

PERSONNEL BOARD

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

REGULAR MEETING

Thursday, June 27, 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 May 23, 2019
5. PUBLIC COMMENT
6. CONSENT AGENDA
 - a. APPROVAL to create the new classification of Communications Dispatcher II (Per Diem) (Police Department)
7. NEW BUSINESS
 - a. DISCUSS calendaring upcoming RPOA grievance hearing
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 Souplet, 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**

**MAY 23, 2019
MINUTES**

The regular meeting was called to order by Chair Steve Early at 5:17 p.m. on May 23, 2019.

An audio of this meeting does not exist. Minutes are from recall and notes from the meeting.

1. ROLL CALL

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

Absent: Kyra Worthy, Board Member

2. AGENDA REVIEW

Agenda items b and c were moved from Consent Agenda to New Business at the request of RPOA President Ben Therriault and agenda item a by Board Member Mindy Pines for further discussion.

- 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)

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

SPEAKERS:

Cordell Hindler: recommended that the minutes be approved as submitted.

- a. Regular Meeting of March 28, 2019

Board Member Pines made a motion to approve the minutes of March 28, 2019. Chair Early seconded the motion. Minutes were approved by the following vote: YEA: S. Early, M. Pines, M. Williams, NAY: None.

5. PUBLIC COMMENT

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SPEAKERS:

Cordell Hindler: recommended that the City of Richmond update the Deputy Director of Housing Authority job description and salary to be more in align with the City of Berkeley which appears to be more current. He also recommended a presentation to the Personnel Board on Government Alliance on Race and Equity (GARE).

Ben Therriault: announced the layoff of the Human Resources Director Lisa Stephenson by the City Manager. Mr. Therriault stated that Lisa Stephenson has a great working relationship with the unions as a labor negotiator. He also noted that the position (HR Director) is a requirement of the City of Richmond Charter. He also expressed his concern about the upcoming items on the agenda (jobs) for which he would speak later in the meeting.

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)

Board Member Pines made a motion to approve the establishment of the position of Fire Protection Engineer. Board Member Williams seconded the motion. The position of Fire Protection Engineer was approved by the following vote: YEA: S. Early, M. Pines, M. Williams, NAY: None.

7. **NEW BUSINESS**

SPEAKERS:

- a. **APPROVAL** to create the new classification of Police Records and Property Manager (Police Department)

DISCUSSION:

HR Personnel Analyst Donna Newton introduced the new classification of Police Records and Property Manager. Board Members Pine and Williams inquired on the duties of this position and whether it would be one person taking on the job of two (2) full-time positions. Captain Timothy Simmons and Lieutenant Timothy Gray were available to answer questions. Captain Simmons explained that the Property Division was currently an assignment of a sergeant who along with other duties was responsible for supervising the Property Technicians. This would be a promotion for the current Police Records Supervisor who would continue to be responsible for duties she is currently

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performing such as reporting stats and data to FBI and DOJ but she would be doing so in a management position. Other local cities have this model.

Board Member Williams made a motion to approve the new classification of Police Records and Property Manager. Chair Early seconded the motion. The new classification of Police Records and Property Manager was approved by the following vote: YEA: S. Early, M. Pines, M. Williams. NAY: None.

- a. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)

DISCUSSION:

Ben Therriault: spoke on the lack of transparency in creating/updating these jobs, Communications Dispatcher II, III, and II per diem. Instead of increasing the pay through meet and confer and the normal process – this is a go around by passing the normal procedure and this is not ok.

HR Personnel Analyst Donna Newton introduced the new classification of Communications Dispatcher III and the update of Communications Dispatcher II. Communications Center Manager Michael Schlemmer and Communication Shift Supervisor Diane Hardin explained the training of dispatchers. The state requirements are the same as sworn, 24 hours in a two year period. The training of a new Communications Dispatcher takes six to nine months which is currently being done by Communications Dispatcher II's who have agreed to train. One half of the Communications Dispatcher II's are not able, or do not wish to train. There are currently six vacancies and one new Communications Dispatcher is due to begin soon. Since there is a staff shortage, overtime is mandatory.

Board Member Williams expressed concern with the budget and the lack of knowledge about the financing of positions that they approve.

Communications Center Manager Schlemmer reassured the Personnel Board Members that they had met with SEIU 1021 representative along with HR Personnel Analyst Donna Newton and there were no objections to the creation of Communications Dispatcher III and the revision of Communications Dispatcher II by SEIU 1021.

Board Member Pines made a motion to continue the matter of creating the new classification of Communications Dispatcher III and revising the existing classification of Communications Dispatcher II (Police Department) to the next regular meeting of June 27, 2019. Chair Early seconded the motion. The new classification of Communications Dispatcher III and the revision of the existing classification of Communications Dispatcher II (Police Department) will be continued to the next regular Personnel Board Meeting of June 27, 2019 by the following vote: YEA: S. Early, M. Pines, M. Williams. NAY: None.

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- a. **APPROVAL** to create the new classification of Communications Dispatcher II (Per Diem) (Police Department)

DISCUSSION:

HR Personnel Analyst Donna Newton introduced the new classification of Communications Dispatcher II (per diem). Communications Center Manager Michael Schlemmer and Communication Shift Supervisor Diane Hardin were present to answer any questions.

It was explained that this position is a part-time temporary position where the person cannot work more than 999 hours per fiscal year. If the person goes over the 999 hours, it would necessitate the City and employee paying into California Public Employees' Retirement System (CalPERS). It would be utilized on a as-need basis and within the constraints of the budget.

Ben Therriault: expressed the same concerns for the creation of this item as he did for the creation of the classification of Communications Dispatcher III and revising the existing classification of Communications Dispatcher II.

The Board asked that this also be continued as with the previous items.

Board Member Pines made a motion to continue the matter of creating the new classification of Communications Dispatcher II (per diem) (Police Department) to the next regular meeting of June 27, 2019. Chair Early seconded the motion. The new classification of Communications Dispatcher II (per diem) (Police Department) will be continued to the next regular Personnel Board Meeting of June 27, 2019 by the following vote: YEA: S. Early, M. Pines, M. Williams 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 6:14 p.m.

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STAFF REPORT

PERSONNEL BOARD OR DEPARTMENT

DATE: June 27, 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. On May 21, 2019 staff from the Human Resources and Police departments met with representatives from SEIU and agreed that six months after this position has been approved by the City Council, staff will meet again with SEIU to discuss the impact that this new classification had on permanent full-time communications dispatchers and if the department will continue to use this classification.

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 12 positions are currently filled. The four (4) 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 managing the police department and has put additional

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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. These conditions have made it very difficult to recruit and retain 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 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 Job 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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COMMUNICATIONS DISPATCHER II (PER DIEM)
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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.

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COMMUNICATIONS DISPATCHER II (PER DIEM)
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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.

DRAFT