

THE CITY OF
COLUMBUS

MICHAEL B. COLEMAN, MAYOR

CIVIL SERVICE COMMISSION

2011 Annual Report

The Municipal Civil Service Commission of Columbus, Ohio

50 West Gay Street, Columbus, Ohio 43215
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Columbus Civil Service Commission

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MISSION

The Civil Service Commission is committed to providing a quality work force for the City of Columbus based upon merit system principles. Through our collective knowledge and experience, we strive for efficiency and consistency in the application of the Commission's Rules and Policies. We are dedicated to improving the services we provide by anticipating employment trends, by listening to the needs of the operating agencies, and by responding accordingly.

INTRODUCTION

The Columbus Covenant identifies peak performance as one of its seven goals. "Peak Performance" is defined as investing in all City employees and developing systems that support a high-performing city government. The Civil Service Commission is on the front line, playing an integral role in achieving this goal.

The Civil Service Commission is the primary contact point for candidates seeking employment with the City of Columbus. The Commission acts as the gateway, assessing applicant qualifications for 89 percent of all City jobs. Through the online Employment Center and applicant testing, the Commission ensures the individuals who ultimately comprise the City's workforce of approximately 7,400 full-time employees, are of the highest caliber-capable of providing exceptional service to the citizens of Columbus.

Together with its Civil Service Commissioners, the Civil Service Commission is responsible for upholding and administering all mandated provisions of the Columbus City Charter, including, but not limited to, the administration of the City's class plan, verifying personnel actions and certifying City payroll, and serving as a neutral hearing body for employee appeals regarding suspension or discharge actions by an appointing authority. As required by the Ohio Revised Code, the Commission also provides class plan maintenance, personnel actions oversight, and appeals hearing services for all classified employees of the Columbus City Schools.

CLASS PLAN MAINTENANCE

The Civil Service Commission is responsible for maintaining the City's class plan, which provides a structural framework for all personnel actions and provides the basis for an equitable compensation plan. Regular class plan reviews and revisions are necessary to ensure each class specification continues to meet the ever-changing needs of each department. For this reason, an important Commission objective is to review every classification at least once every five years. At the close of 2011, 99.8 percent of the City's class plan was up-to-date. As part of this objective, staff completed a total of 151 class reviews with recommendations approved by the Commission in 2011. The 151 reviews resulted in:

- 10 actions to create new classification specifications
- 13 actions to abolish classifications
- 28 actions to review without change
- 100 actions to revise and retitle

Additionally, 75 positions were randomly reviewed to determine if their duties matched their current classification; 100 percent were determined to be properly classified.

The Commission also conducts job audits upon request by an individual, a department, or a union. The purpose of these audits is to ensure that City employees are performing the duties for which they were hired, qualified and being compensated. During 2011, Commission staff completed a total of six position audits; two of those positions were identified as misclassified. Misclassifications are typically resolved through reassignment of duties to the position which are appropriate for the current class, or reallocation of the position to a different class for which the current duties best fit.

NON-UNIFORMED TESTING

In order to ensure that specific positions under each of the job classes in the class plan can be filled in a timely fashion with qualified employees, the City's Charter has designated primarily two classification types: noncompetitive and competitive. Noncompetitive classes are either non-skilled positions or those with qualifications that have a license or other condition that must be met by an external source, such as a Registered Nurse. Competitive classes are those which require a broader set of minimum qualifications and a variety of job-specific knowledge, skills, and abilities, such as an Office Assistant. The Commission's Non-Uniformed Testing Unit administers exams to further determine candidates' suitability for the work which will be performed in competitive job classes.

To acquire an initial pool of candidates, the City's primary recruitment tool is its online Employment Center. The Center includes a wealth of information about jobs with the City, including: current vacancies, exam opportunities, job descriptions, qualification requirements, and salary information. Additionally, the Center houses an automated job interest database and the convenience of submitting applications on-line. This service can be utilized via the Commission's website from any personal computer with web access or at kiosks located at the Commission offices. A potential applicant can indicate interest in multiple jobs and will automatically receive a letter or email notice to apply when the City is taking applications for a given job.

In 2011, the Non-Uniformed Testing Unit:

- collected 21,493 on-line job interest forms
- sent 5,216 job interest notices for competitive exams (3,168 via email; 2,048 via mail)
- sent 3,101 job interest notices for noncompetitive vacancy postings
- received 24,556 total applications (24,289 online; 367 paper)
- conducted 216 recruitments (72 tested, 123 noncompetitive, and 21 Rule VI)

The Commission is committed to having a current exam in place and ready to be administered for each of the 256 non-uniformed competitive and qualifying noncompetitive classifications in the City and to establishing an eligible list within 60 days from the date a test is requested by a department. The exams are directly based on the work performed by current employees in the job class and are comprised of varying combinations of components, called subtests. The most common subtests include: computer skills, information ordering, logic and reasoning, mathematics, memorization, name/number comparison, oral communication, oral comprehension, problem sensitivity, reading maps/plans, written communication, reading comprehension, and written expression.

To keep the tests current, our goal is to complete a full job analysis and to review, revise, and/or develop the exam for 51 non-uniformed competitive and qualifying noncompetitive classifications each year. In 2011, we completed 52 job analysis projects, 52 test development projects, and averaged 51 days to create eligible lists.

Commission Rules also allow latitude for City Departments to hire personnel provisionally when there is a critical need to immediately fill a position but there is no eligible list in place. In order to ensure fair access to City jobs, the Commission is committed to maintaining a provisional employee count below 2 percent. The City began 2011 with zero provisional employees and ended the year with five, resulting in an appointment rate of less than 1 percent. These employees include four in the Fire Battalion Chief classification and one in the Crane Operator classification. The Fire Battalion Chiefs were hired provisionally due to a quickly exhausted eligible list, a clear need to fill vacant positions while a new test was being developed, and an M.O.U. with the IAFF; the Crane Operator appointment resulted from a position audit and the decision to hold-off on testing until after the winter season since a performance component would most likely be required.

UNIFORMED TESTING

The Commission's Uniformed Testing Unit administers exams for 11 job classes that make up the Public Safety services of the City of Columbus. The majority of the examinations are comprised of at least three components, including a paper test, an oral response, and a physical assessment or tactical exercise. The Uniformed Testing Unit works closely with the IAFF and the FOP to ensure fairness and consistency in the testing processes of promotional exams. The following exams were administered in 2011: Entry-level Police Officer, Entry-level Firefighter, Fire Lieutenant, Fire Captain, Fire Battalion Chief, Fire Deputy Chief, and Police Sergeant. Each of these exams was

developed, administered, and validated by Civil Service Commission staff, and their eligible lists established in 2011.

Entry-Level Testing

The Entry-level Police Officer exam consists of four phases. The Uniformed Testing Unit completed the fourth phase of the 2010 examination and established an eligible list in January 2011. They also conducted two full test administrations via Commission Rule VI from which candidates were tested and added to the existing eligible list. In all, 534 candidates were added to the Police Officer eligible list in 2011. Additionally, application filing and the first three phases of the 2012 Police Officer exam were administered and scored in late 2011. The fourth phase will be administered in January of 2012.

The Firefighter exam was administered for the first time since 2006. For this exam, approximately 6,600 applications were reviewed and over 6,000 candidates were scheduled for testing. The exam consists of three phases. In all, 1,435 candidates were placed on a new Firefighter eligible list as a result of 2011 testing.

Promotional Testing

	Number of Exam Phases	Number of Candidates Tested	Number of Candidates Added to Eligible List
Fire Lieutenant	3	292	103
Fire Captain	3	72	36
Fire Battalion Chief	3	10	4
Fire Deputy Chief	3	7	5
Police Sergeant	4	149	94

The Uniformed Testing Unit also established eligible lists for Fire Assistant Chief in 2011. The promotional process, as specified by Commission Rules, consists of a review of the qualifications of applicants and an eligible list is created based upon seniority. In 2011, the Commission established three such lists as was needed to fill vacancies in this rank.

PAYROLL AND PERSONNEL ACTIONS

Another City Charter responsibility conferred upon the Commission is the monitoring and certification of the entire bi-weekly City payroll. This means that no City employee can be paid until the Commission certifies that the individual was hired and continues to be employed in accordance with the City Charter and Civil Service Commission Rules. The monitoring process includes verifying personnel transactions such as appointments, changes in pay, leaves of absences, and residency compliance. During 2011, the Commission processed an average of 478 transactions per pay period before the payroll was certified correct to the City Auditor and paychecks issued.

COLUMBUS CITY SCHOOLS

The Ohio Revised Code provides that the Commission also oversee approximately 1,800 employees in the classified service of the Columbus Board of Education. In 2011, there were 187 classification specifications in the Columbus City Schools' class plan. During the course of the year, the Commission approved recommendations for revisions to 71 classification specifications and approved the creation of three job classes.

The Commission also assisted Columbus City Schools with the process of revising the Rule regarding their layoff process. Rule XII (C), originally adopted July 29, 1982, was rewritten in its entirety with all new language consistent with the Ohio Revised Code. It was drafted by a joint committee of City school administration, CSEA/OAPSE, CSCSA, and Columbus Civil Service Commission representatives.

CIVIL SERVICE COMMISSIONERS

The City Charter provides that the Mayor, with the approval of City Council, appoint the three Civil Service Commissioners:

Grady L. Pettigrew, Jr., President	Term expires January 31, 2018
Jeffrey D. Porter, Member	Term expires January 31, 2016
Delena Edwards, Member	Term expires January 31, 2014

The Commissioners have the responsibility to establish the Rules that govern the selection, classification, promotion, and termination of the classified employees of the City of Columbus and the Columbus City Schools. During 2011, the Commissioners ruled on applicant appeals, heard employee disciplinary appeals, amended Commission Rules and Regulations, and responded to personnel requests from department directors, elected City officials, and the school board.

Throughout 2011, the Commission:

- held 12 regular meetings
- held 1 special public meeting
- held 1 full Commission hearing
- held 11 trial board disciplinary appeals
- conducted 1 special investigation
- conducted no residency investigations

The Commission's 2011 docket included:

- 13 disciplinary appeals filed by employees/unions
- 35 nondisciplinary appeals filed by employees/unions
- 14 appeals withdrawn
- 16 disciplinary appeal rulings
- 23 non-disciplinary appeal rulings
- 106 requests for background administrative reviews by applicants
- 107 background administrative review rulings

EXPENDITURES

Summary - Expenditures by Unit	2010	2011
Administration	\$1,677,546	\$1,700,458
Classification & Testing-Sworn Employees	1,031,271	1,209,773
Classification & Testing-Civilian Employees	434,040	482,987
Total Expenditures	\$3,142,857	\$3,393,218

The Selection Process Summary Report (SPS Report) is provided at the end of the Annual Report. The SPS Report will provide information pertaining to the candidates who applied and/or tested for Civil Service positions with the City of Columbus during 2011.

EXAMINATION TITLE	TYPE	EXAM DATE	APPLS TOTAL	SEX	APPLICATIONS FILED			REJECTED BEFORE EXAM			FAILED TO APPEAR FOR EXAM			PASSED			FAILED			TOTAL PHASES	NUMBER OF APPLICANTS TESTED
					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O		
311 Service Representative I	OC	6/28/2011	1002	M	111	158	22	44	75	8	28	42	4	29	33	7	10	8	3	2	439
Administrative Secretary	QNC	10/19/2011	264	F	347	299	65	69	60	14	107	88	24	109	124	20	62	27	7		71
Automotive Mechanic Heavy	OC	7/30/2011	58	M	5	9	2	5	8	2	1	26	1	11	16	1	16	22	4		25
Automotive Mechanic Supervisor I	OC	6/24/2011	44	F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Building Maintenance Supervisor	OC	2/14/2011	143	M	24	110	6	14	39	2	6	35	1	1	31	2	3	5	1	1	43
Building Maintenance Worker	OC	8/3/2011	191	F	1	2	0	1	2	0	0	0	0	0	0	0	0	0	0		
Cable Worker Supervisor I	OC	3/8/2011	18	M	53	122	12	28	28	2	16	40	5	4	43	2	5	11	3	1	69
Cashier II	OC	10/5/2011	397	F	3	0	1	2	0	1	0	0	0	0	0	0	1	0	0		
Computer Operator II	OC	10/12/2011	126	M	2	14	2	2	7	1	0	0	0	0	7	1	0	0	0	1	8
Contract Compliance Investigator	OC	10/13/2011	94	F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Customer Service Manager	OC	4/12/2011	537	M	39	65	16	37	45	13	1	14	1	1	6	2	0	0	0	2	62
				F	127	121	29	93	75	21	12	21	2	12	18	6	10	7	0		
				M	19	50	8	15	33	5	3	4	2	0	10	1	1	3	0	3	19
				F	22	19	8	20	15	7	1	1	1	0	1	0	1	2	0		
				M	9	34	6	2	2	1	3	15	2	1	14	1	3	3	2	1	47
				F	19	20	6	1	4	0	4	10	3	9	6	2	5	0	1		
				M	45	177	13	37	158	11	3	3	0	5	16	2	0	0	0	1	55
				F	108	166	28	93	137	26	4	10	0	11	19	2	0	0	0		

EXAMINATION TITLE	TYPE	EXAM DATE	APPLS TOT AL	SEX	APPLICATIONS FILED			REJECTED BEFORE EXAM			FAILED TO APPEAR FOR EXAM			PASSED			FAILED			TOTAL PHASES	NUMBER OF APPLICANTS TESTED
					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O		
Fire Assistant Chief	PRO	7/11/2011	5	M	1	3	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3
Fire Assistant Chief	PRO	11/11/2011	3	M	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2
Fire Captain	PRO	4/13/2011	94	M	5	87	0	0	2	0	0	24	0	1	35	0	4	26	0	3	66
Fire Battalion Chief	PRO	12/10/2010	13	M	0	13	0	0	2	0	0	3	0	0	4	0	0	4	0	3	8
Fire Deputy Chief	PRO	12/10/2010	8	M	1	7	0	0	1	0	0	2	0	1	4	0	0	0	0	3	5
Firefighter	OC	8/27/2011	6657	M	977	4938	358	169	354	38	420	2274	154	140	1196	79	248	1114	87	3	2987
Fire Lieutenant	PRO	4/11/2011	357	M	29	312	10	0	0	0	5	80	3	4	95	3	20	137	4	3	268
Fiscal Assistant I	OC	7/28/2011	327	M	23	71	8	2	8	3	12	27	2	8	33	3	1	3	0	1	169
Fiscal Assistant II	OC	7/28/2011	191	M	19	43	2	0	8	1	9	10	0	5	21	1	5	4	0	1	112
Fleet Operations Assistant Manager	OC	8/30/2011	36	M	4	29	1	2	5	0	0	4	0	2	20	1	0	0	0	1	23
Fuel System Specialist	OC	5/4/2011	15	M	5	9	1	5	5	1	0	0	0	0	4	0	0	0	0		4
GIS Technician	OC	3/16/2011	59	M	10	35	8	4	6	1	1	14	5	2	13	1	3	2	1	1	25

EXAMINATION TITLE	TYPE	EXAM DATE	APPLS TOTAL	SEX	APPLICATIONS FILED			REJECTED BEFORE EXAM			FAILED TO APPEAR FOR EXAM			PASSED			FAILED			TOTAL PHASES	NUMBER OF APPLICANTS TESTED	
					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O			
Parks Maintenance Assistant Manager	OC	2/22/2011	125	M	19	93	5	18	73	5	0	4	0	0	0	13	0	1	3	0	1	18
Parks Maintenance Supervisor	OC	2/22/2011	127	F	2	6	0	2	5	0	0	0	0	0	1	0	0	0	0	0	1	40
Parks Maintenance Worker	OC	5/3/2011	308	M	70	207	13	60	172	11	2	19	0	0	5	14	1	3	2	1	2	27
Plant Maintenance Electrician I	OC	11/8/2011	33	M	3	27	2	1	13	1	1	2	0	0	0	10	0	1	2	1	1	15
Plant Maintenance Manager	OC	8/31/2011	33	F	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	9
Plant Maintenance Supervisor I	OC	12/6/2011	54	M	4	47	3	4	17	3	0	6	0	0	0	17	0	0	6	1	2	24
Plant Maintenance Supervisor II	OC	12/6/2011	27	F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	11
Police Communications Technician	OC	1/18/2011	1440	M	119	350	99	4	9	3	41	158	12	24	91	9	50	92	10	2	848	
Police Officer	OC	1/8/2011	2645	F	294	544	34	9	15	3	100	210	28	78	187	40	107	132	28	4	1256	
Police Records Technician Supervisor	OC	10/25/2011	95	M	11	20	5	11	18	5	0	1	0	0	1	0	0	0	0	2	5	
Police Sergeant	PRO	10/24/2011	235	M	32	174	12	0	0	0	14	71	4	8	74	8	10	29	0	4	139	
				F	4	11	2	0	0	0	0	6	1	2	2	0	2	3	1			

EXAMINATION TITLE	TYPE	EXAM DATE	APPLS TOTAL	SEX	APPLICATIONS FILED			REJECTED BEFORE EXAM			FAILED TO APPEAR FOR EXAM			PASSED			FAILED			TOTAL PHASES	NUMBER OF APPLICANTS TESTED					
					B	W	O	B	W	O	B	W	O	B	W	O	B	W	O							
Power Line Worker II	OC	5/17/2011	12	M	2	10	0	1	6	0	0	0	0	0	0	1	3	0	0	0	0	1	0	0	2	5
Programmer Analyst	OC	12/7/2011	14	M	1	8	1	0	5	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
Purchasing Expediter	OC	5/12/2011	211	M	26	89	8	16	33	4	6	24	1	1	24	3	8	0	1	69	1	0	0	0	0	69
Refuse Collection Operations Manager	OC	11/2/2011	50	M	14	19	3	12	13	3	0	0	0	0	2	6	0	0	0	0	0	0	0	0	1	8
Refuse Collection Vehicle Operator (Automated)	OC	7/21/2011	204	M	79	86	16	28	25	8	9	25	3	32	36	3	10	0	2	3	93	0	0	0	0	93
Relocation Specialist	OC	3/14/2011	422	M	33	109	16	4	14	2	18	41	6	4	44	4	7	10	4	210	0	0	0	0	210	
Security Specialist	OC	5/18/2011	221	M	65	98	15	44	50	10	11	32	1	5	14	4	5	2	0	35	0	0	0	0	35	
Security Specialist Supervisor	OC	5/19/2011	94	M	21	42	9	10	17	3	6	13	4	0	1	2	5	0	0	22	0	0	0	0	22	
Sewer Service Worker (Emergency)	OC	12/13/2011	138	M	34	87	11	22	53	9	0	10	0	5	21	2	7	3	0	38	0	0	0	0	38	
Street Cleaning and Maintenance Supervisor	OC	7/7/2011	50	M	16	27	4	14	22	2	0	0	0	2	0	2	0	1	0	10	0	0	0	0	10	
Street Maintenance Assistant Manager	OC	7/7/2011	49	M	10	33	3	8	29	2	1	0	0	1	4	1	0	0	0	6	0	0	0	0	6	

4th Quarter Special Recruitment Tests	5	12	0	3	4	5
Total Special Recruitment Tests	23	56	3	6	28	19
Grand Total	104	23274	5458	7910	5881	4025