

**CITY OF LONG BEACH  
CIVIL SERVICE COMMISSION  
MINUTES**

**WEDNESDAY, DECEMBER 20, 2017  
333 W. OCEAN BLVD., 7TH FLOOR  
CIVIL SERVICE BOARD ROOM, 8:00 AM**

Phyllis Arias, President  
Carolyn M. Smith Watts, Vice President



Charles Hicks Jr., Commissioner  
Rick McGilton-McGlamery, Commissioner  
Robin Perry, Commissioner

Kandice Taylor-Sherwood,  
Executive Director

---

**FINISHED AGENDA & DRAFT MINUTES**

**FLAG SALUTE**

Commissioner Hicks asked Meg Rau, Human Resources Officer, Human Resources Department, to lead the Pledge of Allegiance.

**ROLL CALL**

Commissioner Hicks advised that President Arias was unable to chair the Civil Service Commission meeting this morning as she welcomed a new grandchild into her family late last night. The Commission extended warm congratulations to President Arias on the addition to her family.

On behalf of the entire Civil Service Commission, Commissioner Hicks extended heartfelt prayers and best wishes to Vice-President Smith-Watts for a swift recovery from health issues she has experienced recently.

**Commissioners** Charles Hicks, Rick McGilton-McGlamery and Robin Perry

**Present:**

**Commissioners** Carolyn M. Smith Watts and Phyllis Arias

**Absent:**

Kandice Taylor-Sherwood, Executive Director and Secretary  
Crystal Slaten, Deputy Director, and Recruitment & Selection Officer  
Maria Alamo, Acting Special Projects Officer  
Rose Katsuki, Executive Assistant  
Sheree Valdoria, Personnel Analyst  
Shellie Goings, Personnel Analyst  
David Espinoza, Personnel Analyst  
Carolyn Pen, Administrative Analyst  
An Lan Pham, Assistant Administrative Analyst  
Kris Ramos, Assistant Administrative Analyst  
Maria Macias, Personnel Assistant  
Sharon Hamilton, Administrative Aide  
Gary Anderson, Principal Deputy City Attorney  
Meg Rau, Human Resources Officer, Personnel Operations Bureau, Human Resources  
Dana Anderson, Acting Labor Relations Manager, Human Resources  
Ron Marquez, Manager of Security Operations, Harbor  
Drew Schneider, Assistant Director of Security, Harbor  
Stacey Lewis, Director of Human Resources, Harbor  
Sheryl Bender, Senior Human Resources Representative, Harbor  
Paula Ortega, Senior Human Resources Representative, Harbor  
Betsy Grazier, Human Resources Representative, Harbor  
Erik Herzog, Commander, East Division, Long Beach Police Department  
Paula Gallegos, Personnel Administrator, Long Beach Police Department  
Mike Goldschmidt, Administrative Officer, Development Services  
Sofia Style, FUSE Corps Executive Fellow, Office of the City Manager

**COMMENTS FROM THE PUBLIC – The Civil Service Commission will hear from members of the public on matters within the Commission’s jurisdiction.**

1. 17-240CS      **Recommendation to approve minutes:**  
*Regular Meeting of December 6, 2017*

**A motion was made by Commissioner McGilton-McGlamery, seconded by Commissioner Perry, to approve the meeting minutes of December 6, 2017. The motion carried by the following vote:**

**Yes:** 3 - Charles Hicks, Rick McGilton-McGlamery and Robin Perry

**Absent:** 2 - Carolyn M. Smith Watts and Phyllis Arias

## **CONSENT CALENDAR**

Passed the Consent Calendar

**A motion was made by Commissioner Perry, seconded by Commissioner McGilton-McGlamery, to approve Consent Calendar Items. The motion carried by the following vote:**

**Yes:** 3 - Charles Hicks, Rick McGilton-McGlamery and Robin Perry

**Absent:** 2 - Carolyn M. Smith Watts and Phyllis Arias

### **2. 17-241CS**

#### **Recommendation to approve examination results:**

*Administrative Analyst Test #01 **AMENDED** (Established 11/9/17)*

*Animal Health Technician Test #01 (Established 12/13/17)*

*Combination Building Inspector Test #02 (Established 12/12/17)*

*Construction Inspector Test #01 **AMENDED** (Established 11/10/17)*

*General Librarian Test #01 (Established 12/12/17)*

*Office Automation Analyst Test #01 (Established 12/7/17)*

*Office Automation Analyst Test #02 (Established 12/14/17)*

*Police Officer - Lateral Test #11 (Established 12/12/17)*

*Public Health Nutritionist Test #03 (Established 12/7/17)*

*Registered Nurse Test #01 (Established 12/12/17)*

*Senior Librarian Test #01 (Established 12/14/17)*

*Senior Program Manager - Water Test #01 **AMENDED** (Established 9/29/17)*

*Special Services Officer Test #22 (Established 12/7/17)*

**A motion was made to approve recommendation on Consent Calendar.**

3. 17-242CS      **Recommendation to receive and file bulletin(s):**

*Personnel Assistant*

*Recycling Specialist*

*Water Utility Mechanic*

**A motion was made to approve recommendation on the  
Consent Calendar.**

4. 17-243CS

**Recommendation to receive and file retirement(s):**

*Susan Madsen/Housing Specialist II/Health and Human Services (16 yrs., 11 mos.)*

*Steven Esquerra/Petroleum Operations Coordinator I/Gas & Oil (26 yrs., 11 mos.)*

*Christopher Smith/Refuse Operator II/Public Works (21 yrs., 2 mos.)*

*Mark Walters/Equipment Mechanic II/Harbor (10 yrs., 10 mos.)*

*Armando Perez/General Maintenance Assistant/Harbor (24 yrs., 2 mos.)*

*Ricardo Hernandez/Equipment Operator III/Harbor (19 yrs., 10 days)*

*Jose Flores/Equipment Operator III/Parks, Recreation & Marine (23 yrs., 1 mo.)*

*Jerry Mosley/Fire Engineer/Fire (27 yrs., 10 mos.)*

*Jack Dial/Police Officer/Police (30 yrs., 1 mo.)*

*Jose Gonzalez/Equipment Operator II/Public Works (25 yrs., 8 mos.)*

*Paul Munson/Police Sergeant/Police (23 yrs., 1 mo.)*

*Tony Neal/Business Systems Specialist V/Technology & Innovation (35 yrs., 3 mos.)*

On behalf of the Civil Service Commission, Executive Director and Secretary Kandice Taylor-Sherwood presented a Certificate of Appreciation to Police Officer Jack Dial, for 30 years, 1 month, of dedicated and exemplary service to the City of Long Beach. Erik Herzog, East Division Commander, Patrol Bureau, was present and spoke on behalf of the Long Beach Police Department to recognize and highlight Officer Dial's career with the City of Long Beach. The Commission congratulated Officer Dial on his retirement.

**A motion was made to approve recommendation on the Consent Calendar.**

5. 17-244CS      **Recommendation to receive and file resignation(s):**  
*Allyne Moon/Animal Health Technician/Parks, Recreation & Marine (7 yrs., 8 mos.)*  
*Jennifer Reagan/Public Safety Dispatcher II/Disaster Preparedness and Emergency Communications (10 yrs., 6 mos.)*  
*Cata Chiv/Ambulance Operator/Fire (10 mos., 22 days)*  
*Melissa Kiser/Police Officer/Police (1 yr., 2 mos.)*  
*Roberto Jimenez/Registered Nurse II/Health and Human Services (4 yrs., 2 mos.)*  
*Ryan Rice/Refuse Operator I/Public Works (4 mos.)*

**A motion was made to approve recommendation on the Consent Calendar.**

#### **REGULAR AGENDA**

6. 17-245CS      **RECOMMENDATION FOR PROVISIONAL APPOINTMENT - Todd Thienngern, Office Systems Analyst III**  
*Communication from Stacey Lewis, Director of Human Resources, Harbor*

Ms. Taylor-Sherwood briefed the Commission on this request. Stacey Lewis, Director of Human Resources for the Harbor Department, was present to answer any questions from the Commission. Ms. Lewis introduced other members of the Harbor Department, including Charles Mallory, Assistant Director of Information Management, Sheryl Bender, Senior Human Resources Business Partner, and Betsy Grazier, Human Resources Business Partner, who were instrumental in the recruitment of Mr. Thienngern for the position.

**A motion was made by Commissioner Perry, seconded by Commissioner McGilton-McGlamery, to approve recommendation. The motion carried by the following vote:**

**Yes:** 3 - Charles Hicks, Rick McGilton-McGlamery and Robin Perry

**Absent:** 2 - Carolyn M. Smith Watts and Phyllis Arias

7. 17-246CS      **RECOMMENDATION FOR EXTENSION OF PROVISIONAL APPOINTMENT** - Saren Mason, Personnel Assistant II, and Tiffany James-Norseweather, Personnel Assistant II  
*Communication from Alejandrina Basquez, Director of Human Resources*

Ms. Taylor-Sherwood briefed the Commission on this request. Meg Rau, Human Resources Officer from the Human Resources Department was present to answer any questions from the Commission.

**A motion was made by Commissioner McGilton-McGlamery, seconded by Commissioner Perry, to approve recommendation. The motion carried by the following vote:**

**Yes:** 3 - Charles Hicks, Rick McGilton-McGlamery and Robin Perry

**Absent:** 2 - Carolyn M. Smith Watts and Phyllis Arias

8. 17-247CS      **EXECUTIVE SESSION** - Discussion on status of Civil Service role in Classification Specifications of Special Services Officer position.

Agenda Item #17-202CS (originally discussed during CSC Meeting on October 4, 2017), was calendared to CSC Meeting of December 6, 2017. It was then postponed to CSC Meeting of December 20, 2017, by voice vote, closing the agenda item number. New Agenda Item #17-247CS replaces previous Item #17-202CS.

Ms. Taylor-Sherwood briefed the Commission on this agenda item. There was a request to pull the item to compile and evaluate additional data, and present it at a meeting in January 2018. President Arias was contacted prior to today's meeting and advised the item should remain on the agenda.

Commissioner Perry emphasized the importance of making advance notification if the discussion of an agenda item is not going to move forward as planned, as key stakeholders adjusted their schedules to attend the meeting expecting to participate in substantive discussion on this issue.

Commissioner Hicks stated that the Special Services Officer (SSO) classification has been under review for over a year. He suggested that Civil Service follow its charter, which reads that it is responsible for creating classification specifications.

Commissioner Hicks asked that his request be placed on the agenda for discussion and possible vote; for Civil Service to create the SSO and all future classifications.

Ms. Taylor-Sherwood expressed that she has received financial support and collaborative assistance from City Manager Pat West and other Departments to achieve results for the Civil Service Department. She added that Civil Service will also be receiving internship assistance provided through other city departments.

Commissioner Perry wanted to ensure that the entire Commission is available to discuss this matter, and suggested this agenda item be brought back during the January 24, 2018, meeting.

Commissioner Hicks emphasized the SSO classification specification must move forward with a conclusive outcome so the men and women in the current SSO position are confident in their duties and responsibilities, are in



the appropriate classification, and are being properly and thoroughly trained.

**This CS-Agenda Item was held.**

## **MANAGERS' REPORT**

### **Recruitment & Selection**

#### **Special Projects**

#### **Administration Support Services**

#### **Executive Director**

### **Recruitment & Selection**

Ms. Slaten advised the Recruitment & Selection Division is focusing its outreach efforts toward women. Analysts Shellie Goings and An Lan Pham attended the Non-Profit Women in Non-Traditional Roles meeting in Los Angeles, to encourage attendees to consider applying for Police and Fire Recruit, Development Services, Engineering and Harbor Department positions.

The Recruitment & Selection Division hosted a Fire Recruit orientation on Friday evening, December 15, 2017, in the Main Library auditorium. The auditorium was near capacity with 240 potential applicants in attendance. Over 1,300 applications have already been received, with the application period closing on Friday, December 22, 2017.

Ms. Slaten thanked the Harbor Department for hosting a holiday gathering on Thursday evening, December 14, 2017, for the Civil Service and Human Resources Departments.

The Financial Management and the Civil Service Departments hosted a holiday luncheon for their employees on Thursday, December 14, 2017.

Ms. Slaten attended the holiday breakfast hosted by the Long Beach Gas & Oil Department. She spoke with several LBGO field employees who clearly enjoyed their jobs; a testament to good management and positive working environments.

### **Administration Support Services**

Ms. Alamo attended a budget study session in which Financial Management provided a preliminary forecast for FY19. Analyses indicate challenges this fiscal year and next due to a smaller than expected surplus and lower than projected utility tax revenue.

Ms. Alamo also attended budget preparation training.

Commissioner Perry asked if Financial Management provided additional details that will be affecting the FY19 budget. Ms. Alamo advised that the cost savings the city was expecting for health care will be lower than expected, with pension costs and fleet costs to replace vehicles being higher than projected. The city also anticipates that litigation costs may rise, affecting the FY19 budget.

### **Executive Director's Report**

In response to the detailed Diversity Report compiled by Human Resources at the request of 7th District Councilmember Uranga, Ms. Taylor-Sherwood wanted to go on record to affirm that the Civil Service Department still uses the team approach and engages in face-to-face recruiting methods, in addition to utilizing technology and social media recruiting efforts. Ms. Taylor-Sherwood highlighted the fact that Civil Service utilizes distribution lists to contact women and minorities, but staff also attend recruiting events to garner interest in city employment.

Ms. Taylor-Sherwood invited other city departments to attend recruiting events with Civil Service staff if they have a critical position or a vacancy that has been difficult to fill. She explained that if a department expert can assist Civil Service staff in answering questions from job fair attendees, there will be greater potential for the position to be filled by a qualified applicant.

Ms. Taylor-Sherwood hopes that the diversity of city staffing will increase next year through even more collaboration and recruiting partnerships with other city departments.

Ms. Taylor-Sherwood advised that she is nearing her fourth year as Executive Director of the Civil Service Department. In meeting with Department Heads and Administrative Officers, she received feedback confirming an expected issue of concern; that departments are not getting vacant positions filled quickly enough.

Ms. Taylor-Sherwood added that with Civil Service Analysts already carrying full workloads, she met with managers to identify other area of operation that could streamline processes and improve efficiencies.

A committee was created, chaired by Commission President Arias, and included committee members Commissioner Charles Hicks and Executive Director Ms. Taylor-Sherwood. The committee received input from other Civil Service staff members identifying areas where work could be streamlined by moving some requests that are more operational-related in nature to the consent calendar for approval.

The committee provided their study to the Commission with the expectation that it will be reviewed and considered, and a vote will be taken in late January 2018. Commissioner Hicks wanted to ensure the entire Commission was present to vote on the study. Commissioner Perry commended Ms. Taylor-Sherwood and the committee members for their efforts to produce such a thorough and carefully considered report.

In continuing to identify outreach opportunities to assist young people in preparing to become part of the future workforce, Ms. Taylor-Sherwood announced that Public Works and the Water Department will be providing funding to collaborate with Civil Service to facilitate a pilot

study wherein students from CSULB will have an opportunity to intern with the Civil Service Department. If the pilot program proves successful, Ms. Taylor-Sherwood advised that CSULB may consider incorporating the internship program into their curriculum with students receiving credit.

**UNFINISHED BUSINESS**

## NEW BUSINESS

Commissioner Hicks discussed the possibility of creating a Training Development Program wherein departments could hire employees at an entry-level, and provide training, with the goal that the employee will develop a foundation of experience allowing them to eventually achieve higher level positions.

Commissioner Hicks clarified that it would be a competitive program with applicants having to qualify for, and be selected, but believed it would provide an excellent opportunity to help high school or junior college students join the city workforce.

Commissioner McGilton-McGlamery agreed the program could be very beneficial for young people attempting to get into the workforce, gain experience and expand their potential to promote within the city.

Meg Rau, Human Resources Officer, introduced Mike Goldschmidt, Administrative Officer of Development Services, advising that his team has been collaborating on a program at the junior college level, which aligns with the one suggested by Commissioner Hicks.

Ms. Rau advised that Development Services has been bringing in new employees as Combination Building Inspector Aides, and providing them with training and ride-alongs, with the expectation that the experience will eventually provide them with a strong foundation to move up in the classification.

Mr. Goldschmidt explained that Development Services conducted a site visit at L.A. Trade Tech school to collaborate and provide opportunities for students to see exactly what the responsibilities are of a Combination Building Inspector (CBI). Students participated in ride-alongs with senior CBI's and conducting low-risk inspections in the field. Mr. Goldschmidt advised the goal is to create a pipeline into the Aide position, with the eventual result being a growth progression into the CBI position, which historically has been very difficult to fill because of the certifications required before applicants can even apply for a CBI vacancy.

Mr. Goldschmidt advised there has been a good response from the participants and hopes when the next Aide position becomes available, there will be a noticeable increase of candidates applying for the position.

Commissioner McGilton-McGlamery was encouraged by Mr. Goldschmidt's description of the CBI Aide example, and hopes there will be more positions that will benefit from a similar entry-level job program.

Commissioner Hicks agreed, and hoped to see more departments create a career track for job classifications mirroring the CBI Aide example.

Ms. Paula Ortega, Senior Human Resources Business Partner with the Harbor Department, was present and advised that the Harbor Maintenance Division partners with Job Corps on a 12-week internship program. As a result, they have recently hired three new employees. The Commission was extremely pleased and encouraged to learn of the recent hirings.

Commissioner Hicks described the skills of a machinist he had observed during a site visit to the Water Department. He was very impressed with the employee, who had attended a Long Beach City College trade program. The abilities and confidence of the machinist reinforced to Commissioner Hicks, the importance of cultivating applicants who are qualified for skilled labor and trade positions, as they are equally important as those requiring advanced academic degrees.

Ms. Taylor-Sherwood reiterated Commissioner Hicks' comment, which was emphasized by the results of the Human Resources Diversity Report; that there has been a trend to encourage young people to obtain advanced degrees, sometimes at the expense of skilled and technical positions that can be equally fulfilling. Ms. Taylor-Sherwood said both skilled and technical certifications and advanced degrees can provide a track toward well-paying and successful careers.

Ms. Taylor-Sherwood acknowledged Mr. Keion Bryant, who has been instrumental in producing promotional videos for the Civil Service Department. Ms. Taylor-Sherwood has also met with City Manager Pat West and Assistant City Manager Tom Modica to explain that she would like to further Civil Service recruitment efforts through more promotional videos. She was pleased to report that Tom Modica directed Long Beach TV to make Civil Service recruiting efforts a priority by highlighting harder-to-fill positions and giving them exposure on LBTv.

Ms. Taylor-Sherwood reported reviewing an initial promotional video which highlighted the Refuse Operator position, and was extremely pleased with the result. She is excited to complete more promotional videos and distribute them widely on LBTv in the near future.

As this was the final Civil Service Commission meeting for 2017, Commissioner Perry wanted to thank the entire Civil Service team for their hard work and dedication throughout the year. On behalf of the Civil Service Commission, Commissioner Perry expressed how proud he was of all the accomplishments achieved this year, wished everyone a safe holiday season, and looked forward to seeing everyone back in 2018.

Commissioner McGilton-McGlamery reiterated Commissioner Perry's sentiments.

**COMMENTS FROM THE PUBLIC – The Civil Service Commission will hear from members of the public on matters within the Commission’s jurisdiction.**

Ms. Stacey Lewis, Director of Human Resources, Harbor Department, wanted to thank the Civil Service Department for the recent Administrative Analyst eligible list; a critical classification within the Harbor Department. Ms. Lewis appreciated the progressive method in which the recruitment and testing process was conducted, which yielded an excellent list of qualified individuals.

Ms. Lewis explained that the Harbor Department uses a single point of contact method in their recruiting efforts and introduced Harbor Department recruitment team members Sheryl Bender, Paula Ortega, and Betsy Grazier.

Ms. Grazier is a new Human Resources Business Partner, who is doing extremely well in her new assignment recruiting for engineering positions with the POLB.

Ms. Ortega is a Senior Human Resources Business Partner, who has worked for the Harbor for six years, is the liaison to Job Corps, and is responsible for maintenance, tenant services and inspection surveys.

Ms. Bender, also a Senior Human Resources Business Partner, was responsible for recruiting for security positions for the Port of Long Beach. However, Ms. Lewis announced that Ms. Bender has been promoted to an Administrative Officer position with the Department of Parks, Recreation and Marine; her last day with the POLB is January 5, 2018.

On behalf of Harbor Department recruiting team, Ms. Lewis again wanted to thank the Civil Service team for their assistance this year.

Ms. Lewis announced that the Harbor Department will be launching several new programs and is looking forward to collaborating with Human Resources, Civil Service, and other city departments to ensure they are successful.

Ms. Lewis announced the inception of “Tech-Lab”, a program focused toward local middle school, through junior college age youth, to emphasize crafts and trade positions within the city.

Commissioner Perry announced that he is a member of a group that mentors young men who are very interested in participating in job preparation programs. Commissioner Perry asked those in attendance who work with middle school or high school age students to please contact him if they are interested in collaborating, to connect these young men with job training opportunities.

Commissioner Hicks advised he is concluding his second term as a Civil Service Commissioner. He is very proud of the accomplishments of the Civil Service Department and Commission during his 7 ½ years on the Commission. Commissioner Hicks acknowledged the dedicated efforts of all city departments and employees, is impressed with the progress that has been made during his tenure, and wished everyone a very safe and enjoyable holiday season.

**ADJOURNMENT**

**NO HEARING**



**NOTE:**

If written language translation of the Commission agenda and minutes for non-English speaking persons is desired, please make your request by phone to the Office of the City Clerk at (562) 570-6101, 72 business hours prior to the Commission meeting.

Kung nais ang pagsasalin ng nakasulat na wika ng agenda ng Komisyon at ang minutes para sa mga taong hindi nagsasalita ng Ingles, mangyaring isagawa ang iyong hiling sa pamamagitan ng telepono sa Opisina ng Clerk ng Lungsod sa (562) 570-6101, 72 oras ng negosyo bago ang pagpupulong ng Commission.

Si desea obtener la traducción escrita en otro idioma de la agenda y actas de la comisión para personas que no hablan inglés, haga su solicitud por teléfono a la Oficina de la Secretaría Municipal al (562) 570-6101, 72 horas hábiles antes de la reunión de la comisión.

បើមានការចង់បានឱ្យមានការបកប្រែឯកសារស្តីពីរបៀបរាវ: នឹងកំណត់ហេតុឱ្យអ្នកដែលមិនចេះនិយាយអង់គ្លេស សូមមេត្តាធ្វើសំណើអ្នកតាមទូរស័ព្ទដោយហៅការិយាល័យស្មៀនក្រុងតាមរយៈលេខ (562) 570-6101 (72 ម៉ោងធ្វើការមុននឹងចាប់ផ្តើមបើកកិច្ចប្រជុំគណៈកម្មការធម្មនុញ្ញ)។