



**CIVIL SERVICE BOARD MINUTES
REGULAR MEETING**

2380
Tuesday, February 2, 2021

Chair Terrence Welch called the Board meeting to order at 9:56 a.m.

Board members in Attendance:

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

Absent:

Dr. Glynn E. Newman

Attendees:

Laura Morrison, Senior Assistant City Attorney

Staff in Attendance:

Adrian Amerson-Osorez, Management Analyst
Jarred D. Davis, Director
Ana Monzon, Executive Assistant
Kamesha Williams, Administrative Specialist II

1. PUBLIC TESTIMONY

None

2. APPROVAL OF MINUTES

Approve Minutes from the January 5, 2021 Civil Service Board Regular Meeting Board

Board member Khader moved to accept the minutes as printed. Vice-chair Marshall-Henson seconded the motion. The Board unanimously approved the motion.

3. HEARING ITEM(S)

None

4. BRIEFING & DISCUSSION ITEM(S)

- a. Police Dispatcher Sourcing Review

Mr. Davis discussed the Police Dispatcher sourcing data, highlighting key data elements to determine potential barriers, source of applicants and how they move through the process. He presented a qualification and compensation comparison, candidate sources, applicant screening, hired candidates' profiles, department feedback, and future opportunities.

Board member Khader inquired about the one (1) year of experience taking public safety emergency calls in a call center or relevant experience required in Dallas, when looking at resumes what meets that criteria? Mr. Davis explained that generally, any call taking in emergency response setting, experience would qualify.

Mr. Davis informed the Board that the City of Dallas is at the breaking point in terms of compensation from a market perspective. Board member Khader inquired whether the applicants were able to see the compensation scale when they apply. Mr. Davis explained that all applicants know what they are applying for, when Civil Service advertise a position, the pay is stated unless the position requires specific experience, which is typically for executive level positions.

Board member Scudder inquired about a possible federal minimum wage increase, if that were to happen, would the City foresee raising baseline salaries. Mr. Davis explained that during the last budget cycle, the City made the decision to raise the minimum wage floor for all city employees to \$15 dollars for labor positions and some other positions.

Mr. Davis shared the applicant screening numbers for FY 2018-19 & FY 2019-20. He explained that Civil Service loses most people in the auto score phase, which is a set of pre-screening questions tied to the minimum qualifications for a position. Board member Cole inquired about what other things not included in the chart are falling out between applications and minimum qualifications. Mr. Davis explained that other factors include education, years of experience, US citizenship, availability for varying shifts, and any type of conviction. Board member Khader stated that the Board should explore the possibility of adjusting the minimum qualifications.

Chair Welch sought clarification on whether applicants who have been disqualified in the background process know what the requirements are, what kind of background they must pass. Mr. Davis explained that a background screening starts once that application leaves Civil Service and goes over to the Dallas Police Department Personnel Division; then they start looking at the background, because it relates to the licensure of police officers.

Member Satterthwaite inquired about the possibility of increasing testing flexibility to solve the no-show rate problem. Mr. Davis assured that the CVS Department will work some different strategies to increase the show rate.

Chair Welch requested Mr. Davis have a conversation with other cities regarding their experience, customer service and less specific police-related experience requirements, and how those requirements worked out for them. He also suggested Mr. Davis talk to City of Dallas' officials to see how our police department feels about our current requirements. Chair Welch would also like Mr. Davis to gather any scholarly data on minimum qualifications or similar data from either consultants or from just a review of the literature. He would like the Civil Service Department to continue to assess the opportunity suggested by Dr. Newman about a college trainee program, and address testing opportunities to lower the no-show rate. Mr. Davis will come back with this information in April.

Board Member Cole agreed with Chair Welch that we need to contact other cities to better understand how their qualification requirements are working and if they affect the ability to field more candidates that meet minimum requirements. She suggested that this be done in conjunction with ensuring that testing availability is revised to increase the show rate as requested by Board Member Satterwhite.

b. FY 20-21 Q1 Performance Score Card

Mr. Davis presented the FY 20-21 Q1 Performance Score Card. He talked about probation extensions for Water positions being backlogged and needing to be extended, so they can get their water certification through the state. He feels that it would be great if probation could extend the training program the same way the city does for training police officers and fire-rescue officers.

Chair Welch inquired if those extensions require Board action. Mr. Davis informed him that it is a function delegated. The requirement is within the Board's authority to say how long the probationary period will be for a particular position.

Looking at the overall pass rate presented for the 10 positions within the online category, or face to face, Board member Cole sought clarification on whether the CVS Department has a goal or a plan on migrating all written exams to an online platform. Mr. Davis informed her that CVS Department will look at all the positions that still have written exams and figure out what was the last time an exam was conducted and how quickly CVS can move them over. Mr. Davis believes this will improve the show rate.

c. Department Updates and Announcements

Board member Khader inquired about updates about the development of the promotional exam for police and fire. Mr. Davis informed her that on the 27th of January Council passed a resolution that allows CVS to engage Morris McDaniel. CVS is in the final stage with the consulting firm to conduct the assessment center and test development exercises for both police and fire.

Mr. Davis informed the Board that he would like to invite the consultant to one of the Board meetings, so that they can share a little bit about what they do, and the Board can have some line of sight to how they operate on a national level as well.

Mr. Davis is looking to share a budget configuration perspective, going into the next fiscal year. He will propose and submit a plan budget and share with the Board next month.

ADJOURNMENT

Chair Welch adjourned the meeting at 11:17 a.m.


Jarred Davis (Apr 6, 2021 17:32 CDT)

ATTESTED


Terrence S. Welch (Apr 6, 2021 18:28 CDT)

APPROVED