



# **ARLINGTON FIRE DEPARTMENT CIVIL SERVICE COMMISSION INAUGURAL ANNUAL REPORT 2017 – 2019**



# TABLE OF CONTENTS

Foreword by Chairman, Chaplain Richmond Stoglin	3
Civil Service Commission Overview	4
Civil Service Commissioners	4
City Manager and Commission Appointments	4
Civil Service Commission Goals	5
Initial Goals	5
Director Appointments	5
Arlington Fire Department Civil Service Commission Local Rules	5
Appeal Hearings	6
Promotional Exam Appeals	6
Entry-Level Appeals	6
Determination of Physical or Mental Fitness	6
Disciplinary Appeals	6
Civil Service Commission Staff	7
Staff Requirements	7
Director Requirements	8
Civil Service Commission Suggestions	9

## FOREWORD BY CHAIRMAN, CHAPLAIN RICHMOND STOGLIN

The first word that comes to mind while reflecting on the last two years of the Arlington Fire Department Civil Service Commission is WOW! The work and hours of the City of Arlington staff has been immeasurable. Without any doubt, the creation of a new citizen's voted mandate carried with it a significant legal timeline that included the following components: local city council budgeting, implementation of the State mandates of Chapter 143 which although somewhat defined, clearly remains a fluid instructional instrument, and creating local rules and standard operating procedures while balancing a process that demands a closely consistent review of requirements. None of these areas of expectations are simple nor are they easy-to-fix situations. They are, in truth, hard. Because each decision is based on researching and reviewing the case through the appeal's process, all decisions add up to dealing with human beings and the impact it has on Firefighter personnel, their families, and the citizens of Arlington, Texas.

Second, the Commissioners have given hours of devotion and serious focus on each case, and on updates to the rules and standard operating procedures, which have to date included nine, three-inch notebooks. The future of technical information will require even more time, effort, focus and additional training for oncoming requirements. My deepest thanks go to each Commissioner who has and continues to serve on the Civil Service Commission. Know you play a critical role in the present and future of our beloved City of Arlington, Texas. Indeed, you are the epitome of what I view as heroes! Frederick Douglass was right when he stated, "You will not be measured by the heights you have risen, but from the depths you have climbed." You, Commissioners, have kept this City climbing with a hopeful future.

Third, let me conclude with my well-known quote that is stated at the end of every Civil Service Commission meeting: "Thank you all for coming today. What we have accomplished here is critical. Thanks to the staff for their hard work and management of information for today's meeting. It is appreciated. Thanks to the Commissioners for their dedication to this important work. You do make a difference in this City. As we look out these windows, there are 400,000 citizens out there. Many of them, do not know who we are or what we have done in this room. But, what we did and decided in this room impacts those 400,000 citizens and that, ladies and gentlemen, is the bottom line. With that, we stand adjourned until the next meeting."

**Chaplain Richmond Stoglin**

**Inaugural Chairman of the Civil Service Commission**

# CIVIL SERVICE COMMISSION OVERVIEW

## Civil Service Commissioners

Initial Commissioners Richmond Stoglin, Charles Clawson and Pam Roach were appointed on June 27, 2017 for staggered terms. Commissioner Pete Jamieson replaced Commissioner Clawson upon his expired term in 2018.



Chaplain Richmond Stoglin



Pete Jamieson



Pamela Roach

## City Manager and Commission Appointments

- June 12, 2017 - Appointed Chaplain Stoglin as Chair, Charles Clawson as Vice-Chair.
- October 30, 2017 - Fully implemented Texas Local Government Code Chapter 143.
- June 12, 2018 - Appointment of Commissioner Pete Jamieson by Council upon expiration of Clawson's term on June 26, 2018.
- June 17, 2018 - Annual appointment of Chair and Vice-Chair.
- August 1, 2018 - Commissioner Pam Roach was appointed Vice-Chair to replace Clawson.
- January 16, 2019 - Annual appointment of Chair and Vice-Chair.

# CIVIL SERVICE COMMISSION GOALS

## Initial Goals

The Commission met 19 times and issued 62 decisions. The three initial goals for the Commission were:

- Appoint the Civil Service Director;
- Establish the Civil Service Local Rules; and
- Handle Appeal Hearings.

## Director Appointments

The Civil Service Commission made the following appointments:

- July 12, 2017 - Appointed Kari Zika as Civil Service Director.
- November 23, 2018 - Appointed Lisa Zepeda as Civil Service Director upon retirement of Kari Zika.
- May 15, 2019 - Appointed Yoko Matsumoto as Civil Service Director.

## Arlington Fire Department Civil Service Commission Local Rules

One of our main goals was the adoption of the Civil Service Local Rules. City staff provided the Commission with local rule options which were initially adopted and published on October 19, 2017. Since that time, the Local Rules have been amended three times:

- December 19, 2017
- August 1, 2018
- February 20, 2019

These rules ensured all processes were efficient and compliant with Chapter 143 of the Texas Local Government code.

Many of these updates involved significant drafting, including the following:

- Establishing a new Fitness for Duty process;
- Transitioning performance reviews to statutory efficiency reports using a different review scale;
- Formulating statutory military leaves of absence and supplemental pays;

- Setting reappointment and reinstatement guidelines;
- Creating injury leave rules; and
- Streamlining hiring/promotion/discipline procedures.

## **Appeal Hearings**

### **Promotional Exam Appeals**

The Civil Service Commission has handled several types of appeals. In the promotional examination appeals process, the Commission has received and heard approximately forty-five (45) promotional appeals for the following classifications:

- Apparatus Operator
- Lieutenant, and
- Captain.

Staff has held nine (9) promotional examinations since implementation, as well as entry-level examinations for Fire Prevention Inspectors and Firefighters.

### **Entry-Level Appeals**

The Civil Service Commission established a list of psychological examiners to use for appeals of entry-level mental health examinations under Section 143.022 of the Texas Local Government Code to a “Board of Three.” The City had two (2) entry-level psychological evaluation appeals to that board.

### **Determination of Physical or Mental Fitness**

In the process created for the Commission to determine mental health and fitness for existing firefighters, the Commission made one (1) determination as to Fitness for Duty by reviewing healthcare provider reports and hearing testimony from all parties.

### **Disciplinary Appeals**

There were two (2) disciplinary appeals this fiscal year where the appellants chose a third-party hearing examiner in lieu of the Commission, but more disciplinary appeals to the Commission are anticipated in the future.

# CIVIL SERVICE COMMISSION STAFF

The Commission is an independent body and relies heavily on information collectively provided by Civil Service Office, City Attorney's Office, Fire Department leadership and members of the Arlington Fire Department personnel when making decisions. Staff hired for the Civil Service office includes:

- Two Support Staff;
- One Paralegal; and
- One Senior Attorney.

The combined salaries for staff equal \$234,126. This staffing model is key and critical and must be retained. Receiving and issuing communications on our behalf, overseeing the Commission meeting calendar, and coordinating all these meetings has proven to be monumental tasks.

## Staff Requirements

The Civil Service office created the new CS hearing room and onboarded all new Commissioners. The office managed a total budget for FY18 of \$369,500 with total expenditures of \$334,020.

In addition to handling all the hiring and promotional processes, the staff undertook a complete audit of the Civil Service Personnel files to create "A" files, which are employment files open to the public, and "G" files, which are confidential files, for approximately 345 employees. The Staff continue to manage these files and create processes for holding this information.

Staff has created a workgroup of members from the Civil Service Office, the Human Resources Department, the City Attorney's Office, the City Manager's Office, the Fire Department, and the Finance Department. These staff members meet weekly to address ongoing matters such as hiring, promotions, and discipline, as well as extensive leave rules, other benefits, open records requests, and policies affected by Civil Service.



## Director Requirements

The Civil Service Director has administered the Rules and performed work as required by the Commission. The Director has engaged as a liaison for the Commission to include the following:

- Scheduled, prepared, and supervised examinations and eligibility lists;
- Coordinated recruitment of applicants;
- Set the agenda for Commission meetings and scheduled and rescheduled them;
- Determined whether the Commission had jurisdiction over certain matters;
- Acted as records custodian for the personnel files;
- Interpreted the Rules when necessary to take appropriate action;
- Presented items to the Commission;
- Prepared and kept minutes of all Commission meetings;
- Maintained Records of Certification and Appointment;
- Maintained a seniority roster; and
- Approved active duty and reserve military leave





# CIVIL SERVICE COMMISSION SUGGESTIONS

This annual report contains suggestions or goals which may be useful to the City Council in its decision-making. Commissioners suggest as follows:

- Maintain the current onboarding process for new Commission members as it is an excellent introduction to the many rules and regulations involved in this area.
- Continue the Civil Service Office and Management weekly meetings as they appear to be value added allowing for proactive review and execution of timely adjustments where needed to ensure compliance with the Civil Service Act.
- Continue regular briefings between the Civil Service Director and the Commission Chair.
- Have the Commission Chair present the annual report to City Council.
- Consider budget enhancements for strategic security for public meetings and for conference attendance by Commissioners.