

CIVIL SERVICE DEPARTMENT
REQUEST FOR CIVIL SERVICE COMMISSION ACTION GUIDELINES

REQUEST FOR EXTENSION OF PROBATION

Civil Service Rules and Regulations Section 41 (2)
 Civil Service Commission Policy Section 1.01

Form completed by: DAN CUMMINGS, ACTING COMMUNICATIONS CENTER OFFICER Date: 3-10-20
 Name/Title/Department SPC

Section 1: To be completed by requesting department.

To be completed
by department

Civil Service Dept.
Verification

A requisition is not required.

SG

Is any other department impacted?
If yes, which department:

Yes No SG

A completed Employee Performance Evaluation is required. Has the form been received in the Civil Service Department?

Yes No SG

Section 2: Points to be addressed in request:

Formal name and current classification title of employee.

MICHELLE SALAS, PUBLIC SAFETY DISPATCHER I SG

Summary of employee's work history, specifying all classification titles and dates, including date(s) permanent status was attained in each classification.

HIRED - 3/26/19
PSDI - PROBATION SG

The date the employee will complete probation. Date: 4/10/20

Request must be submitted 30 days prior to completion of probation. CS verified date of March 26, 2020

SG

A statement of the problem and specific reasons for request. Rationale as to how/why an extension will allow employee to pass probation.

SG

REACHED BENCHMARKS ON PHONES. NEEDS MORE TIME TO TRAIN ON RADIO BEFORE REACHING BENCHMARKS.

Which policy criteria is being utilized and how the request meets the criteria required in the policy.

EMPLOYEE SUBJECT TO DAILY OBSERVATION REPORT WHICH MONITORS AND COACHES HER PROGRESS MOVING FORWARD. SG

Length of extension requested.

(A maximum extension of 3 months may be requested; a second 3-month extension may be requested at a later date, if necessary.)

3-MONTH EXTENSION REQUESTED. SG

The following should be in attendance at the Civil Service Commission meeting:

- Requesting department.
- The impacted employee's attendance is optional.

SG
SG

Notes:

Staff has contacted Ms. Salas to inform her of the Request of Extension of Probationary Period.

CS staff verified that Ms. Salas probation will end on March 26, 2020

SUGGESTED ACTION:

Staff recommends approval of the Request to Extend Probationary Period.



City of Long Beach
Working Together to Serve

Memorandum

Date: March 11, 2020
To: Civil Service Commission
From: Dan Cunningham, Acting Communications Center Officer *DC*
Subject: REQUEST TO EXTEND PROBATIONARY PERIOD FOR MICHELLE SALAS, PERMANENT FULL-TIME PUBLIC SAFETY DISPATCHER I

The Department of Disaster Preparedness and Emergency Communications (DPEC) respectfully requests that the Commission grant a probationary period extension of 3 months for Michelle Salas, Public Safety Dispatcher I, in accordance with Section 41(2) of the Civil Service Rules and Regulations and Section 1.01 of the Civil Service Policies and Procedures.

From the onset, Ms. Salas made a favorable impression with DPEC, and we took every precaution to ensure we didn't lose her to another public safety agency during the hiring process. Although she did not have previous experience as a Public Safety Dispatcher, we believed she was a very worthy applicant and solid fit for our organization. We were determined to hire her once she passed a thorough background investigation and became eligible for hire. Ms. Salas was hired on March 26, 2019.

Historically, new employees hired as Public Safety Dispatchers start their careers in DPEC, attending a formal classroom-setting training academy. During their first 6 weeks of employment, they're taught everything specific about the position, including essential customer service guidelines and protocols that provide them the tools they need to be successful. Ms. Salas began her career without the benefit of classroom training. Instead, she was assigned to a Communications Training Officer in the Police Communications Center on Day 1, where she began to learn the job through the experience of watching a trained Public Safety Dispatcher II do the work on a daily basis. While this experience certainly proved beneficial to Ms. Salas when she finally entered her classroom training, it also may have worked against her in that, her probationary period started earlier for her than it did for her classmates.

As a Public Safety Dispatcher, employees must be able to answer emergency 9-1-1 calls for service, and work as a Radio Dispatcher, independently, and with little to no supervision. As a Call taker, Ms. Salas has excelled. She has met all of her benchmarks, and is counted on as a valuable staff member. However, at this time, she is just short of reaching those same benchmarks when working her radio assignments.

It is DPEC's belief that if the Commission grants Ms. Salas a 3-month extension of her probationary period, she will become fully-trained, satisfy all benchmarks, and meet all expectations of the Public Safety Dispatcher position.

Thank you for your consideration of this request. If you have any further questions or require additional information, please contact me at (562) 570-9470.

Human Resources Approval

[Signature]
Director or Designee

3/13/20
Date