

# PERSONNEL BOARD

<http://www.ci.richmond.ca.us/1090/Personnel-Board>

## REGULAR MEETING

Thursday, May 23, 2019

5:15 p.m.

@ 440 Civic Center Plaza – City Council Chambers



### AGENDA

Chair: Steve Early

#### Personnel Board Members

Mindy Pines

McKinley Williams

Kyra Worthy

1. ROLL CALL
2. AGENDA REVIEW
3. STATEMENT OF CONFLICT OF INTEREST
4. APPROVAL OF MINUTES
  - a. Regular Meeting of March 28, 2019
5. PUBLIC COMMENT
6. CONSENT AGENDA
  - a. **APPROVAL** to create the new classification of Police Records and Property Manager (Police Department)
  - b. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)
  - c. **APPROVAL** to create the new classification of Communications Dispatcher II (Per Diem) (Police Department)
  - d. **APPROVAL** to create the new classification of Fire Protection Engineer (Fire Department)
7. NEW BUSINESS
  - None
8. UNFINISHED/OLD BUSINESS
  - None
9. REVIEW AND/OR ISSUANCE OF SUBPOENA(S)
  - None
10. CONSIDERATION OF PROBLEMS AND REPORTS
  - None
11. ADJOURNMENT

**NOTE:** Copies of items to be distributed from the Public to the Personnel Board must also include two (2) copies; one (1) for the Secretary to the Board and one (1) for Board Counsel.

**COMMUNICATION ACCESS INFORMATION** This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact Bruce Soublet, ADA Coordinator at (510) 620-6509 at least three business days before the meeting date.



**CITY OF RICHMOND, CA**  
**HUMAN RESOURCES MANAGEMENT DEPARTMENT**

**PERSONNEL BOARD**  
**REGULAR MEETING**

**CITY COUNCIL CHAMBERS**  
**440 CIVIC CENTER PLAZA**  
**RICHMOND, CA 94804**

**MARCH 28, 2019**  
**MINUTES**

The regular meeting was called to order by Chair Steve Early at 5:15 p.m. on March 28, 2019.

**1. ROLL CALL**

Present: Steve Early, Chair  
Mindy Pines, Board Member  
McKinley Williams, Board Member  
Kyra Worthy, Board Member

Absent: None

**2. AGENDA REVIEW**

- a. **APPROVAL** to revise the existing classification of Environmental Compliance Inspector moved to New Business by Human Resources Management Department staff to discuss a few added changes to the job classification

**3. STATEMENT OF CONFLICT OF INTEREST**

- None

**4. APPROVAL OF MINUTES**

**SPEAKERS:** Cordell Hindler: stated that in reviewing the January minutes he became aware that he forgot to mention that he had been doing comparison of the job classification Deputy City Attorney job with the City of Berkeley which appears to be more current. He stated that he attended some brainstorming sessions that he found helpful in evaluating what to expect from employers. Otherwise, he approved of the minutes.

- a. Regular Meeting of January 24, 2019

Chair Early made a motion to approve the minutes of January 24, 2019. Board Member Pines seconded the motion. Minutes were approved by the following vote: YEA: S. Early, M. Pines, M. Williams, K. Worthy, NAY: None.

**5. PUBLIC COMMENT**

**SPEAKERS:** Cordell Hindler: asked that the Personnel Board consider for the next agenda a new job classification of Economic Development Marketing Manager for the City Manager's Office and to receive a presentation from City Staff.

***Audio recordings of Personnel Board Meetings are available at:***

**<http://www.ci.richmond.ca.us/index.aspx?NID=1090>**

6. **CONSENT AGENDA**

- a. ~~**APPROVAL** to revise the existing classification of Environmental Compliance Inspector moved to New Business~~
- b. **APPROVAL** to establish the position of Deputy Fire Marshal (Fire Department)

Board Member Pines made a motion to approve to establish the position of Deputy Fire Marshal. Chair Early seconded the motion. The position of Deputy Fire Marsha was approved by the following vote: YEA: S. Early, M. Pines, M. Williams, K. Worthy, NAY: None.

7. **NEW BUSINESS**

**SPEAKERS:** None

- a. **APPROVAL** to revise the existing classification of Environmental Compliance Inspector

**DISCUSSION:** Veronica Duarte de Castro, Personnel Analyst I, noted that the Agenda Report for the Environmental Compliance Inspector indicated representation is Local 21 but it should read 1021. The Physical requirements on the job specification states that the person should be able to lift samplers and manhole covers weighing up to 85 pounds. This is being corrected to read up to 40 pounds.

Board Member Mindy Pines expressed her understanding that there has been difficulty in the recruitment of Environmental Compliance Inspectors and asked where those with such certification (Environmental Compliance Inspector Certificate) are going? Why are they not coming to Richmond?

Ryan Smith, Director of Water Resource Recovery, stated he was not sure but a lot of good candidates applied either had the degree but not the certificate of vice versa.

Board Member Mindy Pines inquired on whether other cities required the certificate and Veronica Duarte de Castro stated that she did an informal survey by visiting various cities websites and found that the certificate and degree were required by some.

Ryan Smith noted that the other agencies included special districts where the salary is better.

Veronica Duarte de Castro requested that the classification of Environmental Compliance Inspector be approved as presented and with the understanding of the aforementioned changes.

***Audio recordings of Personnel Board Meetings are available at:***  
**<http://www.ci.richmond.ca.us/index.aspx?NID=1090>**

Board Member Pines made a motion to approve to revise the existing classification of Environmental Compliance Inspector. Chair Early seconded the motion. The revised classification of Environmental Compliance Inspector was approved by the following vote: YEA: S. Early, M. Pines, M. Williams, K. Worthy, NAY: None.

8. **UNFINISHED/OLD BUSINESS**

- None

9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**

- None

10. **CONSIDERATION OF PROBLEMS AND REPORTS**

- None

11. **ADJOURNMENT**

Meeting adjourned at 5:25 p.m.



# STAFF REPORT

## PERSONNEL BOARD OR DEPARTMENT

**DATE:** May 23, 2019

**TO:** Chair Early and Members of the Personnel Board

**FROM:** Lisa Stephenson, Human Resources Management Director

**SUBJECT:** **APPROVAL TO CREATE THE NEW CLASSIFICATION OF POLICE RECORDS AND PROPERTY MANAGER (POLICE DEPARTMENT)**

### **BACKGROUND**

The Police Chief has requested the creation of a Police Records and Property Manager classification. The incumbent in this new classification will be responsible for managing two units in the Police Department's Administrative Division, the Records unit and the Property and Evidence unit. This classification will be assigned to the International Federation of Professional and Technical Employees (IFPTE), Local 21 bargaining unit.

### **RECOMMENDATION**

**APPROVE** the creation of the Police Property and Evidence Manager classification.

### **ANALYSIS**

The Police Records and the Police Property and Evidence functions are two units in the Police Department that provide support for law enforcement efforts and also provide services to the community. The Police Records unit, which is currently managed by a Police Records Supervisor; is a 24-hour operation that is responsible for initiating, processing, and maintaining law enforcement records, reports and documents; entering, retrieving, and reviewing data from various law enforcement databases; and assisting members of the public in the Police Department's lobby. The Police Property and Evidence unit, which is managed by a sworn officer, is responsible for receiving, logging, controlling and maintaining incoming property and items of evidence.

The Police Chief is continuously looking for ways to receive greater operational efficiencies within the organization. After examining the workflow in the department and transitioning to a new Records Management System (RMS), the Police Chief made the decision to change the scope of responsibilities of the current Police Records Supervisor classification by adding additional duties.

The additional duties consist of the following: (1) managing the Police Property and

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Evidence unit; (2) providing administrative maintenance for the department's RMS; (3) serving as the department's California Law Enforcement Telecommunications Systems (CLETS) Coordinator; and (3) performing the functions of the Court Liaison for the department.

This new classification will help increase the operational efficiency in the Police Department by combining the management of two units in the department, and by changing the functions of the Police Records unit.

**ANALYST:** Donna Newton, Human Resources Personnel Officer

Attachments: Proposed Police Records and Property Manager Job Specification

**PROPOSED**  
**POLICE RECORDS AND PROPERTY MANAGER**

**DEFINITION**

Under general direction; manages, plans, and organizes the activities of the Police Records unit, the Police Property and Evidence unit, and other administrative and technical functions within the Police Department; provides leadership and direction to assigned staff in the pursuit of the goals and objectives of the Police Department; and performs other related duties as required.

**CLASS CHARACTERISTICS**

This is a civilian mid-management classification in the Police Department. The incumbent is responsible for the overall operations of the Police Records and the Police Property and Evidence units; and performing a broad range of administrative functions such as: acting as the Court Liaison for the Police Department, maintaining the software applications for the Records Management System (RMS), preparing reports, and managing special projects. The Police Records and Property Manager works with considerable independence; receives direction from a Police Captain or Police Lieutenant; and exercises direct supervision over other civilian personnel.

**EXAMPLES OF DUTIES**

1. Plans, organizes, and directs, the day-to-day activities associated with law enforcement records management; and the collection, retention and disposition of police property and items of evidence.
2. Directs, reviews, schedules, assigns and evaluates the work of civilian staff; and provides training to ensure compliance with laws, court decisions, rules, and the regulations of various government agencies regarding the use and confidentiality of law enforcement records; and the laws and procedures related to the receipt, storage, security, and disposal of police property and items of evidence.
3. Participates in the selection, hiring, discipline, and ongoing evaluation of assigned civilian staff.
4. Assists in the development of policies and procedures; and makes recommendations for changes and improvements to existing standards and procedures.

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5. Assumes responsibility for the overall efficiency of records/property equipment; troubleshoot technical problems; oversee evaluation, procurement, and implementation of equipment essential to records/property functions.
6. Serves as the department's California Law Enforcement Telecommunications System (CLETS) Terminal Coordinator and carries out duties as prescribed by statute and CLETS operating policies and regulations; ensures compliance with CLETS, Department of Justice (DOJ), Federal Bureau of Investigation (FBI), and the National Crime Information Center's (NCIC) policies and regulations.
7. Oversees audits conducted by the DOJ and the FBI regarding the entry of and access to information from CLETS, NCIC and California Justice Information Systems (CJIS).
8. Oversees the Court Liaison functions for the Police Department; acts as the administrative liaison between the courts and the department; collects and prepares misdemeanor criminal cases for filing with the District Attorney's Office; responds to questions from attorneys; responds to and processes subpoenas, including delivering and/or serving subpoenas on Police Department personnel.
9. Serves as the systems administrator for the records management system's software and associated software platforms.
10. Serves as the Police Department's Custodian of Records for police reports; makes court appearances for testimony, depositions and other similar proceedings.
11. Coordinates assigned activities with other City departments, divisions, and outside agencies; and represents the department regarding issues related to assigned areas of responsibility.
12. Acts as the department's liaison with vendors, businesses, and public agencies.
13. Maintains and reports accurate crime data to State and Federal authorities.
14. Assists in the preparation and administration of the unit's budget; submits budget recommendations; and monitors expenditures.

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**POLICE RECORDS AND PROPERTY MANAGER**  
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15. Attends and participates in professional group meetings; stays up-to-date of new trends and innovations in relevant fields.
16. As needed, may provide training to other members of the Police Department regarding related activities.
17. Supervises the handling and accounting of monies collected from the public at the Police Department and assures that it is forwarded to the City Finance Department in a timely manner.
18. Performs other duties as assigned and/or required.

**MINIMUM QUALIFICATIONS**

Knowledge of: Principles and practices of public administration and human resources; principles of management, supervision, training and employee development; methods, practices, and principles of law enforcement records management, database management, and other information storage systems; techniques and procedures related to maintaining, processing, releasing and retaining law enforcement records; principles and procedures for managing police property and evidence, including the control of evidence used in criminal proceedings; and pertinent local, state and federal laws, rules and regulation.

Ability to: Plan, assign, organize, supervise, and evaluate the work of staff performing activities related to records management and processing police property and evidence; administer law enforcement records and property and evidence programs and projects; learn and use computer applications and related technology; train others in the use of technical support devices; interpret, apply and explain rules, regulations, policies, and procedures; provide a high level of customer service and establish and maintain effective working relationships with law enforcement officers, co-workers, the general public, other agencies; and legal professionals. communicate effectively both orally and in writing; make sound, independent decisions within established legal, policy and procedural guidelines; prepare and administer budgets; analyze, evaluate, develop, and make recommendations on new and existing service delivery methods and standard operating procedures; identify and implement improvements in organization, work procedures and equipment; analyze complex, technical and administrative problems; prepare and maintain accurate reports and records, work unusual hours, nights, weekends, and holidays; pass a thorough background investigation.

**EDUCATION**

A high school diploma or equivalent, supplemented by college level coursework

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in management, general business, or a closely related field.

Desirable Qualifications: Bachelor's degree in a related field from an accredited college or university, or possession of California Police Officers Standards and Training (POST) Professional Records Supervisor Certificate.

**EXPERIENCE**

Four (4) years of progressively responsible experience in a law enforcement agency performing duties in the areas of law enforcement records management, property and evidence control, or in a similar field, including experience supervising staff.



# STAFF REPORT

## PERSONNEL BOARD OR DEPARTMENT

**DATE:** May 23, 2019

**TO:** Chair Early and Members of the Personnel Board

**FROM:** Lisa Stephenson, Human Resources Management Director

**SUBJECT:** **APPROVAL TO CREATE THE NEW CLASSIFICATION OF COMMUNICATIONS DISPATCHER III AND REVISE THE EXISTING CLASSIFICATION OF COMMUNICATIONS DISPATCHER II (POLICE DEPARTMENT)**

### **BACKGROUND**

The Police Department's Communications Center is responsible for responding to emergency and non-emergency calls for the cities of Richmond and El Cerrito, and 9-1-1 calls from cellular telephone users. Police Chief, Allwyn Brown, has requested the creation of the new classification, Communications Dispatcher III, to add to the Communications Dispatcher series. This new classification will be assigned to the Service Employees International Union (SEIU) Local 1021 bargaining unit. The creation of this new classification will also require a revision to the existing Communications Dispatcher II classification.

### **RECOMMENDATION**

**APPROVE** the creation of the Communications Dispatcher III classification.

### **ANALYSIS**

The Police Department's Communications Center currently has two (2) classifications in the Communication Dispatcher series, the Communication Dispatcher I and the Communications Dispatcher II. These positions are flexibly-staffed, therefore, incumbents in the Communications Dispatcher I classification are eligible to be promoted to the higher classification based on their job performance, rather than participating in an announced examination process.

The Communications Dispatcher I is the entry-level classification within the series. At this level, incumbents are not required to have related experience, and they work under close supervision while receiving on-the-job training. After incumbents have completed their initial training during their eighteen month probationary period, and they have acquired the skills to work at the Communications Dispatcher II level, they become

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eligible for a promotion without participating in an examination process.

The Communications Dispatcher II is the journey-level classification within the series. Incumbents are fully-trained dispatchers who perform their duties under general supervision, and are capable of using independent judgment in handling complex situations. Incumbents are also required to provide training and, when necessary, act as the Communications Shift Supervisor. It has been determined that requiring all Communications Dispatcher II's to provide training and to act as Communications Shift Supervisors is not the best use of limited resources. These particular duties also require skills and abilities that all Communications Dispatcher II's may not fully possess.

The proposed Communications Dispatcher III classification will be the advanced journey-level classification within the series. Incumbents will be responsible for dispatching police, fire, and medical units, and performing duties that will no longer be primarily performed by Communications Dispatcher II's. These duties include providing training to new dispatchers and temporarily replacing permanent Communications Shift Supervisors who are absent from work due to vacation, sick leave, administrative leave, or other compensatory time off.

If the proposed Communications Dispatcher III classification is approved, it will be necessary to revise the existing Communications Dispatcher II classification. The revisions will consist of adding an explanation of the distinctions between the Communications Dispatcher II classification and the new Communications Dispatcher III classification, and removing duties that Communications Dispatcher II's will no longer be required to perform, such as training staff and acting as a Communications Shift Supervisor.

**ANALYST:** Donna Newton, Human Resources Personnel Officer

Attachments: Proposed Communications Dispatcher III Class Specification  
Proposed Communications Dispatcher II Class Specification  
Proposed Revised Communications Dispatcher II Class Specification  
(with tracked changes)  
Original Communications Dispatcher II Specification

**PROPOSED**  
**COMMUNICATIONS DISPATCHER III**

**DEFINITION**

Under general supervision, the Communications Dispatcher III receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; functions as a lead worker; provides training; and performs other related work as required.

**CLASS CHARACTERISTICS**

The Communications Dispatcher III is the advanced journey level position in the Communications Dispatcher class series. Incumbents perform the full range of telecommunications and dispatching duties in addition to providing lead direction and training to Communication Center staff. The Communications Dispatcher III is distinguished from the Communications Dispatcher II in that the former functions as a lead worker; provides training to other dispatchers; is required to exercise greater latitude in the use of their judgement; is able to work with limited supervision, and acts as a Communications Shift Supervisor. Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

**EXAMPLES OF DUTIES** – (Illustrative Only)

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public; evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
2. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.
3. Provides emergency medical dispatching, which includes pre-arrival instructions; provides callers with established instructions for emergency medical situations.
4. Monitors all radio transmissions from law enforcement and fire field units in order to insure unit's safety; anticipates unit's need for assistance, responds rapidly to emergency radio traffic, and determines changes in field conditions.
5. Serves as a trainer and provides on-the-job training, instruction, and technical assistance to Communication Center staff in the use of all communications

equipment, radios, Computer Aided Dispatch systems, and department policies and procedures.

6. Assists dispatchers with work to ensure completeness, accuracy, and conformance to appropriate standards; may assume control of dispatches or complaints in unusual or emergency situations.
7. Handles more complex situations that require more experience and a higher level of knowledge and skills.
8. In the absence of a Communications Shift Supervisor, acts as Communications Shift Supervisor; on a temporary basis, performs supervisory duties on a temporary basis.
9. Prepares records and logs.
10. Monitors the use of Communications Center equipment and reports the need for repairs
11. Contacts other agencies to coordinate public safety and mutual aid operations.
12. Performs other duties as required.

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

### **MINIMUM QUALIFICATIONS**

#### Experience/Training

Five (5) years of experience performing the duties of a City of Richmond Communications Dispatcher II. Performance must continuously satisfy department standards.

#### Certification

Current and compliant POST certificate  
Current Emergency Medical Dispatch certification  
Current, CLETS certificate in good standing  
Current CPR certification

General Knowledge of: Main streets, major buildings, and geographical areas of the cities of Richmond and El Cerrito; principles and processes for providing customer service; communication devices and equipment used by the City of Richmond, dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency; and practices of supervision and basic training methods.

Ability to: accurately dispatch public safety units in a coordinated manner; obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and the materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received; operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; provide training and supervision to assigned staff; prepare records and reports; maintain files; solve problems; and follow written and oral directions; type 30 net words per minute; establish and maintain effective relationships with those contacted in the course of work.

OTHER REQUIREMENTS

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.

**PROPOSED**  
**COMMUNICATIONS DISPATCHER II**

**DEFINITION**

Under general supervision, the Communications Dispatcher II receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; and performs other related work as required.

**CLASS CHARACTERISTICS**

The Communications Dispatcher II functions at the journey-level in the Communications Dispatcher series. The incumbents have prior dispatcher experience and have demonstrated proficiency in the techniques and methods of radio dispatching involving public safety operations, and are capable of handling emergency situations requiring independent judgment as to the correct course of action where unprecedented situations may arise. Positions in the Communications Dispatcher II classification differ from those in the Communications Dispatcher I classification in that the former is a fully qualified dispatcher who has demonstrated that he/she can perform the duties of a dispatcher under general supervision, and the latter is a trainee position. The Communications Dispatcher II is further distinguished from the Communications Dispatcher III, in that the latter functions as a lead worker; provides training to Communications Center staff; and may act as the Communications Shift Supervisor. Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

**EXAMPLES OF DUTIES**

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public.
2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
3. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.
4. Provides responding units with pertinent information such as suspect

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COMMUNICATIONS DISPATCHER II  
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information; warrant, probation and parole information; vehicle registration status; license status; premise and subject history; and location of Knox boxes and hideaway keys.

5. Operates a variety of communication equipment including radio transmitters and receivers, computerized communications terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
6. Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
7. Provides callers with established instructions for emergency medical situations.
8. Handles complex situations that demand a higher level of knowledge and skills.
9. Prepares records and logs.
10. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
11. Contacts other agencies to coordinate public safety and mutual aide operations.
12. May provide training and supervision on a limited basis.
13. Performs additional related duties as required.

**MINIMUM QUALIFICATIONS**

**NOTE:** The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

**General Knowledge of:** Main streets, major buildings, and geographical areas of the cities of Richmond and El Cerrito; principles and processes for providing customer service; and communication devices and equipment.

**Ability to:** Accurately dispatch public safety units in a coordinated manner; obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and other materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received;

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COMMUNICATIONS DISPATCHER II  
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operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to a supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; prepare records and reports; maintain files; work independently; solve problems; follow written and oral directions; and type 30 net words per minute.

Experience/Experience

Eighteen months (18) of full-time experience performing public safety dispatch duties, and the ability to type a minimum of 30 net words per minute.

LICENSE/CERTIFICATION

Successful completion of a POST certified 120 hour Basic Complaint/Dispatcher course.

OTHER REQUIREMENTS

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.

City of Richmond, CA

Class Code: OC-642  
Established: 8/27/74  
Revised: ~~1/24/135/23/19~~  
FLSA: Non-Exempt  
Group: Local 1021

## **PROPOSED**

### **COMMUNICATIONS DISPATCHER II**

#### **DEFINITION**

Under general supervision, the Communications Dispatcher II receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; ~~functions as a lead worker; provides training;~~ and performs other related work as required.

#### **CLASS CHARACTERISTICS**

The Communications Dispatcher II functions at the ~~journey-level in the Communications Dispatcher series. of a fully qualified dispatcher of emergency public safety personnel and equipment.~~ The incumbents have prior dispatcher experience and have demonstrated proficiency in the techniques and methods of radio dispatching involving public safety operations, ~~and incumbents are capable of handling le~~ emergency situations requiring independent judgment as to the correct course of action where unprecedented situations may arise. Positions in the ~~Communications Dispatcher II classification~~ differ from those in the Communications Dispatcher I classification in that the ~~former is a fully qualified dispatcher who has demonstrated that he/she can perform the duties of a dispatcher under general supervision, and the latter is a trainee position. former functions~~ The Communications Dispatcher II is further distinguished from the Communications Dispatcher III, in that the latter functions ~~as a lead worker; provides training to Communications Center staff; and may act as the Communications Shift Supervisor. lead worker; provides training to Communications Dispatcher I's; handles more complex situations which demand higher level of knowledge and skills; and may be required to act (in accordance with the Personnel Rules) as a Communications Shift Supervisor.~~ Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

#### **EXAMPLES OF DUTIES - (Illustrative Only)**

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public.
2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.

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**COMMUNICATIONS DISPATCHER II**  
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3. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.
4. Provides responding units with pertinent information such as suspect information; warrant, probation and parole information; vehicle registration status; license status; premise and subject history; and location of Knox boxes and hideaway keys.
5. Operates a variety of communication equipment including radio transmitters and receivers, computerized communications terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
6. Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
7. Provides callers with established instructions for emergency medical situations.
- ~~8. Provides training to Communications Dispatcher I's and Call Takers; reviews work for accuracy and compliance with standards.~~
8. ~~9.~~—Handles ~~more~~ complex situations that demand a higher level of knowledge and skills.
- ~~10. In the absence of a Communications Shift Supervisor, may be required to perform some of the duties of a Communications Shift Supervisor; may be required to act (in accordance with the Personnel Rules) as Communications Shift Supervisor.~~
9. ~~11.~~—Prepares records and logs.

10. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
11. Contacts other agencies to coordinate public safety and mutual aid operations.
12. May provide training and supervision on a limited basis.
13. Performs additional related duties as required.

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COMMUNICATIONS DISPATCHER II  
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**MINIMUM QUALIFICATIONS**

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

General Knowledge of: Main streets, major buildings, and geographical areas of the cities of Richmond and ~~San Pablo (including Contra Costa College)~~, El Cerrito; ~~and Kensington~~; principles and processes for providing customer service; and ~~knowledge of~~ communication devices and equipment.

Ability to: Accurately dispatch public safety ~~equipment units~~ in a coordinated manner; ~~verbally communicate~~, obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and other materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received; operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to a supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; prepare records and reports; ~~and~~ maintain files; work independently; solve problems; ~~and~~ follow written and oral directions; and type 30 net words per minute.

### Experience/Experience

Eighteen months (18) of full-time experience performing public safety dispatch duties, and the ability to type a minimum of 30 ~~net~~ words per minute.

### LICENSE/CERTIFICATION

Successful completion of a POST certified 120 ~~80~~-hour Basic Complaint/Dispatcher course. ~~and/or possession of a certificate for the POST Equivalency Examination.~~

### OTHER REQUIREMENTS

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.

**ORIGINAL**

**COMMUNICATIONS DISPATCHER II**

**DEFINITION**

Under general supervision, the Communications Dispatcher II receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; functions as a lead worker; provides training; and performs other related work as required.

**CLASS CHARACTERISTICS**

The Communications Dispatcher II functions at the level of a fully qualified dispatcher of emergency public safety personnel and equipment. The incumbents have prior dispatcher experience and have demonstrated proficiency in the techniques and methods of radio dispatching involving public safety operations. Incumbents handle emergency situations requiring independent judgment as to the correct course of action where unprecedented situations may arise. Positions in this class differ from those in the Communications Dispatcher I class in that the former functions as a lead worker; provides training to Communications Dispatcher I's; handles more complex situations which demand higher level of knowledge and skills; and may be required to act (in accordance with the Personnel Rules) as a Communications Shift Supervisor. Incumbents are required to work various shifts associated with a 24-hour, 365-day operation and are required to wear a uniform.

**EXAMPLES OF DUTIES**

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public.
2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
3. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.

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4. Provides responding units with pertinent information such as suspect information; warrant, probation and parole information; vehicle registration status; license status; premise and subject history; and location of Knox boxes and hideaway keys.
5. Operates a variety of communication equipment including radio transmitters and receivers, computerized communications terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
6. Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
7. Provides callers with established instructions for emergency medical situations.
8. Provides training to Communications Dispatcher I's and Call Takers; reviews work for accuracy and compliance with standards.
9. Handles more complex situations that demand a higher level of knowledge and skills.
10. In the absence of a Communications Shift Supervisor, may be required to perform some of the duties of a Communications Shift Supervisor; may be required to act (in accordance with the Personnel Rules) as Communications Shift Supervisor.
11. Prepares records and logs.
12. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
13. Contacts other agencies to coordinate public safety and mutual aid operations.

**MINIMUM QUALIFICATIONS**

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

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General Knowledge of: main streets, major buildings, and geographical areas of the cities of Richmond, San Pablo (including Contra Costa College), El Cerrito and Kensington; principles and processes for providing customer service; knowledge of communication devices and equipment.

**EDUCATION/EXPERIENCE**

Eighteen months (18) of full-time experience performing public safety dispatch duties, and the ability to type a minimum of 30 words per minute, and qualifications listed below.

**LICENSE/CERTIFICATION**

Successful completion of a POST certified 80-hour Basic Complaint/Dispatcher course and/or possession of a certificate for the POST Equivalency Examination.



# STAFF REPORT

## PERSONNEL BOARD OR DEPARTMENT

**DATE:** May 23, 2019

**TO:** Chair Early and Members of the Personnel Board

**FROM:** Lisa Stephenson, Human Resources Management Director

**SUBJECT: APPROVAL TO CREATE THE NEW CLASSIFICATION OF COMMUNICATIONS DISPATCHER II (PER DIEM) (POLICE DEPARTMENT)**

### **BACKGROUND**

The Police Department's Communications Center is responsible for responding to emergency and non-emergency calls for the cities of Richmond and El Cerrito, and 9-1-1 calls from cellular telephone users. Currently, full-time Communication Dispatchers I/II, and Communications Shift Supervisors are responsible for answering calls and dispatching police, fire, and medical resources.

Police Chief, Allwyn Brown has requested the creation of the new Communications Dispatcher II (Per Diem) classification to provide assistance in responding to emergency calls. This new classification will be assigned to the Service Employees International Union (SEIU) Local 1021-Part-Time bargaining unit.

### **RECOMMENDATION**

**APPROVE** the creation of the Communications Dispatcher II (Per Diem) classification.

### **ANALYSIS**

The City of Richmond's Police Department's Communications Center is budgeted for sixteen dispatcher positions, however only ten (10) positions are currently filled. The six (6) vacant positions have created a shortage of working dispatchers. This issue is made even more problematic when employee absences due to vacations and sick leave are also taken into consideration. Low staffing levels has resulted in mandatory overtime, which has added to the cost of operating the Communications Center and has put additional strain on the working conditions for the current dispatchers.

The shortage of qualified dispatchers is a statewide and national problem that is due, in part, to the stringent background requirements for becoming a dispatcher and the overall stress of working as an emergency dispatcher.

## Personnel Board Staff Report

Furthermore, while other dispatch centers have separate dispatcher for police and fire, the City of Richmond is one of only two local dispatch centers that dispatch police, fire and medical units. These conditions are contributing factors for the difficulty in recruiting qualified staff. Even though the City has continuously recruited and tested for this position, the unit remains under staffed.

The Police Chief has requested the creation of the Communications Dispatcher II (Per Diem) classification to help alleviate the problems caused by staffing shortages. The Communications Dispatcher II (Per Diem) will be responsible for receiving emergency and non-emergency calls, complaints, and inquiries from the public and dispatching police, fire, and other public safety units, in accordance with established procedures. This new classification will be a part-time classification, and incumbents will work on an as-needed basis to support the unit while the department works towards filling multiple vacancies, and during employee absences.

**ANALYST:** Donna Newton, Human Resources Personnel Officer

Attachments: Proposed Communications Dispatcher II (Per Diem) Class Specification

**PROPOSED**  
**COMMUNICATIONS DISPATCHER II (PER DIEM)**

**DEFINITION**

Under general supervision, the Communications Dispatcher II (Per-Diem) receives emergency and non-emergency calls from the public, including cellular telephone users, requesting services; dispatches emergency police, fire, and other public safety units in a coordinated manner; operates various communications equipment; and performs other related work as required. This is an as-need, temporary position. Hours will vary depending on the scheduling needs of the department.

**CLASS CHARACTERISTICS**

The Communications Dispatcher II (Per Diem) is a journey-level dispatcher of emergency public safety personnel, who works on a temporary, as-needed basis. The incumbents have prior dispatcher experience, have demonstrated proficiency in the techniques and methods of radio dispatching involving public safety operations, and are capable of handling emergency situations requiring independent judgment as to the correct course of action where unprecedented situations may arise. The Communications Dispatcher II (Per Diem) is distinguished from the Communications Dispatcher II class in that incumbents work on an as-needed bases, are not guaranteed hours and they will not work more than 1,000 hour per fiscal year.

**EXAMPLES OF DUTIES** – (Illustrative Only)

1. Receives emergency and non-emergency calls, complaints, and inquiries from the public.
2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
3. Dispatches police, fire, and other public safety units, in accordance with established procedures, and based on the nature of the call, staff availability, assigned geographical area and location of the call.
4. Provides responding units with pertinent information such as suspect information; warrant, probation and parole information; vehicle registration status; license status; premise and subject history; and location of Knox boxes and hideaway keys.

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5. Operates a variety of communication equipment including radio transmitters and receivers, computerized communications terminals and keyboards, multi-line telephone equipment, and City-wide camera monitoring equipment.
6. Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
7. Provides callers with established instructions for emergency medical situations.
8. Handles more complex situations that demand a higher level of knowledge and skills.
9. Prepares records and logs.
10. Provides information to the public by telephone; advises them on what agency to contact for services not provided by the City.
11. Contacts other agencies to coordinate public safety and mutual aid operations.

**MINIMUM QUALIFICATIONS**

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

General Knowledge of: main streets, major buildings, and geographical areas of the cities of Richmond and El Cerrito; principles and processes for providing customer service; knowledge of communication devices and equipment.

Ability to: accurately dispatch public safety units in a coordinated manner; obtain, retain and analyze information from distraught or incoherent callers regarding their needs; interpret written instructions, policies, rules and the materials used in performing dispatching duties; quickly sort and prioritize information regarding multiple incidents; relay messages exactly as received; operate computerized communications terminals; use good judgment as to when to act independently and when to refer situations to a supervisor; speak clearly and concisely in English; react quickly, accurately, and calmly in handling emergency calls for assistance; prepare records and reports; maintain files; work independently, solve problems; and follow written and oral directions.

**EDUCATION/EXPERIENCE**

Eighteen months (18) of full-time experience performing public safety dispatch duties; and the ability to type a minimum of 30 net words per minute.

**LICENSE/CERTIFICATION**

Successful completion of a POST certified 120-hour Basic Complaint/Dispatcher course.

**OTHER REQUIREMENTS**

Incumbents must have excellent hearing; pass a medical examination and pass a thorough background investigation.

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# STAFF REPORT

## PERSONNEL BOARD OR DEPARTMENT

**DATE:** May 23, 2019

**TO:** Chair Early and Members of the Personnel Board

**FROM:** Lisa Stephenson, Human Resources Management Director

**SUBJECT: APPROVAL TO CREATE THE NEW CLASSIFICATION OF FIRE PROTECTION ENGINEER (FIRE DEPARTMENT)**

### **BACKGROUND**

Fire Chief Adrian Sheppard has requested the creation of the Fire Protection Engineer classification. The incumbent in this new classification will be responsible for reviewing plans and specifications for building, fire protection equipment, and industrial and hazardous material processes. This civilian professional classification will be assigned to the International Federation of Professional and Technical Employees (IFPTE), Local 21 bargaining unit.

### **RECOMMENDATION**

**APPROVE** the creation of the Fire Protection Engineer classification.

### **ANALYSIS**

The Richmond Fire Department's Fire Prevention Bureau (Bureau) is responsible for performing fire and safety inspections, issuing fire permits, and approving building plans. These duties are collectively performed by five (5) firefighters, including a Fire Marshal and four (4) Fire Inspectors. For the past four (4) years, some of the duties associated with plan review, inspections, and issuing permits were outsourced to a consulting firm. The Fire Protection Engineer, hired through a consulting firm, provided additional support to the Bureau to help reduce delays in reviewing plans and issuing permits. The contract for these services is due to end this fiscal year, and there are no plans to extend the contract.

Chief Sheppard has requested the new Fire Protection Engineer classification to continue performing the duties that are currently being performed by a consultant. The incumbent in the Fire Protection Engineer classification will conduct a review of plans and specifications for buildings, fire protection equipment, and industrial and hazardous material processes; perform inspections; and issue permits to ensure compliance with federal, state, and municipal fire protection codes and ordinances.

## Personnel Board Staff Report

The new classification will allow the Bureau to continue to provide fire prevention services to architects, engineers, developers, contractors, building owners, and other members of the public in a timely manner.

**ANALYST:** Donna Newton, Human Resources Personnel Officer

Attachment: Proposed Fire Protection Engineer Job Specification

**PROPOSED**

**FIRE PROTECTION ENGINEER**

**DEFINITION**

Performs moderate to complex review of plans and specifications for building, fire protection equipment, and industrial and hazardous material processes to ensure compliance with federal, state, and municipal fire protection codes and ordinances, and serves in an advisory capacity to Fire Department personnel on a variety of fire protection requirements and procedures.

**CLASS CHARACTERISTICS**

The Fire Protection Engineer is a civilian professional classification in the Fire Prevention Bureau of the Fire Department with responsibility for performing complex plan review and fire protection engineering activities. It is distinguished from other engineering classifications in its specialized emphasis on fire protection systems and compliance with fire and life safety codes.

**EXAMPLES OF DUTIES** – (Illustrative Only)

1. Conducts comprehensive and technical review and evaluation of site, construction (commercial, industrial, residential), hazardous materials, fire main, fire hydrant, fire sprinkler, standpipe, fire alarm and detection, smoke control and all other fire protection system plans to ensure compliance with the California Fire Code, Richmond Municipal Code, and other applicable regulations, standards, laws and technical codes.
2. Evaluates reports submitted by design professionals and engineers for code equivalency or alternate materials, design and methods.
3. Performs advanced calculations and uses formulas to determine adherence to fire protection code requirements.
4. Identifies errors in construction documents and requires corrections be made to meet federal, state, and municipal codes.
5. Conducts inspections in accordance with approved plans to ensure conformance to applicable regulations, standards, and codes.

6. Prepares memoranda, letters, and reports; and makes recommendations to solve problems from plan reviews.
7. Evaluates, approves, and issues permits for design and installation of fire protection systems.
8. Provides an explanation to permit applicants regarding the reason a permit application was rejected and recommends modifications to submitted plans.
9. Provides technical assistance, guidance, and technical interpretation of building and fire codes to architects, engineers, developers, contractors, building owners, and fire department personnel.
10. Acts as representatives to committees, technical associations, and professional organizations.
11. Assists in the training of fire department personnel in fire science, fire protection components, and fire inspections.
12. Makes presentations and provide training at events regarding updates to codes and regulations.
13. Educates the public on fire safety techniques, through presentations, demonstrations, and informal reference.
14. Assists in pre-incident planning process.
15. Acts as technical reference for building systems and department capabilities.
16. Coordinates fire protection processes with other agencies and City departments.
17. Develops, prepares, and maintains a variety of records, staff reports, ordinances, and resolutions for the Fire Department and City Council action.
18. Prepares Standard Operating Procedures (SOP) for use by Fire Department personnel.
19. Performs related duties as assigned.

### **MINIMUM QUALIFICATIONS**

Knowledge of: Principles, methods, and practices of modern fire prevention, fire protection engineering, and fire suppression activities as applied to local standards, codes and ordinances; modern methods, techniques and building materials used in the design and construction of various buildings and fire protection systems; practices applied to the review of plans and specifications, and application of local, state, and federal codes and regulations pertaining to fire and life-safety and building construction; mechanical, chemical, and related characteristics for various flammable and explosive materials and hazardous substances and their proper use and storage requirements; principles and practices of basic fire science, fire technology, and fire behavior; mathematical calculations; and Uniform Fire Code; Uniform Building Code, and other applicable codes and State laws.

Ability to: Represent the Fire Department to contractors, engineers, architects and developers and in public meetings; make comprehensive studies and prepare reports and recommendations; communicate effectively orally and in writing; read and interpret construction plans and specifications; detect deviations from plans, regulations, and standard safety procedures; properly interpret and make decisions in accordance with laws, regulations and policies; perform journey-level fire prevention review for various buildings and structures; enforce codes, ordinances, and regulations pertaining to fire prevention and hazardous materials with impartiality, efficiency, firmness and tact; work cooperatively with others; and plan, coordinate and prioritize assigned work.

### **EDUCATION/EXPERIENCE:**

Any combination of experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience – Three (3) years of full-time experience in fire protection engineering, fire prevention and plan review.

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in fire protection, mechanical, industrial or civil engineering, or a closely related field; OR successful completion of the Engineer in Training (EIR) certification.

### **LICENSES/CERTIFICATIONS:**

Possession of a valid class C California Driver's License is an ongoing requirement.

Desirable Qualifications: A certificate of registration or qualifications sufficient for license as a Fire Protection Engineer in the state of California.