

Civil Service Commission Minutes
April 6, 2017

<p><u>Call to Order:</u></p>	<p>Vice-chair Maus called the April 6, 2017 regular meeting of the Steilacoom Civil Service Commission to order at 2:12 p.m. in the Steilacoom Community Center conference room.</p>
<p><u>Roll Call:</u></p>	<p>In attendance were Vice-chair Maus and Commissioner Lynch. Staff members representing the Town were Town Administrator Loveless, Chief Rodriguez, Detective Bailey, and Secretary Sterbick.</p>
<p><u>Approval of Minutes:</u> February 2, 2017</p> <p>Yes: All</p>	<p>Commissioner Lynch moved and Vice-chair Maus seconded to approve the minutes of the February 2, 2017 meeting as written.</p>
<p><u>Discussion/Action</u> Rule 6 – Incomplete applications, disqualifications, Public Safety Testing agency profile</p>	<p>Secretary Sterbick noted that in the February 2, 2017 minutes, Chair Jacobs had asked for a change to Rule 6. She provided copies of the current rules focusing on 6.10.060 <i>Defective and Incomplete Applications</i> through 6.10.090. Secretary Sterbick explained that there had been a lot of discussion in prior meetings about incomplete applications and trying to get personal history statements from Public Safety Testing which would come under 6.10.060. She continued that the suggestion was to add this to the grounds for rejection of the application because the applicant failed to complete the initial application process if they did not submit their personal history statement. She added that it was also suggested that the personal history statement be submitted at the same time the application is submitted.</p> <p>Vice-chair Maus asked if the personal history statement is given to applicants by Detective Bailey.</p> <p>Secretary Sterbick responded that it is not provided by Detective Bailey but he provides the personal history questionnaire.</p> <p>Vice-chair Maus asked if the personal history statement is provided by Public Safety Testing.</p> <p>Secretary Sterbick said that is correct. She explained that she goes on to Public Safety Testing’s website and pulls the applicant’s application and the personal history statement if it’s available but sometimes it’s not so she has to request that the applicant submit it through Public Safety Testing by a date certain. If the applicant has not provided the personal history statement through Public Safety Testing she then has to bring the name to the Civil Service Commission to request that the applicant be removed from the list because they didn’t provide it.</p> <p>Secretary Sterbick explained that Chair Jacobs had made the suggestion that language be inserted into 6.10.090 saying that applicant’s failure to complete the initial application process would be grounds for rejection of</p>

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<p><u>Approval of Updates to Public Safety Testing and 6.10.060</u></p> <p>Yes: All</p>	<p>the application. Secretary Sterbick suggested that a change could be made in 6.10.060.</p> <p>Secretary Sterbick presented the suggestions from Chair Jacobs for changes to the language on Public Safety Testing and then she presented her own suggestions which include amending 6.10.060 with the intention of making it clear that if the applicant doesn't complete the personal history statement then the application will not be accepted. The commissioners read the proposed amendments.</p> <p>Vice-chair Maus said it is a big deal. She stated it is clear in the instructions on Public Safety Testing and in the rules. She asked if she was correct in understanding that if the applications are not accepted the commission will never see them.</p> <p>Secretary Sterbick said that is correct because the application is not subject to appeal.</p> <p>Vice-chair Maus said she was comfortable with the changes.</p> <p>Commissioner Lynch said he was comfortable with the changes but asked if the officers thought it would take care of the issues that have happened lately that waste everyone's time.</p> <p>Chief Rodriguez said he was absolutely comfortable with the changes.</p> <p>Administrator Loveless said he was comfortable as well but he had one suggestion for the staff-proposed change that mentioned "failure to complete the application" could be made clearer if it mentioned that it includes "failure to complete the initial application, which also includes the personal history statement, will result in a disqualification of the application."</p> <p>Vice-chair Maus agreed that they didn't want people to think the application stands alone.</p> <p>Commissioner Lynch made a motion to accept the changes to the Public Safety Testing site as well as 6.10.060 <i>Incomplete Applications Changes</i> as recommended by the staff. Vice-chair Maus seconded.</p>
<p><u>Disqualifications</u> Brown</p>	<p>Detective Bailey presented applicants to be disqualified starting with Mr. Brown who has voluntarily withdrawn from the process because he was offered a position with the Olympia Police Department.</p>

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Connell	Detective Bailey said that Ms. Connell had withdrawn as she had been hired by the Federal Way Police Department.
Daniel	Detective Bailey said Mr. Daniel voluntarily withdrew due to some changes with his extended family.
Harper	Detective Bailey told the commissioners that Ms. Harper was unable to attend the oral board do to scheduling conflicts.
Hillsberg	<p>Detective Bailey said he was unable to contact Mr. Hillsberg by phone, email, and certified mail.</p> <p>Vice-chair Maus mentioned that those cases seem pretty clear.</p>
Harper	<p>Commissioner Lynch asked if Ms. Harper actually withdrew or if she had requests for rescheduling.</p> <p>Detective Bailey said there wasn't a request to reschedule and he referenced the recorded correspondence with Harper. He explained that Harper had stated that there were conflicts with work but she would get back to Detective Bailey. He continued that an email stated that she would like to withdraw from the process.</p> <p>Chief Rodriguez said he wanted to be clear that the commission was aware that they had bent over backwards to try to get Harper the opportunity but things just didn't work out for her.</p> <p>Vice-chair Maus asked for clarification on the process to find out if a letter had been sent to these applicants or if a letter will be sent to the applicants.</p> <p>Secretary Sterbick said she would send a letter to the applicants if they hadn't already been hired somewhere else.</p> <p>Vice-chair Maus motioned and Commissioner Lynch seconded to remove the five names from consideration for hire.</p>
Register	
<u>Disqualifications</u>	
Yes: All	
<u>Reports:</u> Spreadsheet of Disqualified Applicants	Detective Bailey presented an Excel spreadsheet that Chair Jacobs asked him to prepare. The spreadsheet lists everyone, during Detective Bailey's tenure, who have been disqualified and the reason for the disqualification. He noted the most common disqualifications were applicants who withdrew on their own, drug usage, unsuccessful attempts to contact the applicant, incomplete applications, burden of applicant to show qualifications and applicant admitting to an undetected felony.

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Vice-chair Maus asked if there was ever an opportunity to give the applicants a pre-orientation giving the reasons that applicants will not be hired. She asked if the department had ever gathered anyone thinking of applying in a room and gone over disqualifying information in hopes of discouraging individuals for applying with Public Safety Testing.

Detective Bailey responded that he thinks Public Safety Testing does a pretty good job of advising people of that but unfortunately there is no way of keeping them from applying and there are also applicants who may not be forthright in the initial process.

Commissioner Lynch referred to number 1 and number 14, who are pretty high-up in terms of issues and asked if the rule changes that were just made would reduce those numbers.

Detective Bailey said the rule changes would eliminate the issues with number 1. Detective Bailey explained for the case of number 14 he believes if they were really serious about the process, the applicants would update their contact information or answer their phone or emails. He continued that he thinks the part of the process that slows things down is certified mail because of the cost and the time involved. Detective Bailey suggested contacting by phone and email would make a faster disqualification. He also mentioned that not having proper contact information could fall under disqualification number 1 for not having a complete application.

Chief Rodriguez noted that part of the issue with number 14 is a culture shift. He continued that we are now in a culture where people are often not considerate enough to close the loop on things. He said he does not think this changes Detective Bailey's recommendation and he supports the recommendation.

Vice-chair Maus added that the applicants are adults and if the Town is begging them to come and work for us she wonders if they will be a quality employee.

Commissioner Lynch said he agrees with what is being said in the terms of a cultural shift. He continued that in the past registered letters were sent but today most people do not communicate via letters and phones and voicemail are hardly used anymore as well. He suggested that the Town might have to meet the millennial applicants half way with the way they communicate.

Secretary Sterbick asked if the commission wanted to see a change in the rule.

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Commissioner Lynch said he thought they had already kind of agreed on a change. He said he thought as long as it was documented how the applicant was contacted then there wasn't a requirement to send a registered letter with return receipt requested. Commissioner Lynch added that it was the old way of doing business and in some legal circles it is what needs to be done but if the department can document the time, date and location of what was done then he thinks the Town has done their duty and due diligence.

Vice-chair Maus said it seemed to her that they had discussed consistency among contacts and even if the person did not respond to the first two then the third contact still needed to be done. She asked if that was what had been decided before that each applicant would receive all three modes of contact.

Detective Bailey said that he thought that was part of the plan.

Secretary Sterbick asked if Vice-chair Maus was saying three attempts is satisfactory so they could do two phone calls and one email.

Vice-chair Maus agreed that three attempts is what she meant.

Commissioner Lynch said he wanted to give a practical perspective from his business where they would overnight packages by FedEx which was very expensive. He continued that it is now done electronically which costs nothing and no one has had problems with this method. He said this reduced their overhead overnight as well as satisfied their clients and candidates. Commissioner Lynch concluded that personally he does not think a registered letter needs to be sent.

Administrator Loveless noted that a registered letter is highly expensive and time consuming and they would prefer not to do it.

Vice-chair Maus said she did not think registered letters were needed.

Commissioner Lynch suggested sending emails with return receipt requested or ultimately to start texting the applicants because that's how they communicate. He added that there needs to be a record of the communication.

Detective Bailey explained that the applicants have the opportunity to add multiple phone numbers and email addresses which he feels is adequate.

Commissioner Lynch asked Secretary Sterbick if she thought there needed to be an amendment to the rules.

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<p>Response from John Walters</p>	<p>Secretary Sterbick responded that there didn't need to be an amendment because the language says at least three attempts but it doesn't define those attempts between the options of phone, email and mail.</p> <p>Commissioner Lynch proposed that the subject be tabled until there is a full commission but he would like to look at this subject from a practical perspective of how to do it in the most efficient and cost effective way.</p> <p>Commissioner Lynch and Vice-chair Maus thanked Detective Bailey for the report.</p> <p>Detective Bailey told the commissioners that he would keep the report updated in case they would like to review it in the future.</p> <p>Secretary Sterbick had been asked to contact John Walters so she sent him an email and also has had a phone conversation with him. He has indicated via phone that no one else has requested that the personal history statement be part of the application and that they be done the same time the application is submitted. John Walters said the system is not set up to hold the application until the personal history statement is completed. Secretary Sterbick continued that the items that were discussed will cover the cases where a personal history statement is not received with the application; those applications won't be accepted.</p> <p>Commissioner Lynch noted that they run a risk by doing that. He explained that if they make the process as simple as they have made it, if the applicant is interested they will take the time to do it right and if they don't, then the Town probably doesn't want them anyway.</p> <p>Chief Rodriguez and Vice-chair Maus agreed.</p> <p>Vice-chair Maus thanked Secretary Sterbick for the investigation and said it was helpful.</p>
<p><u>Adjournment:</u></p>	<p>Vice-chair Maus adjourned the April 6, 2017 meeting of the Civil Service Commission at 2:42 p.m.</p>