

PERSONNEL BOARD

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

REGULAR MEETING

Thursday, July 25, 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)
 - b. **APPROVAL** to create the new classification of Communications Dispatcher III and revise the existing classification of Communications Dispatcher II (Police Department)
7. NEW BUSINESS
 - a. **REPORT** on the processes and procedures for conducting an employee(s) 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 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**

**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

Audio recordings of Personnel Board Meetings are available at:

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

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

- 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: July, 25, 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. The attached email confirms SEIU's support for the creation of this new 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)

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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 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: Email From Millie Cleveland, SEIU Local 1021 Field Representative
Proposed Communications Dispatcher II – Per Diem Job Specification

Donna Newton

To: Michael Schlemmer
Subject: RE: Richmond Personnel Board

Donna F. Newton
Human Resources Personnel Officer
Human Resources |450 Civic Center Plaza, Suite. 310| Richmond, CA 94804
Tel. (510) 621-1218 | Fax (510) 620-6560 | donna_newton@ci.richmond.ca.us

From: Michael Schlemmer
Sent: Wednesday, July 03, 2019 2:06 PM
To: Donna Newton
Subject: FW: Richmond Personnel Board

Per our conversation

Michael Schlemmer

Communication's Center Manager

Richmond Police Department

1701 Regatta Blvd Richmond, CA 94804

510.620.6660

Mon-Thurs 6:00am-4:00pm

From: Millie Cleveland [millie.cleveland@seiu1021.org]
Sent: Friday, May 24, 2019 3:01 PM
To: Bruce Soublet
Cc: Lisa Stephenson; Michael Schlemmer
Subject: Richmond Personnel Board

Dear Bruce

This email is to clarify SEIU Local 1021's support for the creation of both the Dispatcher Per Diem and Dispatcher III positions. The Union did meet with both the Communication Center Manager and the Human Resource Director to discuss any potential impacts on the SEIU members. Additionally, as the Union Representative I met with communication workers who also supported the creation for the proposed classifications. Hopefully, this email can correct the position that was expressed by the representative of RPOA who unfortunately was not aware of the meetings that had occurred. I am asking that this email be

shared with the members of the Personnel Board. Thank you for your attention to this matter. Please feel free to contact me directly if you need additional information.

SEIU Local 1021 Union Field Representative
Office (510) 350-4539
Cell (510) 710-0201

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.

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



STAFF REPORT

PERSONNEL BOARD OR DEPARTMENT

DATE: July, 25, 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. On May 21, 2019 staff from the Human Resources and Police departments met with representatives from SEIU. The attached email confirms SEIU's support for the creation of this new classification. 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

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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 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: Email from Millie Cleveland, SEIU Local 1021 Field Representative
Proposed Communications Dispatcher III Class Specification
Proposed Revised Communications Dispatcher II Class Specification
Proposed Revised Communications Dispatcher II Class Specification
(with tracked changes)
Original Communications Dispatcher II Class Specification

Donna Newton

To: Michael Schlemmer
Subject: RE: Richmond Personnel Board

Donna F. Newton
Human Resources Personnel Officer
Human Resources |450 Civic Center Plaza, Suite. 310| Richmond, CA 94804
Tel. (510) 621-1218 | Fax (510) 620-6560 | donna_newton@ci.richmond.ca.us

From: Michael Schlemmer
Sent: Wednesday, July 03, 2019 2:06 PM
To: Donna Newton
Subject: FW: Richmond Personnel Board

Per our conversation

Michael Schlemmer

Communication's Center Manager

Richmond Police Department

1701 Regatta Blvd Richmond, CA 94804

510.620.6660

Mon-Thurs 6:00am-4:00pm

From: Millie Cleveland [millie.cleveland@seiu1021.org]
Sent: Friday, May 24, 2019 3:01 PM
To: Bruce Soublet
Cc: Lisa Stephenson; Michael Schlemmer
Subject: Richmond Personnel Board

Dear Bruce

This email is to clarify SEIU Local 1021's support for the creation of both the Dispatcher Per Diem and Dispatcher III positions. The Union did meet with both the Communication Center Manager and the Human Resource Director to discuss any potential impacts on the SEIU members. Additionally, as the Union Representative I met with communication workers who also supported the creation for the proposed classifications. Hopefully, this email can correct the position that was expressed by the representative of RPOA who unfortunately was not aware of the meetings that had occurred. I am asking that this email be

shared with the members of the Personnel Board. Thank you for your attention to this matter. Please feel free to contact me directly if you need additional information.

SEIU Local 1021 Union Field Representative
Office (510) 350-4539
Cell (510) 710-0201

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 this class differ from those in the Communications Dispatcher I class in that the latter is a trainee position and the former is a fully qualified dispatcher who has demonstrated the ability to perform the duties of a dispatcher, under general supervision. 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 - (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

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COMMUNICATIONS DISPATCH II
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- 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 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, 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 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

**CITY OF RICHMOND
COMMUNICATIONS DISPATCH II
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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 words per minute.

LICENSE/CERTIFICATION

Successful completion of a POST certified 120-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.

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 more independent judgment as to the correct course of action where unprecedented situations may arise. Positions in ~~Communications Dispatcher III~~ this class differ from those in the Communications Dispatcher I class in that the ~~latter is a trainee position and the former functions~~ is a fully qualified dispatcher who has demonstrated the ability to perform the duties of a dispatcher, under general supervision. The Communications Dispatcher III is further distinguished from the Communications Dispatcher II, in that the former 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.

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COMMUNICATIONS DISPATCHER II
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2. Evaluates information to determine jurisdiction, priority, staff availability and equipment needed.
- ~~3.~~
- 4.3. 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.
- 5.4. 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. ~~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. ~~6.~~—Retrieves information in response to requests from police and fire units, and monitors and maintains status and location of units.
7. ~~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.
- 4.10. 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.

MINIMUM QUALIFICATIONS

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COMMUNICATIONS DISPATCHER II
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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 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.

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.

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.

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.

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Ability to: accurately dispatch public safety equipment 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.

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.

OTHER REQUIREMENTS

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



STAFF REPORT

PERSONNEL BOARD OR DEPARTMENT

DATE: July, 25, 2019

TO: Personnel Board Chair and members of the Personnel Board

FROM: Bruce A. Soublet, Sr. Assistant City Attorney

**SUBJECT: REPORT ON THE PROCESSES AND PROCEDURES FOR
CONDUCTING AN EMPLOYEE(S) GRIEVANCE HEARING**

STATEMENT OF THE ISSUE:

The current Personnel Board members have not had an opportunity to be informed on the manner in which grievance hearings are conducted. Counsel to the Personnel Board will provide a brief overview of the processes and procedures necessary for the grievance hearing.

RECOMMENDED ACTION:

Receive a report on the processes and procedures for conducting a grievance hearing.

DISCUSSION:

One of the duties of the Personnel Board is to hear and make decisions on grievances filed on behalf of employees. The current board has not had an opportunity to receive training on how to conduct a grievance hearing. Counsel to the Personnel Board will provide a brief overview on the processes and procedures necessary to conduct a grievance hearing.

Attachments: Procedures and Protocols for Personnel Board Meetings

CITY OF RICHMOND
Procedures and Protocols for Personnel Board Meetings

I. Regular Meetings

- a. Regular meetings of the Personnel Board of the City of Richmond shall be held on the fourth Thursday of the month from January through October provided that, if the fourth Thursday falls on a legal holiday or a non-business day, the meeting shall be held third Thursday of the month. November and December meetings will be held the third Wednesday of the month. Any future regular meeting may be canceled at any time by the Chair of the Personnel Board at the Chair's discretion, or by the vote of a majority of the members of the Personnel Board during a regular meeting.
- b. Regular meetings of the Personnel Board shall begin at 5:15 p.m. and shall adjourn by 10:00 p.m. unless the time of adjournment is extended by the vote of a majority of the Board.
- c. A Personnel Board member who has three unexcused absences from regularly scheduled meetings during a 12-month period shall be deemed to have automatically resigned from appointment to the Personnel Board.
- d. No regular meeting shall be held or Personnel Board business transacted at a regular meeting unless a quorum of the Personnel Board is present.

II. Special Meetings

- a. Special meetings may be called by the Chair of the Personnel Board or by any two members of the Personnel Board.
- b. No special meeting shall be held or Personnel Board business transacted at a special meeting unless a quorum of the Personnel Board is present.

III. Placement of Agenda Items on Regular and Special Meeting Agenda

The Placement of any item on any regular or special meeting agenda shall be limited to the following: (1) any member of the Personnel Board; (2) the City Manager; (3) the City Attorney; and (4) the Secretary of the Personnel Board. To place an item on the agenda, a request must be provided in writing to the Secretary of the Personnel Board no later than 5:00 p.m. on the Thursday two weeks before the Thursday regular meeting. At least 72 hours before a regular meeting of the Personnel Board and 24 hours before a special meeting, the meeting agenda will be posted on the City's website and at such other public locations where the City currently posts agendas for meetings of the City Council and other City boards and commissions.

An item placed on an agenda must clearly be preceded by the recommended action with one of the following verbs:

- ACKNOWLEDGE **receipt of*

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- APPROVE
- CONSIDER and DIRECT *staff*
- DIRECT *staff*
- DISCUSS and APPROVE
- DISCUSS and CONSIDER
- DESIGNATE
- HEAR an appeal by (name of appellant)
- INTRODUCE
- REVIEW, COMMENT and PROVIDE DIRECTION *to staff regarding*
- RECEIVE *an update/presentation*

Note that there may be more than one verb used as an agenda item. For example:

- APPROVE the *item* and DIRECT *staff to*
**italicized words serve as an example only.*

IV. Order of Business

The business of the Personnel Board at its regular meetings shall be taken up for consideration and disposition in the order set forth below and as published by the Secretary of the Personnel Board.

1. Roll Call.

Before proceeding with the business of the Personnel Board, the Secretary of the Personnel Board shall call the roll of the members of the Personnel Board and the names of those present and absent shall be entered in the minutes.

2. Agenda Review

With the concurrence of a majority of the members of the Personnel Board, matters may be taken up out of order:

3. Statement of Conflict of Interest.

The Chair and any member of the Personnel Board shall disclose for the record any conflict of interest that he or she may have regarding any matter of business before the Personnel Board. The failure on the part of the Chair or any member of the Personnel Board to disclose such conflict of interest under this agenda item shall not preclude that person from making such disclosure when the particular agenda item is considered by the Personnel Board.

4. Approval of Minutes

Unless the reading of the minutes of the Personnel Board is requested by three (3) members of the Personnel Board, such minutes may be approved without

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Procedures and Protocols for Personnel Board Meetings

reading if the Secretary of the Personnel Board has previously furnished each member of the Personnel Board with a copy thereof.

5. Public Comment

Individuals who would like to address the Personnel Board on matters not listed on the agenda and clearly within the subject matter jurisdiction of the Personnel Board may do so under Open Forum. The Chair and Members of the Personnel Board shall not offer any opinion or engage in any discussion of matters not listed on the agenda which are presented during Open Forum. All speakers must complete and file a speaker's card with the Secretary of the Personnel Board prior to the commencement of Open Forum. The amount of time allotted to individual speakers shall be based on the number of persons requesting to speak during this item. The time allocation for each speaker will be as follows: 15 or fewer speakers, a maximum of 2 minutes; 16-24 speakers, a maximum of 1 and one-half minutes; and 25 or more speakers, a maximum of 1 minute.

6. New Business

The order of proceeding where there is a communication or item of new or unfinished business before the Personnel Board shall be as follows:

- a. Staff Report
- b. Public Comment
- c. Personnel Board questions and answers
- d. Personnel Board discussion and vote

7. Unfinished/Old Business

The order of proceeding for unfinished/old business is the same as new business:

- a. Staff Report
- b. Public Comment
- c. Personnel Board questions and answers
- d. Personnel Board discussion and vote

8. Review of Subpoena(s)

The review of subpoena(s) for all hearings, including grievance and disciplinary hearings but not excluding any other type of hearing to come before the Personnel Board, is as follows:

An offer of proof must be submitted to the Personnel Board by all parties who plan on issuing subpoena(s) for a hearing (including but not limited to grievance and/or disciplinary). An offer of proof is a disclosure of the witnesses for whom subpoenas are sought and the substance, purpose, and relevancy of evidence that

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Procedures and Protocols for Personnel Board Meetings

each such witness can offer. The Personnel Board will review the offer of proof, make any inquires necessary to understand the relevancy of each witness, and may vote to issue subpoenas to any individual upon approval by a majority of the Board. Upon approval, the Chair or Vice-Chair will sign the subpoenas for a future hearing.

The party requesting the subpoenas is responsible for serving the subpoenas and payment of witness fees and mileage in accordance with California law.

9. Consideration of Problems and Reports (grievance and disciplinary hearings)

To the extent that the State law allows for a matter to be heard in closed session, the matter will be identified as a matter that is not open to the public. Regardless of whether the matter is heard in closed session or is open to the public, when consideration of a problem and report involves an appeal of an item to the Personnel Board, the order of proceeding shall be as follows:

- a. Introduction of item by Board
- b. Appellant's opening statement
- c. Respondent's opening statement
- d. *Presentation of evidence by Appellant
- e. *Presentation of evidence by Respondent
- f. Presentation of rebuttal evidence, if applicable
- g. Presentation of surrebuttal evidence, if applicable
- h. Appellant's closing statement
- i. Respondent's closing statement
- j. Personnel Board discussion and vote

Any party that wishes to offer any document in evidence at a Personnel Board hearing shall deliver such document or documents to the Secretary of the Board, and to the other side, not less than five business days before the hearing. No documents offered at the hearing that were not submitted within such time shall be considered by the Board, absent a showing of good cause why such document or documents were not submitted in a timely manner consistent with this rule.

10. Adjournment

Any item not on the agenda shall not be considered unless the item can be considered by the Personnel Board pursuant to the Ralph M. Brown Act, Government Code sections 54950 *et seq.*

V. Manner of Addressing the Personnel Board – Time Limit

Anyone who desires to address the Personnel Board on items appearing on the agenda must complete and file a speaker's card with the Secretary of the Personnel Board prior to the Personnel Board's consideration of the item. Once the item has been announced

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Procedures and Protocols for Personnel Board Meetings

and discussion has commenced, no person shall be permitted to speak on the item other than persons who have submitted their names to the Secretary of the Personnel Board. Speakers will be called when the item is announced for discussion. Each speaker will be allowed two (2) minutes to address the Personnel Board on items listed on the agenda.

Unless otherwise permitted by a majority vote of the Personnel Board, once the discussion of the agenda item has commenced, no person shall be permitted to speak on the item other than those persons who have submitted their names to the Secretary of the Personnel Board.

When a speaker's name is called by the Secretary of the Personnel Board, the person shall approach the microphone, state his/her name and city of residence in an audible tone of voice for the records. All remarks shall be addressed to the Personnel Board as a body and not to any member thereof.

Unless otherwise waived by a majority of the Personnel Board, any person addressing the Personnel Board on any item on the agenda shall be limited to a maximum of two (2) minutes.

Adopted: October 25, 2012

Revised: May 26, 2016 (March 27, 2014 regular meeting: submittal of evidence/documents prior to hearing/grievance; May 28, 2015 start time change; July 24, 2014 at hearing: Review of Subpoena(s) added to regular agenda; October 23, 2014 meeting: November & December yearly calendar; agenda language May 26, 2016)