

New Orleans Civil Service

2022 Annual Report

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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in Louisiana, detailed provisions on civil service are included in our constitution so that the merit system can be repealed or amended only by a vote of the people, to protect against “repeal or weakening amendments and sabotage by a temporary majority vote of a spoils-minded and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-judicial body with power to make rules which have the force and effect of law. In its 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 Commissioner 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.

Clifton J. Moore, Jr. Mr. Moore is the employee-nominated member of the Commission. He has been a member of the Commission since September 2017.

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 2022.

Commission Meetings

The Civil Service Commission holds regular monthly meetings. It may also hold additional special meetings as needed. In 2022, **the Commission held thirteen 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. Meetings were held on:

January 24, 2022

February 21, 2022

March 11, 2022 (Special Meeting)

April 11, 2022

May 16, 2022

June 17, 2022

July 18, 2022

August 12, 2022 (Special Meeting)

September 19, 2022

October 17, 2022

November 3, 2022 (Special Meeting)

November 17, 2022 (Special Meeting)

December 19, 2022

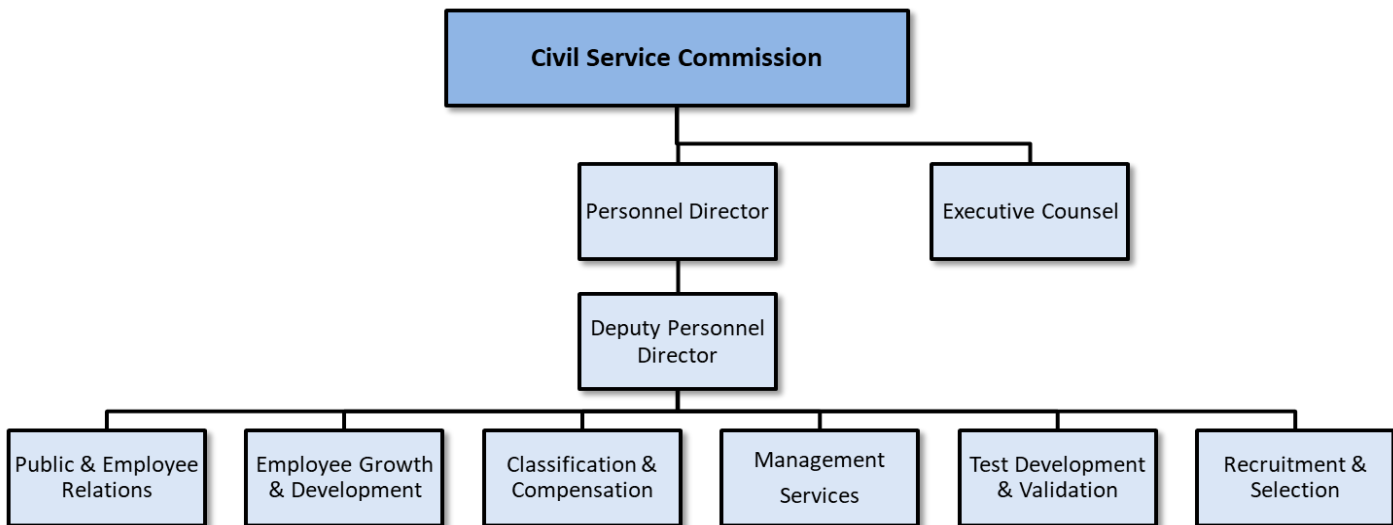


(Not pictured Vice-chairperson John Korn)

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, 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 a part of the responsibilities of this division.

Civil Service Department Staff

There are twenty-three employees in the Civil Service Department including three part time employees. Two new employees were hired in 2022 to replace departing staff members. Shana Parker was promoted to Personnel Administrator to lead the Recruitment and Selection Division.

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



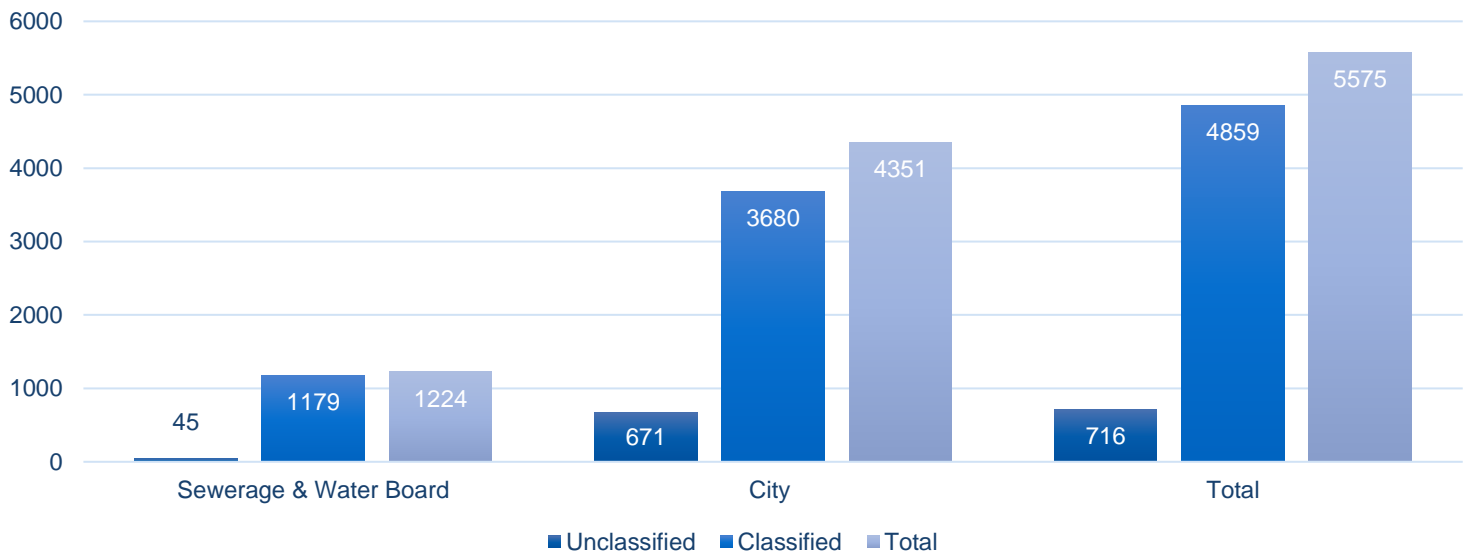
The Workforce at a Glance

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 2022, there were 4,351 City employees. 3,680 were classified employees and 671 were unclassified employees. There were 1,224 Sewerage and Water Board employees. 1,179 were classified and 45 were unclassified.

Employee Count

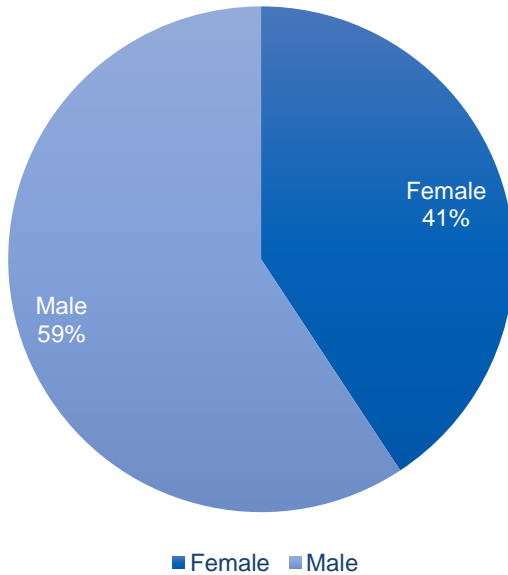


Employee Type	City	Sewerage & Water Board	Total
Unclassified	671	45	716
Classified	3680	1179	4859
Total	4351	1224	5575

The Workforce at a Glance (continued)

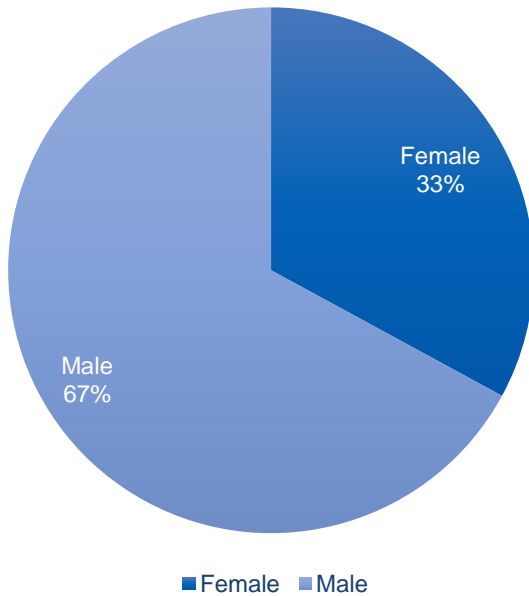
Demographic Information: Sex

City Employees by Sex



City Employees by Sex	Count
Female	1772
Male	2579

S&WB Employees by Sex

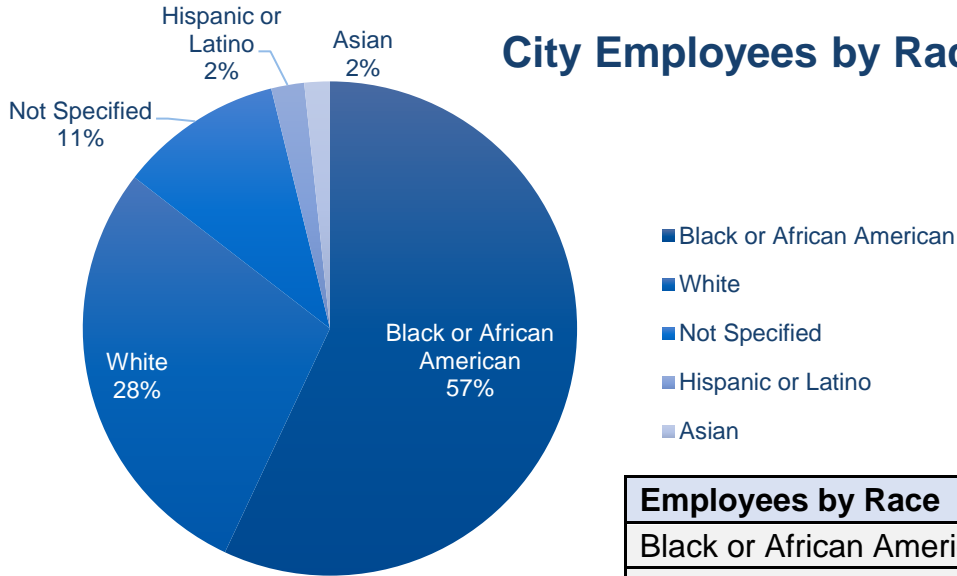


S&WB Employees by Sex	Count
Female	402
Male	819
Unspecified	3

The Workforce at a Glance (continued)

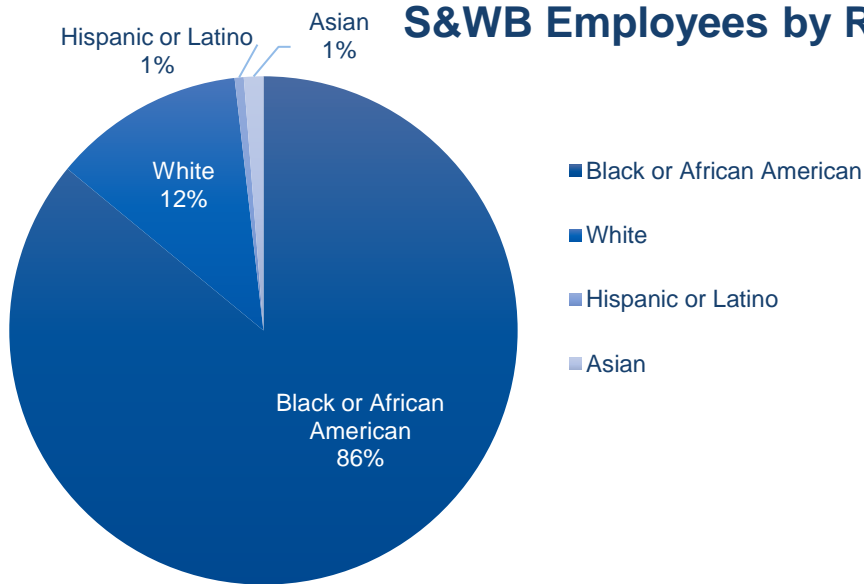
Demographic Information: Race

City Employees by Race



Employees by Race	City	S&WB
Black or African American	2460	1042
White	1230	148
Not Specified	462	5
Hispanic or Latino	93	7
Asian	72	15
American Indian/Alaskan Native	18	3
Two or More Races	16	4

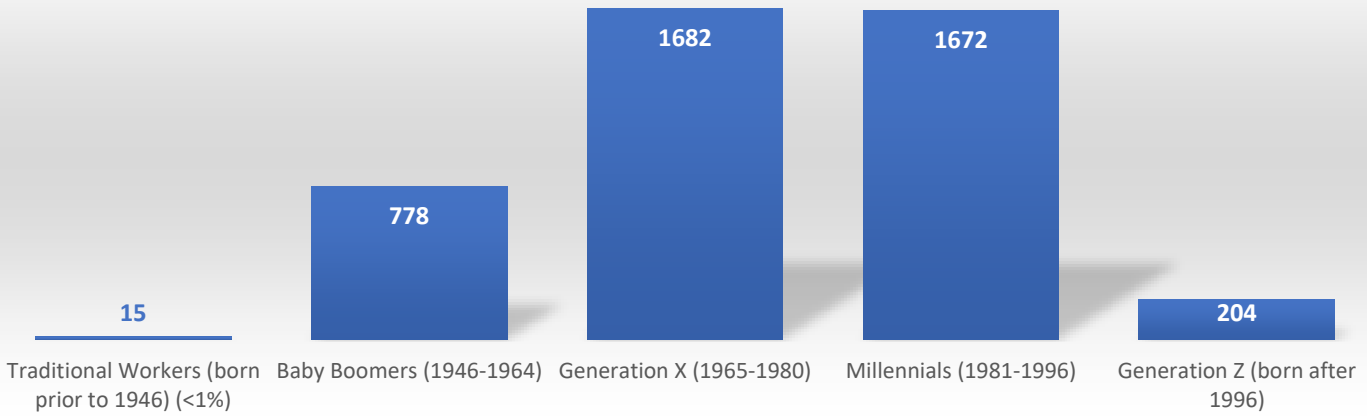
S&WB Employees by Race



The Workforce at Glance (continued)

Demographic Information: Age

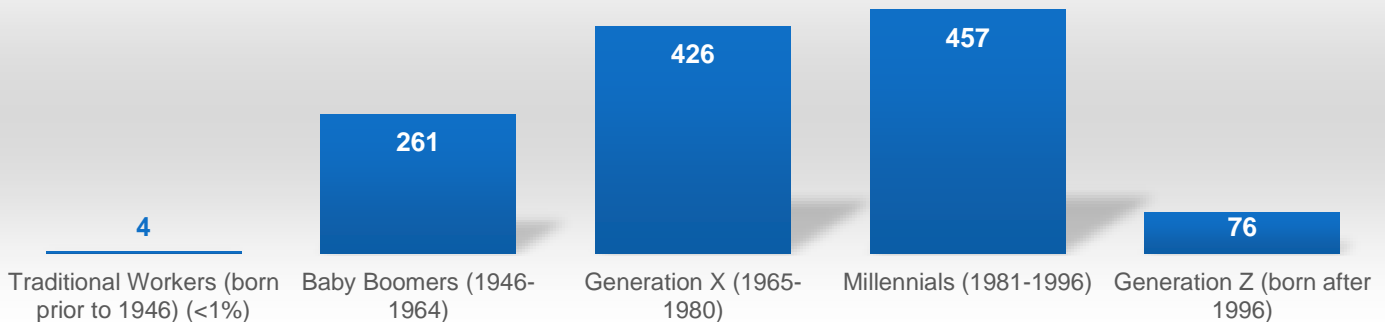
City Employees by Generation



Generation	City	S&WB
Traditional Workers (born prior to 1946) (<1%)	15	4
Baby Boomers (1946-1964)	778	261
Generation X (1965-1980)	1682	426
Millennials (1981-1996)	1672	457
Generation Z (born after 1996)	204	77

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

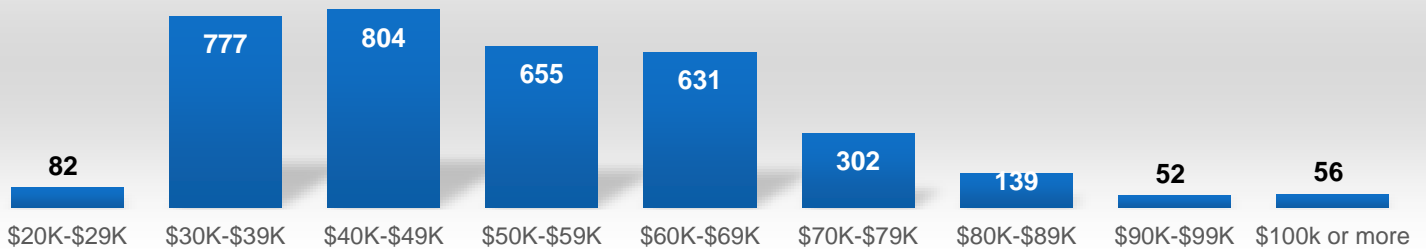
S&WB Employees by Generation



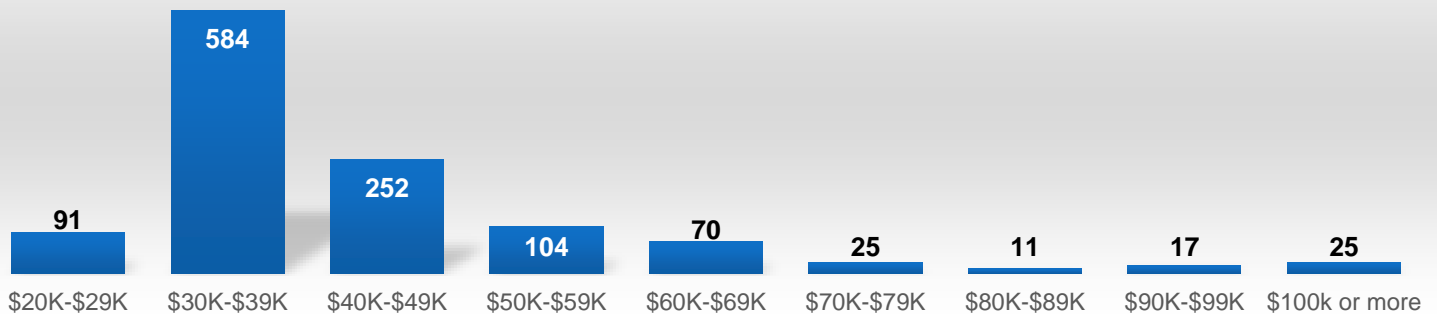
The Workforce at a Glance (continued)

Salary

Classified City Employee Salary Distribution



Classified S&WB Employee Salary Distribution



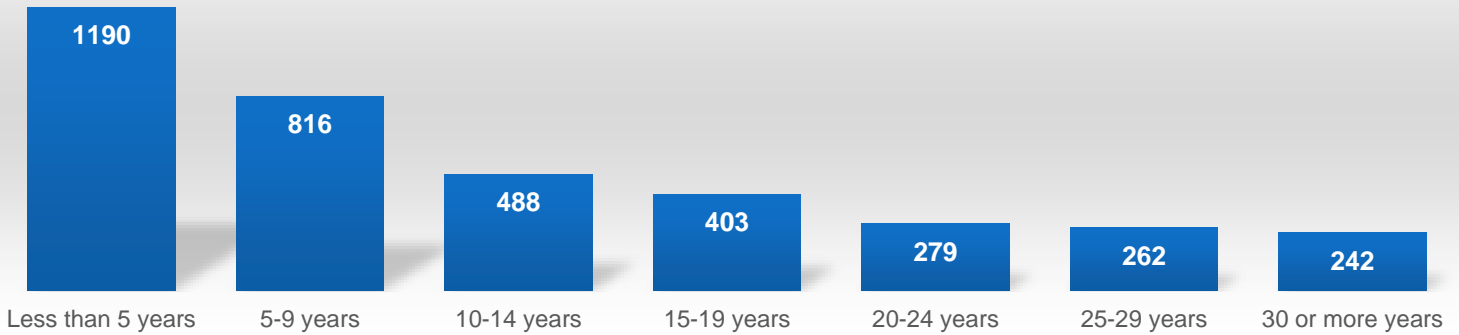
The average salary for full-time City classified employees is \$53,877 (an 8.4% increase from 2021). The average salary for full-time unclassified City employees is \$76,129 (a 14.06% increase from 2021). The average salary for all full-time City employees is \$57,341. These figures do not include overtime 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 is \$43,891. The average salary for full-time unclassified S&WB employees is \$97,679. The average salary for all full-time S&WB employees is \$45,868. These figures do not include overtime or standby pay.

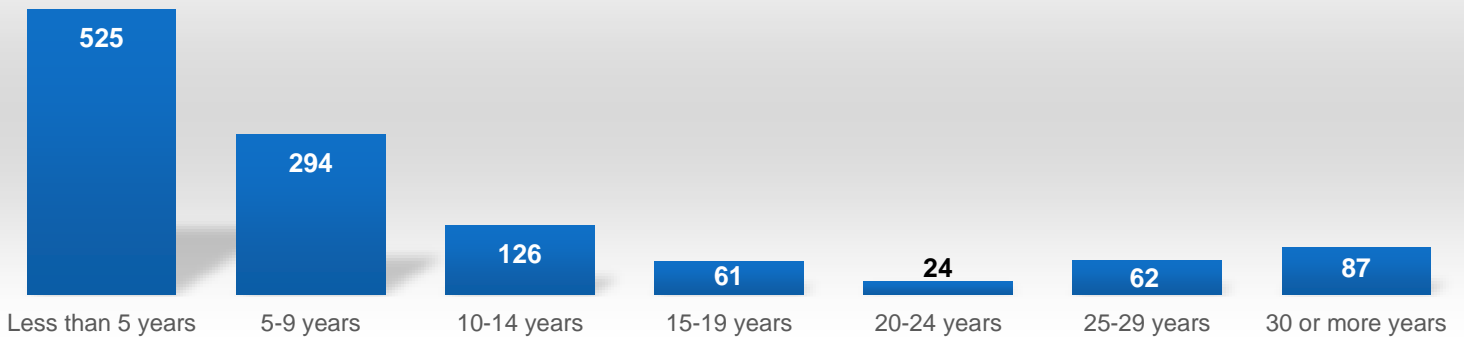
The Workforce at a Glance (continued)

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 10.5 years. This is down from 13.5 years in 2021. **The average length of service for Sewerage and Water Board classified employees is 9.4 years.**

The Workforce at a Glance (continued)

2022 City New Hires

776 total hires were made in City government in 2022. **629 new hires were classified employees.** The most common job classifications hired were Office Worker (75), Laborer (66), Fire Recruit/Firefighter (61), Management Development Analyst I (28), Police Recruit/Officer (26), Library Associate (24) and Waste Collector (22). The New Orleans Police Department hired the most employees (87), followed by Recreation (78), Fire (63), and Parks and Parkways (49).



2022 Accomplishments by Division: Recruitment & Selection Division

Applications and Testing

The Recruitment and Selection Division accepted applications for **704 different job postings in 2022. 16,653 applications were accepted.** 980 testing sessions were offered.

We accepted 2,590 applications for Police Recruit/Officer, 580 for Fire Recruit/Firefighter, 114 for EMT, 15 for EMT Advanced, and 66 for EMT Paramedic. We continued six day a week testing for Police Recruit, **offering 416 separate test sessions.** This included **75 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. 42 entrance test sessions were held for Fire Recruit. Staff scheduled and assisted NOFD with the administration of 15 agility test sessions. Our staff also oversaw the administration of 107 psychological screenings for Police and Fire candidates.

A new vendor was selected via RFP for the pre-employment screenings of Police Recruit applicants.



The top classifications for which applications were accepted in 2022

Job Classification	Applications Received
Police Recruit/Officer	2590
Office Worker	476
Fire Recruit/Firefighter	474
Water Meter Reader Trainee*	388
Customer Service Associate Trainee	327
Networks Maintenance Technician I*	321
Laborer	278
Parking Enforcement Officer I	276

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

2022 Accomplishments by Division: Recruitment & Selection Division (Continued)

Police Civilianization

Assisting NOPD with adding civilian employees was a high priority in 2022. Staff attended bi-weekly meetings with representatives from NOPD and the Federal Consent Decree monitoring team in an effort to further this initiative. New classifications, including Police Bureau Chief of Staff and Chief Operations Officer, were created and existing classifications were repurposed and/or given hiring rate increases. **We accepted 132 applications for Police Investigative Specialist and 136 applications for Police Intake Specialist** as part of this effort.

Recruitment

While in-person recruiting opportunities remained somewhat limited due to COVID-19, our staff was able to participate in 13 recruitment events including the Goodwill Industries Job Fair, Sewerage & Water Board Job Fair, University of New Orleans/Loyola Virtual Career Fair, and Southern University at New Orleans Career Fair. Our staff also spoke with students attending Martin Luther King High School's special Criminal Justice Academy about careers in criminal justice with the City of New Orleans.

Committees

Staff worked with our public safety partners to identify ways to improve the recruitment and retention of police officers. We served on the NOPD Recruitment and Retention Committee convened by the Mayor's Office of Criminal Justice and the Strategic Urgency to Recruit Great Employees (SURGE) Committee convened by NOPD. We also participated in meetings with Councilmember Helena Moreno and her staff relative to police civilianization.

Time to hire

64% of the job classifications posted in 2022 were posted continuously. Continuously means that Civil Service accepts applications for these positions year-round, so when a department has a vacancy there is already a list of eligible applicants. We typically do so for jobs that are widely used across departments, are difficult to fill, or those jobs with higher attrition rates.

The average time between application and placement on an eligible list was 11 days. This timeframe includes application review as well as the administration of any testing. Applicants self-schedule their test dates via our applicant tracking system Neogov.



2022 Accomplishments by Division: Recruitment & Selection Division (Continued)

When a department wants to fill a vacancy it submits an electronic requisition to Civil Service. Civil Service then refers an electronic list of eligible applicants to the department. The average time between referral of an eligible list to a city department and employee start date was 42 days. The tasks during this timeframe are handled by human resources employees in each department. They include interviews held by the hiring department, substance abuse testing, background check, any required medical testing. This also includes time a new hire may need to give notice to their current employer. These averages do not include Police and Fire Recruit hires.



2022 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 several new initiatives in 2022 including a lump sum cost-of-living payment, NOPD's Crime Laboratory staffing, a police pay committee, and 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 hiring rates or equity based pay adjustments recommended by staff for 55 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). The post-COVID labor market has driven the need for hiring rates in a number of occupational areas.

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 2022 Commission approved hiring rates and equity adjustments is included below.

Crime Lab Director	Physician	Engineer Intern I-II
Criminalist I-IV	Library Associate I-IV	Engineer
DNA Analyst I-III	Librarian I-III	Senior Engineer
DNA Technical Leader	Library Branch Manager	Principal Engineer
DNA Supervisor	Library Regional Branch Mgr.	Sr. Principal Engineer
Police Technical Supervisor	Library Bureau Chief	Capital Projects Administrator
Police Human Resources Administrator	Utility Human Resources Administrator	Capital Projects Administrator, Assistant
Groundskeeper III	Code Enforcement Asst. II	Engineer Division Manager
Parkways Maintenance Supervisor	Utilities Maintenance Tech. I	Sr. Engineer Division Manager
Health Project & Planning Asst.	Utilities Maintenance Trainee II	Engineering Assistant
Juvenile Detention Supervisor	Utilities Meter Services Manager	Engineering Technician

2022 Accomplishments by Division: Classification & Compensation (continued)

Forensic Firearm Examiner, Supervisor	Utilities Meter Services Supervisor	Engineering Specialist
Forensic Firearm Examiner	Utilities Meter Svcs. Sup, Asst.	Deputy Director of Public Works
Forensic Firearm Examiner, Senior	Summer Youth Worker	Facilities Engineering Supervisor
Forensic Firearm Examiner, Lead	Comptroller	

Across the Board Increases/Lump Sum Cost-of-Living Payment

At the request of the City Administration, in August of 2022 the **Civil Service Commission approved a series of across the board pay increases (5% in January of 2023, 2.5% in January of 2024, and 2.5% in January of 2025) and a one time, 5% lump sum Cost-of-Living payment in October of 2022.** Our staff worked with the Finance Department to administer the lump sum payments and will administer each of the programmed pay increases as they arise.

NOPD Crime Lab

To assist NOPD with its efforts in increasing the capabilities of the Crime Laboratory, our Classification and Compensation team **recommended hiring rates for every job series utilized at the Crime Lab, created a new dedicated job series for Crime Scene Investigators, and created a new special rate of pay** for employees trained in using the National Crime Information Center Database. In early 2023, NOPD was able to fill its Crime Lab Director vacancy due in part to an increase in the hiring rate for this position approved in 2022.

Police Pay Committee

In July of 2022, Civil Service staff **convened a police pay committee made up of representatives from the City Council, Chief Administrative Office, Police Employee Groups, NOPD, and the Civil Service Commission.** Staff presented regional salary data comparisons and proposed a step based pay increase plan, under which commissioned police employees would see an initial hiring rate increase of 15-17.5% with continued programmed pay increases of 2.5% each year that followed for the next nine years. This proposal was approved by the Civil Service Commission in 2023. It is pending City Council consideration.

2022 Accomplishments by Division: Classification & Compensation (continued)

New Recruitment and Retention Based Pay

Based on a request of the Administration, the Civil Service Commission approved a number of lump-sum payments for commissioned police officers, juvenile detention counselors, EMTs, and automotive mechanics in order to promote recruitment of new employees and encourage the retention of existing employees. Civil Service staff will be tasked with working with the departments to administer these payments.

Referral Pay

The existing referral payments of up to \$4,000 a person available to Police Department employees who refer new Police Recruits was expanded to include all City employees. Additionally, a new referral incentive payment of up to \$2,000 was implemented to aide in filling other difficult to fill City positions.

New Job Classifications

Based on requests from the departments, staff proposed **the creation of thirty-two new job classifications in 2022** including four new job series. The Civil Service Commission and City Council approved the following additions to the classified Pay Plan:

Crime Scene Investigation Specialist Job Series	Council Utilities Regulatory Office Legislative Aide	Chief of Operations (Police)
Automotive Mechanic Job Series	Library Public Services Administrator	Police Bureau Chief of Staff
Infrastructure Project Manager Job Series	Library Fiscal Administrator	Police Investigative Supervisor
Safety Coordinator Job Series (Sewerage & Water Board)	Library Archivist	Dentist Supervisor

Unclassified Positions

Under Rule III Section 7.1, the Commission authorized additional unclassified positions at the request of NOPD relative to Consent Decree compliance and two additional Deputy General Superintendents at Sewerage and Water Board.

2022 Accomplishments by Division: Classification & Compensation (continued)

New Special Rates of Pay

In 2022, a number of special rates of pay were recommended and approved for use. These included Fire Dual Assignment Pay, Fire Bilingual Pay, National Association of Sewerage Services Companies certification Pay, certified Public Infrastructure Inspector Pay, certified Construction Manager Pay, and certified Project Manager Pay.

Job Studies

This is a process whereby an employee and/or an appointing authority initiates a request for a position (allocation) to be reviewed. The reasons for conducting job studies include changes in the duties of individuals, reorganizations, new allocations or additional staffing for the department, jobs that have been vacant for prolonged periods, or 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 2022 we received and **completed 68 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 13 salary surveys** for the Bureau of Labor Statistics and various government entities in the southern region this year.

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 47 temporary pays (higher class)** in 2022.

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 66 temporary pays (special assignment)** in 2022.

2022 Accomplishments by Division: Classification & Compensation (continued)

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 2022 we received and audited **36 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 2022, we administered **125 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 **21 professional certification pays** in 2022.

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 four special payments for clerical skills** in 2022.

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 2022, our staff **held seven new employee orientation sessions** including two special sessions for newly hired Fire Recruits at the NOFD training facility.

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. **3,481 pre and post-employment substance abuse tests were administered in 2022.**

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 2022, staff responded to 112 public records requests.**

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.

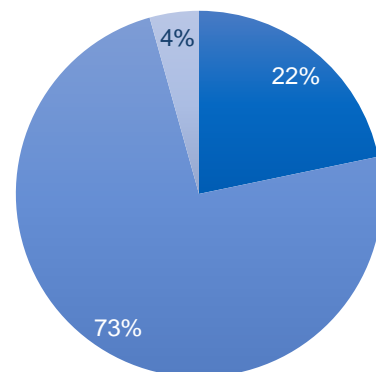
The Civil Service staff schedules these hearings which are presided over by contracted attorneys who serve as administrative judges. The hearing officer issues a report based on the facts ascertained during the hearing and makes a written recommendation to a three-commissioner panel. The panel of commissioners 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 has worked diligently to shorten the time period Appellants and Appointing Authorities wait for a decision on employee appeals. The Commission adopted a new rule requiring decisions within six months of the filing of an appeal, in the absence of continuances requested by the parties, motions, or other extraordinary circumstances. After this rule became effective, the average time from appeal to decision in 2022 was 259.3 days. 54% of these appeals were continued, most frequently at the request of the Appointing Authority. On average, these continuances lead to delays of 131.73 days. Absent these delays, the average time from appeal to decision was 181.5 days. The average time from the Commission's receipt of the Hearing Officer's Report to decision was 53.9 days. 88% of decisions (21 of 24) issued by the Commission were completed within 90 days of receipt of the hearing examiners report. Additionally, in the case of two appeals of emergency suspensions there were delays of over two months while the Appointing Authority determined and then issued final disciplinary action.

In 2022, the Civil Service Commission **issued decisions on 56 employee disciplinary appeals.**

Of the decisions issued in 2022, the Commission upheld the discipline issued 73% of the time, it granted the employee's appeal 22% of the time, and granted the appeal in part (letting some portion of the disciplinary action stand) 4% of the time.

2022 Disciplinary Appeals



Employee Disciplinary Appeal Disposition	Count
Denied	41
Granted	9
Granted in part (some discipline upheld)	6

■ Granted ■ Denied ■ Granted in part

2022 Accomplishments by Division: Employee Growth and Development

Employee Enrichment Courses

In 2022, our staff **oversaw the administration of 123 virtual and in-person enrichment courses to 811 employees.** We offered 62 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 2022, staff held six test-out sessions for 12 courses, testing 30 employees.

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.

2120 Performance Evaluations were completed in 2022 for the 2021 observation year for City and Sewerage and Water Board employees.

Rating	Number Received	Percentage of Total
Does Not Meet Expectations	17	.8%
Meets Expectations	1157	54.58%
Exceeds Expectations	944	44.53%

We continued to assist NOPD with facilitating their use of our online performance evaluation system (NEOGOVS Perform) to administer the 2022 NOPD Specific Performance Evaluations required as part of Federal Consent Decree mandates.

Performance Evaluations and Merit Pay Rule Changes

An important initiative undertaken by staff and the Civil Service Commission was amendments to the rules relative to merit-based pay. While the Great Place to Work rule amendments implemented goal-based performance evaluations tied to merit pay, this merit pay has not been funded since 2017. This was due to a provision in the rule that allowed the Chief Administrative Officer to certify each year that funding was not available for merit-based pay increases.

In an effort to improve 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 a year for employees who are rated as exceeding expectations. The City Council approved these rule changes in January of 2023.

2022 Accomplishments by Division: Test Development and Validation

Public Safety Promotional Examinations

Police Lieutenant’s Promotional Exam. Civil Service contracted with Industrial Organizational Solutions, Inc. to develop and score this examination. An assessment center consisting of a job simulation was held in July and a new eligible list was released in August. **Forty-three applicants were placed on this eligible list as a result of this exam.** Three promotions were made from this eligible list in 2022. This list will continue to be used in 2023.

At this time there are no in-house staff members assigned to this division.



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 2022.**

Rule	Topic	Date Amended
Rule IV, Section 14	Retention Pay Based on Outside Job Offers	4/11/2022
Rule IV Section 2.8 (3) b	Pay Equity Adjustment	4/11/2022
Rule V Section 8.1(d)	Non-competitive Classifications	5/16/2022
Rule VI Section 3.5(d)	45 Day Certification Period	10/17/2022
Rule XI 1.6 (e)	Performance Evaluations	11/3/2022*
Rule IV Section 2.5	Merit Pay	11/3/2022*

*Approved by the Commission in 2022 and adopted by the City Council in January of 2023.

Contact Information

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