

# New Orleans Civil Service

2024 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in Louisiana, detailed provisions on civil service are included in our constitution so that the merit system can be repealed or amended only by a vote of the people, to protect against “repeal or weakening amendments and sabotage by a temporary majority vote of a spoils-minded and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-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. The Commission also conducts investigations of alleged violations of Civil Service Rules or violations of Article X of the Louisiana Constitution. Article X, section 10(4)(B) expressly authorizes the Commission to conduct these investigations. In its legislative capacity, the Commission 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.

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

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

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

# Commission Meetings

The Civil Service Commission holds regular monthly meetings. It may also hold additional special meetings as needed. In 2024, **the Commission held ten meetings**. To promote better transparency and public access, the meetings are typically held in City Council Chambers which provides for live and recorded broadcast of the meetings. Agendas, videos and minutes for Civil Service Commission Meetings are publicly posted on the Civil Service website [www.nola.gov/Civil-Service](http://www.nola.gov/Civil-Service). Meetings were held on:

January 19, 2024	July 12, 2024
March 8, 2024	September 13, 2024
April 12, 2024	October 11, 2024
May 30, 2024	November 8, 2024
June 26, 2024	December 13, 2024

In an effort to encourage participation by the public and City employees, the Commission **amended its procedures in 2024 to allow for the submission of online comments for business meeting agenda items**.

## 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. The Personnel Director and Executive Counsel report directly to the Civil Service Commission.

### Director’s Office

Amy Trepagnier, Personnel Director

The Personnel Director is a classified employee appointed by the Commission after a competitive examination process. The Director 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.

# The Civil Service Department (continued)

## 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.

## 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

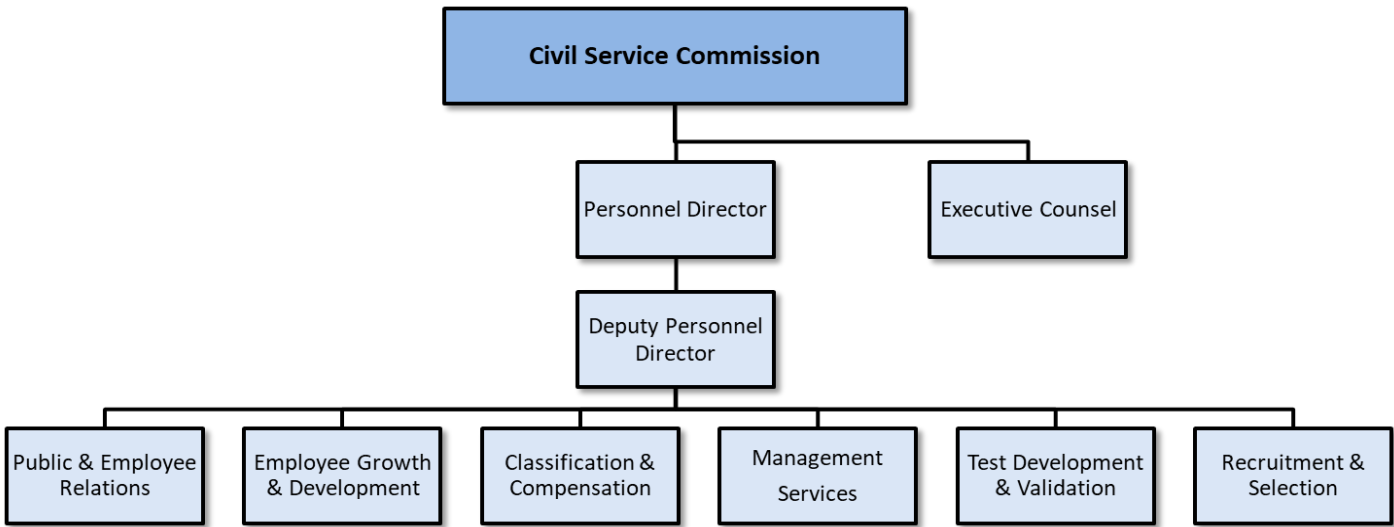
Doddie Smith, Personnel Administrator

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.



# The Civil Service Department (continued)

## Organizational Chart



## Civil Service Department Staff

There are twenty-eight employees in the Civil Service Department including three part-time employees. Two new employees were hired in 2024. Currently six employees in our department hold professional human resources certifications: Amy Trepagnier (SHRM-SCP), Robert Hagmann (SHRM-SCP), Shana Parker (SHRM-CP), Stacie Joseph (SHRM-CP), Matthew Downey (SHRM-CP), and Juliet Hogue (SHRM-CP).

# The Workforce at a Glance

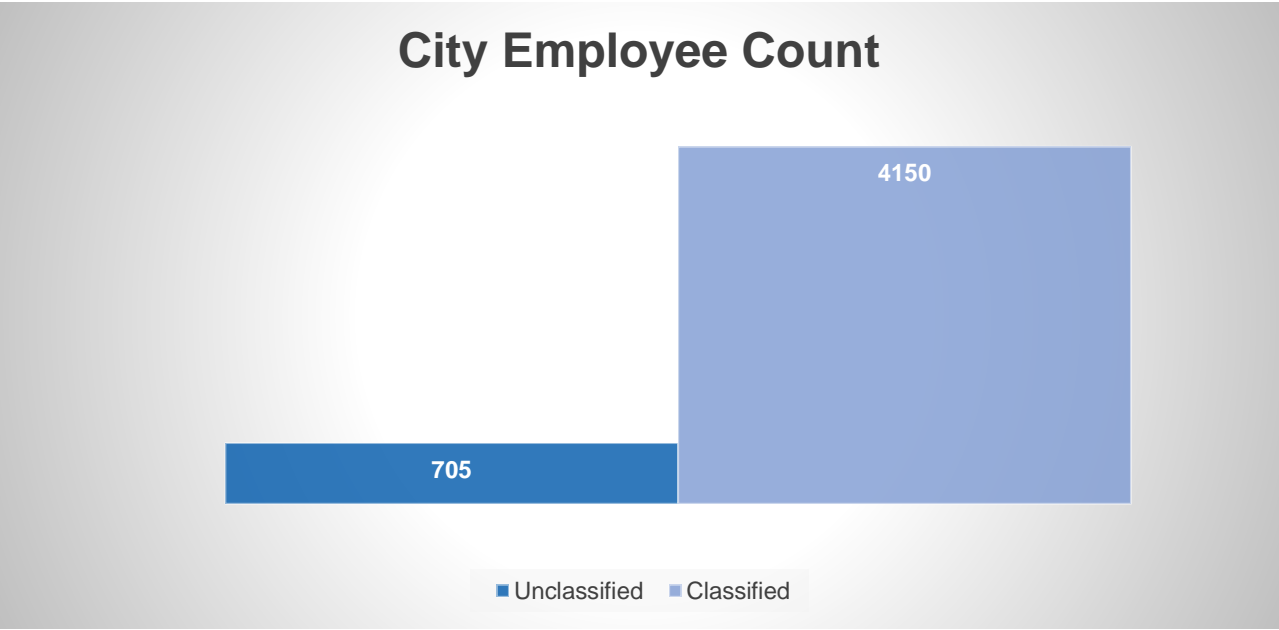
Under Article X of the Louisiana Constitution, the City Civil Service is divided into the unclassified and classified service. Persons not included in the unclassified service are in the classified service. Most unclassified positions are specifically allocated in Article X. These include but are not 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 2024, the City employed 4,855 persons. 4,150 of these employees were classified and 705 were unclassified.

**\*\*IMPORTANT NOTE\*\*:** Sewerage and Water Board workforce data is usually included in our annual reports. Sewerage and Water Board was unable to provide us with requested data regarding its workforce.

Employee Type	Number of Employees	Percentage increase over 2023
Unclassified	705	2.2%
Classified	4150	.83%
Total	4855	1.1%

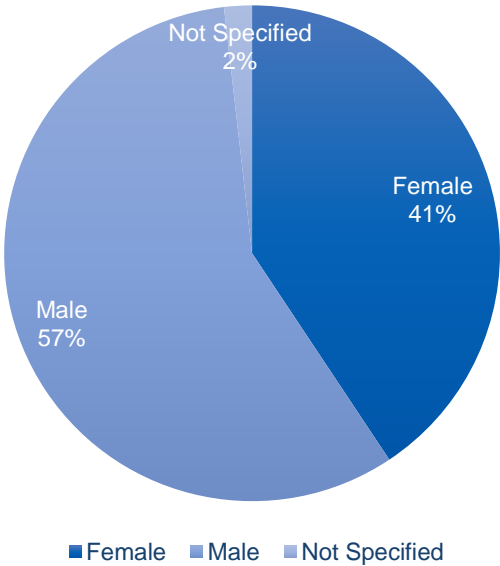




# The Workforce at a Glance (continued)

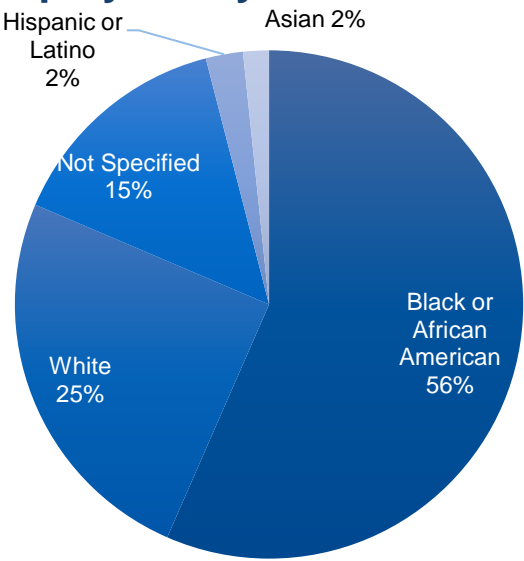
## Demographic Information: Sex

City Employees by Sex



Employees by Sex	Number of employees
Male	2793
Female	1974
Not Specified	88

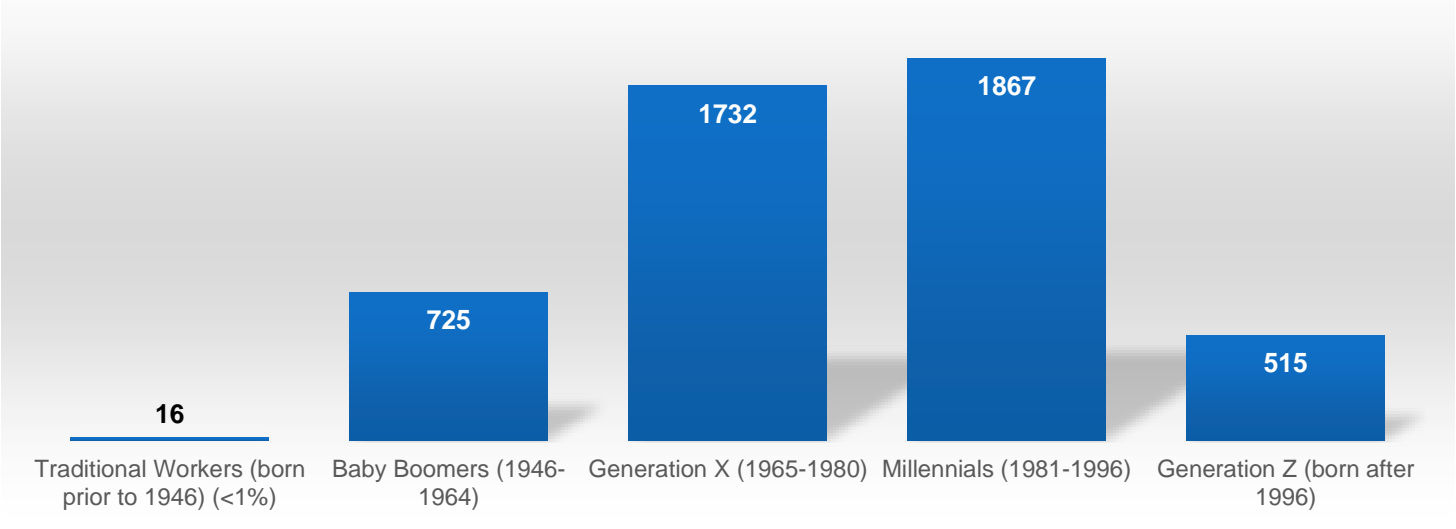
City Employees by Race



Employees by Race	Number of employees
Black or African American	2724
White	1197
Not Specified	702
Hispanic or Latino	114
Asian	79
Two or More Races	26
American Indian/Alaskan Native	13

# The Workforce at Glance (continued)

City Employees by Generation



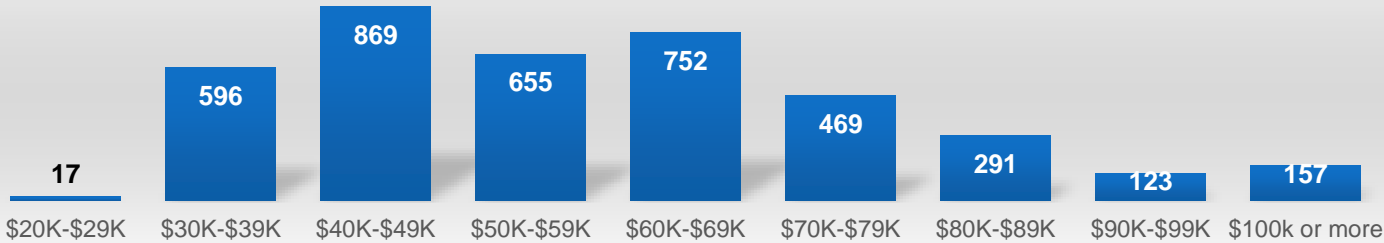
Generation	Number of Employees
Traditional Workers (born prior to 1946) (<1%)	16
Baby Boomers (1946-1964)	725
Generation X (1965-1980)	1732
Millennials (1981-1996)	1867
Generation Z (born after 1996)	515

The average age of a City employee is 45 years old.

# The Workforce at a Glance (continued)

## Salary

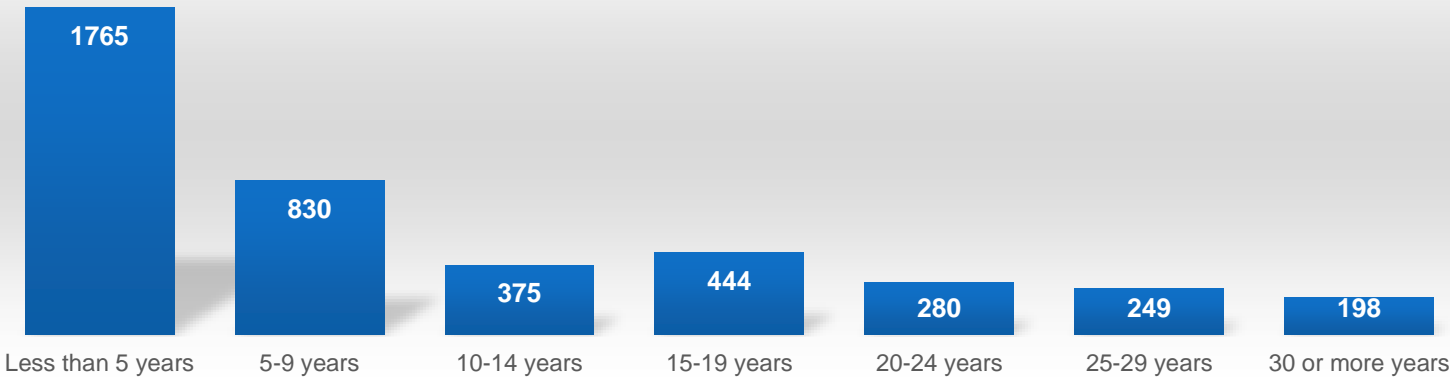
### Classified City Employee Salary Distribution



The average salary for full-time City classified employees in 2024 is \$59,834 (a 3.5% increase from 2023). The average salary for full-time unclassified City employees is \$87,592 (a 4.8% increase from 2023). The average salary for all full-time City employees is \$63,909. These figures do not include overtime or additional pay such as millage or state supplemental pay (police and fire).

## Length of Service

### Classified City Employee Length of Service



The average length of service for City classified employees is 10 years. This tenure is about the same as in 2023 (10.3 years).

# The Workforce at a Glance (continued)

## 2024 City New Hires

**The City hired 659 new classified employees in 2024.** The most common job classifications of new hires were Police Recruit (78), Laborer (61), Fire Recruit/Firefighter (54), and Management Development Analyst I (41). The New Orleans Police Department hired the most new employees (158), followed by Health/EMS (71) and the Fire Department (56). These figures do not include temporary summer hires.

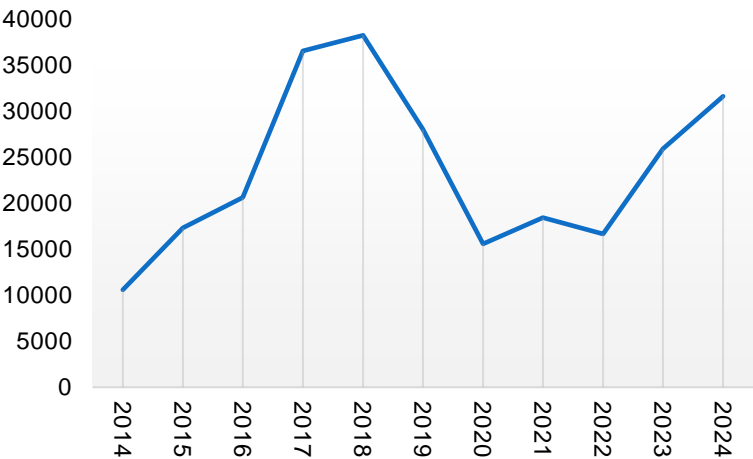


# 2024 Accomplishments by Division: Recruitment & Selection Division

The Recruitment and Selection Division **accepted 31,600 applications for 659 different job postings in 2024**. This is a 22% increase in applications received over 2023. **1204 testing sessions were offered**.

We accepted 1602 applications for Police Recruit, 840 for Fire Recruit, 104 for EMT, 29 for EMT Advanced, and 45 for EMT Paramedic. We held Police Recruit testing on site five days a week, **offering 417 separate test sessions**. This included **24 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. 44 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 229 psychological screenings for Police and Fire new hires and reinstatements. We oversaw the administration of 32 additional psychological screenings for other positions such as Grounds Patrol Officer and Juvenile Detention Counselor.

Applications Received by Year



## Top classifications for which applications were accepted in 2024

Job Classification	Applications Received
Police Recruit	1602
Office Worker	1109
Laborer	1052
Fire Recruit	840
Customer Service Associate	752
Water Meter Reader Trainee*	658
Customer Service Associate Trainee	603
Office Assistant	574

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



# 2024 Accomplishments by Division: Recruitment & Selection Division (Continued)

## Nationwide Police Recruit Testing

Police Recruit and lateral applicants have the option to take the entrance exam at a nationwide test site of their choosing, at home with a virtual proctor, or at the Civil Service Department. **634 applicants took the Police Recruit exam in 2024.** Of these testers, **99 applicants took the Police Recruit exam remotely**, 461 took it onsite at the Civil Service Department, and 74 took the exam at special offsite recruiting events. In 2024, 74.4% of applicants who took the Police Recruit exam passed it.

## Police RecruitStat

We continued to collaborate with NOPD staff during bi-weekly meetings to continuously monitor data to improve the police recruit hiring process.

## Recruitment

Our staff **participated in 13 recruitment events** including KIPP Career Round Robin, Job1 Neighborhood Job Fair, SUNO's 2024 Fall Career Fair, Sewerage and Water Board Job Fair, Job1 Young Adult Expo, and the Mayor's Neighborhood Engagement Office Neighborhood Cares Initiative in Algiers. Staff also worked with NOPD to test Police Recruit applicants at seven special recruiting events held at Baptist Seminary.



## Emergency Medical Services Recruit

In an effort to grow the City's emergency medical services staff, we worked with EMS to create the new classification of EMS Recruit. Recruitment for participants began in late 2024 and a class of 20 Recruits will begin training in early 2025.

## Online Onboarding System

In an effort to standardize, streamline, and professionalize the onboarding experience for new hires, we partnered with the Chief Administrative Office Human Resources Division to launch a new online onboarding portal. This system facilitates the paperless distribution and collection of important information for new employees.

# 2024 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 continued working with the City to administer recruitment and retention-based payments for public safety and other difficult to fill positions.

## Hiring Rate Adjustments

The Civil Service Commission **approved 47 new hiring rates 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). A full listing of 2024 Commission approved hiring rates is included below.

Information Technology Supervisor	Information Technology Manager	Information Technology Director
Geographic Information Systems Administrator	Historic Preservation Building Inspector job series (3)	Mosquito Control Operations and Maintenance Supervisor
Airport Maintenance job series (10)	Attorney job series (5)	Legal Administrative Assistant
Paralegal	Planning Administrator	Food Services job series (3)
Juvenile Detention Counselor job series (4)	Juvenile Reentry Support Specialist	Juvenile Justice Center Maintenance Superintendent
Parking Administrator, Assistant	Public Relations Specialist, Senior	Management Development Specialist I
Landscape Architect	Preservation Architect	Library Branch Manager
Librarian II, Lead	Public Relations Specialist	Lead Buyer
Police Academy Firearms Instructor	Police Academy Instructor	Recreation Programming Manager II

# 2024 Accomplishments by Division: Classification & Compensation (continued)

## New Job Classifications

Based on requests from the departments, staff proposed **the creation of 34 new job classifications in 2024** including ten new positions for Sewerage and Water Board. The Civil Service Commission approved the following additions to the classified Pay Plan:

Latent Print Supervisor	EMT, Recruit	Intelligence Analyst (OIG)
Forensic Quality Assurance Manager	Utility Customer Service Manager	Airport Janitorial Supervisor
Public Relations Supervisor	Fire Training Instructor	Landscape Architect Supervisor
Library Security Coordinator	Librarian II, Lead	Permits Analyst job series (4)
Council Public Information Officer	Human Resources Information Systems Supervisor	Lead Information Technician Specialist (ITI-CAO)
Library Facilities Administrator	Juvenile Reentry Support Specialist, Lead*	Juvenile Reentry Support Specialist, Supervisor*
Grants job series* (3)	Paralegal Supervisor (S&WB)	Utility Fleet Manager (S&WB)
Utility Security Supervisor (S&WB)	Legal Administrative Supervisor (S&WB)	Utility Chief Information Officer (S&WB)
Utility Business Services Manager (S&WB)	Utility Fleet and Maintenance Administrator (S&WB)	Automated Metering Infrastructure Data Analyst job series (S&WB) (3)

\*Pending City Council Approval

## New Special Rates of Pay

In 2024, several new special rates of pay were recommended and approved for use. These included professional development pay for Health Department staff members, Automotive and Commercial Vehicle Inspector pay for Sewerage and Water Board, and an amendment to the French Quarter Supplemental Police Patrol Program.

## Executive Retention Special Rate of Pay

A new special rate of pay was created by the Commission with the objective of **providing a flexible compensation tool to departments to promote the retention of critical executive level classified employees** at pay grade 102 or above. At this time, approximately thirty job classifications in the classified service are considered to be at the executive level.



# 2024 Accomplishments by Division: Classification & Compensation (continued)

## Training for Human Resources Employees

In addition to our collaborative training with the Chief Administrative Office at their monthly meetings, our Classification and Compensation staff **held four trainings for City-wide Human Resources staff**. Topics included temporary pay increases, ADP queries, personnel requisitions, and sick leave donations.

## Job Studies

Job study requests 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 2024 we received and **completed 91 job studies**.

## 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.

## 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 33 temporary pays (higher class)** in 2024.

### 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 86 temporary pays (special assignment)** in 2024.

# 2024 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 2024 we received and audited **5 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 2024, we administered **100 new educational incentive pays**.

## 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 **20 professional certification pays** in 2024. Pay incentives are also available for hourly employees for other specialized certifications. We **administered 70 other payments of these special certification incentives** in 2024.

## 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 three special payments for clerical skills** in 2024.

# 2024 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 2024, our staff **held six new employee orientation sessions.**



## Substance Abuse Testing

Our Employee Relations team 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. **3,541 pre and post-employment substance abuse tests were administered in 2024.**

## 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 2024, staff responded to 205 public records requests.**

# 2024 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.

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 4<sup>th</sup> 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 2024 was 248.6 days. 46.4% of these appeals were continued at either the request of the Appointing Authority or appellant. On average, these continuances lead to delays of 121.3 days. Absent these delays, **the average time from appeal to decision was 192.3 days**. Civil Service Rules require the Commission to issue a decision within 90 days of the receipt of the hearing officer’s report. **The average time from the Commission’s receipt of the hearing officer’s report to decision was 35.5 days. This is down 35.9 days from 2023.**

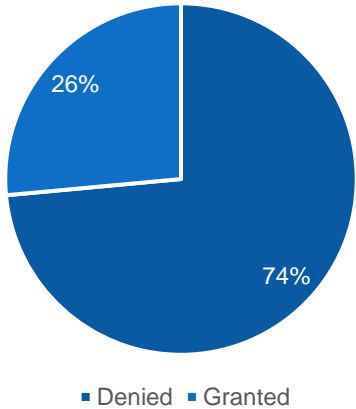
In an effort to increase efficiency in the appeals process, the Commission worked to procure two new hearing officers. To reduce delays in the receipt of hearing transcripts, the Commission also procured the services of two new vendors.

## Disciplinary Appeals

In 2024, the Civil Service Commission **issued decisions on 34 employee disciplinary appeals**. Of the decisions issued in 2024, the Commission upheld the discipline issued 74% of the time and granted the employee’s appeal 26% of the time.

Employee Disciplinary Appeal Disposition	Count
Denied	25
Granted	9

2024 Disciplinary Appeals



# 2024 Accomplishments by Division: Employee Growth and Development

## Employee Enrichment Courses

In 2024, our staff **oversaw the administration of 148 virtual and in-person enrichment course sessions to 945 employees.** We offered 60 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.

Several 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 2024, staff held five test-out sessions for 13 courses, testing 26 employees.

## Emerging Leaders Training Program

In 2024, we **oversaw the administration of 580 hours of leadership training.** Twenty-nine employees identified by their departments as emerging leaders participated in 4-day training sessions conducted by a consultant. Topics included Building Effective Teams, Problem Solving, Understanding Self and Others, and Leadership & Motivation.





# 2024 Accomplishments by Division: Employee Growth and Development (continued)

## Performance Evaluations

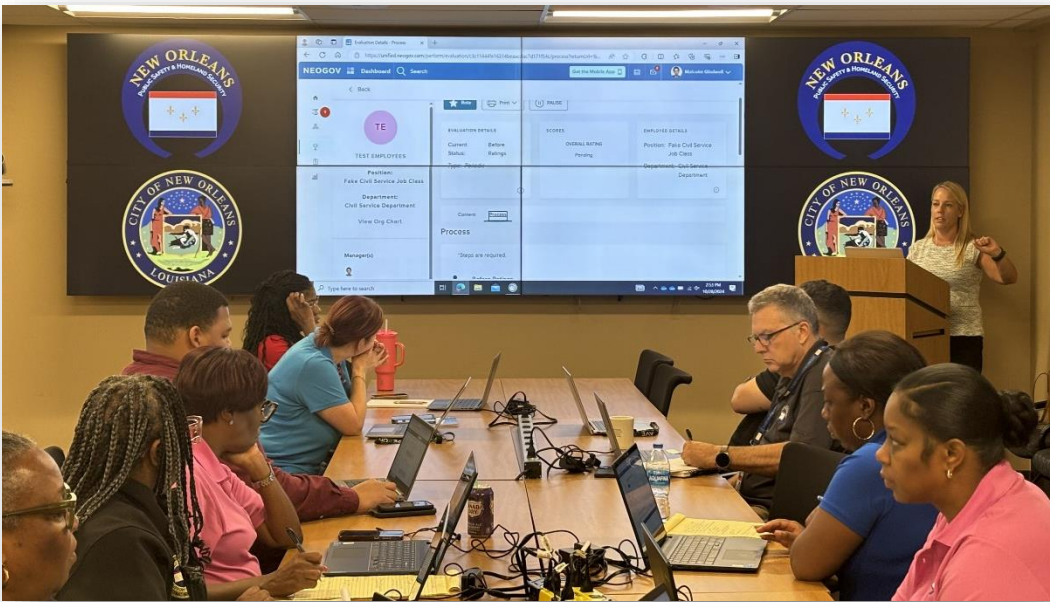
Since the 2014 Great Place to Work reforms, performance evaluations for classified employees have been based on an employee’s completion of goals set by their supervisor. We use the NEOGOV Perform system for online administration of the performance planning and evaluation process.

**2443 performance evaluations were completed in 2024** for the 2023 observation year for City and Sewerage and Water Board employees. This is a completion rate of 57%. For the first time in several years, the **participation rate increased** over the prior year (41% in 2023). The majority of employees rated received a rating of “Exceeds Expectations” (55%) followed by 44% of employees who received a rating of “Meets Expectations”. Fewer than 1% of employees were rated as not meeting expectations.

Performance Rating	Number Received	Percentage of Total
Does Not Meet Expectations	18	.7%
Meets Expectations	1073	44%
Exceeds Expectations	1352	55%

## Performance Evaluation Training and Assistance

In 2024, we offered walk-in help sessions for four weeks during the goal setting period. We held eight training sessions by request in City departments on S.M.A.R.T. goal setting and the use of the PERFORM online evaluation system. We also conducted a special training session for Human Resources employees.



# 2024 Accomplishments by Division: Employee Growth and Development (continued)

## NOPD Specific Performance Evaluations

We continued to assist NOPD with facilitating their use of our online performance evaluation system (NEOGOV Perform) to administer the 2024 NOPD Specific Performance Evaluations required as part of Federal Consent Decree mandates.

## Merit Pay

As a result of rule changes approved by the Commission which made funding of lump sum merit payments compulsory, merit payments were issued to employees who “Exceeded Expectations” for the first time since 2017. Employees who were rated as exceeding expectations and fulfilled their supervisory requirements relative to their subordinates’ performance evaluations received a \$2000 merit payment.

# 2024 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. There are no in-house staff members assigned to this division at this time.

**Police Captain’s Promotional Exam.** An assessment center consisting of a job simulation was held in July. **Twenty-two applicants were placed on this eligible list as a result of this exam.**

**Police Major’s Promotional Exam** An assessment center consisting of a job simulation was held in July. **Eleven applicants were placed on this eligible list as a result of this exam.**

## Accountant Exam Update

The Personnel Director worked with nine subject matter experts from the Department of Finance and Sewerage and Water Board to review and revise the current entrance test for new accountants.





# 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, Sewerage and Water Board, business community leaders, City employees, and union representatives to draft amendments and create new Civil Service Rules. **The Civil Service Commission approved nine rule amendments or additions in 2024.** In 2024, the Commission formed a subcommittee for the purpose of identifying rule changes that increase efficiency.

Rule	Topic	Date Amended
Rule IV Section 9.7	Overtime Usage Reporting	January 19, 2024
Rule IV Section 2.8(c)	Pay Equity Adjustments	January 19, 2024
Rule VIII Section 1.5	Annual Leave Usage	March 8, 2024
Rule VIII Section 1.6	Annual Leave upon Separation	March 8, 2024
Rule II Section 4.18	Appeals	March 8, 2024
Rule II Sections 4.5 and 4.6	Appeals based on Discrimination	May 30, 2024
Rule V Section 9.13	Removal of “Near Miss” Incidents from Required Substance Abuse Testing	July 12, 2024
Rule II Section 4.3	Disciplinary Appeal Submission via Email	September 13, 2024
Rule IV Section 1.6	Shift Differential to include EMS shifts	September 13, 2024

## Contact Information

Please visit our website at [www.nola.gov/Civil-Service](http://www.nola.gov/Civil-Service)  
 Email us at: [csno@nola.gov](mailto:csno@nola.gov)  
 Call us at: 504-658-3500

