

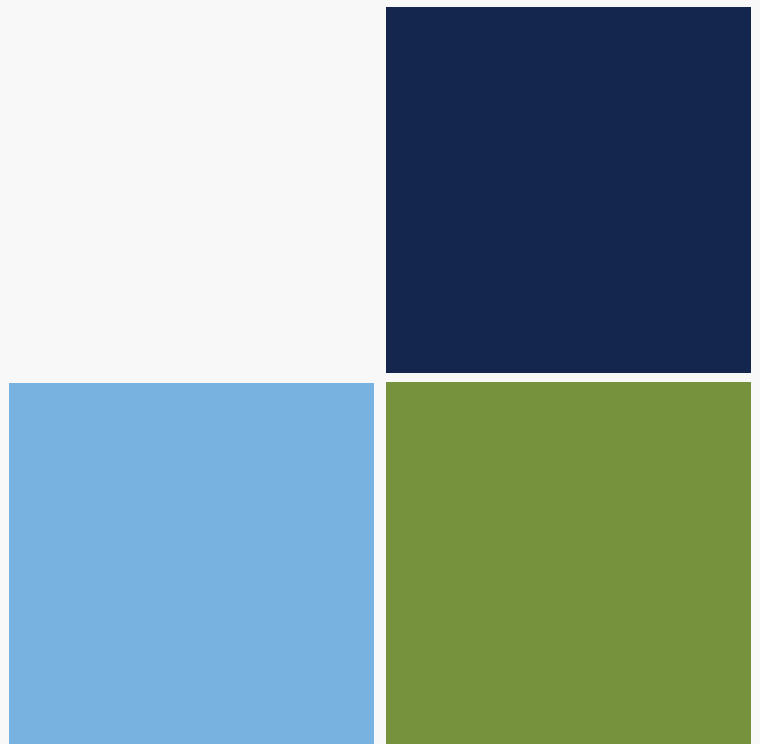


Civil Service
Commission

Year in Review
2022
Calendar year

Overview

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TOP ACCOMPLISHMENTS

Fully Staffed Department

The Civil Service Department has been fully staffed since October 2022. The department consists of five members and is overseen by the Civil Service Commission.

Civil Service Commission



Barbara Ackermann
CHIEF EXAMINER



AJ Kenneson
Civil Service Analyst



Brenda Nguyen
Civil Service Analyst



Rossmery Diaz
Civil Service Specialist



Sneha Sharma
Civil Service Specialist

Enhanced Internal/External Communication

The Civil Service Department opened up multiple channels of communication and provided resources by implementing the following:

1. Quarterly Hiring-Team Meetings with all City Departments
2. NeoGov Trainings for Hiring Liaisons and Hiring Managers
3. Recruitment Survey Tool
4. Civil Service Page on BLI (City of Reno Intranet)
5. Exit communication with employees upon separation from the City, notifying them of their rights and privileges as classified employees
6. New Employee Orientation

TOP ACCOMPLISHMENTS

Professional Development of Staff

The Civil Service Staff attended the Resources for Humans 2022 Annual Conference, and completed multiple Professional Development trainings presented by I/O Predict in the topics of Multiple Choice Item Writing, Job Analysis, and Test and Item Analysis.

The Civil Service Staff is also in the progress of obtaining their PHR Certification.



Lattice



Diversifying Public Safety Recruiting

The Civil Service Department continued to increase diversification in Public Safety recruitments by:

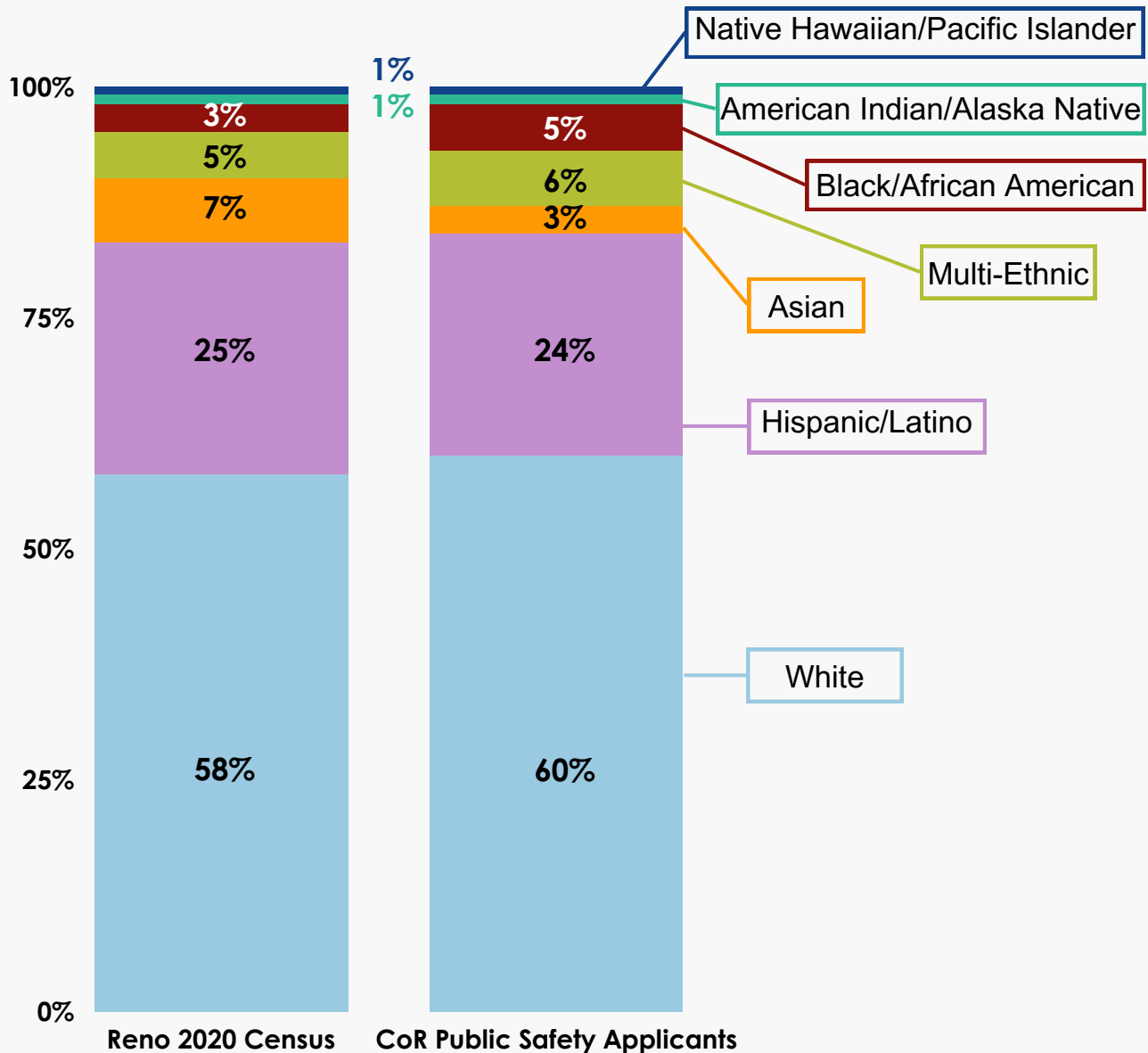
1. Initiating lateral recruitments for Fire and Dispatch positions
2. Maintaining continuous recruitments
3. Offering testing at easy & convenient locations
4. Transitioning from large group in-person testing to individual online free testing at the candidates' convenience
5. Attracting diversification of entry-level Public Safety applicants



TOP ACCOMPLISHMENTS

Public Safety Applicant Demographics

The race and ethnicity demographics in the City of Reno Public Safety applicants during the calendar year 2022 closely mirrored the demographics from Reno's 2020 Census. The City of Reno's Public Safety applicants accurately represents our diverse community and we continue to make improvements and move in the right direction.

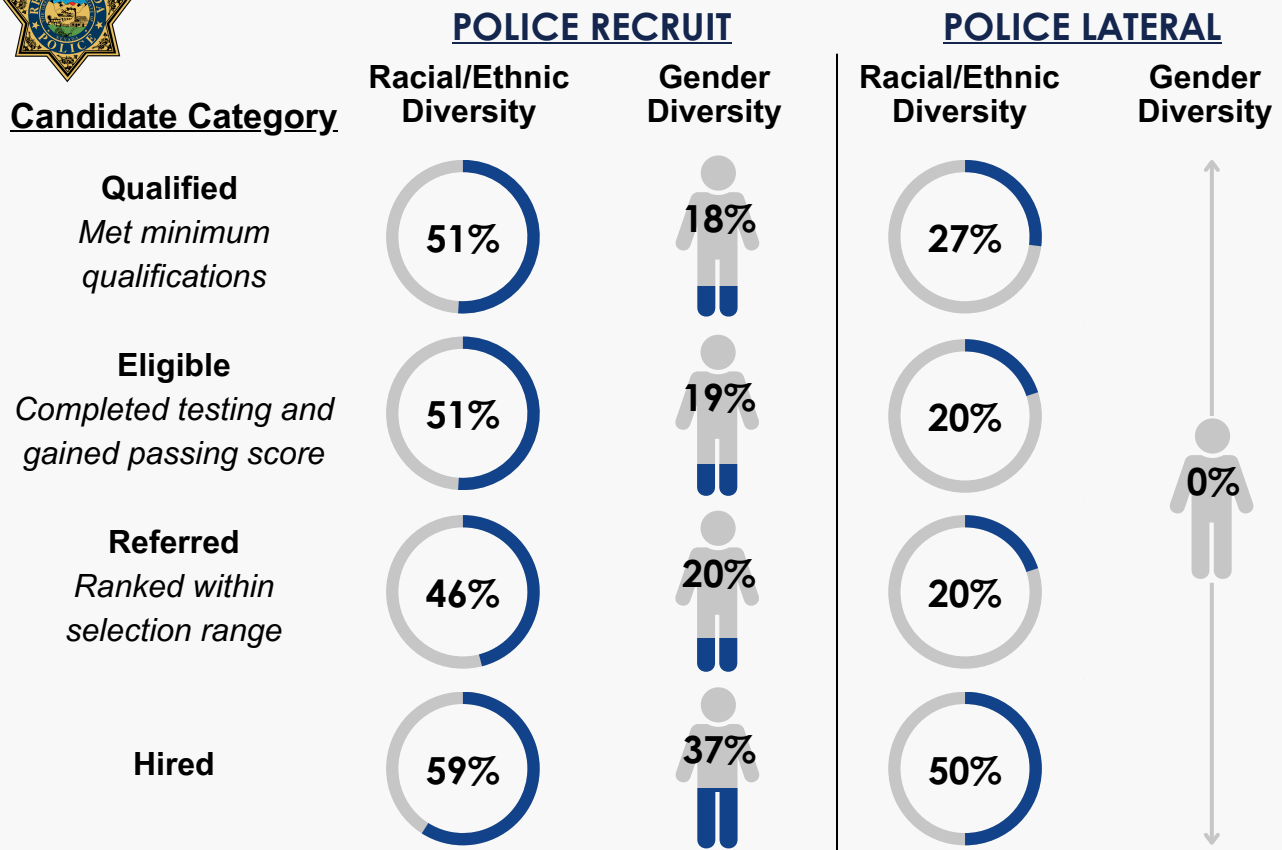


TOP ACCOMPLISHMENTS

Improvement in Public Safety Recruiting Diversity

Racial/Ethnic diversity and gender diversity remained fairly consistent throughout the recruitment process for the Police, Fire, and Public Safety Dispatch departments thanks to the merit system of competition and fitness carried out by the Civil Service Commission. The merit system ensures that candidates are evaluated on the basis of individual ability and fitness for employment without regard to race, color, sex, religion, age, or national origin.

The following graphs represent the diversity percentage of the total candidates in each candidate category for the City of Reno Public Safety departments.



Targets for Racial/Ethnic and Gender diversity are 44% and 50% respectively.



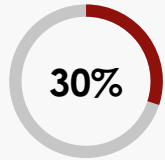
Candidate Category

FIREFIGHTER

FIREFIGHTER LATERAL

Qualified
Met minimum qualifications

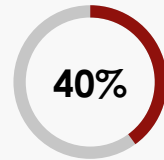
Racial/Ethnic Diversity



Gender Diversity



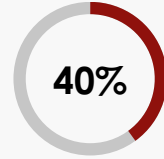
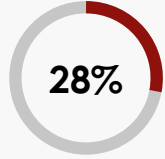
Racial/Ethnic Diversity



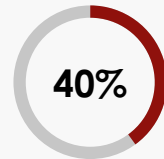
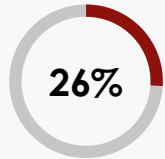
Gender Diversity



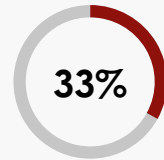
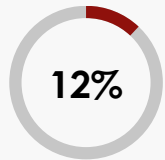
Eligible
Completed testing and gained passing score



Referred
Ranked within selection range



Hired



The minimum changes in percentages between the candidate categories in qualified, eligible, and referred indicates nominal unintentional adverse impact to candidates.



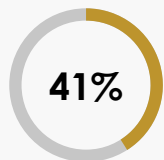
Candidate Category

DISPATCH TRAINEE

DISPATCH LATERAL

Qualified
Met minimum qualifications

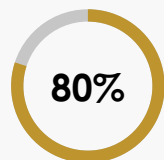
Racial/Ethnic Diversity



Gender Diversity



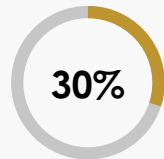
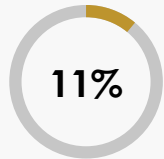
Racial/Ethnic Diversity



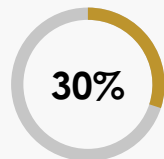
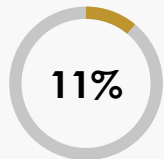
Gender Diversity



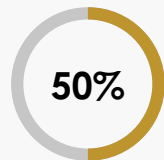
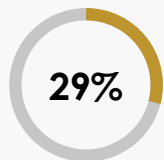
Eligible
Completed testing and gained passing score



Referred
Ranked within selection range



Hired



Only 5-10% of these qualified applicants completed the application process.

PERFORMANCE METRICS

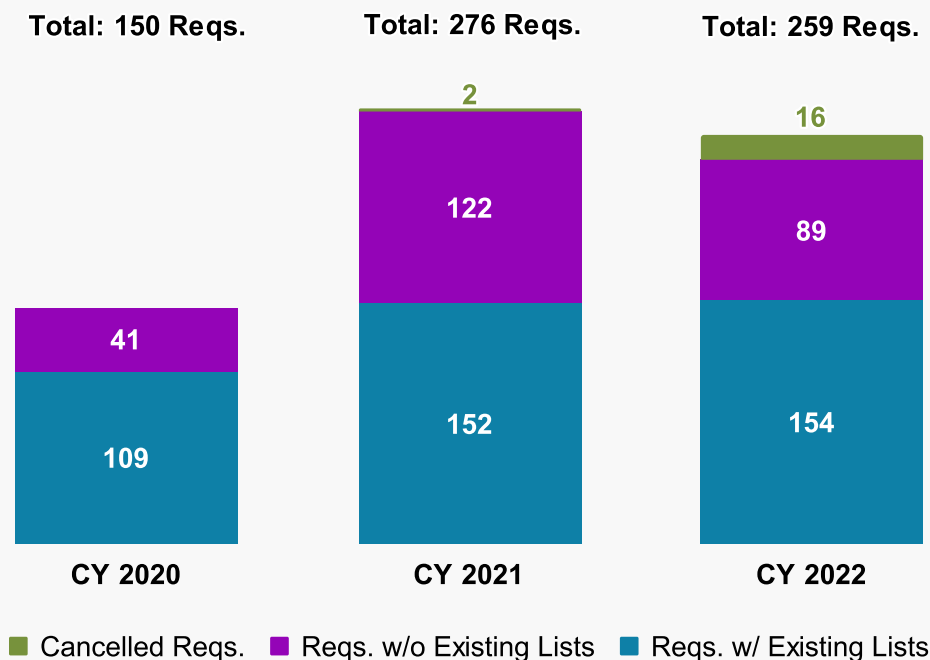
Requisitions Processed by Year

We use these metrics to help us gauge our efficiency in providing eligible candidates to hiring authorities when vacancies occur. **Each requisition represents one vacancy.** During calendar year 2022, the Civil Service staff processed a total of 259 requisitions, a **10% decrease** compared to 2021 (276 total requisitions).

The total requisitions processed each year are categorized into three groups:

- Requisitions with Existing Lists: Requisitions for which there was a valid Eligible List of candidates for immediate referral. Includes requisitions with Continuous Eligible Lists (CY 2022: 46 Continuous Requisitions). Overall, we saw a higher percentage of Eligible Lists available when a vacancy occurred during 2022 compared to the previous years.
- Requisitions without existing lists: Requisitions that did not have a valid Eligible List and a new recruitment was needed. Includes Reclassifications. (CY 2022: 16 Reclassifications)
- Cancelled Requisitions: Requisition cancelled before a hire was made.

The following graph compares the requisitions processed during the calendar year 2022 with the previous calendar years 2020 and 2021.



PERFORMANCE METRICS

Average Time: Requisition to Eligible List

The Civil Service Staff measures the timespan from the time a Requisition is approved to when an Eligible List is certified to the approved Requisition, based on the Eligible List status.

Existing Eligible List

If an Eligible List exists at the time a Requisition is approved, Civil Service Staff certifies the list to the hiring department. Our goal is always to be within 24 hours, 100% of the time, when there is an existing Eligible List.

- Target Goal: within 24 hours (100%)
- **Current Status: 4 hours (95%)**

During the calendar year 2022, Civil Service certified Eligible Lists to 108* approved Requisitions within 24 hours (Target Goal). Only 5% of Eligible Lists were certified after 24 hours of Requisition approval.

* Does not include 46 Requisitions with Continuous Eligible Lists.

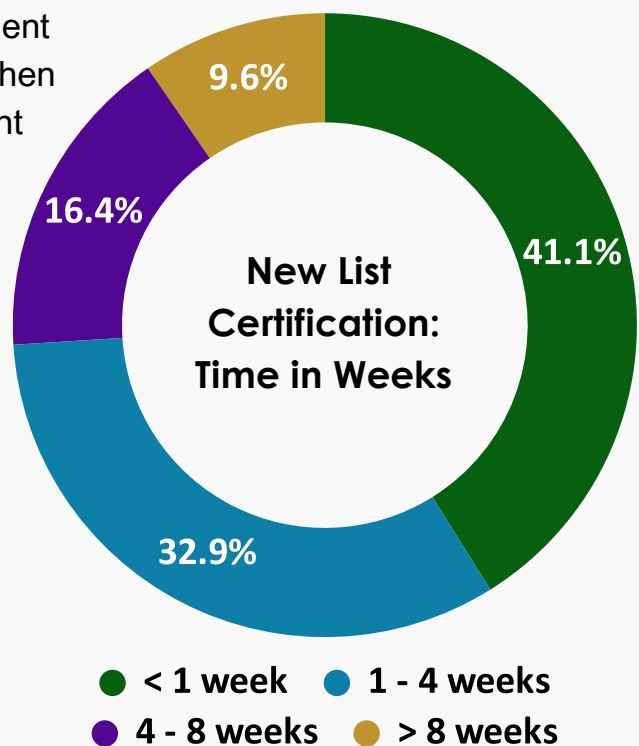
New Eligible List

Civil Service Staff will start a new recruitment process if an Eligible List does not exist when a Requisition is approved. After recruitment is completed, a new Eligible List will be certified.

- Target Goal: 20 days
- **Current Status: 21 days**

During 2022, Civil Service Staff worked proactively with departments on their recruitment needs and reduced the Eligible List certification delay by an average of 10 days compared to the calendar year 2021.

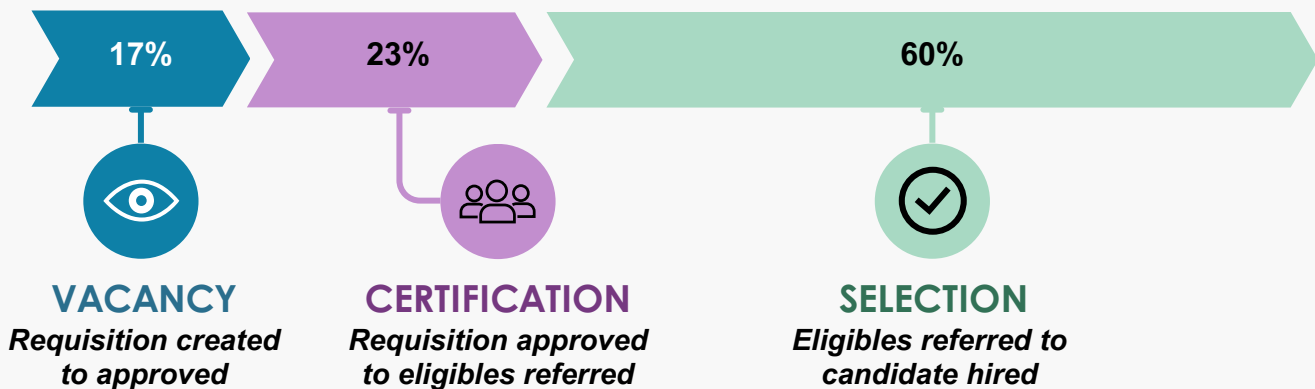
The graph on the right represents a total of 73 Requisitions, not including Reclassifications.



PERFORMANCE METRICS

Average Time to Hire

The Civil Service Staff measures the average timespan of the three stages of the process. **Vacancy**: from when a Requisition is created to when it is approved. **Certification**: from when an Eligible List is certified to the approved Requisition, based on the existence of said Eligible List. **Selection**: from referral of candidates to the hired candidate's first day. The graph below shows a visual representation of the time spent on each stage.



The chart below shows the average days each step took to complete, as well as reference minimum and maximum days. We also find what processes took place in each step.

	VACANCY	CERTIFICATION	SELECTION
TIME	Average: 7 days <ul style="list-style-type: none"> Min.: < 1 day Max.: 57 days 	Existing List Avg.: 0.5 day New List Avg.: 21 days <ul style="list-style-type: none"> Min.: < 1 day Max.: 79 days 	Average: 47 days <ul style="list-style-type: none"> Min.: < 1 day Max.: 206 days
PROCESS	<u>Approval Process</u> <ul style="list-style-type: none"> HR Finance City Manager's Office 	<u>Civil Service</u> <ul style="list-style-type: none"> Existing List: List Certification New List: Recruitment Process 	<u>Hiring Department & HR</u> <ul style="list-style-type: none"> Candidate interview Job Offer New Hire Start Date

The total time from vacancy to selection is in average 75 days, which is well below the public sector average of 98 days.

ANNUAL STATISTICS

Classified Workforce

1,281 CLASSIFIED POSITIONS

During the calendar year 2022, classified positions **increased by 7%** compared to 2021 (1192 classified positions).

170 TERMINATIONS

Terminations in calendar year 2022 **increased by 32.4%** compared to 2021 (115 terminations).

13.4% EMPLOYEE TURNOVER RATE

A 10% or less Employee Turnover Rate indicates a healthy employer. During 2022, the Employee Turnover Rate **increased by 4.2%**. In 2021, it was 9.2%.


Recruitments Conducted



145
Total Recruitments



48
Promotional Recruitments



6
Continuous Recruitments



31
Recruitments Reopened Multiple Times

During the calendar year 2022, total recruitments **decreased by 18%** compared to 2021 (177 Total Recruitments). The average number of recruitments done per month was 12, or almost 3 a week.

Promotional Recruitments during calendar year 2022 **increased by 16%** thanks to the focus provided to support internal movement. Continuous Recruitments **increased by 33%**, compared to 2021 (40 promotional and 4 continuous recruitments).

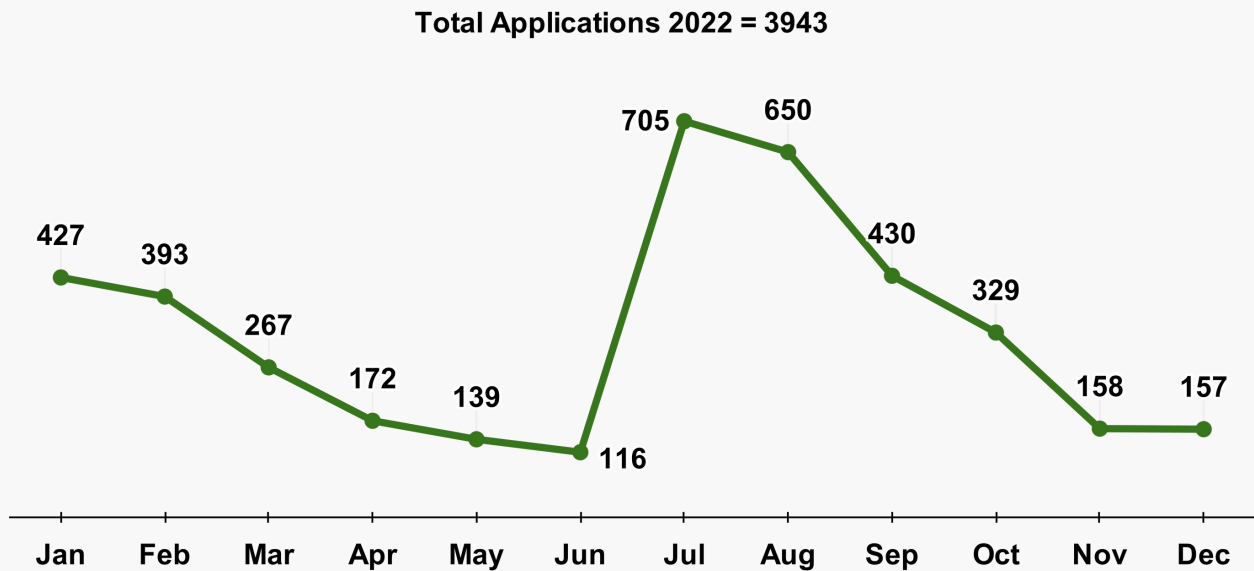
31 recruitments were reopened multiple times, indicating multiple vacancies for the same classification throughout the year.

ANNUAL STATISTICS

Applications per Month

During the calendar year 2022, we received a total of 3,943 classified-position employment applications, a **19% increase** from 2021 (3,321 applications). Even though, during 2022, we received an additional 600 applications (compared to 2021), we still faced challenges meeting the needs of the departments because only 75% of applicants were qualified for the positions they applied for.

The graph below shows the employment applications received per month during the calendar year 2022.



↑19%
Compared to 2021



ANNUAL STATISTICS

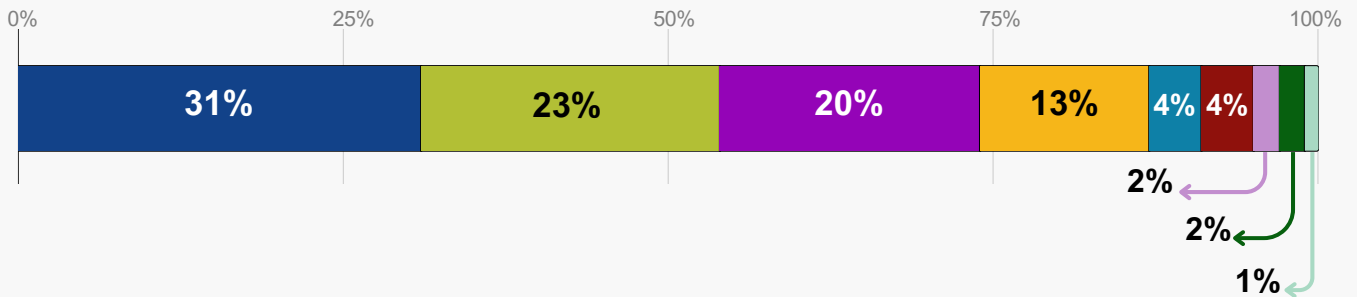
Application Sources

As part of the employment application form, we collect data on how potential candidates hear about our vacancies.

We are pleased to report that 31% of applicants are specifically looking to join the City of Reno by searching for available jobs directly on our website (www.reno.gov).

Additionally, 13% of applicants heard about our vacancies by word of mouth from our current employees, who are proud to be part of the City of Reno.

The graph below shows a breakdown of how candidates heard about our vacancies and employment opportunities. The percentages reflected include both Civil Service and Non-Civil Service positions.



- Reno.Gov
- CoR Employee (*word of mouth*)
- LinkedIn
- Indeed
- Friend/Relative
- Google Jobs
- GovernmentJobs.com
- Other (*Twitter, JobsAvailable.com, SimplyHired.com, etc.*)
- Facebook

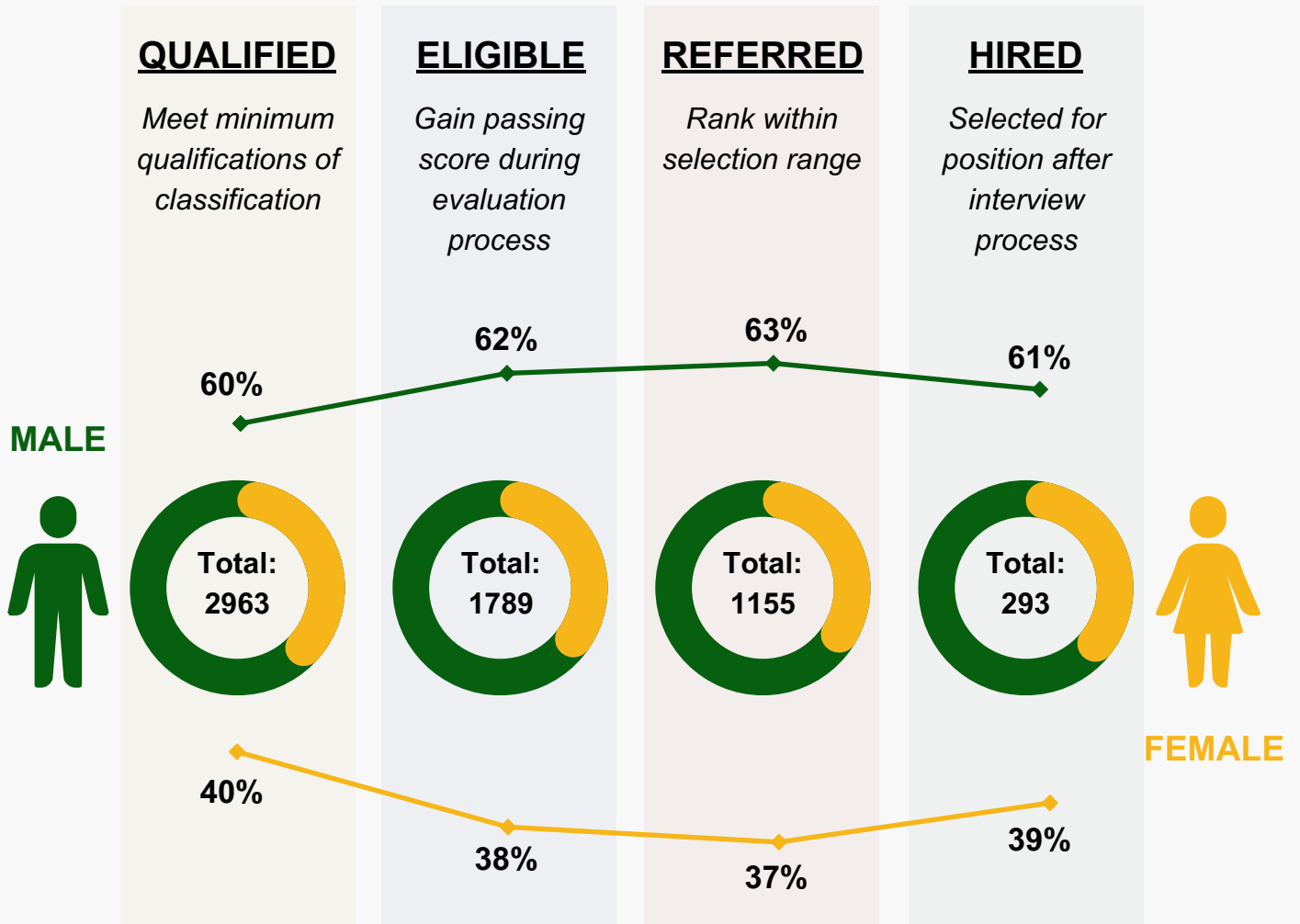


ANNUAL STATISTICS

Candidates by Gender

Includes candidates who chose to disclose their gender as part of the application process. The goal is to have an equal distribution of genders during the hiring process. Unfortunately, these low number might reflect the trend of less females actively participating in the job market.

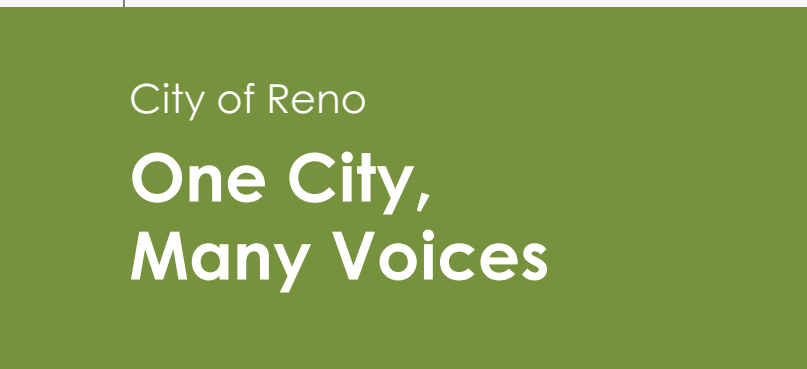
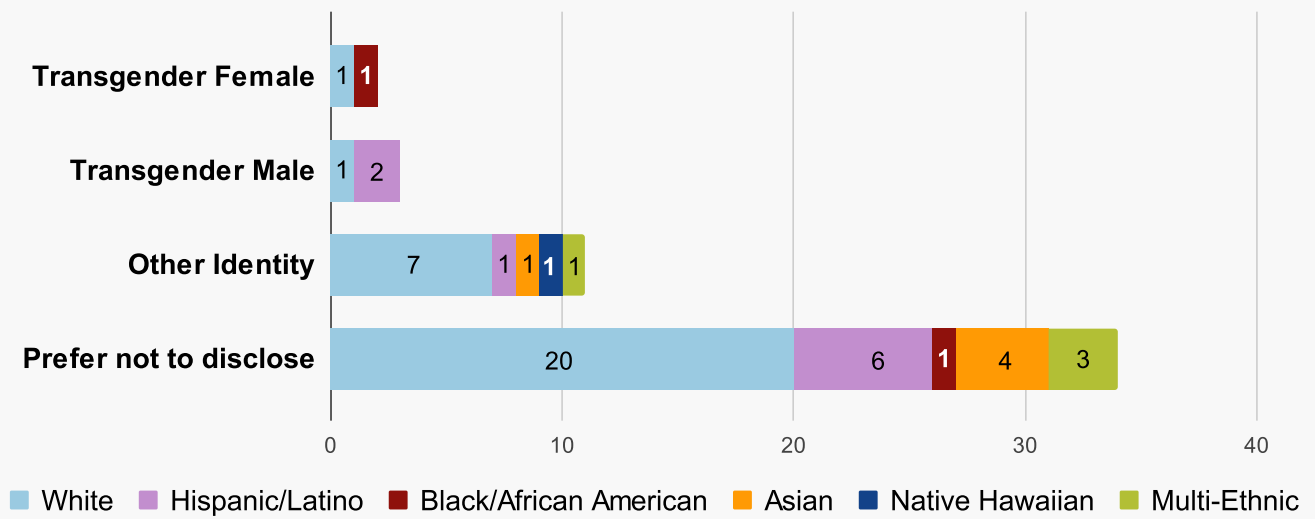
Nonetheless, we are proud to say that the percentage of females remained constant throughout our hiring stages.



ANNUAL STATISTICS

Candidates by Gender Identity (Other than Male & Female)

We are now collecting and reporting this data based on recently passed legislation. Calendar year 2022 was the first full year of data available to use as an initial benchmark. We look forward to see how this data evolves over the upcoming years.



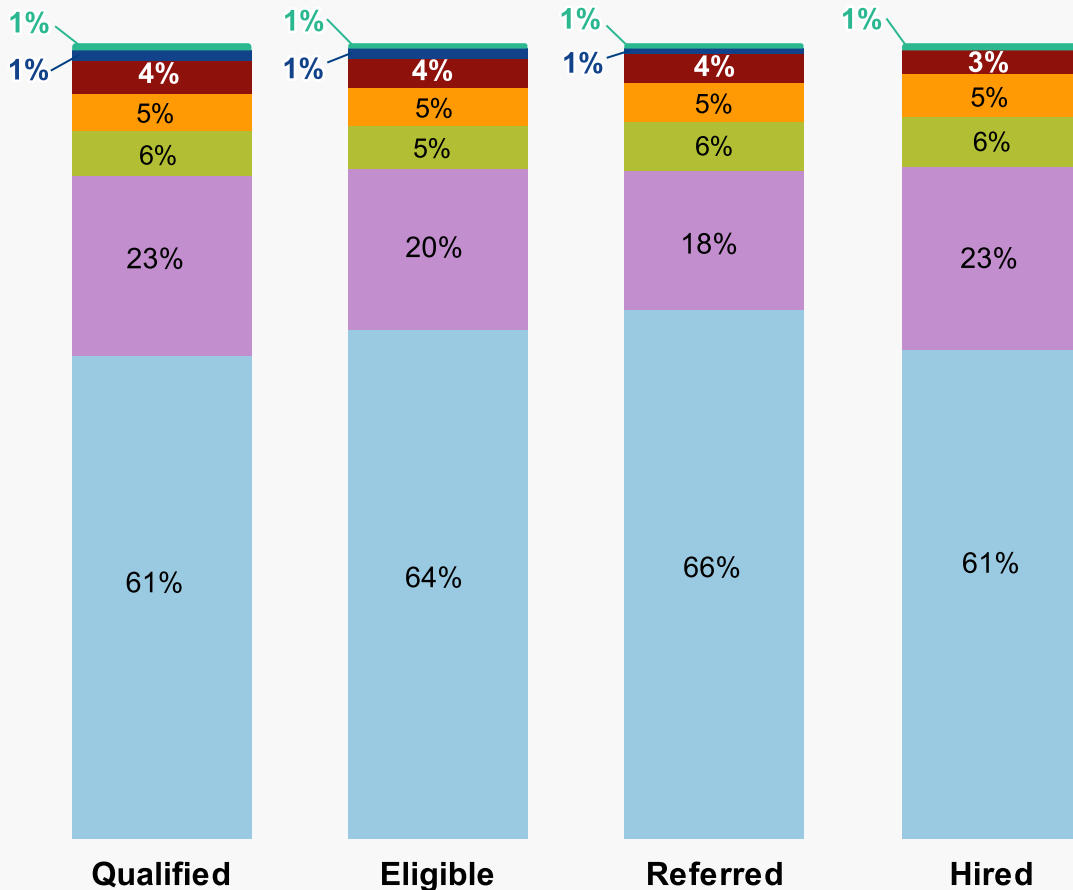
ANNUAL STATISTICS

Candidates by Ethnicity

Based on the demographics from the 2020 census for Reno, Nevada, the goal demographics are 58% White, 25% Hispanic or Latino, 5% Multi-Ethnic, 7% Asian, 3% Black or African American, 1% Native Hawaiian or Pacific Islander, and 1% American Indian or Alaska Native.

The graph below reflects the percentages of each ethnicity per stage of the hiring process. These numbers are closely tracking with Reno demographics.

■ American Indian/Alaska Native
 ■ Native Hawaiian/Pacific Islander
■ Black/African American
 ■ Asian
 ■ Multi-Ethnic
 ■ Hispanic/Latino
 ■ White



ANNUAL STATISTICS

Total Hires 2022

During calendar year 2022, we saw an 11% increase in total hires compared to calendar year 2021 and an 87% increase in reclassifications, the highest it has ever been.

There was an increase in promotional recruitments, however, the total promotional hires were down 28% compared to 2021.



300
Total Hires



48 
Promotional
Hires

18 
Veteran
New Hires



 **1**
Transfer



 **16**
Reclassifications

STRATEGIC GOALS



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

Diversity

Action Plan:

- Partner with HDR to create consistent employer branding that supports recruiting efforts that attract diverse, high-quality, civic-minded candidates in our highly competitive job market
- Explore new recruiting platforms
- Increase social media presence
- Increase participation in Job Fairs and Community Outreach programs
- Reduce bias in the hiring process
- Implement a One-Way Video Interviewing platform to provide an on-demand video interview platform that is objective, fair, and minimizes bias to facilitate a level playing field for the candidates and create

Policy & Process

Action Plan:

- Develop, implement, and update CS Rule changes where challenges exist
- Continue streamlining routine processes and workflow
- Implement Recruitment Feedback surveys
- Implement Quarterly Hiring-Team meetings
- Continue education and training on CS processes
- Continue providing Neogov and CS rules/process training



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

STRATEGIC GOALS



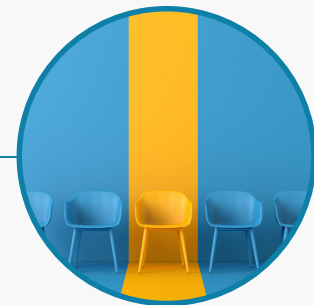
Customer Service

Provide superior service delivery to all of our customers; citizens, residents, external/internal applicant pool

Action Plan:

- Continue improving employee communication
- Send notifications to recently separated employees
- Introduce customer satisfaction surveys to measure customer feedback, as well as New Employee surveys
- Enhance community outreach & engagement
- Implement Lunch & Learn Employee information sessions to talk about promotional processes, probationary periods, claims & appeals, and voluntary transfers and demotions
- Increase focus on our applicants, candidates, and classified employees

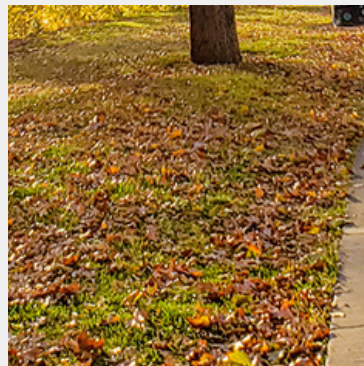
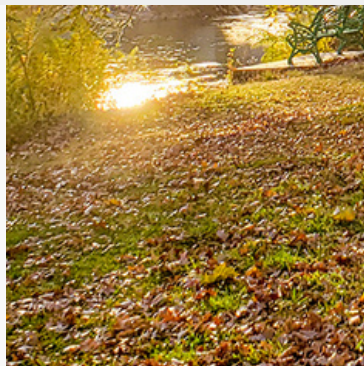
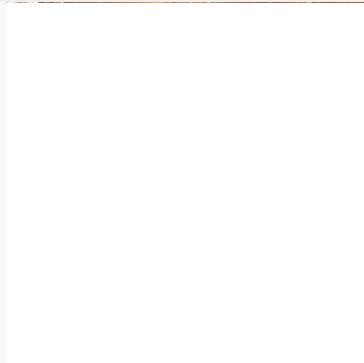
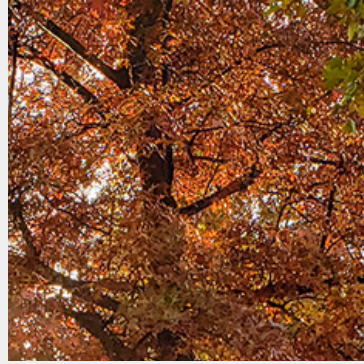
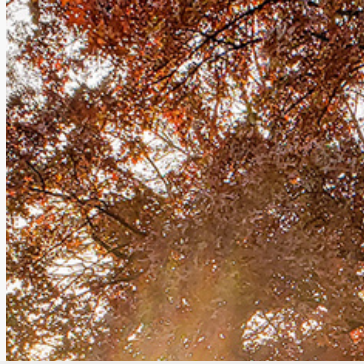
Public Safety Hiring



Action Plan:


- Develop recruitment action plans that appeal to qualified applicants and support their movement through the hiring process
- Utilize new sources of applications
- Increase digital channels and community collaboration
- Establish an onsite testing center at City Hall


Overcome challenges faced in recruiting public safety personnel by attracting a larger pool of qualified candidates




Thank You

Please feel free to contact us with any questions, comments, or concerns.

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 www.Reno.Gov