

New Orleans Civil Service

2023 Annual Report

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Table of Contents

[P2](#) About New Orleans Civil Service

[P3](#) The Civil Service Commission

[P4](#) Commission Meetings

[P5](#) The Civil Service Department

[P7](#) The Workforce at a Glance

[P14](#) Accomplishments By Division

[P14](#) Recruitment & Selection

[P16](#) Classification & Compensation

[P20](#) Employee Relations

[P21](#) Management Services

[P24](#) Employee Growth & Development

[P26](#) Test Development & Validation

[P27](#) Rule Changes

[P27](#) Contact Information

About New Orleans Civil Service

History and Purpose

In response to wide-spread concern that state and municipal jobs were being used to bestow favors on political allies or punish those who did not support a particular candidate for office, the citizens of Louisiana ratified an article in the Louisiana Constitution that required large municipalities to adopt a civil service system. This system set out to provide for appointments based on merit and prevent the discharge of employees without good and sufficient cause. However, in 1948, under the administration of Earl Long, the Louisiana Legislature stripped the civil service system of most of its authority. This attempt to return to the spoils system of state and municipal employment led to the adoption of several new amendments that enshrined civil service in the Constitution. The Louisiana Supreme Court has observed that:

Because of the tumultuous history of civil service in Louisiana, detailed provisions on civil service are included in our constitution so that the merit system can be repealed or amended only by a vote of the people, to protect against “repeal or weakening amendments and sabotage by a temporary majority vote of a spoils-minded and partisan legislative faction.”

Under the Louisiana Constitution, the Civil Service Commission is responsible for establishing and enforcing rules that ensure appointing authorities throughout the City of New Orleans and the Sewerage and Water Board hire and promote individuals based on merit. The Civil Service Rules were developed in order to provide the citizens and employees of New Orleans protection against a spoils system that rewards political patronage rather than hard work and true qualifications.

Our Mission

To provide the most efficient and effective human resource services and programs to enable City government to recruit, develop and retain a well-qualified and high performing workforce in accordance with merit-system principles.

Our Vision

To partner with City departments to make the City of New Orleans an employer of choice and a leader in the management of human resources.

The Civil Service Commission

The Civil Service Commission, is a constitutionally created entity composed of five members who are appointed by the New Orleans City Council to overlapping six-year terms. Four of the members are nominated by the presidents of designated local universities and one member is a City employee nominated by fellow employees.

The Civil Service Commission is the policy-making body that exercises oversight of activities of the Civil Service Department. The Commission is a quasi-legislative body with power to make rules which have the force and effect of law. In its quasi-judicial capacity, the Commission serves as the court of first instance for all employee appeals resulting from disciplinary actions. In its legislative capacity, it adopts rules and establishes policies that regulate the conduct of labor and management in the merit system. Our current Commissioners are:

Brittney Richardson, Chairperson Ms. Richardson was nominated by Tulane University. She has been a member of the Commission since October 2018.

John “Jake” Korn, Vice-Chairperson Mr. Korn was nominated by Xavier University. He has been a member of the Commission since March 2019.

Andrew Monteverde Mr. Monteverde is the employee-nominated member of the Commission. He has been a member of the Commission since September 2023.

Mark Surprenant, Commissioner Mr. Surprenant was nominated by Loyola University. He has been a member of the Commission since October 2019.

Ruth White Davis, Commissioner Ms. Davis was nominated by Dillard University. She has been a member of the Commission since January 2021.

Commission Meetings

The Civil Service Commission holds regular monthly meetings. It may also hold additional special meetings as needed. In 2023, **the Commission held nine meetings**. To promote better transparency and public access, the meetings are typically held in City Council Chambers which provides for a live broadcast of the meetings. Agendas and minutes for all Civil Service Commission Meetings are publicly posted on the Civil Service website www.nola.gov/Civil-Service. Video records of meetings held Meetings were held on:

January 20, 2023

March 3, 2023

April 17, 2023

May 18, 2023

June 23, 2023

July 21, 2023

September 20, 2023

November 13, 2023

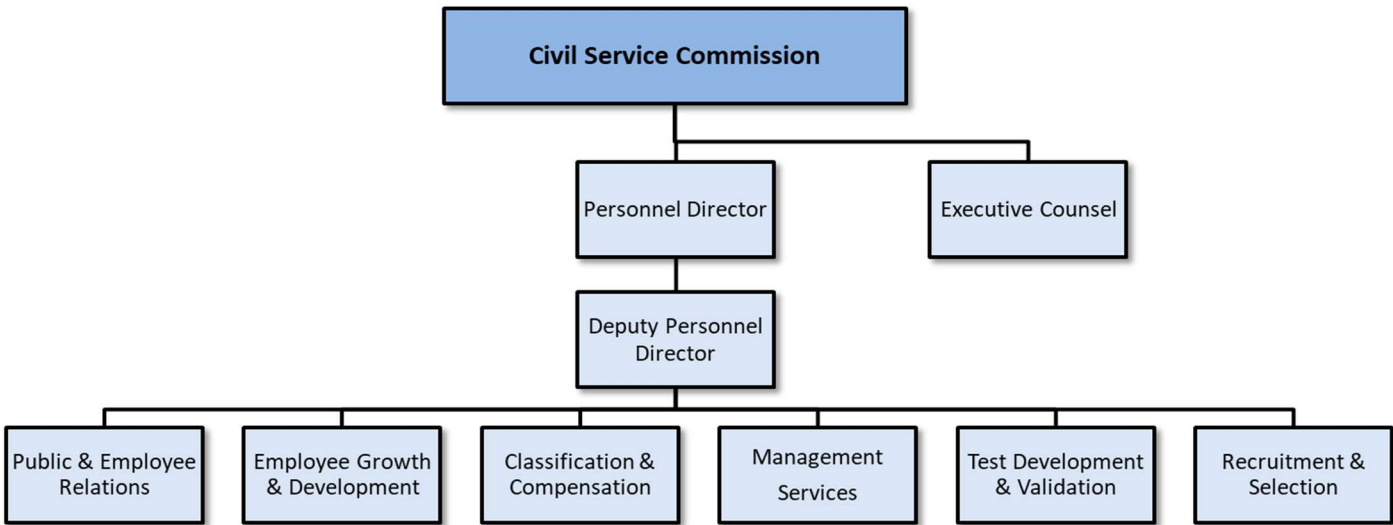
December 18, 2023



The Civil Service Department

The Civil Service Department is created by Article X of the Louisiana Constitution. The department is responsible for the overall administration of the personnel function in City government.

Organizational Chart



Director's Office

Amy Trepagnier, Personnel Director

The Personnel Director is a classified employee appointed by the Commission after a competitive examination process. S/he is responsible to the Commission for the administration of the merit system of City government and serves as the Executive Secretary to the Commission. The Director is assisted in the performance of these duties by the Deputy Personnel Director (currently vacant).

Classification & Compensation Division

Robert Hagmann/Tia Harrison, Personnel Administrator

This division is responsible for the maintenance of a uniform and equitable system of job classification and compensation. The staff of this division conducts job audits of positions, performs salary and fringe benefit surveys and investigates complaints regarding inappropriate assignment or compensation. This division also receives, processes, updates and maintains personnel forms and records for employees.

Test Development & Validation Division

This division formulates, develops and validates examination procedures and determines the best measures to use in assessing the knowledge, skills and abilities of candidates for employment and promotion.

The Civil Service Department (continued)

Management Services Division

Doddie Smith, Personnel Administrator

This division is responsible for coordinating the employee appeal process before the Civil Service Commission. This division is also responsible for the review of personal and professional services contracts for compliance with Civil Service Rules.

Recruitment & Selection Division

Shana Parker, Personnel Administrator

The Recruitment and Selection Division responds to the personnel staffing needs of City agencies. This division screens applications, administers and scores the examinations and prepares lists of eligibles.

Employee Growth & Development Division

This division develops and coordinates programs for employee personal and professional growth and development. These programs include job related training modules which are designed as vehicles for promotion and advancement. This division also administers the employee performance evaluation process.

Public & Employee Relations Division

Doddie Smith, Personnel Administrator

This division provides information to employees, departments, and the public concerning the functions and activities of the Civil Service Commission and department. This division is involved in the development of programs to address specific problems and grievances of City employees. This division provides information to departments to keep employees informed of current policies and programs that affect their employment. Coordination of public records requests, employee elections and substance abuse testing are also responsibilities of this division.

Civil Service Department Staff

There are twenty-six employees in the Civil Service Department including three part-time employees. Seven new employees were hired in 2023 to replace departing staff members or to fill new roles. Shanda Brown was promoted to Personnel Administrator, Assistant to assist in leading the Recruitment and Selection Division.

Currently four employees in our department hold professional human resources certifications: Amy Trepagnier (SHRM-SCP), Robert Hagmann (SHRM-SCP), Shana Parker (SHRM-CP), and Stacie Joseph (SHRM-CP).



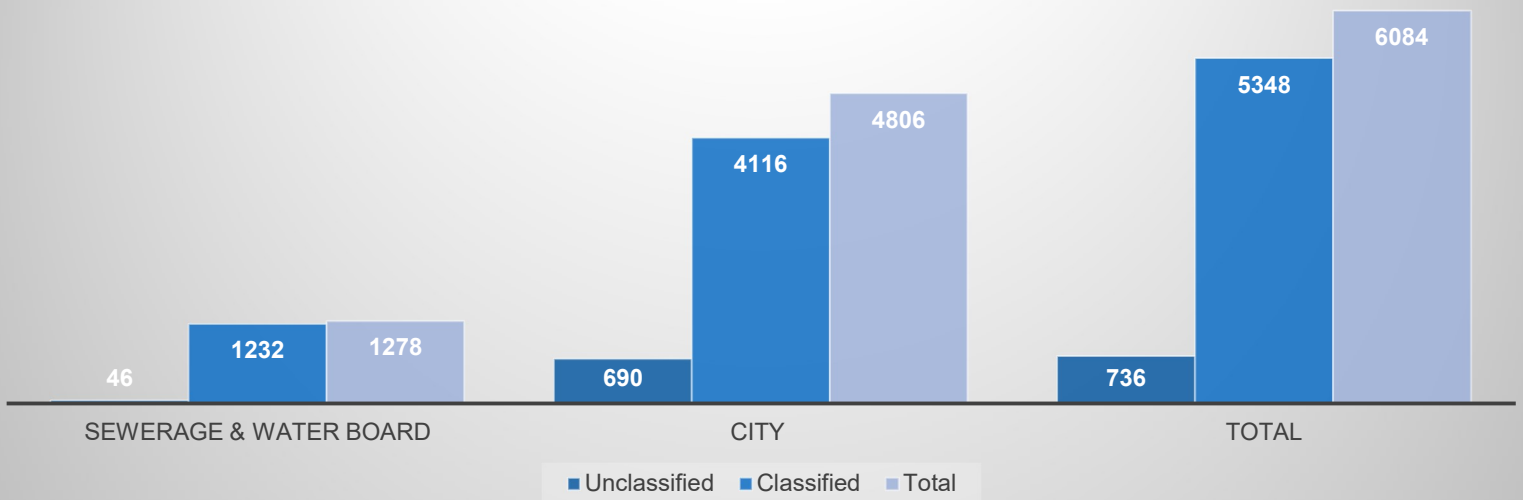
The Workforce at a Glance

Under Article X of the Louisiana Constitution, the City Civil Service is divided into the unclassified and classified service. Persons not included in the unclassified service are in the classified service. Most unclassified positions are specifically allocated in Article X. These include but are not limited to elected officials and persons appointed to fill vacancies in elective offices, the heads of each principal executive department appointed by the mayor, city attorneys, one person holding a confidential position and one principal assistant or deputy to any officer, board, or commission.

Additional positions may be added to the unclassified service by the Civil Service Commission. These positions may be added and revoked by rules adopted by the Commission. Rule III, Section 7.1 of the Civil Service Rules enumerates the criteria under which additional unclassified positions can be allocated.

As of December 2023, the City employed 4,806 persons. 4,116 of these employees were classified and 690 were unclassified. Sewerage and Water Board had 1,278 employees. 1,232 of these employees were classified and 46 were unclassified.

Employee Count



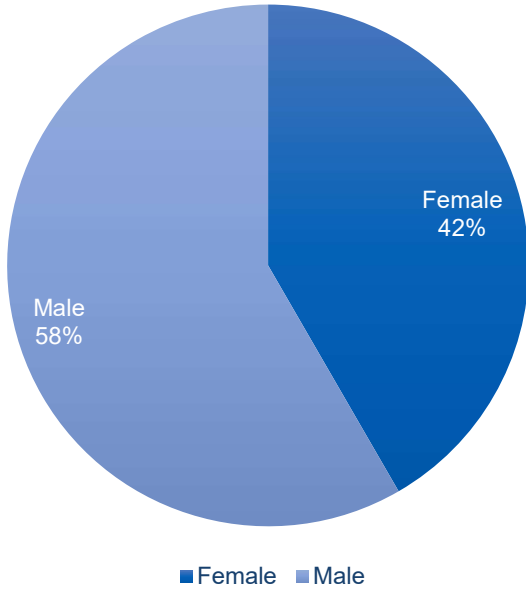
Employee Type	Sewerage & Water Board	City	Total
Unclassified	46 ^{*(+2.2%)}	690 ^(+2.8%)	736 ^(+2.8%)
Classified	1232 ^(+4.5%)	4116 ^(+11.8%)	5348 ^(+10.1%)
Total	1278 ^(+4.4%)	4806 ^(+10.5%)	6084 ^(+9.1%)

*Percentage increase over 2022 employee counts.

The Workforce at a Glance (continued)

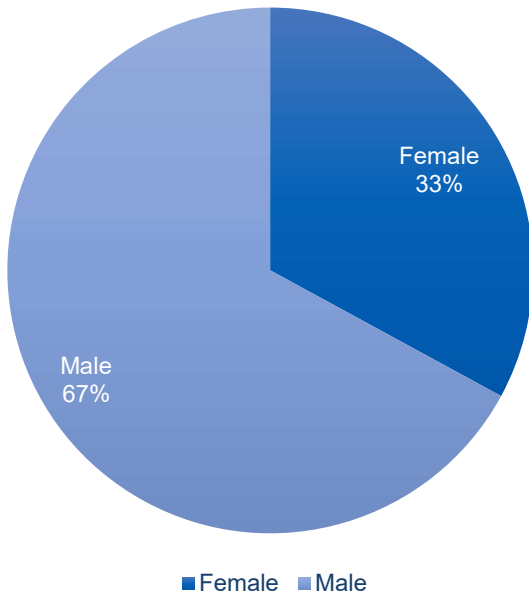
Demographic Information: Sex

City Employees by Sex



City Employee Sex	Count
Female	2002
Male	2804

S&WB Employees by Sex

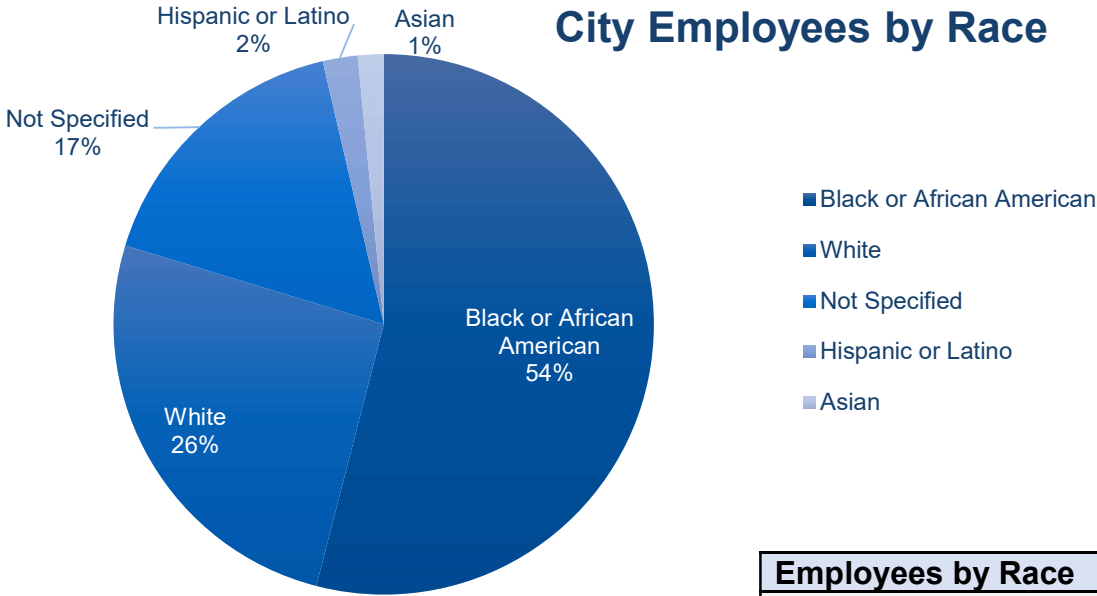


S&WB Employee by Sex	Count
Female	420
Male	858

The Workforce at a Glance (continued)

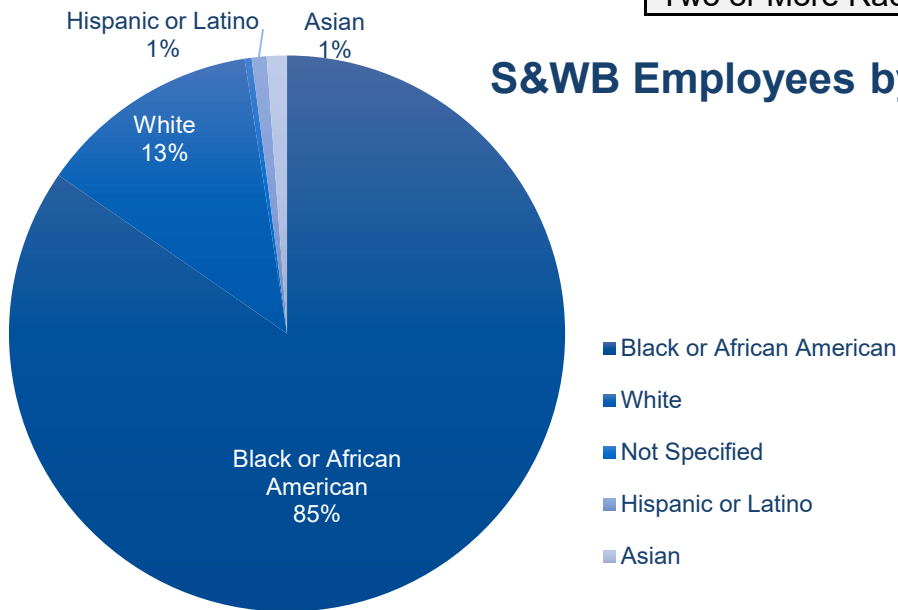
Demographic Information: Race

City Employees by Race



Employees by Race	City	S&WB
Black or African American	2579	1075
White	1227	164
Not Specified	796	5
Hispanic or Latino	99	11
Asian	74	15
American Indian/Alaskan Native	14	2
Two or More Races	17	6

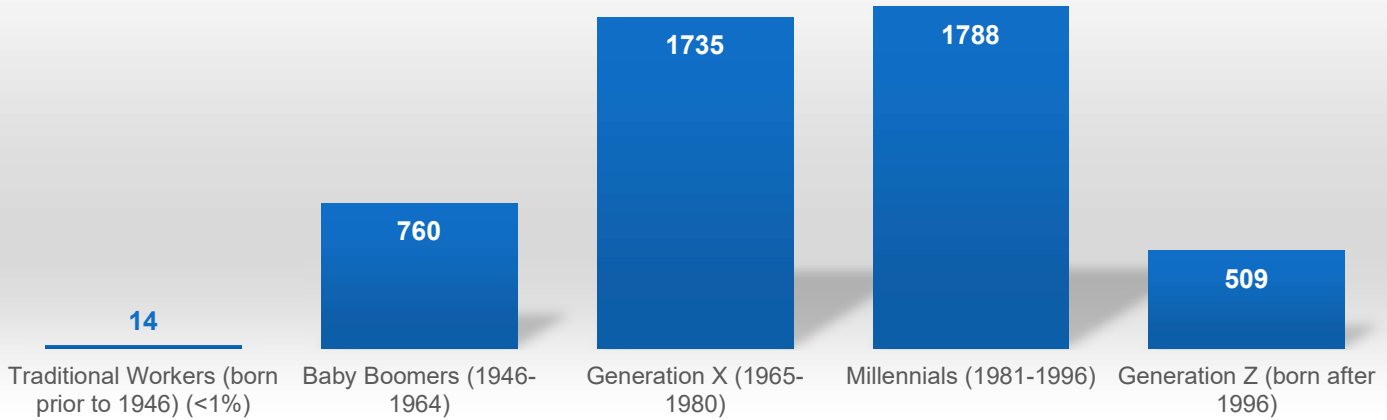
S&WB Employees by Race



The Workforce at Glance (continued)

Demographic Information: Age

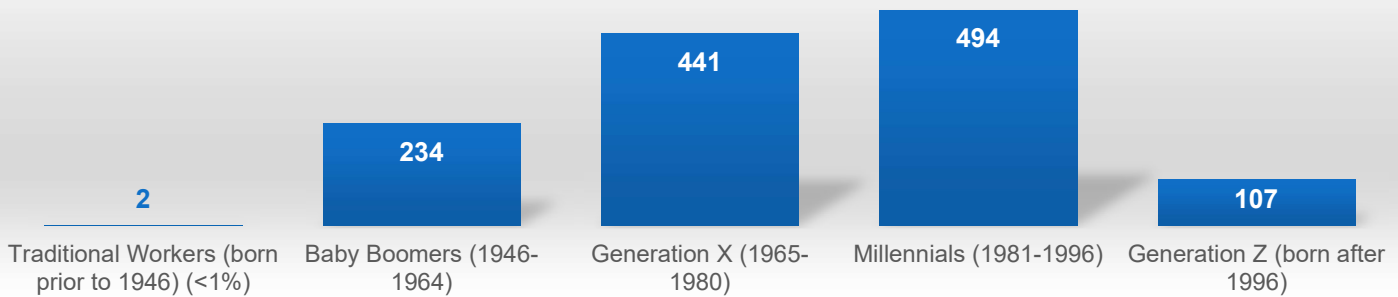
City Employees by Generation



Generation	City	S&WB
Traditional Workers (born prior to 1946) (<1%)	14	2
Baby Boomers (1946-1964)	760	234
Generation X (1965-1980)	1735	441
Millennials (1981-1996)	1788	494
Generation Z (born after 1996)	509	107

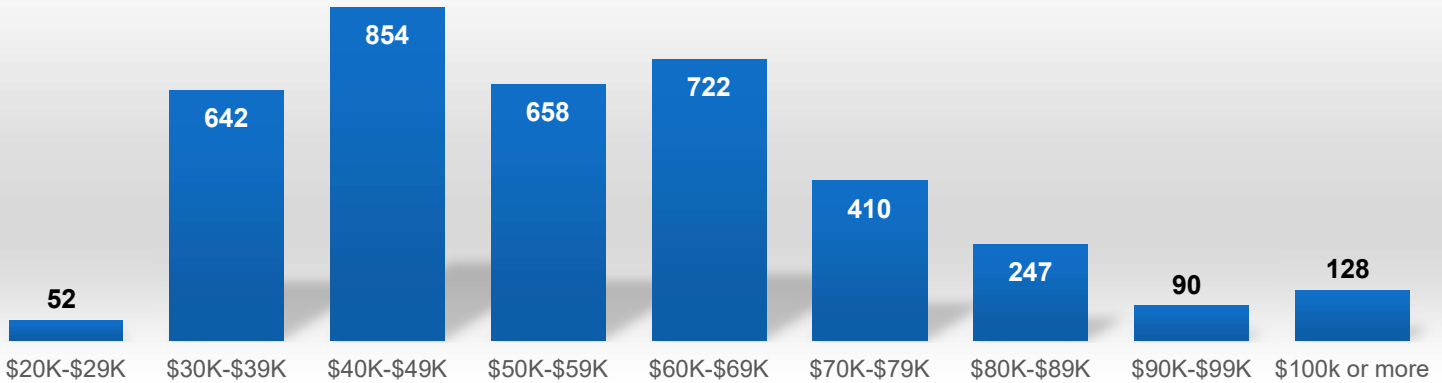
The average age of a City employee is 44 years old. The average age of a Sewerage and Water Board employee is 45 years old.

S&WB Employees by Generation

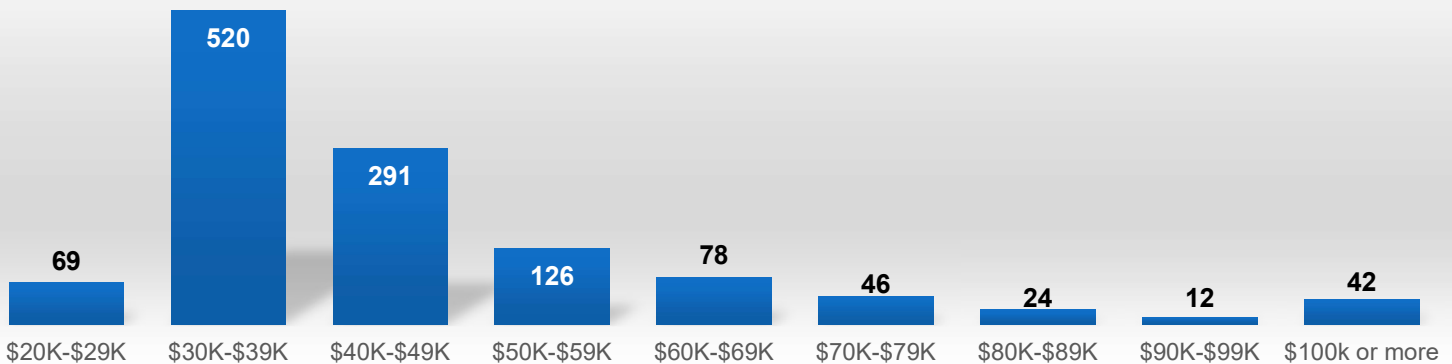


The Workforce at a Glance (continued)

Classified City Employee Salary Distribution



Classified S&WB Employee Salary Distribution



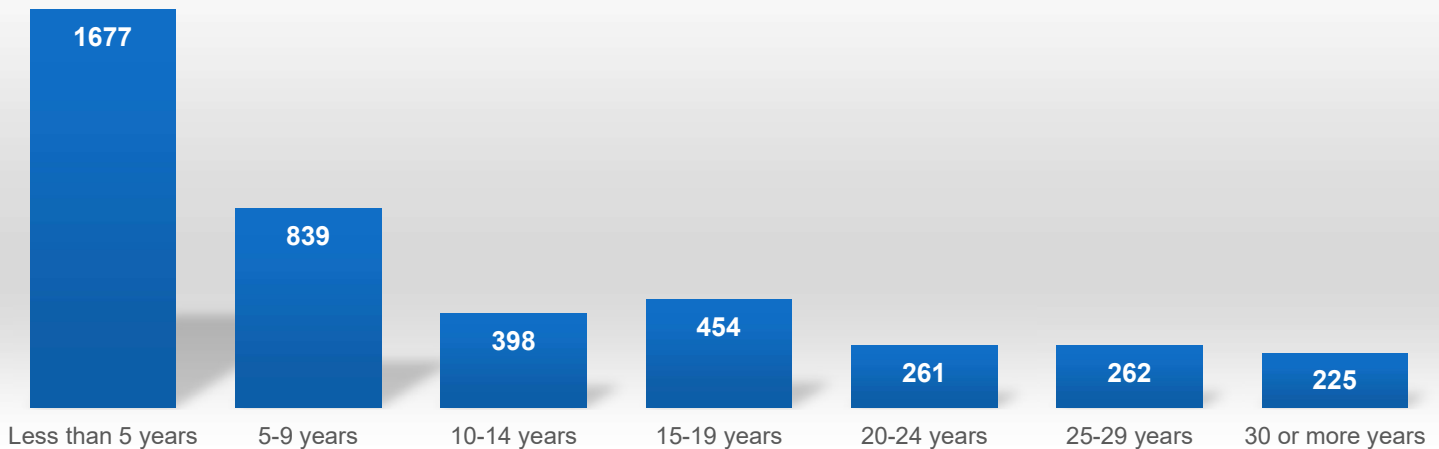
The average salary for full-time City classified employees in 2023 is \$57,830 (a 7.4% increase from 2022). The average salary for full-time unclassified City employees is \$83,615 (a 9.8% increase from 2022). The average salary for all full-time City employees is \$61,677. These figures do not include overtime or additional pay such as millage or state supplemental pay (police and fire).

The average salary for full-time Sewerage and Water Board classified employees in 2023 is \$47,440 (a 8.1% increase from 2022). The average salary for full-time unclassified S&WB employees is \$102,710 (a 5.2% increase from 2022). The average salary for all full-time S&WB employees is \$49,467. These figures do not include overtime or standby pay.

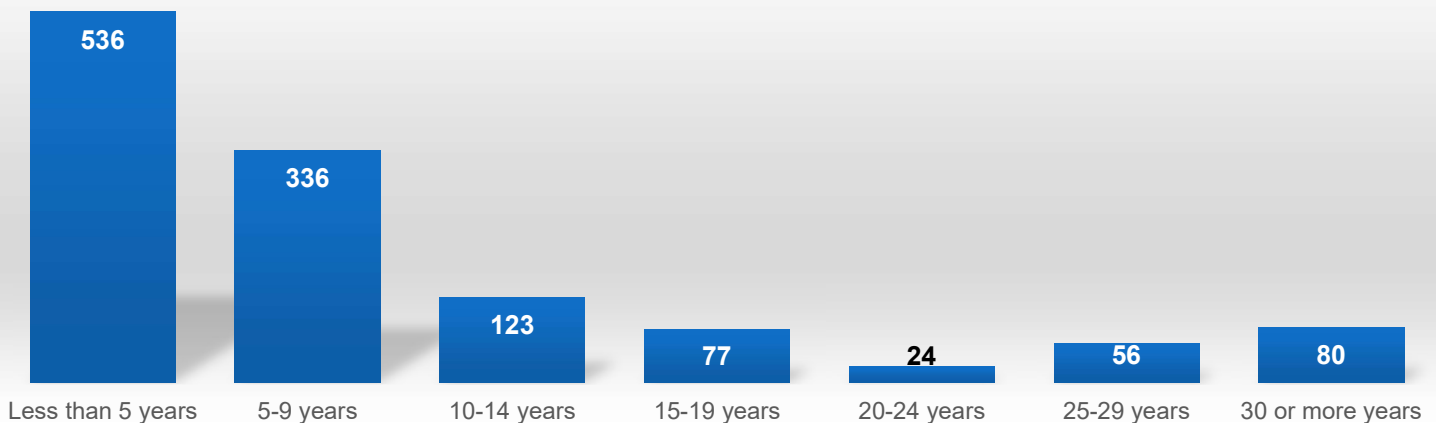
The Workforce at a Glance (continued)

Length of Service

Classified City Employee Length of Service



Classified S&WB Employee Length of Service



The average length of service for City classified employees is 10.3 years. This tenure is about the same as in 2022 (10.5 years). **The average length of service for Sewerage and Water Board classified employees is 8.9 years.** This is down slightly from 2022 (9.4 years).

The Workforce at a Glance (continued)

2023 City New Hires

The City hired 824 new classified employees in 2023. The most common job classifications of new hires were Police Recruit/Officer (93), Laborer (63), Lifeguards (61), Fire Recruit/Firefighter (57), Management Development Analyst I (32), Police Intake Specialist (27), and Library Associate (23). The New Orleans Police Department hired the most new employees (207), followed by NORDC (151*) and the Fire Department (64). *Includes transient summer hires.

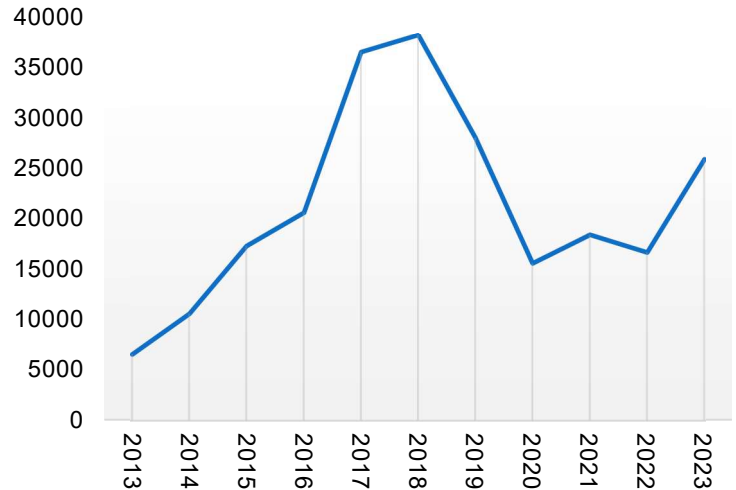


2023 Accomplishments by Division: Recruitment & Selection Division

The Recruitment and Selection Division **accepted 25,880 applications for 622 different job postings in 2023**. This total is a 55% increase in applications received over 2022. **1221 testing sessions were offered.**

We accepted 2,960 applications for Police Recruit (370 more than in 2022), 690 for Fire Recruit, 108 for EMT, 15 for EMT Advanced, and 55 for EMT Paramedic. We held Police Recruit testing on site five days a week, **offering 312 separate test sessions**. This included **34 special bundled test sessions for out of area Police Recruit applicants** which enable them to undergo several hiring steps during one visit to New Orleans. 26 entrance test sessions were held for Fire Recruit. Staff scheduled and assisted NOFD with the administration of four agility test sessions. Our staff also oversaw the administration of 214 psychological screenings for Police and Fire new hires and reinstatements.

Applications Received by Year



A new vendor was selected to conduct the pre-employment psychological screenings of Fire Recruits, Grounds Patrol Officers, and Juvenile Detention employees.

Top classifications for which applications were accepted in 2023	
Job Classification	Applications Received
Police Recruit	2960
Fire Recruit	690
Office Worker	665
Laborer	612
Water Meter Reader Trainee*	506
Customer Service Associate Trainee	504
Utilities Plant Worker*	447
Customer Service Associate	436

*Civil Service accepts these applications and Sewerage and Water Board Human Resources processes them.

2023 Accomplishments by Division: Recruitment & Selection Division (Continued)

Nationwide Police Recruit Testing

On May 1st we began administering a new Police Recruit entrance exam. Applicants can now take the exam at a nationwide test site of their choosing, at home with a virtual proctor, or at the Civil Service Department. **499 applicants took the new Police Recruit exam in 2023.** Of these testers, **115 applicants took the Police Recruit exam remotely**, 355 took it onsite at the Civil Service Department, and 29 took the exam at special offsite recruiting events.

Police Civilianization

Working with NOPD to hire civilian employees remained a priority in 2023. We assisted NOPD with filling 30 Police Intake Specialists, 27 Police Investigative Specialists, 14 Social Service Workers, four Crime Scene Investigation Specialist Associates, a Crime Lab Director and three DNA positions.

Police RecruitStat

Our staff continued to collaborate with NOPD staff during monthly meetings to continuously monitor data to improve the police recruit hiring process.

Recruitment

Our staff **participated in 10 recruitment events** including the Goodwill Industries Job Fair, Sewerage & Water Board Job Fair, Delgado Community College- Jefferson, and the City of New Orleans Infrastructure Job Fair and Industry Day. Staff also worked with NOPD to test Police Recruit applicants at a special two-day recruiting event held at Baptist Seminary.

Digitization of the Analyst Exam

Our recruitment staff worked with a vendor to convert the Management Development Analyst exam to an online format. A digital version of the exam has replaced the paper and pencil version.



2023 Accomplishments by Division: Classification & Compensation

Our Classification and Compensation staff oversees the administration of the classified pay plan as well as pay flexibilities available to departments as a result of a major reform of the Civil Service Rules in 2014. In addition to the routine administration of these flexibilities, our staff worked on the administration of new recruitment and retention based payments for public safety and other difficult to fill positions.

Hiring Rates/Equity Pay Adjustments

The Civil Service Commission **approved 139 hiring rates or equity-based pay adjustments recommended by staff for job classifications**. Hiring rates are requested by an appointing authority to address difficulty in recruiting and/or retaining individuals in a particular job classification(s).

Equity adjustments are pay increases to a job classification or an employee’s pay to maintain uniform pay within an occupational group/career series or job classification. A full listing of 2023 Commission approved hiring rates and equity adjustments is included below.

Fire job classifications (16)	Social Worker job series (6)	Lifeguard job series (3)*
Building Plan Reviewer job series (4)	Safety Coordinator job series (4) (S&WB)	Security and Grounds Patrol job classifications (7)
Revenue Collector	Treasury Bureau Chief	Purchasing Administrator
Operating Engineer job series (3)	Safety and Permits Inspector job classifications (17)	Code Enforcement Case Specialist job series (4)
City Planning job series (6)	Crime Lab Director**	Plumber (2) (S&WB)
Zoning job series (2)	Zoning Administrator Assistant	Code Enforcement Inspection Supervisor
S&WB Operations job classifications (13)	Juvenile Justice Center Support Services Superintendent	Juvenile Justice Center Residential Life Superintendent & Assistant Superintendent
Emergency Management job classifications (8)	Information Technology job series (11)	Floodplain Program Manager (2)
Taxicab Bureau Administrator & Administrator Assistant	Construction Inspector job series (4)	Juvenile Justice Center Training Coordinator
Police Academy Administrator	Police Academy Legal Instructor	Urban Rehabilitation job series (3)
S&WB Management job classifications (4)	Aviation maintenance, communications, and transportation job classifications (10)	

2023 Accomplishments by Division: Classification & Compensation (continued)

New Job Classifications

Based on requests from the departments, staff proposed **the creation of 36 new job classifications in 2023** including three new job series. The Civil Service Commission and City Council approved the following additions to the classified Pay Plan:

Crime Lab Deputy Director	Space Planner	Social Worker, LMSW/LCSW
Zoning Inspector Supervisor	Revenue Field Supervisor	Recruiting Specialist
Revenue Field Agent, Lead	Zoning Section Manager	Recruiting Supervisor
Industrial Hygienist (S&WB)	Zoning Plan Reviewer	Plumber Assistant
Purchasing Supervisor	Fire Training Instructor (civilian)	Cemetery Attendant I & II
Historic Preservation Building Inspector job series (4)	Historic Preservation Plan Reviewer job series (4)	Fire Supply and Maintenance Technician
Automated Metering Infrastructure job series (6) (S&WB)	Building Plan Reviewer Supervisor	Networks Zone Supervisor (S&WB)
Construction Inspector, Lead	Broadcast and Production Coordinator	Broadcast and Production Manager

Unclassified Positions

Under Rule III Section 7.1, the Commission authorized an additional unclassified position at the request of Municipal and Traffic Court to serve as an en banc Community Court Director.

New Special Rates of Pay

In 2023, a number of new special rates of pay were recommended and approved for use. These included the French Quarter Supplemental Police Patrol Program, EMS trainer pay, Police Recruiter pay, translator pay, expansion of the NCIC special rate of pay at NOPD, and Real Time Crime Center Certification pay.

2023 Accomplishments by Division: Classification & Compensation (continued)

Human Resources Consolidation

In January 2023, the City's human resources personnel, which had been decentralized in City agencies, was centralized under the Chief Administrative Office. Our staff assisted with this transition. At monthly human resources meetings held by the Chief Administrative Office, our staff provided continuous training and information relative to Civil Service Rules and policies as well as training on general topics in human resources.

Monthly Training for Human Resources Employees

In addition to our collaborative training with the Chief Administrative Office, our Classification and Compensation staff **held 12 trainings for City-wide Human Resources staff**. Topics included frequently asked compensation questions and several specialized trainings on the City's Human Resources Information and Payroll System (ADP).

Expansion of Infrastructure Project Manager Job Series

Based on a request from the Chief Administrative Office, staff expanded the use of the Infrastructure Project Manager job series to be used to manage large projects funded via American Resue Plan Act (ARPA) federal funding. **Four new hires were made into ARPA positions in 2023.**

Job Studies

Job study request are made by departments when there are substantial changes in the duties of individuals, reorganizations, new positions, when filling jobs that have been vacant for prolonged periods, or when there are assignments of additional and newly created duties. Job studies are an important part of the maintenance of a uniform pay plan as required by Article X of the Louisiana Constitution. In 2023 we received and **completed 105 job study requests.**

Salary Surveys

Our Classification and Compensation team regularly completes salary surveys at the request of other organizations. In turn, these organizations often provide our staff with the final surveys results. We **completed eight salary surveys** for various government entities this year.

2023 Accomplishments by Division: Classification & Compensation (continued)

Administration of Special Rates of Pay

Temporary Pay (Higher Classification)

Subject to the approval of the Director, whenever a regular employee is required by the appointing authority to temporarily perform, on a full-time basis, duties in a vacant full-time position of another classification having a higher pay grade, the employee shall be entitled to receive additional compensation subject to the provisions listed in the Civil Service Rules. We **approved 23 temporary pays (higher class)** in 2023.

Temporary Pay (Special Assignment)

Subject to the revocation of the Personnel Director, an appointing authority may grant a prospective increase up to 5% within the pay grade to any employee given a special assignment for a limited term within his class of positions, provided that there shall be a corresponding pay reduction at the completion of the special assignment. Any increase above 5% or expected to last beyond one year shall require approval of the Personnel Director. We **approved 36 temporary pays (special assignment)** in 2023.

Extraordinary Qualifications Pay

Based on the possession of superior qualifications, an appointing authority may pay an original, temporary, provisional or regular employee a pay rate of up to the midpoint of the pay range upon appointment. In 2023 we received and audited **17 requests for extraordinary qualifications pay**.

Educational Incentive Pay

Non-exempt employees at pay grade 69 and below may be eligible for a special rate of compensation for possessing degrees from regionally accredited universities. Employees may receive pay increases in the amount of: Associate's Degree: 2.5%, Bachelor's Degree: 5%, or Graduate Degree: 7.5%. In 2023, we administered **176 new educational incentive pays**.

Professional Certification Pay

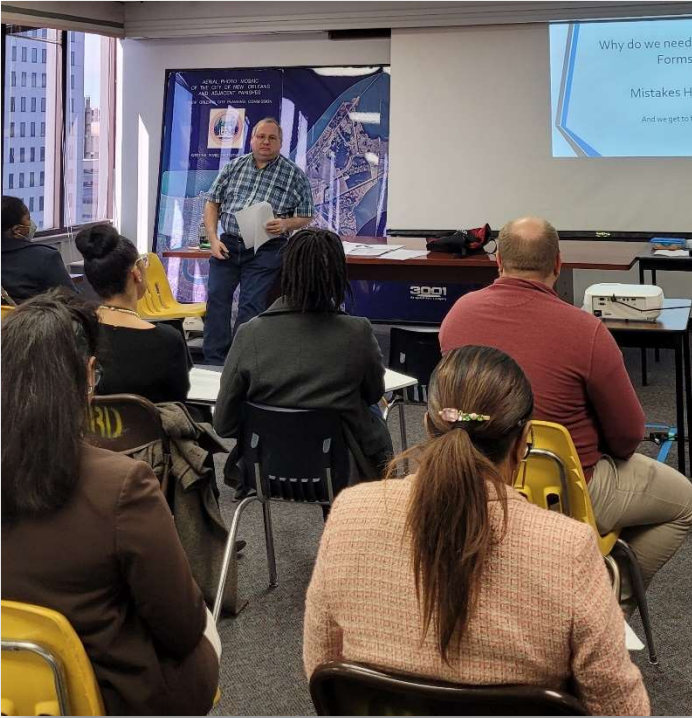
Exempt (salaried) employees who possess a professional certification related to the work they perform may be eligible for a 5% pay premium provided they meet the criteria established by Civil Service. We administered **34 professional certification pays** in 2023.

Clerical Skills Pay

Classified Office Support employees who are assigned to use keyboarding skills and are proficient in Microsoft Office tools may be eligible to receive five percent over their normal rate of pay, provided they

meet the criteria established by Civil Service. We **administered six special payments for clerical skills** in 2023.

2023 Accomplishments by Division: Employee Relations



New Employee Orientation

Our Employee Relations staff regularly holds orientation sessions for new hires. Topics covered include benefits, the structure of City Government, the Civil Service System, and Chief Administrative Policies and Procedures. In 2023, our staff **held six new employee orientation sessions**.

Substance Abuse Testing

Our Employee Relations teams also administers the substance abuse screening program for both City employees and the Sewerage and Water Board. New hires and employees in safety or security sensitive positions such as Police Officers and heavy equipment operators, and employees who have been in accidents are required to participate in these screenings. Our staff provides notice of results to the departments and individuals and works with the Medical Review Officer in the Health Department.

3,683 pre and post-employment substance abuse tests were administered in 2023.

Public Records Requests

The Department of Civil Service is the official custodian of personnel and payroll records. As a result, we routinely respond to requests for these records in accordance with Louisiana Public Records Law. **In 2023, staff responded to 145 public records requests.**

Election for Civil Service Commission Employee Representative

Our Employee Relations staff worked with an outside vendor to administer the election for the Civil Service Commission employee representative. Twelve candidates were nominated for this position and the candidate who was appointed by the City Council received 325 votes.

2023 Accomplishments by Division: Management Services

The Management Services Division oversees the administration of the employee disciplinary appeals process. Classified employees who have successfully completed a probationary period have the right to appeal disciplinary actions taken by their department. In addition, all classified employees who make a timely claim that disciplinary action was the result of discrimination or retaliation for whistleblowing are also entitled to a disciplinary hearing.

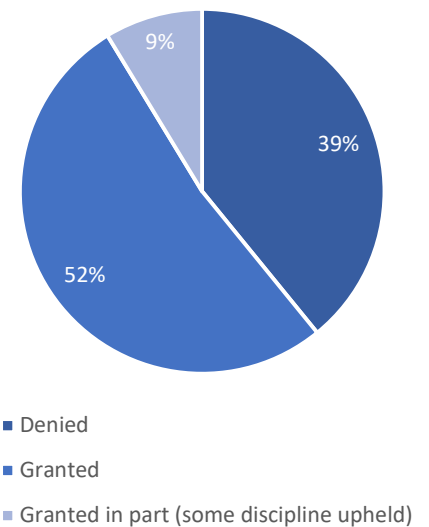
The Civil Service staff schedules these hearings which are presided over by contracted attorneys who serve as administrative judges. The hearing officer issues a report based on the facts ascertained during the hearing and makes a written recommendation to a three-commissioner panel. The panel of commissioners reviews the hearing officer’s report and any other evidence and issues a formal disciplinary decision. This decision can be appealed to the 4th Circuit Court of Appeal by either party.

The Commission continues to work to shorten the time Appellants and Appointing Authorities wait for a decision on employee appeals. The Commission’s rules require disciplinary appeal decisions within six months of the filing of an appeal, in the absence of continuances requested by the parties, motions, or other extraordinary circumstances. Including continuances, the average time from appeal to decision in 2023 was 213.7 days, **down 45.6 days from our 2022 average**. 47.6% of these appeals were continued, most frequently at the request of the Appointing Authority. On average, these continuances lead to delays of 48.5 days. Absent these delays, **the average time from appeal to decision was 190.6 days**. The average time from the Commission’s receipt of the Hearing Officer’s Report to decision was 71.4 days. 95.2% of decisions issued by the Commission were completed within 90 days of receipt of the hearing examiners report.

Disciplinary Appeals

In 2023, the Civil Service Commission **issued decisions on 23 employee disciplinary appeals**. Of the decisions issued in 2023, the Commission upheld the discipline issued 39% of the time, granted the employee’s appeal 52% of the time, and granted the appeal in part (letting some portion of the disciplinary action stand) 9% of the time.

2023 Disciplinary Appeals



Employee Disciplinary Appeal Disposition	Count
Denied	9
Granted	12
Granted in part (some discipline upheld)	2

2023 Accomplishments by Division: Management Services (continued)

Disciplinary Trends

In 2023, staff conducted a review of employee disciplinary data from 2020-2023. On average 440 disciplinary actions were taken yearly against classified City and S&WB employees. These actions ranged from letters of reprimand to termination. The most common disciplinary action taken over the last four years was termination (509) followed by a letter of reprimand (433), and 1-day suspension (316). On average, employees submitted disciplinary appeals for 22.8% of disciplinary actions taken. 68% of the disciplinary appeals heard by the Commission were upheld in favor of the appointing authority (department). **Over the last four years, 3.1% of all disciplinary actions taken were overturned by Commission action (54 of 1761).**

	2020	2021	2022	2023	Average per year
Total Disciplinary Actions Taken	435	489	340	497	440.25
Number of Disciplinary Appeals Filed by Employees	113	115	73	100	100.25
Percentage of Disciplinary Actions Appealed by the Employee	26%	23.5%	21.5%	20.1%	22.8%
Number of Employee Appeals Denied by Civil Service Commission During Calendar Year	14	51	41	9	28.75
Number of Appeals Granted by Civil Service Commission During Calendar Year (full or in part)	7	18	15	14	13.5
Percentage of All Disciplinary Actions Taken Overturned by the Civil Service Commission (full or in part) During that Calendar Year	1.6%	3.7%	4.4%	2.8%	3.1%

Note: Disciplinary appeals not heard by the Commission were either withdrawn, settled, or dismissed on summary disposition because the employee did not have the right to appeal.

2023 Accomplishments by Division: Management Services (continued)

Most Frequent Types of Disciplinary Actions Taken 2020-2023

Discipline Type	2020	2021	2022	2023
Termination	150	119	88	152
Letter of Reprimand	93	117	84	139
1 Day Suspension	61	101	65	89
2 Day Suspension	17	28	20	24
3 Day Suspension	31	21	13	2
5 Day Suspension	13	12	15	27
Emergency Suspension (no stated number of days)	20	28	9	8
30 Day Suspension	14	8	5	9
120 Day Suspension	7	15	7	3
10 Day Suspension	7	6	6	7
Demotion	5	5	5	5

2023 Accomplishments by Division: Employee Growth and Development

Employee Enrichment Courses

In 2023, our staff **oversaw the administration of 131 virtual and in-person enrichment courses to 976 employees.** We offered 63 different courses on various topics including Customer Service, Conflict Management, Leadership, Purchasing, and Employee Discipline. Each year we issue a new training catalogue which includes course descriptions, schedules, and information on new courses.

Many employee enrichment courses offer a test out option for employees who may need course credit for a promotion, but may already have a good understanding of the course material. In 2023, staff held six test-out sessions for 9 courses, testing 33 employees.

Emerging Leaders Training Program

In 2023, we **oversaw the administration of 540 hours of leadership training.** Twenty-eight employees identified by their departments as emerging leaders participated in 3-day training sessions conducted by a consultant. Topics included Building Effective Teams, Problem Solving, Understanding Self and Others, and Leadership & Motivation.



Performance Evaluations

Since the 2014 Great Place to Work reforms, performance evaluations for classified employees have been based on an employee's completion of goals set by their supervisor. We use the NEOGOV Perform system for online administration of the performance planning and evaluation process.

1731 performance evaluations were completed in 2023 for the 2022 observation year for City and Sewerage and Water Board employees. This is a participation rate of 41%. This rate is down from a participation rate of 48% in 2022. The majority of employees rated received a rating of "Meets Expectations" (52%) followed by 48% of employees who received a rating of "Exceeds Expectations". Fewer than 1% of employees were rated as not meeting expectations.

2023 Accomplishments by Division: Employee Growth and Development (continued)

Performance Rating	Number Received	Percentage of Total
Does Not Meet Expectations	7	.4%
Meets Expectations	901	52%
Exceeds Expectations	830	48%

Performance Evaluation Training and Assistance

In 2023, we offered weekly walk-in help sessions for six weeks during the goal setting period, three onsite training sessions held in departments, and two three hour sessions of the Employee Growth and Development Course SUPV 671 PERFORM (Performance Evaluations) to assist supervisors and to encourage utilization of the performance management system.

NOPD Specific Performance Evaluations

We continued to assist NOPD with facilitating their use of our online performance evaluation system (NEOGOV Perform) to administer the 2023 NOPD Specific Performance Evaluations required as part of Federal Consent Decree mandates.

Performance Evaluations and Merit Pay Rule Changes

In an effort to improve employee performance by encouraging participation in these yearly evaluations, the Commission approved rule changes that require yearly funding of lump sum performance payments of \$2,000 per year for employees who are rated as exceeding expectations. The City Council approved these rule changes in January of 2023. In June 2024, merit pay based on 2023 performance will be awarded for the first time since 2017.

2023 Accomplishments by Division: Test Development and Validation



Public Safety Promotional Examinations

Civil Service contracts with a third-party vendor, Industrial Organizational Solutions, Inc. to develop, score, and validate our public safety promotional exams. IOS uses outside assessors from other police and fire departments to score the assessment center portions of these exams.

Police Sergeant's Promotional Exam. A multiple-choice exam was held in June and an assessment center consisting of a job simulation was held in July. **Fifty-eight applicants were placed on this eligible list as a result of this exam.**

Fire Captain's Promotional Exam A multiple-choice exam was held in July and an assessment center consisting of a job simulation was held in August. **Fifty-six applicants were placed on this eligible list as a result of this exam.** So far twenty-one promotions have been made as a result of this exam.

Fire District Chief's Promotional Exam A multiple-choice exam was held in July and an assessment center consisting of a job simulation was held in August. **Fifty-seven applicants were placed on this eligible list as a result of this exam.** Seventeen promotions have been made as a result of this exam.

There are no in-house staff members assigned to this division at this time.

Rule Changes

The Rules of the Civil Service Commission are a living document. Each year, Civil Service staff works with various stakeholders including Civil Service Commissioners, the City Administration, business community leaders, City employees, and union representatives to draft amendments and create new Civil Service Rules. **The Civil Service Commission approved six rule amendments or additions in 2023.**

Rule	Topic	Date Amended
Rule I #82 and #83, Rule VIII Section 9 and 9.1, and Rule VI Section 9.4	Parental Leave	January 20, 2023
Rule IV Section 9.4 and 13	Flexible Holiday*	
Rule I #71 and #72 and Rule VIII Section 2.5	Sick leave usage to care for immediate family member	June 23, 2023
Rule VII Sections 1.2, 1.3, 1.4	Standardized the working test (probationary) period to one year for all employees	July 21, 2023
Rule VIII Section 1.2	One bonus annual leave day yearly for public safety employees who pass a yearly fitness test	November 13, 2023
Rule II Section 4.23	Allows for the dismissal of appeal where no action has been taken in a proscribed period	November 13, 2023

*This Rule change was not approved by the City Council.

Probationary Period Rule Amendment

In an effort to strengthen the merit system by empowering managers to retain high performing employees and terminate poor performing employees during the probationary period, the Civil Service Commission amended its rules to provide for a standard one-year probationary period for all new employees and for promotions.

Contact Information

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