



**REGULAR MEETING NOTICE/AGENDA
THE CIVIL SERVICE COMMISSION
9:30 A.M. – OCTOBER 18, 2022**

NOTICE IS HEREBY GIVEN by the City of Spokane Civil Service Commission, that a regularly scheduled meeting of the Civil Service Commission will be held on September 20, 2022, commencing at 9:30 A.M. in the City Council Chambers – Lower Level of City Hall (808 W. Spokane Falls Blvd., Spokane WA, 99201). The purpose of the meeting is to conduct the monthly commission meeting and to discuss other matters as reflected on the attached agenda.

The meeting will be conducted in-person and open to the public with commission members, staff and presenters attending in-person. All meetings will be streamed live on Channel 5.

Oral public comment will be accepted at the meeting for agenda items to be decided by the Commission, excluding hearing items. Individuals who want to provide oral comment at this time but are unable to physically attend the meeting shall contact the Commission at civilservice@spokanecity.org to request by 5:00 P.M. the day before the meeting, (Monday, September 19, 2022) so the Commission can make arrangements for you to participate telephonically at the meeting.

DATED THIS 10th day of June, 2022.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane City Council Chamber in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and also is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) at the City Cable 5 Production Booth located on the First Floor of the Municipal Building, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Human Resources at 509.625.6237, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or mpiccolo@spokanecity.org. Persons who are deaf or hard of hearing may contact Human Resources through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.



AGENDA

REGULAR MEETING OF THE CIVIL SERVICE COMMISSION

9:30 A.M. OCTOBER 17, 2022

CITY HALL – CITY COUNCIL CHAMBERS

LOWER LEVEL CITY HALL

808 W. SPOKANE FALLS BLVD., SPOKANE, WA 99201

1. CALL TO ORDER/ROLL CALL

2. APPROVAL OF MINUTES

- a. August 16, 2022, Minutes
(p. 3)

3. CHIEF EXAMINER UPDATE

4. NEW BUSINESS

- a. Resolution 2022-04 Classification Actions
(Pearson, p. 6)
- b. 2023 Budget presentation and adoption
(Pearson, p. 16)
- c. 2021 Annual Report presentation and adoption
(Pearson, p. 19)
- d. Reappointment of Craig Hult for a four-year term from
2023-2026.
(Pearson, p. 36)

5. OTHER BUSINESS

6. ADJOURN

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



**REGULAR MEETING OF THE CIVIL SERVICE COMMISSION
MINUTES – AUGUST 16, 2022**

1. CALL TO ORDER/ROLL CALL

Meeting called to order at 1:30 P.M.

Commissioner Palmerton, excused absence / Hult not present

2. APPROVAL OF MINUTES

- a. July 19, 2022, Minutes

MOTION: To approve the minutes

Stephens/Gilmore: Motion passes

3. CHIEF EXAMINER UPDATE

Chief examiner Pearson provided updates regarding Civil Service department operations.

- a. Supported employment Open House Thursday, September 27, 2022, 10:00-12:00 pm
Commissioners are invited as well as public and area businesses
- b. Rule review – Completed four rules at this time
Moving on to promotions at the next meeting
- c. Completed 90 recruitments this year at the 7 months mark -normal year we do 60 recruitments.
Currently 18 recruitments active now.

4. NEW BUSINESS

- a. Commission Meetings- Approval of Change to Regular Commission Meetings
MOTION: Move that we return to our well-established meeting time, same date same place but different time 9:30 in the morning third Tuesday of the month
Stephens/Gilmore: Motion passes
- b. Administrative Complaint Investigation
- a. Oral report by Chief Examiner Pearson
- b. Complaint filed by Local 270 President Joe Cavanaugh regarding Parking Enforcement Specialist employee – Daniel Hall
- c. Investigation included interviews with two direct supervisors of Mr. Hall, the Interim Director of Parking, the Human Resources Analyst involved, and the former employee, Mr. Hall
- d. Findings: Mr. Hall failed probation in June of 2022- documented Record of Counseling to support this probation failure.
- e. Mr. Hall did not receive any PAR's during this time
- City policy requires 3 PARs during probationary year and one annual review for all full-time employees-this did not happen
- f. Two PARs were completed by the direct supervisor and sent to department head for review and sign off- which did not occur.

- Supervisor brought this to management's attention in which they told him they were too busy and would get to it later.
 - Neither the department head or manager are with the City any longer and were unable to be interviewed.
- g. Currently 3 individuals in this department still have never had a PAR and 2 have not had a PAR in over a year.
- h. No remedy found within the Civil Service Rules – Probationary employees do not have right of appeal.
 - Rule 5 Section 10b: At any time during the probationary period the appointing officer shall remove a probationer found to be unsatisfactory.
- i. No way to fix this: Mr. Hall failed probation
- j. Findings: PAR process:
 - Communication between HR, Department Management, and line level supervisors with regards to PARs is abysmal:
 - No training provided, process needs to be addressed by HR and management, failure all around by HR, Department Management, and line level supervisors.
- k. Commissioner Gilmore stated that the PAR process makes her crazy and Joe Cavanaugh concurred.
- l. Joe Cavanaugh stated that the process is abysmal and the City should be ashamed. In the past, the failure of probation was handled appropriately.
 - Does not agree with letter of counseling- (which has recently been resolved in the new contract)
- m. Correction for the future.
 - Requested language in the Civil Service Rules or with the Interim Human Resources director requiring appropriate paperwork regarding performance.
 - Discuss in Rule Review and with Labor and Management.
 - If management fails, they do not get to take action.
- n. Commissioner Lindsey Asked how often PARs are required under the current process.
- o. Joe Cavanaugh responded that within the first year, 4 8 and 11 months and Chief Examiner Pearson agreed
- p. Commissioner Lindsey asked if the language being requested state that before any disciplinary action is taken there should be compliance with the rules.
- q. Joe Cavanaugh did not like the term disciplinary and wants failure to meet the minimum requirements for the job as the language
- r. Commissioner Lindsey asked if the current rules are clear: if somebody suffers a disciplinary action without PAR's, what will happen?
 - Wants to know if the rules should state this.
- s. Joe Cavanaugh says it is in the City rules. Chief Examiner Pearson states that the rule is broad in the City.
- t. Commissioner Lindsey states that management cannot complain if they do not follow their own policies
- u. Chief Examiner Pearson stated that this investigation showed that communication between HR and management and employees failed
- v. Commissioner Lindsey asked who controls the PAR process and Chief Examiner Pearson stated: Human Resources.
- w. Joe Cavanaugh stated that the rules need to be applied evenly and equitable across the board
- x. Commissioner Gilmore asked interim HR director Mike Piccolo if there had been any

discussion regarding Par's in human resources

- y. Piccolo stated that discussions have been on going but due to departures in HR it has been difficult, but it is front and center, but must be followed through by departments.
- z. Commissioner Gilmore stated that those PARs are valuable with regards to testing and asked if he cared who will oversee this change. Is it HR or CS.? Do we add this to CS plate?
 - aa. Joe Cavanaugh said this is twofold with CS rules changed to reflect that these things shall be done, and HR will facilitate this. Responsibility of the City to provide the employees with PARs.
 - bb. Commissioner Lindsey asked what tools HR needs to do their jobs? Is the rule change going to provide HR with the tools to impress upon the departments to do their jobs?
 - cc. Gilmore stated that we have should have Rule review looking at this and would like good reporting on this process.
 - dd. Piccolo stated that we have 6 individuals from management on Rule Review to discuss this
 - ee. Pearson stated we have a vested interest to see this remedied
 - ff. Commissioner Stephens apologized for tardiness. Stated that the interest of the Commission is well founded and should be consistent and timely, reflective of employee's performance. Maybe a form change as well.
 - gg. Chair Lindsey stated that is should be the last time this PAR discussion comes up.

5. OTHER BUSINESS

6. ADJOURN

The Commission adjourned at 2:06
Stephens/Gilmore Motion to adjourn this meeting
Motion passes



Civil Service Commission

ITEM 4A - RESOLUTION 2022-04: CLASSIFICATION ACTION

BACKGROUND

We present one new job classification and one classification for retitling this month.

Victim Advocate (SPN 961; new)

The Spokane Police Department currently relies on uniformed police officers and community partners to provide advocacy services to crime victims. This new classification is intended to guide and educate victims and witnesses through the justice process, and free some capacity for police investigators to take on new cases.

WTE Operations Superintendent (SPN 575; retitle)

The Solid Waste Disposal Department, which is responsible for operations of the Waste to Energy plant, wants to revive the previous job classification of WTE Operations Superintendent. The original job class was retitled and expanded to become WTE Assistant Plant Manager in 2018. Current department management wants to revert to the previous job title and level of work, so staff rebuilt the superintendent classification in the current format to accommodate their needs.

These proposed changes have the concurrence of management and the respective bargaining units.

RECOMMENDATION

Staff recommends adoption of classification Resolution 2022-04.

Attachments:

- 1) Job classification – Victim Advocate (SPN 961, new)
- 2) Job classification – WTE Operations Superintendent (SPN 575, retitle)
- 3) Job classification – WTE Assistant Plant Manager (SPN 575, to be retitled)



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

VICTIM ADVOCATE

SPN: 961

Bargaining Unit: Local 270

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Guides adult and juvenile crime victims and witnesses through the criminal justice system by counseling and advising them of their legal rights and referring them to available services and resources. Work requires an understanding of trauma-informed advocacy and the criminal justice process, and the ability to use independent judgment to meet the needs of victims from diverse backgrounds. Employee exchanges information regularly with internal and external contacts, including individuals who may be difficult or hostile. Duties are sedentary in nature and are performed in an office environment and the community, including crime scenes. Travel to other work locations is required, and the employee may be required to work long or unusual hours.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing duties in support of a trauma-informed approach to victim advocacy by considering both the emotional and physical well-being of the clients. Incumbents in this classification are responsible for ongoing maintenance and completion of a full client caseload, independent work, and the exercise of judgment and initiative. Positions in this classification receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Responds on scene or by telephone to assist victims of and witnesses to criminal and critical incidents.
- Educates victims about the criminal justice system, victim rights, the investigation process, and other related areas. Answers case-related questions from victims or witnesses.
- Assesses victim needs and provides direct services such as safety planning, crisis intervention, guidance for seeking victim compensation and reimbursement, and criminal justice advocacy.
- Refers victims to other government agencies or nonprofits for assistance with counseling, employment, housing, immigration, medical, and legal services.
- Reviews incident reports to determine which victims may benefit from advocate services.
- Coordinates interviews and sexual assault examinations between victims and investigators.
- Assist victims in filing reports, applications, protective orders, and other orders of the court.

- Transports victims to law enforcement interviews and court appearances. Accompanies victims to criminal justice proceedings.
- Updates victims on case status, including when the accused has been transferred, has hearings, or has been released from jail or prison.
- Prepares and updates files and reports.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Concepts, principles, and theories of psychology and sociology related to modern trauma-informed advocacy, including knowledge of the effects of stress on human mental and physical conditions.
- Victim rights under state and federal law.
- Criminal justice system policies and procedures, including legal terminology, principles, procedures, documents, and forms.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.
- Principles and techniques of effective interviewing, counseling, investigation, and conflict de-escalation.
- Available local social service agencies and programs.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Communicate clearly and concisely, both orally and in writing, using suitable English grammar and syntax. Communicate complex concepts using non-technical terms for diverse audiences.
- Establish and maintain effective working relationships with internal and external contacts including law enforcement officers, staff, department supervisors, victims, and witnesses who may be difficult, hostile, or distressed.
- Handle sensitive and stressful situations with tact and diplomacy.
- Make sound, well-informed, effective, timely, and objective decisions.
- Maintain confidentiality of information in reviews of cases and contacts with victims and witnesses.
- Understand situations and behaviors from the perspective of others and without judgment.
- Behave in an honest, fair, and ethical manner; to show consistency in words and actions; and to model high standards of ethics with consideration for the needs and best interest of the clients.
- Relate to people from varied backgrounds and different situations and be respectful of cultural diversity, race, gender, disabilities, and other individual differences.
- Recognize and treat the signs of vicarious trauma, secondary traumatic stress, and compassionate fatigue.
- Use computers, software applications, and standard office equipment to accomplish work.
- Organize work, set priorities, meet deadlines, and follow up on assignments under general supervision.
- Prepare and maintain clear and concise reports, correspondence, and other written materials including statistical and technical data.
- Anticipate and meet the needs of internal and external customers.

TYPICAL EQUIPMENT USED

Personal computer and associated software, general office equipment, cellular telephone, motor vehicle.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and in changing site conditions in the field; ability to use standard office equipment, including a computer; ability to operate a motor vehicle and to visit various locations; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary classification, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Duties will require travel to offsite work locations including crime scenes, and evening, weekend, holiday, and on-call work. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Associate degree from an accredited college or university in criminal justice, psychology, sociology, or social work; and
- Experience: Two years of experience providing direct assistance to individuals as part of human, social, or victim services case management.

Licenses and Certifications:

- Possession of a valid driver's license, to be maintained throughout employment.

Background Check:

- All applicants are subject to a thorough police background investigation, including but not limited to criminal history, pre-employment drug screening, and polygraph.

New: TBD



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

ESTABLISHED 1910

WTE OPERATIONS SUPERINTENDENT

SPN: 575

Bargaining Unit: M&P-B

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Performs responsible supervisory and administrative work relating to the safe, proper, and efficient operation of the Waste to Energy (WTE) plant in accordance with City policies and standards. Plans and assigns Operations work tasks, and collaborates with the Maintenance Supervisor to schedule maintenance work. Develops operational goals and evaluates the work of subordinate staff. Work requires knowledge of the operation, maintenance, and management of steam-generating power plants, and the ability to set objectives, delegate work, and evaluate the performance of others. Employee exchanges information regularly with internal and external contacts. Duties are generally light in nature and performed in an office environment but require plant tours and inspections with exposure to hazardous conditions.

CLASS CHARACTERISTICS

This is a managerial classification responsible for the operations of the Waste to Energy power plant with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned operations staff. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. This classification is distinguished from the WTE Plant Manager, which is responsible for all activities of the plant to include operations, maintenance, environmental, and administration.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the WTE Plant Manager. Exercises direct supervision over subordinate supervisors and operations staff.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Supervises, trains, and evaluates subordinate supervisory, technical, and laboring staff working in the operations of the Waste to Energy (WTE) plant, recycling and hazardous waste collections, and two landfills. Establishes performance requirements, completes annual performance reviews, and recommends discipline as necessary. Makes effective recommendations in hiring and promotional processes for project management staff.
- Approves inside and outside operations shift schedules, plans and assigns operational work during daily operations and plant outages, and coordinates maintenance efforts through the Maintenance Supervisor. Ensures compliance with policies, procedures, and regulations.
- Develops operational and productivity goals for the business plan as directed by the Plant Manager. Collaborates with the Plant Manager and support staff to develop the operations and maintenance programs and budgets, and the contract development and approval process.

- Develops, reviews, and recommends specifications for current and future WTE projects. Leads the evaluation of contractor performance and compliance with plans and specifications.
- Leads and directs the development, implementation, and evaluation of training, policies, and procedures related to WTE facility operations, such as (but not limited to) lockout/tagout, confined space permitting, hot work permitting, and job hazard analysis. Provides input into the review and development of environmental and safety programs, facility operating permits, and maintenance management systems.
- Inspects buildings, plant machinery, and equipment; coordinates facility cleaning efforts to maintain safety and environmental compliance.
- Investigates problems and incidents; takes corrective actions to fix current problems and to prevent future recurrence.
- Develops and maintains operating data and reports. Reviews and interprets data to inform changes in policies and procedures.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Operation, maintenance, and management of steam-generating power plants.
- Rules, policies, and procedures related to the Waste to Energy plant operation and maintenance, including but not limited to lockout/tagout, safety requirements, job hazard analyses, and operating and maintenance instructions.
- Requirements to complete the QRO Provisional Certification from the American Society of Mechanical Engineers, as well as required local, state, and federal licenses.
- Business arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.

Ability to:

- Encourage and facilitate cooperation and trust, foster commitment and team spirit, and work with others to achieve goals.
- Identify and analyze problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; and make recommendations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards consistent with the long-term interests of the department and the City.
- Communicate clearly and concisely, both orally and in writing, using suitable English grammar and syntax. Communicate complex concepts using non-technical terms for diverse audiences.
- Read piping and instrumentation diagrams and schematic drawings.
- Establish and maintain effective working relationships with internal and external contacts including staff, department supervisors, elected and appointed officials, and outside contractors and vendors.
- Make sound, well-informed, effective, timely, and objective decisions, even when data are limited, or solutions produce unpleasant consequences.
- Determine objectives, set priorities, delegate work, accept responsibility for mistakes and comply with instructions, established control systems and rules.

- Use computers, software applications, and databases to accomplish work.
- Pay attention to detail and be thorough when performing work.
- Plan, distribute, coordinate, and monitor work assignments; evaluate work performance and provide feedback to others; ensure that staff are appropriately utilized and developed, and that they are treated in a fair and equitable manner.
- Follow standard safety procedures.

TYPICAL EQUIPMENT USED

General office equipment, personal computer and associated software, desk and cell phones, two-way radio, personal protective equipment including full-face respirators, hand trucks, dollies, ladders, and forklifts.

PHYSICAL DEMANDS

- Ability to perceive and understand boiler operations, standard printed documents, and computer monitoring systems.
- Ability to communicate over loud noises, with a telephone and using a two-way radio.
- Ability to move to and work at heights greater than 4 feet.
- Ability to access confined spaces and pressure vessels through standard 12" by 16" manways.
- Ability to wear personal protective equipment, including a full-face respirator.
- Ability to distinguish odors of equipment damage, chemicals, and potential hazardous gases.
- Ability to operate hand tools and equipment.
- Ability to ascend and descend ladders, flights of stairs and catwalks.
- Ability to determine the texture, temperature, and other physical aspects of materials by touch.
- Enough stamina for occasional heavy and awkward lifting of items such as large valves, tubes, and gas cylinders weighing up to 50 pounds; and sustained walking and standing for up to four hours at a time with only one fifteen-minute break.

WORK ENVIRONMENT

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also frequently work indoors and outdoors at a working power plant and are exposed to loud to very loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confined workspaces, chemicals, radiation, explosives, mechanical and electrical hazards, and heights.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Experience: Five years of experience as a shift supervisor or equivalent position in the operation of a solid waste combustion facility or at other facilities concerned with the design, start-up, operation, or maintenance of engines, boilers, turbines, air compressors, motors, generators, conveying equipment, or their related auxiliaries which supply power, heating, or cooling service to an industrial, maritime, or commercial process or facility.

Promotional Requirements:

- Experience: Three years of experience as a WTE Shift Supervisor (SPN 573).
- License: Possession of a valid ASME QRO Operator Certification for operators of resource recovery facilities.

Licenses and Certifications:

- Possession of a valid driver's license, to be maintained throughout employment.
- The QRO Provisional Certification must be obtained from the American Society of Mechanical Engineers within six (6) months of employment.
- The QRO Chief Facility Operator Certification must be scheduled with the American Society of Mechanical Engineers within six months of employment and obtained within 12 months of employment. Once acquired, it must be maintained throughout employment.
- A Manager of Landfill Operations Certification must be obtained from the Solid Waste Association of North America during the probationary period. Once acquired, it must be maintained throughout employment.

New: 9/2014

Revised: 10/2014, 5/2015, 7/2018

Retitled: 7/2018, TBD

Union: M&P

Salary Range: XX

EEO Code: 02

NATURE OF WORK:

Performs responsible management and supervisory work overseeing the safe, proper, and efficient operation and maintenance of the waste to energy plant and landfills, in accordance with City policies and standards. Performs a variety of tasks involving considerable knowledge of plant operations and policies. Employee must exercise close attention and care to detect errors, which would cause a serious interruption, waste of materials, or damage to equipment. Regular assigned duties require contact with employees and outside contacts regarding matters of policy and implementation of new methods and procedures. Duties are generally light in nature, but require routine plant tours and inspections with exposure to hazardous conditions. May be required to respond to emergency calls regarding the breakdown of plant equipment.

SUPERVISION:

General objectives are established; employee independently organizes, plans and arranges own work, selecting own method of attainment, referring only unusual cases to the supervisor. Employee exercises full scope supervision over subordinate supervisors.

ESSENTIAL JOB FUNCTIONS:

Supervises staff working at the WTE and Landfills directly and indirectly through front line leaders Plans, assigns and supervises the work of the operations and maintenance departments during daily operations and plant outages; Counsels, trains, evaluates, develops, guides and assists assigned personnel with job performance and skill set development.

Collaborates with the Plant Manager to develop realistic and achievable operational performance and productivity goals for the business plan. Works with the Plant Manager to develop an accurate and effective operations and maintenance program and budget, and in the contract development and approval process.

Works with various resources to develop specifications for current and future projects. Evaluates contractor compliance and competency through personal observation and staff input.

Leads and directs the development, evaluation, implementation, training, and maintenance of programs, policies and procedures. related to the WTE and Landfills such as: Energy Control Procedure (LOTO), Confined Space Permitting, Hot Work Permitting, Job Hazard Analysis, Safety and Environmental Programs, Operating Permits, CMMS, etc.

Coordinates effective communication between multiple crews within the facility and with departments outside the facility. Works closely with the Environmental Manager, Safety Coordinator, and City Procurement to ensure compliance in all aspects of permits, policies, and regulations.

Ensures the facility is operating in a manner that promotes a healthy and safe environment. Coordinates plant cleanliness. Inspects buildings, plant machinery and equipment; inspects ongoing activities for safety and environmental compliance, and for adherence to standard operating procedures. Monitors facility operations, equipment performance, and personnel, taking corrective actions when necessary. Leads the investigation of problems and incidents, working with staff and the Safety Coordinator to ensure prompt and appropriate actions are taken to prevent a recurrence.

Develops and maintains operating data and reports; reviews and interprets these data and reports to develop appropriate changes in procedures.

Reviews and approves maintenance work requests; coordinates, reviews, and approves plant operations and maintenance shift schedules.

Follows and ensures adherence to standard safety procedures; corrects safety and environmental hazards. Responds to common inquires and complaints from the general public, regulatory agencies, City Management and other governing bodies as applicable.

Performs related work as required.

WTE ASSISTANT PLANT MANAGER

Page two

REQUIREMENTS OF WORK:

Thorough knowledge of the operation, maintenance and control of steam generating power plants.

Thorough knowledge of waste to energy plant lockout/tagout procedures, safety rules and procedures, job hazard analyses, operating and maintenance instructions, and other procedure manuals.

Knowledge, skills and abilities sufficient to acquire the ASME QRO Operator Certification, as well as required local, state and federal licenses.

Ability to establish and maintain effective working relationships with both inside and outside contacts.

Ability to follow standard safety procedures.

PHYSICAL REQUIREMENTS:

Ability to perceive and understand standard print.

Ability to communicate over loud noises, with a telephone and using a two-way radio.

Ability to move to and work at heights greater than 4 feet.

Ability to access confined spaces and pressure vessels through standard 12" by 16" manways.

Ability to wear personal protective equipment, including a respirator.

Ability to distinguish odor of equipment damage.

Ability to operate hand tools and equipment.

Ability to ascend and descend ladders, flights of stairs and catwalks.

Enough stamina for occasional heavy and awkward lifting, sustained walking and standing for up to four hours at a time with only one fifteen minute break.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements: Graduation from an accredited four-year college or university with a degree in public or business administration, civil or environmental engineering, or related sciences, AND two years of progressively responsible, supervisory and management experience in the field of industrial operation and maintenance at a Waste to Energy Facility. (Requirements above are in addition to completion of the education and experience requirements to possess a Provisional Certification under the ASME QRO Certification for Operators of Resource Recovery Facilities program.)

Promotional Requirements: Current City employees with four years of progressively responsible, professional experience in the field of industrial operation and maintenance, with at least two of those years at a Waste to Energy Facility, including two years of responsible management experience.

License and Certifications:

A valid driver's license is required. Provisional or higher ASME QRO Certification for Operators of Resource Recovery Facilities program and MOLO (Manager of Landfill Operations) Certification, as well as required local, state, and federal licenses must be obtained during the probationary period.

New: 9/2014

Retitle: 7/18

Revised: 10/14, 05/15, 7/18

Reviewed:

ITEM 4B – 2023 PROPOSED BUDGET PRESENTATION

BACKGROUND

The 2023 Budget is ready for review and adoption.

Additions in funding to include:

- Purchase of two additional laptop computers at \$4500
- Increase in Professional Services for public safety promotional testing at \$15,000
- Increase in costs of airfare and lodging for evaluators for public safety promotional testing at \$4,000

With these new costs, we are adding approximately \$23,500. Additional costs are due to negotiated employee wage increases and internal services costs. These combined bring total expenses for 2023 to \$1,787,175. This is approximately .75% of the total classified payroll for 2021.

Commission action is required.

Attachments:

- 2023 line item budget



Civil Service Commission



| | | 2023 | 2022 | |
|------------|---|-------------|-------------|---|
| 0230-30600 | 16100-Human Resources , 51001-Base Wages | 82,550 | | |
| 0230-30600 | 16100-Human Resources , 51290-Longevity Pay | 209 | | |
| 0230-30600 | 16100-Human Resources , 51640-Deferred Compensation-Matching | 1,800 | | |
| 0230-30600 | 16100-Human Resources , 51640-Deferred Compens AUTO - 421 - Deferred Coi Deferred Compensation d | (1,800) | | |
| 0230-30600 | 16100-Human Resources , 51660-Medicare Part B | 1,200 | | |
| 0230-30600 | 16100-Human Resources , 52110-Social Security | 5,131 | | |
| 0230-30600 | 16100-Human Resources , 52210-Retirement | 8,483 | | |
| 0230-30600 | 16100-Human Resources , 52310-Medical Insurance | 15,907 | | |
| 0230-30600 | 16100-Human Resources , 52320-Dental Insurance | 1,536 | | |
| 0230-30600 | 16100-Human Resources , 52330-Life Insurance | 328 | | |
| 0230-30600 | 16100-Human Resources , 52340-Disability Insurance | 201 | | |
| 0230-30600 | 16100-Human Resources , 52400-Industrial Insurance | 144 | | |
| 0230-30600 | 16100-Human Resources , 52600-Wa Paid Family & Medical Leave | 133 | | |
| 0230-30600 | 18100-Personnel Services 51001-Base Wages | 990,212 | | |
| 0230-30600 | 18100-Personnel Services 51002-Temp/Seasonal Wages | 6,000 | | |
| 0230-30600 | 18100-Personnel Services 51220-Out Of Grade | 2,500 | | |
| 0230-30600 | 18100-Personnel Services 51250-Terminated Sick Leave Pay | 3,107 | | |
| 0230-30600 | 18100-Personnel Services 51260-Terminated Vacation Leave Pay | 10,000 | | |
| 0230-30600 | 18100-Personnel Services 51290-Longevity Pay | 1,357 | | |
| 0230-30600 | 18100-Personnel Services 51640-Deferred Compens AUTO - 421 - Deferred Coi Deferred Compensation d | - | | |
| 0230-30600 | 18100-Personnel Services 51640-Deferred Compensation-Matching | 19,080 | | |
| 0230-30600 | 18100-Personnel Services 51660-Medicare Part B | 14,378 | | |
| 0230-30600 | 18100-Personnel Services 51991-Contra Salaries | (27,278) | | |
| 0230-30600 | 18100-Personnel Services 52110-Social Security | 61,477 | | |
| 0230-30600 | 18100-Personnel Services 52210-Retirement | 101,636 | | |
| 0230-30600 | 18100-Personnel Services 52310-Medical Insurance | 115,945 | | |
| 0230-30600 | 18100-Personnel Services 52320-Dental Insurance | 16,920 | | |
| 0230-30600 | 18100-Personnel Services 52330-Life Insurance | 3,704 | | |
| 0230-30600 | 18100-Personnel Services 52340-Disability Insurance | 1,969 | | |
| 0230-30600 | 18100-Personnel Services 52400-Industrial Insurance | 1,587 | | |
| 0230-30600 | 18100-Personnel Services 52600-Wa Paid Family & Medical Leave | 1,593 | | |
| 0230-30600 | 18100-Personnel Services 53101-Office Supplies | 3,500 | 3500 | - |
| 0230-30600 | 18100-Personnel Services 53103-Postage | 250 | 250 | - |
| 0230-30600 | 18100-Personnel Services 53104-Software (Noncapitalized) | 1,000 | 1000 | - |
| 0230-30600 | 18100-Personnel Services 53105-Non-Travel Meals/Lght Rfrshmt | 1,500 | 1500 | - |
| 0230-30600 | 18100-Personnel Services 53201-Operating Supplies | 2,300 | 2300 | - |
| 0230-30600 | 18100-Personnel Services 53502-Minor Equipment | 2,500 | 2500 | - |
| 0230-30600 | 18100-Personnel Services 53505-Office Furniture (Non Capital) | 5,000 | 5000 | - |

| | | | | |
|------------|--|-----------|---------|----------|
| 0230-30600 | 18100-Personnel Services 53521-Computers | 7,000 | 2500 | 4,500 |
| 0230-30600 | 18100-Personnel Services 54101-Professional Services | 65,000 | 50000 | 15,000 |
| 0230-30600 | 18100-Personnel Services 54124-IF Office Performar AUTO - 247 - 2023 PMO A IF PMO Charges | 3,421 | 3312 | 109 |
| 0230-30600 | 18100-Personnel Services 54125-IF Financial Service AUTO - 375 - Accounting Allocation (Published) | 3,054 | 3338 | (284) |
| 0230-30601 | 18100-Personnel Services 54127-IF CENTRALIZED PURCHASING | - | 78 | (78) |
| 0230-30602 | 18100-Personnel Services 54128-IF Centralized Acco AUTO - 375 - Accounting Allocation (Published) | 3,442 | 3845 | (403) |
| 0230-30603 | 18100-Personnel Services 54131-IF Risk Management | 1,671 | 1821 | (150) |
| 0230-30604 | 18100-Personnel Services 54133-IF Workers' Comp | 711 | 744 | (33) |
| 0230-30605 | 18100-Personnel Services 54142-IF Reprographics AUTO - 358 - Repro Allocation (Published) | 1,561 | 2983 | (1,422) |
| 0230-30606 | 18100-Personnel Services 54201-CONTRACTUAL SERVICES | - | 0 | - |
| 0230-30607 | 18100-Personnel Services 54302-Cell Phone | 1,300 | 1300 | - |
| 0230-30608 | 18100-Personnel Services 54321-IF IT Expenses AUTO - 408 - IT Allocation (Published) | 108,844 | 59430 | 49,414 |
| 0230-30609 | 18100-Personnel Services 54324-IF IT Replacement AUTO - 410 - IT Replacem Department Hardware | 10,111 | 15727 | (5,616) |
| 0230-30610 | 18100-Personnel Services 54324-IF IT Replacement AUTO - 410 - IT Replacem Citywide Hardware | 10,569 | 0 | 10,569 |
| 0230-30611 | 18100-Personnel Services 54324-IF IT Replacement AUTO - 410 - IT Replacem Citywide Software | 830 | 0 | 830 |
| 0230-30612 | 18100-Personnel Services 54401-Airfare | 8,000 | 6000 | 2,000 |
| 0230-30613 | 18100-Personnel Services 54402-Local Mileage | 500 | 500 | - |
| 0230-30614 | 18100-Personnel Services 54407-Lodging | 8,000 | 6000 | 2,000 |
| 0230-30615 | 18100-Personnel Services 54408-Per Diem | 4,000 | 4000 | - |
| 0230-30616 | 18100-Personnel Services 54409-Other Transportation Expenses | 2,000 | 2000 | - |
| 0230-30617 | 18100-Personnel Services 54451-Advertising | 75,000 | 75000 | - |
| 0230-30618 | 18100-Personnel Services 54501-Operating Rentals/Leases | 2,400 | 2400 | - |
| 0230-30619 | 18100-Personnel Services 54602-Retirees' Insurance Benefit | 200 | 200 | - |
| 0230-30620 | 18100-Personnel Services 54802-Building Repairs/Maintenance | 500 | 500 | - |
| 0230-30621 | 18100-Personnel Services 54803-Equipment Repairs/Maintenance | 500 | 500 | - |
| 0230-30622 | 18100-Personnel Services 54842-IF FACILITY MAINTENANCE | - | 500 | (500) |
| 0230-30623 | 18100-Personnel Services 54847-IF Motor Pool | 500 | 500 | - |
| 0230-30624 | 18100-Personnel Services 54901-MISC SERVICES/CHARGES | - | 0 | - |
| 0230-30625 | 18100-Personnel Services 54902-Registration/Schooling | 6,000 | 6000 | - |
| 0230-30626 | 18100-Personnel Services 54904-Oth Dues/Subscriptns/Membershp | 2,000 | 2000 | - |
| 0230-30627 | 18100-Personnel Services 54909-Printing/Binding/Repro | 1,500 | 1500 | - |
| 0230-30628 | 18100-Personnel Services 54999-Other Misc Charges | 2,500 | 2500 | - |
| 0230-30629 | 18100-Personnel Services 59951-RESERVE FOR BUDGET ADJUSTMENT | | 10071 | (10,071) |
| | | | 0 | |
| | | 1,787,175 | 1547308 | 65,865 |

ITEM 4C – 2021 ANNUAL REPORT

BACKGROUND

The 2021 Annual Report is ready for review and adoption.

Commission action is required.

Attachments:

- 2021 Annual Report



Civil Service Commission





CIVIL SERVICE COMMISSION

ANNUAL REPORT

2021

CITY OF SPOKANE

CIVIL SERVICE COMMISSION

ANNUAL REPORT

2021

CIVIL SERVICE COMMISSION

| | |
|------------------|------------|
| Mark Lindsey | Chair |
| Judith Gilmore | Vice Chair |
| Craig Hult | |
| Scott Stephens | |
| Nicole Palmerton | |

COMMISSION STAFF

| | |
|-------------------|--|
| Kelsey Pearson | Chief Examiner |
| Jerri Bjork | Examination & Classification Analyst III |
| Bryan Sullivan | Examination & Classification Analyst III |
| Ken Hoekema | Examination & Classification Analyst III |
| Colin Martin | Examination & Classification Analyst II |
| Lisa Olson | Examination & Classification Analyst II |
| Tisha Heath | Office Manager |
| Dustin West | Administrative Specialist |
| Sarah Deatrich | Clerk III |
| Stephanie Puckett | Clerk II |

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Mission Statement, Values, and Vision

MISSION

The Commission is to provide an efficient, effective, merit-based system of employment ensuring that the most qualified applicants are equitably selected and retained.

VISION

Our well-trained, competent, and professional team will utilize best practices, cost-effective technology, and innovation to provide a merit-based employment system that is recognized for excellence in public service.

VALUES

Teamwork

Excellence

Service

Transparency

Equal Opportunity

Merit Principles

Civil Service Commissioners

The Spokane Civil Service Commission is an independent body created by the City Charter to administer that portion of the Charter pertaining to Civil Service. By mandate of the citizens of Spokane, the Commission is specifically charged with the responsibility of developing and maintaining a classification plan, a comprehensive recruitment program, and practical selection standards for all classified positions in the municipal government.

It is also responsible for providing procedural rules for administration of classified employment and for resolving any differences which may arise as a result of these rules or the Charter. The Spokane City Charter, Article VI, provides the mandate and authority for the City of Spokane's civil service system.

The Civil Service Commission consists of five members: two nominated by the Mayor and appointed by the city council, two appointed by the city employee groups, and one appointed by the other four members. The Commission conducts public meetings on the third Tuesday of each month.

Current Commissioners and terms

| | |
|--|-----------------------------|
| Mark Lindsey, Chair..... | Jan. 2015 – Present |
| Uniformed Employee Groups Appointee..... | Current term ends Dec. 2022 |
| Judith Gilmore, Vice Chair..... | Sep. 2016 – Present |
| Employee Retirement Board Appointee..... | Current term ends Dec. 2024 |
| Nicole Palmerton..... | Apr. 2021 – Present |
| City Council Appointee | Current term ends Dec. 2024 |
| Scott Stephens..... | Aug. 2017 – Present |
| Civil Service Commission Appointee | Current term ends Dec. 2025 |
| Craig Hult | Mar. 2011 - Present |
| City Council Appointee | Current term ends Dec. 2022 |

Commission Legal Counsel

Mike Piccolo

Chief Examiner

Kelsey Pearson

Previous Commissioners and Terms

| | |
|-----------------------------|-----------------------|
| Pam Decounter | Jan. 2017 – Dec. 2020 |
| Kathryn Sewell..... | Mar. 2015 – Feb. 2017 |
| Jim DeWalt..... | Feb. 2011 – Dec. 2014 |
| Phyllis Gabel | Aug. 2008 – Dec. 2016 |
| Cheryl Beckett..... | Dec. 2007 – Jun. 2016 |
| Ronald Stanley | Aug. 2007 – Dec. 2010 |
| Robert Van Leuven..... | Mar. 2002 – Dec. 2006 |
| Gerald Sailing | Jul. 2001 – Dec. 2007 |
| Carol Lawton..... | Jun. 2000 – Dec. 2010 |
| Ivan Bush..... | Jul. 1997 – Dec. 2000 |
| James L. Kirschbaum | Jan. 1995 – Sep. 2001 |
| John Krall | Apr. 1993 – Apr. 1995 |
| Kate Quinn | Jan. 1992 – Apr. 2000 |
| John M. Maurice..... | Dec. 1991 – Dec. 2007 |
| Barry E. Ryan..... | Oct. 1988 – Mar. 1993 |
| Douglas Amsbury..... | Oct. 1987 – Dec. 2002 |
| Delphine Faison..... | Apr. 1987 – Jan. 1992 |
| Paul P. Nolan | Jan. 1987 – Oct. 1987 |
| James E. Bates..... | Apr. 1986 – Sep. 1988 |
| O’Neil Vinson..... | Jan. 1985 – Nov. 1996 |
| Howard A. King..... | Sep. 1984 – Feb. 1986 |
| Seaton M. Daly, Jr..... | Feb. 1979 – Dec. 1986 |
| Frances N. Scott..... | Jan. 1979 – Dec. 1991 |
| Richard A. Moser | Feb. 1973 – Jan. 1985 |
| Elmer L. Bierly | Apr. 1972 – Jan. 1973 |
| Howard A. Anderson | Jan. 1971 – Dec. 1986 |
| C. Grover Wilson..... | Dec. 1986 – Nov. 1978 |
| Jerome C. Kopet..... | Nov. 1967 – Nov. 1978 |
| James E. Borg | Jan. 1966 – Mar. 1972 |
| John Edgar..... | Apr. 1965 – Dec. 1965 |
| Arthur M. Hansen..... | Jan. 1965 – Aug. 1984 |
| William S. J. May..... | Apr. 1964 – Dec. 1970 |
| Robert M. Hardy..... | Sep. 1963 – Apr. 1965 |
| Verne D. Warren | Jan. 1961 – Dec. 1964 |
| George E. Robey..... | Jan. 1961 – Mar. 1967 |
| Dr. Robert Southcombe | Jan. 1961 – Mar. 1964 |
| Peter Piper | Jan. 1961 – Mar. 1963 |
| Thomas F. Meagher..... | Jan. 1961 – Nov. 1967 |

Classification Work

In accordance with the City Charter, the Spokane Civil Service Commission is charged with the responsibility to classify all positions of the City with the exception of elective, appointive, and temporary/seasonal positions. Selection to such classified positions are required to be in conformance with Civil Service Commission Rules and Charter provisions.

An equitable classification plan is imperative for all large, well-established organizations. Position classification looks at the position itself, not the individual employee currently doing the job. This approach helps to provide position comparisons within the organization, determine the skills, knowledge and abilities needed, determine the level of responsibilities, and relationships among different levels of work.

Classification Actions

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|-------------------|------|------|------|------|------|------|------|------|------|------|
| Begin Year | 315 | 318 | 298 | 322 | 340 | 360 | 347 | 357 | 355 | 358 |
| Added | 6 | 11 | 30 | 26 | 41 | 22 | 12 | 5 | 13 | 8 |
| Deleted | 3 | 31 | 6 | 8 | 21 | 35 | 2 | 7 | 10 | 4 |
| Year End | 318 | 298 | 322 | 340 | 360 | 347 | 357 | 355 | 358 | 362 |

Positions Filled

(permanent FTEs; totals at year end)

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|----------------------------------|------|------|------|------|------|------|------|------|------|------|
| Classified | 1807 | 1759 | 1768 | 1808 | 1864 | 1888 | 1942 | 1940 | 1898 | 1906 |
| Non-Classified | 106 | 104 | 113 | 113 | 113 | 113 | 113 | 104 | 113 | 111 |
| Total | 1913 | 1863 | 1881 | 1921 | 1977 | 2001 | 2055 | 2044 | 2011 | 2017 |
| Percentage Non-Classified | 5.5% | 5.6% | 6.0% | 5.9% | 5.7% | 5.6% | 5.5% | 5.1% | 5.6% | 5.5% |

Non-Classified Positions

As noted in the previous section, non-classified positions number 111 at the end of 2021. This includes elected officials. Library personnel, temporary/seasonal and project employees are excluded.

Distribution of counted non-classified positions follows:

Non-Classified Positions

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Mayor's Office | 7 | 7 | 5 | 6 | 6 | 7 | 7 | 6 | 5 | 6 |
| City Council | 13 | 14 | 15 | 16 | 16 | 15 | 15 | 16 | 21 | 21 |
| Division Directors | 5 | 5 | 8 | 5 | 6 | 7 | 6 | 3 | 6 | 6 |
| Dept. Heads | 21 | 30 | 28 | 26 | 26 | 27 | 28 | 26 | 27 | 24 |
| Asst/Deputy Dept. Heads | 12 | 12 | 24 | 23 | 25 | 20 | 16 | 13 | 13 | 14 |
| Legal Office | 24 | 25 | 22 | 25 | 24 | 24 | 24 | 25 | 24 | 24 |
| Police | 4 | 4 | 3 | 4 | 3 | 6 | 7 | 6 | 7 | 6 |
| Regional Transportation | 11* | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Municipal Court | 8 | 7 | 7 | 7 | 7 | 7 | 8 | 8 | 8 | 8 |
| EMS/Fire | 1 | 0 | 1 | 1 | 0 | 0 | 2 | 1 | 2 | 2 |
| TOTAL | 106 | 104 | 113 | 113 | 113 | 113 | 113 | 104 | 113 | 111 |

Turnover

Employment turnover rates for an organization can indicate the degree of health or efficiency of that organization. Turnover rates may also be used in succession planning. High turnover may usually – but not always – indicate problems in areas such as morale, compensation, or working conditions. The turnover rate in the City has historically been relatively low. Over the past 10 years the average rate has been about 7.3%.

The past several years have seen an increase in the turnover rate among all employees (classified and non-classified). The year of 2021 saw the highest total turnover, highest turnover rate, and highest 10-year trailing turnover rate in the data available (going back 28 years to 1994).

Turnover Causes

| Year | Retired | Deceased | Laid Off | Failed Probation | Discharged | Resigned | Leave of Absence to Exempt | TOTAL | Rate |
|------|---------|----------|----------|------------------|------------|----------|----------------------------|-------|--------|
| 2012 | 49 | 1 | 20 | 3 | 1 | 21 | * | 95 | 5.3 % |
| 2013 | 85 | 4 | 16 | 3 | 1 | 28 | * | 137 | 7.8 % |
| 2014 | 74 | 3 | 11 | 3 | 2 | 32 | 6 | 131 | 7.4 % |
| 2015 | 71 | 4 | 6 | 7 | 1 | 27 | 2 | 118 | 6.5 % |
| 2016 | 81 | 3 | 1 | 8 | 2 | 36 | 2 | 133 | 7.1 % |
| 2017 | 64 | 2 | 7 | 15 | 3 | 33 | 5 | 129 | 6.8 % |
| 2018 | 73 | 1 | 7 | 16 | 2 | 31 | 2 | 132 | 6.8 % |
| 2019 | 82 | 2 | 17 | 17 | 1 | 36 | 2 | 157 | 8.1 % |
| 2020 | 82 | 4 | 6 | 13 | 3 | 12 | 6 | 126 | 6.6 % |
| 2021 | 82 | 1 | 20 | 25 | 0 | 62 | 2 | 192 | 10.1 % |

*Leave of Absence to Exempt was not tracked prior to 2014.

Among reasons for separation, voluntary resignation and probation failure have become a larger proportion. For 2021, probation failures as a proportion of separations are up nearly 60% above the 10-year average proportion. Voluntary resignations are up 37% in this same measurement.

The following page provides some interesting figures showing turnover-related trends.

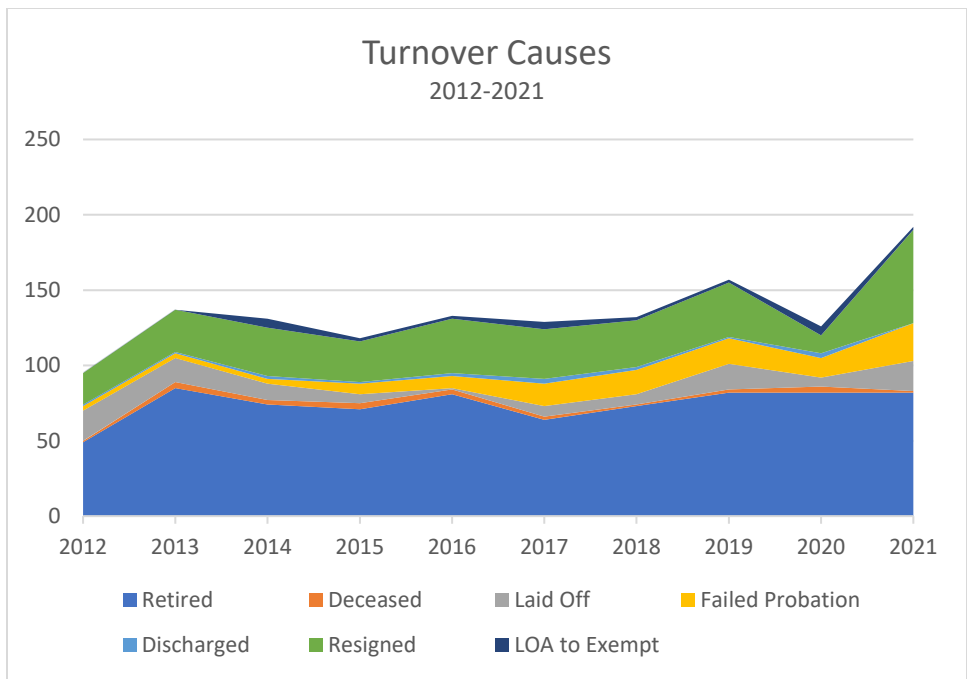


Chart 1

The proportion of separations of any given separation reason fluctuates from year-to-year. This visualization helps show the increase in probation failure as well as the drastic year-over-year rise in voluntary resignations.

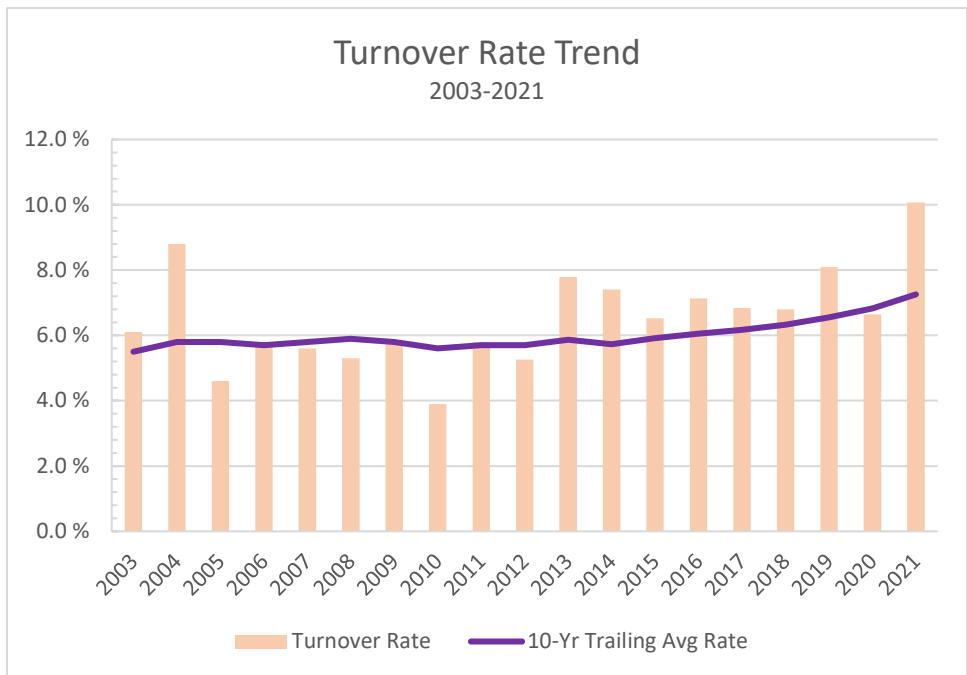


Table 2

The last few years have seen the 10-year trailing average turnover rate rise above 6%, a mark at which the rate has historically hovered.

Recruiting Update

The Civil Service Commission is responsible for establishing and maintaining eligibility standards for all classified positions in the City work force and for recruiting qualified applicants to fill those positions. Fulfillment of the recruiting responsibility is accomplished through the use of multiple channels and platforms. These include NEOGOV/governmentjobs.com, the City's jobs website, the City's social media profiles, various online job boards, professional organizations, newspapers, and the City Gazette.

2021 saw a 49% increase in total recruitments over the year 2020, and represents the highest number of total recruitments since at least 2016 (the first year of NEOGOV). Total recruitments will continue to rise into 2022 as many current employees retire. We expect recruiting to become increasingly challenging with the current job market and labor pool.

Recruitments

| | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|------------|-----------|-----------|-----------|-----------|------------|
| Open-Entry Recruitments | 58 | 42 | 69 | 50 | 50 | 86 |
| Promotional Recruitments | 44 | 35 | 30 | 32 | 35 | 40 |
| Other (Transfer/demotion, layoff, etc) | 0 | 0 | 0 | 3 | 4 | 7 |
| Total Annual Recruitments | 102 | 77 | 99 | 85 | 89 | 133 |

Applications

| | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--------------------------------------|------|------|------|------|------|------|
| Total Applications Received | 4348 | 4742 | 5850 | 4486 | 3938 | 4621 |
| Unique Applicants/People | 3390 | 3711 | 4397 | 3520 | 3246 | 3202 |
| Average Applications per Recruitment | 42.6 | 61.6 | 59.1 | 52.8 | 44.2 | 34.7 |

Trends for Key Classifications

The two below classifications are regularly recruited, are employed in large numbers across multiple departments in the City, and have minimal entry qualifications. These are typically the easiest classifications to recruit for, and they both serve as internal talent development pipelines for higher classifications.

| | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|
| Laborer I | <i>2015</i> | <i>2017</i> | <i>2019</i> | <i>2021</i> |
| Recruitment Length (weeks) | 1 | 2 | 2 | 4 |
| Applications Received | 123 | 293 | 219 | 111 |
| Candidates on Eligible List | 119 | 161 | 103 | 65 |
| Candidates Hired | 11 | 13 | 29 | 17 |
| Clerk II | <i>2015</i> | <i>2017</i> | <i>2018</i> | <i>2020</i> |
| Recruitment Length (weeks) | 3 | 2 | 2 | 2 |
| Applications Received | 265 | 364 | 340 | 189 |
| Candidates on Eligible List | 88 | 91 | 113 | 91 |
| Candidates Hired | 14 | 15 | 2 | 11* |

* Asterisk indicates the eligible list is still active, and number hired could increase.

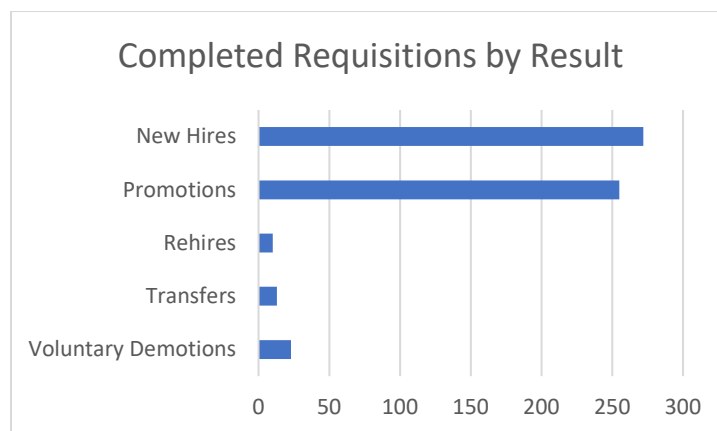
Examinations

Under the City Charter, the Civil Service Commission has the duty of providing for open, free, and competitive examinations to test the relative fitness of applicants for all classified positions. Of growing importance today is the concept of openness in government. This is reflected both in legislation and in the interest shown by private citizens in the way their government operates. Congress has expressed its concern that selection in government career service be based upon objective and equitable standards reflecting merit at all levels of government: local, state, and federal. The City of Spokane is subject to audit by a variety of federal and state compliance agencies to assure adherence to such standards, including the Uniform Guidelines for Employee Selection Process.

| | |
|-----------------------|------|
| Applications Received | 4621 |
| Candidates Eligible | 2520 |

Requisitions

| | |
|------------------------|-----|
| Requisition Approved | 602 |
| Requisitions Completed | 573 |



Nearly 45% of 2021 requisitions were promotional in nature and led to movement upwards for internal employees. This is a bright spot for 2021 where many external openings were very difficult to recruit high quality candidates in significant numbers.

Eligible Lists & Timelines

Civil Service has established a goal for just-in-time approach when re-establishing eligible lists that are to be maintained continuously. The goal is to ensure that 100% of eligible lists to be maintained have a new eligible list ready to take effect as an existing list expires. This goal is not easily realized, as a number of factors come into play, such as possible uncertainty on the part of the appointing officials as to whether a list will be needed, having current employees on laid off status, difficulty in obtaining exam subject-matter experts, and high workloads for exam analysts due to reorganizations, new classifications, etc.

The years 2020 and 2021 were particularly difficult times to meet this goal. The Coronavirus global pandemic shut work down in much of the City for most of Q2 of 2020; the rest of 2020 and much of 2021 saw periodic shutdowns, extended sick leaves, and restrictions on gatherings. Coordinating with other departments, meeting with internal subject matter experts, and arranging testing with candidates were challenges throughout the entirety of 2021.

One success from this time period was Civil Service's rollout and implementation of FastTest, an online testing platform that allowed the department to quickly move many tests from the in-person classroom setting to an online environment. This flexibility made it possible to test even when in-person meetings were restricted, and lowered a long-standing barrier for out-of-area applicants.

Progress Report

2021 was a busy and difficult year. We experienced a high volume of resignations and retirements and a new and unusual recruiting environment where low numbers of applicants drove the need to re-recruit for the same classifications on a regular basis. We were also testing for a variety of classifications that had not been tested for in many years. We have made great strides on the technology side with the addition of online testing and increases in computer-based testing in-person. Utilizing testing space in the community to offer evening and weekend testing options and offering promotional testing at worksites are other strategies that we have implemented.

There is much more work to be done. Significant effort on a classification plan and internal test development procedures are being worked on now. New software has been purchased and is in the testing stage to help increase our productivity and ensure a more professional and quality product. Our recruiting plan is evolving to ensure that we are maximizing our abilities to attract and retain a high-quality workforce.

Appeals & Complaints

It is the responsibility of the Spokane Civil Service Commission to investigate and pass upon any and all matters relating to the conditions of Civil Service employment with the City of Spokane. The Commission is also responsible for investigation and determination of any claim by employees, on eligibility lists or in classified positions, who feel that they have been deprived of, or separated from, a position to which they are entitled under the provisions of the City Charter and the Rules of the Commission.

The Commission must also hear claims and complaints against certain types of administrative actions which are non-disciplinary in nature.

The following tables provide details of disciplinary actions and complaints/appeals to the Commission.

Disciplinary Actions

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|-------------------|------|------|------|------|------|------|------|------|------|------|
| Discharged | 1 | 1 | 2 | 1 | 0 | 3 | 7 | 5 | 3 | 0 |
| Suspended | 6 | 14 | 4 | 0 | 6 | 4 | 14 | 13 | 9 | 4 |
| Demoted | 0 | 0 | 2 | 34 | 0 | 0 | 1 | 1 | 0 | 1* |
| Total | 7 | 15 | 8 | 35 | 6 | 7 | 22 | 19 | 12 | 0 |

*The demotion in 2021 was due to failure of probation.

Formal Appeals

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|------------------|------|------|------|------|------|------|------|------|------|------|
| Filed | 2 | 2 | 4 | 6 | 4 | 7 | 3 | 1 | 0 | 2 |
| Withdrawn | 1 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 0 | 0 |
| Denied | 2 | 1 | 3 | 4 | 2 | 4 | 0 | 1 | 0 | 2 |
| Dismissed | ** | ** | ** | ** | ** | 1 | 2 | 0 | 0 | 0 |

**Appeals dismissed were not tracked separately prior to 2017, and were generally recorded as "Denied"

ITEM 4D – REAPPOINTMENT OF CRAIG HULT

BACKGROUND

Mr. Hult has been selected by the mayor and affirmed by city council to a new four-year term.

No action by the Commission is needed.



Civil Service Commission

