



**CIVIL SERVICE BOARD MINUTES  
REGULAR MEETING**

2389  
Tuesday, August 3, 2021

Chair Terrence Welch called the Board meeting to order at 9:37 a.m.

**Board members in Attendance:**

Terrence Welch, Chair  
Chandra Marshall-Henson, Vice-Chair  
Kyla G. Cole  
Shana Hope Khader  
Dr. Glynn E. Newman  
Gwendolyn W. Satterthwaite  
Kendall W. Scudder

**Attendees:**

Elizabeth Wood, Project Manager, Morris & McDaniel

**Staff in Attendance:**

Jarred D. Davis, Director  
Erin Maas, Test Validation Specialist  
Laura Morrison, Senior Assistant City Attorney  
Ana Monzon, Executive Assistant  
Ashley Rucker, Manager III  
Zollie Saxon, Test Validation Specialist  
Andrew Yurkon, Test Validation Administrator

**1. PUBLIC TESTIMONY**

*None*

**2. APPROVAL OF MINUTES**

Approve Minutes from the May 4, 2021 Civil Service Regular Board Meeting

*Vice-Chair Marshall-Henson moved to accept the minutes as printed. Board member Satterthwaite seconded the motion. The Board unanimously approved the motion.*

**3. HEARING ITEM(S)**

*None*

**4. BRIEFING & DISCUSSION ITEM(S)**

- a. DFD Fire Prevention Promotional and Entry-Level Hiring Update

*Mr. Andrew Yurkon, Test Validation Administrator, provided the Board with an update on the Fire Prevention promotion and entry level hiring. He discussed the activities involved in the test development, including Promotional Timeline, Test Development Phase, and Test Administration Phase.*

*Mr. Yurkon explained that most of the exams are about 2 weeks apart starting on July 14, 2021 through November 30, 2021. The assessment centers are projected to begin in January 2022, and the scores will be posted 10 business days after the Section Chief Assessment Center is completed.*

*Mr. Yurkon further explained that during the test development phase, CVS schedules, coordinates, and attends all the required subject matter expert meetings, while Morris McDaniel conducts all SME meetings, writes the exams, prepares and ships the final exams. DFD Deputy Chiefs review each of those items and make sure that they are appropriate for the rank. During the assessment centers, CVS responsibilities will remain the same, while Morris McDaniel will work closely with DFD. CVS will take a leading role in the test administration phase. In this phase, CVS is responsible for the planning, preparation, and announcement of the written exams, administer the exam, and pass point sessions to develop a passing score. CVS will also conduct review of candidates, items, test sheets, hear appeals to any items that the applicants think are incorrect, rescore exams and post results. Finally, Morris McDaniel will prepare a written exam orientation video, respond to questions regarding the video, and respond to candidate item appeals.*

*Board member Khader sought information on whether CVS is on track, in terms of being prepared to administer the exams in October, and who oversees and manages the process. Mr. Davis assured Ms. Khader that CVS is prepared to deliver the written exam in October. Ms. Elizabeth Wilson with Morris is the firm's project manager for this project.*

*Ms. Zollie Saxon, Test Validation Specialist, presented the Board with an overview of the Fire Prevention Officer Trainee application and examination process. She presented an exam comparison between the 2018 and 2021 exams and explained the exam changes. She explained that CVS has a new test based on the most recent job analysis from 2015. She further explained that CVS is trying to aggressively move the exam to virtual and keep it that way, while still offering in-person exams for those that do not have access to internet or a computer.*

*Board member Khader inquired how often CVS administers that exam, and why this test would not fall into the ambit of Morris McDaniel. Mr. Davis explained that Morris McDaniel only contracted to provide promotional written exams assessment centers, they did not contract for entry level, and that applies to any sworn service.*

b. DPD 911 Telecommunicator Hiring Update

*Mr. Davis provided the Board with an overview on the 911 Hiring Event. He informed CVS and DPD hosted a 911 hiring event on July 17<sup>th</sup>, with 266 onsite attendees. CVS was able to post the positions online, deliver the exam online, allowing the event to be a hiring event and not a job fair. This approach gave CVS the opportunity to partner with DPD and to be able to conduct on-the-site interviews and on-the-spot job offers.*

*He informed the Board that during the July 9<sup>th</sup> and July 17<sup>th</sup> hiring events, CVS saw a little over 1000 candidates expressing interest in the position. Of those candidates, 557 met the minimum qualifications, 184 completed the exam, and 49 offers were extended to individuals.*

*Mr. Davis further explained that CVS is in the process of working with DPD to validate and confirm all test components of the 911 Telecommunicator exam are still relevant to the job.*

*Board member Cole congratulated Mr. Davis for the progress made. She believes that this approach is innovative and very impressive. She requested Mr. Davis report back after September 10<sup>th</sup> finalization on the 911 Telecommunicator exam analysis and pass point evaluation. Mr. Davis will report back in October.*

*Board member Satterthwaite inquired whether the City has increased its pay scale for this position. Mr. Davis informed her the CVS department has no jurisdiction over payrates; however, he reported that the entry level has been increased, but he was not able to provide the actual number.*

*Board member Khader commended Mr. Davis and the Civil Service team for the great numbers. She sought an update about the minimum qualifications for the Police Dispatcher position, which requires not just customer service experience, but emergency call taking experience as well. She inquired of Mr. Davis about his conversations and feedback from DPD on possible broadening the minimum qualifications, so it does not require emergency call taking experience. Mr. Davis appreciated the concern and assured her that he will follow up on this.*

c. FY 20-21 Q3 Performance Score Card

*Mr. Davis presented the Board with the FY 20-21 Q3 Performance Score Card.*

*Board member Khader inquired about the 70 days average time to hire from Q1 to date. Mr. Davis explained that CVS is currently in the process analyzing time to hire data. This will continue to be a CVS goal and opportunity. He hopes to come back with a deeper dive and a more detailed report soon.*

*Board member Newman sought clarification on whether the current average of 70 days' time to hire entails the whole process or are there additional days needed for the hiring manager to complete the process. Mr. Davis explained that this clock starts the date the requisition is open, and it stops the day a hire is made. The CVS service level agreement as a department is committed to reviewing and turning around applications within a certain amount of time to make sure the process is moving at a satisfactory pace. The data suggests that the time slows way down when we get to the hiring manager stage. Thus, the 70 days encompasses the hiring manager as well.*

d. Civil Service Rules Revision Subcommittee Update

*Chair Welch expressed his appreciation for the valuable input of Board members Satterthwaite and Khader in this Subcommittee, as well as City Attorneys Jennifer Huggard and Laura Morrison, and Board Secretary Davis. He is pleased with the progress and looking forward to their next meeting on August 12<sup>th</sup>.*

e. Department Updates and Announcements

*Mr. Davis introduced to the Board Ashley Rucker, Manager III.*

*Mr. Davis informed the Board that CVS remains on reopening phase 3, which means that CVS is still working remotely. CVS will start reaching back to Trial Board appellants to re-offer them the virtual option.*

ADJOURNMENT  
Chair Welch adjourned the meeting at 10:55 a.m.

*Jarred Davis*  
ATTESTED

  
APPROVED