San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday February 22, 2017 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

AGENDA

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period
   Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes
   The following draft minutes are submitted for approval:
   a. January 25, 2017

4. Specifications - New
   a. Dispatch Manager

5. Specification - Revised
   a. Telephone Systems Coordinator

6. Reports
   Commission President
   Commission Counsel
   Commission Outside Counsel
   Commission Secretary

7. Closed Session (per Government Code Section 54957): Hearing and Deliberations regarding Appeal #A16-06

8. Adjournment
Civil Service Commission

1055 MONTEREY STREET, SUITE D-250 • SAN LUIS OBISPO, CALIFORNIA 93408 • 805.781.5959

San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday January 25, 2017 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present: President Bergman, Vice President Ohannesian, Commission Stewart, Commissioner Nix, Commissioner Nicholson

Staff: Commission Secretary Tami Douglas-Schatz, Commission Clerk Alisa Scantlin, Past Commission Clerk Lacey Chagolla

Counsel: County Counsel Tim McNulty; Commission Outside Counsel Steve Simas

1. Call to Order / Flag Salute / Roll Call
   President Bergman called the meeting to order at 9:00 AM and led the flag salute. Roll was called.

2. Welcome Commissioner Jeannie Nix – Appointed January 10th, 2017
   Welcome Commissioner John E.D. Nicholson – *Anticipated Appointment January 24th, 2017
   President Bergman welcomed Commissioners Nix and Nicholson. Commissioner Nix had served on the Commission previously, and was reappointed. Commissioner Nicholson is new to the Commission, and was appointed on January 24th, 2017.

3. Election of Officers
   President Bergman invited Vice President Ohannesian to address the matter of the Election of Officers. Vice President Ohannesian requested to serve another year as Vice President, and nominated the current President, Commissioner Bergman as President. Commissioner Nix seconded the motion. The motion passed. 5-0-0. President Bergman entertained a motion for Vice President. Commissioner Nix motioned that Vice President Ohannesian be appointed Vice President again. Commissioner Stewart seconded the motion. The motion passed. 5-0-0.

4. Public Comment Period
   President Bergman asked for Public Comment. Seeing none, he closed the public comment period.

5. Minutes
   a. President Bergman asked for amendments to the October 26, 2016 meeting minutes. President Bergman consulted with County Counsel regarding the vote, as only two current Commissioners were present at the October 26, 2016 meeting. County Counsel, Tim McNulty advised that it was acceptable for all Commissioners to vote in this instance. President Bergman asked again for amendments or changes. Erica A. Stewart acknowledged and showed appreciation for the correction to her name. Seeing no amendments or changes, President Bergman asked for a motion to approve the minutes. Vice President Ohannesian made the motion. Commissioner Stewart seconded the motion. The motion passed. 5-0-0.

6. Specification – Revised
   a. Deputy Probation Officer I/II and Deputy Probation Officer III: Personnel Analyst Chip Spence, with Assistant Chief of Probation, Robert Reyes, presented the revised specification for Deputy Probation Officer I/II. Mr. Spence asked for questions. President Bergman opened for public comment. Seeing none, President Bergman opened questions to the Commission. The Commission questioned Mr. Spence
Civil Service Commission

and Mr. Reyes. President Bergman requested a motion for the specification to be approved as written. Vice President Ohannesian made the motion to approve. Commissioner Stewart seconded the motion. The motion passed. 5-0-0.

Personnel Analyst Chip Spence presented, and asked for questions regarding, the specification for Deputy Probation Officer III. The Commission questioned Mr. Spence and Mr. Reyes. President Bergman asked for public comment, seeing none, he requested a motion to approve the specification as written. Commissioner Stewart motioned to approve as written. Vice President Ohannesian seconded. The motion passed. 5-0-0.

7. Reports
Commission President: President Bergman requested that Commission Secretary, Tami Douglas-Schatz, agendize a discussion regarding trends in education and experience in minimum qualifications. Tami Douglas-Schatz suggested that we may agendize in March, pending room on the Commissions’ agenda.
Commission Counsel: Assistant County Counsel, Tim McNulty did not have a report, but noted the purpose of the Closed Session during today’s meeting.
Commission Outside Counsel: Mr. Simas joined Mr. McNulty’s report.
Commission Secretary: Tami Douglas-Schatz joined President Bergman in welcoming the new Commissioners, and recognized Commissioner Tappan for his service to the Commission, and all of his contributions to the Commission and the County. President Bergman noted that he would like to recognize past Commissioner Tappan in person at some point. Tami Douglas-Schatz also suggested that we schedule the fair hearing and purpose of the civil service orientation at some point, for Commissioners and Department Heads. President Bergman agreed that this item should be agendized.

8. Closed Session (per Government Code Section 54957): CONFERENCE WITH LEGAL COUNSEL
Appeals #A15-03, A16-06, A16-08, To be heard together: (A16-04, A16-05), (A15-13, A15-14, A15-15)
President Bergman asked for public comment regarding closed session items, before going in to closed session. Seeing none, President Bergman adjourned the Regular Meeting, and began closed session.

The Regular Meeting reconvened at 11:15 a.m. President Bergman asked Outside Commission Counsel, Steve Simas, to report. Mr. Simas reported first on Commission Appeal A16-06. The Commission approved the parties’ agreed upon hearing dates, and Notices of Hearing will be sent. Mr. Simas reported second on Commission Appeal A15-03, the Commission conducted the pre-hearing conference trial setting, and has agreed upon trial dates and some stipulations of the parties. A Commission scheduling order will be sent out in the next couple of days on this as well.

9. Adjournment
President Bergman adjourned the meeting at 11:16 a.m.

*Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.
TO: Civil Service Commission  
DATE: February 22, 2016  
FROM: Taj D'Entremont, Human Resources Analyst  
SUBJECT: New Class Specification: Dispatch Manager

RECOMMENDATION:
It is recommended that the Commission approve the new Dispatch Manager class specification as proposed.

DISCUSSION:
The Sheriff's Office Dispatch Center is a primary public safety answering point responsible for all 9-1-1 calls coming in from the County. Several hundred thousand incoming and outgoing calls are handled by the Dispatch Center each year, including calls from the public and dispatching deputies, ambulances, EMS helicopters, and outside agency personnel. The Dispatch Center is staffed with Emergency Medical Dispatch (EMD) certified dispatchers 24 hours a day, 7 days a week. Current staffing levels at the Dispatch Center consist of 17 Sheriff's Dispatchers, 3 Sheriff's Senior Dispatchers, and 1 Sheriff's Dispatcher Supervisor.

Several changes over the last two years in the Dispatch Center have prompted the need for a Dispatch Center Manager who will be responsible for managing and directing the operations of the Dispatch Center, performing 9-1-1 Coordinator duties, serving as a liaison for outside agencies, and overseeing the supervision of staff. Included in these changes are modifications to the 9-1-1 system requiring more attention to cell towers and transfer percentages, including working with vendors, cell phone, telephone, and cable companies to ensure appropriate call routing and jurisdictional boundaries. Furthermore, the California Office of Emergency Services (CalOES) 9-1-1 Division, the agency responsible for setting rules and regulations for 9-1-1 Dispatch in California, has placed stricter standards on its 9-1-1 requirements for answering times and is currently in the process of implementing new services that will provide additional ways for citizens to contact a 9-1-1 dispatch center. These modifications include an increase in the level of customer service taking answering times from 90% of calls in 6 seconds or less to 95% of calls in 10 seconds or less and next generation 9-1-1 requirements, including new services such as texting, and picture and video streaming to 9-1-1 dispatch centers.
Additionally, in 2014 the Sheriff's Dispatch Center took over dispatch responsibilities for the Arroyo Grande Police Department (AGPD) and Morro Bay Police Department (MBPD). This has created the need for a position to work as a liaison with agencies’ Commanders and Records personnel to resolve issues, run and analyze statistical reports related to the successful operation of dispatch function, and complete court subpoenas for all radio and phone recordings.

In order to effectively facilitate the added dispatch responsibilities without a decline in service to the public, the Sheriff's Office added 5 Dispatcher positions when we entered into the contract with AGPD and MBPD. This brought the number of Dispatchers in the unit to 20, including Senior Dispatchers.

Currently, a sworn Sheriff’s Commander is assigned the collateral duty of management over the Dispatch Center, however, this position is rotational, varying from several months to several years. Additionally, the Commander assigned the collateral duty lacks the technical knowledge and skills required to perform the functions of the dispatcher and dispatch supervisor, and also lacks the knowledge base to perform the management functions to include responsibility for managing and directing the operations of the Dispatch Center, performing 9-1-1 Coordinator duties, serving as a liaison for outside agencies, and overseeing the supervision of staff, along with the regular functions of the Commander’s assignment.

The responsibility for other agency dispatch, changing rules and regulations in the field, increasing necessity for technology monitoring, and added scope of supervision has necessitated the addition of a full time, permanent civilian Dispatch Center Manager in the Sheriff’s Office.

The proposed classification functions and minimum requirements are consistent with our benchmark counties.

**OTHER AGENCY INVOLVEMENT:**
The Sheriff's Office has been involved in the development of this specification and concurs with the proposed classification. In addition, the County Administrative Office has reviewed and is in support of the classification specification as proposed.

**Attachments:**
Sheriff’s Dispatch Manager Class Specification
Sheriff’s Office Organizational Chart
Sheriff’s Office Dispatch Manager Chain of Command Organizational Chart
HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

SHERIFF’S DISPATCH MANAGER

DEFINITION:
Under administrative direction, performs a specialized function of considerable difficulty and complexity in
providing oversight of operations and equipment in the Sheriff’s Dispatch Center. Responsibility includes
planning, coordination, management, and administration of all phases of the Sheriff’s Office Dispatch
Center, resolution of day-to-day work issues, and ensuring compliance with changing laws and regulations.
Incumbent serves as the primary liaison for technical support for the computerized 9-1-1 system,
Computer Aided Dispatch (CAD) system, voice logging system, and radio system; establishes procedures
for dispatch operations; represents the Sheriff’s Office on numerous committees; analyzes unit functions
and recommends and implements needed changes; develops and coordinates training for dispatch
personnel; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:
This class has division level responsibility for the Sheriff’s dispatching services. It is distinguished from the
lower level Sheriff’s Dispatcher Supervisor in that the incumbent is responsible to oversee the operation of
the entire Dispatch Center unit, and handles the more complex or difficult assignments. The position is
also distinguished in that functions also include communication and coordination with command staff of
various law enforcement agencies regarding dispatching activity and service levels.

REPRESENTATIVE DUTIES:
(Not in order of importance)
• Plan, organize, and direct the 24 hour operations of the Sheriff’s Office Dispatch Center; coordinate
with subordinate supervisors to review, analyze and evaluate the effectiveness of dispatch
personnel and operations; identify problems and develop effective solutions.
• Supervise the management of dispatch personnel, including selection, training, and career
development; evaluate employee performance; counsel subordinate employees and effectively
recommend disciplinary action when needed.
• Lead in the development, implementation, and monitoring of policies, goals, and procedures
affecting the Dispatch Center.
• Manage contracts for outside agencies; ensure contract terms and service needs are met to the
satisfaction of the agency; assist in negotiation of contracts to provide service to outside agencies;
• Analyze state and federal legislation to determine the potential effect on the operation of an
emergency 9-1-1 center and make recommendations for needed changes; set benchmarks to
measure work performance.
• Serve as a liaison for representatives from other agencies, departments, telephone companies, and
the California 9-1-1 Branch; answer inquiries from staff, members of the public, vendors, and
contractors regarding 9-1-1, CAD, call routing, and jurisdictional boundaries.
• Maintain knowledge of ongoing technical and legal developments; meet with representatives of
local, state, and federal governments to guarantee the Center’s ability to meet current and future
needs and ensure compliance with applicable laws concerning emergency communications,
telecommunications, training, and other areas relating to public safety dispatch; explain and
interpret policies, procedures, and laws affecting dispatch operations.
• Act as San Luis Obispo County 9-1-1 Coordinator; maintain the road database for the entire county,
assign Emergency Services Numbers to any new road or change in status of road to ensure proper
delivery of 9-1-1.
• Coordinate between telecom providers, wireless carriers, Voice Over Internet Protocol (VOIP)
carriers, and local Public Safety Answering Points (PSAP) to coordinate testing of new wireless and
wireline services.
• Participate in monthly meetings, conference calls with the State 9-1-1 office, and other California
County Coordinators; assist with development of policy and procedure for emerging technology
related to 9-1-1 services.
• Write and prepare all management related documents and reports for the Dispatch Center including
statistical activity reports; and discovery orders for all radio, phones, and video discoveries.

EMPLOYMENT STANDARDS:
Knowledge of:
• Relevant federal, state, and local laws, codes, and regulations relating to the operation of a
dispatch center.
• Principles, practices, and methods of effective office management, administration, organization,
and planning.
• Supervisory principles and practices, including work planning, scheduling, review, evaluation, and
employee training and discipline.
• Research methods and analysis techniques.
• Principles, practices, techniques and equipment used in the design, operation, and maintenance of
emergency communications/dispatch systems.
• Procedures, processes and terminology used in 9-1-1 and related emergency radio telephone
communications.
• Principles of shift coverage and staffing.
• Operation of communication equipment including telephone, radio, paging, computer and related
systems.
• Functions of law enforcement, emergency medical, and other public safety and emergency
agencies; policies and procedures of various police and emergency services user agencies as they
pertain to emergency communication.
• Public relations and customer service techniques; understand all technology related to the Dispatch
center.

Ability to:
• Understand, interpret, and apply relevant laws, regulations, policies, and procedures in relation to
dispatch center operations.
• Organize, set priorities, and exercise sound judgment within areas of responsibility.
• Independently and effectively analyze issues and problems, evaluate alternatives, and make
recommendations that will result in successful solutions.
• Plan, organize, direct, and evaluate the work of assigned staff.
• Train, supervise, and develop others in effective communication techniques and work procedures.
• Develop and implement procedures, standards and other administrative tools.
• Trouble shoot hardware and software problems with dispatch equipment.
• Communicate tactfully and effectively both verbally and in writing.
• Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and
situations.
• Establish and maintain effective relationships with all levels of staff, public officials, public citizens,
and other agencies and community groups.

EDUCATION AND EXPERIENCE:
Any combination of educational course work and training which would provide the opportunity to acquire
the knowledge and abilities listed AND seven years of emergency dispatch experience in a public law
enforcement agency or equivalent. Five years of this experience must be in a position equivalent to the
Sheriff's Dispatcher Supervisor.
LICENSES AND CERTIFICATES:
Possession of Peace Officer Standards and Training (P.O.S.T.) Communication Training Officer Certificate or equivalent AND P.O.S.T. Dispatch Supervisor Certificate.

SPECIAL SUBCLASS RECRUITMENT:
Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the position.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Human Resources Department at 805.781.5959.

Adopted: 00-00-00
BOS Approved: 00-00-00
Revised: 00-00-00
TO: Civil Service Commission

DATE: February 22, 2017

FROM: Mark McKibben, Personnel Analyst

SUBJECT: Revised Class Specification: Telephone Systems Coordinator

RECOMMENDATION:
It is recommended that the Commission approve the Telephone Systems Coordinator class specification as proposed.

DISCUSSION:
The Information Technology Department (ITD) is responsible for supporting the County's computer networks, applications, data, and communications needs, including its telephone system. In particular, ITD coordinates the purchase and maintenance of telephone equipment, and the installation, moving, and removal of telephone lines. In 2015, the incumbent responsible for telephone related services, i.e. Telephone Systems Coordinator retired. At that time, ITD divided the position's responsibilities to three other staff, in various classifications, while the Department reviewed other technologies to deliver voice services. In July of 2017, the County intends to begin a project to replace its traditional telephone system with a Voice over Internet Protocol (VoIP) technology-based telephone system. This new system, and the need to fill the current vacancy, require that the class specification be updated.

The Telephone System Coordinator will act as liaison between departmental Telephone Counselors, the selected vendor and ITD staff. This position will facilitate the transition to the new system and assist in initial set up and ongoing user training. Additionally, the incumbent will manage the countywide voicemail system, electronic telephone directory, and perform annual audits of the systems’ use and efficiency. The change in how telephone services will be delivered does not, change the requirements of this position. As a result, the minimum qualifications were not changed. The most substantive changes can be found in the representative duties, and employment standards sections which are updated to include more contemporary language and class specification format.

The staff members, who assumed the Telephone Systems Coordinator responsibilities, will continue to support this function in backup roles.
SPECIAL NOTE:
At the request of the Human Resources Department, the Commission deemed this classification obsolete in February 2016. Your approval today will reestablish this classification and allow the County to recruit for the position in anticipation of the telephone system migration.

OTHER AGENCY INVOLVEMENT:
The County Administrative Office, Information Technology Department and the San Luis Obispo County Employee Association support the revised specification as proposed.

Attachments:
Information Technology Department – Organizational Chart
Telephone Systems Coordinator – Track Changes Version
Telephone Systems Coordinator – Final Version
SAN LUIS OBISPO COUNTY
HUMAN RESOURCES DEPARTMENT

TELEPHONE SYSTEMS COORDINATOR

DEFINITION:
Under general supervision, plans, organizes, and coordinates the telephony services for all County departments. Responsible for County telephone equipment and line inventories, and billings. Acts as County representative to telephony service providers; performs other related duties as required.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Meets with County department representatives to develop telephony configurations, budgets, and implementation plans.
- Works with County departments to coordinate and prepare service orders for telephony equipment and line installations, removals, moves and repairs.
- Operates the help desk assistance function for County telephony equipment and line operations.
- Responsible for emergency phone operation coordination.
- Assists in implementation and training of staff for County telephony services.
- Responsible for maintaining automated inventory of County equipment and lines.
- Generates and distributes monthly telephony service detail billings.
- Coordinates annual updates of County listings in telephone company directory.
- Operates standard office equipment, and computer applications.
- Issues and maintains inventory of County telephone credit cards; Acts as liaison for department telephone coordinators.
• In conjunction with automated systems, assists the general public in transferring incoming calls to the appropriate department. Performs annual audits for enterprise telephone use.

• Assists in the assessment, migration and coordination of telephony system upgrades.

EMPLOYMENT STANDARDS:

Knowledge of:

• Telephone systems and equipment
• Customer service tracking methods
• General office and billing procedures
• Basic budgeting concepts
• Computer systems and common office software
• Principles and techniques of office administrative practices and procedures
• Effective techniques of written and verbal communication

Ability to:

• Learn quickly
• Develop and implement new procedures and policies
• Organize requirements into plans; organize and direct the work of others to ensure effective results
• Determine solutions to problem situations; communicate effectively
• Train others, establish and maintain effective working relationships
• Operate standard office equipment including a computer and assigned software
• Communicate effectively verbally and in writing

EDUCATION/EXPERIENCE:

Either A: Two years of general office experience including significant public contact, multiline telephone system operation, and accounting or billing. Or B: One year as telephone
vendor account representative with experience in telephone billing and accounting
practices, and/or customer service orders.

LICENSES/CERTIFICATES:
Certain positions within this classification may require driving. When driving is an essential
function of the position, a valid CALIFORNIA driver's license will be required at the time of
appointment.

This class specification generally describes the duties and responsibilities characteristic of
the position(s) within this class. The duties of a particular position within a multi-position
class may vary from the duties of other positions within the class. Accordingly, the essential
functions of a particular position (whether it be a multi-position class or a single-position
class) will be identified and used by medical examiners and hiring authorities in the selection
process. If you have any questions regarding the duties or the working conditions of the
position, please contact the Personnel Department at (805) 781-5959.

Adopted: 6-30-82
Effective: 11-19-97
Revised: 2-22-17
SAN LUIS OBISPO COUNTY
HUMAN RESOURCES DEPARTMENT

TELEPHONE SYSTEMS COORDINATOR

DEFINITION:
Under general supervision, plans, organizes, and coordinates the telephony services for all County departments. Responsible for County telephone equipment and line inventories, and billings. Acts as County representative to telephony service providers; performs other related duties as required.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Meets with County department representatives to develop telephony configurations, budgets, and implementation plans.
- Coordinates service orders for telephony equipment and line installations, removals, moves and repairs.
- Performs the help desk assistance function for County telephony equipment and line operations.
- Responsible for emergency phone operation coordination.
- Assists in implementation and training of staff for County telephony services.
- Responsible for maintaining automated inventory of County equipment and lines.
- Generates and distributes monthly telephony service detail billings.
- Coordinates updates of County listings in telephone directory.
- Operates standard office equipment, and computer applications.
- Acts as liaison for department telephone coordinators.
- Performs annual audits for enterprise telephone use.
- Assists in the assessment, migration and coordination of telephony system upgrades.
EMPLOYMENT STANDARDS:

Knowledge of:

- Telephone systems and equipment
- Customer service tracking methods
- General office and billing procedures
- Basic budgeting concepts
- Computer systems and common office software
- Principles and techniques of office administrative practices and procedures
- Effective techniques of written and verbal communication

Ability to:

- Develop and implement new procedures and policies
- Organize and direct the work of others to ensure effective results
- Recommend solutions to problem situations
- Train others, establish and maintain effective working relationships
- Operate standard office equipment including a computer and assigned software
- Communicate effectively verbally and in writing

EDUCATION/EXPERIENCE:

Either A: Two years of general office experience including significant public contact, multiline telephone system operation, and accounting or billing. Or B: One year as telephone vendor account representative with experience in telephone billing and accounting practices, and/or customer service orders.

LICENSES/CERTIFICATES:

Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver's license will be required at the time of appointment.
This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the Personnel Department at (805) 781-5959.

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