				WebEx Meeting info provided to internal staff		
		1:00 PM	AUGUST 10, 2021	Public Participant Dialing Instructions: Dial Access Number-1-408-418-9388 Enter Access Code 146 679 4421		
) 1	1:00 PM CALL TO ORDER OF REGULAR MEETING					
	A. Introduction					
B. Adoption of Agenda						
	C. Approval of Minutes for June 8th, 2021					
) /	AGENDA ITEMS FOR VOTE					
	A.	None				
) /	AGENE	DA ITEMS FOR DISCU	SSION			
	Α.	A. Oral Board Testing Process Proposal		Josie Herman, Ergometrics		
	В.	APD Recruiting Unit Up	date	APD Recruiting Unit		
	C.	Consideration to Re-Ins	titute Polygraph Testing	Tonja Hayes and Kellene Wells		
) F	REPOR	PORTS				
	A.	COMMISSIONER REPO • Fire Engineer	RTS Promotional Exam			
	В.	STAFF REPORTS				
	C.	LEGAL COUNSEL RE	PORTS –			
) (СОММ	ENTS				
	A.	FIRE DEPARTMENT				
	1.Chief or Designee					
		2.Union Designe	е			
B. POLICE DEPARTMENT						
		1.Chief or Desigr	nee			
		2.Association De	signee			
		➤ APA ➤ FOP				
	C.	CITY MANAGER DEP	ARTMENT			
	D.	Commission cannot co		scussion *Please note: The mments that relate in any manner to		



July 27, 2021

To the Aurora Civil Service,

Thank you for your interest in working with National Testing Network (NTN) to develop and administer entry level police officer and firefighter oral boards for the AFD and APD. Based upon our conversations with the Civil Service we are proposing two oral board administration options. Option 1: a fully virtual oral board administration with virtual scoring. Option 2: an inperson video recorded oral board with virtual scoring.

Below you will find the scope of services for this project along with a detailed price quote.

Oral Board Test Development

NTN consultants will work closely with the Aurora Civil Service and APD or AFD SMEs to develop all questions and scoring criteria for the oral board.

- NTN consultants will develop 4 to 6 oral board questions and related scoring criteria for each oral board process.
- NTN will require at least two virtual meetings for each oral with department SMEs during the development process. One to discuss test question topics and the second to review the questions and scoring criteria.

Oral Board Administration Options

Option 1: Virtual Oral Board Administration

For option 1, NTN is proposing a fully virtual administration of the oral boards. Candidates will answer the oral board questions in their homes and their responses will be recorded via our testing platform. At a later date, NTN will convene panels of assessors to evaluate the candidates' oral board videos.

- After test development, NTN will upload the oral board exam questions onto our online administration platform.
- The City will then provide NTN with a list of pre-approved candidates for oral board testing, to include at a minimum email, first and last name, and phone number.
 - NTN will use this list to invite candidates to register (e.g. confirm their invitation) and schedule their oral board exam.
- NTN will provide candidate support in navigating the NTN website, completing a system check on their computer, and other testing-related concerns.
- Similar to how the candidates register and schedule their entry-level video-based test, they will go to the NTN website to select a time for their oral board exam.
 - There will be no candidate fees.





- Registration will also give candidates access to the system check tool "Test My System" that walks them through step-by-step instructions on confirming their microphone, headsets and webcam are registering "green" (i.e. good to go) with the virtual testing system, ExamHQ.
- NTN will work with the City on a number of testing slots to offer to accommodate the
 anticipated volume and desired testing deadlines. NTN recommends multiple options
 for candidate convenience.
- The oral boards can take place over the course of one or two days (recommended), yet NTN still recommends offering an alternate make-up day to allow for rectifying technical issues or accommodating candidates who do not have proper computer equipment to take the oral boards (another example could be an ADA accommodation).
- For those candidates who do not have a computer at home for the oral board, they can take their oral boards at one of NTNs testing sites. Depending on the testing location, additional costs for this service may apply.
- On the day of their scheduled oral boards, candidates will log onto NTN using the same credentials for registration. They will be asked to show current government issued photo identification to a virtual proctor. This ID is also screen captured and saved for future reference (if needed). The proctor will also do a quick scan of their surroundings as a standard security measure.
- Once securely checked-in, the candidate will then begin the oral board. They will be shown and read a question and given a set amount of time to answer the question. Typically, 2 to 3 minutes. Once the time is up the next question will begin. The candidates' responses will be recorded (audio and visual) through the webcam and saved on NTN's ExamHQ system.
- An NTN certified exam proctor observes a group of candidates as they individually answer the questions. The virtual proctor helps to document any issues that may arise and may support basic user issues (i.e. refreshing browsers).
- After the test is completed, the candidate will see a "completed" notice and time stamp details in their online NTN account. No score will be displayed.
- Once all candidates have completed their exercises, your project lead will facilitate a
 remote scoring process in which assessors collectively view and evaluate the
 recordings of candidates' performance during the exercises. This will be described
 more fully below.

Option 2: In-Person Video Recorded

For the second administration option NTN is proposing an in-person video recorded oral board with virtual scoring. For this option, candidates would come in-person to a place designated by the department to complete their oral boards, but instead of a live panel of assessors the candidates' responses would be video recorded by two cameras. At a later date, NTN will convene panels of assessors to evaluate the candidates' oral board videos. While this option still requires an in-person administration, since assessors are not present, more candidates can be tested in one day as scoring time does not need to be factored into the schedule.





- For this type of administration, a custom video containing the oral board questions would visually and verbally prompt candidates through the oral board.
- NTN would provide all video camera equipment for the administration. We recommend
 the use of two video cameras to record each candidate to ensure there is a backup if
 a technical issue arises. Additionally, we also record the candidates with an audio
 recorder as an additional backup.
- On the day of administration, candidates would come to the specified location. At their scheduled time they would go into a room with the two cameras. The candidate would be prompted through each question by the custom video.
- Once all candidates have completed their oral board questions, your project lead will
 facilitate a remote scoring process in which assessors collectively view and evaluate
 the recordings of candidates' performance during the oral board. This will be described
 more fully below.

Virtual Scoring

Following the completion of all candidates through the oral board process (for Option 1 or Option 2), NTN will facilitate a virtual scoring of the oral board items utilizing panels of assessors provided by the Civil Service. This process will look very similar to the scoring process of an in-person oral board or assessment center, but the raters will interact virtually.

- The Civil Service will be responsible for providing all necessary raters for the oral board. The number of assessors will be dependent on the total number of candidates. For 200 candidates we would need approximately 18 assessors who would score the oral boards over the course of two to three days. At the time of testing, we will work with the Civil Service to determine the number of assessors and the number of scoring days based upon candidate numbers and Department and Civil Service needs.
 - The raters will need to have access to a laptop with integrated web-camera, or a computer with a webcam added for the scoring process. The computer can be windows or Macintosh. We do not recommend using a phone or tablet.
- NTN consultants will develop and conduct virtual rater training for the raters.
- During scoring, the raters will be convened virtually (from their home or workplace)
 where the rater panels will view candidate's oral board responses via video and then
 engage in a facilitated rating discussion. Raters will reach consensus on their scoring
 and ratings will be marked on an electronic score sheet. NTN consultants will facilitate
 the assessor panels.

Reporting

Following the scoring of the oral boards by the panels, NTN will provide the Civil Service with a final list of candidates' scores on the oral board. Score reports will be uploaded and shared securely via the Client Portal on ExamHQ.





Inter-Rater Reliability

NTN controls inter-rater reliability through consensus scoring between raters. Additionally, reliability between panels is controlled through detailed rating criteria for each question and thorough rater training. NTN will analyze the scores across panels to ensure consistency. It is very uncommon to see a difference in the distribution of scores between panels.

Given this information we would recommend just having one panel evaluate a candidate's entire oral board, rather than dividing the candidate's response between panels. However, if it is strongly desired to have multiple panels evaluate one candidate, NTN can do this, but additional time and cost will be required. Management of candidate videos across panels will increase the number of days it takes to score the oral boards.

Exam Security

Security of exams is always NTN's highest priority. We have put into place many components to make a virtual testing process feasible for candidates and safe for test content. With a virtual oral board where candidates verbally respond to questions and are videotaped, it is very apparent if a candidate is attempting to breach exam security or being coached. The virtual proctor also helps document any irregular testing activity. Unless directed otherwise, the virtual proctor will immediately disconnect the candidates virtual recording if blatant test compromise is witnessed. The Civil Service will be shown videos of concern to decide on how to proceed with the candidate.

Additionally, it is very common for a large oral board process to run for weeks using the same questions for all candidates. A benefit to the virtual testing process is that more candidates can be tested in a shorter amount of time, decreasing the opportunity for sharing of oral board questions.





Pricing

Below is an estimated cost for one oral board process. Should the scope of work change beyond what is proposed above, cost estimates may be updated.

Service	Price
Development Development of 4 to 6 oral board questions with specific scoring criteria	\$3,500.00
Option 1: Virtual Administration • Project management and support, including scheduling, candidate support, IT support • Exercise upload to virtual platform • Virtual administration and recording of the oral board, including recorded exercise management (for playback) • Price quote assumes approximately 200 candidates	\$8,300.00
Option 2: In-Person Video Recorded Administration Managing the in-person administration of the video recorded oral board Providing all video recording equipment Travel for 2 consultants to manage administration Management and organization of all video files Price quote assumes approximately 200 candidates and a 2 day administration (range provides 2 to 3 days)	\$6,550.00 to \$8,150.00
Oral Board Administration at NTN Testing Location For candidates who would need to test at an NTN testing location b/c they lack access to proper technology Approximately 87 facilities nation-wide can support virtual (online) test administration	\$195.00 per candidate Assuming 0 to 20 candidates require this service = \$0.00 to \$3,900.00
Virtual Scoring Administration Estimate two (2) days of facilitated scoring (the range provided to the right is for 2 to 3 days of scoring administration) Virtual rater training and facilitation of oral board scoring Final list of candidates delivered to the Civil Service	\$1,800.00 to \$2,600.00
Estimated Total for One Oral Board Process (Option 1-Virtual)	\$13,600 to \$18,300
Estimated Total for One Oral Board Process (Option 2-Video Recorded)	\$11,850 to \$14,250

Pricing is valid for ninety (90) days.





Please let me know if you have any further questions.

Sincerely,

Josie Herman, M.A. Manger of Research and Development josieh@nationaltestingnetwork.com





Recruiting Presentation

OFC. ABDUL SYIDI AND OFC. MARY FERNANDEZ AURORA POLICE DEPARTMENT



Hiring Flow Chart

- 1. Applicant will complete online application
- 2. Applicant will complete Frontline Video Exam/ **SYWTBAC Seminar**
- 3. Applicant will complete the physical fitness test
- 4. Applicant will complete Personal History Statement (PHS)
- Background packet
- Meet with Background investigator
- Applicant will complete Job Suitability Assessment (JSA)
- Polygraph

CONDITIONAL JOB OFFER:

- 1. Medical Exam
- 2. Substance abuse screening
- 3. POST offer Psychological exam assessment



What is SYWTBAC?

Mandatory seminar for applicants

Became mandatory in December of 2018. A request made by the Academy Lieutenant to help educate applicants about reality of law enforcement, in hopes this would help prevent recruit resignation in FTO.

<u>Topics covered in seminar:</u>

- 1. Hiring process (to include scores, steps, expectations, disqualifications)
- 2. Wellness/mental health
- 3. Academy expectations/Field Training
- 4. Benefits
- 5. Reality police work vs television, social media, etc.



Proposal

What we are proposing:

To remove the mandatory seminar in the hiring process.

Instead, recruiters would host 1 monthly, open house seminar (SYWTBAC seminar) to applicants and public.



SYWTBAC Seminar

- Seminar currently takes up 80% of our daily duties (also requires overtime)
 - ► Attendees are already applicants (we are no longer recruiting at this point).
 - ► Have already completed first 2-3 steps (written, fitness, back round packet initiated) of hiring process
 - Most ask questions about hiring process (not concerned about police work)
 - Majority of applicants have already completed Frontline testing.



Applicant Stats

POEL 2019-1:

543 applicants (Eligibility List)

- ▶ 200 failed to schedule written test/or no show
- 49 failed written exam
- 44 withdrew from process
- 294 applicants remaining

POEL 2021-1:

727 applicants (Eligibility List)

- ▶ 542 failed to schedule written test/orno show
- 42 failed written exam
- ▶ 38 withdrew from process
- ▶ 185 applicants remaining



2019 Hiring

- 2 Academies (February and August)
- 4-6 month application windows (6-8 month hiring process)
- ▶ 4 days of testing (AMC), seminar followed testing each day
 - ▶ Plus 2 public seminars monthly
- NTN was implemented this year



2020 Hiring

- 2 Academies
- 4-6 month application window (6-8 month hiring process)
- No in person testing due to Covid
 - ► NTN testing only
- 2 seminars monthly
 - ► Applicants only



2021 Hiring

- ▶ 5 Academies
 - March, April, June (last minute), August, October
 - ▶20 applicants per class
- 2-8 week application windows (2-3 month hiring process)
- All NTN testing
- ▶ 2-10 seminars monthly



Academies

Recruit Resignations during Academy and FTO:

- 2018 Started with 62 (39 basics, 23 laterals), 9 resignations
- 2019 Started with 85 (63 basics, 22 laterals), 9 resignations
- 2020 Started with 100 (82 basics, 18 laterals), 10 resignations
- ▶ 2021 Started with 36 (33 basics, 3 laterals), 4 resignations



Ethnicity Representation

2021 Academies:

- March (20 recruits)
 - ▶ 3 Hispanic males
 - ▶ 1 female
 - 2 black males
- A pril (18 Recruits)
 - ▶ 3 Hispanic males
 - 1 female
 - 1 Asian
- June (20 Recruits)
 - ▶ 1 female
 - ▶ 2 Hispanic Males

Current representation in department:

Females: 11.8 %

Males: 88.2%

White: 78.4%

Black: 3.6%

Hispanic: 11.4%

Asian: 2.0%

Hawaiian/Pacific Islander: 0.1%

Two or more races: 3.9%



Recruiting needs

What we are asking for:

- 1. No mandatory seminar in hiring process
- 2. Year round application window

This will allow us to focus on recruiting, early interaction with applicants and effective marketing for academies.



Aurora Police Recruiting Unit

OFC. ABDUL SYIDI AND OFC. MARY FERNANDEZ



Mission & Goals:

RECRUITING UNIT MISSION STATEMENT (SOP R.U. 1.1):

The mission of the Recruiting Unit is to proactively reach out to, locate, and recruit the most qualified men and women that will: (a) promote the Aurora Police Department's ethics, morals, and values; (b) revere the laws that Department members are sworn to uphold; (c) embrace the ideals of community-based policing; and (d) mirror the diversity within the City of Aurora.

RECRUITING UNIT GOALS (SOP R.U. 1.1.1):

- To recruit the most qualified men and women available; men and women who possess the following traits: integrity, courage, compassion, loyalty, and leadership; and who espouse the Aurora Police Department's ethics, morals, and values; revere the laws that Department members are sworn to uphold; and embrace the ideals of community based policing; and mirror the diversity within the City of Aurora.
- Continue to develop innovative recruiting plans that will assist in recruiting the best police officer candidates.
- Exhibit professionalism at all times when dealing with potential police officer applicants, the public, and all members of the Department.
- Develop plans as necessary to retain police personnel already employed by the Aurora Police Department as a means of meeting personnel requirements



Duties & Responsibilities:

Recruitment

- > Entry-Level Applicants (those with no prior law enforcement experience)
- > Lateral Applicants (those with at least three years of prior, applicable law enforcement experience).

Auxiliary Recruitment & Training

- > Auxiliary are volunteer Officers who receive annual training from the full-time Recruiters to ensure they're up-to-date on current hiring requirements, recruitment efforts, etc.
- > These Officers are utilized for recruiting events to supplement the two full-time Recruiters.
- > Auxiliary Recruiters are selected for their personality, engagement, how they represent the department.

Community Engagement

- Faith-based community outreach to the Muslim community
- > APD CRT Targeted Violence Prevention Program
- Office of Immigrant and International Affairs
- Explorer Program

Communication/Correspondence with applicants

In-person, telephone, virtual, email



Duties & Responsibilities (cont.):

Budget management

- > \$42,000/ Recruiting Budget for 2021 (\$27,500/regular budget and \$14,500/added to the 2021 budget).
- > \$44,000/additional funds given to recruiting that we separated out to be allocated towards advertisement.
- > SWAG, Recruiting events, advertisement, recruiting trips (←suspended for 2021 due to COVID*).

Manage Advertisement

- Advertisement consumes the bulk of budget (followed by event registration)
- > 2021 Advertisement budget:
 - > \$12,250: Interview Now (utilized funds from 2019 supplemental)
 - > \$8,000: Indeed.com (recruiting budget)
 - > \$1,000: National Minority Report



Duties & Responsibilities (cont.):

Advertisement technology/approach

- Interview Now: direct correspondence with applicants via text (text 'JoinTheAPD' to 720.664.2336 to speak with a Recruiter), Artificial Intelligence Program.
- > Indeed.com: largest group of applicants, followed by Officer Referrals.
- Targeted social media advertisement during open application windows
 - > Gender, ethnicity, age, location, occupation, interests, etc.

Seminar administration

- Mandatory step in the hiring process for Police Officer Entry-Level applicants as of 2018.
- > Seminar is run year-round, twice a month, in addition to supplemental dates during a current hiring process.
 - > With COVID, have offered the seminar via Zoom with success.

Officer Referral program

> Implemented in 2018, allows Officers to receive up to 60 compensatory hours annually for successful referral to the Department.



Police Officer Entry-Level (POEL):

Police Officer Entry-Level (POEL) Academy:

In 2021 began running 5 Academies/year. The original proposal outlined two academies/year:

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> 1st Academy began in March (2021-POEL-1)
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2nd Academy began in April (2021-POEL-3)

> 3rd Academy began in June (2021-POEL-4)

> 4th Academy begins in August (2021-POEL-5)

> 5th Academy begins in October (2021-POEL-6)

Application windows have been running on average 4-6 weeks, interested applicants are directed to complete a job interest card which will allow them to be notified automatically when the applicant window reopens.



Police Officer Lateral (POLAT):

Police Officer Lateral (POLAT) Academy:

- In 2021 began running 2 Academies/year. The original proposal outlined two academies/year:
 - > 1st Academy began in April (POLAT-2021-1L)
 - > 2nd Academy begins December (POLAT-2021-2L)
- POLAT Academies are intended to run concurrent with POEL Academies.
- > POLAT Recruits are put through an expedited Academy of 8 weeks, with the possibility of extension.
- Background Unit (comprised of Sworn and non-sworn personnel) is responsible for selection and hiring of POLAT Recruits.



Since 2017:

- ▶ Officers Syidi and Wicklund took over the Recruiting Unit in March 2017.
- ▶ Officer Wicklund left APD in January 2021 and Officer Fernandez came into the unit.
- During our tenure we've worked hand in hand with the Civil Service Commission to effect positive changes to the hiring process to include:
 - Mandatory attendance of the "So, you want to be a Cop" seminar (2018)
 - Requested and granted permission to move to year-round hiring to support 2 x year POEL Academies (2018) and now 5 POEL Academies for 2021 and 2022
 - Removing US Citizenship requirement and allowing permanent, legal residents to apply (2019)
 - Proposed a separate hiring process for out-of-state applicants
 - > While we do not have a separate hiring process for out-of-state applicants, we've consolidated the number of trips from 3→2.



Recruiting Efforts:

- 2017: attended 60 Recruiting Events
- > 2018: attended 71 Recruiting Events
- > 2019: attended 80+ Recruiting Events
- > 2020: on track to attendall previous recruiting events (pre-COVID).
 - Moved majority of advertising to digital/online platforms (Effectv, Indeed.com)
 - Moved all recruiting events to virtual events.
- > 2021: most events have canceled or gone virtual due to COVID but we did attend and are planning on attending:
 - Denver's Juneteeth
 - Colorado Black Arts Festival
 - Aurora Pride Festival
 - Taste of Middle East
 - Dragon Boat Festival



Recruiting Efforts (cont.):

- Annually, we are involved in the following major community events:
 - Cinco de May (Civic Center Park)
 - PrideFest (Civic Center Park)
 - Juneteenth (Denver 5 Points)
 - CO Black Arts Festival (Denver City Park)
 - Globalfest (Aurora event)
 - Immigration Festival (Aurora event)
 - Dragonboat Festival (Sloan's Lake)
 - Puerto Rico Festival (Civic Center Park)
 - El Salvador Festival (Aurora event)
 - Central American Festival (Aurora event)



2021-POEL-1: 02/2020 - 07/2020

POEL-2021-1: Entire Pool

▶ 1,498 Applicants

Gender

- ▶ 281 Female
- ▶ 1,209 Male
- 5 Blank not identified
- ▶ 3 Non-Binary

- ▶ 13American Indian/Alaskan Native
- 45Asian
- ▶ 190 Black or African American
- 345 Hispanic or Latino
- 12Native Hawaiian or Pacific Islander
- 130ther not list above
- 871 White or Caucasian
- 9 Chose not to identify



2021-POEL-3: 11/2020 - 02/2021

POEL-2021-3: Entire Pool

1,059 Applicants

Gender

- ▶ 199 Female
- ▶ 846 Male
- 8 Blank not identified
- ▶ 6 Non-Binary

- ▶ 7 American Indian/Alaskan Native
- ▶ 30 Asian
- ▶ 139 Black or African American
- 271 Hispanic or Latino
- ▶ 8 Native Hawaiian or Pacific Islander
- 15 Other not list above
- 573 White or Caucasian
- ▶ 17 Chose not to identify



2021-POEI-4: 03/2021 - 04/2021

POEL-2021-4: Entire Pool

253 Applicants

Gender

- ▶ 45 Female
- ▶ 207 Male
- 0 Blank not identified
- ▶ 1 Non-Binary

- 2 American Indian/Alaskan Native
- ▶ 12 Asian
- 32 Black or African American
- ▶ 68 Hispanic or Latino
- 1 Native Hawaiian or Pacific Islander
- 6 Other not list above
- 131 White or Caucasian
- ▶ 1 Chose not to identify



2021-POEL-5: 05/2021 - 05/2021

POEL-2021-5: Entire Pool

▶ 251 Applicants

Gender

- ▶ 48 Female
- ▶ 199 Male
- 3 Blank not identified
- ▶ 1 Non-Binary

- 4 American Indian/Alaskan Native
- 9 Asian
- 40 Black or African American
- ▶ 63 Hispanic or Latino
- 2 Native Hawaiian or Pacific Islander
- 7 Other not list above
- 112 White or Caucasian
- 4 Chose not to identify



2021-POEL-6: 06/2021 - 07/2021

POEL-2021-6: Entire Pool

▶ 216 Applicants

Gender

- ▶ 48 Female
- ▶ 168 Male
- 0 Blank not identified
- O Non-Binary

- 2 American Indian/Alaskan Native
- 2 Asian
- 28 Black or African American
- ▶ 68 Hispanic or Latino
- 2 Native Hawaiian or Pacific Islander
- 4 Other not list above
- ▶ 109 White or Caucasian
- ▶ 1 Chose not to identify



2021-POLAT-1L: 07/2020 - 03/2021

POLAT-2021-1L: Entire Pool

▶ 155 Applicants

Gender

- ▶ 36 Female
- ▶ 118 Male
- 1 Blank not identified
- ▶ 0 Non-Binary

- ▶ 1 American Indian/Alaskan Native
- 3 Asian
- 32 Black or African American
- ▶ 28 Hispanic or Latino
- 3 Native Hawaiian or Pacific Islander
- 3 Other not list above
- 84 White or Caucasian
- ▶ 1 Chose not to identify



2021-POLAT-2L:

POLAT-2021-2L: Entire Pool (Application Window: 05/19/2021 – 10/01/2021)

26 Applicants

Gender

- ▶ 4 Female
- ▶ 21Male
- 0 Blank not identified
- ▶ 1 Non-Binary

- O American Indian/Alaskan Native
- O Asian
- ▶ 5 Black or African American
- ▶ 10 Hispanic or Latino
- O Native Hawaiian or Pacific Islander
- O Other not list above
- 11 White or Caucasian
- O Chose not to identify



QUESTIONS?