CITY OF LONG BEACH

Memorandum

Date: May 5, 2026

To: Thomas B. Modica, City Manager

From: Bryce M. Tyler, Director of Human Resources

For: Mayor and Members of the City Council

Subject: **Charter Amendment Update: Measure JB implementation**

In early 2024, the City of Long Beach was experiencing significant staffing shortages and outdated hiring processes, resulting in a 22 percent citywide vacancy rate—with positions that had eligible lists taking on average 7 months to hire, and many positions taking between 1-2 years to hire due to antiquated hiring structures codified in the City's Charter. These challenges strained operations and limited the City's ability to meet community needs.

In response, voters approved Measure JB in November 2024 to consolidate the Civil Service and Human Resources Departments into a single, unified hiring system within the Department of Human Resources, reporting to the City Manager. The Charter Amendment became effective in April 2025, and full operational integration was completed on May 6, 2025.

Where We Are Today

The Department of Human Resources now administers the Civil Service System and oversees all recruitment and hiring functions.

The consolidation established a streamlined, centralized hiring framework designed to:

- Reduce classified hiring timelines, targeting an average of 90 business days
- Standardize and modernize recruitment and selection processes
- Implement local preference points in classified hiring
- Increase testing frequency and flexibility
- Fill critical vacancies more efficiently
- Eliminate duplicative systems and improve transparency
- Allow the Civil Service Employee Rights and Appeals Commission to focus on disciplinary appeals

The Department administers Civil Service Rules and Regulations, except as indicated in Article VIII. Matters falling under or covered by Sections 92-100 shall first be submitted to the Commission for determination prior to implementation.

Organizational Structure

The City's hiring operations are centralized within the Talent Acquisition Division within the

Department of Human Resources' Talent Management Bureau.

The Talent Acquisition Division oversees citywide recruitment and hiring for both classified and unclassified positions. Its responsibilities include:

- Managing job postings, applicant screening, testing, and eligible list certification
- Coordinating with departments to support their hiring needs
- Administering hiring preferences, including local, veterans, and fair chance programs
- Supporting executive-level recruitment and workforce development initiatives
- Providing applicant support and conducting community outreach and job fairs
- Tracking and reporting recruitment metrics to improve transparency and efficiency
- Managing hiring-related appeals, certification reviews, and related personnel actions
- Administering recruitment technology systems to ensure consistency and accessibility

These responsibilities reflect a streamlined, centralized approach designed to make hiring more efficient, transparent, and responsive to both departments and the community. Since the consolidation, the City has implemented improvements to accelerate hiring timelines, enhance coordination, and clarify responsibilities, ensuring recruitment processes better meet the needs of both the workforce and the community.

Key Accomplishments to Date

Faster, More Efficient Hiring

- **As of March 23, 2026, the average** time-to-hire **across classified positions is 90.29 business days.** While the previous system frequently exceeded 7 months to fill a classified vacancy—and in many cases between 1 to 2 years for certain positions to be hired—the new integrated approach has standardized the process bringing Long Beach's performance into close alignment with modern public sector standards.
- Recruitment actions are processed more quickly, with departments having a single point of contact for updates, improving transparency and service ownership.

Job Requisition Workflow and Approvals

- Since the merger, the City has also revamped its job requisition workflow and approval process, resulting in a significant reduction in the time required to approve and launch recruitments. In the prior reporting period (May 29, 2024 - May 30, 2025), the City processed 466 total requisition, 313 classified with an average approval time of 20.61 days, and 153 unclassified with an average of 19.32 days, for a combined average of 20.9 days.

  Following the merger, requisition processing transitioned to the newly created Talent Management Bureau on July 15, 2025, approval timelines improved substantially. In the

new reporting period, the City processed 653 total requisitions, 459 classified with an average approval time of 7.8 days and 194 unclassified with an average of 9.7 days, resulting in a combined average of 9.3 days. Overall, this reflects a reduction of approximately 11.6 days in the average requisition approval cycle, demonstrating the effectiveness of the redesigned workflow and the increased efficiency of the new centralized process.

Local Hiring Preferences (LHP)

- Effective October 2025, a new community-centered hiring approach was implemented, giving preference to Long Beach residents, graduates of local institutions, internal non-career employees, and participants in internships or apprenticeships.
- As of January 21, 2026, 22 recruitments have applied LHP, with 247 candidates qualifying for both LHP and veteran preferences.
- The City is actively advancing its data tracking and reporting capabilities to measure impact and outcomes, with more comprehensive metrics and insights to be shared in upcoming reports.

Classification and Compensation Enhancements

- A dedicated Classification and Compensation Division was established to oversee citywide classification and compensation requests.
- Since its creation, the division has coordinated department requests, implemented 11 classification and compensation revisions, and completed studies for several employee associations. Ongoing efforts include reviewing pending requests, coordinating with labor relations, and preparing for upcoming budget and workforce planning initiatives.

Upholding Civil Service and Merit Principles

- The merger has strengthened the City's Civil Service and Merit System, ensuring merit-based hiring and protecting the rights of classified employees.
- Disciplinary appeals are now handled exclusively by the Civil Service Employee Rights and Appeals Commission, establishing a centralized and consistent process that supports transparency and accountability.

Community Engagement and Workforce Development

- The Talent Acquisition team has expanded outreach through workshops, job fairs, and partnerships with community organizations and educational institutions. Key initiatives include:
    - Monthly in-person City employment workshops
    - Support for the Long Beach Public Service Corps fellowship/internship program, placing students and graduates in City departments for paid work experience

  - Department-specific workshops for interns and staff on interview skills, resumes, and career exploration
  - Collaboration with over 15 community organizations and educational partners
- Since the merger, the City has participated in over 52 job fairs and community engagement events, broadening access to City employment opportunities.

What's Next

Workforce Development and Equity

- Strengthen partnerships with community organizations, educational institutions, labor unions, and workforce development agencies to expand sustainable employment pathways for residents.
- Key initiatives include:
  - Targeted outreach to underrepresented communities
  - Continued support for internship, re-entry, and youth workforce programs
  - Development of workforce-readiness and job-specific training pipelines
- Launch an online resource hub providing information on Measure JB, job openings, exam preparation, and onboarding support to reduce barriers and ensure fair access to City jobs.

Policy and Governance

- Collaborate with departments, labor partners, and stakeholders to review and update Civil Service Rules and Regulations.
- Key priorities include:
  - Expanding promotional opportunities for non-career employees
  - Strengthening merit-based hiring practices and providing protection for classified staff
  - Establishing a workgroup to identify enhancements to policies and procedures to support effective implementation

Continuous Improvement

- Maintain the 90-business-day hiring target
- Track and report the full hiring lifecycle, from requisition initiation through appointment, to ensure transparency, accountability, and continuous improvement.
- Key focus areas:
  - Identify process bottlenecks and workload constraints
  - Address remaining recruitment backlogs through prioritized strategies and resource allocation

- Use performance metrics to drive timely corrective actions and operational improvements

Implementation of Measure JB represents a significant modernization of the City's Civil Service system. Early results indicate improvements in hiring speed, accountability, and access to City employment opportunities. The Human Resources Department will continue collaborating with departments, labor partners, and the community to fully achieve the goals approved by voters.

If you have any questions, please contact Bryce M. Tyler, Human Resources Director at Bryce.Tyler@LongBeach.gov or at (562) 570-6140.

CC: DAWN MCINTOSH, CITY ATTORNEY
DOUGLAS P. HAUBERT, CITY PROSECUTOR
LAURA L. DOUD, CITY AUDITOR
APRIL WALKER, ASSISTANT CITY MANAGER
TERESA CHANDLER, DEPUTY CITY MANAGER
MEREDITH REYNOLDS, DEPUTY CITY MANAGER
GRACE YOON, DEPUTY CITY MANAGER
TYLER BONANNO-CURLEY, DEPUTY CITY MANAGER
KEVIN LEE, CHIEF PUBLIC AFFAIRS OFFICER
MONIQUE DE LA GARZA, CITY CLERK
DEPARTMENT HEADS