

An aerial photograph of a city, likely Las Vegas, showing a multi-lane highway with traffic, commercial buildings, and a dense forest of trees. In the background, a range of mountains is visible under a clear sky. The text 'Support Services' is overlaid in a large, black, serif font in the center of the image. Below it, 'Technology Services' and 'Human Resources' are listed in a smaller, black, serif font.

Support Services

Technology Services

Human Resources

Overview

- **Technology Services and Human Resources are vital to the successful implementation of the Measure plan**
- **Human Resources**
 - **Provide guidance, consultation and support in the selection, retention, and development of a well-qualified City workforce**
- **Technology Services**
 - **Develops, implements, operates, and supports hardware and software systems in order to improve the operational efficiency and effectiveness of all departments**

Human Resources

- No significant staffing changes since 2010
- Recruitments up 58 percent 2015 to 2018
- 10 percent turnover annually
- Public sector hiring drastically different from private sector
 - Civil service rules
 - Multi-level interviewing process
 - Public safety procedures

Human Resources

- 126 new positions in FY 2019-20
- Most will require full recruitment process
- Police officer positions will involve enhanced recruitment efforts above current practice
- Must have capacity in Human Resources to ensure positions are filled as soon as possible after July 1st

Human Resources

- **Typical police officer recruitment requirements:**
 - Complete a City of Bakersfield application
 - Pass P.O.S.T. Entry Level Law Enforcement Test Battery exam
 - Pass a physical agility exam
 - Participate in oral interview
 - Participate in polygraph examination
 - Pass a background investigation
 - Successfully complete a written and clinical psychological examination
 - Successfully complete a medical examination
- **Human Resources staff involved in several of these steps**

Human Resources

- **Supervisor – 1***
 - Augment the benefits activities of the division
 - Moving to e-service system
- **Analyst – 1***
 - Assists with recruiting and examining activities including preparation of announcements, advertisements, and brochures
 - Reviews applications and evaluates education and work history
 - Prepares and administers written, performance and oral examinations
 - Conducts background and reference checks
- **Clerk – 1**
 - Provides clerical critical to recruitments
 - Maintains personnel database
 - Maintains personnel files
 - Processing applications

**Positions approved by City Council as part of Mid-Year Budget on March 20, 2019 – will move to Measure funded if approved herein*

Human Resources

- 3 new positions w/startup costs - \$333,000
- Additional costs for medical exams, test materials and advertising for new positions - \$55,000
- Total proposal of \$388,000

An aerial photograph of a city street, likely in a mountainous region. The street is multi-laned and filled with cars. On the left, there's a building with a sign that says 'BANK OF THE WEST'. On the right, there are several commercial buildings, including one with a 'citibank' sign and another with a 'WELLS FARGO' sign. The background shows a dense forest of trees with some autumn-colored foliage, and in the far distance, a range of mountains with some snow-capped peaks under a clear sky. The word 'Questions' is written in a large, black, serif font across the center of the image.

Questions

Technology Services

- Existing complement of 37 supports:
 - 8,000 devices
 - 2,300 two-way radios
 - 1,100 computers
 - 430 public safety mobile data computers
 - 356 software applications
 - Security for over 400 terabytes of data on an ongoing basis

Technology Services

- No new staffing since 2008
- 8,300 calls for service in 2018 vs. 7,000 in 2013
- Have been critical to implement:
 - Police body-worn camera pilot program
 - High speed wireless communications at fire stations
 - Bakersfield Mobile, the City's smartphone reporting application
 - Push-to-talk (PTT) system for non-public safety staff communications

Technology Services

- Adding 126 positions in FY 2019-20
- Most will require computers, phones, mobile platforms, radios or a combination thereof
- Public safety makes up majority of Technology Services support calls and projects

Typical Police Officer Equipment

- Handheld two-way radio
- Vehicle-based two-way radio
- Mobile Data Computer and vehicle docking station
- VPN remote access
- GPS unit for vehicle
- Body camera
- Police specific software:
 - Afaria
 - Versaterm MDT
 - Versaterm MRE
 - Versaterm RMS
 - RadioIP MultiIP (MDC connectivity)
 - Defender (2-factor Authentication)
 - Crossroads Report Writer (Accident Reporting)
 - CJIS Reflections
 - Bosch Crash Data Retrieval (Accident Reporting)
 - Autodesk AutoSketch (Accident Reporting)
 - Vigilant Video (License Plate Reader)
 - Telestaff (Shift Scheduling)
 - Coplink (Arrest data sharing between agencies)
 - Arietis (County arrest records system)
 - Cogent Mugshots
 - Copware (California Police Officers Legal Sourcebook and California Codes)
 - Lexipol (BPD Policy Manuals)
 - ShotSpotter Respond
 - WebID Bluecheck Fingerprint Scanning

Technology Services

- Joint Regional Public Safety Digital Radio System Upgrade
- Police full scale deployment of body worn cameras
- E-permitting project
- Enhancements to mobile reporting systems for rapid response teams
- All technology needs for all new or expanded City facilities

Technology Services

- Supervisor – 1
 - Radio system/infrastructure
- Analyst – 4
 - Research, implementation and support of many technology/software initiatives for police, fire and all other departments
- Technicians – 5
 - Direct support staff for all new personnel
- Engineer – 1
 - Data security
- Total new proposed positions: 11
- Total cost \$1.023 million