

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK, ss.

CIVIL SERVICE COMMISSION
One Ashburton Place: Room 503
Boston, MA 02108
(617) 727-2293

YESSENIA MARIE REYES,
Appellant

v.

G1-14-193

SPRINGFIELD FIRE DEPARTMENT,
Respondent

Appearance for Appellant:

Pro Se
Yessenia Marie Reyes

Appearance for Respondent:

Maite Aponte Parsi, Esq.
City of Springfield
36 Court Street: Room 5
Springfield, MA 01103

Commissioner:

Christopher C. Bowman

DECISION

On August 7, 2014, the Appellant, Yessenia Marie Reyes (Ms. Reyes), pursuant to G.L. c. 31, § 2(b), filed this appeal with the Civil Service Commission (Commission), contesting the decision of the state's Human Resources Decision (HRD) to allow the Springfield Fire Department (City)'s request to bypass Ms. Ryes for appointment as a permanent full-time firefighter in the Springfield Fire Department (SFD). A pre-hearing conference was held on August 27, 2014 at the Springfield State Building in Springfield. A full hearing was held at the same location on October 8, 2014.¹ The full hearing was digitally recorded.² The City submitted a post-hearing brief on November 10, 2014. Ms. Reyes opted not to submit a brief.

¹ The Standard Adjudicatory Rules of Practice and Procedure, 801 CMR §§ 1.00 (formal rules) apply to adjudications before the Commission with Chapter 31 or any Commission rules taking precedence.

FINDINGS OF FACT:

Nineteen (19) exhibits were entered into evidence at the hearing. Based on those exhibits, the stipulated facts, the testimony of:

Called by the City:

- Joseph Conant, Commissioner, Springfield Fire Department;

Called by Ms. Reyes:

- Yessenia Marie Reyes, Appellant;

and taking administrative notice of all matters filed in the case³, including a Commission decision related to a 2011 Commission investigation of the Springfield Fire Department, (Investigation Re: 2010 / 2011 Review and Selection of Firefighters in the City of Springfield, CSC Tracking No. I-11-208) (Investigation) and pertinent statutes, regulations, policies, and reasonable inferences from the credible evidence, I make the following findings of fact:

2011 Investigation Findings and Conclusions / City's Procurement of Consultant

1. In 2011, the Commission, pursuant to G.L. c. 31, § 2(a), conducted an investigation regarding the review and selection of firefighters in the City of Springfield. (Investigation)
2. As part of that investigation, the Commission concluded that the 2010 / 2011 appointment process was compromised by the involvement of a Deputy Fire Chief whose son was appointed as a firefighter during that hiring cycle. (Investigation)

² If there is a judicial appeal of this decision, the plaintiff in the judicial appeal would be obligated to supply the court with a transcript of this hearing to the extent that he/she wishes to challenge the decision as unsupported by substantial evidence, arbitrary or capricious, or an abuse of discretion. In such cases, this DVD should be used by the plaintiff in the judicial appeal to transcribe the recording into a written transcript.

³ I have also taken administrative notice of any testimony and documents received as part of two (2) other related appeals, for which decisions are being issued the same day of this decision and relate to appointments made by the Springfield Fire Department from Certification No. 01272: Benevento v. Springfield Fire Department, CSC Case No. G1-14-88 & Shelton v. Springfield Fire Department, CSC Case No. G1-14-97.

3. Specifically, the Commission concluded that improprieties in the process tipped the scales in favor of appointing the Deputy Fire Chief's son over other higher-ranked candidates.
(Investigation)
4. As a result, the Commission issued a series of remedial orders, including, but not limited to, requiring the City to reconsider several candidates who were bypassed for appointment during the 2010 / 2011 appointment process. This reconsideration was to occur as part of the City's next hiring cycle for firefighters. (Investigation)
5. Further, to ensure a fair, objective review of the candidates, the Commission ordered that the next hiring cycle include an outside review panel that would interview the candidates and make recommendations to the Fire Commissioner. (Investigation)
6. In compliance with the Commission's order, the City, after issuing a Request for Quotation (RFQ), selected a consulting firm (consultant) with prior experience in assisting communities with the appointment and promotion of public safety employees. (Exhibit 1)
7. As part of the proposal, the consultant agreed to assemble an interview panel of subject experts, interview the candidates and "prepare a ranking of candidates and comments on candidate performance, as necessary." (Exhibit 1, Page 11, Bullet # 9)
8. According to the consultant's written proposal, the evaluation process would include: "a systematic process for recording candidate actions and behaviors ... includ[ing] the use of observation scales, behavioral (action taken) check lists and handwritten notes"; a "consensus evaluation process"; and a "rating scale". (Exhibit 1, Page 11)
9. Springfield Fire Commissioner Joseph Conant met with the consultant to review the logistics of the interview process. He was not involved in the formulation of the questions or any other substantive part of the interview process. (Testimony of Commissioner Conant)

Facts Related to Ms. Reyes and the Current Hiring Cycle

10. Commissioner Conant is the Appointing Authority for the Springfield Fire Department. He has been employed by the SFD for twenty-seven (27) years. In January 2012, he was appointed as the Interim Fire Commissioner. His appointment was made permanent by the City's Mayor in January 2013. Commissioner Conant oversees a department of two hundred twenty (220) uniformed officers, only one (1) of whom is female. He was not the Commissioner in 2010 / 2011 and had no involvement in the hiring process that was the subject of the Commission's 2011 investigation. (Testimony of Commissioner Conant)
11. Ms. Reyes is twenty-seven (27) years old. She is single and has one (1) child. Ms. Reyes was born and raised in the City of Springfield and she graduated from Springfield Central High School. (Testimony of Ms. Reyes)
12. Ms. Reyes has been a member of the United States Army National Guard for the past eight (8) years. She served a tour of duty in Iraq in 2010 and 2011. While there, she was responsible for convoy security operating a "50-caliber gunner". She is currently employed full time as a recruiter for the National Guard. (Testimony of Ms. Reyes)
13. In 2012, Ms. Reyes took the two (2)-part civil service firefighter examination, which consists of a written examination and an entry-level physical abilities test. She received a combined score of 97 or 98. (Stipulated Facts)
14. Ms. Reyes's name appeared on an eligible list of candidates for firefighter established by the state's Human Resources Division (HRD) on December 1, 2012. (HRD Information Packet Dated August 22, 2014 [HRD Packet])
15. On September 20 and 25, 2013, HRD sent the City Certification No. 01272 from which the City could appoint ten (10) firefighters. (HRD Packet) Several names appeared at or near the

top of that Certification based on relief granted as part of the Commission's 2011 investigation and their individual bypass appeals. (Ms. Reyes was not one of the candidates.) The rank order of the names was also based, in part, on the terms of a consent decree still in place in Springfield to ensure parity regarding the hiring of minority candidates.

16. Ms. Reyes was ranked 12th among those candidates willing to accept appointment.

Ultimately, the City appointed ten (10) candidates to the position of firefighter, 4 or 5 of whom were ranked below Ms. Reyes. (Stipulated Facts) Thus, the non-selection of Ms. Reyes constituted a "bypass" under civil service law and rules.

17. In January 2014, Ms. Reyes received a "Firefighter Candidate Information Guide" from the consultant providing her with the date and time of the interview, the interview process, the criteria that would be used to evaluate candidates and other logistical information.

(Testimony of Ms. Reyes, Exhibits 3 – 5)

18. On January 22, 2014, Ms. Reyes appeared before an interview panel. She was designated as candidate "B4". (Testimony of Ms. Reyes)

19. According to the documentation provided by the consultant to the City, the panelists included subject matter experts who hold various positions including: Fire Chief, Assistant Chief of Planning and Assistant Chief of Operations in various fire departments. (Exhibit 1)⁴

20. Ms. Reyes was asked ten (10) questions by the interview panel. (DVD of interviews)⁵ Her responses, all taken from my review of the DVD, are below.

Question 1

21. Ms. Reyes was asked why she wanted to be a firefighter and what she had done to prepare for the position.

⁴ The City did not call any of the interview panelists to testify as witnesses before the Commission.

⁵ At my request, the City provided a DVD containing the video / audio recording of all candidates interviewed, including Ms. Reyes.

22. In response, Ms. Reyes stated that she was born and raised in Springfield and has been a part of the community her whole life. She stated that she wanted to serve her community just as she had served her country in the military. In regard to how she prepared for the position, Ms. Reyes stated that she had continued to work on her physical abilities and referenced her current employment with the National Guard.

Question 2

23. Ms. Reyes was asked why she thought she would do well as a firefighter.

24. In response, Ms. Reyes stated that she is resilient and physically and emotionally tough. She cited her military experience, including dealing with an “IED attack” while deployed in Iraq.

Question 3

25. Ms. Reyes was asked about her experience working with teams.

26. In response, Ms. Reyes stated that her work in the military required a great deal of team work, including communicating with a truck commander and fellow members of her platoon.

Question 4

27. Ms. Reyes was asked about developing effective working relationships.

28. In response, Ms. Reyes stated that “communication is key” and cited her experience in the military.

Question 5

29. Ms. Reyes was asked how she’d respond to a hypothetical scenario in which she observes a fellow firefighter take property from a fire scene.

30. In response, Ms. Reyes said that she would report the matter “up the chain of command” but would first ask the fellow firefighter why he/she had taken the property.

Question 6

31. Ms. Reyes was asked a question about adapting to change.
32. In response, Ms. Reyes cited her tour of duty in Iraq and the need to adapt to a new culture and new sets of rules.

Question 7

33. Ms. Reyes was asked how she'd respond if she observed that a fellow firefighter was impaired.
34. In response, Ms. Reyes stated that she would see if the individual needed immediate assistance; and, then, based on her observations, report the matter up the chain of command as it was a "priority" matter that could involve the safety of the firefighter and his/her co-workers.

Question 8

35. Ms. Reyes was asked how she'd respond if she was assigned more work than her co-workers.
36. In response, Ms. Reyes stated that she would take it as a compliment and that, perhaps her supervisor saw something in her that resulted in the additional work being assigned to her. She stated that she would only say something if it was work that someone else should be doing.

Question 9

37. Ms. Reyes was asked how she would respond to a personality clash with another firefighter.
38. In response, Ms. Reyes stated that "these do occur"; that it was important to communicate with each other; that she would try to figure out where the negativity was coming from; and that she would try to resolve it at the "lowest level".

Question 10

39. Ms. Reyes was asked what she thought the job of a firefighter was like.
40. In response, Ms. Reyes stated that she thought the position involved taking risks; being brave and courageous; protecting life, property and the environment; and stepping up to do whatever it takes.
41. Ms. Reyes was pregnant at the time of her interview. At the conclusion of the interview, Ms. Reyes spoke to a person from the consulting firm in another room. Ms. Reyes asked this person if she should have addressed the issue of her pregnancy with the interview panel. She was told that she should not. (Testimony of Ms. Reyes)
42. On January 29, 2014, Commissioner Conant received an eight-page document from the consultant. The correspondence stated that twenty-two (22) candidates were interviewed for the position of firefighter by a team of five consultants: a panel of three professional fire and rescue executives that conducted the interviews; and two additional consultants that were on-hand to manage the applicant pool. The correspondence also stated that a staff member from the City's Human Resources and Labor Relations Department observed the interview process. (Exhibit 5)
43. The January 29, 2014 correspondence from the consultant stated that a series of criteria (competencies) were selected to be used to assess the candidates' performance including: adaptability / flexibility; communication, decision-making; human relations and interpersonal skills; and teamwork. According to the correspondence, the selection of competencies was based on a review of information provided by the SFD; a review of state position analysis documents; a review of literature; and National Fire Protection (NFPA) information. (Exhibit 5)

44. The January 29, 2014 correspondence also stated that, in addition to the interview process, the consultant evaluated the “credentials” of the candidates including: general education, directly related education, directly related training, firefighter experience and emergency service provider / responder experience⁶. (Exhibit 5)
45. According to the January 29, 2014 correspondence, the panel took notes and made observations. (Exhibit 5; Page 2; Bullet 3)
46. According to the January 29, 2014 correspondence, the panel members evaluated each candidate’s response to each question. When the interview was concluded: the panel members discussed the candidate’s performance; the interview coordinator reviewed each interview evaluation criteria with the panel members; and then, the panel members were required to reach a consensus on the actual point score for each competency. The “consensus evaluation score” was recorded on one evaluation form for signature by each panel member. (Exhibit 5, Page 2, Bullets 4-7)
47. According to the January 29, 2014 correspondence, each of the five (5) interview competencies was assigned the value of 10 points for a total maximum point score of 50. The actual interview score for each candidate was determined by dividing the points received by 50, which results in a percentage (i.e. 40 divided by 50 = 80%). (Exhibit 5, Pages 3 – 4)
48. According to the January 29, 2014 correspondence, thirteen (13) candidates (based on the interview evaluation), were ranked above Ms. Reyes, one (1) candidate was tied with Ms. Reyes and seven (7) candidates were ranked below Ms. Reyes. (Exhibit 5, Page 4)

⁶ Commissioner Conant was not initially aware that additional points would be awarded for credentials. However, based on a review of the documents, the list of who would be recommended as the top ten candidates would not have changed if no additional points were awarded. For these reasons, I disregarded the assignment of points related to “credentials.”

49. The consultant also provided Commissioner Conant with a DVD containing the video / audio recording of all of the interviews. (Testimony of Commissioner Conant)
50. Commissioner Conant reviewed the January 29, 2014 correspondence from the consultant and reviewed the interviews on the DVD. (Testimony of Commissioner Conant)
51. Given the orders from the Commission's 2011 investigation, Commissioner Conant was inclined to accept the rankings of the consultant. Further, after reviewing the recorded interviews, Commissioner Conant saw no reason not to make ten (10) appointments based on the rankings of the consultant. (Testimony of Commissioner Conant)
52. On March 5, 2014, Commissioner Conant asked HRD to extend the time for processing candidates from Certification No. 01272. (Exhibit 6)
53. On March 6, 2014, HRD approved Commissioner Conant's request to extend the Certification, but asked him to submit for review to HRD the information on those candidates who had been bypassed. (Exhibit 6)
54. On March 7, 2014, Commissioner Conant provided HRD (via email) with a copy of the Commission's orders from the 2011 investigation and the January 29, 2014 correspondence from the consultant. (Exhibit 6)
55. On April 24, 2014, Commissioner Conant penned a letter to HRD which stated in relevant part:
- “In 2011, the Civil Service Commission ordered the Springfield Fire Department to follow several requirements for the next appointment of firefighters. One of those orders was to hire an independent firm to conduct the interview process which the department complied with ... [the consultant] interviewed all of the candidates and graded them on several competencies, then ranked them in order from one to twenty-two. The Springfield Fire Department accepted the opinion of [the consultant] (see attached documents) and has made offers to the top ten ranked candidates ...” (Exhibit 7)
56. On June 3, 2014, HRD responded to Commissioner Conant's letter stating in relevant part:

“Please be informed that as of the date of this letter this Agency has not received from the City the negative information on the individuals bypassed as required by the Federal Consent Decree NAACP vs. Beecher. Please note that the bypass information to be submitted for review and approval of HRD must be specific, factual and detailed on every bypassed individual.” (Exhibit 8)

57. Commissioner Conant subsequently learned via counsel for the City that no additional information (i.e. – notes, written comments) were available from the consultant. (Testimony of Commissioner Conant)

58. On June 12, 2014, Commissioner Conant sent another letter to HRD which provided another summary of the Commission’s 2011 orders and a summary of the evaluation process used by the consultant. Also, in regard to the information provided by the consultant, Commissioner Conant stated, “Only one unique negative comment was included in the evaluation of a candidate [not Ms. Reyes], as further described below.” (Exhibit 10)

59. In regard to Ms. Reyes, Commissioner Conant’s June 12, 2014 letter stated:

“Ms. Reyes ranked 15 of all twenty-two candidates. Fourteen (14) other candidates were deemed to have more skills in the various categories. With respect to each criterion, she scored as follows: Communication, 7.4, Teamwork, 7.5, Decision-making, 7.2, Human Relations / Interpersonal Skills 7.5, adaptability / flexibility 7.4.” (Exhibit 10)

60. On June 18, 2014, HRD responded to Commissioner Conant’s letter stating in relevant part:

“Thank you for the detailed statistical analysis the City used in ranking candidates for the Firefighter position with the Springfield Fire Department. While I am sure the City put a great deal of effort into the preparation of the analysis submitted, it would be cumbersome for anyone who was not part of the selection panel to understand what these figures mean. Please translate the information you gained from your background investigation and interview process into a comprehensive statement for each individual who was bypassed.

The City must be in compliance with the NAACP v. Beecher consent decree. To ensure compliance, bypass information to be submitted for review and approval of the Human Resources Division (HRD) must be specific, factual and detailed on each candidate.” (Exhibit 11)

61. After receiving HRD’s June 18, 2014 correspondence, Commissioner Conant reviewed the candidates’ recorded interviews again. (Testimony of Commissioner Conant)

62. On June 30, 2014, Commissioner Conant sent another letter to HRD. This letter once again summarized the Commission's orders from the 2011 investigation; provided a summary of the consultant's evaluation process and the same "statistical analysis" referenced in HRD's June 18th letter. However, based on his personal (re) review of the candidates' recorded interviews, Commissioner Conant added additional information regarding the interview performance of the bypassed candidates, including Ms. Reyes. (Exhibit 12)

63. In regard to Ms. Reyes, Commissioner Conant wrote:

"At times, Ms. Reyes provided overly general responses, not fully addressing the questions posed to her. She did not provide specific, concrete responses to several questions." (Exhibit 12)

64. On July 8, 2014, HRD forwarded another letter to Commissioner Conant stating in relevant part:

"The information received has been reviewed and it has been determined that the bypass information submitted is not specific, factual and detailed. Please provide bypass information on the following individuals [including Ms. Reyes] and relate the information to the position." (Exhibit 13)

65. On July 15, 2014, Commissioner Conant signed a letter to HRD that was drafted by counsel for the City. In summary, the letter outlines why the City believed the information already submitted to HRD was sufficient to justify the bypass of Ms. Reyes and the other bypassed candidates. The last sentence of this letter stated:

"I respectfully submit that the information provided is specific, factual and detailed, complying both with pertinent Civil Service law and the mandate of the Beecher consent decree." (Exhibit 14)

66. On July 17, 2014, Commissioner Conant forwarded another letter to HRD. The first paragraph of this letter stated:

"I write in response to your telephone conversation with Attorney Maite Aponte Parsi of the City of Springfield's Human Resources and Labor Relations Department. You indicated that the Human Resources Division would process five of the bypasses and that

you needed more details about two others [including Ms. Reyes]. (Exhibit 15)

67. Prior to signing the July 17, 2014 letter to HRD, Commissioner Conant again reviewed the recorded interview of Ms. Reyes. (Testimony of Commissioner Conant)

68. In regard to the bypass of Ms. Reyes, Commissioner Conant's July 17th letter stated in relevant part:

“At times, Ms. Reyes provided overly general responses, not fully addressing the questions posed to her. She did not provide specific, concrete responses to several questions. She did not show a commitment to action in any matter involving decision-making, opting solely for escalating matters. She did not articulate how or if she is capable of making sound, well-informed and objective decisions. When Ms. Reyes was asked about how she develops effective working relationships, she simply stated “communication is key” without providing any follow-up or details. In response to hypothetical questions dealing Ms. Reyes’ decision making abilities, her answers did not demonstrate an ability to take action in matters by using her own judgment.” (Exhibit 15)

69. On July 17, 2014, HRD forwarded correspondence to the Commission stating in relevant part:

“On July 17, 2014, HRD received an email from Commissioner Conant providing further details on the bypass reasons for ... Ms. Reyes. These bypass reasons have been accepted by HRD.” (Exhibit 16)

Legal Standard

The fundamental purpose of the civil service system is to guard against political considerations, favoritism, and bias in governmental hiring and promotion. The commission is charged with ensuring that the system operates on “[b]asic merit principles.” Massachusetts Assn. of Minority Law Enforcement Officers v. Abban, 434 Mass. at 259, citing Cambridge v. Civil Serv. Comm’n., 43 Mass.App.Ct. at 304. “Basic merit principles” means, among other things, “assuring fair treatment of all applicants and employees in all aspects of personnel administration” and protecting employees from “arbitrary and capricious actions.” G.L. c. 31, section 1. Personnel decisions that are marked by political influences or objectives unrelated to

merit standards or neutrally applied public policy represent appropriate occasions for the Civil Service Commission to act. Cambridge at 304.

The issue for the Commission is “not whether it would have acted as the appointing authority had acted, but whether, on the facts found by the commission, there was reasonable justification for the action taken by the appointing authority in the circumstances found by the commission to have existed when the Appointing Authority made its decision.” Watertown v. Arria, 16 Mass.App.Ct. 331, 332 (1983). See Commissioners of Civil Service v. Municipal Ct. of Boston, 369 Mass. 84, 86 (1975); and Leominster v. Stratton, 58 Mass.App.Ct. 726, 727-728 (2003).

The Commission’s role, while important, is relatively narrow in scope: reviewing the legitimacy and reasonableness of the appointing authority’s actions. City of Beverly v. Civil Service Comm’n, 78 Mass.App.Ct. 182, 189, 190-191 (2010) citing Falmouth v. Civil Serv. Comm’n, 447 Mass. 824-826 (2006) and ensuring that the appointing authority conducted an “impartial and reasonably thorough review” of the applicant. The Commission owes “substantial deference” to the appointing authority’s exercise of judgment in determining whether there was “reasonable justification” shown. Beverly citing Cambridge at 305, and cases cited. “It is not for the Commission to assume the role of super appointing agency, and to revise those employment determinations with which the Commission may disagree.” Town of Burlington, 60 Mass. App. Ct. 914, 915 (2004).

Analysis

Commissioner Conant, a twenty-seven (27) year veteran of the Springfield Fire Department, has been leading the City’s Fire Department since January 2012. In September 2013, Commissioner Conant initiated the process for appointing ten (10) new firefighters, the first time that original appointments would be made during his tenure as Appointing Authority.

In addition to the normal challenges surrounding the appointment process, Commissioner Conant was required to comply with a series of orders issued by this Commission as part of an investigation completed in 2011, prior to his tenure as Fire Commissioner. Those orders were issued after the Commission determined that the 2010 / 2011 review and selection process was compromised by the involvement of a Deputy Fire Chief whose son was a candidate for appointment. The Commission ultimately granted relief to several individuals and, to ensure a fair and impartial review of those candidates, ordered the City to use an outside review panel as part of the next hiring cycle.

The SFD complied with all aspects of the Commission's orders, including, but not limited to, procuring the services of a consultant to interview and evaluate all candidates and pass on their recommendation to the Fire Commissioner. Importantly, nothing in the Commission's orders prohibited Commissioner Conant from playing a role in this review process, which he ultimately did.

While he was not prohibited from playing a role in the review process, Commissioner Conant was inclined to defer to the recommendations of the consultant, partly to eliminate even the appearance of any bias or pre-disposition regarding those candidates who were granted relief by the Commission in 2011. At the outset, Commissioner Conant limited his involvement to logistical issues, including, but not limited to, providing the consultant with all of the information required to conduct the interviews.

Twenty-two (22) candidates, all of whom successfully passed background investigations, were interviewed by the consultant's review panel. None of the panelists were employed by the Springfield Fire Department and, based on a review of the documents submitted, the panelists were well-qualified to evaluate the candidates and make recommendations.

In January 2014, Commissioner Conant received the candidate rankings from the consultant along with supporting documentation that explained how the interviews were conducted and the scoring system used to establish the rankings. Among the ten (10) highest-ranked candidates were individuals who had been granted relief by the Commission, including one candidate who was ranked first by the outside review panel. Ms. Reyes was not among the ten highest-ranked candidates.

After personally reviewing the videotaped interviews, Commissioner Conant decided to make appointments consistent with the rankings of the outside review panel, choosing the nine (9) highest-ranked candidates and another candidate who was tied for tenth. It is noteworthy that, in choosing the tenth candidate from the tied group, Commissioner Conant appointed a candidate who had been granted relief by the Commission. To me, that confirmed that Commissioner Conant was genuinely attempting to ensure a fair process and rectify the problems that occurred prior to his appointment as Commissioner. Accepting the recommendations of the outside review panel resulted in the bypass of certain candidates on Certification No. 01272.

As a consent decree community, Springfield, unlike other cities and towns who have been delegated certain responsibilities by HRD, is required to provide HRD with the reasons for bypassing candidates in favor of candidates ranked lower on the Certification. To that end, Commissioner Conant provided HRD with a copy of the Commission's 2011 orders, along with the documentation from the consultant regarding the review, evaluation and ranking of the candidates.

Over a series of weeks, via mail, email and phone calls, HRD informed the City that more detailed information would be required to justify the bypass decisions, at one point referring to

the documentation submitted as a “statistical analysis” that would be “cumbersome for anyone who was not part of the selection panel to understand ...”.

That presented Commissioner Conant with a dilemma. To this point, he had purposely kept an arms-length distance from the substantive review and selection process, including not attending or participating in the interview process. While he had reviewed the recorded interviews, he had effectively deferred to the recommendations of the outside review panel. He subsequently learned that no further information (i.e. – written notes, comments) was available from the outside review panel.

In order to move forward with the appointment process, and respond to HRD, Commissioner Conant decided to personally review the recorded interviews again (some multiple times) and, with the rankings and competencies of the outside review panel in mind, compile his own written comments regarding the performance of the bypassed candidates (including Ms. Reyes). Those comments were subsequently submitted to HRD, which reviewed and eventually accepted them as sufficient to justify the decision to bypass Ms. Reyes and other candidates.

To the bypassed candidates, including Ms. Reyes, this step could understandably be viewed as nothing more than an ex post facto attempt by the City to provide detailed reasons (for the bypasses) that never existed to begin with. Based on a review of the record and, importantly, the testimony of Commissioner Conant, I have concluded otherwise for the reasons below.

First, as noted previously, Commissioner Conant was never prohibited from participating in this review and selection process. In fact, as the Appointing Authority, it was always anticipated by the Commission that he would make the final decision regarding these appointments. Further, Commissioner Conant had no role in the compromised review and selection process in 2010 / 2011.

Second, as also noted previously, Commissioner Conant had already reviewed the recorded interviews prior to making his appointment decisions, and had concurred with the recommendations of the outside review panel. While he did not commit his thoughts to paper at the time, I accept his testimony that he did review the recorded interviews at the time. Even if he hadn't, I see nothing inappropriate in Commissioner Conant, as the Appointing Authority, upon being asked for more detailed information, reviewing the recorded interviews and responding to said request.

Third, and more generally, this was the only reasonable, practical (and rationale) approach for Commissioner Conant to take. The detailed written explanation that HRD was seeking did not exist, and, based on a review of the entire record of this matter, it is clear that Commissioner Conant was the only person that could (or would) produce them.

Based on Commissioner Conant's testimony, I accept that he carefully reviewed the recorded interviews multiple times and tried to offer his own independent thoughts regarding the candidates' performance while still being cognizant of the rankings of the outside review panel.

Thus, the final, and most important, issue here is whether Commissioner Conant's written comments, coupled with the rankings of the outside review panel, provided sufficient reasons for bypassing Ms. Reyes. HRD, after what appears to be a relatively intensive review here, ultimately concluded that these reasons were sufficient to bypass Ms. Reyes. After a de novo review, I have reached the same conclusion.

With one exception, Commissioner Conant's written comments and concerns regarding Ms. Reyes's interview performance were: supported by the interview recording and the Commissioner's credible testimony before the Commission; and were sufficiently related to the job duties and responsibilities of a firefighter to justify the bypass of Ms. Reyes. During his

testimony before the Commission, Commissioner Conant was unable to say how he reached the conclusion, after reviewing her recorded interview, that Ms. Reyes is someone who opts “solely for escalating matters.” Even given the subjective nature of interviews, and divergent conclusions that can be reached about them by different individuals, there is nothing in Ms. Reyes’s interview that even remotely suggests that she opts “solely for escalating matters.” In fact, as referenced in the findings, she actually spoke about resolving conflicts “at the lowest possible level” and addressing potential issues directly with her co-workers before “going up the chain of command.”

Commissioner Conant’s other concerns, which he elaborated on during his testimony before the Commission, however, were supported by the recorded interview. As stated by Commissioner Conant, Ms. Reyes did, at times, provide overly general responses, without fully addressing the questions posed to her. For example, her answers related to why she wanted to be a firefighter and what she had done to prepare for the job did not appear to be fully developed or well thought out. That was also true regarding questions related to developing working relationships and working in teams, a critical part of being a firefighter. These concerns, along with Commissioner Conant’s conclusion that the ten (10) highest-ranked candidates performed better during the interview performance than Ms. Reyes, provided the City with reasonable justification to bypass Ms. Reyes for appointment as a firefighter.

While the City has provided reasonable justification to bypass Ms. Reyes at this time, this decision should not be viewed – by the City or Ms. Reyes – as a bar against future consideration should she become eligible on the current or future eligible lists. Today, only one (1) of the City’s two hundred twenty (220) uniformed firefighters is female, a rather startling statistic. Ms. Reyes, based on her experience, which includes operating a 50-caliber gunner in Iraq, appears to

have many of the qualities and characteristics that would make her a superior firefighter, which would double the City's contingent of female firefighters. That conclusion is also based on my personal observations of Ms. Reyes during the hearing process in which she was, at all times, poised, respectful and professional.

Conclusion

For all of the reasons stated above, Ms. Reyes's appeal under Docket No. G1-14-193 is hereby *denied*.

Civil Service Commission

/s/ Christopher Bowman
Christopher C. Bowman
Chairman

By a vote of the Civil Service Commission (Bowman, Chairman; Ittleman, McDowell, and Stein, Commissioners) on January 8, 2015.

Either party may file a motion for reconsideration within ten days of the receipt of this Commission order or decision. Under the pertinent provisions of the Code of Mass. Regulations, 801 CMR 1.01(7)(l), the motion must identify a clerical or mechanical error in this order or decision or a significant factor the Agency or the Presiding Officer may have overlooked in deciding the case. A motion for reconsideration does not toll the statutorily prescribed thirty-day time limit for seeking judicial review of this Commission order or decision.

Under the provisions of G.L. c. 31, § 44, any party aggrieved by this Commission order or decision may initiate proceedings for judicial review under G.L. c. 30A, § 14 in the superior court within thirty (30) days after receipt of this order or decision. Commencement of such proceeding shall not, unless specifically ordered by the court, operate as a stay of this Commission order or decision.

Notice:

Yessenia Marie Reyes (Appellant)
Maite Aponte Parsi, Esq. (for Respondent)
John Marra, Esq. (HRD)