



## HUMAN RESOURCES BOARD

Meeting Minutes  
Monday, December 5, 2016

### Opening:

The regular meeting of the Human Resources Board was called to order at 5:00 p.m. on Monday, December 5, 2016 in the City Hall Art Pick Council Chamber by Chair Sonya Dew.

### Present:

Alysia Webb  
Deanna Brown  
Elvira DeCuir  
Jennifer Humphreys  
Lana Haddad  
Sherry Mellott  
Sonya Dew  
Colene Torres  
Pia Rose  
Rosemary Koo

### Excused Absence:

### Unexcused Absence:

Lance Sayavong

### Public Comment Period:

- Jason Hunter spoke and indicated that all communication received from the public needs to be submitted to the Board immediately.

### Approval of October 3, 2016 Minutes

Approved: Lana Haddad  
Second: Deanna Brown

There was an amendment to the minutes requested by Board Member Lana Haddad. The parties amended the motion as stated.

### Recess

The Human Resources Board recessed at 5:05 p.m. and reconvened at 5:14 p.m., in the Art Pick Council Chamber with Chair Sonya Dew presiding and Board Member Lance Sayavong absent.

### Presentation

#### 1. City Management's Priorities for 2017 and the Role of the Board – John Russo, City Manager

- City Manager John Russo expressed the importance of the Human Resources Board and apologized to the Board in the event they ever felt like they were not given the authority to perform their role as Board Members as defined in the City Charter.
- City Manager Russo indicated that the Board can have a discussion with the City Council if they ever had questions regarding their duties or what the Board was designed to do.
- Mr. Russo informed the Board of the City of Riverside's "Sunshine Ordinance" which is a 12-day public notice before City Council and other public meetings, rather than the state-required three days.

- City Manager Russo indicated that a schedule of rotating audits have been incorporated to ensure that all departments are audited every five (5) years. Mr. Russo stated that the audits were built to better promote customer service.
- City Manager John Russo informed the Board that eighty percent of Human Resources Policies and Procedures have not been revised in a number of years. Mr. Russo informed the Board that he would like the Board to work systematically with Human Resources on updating all policies within the next eighteen to twenty four months.
- Board Member Lana Haddad expressed her appreciation for Mr. Russo's words and time.
- Board Member Haddad agreed with Mr. Russo and indicated that a systematic review of policies is necessary to ensure the City staying abreast of best practices.
- Board Member Lana Haddad indicated that she would like two departmental presentations at each Board meeting with a focus on challenges departments are facing.

## **2. Veterans Preference Policy/Recruitment Update – Deona Knight, Principal Human Resources Analyst**

- Vice Chair Alysia Webb motioned to table this item for a future meeting if Board Member Lance Sayavong did not attend the Board Meeting by 5:15 p.m. Board Member Deanna Brown seconded the motion. The motion passed unanimously.
- This item will be placed on the January 2017 meeting agenda.

## **Discussion Calendar**

## **3. Review of Human Resources Board Rules – Sonya Dew, Chair**

- Chair Sonya Dew presented the Board with changes that were made to the Hearing Rules.
- Board Member Elvira DeCuir inquired as to what the rationale was for changing (4) (L).
- Deputy City Attorney Rosemary Koo responded and informed the Board that the change to (4) (L) was revised to include the word "omission."
- Board Member Elvira DeCuir inquired as to why the rules were changed to put the burden on the grievant rather than the city. Deputy City Attorney Rosemary Koo responded and indicated that the Board has a choice to put the grievant on the defense.
- Board Member Deanna Brown indicated that by shifting the burden to the grievant it does not shift the evidence. Ms. Brown stated that paragraph (M) will need to be changed to be consistent with paragraph (L).
- Board Member Lana Haddad requested that the City Attorney's Office obtain examples of other municipalities hearing rules.
- Board Member Deanna Brown indicated that she finds it extremely unusual that the City is not charged with presenting their case against the grievant first.
- Board Member Brown indicated that the final word is unclear as to who which party gets a final rebuttal argument.
- Board Member Lana Haddad requested that the language in the Hearing Rules not be changed until other examples of hearing rules are obtained. Ms. Haddad motioned to continue this agenda item with a second by Vice Chair Alysia Webb. The motion passed unanimously.
- Chair Sonya Dew presented the Board with revised Meeting Rules.
- Board Member Lana Haddad indicated that the meeting rules should give the Chair flexibility to move agenda items around as needed.
- Deputy City Attorney Rosemary Koo suggested that the Board include "when feasible and when possible the Chair has the ability to move items and take them out of turn." Board Member Haddad requested to remove the wording "when feasible" and replace with "when possible."
- Board Member Sherry Mellott motioned to accept the Meeting Rules as revised with a second by Board Member Lana Haddad. The motion passed unanimously.
- Chair Sonya Dew presented the Board with revised Standing Rules of the Human Resources Board.
- Vice Chair Alysia Webb motioned to accept the Standing Rules as presented with a second by Board Member Sherry Mellott. The motion passed unanimously.

**Public Comment Period:**

- Jason Hunter spoke regarding the Human Resources Board Hearing Rules. Mr. Hunter provided the Board with a copy of the Board of Ethics meeting agenda and asked the Board to adopt the Hearing Rules of the Ethics Board.

**4. Video Presentation (Everything Speaks) – Pia Rose, Interim Human Resources Director**

- Interim Human Resources Director Pia Rose presented the Board with a video regarding the “Everything Speaks” concept. Mrs. Rose informed the Board that the City offers virtual online customer service training to employees.
- Interim Director Rose informed the Board that there was an initial 500 employees that attended the Dennis Snow Customer Service Training. Mrs. Rose stated that additional virtual training sessions will be offered to employees to further the customer service concept.
- Chair Sonya Dew inquired as to if there is a facilitator present during the virtual training. Interim Director Rose responded and indicated that there is a facilitator from Human Resources or another department present during all virtual training sessions.
- Mrs. Rose informed the Board that employees have one (1) year to complete the customer service training. Chair Sonya Dew inquired as to the type of follow-up is done to ensure that the customer service concept is not only verbalized, but embedded.
- Board Member Elvira DeCuir asked Mrs. Rose what the timeframe is to get all employees through the training. Mrs. Rose responded and informed the Board that as of September 2016 there were close to 1300 employees trained. Mrs. Rose indicated that she return to the Board in January with the updated number of employees that have been trained thus far.
- Board Member Haddad inquired about current employee recognition program. Mrs. Rose informed Mrs. Haddad that the Human Resources Department publishes a quarterly Newsletter and it contains a recognition section. Board Member Haddad suggested that employees that have been featured in the newsletter receive formal recognition at Council once a year.

**5. Human Resources Director Updates – Miriana Gonzalez, Interim Deputy Human Resources Director**

- Interim Deputy Human Resources Director Miriana Gonzalez informed the Board that the Human Resources Director recruitment is underway and applications are currently being reviewed by the City Manager’s Office.
- Ms. Gonzalez informed the Board that the Human Resources Department filled one (1) Principal Human Resources Analyst in the Employee and Labor Relations Division. Ms. Gonzalez informed the Board that recruitment efforts are underway to fill one (1) Safety Officer, and one (1) Principal Human Resources Analyst (Training and Development).
- Interim Deputy Director Gonzalez provided the Board with a three (3) year analysis of new hires and promotions. Specifically the report presented included a breakdown by ethnicity, gender and all employees who have been hired above step one (1).
- Board Member Lana Haddad requested that the report presented include citywide demographics and a breakdown of employees by department. Mrs. Haddad would also like the report to include the various steps that each position was hired at. Mrs. Haddad stated that it is fundamental to understand demographics to meet federal mandates.

**6. Items for Future Human Resources Board Consideration – Sonya Dew, Chair**

- Vice Chair Alysia Webb requested that the Veterans’ Preference Policy/Recruitment Update be placed on the January 2017 meeting agenda.
- Chair Sonya Dew requested an item regarding policy overview be placed on the January 2017 meeting agenda.
- Board Member Deanna Brown requested that an item regarding departmental presentations be placed on all future meeting agendas.

**Adjournment:** Meeting was adjourned at 6:30 p.m. by Chair Sonya Dew.

Minutes submitted by: Colene Torres