



CITY OF MADISON INTER-DEPARTMENTAL CORRESPONDENCE



DATE: October 5, 2022

TO: Board of Police and Fire Commissioners

FROM: Chief Chris Carbon

SUBJECT: **2022- 2023 Proposed Changes to the Firefighter Hiring Process**

Current Process:

- The recruitment and hiring process is a collaboration between the Police and Fire Commission, the Fire Chief, Ergometrics (Fire TEAM testing), and the City of Madison Human Resources Department.
- Process is conducted every two years
- Complete current process from start of application period to first hiring list is between 10 and 12 months
 - Process Steps
 - Step.1 Recruitment Process
 - Step.2 Application Process
 - Step.3 Fire TEAM Written Examination (Video-Based Multiple-Choice Test)
 - Step.4 Community Member Oral Board Interview
 - Step.5 Department Member Oral Board Interview
 - Step.6 Fire Chief's Interview
 - Step.7 Physical Ability Test
 - Step.8 Background Check
 - Step.9 Medical Evaluation
 - Step.10 Madison Fire Department Recruit Training Academy
- Traditionally Madison Fire has offered Firefighter hiring process exams on one day with two to three successive sessions
- Facilities - Madison Fire contracts with the Alliant Energy Center which is capable of accommodating testing of up to 700 candidates
- Equipment needs – multiple projectors, video screens, speakers, tables, chairs
- Staffing - 4-5 MFD Chief Officers and 4-5 City Human Resources employees administer and proctor the exam

2003	1137 applicants
2005	1017 applicants
2007	1124 applicants
2009	1164 applicants
2011	1598 applicants
2014	1887 applicants
2016	1752 applicants

2018	1615 applicants
2020	1057 applicants

- The current video based exam is exactly the same as it was in 2016
- Practice exams are available for a fee on the National Testing Network (NTN) website
- Eligibility list remains in effect for approximately 18-24 months or until such time as the list is dissolved by the Police and Fire Commission

Proposed Changes:

1. Online testing for the Firefighter Written Exam
2. Expanded timeline for testing
3. Streamlined Interview process

- **Application period**

- Six (6) weeks with testing available for two weeks beyond the close of the application period
 - Timeline spreadsheet is available for specifics
 - Applications are screened weekly by City of Madison Human Resources
 - Real-time scoring available through National Testing Network (NTN) for review by Madison Fire Department
 - Banding completed by Ergometrics in 3-5 business days of closing

- **On-line testing options through NTN/Ergometrics** (Requires security app download)

- **At home:**

- Available 7 days a week
- Times: 9am-7pm CST
- Helpline available for FAQs prior to testing
- Proctor is online. Verifies candidate ID
- If unavoidable interruption or technical issues occur
 - Notify proctor (fills out incident report)
 - Rescheduling the exam is an option

- **Testing center:**

- Available throughout the U.S.
- Times and dates vary by site. Example: Milwaukee Technical College offers slots on Tuesday, Thursday at 9AM and 1PM.
- Sites in Wisconsin: Madison, Milwaukee, La Crosse, Beaver Dam
- Madison College is opening more test dates and times. Possible to utilize both Truax and Badger Road campuses
- Sites will run test for as few as one candidate up to capacity of the site
- Proctor present in person
- Testing centers are ADA Compliant
- If technical issues occur:
 - Notify proctor (fills out incident report)
 - Rescheduling the exam is then possible

- Application period is 6 weeks with testing available for two weeks beyond that
 - Timeline spreadsheet is available for specifics
 - Applications are screened weekly by City of Madison Human Resources

- Real-time scoring available through NTN for review by Madison Fire Department
- Banding completed by Ergometrics in 3-5 business days of closing
- **Panel Interviews process**
 - Proposed first round interview panels consist of three persons. One MFD Chief Officer, one Firefighter's Local 311 member and one non-Fire Department Community member (Multiple panels).
 - All panel members will receive bias and equity training prior to interviews
 - Second round interview panel consists of the Chief of Department, the Assistant Chief of Personnel and a Division Chief
 - Interview questions are developed with input from the MFD Command Staff and Community Members and subsequently created by Ergometrics Corp. (Public Safety Testing)

Below you will find a sample of what will be sent to direct candidates to register and schedule their test through the National Testing Network.

Sample Verbiage:

The Madison Fire Department offers full testing services for the position of Firefighter through National Testing Network (NTN). To register with NTN and schedule a test, go to www.nationaltestingnetwork.com, select 'Find Jobs', then select Firefighter Jobs and sign up for "Madison Fire Department".

When you visit the www.nationaltestingnetwork.com website:

- Complete the NTN registration process and schedule your test.
 - Review all information related to the Madison Fire Department Firefighter position, including minimum requirements, salary, and benefits.
- Review detailed information about the testing process.
- Review the Frequently Asked Questions and take an online practice test (if desired).

Upon completion of your scheduled exam, scores are automatically forwarded to The Madison Fire Department. Candidate's names who attain a passing score on the entry-level exam are given to the Madison Fire Department. The Madison Fire Department will contact candidates on the list and will participate in further stages of the selection process by invitation.

National Testing Network is a service provided to conduct entry level testing in a standardized, professional environment. National Testing Network does not replace the Madison Fire Department's responsibility and decision making in the testing process. All candidate results are provided to Madison Fire where the final decisions are made.

Additionally there is a NTN Candidate Support team. Support hours are Monday through Friday, 6:00am to 5:00pm PST and Saturday 8:00am to 12:00pm PST.

National Testing Network Homepage and Video link:

<https://nationaltestingnetwork.com/publicsafetyjobs/services.cfm>