

# **PROPOSED CITY OF LONG BEACH CHARTER AMENDMENT CIVIL SERVICE REFORM**

July 16, 2024

CITY OF  
**LONG BEACH**



# AGENDA

## **01 Review of Proposed Charter Amendment**

- Cornerstones of the Proposed Charter Amendment
- Modernizing the Hiring Structure

## **02 Proposed Hiring Structure**

- Streamlined Processes & Independent Appeal Protection
- Maintaining Equitable & Inclusive Hiring Practices
- Safeguards For a Merit-Based System
- Hiring Preferences
- Implementation of Preferences

## **03 Details of Proposal**

- Details of Meet and Confer Process
- Differences in 2024 Proposal from 2010 Proposal
- Community Support of Proposal
- Polling
- Steps in the Process

# REVIEW OF PROPOSED CHARTER AMENDMENT

---

## Cornerstones of the Proposed Charter Amendment

- Merit System Hiring and Employee Protections remain in place and are strengthened, ensuring a process for employees and candidates to appeal actions independently from the City Manager.
- Unify all citywide hiring to one central department to create a more effective and efficient recruitment and selection process that meets the needs of the modern workforce.
- Implement new hiring preferences that focus on:
  - Cultivating local talent
  - Supporting current part-time employees
  - Empowering internships and apprenticeships
- Modernized & streamlined hiring structure to prioritize merit-based recruitment while reducing redundancy and bureaucracy.



# MODERNIZING THE HIRING STRUCTURE

The City of Long Beach is an outlier in California with two separate personnel departments administering separate sections of the recruitment process, often resulting in duplication of efforts and requiring commission approval for administrative tasks, causing severe delays in classified recruitment timelines that has contributed to our high citywide vacancy rate.

## **Operational Independence**

- Civil Service Employee Rights and Appeals Commission continues to operate independently of the City Manager.
- Supported by a designated, budgeted staff member in the City Attorney's Office.

## **Commission Duties**

- Handle complaints related to the hiring process of Classified employees.
- Hear and review disciplinary appeals.
- Public safety employees have option for disciplinary cases to be heard by a hearing officer or the Civil Service Employee Rights and Appeals Commission.

## **Align Structure with Nearly All Other Public Agencies**

- The proposed amendment will streamline hiring, reducing barriers for qualified applicants making Long Beach more competitive in attracting, developing, and retaining diverse talent.

# HOLISTIC APPROACH

While this proposal will not solve all the City's hiring challenges, it is an essential step toward making Long Beach competitive with other agencies for top talent.

## **Combining Departments**

- Creates a unified mission, vision, and values.
- Standardizes recruitment and hiring practices.
- Streamlines technology use and eliminates discrepancies.
- Clarifies roles and responsibilities, reducing confusion for employees and applicants.

## **Enhanced Collaboration**

- Facilitates better communication and coordination between departments.
- Promotes knowledge sharing and best practices exchange.

## **Efficiency Gains**

- Reduces duplication of efforts and administrative overhead.
- Improves overall efficiency in recruitment processes.

## **Improved Candidate Experience**

- Provides a more seamless and user-friendly application process.
- Enhances transparency and consistency throughout the hiring journey.

## **Competitive Workforce Solutions**

- Ensure competitive salaries and benefits while continuously exploring new and innovative ways to meet the demands of the workforce.

# Streamlined Processes & Independent Appeal Protection



## **Routine Nature**

- Many of the actions currently performed by the Civil Service Commission are considered routine or administrative, and in most other public agencies are approved by the Human Resources Department to streamline process timelines.



## **Tracking & Trending**

- HR can effectively track and monitor issues that arise from these routine actions, allowing them to address concerns promptly.



## **Trade-off for Efficiency**

- While commission review and approval might provide an additional layer of oversight, foregoing this step can expedite the decision-making process, allowing for faster responses to employee needs and organizational requirements.



## **Appeal Process Importance**

- The power for employees to appeal decisions is crucial for safeguarding their rights. This means that if an employee disagrees with a decision made by HR, they have the option to appeal, ensuring fairness and accountability.

# MAINTAINING EQUITABLE & INCLUSIVE HIRING PRACTICES

The proposed charter amendment to merge City hiring into one unified department creates the opportunity to enhance more equitable and inclusive hiring practices, including but not limited to:

- **Removing Barriers.** Streamlined hiring processes to reduce delays and improve access for qualified candidates.
- **Diverse Hiring Panels.** Mandating more diverse hiring panels to ensure varied perspectives in the selection process.
- **Expedited Appeals.** Faster timelines for classified employee disciplinary appeals to ensure timely resolutions.
- **Integrated Practices.** Comprehensive approach to hiring, compensation, orientation, and development.
- **Improved Testing Access.** More frequent and flexible exam scheduling to accommodate candidates.
- **Employee Demographics Portal.** Accessible via the City's Equal Employment Opportunity webpage, this portal promotes transparency and allows the public to generate tailored reports on City employee demographics.





# SAFEGUARDS FOR A MERIT-BASED SYSTEM

The City will ensure that the merit system is upheld through several key safeguards:

- **Appeal Rights.** Employees and applicants can appeal each step of the hiring process to the Civil Service Employee Rights and Appeals Commission for final decisions.
- **Council Oversight.** The City Council retains the authority to adopt and amend Civil Service Rules and Regulations, following the meet and confer process with affected labor groups.
- **Independent Investigations.** The City Council can direct the City Manager to conduct independent investigations to enforce these Charter provisions.
- **Employee Rights & Protections.** Federal and state laws, along with City of Long Beach Administrative Regulations, protect employee rights, including anti-discrimination, the City Equal Employment Opportunity process, the City Nepotism policy, and union representation.
- **Compliance Audits.** The City will regularly engage independent consulting firms to conduct compliance audits of the recruitment and selection process.
- **Commission Authority.** Certain rules will remain under the jurisdiction of the Civil Service Employee Rights and Appeals Commission, with appeal rights granted to the City Council for final determination.



# NEW LOCAL HIRING PREFERENCES

The proposal introduces innovative localized recruitment preferences in the classified service, in addition to existing Veteran preferences, to cultivate a pipeline of local talent through merit-based pathways to fulfilling careers in our local government. Candidates may qualify for a maximum of two local hiring preferences worth 5 points each based on the below requirements:



## Long Beach Residents

Candidates residing within jurisdictional boundaries of Long Beach to enhance local employment opportunities and community connection.



## Higher Education

Graduates from local educational institutions within a ten-mile radius of Long Beach.



## Current City Employees

Candidates who are employed in a “Non-Career” capacity, accumulating at least 1,500 hours within the two years preceding the job announcement to recognize and reward their dedication to the City.



## Internships & Apprenticeships

Candidates who completed relevant internships or apprenticeships, accumulating at least 1,000 hours within the two years preceding the job announcement.

# IMPLEMENTATION OF PREFERENCES

## HOW WOULD IT BE APPLIED?

The City would differentiate itself from other agencies with the innovative addition of local hiring preferences within the classified recruitment process, by creating a more localized and community-centered approach enhancing efforts to attract residents to City jobs.

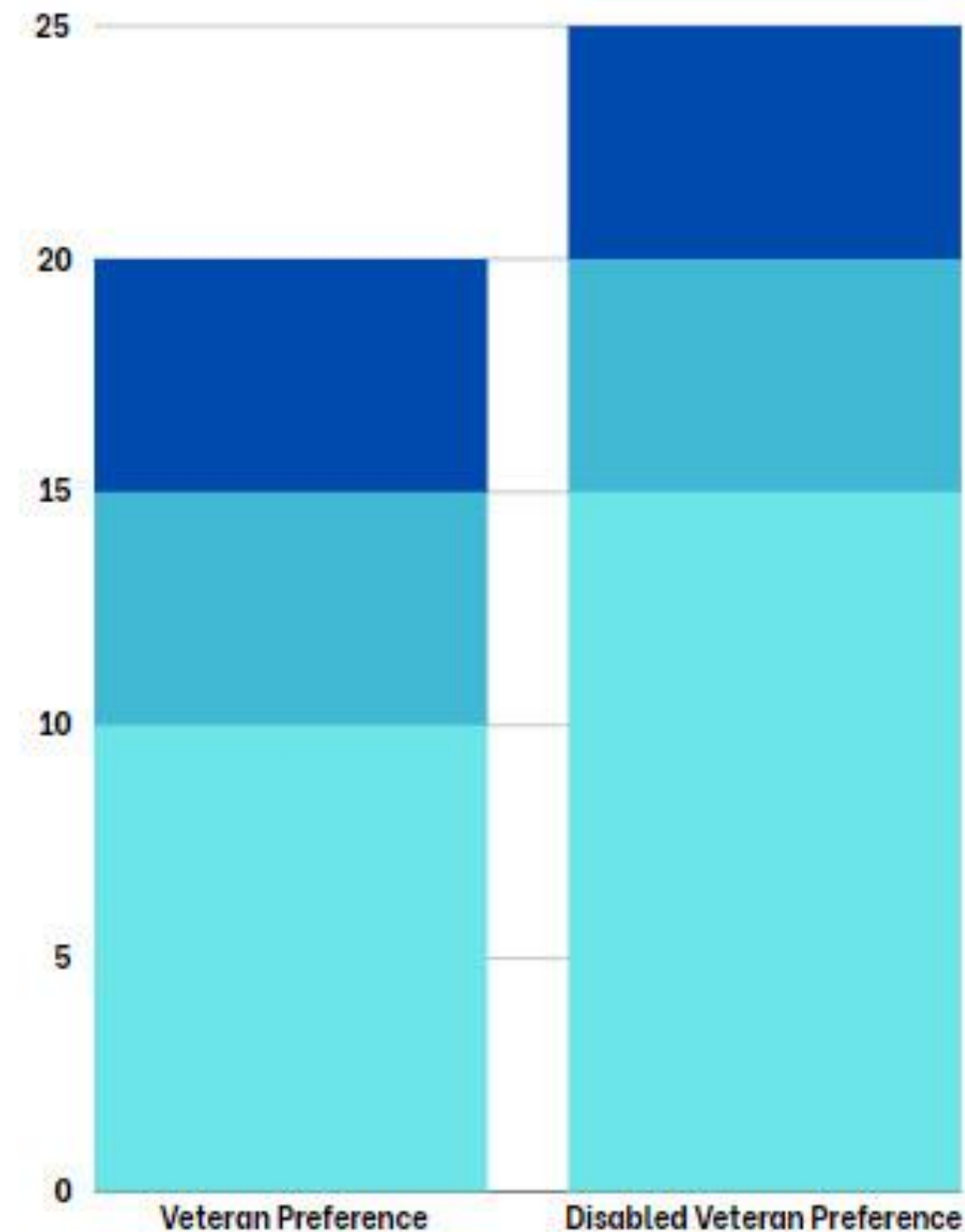
- Candidates passing the assessment receive, in addition to all other credits, an additional 5 points if they meet one localized preference, and up to 10 points if they meet two or more preferences.
- Banding and qualifying lists will be the primary way to deploy preferences making the hiring process more equitable by broadening the pool of candidates deemed eligible for a position.
- Applied after an applicant has completed the screening and successfully passed the employment examination process.
  - Applicants who do not meet the minimum qualifications for the job they are applying for, or an applicant who does not pass the exam process, cannot become eligible for the job due to hiring preferences.

# Veteran Preferences Protected & Strengthened

Veteran Preferences will remain in place providing Veterans the opportunity to additionally qualify for up to two local preferences. This ensures Veteran preferences are untouched and strengthened through this proposal. The City of Long Beach continues to support empowering Veterans by cultivating pathways to employment in public service.

## PREFERENCE POINTS IMPLEMENTED FOR VETERANS

- 2 Local Preferences  
(10 Points)
- 1 Local Preference  
(5 Points)
- Existing Veteran  
Preference Points



# Details of Meet and Confer Process

The proposed charter amendment reflects the successful outcome of the meet and confer process with our labor partners. Below are several items the City agreed to via Letter of Agreement through the negotiation process to address issues and concerns raised by our labor partners.

## **Charter Amendment Changes**

- City Clerk and Police Oversight were added as departments that do not fall under City Manager's purview.
- Public safety employees have the option to have their disciplinary cases heard by a hearing officer or the Civil Service Employee Rights and Appeals Commission.
- Exemption of Tidelands funded positions from local preferences as per state law.

## **Letter of Agreement (LOA) Highlights**

- If approved by voters, a second meet and confer process will take place before any changes occur.
- Option for Civil Service Department employees to transfer to another City department without loss of pay, seniority, or benefits.
- Civil Service Employee Rights and Appeals Commission continues to have jurisdiction for appeals over alleged hiring violations of rules and regulations.
- Process for transitioning a classification to the Unclassified Service.
- City to meet and confer with unions before presenting Civil Service Rules and Regulations amendments.

## **Additional Agreements**

- City Council-directed independent investigations to involve outside independent investigators.
- Designated staff within elected City Attorney's Office to assist the Civil Service Employee Rights and Appeals Commission.
- Routine compliance audits of the recruitment and selection process by outside consulting firms.



# Differences in 2024 Proposed Charter Amendment from 2010 Proposal

The proposed City Charter amendment is significantly different from what voters considered in 2010 with Measure GG. Major difference in this proposal include:

- Stronger employee rights and protections with an independent appeals body and regular third-party compliance audits of hiring practices.
- Guarantee of merit-based hiring and that the merit system will remain in place.
- Addition of innovative hiring preferences to support our community and create local talent pipelines.
- Commitment to preserve all staffing.
- Collaboration and support from our 11 employee organizations, including all public safety groups, after a successful meet and confer process to address concerns with the proposal.
- This proposal is focused on resolving the critical citywide vacancy rate estimated at 22%, adding innovative localized preferences, and creating more equitable, streamlined hiring practices. The prior proposal focused primarily on the benefit of cost savings the consolidation of the two hiring departments would generate.



# Community Support of Proposed Charter Amendment

The City received letters in support of the proposed Charter Amendment from the following organizations:

- SEIU, Local 721
- International Association of Firefighters, Local 372
- Los Angeles Black Workers Center
- Long Beach Police Officers Association
- The Nonprofit Partnership
- Centro CHA
- California State University Long Beach
- California State University Dominguez Hills
- Long Beach Community College
- Khmer Girls in Action
- California Faculty Association, Long Beach Chapter





# VOTER SURVEY

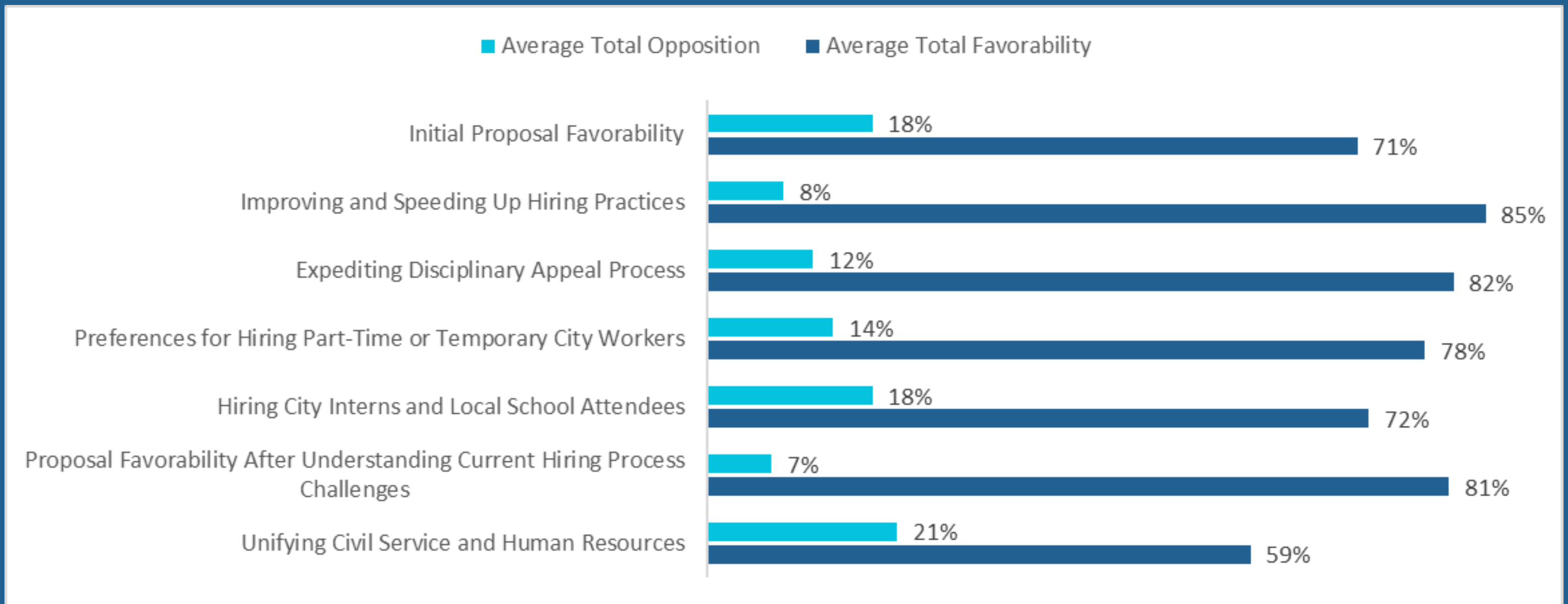
## ASSESSING SUPPORT FOR CIVIL SERVICE REFORM

In anticipation of this proposed Charter Amendment, the City conducted a survey to assess voter support for the proposed City Charter for Civil Service Reform, which could be added to the ballot.

Data was collected through the specifics and methodology below and were presented with pro and con arguments about each measure and were then asked to vote a second time.

<b>DATES</b>	<b>October 21-29, 2023</b>
<b>RESEARCH POPULATION</b>	<b>Long Beach Likely November 2024 Voters</b>
<b>TOTAL INTERVIEWS</b>	<b>909</b>
<b>DATA COLLECTION MODES</b>	<b>Telephone Interviews &amp; Online Interviews</b>
<b>CONTACT METHODS</b>	<b>Telephone Calls/ Email Invitations/ Text Invitations</b>

# INITIAL POLLING RESULTS





# SECONDARY POLLING RESULTS

AFTER RECEIVING ADDITIONAL INFORMATION,

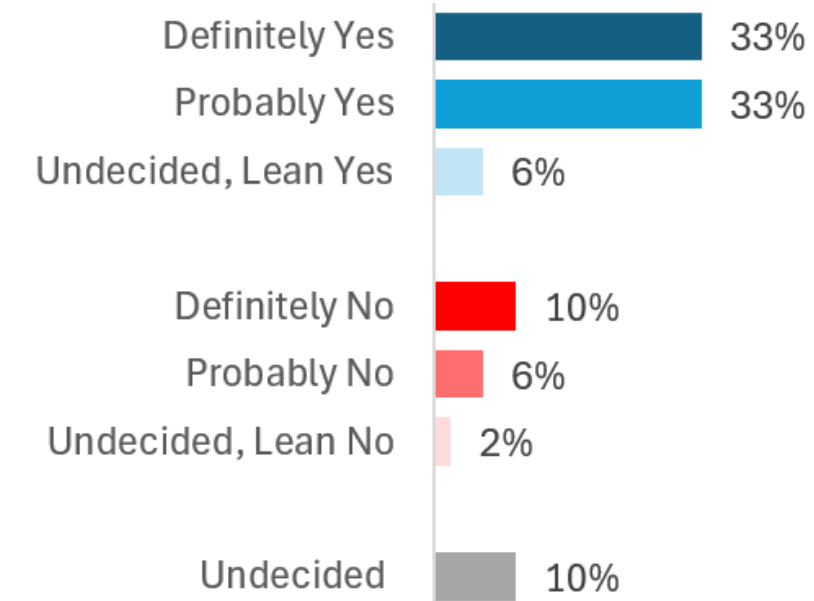
MORE THAN...

## 7 OUT OF 10

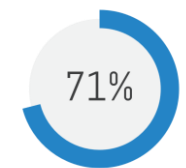


LONG BEACH VOTERS CONTINUE TO FAVOR  
THE CHARTER AMENDMENT TO IMPROVE THE  
CITY'S PROCESS.

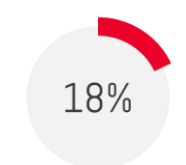
### INITIAL VOTE



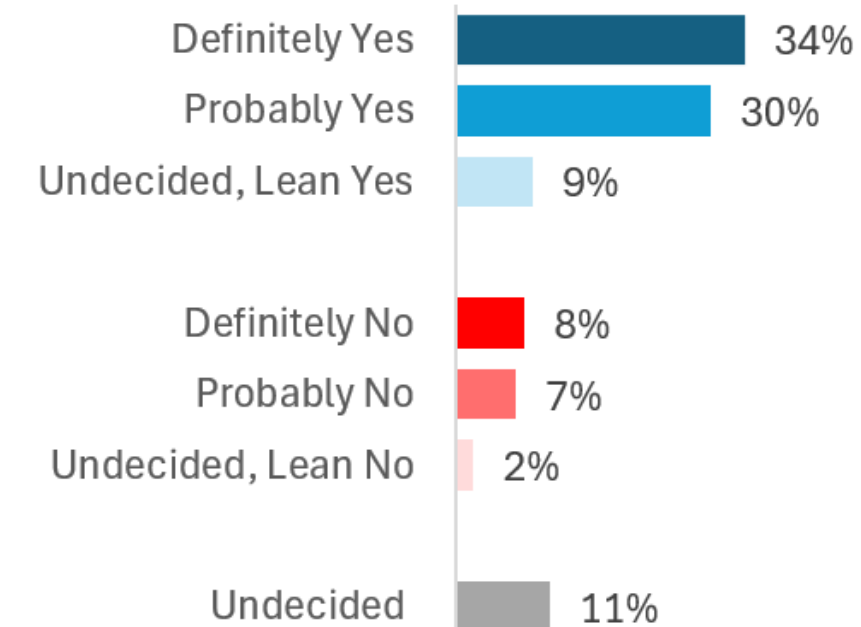
### TOTAL YES



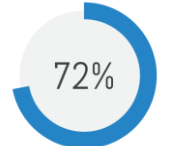
### TOTAL NO



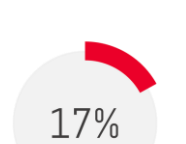
### VOTE AFTER RECEIVING ADDITIONAL INFORMATION



### TOTAL YES



### TOTAL NO



# NEXT STEPS...



The City Council will host two public hearings, at which the Council may take public comment on proposed Charter Amendment.



Receive council feedback on the proposal to ensure all perspectives are considered.



If placed on the ballot and approved by voters, City staff will conduct second meet and confer before implementing any changes moving forward.





# THANK YOU