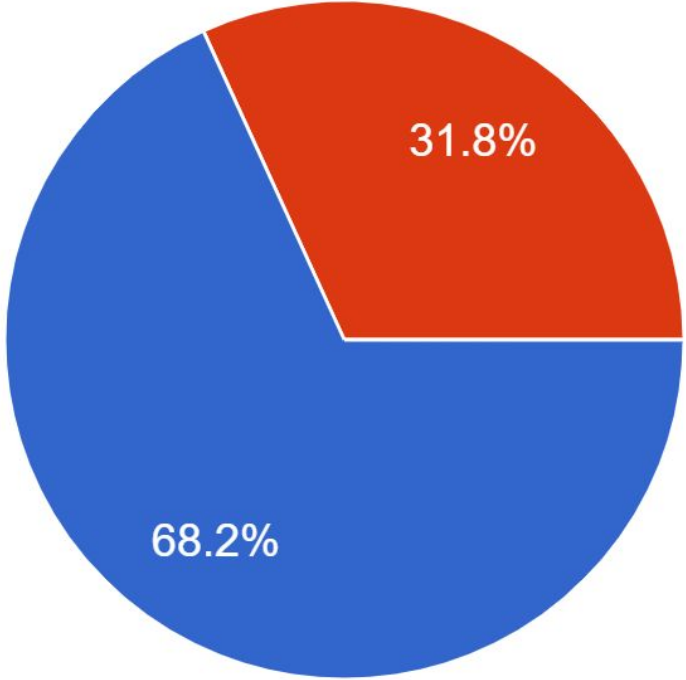
- Sent to 38 individuals from various departments and bargaining groups throughout the City
- Received 22 responses
- Generally positive - majority of scores are Meets or Exceeds Expectations

# Communication Skills

# Are interactions cordial and respectful?

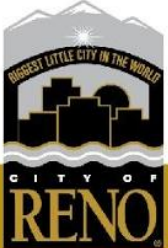
Are interactions cordial and respectful?

22 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

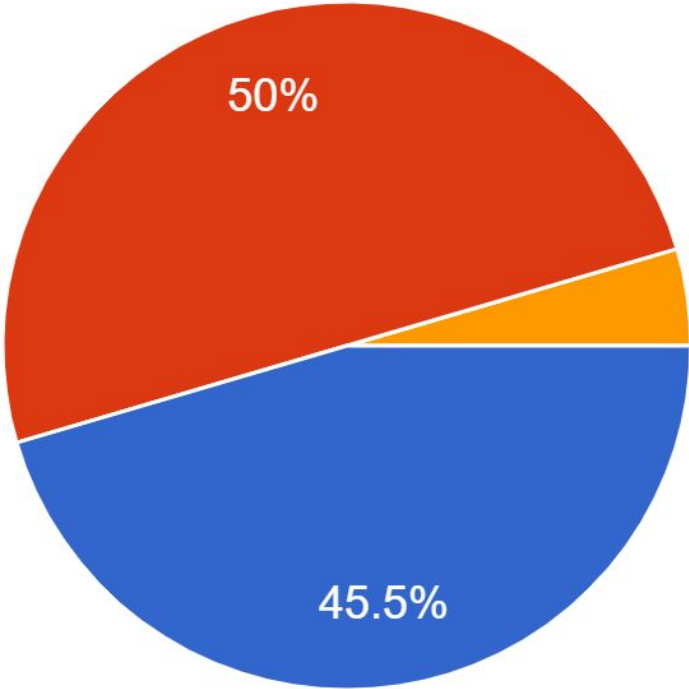
**Average Score: 1.32**



# Are good listening skills used?

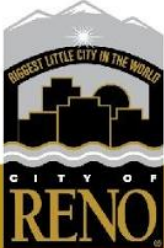
Are good listening skills used? That is to say, do you feel you are really being heard?

22 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

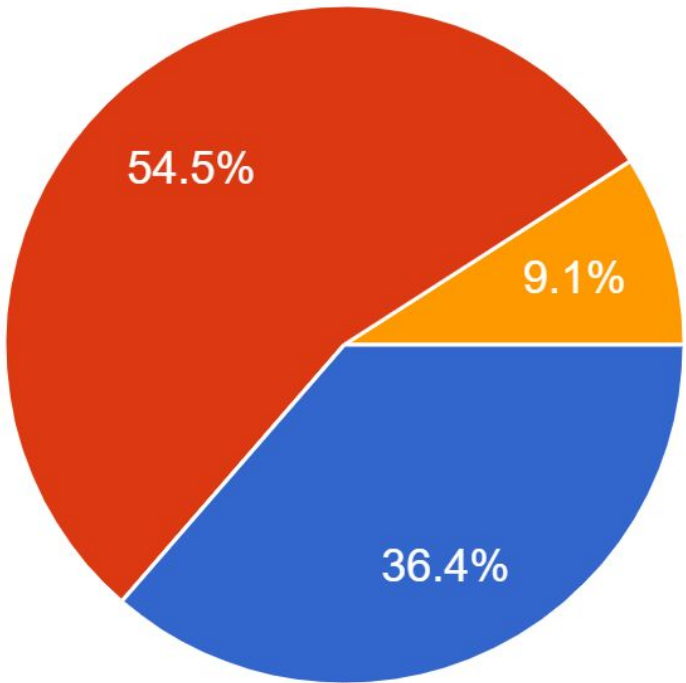
**Average Score: 1.59**



# Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?

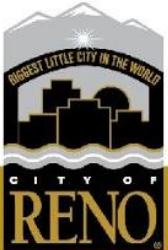
Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?

22 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

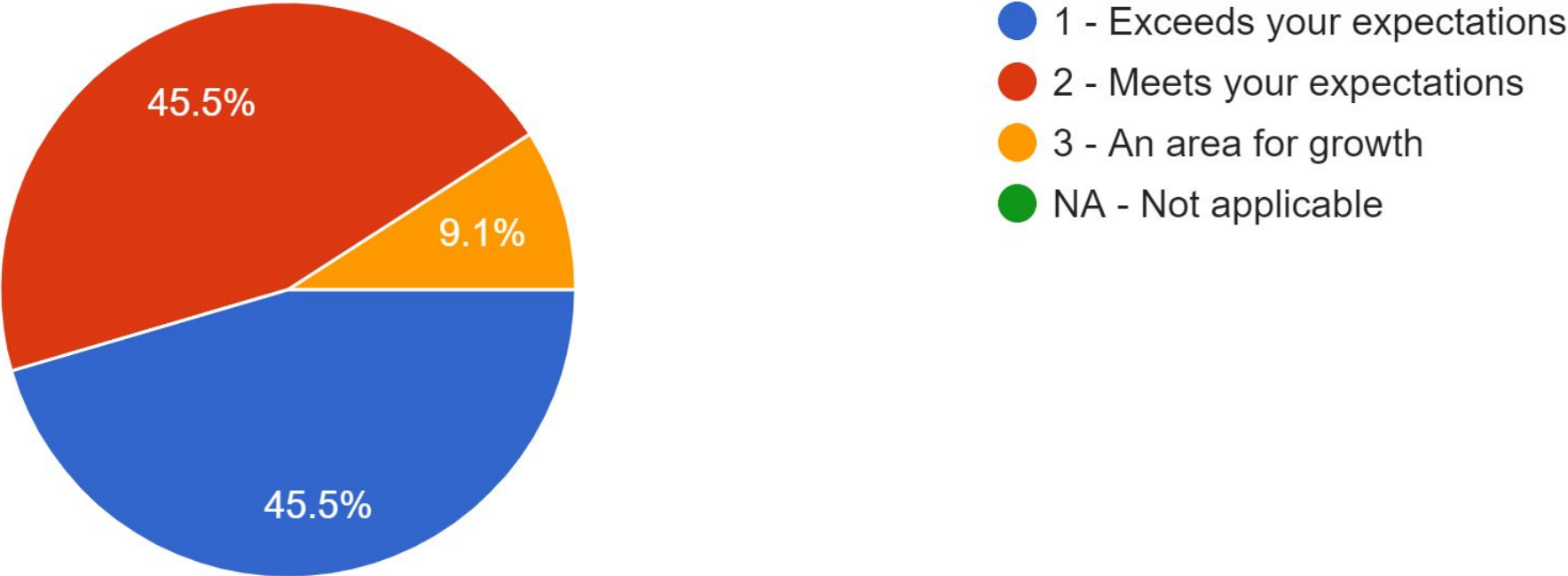
**Average Score: 1.73**



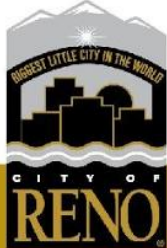
# Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?

Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?

22 responses



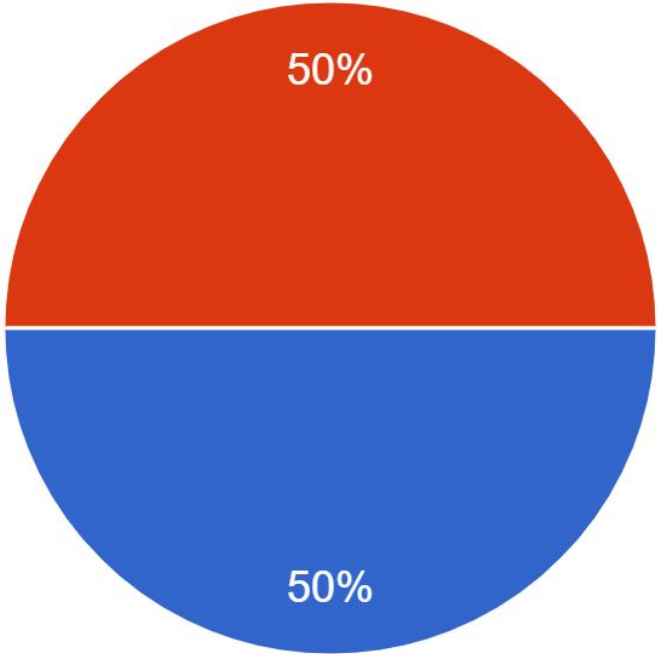
**Average Score: 1.64**



# Are conversations approached as an opportunity to work with you in defining the best path forward?

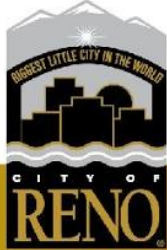
Are conversations approached as an opportunity to work with you in defining the best path forward?

22 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.50**



# Common Themes in Comments

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- Department is professional and collaborative
- COVID-19 has introduced understandable delays
- Communication overall is generally good

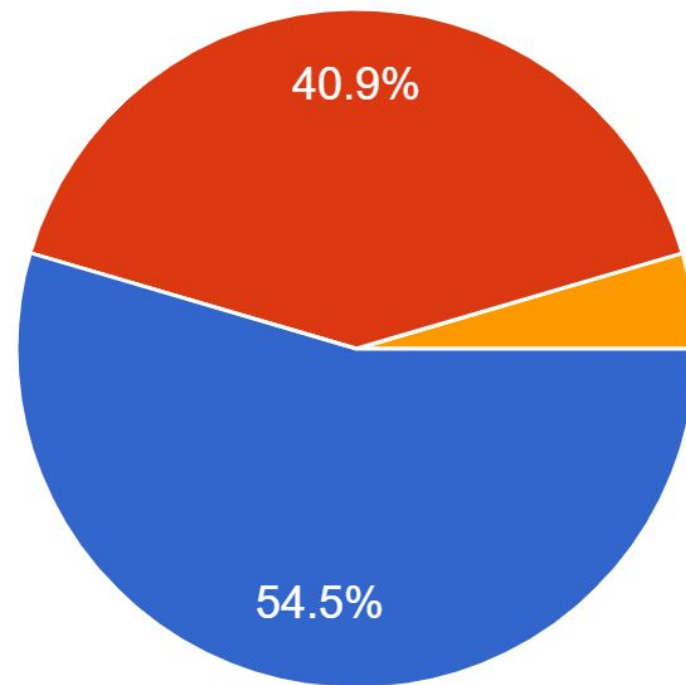


# Interpersonal Skills/Relationships

# Do our staff members make themselves readily available to you as a professional resource?

Do our staff members make themselves readily available to you as a professional resource?

22 responses



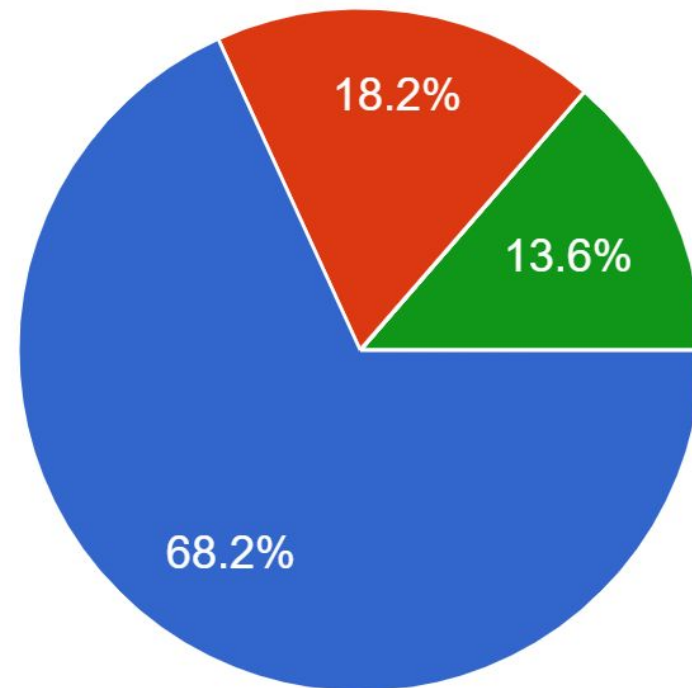
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.50**

# Do you feel welcome and at ease in our offices?

Do you feel welcome and at ease in our offices?

22 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

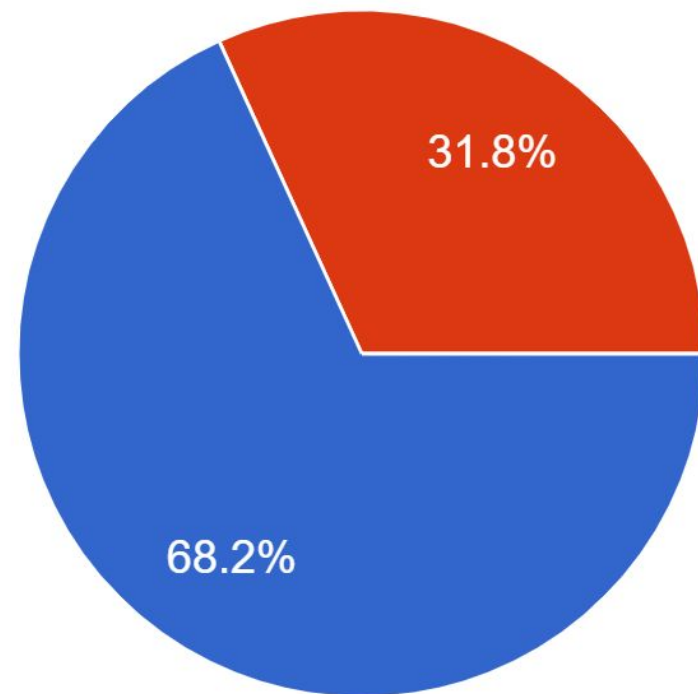
**Average Score: 1.21**

# Do you feel that your confidences are respected and maintained?

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Do you feel that your confidences are respected and maintained?

22 responses



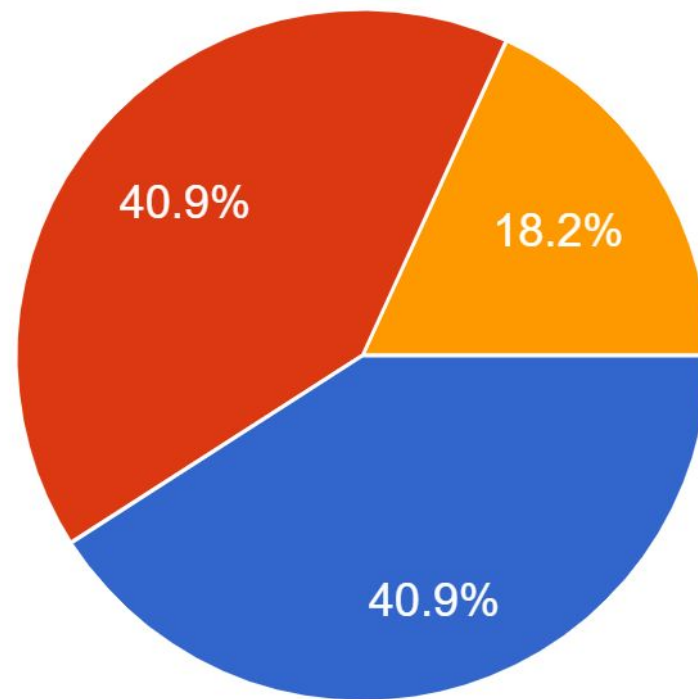
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.32**

# Are appropriate efforts made to keep you looped into decisions and/or progress being made?

Are appropriate efforts made to keep you looped into decisions and/or progress being made?

22 responses



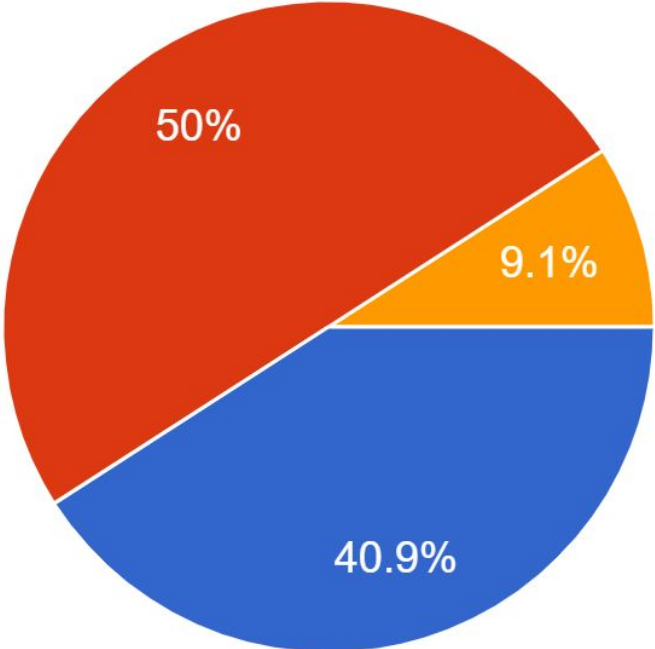
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.77**

# Do you walk away feeling that you both are working toward a common vision?

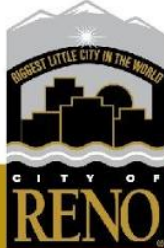
Do you walk away with a feeling that you both are working toward a common vision (even if there are points upon which you disagree)?

22 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.68**



# Common Themes in Comments

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- Staff within the department are pleasant to work with
- Experiences have been positive
- Staff within the department are professional and responsive

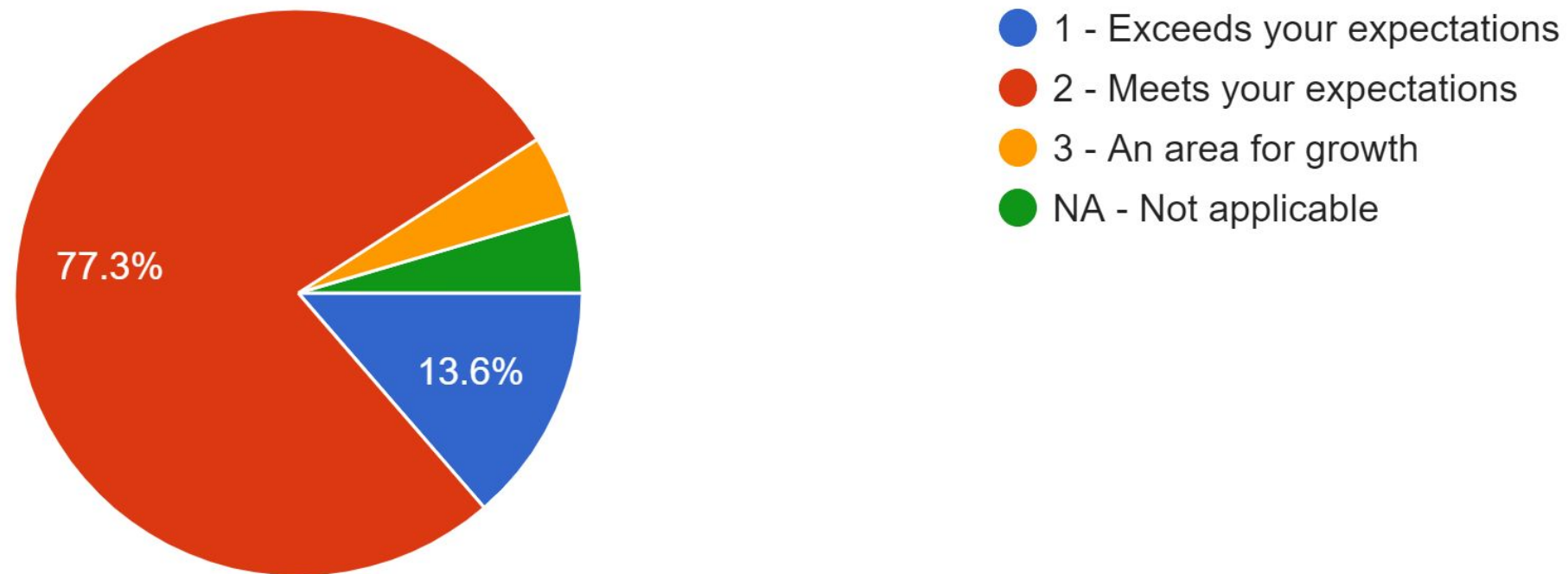
# Reliability / Quality of Services



# Once your vacant position has received approval from the City's Position Review Committee, does the Civil Service Office initiate timely contact with your department?

Once your vacant position has received approval from the City's Position Review Committee, does the Civil Service Office initiate timely contact with your department?

22 responses

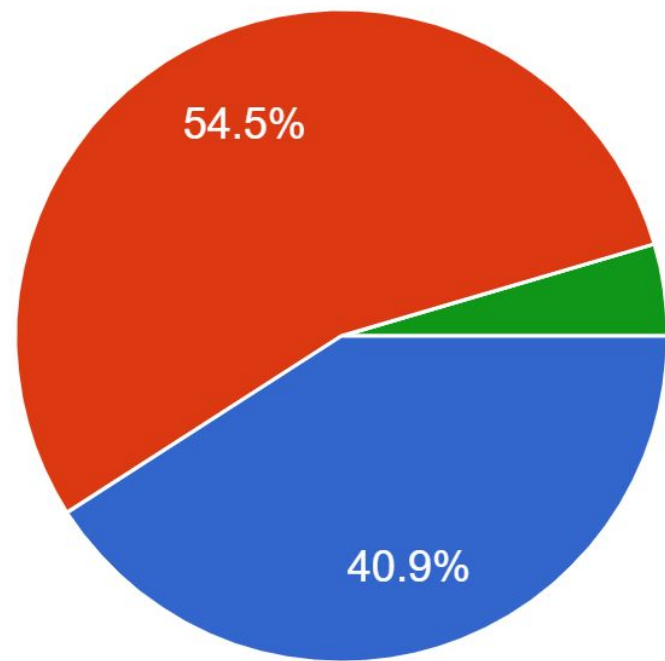


**Average Score: 1.90**

# In developing and overseeing recruitment/testing processes, does the Civil Service Office work closely and collaboratively with your department?

In developing and overseeing recruitment/testing processes, does the Civil Service Office work closely and collaboratively with your department?

22 responses



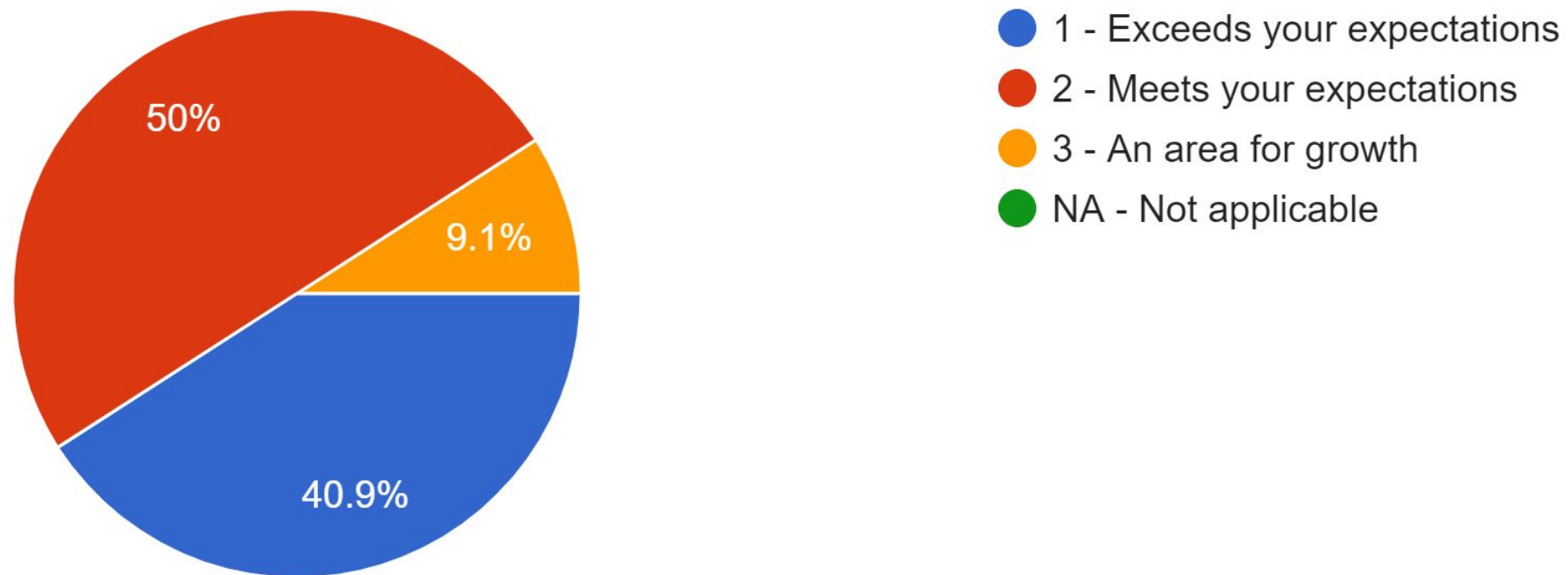
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.57**

# Are our staff members receptive to exploring the viability of innovations/customizations that you suggest?

Are our staff members receptive to exploring the viability of ideas for innovations/customizations that you suggest (even if there may be points of disagreement)?

22 responses

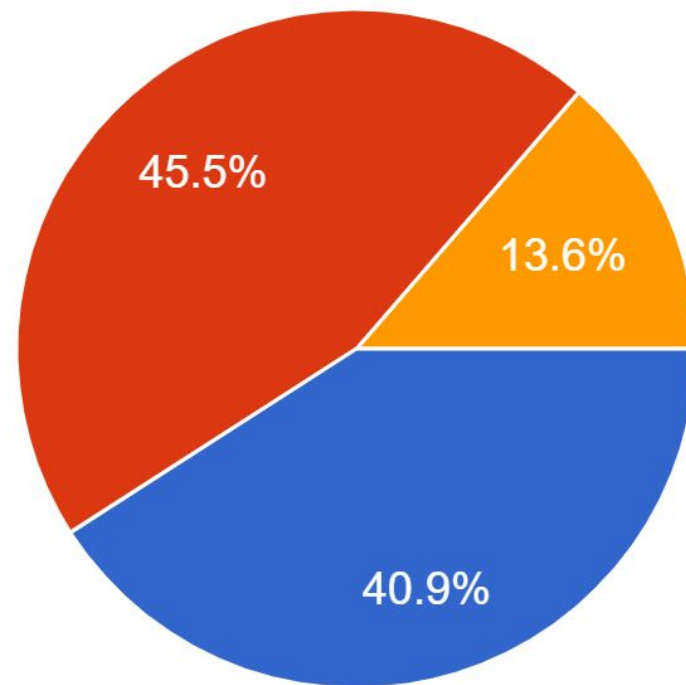


**Average Score: 1.68**

# Do our staff members offer up ideas for innovations/customizations for your consideration?

Do our staff members offer up ideas for innovations/customizations for your consideration?

22 responses



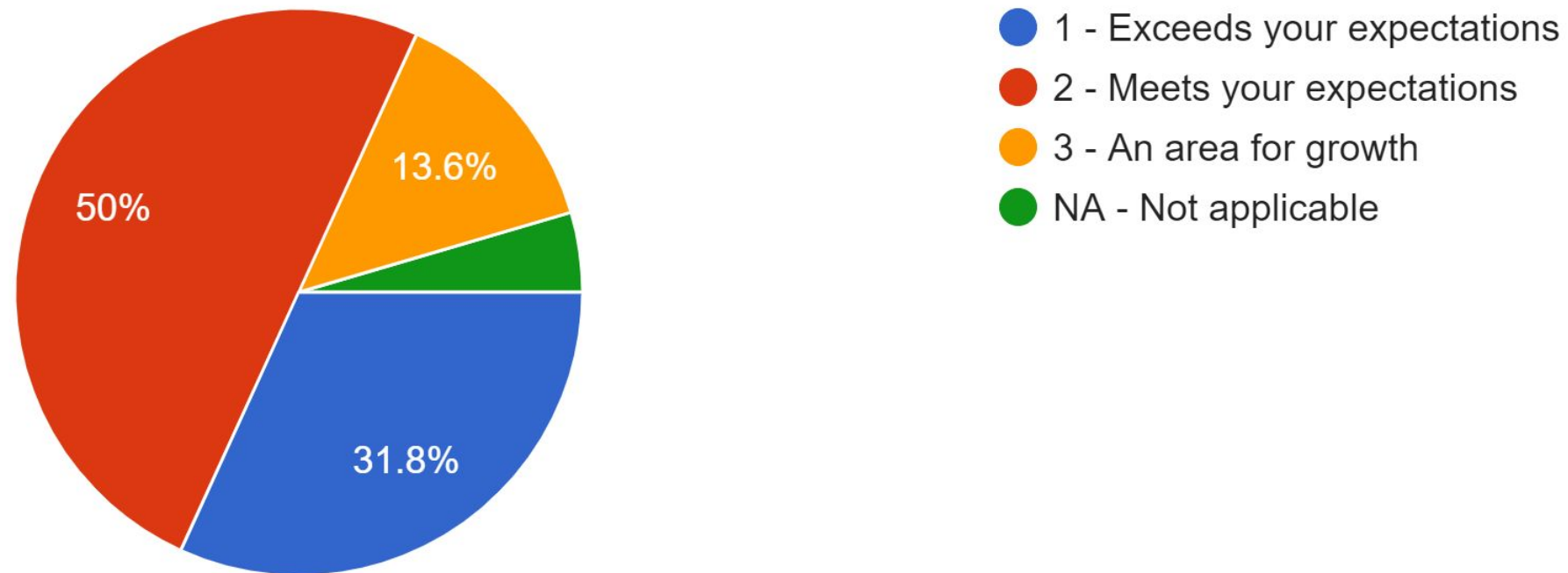
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.73**

# Do Civil Service staff members work with you to align understanding on roles and responsibilities?

Do Civil Service staff members work with you to align understanding on roles and responsibilities?  
That is to say, do you leave your discussions with a... be delivered, and who is on point to deliver them?

22 responses



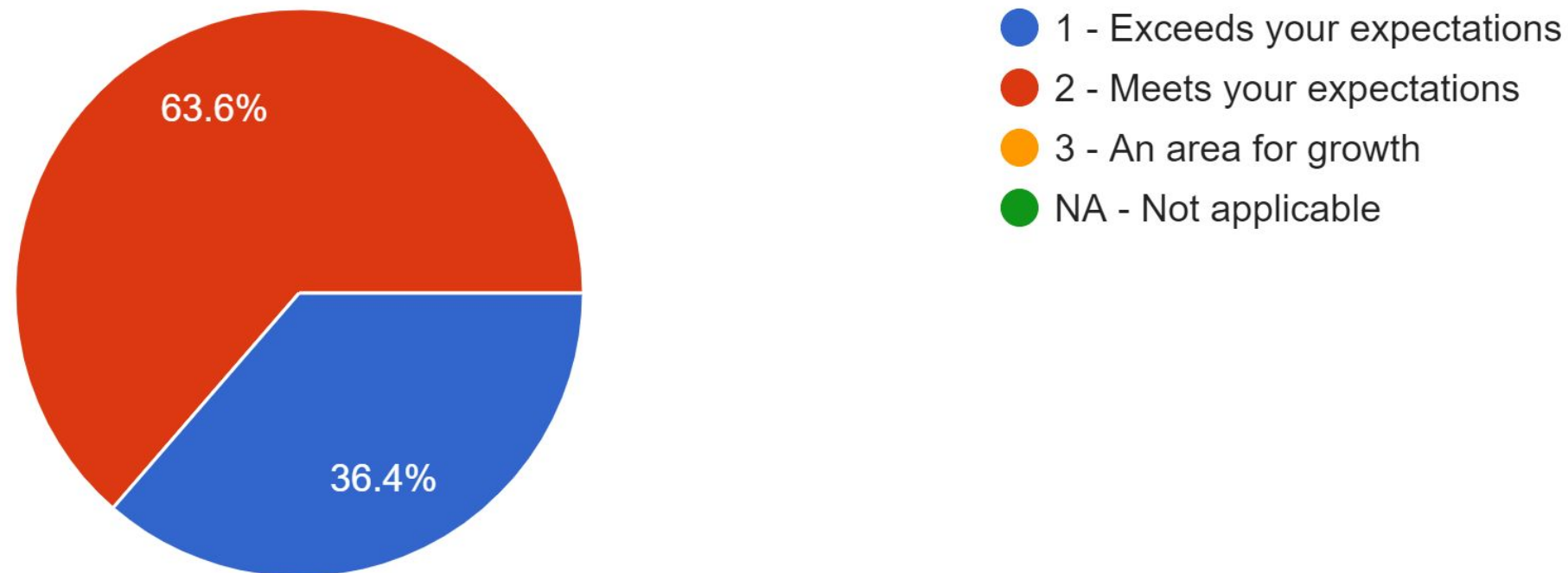
**Average Score: 1.81**



# Do Civil Service staff members follow through in a timely manner on promises that they have made to you?

Do Civil Service staff members follow through in a timely manner on promises that they have made to you?

22 responses



**Average Score: 1.64**

# Common Themes in Comments

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- There has been a great improvement in this area
- The department is understaffed
- Disconnect between some departments and Civil Service with regards to testing procedures/creation



# Civil Service Commission Survey Results

*April 22, 2021*





# Civil Service Commission Survey Results

## At a Glance

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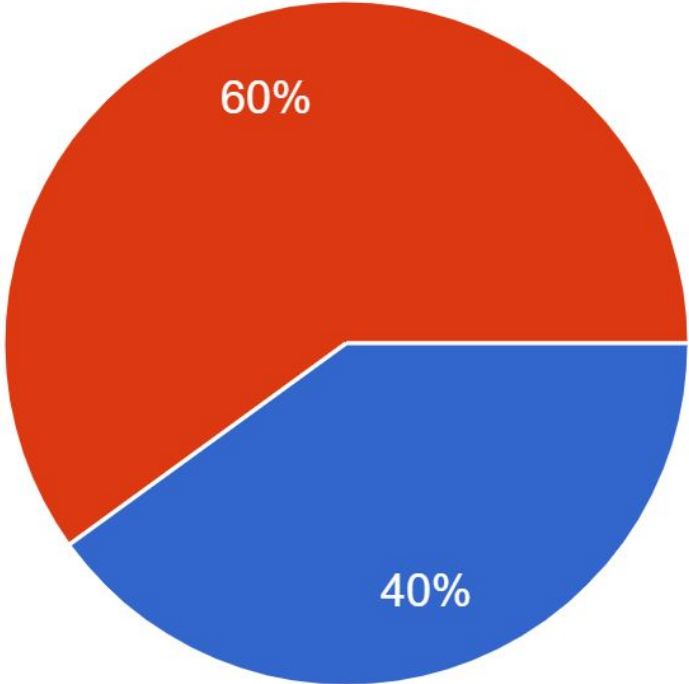
- Sent to 10 individuals
- Received 10 responses
- Generally positive - Majority of scores are Meets or Exceeds Expectations

# Communication Skills

# Are interactions cordial and respectful?

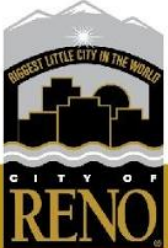
Are interactions cordial and respectful?

10 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

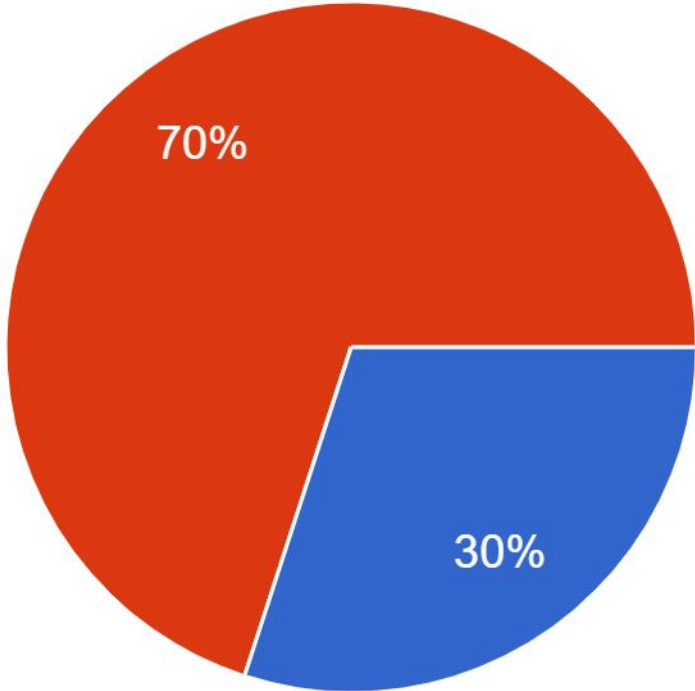
**Average Score: 1.60**



# Are good listening skills used?

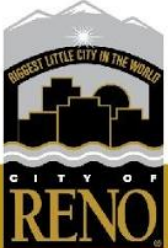
Are good listening skills used? That is to say, do you feel you are really being heard?

10 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

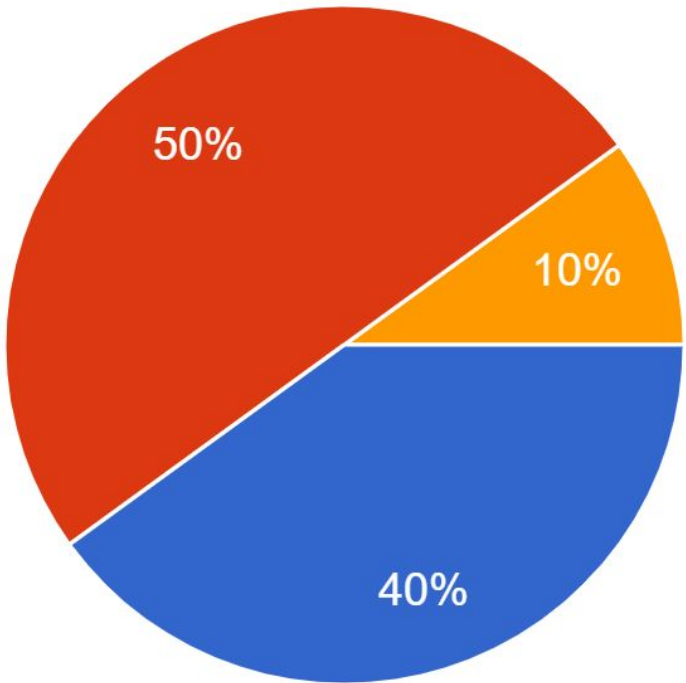
**Average Score: 1.70**



# Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?

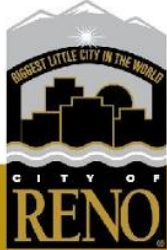
Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?

10 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

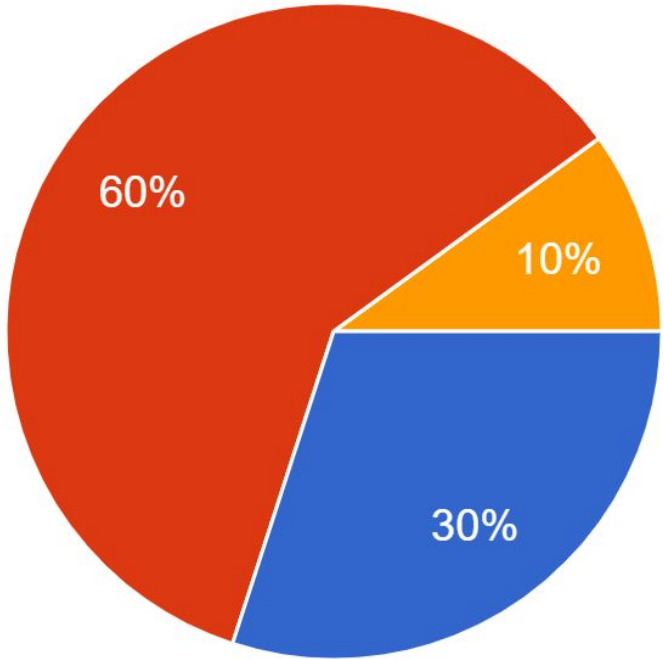
**Average Score: 1.70**



# Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?

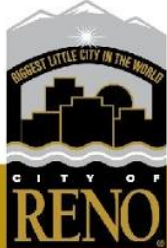
Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?

10 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

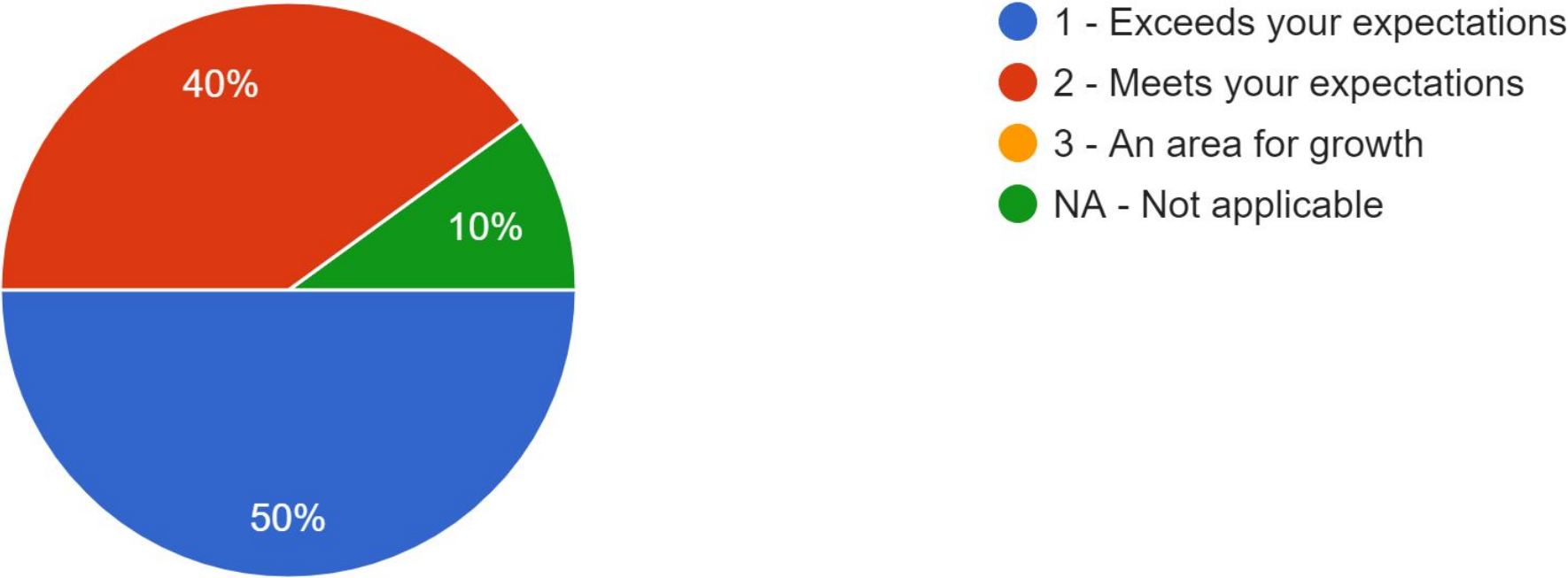
**Average Score: 1.80**



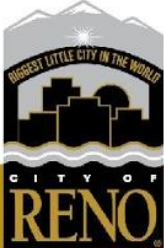
# Are conversations approached as an opportunity to work with you in defining the best path forward?

Are conversations approached as an opportunity to work with you in defining the best path forward?

10 responses



**Average Score: 1.44**



# Comments

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- Staff reports need a discussion section
- Barbara is easy to talk to and can translate complicated concepts and processes into easy-to-understand bites

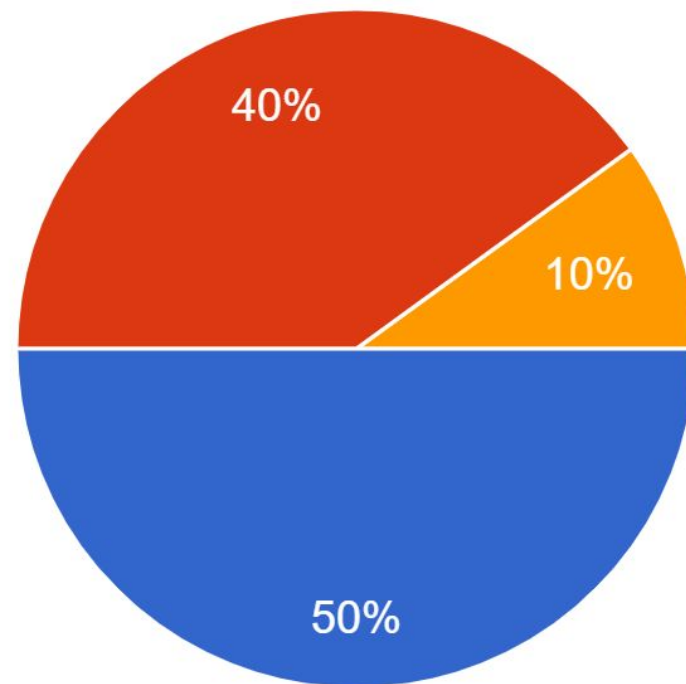


# Interpersonal Skills/Relationships

# Does the Chief Examiner make herself readily available to you as a professional resource?

Does the Chief Examiner make herself readily available to you as a professional resource?

10 responses



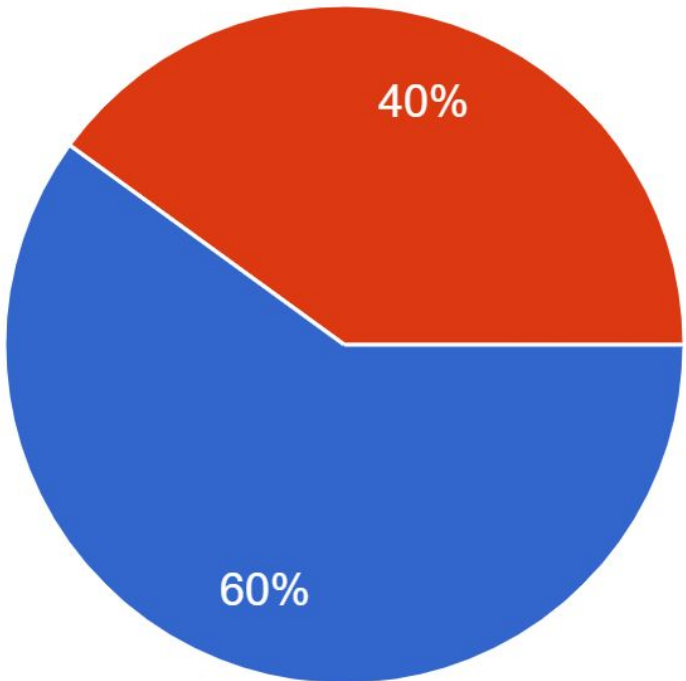
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.60**

# Do you feel welcome and at ease when meeting with the Chief Examiner?

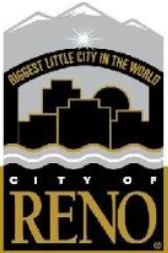
Do you feel welcome and at ease when meeting with the Chief Examiner?

10 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

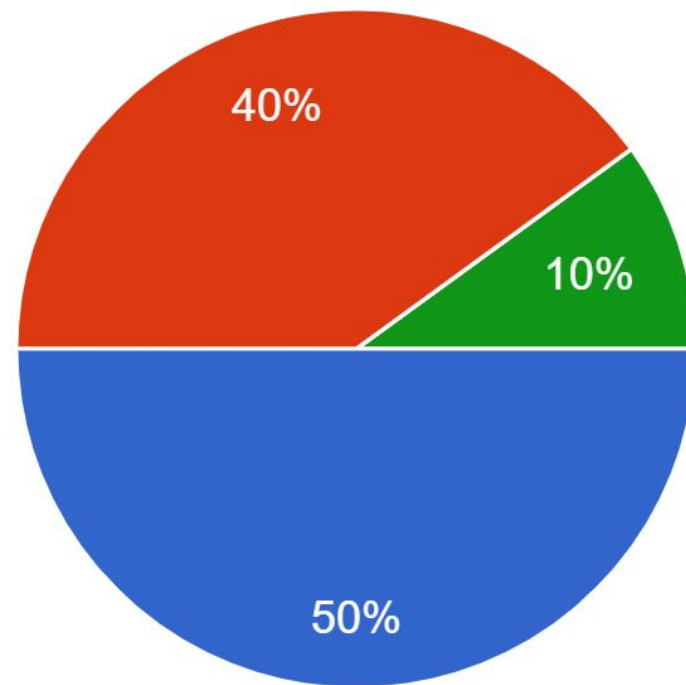
**Average Score: 1.40**



# Do you feel that your confidences are respected and maintained?

Do you feel that your confidences are respected and maintained?

10 responses



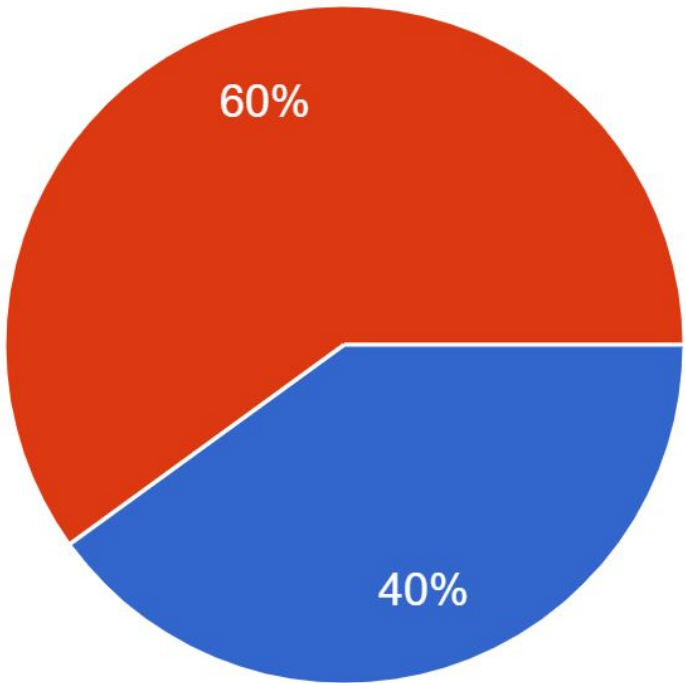
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.44**

# Are appropriate efforts made to keep you looped into decisions and/or progress being made?

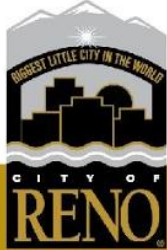
Are appropriate efforts made to keep you looped into decisions and/or progress being made?

10 responses



- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

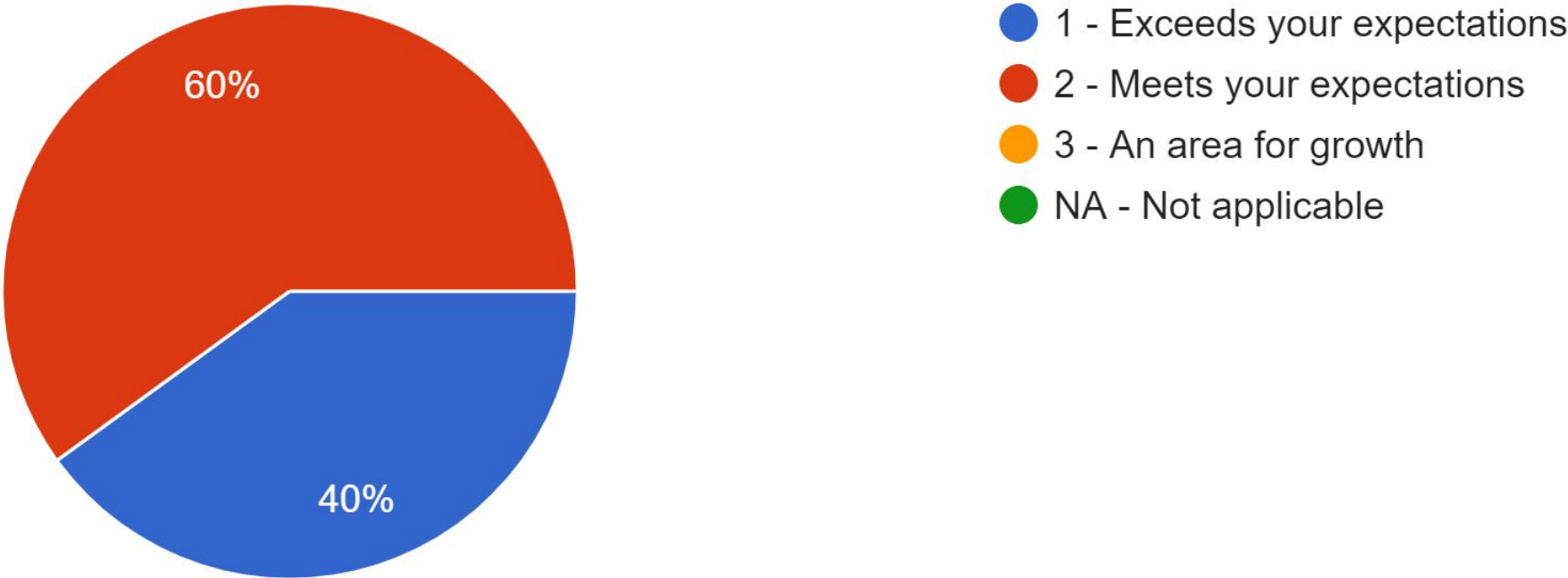
**Average Score: 1.60**



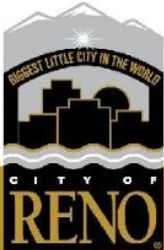
# Do you walk away feeling that you both are working toward a common vision?

Do you walk away with a feeling that you both are working toward a common vision (even if there are points upon which you disagree)?

10 responses



**Average Score: 1.60**



# Comments

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- The Chief Examiner should be the most visible part of the office
- Barbara is patient and explains things well

# Leadership/ Quality of Services

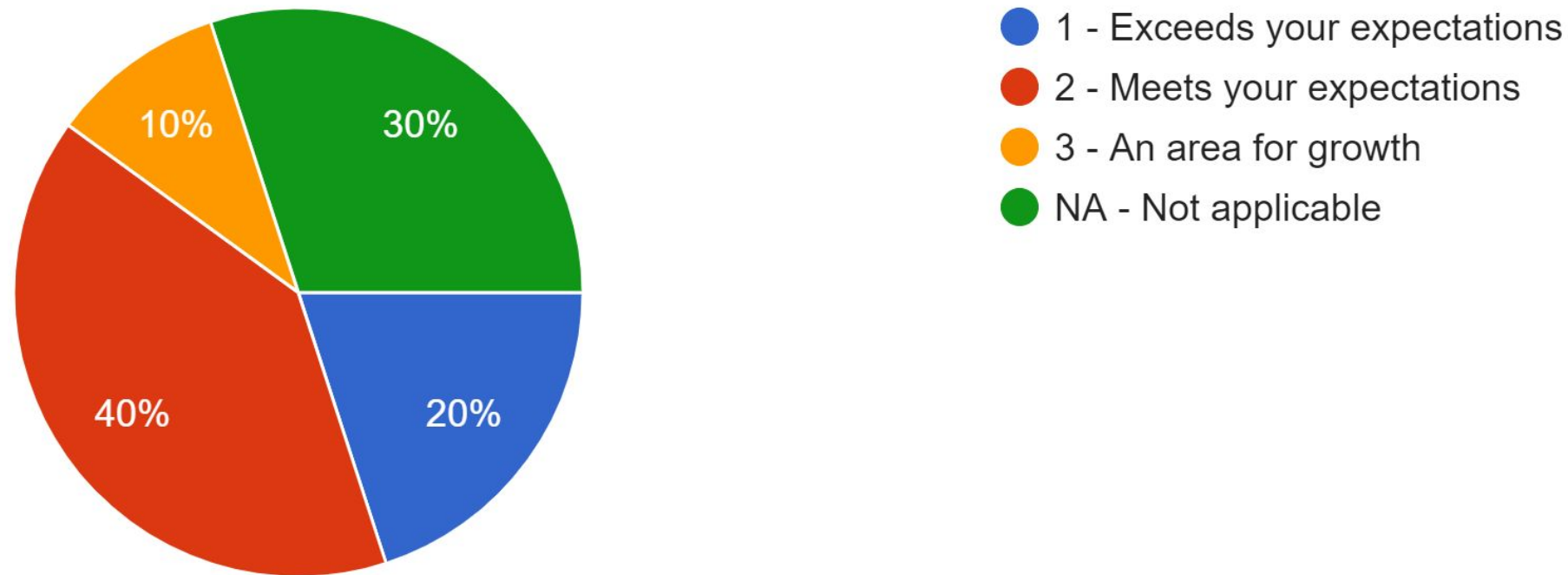




# Once a vacant position has received approval from the City's Position Review Committee, does the Chief Examiner ensure that the Civil Service Office initiates timely contact?

Once a vacant position receives approval from the City's Position Review Committee, does the Chief Examiner ensure that the Civil Service Office initiates timely contact with the department?

10 responses

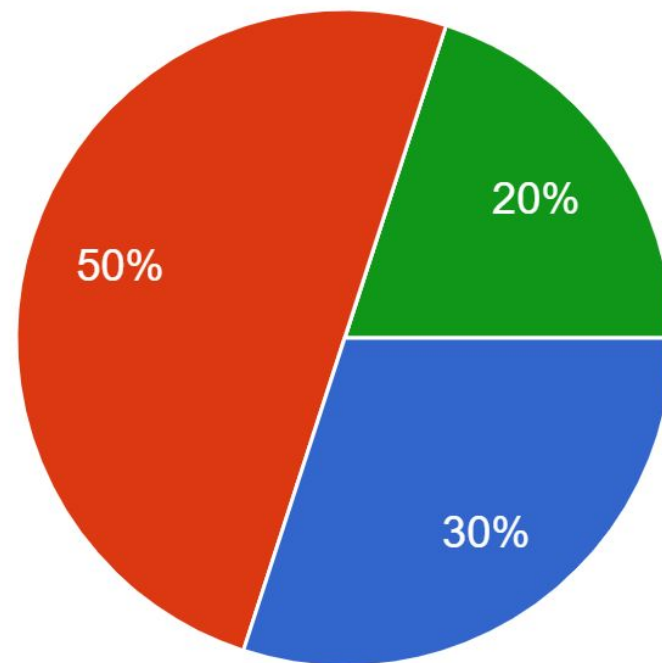


**Average Score: 1.86**

# In developing and overseeing recruitment/testing processes, does the Chief Examiner ensure the Civil Service Office works closely and collaboratively with the department?

In developing and overseeing the recruitment/testing process, does the Chief Examiner ensure that the Civil Service Office works closely and collaboratively with the department?

10 responses



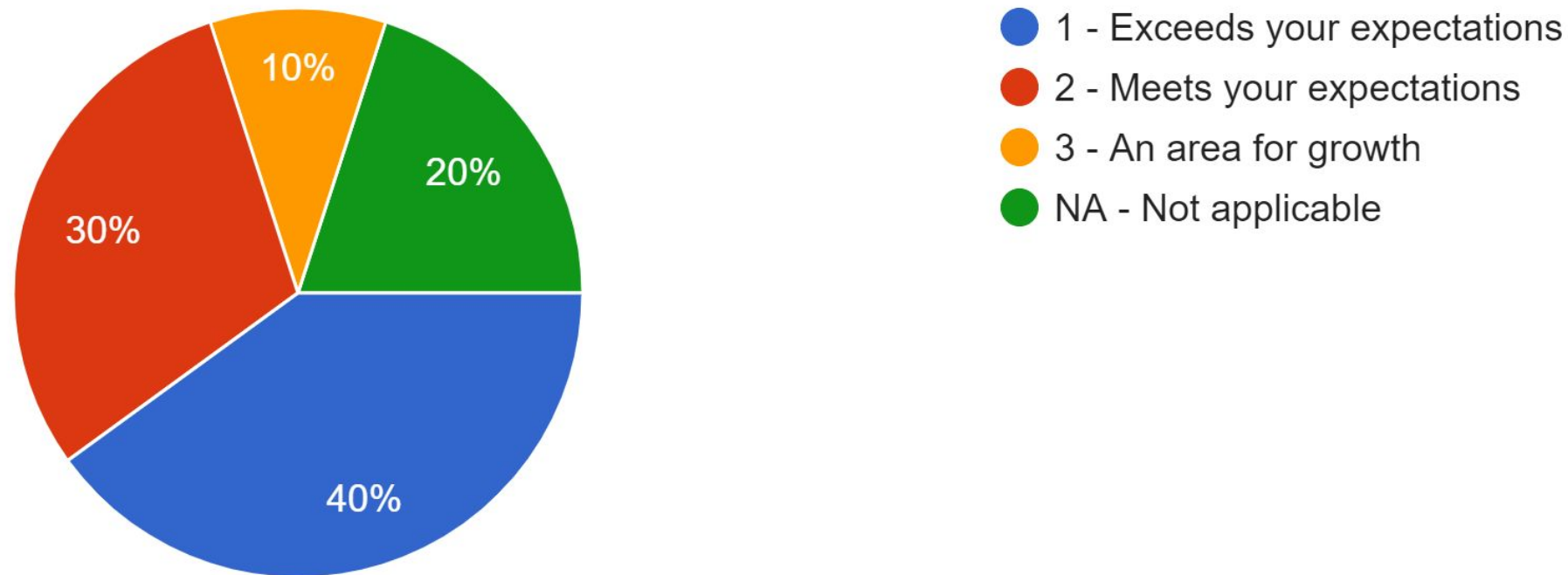
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.63**

# Is the Chief Examiner receptive to exploring the viability of innovations/customizations that you suggest?

Is the Chief Examiner receptive to exploring the viability of ideas for innovations/customizations that you suggest?

10 responses



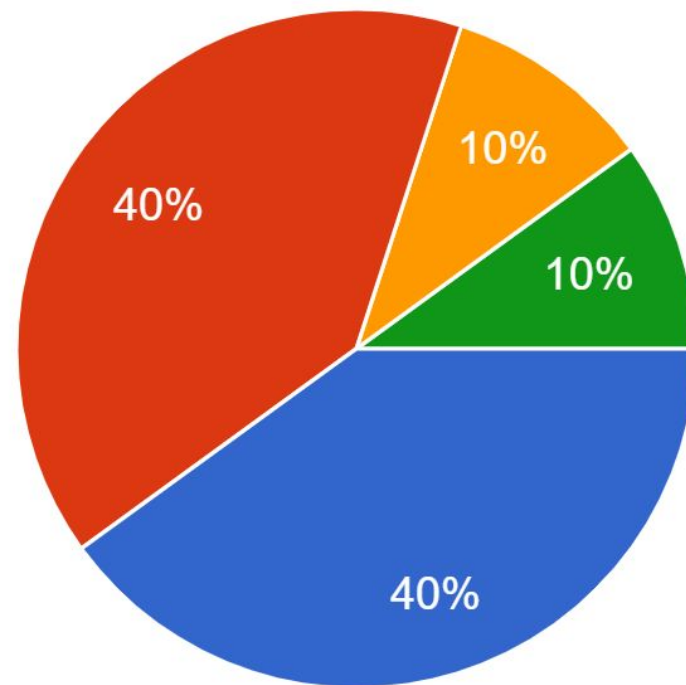
**Average Score: 1.63**

# Does the Chief Examiner offer up ideas for innovations/customizations for your consideration?

---

Does the Chief Examiner offer up ideas for innovations/customizations for your consideration?

10 responses



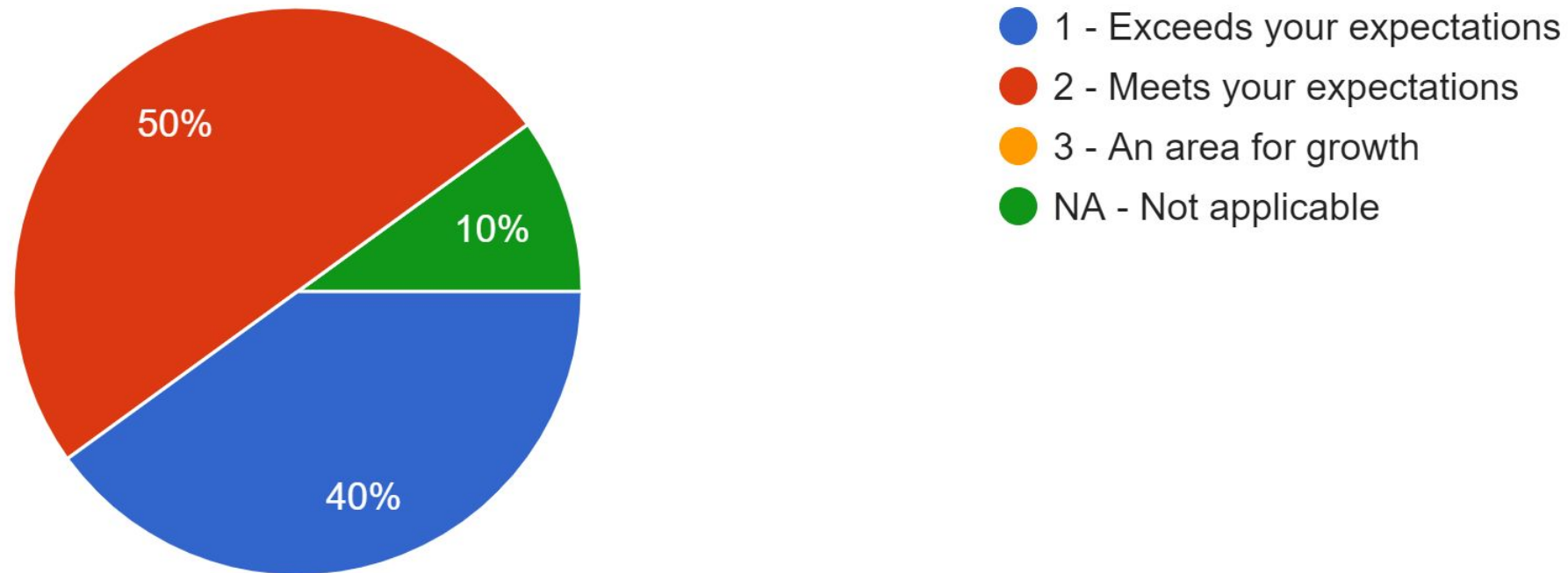
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.67**

# Does the Chief Examiner work with you to align understanding on roles and responsibilities?

Does the Chief Examiner work with you to align understanding on roles and responsibilities? That is to say, do you leave your discussions with a clear ... be delivered, and who is on point to deliver them?

10 responses



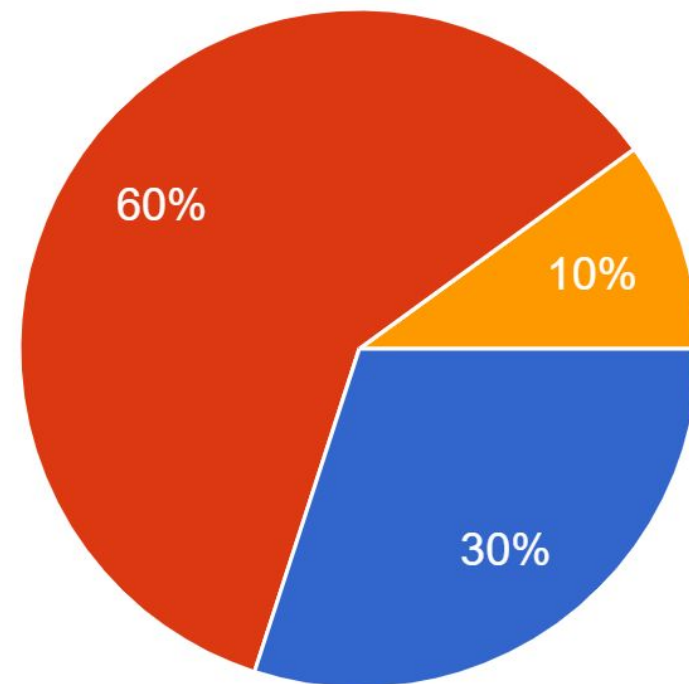
**Average Score: 1.56**



# Does the Chief Examiner follow through in a timely manner on promises that they have made to you?

Does the Chief Examiner follow through in a timely manner on promises made to you?

10 responses



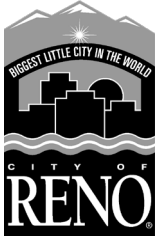
- 1 - Exceeds your expectations
- 2 - Meets your expectations
- 3 - An area for growth
- NA - Not applicable

**Average Score: 1.80**

# Comments

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- Timelines should be set and kept
- The Civil Service Office should initiate contact with departments sooner
- Barbara has great ideas to move the Civil Service Department forward
- The test devices brought by Barbara allow the department to better serve its constituents



# Civil Service Commission

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## MEMORANDUM

**DATE:** April 13, 2021

**TO:** City of Reno Civil Service Commission

**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 7.C. Performance evaluation of the Chief Examiner, including discussion of goals, objectives, and accomplishments; and, discussion and potential direction regarding adjustment of Chief Examiner's compensation and benefits. (For Possible Action)

---

At the March 2021 Civil Service Commission meeting, Chairperson Abney identified that the Commission will provide a review of Chief Examiner Ackermann during the April 2021 Civil Service Commission meeting.

Discussion will be held by the Commission on the goals, objectives, and accomplishments with potential direction regarding adjustment of Chief Examiner's compensation and benefits.

Attachment 1: Waiver of Notice of NRS 241.031 Meeting provided by Barbara Ackermann, Civil Service Chief Examiner.



Waiver of Notice of NRS 241.031 Meeting

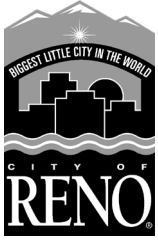
Pursuant to NRS 241.033, you are entitled to personal service of the notice of the meeting within 5 working days before the meeting or certified mailed notice 21 working days before the meeting, unless otherwise waived. You understand that at 3:30 p.m. on Thursday, 22 day of April, 2021, at Reno City Hall, 1 East First Street, a public meeting of the Civil Service Commission will be held which will include discussion of your performance.

By executing this Waiver of Notice you understand and acknowledge your statutory rights and you intend to waive the notice requirements and authorize the meeting to proceed on 22, April, 2021 before the Civil Service Commission.

Dated this 15 day of April, 2021.



Barbara Ackerman, Chief Examiner  
Civil Service Commission



# Civil Service Commission

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## MEMORANDUM

**DATE:** April 6, 2021  
**TO:** City of Reno Civil Service Commission  
**FROM:** Barbara Ackermann, Chief Examiner  
**SUBJECT:** Item 7.D. Preview of proposed Civil Service rule changes. (Not for Action)

---

The attached redline document presents proposed changes to the Civil Service Commission Rules. For the purpose of today's meeting, this report is intended for informational purposes only. This will allow for preliminary discussion and collaboration before a final report is brought before the Commission for review and possible action at a future Civil Service Commission Meeting.

### **Background:**

The current Civil Service Rules pertaining to rule VII and the certification of eligibles, appointments and removals from the eligible list are a constant source of frustration for both the Civil Service staff and hiring managers. There are three primary areas in which these proposed changes will impact.

1. The number of names certified: The current rules affecting the number of names certified to each vacancy is confusing and at times difficult to interpret. The number of names currently certified varies according to a number of "Rules" associated with the overall number of eligibles available on each eligible list. The result often leads to hiring managers not clear as to how many names they can expect each time a vacancy occurs and lengthy conversations from the Civil Service staff to explain and clarify this information to them.

#### Benefits of proposed rule change:

- Simple, transparent process
- Predictability in number of names referred
- Eliminate confusion
- Compensate for the high rejection of public safety candidates from increased evaluation standards
- Maintain merit principles

2. The number of candidates to be interviewed: The current rule requires all candidates who have been referred to a vacancy to be interviewed. The number of eligibles referred can range from the entire list, less than 6 names, to more than 20 depending on the total number of names on the list and/or if ties exist. Once Civil Service has referred the names, the department is required to interview and consider all of them before making a hiring selection. This can be extremely time consuming for hiring authorities and can also require them to interview the same candidates repeatedly.

Benefits of proposed rule change:

- Increased flexibility in selection and hiring processes
- Potential time savings, reduce time to hire
- Maintain merit principles

3. The number of times an eligible must be passed over for selection before being removed from consideration: The current rule requires an eligible to be interviewed and not selected three times before being removed from the list and further consideration. This requirement leads to hiring managers re-interviewing candidates they do not want to hire multiple times, especially in classifications with only one hiring authority. This is extremely time consuming for departments and also potentially a waste of the candidate's time.

Benefits of proposed rule change:

- Increased flexibility in selection and hiring processes
- Reduce the number of times hiring authorities have to interview candidates they don't want to hire
- Potential time savings, reduce time to hire
- Maintain merit principles

### **Discussion:**

Civil Service Staff is recommending the proposed changes to Rule VII, Sections 3, 4 & 11 to create more flexibility for hiring authorities in their selection processes while maintaining the integrity of merit based principles of employment.

The updated language will eliminate confusion and alleviate some of the current frustration hiring authorities are experiencing about the number of candidates being referred, the inadequate number of entry level public safety names being referred, the lack of flexibility over selection and hiring processes and the lengthy time commitments required for interviews, which significantly increase the City's overall time to hire.

Attachment 1: Redline document of proposed rule changes provided by Barbara Ackermann, Civil Service Chief Examiner.

**RULE VII – CERTIFICATION OF ELIGIBLES,  
APPOINTMENTS AND PROBATION**

**Section 1. General.**

- (a) No appointing authority shall select or appoint any person for, or to, any position within Civil Service except as provided within these Rules; nor shall the Commission approve the appointment of any person except as provided by these Rules.
- (b) Civil Service shall consist of all City of Reno employee positions, now existing or hereafter created by the City of Reno, not otherwise specifically exempted by Section 9.020 of the Charter. Within Civil Service, employment shall be categorized as within the classified, temporary, or non-career service.
- (c) Classified service shall be comprised of all Classified Positions within Civil Service. Classified Positions shall include all Civil Service positions which are assigned work of a continuing nature the expected duration of which is longer than six (6) calendar months, together with such other Civil Service positions as may be deemed appropriate by the Commission.
- (d) Temporary service shall be comprised of all non-classified positions covered by Civil Service Rules and which are filled on a short-term basis for a finite period of time. Appointments under the temporary service may not exceed the maximum finite period of time authorized by these Rules.
- (e) Non-career service shall be comprised of all non-classified positions covered by Civil Service Rules and which are filled under a limited work hours appointment (not to exceed 1,039 work hours within any fiscal year) to perform seasonal or intermittent work that may be ongoing or recur from year-to-year.

**Section 2. Request for Certification and Pre-certification Background Check.**

Vacancies in the classified service, if not filled by transfer, shall be filled by request for certification as provided herein.

- (a) Request for Certification. Whenever a vacancy is to be filled in the classified service, the appointing authority shall make request for certification to the Chief Examiner upon the City's approved personnel requisition form, setting forth, at a minimum, the Class Specification Title, Class Specification Number, and position control number for the position, and any other information deemed appropriate by the Chief Examiner.
- (b) Pre-certification Background Check. In order to streamline the comprehensive background check process utilized by the appointing authority, a pre-certification

background check process may be conducted by the Reno Police Department on particular classifications selected and approved by the Commission.

The classification approved for the pre-certification background check process is police recruit. If the appointing authority determines a comprehensive background check should be utilized for any other classification, release of information requires the prior approval of the Commission and compliance with all applicable Civil Service rules, practices and applicable law.

The only information which may be released to designated personnel responsible for completing background investigations on behalf of the Reno Police Department to conduct the pre-certification background check shall be information pertaining to a candidate's identity and rank order as designated on the list of eligible candidates. Until such time as an eligible candidate is certified to the appointing authority pursuant to this Rule, the following applies:

- (1) the released information and the related pre-certification background check findings shall remain confidential and shall not be distributed to the appointing authority by the designated personnel responsible for completing background investigations on behalf of Reno Police Department; and
- (2) the appointing authority shall not conduct an interview of the eligible candidate.

If this Rule is not complied with or a breach of the confidentiality of this process occurs for any reason, the Commission shall be immediately notified and is entitled to review the matter and shall have the authority to take action appropriate to enforce its Rules and any remedial action needed to protect the integrity of the Civil Service process, including, but not limited to, immediate suspension of releasing information for the pre-certification background check process. The above confidentiality requirements are to be applied in conformity with all other employee confidentiality requirements provided by law.

### **Section 3. Certification.**

Upon receipt of a request for certification, the Commission shall ascertain the availability for employment of persons from the appropriate list and shall then certify:

FIRST: From the laid-off list, the same numbers of names as there are vacancies, in the inverse order of their layoff, for positions to which they are eligible.

SECOND: From a promotional list as follows:

- (a) Fire Department: If the list contains fifteen (15) names or less, the ten (10) highest available eligibles; if the list contains more than fifteen (15) names, the eleven (11) highest available eligibles; If the list contains fewer than ten (10) eligibles, all names shall be submitted. If there is more than one vacancy, one additional name shall be

submitted for each vacancy.

(b) Remainder of the City: Certification of ~~eligible candidate rule~~the ten highest scoring available eligible for the first vacancy and one additional name for every additional vacancy.

~~Rule of Six — If the list contains fifteen (15) names or less, the six (6) highest scoring available eligibles or the total available eligibles, whichever number is less.~~

~~Rule of Seven — If the list contains from sixteen (16) names to twenty (20) names, the seven (7) highest scoring available eligibles shall be certified to the requesting department.~~

~~Rule of Eight — If the list contains twenty one (21) names to twenty five (25) names, the eight (8) highest scoring available eligibles shall be certified to the requesting department.~~

~~Rule of Ten — If the list contains twenty six (26) names to ninety nine (99) names, the ten (10) highest scoring available eligibles shall be certified to the requesting department, together with one additional highest scoring available eligible for every twenty five (25) additional names on the list in excess of ninety nine (99) names.~~

If the last score in rank order is a tie score and there are two or greater eligible candidates, all available eligible candidates with the same tie score are to be certified.

~~For the Rule of Ten, if a selection is not made from among the initial list of certified candidates, an appointing authority may request in writing an additional ten (10) names from which a selection may be made. The appointing authority may be allowed up to ten (10) additional names to replace candidates who were not available for a hiring selection interview.~~

~~An additional name shall be added for each set of twenty five (25) names for lists that exceed one hundred eligibles. An additional two names shall be added for each set of twenty five (25) names for lists that exceed two hundred (200) eligibles.~~

THIRD: From an original eligible list for appointment to the classification in which the vacancy occurs, the names, addresses and telephone numbers of the highest available eligibles, as follows:

(a) Certification of eligible candidates for the Firefighter classification: the ten highest scoring available eligible for the first vacancy and an additional four names for every additional vacancy.

(b) Certification of eligible candidates for the Police Recruit classification: the ten highest

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scoring available eligible for the first vacancy and an additional four names for every additional vacancy.

(c) Certification of eligible candidates for the remainder of City classifications: the ten highest scoring available eligible for the first vacancy and one additional name for every additional vacancy.

Certification of eligible candidates rule:

Rule of Six — If the list contains fifteen (15) names or less, the six (6) highest scoring available eligibles or the total available eligibles, whichever number is less.

Rule of Seven — If the list contains from sixteen (16) names to twenty (20) names, the seven (7) highest scoring available eligibles shall be certified to the requesting department.

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For the Rule of Ten, if a selection is not made from among the initial list of certified candidates, an appointing authority may request in writing an additional ten (10) names from which a selection may be made. The appointing authority may be allowed up to ten (10) additional names to replace candidates who were not available for a hiring selection interview.

An additional name shall be added for each set of twenty five (25) names for lists that exceed one hundred eligibles. An additional two names shall be added for each set of twenty five (25) names for lists that exceed two hundred (200) eligibles.

#### Section 4. Action by Appointing Authority.

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Upon receipt of an eligible list, the appointing authority shall interview and consider each certified eligible [in the order of certification](#), and every fourteen (14) calendar days after receipt of an eligible list, shall notify the Chief Examiner in writing providing an update of the hiring selection interview process. Upon receipt of an eligible list, the interview process shall be completed within sixty (60) working days. The appointing authority, within ten (10) working days following the hiring selection interview process, shall select one (1) of the eligibles and so notify the Chief Examiner on the form provided.

If any eligibles are passed over on a promotion eligible list, the appointing authority shall confer with the passed over candidate and explain, in writing, the reasons for rejection in order that the passed over candidate might better prepare for further consideration during the viability of the promotion eligible list or for possible future promotion. The appointing authority, after selecting one (1) or more of the eligibles for which vacancies are to be filled, shall notify the eligible(s) passed over of the hiring selection decision within three (3) working days of notification to the selected eligible(s).

If fewer than three (3) names appear on the approved eligible list, such name or names may be certified, but the appointing authority may reject such eligible list, in which case the Chief Examiner shall declare the list exhausted. Another examination then will be held and the appropriate number of names certified.

#### **Section 5. Notice of Appointment.**

The department is responsible to notify the Chief Examiner, in writing, of the candidate selected within five (5) working days of such selection as set forth above in Section 4.

#### **Section 6. Waiver of Certification.**

Eligibles may request, in writing, that they not be considered for selection. Providing the reasons presented are satisfactory to the Chief Examiner, such waiver must be requested in writing within twenty (20) working days of the certification of the list to a department. An eligible may waive only two (2) times before being stricken from the eligible list.

Eligibles on a promotional list may request waiver of consideration only for positions which are not within their own department or division.

#### **Section 7. Veteran or Employee Preference and Tie Scores.**

- (a) Candidates who attain a minimal passing score on the examination shall be enrolled upon the eligible lists in order of their final rating. When two (2) or more eligibles have received the same score, including seniority points, the ranking shall be determined by a random assignment by computer unless one (1) of the eligibles has submitted proof of honorable discharge from the military service. Said eligible shall be awarded veteran's preference. In cases where two (2) or more of the eligibles who have received the same score and have been awarded veteran's preference, the ranking



shall be determined by a random assignment by computer. In this instance, all eligibles receiving veteran's preference shall be ranked above all other eligibles receiving the same average score on both open competitive, as provided in subsection (b) below, and promotional examinations. The first appointed to the position from which promotion is sought, shall have priority. There shall be no limit to the number of eligible lists on which an individual's name may appear at any given time. A candidate who desires to claim veteran's preference must at time of application submit documentation of honorable discharge from the United States Armed Forces.

- (b) In the event of tie scores resulting from an open competitive examination, classified employees will be provided a rank preference in the following order: employees with veteran status established pursuant to subsection (a) above shall be given first preference, non-veteran employees second preference, and non-employee veterans third preference.

#### **Section 8. Selective Certification.**

An appointing authority may inform the Commission in writing that a vacant position requires, in addition to the classification minimum qualifications, special skills, knowledge, or abilities unique to performing the essential functions of the vacant position. The Commission, at its discretion, may authorize the Chief Examiner to certify only the names of those on the eligible list who possess the particular skill, knowledge or ability. Authorization for certification shall be granted if the Commission considers the written justification provided by the appointing authority to be satisfactory.

#### **Section 9. Eligible List Extension.**

Eligible lists shall be effective from the date of their approval by the Commission and shall continue in force for a period of one (1) year unless extended by the Commission for a period not to exceed one (1) additional year. The Commission may in a noticed public meeting, declare any list void at any time for good cause, in the sole discretion of the Commission. No rights are provided to applicants to require a list be maintained by the Commission.

#### **Section 10. Advanced Qualification Lists.**

In the absence of an open-competitive list and pending establishment of the same, a department may request the Commission to authorize the creation of an Advanced Qualification List.

If the Commission elects to authorize an Advanced Qualification List, it shall establish the necessary advanced qualifications for an individual to be eligible to compete for placement on the Advanced Qualification List.

The Advanced Qualification List shall be comprised of the names of individuals who have successfully passed the Civil Service examination process and met the advance qualification requirements established by the Commission. Individuals will be ranked on the Advanced

Qualification List based on score and placement obtained in the Civil Service examination process, highest placement first.

**Section 11. Removal from Eligible List.**

- (a) The Chief Examiner shall remove the names of an Eligible from the eligibility list in the following cases:
- (1) If an eligible for entry level appointment has been certified, interviewed and passed over ~~three (3)~~ at least two (2) times ~~for appointment by at least two different hiring authorities for appointment. In open entry classes, limited to one hiring authority, the eligible has been passed over two (2) times, after being certified two (2) times and interviewed at least one (1) time.~~
  - (2) If an eligible for entry level appointment has been certified, interviewed and passed over after one (1) time for appointment, provided the hiring manager has interviewed and selected an eligible from the list. The request must be based on Job-Related Criteria and written justification must be provided to the Chief Examiner by the hiring manager prior to removing the eligible's name from the eligible list. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (3) If a Civilian Public Safety Eligible for entry level appointment has been certified, interviewed and passed over after one (1) time for appointment, provided the hiring manager has interviewed and selected an eligible from the list. The request must be based on Job-Related Criteria and written justification must be provided to the Chief Examiner by the hiring manager. The eligible will remain on the master list for consideration by other hiring managers. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (4) If a Public Safety Eligible for entry level appointment has been certified, interviewed and passed over after one (1) time for appointment, provided the hiring manager has interviewed and selected an eligible from the list. The request must be based on Job-Related Criteria and written justification must be provided to the Chief Examiner by the hiring manager. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (5) For background disqualifying criteria as established by federal and/or state laws. Written justification must be provided to the Chief Examiner by the hiring manager prior to the removal of the eligible's name from the eligibility list. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (6) Failure to respond to a written offer of employment or notice to report to duty within five (5) working days. However, the eligible may petition the Chief Examiner

to be reinstated on the list for failure to respond because of:

- i. military leave/deployment within fifteen (15) working days from completion of military service/deployment; or
- ii. medical matters within fifteen (15) working days from the date of the written offer or notice to report.

The reinstatement of the name on the eligible list is in the proper rank order as originally constituted.

- (7) Declined appointment.
- (8) Failure to respond within five (5) working days to a hiring selection interview established by an appointing authority, and, upon confirmation by the Chief Examiner that the eligible is not responding to an interview request by an appointing authority.
- (9) Failure to appear at the time set for the hiring selection interview unless the eligible provided a written request within one (1) working day to reschedule, which has been approved by the appointing authority.
- (10) If the candidate requests removal from the eligible list in writing to the appointing authority and the Chief Examiner.
- (11) If an applicable state or federal law requires removal.

# Proposed CS Rule Changes

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RULE VII – CERTIFICATION OF ELIGIBLES, APPOINTMENTS AND  
PROBATION

SECTIONS 3, 4 & 11



# Section 3. Certification

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No changes to be made to the following:

- General certification order
- Certifications from the laid off list
- Promotional certifications for the Fire Department
- Certification of eligibles with tied scores

# Section 3. Certification

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Language removed from Promotional Eligible List Certifications:

- Rule of Six, Rule of Seven, Rule of Eight and Rule of Ten
- Additional language for the Rule of Ten
- Additional names added for list over 200 eligibles

It will now read:

“SECOND: From a promotional list as follows: ...

(b) Remainder of the City: **the ten highest scoring available eligibles for the first vacancy and one additional name for every additional vacancy.”**

# What does this mean for hiring managers:

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- A simple, transparent process for the number of candidates referred every time
- No more crazy mathematical calculations
- They get 10 names or the entire list if less than 10 names

## Section 3. Certification (Cont.)

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Language removed from Original Eligible List Certifications:

- Rule of Six, Rule of Seven, Rule of Eight and Rule of Ten
- Additional language for the Rule of Ten
- Additional names added for list over 200 eligibles

Added:

- Specific language increasing the number of eligibles certified to open entry public safety positions




## Section 3. Certification (Cont.)

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It will now read:

“THIRD: From an original eligible list for appointment to the classification in which the vacancy occurs, the names, addresses and telephone numbers of the highest available eligible, as follows:

- (a) Certification of eligible candidates for the Firefighter classification: the ten highest scoring available eligibles for the first vacancy and an additional four names for every additional vacancy.
  - (b) Certification of eligible candidates for the Police Recruit classification: the ten highest scoring available eligibles for the first vacancy and an additional four names for every additional vacancy.
  - (c) Certification of eligible candidates for the remainder of City classifications: the ten highest scoring available eligibles for the first vacancy and one additional name for every additional vacancy.”
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# What does this mean for hiring managers:

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- A simple, transparent process for the number of candidates referred every time
- Police & Fire get additional names to compensate for the high rejection rate of candidates based on their increased evaluation standards
- No more crazy mathematical calculations
- They get 10 names or the entire list if less than 10 names

# Section 4. Action by Appointing Authority

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It will now read:

“Upon receipt of an eligible list, the appointing authority shall interview and consider each certified eligible **in the order of certification**, and every fourteen (14)...”

# What does this mean for hiring managers:

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- More flexibility for hiring managers
- They do not have to interview all the eligibles that have been certified before making a hiring decision
- They do not have to interview additional names that are certified to replace removals before making a hiring decision
- They do have to interview and consider in rank order

For example:

10 names are certified for one vacancy

The hiring authority chooses to only interview the top three eligibles only

A decision is made to hire the number two candidate

They are done

# Section 11. Removal from Eligible List

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It will now read:

“ ...

(1) If an eligible for entry level appointment has been certified, interviewed and passed over at least two (2) times by at least two different hiring authorities for appointment. In open entry classes, limited to one hiring authority, the eligible has been passed over two (2) times after being certified two (2) times and interviewed at least one (1) time.”

# What does this mean for hiring managers:

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- More flexibility for hiring managers
  - Reduces the number of times you they to see the same candidate they do not want to hire
  - For single hiring authorities, they do not have to interview a candidate more than once unless they want to
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# Examples of how the new removal rule will work.

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## ■ Current Rule

- Candidate #1 on XXX list would have to be certified, interviewed and not hired three times before being removed from the list.
- This could potentially mean that the same hiring authority had to interview a candidate they did not want to hire, two more times after making that decision.
- Allowing candidates that are being passed over to remain longer than necessary on lists creates a back up and hiring authorities in most cases do not get to move on to the next set of names.

## Proposed Rule

### Multiple hiring authorities

- Once a department has interviewed and decided not to hire a candidate they do not need to interview and consider them again, unless they want to.
- That eligible will remain on the list until they are referred to a different department, interviewed and passed over, then they will be removed.

### Single hiring authority

- Once a the department has interviewed and decided not to hire a candidate they will not be required to interview them again.
- Upon the second certification of a passed over eligible, the department can choose to interview them again or choose to just pass them over again. If not selected this time they will be removed from the list.
- Unintended consequences of removing names after the first interview and not being selected?

# Next Steps...

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- ❖ Upon direction from the CS Commission to proceed
  - ❖ Proposed changes regarding # of names certified must be approved by the City Council per City Charter
  
- ❖ Upon approval from the City Council
  - ❖ The Civil Service Commission at its next regularly scheduled meeting will make a motion to adopt or not adopt the changes
  - ❖ Public comment will be accepted and welcomed at that time



# Questions

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