

# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

SANDRA ENG  
ACTING EXECUTIVE OFFICER

## AGENDA Regular Meeting November 3, 2014

2:00 p.m.  
ROOM 400, CITY HALL  
1 Dr. Carlton B. Goodlett Place

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

CALL TO ORDER & ROLL CALL

REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA

APPROVAL OF MINUTES

ANNOUNCEMENTS

COMMENDATION AGENDA

HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT

RATIFICATION AGENDA

CONSENT AGENDA

REGULAR AGENDA

CLOSED SESSION

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

ADJOURNMENT



**NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES**

**A. Commission Office**

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (415) 252-3247. The fax number is (415) 252-3260. The email address is [civilservice@sfgov.org](mailto:civilservice@sfgov.org) and the web address is [www.sfgov.org/civil\\_service/](http://www.sfgov.org/civil_service/). Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

**B. Policy Requiring Written Reports**

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

**C. Policy on Written Submissions by Appellants**

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4<sup>th</sup>) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original and nine (9) copies on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

**D. Policy on Materials being Considered by the Commission**

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service), and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

**E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement**

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (415) 252-3247 and confirmed in writing or by fax at (415) 252-3260.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

**F. Policy and Procedure on Hearing Items Out of Order**

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

**G. Procedure for Commission Hearings**

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission. Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

### **H. Policy on Audio Recording of Commission Meetings**

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at [www.sfgov.org/civil\\_service/](http://www.sfgov.org/civil_service/).

### **I. Speaking before the Civil Service Commission**

Speaker cards are not required. The Commission will take public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended.

### **J. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings**

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

### **Information on Disability Access**

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (415) 252-3254 or (415) 252-3247 to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals.

### **Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554-7854, by e-mail: [soff@sfgov.org](mailto:soff@sfgov.org), or on the City's website at [www.sfgov.org/bdsupvrs/sunshine](http://www.sfgov.org/bdsupvrs/sunshine).

### **San Francisco Lobbyist Ordinance**

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <http://www.sfgov.org/ethics/>.

City and County of San Francisco  
Civil Service Commission

Agenda for Regular Meeting  
November 3, 2014  
2:00 p.m.

ITEM NO.

(1) CALL TO ORDER AND ROLL CALL

President E. Dennis Normandy  
Vice President Douglas S. Chan  
Commissioner Kate Favetti  
Commissioner Scott R. Heldfond  
Commissioner Gina M. Roccanova

(2) REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA

APPROVAL OF MINUTES - Action Item

(3) Regular Meeting of October 6, 2014

**Recommendation:** Adopt the minutes.

(4) ANNOUNCEMENTS

Announcement of changes to the agenda.

Other announcements.

(5) COMMENDATIONS AGENDA

Commendation for Jennifer Johnston, Executive Director, Civil Service Commission for her dedicated service to the City and County of San Francisco. (File No. 0231-14-1) – Action Item

**Recommendation:** Accept the Commendation.

(6) HUMAN RESOURCES DIRECTOR'S REPORT

(7) EXECUTIVE OFFICER'S REPORT

**RATIFICATION AGENDA**

All matters on the Ratification Agenda are considered by the Civil Service Commission to be non-contested and will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Ratification Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Ratification Agenda.

**(8) Review of Request for Approval of Proposed Personal Services Contracts.  
(File No. 0234-14-8) – Action Item**

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
41289-14/15	Airport Commission	\$6,000,000	As-Needed Construction Management (CM) Support Services requiring specialized experience in airport construction projects including, but not limited to specific expertise in design/bid/build, design/build, and other alternative delivery method projects. CM services may include: 1) Construction Inspection Services, 2) Resident Engineering and/or Office Engineering Services, 3) Special Inspection and Testing, 4) Material Testing and Reporting, 5) Surveying Services, and 6) Other CM services as required. Contractor will provide CM support services for various projects at the San Francisco International Airport (SFO), including but not limited to projects in the design, construction and post construction phases of work. Anticipated projects include: Boarding Area A 400 Hertz System and Infrastructure Improvements, Terminal 3 East Improvements, Central Plant Renovation, Generator and Diesel Fuel System Testing, Maintenance and Repair, Firehouse Number 3 and South Field Checkpoint Relocation, and other related projects.	Regular	6/30/2020
46529-13/14	Public Health	\$522,648	Provide fiscal intermediary services for the California Tuberculosis (TB) Controller's Association (CTCA), including resource management and support of the CTCA Executive Administrator, who will coordinate TB-related training opportunities for DPH staff to acquire Continuing Medical Education (CME) units and Continuing Education Units (CEUs), coordination of policy development for TB screening, treatment, enforcement, and compliance with mandated State and local functions, and support for regionalized development of outreach to the media, private providers, community based organizations, the public and decision makers about TB.	Regular	6/30/14
45648-14/15	Public Library	\$647,750	Library seeks a sole-source agreement with Cengage Learning Inc. Cengage Learning, in partnership with Smart Horizons Career Online Education, offers an 18-credit, career-based online high school diploma program designed to prepare students for entry into the workplace. Students earn an accredited high school diploma plus a career certificate. It is the only program of its kind. The Library's new Learning & Literacy Center will administer the program, working with our Project Read staff and community partners to identify prospective students. The scope of services includes online assessment to identify students who can be successful in the program; customized and in-depth program implementation training for library staff facilitators who will work directly with the students; student coaching (online and by phone); student recruiting and marketing support, curriculum including 18 credits (14 academic and 4 career); coursework in language arts, social studies, mathematics, and science, plus career electives offering eight career tracks. The Contractor shall be required to enroll and educate 125 students during the first year, 150 students during the second year and 175 students during the third year.	Regular	5/31/2018

**Civil Service Commission Meeting Agenda**

**Regular Meeting of November 3, 2014**

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4028-09/10	General Services Agency – City Admin	Current Approved Amount \$500,000 Increase Amount Requested \$0 New Total Amount Requested \$500,000	The Fleet Management Division of GSA proposes to supplement the City's vehicle fleet by contracting with two car sharing vendors (Zipcar In., and City CarShare) to make additional vehicles available during peak demands for City employees to use on official city business. City departments would pay an hourly/mileage fee for each actual use. This proposal is consistent with Fleet Management's goals to gain efficiencies and create accountability while managing costs and lowering greenhouse gas emissions.	Modification	Current Approved Duration 8/24/2009-2/23/2014  Additional Duration Requested 2/24/2014-5/31/2015
35583-13/14	City Planning	Current Approved Amount \$100,000 Increase Amount Requested \$300,000 New Total Amount Requested \$400,000	Within the Pavement to Parks Program, a non-profit organization will serve as technical assistance provider and fiscal sponsor for local neighborhood groups, businesses, individuals, and other interested organizations to facilitate the discussions, community design, funding, implementation, and maintenance of Pavement to Parks projects. The Technical Assistance and Neighborhood Sponsor will facilitate and establish partnerships with interested neighborhood organizations. Before any funds are to be committed or temporary installations, the Technical Assistance and Neighborhood Sponsor must establish a Memorandum of Understanding (MOU) with such interested local neighborhood groups, business, or other organization, with prior review and approval by the Planning Department Liaison.	Modification	Current Approved Duration 12/01/2013-10/31/2018

**Recommendation:** Adopt the report. Approve the request for proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration.

**CONSENT AGENDA**

All matters on the Consent Agenda considered by the Civil Service Commission will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Consent Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Consent Agenda.

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting and are located in the Civil Service Commission office at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

**(9) Proposed Civil Service Commission Meeting Schedule for Calendar Year 2015.  
(File No. 0232-14-1) – Action Item**

**Recommendation:** Accept the report.

**REGULAR AGENDA**

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting and are located in the Civil Service Commission office at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

**(10) Recommendation to Adopt Revisions to the Civil Service Commission's Policy on Personal Services Contracts. (File No. 0196-14-5) – Action Item**

September 15, 2014: Adopted the Executive Officer's report; directed the Executive Officer to post the proposed amendments to the Commission's Policy on Personal Services Contracts, with the Commission's additional revisions and on the condition that broiler plate language is added to the Notice of Actions; and directed the Executive Officer to meet and discuss the amendments with any interested stakeholders.

October 20, 2014: Continued to the meeting of November 3, 2014 in order to meet with SEIU, Local 1021 to address their concerns and consult with Deputy City Attorney Julia Friedlander to define the differences between meet and discuss and meet and confer.

**Recommendation:** Postpone to the next available meeting to allow Civil Service Commission staff to meet with SEIU, Local 1021 and address their concerns.

**(11) Recommendation to Adopt Proposed Amendments to Civil Service Rule 412.30 Tenure of Eligible Lists; and Rule 412.31 Provision for Automatic Expiration of Eligible Lists. (File No. 0216-14-5) – Action Item**

October 6, 2014: Accepted the Acting Executive Officer's report; directed the Acting Executive Officer to post the proposed Rule 412.30 and 412.31 for adoption following meet and confer with the affected labor union.

October 20, 2014: Partially accepted the staff report and adopted the amendments for the one year minimum duration to Civil Service Rules 412.30 Tenure of Eligible Lists and 412.31 Provision for Automatic Expiration of Eligible Lists. However, the Commission continued to the next meeting of November 3, 2014 to further discuss reducing the maximum duration of the eligible list from four to three years.

Note: Commissioner Favetti noted three reasons she dissented in reducing the maximum duration from four to three years: 1) MTA currently has the authority to establish three year lists; 2) limits the flexibility in the authority of the MTA's Director; and (3) it is contrary to Citywide standards of eligible lists.

**Recommendation:** Postponed to the next available meeting to allow CSC staff to meet with the Municipal Transportation Agency to discuss maximum duration.



- (12) **Appeal by Kristina Juco of the Rejection of her Application for the 1210 Benefits Analyst Examination. (File No. 0144-14-4) – Action Item**

**Recommendation:** Adopt the report and deny the appeal by Kristina Juco.

- (13) **Appeal by Nyi Nyi Myint of the Rejection of his Application for the 7371 Electrical System Mechanic Examination with the Municipal Transportation Agency. (File No. 0186-14-4) – Action Item**

**Recommendation:** Adopt the report and deny the appeal by Nyi Nyi Myint.

- (14) **Appeal by Alicia B. Wong Hin of the Rejection of her Application for the 8207 Building and Grounds Patrol Officer Examination. (File No. 0194-14-4) – Action Item**

**Recommendation:** Adopt the report and deny the appeal by Alicia B. Wong Hin.

**CLOSED SESSION**

- (15) **Filling the vacancy of the position of Executive Officer – Personnel Matter. (File No. 0181-14-1) – Discussion and Possible Action**

- A) Public Comment on all matters pertaining to the Agenda item and the potential closed session.
- B) Vote on whether to hold closed session pursuant to San Francisco Administrative Code Section 67.10 (b) and California Government Code Section 54957 (b) (1) - Public Employee Appointment – Executive Officer. – Action Item
  - 1) PERSONNEL MATTER - Public Employee Appointment – Executive Officer (Discussion and Possible Action Item)  
California Government Code Section 54957 (b) (1) and San Francisco Administrative Code Section 67.10 (b)
- C) Reconvene in open session:
  - 1) Vote to elect whether to disclose any or all discussions held in closed session.  
(San Francisco Administrative Code Section 67.12(a). (Action Item)
  - 2) Disclosure of action taken in closed session pursuant to California Government Code Section 54957.1 (a) (5) and San Francisco Administrative Code Section 67.12(b) (4).

August 22, 2014: The Commission agreed on the following actions:

1. Allocated a budget not to exceed \$15,000 for a recruitment firm that will undertake the majority of the work under the joint direction of Ted Yamasaki and a Subcommittee/Task Force working together.
2. Commissioner Favetti will assist Commission President Normandy in screening who to interview, with the agreement that as the process is shaped it will be reported to the Commission. And once the finalists are chosen, the Commission will conduct interviews.
3. The Subcommittee and Mr. Yamasaki will determine the appropriate scope of the recruitment, with the initial preference being the Bay Area and then the State of California in light of concerns to limit costs, as a suggestion for the recruiter to consider. (Vote of 4 to 0)
4. Request the Executive Officer to review interview questions, provide input on the selection process and regularly update the Civil Service Commission on the recruitment process at these meetings.
5. Adopt the staff report subject to the above resolutions, and adopt recommendations 3, 4 and 5 of the Executive Officer's staff report: the Subcommittee is to update the Executive Officer announcement, including amendments to the minimum and desirable qualifications with the advice of the recruiter to ensure a healthy pool of candidates; and schedule closed session hearings of the Commission when appropriate in recognition of the interest of confidentiality of applications and applicants.

October 20, 2014: The Commission voted not to disclose any and all discussions held in Closed Session.

**Recommendation:** Open for discussion.

(16) COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

(17) ADJOURNMENT

CALL TO ORDER  
&  
ROLL CALL

**REQUESTS TO SPEAK  
ON ITEMS WITHIN THE JURISDICTION  
OF THE CIVIL SERVICE COMMISSION  
BUT NOT ON TODAY'S AGENDA**



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
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SANDRA ENG  
ACTING EXECUTIVE OFFICER

## MINUTES Regular Meeting October 20, 2014

2:00 p.m.  
ROOM 400, CITY HALL  
1 Dr. Carlton B. Goodlett Place

### CALL TO ORDER

2:05 p.m.

### ROLL CALL

President E. Dennis Normandy	Present
Vice President Douglas S. Chan	Present
Commissioner Kate Favetti	Present
Commissioner Scott R. Heldfond	Present
Commissioner Gina M. Roccanova	Present (Arrived at 2:12 p.m.; not present for Item #s 1 through 3)

President E. Dennis Normandy presided.

### REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA (Item No. 2)

None.

### APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of October 6, 2014

**Action:** Adopted the minutes. (Vote of 3 to 0; Commissioner Favetti recused herself, since she was not present at the October 6, 2014 meeting.)

**ANNOUNCEMENTS (Item No. 4)**

None.

**HUMAN RESOURCES DIRECTOR'S REPORT (Item No. 5)**

Human Resources Director Micki Callahan updated the Commission on a few important matters: 1) Ms. Callahan announced that the Department of Human Resources (DHR) recently prepared a report for the Mayor's office on the City's hiring processes. It was concluded within the last three years that the City has received 211,000 applications for permanent civil service positions which involved class based-testing and positing based-testing. Due to the high volume of applicants, DHR is moving forward with Phase I of the Post Referral Selection Process and training departments on how to expedite this process more efficiently. 2) She stated that DHR is searching to advance in technical solutions. The request to hire a processing unit is scheduled to launch in March 2015, which will eliminate many of the redundant data entries. 3) Ms. Callahan indicated that DHR has recently submitted their five year strategic plan to the Mayor's office and pointed out the need to expand technological solutions. 4) Lastly, she reported that DHR has partnered with the Controller's office to conduct a performance review and time to hire study to identify areas that add value in the City's hiring process and that overall DHR is working to provide departments guidance on best practices.

**EXECUTIVE OFFICER'S REPORT (Item No. 6)**

Acting Executive Officer Sandra Eng provided an update on the monthly appeals received for the month of October. One appeal was administratively resolved due to being untimely. Commission staff also received two unappealable matters that were forwarded to DHR. Overall, there was an unusual increase of inspection service review requests and staff will keep track to identify any possible trends.

**0224-14-8 Review of Request for Approval of Proposed Personal Services Contracts.  
(Item No. 7)**

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
41396-14/15	DEPARTMENT OF EMERGENCY MANAGEMENT	\$150,000	The vendor will provide the Department of Emergency Management with polygraph examinations of final entry Division of Emergency Communications (DEC) candidates. The vendor will also provide written reports for all examined candidates.	Regular	6/30/2020

Civil Service Commission Meeting Minutes

Regular Meeting of October 20, 2014

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
47931-14/15	PUBLIC UTILITIES COMMISSION	\$2,000,000	To provide for green infrastructure projects: civil engineering, landscape architecture, urban design, survey, and geotechnical services specific to green infrastructure project design and delivery; Planning, research, preliminary engineering, project management, engineering design and support for capital and programmatic green infrastructure projects; Green infrastructure construction management, inspection and maintenance planning and implementation; QA/QC services; Research problems, develop studies, provide technical data analysis, identify conceptual design solutions, execute master plans; Habitat assessment for project placement and plant selection; Cost-benefit analyses to inform capital project selection; Creek daylighting expertise including planning and design services (master planning, urban design, safety and accessibility planning and guidance), technical services (engineering, landscape architecture, geomorphology, modeling, and erosion analysis; Regulatory compliance with and enforcement of the San Francisco Stormwater Management Ordinance, including project processing, design review, research of emerging policy and regulatory issues associated with the National Pollutant Discharge Elimination System Permit, inspection, and enforcement of Maintenance Agreements; Decentralized wastewater treatment analysis and design; Wastewater/stormwater/energy nexus analysis for capital project optimization; and project planning and design with a focus on water conservation, drought planning, and groundwater recharge planning.	Regular	12/31/2018
48499-14/15	GENERAL SERVICES AGENCY – PUBLIC WORKS	\$1,600,000	As-needed learning and training services to support staff of design, engineering and construction management divisions regarding industry best practices, such as: sustainable design, design-build project delivery, negotiation strategy, technical training, mediation and partnering. The Department of Public Works intends to award up to four contracts of up to \$400,000 value each, total contracts not to exceed \$1,600,000.	Regular	12/31/2018
49599-14/15	GENERAL SERVICES AGENCY – CITY ADMIN	\$150,000	Phase 1: Provide peer review for architectural and engineering designs related to the construction of a new Fleet Maintenance Facility. Phase 2: Provide oversight for construction management tasks during the construction of the Facility.	Regular	9/30/2015
43990-14/15	DEPARTMENT OF BUILDING INSPECTION	\$400,000	San Franciscans live in one of the world's most at-risk seismic zones – placing a special responsibility upon those who live here, along with key local, state and Federal agencies, to take steps and prepare themselves, and their families, for the next Big One. Experts predict that a major earthquake will strike San Francisco and the immediate Bay Area in the next 25 years – so we know it is not a question of "IF," but only a matter of "WHEN" we will have to respond to such a disaster, as well as to take steps to help the City recover from any damage and devastation caused by such a natural disaster. This request is aimed at providing effective community outreach materials to one of the City's largest minority populations – the Chinese community – and specifically to provide helpful preparation and information materials in multiple media outlets, and in the Chinese language, to enable this important segment of our local community to understand what to do in the immediate aftermath of a major earthquake. See attached for complete description.	Regular	6/30/2018

Civil Service Commission Meeting Minutes

Regular Meeting of October 20, 2014

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4126-11/12	ADULT PROBATION	Current Approved Amount \$500,000 Increase Amount Requested \$890,000 New Total Amount Requested \$1,390,000	San Francisco Adult Probation Department (APD) needs individuals that have dual expertise in reentry and evidence based criminal justice strategies and technical service: facilitation, grant writing, strategic planning, evaluation, capacity building and communications. The expertise of the technical services providers is unique, unrepresented and greatly needed in APD.	Modification	Current Approved Duration 7/1/2012-6/30/2017  Additional Duration Requested 9/15/2014-12/31/2017
4127-11/12	ADULT PROBATION	Current Approved Amount \$12,500,000 Increase Amount Requested \$0 New Total Amount Requested 12,500,000	Criminal Justice (CJ) research shows that offender recidivism is reduced when reentry services target "criminogenic needs" and "community functioning factors." The San Francisco Adult Probation Department (APD) seeks to expand local reentry services capacity by working with entities that have expert knowledge of the CJ system and demonstrated success delivering a range of evidence based reentry services including substance abuse treatment, mental health, housing, education and employment services.	Modification	Current Approved Duration 7/1/2012-6/30/2017  Additional Duration Requested 6/30/2017-3/31/2020
4056-11/12	AIRPORT COMMISSION	Current Approved Amount \$450,000 Increase Amount Requested \$200,000 New Total Amount Requested \$650,000	Provide as-needed individualized and small group instruction (e.g. one-on one instruction and leadership development) to senior and managerial staff, based on the SFO Competency Model, strategic management skills in an aviation environment: aviation and airport strategic planning, aviation financial management and analysis for non-financial managers, execution in a civil service environment, strategic innovation in the public sector, change management, advanced communication skills, and negotiation skills), with an emphasis on achieving the Airport's 5 year strategic goals, organizational objectives and core values. General objectives of the contract are: * Assessment of managerial employees' development and learning needs; * Leadership curriculum development, leadership curriculum implementation; * Recommendation of leadership readiness (and at what stage: from moderately ready to high performer readiness).	Modification	Current Approved Duration 6/24/2014-6/30/2019
4158-08/09	AIRPORT COMMISSION	Current Approved Amount \$562,500 Increase Amount Requested \$90,000 New Total Amount Requested \$652,500	Ongoing representation of the San Francisco International Airport (SFO) before the California State Legislature and Executive Administration to identify and advocate for or against legislation and regulatory matters that impact the Airport. This work requires maintaining good relationships with the staff of state legislators.	Modification	Current Approved Duration 7/1/2009-12/31/2016
38697-13/14	CITY PLANNING	Current Approved Amount \$100,000 Increase Amount Requested \$900,000 New Total Amount Requested \$1,000,000	Grantee (Friends of the Urban Forest) will work with residents, property owners, local neighborhood groups, business, and other interested organizations to publicize, organize (including necessary permitting), and facilitate community engagement with planting street trees and installing sidewalk gardens. Activities may include, and are not limited to: coordinating neighborhood tree planting events; neighborhood notification of tree planting events; assisting property owners in obtaining any necessary permits; removal and disposal of sidewalk; providing trees, plants, and supporting hardware; 18 month of care and maintenance following planting; and engaging community and corporate volunteers in planting efforts.	Modification	Current Approved Duration 5/1/2014-12/31/2018



PSC#	Department	Amount	Type of Service	Type of Approval	Duration
4085-07/08	PUBLIC UTILITIES COMMISSION	Current Approved Amount \$2,500,000 Increase Amount Requested \$5,000,000 New Total Amount Requested \$7,500,000	A full service environmental laboratory will provide "as needed" reference laboratory testing of drinking water, wastewater, groundwater, soils, sediments, solids, hazardous waste, and biota (tissues).	Modification	Current Approved Duration 7/1/2011-3/20/2015  Additional Duration Requested 3/21/2015-3/20/2020

**Speakers:** Taras Madison, Department of Building Inspection, spoke on PSC# 43990-14/15.  
Veronica Martinez, Department of Adult Probation, spoke on PSC# 4127-11/12.

**Action:** 1) Continued PSC# 43990-14/15 to the next available meeting so that the Department of Building Inspection can notify all union representatives, in particular Local 21 and SEIU, Local 1021. (Vote of 5 to 0)  
2) Approved the request for all remaining PSCs. Adopted the report; notified the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

**0225-14-8 Human Services Agency's Report on Personal Service Contract Number 2003-08/09 and Their Discussions with SEIU, Local 1021. (Item No. 8)**

**Speakers:** David Curto, Human Services Agency  
Laurie Juengert, Human Services Agency  
Sin Yee Poon, SEIU Local 1021

**Action:** Adopted the staff report with the condition that the Human Services Agency report back in nine months, by July 6, 2015 and provide an update with ongoing discussions with SEIU, Local 1021 and present grievances. In addition, President Normandy also requested DHR to report back to the Commission and provide a status report on related macro issues on the grievances. (Vote of 5 to 0)

**0196-14-5 Recommendation to Adopt Revisions to the Civil Service Commission's Policy on Personal Services Contracts. (Item No. 9)**

**Speakers:** Sandra Eng, Acting Executive Officer  
Sin Yee Poon, SEIU Local 1021

September 15, 2014: Adopted the Executive Officer's report; directed the Executive Officer to post the proposed amendments to the Commission's Policy on Personal Service Contracts, with the Commission's additional revisions and on the condition that broiler plate language is added to the Notice of Actions; and directed the Executive Officer to meet and discuss the amendments with any interested stakeholders. (Vote of 5 to 0)

**Action:** Continued to the next meeting of November 3, 2014 in order to meet with SEIU, Local 1021 to address their concerns and consult with Deputy City Attorney Julia Friedlander to define the differences between meet and discuss and meet and confer. (Vote of 5 to 0)

**0216-14-5 Recommendation to Adopt Proposed Amendments to Civil Service Rule 412.30 Tenure of Eligible Lists; and Rule 412.31 Provision for Automatic Expiration of Eligible Lists. (Item No. 10)**

**Speakers:** Derek Kim, Municipal Transportation Agency (MTA)  
Sandra Eng, Acting Executive Officer

October 6, 2014: Accepted the Acting Executive Officer's report; directed the Acting Executive Officer to post the proposed Rule 412.30 and 412.31 for adoption following meet and confer with the affected labor union (Vote of 4 to 0)

**Action:** Partially accepted the staff report and adopted the amendments for the one year minimum duration to Civil Service Rules 412.30 Tenure of Eligible Lists and 412.31 Provision for Automatic Expiration of Eligibles Lists. However, the Commission continued to the next meeting of November 3, 2014 to further discuss reducing the maximum duration of the eligible list from four to three years.

Note: Commissioner Favetti noted three reasons she dissented in reducing the maximum duration from four to three years: 1) MTA currently has the authority to establish three year lists; 2) limits the flexibility in the authority of the MTA's Director; and (3) it is contrary to Citywide standards of eligible lists. (Vote of 5 to 0)

0181-14-1 Filling the vacancy of the position of Executive Officer – Personnel Matter.  
(Item No. 11)

- A) Public Comment on all matters pertaining to the Agenda item and the potential closed session.

Speakers: None.

- B) Vote on whether to hold closed session pursuant to San Francisco Administrative Code Section 67.10 (b) and California Government Code Section 54957 (b) (1) - Public Employee Appointment – Executive Officer. – Action Item

**Speakers:** None.

**Action:** The Commission voted to conduct Item # 11 in Closed Session.  
(Vote of 5 to 0)

- 1) PERSONNEL MATTER - Public Employee Appointment – Executive Officer  
(Discussion and Possible Action Item)  
California Government Code Section 54957 (b) (1) and San Francisco  
Administrative Code Section 67.10 (b)

The Closed Session started at 3:26 p.m. in City Hall, Room 400. The following individuals were present:

E. Dennis Normandy, President, Civil Service Commission  
Douglas S. Chan, Vice President, Civil Service Commission  
Kate Favetti, Commissioner, Civil Service Commission  
Scott R. Heldfond, Commissioner, Civil Service Commission  
Gina Roccanova, Commissioner, Civil Service Commission  
Ted Yamasaki, Department of Human Resources  
Sandra Eng, Acting Executive Officer, Civil Service Commission  
Jennifer Bushman, Civil Service Commission

The Closed Session ended at 3:54 p.m.

- C) Reconvened in open session at 3:55 p.m.

- 1) Vote to elect whether to disclose any or all discussions held in closed session.  
(San Francisco Administrative Code Section 67.12(a). (Action Item)

**Action:** The Commission voted not to disclose its vote. (Vote of 5 to 0)

- 2) Disclosure of action taken in closed session pursuant to California Government Code Section 54957.1 (a) (5) and San Francisco Administrative Code Section 67.12(b) (4).

**Action:** The Commission voted not to disclose its Closed Session discussions on the item. (Vote of 5 to 0)

August 22, 2014: The Commission agreed on the following actions:

1. Allocated a budget not to exceed \$15,000 for a recruitment firm that will undertake the majority of the work under the joint direction of Ted Yamasaki and a Subcommittee/Task Force working together. (Vote of 4 to 0)
2. Commissioner Favetti will assist Commission President Normandy in screening who to interview, with the agreement that as the process is shaped it will be reported to the Commission. And once the finalists are chosen, the Commission will conduct interviews. (Vote of 4 to 0)
3. The Subcommittee and Mr. Yamasaki will determine the appropriate scope of the recruitment, with the initial preference being the Bay Area and then the State of California in light of concerns to limit costs, as a suggestion for the recruiter to consider. (Vote of 4 to 0)
4. Request the Executive Officer to review interview questions, provide input on the selection process and regularly update the Civil Service Commission on the recruitment process at these meetings. (Vote of 4 to 0)
5. Adopt the staff report subject to the above resolutions, and adopt recommendations 3, 4 and 5 of the Executive Officer's staff report: the Subcommittee is to update the Executive Officer announcement, including amendments to the minimum and desirable qualifications with the advice of the recruiter to ensure a healthy pool of candidates; and schedule closed session hearings of the Commission when appropriate in recognition of the interest of confidentiality of applications and applicants. (Vote of 4 to 0)

October 20, 2014: The Commission voted not to disclose any and all discussions held in Closed Session. (Vote of 5 to 0)

**COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 12)**

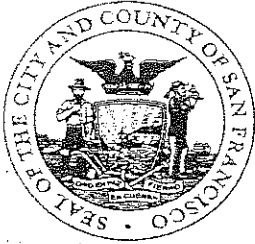
None.

**ADJOURNMENT (Item No. 13)**

3:56 p.m.

# ANNOUNCEMENTS





CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent via Electronic and U.S. Mail*

October 23, 2014

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

SANDRA ENG  
ACTING EXECUTIVE OFFICER

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Jennifer Johnston

**SUBJECT: COMMENDATION FOR JENNIFER JOHNSTON, EXECUTIVE DIRECTOR, CIVIL SERVICE COMMISSION FOR HER DEDICATED SERVICE TO THE CITY AND COUNTY OF SAN FRANCISCO.**

Dear Ms. Johnston:

The above matter will be considered by the Civil Service Commission at a meeting to be held on November 3, 2014 at 2:00 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

This item will appear on the Commendations Agenda. Please refer to the attached Notice for procedural and other information about Commission hearings.

Attendance by you or an authorized representative is welcome. Should you or your representative not attend, the Commission will rule on the information previously submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

*All non-privileged materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.*

CIVIL SERVICE COMMISSION

SANDRA ENG  
Acting Executive Officer

Attachment

Cc: Commission File  
Commissioners' Binder  
Chron

RECEIVED  
OCT 27 2014  
5





City and County of San Francisco  
Civil Service Commission

**Resolution of Commendation**

to

**Jennifer C. Johnston**

Resolution of Commendation to Jennifer Johnston, Executive Director, Civil Service Commission for her dedicated service to the City and County of San Francisco.

WHEREAS, the members of the Civil Service Commission are honored to have this opportunity to recognize and commend Jennifer Johnston for her outstanding public service, contributions and commitment to this agency and the City and County of San Francisco as the Executive Director to the Civil Service Commission;

WHEREAS, the City and County has benefited from her leadership and commitment in her vision as the Executive Director to strengthen the Civil Service Commission's ability to meet its Charter mandates and oversee the operation of the merit system;

WHEREAS, many have turned to Jennifer as a key resource to address City departments' need for flexibility in personnel management and her expertise of the Rules, policies and procedures of the Civil Service Commission has assisted in facilitating departmental operations; at the same time, maintaining the integrity of the City's merit system;

WHEREAS, among the highlights of her Commission and City and County service are:

- Strived to ensure that the Civil Service Commission's Rules, policies and procedures are easily understood and known by all stakeholders, compliant with the law, consistent, and reflective of current and best practices;
- Developed, established and updated policies and procedures on a streamlined Civil Service Selection Process, Exempt Appointments, Future Employment Restrictions, Peace Officer Appeals, and Personal Service Contracts;

NOW, THEREFORE BE IT RESOLVED, that the members of the Civil Service Commission do hereby express our admiration and sincere gratitude, and extend to her our best wishes for continued success and happiness in her new position as Deputy City Administrator for the Office of City Administrator; and

BE IT FURTHER RESOLVED, that this Commission does hereby adopt this resolution and does further direct that a suitable copy be tendered to Jennifer Johnston as a token of the high regard in which we hold her.

Adopted this 3rd day of November 2014.

E. Dennis Normandy, President

Douglas S. Chan, Vice President

Kate Favetti, Commissioner

Scott R. Heldfond, Commissioner

Gina M. Roccanova, Commissioner

# HUMAN RESOURCES DIRECTOR'S REPORT

THIS DOCUMENT SUPPORTS  
CALENDAR ITEM 6

# EXECUTIVE OFFICER'S REPORT

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# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent via Electronic Mail*

E. DENNIS NORMANDY  
PRESIDENT

October 23, 2014

DOUGLAS S. CHAN  
VICE PRESIDENT

## NOTICE OF CIVIL SERVICE COMMISSION MEETING

KATE FAVETTI  
COMMISSIONER

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS NUMBERS 41289-14/15; 46529-13/14; 45648-14/15; 4028-09/10; AND 35583-13/14.**

SCOTT R. HELDFOND  
COMMISSIONER

The above matter will be considered by the Civil Service Commission at a meeting to be held on **November 3, 2014** at 2:00 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

GINA M. ROCCANOVA  
COMMISSIONER

This item will appear on the Ratification Agenda. Please refer to the attached Notice for procedural and other information about Commission hearings.

SANDRA ENG  
ACTING EXECUTIVE OFFICER

Attendance by you or an authorized representative is welcome. Should you or your representative not attend, the Commission will rule on the information previously submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

*All non-privileged materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.*

CIVIL SERVICE COMMISSION

  
SANDRA ENG  
Acting Executive Officer

Attachment

Cc: Cynthia Avakian, Airport Commission  
Jacquie Hale, Department of Public Health  
Joan Lubamersky, General Services Agency  
Anna Wong, San Francisco Public Library  
Danny Yeung, City Planning  
Commission File  
Commissioners' Binder  
Chron

THIS IS A PUBLIC RECORD  
DATE 11/10/14 10:00 AM





Edwin M. Lee  
Mayor

Micki Callahan  
Human Resources Director

Date: October 17, 2014  
To: The Honorable Civil Service Commission  
Through: Micki Callahan *MC*  
Human Resources Director  
From: Cynthia Avakian, AIR  
Jacquie Hale, DPH  
Anna Wong, LIB  
Joan Lubamersky, ADM  
Danny Yeung, CPC

Subject: **Personal Services Contracts Approval Request**

This report contains five (5) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on October 25, 2013.

The services proposed by these contracts have been reviewed by Department of Human Resources (DHR) staff to evaluate whether the requesting departments have complied with City policy and procedures regarding PSCs. The proposed PSCs have been posted on the DHR website for seven (7) calendar days. CSC procedures for processing PSCs require that any appeal of these contracts be filed in the office of the CSC, Executive Officer during the posting period.

No timely appeals have been filed regarding the PSCs contained in this report. These proposed PSCs are being submitted to the CSC for ratification/approval.

DHR has prepared the following cost summary for personal services contracts that have been processed through the Department of Human Resources to date:

Total of this Report	YTD Expedited Approvals FY2014-2015	Total for FY2014-2015
\$7,470,398	\$17,487,794	\$312,109,599

Cynthia Avakian  
Airport Commission  
Contracts Administration Unit  
POB 8097  
San Francisco, CA 94128  
(650) 821-2014

Jacquie Hale  
Department of Public Health  
101 Grove Street, Rm. 307  
San Francisco, CA 94102  
(415) 554-2609

Anna Wong  
Public Library  
100 Larkin Street  
San Francisco, CA 94102  
415-557-4214

Joan Lubamersky  
General Services Agency  
1 Dr. Carlton B. Goodlett Pl., Rm. 362  
San Francisco, CA 94102  
(415) 554-4859

Danny Yeung  
City Planning  
1650 Mission St, Suite 400  
San Francisco, CA 94103  
415-575-9042



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PSC Submissions

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**POSTING FOR**

November 03, 2014

**PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR****Commission Hearing Date**

2014-11-03

**APPLY**

<b>PSC No</b>	<b>Dept Designation</b>	<b>PSC Amount</b>	<b>Description of Work</b>	<b>PSC Estimated Start Date</b>	<b>PSC Estimated End Date</b>
41289 - 13/15	AIRPORT COMMISSION	\$6,000,000.00	As-Needed Construction Management (CM) Support Services requiring specialized experience in airport construction projects including, but not limited to specific expertise in design/bid/build, design/build, and other alternative delivery method projects. CM services may include: 1) Construction Inspection Services, 2) Resident Engineering and/or Office Engineering Services, 3) Special Inspection and Testing, 4) Material Testing and Reporting, 5) Surveying Services, and 6) Other CM services as required. Contractor will provide CM support services for various projects at the San Francisco International Airport (SFO), including but not limited to projects in the design, construction and post construction phases of work. Anticipated projects include: Boarding Area A 400 Hertz System and Infrastructure Improvements, Terminal 3 East Improvements, Central Plant Renovation, Generator and Diesel Fuel System Testing, Maintenance and Repair, Firehouse Number 3 and South Field Checkpoint Relocation, and other related projects.	November 1, 2014	June 30, 2020
46529 - 13/14	PUBLIC HEALTH	\$522,648.00	Provide fiscal intermediary services for the California Tuberculosis (TB) Controller's Association (CTCA), including resource management and support of the CTCA Executive Administrator, who will coordinate TB-related training opportunities for DPH staff to acquire Continuing Medical Education (CME) units and Continuing Education Units (CEUs), coordination of policy development for TB screening, treatment, enforcement, and compliance with mandated State and local functions, and support for regionalized development of outreach to the media, private providers, community based organizations, the public and decision makers about TB.	July 1, 2014	June 30, 2018
45648 - 14/15	PUBLIC LIBRARY	\$647,750.00	Library seeks a sole-source agreement with Cengage Learning Inc. Cengage Learning, in partnership with Smart Horizons Career Online Education, offers an 18-credit, career-based online high school diploma program designed to prepare students for entry into the workplace. Students earn an accredited high school diploma plus a career certificate. It is the only program of its kind. The Library's new Learning & Literacy Center will administer the program, working with our Project Read staff and community partners to identify prospective students. The scope of services includes online assessment to identify students who can be successful in the program; customized and in-depth program implementation training for library staff facilitators who will work directly with the students; student coaching (online and by phone); student recruiting and marketing support, curriculum including 18 credits (14 academic and 4 career); coursework in language arts, social studies, mathematics, and science, plus career electives offering eight career tracks. The Contractor shall be required to enroll and educate 125 students during the first year, 150 students during the second year and 175 students during the third year.	January 2, 2015	May 31, 2018

**TOTAL AMOUNT \$7,170,398****CSNY**

## Posting For November 03, 2014

### Proposed Modifications to Personal Services Contracts

**Commission Hearing Date**

2014-11-03

APPLY
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PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
4028-09/10 - MODIFICATIONS	November 3, 2014	GENERAL SERVICES AGENCY - CITY ADMIN -- ADM	\$0	\$500,000	The Fleet Management Division of GSA proposes to supplement the City's vehicle fleet by contracting with two car sharing vendors (Zipcar In., and City CarShare) to make additional vehicles available during peak demands for City employees to use on official city business. City departments would pay an hourly/mileage fee for each actual use. This proposal is consistent with Fleet Management's goals to gain efficiencies and create accountability while managing costs and lowering greenhouse gas emissions.	02/24/2014	05/31/2015	REGULAR
35583 - 13/14 - MODIFICATIONS	November 3, 2014	CITY PLANNING - CPC	\$300,000	\$400,000	Within the Pavement to Parks Program, a non-profit organization will serve as technical assistance provider and fiscal sponsor for local neighborhood groups, businesses, individuals, and other interested organizations to facilitate the discussions, community design, funding, implementation, and maintenance of Pavement to Parks projects. The Technical Assistance and Neighborhood Sponsor will facilitate and establish partnerships with interested neighborhood organizations. Before any funds are to be committed or temporary installations, the Technical Assistance and Neighborhood Sponsor must establish a Memorandum of Understanding (MOU) with such interested local neighborhood groups, business, or other organization, with prior review and approval by the Planning Department Liaison.	12/01/2014	10/31/2018	REGULAR

**TOTAL AMOUNT \$300,000**

**Regular/Continuing/Annual  
Personal Services Contracts**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION – AIR Dept. Code: AIR

Type of Request: [X] Initial [ ] Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval: [ ] Expedited [X] Regular [ ] Omit Posting

Type of Service: As-Needed Construction Management Support Services

Funding Source: Airport Capital Funds PSC Duration: 5 years 34 weeks
PSC Amount: \$6,000,000 PSC Est. Start Date: 11/01/2014 PSC Est. End Date: 06/30/2020

1. Description of Work

A. Scope of Work:

As-Needed Construction Management (CM) Support Services requiring specialized experience in airport construction projects including, but not limited to specific expertise in design/bid/build, design/build, and other alternative delivery method projects. CM services may include: 1) Construction Inspection Services, 2) Resident Engineering and/or Office Engineering Services, 3) Special Inspection and Testing, 4) Material Testing and Reporting, 5) Surveying Services, and 6) Other CM services as required. Contractor will provide CM support services for various projects at the San Francisco International Airport (SFO), including but not limited to projects in the design, construction and post construction phases of work. Anticipated projects include: Boarding Area A 400 Hertz System and Infrastructure Improvements, Terminal 3 East Improvements, Central Plant Renovation, Generator and Diesel Fuel System Testing, Maintenance and Repair, Firehouse Number 3 and South Field Checkpoint Relocation, and other related projects.

B. Explain why this service is necessary and the consequence of denial:

Along with aging infrastructure, SFO continues to experience strong passenger growth, both of which require maintenance of airport and airfield infrastructure to improve operational efficiency and safety; and to meet forecasted demand. CM support for airport and airfield improvement projects are required for various capital facility projects, runway, taxiway, apron, infield, roadway pavements, underground infrastructure, industrial waste, sewer, drainage pump stations, and telecommunication and high voltage infrastructure. Denial will cause project delays, which will affect aircraft operations and customer service, and result in lost revenues.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC. This is a new request.

D. Will the contract(s) be renewed? Yes, if there continues to be a need for such services at the SFO.

2. Union Notification: On 09/08/2014, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21,

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41289 - 14/15

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/03/2014

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise:

As-needed CM services require specialized skills on airport projects with direct and current experience related to airport terminals and facilities, runways and taxiways, airfield lighting, security and special systems; navigational aids and power systems, utility infrastructure, redevelopment of interior spaces; and airfield and landside site work. Required skills include management of construction projects and project documents, and development and implementation of a Quality Control/Quality Assurance Program in an airport environment.

B. Which, if any, civil service class(es) normally perform(s) this work?  
5203,5207,5241,5211,5305,5310,5312,5314,6318,5504,5506,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:  
To be determined based on the nature of the task.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

Existing staff does not have the required expertise and specialized skills related to the proposed services.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No, as projects are on an as-needed, temporary basis and do not occur frequently enough to justify permanent staffing, with the exception of project management staff. However, contracted work will be supervised by City project managers and staff with appropriate airport construction expertise.

**5. Additional Information (if "yes", attach explanation)**

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? n/a	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 10/07/2014 BY:

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flsfo.com

Address: P.O Box 8097 San Francisco, CA 94128

# Receipt of Union Notification(s)

## Christina Chiong

---

**From:** dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@flysfo.com  
**Sent:** Monday, September 08, 2014 6:09 PM  
**To:** Cynthia Avakian; L21PSCReview@ifpte21.org; Christina Chiong; Richard Isen; DHR-PSCCoordinator  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 41289 - 14/15

RECEIPT for Union Notification for PSC 41289 - 14/15 more than \$100k

The AIRPORT COMMISSION – AIR has submitted a request for a Personal Services Contract (PSC) 41289 - 14/15 for \$6,000,000 for Initial Request services for the period 11/01/2014 – 06/30/2020. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/3862> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended



# **Additional Attachment(s)**

**PSC#41289-14/15**  
**As -Needed Construction Management Support Services**  
**Term Justification**

The PSC term will correspond to the contract duration of five (5) years, with anticipated start date of November, 2014, through the end of the fiscal year, June, 2020. The implementation of the Airport's five (5)-year Capital Improvement Program requires Construction Management Services that include: technical, full-time, on-site observation and inspection, including specialty inspection, of the progress and quality of the construction work. In addition, Construction Manager and Resident Engineer / Assistant Resident Engineer (RE/ARE) services to lead/support construction management teams of engineers, inspectors, surveyors and material testing lab technicians on assigned projects. This contract will augment the staff of the D&C division in Airfield Construction Management and provide specialized expertise for oversight of construction projects ensuring the airport obtains the best quality construction for the Airport's 5-year Capital Improvement Program.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC HEALTH – DPH Dept. Code: DPH

Type of Request: [X] Initial [ ] Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval: [ ] Expedited [X] Regular ([ ] Omit Posting)

Type of Service: California Tuberculosis (TB) Controller's Association (CTCA) Fiscal Agent

Funding Source: Grant PSC Duration: 4 years
PSC Amount: \$522,648 PSC Est. Start Date: 07/01/2014 PSC Est. End Date: 06/30/2018

1. Description of Work

A. Scope of Work:

Provide fiscal intermediary services for the California Tuberculosis (TB) Controller's Association (CTCA), including resource management and support of the CTCA Executive Administrator, who will coordinate TB-related training opportunities for DPH staff to acquire Continuing Medical Education (CME) units and Continuing Education Units (CEUs), coordination of policy development for TB screening, treatment, enforcement, and compliance with mandated State and local functions, and support for regionalized development of outreach to the media, private providers, community based organizations, the public and decision makers about TB.

B. Explain why this service is necessary and the consequence of denial:

TB controller's association is critical organization for the San Francisco tuberculosis (TB) program that helps coordinate the state and local TB program state TB diagnosis and treatment guideline revision and development, coordination of communication to the general public, decision makers (local elected and other elected officials), education to TB program staff through its biannual conference and business meeting. Through CTCA, the San Francisco TB control program continues to develop policies and work to change outdated legislation at the state level to improve TB control practices. (Continued on attachment)

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC. PSC 4130-11/12

D. Will the contract(s) be renewed? Only if funding continues.

2. Union Notification: On 08/25/2014, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21, Physicians and Dentists - 8CC, Architect & Engineers, L

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 46529 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/03/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:  
Expertise in resource management appropriate to the fiscal intermediary services needed.

B. Which, if any, civil service class(es) normally perform(s) this work?  
1652,2230,1823,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:  
No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:  
Services are temporary and are not intended to continue beyond the term of the grant which supports them.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.  
No, the services are specific the grant that funds them and are otherwise not needed.

5. Additional Information (if "yes", attach explanation)

YES NO

- A. Will the contractor directly supervise City and County employee?  YES  NO
- B. Will the contractor train City and County employee?  YES  NO
- C. Are there legal mandates requiring the use of contractual services?  YES  NO
- D. Are there federal or state grant requirements regarding the use of contractual services?  YES  NO
- E. Has a board or commission determined that contracting is the most effective way to provide this service?  YES  NO
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? San Francisco Public Health Foundation  YES  NO

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 10/06/2014 BY:

Name: Jacquie Hale Phone: (415) 554-2609 Email: jacquie.hale@sfdph.org

Address: 101 Grove Street, Room 307 San Francisco, CA 94102



# Receipt of Union Notification(s)

## Receipt of Notice for new PCS over \$100K PSC # 46529 - 13/14

dhr-psccordinator@sfgov.org on behalf of jacquie.hale@sfdph.org

Mon 8/25/2014 5:24 PM

Inbox

To: Hale, Jacquie (DPH) <jacquie.hale@sfdph.org>; jduritz@uapd.com <jduritz@uapd.com>; L21PSCReview@ifpte21.org <L21PSCReview@ifpte21.org>; brenda\_mendieta@sfdph.org <brenda\_mendieta@sfdph.org>; Isen, Richard (TIS) <richard.isen@sfgov.org>; DHR-PSCCoordinator, DHR (HRD) <dhr-psccordinator@sfgov.org>;

RECEIPT for Union Notification for PSC 46529 - 13/14 more than \$100k

The PUBLIC HEALTH -- DPH has submitted a request for a Personal Services Contract (PSC) 46529 - 13/14 for \$522,648 for Initial Request services for the period 07/01/2014 – 06/30/2018. Notification of 30 days (60 days for SEU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/3369> For union notification, please see the

TO: field of the email to verify receipt. If you do not see all the unions you

intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again, change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

# **Additional Attachment(s)**

**PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM1")**

**Attachment to 46529-13/14**

1. B. Explain why this service is necessary and the consequence of denial: (Continued)

Denial of this contract will essentially bring to a halt, an organization that has served local TB programs, TB providers, and California communities for over a decade. It has been pivotal in helping bring California and San Francisco TB case numbers down to the lowest numbers in history, although progress has stalled. It employs one employee who is the administrator of the organization and will not be able to be retained if this contract is not renewed. The CTCA is a model organization for the nation, and its practices and policies are being adopted at the national level at the National TB Controller's Association. The San Francisco TB program has limited ability to advocate for resources high TB burden, urban communities, and CTCA is an effective voice.





CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

June 6, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

E. DENNIS NORMANDY  
PRESIDENT

KATE FAVETTI  
VICE PRESIDENT

SCOTT R. HELDFOND  
COMMISSIONER

MARY Y. JUNG  
COMMISSIONER

ANITA SANCHEZ  
EXECUTIVE OFFICER

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4126-11/12 THROUGH 4132-11/12; 4107-10/11; 4086-08/09; 3036-11/12; AND 4115-07/08.

At its meeting of June 4, 2012 the Civil Service Commission had for its consideration the above matter.

PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

The Commission:

Adopted the report; Approved the request for proposed personal services contracts. Notified the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

*Anita Sanchez*  
ANITA SANCHEZ  
Executive Officer

Attachment

- c: Parveen Boparai, Municipal Transportation Agency
- Rachel Buerkle, Department of the Environment
- Micki Callahan, Human Resources Director
- Marie de Vera, Department of Human Resources
- Jacquie Hale, Department of Public Health
- Rebecca Krell, Arts Commission
- Diane Lim, Adult Probation
- Maria Ryan, Department of Human Resources
- Jeannie Wong, Office of the Controller
- Commission File
- Chron

POSTING FOR  
6/4/2012

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4126-11/12	13	Adult Probation	Regular	\$500,000	APD needs individuals that have dual expertise in reentry and evidence based criminal justice strategies and Technical Services: facilitation, grant writing, strategic planning, evaluation, capacity building and communications. The expertise of the technical services providers is unique, unrepresented and greatly needed in the SPAPD.	7/1/2012 - 6/30/2017
4127-11/12	13	Adult Probation	Regular	\$12,500,000	Reentry Services include mental health, substance abuse, housing, education, employment and financial literacy services to criminal justice system involved individual who have complex and intersecting challenges and barriers. Reentry Services providers have expertise in understanding the needs and how to successfully tailor service delivery to offenders.	7/1/2012 - 6/30/2017
4128-11/12	09	Controller	Regular	\$100,000	Provide hosting services for historical payroll reports generated prior to October 2012. Payroll reports are accessed by every City department's payroll professionals, time keepers, and managers every pay period to validate payroll and deduction calculations through a partitioned access protocol with predefined search indexes.	9/1/2012 - 8/31/2017
4129-11/12	82	Public Health	Regular	\$600,000	Work includes maintenance and support of the Interdepartmental Children's System of Care Shared Youth Database, a web-based application based on proprietary software (DCAR) used to match records of children and adolescent clients served by the DPH, H.S.A., Juvenile Probation, and SEUSD in order to identify opportunities for early intervention, case planning, practice improvement, and research. Work will also include building a data dashboard and associated reports using data obtained from the new Avatar system of Electronic Health Records for behavioral health system clients, in preparation for compliance with health care reform.	7/1/2012 - 6/30/2017
4130-11/12	82	Public Health	Regular	\$1,000,000	This request is for services for the Cities Readiness Initiative (which helps prepare the City for a public health emergency such as a catastrophic bioterrorism attack by providing antibiotic prophylaxis to approximately 1.2 million people in SF within the first 48 hours) by enabling administration of services for specialized review and further development of its protocols and tools for surveillance and investigation to urgent cases and outbreaks of disease, including data forms and the Integrated Case and Outbreak Management System (ICOMS). This will include review of existing protocols and tools developed for both normal operations and for the Department's Infectious Disease Emergency Response Plan (IDERP) and the creation of documentation to support disease control and immunization record keeping systems (ICOMS and ICHMS), including functional descriptions, detailed specifications, and guides for configuring, administering, and troubleshooting records systems; purchase, package and inventory of Point of Dispensing (POD) equipment and supplies for all POD trailers; creating multilingual signs for use in POD sites; developing traffic routes and cubic footings requirements for antibiotic distribution between sites; POD sites and regionally agreed upon mass prophylaxis training modules; and developing website and internet screening processes to provide antibiotic prophylaxis.	8/10/2012 - 8/9/2015

PERSONAL SERVICES CONTRACT SUMMARY

DATE: \_\_\_\_\_

DEPARTMENT NAME: DEPARTMENT OF PUBLIC HEALTH : DEPARTMENT NUMBER 81 & 82

TYPE OF APPROVAL: [ ] EXPEDITED [X] REGULAR (OMIT POSTING \_\_\_\_\_) [ ] CONTINUING [ ] ANNUAL

TYPE OF REQUEST: [X] INITIAL REQUEST [ ] MODIFICATION (PSC# \_\_\_\_\_)

TYPE OF SERVICE: Emergency Preparedness Independent Protocol Documentation

FUNDING SOURCE: Federal through State CDC Emergency Preparedness Grant and CDC Readiness Initiative Grant

PSC AMOUNT \$1,000,000 PSC DURATION: 8/10/12-8/09/15

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

This request is to increase the PSC for services for the Cities Readiness Initiative (which helps prepare the City for a public health emergency such as a catastrophic bioterrorism attack by providing antibiotic prophylaxis to approximately 1.2 million people in SF within the first 48 hours) by enabling administration of services for specialized review and further development of its protocols and tools for surveillance and investigation of urgent cases and outbreaks of disease, including data forms and the Integrated Case and Outbreak Management system (ICOMS). This will include review of existing protocols and tools developed for both normal operations and for the Department's Infectious Disease Emergency Response Plan (IDER) and the creation of documentation to support disease control and immunization record keeping systems (ICOMS and ICMS), including functional descriptions, detailed specifications, and guides for configuring, administering, and troubleshooting records systems; purchase, package and inventory of Point of Dispensation (POD) equipment and supplies for all POD trailers; creating multilingual signs for use in POD sites; developing traffic routes and cubic footage requirements for antibiotic distribution between storage, POD sites and regionally agreed upon mass prophylaxis training modules; and developing website and internet screening processes to provide antibiotic prophylaxis.

B. Explain why this service is necessary and the consequences of denial:

DPH has the responsibility of ensuring the provision of antibiotic prophylaxis to approximately 1.2 million people in San Francisco (daytime population) within a 48 hour period of a bioterrorism attack. To provide for a seamless epidemiologic response of this magnitude and urgency, with minimal disruption in procedures and data collection, current systems need to be efficient and allow ongoing upgrades.

C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number):

Approved on April 16, 2009 PSC 4147-08/09

D. Will the contract(s) be renewed: Yes, only if funding is available.

2. UNION NOTIFICATION: Copy of this summary is to be sent to employee organizations as appropriate (refer to instructions for specific procedures):

SEIU Local 1021; and Jacquie Hale 4/9/12
IFPTE Loca 21

RFP sent to Locals 1021 and 21, on March 12, 2012

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4130-11/12
STAFF ANALYSIS/RECOMMENDATION:
CIVIL SERVICE COMMISSION ACTION:

APPROVED 6/4/12

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise:

Must have relevant experience in capacity development and program enhancement for medicine and supplies delivery in large scale emergencies and expertise in regional collaboration of these strategies: tracking for health services and programs such as the immunization clinic management system (ICMS) and ICOMS; experience in system specifications and various recordkeeping systems and using different data sets used for an all operational infectious disease hazardous response.

B. Which, if any, civil service class normally performs this work?

None. While both the CDC and the Department of Emergency Management employ 2818 planners, their levels of expertise is to create and maintain preparedness plans and conduct exercises. None of the current employees have the expertise to create deliverables such as regional websites, internet compatible screening programs; multi lingual signs, multi-media training modules, or technical documents in a timely manner. It is the most efficient strategy to call on outside parties to accomplish these.

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

No.

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable:

There are currently no civil services which provide these highly specialized services. They are short term, intermittent, as needed. Funding has been provided by PHEP to local health departments so that they may maintain these important services.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

Not at this time. These services are short term, intermittent and as needed.

5. ADDITIONAL INFORMATION (if "yes," attach explanation)

Yes No

A. Will the contractor directly supervise City and County employees?

B. Will the contractor train City and County employees?

- Describe the training and indicate approximate number of hours.
- Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained.


C. Are there legal mandates requiring the use of contractual services?

D. Are there federal or state grant requirements regarding the use of contractual services?

E. Has a board or commission determined that contracting is the most effective way to provide this service?

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department?

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD:

  
 \_\_\_\_\_  
 Signature of Departmental Personal Services Contract Coordinator  
 Jacquie Hale 554-2609  
 \_\_\_\_\_  
 Print or Type Name Telephone Number

101 Grove St. Rm. 307  
 \_\_\_\_\_  
 San Francisco, CA 94102  
 \_\_\_\_\_  
 Address

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC LIBRARY – LIB Dept. Code: LIB

Type of Request: [X] Initial [ ] Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval: [ ] Expedited [X] Regular ([ ] Omit Posting)

Type of Service: Accredited Online, Career-Based High School Completion

Funding Source: Library Preservation Fund PSC Duration: 3 years 21 weeks
PSC Amount: \$647,750 PSC Est. Start Date: 01/02/2015 PSC Est. End Date: 05/31/2018

1. Description of Work

A. Scope of Work:

Library seeks a sole-source agreement with Cengage Learning Inc. Cengage Learning, in partnership with Smart Horizons Career Online Education, offers an 18-credit, career-based online high school diploma program designed to prepare students for entry into the workplace. Students earn an accredited high school diploma plus a career certificate. It is the only program of its kind. The Library's new Learning & Literacy Center will administer the program, working with our Project Read staff and community partners to identify prospective students. The scope of services includes online assessment to identify students who can be successful in the program; customized and in-depth program implementation training for library staff facilitators who will work directly with the students; student coaching (online and by phone); student recruiting and marketing support, curriculum including 18 credits (14 academic and 4 career); coursework in language arts, social studies, mathematics, and science, plus career electives offering eight career tracks. The Contractor shall be required to enroll and educate 125 students during the first year, 150 students during the second year and 175 students during the third year.

B. Explain why this service is necessary and the consequence of denial:

The service expands the Library's role by providing opportunities for people who have not succeeded in traditional educational settings. It is in alignment with City workforce development goals and has been identified as a priority by the Mayor. It fills a gap between what SF Unified School District and City College offer by providing opportunities for motivated adults (18 or over) to obtain diplomas & career certificates. Students who achieve diplomas through Career Online High School can pursue work in the career tracks for which they have studied and potentially go on to City College or other higher education settings. \*Please See Attachment titled "1B. Why this Service is Necessary."

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC. This service has not been provided in the past.

D. Will the contract(s) be renewed? Yes, \*Please see attachment titled "1D. Will the Contract be Renewed?"

2. Union Notification: On 08/05/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

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FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 45648 - 14/15

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/03/2014

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise:

1. Ability and authority to evaluate prospective student transcripts and enter results in database managed by accredited online high school; 2. Teaching and counseling training and experience sufficient to provide support and academic coaching for high school level coursework; and 3. Ability to train Library staff to act as facilitators to students in the program.

B. Which, if any, civil service class(es) normally perform(s) this work?  
none,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:  
Yes. Contractor will provide an online platform containing both administrative modules and coursework for students.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

The work of evaluating transcripts must be done within the authority of the accredited school offering the diplomas, so City staff cannot do that part. The contractor must also provide teachers to counsel and coach students if they need assistance with the online coursework, and trainers to train library staff in how to market the program and screen candidates, use administrative software and etc.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No. The work must be performed by the staff of an accredited online high school for adult learners, with its own dedicated web-based class curriculum, which it is not financially feasible for CCSF to create.

**5. Additional Information (if "yes", attach explanation)**

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? *Please see attachment titled "6b Will contractor train City & County."	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 10/06/2014 BY:

Name: Anna Wong Phone: 557-4214 Email: anna.wong@sfpl.org

Address: 100 Larkin Street San Francisco, CA 94102

# Receipt of Union Notification(s)

## **Wong, Anna (LIB)**

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**From:** dhr-psccordinator@sfgov.org on behalf of anna.wong@sfpl.org  
**Sent:** Tuesday, August 05, 2014 11:14 AM  
**To:** Wong, Anna (LIB); leah.berlanga@seiu1021.org; gail@sfflocal798.org; cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, SinYee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiya.thlang@seiu1021.org; Yoshida, Shirley (LIB); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 45648 - 14/15

RECEIPT for Union Notification for PSC 45648 - 14/15 more than \$100k

The PUBLIC LIBRARY -- LIB has submitted a request for a Personal Services Contract (PSC) 45648 - 14/15 for \$647,750 for Initial Request services for the period 01/02/2015 - 05/31/2018. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/3719> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended



# **Additional Attachment(s)**

## 1B Why service is necessary & consequences of denial.

The service expands the Library's role by providing opportunities for people who have not succeeded in traditional educational settings. It is in alignment with City workforce development goals and has been identified as a priority by the Mayor. It fills a gap between what SF Unified School District and City College offer by providing opportunities for motivated adults (18 or over) to obtain diplomas & career certificates. Students who achieve diplomas through Career Online High School can pursue work in the career tracks for which they have studied and potentially go on to City College or other higher education settings. The consequence of denial is less individual opportunity for residents who might be able to benefit from such a program and less opportunity for San Francisco to address issues of inequality and lack of opportunities for its less-privileged residents.

**1D. Will the contract (s) be renewed?**

Yes, if funding permits and if the program is a success, measured by the number of accredited high School diplomas awarded.

**6B. Will the contractor train City and County employees?**

Students work with library staff facilitators who are trained by Career Online High School on how to administer the program, including how to conduct additional screening beyond the online assessment. Approximately a dozen library staff (including librarians and Project Read staff, who are classified as library technicians) will receive a full-day of training at the commencement of the contract, and more will be trained as needed over the course of the contract.

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**Modification**  
**Personal Services Contracts**

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PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN Dept. Code: ADM

Type of Request:  Initial  Modification of an existing PSC (PSC # 4028-09/10)

Type of Approval:  Expedited  Regular ( Omit Posting)

Type of Service: Car Sharing Services

Funding Source: <u>Work order funds</u>	
PSC Original Approved Amount: <u>\$500,000</u>	PSC Original Approved Duration: <u>08/24/09 - 08/23/12 (3 years)</u>
PSC Mod#1 Amount: <u>no amount added</u>	PSC Mod#1 Duration: <u>08/24/09-02/23/14 (1 year 26 weeks)</u>
PSC Mod#2 Amount: <u>no amount added</u>	PSC Mod#2 Duration: <u>02/24/14-05/31/15 (1 year 13 weeks)</u>
PSC Cumulative Amount Proposed: <u>\$500,000</u>	PSC Cumulative Duration Proposed: <u>5 years 40 weeks</u>

**1. Description of Work**

**A. Scope of Work:**

The Fleet Management Division of GSA proposes to supplement the City's vehicle fleet by contracting with two car sharing vendors (Zipcar In., and City CarShare) to make additional vehicles available during peak demands for City employees to use on official city business. City departments would pay an hourly/mileage fee for each actual use. This proposal is consistent with Fleet Management's goals to gain efficiencies and create accountability while managing costs and lowering greenhouse gas emissions.

**B. Explain why this service is necessary and the consequence of denial:**

Denial of this contract would not allow these economies and efficiencies to be realized. Additionally, the City would not benefit from a reduced carbon footprint.

**C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.**

Services have been provided in the past through earlier PSC request. See 4028-09/10

**D. Will the contract(s) be renewed? Unknown**

**2. Union Notification:** On 09/08/14, the Department notified the following employee organizations of this PSC/RFP request: Municipal Executive Association; Automotive Machinists, Local 1414; Architect & Engineers, Local 21;

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**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 4028-09/10

DHR Analysis/Recommendation:

Commission Approval Required

DHR Approved for 11/03/2014

Civil Service Commission Action:

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise:

Ability to manage a car sharing vehicle fleet program including a real-time internet based reservation and dispatch system, customer care call center and billing systems to meet the City's needs. Ability to increase/decrease and redistribute the fleet throughout the city to meet City demands. Ability to prepare and deliver a training program on how to use their systems.

B. Which, if any, civil service class(es) normally perform(s) this work?

~~0933,7381,7309,7306,1032,~~

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

Yes. Automobiles and real time internet based reservation and dispatch technology.

**4. Why Classified Civil Service Cannot Perform**

A. Explain why civil service classes are not applicable:

City employees will continue to work on City vehicles and to operate City vehicle pools. City Car sharing services will be provided on an as-needed basis to meet excess demands, most especially for those departments that do not need their own vehicles on a full time basis.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No. This work is as-needed.

**5. Additional Information (if "yes", attach explanation)**

	YES	NO
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? Employees to be trained on using reservation system. See attached.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? This is to increase duration for contract with CityCar Share.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD  
ON 09/08/14 BY:

Name: Joan Lubamersky Phone: 4155544859 Email: joan.lubamersky@sfgov.org

Address: One Carlton B. Goodlett Place, Room 362 San Francisco, CA 94102

# Receipt of Union Notification(s)

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**Lubamersky, Joan (ADM)**

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**From:** dhr-psccordinator@sfgov.org on behalf of joan.lubamersky@sfgov.org  
**Sent:** Monday, September 08, 2014 4:10 PM  
**To:** Lubamersky, Joan (ADM); camaguey@sfmea.com; staff@sfmea.com; speedy4864@aol.com; L21PSCReview@ifpte21.org; Lubamersky, Joan (ADM); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)  
**Subject:** Receipt of Modification Request to PSC # 4028-09/10 - MODIFICATIONS

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PSC RECEIPT of Modification notification sent to Unions and DHR

The GENERAL SERVICES AGENCY - CITY ADMIN – ADM has submitted a modification request for a Personal Services Contract (PSC) for \$0 for services for the period February 24, 2014 – May 31, 2015. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3891>

Email sent to the following addresses: L21PSCReview@ifpte21.org speedy4864@aol.com staff@sfmea.com camaguey@sfmea.com

# **Additional Attachment(s)**

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OFFICE OF THE  
CITY ADMINISTRATOR



Edwin M. Lee, Mayor  
Naomi M. Kelly, City Administrator

September 9, 2014

MEMORANDUM

TO: Civil Service Commission  
FROM: *Joan Lubamersky*  
Joan Lubamersky, Contract Coordinator  
SUBJ: PSC 4028-09/10 Modification Car Sharing

This memorandum is to provide information on services exceeding five years.

We are making this request because there was a delay between our PSC approval and contract development and implementation.

This is our last extension for this PSC.

Please let me know if you have any questions.

Thank you for your consideration.



OFFICE OF THE  
CITY ADMINISTRATOR



Edwin M. Lee, Mayor  
Naomi M. Kelly, City Administrator

September 8, 2014

MEMORANDUM

TO: Civil Service Commission  
FROM: Joan Lubamefsky, Contract Coordinator *Joan Lubamefsky*  
SUBJ: PSC 4028 09 10 Additional information on training

This memorandum is to provide additional information on training to be provided to City employees by the car sharing vendor.

The training will be limited to how to use their reservation system and reminders on safe driving. The training does not pertain to how to develop, provide and maintain a car sharing program.

Please let me know if you have any questions.

Thank you for your consideration.



OFFICE OF THE  
CITY ADMINISTRATOR



Edwin M. Lee, Mayor  
Naomi M. Kelly, City Administrator

DATE: June 20, 2012  
TO: Maria Ryan, Personal Services Contracts  
Department of Human Resources (Dept. 33)  
FROM: Joan Lubamersky, PSC Coordinator *Joan Lubamersky*  
GSA/City Administrator/Fleet Management Dept 70  
RE: Request for Administrative Approval of PSC Modification Duration

PSC No: 4028-09/10 Approval Date: 9.21.09  
Description of Service(s): Provide car-sharing services to supplement City's vehicle fleet  
Original Approved Amount: \$500,000 Original Approved Duration: 8.24.09 - 8.23.12  
Modification Amount: 0 Modification of Duration: 8.24.12 - 2.23.14  
Total Amount as Modified: No mod to amt. Total Duration as Modified: 8.24.09 - 2.23.14

Reason for the modification: Program was delayed due to project and contract development delays.

Attachment: Copy of Approved PSC Summary

\*\*\*\*\*  
FOR DEPARTMENT OF HUMAN RESOURCES USE

DHR ACTION:  Approved

Approval Date: 6/22/12

By: *Naomi Kelly*  
Naomi Kelly, Human Resources Director



CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

GAVIN NEWSOM  
MAYOR

September 23, 2009

MORGAN R. GORRONO  
PRESIDENT

E. DENNIS NORMANDY  
VICE PRESIDENT

JOY Y. BOATWRIGHT  
COMMISSIONER

DONALD A. CASPER  
COMMISSIONER

MARY Y. JUNG  
COMMISSIONER

ANITA SANCHEZ  
EXECUTIVE OFFICER

NOTICE OF CIVIL SERVICE COMMISSION ACTION

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER 4028-09/10.**

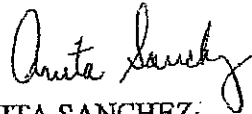
At its meeting of September 21, 2009 the Civil Service Commission had for its consideration the above matter.

**PLEASE NOTE:** *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

It was the decision of the Commission to approve the request for proposed personal services contract. Notify the offices of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.6.

CIVIL SERVICE COMMISSION

  
ANITA SANCHEZ  
Executive Officer

Attachment

- c: Micki Callahan, Human Resources Director
- Jessica Huey, Department of Human Resources
- Naomi Kelly, Office of Contract Administration
- Joan Lubamersky, General Services Agency
- Brigitte Rockett, Department of Human Resources
- Ben Rosenfield, Controller
- Commission File
- Chron

POSTING FOR  
August 17, 2009

RECOMMENDED APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS

PSC No.	Dept No	Dept Name	Approval		Contract Amount	Description of work	Duration
			Type	Amount			
4025-09/10	27	Airport Commission	Regular		\$3,500,000	Will provide consulting services to analyze and develop bond feasibility studies, financial and capital planning, air traffic forecasting, rates and charges modeling, and related airport projects.	31-Aug-14
4026-09/10	27	Airport Commission	Regular		\$1,500,000	Will provide consulting services for concession development; evaluation of Airport's aesthetic design; analysis of options for hotel development on Airport property retail master programming.	31-Aug-14
4027-09/10	19	Dept. of Building Inspection	Regular		\$181,620	Will install, configure, test, and train DBI staff on operating and maintaining a new proprietary Interactive Voice Response (IVR) system that will allow customers to schedule and cancel inspections along with obtaining inspection results.	31-Oct-14
4028-09/10	70	GSA - Fleet Management	Regular		\$600,000	Will provide car-sharing services to supplement City's vehicle fleet to make additional vehicles available during peak demands for City employees to use on official City business.	23-Aug-12



**PERSONAL SERVICES CONTRACT SUMMARY**

DATE: 7.28.09

DEPARTMENT NAME: General Service Agency/Fleet Management DEPARTMENT NUMBER 70

TYPE OF APPROVAL:  EXPEDITED  REGULAR (OMIT POSTING \_\_\_\_\_)  
 CONTINUING  ANNUAL

TYPE OF REQUEST:  
 INITIAL REQUEST  MODIFICATION (PSC# \_\_\_\_\_)

TYPE OF SERVICE: Car-sharing services

FUNDING SOURCE: Work order funds

PSC AMOUNT: \$500,000 PSC DURATION: 8.24.09 - 8.23.12

**I. DESCRIPTION OF WORK**

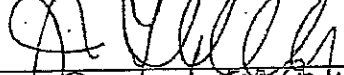
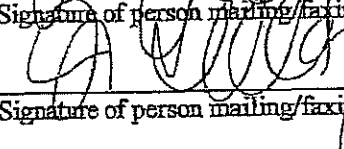
A. Concise description of proposed work: The Fleet Management Division of GSA proposes to supplement the City's vehicle fleet by contracting with two car-sharing vendors (Zipcar Inc., and City CarShare) to make additional vehicles available during peak demands for City employees to use on official city business. City departments would pay an hourly/mileage fee for each actual use. This proposal is consistent with Fleet Management's goals to gain efficiencies and create accountabilities while managing costs and lowering greenhouse gas emissions.

Some City vehicles are currently pooled and shared (e.g., City Hall Pool). However, most City vehicles are available to a single department or office, and excess demands by any one department would necessitate a new additional vehicle purchase. Vendors' vehicles are located throughout the City and are currently used mostly during evenings and weekends, leaving many vehicles parked during business hours.

(Please see attachment for additional information)

- B. Explain why this service is necessary and the consequences of denial: Denial of this contract would not allow these economies and efficiencies to be realized. Additionally, the City would not benefit from a reduced carbon footprint.
- C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number): The proposed services have not been provided. Employees have used City vehicles or their personal vehicles and been reimbursed for costs.
- D. Will the contract(s) be renewed: Unknown.

**2. UNION NOTIFICATION:** Copy of this summary is to be sent to employee organizations as appropriate (refer to instructions for specific procedures):

Local 1021, L21, MEA, Transport Workers 250A Union Name	 Signature of person mailing/faxing form	7.28.09 Date
Auto Machinists 1414 Union Name	 Signature of person mailing/faxing form	7.28.09 Date
RFP sent to _____, on _____	Union Name Date	Signature _____

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

C# A028-09/10  
 STAFF ANALYSIS/RECOMMENDATION:  
 CIVIL SERVICE COMMISSION ACTION:

Reviewed 7/29/2009 *z*

17

09 JUL 28 PM 4:08



DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

- A. Specify required skills and/or expertise: Ability to manage a car-sharing vehicle fleet program including a real-time internet based reservation and dispatch system, customer care call center and billing systems to meet the City's needs. Ability to increase/decrease and redistribute the fleet throughout the city to meet City demands. Ability to prepare and deliver a training program on how to use their systems.
- B. Which, if any, civil service class normally performs this work? Many different classes are currently involved in providing vehicle services to City employees, either through a central vehicle pool or individual department basis as well as in maintenance and repair. Fleet management is performed by the Fleet Director (Class 0933 Manager V). Employees including those in Class 7381 Automotive Mechanic, Class 7309 Automotive Painter and Class 7306 Automotive Body and Fender in vehicle maintenance and repair. Employees in IT classes (e.g., Class 1032 IS Engineer Journey) might help develop reservation and billing systems
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? Yes. If yes, explain: Contractor would provide vehicles with real-time internet based reservation and dispatch technology.

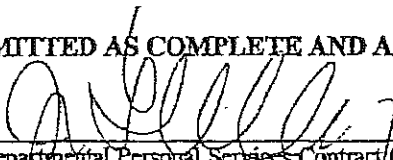
WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

- A. Explain why civil service classes are not applicable: City employees will continue to work on City vehicles and to operate City vehicle pools. Car-sharing services will be provided on an as-needed basis to meet excess demands, most especially for those departments that do not need their own vehicles on a full time basis.
- B. - Would it be practical to adopt a new civil service class to perform this work? Explain. No. A broad range of existing classifications perform work on City vehicles.

ADDITIONAL INFORMATION (if "yes," attach explanation)

- |   | Yes                                 | No                                  |
|---|-------------------------------------|-------------------------------------|
| A. Will the contractor directly supervise City and County employees?  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| B. Will the contractor train City and County employees? Yes.  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| • Describe the training and indicate approximate number of hours. Training would be limited on how to use the reservations system and rule for safe vehicle use.                                    |                                     |                                     |
| • Indicate occupational type of City and County employees to receive training (i.e., clerks, civil engineers, etc.) and approximate number to be trained. Unknown. Any employees using car sharing. |                                     |                                     |
| C. Are there legal mandates requiring the use of contractual services?  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| D. Are there federal or state grant requirements regarding the use of contractual services?   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| E. Has a board or commission determined that contracting is the most effective way to provide this service?   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| F. Will the proposed work be completed by a contractor that has a current personal services contract with your department?  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD:

  
 \_\_\_\_\_  
 Signature of Departmental Personal Services Contract Coordinator  
 Joan Lubamersky 554-4859  
 \_\_\_\_\_  
 Print or Type Name Telephone Number  
 One Carlton Goodlett Pl, Rm 362  
 \_\_\_\_\_  
 San Francisco, CA 94102  
 \_\_\_\_\_  
 Address

(18)

09 JUN 28 PM 4: 27

Attachment to PSC Form 1, car sharing services, GSA/Fleet Management

Continued from page 1, Item 1A

Under the proposed program, City employees would be first encouraged to walk, use a bicycle or take public transit. When a vehicle is necessary, City employees would have access to its own department vehicles, and if approved by the department, City employees would also have access to car-sharing vehicles to meet excess demands. Fleet Management would monitor car-sharing vehicle usage to measure demands and identify strategic City vehicle pool locations. Fleet Management believes that availability of the car-sharing vehicles will allow the City to manage our fleet growth responsibly and to reduce the City's carbon footprint. The City's program will be similar to local government programs currently operating in Berkeley, Oakland, SFUSD, Philadelphia and Seattle.

09 JUN 28 PM 4:11  
FLEET MGMT  
3000

19

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING Dept. Code: CPC

Type of Request:  Initial  Modification of an existing PSC (PSC # 35583 - 13/14)

Type of Approval:  Expedited  Regular ( Omit Posting)

Type of Service: Pavement to Parks Program Technical Assistance and Neighborhood Sponsor

Funding Source: <u>General Fund</u>	
PSC Original Approved Amount: <u>\$100,000</u>	PSC Original Approved Duration: <u>12/01/13 - 10/31/18 (4 years 47 w</u>
PSC Mod#1 Amount: <u>\$300,000</u>	PSC Mod#1 Duration: <u>no duration added</u>
PSC Mod#2 Amount: _____	PSC Mod#2 Duration: _____
PSC Cumulative Amount Proposed: <u>\$400,000</u>	PSC Cumulative Duration Proposed: <u>4 years 47 weeks</u>

1. Description of Work

A. Scope of Work:

Within the Pavement to Parks Program, a non-profit organization will serve as technical assistance provider and fiscal sponsor for local neighborhood groups, businesses, individuals, and other interested organizations to facilitate the discussions, community design, funding, implementation, and maintenance of Pavement to Parks projects. The Technical Assistance and Neighborhood Sponsor will facilitate and establish partnerships with interested neighborhood organizations.

Before any funds are to be committed or temporary installations, the Technical Assistance and Neighborhood Sponsor must establish a Memorandum of Understanding (MOU) with such interested local neighborhood groups, business, or other organization, with prior review and approval by the Planning Department Liaison.

B. Explain why this service is necessary and the consequence of denial:

This service is necessary to provide technical assistance and serve as a fiscal sponsor to local neighborhood groups, businesses, individuals, and other interested organizations. Denial will result in significant administrative burden for local neighborhood groups, business, individuals, and other interested organizations wishing to establish a formal agreement and funding mechanism to implement a specific Pavement to Parks project in their local neighborhood.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

Services have been provided in the past through earlier PSC request. See 35583 - 13/14

D. Will the contract(s) be renewed? This contract/grant could be renewed, based on the outcomes.

2. Union Notification: On 09/22/14, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21; Prof & Tech Eng, Local 21; Management & Superv Local 21; Architect & Engine

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35583 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 11/03/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Skills and expertise required include technical expertise and experience in working with local neighborhood groups, businesses, individuals, and other interested organizations in implementing similar projects. They would be responsible for guiding such organizations through the City's approval process, fiscal sponsorship, project administration, administration of funding, and formalizing agreements with such organizations. They require extensive local knowledge/familiarity with neighborhood partners their needs.

B. Which, if any, civil service class(es) normally perform(s) this work?

5278,5291,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

The Department reviewed its staffing roles and responsibilities, and also other similar contracts and/or grants with other departments, and has determined that an organization is needed to serve as technical assistance provider and fiscal sponsor for local neighborhood groups, business, individuals, and other interested organizations.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

It would not be practical to adopt new civil service classes to provide technical assistance and serve as a fiscal sponsor for sporadic projects of this nature.

5. Additional Information (if "yes", attach explanation)

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? San Francisco Parks Alliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD

ON 09/22/14 BY:

Name: Danny Yeung Phone: 415-575-9042 Email: Danny.Yeung@sfgov.org

Address: 1650 Mission St, Suite 400 San Francisco, CA 94103

# Receipt of Union Notification(s)

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**Choi, Suzanne (HRD)**

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**From:** dhr-psccordinator@sfgov.org on behalf of Danny.Yeung@sfgov.org  
**Sent:** Monday, September 22, 2014 2:30 PM  
**To:** Yeung, Danny (CPC); L21PSCReview@ifpte21.org; Yeung, Danny (CPC); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)  
**Subject:** Receipt of Modification Request to PSC # 35583 - 13/14 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

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The CITY PLANNING -- CPC has submitted a modification request for a Personal Services Contract (PSC) for \$300,000 for services for the period December 1, 2014 -- October 31, 2018. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3969>

Email sent to the following addresses: [L21PSCReview@ifpte21.org](mailto:L21PSCReview@ifpte21.org)

# **Additional Attachment(s)**

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PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: CITY PLANNING – CPC Dept. Code: CPC

Type of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval:  Expedited  Regular ( Omit Posting)

Type of Service: Pavement to Parks Program Technical Assistance and Neighborhood Sponsor

Funding Source: General Fund PSC Duration: 4 years 47 weeks  
PSC Amount: \$100,000 PSC Est. Start Date: 12/01/2013 PSC Est. End Date: 10/31/2018

1. **Description of Work**

A. **Scope of Work:**

Within the Pavement to Parks Program, a non-profit organization will serve as technical assistance provider and fiscal sponsor for local neighborhood groups, businesses, individuals, and other interested organizations to facilitate the discussions, community design, funding, implementation, and maintenance of Pavement to Parks projects. The Technical Assistance and Neighborhood Sponsor will facilitate and establish partnerships with interested neighborhood organizations.

Before any funds are to be committed or temporary installations, the Technical Assistance and Neighborhood Sponsor must establish a Memorandum of Understanding (MOU) with such interested local neighborhood groups, business, or other organization, with prior review and approval by the Planning Department Liaison.

B. **Explain why this service is necessary and the consequence of denial:**

This service is necessary to provide technical assistance and serve as a fiscal sponsor to local neighborhood groups, businesses, individuals, and other interested organizations. Denial will result in significant administrative burden for local neighborhood groups, business, individuals, and other interested organizations wishing to establish a formal agreement and funding mechanism to implement a specific Pavement to Parks project in their local neighborhood.

C. **Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC. This is a new service as a part of a new program.**

D. **Will the contract(s) be renewed? This contract/grant could be renewed, based on the outcomes.**

2. **Union Notification:** On 11/27/2013, the Department notified the following employee organizations of this PSC/RFP request: Professional & Tech Engrs, Local 21, Prof & Tech Eng, Local 21, Management & Superv Local 2'

\*\*\*\*\*

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 35583 - 13/14

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 12/11/2013



3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Skills and expertise required include technical expertise and experience in working with local neighborhood groups, businesses, individuals, and other interested organizations in implementing similar projects. They would be responsible for guiding such organizations through the City's approval process, fiscal sponsorship, project administration, administration of funding, and formalizing agreements with such organizations. They require extensive local knowledge/familiarity with neighborhood partners their needs.

B. Which, if any, civil service class(es) normally perform(s) this work?

5278,5291,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:

No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

The Department reviewed its staffing roles and responsibilities, and also other similar contracts and/or grants with other departments, and has determined that an organization is needed to serve as technical assistance provider and fiscal sponsor for local neighborhood groups, business, individuals, and other interested organizations.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

It would not be practical to adopt new civil service classes to provide technical assistance and serve as a fiscal sponsor for sporadic projects of this nature.

5. Additional Information (if "yes", attach explanation)

YES NO

A. Will the contractor directly supervise City and County employee?  YES  NO

B. Will the contractor train City and County employee?  YES  NO

C. Are there legal mandates requiring the use of contractual services?  YES  NO

D. Are there federal or state grant requirements regarding the use of contractual services?  YES  NO

E. Has a board or commission determined that contracting is the most effective way to provide this service?  YES  NO

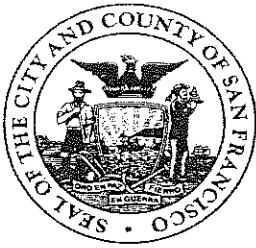
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? Green Connections Project (SF Parks Alliar  YES  NO

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 11/27/2013 BY:

Name: Danny Yeung Phone: 415-557-5538 Email: Danny.Yeung@sfgov.org

Address: 1650 Mission St, Suite 400 San Francisco, CA 94103





# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

Date: November 3, 2014

To: Civil Service Commission Staff  
Department of Human Resources  
Decentralized Personnel Units Staff

From: Sandra Eng  
Acting Executive Officer

Subject: Schedule and Deadlines for Preparation of the Civil Service Commission Agenda - Calendar Year 2015

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

SANDRA ENG  
ACTING EXECUTIVE OFFICER

The schedule and deadlines for preparation of the Civil Service Commission agenda and submission of written reports to the Civil Service Commission for Commission meetings in Calendar Year 2015.

CSC Meeting	Commission Reports Due	Notification Sent	Agenda Prepared	Agenda Mailed	Files Assembled	Delivery to Commission
01/05/15	12/24/14 11a.m.	12/24/14 2p.m.	12/26/14	12/30/14	12/30/14	12/31/14
01/19/15	<i>Cancelled due to Martin Luther King Day Holiday</i>					
02/02/15	1/22/15 11a.m.	01/22/15 2p.m.	01/23/15	01/27/15	01/27/15	01/28/15
02/16/15	<i>Cancelled due to President's Day Holiday</i>					
03/02/15	02/19/15 11a.m.	02/19/15 2p.m.	02/20/15	02/24/15	02/24/15	02/25/15
03/16/15	03/05/15 11a.m.	03/05/15 2p.m.	03/06/15	03/10/15	03/10/15	03/11/15
04/06/15	03/26/15 11a.m.	03/26/15 2p.m.	03/27/15	03/31/15	03/31/15	04/01/15
04/20/15	04/09/15 11a.m.	04/09/15 2p.m.	04/10/15	04/14/15	04/14/15	04/15/15
05/04/15	04/23/15 11a.m.	04/23/15 2p.m.	04/24/15	04/28/15	04/28/15	04/29/15
05/18/15	05/07/15 11a.m.	05/07/15 2p.m.	05/08/15	05/12/15	05/12/15	05/13/15
06/01/15	05/21/15 11a.m.	05/21/15 2p.m.	05/22/15	05/26/15	05/26/15	05/27/15
06/15/15	06/04/15 11a.m.	06/04/15 2p.m.	06/05/15	06/09/15	06/09/15	06/10/15
07/06/15	06/25/15 11a.m.	06/25/15 2p.m.	06/26/15	06/30/15	06/30/15	07/01/15
07/20/15	07/09/15 11a.m.	07/09/15 2p.m.	07/10/15	07/14/15	07/14/15	07/15/15
08/03/15	07/23/15 11a.m.	07/23/15 2p.m.	07/24/15	07/28/15	07/28/15	07/29/15
08/17/15	08/06/15 11a.m.	08/06/15 2p.m.	08/07/15	08/11/15	08/11/15	08/12/15
09/07/15	<i>Cancelled due to Labor Day Holiday</i>					
09/21/15	09/10/15 11a.m.	09/10/15 2p.m.	09/11/15	09/15/15	09/15/15	09/16/15
10/05/15	9/24/15 11a.m.	09/24/15 2p.m.	09/25/15	09/29/15	09/29/15	09/30/15
10/19/15	10/08/15 11a.m.	10/08/15 2p.m.	10/09/15	10/13/15	10/13/15	10/14/15
11/02/15	10/22/15 11a.m.	10/22/15 2p.m.	10/23/15	10/27/15	10/27/15	10/28/15
11/16/15	11/05/15 11a.m.	11/05/15 2p.m.	11/06/15	11/10/15	11/10/15	11/10/15
12/07/15	11/25/15 11a.m.	11/25/15 2p.m.	11/30/15	12/01/15	12/01/15	12/02/15
12/21/15	12/10/15 11a.m.	12/10/15 2p.m.	12/11/15	12/15/15	12/15/15	12/16/15

9

**CIVIL SERVICE COMMISSION MEETING SCHEDULE****Calendar Year 2015**

<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
January 5	2:00 p.m.	Room 400, City Hall
January 19	Cancelled due to Martin Luther King Day Holiday	
February 2	2:00 p.m.	Room 400, City Hall
February 16	Cancelled due to President's Day Holiday	
March 2	2:00 p.m.	Room 400, City Hall
March 16	2:00 p.m.	Room 400, City Hall
April 6	2:00 p.m.	Room 400, City Hall
April 20	2:00 p.m.	Room 400, City Hall
May 4	2:00 p.m.	Room 400, City Hall
May 18	2:00 p.m.	Room 400, City Hall
June 1	2:00 p.m.	Room 400, City Hall
June 15	2:00 p.m.	Room 400, City Hall
July 6	2:00 p.m.	Room 400, City Hall
July 20	2:00 p.m.	Room 400, City Hall
August 3	2:00 p.m.	Room 400, City Hall
August 17	2:00 p.m.	Room 400, City Hall
September 7	Cancelled due to Labor Day Holiday	
September 21	2:00 p.m.	Room 400, City Hall
October 5	2:00 p.m.	Room 400, City Hall
October 19	2:00 p.m.	Room 400, City Hall
November 2	2:00 p.m.	Room 400, City Hall
November 16	2:00 p.m.	Room 400, City Hall
December 7	2:00 p.m.	Room 400, City Hall
December 21	2:00 p.m.	Room 400, City Hall

**Item No. 10**

**(10) Recommendation to Adopt Revisions to the Civil Service Commission's Policy on Personal Services Contracts. (File No. 0196-14-5) – Action Item**

September 15, 2014: Adopted the Executive Officer's report; directed the Executive Officer to post the proposed amendments to the Commission's Policy on Personal Service Contracts, with the Commission's additional revisions and on the condition that broiler plate language is added to the Notice of Actions; and directed the Executive Officer to meet and discuss the amendments with any interested stakeholders.

October 20, 2014: Continued to the meeting of November 3, 2014 in order to meet with SEIU, Local 1021 to address their concerns and consult with Deputy City Attorney Julia Friedlander to define the differences between meet and discuss and meet and confer.

**Recommendation:** Postpone to the next available meeting to allow Civil Service Commission staff to meet with SEIU, Local 1021 and address their concerns.



Item No. 11

(11) **Recommendation to Adopt Proposed amendments to Civil Service Rule 412.30 Tenure of Eligible Lists; and Rule 412.31 Provision for Automatic Expiration of Eligible Lists. (File No. 0216-14-5) – Action Item**

October 6, 2014: Accepted the Acting Executive Officer's report; directed the Acting Executive Officer to post the proposed Rule 412.30 and 412.31 for adoption following meet and confer with the affected labor union.

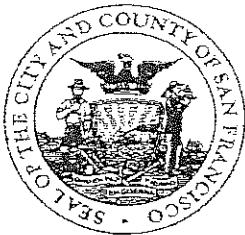
October 20, 2014 Partially accepted the staff report and adopted the amendments for the one year minimum duration to Civil Service Rules 412.30 Tenure of Eligible Lists and 412.31 Provision for Automatic Expiration of Eligibles Lists. However, the Commission continued to the next meeting of November 3, 2014 to further discuss reducing the maximum duration of the eligible list from four to three years.

Note: Commissioner Favetti noted three reasons she dissented in reducing the maximum duration from four to three years: 1) MTA currently has the authority to establish three year lists; 2) limits the flexibility in the authority of the MTA's Director; and (3) it is contrary to Citywide standards of eligible lists.

**Recommendation:** Postponed to the next available meeting to allow Civil Service Commission staff to meet with the Municipal Transportation Agency to discuss maximum duration.







# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent Via Electronic Mail*

October 23, 2014

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

SANDRA ENG  
ACTING EXECUTIVE OFFICER

## NOTICE OF CIVIL SERVICE COMMISSION MEETING

Kristina Juco

**SUBJECT: APPEAL BY KRISTINA JUCO OF THE REJECTION OF HER APPLICATION FOR THE 1210 BENEFITS ANALYST EXAMINATION.**

Dear Ms. Juco:

As you are aware, the above matter will be considered by the Civil Service Commission at a meeting to be held on November 3, 2014 at 2:00 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

The agenda will be posted for your review on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service) under "Meetings" no later than end of day on Wednesday, October 29, 2014. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached; however, a hard copy is also available for your review at the Civil Service Commission's office located at 25 Van Ness Avenue, Suite 720, San Francisco.

In the event that you wish to submit any additional documents in support of your appeal or your request for postponement, the deadline for receipt in the Commission office is 5:00 p.m. on Tuesday, October 28, 2014 (as a reminder, we require an original and nine copies of any supplemental materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information that is not relevant to the appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

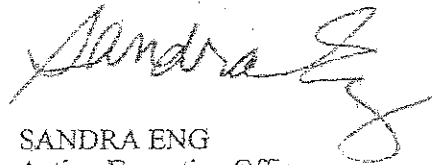
It is important that you or an authorized representative attend the hearing on your appeal in the event that your request for postponement is denied. Should your request be denied and you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. Where applicable, the Commission has the authority to uphold, increase, reduce, or modify any restrictions recommended by the department.

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*All non-privileged materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.*

You may contact me at (415) 252-3247 or at [Sandra.Eng@sfgov.org](mailto:Sandra.Eng@sfgov.org) if you have any questions.

CIVIL SERVICE COMMISSION



SANDRA ENG  
Acting Executive Officer

Attachment

Cc: Susan Gard, Department of Human Resources  
Mitchelle Griggs, Health Service System  
Daniella Mattias, Department of Human Resources  
Commission File  
Commissioners' Binder  
Chron

# Appeal





**CIVIL SERVICE COMMISSION**  
**City and County of San Francisco**  
 25 Van Ness Avenue, Suite 720  
 San Francisco, California 94102-6033  
 Jennifer Johnston, Executive Officer  
 (415) 252-3247

CSC Register No.  
 0144-14-4  
 To: *Y. M. Callahan*  
 CC: *D. Mattias*  
*D. Kotake*

**APPEAL TO THE CIVIL SERVICE COMMISSION**

<p><b>INSTRUCTIONS:</b>          Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above <b>within the designated number of days</b> following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. <b>(E-mail is not accepted.)</b> It is recommended that you include all relevant information and documentation in support of your appeal.</p>	<p><b>TYPE OF APPEAL:</b> (Check One)  <input checked="" type="checkbox"/> Examination Matters (by close of business on 5<sup>th</sup> working day)          Employee Compensation Matters (by close of business on 7<sup>th</sup> working day) - <b>Limited application</b>          Personal Service Contracts (Posting Period)          Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days)          Future Employability Recommendations (See Notice to Employee)</p>
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Kristina Juco

Full Name of Appellant	Work Address	Work Telephone		
1210 Benefits Analyst				
Job Code	Title	Department		
Residence Address	City	State	Zip	Home Telephone
Full Name of Authorized Representative (if any)	Telephone Number of Representative (including Area Code)			

**NOTE:** If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

**Email:** \_\_\_\_\_

**COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE.** (Use additional page(s) if necessary)

<p>Does the basis of this appeal include <b>new</b> information not previously presented in the appeal to the Human Resources Director? If so, please specify.</p>	<p>Check One:  <input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No</p>
--	---

*Kristina Juco*

Original Signature of Appellant or Authorized Representative

2014 JUL -1 AM 11:57

4/27/14

Date

CSC-12 (5/13)

Date Received by Civil Service Commission:

12

**State the basis of this appeal in detail.** For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

I recently applied for the Benefits Analyst position and was informed that I did not meet the minimum qualifications. I stated that I did not have the education/experience requirement. According to the requirement, I can substitute education for work experience. I have had over 10+ years of employee benefits experience as an account manager servicing and managing small to mid-size employers with carrier and broker experience.

The website in which I posted for the position only asked for the first 7 years of experience however that was not the extent of my work experience. I've attached my resume to show the additional work experience from previous employers. Attached is my resume listing the companies, length of service and primary responsibilities of the positions held within those companies.

I hope you will reconsider and allow me to take the test for the Benefits Analyst position.

Thank you!

2014 JUL -1 AM 11:51  
CIVIL SERVICE COMMISSION

From: kjuco  
To: kjuco  
Subject: Fwd: 1210 Benefits Analyst  
Date: Thu, Jun 26, 2014 9:11 pm

---

-----Original Message-----

From: daniella.mattias <daniella.mattias@sfgov.org>  
To: kjuco <  
Sent: Mon, Jun 23, 2014 10:54 am  
Subject: 1210 Benefits Analyst



Monday, June 23, 2014

Dear Krisitna Juco,

The Health Service System has received and reviewed your application for class 1210 Benefits Analyst. Applicants must clearly demonstrate through the information on their application that they possess the minimum qualifications. The minimum qualifications for this position are:

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. One (1) year of verifiable experience administering employee benefit programs including: initiating membership records, calculating benefit premiums and processing enrollment applications; processing, researching and/or adjusting benefit claims or problems and updating data; AND
3. Proficiency in the use of computers to perform word processing and to perform data entry/retrieval.

SUBSTITUTION: Additional experience as described above may be substituted for the required education on a year-for-year basis. Thirty (30) semester units/forty-five (45) quarter units equal one year of experience.

The information provided on your application does not clearly demonstrate that you meet the minimum qualifications, and therefore your application was not qualified to continue in the selection process. The reason that we cannot accept your application is because you do not possess the required: Education/Experience.

This decision may be reconsidered if you can provide additional detailed information and explanation in writing within five business days of the date of this notification. The additional information must clearly demonstrate how you meet the minimum qualifications.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>.

Sincerely,

Daniella Mattias  
Senior Personnel Analyst





**Kristina Juco**

CA Life License:

**ACCOUNT MANAGER:**

Seasoned, results oriented account manager with extensive experience in group employee benefits with a proven track record of success. Exceptional ability to build rapport with customers and become subject matter expert to create customer loyalty; Well-Organized and highly efficient with problem solving skills; Customer-focused with a "business-friendly" personality.

**PROFESSIONAL EXPERIENCE:**

**EMPLOYEE BENEFITS SPECIALIST - WORKTERRA, Pleasanton, CA**

**Account Manager | July 2013 – May 2014**

Managed and serviced mid-size accounts up to 1,000 employees. Executed administration services of COBRA, Retiree Benefits, Flexible Spending, Consolidated Billing and Online Enrollment platform to assigned accounts. Responsible for maximizing administrative support productivity through the use of appropriate software and proficient application to HR administrators. Conducted meetings, compiled renewal rate and plan information and participated in preparation for open enrollment through the use of go-to-meeting. Facilitated in building and mapping of plan design, and rate information in online benefits module for the purposes of open enrollment. Participated in implementation of new group and assist as needed. Resolved eligibility and enrollment issues with insurance carrier, and discrepancy reports as it relates to weekly data feeds. Handled the tasks of generating reports for the purpose of management review. Served as an effective communicator between the client and broker.

**Standard Insurance Company, Walnut Creek, CA**

**Account Specialist | September 2006 – March 2013**

Managed and serviced small and mid-size accounts up to 500 employees that has Life, Disability, Vision, Dental and Voluntary plans with an overall retention of 97%. Awarded most additional lines sold during first and second year and continue to contribute in subsequent years. Managed and lead effective relationships with policyholders on assigned caseload through occasional on-site visits, professional negotiation, responsive communication, problem resolution and meeting customer expectations. Coordinated submission of new groups; set-up and installation. Facilitated the enrollment and re-enrollment process, which involves preparation of enrollment materials, conducting enrollment meetings or be present at benefit fairs, as needed.

**Dickerson Employee Benefits, Los Angeles, CA**

**Regional Sales Manager | April 2006 – September 2006**

Explored and developed new markets which resulted in increased sales and overall market share. Created opportunities by developing ways to add value to partnerships therefore reinforcing company as the partner of choice. Responsible for servicing of existing clients; Acting as liaison to billing and eligibility issues and claims issues. Managed the marketing and renewal process and participated in strategic planning and communicated employee benefit trends, legislation and applicable laws to clients

(Kristina Juco Resume, continued...)

**MOC Insurance Services, San Francisco, CA**  
**Client Manager | July 2005 – January 2006**

Managed and serviced small accounts up to 100 employees. Established and maintained relationships resulting in 99% retention of accounts. Aggressively pursued opportunities of the sale of new business and/or additional lines of coverage, which led to increased overall revenue of the department. Attended and participated in client meetings during financial reviews of renewals and marketing. Presented new plans, services and concepts based on client needs. Negotiated renewal rates with vendors. Monitored and oversee vendor management and client satisfaction.

**ABD Insurance and Financial Services, Redwood City, CA**  
**Marketing Analyst | July 2003 – July 2005**

Experienced in different funding arrangements (fully insured and self-funded) but not limited to contribution modeling and consumer driven health plans. Successful in developing numerous budgeting models to generate fiscal and calendar year estimates for clients. Conducted analysis of insurance plans of existing and prospective clients; prepared and developed benefit analysis and cost comparison report for presentation; validated census and relevant supporting documentation before submission of bid specs to chosen markets – followed up for timely submission of proposals, responded to questions and facilitated additional request for information.

**Marsh Inc., San Francisco, CA**  
**Benefit Analyst | August 1999 – March 2003**

Primarily managed and serviced all Business Travel Accounts and acted as liaison between departments as subject matter expert that created partnerships which led to opportunities. Participated in strategic planning and decision making – followed up and updated objectives, future considerations, product alternatives and marketing. Also, attended and participated in client meetings during financial reviews of renewals, marketing plans, valuations and cost estimate for the client proposal, but not limited to communicating employee benefit trends, legislation and changes in applicable laws to clients.

**SKILLS:**

Microsoft Suites – Word, Excel, Powerpoint  
Online Enrollment – BenAdmin, Benefit Solver, BeneTrac, WORKTERRA  
Database Management- Sales Force, Benefitpoint, Zoho

**EDUCATION:**

General Studies, Community College of San Francisco - SF, CA.



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent via U.S. Mail*

July 2, 2014

Kristina Juco

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

Subject: **Register No. 0144-14-4: Appealing the rejection of her application for the 1210 Benefits Analyst examination.**

Dear Ms. Juco:

This is in response to your appeal submitted to the Civil Service Commission on July 1, 2014 appealing the rejection of your application for the 1210 Benefits Analyst examination. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form. A hard copy of the report will also be available for your review at the Commission's offices located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date (note that the Commission requires an original and eight copies of any supplemental/rebuttal materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or by phone at (415) 252-3247 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sfgov.org/Civil Service](http://www.sfgov.org/Civil_Service).

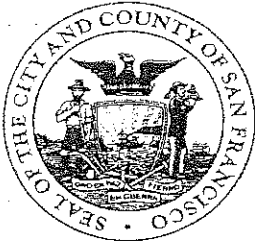
Sincerely,

CIVIL SERVICE COMMISSION

A handwritten signature in cursive script that reads "Jennifer Johnston".

JENNIFER JOHNSTON  
Executive Officer





# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

## NOTICE OF RECEIPT OF APPEAL

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

DATE: July 2, 2014  
REGISTER NO.: 0144-14-4  
APPELLANT: KRISTINA JUCO

Micki Callahan  
Human Resources Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Dear Ms. Callahan:

The Civil Service Commission has received the attached letter from Ms. Kristina Juco, appealing the rejection of her application for the 1210 Benefits Analyst examination. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 "Action Request on Pending Appeal/Request," with supporting information and documentation to my attention at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. CSC Form 13 is available on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service) under "Procedures and Forms."

In the event that Ms. Juco's appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on September 4, 2014** so that it may be heard by the Civil Service Commission at its meeting on September 15, 2014. If you will be unable to transmit the staff report by the September 4<sup>th</sup> deadline, or if required departmental representatives will not be available to attend the September 15<sup>th</sup> meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

You may contact me at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or (415) 252-3250 if you have any questions. For more information regarding staff report requirements,

Appellant: Kristina Juco  
July 2, 2014  
Page 2 of 2

meeting procedures or future meeting dates, please visit the Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

Sincerely,

CIVIL SERVICE COMMISSION

A handwritten signature in black ink, appearing to read "Jennifer Johnston", written in a cursive style.

JENNIFER JOHNSTON  
Executive Officer

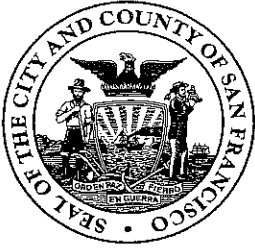
Attachment

Cc: Donna Kotake, Department of Human Resources  
Daniella Mattias, Department of Human Resources

# Staff Report








# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

1. Civil Service Commission Register Number: **RN 0144-14-4**
2. For Civil Service Commission Meeting of: **11/3/2014**
3. Check One:  
Ratification Agenda  
Consent Agenda  
Regular Agenda **X**  
Human Resources Director's Report
4. Subject: Appeal by Kristina Juco of the Health Service System rejection of application for examination in class 1210 Benefits Analyst
5. Recommendation: Deny the appeal and adopt the report.
6. Report prepared by: Daniella Mattias, DHR Telephone number: 415-557-4843
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in Civil Service Commission Procedure Number Two).**
8. Reviewed and approved for Civil Service Commission Agenda:  
Human Resources Director:   
Date: Oct. 23, 2014
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:  
**Executive Officer, Civil Service Commission  
25 Van Ness Avenue, Suite 720, San Francisco, CA 94102**
10. Receipt-stamp this form in the "CSC RECEIPT STAMP" box to the right using the time-stamp in the CSC Office.

<b><u>CSC RECEIPT STAMP</u></b>

Attachment

## NOTIFICATIONS

Kristina N. Juco

Daniella Mattias  
Department of Human Resources  
One South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Mitchell Griggs  
1145 Market St., 3rd FL  
San Francisco, CA 94103

Susan Gard  
Department of Human Resources  
One South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103



Edwin M. Lee  
Mayor

Micki Callahan  
Human Resources Director

DATE: October 23, 2014  
TO: The Honorable Civil Service Commission  
THROUGH: Micki Callahan, Human Resources Director  
FROM: Daniella Mattias, Senior Personnel Analyst  
SUBJECT: APPEAL OF THE HEALTH SERVICE SYSTEM DECISION ON REJECTION OF APPLICATION FOR POSITION BASED TEST 1210 BENEFITS ANALYST

**BACKGROUND**

The application of Kristina N. Juco (Attachment A) was rejected after a thorough review of her application for 1210 Benefit Analyst at Health Service System. She is appealing the rejection of her application (Attachment B).

The application was rejected for lack of experience based on the minimum qualifications of the current 1210 Benefit Analyst job announcement (Attachment C). She did not submit additional information within the five-day period, which allows rejected applicants to submit additional information supporting their qualifications (Attachment B).

Kristina N. Juco filed an appeal with the Civil Service Commission on July 1, 2014 (Attachment D). In her appeal, Juco attached a resume (Attachment D) to further detail how she believes she qualified for the position and briefly states on her appeal, "The website in which I posted for the position only asked for the first 7 years of experience however that was not the extent of my work experience. I've attached my resume to show the additional work experience from previous employers."

**ISSUES**

Does Ms. Juco meet the minimum qualifications for Class 1210 Benefits Analyst?

**AUTHORITY/STANDARDS**

**Sec. 111A.11 Qualifications of Applicants**

**111A.11.1** Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement.

**FINDINGS**

The department notified Ms. Juco on June 23, 2014 that she did not meet the minimum qualifications and was allowed five (5) additional days to submit additional detailed information and explanation in writing demonstrating how she met the minimum qualifications. Ms. Juco did not submit additional information, resulting in her not proceeding in the examination process. Her experience is not qualifying according to the terms of the official announcement.

The minimum qualifications for the position as posted on the job announcement were:

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. One (1) year of verifiable experience administering employee benefit programs including: initiating membership records, calculating benefit premiums and processing enrollment applications; processing, researching and/or adjusting benefit claims or problems and updating data; AND
3. Proficiency in the use of computers to perform word processing and to perform data entry/retrieval.

SUBSTITUTION: Additional experience as described above may be substituted for the required education on a year-for-year basis. Thirty (30) semester units/forty-five (45) quarter units equal one year of experience.

Ms. Juco's application states the following as applied to the minimum qualifications:

City College of SF

Major: General Studies

Degree Pursued: 2 Year

Completed: No

Employment record:

1. Employee Benefits Specialist- Account Manager, 10 months  
The experience listed supports the administrative services of managing accounts that were purchased through the employer to Human Resource administrators.
2. Standard Insurance Company- Account Specialist, 6 years 6 months  
The experience listed described managing and servicing accounts.
3. Dickerson Employee Benefits- Regional Sales Manager, 5 months  
The experience listed described selling and servicing accounts.
4. MOC Insurance Services, Account Manager, 6 months  
The experience listed described establishing and maintaining relationships with clients.
5. ABD Insurance Services- Marketing Analyst, 2 years  
The experience listed described developing budgeting models, analysis and cost comparison for clients.
6. Marsh Inc., Benefit Analyst, 3 years 7 months  
The experience listed described managing and servicing business travel accounts.

Ms. Juco's application did not meet the educational qualification. Therefore, in accordance with the substitution allowance, she needed to demonstrate four years of employee health benefit program experience. Her application did not demonstrate the required years of experience. Specifically, her application lacked experience in employee benefits including, initiating membership records; calculating benefit premiums and processing enrollment applications; processing, researching and/or adjusting benefit claims or problems; and updating data.

### ANALYSIS

The applications of all individuals who apply for Civil Service examinations are evaluated on the basis of their possession of the minimum qualifications as stated on the Civil Service Examination Announcement, as well as fulfilling the request for additional information, if applicable. Despite the opportunity, Ms. Juco failed to

submit additional qualifying information. HSS Operations Manager Mitchell Griggs closely reviewed the application and determined she does not meet the minimum qualifications for the Class 1210 Benefits Analyst.

**RECOMMENDATION**

Deny the appeal (rejection of application of Class 1210) filed by Kristina Juco.

**Attachments to this report**

Attachment A: Kristina M. Juco application

Attachment B: Rejection of Ms. Juco's application and supporting qualifications request

Attachment C: Class 1210 Benefit Analyst job announcement

Attachment D: Civil Service Commission appeal with resume



**Attachment A**  
Kristina Juco application







<b>Job Title: 1210 Benefits Analyst</b>		<b>Job Number: PBT-1210-060603</b>		
<b>Juco</b> Last Name	<b>Krisitna</b> First Name	<b>N</b> Initial	<b>ID</b>	
		<b>Other</b>	<b>C</b>	<b>8/25/2018</b>
email	Driver's License No.	State	Class	Expiration Date
	<b>WALNUT CREEK</b>	<b>CA</b>	<b>94596</b>	
Mailing address	City	State	ZIP	
Home Phone <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No OK to leave msg?	Work Phone <input type="checkbox"/> Yes <input type="checkbox"/> No OK to leave msg?	Cell Phone <input type="checkbox"/> Yes <input type="checkbox"/> No OK to leave msg?		

City and County of San Francisco

Employment Application



Applicants will be required to provide necessary documentation to verify proof of legal residence entitling them to work in the United States before an appointment is made.

1. Other names I have used:

2. Are you currently an active City and County of San Francisco employee? OR Are you currently active on a hold-over list?  No

Yes

Employee ID#/DSW#:

Class Number:

Class Title:

Department Name:

Employment Status:

3. Are you a previous employee that no longer works for the City and County of San Francisco?  No  Yes

Employee ID#/DSW#:

Class Number:

Department Name:

Date of Separation:

4. Do you have a family member currently employed by the City and County of San Francisco?  No  Yes

Names:

Relation:

Department:

5. As part of the selection process an image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) history will disqualify you as a candidate based on the specific requirements of the position to which you are applying. If selected for fingerprinting, the hiring department will contact you to schedule an appointment.

I understand that the City and County of San Francisco will use my conviction (or arrest, in limited circumstances) history in considering my candidacy for a position:

Yes  No

Veteran Status

6. I am claiming veteran's preference as an entrance applicant  Yes  No (If "Yes", I agree to complete a Veteran's Preference application form and provide verification of eligibility.)

Education and Training

7. I have a driver's license:  No  Yes

Driver's license State: CA

Drivers' License number:

Driver's License Expiration Date: 8/25/2018

Class A:  No  Yes

Class B:  No  Yes

7

Class C:  No  Yes

Other Class:  No  Yes

8. I have graduated from High School:  No  Yes

I have not graduated from High School but do have a G.E.D. certificate:  No  Yes

I have a High School Proficiency certificate:  No  Yes

9. I have attended the following Colleges, Universities, and/or Trade Schools:

<u>Name of School</u> <u>City &amp; State</u>	<u>Major</u>	<u>Units Completed</u> <u>Sem</u> <u>Qtr</u>		<u>Degree Pursued</u>	<u>Completed?</u>
City College of SF	General Studies			2 Year	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Attending
					<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
					<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
					<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
					<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending

10. I have the following special training, certificates, licenses, etc. applicable for this job:

**Certification/License 1:**

Issuing Agency: **California Department of Insurance**

Type: **CA Life License**

Date Issued: **09/01/99**

Number: **0D12832**

Date Expires: **12/31/14**

11. I read/speak/write the following languages:

Tagalog (Philippines)

Speak/Read/Write

8

**Employment Record**

Beginning with your current or most recent position, state your employment history. A RESUME DOES NOT SUBSTITUTE for this section of the application. This section **MUST BE COMPLETED.**

From (Mo/Yr) <b>07/01/2013</b>	To (Mo/Yr) <b>05/07/2014</b>	Total Yrs/Mos Worked <b>0 yrs 10 mos</b>	Job Title <b>Account Manager</b>	Hours Per Week <b>40</b>
Employer's Name and Address <b>Employee Benefits Specialists , , 00</b>		Employer's Phone	Salary	Reason for Leaving
				You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer

**Duties**  
Responsible for maximizing administrative support productivity through the use of appropriate software and proficient application. Executed administration services of COBRA, Retiree Benefits, Flexible Spending, Consolidated Billing and Online Enrollment platform to assigned accounts. Conducted meetings, compiled renewal rate and plan information and participated in preparation for open enrollment through the use of gotomeeting. Built and mapped plan and rate information into WORKTERRA for open enrollment. Participated in implementation of new group and assist as needed. Handled the tasks of providing administrative support to various HR administrators. Resolved eligibility and enrollment issues with insurance carrier, and discrepancy reports as it relates to weekly data feeds. Handled the tasks of generating reports for the purpose of management review. Responsible for conducting research and analysis, data entry, reporting and administrative functions. Served as an effective communicator between the client, broker and Employee Benefits Specialist.

From (Mo/Yr) <b>09/01/2006</b>	To (Mo/Yr) <b>03/01/2013</b>	Total Yrs/Mos Worked <b>6 yrs 6 mos</b>	Job Title <b>Account Specialist</b>	Hours Per Week <b>40</b>
Employer's Name and Address <b>Standard Insurance Company , , 00</b>		Employer's Phone	Salary	Reason for Leaving
				You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer

**Duties**  
Managing and servicing 350 accounts with an overall retention of 97%. Awarded most additional lines sold during first and second year and continue to contribute in subsequent years. Managed and lead effective relationships with policyholders on assigned caseload through occasional on-site visits, professional negotiation, responsive communication, problem resolution and meeting customer expectations. Coordinated submission of new groups; set-up and installation. Facilitated the enrollment and re-enrollment process, which involves preparation of enrollment materials, conducting enrollment meetings or be present at benefit fairs, as needed

9

From (Mo/Yr) <b>04/01/2006</b>	To (Mo/Yr) <b>09/01/2006</b>	Total Yrs/Mos Worked <b>0 yrs 5 mos</b>	Job Title <b>Regional Sales Manager</b>	Hours Per Week <b>40</b>
Employer's Name and Address <b>Dickerson Employee Benefits , , 00</b>		Employer's Phone	Salary	Reason for Leaving
				You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Explored and developed new markets which resulted in increased sales and overall market share. Created opportunities by developing ways to add value to partnerships therefore reinforcing company as the partner of choice. Responsible for servicing of existing clients; Acting as liaison to billing and eligibility issues and claims issues. Managed the marketing and renewal process and participated in strategic planning and communicated employee benefit trends, legislation and applicable laws to clients.</b>				

From (Mo/Yr) <b>07/01/2005</b>	To (Mo/Yr) <b>01/01/2006</b>	Total Yrs/Mos Worked <b>0 yrs 6 mos</b>	Job Title <b>Account Manager</b>	Hours Per Week <b>40</b>
Employer's Name and Address <b>MOC Insurance Services , , 00</b>		Employer's Phone	Salary	Reason for Leaving
				You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Established and maintained relationships resulting in 99% retention of accounts. Aggressively pursued opportunities of the sale of new business and/or additional lines of coverage, which led to increased overall revenue of the department. Attended and participated in client meetings during financial reviews of renewals and marketing. Presented new plans, services and concepts based on client needs. Negotiated renewal rates with vendors. Monitored and oversee vendor management and client satisfaction.</b>				

10

From (Mo/Yr) <b>07/01/2003</b>	To (Mo/Yr) <b>07/01/2005</b>	Total Yrs/Mos Worked <b>2 yrs 0 mos</b>	Job Title <b>Marketing Analyst</b>	Hours Per Week <b>40</b>
Employer's Name and Address <b>ABD Insurance Services , , 00</b>		Employer's Phone	Salary	Reason for Leaving
				You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Experienced in different funding arrangements (fully insured and self-funded) but not limited to contribution modeling and consumer driven health plans. Successful in developing numerous budgeting models to generate fiscal and calendar year estimates for clients. Conducted analysis of insurance plans of existing and prospective clients; prepared and developed benefit analysis and cost comparison report for presentation; validated census and relevant supporting documentation before submission of bid specs to chosen markets – followed up for timely submission of proposals, responded to questions and facilitated additional request for information.</b>				

From (Mo/Yr) <b>01/01/1996</b>	To (Mo/Yr) <b>08/01/1999</b>	Total Yrs/Mos Worked <b>3 yrs 7 mos</b>	Job Title <b>Benefit Analyst</b>	Hours Per Week <b>40</b>
Employer's Name and Address <b>Marsh Inc , , 00</b>		Employer's Phone	Salary	Reason for Leaving
				You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Primarily managed and serviced all Business Travel Accounts and acted as liaison between departments as subject matter expert that created partnerships which led to opportunities. Participated in strategic planning and decision making – followed up and updated objectives, future considerations, product alternatives and marketing. Also, attended and participated in client meetings during financial reviews of renewals, marketing plans, valuations and cost estimate for the client proposal, but not limited to communicating employee benefit trends, legislation and changes in applicable laws to clients.</b>				

//

**CERTIFICATION OF APPLICANT (read carefully):** I hereby certify that all statements made in this application are true and complete to the best of my knowledge. I understand that any false, incomplete, or incorrect statement, regardless of when it is discovered, may result in my disqualification or dismissal from employment with the City and County of San Francisco. I hereby authorize all my employers and schools (unless otherwise noted) to release any and all information concerning me, including information of a confidential or privileged nature. I hereby release any and all employers from any liability or damage which may result from furnishing the information requested.

By checking this signature box, I certify agreement with the terms given above for Applicant Release of Employment Information.

Signature

Date

12

## **Attachment B**

Rejection of Ms. Juco's application and supporting  
qualifications request







Monday, June 23, 2014

Dear Krisitna Juco,

The Health Service System has received and reviewed your application for class 1210 Benefits Analyst. Applicants must clearly demonstrate through the information on their application that they possess the minimum qualifications. The minimum qualifications for this position are:

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. One (1) year of verifiable experience administering employee benefit programs including: initiating membership records, calculating benefit premiums and processing enrollment applications; processing, researching and/or adjusting benefit claims or problems and updating data; AND
3. Proficiency in the use of computers to perform word processing and to perform data entry/retrieval.

**SUBSTITUTION:** Additional experience as described above may be substituted for the required education on a year-for-year basis. Thirty (30) semester units/forty-five (45) quarter units equal one year of experience.

The information provided on your application does not clearly demonstrate that you meet the minimum qualifications, and therefore your application was not qualified to continue in the selection process. The reason that we cannot accept your application is because you do not possess the required: Education/Experience.

This decision may be reconsidered if you can provide additional detailed information and explanation in writing within five business days of the date of this notification. The additional information must clearly demonstrate how you meet the minimum qualifications.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>.

Sincerely,

15

Daniella Mattias  
Senior Personnel Analyst  
City and County of San Francisco  
1 South Van Ness Avenue, 4th Floor  
San Francisco, CA 94103  
daniella.mattias@sfgov.org  
Work#: (415)557-4843  
Fax#: (415)557-4967

**Attachment C**  
Class 1210 Benefit Analyst job announcement



## ***1210 Benefits Analyst***

**Recruitment #PBT-1210-060603**

**Department** Health Service System

**Analyst** Daniella Mattias

**Date Opened** 6/6/2014 1:30:00 PM

**Filing Deadline** 6/20/2014 5:00:00 PM

**Salary** \$60,034.00 - \$72,956.00/year

**Job Type** Permanent PBT

**Employment Type** Full-Time

**Go Back Click [HERE](#) to view benefits**

### **INTRODUCTION**

This is a Position-Based Test administered in accordance with Civil Service Rule 111A. The current position is located at the Health Service System. The eligible list resulting from this examination may be used for future positions in this class in other City departments.

The Health Service System (HSS) is the City and County department that purchases and administers non-pension benefits: medical, dental, and vision, benefits for four major public-sector employers in San Francisco: the City and County, the San Francisco Unified School District, the San Francisco Community College District and the San Francisco Superior Court. In addition, HSS purchases and administers flexible spending account and other benefits that may be available to City and County employees, such as life and disability insurance. The San Francisco Health Service System is dedicated to providing outstanding health and other employee benefits to its members while adhering to the highest standards of customer service. HSS customers are individual members as well as the employers.

#### **Position Description:**

Under general supervision, performs professional benefits work for the Health Service System's Membership division. The position is responsible for explaining the City's health, dental, vision, prescription, disability plans, Flexible Spending Accounts, and premium deductions incurred for them. Informs, determines eligibility and enrolls employees in plans based on Health Service System rules. Researches and resolves individual employee problems

regarding benefits and premiums. Nature of work involves heavy telephone usage and member onsite consultations. The successful candidate will possess excellent customer service skills.

Essential Duties include:

1. Provides written and oral information to members, retirees, medical providers and other interested parties regarding active and retired employee health and welfare benefit plans.
2. Advises and counsels members, retirees and surviving spouses or domestic partners on available benefits, pursuant to rules and regulations of the Health Service System and federal and state laws.
3. Assists employees and retirees with plan enrollment and enrollment changes for all employee and retiree benefits.
4. Research, analyzes and resolves member eligibility and premium problems using PeopleSoft HRIS.
5. Inputs updates to member information, enrollments and payroll premium deduction adjustments using PeopleSoft HRIS.
6. Collects and processes manual premium payments from non-payroll employees.
7. Regularly interacts with multiple health and welfare benefit vendors, carriers and administrators to ensure accurate enrollment and premium payment.
8. Performs eligibility and enrollment audits using reports or mailings generated from PeopleSoft HRIS.
9. Communicates with human resources, payroll personnel and other citywide departments to provide information regarding benefits, benefits eligibility, Health Service System rules and payroll health premium deductions.
10. Interacts frequently and provides training when necessary to benefits technician staff who are also engaged in handling membership enrollments and premium collections and adjustments.
11. Gives presentations and assists with new employee orientation and pre-retirement seminars.

## **MINIMUM QUALIFICATIONS**

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. One (1) year of verifiable experience administering employee benefit programs including: initiating membership records, calculating benefit premiums and processing enrollment applications; processing, researching and/or adjusting benefit claims or problems and updating data; AND
3. Proficiency in the use of computers to perform word processing and to perform data entry/retrieval.

SUBSTITUTION: Additional experience as described above may be substituted for the required education on a year-for-year basis. Thirty (30) semester units/forty-five (45) quarter units equal one year of experience.

## HOW TO APPLY

Applications for City and County of San Francisco jobs are being accepted through an online process. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to register an account (if you have not already done so) and begin the application process.

- Select the desired job announcement Select "Apply".
- Then, read and acknowledge the information
- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computers are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

Applicants may be contacted by email about this announcement and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications and application-related materials (e.g., supplemental questionnaires) that are incomplete or completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Daniella Mattias, by telephone at 415-557-4843 or by email at [daniella.mattias@sfgov.org](mailto:daniella.mattias@sfgov.org).

**Verification:** Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>

**Note:** Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

## **SELECTION PLAN**

### **Supplemental Questionnaire Evaluation (Weight – 100%)**

Applicants will be prompted to complete the Supplemental Questionnaire that must be submitted during the online application process. The Supplemental Questionnaire has been designed to measure knowledge, skills and/or abilities in job-related areas which may include but not be limited to: technical knowledge of employee benefits programs including knowledge of State and Federal regulations appropriate to healthcare administration. Ability to perform accurate benefits calculations and research membership claims. Ability to problem solve and the ability to communicate in written and oral form in a clear, concise and understandable manner to a diverse member population.

Candidates will be placed on the eligible list in rank order according to their final score. Candidates' scores on this examination process may also be applied to other announcements involving other job titles, when directed by the Human Resources Director.

**Certification:** The certification rule for the eligible list resulting from this examination will be Rule of Three Scores. The hiring department may conduct additional selection processes to make final hiring decisions.

### **Eligible List:**

The eligible list resulting from this examination is subject to change after adoption (e.g., as a result of appeals), as directed by the Human Resources Director or the Civil Service Commission. The duration of the eligible list



resulting from this examination process will be of 12 months, and may be extended with the approval of the Human Resources Director.

Upon approval of the Human Resource Director (see Civil Service Rule 111A.26.5), the eligible list resulting from this announcement may be used by other departments that also use this classification or a similar classification. To find other Departments which use this classification, please see <http://www.sfdhr.org/Modules/ShowDocument.aspx?documentID=13693>. Search that document by title or job code to see which departments use the classification.

### **CONVICTION HISTORY**

As part of the selection process an image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) history will disqualify you as a candidate based on the specific requirements of the position to which you are applying. If selected for fingerprinting, the hiring department will contact you to schedule an appointment.

Candidates applying for positions with the Unified School District and the Community College District may be disqualified from consideration should their conviction history not meet the standards established under the California Education Code.

Candidates applying for positions with the Recreation and Park Department may be disqualified from consideration should their conviction history not meet the standards established under California Public Resources Code 5164.

### **DISASTER SERVICE WORKERS**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

### **CONCLUSION**

Terms of Announcement:

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or

local laws, rules or regulations. Clerical errors may be corrected by the posting the correction on the Department of Human Resources website at [www.jobaps.com/sf](http://www.jobaps.com/sf).

The terms of this announcement may be appealed under Civil Service Rule 111A.35.1. The standard for the review of such appeals is 'abuse of discretion' or 'no rational basis' for establishing the position description, the minimum qualifications and/or the certification rule. Appeals must include a written statement of the item(s) being contested and the specific reason(s) why the cited item(s) constitute(s) abuse of discretion by the Human Resources Director. Appeals must be submitted directly to the Executive Officer of the Civil Service Commission within five business days of the announcement issuance date.

**Requests:**

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable ADA Accommodation at: <http://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities>

Information regarding requests for Veterans Preference can be found at: <http://www.sfdhr.org/index.aspx?page=20#veteranspreference>

**Seniority Credit in Promotional Exams:**

Information regarding seniority credit can be found at: <http://www.sfdhr.org/index.aspx?page=20#senioritycredit>

**General Information concerning City and County of San Francisco Employment Policies and Procedures:**

Important Employment Information for the City and County of San Francisco can be obtained at <http://www.sfdhr.org/index.aspx?page=20> or hard copy at 1 South Van Ness Avenue, 4th Floor.

**Copies of Application Documents:**

Applicants should keep copies of all documents submitted, as these will not be returned.

**Right to Work:**

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

**Safety Sensitive Positions Requirements:**

<http://www.sfdhr.org/index.aspx?page=20#safetysensitive>

Transportation Security Administration (TSA) Security Clearance:  
<http://www.sfdhr.org/index.aspx?page=20#transportationsecurity>

Combined Promotive and Entrance – 1210

Issued: June 6, 2014

Recruitment No.: PBT-1210-060603

Micki Callahan, Director

Department of Human Resources

Team: HSS/DHR/DM (415)557-4843

## **BENEFITS**

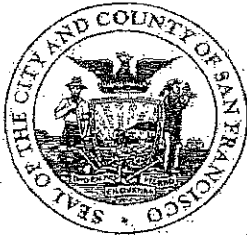
All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, ranging from 7.5%-13.25% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

For more information about benefits, please [click here](#).



**Attachment D**  
Civil Service Commission appeal with resume





CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

Sent via U.S. Mail

July 2, 2014

Kristina Juco

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

Subject: Register No. 0144-14-4: Appealing the rejection of her application for the 1210 Benefits Analyst examination.

Dear Ms. Juco:

This is in response to your appeal submitted to the Civil Service Commission on July 1, 2014 appealing the rejection of your application for the 1210 Benefits Analyst examination. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form. A hard copy of the report will also be available for your review at the Commission's offices located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date (note that the Commission requires an original and eight copies of any supplemental/rebuttal materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or by phone at (415) 252-3247 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

Sincerely,

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON  
Executive Officer



**CIVIL SERVICE COMMISSION**  
**City and County of San Francisco**  
 25 Van Ness Avenue, Suite 720  
 San Francisco, California 94102-6033  
 Jennifer Johnston, Executive Officer  
 (415) 252-3247

CSC Register No.  
0144-14-4  
 To: XI M. Callahan  
 cc: D. Mattias  
D. Kotakke

**APPEAL TO THE CIVIL SERVICE COMMISSION**

<p><b>INSTRUCTIONS:</b>          Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above <b>within the designated number of days</b> following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. (E-mail is not accepted.) It is recommended that you include all relevant information and documentation in support of your appeal.</p>	<p><b>TYPE OF APPEAL:</b> (Check One)  <input checked="" type="checkbox"/> Examination Matters (by close of business on 5<sup>th</sup> working day)  <input type="checkbox"/> Employee Compensation Matters (by close of business on 7<sup>th</sup> working day) - Limited application  <input type="checkbox"/> Personal Service Contracts (Posting Period)  <input type="checkbox"/> Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days)  <input type="checkbox"/> Future Employability Recommendations (See Notice to Employee)</p>
--	---

Kristina Juco

Full Name of Appellant	Work Address	Work Telephone
Job Code	Title	Department
Residence Address	City	State Zip Home Telephone
Full Name of Authorized Representative (if any)	Telephone Number of Representative (including Area Code)	

**NOTE:** If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

Email: \_\_\_\_\_

**COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE. (Use additional page(s) if necessary)**

Does the basis of this appeal include new information not previously presented in the appeal to the Human Resources Director? If so, please specify.	Check One: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Original Signature of Appellant or Authorized Representative: Kristina Juco

Date Received by Civil Service Commission: 6/27/14

CSC-12 (5/13)



State the basis of this appeal in detail. For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

I recently applied for the Benefits Analyst position and was informed that I did not meet the minimum qualifications. It stated that I did not have the education/experience requirement. According to the requirement, I can substitute education for work experience. I have had over 10+ years of employee benefits experience as an account manager servicing and managing small to mid-size employers with carrier and broker experience.

The website in which I posted for the position only asked for the first 7 years of experience however that was not the extent of my work experience. I've attached my resume to show the additional work experience from previous employers. Attached is my resume listing the companies, length of service and primary responsibilities of the positions held within those companies.

I hope you will reconsider and allow me to take the test for the Benefits Analyst position.

Thank you!

RECEIVED  
CSC  
MAY 13 2013  
CSC

From: [REDACTED] >  
To: [REDACTED]  
Subject: Fwd: 1210 Benefits Analyst  
Date: Thu, Jun 26, 2014 9:11 pm

-----Original Message-----  
From: daniella.mattias <daniella.mattias@sfgov.org>  
To: kjuce <[REDACTED]>  
Sent: Mon, Jun 23, 2014 10:54 am  
Subject: 1210 Benefits Analyst



Monday, June 23, 2014

Dear Krisitna Juco,

The Health Service System has received and reviewed your application for class 1210 Benefits Analyst. Applicants must clearly demonstrate through the information on their application that they possess the minimum qualifications. The minimum qualifications for this position are:

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. One (1) year of verifiable experience administering employee benefit programs including: initiating membership records, calculating benefit premiums and processing enrollment applications; processing, researching and/or adjusting benefit claims or problems and updating data; AND
3. Proficiency in the use of computers to perform word processing and to perform data entry/retrieval.

SUBSTITUTION: Additional experience as described above may be substituted for the required education on a year-for-year basis. Thirty (30) semester units/forty-five (45) quarter units equal one year of experience.

The information provided on your application does not clearly demonstrate that you meet the minimum qualifications, and therefore your application was not qualified to continue in the selection process. The reason that we cannot accept your application is because you do not possess the required: Education/Experience.

This decision may be reconsidered if you can provide additional detailed information and explanation in writing within five business days of the date of this notification. The additional information must clearly demonstrate how you meet the minimum qualifications.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>.

Sincerely,

Daniella Mattias  
Senior Personnel Analyst

**Kristina Juco**

**ACCOUNT MANAGER:**

Seasoned, results oriented account manager with extensive experience in group employee benefits with a proven track record of success. Exceptional ability to build rapport with customers and become subject matter expert to create customer loyalty; Well-Organized and highly efficient with problem solving skills; Customer-focused with a "business-friendly" personality.

**PROFESSIONAL EXPERIENCE:**

**EMPLOYEE BENEFITS SPECIALIST - WORKTERRA, Pleasanton, CA**  
**Account Manager | July 2013 – May 2014**

Managed and serviced mid-size accounts up to 1,000 employees. Executed administration services of COBRA, Retiree Benefits, Flexible Spending, Consolidated Billing and Online Enrollment platform to assigned accounts. Responsible for maximizing administrative support productivity through the use of appropriate software and proficient application to HR administrators. Conducted meetings, compiled renewal rate and plan information and participated in preparation for open enrollment through the use of go-to-meeting. Facilitated in building and mapping of plan design, and rate information in online benefits module for the purposes of open enrollment. Participated in implementation of new group and assist as needed. Resolved eligibility and enrollment issues with insurance carrier, and discrepancy reports as it relates to weekly data feeds. Handled the tasks of generating reports for the purpose of management review. Served as an effective communicator between the client and broker.

**Standard Insurance Company, Walnut Creek, CA**  
**Account Specialist | September 2006 – March 2013**

Managed and serviced small and mid-size accounts up to 500 employees that has Life, Disability, Vision, Dental and Voluntary plans with an overall retention of 97%. Awarded most additional lines sold during first and second year and continue to contribute in subsequent years. Managed and lead effective relationships with policyholders on assigned caseload through occasional on-site visits, professional negotiation, responsive communication, problem resolution and meeting customer expectations. Coordinated submission of new groups; set-up and installation. Facilitated the enrollment and re-enrollment process, which involves preparation of enrollment materials, conducting enrollment meetings or be present at benefit fairs, as needed.

**Dickerson Employee Benefits, Los Angeles, CA**  
**Regional Sales Manager | April 2006 – September 2006**

Explored and developed new markets which resulted in increased sales and overall market share. Created opportunities by developing ways to add value to partnerships therefore reinforcing company as the partner of choice. Responsible for servicing of existing clients; Acting as liaison to billing and eligibility issues and claims issues. Managed the marketing and renewal process and participated in strategic planning and communicated employee benefit trends, legislation and applicable laws to clients

(Kristina Juco Resume, continued...)

**MOC Insurance Services, San Francisco, CA**  
**Client Manager | July 2005 – January 2006**

Managed and serviced small accounts up to 100 employees. Established and maintained relationships resulting in 99% retention of accounts. Aggressively pursued opportunities of the sale of new business and/or additional lines of coverage, which led to increased overall revenue of the department. Attended and participated in client meetings during financial reviews of renewals and marketing. Presented new plans, services and concepts based on client needs. Negotiated renewal rates with vendors. Monitored and oversee vendor management and client satisfaction.

**ABD Insurance and Financial Services, Redwood City, CA**  
**Marketing Analyst | July 2003 – July 2005**

Experienced in different funding arrangements (fully insured and self-funded) but not limited to contribution modeling and consumer driven health plans. Successful in developing numerous budgeting models to generate fiscal and calendar year estimates for clients. Conducted analysis of insurance plans of existing and prospective clients; prepared and developed benefit analysis and cost comparison report for presentation; validated census and relevant supporting documentation before submission of bid specs to chosen markets – followed up for timely submission of proposals, responded to questions and facilitated additional request for information.

**Marsh Inc., San Francisco, CA**  
**Benefit Analyst | August 1999 – March 2003**

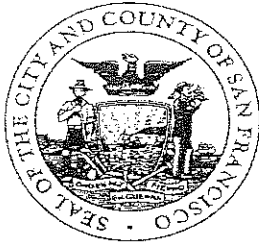
Primarily managed and serviced all Business Travel Accounts and acted as liaison between departments as subject matter expert that created partnerships which led to opportunities. Participated in strategic planning and decision making – followed up and updated objectives, future considerations, product alternatives and marketing. Also, attended and participated in client meetings during financial reviews of renewals, marketing plans, valuations and cost estimate for the client proposal, but not limited to communicating employee benefit trends, legislation and changes in applicable laws to clients.

**SKILLS:**

Microsoft Suites – Word, Excel, Powerpoint  
Online Enrollment – BenAdmin, Benefit Solver, BeneTrac, WORKTERRA  
Database Management- Sales Force, Benefitpoint, Zoho

**EDUCATION:**

General Studies, Community College of San Francisco - SF, CA.



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent Via Electronic Mail*

October 23, 2014

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

SANDRA ENG  
ACTING EXECUTIVE OFFICER

## NOTICE OF CIVIL SERVICE COMMISSION MEETING

Nyi Nyi Myint

**SUBJECT: APPEAL BY NYI NYI MYINT OF THE REJECTION OF HIS APPLICATION FOR THE 7371 ELECTRICAL SYSTEM MECHANIC EXAMINATION WITH THE MUNICIPAL TRANSPORTATION AGENCY.**

Dear Ms. Myint:

As you are aware, the above matter will be considered by the Civil Service Commission at a meeting to be held on November 3, 2014 at 2:00 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

The agenda will be posted for your review on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service) under "Meetings" no later than end of day on Wednesday, October 29, 2014. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached; however, a hard copy is also available for your review at the Civil Service Commission's office located at 25 Van Ness Avenue, Suite 720, San Francisco.

In the event that you wish to submit any additional documents in support of your appeal or your request for postponement, the deadline for receipt in the Commission office is 5:00 p.m. on Tuesday, October 28, 2014 (as a reminder, we require an original and nine copies of any supplemental materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information that is not relevant to the appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

It is important that you or an authorized representative attend the hearing on your appeal in the event that your request for postponement is denied. Should your request be denied and you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. Where applicable, the Commission has the authority to uphold, increase, reduce, or modify any restrictions recommended by the department.

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*All non-privileged materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.*

You may contact me at (415) 252-3247 or at [Sandra.Eng@sfgov.org](mailto:Sandra.Eng@sfgov.org) if you have any questions.

CIVIL SERVICE COMMISSION

  
SANDRA ENG  
Acting Executive Officer

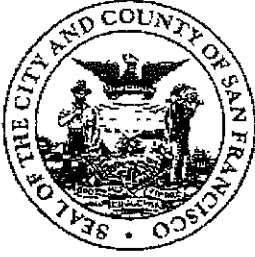
Attachment

Cc: Ed Reiskin, Municipal Transportation Agency  
Donald Ellison, Municipal Transportation Agency  
Clare Leung, Municipal Transportation Agency  
Commission File  
Commissioners' Binder

# Appeal







**CIVIL SERVICE COMMISSION**  
**City and County of San Francisco**  
 25 Van Ness Avenue, Suite 720  
 San Francisco, California 94102-6033  
 Jennifer Johnston, Executive Officer  
 (415) 252-3247

CSC Register No.  
 0186-14-4  
 To: X E. ZASZKIN  
 D. ELLISON  
 CC: C. LEUNG

**APPEAL TO THE CIVIL SERVICE COMMISSION**

<p><b>INSTRUCTIONS:</b>          Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above <b>within the designated number of days</b> following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. <b>(E-mail is not accepted.)</b> It is recommended that you include all relevant information and documentation in support of your appeal.</p>	<p><b>TYPE OF APPEAL:</b> (Check One)  <input type="checkbox"/> Examination Matters (by close of business on 5<sup>th</sup> working day)  <input type="checkbox"/> Employee Compensation Matters (by close of business on 7<sup>th</sup> working day) - Limited application  <input type="checkbox"/> Personal Service Contracts (Posting Period)  <input type="checkbox"/> Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days)  <input type="checkbox"/> Future Employability Recommendations (See Notice to Employee)</p>
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Nyi Nyi Myint

Full Name of Appellant	Work Address	Work Telephone		
7371 Electrical Transit System Mechanic	Municipal Transportation Agency			
Job Code	Title	Department		
Residence Address	City	State	Zip	Home Telephone
Full Name of Authorized Representative (if any)	Telephone Number of Representative (including Area Code)			

**NOTE:** If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

**Email:** \_\_\_\_\_

**COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE. (Use additional page(s) if necessary)**

<p>Does the basis of this appeal include new information not previously presented in the appeal to the Human Resources Director? If so, please specify.</p>	<p>Check One: Yes      Yes      No</p>
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*Nyi Nyi Myint*      09/03/2014  
 Original Signature of Appellant or Authorized Representative      Date

CSC-12 (5/13)      Date Received by Civil Service Commission: \_\_\_\_\_

**State the basis of this appeal in detail.** For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

I regret to know that my application for this examination remains rejected. Since I have a very strong interest in pursuing an Electrical Transit System Mechanic, I still wish to try to submit my appeal in writing to the department concerned. I am a qualified applicant of 7371 Electrical Transit System Mechanic in February 2012.

I notice that my Technical High School certificate and/or Electrical Engineering AA certificate will substitute for two year of the required experience.

My positions as Technical Sales Rep and Business Executive are my first experiences to perform computerized photo lab machine installation, trouble shooting, maintenance and technical support under manufacturers' guidelines.

In M,Y associates' letter, you may also notice that I became a SKF Product Manager which is the engineering products during November 1998 to December 2008, and I became a Division Manager of M.Y Engineering Division started from January 2009 till Feb 2010. Some of my responsibilities during 16 years for the following products are practical demonstrations, technical support, trouble shooting, and product presentations under manufacturers' guidelines.

1. Performed NORITSU and COPAL computerized photo lab machine installation, trouble shooting and technical support under manufactures' guidelines.
2. SKF has various products related with Electrical, Mechanical, Hydraulic, and Electronic for machine maintenance and for monitoring machine condition (Eg. **Electrical:** From Portable Induction Heaters to 700Kg large bearir heaters which can be heated from 68F to 230F in 20 Minutes, **Mechanical:** mounting/dismounting tools, **Hydraulic:** Oil Injection Method, Oil Injectors and pumps, Pressure Gauges and hoses, **Electronic:** Laser shaft Alignment Tools for electric motor with a pump or fan with coupling, Laser Belt Alignment Tools, Laser Pulley Alignment Tools, Laser Thermometers - Contact/Non Contact, Thermal Imagers, Laser techometers, Stroboscope, endoscope, stethoscope, Vibration Pens, Vibration analyzers, **Power Transmission Products**, etc...)
3. SKF is also a leading supplier of Electric Traction Motor Bearings, Gearbox Bearings, Tapered Bearing Units (TBUs) which are based on designs approved by the Association of American Railroads (AAR) for applications including railway freight wagons, locomotives, coaches and mass transit vehicles.
4. I had also attended GRUNDFOS (Various Pumps) product and service training, and performed (AC, DC, Solar, Inverter, etc...) practical demonstrations, technical support, trouble shooting, and product presentations under manufacturers' guidelines.
5. I am also a qualified applicant of Trade Committee of San Francisco Stationary Engineers. I passed their test exam in July 2014.

I hope these experiences may substitute SFMTA required experience. Please accept my appeal. If you could reconsider my application, and give me an opportunity for your examination, I will be very thankful.

*NMS*

Sincerely,

Nyi Nyi Myint

Tel:

Email:

Following documents are also submitted to SFMTA, and I attached them again together with my appeal.

1. Email notification from SFMTA On Fri, Aug 29, 2014 at 4:27 PM, <larry.dominguez@sfmta.com>
2. C lass C Driver License "01-7371sfmta-verification-nnmyintdriver license2014"
3. M .Y Associates Co., Ltd. recommendation"02-7371sfmta-verification-nnmyint m.y recommendation"
4. One of 20 Plus SKF College Certificates "02-7371sfmta-verification-nnmyint skf certificate"
5. Lucas Braking and Steering & Suspension Products Training Certificate "
6. Associateship of Government Technical Institute "04-7371sfmta-verification-nnmyint agti"
7. EAC Training "05-7371sfmta-verification-nnmyint eac training"
8. Five Star Shipping Field Training "07-7371sfmta-verification-nnmyint five star field training 3pages"
9. Technical High School "09-7371sfmta-verification-nnmyint ths notary-20140520"
10. One of 20 Plus SKF College Certificates "Power Transmission" (New, not included with application)

CSC-12 (5/13)

(Use additional sheets if needed)

On Fri, Aug 29, 2014 at 4:27 PM, <lairy.dominguez@sfmta.com> wrote:

August 29, 2014

Dear Nyi Myint:

The additional information you provided in response to the rejection of your application for Class 7371 Electrical Transit System Mechanic has been received. The minimum qualifications for Class 7371 Electrical Transit System Mechanic are as follows:

MINIMUM QUALIFICATIONS:

1. Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/ electrical/ electronic and mechanical systems similar to those found in SFMTA light rail and electric trolley vehicles such as, control circuitry, AC/DC motors, generators, inverters, and air conditioning equipment. AND
2. Possession of a valid Class C driver license.

Substitutions (Only one of the following may be applied):

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

You provided copies of the following additional information:

- a training certificate from Lucas for Braking and Steering and Suspension Products
- a certificate of recognition from Photo Imaging Centre.
- a letter dated 3/12/10, from MY Associates regarding your positions as Technical Sales Rep and Business Executive.
- a BA degree in Business Management from Myanmar.
- a letter from Burma Five Star Shipping Corporation stating you passed an Engineering (?) examination.
- a certificate of course attendance by the Learning Centre and SKF College (Korea) for Nyi Nyi Myassoco.
- a certificate from the Associate of Government Technical Institute for Electrical Engineering (Electronic and Communication).
- a certificate from Technical High School in Yangon.

The information you provided above, together with your experience listed on your application does not indicate that you possess the experience required as stated in minimum qualification number one. Therefore, your application for this examination remains rejected.

We empathize with your disappointment, but encourage you to continue to seek employment opportunities with the San Francisco Municipal Transportation Agency (SFMTA). Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at the Department of Human Resources, 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103. If you wish to challenge this decision, please submit your protest in writing to the Civil Service Commission Office by close of business on the fifth working day following the transmittal date of this electronic communication. Employment information is available at the SFMTA Job Hotline at (415) 701-5652. In addition, you can obtain employment information from our website at [www.sfmta.com/jobs](http://www.sfmta.com/jobs) or from the City and County of San Francisco website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

L. Dominguez  
SFMTA Human Resources  
Merit Unit  
415.701.5013

**CALIFORNIA DRIVER LICENSE**



*NYI NYI*

DL  
EXP  
LN MYINT  
FN NYI NYI

CLASS C  
END NONE

DOB  
RSTR NONE



SEX: M    HAIR: BRN    EYES: BRN  
HGT:    WGT:    ISS: 05/12/2011  
DD 04142510599DRUCFD/14

1103P18226401



CLASS: C-Veh w/GVWR ≤25000, No MC  
ENDORSEMENTS: NONE  
RESTRICTIONS: NONE



This license is issued as a license to drive a motor vehicle; it does not establish eligibility for employment, voter registration or public benefits.

102209

*NYI NYI*

Rev. 04/18/2010

I.D. Card or Driver License No. \_\_\_\_\_

Enter your new address below: \_\_\_\_\_

\_\_\_\_\_

Carry this change of address card with your I.D. or driver license. Do not tape or staple it to your driver license or ID.

*NYI NYI*



Date: 12 March, 2010

TO WHOM IT MAY CONCERN

This is to certify that U Nyi Nyi Myint (Passport No. \_\_\_\_\_), 41 years, son of \_\_\_\_\_ was employed by our company, M.Y Associates Co., Ltd, since 1996 until 23<sup>rd</sup> February, 2010, the day he submitted his resignation.

His first position in the company was Technical Sales Representative and starting from 1<sup>st</sup> October 1997 to 31<sup>st</sup> 1998 he was next promoted to Business Executive.

Again, from 1<sup>st</sup> November, 1998 to 31<sup>st</sup> December, 2008 he handled the SKF business as the Product Manager in the Engineering Division of the company.

From 1<sup>st</sup> January 2009 onwards he was promoted to Division Manager.

During his tenure with us he showed tremendous enthusiasm and dedication in his work, has good team spirit, honest, loyal and hard working.

I am of a strong opinion that he will do well in whichever job he applies for and wish him all the best in his quest for the next job and am sure that he will prove to be an asset to any organization he belongs to.



U Ye Htut

CEO

M.Y Associates Co., Ltd

**The Learning Centre & SKF College**  
SKF Group Human Resources & Sustainability

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This is to certify that

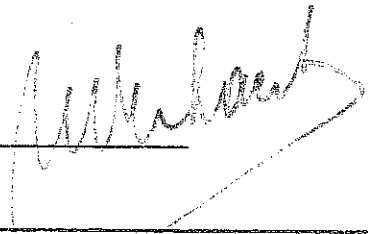
**Nyi Nyi Myassoco**

has attended the

**Advanced Lubrication  
Technology &  
Advanced Bearing  
Damage Course**

in Pusan, Korea  
June 6-10, 2005

  
\_\_\_\_\_  
Facilitator(s)



---

**SKF**



# Training Certificate

This is to certify that


**NYI NYI MYINT**


has successfully completed a training course in

**Braking and Steering & Suspension Products**

Part of the Technical Training Programme of  
TRW Automotive Aftermarket Operations

**February, 2002**

  
\_\_\_\_\_  
Vice President – Asia Pacific

  
\_\_\_\_\_  
Trainer



Original Equipment for the world's vehicles

part of TRW Automotive  






THE UNION OF MYANMAR

DEPARTMENT OF TECHNICAL, AGRICULTURAL AND  
VOCATIONAL EDUCATION

GOVERNMENT TECHNICAL INSTITUTE, INSEIN

Associateship of Government Technical Institute

This is to certify that *Maung Nyi Nyi Myint* ..... <sup>son</sup> ~~daughter~~ of  
..... has completed the Three-Year Course of study  
in the *Electrical Engineering (Electronics & Communication)* Course  
with the undermentioned subjects at the

Government Technical Institute, Insein,

and passed the final examination in *March & April* 1994

He  
She has therefore been duly admitted as an

Associate of Government Technical Institute

His  
Her registered date of birth is .....

List of Subjects taken were as follows:-

- |   |  |
|---|--|
| 1. <i>A.C. Machines &amp; Control</i> .....         | 8. <i>Electrical Measurement &amp;</i> |
| 2. <i>D.C. Machines &amp; Control</i> .....         | <i>Measuring Instruments</i> .....     |
| 3. <i>Basic Electricity &amp; Electronics</i> ..... | 9. <i>Line Communication</i> .....     |
| 4. <i>Engineering Drawing</i> .....                 | 10. <i>Radio Communication</i> .....   |
| 5. <i>Electro-technology</i> .....                  | 11. <i>Strength of Materials</i> ..... |
| 6. <i>Electronic Circuit Theory</i> .....           | 12. <i>Microprocessor System</i> ..... |
| <i>On Radio &amp; Television</i> .....              | 13. <i>Electronic Engineering</i>      |
| 7. <i>Industrial Electronics</i> .....              | <i>Laboratory</i> .....                |

*Aun Swe*

Chairman,

Examination Board,

Technical, Agricultural and Vocational Education,  
Myanmar.



*Aun Swe*  
18/1/1994

Principal,

Government Technical Institute,

Insein. H.

**EAC Photo Imaging Centre of Excellence**

# *Certificate of Recognition*

**FOR STRIVING TOWARDS EXCELLENCE**

*Awarded to*

***MR. U NYI NYI MYINT***

---

*For participating in*

- ***Basic, Intermediate & Advance Minilab***
  - ***Major Minilab Trouble Shooting***
  - ***Recondition Of Used Machine***
  - ***Basic & Intermediate Photography***
  - ***Studio Lighting***
- 

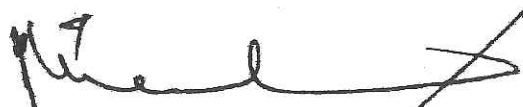
*Which was held on*

***24th. June, 96 ——— 22nd. December, 96***

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***COURSE LEADER***

---

  
***CHIEF EXECUTIVE OFFICER***  
***SOUTH EAST ASIA***

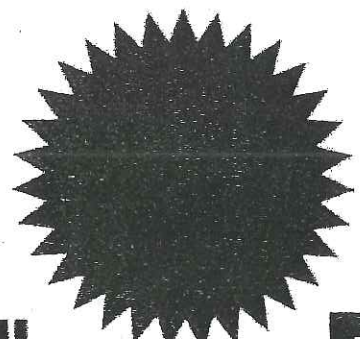
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**EAC**

Photo Imaging



**NORITSU**



ပြည်ထောင်စု ဆိုရှယ်လစ်သမ္မတ မြန်မာနိုင်ငံတော်  
**ကြယ်ငါးပွင့်သင်္ဘောကော်ပိုရေးရှင်း**  
**BURMA FIVE STAR SHIPPING CORPORATION**

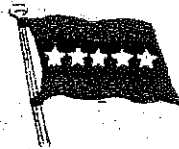
ဌာနချုပ်ရုံး

၁၃၂-၁၃၄-၁၃၆၊ သိမ်ဖြူလမ်း၊ ရန်ကင်းမြို့

စာတိုက်-သတ္တဏ္ဍာအမှတ် ၁၂၂၁

အကြံပေးကော်မတီ-“စတာလင်း”

ဆက်သွယ်ရေး-၀၀၀၂၂၊ ၀၀၀၃၃၊ ၀၀၀၂၃၊  
 ၀၀၀၃၁၊ ၀၀၀၃၂။



HEAD OFFICE:

132-134-136, Theinbyu Road Rangoon

P.O. Box 1221

Tel: 80022, 80033, 80023,

80031, 80032,

Cable: "STARLINE"

Rangoon, \_\_\_\_\_

Dated : 15. 8. 94

TO WHOM IT MAY CONCERN

This is to certify that MG NYI NYI MYINT, son of  
 holder of National Registration Card No.  
 TMS. 021274 has been successfully passed the Final Year  
 Examination hold in April 1994. He has also completed  
 his ( ELECTRONICS AND COMMUNICATION ) field training.  
 Three months Engineering from 15.5.94 to 15.8.94  
 AT MYANMAR FIVE STAR LINE.



*Kan Choon*

( U KAN CHOON )

DY. ENGINEERING SUPERINTENDENT

MYANMA FIVE STAR LINE.

(Kan Choon)

Dy. Engineering Superintendent

*Kan Choon*

TO: MASTER/ CHIEF ENGINEER

M.V. ....

PLEASE BE INFORMED THAT MANAGEMENT HAS AGREED TO  
ACCOMMODATE TWENTY-THREE A.G.T.I. FINAL YEAR STUDENTS WHO WISH TO  
SPEND THEIR FIELD STUDY OF THREE MONTHS WITH MFSI VESSELS.  
EACH STUDENT WILL BE ISSUED VALID WHARF PASS/ RELEVANT  
DOCUMENT SO THAT HE WILL BE ABLE TO COME ON-BOARD YOUR GOOD  
VESSEL AND PURSUE HIS SUBJECT OF INTEREST. PLEASE TAKE CHARGE  
OF WHOM EVER WILL BE ASSIGNED TO YOUR VESSEL, MAKE THEIR  
STUDY UNDER YOUR PATRONAGE FRUITFUL, AND ALSO SAFE.

FOR YOUR GUIDANCE THE STUDENTS SHOULD STUDY (ONLY AS  
OBSERVERS) FOLLOWING:-

1. LAY OUT OF E/R MACHINERIES.
2. SPECIFICATIONS OF VARIOUS MACHINERIES.
3. PIPING SYSTEMS OF BILGE, BALLAST, SEA WATER, FRESH WATER,  
FUEL OIL, LUB OIL, COMPRESSED AIR, STEAM, ETC.
4. TANK LAY OUT AND THEIR USAGE.
5. USAGE OF VARIOUS MACHINERIES.
6. MAINTENANCE WORKS.
7. LIFE SAVING APPLIANCES AND SAFETY EQUIPMENTS.
8. PROVISION COOLING/ AIR CONDITIONING PLANTS (IF ANY).
9. AUTOMATION AND CONTROL ELECTRONIC SYSTEM.

THANKING YOU IN ADVANCE FOR YOUR KIND CO-OPERATION,

*[Handwritten signature]*  
19/5

STUDENT'S NAME..... MG NYI NYI NYINT

REC NO. .... TME - 021274

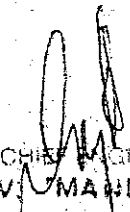
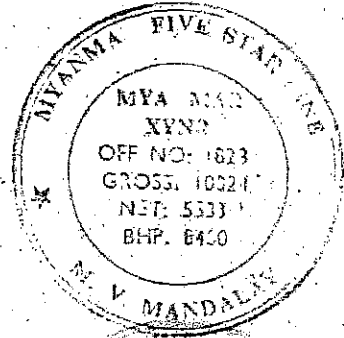
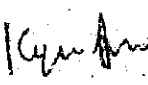
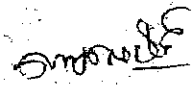
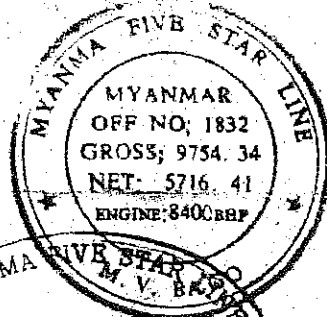

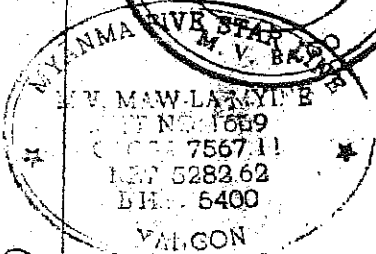

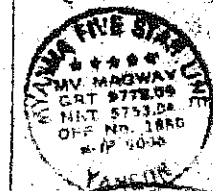

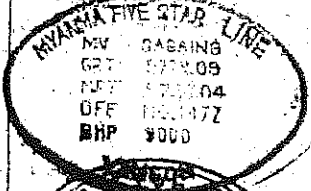
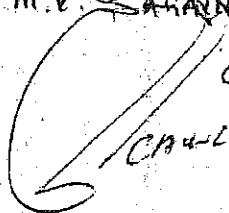
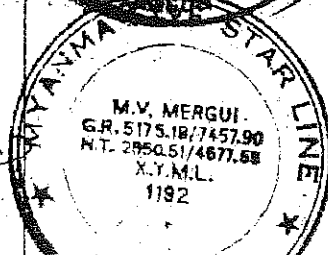
DATE ..... 19.5.94

(TUN NAING)  
DyI Engineering Superintendent.

*[Handwritten mark]*

NNT.



No.	Name of the ship	Date	Sign of Chief Engineer	Remark
1	M.V. MAW LA MYAING	19 May 94. Thurs;		
2	M.V. MANDALAY	20 May 94 Fri; to 31 May 94 Tue;	 CHIEF ENGINEER M.V. MANDALAY	
3	M.V. Pha An	1, June 94 Wed; to 10, June		
4	M.V. BAGO	13, June to 28.8.94	 CHIEF ENGINEER M.V. BAGO MYANMA FIVE STAR LINE	
5	M.V. MAW LA MYINE	1st July 94 to 29th July	 V. THAUNG NAING CHIEF ENGINEER M.V. MAW LA MYINE MYANMA FIVE STAR LINE	
6	M.V. MAGWAY	29-7-94 to 2.8.94	 (NYEUNT SO SOE) CHIEF ENGINEER M.V. MAGWAY MYANMA FIVE STAR LINE	
7	M.V. SAGAING	4.8.94 to 10.8.94	 (KHIN MGI AYE) CHIEF ENGINEER M.V. SAGAING	
8	M.V. Mergui	12.8.94 to 15.8.94	 CIE CHIEF ENGINEER	

Translation

Government of the Union of Myanmar  
Ministry of Education  
(Department of Technical, Agricultural & Vocational Education)  
Technical High School Examination Pass Certificate  
No. (1), Technical High School, Yangon

It is hereby certified that **MAUNG NYI NYI MYINT**, son of \_\_\_\_\_ has passed  
the Radio Mechanic Course Examination held in November 1990.

His Date of Birth according to School Registrar is \_\_\_\_\_

(Emblem)

Sd.x x x2.12.x

Sd.x x x

Chairman

Principal

Technical Educational Board

(reverse)

Radio Mechanic Course

Subject taken

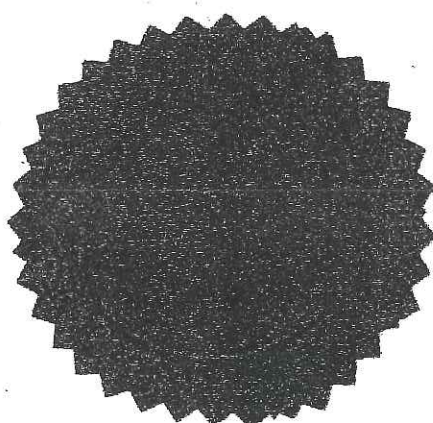
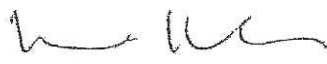
- |                |                            |
|----------------|----------------------------|
| 1. Myanmar     | 3. Physics                 |
| 2. English     | 4. Chemistry               |
| 3. Mathematics | 6. Basic Technical Drawing |

Pass Certificate No. 28 / 1 / 1990

.....  
Authenticated true and correct English Translation of document in Myanmar attached hereto.

("Maung" is not part of the name but is a form of addressing a male according to age in Myanmar custom.)

Yangon: 21<sup>st</sup> May 2014



**MA KHIN KYI**  
Notary Public  
66 Maha Bandoole  
Garden Street  
Yangon

# CERTIFICATE

This is to certify that

*Nyi Nyi Myint*

has successfully completed the course

Power transmission

Introduction

Power transmission

The SKF offer

Basics

Applications

Product range

Belts

Pulleys

Chains

Sprockets

Couplings

Bushings and hubs

Customer case

SKF Distributor College

January 20, 2010

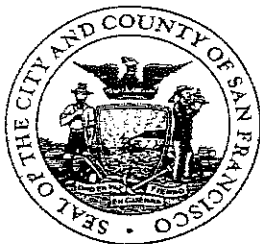
*Madeleine Olausson*

Madeleine Olausson

SKF Distributor College Manager







# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent via U.S. Mail*

September 4, 2014

E. DENNIS NORMANDY  
PRESIDENT

Nyi Nyi Myint

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

Subject: **Register No. 0186-14-4: Appealing the rejection of application for the 7371 Electrical Transit System Mechanic examination.**

SCOTT R. HELDFOND  
COMMISSIONER

Dear Mr. Myint:

GINA M. ROCCANOVA  
COMMISSIONER

This is in response to your appeal submitted to the Civil Service Commission on September 3, 2014 regarding the rejection of your application for the 7371 Electrical Transit System Mechanic examination. Your appeal has been forwarded to the Municipal Transportation Agency for investigation and response to the Civil Service Commission.

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form. A hard copy of the report will also be available for your review at the Commission's offices located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date (note that the Commission requires an original and nine copies of any supplemental/rebuttal materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or by phone at (415) 252-3247 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

Sincerely,

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON  
Executive Officer



**Aldana, Elizabeth (CSC)**

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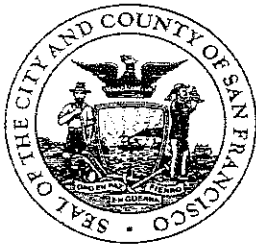
**From:** Aldana, Elizabeth (CSC)  
**Sent:** Thursday, September 04, 2014 11:23 AM  
**To:** 'DIRECTOR OF TRANSIT'  
**Cc:** Ellison, Donald (MTA); Leung, Clare (MTA)  
**Subject:** Notice of Appeal  
**Attachments:** Nyi Nyi Myint.pdf

Dear Mr. Reiskin:

Please find the attached notification regarding the appeal filed by Nyi Nyi Myint. Your review and action is required. This shall serve as formal notification; you will not receive a hard copy via interoffice mail.

*Elizabeth Aldana  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102  
415-252-3262 (P)  
415-252-3260 (F)*





# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

## NOTICE OF RECEIPT OF APPEAL

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

DATE: September 4, 2014

REGISTER NO.: 0186-14-4

APPELLANT: NYI NYI MYINT

Ed Reiskin  
Director of Transportation  
Municipal Transportation Agency  
1 South Van Ness Avenue, 7<sup>th</sup> Floor  
San Francisco, CA 94103

Dear Mr. Reiskin:

The Civil Service Commission has received the attached letter from Mr. Nyi Nyi Myint, appealing the rejection of his application for the 7371 Electrical Transit System Mechanic examination. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 "Action Request on Pending Appeal/Request," with supporting information and documentation to my attention at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. CSC Form 13 is available on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service) under "Forms."

In the event that Mr. Myint's appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on October 23, 2014** so that it may be heard by the Civil Service Commission at its meeting on November 3, 2014. If you will be unable to transmit the staff report by the October 23<sup>rd</sup> deadline, or if required departmental representatives will not be available to attend the November 3<sup>rd</sup> meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

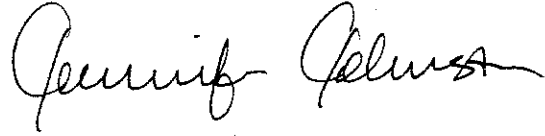
You may contact me at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or (415) 252-3250 if you have any questions. For more information regarding staff report requirements,

Appellant: Nyi Nyi Myint  
September 4, 2014  
Page 2 of 2

meeting procedures or future meeting dates, please visit the Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

Sincerely,

CIVIL SERVICE COMMISSION

A handwritten signature in black ink, appearing to read "Jennifer Johnston", written in a cursive style.

JENNIFER JOHNSTON  
Executive Officer

Attachment

Cc: Donald Ellison, Municipal Transportation Agency  
Clare Leung, Municipal Transportation Agency

# STAFF REPORT







# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22MTA)

Applicable to Municipal Transportation Agency Service-Critical Classes

Refer to Civil Service Commission Procedure for Staff - Submission of  
Written Reports MTA for Instructions on completing and processing this Form

1. Civil Service Commission Register Number: 0186 - 14 - 4
2. For Civil Service Commission Meeting of: November 3, 2014
3. Check One:
  - Ratification Agenda
  - Consent Agenda
  - Regular Agenda
4. Subject: Appeal by Mr. Nyi Nyi Myint of the rejection of his application for class 7371  
Electrical Transit System Mechanic (CBT-7371-M00096) examination.
5. Recommendation: Deny the appeal of Mr. Nyi Nyi Myint; Uphold the decision of the  
Director of Transportation, SFMTA
6. Report prepared by: Regina Tharayil//Lawrence Dominguez Telephone number: 701-5040
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV.  
Commission Report Format -A**
8. Reviewed and approved for Civil Service Commission Agenda:  
Municipal Transportation Agency Director:   
Date: 10/22/14
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7  
above) along with the required copies of the report to:

**Executive Officer  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102**

10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

<u>CSC RECEIPT STAMP</u>

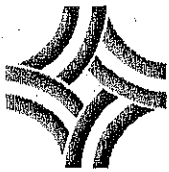
Attachment

NOTIFICATIONS

NYI NYI MYINT

DONALD ELLISON  
DIRECTOR, HUMANRESOPURCES  
SFMNTA  
1 SOUTH VAN NESS AVENUE, 6<sup>TH</sup> FLOOR  
SAN FRANCISCO, CA 94103  
(415) 701-5079

CLARE LEUNG  
RECRUITMENT MANAGER  
SFMTA  
1 SOUTH VAN NESS AVENUE, 6<sup>TH</sup> FLOOR  
SAN FRANCISCO, CA 94103  
(415) 701-5062



**MEMORANDUM**

DATE: October 20, 2014

TO: The Honorable Civil Service Commission

THROUGH: Donald Ellison  
Director, Human Resources *DK*

THROUGH: Clare Leung *CL*  
Recruitment Manager

FROM: Regina Tharayil *RT*  
Principal Personnel Analyst

Lawrence Dominguez *LD*  
Senior Personnel Analyst

SUBJECT: Appeal of the rejection of application for class 7371 Electrical Transit System  
Mechanic examination by Nyi Nyi Myint (CBT-7371-M00096)

San Francisco Municipal Transportation Agency Recommendation: Adopt staff report, deny the appeal of Mr. Nyi Nyi Myint.

BACKGROUND

The examination announcement for class 7371 Electrical Transit System Mechanic was issued from June 2, 2014 to June 13, 2014 (**Attachment 1**). Based on concerns raised by Local 1414, the minimum qualifications were amended and the examination announcement was reissued from June 26, 2014 to July 10, 2014 (**Attachment 2**). During this filing period, Local 6 raised concerns regarding the minimum qualifications. The minimum qualifications were amended again and the examination announcement was reissued on August 4, 2014 for informational purposes only (**Attachment 3**). The minimum qualifications stipulated on the examination announcement for 7371 Electrical Transit System Mechanic examination are as follows:

Minimum Qualifications:

1. Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/ electrical/ electronic and mechanical systems similar to those found in SFMTA light rail and electric trolley vehicles such as, control circuitry, AC/DC motors, generators, inverters, and air conditioning equipment, AND
2. Possession of a valid Class C driver license.

**SUBSTITUTIONS (ONLY ONE OF THE FOLLOWING MAY BE APPLIED):**

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

The examination announcement for class 7371 Electrical transit System Mechanic was issued by the San Francisco Municipal Transportation Agency (SFMTA) under the Class Based Testing Program. Class 7371 Electrical transit System Mechanic is a SFMTA specific classification. It is also identified as a service-critical classification. This class is the entry level in a series of Electrical Maintenance classifications.

We received 333 applications during the application filing period. Mr. Myint submitted his application for this examination on June 9, 2014 (Attachment 4). A total of 161 applicants met the minimum qualifications and were scheduled to take the examination.

On August 15, 2014, an e-mail (Attachment 5) was sent to Mr. Myint, informing him that he did not meet the minimum qualifications and that if he wanted the decision to be reconsidered he needed to provide verification showing that he possessed the minimum qualifications as indicated in the examination announcement.

In response to the August 15, 2015 email, Mr. Myint provided verification documents (Attachment 6)

Because the verification documents submitted by Mr. Myint did not show that he possessed the minimum qualifications, an email was sent on August 29, 2014 informing him that his application remained rejected (Attachment 7).

Mr. Myint is appealing the rejection of his application for 7371 Electrical Transit System Mechanic examination.

ISSUES

Has Mr. Myint shown sufficient proof of meeting the minimum qualifications as stipulated in the 7371 Electrical Transit System Mechanic job announcement?

AUTHORITY

Sec. 410.9 Qualifications of Applicants

410.9.1 Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination.

FINDINGS

Staff believes that based on the information contained in Mr. Myint's application and the verification documents provided, Mr. Myint does not meet the minimum qualifications for the 7371 Electrical Transit System Mechanic examination.

Mr. Myint provided the following verification documents (in response to our August 15, 2015 email):

- a copy of his Class C driver license.
- a training certificate from Lucas for Braking and Steering and Suspension Products
- a certificate of recognition from Photo Imaging Centre.
- a letter dated 3/12/10, from MY Associates regarding your positions as Technical Sales Rep and Business Executive.
- a BA degree in Business Management from Myanmar.
- a letter from Burma Five Star Shipping Corporation stating you passed an Engineering (?) examination.
- a certificate of course attendance by the Learning Centre and SKF College (Korea) for Nyi Nyi Myassoco.
- a certificate from the Associate of Government Technical Institute for Electrical Engineering (Electronic and Communication).
- a certificate from Technical High School in Yangon.

Additionally, Mr. Myint noted the following experience on his application:

Dates of Employment	Company Name	Job Title	Job Duties
2/11/2011-11/30/2013	Advance Manufacturing	E Commerce Sales	Sales and Marketing
9/6/2010-10/6/2010	Xtra Oil	Casher	Cashier
6/1/2010-8/30/2010	Pangmu Catering	Sales & Marketing	Sales and Marketing
1/1/2009-2/28/2010	M.Y. Assoc. Co. Ltd.	Division Manager	Sales and Marketing
11/1/1998-12/31/2008	M.Y. Assoc. Co. Ltd.	SKF Product Manager	Sales and Marketing
10/1/1997-10/30/1998	East Asiatic Co.	Business Executive	Sales and Marketing
10/1/1994-9/30/1997	East Asiatic Co.	Tech. Sales Rep.	Sales and Marketing

A review of the verification documents submitted by Mr. Myint did not show that he possessed the minimum qualifications. An email was sent on August 29, 2014 informing him that his application remained rejected.

Per Mr. Myint's CSC appeal (dated September 3, 2014), Mr. Myint contends that he has "a very strong interest in pursuing an Electrical Transit System Mechanic" and "I am a qualified applicant of 7371 Electrical Transit System Mechanic in February 2012." He additionally wrote: "I hope these experiences may substitute SFMTA required experience."

**Finding #1:** The minimum qualifications for the 7371 Electrical Transit System Mechanic examination require that applicants possess: Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/ electrical/ electronic and mechanical systems similar to those found in SFMTA light rail and electric

trolley vehicles such as, control circuitry, AC/DC motors, generators, inverters, and air conditioning equipment; and possession of a valid Class C driver license.

Although Mr. Myint did provide a copy of his valid driver license, the experience listed on his application and the verification documents he provided (as noted in detail above) does not show that Mr. Myint possesses the required four years of journey-level experience.

**Finding #2:** Mr. Myint stated that he was qualified for the previous 7371 Electrical Transit System Mechanic recruitment in 2012. Our records indicate that Mr. Myint was not a qualified applicant in 2012. An email dated January 20, 2012 was sent to Mr. Myint rejecting his application. (Attachment 8).

#### CONCLUSION

All applicants for the 7371 Electrical Transit System Mechanic examination were required to meet the minimum qualifications as stated in the examination announcement.

As shown by our findings, Mr. Myint does not have the required experience listed on his job applicant or the necessary verification documents to show that he meets the required minimum qualifications.

#### RECOMMENDATION

We respectfully request that the commission adopt this report and deny the appeal of Mr. Myint.

### Index of Attachments

Attachment		Page(s)
1	Class 7371 Electrical Transit System Mechanic examination announcement issued June 2, 2014	6-10
2	Class 7371 Electrical Transit System Mechanic examination announcement – Amended and Reissued June 26, 2014	11-15
3	Class 7371 Electrical Transit System Mechanic examination announcement – Amended and Reissued for Informational Purposes Only August 4, 2014	16-20
4	Nyi Nyi Myint's application submitted on June 9, 2014	21-28
5	First reject email to Nyi Nyi Myint	29-30
6	Verification documents provided by Nyi Nyi Myint in response to the August 15, 2014 email	31-42
7	Second reject email to Nyi Nyi Myint	43-44
8	Reject email dated January 20, 2012 from the class 7371 Electrical Transit System Mechanic 2012 examination	45-46

**7371 Electrical Transit System Mechanic  
Recruitment #CBT-7371-M00096**

**Department: Municipal Transportation Agency**

**Analyst: Raymond Kong**

**Date Opened: 6/2/2014 8:00:00 AM**

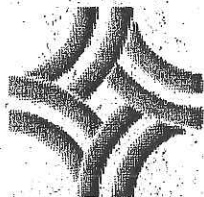
**Filing Deadline: 6/13/2014 5:00:00 PM**

**Salary: \$67,132.00-\$81,588.00 Yearly**

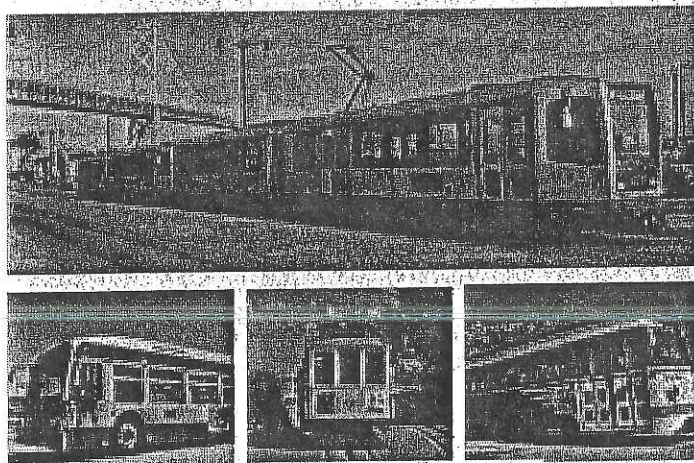
**Job Type: CBT Discrete**

**Employment Type: Full-Time**

**INTRODUCTION**



**SFMTA**  
Municipal  
Transportation  
Agency



The following information describes the civil service classification for which applications are being solicited. Make sure you read the entire announcement before completing the application form.

The purpose of this examination announcement is to establish an eligible list for this classification.

**POSITION DESCRIPTION:**

Under general supervision, an Electrical Transit System Mechanic performs skilled journey-level mechanical, electronic and electrical work in connection with the maintenance and repair of electrically powered transit equipment and vehicles (including, but not limited to: trolley coaches, street cars, light rail vehicles and cable cars). Essential duties include: diagnosing, replacing and/or repairing worn or defective electrical, electronic, pneumatic, mechanical, HVAC, or hydraulic equipment/parts on Muni Railway equipment; testing, troubleshooting and maintaining AC/DC electrical and electronic parts and circuits; reading and interpreting electric, electronic, pneumatic and



hydraulic schematics; inspecting electrical, electronic, mechanical, hydraulic or pneumatic equipment/parts; safely operating and moving electrical transit equipment; assigning electrical transit equipment to operations; adhering to all Federal, State and local safety standards and regulations; making service calls for emergency road repair; maintaining shop work area; generating and maintaining appropriate records of road call and vehicle maintenance data; notifying supervisor either in writing or verbally of additional needed repairs, parts needed to complete work, unexpected delays/challenges, and work completed; correctly referencing parts manuals; communicating effectively with Central Control, Operations and others using radios, phones, computers and other communication devices; and performing other related duties as required.

**Nature of Work:** Some positions require considerable physical effort to perform mechanical tasks on top of, under, inside and around large transit vehicles and in confined, small areas. May require exposure to high voltage wires and other potentially hazardous working conditions; and work in adverse weather or work conditions such as rain, cold, dirt, dust and/or in traffic. Requires normal color vision. Incumbents may be assigned to any shift including nights, weekends and holidays.

**MINIMUM QUALIFICATIONS:**

1. Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/electrical/electronic equipment on electric and/or hybrid vehicles or large heavy duty machinery. **AND**
2. Possession of a valid Class C driver license.

**SUBSTITUTIONS (ONLY ONE OF THE FOLLOWING MAY BE APPLIED):**

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

**HOW TO APPLY:**

City and County of San Francisco employment applications for this position will be accepted through an on-line process only. Mailed, hand delivered or faxed applications will not be accepted. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to begin the application process.

- Click and select 7371 Electrical Transit System Mechanic (CBT-7371-M00096)
- Click on "Apply" and read and acknowledge the information.
- Click on "I am a New User" if you have not previously registered, or on "I have REGISTERED PREVIOUSLY"
- Follow instructions given on the screen.

Computer kiosks are available for the public from 8:00 a.m. to 5:00 p.m. Monday through Friday to file online applications in the lobby of the Department of Human Resources, 1 South Van Ness Avenue, 4th Floor, San Francisco and in the lobby of SFMTA Human Resources office, 1 South Van Ness Avenue, 6th Floor, San Francisco.

Applicants may be contacted by e-mail. It is their responsibility to ensure that their registered e-mail address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not

blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses: (@sfgov.org, @sfmta.com).

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### **VERIFICATION:**

Applicants may be required to submit verification of qualifying experience and driver license at any point in the application, examination and/or departmental selection process. Written verification (proof) of qualifying experience must verify that the applicant meets the minimum qualifications stated on the examination announcement. Written verification must be submitted on employer's official letterhead, specifying dates of employment, dates of employment, types of employment (part-time/full-time), job title(s), description of duties performed, and the verification must be signed by the employer. City employees will receive credit for the duties of the class to which they are appointed. Credit for experience obtained outside of the employee's class will be allowed only if recorded in accordance with the provisions of the Civil Service Commission Rules. Experience claimed in self-employment must be supported by documents verifying income, earnings, business license and experience comparable to the minimum qualifications of the position. Copies of income tax papers or other documents listing occupations and total earnings must be submitted. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>.

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

### **SELECTION PROCEDURE:**

#### **Written/Performance Examination: (Weight: 100%)**

Candidates deemed eligible and admitted to the examination process will be administered a written/performance test designed to measure knowledge, skills and/or abilities in job-related areas which may include but not limited to: knowledge of supplies and materials; knowledge of safety methods; ability to use tools and electrical testing devices and ability to understand diagrams.

This is a standardized examination and, therefore, test questions and test answers are not available for public inspection or review.

### **CERTIFICATION RULE:**

The certification rule used for the eligible list resulting from this selection process will be the Rule of Three Scores. The hiring department may conduct additional selection processes to make final hiring decisions.

### **NOTES:**

Make sure your application and any attachments to the application submitted at the time of filing are complete and accurate and include details on all experience, education, training and other information that qualifies you for this recruitment. Failure to submit a complete and accurate application at the time of filing may result in your ineligibility for this recruitment or inability to receive full credit for scoring purposes. Any new information concerning work experience, education, training and other information that is submitted after the filing deadline may not be used for scoring or considered to determine whether you meet the minimum qualifications.

**Medical Examination/Drug Testing:**

Candidates who are being considered for appointment for positions which may be required to pass a medical examination. Candidates who cannot meet the medical requirement will be placed under waiver until this requirement is met. The medical examination will be administered only to those applicants who are being considered for appointment.

The San Francisco Municipal Transportation Agency (SFMTA) has determined that Class 7371 Electrical Transit System Mechanic is a "safety-sensitive" position, under regulations issued by the Federal Transit Administration (49 CFR Part 655). Federal law requires that all transit employees who perform safety-sensitive functions be subject to random, post-accident, reasonable suspicion, return-to-duty and follow-up drug and alcohol testing. All applicants for Safety-Sensitive positions shall undergo urine drug testing prior to employment and within 90 days prior to performing Safety-Sensitive functions for the first time. Receipt by the SFMTA of a negative test result is required prior to the employee being placed on the payroll. A positive, adulterated, negative dilute or substituted test will result in a decision not to hire, and the applicant's name will be removed from the list of eligibles for Safety-Sensitive positions. The SFMTA will not consider hiring any person who tested positive, adulterated, substituted or refused to submit to testing for a minimum of two years following the positive test.

In addition, each applicant who has worked for a Department of Transportation (DOT)-regulated employer(s) within the last two years will be required to sign a consent form, prior to appointment, authorizing SFMTA to obtain information from his/her prior employers concerning his/her drug and alcohol test history. Each applicant will also be required to provide SFMTA with information regarding whether, during the last two years, the applicant tested positive or refused to test on any pre-employment drug or alcohol test administered by an employer to which the applicant applied for, but did not obtain, safety-sensitive transportation work covered by DOT drug and alcohol testing rules. SFMTA will not hire any applicant for a safety-sensitive position who fails to provide this information or fails to provide written consent for the release of information from prior employers.

Qualified applicants with disabilities requiring reasonable accommodation in the selection process must contact the SFMTA by phone at 415.701.5046, 415.701.4441 or 415.701.5043 (TTY); or in writing to: SFMTA Human Resources, Merit Section, 1 South Van Ness, 6th Floor, San Francisco, CA 94103. For further information, contact 415.701.5046 or 415.701.4441.

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All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

**Women, Minorities, and Persons with Disabilities are encouraged to apply  
An Equal Opportunity Employer**

Exam Type: Entrance  
Issued: June 2, 2014  
Edward D. Reiskin  
Director of Transportation  
San Francisco Municipal Transportation Agency  
Recruitment ID Number: M00096  
MTA/RK: 415.701.5046  
MTA/AK: 415.701.4441

**7371 Electrical Transit System Mechanic  
Recruitment #CBT-7371-M00096**

**Department: Municipal Transportation Agency**

**Analyst: Raymond Kong**

**Date Opened: 6/26/2014 8:00:00 AM**

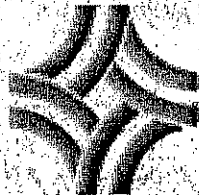
**Filing Deadline: 7/10/2014 5:00:00 PM**

**Salary: \$67,132.00-\$81,588.00 Yearly**

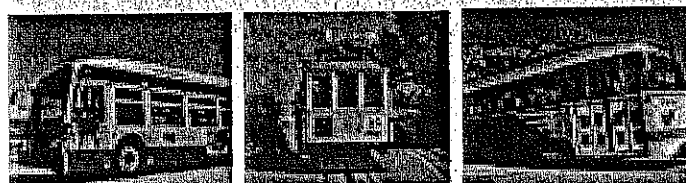
**Job Type: CBT Discrete**

**Employment Type: Full-Time**

**INTRODUCTION**



**SFMTA**  
Municipal  
Transportation  
Agency



The following information describes the civil service classification for which applications are being solicited. Make sure you read the entire announcement before completing the application form.

**AMENDED AND REISSUED TO REFLECT A CHANGE IN THE MINIMUM QUALIFICATIONS.**

**Applicants who applied during the filing period from 6/2/14 to 6/13/14 need not reapply.**

The purpose of this examination announcement is to establish an eligible list for this classification.

**POSITION DESCRIPTION:**

Under general supervision, an Electrical Transit System Mechanic performs skilled journey-level mechanical, electronic and electrical work in connection with the maintenance and repair of electrically powered transit equipment and vehicles (including, but not limited to: trolley coaches, street cars, light rail vehicles and cable cars). Essential duties include: diagnosing, replacing and/or

repairing worn or defective electrical, electronic, pneumatic, mechanical, HVAC, or hydraulic equipment/parts on Muni Railway equipment; testing, troubleshooting and maintaining AC/DC electrical and electronic parts and circuits; reading and interpreting electric, electronic, pneumatic and hydraulic schematics; inspecting electrical, electronic, mechanical, hydraulic or pneumatic equipment/parts; safely operating and moving electrical transit equipment; assigning electrical transit equipment to operations; adhering to all Federal, State and local safety standards and regulations; making service calls for emergency road repair; maintaining shop work area; generating and maintaining appropriate records of road call and vehicle maintenance data; notifying supervisor either in writing or verbally of additional needed repairs, parts needed to complete work, unexpected delays/challenges, and work completed; correctly referencing parts manuals; communicating effectively with Central Control, Operations and others using radios, phones, computers and other communication devices; and performing other related duties as required.

**Nature of Work:** Some positions require considerable physical effort to perform mechanical tasks on top of, under, inside and around large transit vehicles and in confined, small areas. May require exposure to high voltage wires and other potentially hazardous working conditions; and work in adverse weather or work conditions such as rain, cold, dirt, dust and/or in traffic. Requires normal color vision. Incumbents may be assigned to any shift including nights, weekends and holidays.

**MINIMUM QUALIFICATIONS:**

1. Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/electrical/electronic equipment systems on vehicles or large heavy duty machinery. **AND**
2. Possession of a valid Class C driver license.

**SUBSTITUTIONS (ONLY ONE OF THE FOLLOWING MAY BE APPLIED):**

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

**HOW TO APPLY:**

City and County of San Francisco employment applications for this position will be accepted through an on-line process only. Mailed, hand delivered or faxed applications will not be accepted. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to begin the application process.

- Click and select 7371 Electrical Transit System Mechanic (CBT-7371-M00096)
- Click on "Apply" and read and acknowledge the information.
- Click on "I am a New User" if you have not previously registered, or on "I have REGISTERED PREVIOUSLY"
- Follow instructions given on the screen.

Computer kiosks are available for the public from 8:00 a.m. to 5:00 p.m. Monday through Friday to file online applications in the lobby of the Department of Human Resources, 1 South Van Ness Avenue, 4th Floor, San Francisco and in the lobby of SFMTA Human Resources office, 1 South Van Ness Avenue, 6th Floor, San Francisco.

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**SELECTION PROCEDURE:**

**Written/Performance Examination: (Weight: 100%)**

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An Equal Opportunity Employer**

Exam Type: Entrance  
Issued: June 2, 2014  
Amended and Reissued: June 26, 2014  
Edward D. Reiskin  
Director of Transportation  
San Francisco Municipal Transportation Agency  
Recruitment ID Number: M00096  
MTA/RK: 415.701.5046  
MTA/AK: 415.701.4441

**7371 Electrical Transit System Mechanic  
Recruitment #CBT-7371-M00096**

**Department: Municipal Transportation Agency**

**Analyst: Raymond Kong**

**Date Opened: 8/4/2014 8:00:00 AM**

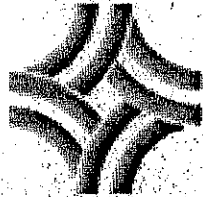
**Filing Deadline: 8/4/2014 5:00:00 PM**

**Salary: \$67,132.00-\$81,588.00 Yearly**

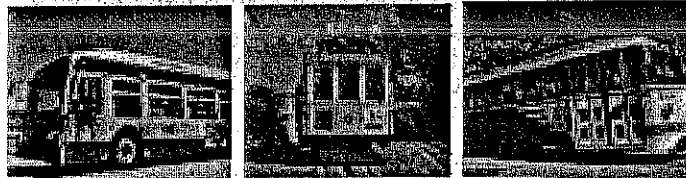
**Job Type: CBT Discrete**

**Employment Type: Full-Time**

**INTRODUCTION**



**SFMTA**  
Municipal  
Transportation  
Agency



The following information describes the civil service classification for which applications are being solicited.  
Make sure you read the entire announcement before completing the application form.

**AMENDED AND REISSUED TO REFLECT A CHANGE IN THE MINIMUM QUALIFICATIONS.  
FOR INFORMATION ONLY - NOT OPEN FOR FILING OF APPLICATIONS.**

The purpose of this examination announcement is to establish an eligible list for this classification.

**POSITION DESCRIPTION:**

Under general supervision, an Electrical Transit System Mechanic performs skilled journey-level mechanical, electronic and electrical work in connection with the maintenance and repair of electrically powered transit equipment and vehicles (including, but not limited to: trolley coaches, street cars, light rail vehicles and cable cars). Essential duties include: diagnosing, replacing and/or

repairing worn or defective electrical, electronic, pneumatic, mechanical, HVAC, or hydraulic equipment/parts on Muni Railway equipment; testing, troubleshooting and maintaining AC/DC electrical and electronic parts and circuits; reading and interpreting electric, electronic, pneumatic and hydraulic schematics; inspecting electrical, electronic, mechanical, hydraulic or pneumatic equipment/parts; safely operating and moving electrical transit equipment; assigning electrical transit equipment to operations; adhering to all Federal, State and local safety standards and regulations; making service calls for emergency road repair; maintaining shop work area; generating and maintaining appropriate records of road call and vehicle maintenance data; notifying supervisor either in writing or verbally of additional needed repairs, parts needed to complete work, unexpected delays/challenges, and work completed; correctly referencing parts manuals; communicating effectively with Central Control, Operations and others using radios, phones, computers and other communication devices; and performing other related duties as required.

**Nature of Work:** Some positions require considerable physical effort to perform mechanical tasks on top of, under, inside and around large transit vehicles and in confined, small areas. May require exposure to high voltage wires and other potentially hazardous working conditions; and work in adverse weather or work conditions such as rain, cold, dirt, dust and/or in traffic. Requires normal color vision. Incumbents may be assigned to any shift including nights, weekends and holidays.

**MINIMUM QUALIFICATIONS:**

1. Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/ electrical/ electronic and mechanical systems similar to those found in SFMTA light rail and electric trolley vehicles such as, control circuitry, AC/DC motors, generators, inverters, and air conditioning equipment. **AND**
2. Possession of a valid Class C driver license.

**SUBSTITUTIONS (ONLY ONE OF THE FOLLOWING MAY BE APPLIED):**

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

**HOW TO APPLY:**

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This information, including information regarding appeals of the terms of this announcement, is part of the terms of all announcements.

**Terms of Announcement and Appeal Rights**

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at [www.jobaps.com/sf](http://www.jobaps.com/sf).] The terms of this announcement may be appealed under Civil Service Rule 410.4. Such appeals must be submitted in writing to the San Francisco Municipal Transportation Agency ATTN: Human Resources Merit Section, 1 S Van Ness Avenue, 6th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>.

**Copies of Application Documents:**

Applicants are encouraged to keep copies of all documents submitted. Submitted documents become a permanent part of the exam records and will not be returned. The hiring department may require applicants to submit the same documents and/or additional documents at a later date.

**Right to Work:**

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

**Women, Minorities, and Persons with Disabilities are encouraged to apply  
An Equal Opportunity Employer**

Exam Type: Entrance

Issued: June 2, 2014

Amended and Reissued: June 26, 2014

Amended and Reissued: August 4, 2014

Edward D. Reiskin

Director of Transportation

San Francisco Municipal Transportation Agency

Recruitment ID Number: M00096

MTA/RK: 415.701.5046

MTA/AK: 415.701.4441

ATTACHMENT 4



**Job Title: 7371 Electrical Transit System Mechanic**      **Job Number: CBT-7371-M00096**

**MYINT**      **NYI**      **N**      **ID**  
 Last Name      First Name      Initial

██████████      ██████████      Other

email      Driver's License No.      State      Class      Expiration Date

██████████      ██████████      ██████████      ██████████

Mailing address      City      State      ZIP

██████████      ██████████      ██████████

Home Phone      Work Phone      Cell Phone

Yes  No       Yes  No       Yes  No  
 OK to leave msg?      OK to leave msg?      OK to leave msg?

City and County of San Francisco

Employment Application



Applicants will be required to provide necessary documentation to verify proof of legal residence entitling them to work in the United States before an appointment is made.

- Other names I have used:
- Are you currently an active City and County of San Francisco employee? OR Are you currently active on a hold-over list?  No  Yes  
 Employee ID#/DSW#:  
 Class Number:  
 Class Title:  
 Department Name:  
 Employment Status:
- Are you a previous employee that no longer works for the City and County of San Francisco?  No  Yes  
 Employee ID#/DSW#:  
 Class Number:  
 Department Name:  
 Date of Separation:
- Do you have a family member currently employed by the City and County of San Francisco?  No  Yes  
 Names:  
 Relation:  
 Department:

5. As part of the selection process an image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) history will disqualify you as a candidate based on the specific requirements of the position to which you are applying. If selected for fingerprinting, the hiring department will contact you to schedule an appointment.

I understand that the City and County of San Francisco will use my conviction (or arrest, in limited circumstances) history in considering my candidacy for a position:  
 Yes  No

Veteran Status

6. I am claiming veteran's preference as an entrance applicant  Yes  No (If "Yes", I agree to complete a Veteran's Preference application form and provide verification of eligibility.)

Education and Training

7. I have a driver's license:  No  Yes

Driver's license State: CA

Drivers' License number: ██████████

Driver's License Expiration Date:

Class A:  No  Yes

Class B:  No  Yes

ATTACHMENT 4

Class C:  No  Yes

Other Class:  No  Yes

8. I have graduated from High School:  No  Yes

I have not graduated from High School but do have a G.E.D. certificate:  No  Yes

I have a High School Proficiency certificate:  No  Yes

9. I have attended the following Colleges, Universities, and/or Trade Schools:

<u>Name of School</u> <u>City &amp; State</u>	<u>Major</u>	<u>Units Completed</u> <u>Sem</u> <u>Qtr</u>	<u>Degree Pursued</u>	<u>Completed?</u>
University of Distant Education Yangon & Yangon	Business Management		4 Year	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
Government Techical Institute Yangon & Yangon	Electrical Electronics		4 Year	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
No.1 Technical High School Yangon & Yangon	Radio Mechanic		4 Year	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending

10. I have the following special training, certificates, licenses, etc. applicable for this job:

**Certification/License 1:**

Issuing Agency:

Type:

Date Issued:

Number:

Date Expires:

11. I read/speak/write the following languages:

Burmese

Speak/Read/Write



ATTACHMENT 4

Employment Record

Beginning with your current or most recent position, state your employment history. A RESUME DOES NOT SUBSTITUTE for this section of the application. This section **MUST BE COMPLETED**.

From (Mo/Yr) <b>02/11/2011</b>	To (Mo/Yr) <b>11/30/2013</b>	Total Yrs/Mos Worked <b>2 yrs 9 mos</b>	Job Title <b>E commerce Sales</b>	Hours Per Week <b>40</b>	
Employer's Name and Address <b>Advance Manufacturing Group 6195 Coliseum Way, Suite F, Oakland, CA 94621</b>		Employer's Phone <b>5105682244</b>	Salary <b>2112</b>	Reason for Leaving <b>SFMTA benefit is better. More Interest in Practical Work/Technical Field.</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Manufacturer of automotive parts &amp; supplies for American, European, and Japanese Vehicles (<a href="http://www.obxracingsports.com/">http://www.obxracingsports.com/</a>)• Marketed OBX products• Negotiated offers with the clients, authorizing sales accounts of 5000+ products- Clients' Questions &amp; Answers• Prepared sales &amp; marketing materials for ~20 new products per week; provided the product info for HTML templates, created HTML formats, took &amp; edited product pictures, and checked the products with warehouse attendants • Responsible for management of new e-commerce account both nationally and Internationally; grew yearly sales to \$950,000 within 2 years• Built strong client relationships by listening to customer concerns and issues, and providing appropriate solutions and services; achieved consistent 99.98% positive feedback from customers • Frequently analyzed competitors' activities through online search engines/websites• Responsible for inside sales (will call, sales returns, sales exchanges, etc...)</b>					

From (Mo/Yr) <b>09/06/2010</b>	To (Mo/Yr) <b>10/06/2010</b>	Total Yrs/Mos Worked <b>0 yrs 1 mos</b>	Job Title <b>Casher</b>	Hours Per Week <b>40</b>	
Employer's Name and Address <b>Xtra Oil 110 Hickey Blvd, South San Francisco, CA</b>		Employer's Phone	Salary <b>1760</b>	Reason for Leaving <b>To Attend the School</b>	You <input type="checkbox"/> May <input checked="" type="checkbox"/> May Not contact this employer
Duties <b>- Daily sales &amp; daily cash report, receiving fuel &amp; the consumer goods, and car wash</b>					

ATTACHMENT 4

From (Mo/Yr) <b>06/01/2010</b>	To (Mo/Yr) <b>08/30/2010</b>	Total Yrs/Mos Worked <b>0 yrs 1 mos</b>	Job Title <b>Sales &amp; Marketing</b>		Hours Per Week <b>25</b>
Employer's Name and Address <b>Pangmu Catering Service , South San Francisco, CA</b>		Employer's Phone	Salary <b>1320</b>	Reason for Leaving <b>No Benefit</b>	You <input type="checkbox"/> May <input checked="" type="checkbox"/> May Not contact this employer
Duties: <b>- Sales &amp; marketing with daily routing in San Francisco &amp; Daly City</b>					

From (Mo/Yr) <b>01/01/2009</b>	To (Mo/Yr) <b>02/28/2010</b>	Total Yrs/Mos Worked <b>1 yrs 1 mos</b>	Job Title <b>Division Manager</b>		Hours Per Week <b>40</b>
Employer's Name and Address <b>M.Y Associates Co., Ltd. Engineering Division 216, Bogyoke Aung San Road, Yangon, OG 11161</b>		Employer's Phone <b>+951 392502</b>	Salary	Reason for Leaving <b>Immigrant in United States</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties: <b>• Marketed GRUNDFOS solar pumping products and negotiated proposals with public/private sector clients • Marketed SKF products and negotiated proposals with public/ and private sector clients • Authorizing sales contracts of up to \$500,000 USD • Conducted customer visits and site visits to industrial pants for product presentations, demonstrations, technical support, trouble shooting, and sales under manufacturers' guidelines • Analyzed and reported monthly sales to company management and product manufacturers • Managed and trained staff in technical support and product sales (engineers, customer service assistants, warehouse and showroom attendants / inside sales)</b>					

ATTACHMENT 4

From (Mo/Yr) <b>11/01/1998</b>	To (Mo/Yr) <b>12/31/2008</b>	Total Yrs/Mos Worked <b>10 yrs 1 mos</b>	Job Title <b>SKF Product Manager</b>		Hours Per Week <b>40</b>
Employer's Name and Address <b>M.Y Associates Co., Ltd. Engineering Division 21, Bo Gyoke Aung San Road, Yangon, OC 11161</b>		Employer's Phone <b>+951 392502</b>	Salary	Reason for Leaving <b>Promoted to Division Manager</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties • Marketed SKF products (for both industrial & automotive) and negotiated proposals with public and private sector clients. Authorized sales contracts of up to \$500,000 USD. Responsible for increasing sales throughout tenure, with a yearly increase in sales. Increased product range from bearings to many other value added products, such as Maintenance Products, Lubrication Products, and Condition Monitoring Products, etc... • Demonstrated and marketed experience in GRUNDFOS solar pumping systems and negotiated proposals with public and private sector clients. Conducted customer and site visits to industrial plants for product presentations, demonstrations, technical support, trouble shooting, and sales under manufacturers' guidelines. Analyzed and reported monthly sales to company management and product manufacturers. Marketed to and secured agency contracts from Q8 lubricants, OPTIBELT power transmission belts, Timken taper roller bearings, Hartridge diesel fuel system & equipment, and TRW-Lucas automotive suspensions. Managed and trained staffs in technical support and product sales (engineers, customer service assistants, warehouse and showroom attendants / inside sales)					

From (Mo/Yr) <b>10/01/1997</b>	To (Mo/Yr) <b>10/30/1998</b>	Total Yrs/Mos Worked <b>1 yrs 0 mos</b>	Job Title <b>Business Executive</b>		Hours Per Week <b>40</b>
Employer's Name and Address <b>East Asiatic Company Technical Marketing Co., Ltd., 216, Bo Gyoke Aung San Road, Yangon, OC 11161</b>		Employer's Phone <b>+951 246693</b>	Salary	Reason for Leaving <b>Closedown due to economic Crisis</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties • Increased product range from Agfa films to photo lab chemicals, photo papers, Noritsu and Copal lab machine spare parts, and Selleys adhesive & epoxy glues and lubricating & penetrating spray. Analyzed and reported monthly sales to the company management and product manufacturers. Managed and trained staffs on photo lab operation and product knowledge. Performed computerized photo lab machine installation, trouble shooting and technical support under manufacturers' guidelines					

ATTACHMENT 4

From (Mo/Yr) <b>10/01/1994</b>	To (Mo/Yr) <b>09/30/1997</b>	Total Yrs/Mos Worked <b>2 yrs 11 mos</b>	Job Title <b>Technical Sales Representative</b>	Hours Per Week <b>40</b>	
Employer's Name and Address <b>East Asiatic Company Technical Marketing Co., Ltd., 10 Pyay Road, 6 1/2 Miles, Yangon, OC</b>		Employer's Phone <b>+951 510935</b>	Salary	Reason for Leaving <b>Promotion</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties • Work on assigned list of management. Conducted sales and marketing for Agfa Photo Imaging Products and Duracell batteries, consistently meeting established sales quotas. • Performed computerized photo lab machine installation, trouble shooting and technical support under manufacturer's guidelines in Malaysia and Myanmar for Agfa, Noritsu and Copal products					

**CERTIFICATION OF APPLICANT (read carefully):** I hereby certify that all statements made in this application are true and complete to the best of my knowledge. I understand that any false, incomplete, or incorrect statement, regardless of when it is discovered, may result in my disqualification or dismissal from employment with the City and County of San Francisco. I hereby authorize all my employers and schools (unless otherwise noted) to release any and all information concerning me, including information of a confidential or privileged nature. I hereby release any and all employers from any liability or damage which may result from furnishing the information requested.

By checking this signature box, I certify agreement with the terms given above for Applicant Release of Employment Information.

Signature

Date

ATTACHMENT 4

SUPPLEMENTAL QUESTIONNAIRE

The answers provided should be consistent with the information in your general application and is to verification.

INSTRUCTIONS: Please mark the circle that best describes the amount of experience you have per that task.

- 1 How much verifiable full-time experience as a journey-level mechanic performing troubleshooting, and/or maintenance of electromechanical/electrical/electronic equipment on electric and/or hybrid or large heavy duty machinery do you have? (2000 hrs = 1 year)
  - none or less than 1 year
  - 1 year to 1 year 11 months
  - 2 years to 2 years 11 months
  - 3 years to 3 years 11 months
  - 4 years or more

- 2 Do you possess a valid driver license?
  - Yes  No

- 3 Did you graduate from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field? OR do you possess an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology or a closely related field?
  - Yes  No

- 4a In accordance with the Department of Transportation (DOT) Rule 49 CFR Part 40 section 40.25 (j), an employer must ask the applicant(s) applying for safety-sensitive transportation work the following questions:
 

Have you tested positive, or refused to test, on any pre-employment drug or alcohol test administered by your employer that you applied for work, but did not obtain safety-sensitive transportation work covered by the DOT agency's drug and alcohol testing rules during the past two years? Please mark the appropriate response below.

  - Yes  No

- 4b If your response is "Yes", please provide detailed explanation in the space below:

I understand applicants may be required to submit verification of qualifying experience and driving record at any point in the application, examination and/or departmental selection process. Applicants who do not provide verification when requested will be removed from the recruitment process.

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

I confirm that I am applying for the Class 7371 Electrical Transit System Mechanic (CBT-7371-M00096) position.

I have read and understood the Class 7371 Electrical Transit System Mechanic (CBT-7371-M00096) position description.

ATTACHMENT 4

announcement.

By checking this box I am confirming that my application and any attachments that I will include will be complete and accurate and include details on all experience, education, training and other information that qualifies me for this recruitment, and that any new information that I supply in a above areas at a later time may not be used for scoring or considered to determine whether I me minimum qualifications.

I understand that checking this box will serve as my electronic signature. I hereby certify that I a sole author of this supplemental application and that all the information is true, based on my ba and experience, and is consistent with the information on my employment application. I underst any false or incorrect statements may result in my disqualification or dismissal from employmer the San Francisco Municipal Transportation Agency and the City and County of San Francisco. I understand and agree that the information provided is subject to verification.

ATTACHMENT 5

**NYI MYINT:**

Job Title: 7371 Electrical Transit System Mechanic applied: 6/9/2014

By L Dominguez: 10/15/2014 3:04:42 PM

Type	Last Name	First Name	Easy ID	Job Number	Job Title	How Sent	Date Sent	Sender
REJ	MYINT	NYI		CBT-7371-M00098	7371 Electrical Tran	Email	8/29/2014 4:27:00 PM	L Dominguez
REJ	MYINT	NYI		CBT-7371-M00098	7371 Electrical Tran	Email	8/15/2014 4:33:00 PM	L Dominguez
CON	MYINT	NYI		CBT-7371-M00098	7371 Electrical Tran	Email	6/9/2014 5:22:00 PM	S System

 Recipient Report for Selected Notice

Message:

NYI MYINT



Dear Applicant:

This is in response to your application for the Class 7371 Electrical Transit System Mechanic examination.

The information that you provided on your application has been carefully reviewed, and it does not verify that you possess the minimum qualifications stipulated on the announcement. According to the examination announcement, the revised minimum qualifications required all applicants to possess the following at the time of applying:

**MINIMUM QUALIFICATIONS:**

1. Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/ electrical/ electronic and mechanical systems similar to those found in SFMTA light rail and electric trolley vehicles such as, control circuitry, AC/DC motors, generators, inverters, and air conditioning equipment; AND
2. Possession of a valid Class C driver license.

**SUBSTITUTIONS (ONLY ONE OF THE FOLLOWING MAY BE APPLIED):**

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

Your application is rejected for the following reason:

**Experience/License**

This decision may be reconsidered if you can provide verification showing that you possess the above noted minimum qualifications as indicated above by:

**Close of Business, Friday, August 22, 2014.**

Experience must have been indicated on the submitted application in order to be considered, as stipulated in the Announcement for Class 7371 Electrical Transit System Mechanic.

The NOTES Section of the examination announcement for Class 7371 Electrical Transit System Mechanic states: "make sure your application and any attachments to the application submitted at the time of filing are complete and accurate and include details on all experience, education, training and other information that qualifies you for this recruitment. Failure to submit a complete and accurate application at the time of filing may result in your ineligibility for this recruitment or inability to receive full credit for scoring purposes. Any new information concerning work experience, education, training and other information that is submitted after the filing deadline may not be used for scoring or considered to determine whether you meet the minimum qualifications."

Verification may be submitted by one of the following methods:

- Fax to (415) 581-5120, ATTN: 7371 Electrical Transit System Mechanic; or
- E-mail to larry.dominguez@sfmta.com, Subject: 7371 Electrical Transit System Mechanic; or
- Hand-deliver to One South Van Ness Avenue, Sixth Floor (8am - 5pm, closed 12pm - 1pm); or
- Mail to One South Van Ness Avenue, Sixth Floor; ATTN: Merit Unit-7371 Electrical Transit System Mechanic; San Francisco, CA 94103 (postmark not accepted).

Verification of Experience: If insufficient experience is noted, you must submit verification of qualifying work experience. Verification of work experience must be on the employer's letterhead; must show the name of the applicant; job title(s) and duties performed; dates of employment; types of employment (part-time/full-time); and must be signed by the employer. City employees will receive credit for the duties of the class to which they are appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Credit for experience obtained outside of the employee's class will be allowed only if recorded in accordance with the provisions of the Civil Service Commission Rules.

If self-employment is claimed as experience, evidence of earnings and duties comparable to those listed is required by submitting copies of income tax papers listing occupation and total earnings.

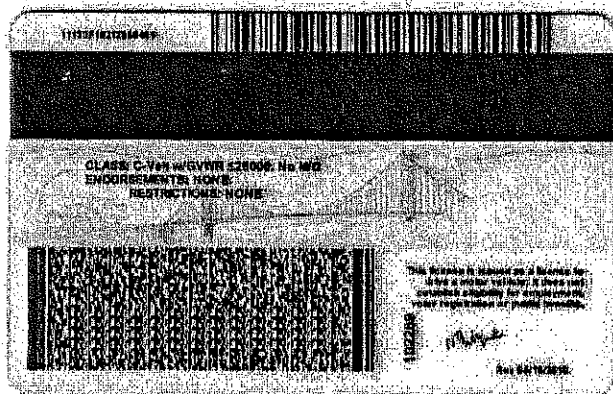
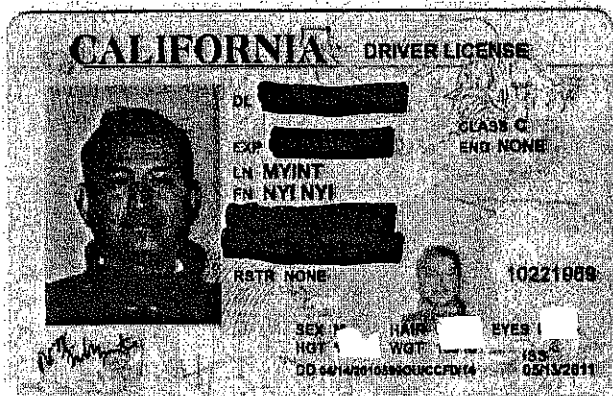
The verification documentation must be received no later than **Close of Business on Friday, August 22, 2014 (postmark not accepted)**. Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.

Failure to respond by the deadline will result in your disqualification from this examination process.

Thank you for your interest in this employment opportunity with the San Francisco Municipal Transportation Agency.

L. Dominguez  
SFMTA Merit Unit  
415.701.5013  
415.581.5120 (fax).





I.D. Card or  
 Driver License No. [REDACTED]

Enter your new address below:

[REDACTED]

Carry this change of address card with your I.D. or  
 driver license. Do not tape or staple it to your driver  
 license or ID.

**DMV**  
 A Public Service Agency

DL 43 (REV. 9/94)



# Training Certificate

This is to certify that


**NYI NYI MYINT**

has successfully completed a training course in

**Braking and Steering & Suspension Products**

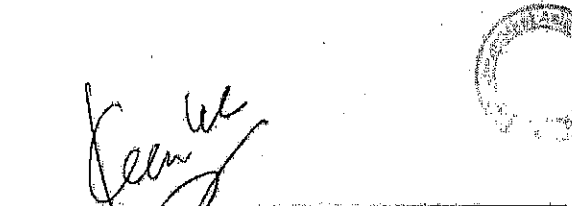
Part of the Technical Training Programme of  
TRW Automotive Aftermarket Operations

**February, 2002**




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Vice President – Asia Pacific



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Trainer



Original Equipment for the world's vehicles

**EAC Photo Imaging Centre of Excellence**  
*Certificate of Recognition*  
**FOR STRIVING TOWARDS EXCELLENCE**

*Awarded to*

**MR. U NYI NYI MYINT**

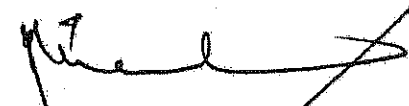
*For participating in*

- *Basic, Intermediate & Advance Minilab*
- *Major Minilab Trouble Shooting*
- *Recondition Of Used Machine*
- *Basic & Intermediate Photography*
- *Studio Lighting*

*Which was held on*

**24th. June, 96 ——— 22nd. December, 96**

  
**COURSE LEADER**

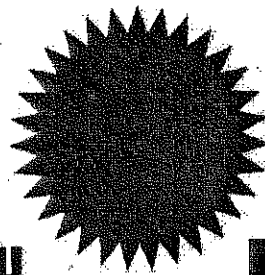
  
**CHIEF EXECUTIVE OFFICER  
SOUTH EAST ASIA**

**EAC**

Photo Imaging



**NORITSU**





Date: 12 March, 2010

**TO WHOM IT MAY CONCERN**

This is to certify that U Nyi Nyi Myint (Passport No. [REDACTED] 41years, son of [REDACTED] [REDACTED] was employed by our company, M.Y Associates Co., Ltd, since 1996 until 23<sup>rd</sup> February, 2010, the day he submitted his resignation.

His first position in the company was Technical Sales Representative and starting from 1<sup>st</sup> October 1997 to 31<sup>st</sup> 1998 he was next promoted to Business Executive.

Again, from 1<sup>st</sup> November, 1998 to 31<sup>st</sup> December, 2008 he handled the SKF business as the Product Manager in the Engineering Division of the company.

From 1<sup>st</sup> January 2009 onwards he was promoted to Division Manager.

During his tenure with us he showed tremendous enthusiasm and dedication in his work, has good team spirit, honest, loyal and hard working.

I am of a strong opinion that he will do well in whichever job he applies for and wish him all the best in his quest for the next job and am sure that he will prove to be an asset to any organization he belongs to.

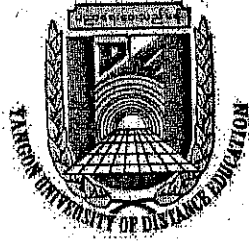
A handwritten signature in black ink, appearing to read 'U Ye Htut', is written over a light-colored background.



U Ye Htut  
CEO

M.Y Associates Co., Ltd

ရန်ကုန်အဝေးသင်တက္ကသိုလ်



ဝိဇ္ဇာဘွဲ့  
Bachelor of Arts

၂၀၀၆ ပညာဆိုင်ရာ ရန်ကုန်အဝေးသင်တက္ကသိုလ်မှ ပီးယူးစိန်  
အထူးပြုဖြင့် တောင်မြင်ခုံသော (အဘ ဒီ.ဘီ.မြင့်) ၏ သား/ သမီး  
မောင်/ ဒေါ်ခင်မြင့် တို့  
ဝိဇ္ဇာဘွဲ့ကို ဖော်နှင်းလိုက်သည်။

This is to certify that Maung Nye Nye Myint  
son/ daughter of [REDACTED] has been admitted  
to the Degree of Bachelor of Arts with Business Management  
Specialization in the Academic Year 2006



[Signature]  
ပါမောက္ခချုပ်  
ရန်ကုန်အဝေးသင်တက္ကသိုလ်

Rector  
Yangon University of Distance Education  
Yangon, Myanmar

ရရှိသော ဝန်ထူးများ

[Dotted lines for listing names]

DISTINCTIONS GAINED

[Dotted lines for listing distinctions]

ဘွဲ့ရသူ၏

ဌာနခွဲ ..... ဒီဂရီ (ပေ/ဝ) .....  
ဘွဲ့အမှတ် ၃၂.၀.၉ ..... ၄.၇၅ ..... ဘွဲ့ရမှတ်ပုံတင်အမှတ် ..... ၇၇၅၂၂၃  
နိုင်ငံသားစိစစ်ရေးကတ်အမှတ် } ၂၂.၈.၈.န.င.နိ.၅.၀.၃၆၅၅.၃  
အမျိုးသားမှတ်ပုံတင်အမှတ် }  
နိုင်ငံခြားသားမှတ်ပုံတင်အမှတ်

Degree holder's

Regional Centre Dagon (၀၃၂)  
Roll No ၃၂ Bm - ၄၈၅ Registered Graduate No ၇၃၆၂၂၂  
National/ Foreigner Registration No ၂၂ Ta Ma Na (Nahg) ၀၃၆၅၅

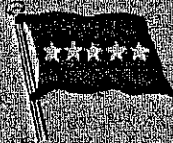
Date 7 APR 2008

မော်ကွန်းထိန်း  
ရန်ကင်းအဝေးသင်တက္ကသိုလ်  
Registrar  
Yangon University of Distance Education

ပြည်ထောင်စု ဆိုရှယ်လစ်သမ္မတမြန်မာနိုင်ငံတော်  
ကြယ်စင် ခြောက်သင်္ဘောကုမ္ပဏီလီမိတက်

BURMA FIVE STAR SHIPPING CORPORATION

ဌာနချုပ်ရုံး  
၁၃၂-၁၃၄-၁၃၆၊ သိမ်ဖြူလမ်း၊ ရန်ကင်းမြို့  
စင်တရယ်-သတ္တဝါအမှတ် ၁၂၂၀  
ခရိုင်၊ ရန်ကင်း-တောင်ပိုင်း  
တယ်လီဖုန်း-၈၀၀၂၂၊ ၈၀၀၃၂၊ ၈၀၀၄၂၊  
၈၀၀၅၂၊ ၈၀၀၆၂။



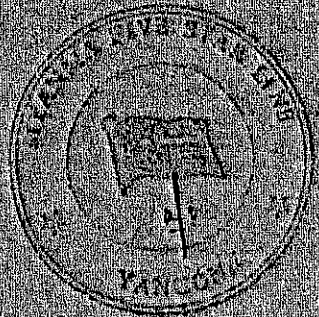
HEAD OFFICE  
132-134-136, Thonbyin Road, Rangoon  
P.O. Box 1224  
Tel: 80022, 80033, 80025,  
80031, 80032  
Cables: "STARLINE"

Rangoon

Dated : 15. 8. 94

TO WHOM IT MAY CONCERN

This is to certify that **MR. MYE MYE MYINE**, son of **[REDACTED]** holder of National Registration Card No. **TMR. [REDACTED]** has been successfully passed the Final Year Examination held in April 1994. He has also completed his (ELECTRONICS AND COMMUNICATION) field training, Three months Engineering from 15.7.94 to 15.6.94 **AT MYANMAR FIVE STAR LINE.**



*[Handwritten Signature]*  
( U KAN CHOON )  
BY. ENGINEERING SUPERINTENDENT  
MYANMA FIVE STAR LINE.  
(Kan Choon)  
By Engineering Superintendent

MR. WALTER / CHIEF ENGINEER

PLEASE BE INFORMED THAT MANAGEMENT HAS AGREED TO  
ALLOW TWENTY-THREE (23) FINAL YEAR STUDENTS WHO WISH TO  
Pursue THEIR FIELD STUDY OF THREE MONTHS WITH REEL VESSELS.  
SOME STUDENTS WILL BE REQUESTED TO HAVE PARTIAL RELEVANT  
EXPERIENCE TO THAT HE WILL BE ABLE TO COME ON-BOARD YOUR GOOD  
VESSEL AND PURSUE HIS SUBJECT OF INTEREST. PLEASE FURNISH NAMES  
OF WHOM EVER WILL BE ASSIGNED TO YOUR VESSEL, MAKE THEIR  
TRIP BY YOUR PASSAGE FRUITFUL, AND ALSO SAFE.

NOW YOUR GUIDANCE THE STUDENTS SHOULD STUDY (ONLY AS  
OBSERVERS) FOLLOWING:-

1. LAY OUT OF E/R MACHINERIES.
2. SPECIFICATIONS OF VARIOUS MACHINERIES.
3. PIPING SYSTEMS OF HINGET, BALLAST, SEA WATER, FRESH WATER.
4. PUMP OUT PUMPS OIL, COMPRESSED AIR, STEAM, ETC.
5. TANKS, LAY OUT AND THEIR USAGE.
6. BOARDS OF VARIOUS MACHINERIES.
6. MAINTENANCE WORKS.
7. ENGINE ROOMS APPLIANCES AND SAFETY EQUIPMENTS.
8. PROVISION COOLING/AIR CONDITIONING PLANTS (IF ANY).
9. AUTOMATION AND CONTROL'S ELECTRONICS OF TELL.

THANKING YOU IN ADVANCE FOR YOUR KIND CO-OPERATION.

*[Handwritten signature]*  
1974


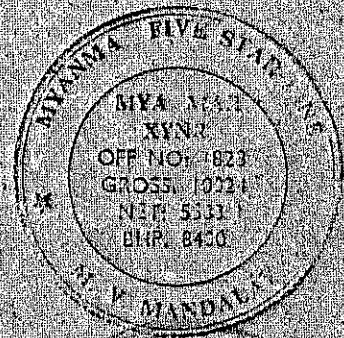
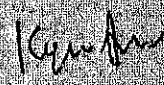
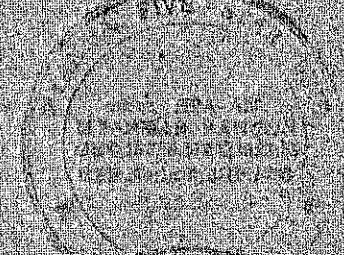
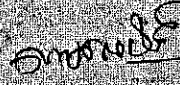
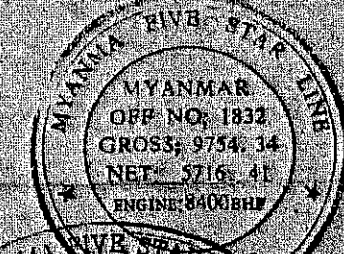

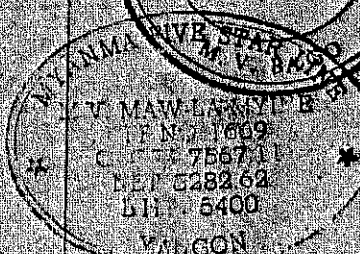




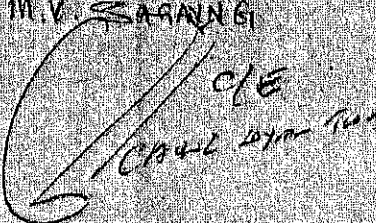
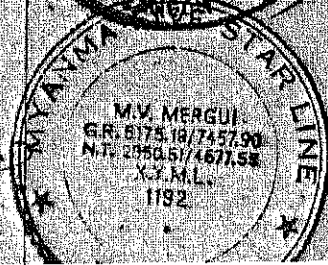
STUDENT'S NAME: *MR. NYI Aye Myint*  
 REG NO.: *IME - 021279*  
 DATE: *19.5.94*

(JUN NAING)  
Byl Engineering Superintendent



NYI



No.	Name of the Ship	Date	Sign of Chief Engineer	Remark
1	M.V. MAW LA MYING	19 May 94 Thurs	ATTACHMENT 6	
2	M.V. MANDALAY	20 May 94 Fri to 31 May 94 Tues	 CHIEF ENGINEER M.V. MANDALAY	
3	M.V. Pha An	1, June 94 Wed to 12, June		
4	M.V. BAGO	13, June to 22.6.94	 CHIEF ENGINEER M.V. BAGO MYANMA FIVE STAR LINE	
5	M.V. MAW LA MYING	14 July 94 to 22 July	 V. THUNG NAING CHIEF ENGINEER M.V. MAW LA MYING MYANMA FIVE STAR LINE	
6	M.V. MAGWAY	29.7.94 to 2.8.94	 (MYINT SO SOE) CHIEF ENGINEER M.V. MAGWAY MYANMA FIVE STAR LINE	
7	M.V. SAGAING	4.8.94 to 10.8.94	 (KHIN MY AYE) CHIEF ENGINEER M.V. SAGAING	
8	M.V. Mergui	12.8.94 to 15.8.94	 C/E CHIEF ENGINEER M.V. MERGUI	

**The Learning Centre & SKF College**  
SKF Group Human Resources & Sustainability

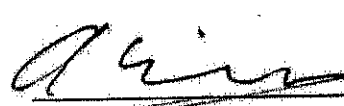
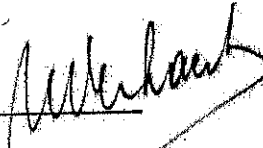
This is to certify that

**Nyi Nyi Myassoco**

has attended the

**Advanced Lubrication  
Technology &  
Advanced Bearing  
Damage Course**

in Pusan, Korea  
June 8-10, 2005

  
Facilitator(s) 

**SKF**

THE UNION OF MYANMAR  
DEPARTMENT OF TECHNICAL, AGRICULTURAL AND  
VOCATIONAL EDUCATION  
GOVERNMENT TECHNICAL INSTITUTE, INSEIN  
Associateship of Government Technical Institute

This is to certify that *Maung Nya Nya Myint*.....<sup>son</sup> of  
.....<sup>daughter</sup>  
..... has completed the Three-Year Course of study  
in the *Electrical Engineering (Electronics & Communication)* Course  
with the undermentioned subjects at the

Government Technical Institute, Insein,

and passed the final examination in *March & April 1994*

<sup>He</sup>  
<sup>She</sup> has therefore been duly admitted as an

Associate of Government Technical Institute

<sup>His</sup>  
<sup>Her</sup> registered date of birth is.....

List of Subjects taken were as follows:-

- |   |  |
|---|--|
| 1. <i>A.C. Machines &amp; Control</i> .....         | 8. <i>Electrical Measurement &amp;</i>   |
| 2. <i>D.C. Machines &amp; Control</i> .....         | ..... <i>Measuring Instruments</i> ..... |
| 3. <i>Basic Electricity &amp; Electronics</i> ..... | 9. <i>Line Communication</i> .....       |
| 4. <i>Engineering Drawing</i> .....                 | 10. <i>Radio Communication</i> .....     |
| 5. <i>Electro technology</i> .....                  | 11. <i>Strength of Materials</i> .....   |
| 6. <i>Electronic Circuit Theory</i> .....           | 12. <i>Microprocessor System</i> .....   |
| ..... <i>On Radio &amp; Television</i> .....        | 13. <i>Electronic Engineering</i> .....  |
| 7. <i>Industrial Electronics</i> .....              | ..... <i>Laboratory</i> .....            |

*Chen Sune*

Chairman,

Examination Board,

Technical, Agricultural and Vocational Education,  
Myanmar.



*Amay Dinn*  
18/1/94

Principal,

Government Technical Institute,

Insein. Ho.

Translation

Government of the Union of Myanmar  
Ministry of Education  
(Department of Technical, Agricultural & Vocational Education)  
Technical High School Examination Pass Certificate  
No. (1), Technical High School, Yangon

It is hereby certified that MAUNG NYI NYI MYINT, son of [REDACTED] has passed  
the Radio Mechanic Course Examination held in November 1990.

His Date of Birth according to School Registrar is [REDACTED]

(Emblem)

Sd.x x 2.12.x

Sd.x x x

Chairman

Principal

Technical Educational Board

(reverse)

Radio Mechanic Course

Subject taken

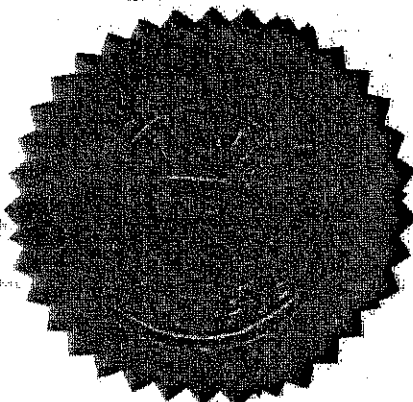
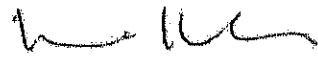
- |                |                            |
|----------------|----------------------------|
| 1. Myanmar     | 3. Physics                 |
| 2. English     | 4. Chemistry               |
| 3. Mathematics | 6. Basic Technical Drawing |

Pass Certificate No. 28 / 1 / 1990

.....  
Authenticated true and correct English Translation of document in  
Myanmar attached hereto.

("Maung" is not part of the name but is a form of addressing a  
male according to age in Myanmar custom.)

Yangon: 21<sup>st</sup> May 2014



MA KHIN KYI  
Notary Public  
# Maha Bandoole  
Garden Street  
Yangon

ATTACHMENT 7

**NYI MYINT:**

Job Title: 7371 Electrical Transit System Mechanic applied: 6/9/2014

By L Dominguez: 10/15/2014 3:04:42 PM

Type	Last Name	First Name	Easy ID	Job Number	Job Title	How Sent	Date Sent	Sender
REJ	MYINT	NYI		CBT-7371-M00098	7371 Electrical Tran	Email	8/29/2014 4:27:00 PM	L Dominguez
REJ	MYINT	NYI		CBT-7371-M00098	7371 Electrical Tran	Email	8/15/2014 4:33:00 PM	L Dominguez
CON	MYINT	NYI		CBT-7371-M00098	7371 Electrical Tran	Email	6/9/2014 5:22:00 PM	S System

 Recipient Report for Selected Notice

Message:

August 29, 2014

Dear Nyi Myint:

The additional information you provided in response to the rejection of your application for Class 7371 Electrical Transit System Mechanic has been received. The minimum qualifications for Class 7371 Electrical Transit System Mechanic are as follows:

**MINIMUM QUALIFICATIONS:**

1. Four (4) years of verifiable full-time experience as a journey-level mechanic performing troubleshooting, repairs and/or maintenance of electromechanical/ electrical/ electronic and mechanical systems similar to those found in SFMTA light rail and electric trolley vehicles such as, control circuitry, AC/DC motors, generators, inverters, and air conditioning equipment. AND
2. Possession of a valid Class C driver license.

Substitutions (Only one of the following may be applied):

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

You provided copies of the following additional information:

- a training certificate from Lucas for Braking and Steering and Suspension Products
- a certificate of recognition from Photo Imaging Centre.
- a letter dated 3/12/10, from MY Associates regarding your positions as Technical Sales Rep and Business Executive.
- a BA degree in Business Management from Myanmar.
- a letter from Burma Five Star Shipping Corporation stating you passed an Engineering (?) examination.
- a certificate of course attendance by the Learning Centre and SKF College (Korea) for Nyi Nyi Myassoco.
- a certificate from the Associate of Government Technical Institute for Electrical Engineering (Electronic and

## ATTACHMENT 7

Communication).

- a certificate from Technical High School in Yangon.

The information you provided above, together with your experience listed on your application does not indicate that you possess the experience required as stated in minimum qualification number one. Therefore, your application for this examination remains rejected.

We empathize with your disappointment, but encourage you to continue to seek employment opportunities with the San Francisco Municipal Transportation Agency (SFMTA). Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at the Department of Human Resources, 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103. If you wish to challenge this decision, please submit your protest in writing to the Civil Service Commission Office by close of business on the fifth working day following the transmittal date of this electronic communication. Employment information is available at the SFMTA Job Hotline at (415) 701-5652. In addition, you can obtain employment information from our website at [www.sfmta.com/jobs](http://www.sfmta.com/jobs) or from the City and County of San Francisco website at [www.sfgov.org/dhr](http://www.sfgov.org/dhr).

## SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

L. Dominguez  
SFMTA Human Resources  
Merit Unit  
415.701.5013

**NYI MYINT: !**

Job Title: 7371 Electrical Transit System Mechanic applied: 12/22/2011

By L Dominguez: 10/15/2014 3:03:00 PM

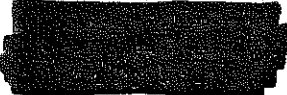
Type	Last Name	First Name	Easy ID	Job Number	Job Title	How Sent	Date Sent	Sender
NQMQ	MYINT	NYI		CBT-7371-058456	7371 Electrical Tran	Email	1/20/2012 11:30:00 AM	W Miles II
CON	MYINT	NYI		CBT-7371-058456	7371 Electrical Tran	Email	12/22/2011 2:02:00 AM	S System

 Recipient Report for Selected Notice

Message:

Friday, January 20, 2012

NYI MYINT



Dear Applicant:

This is in response to your application for the Class 7371 Electrical Transit System Mechanic examination.

The information that you provided on your application has been carefully reviewed, and it does not verify that you possess the minimum qualifications stipulated on the announcement. According to the examination announcement, the minimum qualifications required all applicants to possess the following at the time of applying:

1. Four (4) years of verifiable full-time satisfactory job experience as a journey-level mechanic (i.e. a fully trained, knowledgeable, experienced, proficient and competent mechanic), working from drawings performing troubleshooting, repair or maintenance of large heavy duty electromechanical, electric or electronic equipment and machinery or performing the electrical inspection, maintenance, troubleshooting and repair of electrical vehicles. **AND**
2. Possession of a valid Class C Driver License.

Substitutions (Only one of the following may be applied):

- i. Graduation from a trade school or technical school approved by the state's Department of Education with a major course of study in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.
- ii. Possession of an A.A. or A.S. degree, or higher degree, from an accredited college or university in electromechanical, electrical or electronic technology, or a closely related field, may substitute for two years of the required experience.

Notes:

- \* One year full-time employment is equivalent to 2000 hours. Any overtime hours that you work above forty (40) hours per week are not included in the calculation to determine full-time employment.
- \* Applicants may be required to obtain and maintain a Class B Driver License within six (6) months of notification.

Your application for Class 7371 Electrical Transit System Mechanic is rejected for the following reason: **Experience**

This decision may be reconsidered if you can provide verification of qualifying experience as indicated above.

Verification of work experience must be on the employer's letterhead; must show the name of the applicant; job title(s) and duties performed; dates of employment; types of employment (part-time/full-time); and must be signed by the employer. Verification of training or education must include copies of transcripts, diplomas, or certificates from an accredited academic, trade, or technical institution. A copy of your Driver License must also be submitted as verification.

Verification may be submitted by one of the following methods:

- Fax to (415) 581-5120, ATTN: 7371 Electrical Transit System Mechanic; **or**
- E-mail to [William.Miles@sfmta.com](mailto:William.Miles@sfmta.com); **or**
- Hand-deliver to One South Van Ness Avenue, Sixth Floor (closes at 5pm); **or**
- Mail to One South Van Ness Avenue, Sixth Floor; ATTN: 7371 Electrical Transit System Mechanic; San Francisco, CA 94103.

The verification documentation must be received no later than **January 27, 2012 (postmark not accepted)**.

**Failure to respond by the deadline will result in your disqualification from this examination process.**

Thank you for your interest in this employment opportunity with the San Francisco Municipal Transportation Agency.

William Miles II  
Senior Personnel Analyst  
415.701.5003  
415.581.5120 (fax)

CBT-7371-058456

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Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.





# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent Via Electronic Mail*

October 23, 2014

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

SANDRA ENG  
ACTING EXECUTIVE OFFICER

## NOTICE OF CIVIL SERVICE COMMISSION MEETING

Alicia B. Wong Hin

**SUBJECT: APPEAL BY ALICIA B. WONG HIN OF THE REJECTION OF  
HER APPLICATION FOR THE 8207 BUILDING AND GROUNDS  
PATROL OFFICER POSITION.**

Dear Ms. Wong Hin:

As you are aware, the above matter will be considered by the Civil Service Commission at a meeting to be held on **November 3, 2014 at 2:00 p.m.** in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

The agenda will be posted for your review on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service) under "Meetings" no later than end of day on Wednesday, October 29, 2014. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached; however, a hard copy is also available for your review at the Civil Service Commission's office located at 25 Van Ness Avenue, Suite 720, San Francisco.

In the event that you wish to submit any additional documents in support of your appeal or your request for postponement, the deadline for receipt in the Commission office is 5:00 p.m. on **Tuesday, October 28, 2014** (as a reminder, we require an original and nine copies of any supplemental materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information that is not relevant to the appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

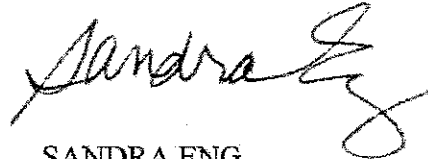
It is important that you or an authorized representative attend the hearing on your appeal in the event that your request for postponement is denied. Should your request be denied and you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. Where applicable, the Commission has the authority to uphold, increase, reduce, or modify any restrictions recommended by the department.

THIS DOCUMENT SUPPORTS  
CALENDAR ITEM 14

*All non-privileged materials being considered by the Civil Service Commission for this item are available for public inspection and copying at the Civil Service Commission office Monday through Friday from 8:00 a.m. to 5:00 p.m.*

You may contact me at (415) 252-3247 or at [Sandra.Eng@sfgov.org](mailto:Sandra.Eng@sfgov.org) if you have any questions.

CIVIL SERVICE COMMISSION



SANDRA ENG  
Acting Executive Officer

Attachment

Cc: Anna Biasbas, Department of Human Resources  
Susan Gard, Department of Human Resources  
John Kraus, Department of Human Resources  
Amber Lytle, Department of Human Resources  
Commission File  
Commissioners' Binder

# Appeal





**CIVIL SERVICE COMMISSION**  
**City and County of San Francisco**  
 25 Van Ness Avenue, Suite 720  
 San Francisco, California 94102-6033  
 Jennifer Johnston, Executive Officer  
 (415) 252-3247

CSC Register No.  
 0194-14-4  
 To: X M. Gallahan  
 CC: S. Gard  
 J. Kraus  
 P. Marion

**APPEAL TO THE CIVIL SERVICE COMMISSION**

<b>INSTRUCTIONS:</b> Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above <b>within the designated number of days</b> following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. <b>(E-mail is not accepted.)</b> It is recommended that you include all relevant information and documentation in support of your appeal.	<b>TYPE OF APPEAL:</b> (Check One)
	<input type="checkbox"/> Examination Matters (by close of business on 5 <sup>th</sup> working day) <input type="checkbox"/> Employee Compensation Matters (by close of business on 7 <sup>th</sup> working day) - <b>Limited application</b> <input type="checkbox"/> Personal Service Contracts (Posting Period) <input type="checkbox"/> Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days) <input type="checkbox"/> Future Employability Recommendations (See Notice to Employee)

ALICIA B. WONG HIN 100 LARKIN ST, SF 415

Full Name of Appellant	Work Address	Work Telephone		
8207 BUILDING 9 GROUNDS	PATROL OFFICER			
Job Code	Title	Department		
Residence Address	City	State	Zip	Home Telephone
Full Name of Authorized Representative (if any)	Telephone Number of Representative (including Area Code)			

**NOTE:** If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

**Email:** \_\_\_\_\_

**COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE. (Use additional page(s) if necessary)**

Does the basis of this appeal include new information not previously presented in the appeal to the Human Resources Director? If so, please specify.	Check One: <input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Original Signature of Appellant or Authorized Representative: *Alicia B. Wong Hin* Date: 9-3-14

CSC-12 (5/13)

Date Received by Civil Service Commission: \_\_\_\_\_

2014 SEP 3 PM 12:58  
 RECEIVED  
 HUMAN RESOURCES SUPPORTS  
 CALIFORNIA 14

State the basis of this appeal in detail. For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

I APPLIED FOR A FULLTIME POSITION FOR 8207 BUILDING & GROUNDS PATROL OFFICER ON JUNE 23, 2014. AMBER LYTLE, HUMAN RESOURCE ANALYST EMAILED ME AUG 25, 2014 ADVISING I WAS NOT QUALIFIED DUE TO LACK OF EXPERIENCE.

I HAVE BEEN EMPLOYED WITH CITY & COUNTY OF SAN FRANCISCO AS A TEAM 8207 BUILDING & GROUNDS PATROL OFFICER SINCE 3/16/2013 TO PRESENT. I BELIEVE THIS SHOULD QUALIFY ME FOR THE FULLTIME POSITION. I DO HOLD A 832 PC CERTIFICATE



*San Francisco Public Library*  
100 Larkin Street, San Francisco CA 94102

VIA REGULAR MAIL & ELECTRONIC MAIL

August 28, 2014

Alicia B. Wong-Hin

Dear Ms. Wong-Hin:

Per your request, I am verifying you began employment on March 16, 2013 and are currently employed as a temporary exempt as needed Building and Grounds Patrol Officer (#8207) with the San Francisco Public Library in which you have worked a total of 1,011.90 hours. I have attached the Building and Grounds Patrol Officer (#8207) job description.

Sincerely,

James E. Peavey, M.P.A.  
Library Senior Human Resources Analyst

Attachment: Building and Grounds Patrol Officer (#8207) Classification Specification

cc: Donna Marion, Library HR Director  
Personnel File



## Department of Human Resources

### Building And Grounds Patrol Officer (#8207)

\$24.09-\$29.28 Hourly / \$4,175.00-\$5,074.00 Monthly / \$50,102.00-\$60,892.00 Yearly



[Email Me when a Job Opens for the above position\(s\)](#)

#### Definition

Under general supervision, patrols assigned buildings and grounds on foot or automobile; protects public property against damage, theft and trespassing; enforces security regulations governing the access to and use of public facilities; and performs related duties as required.

Requires responsibility for: Following established procedures regarding the enforcement of security regulations and the apprehension of persons violating the access and use of public facilities; serving as guard over prisoners held in a hospital facility; preparing reports on patrol activities; making contact with the general public in connection with enforcement of rules and regulations.

#### Examples of Important and Essential Duties

1. Patrols and guards grounds, buildings, punches clock at various stations; prevents theft, damage or misuse of city property; protects items on public display; prevents loitering.
2. Inspects buildings to assure that they are properly secured; checks buildings and equipment to see that fire hazards are not present; checks and secures rest rooms at night and unlocks for daytime use.
3. When necessary, and acting as a special officer, apprehends persons engaged in acts of vandalism and theft and turns them over to police authorities or reports such action immediately to the Police Department; questions persons seeking entry to public buildings; enforces security regulations.
4. May guard prisoners/patients in hospital facilities.
5. May be required to wear a uniform and carry a weapon; may operate radio transmitting and receiving equipment.

#### Knowledge, Skills and Abilities

Knowledge, Abilities and Skills: Requires knowledge of: Public buildings and locations operated by various city departments; departmental regulations governing use of city facilities.

Requires ability to: Carry out written and oral instructions; act quickly in emergencies, prepare simple operational reports. Requires the physical agility and stamina necessary to enforce security regulations and apprehend and hold persons involved in acts of vandalism or seeking illegal entry.

#### Experience and Training

Requires completion of high school, supplemented by one year of experience as a special police officer, security guard or other position involving the active safeguarding of life and property; or an equivalent combination of training and experience.

#### License or Certificate



Requires possession of a valid California State Motor Vehicle Operator's License; eligibility for a certificate as a special police officer.

**Disaster Service Workers**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

---

<b>CLASS: 8207</b>	<b>EST:</b>	<b>REV:</b>	<b>FORMERLY JOB TITLE:</b>	<b>REPLACES JOB TITLE:</b>
<b>EEOC: 4</b>		<b>MEDICAL:</b>		



Eng, Sandra (CSC)

From: alicia hin < >  
Sent: Thursday, September 04, 2014 9:41 PM  
To: Eng, Sandra (CSC)  
Subject: Fw: Verification of Employment  
Attachments: SMAINBIZHUB14082911290.pdf, 20140902115151376.pdf

CIVIL SERVICE COMMISSION  
REGISTERED NUMBER 0195.14.4

ADDITIONAL INFORMATION  
RE: WONG-HIN APPEAL

RECEIVED  
EXECUTIVE OFFICER  
CIVIL SERVICE COMMISSION  
SAN FRANCISCO  
2014 SEP -5 AM 8:07

Please see attached.

Thank you,

Alicia

On Tuesday, September 2, 2014 12:12 PM, "Lytle, Amber (HRD)" <[amber.lytle@sfgov.org](mailto:amber.lytle@sfgov.org)> wrote:

Alicia,

Thank you for submitting verification of your employment with San Francisco Public Library. I have attached a copy of the documentation to your application. Please note, the documentation that you provided does not demonstrate that you meet the minimum qualifications for this classification. As indicated on the announcement, applicants are required to have 12 months (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property by the final filing deadline.

Your application and supporting documentation does not demonstrate that you meet the minimum qualifications for this classification. You have failed to provide sufficient verification of your qualifications by the deadline of August 29<sup>th</sup>; **the decision regarding your application status for CBT-8207-900239 Building and Grounds Patrol Officer remains the same.**

**Your application does not demonstrate that you meet them minimum qualifications and will not continue in the selection process.**

We thank you for your interest in employment with the City and County of San Francisco and encourage you to apply for other positions for which you may qualify at [www.jobaps.com/sf](http://www.jobaps.com/sf).

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/>.

Sincerely,

**Amber Lytle**

Senior Personnel Analyst

415-557-4880

---

**From:** alicia hin [mailto:\_\_\_\_\_]

**Sent:** Friday, August 29, 2014 12:24 PM

**To:** Lytle, Amber (HRD)

**Subject:** Fw: Verification of Employment

Please see attached.

Thank you,

Alicia Wong Hin

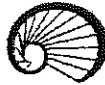
On Friday, August 29, 2014 11:35 AM, "Peavey, James (LIB)" <[James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org)> wrote:

**From:** [James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org) [mailto:[James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org)]

**Sent:** Friday, August 29, 2014 12:30 PM

**To:** Peavey, James (LIB)

**Subject:** Message from MAINBIZHUB21



San Francisco Public Library  
100 Larkin Street, San Francisco, CA 94102 - 4705

## VERIFICATION OF EMPLOYMENT

The policy of the San Francisco Public Library is to provide the following information for all requests of employment verification.

**EMPLOYEE NAME:** Alicia B Wong Hin

**FORMER JOB CLASS & TITLE:** 8207 Bldg & Grounds Patrol Officer

**APPOINTMENT STATUS:**

- Currently Employed  
 Last Date of Employment

**TYPE OF APPOINTMENT:**

- Permanent Civil Service       Permanent Exempt  
 Provisional                               Temporary Exempt

**WORK SCHEDULE:**

- Full-time  
 Part-time (20 or more hours weekly)  
 Part-time (less than 20 hours weekly)  
 As Needed

**DATES OF SERVICES:**

Job Class No. & Title	Inclusive Dates	Total Work Hours
8207 Bldg & Grounds Patrol Officer	3/16/13 - Present	1011.90

**SALARY:**

Hourly: \$23.39

If there are any questions please contact the Payroll Division at (415) 557-4585.

**VERIFIED BY:**

Yong Si Lu

Payroll Clerk

8/27/2014

PRINT NAME & SIGN

TITLE

DATE

cc: Employee File

2014 SEP -5 AM 8:07

EXPERIMENTAL  
CIVIL SERVICE COMMISSION  
STATE OF CALIFORNIA



**Eng, Sandra (CSC)**

---

**From:** Eng, Sandra (CSC)  
**Sent:** Friday, September 05, 2014 10:10 AM  
**To:** 'Alicia'  
**Subject:** RE: ALICIA HIN RESUME

Thank you Alicia. This additional information will be included with your appeal.

Sincerely,

Sandra Eng

Sandra Eng  
Assistant Executive Officer  
Civil Service Commission  
City and County of San Francisco  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102  
Direct (415) 252-3254  
Main (415) 252-3247  
Fax (415) 252-3260

2014 SEP -5 AM 10:13

2014 SEP 05 AM 10:13  
CIVIL SERVICE COMMISSION  
SAN FRANCISCO

-----Original Message-----

**From:** Alicia [mailto:.....@.....]  
**Sent:** Friday, September 05, 2014 9:56 AM  
**To:** Eng, Sandra (CSC)  
**Subject:** ALICIA HIN RESUME

Hi Ms Eng,

Please see attached resume. I also left a message for Bianca Nelson employment verification department for Emergency Communication Department of SF.

Thank you for your time.

Alicia





# ALICIA B. HIN

Mobile: \_\_\_\_\_, Email: \_\_\_\_\_

2014 SEP -5 AM 10: 10  
EXECUTIVE DIRECTOR  
CIVIL SERVICE COMMISSION  
SAN FRANCISCO

## OBJECTIVE

A position that will utilize and enhance my professional, organizational, and communication skills.

## PROFESSIONAL EXPERIENCE

**AMERICAN MEDICAL RESPONSE**  
Burlingame, California

11/06-11/11

### Dispatcher/Call Taker

- Primarily as a call-taker telecommunicator we are responsible for receiving, recording and effectively managing requests for ambulance assistance/transport from various sources.
- Scheduled and prescheduled ambulance transports for our contracted hospitals, peace officers, skilled nursing, and other facilities that require an ambulance.
- Allocated EMS resources properly as the needed by application of appropriate decision making rules and approved protocols.
- Responsible and accountable for completeness and accuracy of paperwork related to position prior to completion of shift.

**SEQUOIA HOSPITAL**  
Redwood City, California

08/06 - 03/08

### PBX-Telecommunications

- Answered multiple phone lines and directing them to appropriate department or rooms.
- Maintained knowledge of handling emergencies and non-emergencies situations in accordance to hospital policies.
- Assisted visitors at the information window with various requests.
- Performed clerical daily duties as needed by medical staff.

**CITY & COUNTY OF SAN FRANCISCO, EMERGENCY COMMUNICATIONS DEPARTMENT**  
San Francisco, California

02/05-03/06

### Dispatcher

- Fielded incoming emergency (9-1-1) and non-emergency telephone calls from the public and various public safety agencies on a multi-screen system.
- Assessed and dispatched Police, Fire and Emergency Medical Services field units to respond to emergency and non-emergency calls for service over a two-way radio system.
- Maintained and monitored communication with various public safety field units during emergency and non-emergency situations, while also entering and updating the status of resources via the Computer Aided Dispatch System.

- Documented incident information and handled prompt record status. Ensured confidentiality of all received information.
- Exercised understanding of public safety policies and procedures for the Emergency Communication Department, Police, Fire and Emergency Medical Services.

**UNITED AIRLINES**  
San Francisco, California

06/97-09/05

**Customer Service Agent**

- Managed passenger check-ins for International and Domestic flights at San Francisco International Airport, including baggage check-in, boarding and reservations.
- Assisted customers with quoting fares/schedules.
- Assessed and processed system refunds and exchanges as appropriate. Resolved disservice situations in accordance with company policies and procedures.
- Liaised with Customs Agencies and assisted with immigration and deporte eprocesses.
- Trained new employees as needed.

**MEDI-QUEST STAFFING SERVICE**  
San Francisco, California

06/96-12/96

**Medical Biller**

- Functioned as the point of contact for the daily schedule of busy medical office.
- Corresponded with insurance companies and patients to ensure accurate billing records using ICD-9 codes.
- Reviewed and verified patient account information against insurance program specifications.
- Resolved routine patient billing inquiries and problems.

**PENINSULA WOMAN'S HEALTH**  
Burlingame, California

08/94-06/96

**Medical Biller**

- Functioned as the point of contact for the daily schedule of busy medical office.
- Corresponded with insurance companies and patients to ensure accurate billing records using ICD-9 codes.
- Reviewed and verified patient account information against insurance program specifications.
- Resolved routine patient billing inquiries and problems.
- Produced month-end financial reports for management review.

**SAN MATEO MEDICAL EXCHANGE**  
San Mateo, California

01/90-08/94

**PBX Operator**

- Fielded heavy call volume from patients and doctor's offices, hospital, and commercial accounts.
- Provided customer service to all staff, community, physicians, and patients utilizing the phone system, voicemail, pagers, as well as the PC and telephone accessed pager system.

**Eng, Sandra (CSC)**

**From:** Alicia <[redacted]>  
**Sent:** Saturday, September 06, 2014 10:19 PM  
**To:** Eng, Sandra (CSC)  
**Subject:** Fwd: Employment Verification ECD  
**Attachments:** SKMBT\_42314090516140.pdf; ATT00001.htm

CIVIL SERVICE COMMISSION  
REGISTERED NUMBER  
0199.14.4

ADDITIONAL MATERIAL  
RE: WONG-HIN APPEAL  
M. CALLAHAN  
S. GARD  
J. KRAUS  
D. MAZION

Ms Eng,

Please see attached. Hope this will help.

I am still waiting to hear from American Medical Response.

Thank you,

Alicia

Sent from my iPad

Begin forwarded message:

**From:** "Bradley, Brandon (ECD)" <[brandon.bradley@sfgov.org](mailto:brandon.bradley@sfgov.org)>  
**Date:** September 5, 2014, 4:24:32 PM PDT  
**To:** "Alicia" <[\[redacted\]](mailto:[redacted])>  
**Subject:** Employment Verification

Hi Alicia,

Please see attached employment verification. Let me know if you have any questions. Thank you.

Regards,

Brandon  
415-558-3854

2014 SEP -8 AM 8:00  
EXECUTIVE OFFICES  
CIVIL SERVICE COMMISSION  
333 CALIFORNIA STREET  
SAN FRANCISCO, CA 94102





Edwin M. Lee  
Mayor

**Department of Emergency Management**  
1011 Turk Street, San Francisco, CA 94102

Division of Emergency Communications  
Phone: (415) 558-3800 Fax: (415) 558-3843

Division of Emergency Services  
Phone: (415) 487-5000 Fax: (415) 487-5043



Anne Kronenberg  
Executive Director

September 5, 2014

To Whom It May Concern,

This letter is to verify that Ms. Alicia B Hin is the former employee of Department of Emergency Management. Her former position is 8238 Public Safety Communications Dispatcher and has been employed in this capacity from 02/28/2005 through 03/31/2006. The 8238 Public Safety Communications Dispatcher job responsibilities include operating a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information, dispatching police, fire and paramedic personnel and equipment on both routine and emergency calls to specific locations utilizing a computer aided dispatch system, multiple video display terminal, radio console and related equipment, receiving emergency calls, evaluating incoming reports of police, fire and medical emergencies, transmitting complete and accurate information to appropriate field personnel, monitoring, coordinating and accurately maintaining the status of incidents and record of dispatched emergency service personnel and apparatus, responding to public inquiries regarding paramedic service, fire rescue, police assistance, crimes, violations and other offenses, receiving and disseminating information from other law enforcement and emergency service computer networks related to jurisdictional requests for fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points bulletins, maintaining record of all calls received and preparing reports of critical incidents and performing other related duties as assigned.

If you have any questions regarding this verification, please contact me at (415) 558-3854.

Sincerely,

*Brandon Bradley*

Brandon Bradley, Payroll Clerk

2014 SEP -8 AM 8:03

EXAMINATION  
DIVISION  
1550





# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent via U.S. Mail*

September 8, 2014

E. DENNIS NORMANDY  
PRESIDENT

Alicia B. Wong Hin

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

Subject: **Register No. 0194-14-4: Appealing the rejection of her application for the 8207 Building and Grounds Patrol Officer position.**

SCOTT R. HELDFOND  
COMMISSIONER

Dear Ms. Wong Hin:

GINA M. ROCCANOVA  
COMMISSIONER

This is in response to your appeal submitted to the Civil Service Commission on September 3, 2014 appealing the rejection of your application for the 8207 Building and Grounds Patrol Officer position. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form. A hard copy of the report will also be available for your review at the Commission's offices located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date (note that the Commission requires an original and nine copies of any supplemental/rebuttal materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or by phone at (415) 252-3247 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

Sincerely,

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON  
Executive Officer





**Aldana, Elizabeth (CSC)**

---

**From:** Aldana, Elizabeth (CSC)  
**Sent:** Monday, September 08, 2014 10:06 AM  
**To:** Callahan, Micki (HRD)  
**Cc:** Buick, Jeanne (HRD); Gard, Susan (HRD); Kraus, John (HRD); Marion, Donna (donna.marion@sfgov.org)  
**Subject:** Notice of Appeal  
**Attachments:** Alicia B. Wong Hin.pdf

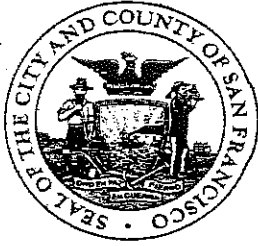
<b>Tracking:</b>	<b>Recipient</b>	<b>Read</b>
	Callahan, Micki (HRD)	
	Buick, Jeanne (HRD)	Read: 9/8/2014 10:10 AM
	Gard, Susan (HRD)	
	Kraus, John (HRD)	
	Marion, Donna (donna.marion@sfgov.org)	

Dear Ms. Callahan:

Please find the attached notification regarding the appeal filed by Alicia B. Wong Hin. Your review and action is required. This shall serve as formal notification; you will not receive a hard copy via interoffice mail.

*Elizabeth Aldana  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102  
415-252-3262 (P)  
415-252-3260 (F)*





# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

## NOTICE OF RECEIPT OF APPEAL

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

DATE: September 8, 2014

REGISTER NO.: 0194-14-4

APPELLANT: ALICIA B. WONG HIN

Micki Callahan  
Human Resources Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Dear Ms. Callahan:

The Civil Service Commission has received the attached letter from Ms. Wong Hin, appealing the rejection of her application for the 8207 Building and Grounds Patrol Officer position. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 "Action Request on Pending Appeal/Request," with supporting information and documentation to my attention at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. CSC Form 13 is available on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service) under "Forms."

In the event that Ms. Wong Hin's appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on October 23, 2014** so that it may be heard by the Civil Service Commission at its meeting on November 3, 2014. If you will be unable to transmit the staff report by the October 23<sup>rd</sup> deadline, or if required departmental representatives will not be available to attend the November 3<sup>rd</sup> meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

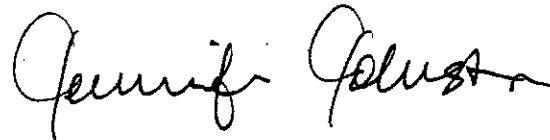
You may contact me at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or (415) 252-3250 if you have any questions. For more information regarding staff report requirements,

Appellant: Alicia B. Wong Hin  
September 8, 2014  
Page 2 of 2

meeting procedures or future meeting dates, please visit the Commission's website at [www.sfgov.org/Civil Service](http://www.sfgov.org/Civil_Service).

Sincerely,

CIVIL SERVICE COMMISSION

A handwritten signature in black ink, appearing to read "Jennifer Johnston". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Johnston".

JENNIFER JOHNSTON  
Executive Officer

Attachment

Cc: Susan Gard, Department of Human Resources  
John Kraus, Department of Human Resources  
Donna Marion, San Francisco Public Library

# STAFF REPORT





CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

- 1. Civil Service Commission Register Number: 0194-14-4
2. For Civil Service Commission Meeting of: 11/3/2014
3. Check One: Ratification Agenda, Consent Agenda, Regular Agenda (checked), Human Resources Director's Report
4. Subject: Appeal by Alicia B Wong Hin of the Department of Human Resources rejection of application for examination in class 8207 Building and Grounds Patrol Officer
5. Recommendation: Deny the appeal and adopt the report.
6. Report prepared by: Amber Lytle, DHR Telephone number: (415) 557-4880
7. Notifications: (Attach a list of the person(s) to be notified in the format described in Civil Service Commission Procedure Number Two).
8. Reviewed and approved for Civil Service Commission Agenda:
Human Resources Director: [Signature]
Date: Oct. 23, 2014
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

Executive Officer, Civil Service Commission
25 Van Ness Avenue, Suite 720, San Francisco, CA 94102

- 10. Receipt-stamp this form in the "CSC RECEIPT STAMP" box to the right using the time-stamp in the CSC Office.


CSC RECEIPT STAMP box

Attachment

THIS DOCUMENT SUPPORTS CALENDAR ITEM 14

**NOTIFICATIONS**

Alicia B Wong Hin

  
Amber Lytle  
Department of Human Resources  
One South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Anna Biasbas  
Department of Human Resources  
One South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

John Kraus  
Department of Human Resources  
One South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Susan Gard  
Department of Human Resources  
One South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103





Edwin M. Lee  
Mayor

Micki Callahan  
Human Resources Director

DATE: October 23, 2014  
TO: The Honorable Civil Service Commission  
THROUGH: Micki Callahan, Human Resources Director  
FROM: Amber Lytle, Senior Personnel Analyst  
Anna Biasbas, Recruitment and Assessment Services Operations Manager  
John Kraus, Assistant Deputy Director  
SUBJECT: APPEAL OF THE DEPARTMENT OF HUMAN RESOURCES REJECTION OF  
APPLICATION FOR EXAMINATION 8207 BUILDING AND GROUNDS PATROL  
OFFICER

---

**BACKGROUND**

CBT-8207-900239 Building and Grounds Patrol Officer was open for filing June 23, 2014 through July 3, 2014 (Attachment A). The minimum qualifications for this classification require: a high school diploma or equivalent; one (1) year (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property; possession of a valid California State Motor Vehicle Operator's License, and; eligibility for a certificate as a special police officer; as indicated by the announcement and the Class Specification (Attachment B).

Alicia B Wong Hin submitted an application (Attachment C) on June 25, 2014. On her application she indicated she had worked an average of 15 hours a week as an 8207 Building and Grounds Patrol Officer since March 16, 2013. This equates to approximately 5 months of qualifying experience. Additionally, Ms. Wong Hin indicated she had 5 years of experience as a Call Taker/Dispatcher with American Medical Response; 9 months of experience as a PBX (switchboard) Operator with Sequoia Hospital; 1 year and 1 month as a Dispatcher with Public Safety Communication Dispatch; and 8 years and 3 months of experience as a Customer Service Agent with United Airlines. None of these constitute qualifying experience for the class of 8207 Building and Grounds Patrol Officer.

After a thorough review of Ms. Wong Hin's application, she was rejected from consideration from recruitment CBT-8207-900239 via email (Attachment D), as she did not meet the minimum qualifications as described on the announcement, nor the class specification.

Ms. Wong Hin submitted additional information (Attachment E and Attachment F) to support her qualifications, but this documentation did not demonstrate that she possessed the minimum experience required to participate in the examination process for 8207. Therefore, she was notified again via email (Attachment G) that her application would not be considered for CBT-8207-900239.

Ms. Wong Hin filed an appeal with the Civil Service Commission on September 3, 2014 (Attachment H). In her appeal, Ms. Wong Hin reiterated that she had been employed as a temporary, as-needed, 8207 since March 16, 2013 and that experience should qualify her to participate in the recruitment process in question.

## ISSUES

Does Ms. Wong Hin meet the minimum qualifications for Class 8207 Building and Grounds Patrol Officer?

### AUTHORITY/STANDARDS

Sec. 110.9 Qualifications of Applicants 110.9.1

*Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Experience gained in violation of Commission Rules shall not be recognized. City and County employees shall receive credit only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Employees may receive credit for duties not usually performed by incumbents in a class if their employee file contains contemporaneous documentation that the duties were assigned and performed. By way of example but not limitation, records that describe and verify the out-of-class assignment that may be accepted as documentation include a valid performance appraisal completed during the normal evaluation period, payroll records filed at the time of the assignment and Notice of Assignment. Credit for duties not usually performed by incumbents in a class based on non-contemporaneous documentation shall require the certification of the Appointing Officer and the approval of the Human Resources Director.*

Sec. 105.12 Examination Matters

*An action by the Human Resources Director, on examination matters, may be appealed to the Commission provided such appeal is received by the Executive Officer by close of business on the fifth (5th) working day (excluding Saturdays, Sundays, and holidays) following the postmarked mailing date of notification to the appellant. The appeal period shall be extended an additional five (5) working days (excluding Saturdays, Sundays, and holidays) where the notification to the appellant is sent exclusively by certified mail – return receipt requested. The Commission's action on the appeal shall be final and no reconsideration request shall be allowed.*

### FINDINGS

Job analysis meetings were held in January and February of 2014 to evaluate the appropriateness of the minimum qualifications for 8207 and to determine the knowledge, skills and abilities required to perform the essential functions of the job.

Subject matter experts determined the minimum qualifications, set forth by the class specification adopted in 1969, were appropriate.

Alicia B Wong Hin submitted an application for TEX-8207-900LIB on February 2, 2013 and was hired by the San Francisco Public Library as a temporary, as needed, 8207 Building and Grounds Patrol Officer on March 16, 2013.

Alicia B Wong Hin submitted an application for CBT-8207-900239 Building and Grounds Patrol Officer on June 25, 2014. Her submitted application was reviewed by the Department of Human Resources.

The appellant was sent a notice of rejection on August 25, 2014 for her Building and Grounds Patrol Officer application, in which she was given 5 business days to submit additional documentation demonstrating she met the minimum qualifications.

On August 29, 2014 Ms. Wong Hin submitted documentation verifying that she worked 1,011.90 hours as a temporary exempt, as-needed, Building and Grounds Patrol Officer with the San Francisco Public Library. The additional documentation submitted did not demonstrate that Ms. Wong Hin possessed one (1) year (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property.

On September 2, 2014, Ms. Wong Hin was sent another notice indicating that her application remained rejected.

The Public Library was notified by the Department of Human Resources via email on August 10, 2014 that Ms. Wong Hin did not meet the minimum qualifications for Class 8207. The Department of Human Resources consequently recommended that the Public Library separate Ms. Wong Hin from her 8207 position.

In accordance with Civil Service Rules, Ms. Wong Hin was released from her 8207 temporary, as-needed status on September 22, 2014.

### ANALYSIS

The applications of all individuals who apply for Civil Service examinations are evaluated on the basis of their possession of the minimum qualifications as stated on the Civil Service Examination Announcement, as well as fulfilling the employment verification requirement, if applicable. The class specification for 8207 was originally adopted in 1969, and the minimum qualifications for this class have remained unchanged. During a job analysis conducted in January and February of 2014, subject matter experts from the San Francisco Public Library and War Memorial determined the minimum qualifications outlined on the 8207 examination announcement were still appropriate. That is, they agreed that one year of experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property would provide candidates with the knowledge, skills and abilities required to successfully perform the duties of Class 8207 Building and Grounds Patrol Officer. All candidates were evaluated against this standard.

Ms. Wong Hin indicated she had been employed with the City and County of San Francisco since March 16, 2013. Although the minimum qualifications for this classification were the same at the time of her appointment, the San Francisco Public Library hired Ms. Wong Hin without a thorough review of her experience. Even when the additional work experience submitted by Ms. Wong Hin (Medical Biller with Medi-Quest Staffing Service; Medical Biller with Peninsula Woman's Health; PBX Operator with San Mateo Medical Exchange) was considered, she did not meet the minimum qualifications for Class 8207. As stated on CSC Memorandum No. 96-08 regarding exempt appointments, "all appointees shall possess the minimum requirements for the class as established by the last examination announcement for the class." Since she does not currently meet the minimum qualifications for the class, did not meet them while employed at the Library, and did not meet them at the time of filing either application, she was released from her 8207 Building and Grounds Patrol Officer temporary, as-needed, position.

### RECOMMENDATION

Deny the appeal (rejection of application for Class 8207) filed by Alicia B Wong Hin.

**Attachments to this report**

Attachment A: CBT-8207-900239 Announcement

Attachment B: Class Specification Building and Grounds Patrol Officer (#8207)

Attachment C: Alicia B Wong Hin's CBT-8207-900239 Application

Attachment D: Not Qualified Notice sent to Ms. Wong Hin

Attachment E: Verification of Employment Submitted by Ms. Wong Hin

Attachment F: Verification of Employment Submitted by Ms. Wong Hin

Attachment G: Second Not Qualified Notice sent to Ms. Wong Hin

Attachment H: CSC Register No. 0194-14-4 Appeal to the Civil Service Commission

**Attachment A**  
**CBT-8207-900239 Announcement**

**8207 Building And Grounds Patrol Officer**

Powered by Job

**Recruitment #CBT-8207-900239**

**Department** Citywide

**Analyst** Amber Lytle

**Date Opened** 6/23/2014 8:00:00 AM

**Filing Deadline** 7/3/2014 4:59:00 PM

**Salary** \$24.81 - \$30.15/hour

**Job Type** CBT Discrete

**INTRODUCTION**

**Announcement amended on 6/23/2014 to reflect updated language in the minimum qualifications.**

The 8207 Building and Grounds Patrol Officer is the entry-level class of the series that is responsible for providing public safety, patrolling and protecting public buildings and grounds. Under general supervision, patrols assigned buildings and grounds on foot or automobile; protects public property against damage, theft and trespassing; enforces security regulations governing the access to and use of public facilities; and performs related duties as required.

Requires responsibility for: following established procedures regarding the enforcement of security regulations and the apprehension of persons violating the access and use of public facilities; serving as guard over prisoners held in a hospital facility; preparing reports on patrol activities; making contact with the general public in connection with enforcement of rules and regulations.

Essential functions of this class may include: patrolling and guarding grounds and buildings; punching clocks at various stations; observing, responding to and reporting theft, damage or misuse of city property; protecting items on public display; preventing loitering; inspecting buildings to assure that they are properly secured; checking buildings and equipment to see that fire hazards are not present; checking and securing restrooms at night and unlocking for daytime use; when necessary, apprehend persons engaged in acts of vandalism and theft and turn them over to police authorities or report such action immediately to the Police Department; question persons seeking entry to public buildings; enforcing security regulations; may be required to wear a uniform and carry a weapon; may operate radio transmitting and receiving equipment; and writes reports in a clear, concise, well-organized and effective manner, using proper grammar, punctuation and syntax.

**MINIMUM QUALIFICATIONS**

- 1. High school diploma or equivalent (GED or High School Proficiency Examination);

**AND**

- 2. One (1) year (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property.

**LICENSE AND CERTIFICATION**

Requires possession of a valid California State Motor Vehicle Operator's License (Out-of-State appointees must obtain a California Driver's License within 10 days of appointment.); eligibility for a certificate as a special police officer.

**SPECIAL REQUIREMENTS**

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This classification requires considerable walking and standing, exposure to physical injury and other danger inherent in security work. Employees will be required to work any shift, weekends, and holidays and be required to wear a uniform.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

#### HOW TO APPLY

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to register an account (if you have not already done so) and begin the application process.

- Select the desired job announcement
- Select "Apply" and read and acknowledge the information
- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computers are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

You can also watch this video for further assistance with our online application system:

<http://www.youtube.com/watch?v=4-kUFHXhBjQ&feature=youtu.be>

Applicants may be contacted by email about this announcement and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Amber Lytle, by telephone at 415-557-4880, or by email at [Amber.Lytle@sfgov.org](mailto:Amber.Lytle@sfgov.org)

#### SELECTION PLAN

**Supplemental Questionnaire:** Applicants are required to complete a Supplemental Questionnaire as part of the application process. The purpose of the Supplemental Questionnaire is to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications for this position. Applicants must also complete the official application.

**Multiple Choice Exam (Weight: 100%):** Candidates that meet the minimum qualifications will be invited to participate in a multiple choice exam designed to measure knowledge, skills and/or abilities in job-related areas which may include but not limited to: Knowledge of public buildings and locations operated by various departments, knowledge of departmental regulations governing the use of city facilities; ability to problem solve, ability to act quickly in emergencies, ability to give

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attention to detail, ability to multi-task and manage deadlines, ability to operate basic office equipment including computer, telephone, and multifunction copiers, ability to deal courteously and effectively with the public, ability to establish and maintain effective and cooperative relationships, ability to follow oral and written instructions, ability to demonstrate excellent oral and written communication skills, ability to prepare simple operational reports, ability to read, review, and comprehend information such as forms, documents, instructions, and reports.

The multiple-choice exam will be administered either on a computer or in a paper format. The type of format will depend on the size of the qualified applicant pool. Qualified candidates will be notified of the type of exam format in their exam appointment notification.

This is a standardized multiple-choice examination. In accordance with Civil Service Rule 111.11.4, inspection privileges do not apply to the questions and answers in this examination.

A passing score must be achieved in order to be placed/ranked on the Eligible List. The hiring department may administer additional position-specific selection procedures to make final hiring decisions.

Candidate scores on this exam may also be applied to other announcements involving other job titles, when directed by the Human Resources Director.

Date(s) of Examination: Those applicants meeting the Minimum Qualifications will be notified of the exact date, time and place to report to the examination.

**Verification:** Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>.

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

#### CONVICTION HISTORY

As part of the selection process an image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) history will disqualify you as a candidate based on the specific requirements of the position to which you are applying. If selected for fingerprinting, the hiring department will contact you to schedule an appointment.

Candidates applying for positions with the Unified School District and the Community College District may be disqualified from consideration should their conviction history not meet the standards established under the California Education Code.

Candidates applying for positions with the Recreation and Park Department may be disqualified from consideration should their conviction history not meet the standards established under California Public Resources Code 5164.

#### DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

#### CONCLUSION

##### Eligible List:

The eligible list resulting from this examination is subject to change after adoption (e.g., as a result

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of appeals), as directed by the Human Resources Director or the Civil Service Commission. The duration of the eligible list resulting from this examination process will be of 12 months, and may be extended with the approval of the Human Resources Director.

**Certification:**

The certification rule for the eligible list resulting from this examination will be Rule of Ten Scores. Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

**Requests:**

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable ADA Accommodation at:

<http://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities>

Information regarding requests for Veterans Preference can be found at:

<http://www.sfdhr.org/index.aspx?page=20#veteranspreference>

Requests for an alternate test date may be considered in limited circumstances and must be submitted to the analyst listed in this announcement within five (5) calendar days of the announcement of the test date.

**General Information concerning City and County of San Francisco Employment Policies and Procedures:**

Important Employment Information for the City and County of San Francisco can be obtained at

<http://www.sfdhr.org/index.aspx?page=20> or hard copy at 1 South Van Ness Avenue, 4<sup>th</sup> Floor.

**Copies of Application Documents:**

Applicants should keep copies of all documents submitted, as these will not be returned.

**Right to Work:**

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

**Terms of Announcement and Appeal Rights:**

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at [www.jobaps.com/sf](http://www.jobaps.com/sf).] The terms of this announcement may be appealed under Civil Service Rule 110.4. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>.

**Exam Type: Entrance**

Issued: June 23, 2014; Amended June 23, 2014

Micki Callahan

Human Resources Director

Department of Human Resources

Recruitment ID Number: CBT-8207-900239

DHR/AL/415-557-4880

**BENEFITS**

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section AS.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In

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addition, most employees are required to make a member contribution towards retirement, ranging from 7.5%-13.25% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

For more information about benefits, please click here.

[Contact SFGov](#) [Accessibility](#) [Policies](#)

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**Attachment B**  
Class Specification Building and Grounds Patrol Officer (#8207)



**Department of Human Resources**



**Building And Grounds Patrol Officer (#8207)**

**\$23.86-\$28.99 Hourly / \$4,136.00-\$5,025.00 Monthly / \$49,634.00-\$60,294.00 Yearly**



Email Me when a Job Opens for the above position(s)

**Definition**

Under general supervision, patrols assigned buildings and grounds on foot or automobile; protects public property against damage, theft and trespassing; enforces security regulations governing the access to and use of public facilities; and performs related duties as required.

Requires responsibility for: Following established procedures regarding the enforcement of security regulations and the apprehension of persons violating the access and use of public facilities; serving as guard over prisoners held in a hospital facility; preparing reports on patrol activities; making contact with the general public in connection with enforcement of rules and regulations.

**Examples of Important and Essential Duties**

1. Patrols and guards grounds, buildings, punches clock at various stations; prevents theft, damage or misuse of city property; protects items on public display; prevents loitering.
2. Inspects buildings to assure that they are properly secured; checks buildings and equipment to see that fire hazards are not present; checks and secures rest rooms at night and unlocks for daytime use.
3. When necessary, and acting as a special officer, apprehends persons engaged in acts of vandalism and theft and turns them over to police authorities or reports such action immediately to the Police Department; questions persons seeking entry to public buildings; enforces security regulations.
4. May guard prisoners/patients in hospital facilities.
5. May be required to wear a uniform and carry a weapon; may operate radio transmitting and receiving equipment.

**Knowledge, Skills and Abilities**

Knowledge, Abilities and Skills: Requires knowledge of: Public buildings and locations operated by various city departments; departmental regulations governing use of city facilities.

Requires ability to: Carry out written and oral instructions; act quickly in emergencies, prepare simple operational reports. Requires the physical agility and stamina necessary to enforce security regulations and apprehend and hold persons involved in acts of vandalism or seeking illegal entry.

**Experience and Training**

Requires completion of high school, supplemented by one year of experience as a special police officer, security guard or other position involving the active safeguarding of life and property; or an equivalent combination of training and experience.

**License or Certificate**

Requires possession of a valid California State Motor Vehicle Operator's License; eligibility for a certificate as a special police

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officer.

**Disaster Service Workers**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect.

Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

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CLASS: 8207  
EEOC: 4

EST:

REV:  
MEDICAL:

FORMERLY JOB TITLE:

REPLACES JOB TITLE:

**Attachment C**  
Alicia B Wong Hin's CBT-8207-900239 Application

<b>Job Title: 8207 Building And Grounds Patrol Officer</b>		<b>Job</b>	
<b>Number: CBT-8207-900239</b>			
<b>Wong Hin</b> Last Name	<b>Alicia</b> First Name	<b>B</b> Initial	<b>ID</b>
[REDACTED]		<b>Other</b>	<b>C</b> [REDACTED]
email	Driver's License No.	State	Class Expiration Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Mailing address	City	State	ZIP
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Home Phone	Work Phone	Cell Phone	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
OK to leave msg?	OK to leave msg?	OK to leave msg?	

City and County of San Francisco

Employment Application



Applicants will be required to provide necessary documentation to verify proof of legal residence entitling them to work in the United States before an appointment is made.

1. Other names I have used: **Alicia M Bonifacio**
2. Are you currently an active City and County of San Francisco employee? OR Are you currently active on a hold-over list?  No  Yes
- Employee ID#/DSW#: **030793**
- Class Number: **8207**
- Class Title: **Building and Grounds patrol officer**
- Department Name: **Public Library**
- Employment Status:  Provisional
3. Are you a previous employee that no longer works for the City and County of San Francisco?  No  Yes
- Employee ID#/DSW#:
- Class Number:
- Department Name:
- Date of Separation:
4. Do you have a family member currently employed by the City and County of San Francisco?  No  Yes
- Names:
- Relation:
- Department:

5. As part of the selection process an image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) history will disqualify you as a candidate based on the specific requirements of the position to which you are applying. If selected for fingerprinting, the hiring department will contact you to schedule an appointment.

I understand that the City and County of San Francisco will use my conviction (or arrest, in limited circumstances) history in considering my candidacy for a position:

Yes  No

**Veteran Status**

6. I am claiming veteran's preference as an entrance applicant  Yes  No (If "Yes", I agree to complete a Veteran's Preference application form and provide verification of eligibility.)

**Education and Training**

7. I have a driver's license:  No  Yes
- Driver's license State: **CA**
- Drivers' License number:
- Driver's License Expiration Date: **10132013**
- Class A:  No  Yes
- Class B:  No  Yes

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Class C:  No  Yes

Other Class:  No  Yes

8. I have graduated from High School:  No  Yes

I have not graduated from High School but do have a G.E.D. certificate:  No  Yes

I have a High School Proficiency certificate:  No  Yes

9. I have attended the following Colleges, Universities, and/or Trade Schools:

<u>Name of School</u> <u>City &amp; State</u>	<u>Major</u>	<u>Units Completed</u> <u>Sem</u> <u>Qtr</u>	<u>Degree Pursued</u>	<u>Completed?</u>
Computer Learning Center San Francisco, Ca	Computer Operations		Cert.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
Prospect Hall College Hollywood, FL	Computer Science	1	Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Attending
				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending
				<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attending

10. I have the following special training, certificates, licenses, etc. applicable for this job:

**Certification/License 1:**

Type: **PC 832**

Number: **1370-80102-12-001**

Issuing Agency: **Martinez Regional Criminal Justice Training Center, Martinez Adult School**

Date Issued: **12/16/12**

Date Expires: **12/16/15**

11. I read/speak/write the following languages:



**Employment Record**

Beginning with your current or most recent position, state your employment history. A RESUME DOES NOT SUBSTITUTE for this section of the application. This section **MUST BE COMPLETED**.

From (Mo/Yr) <b>03/16/2013</b>	To (Mo/Yr) <b>Present</b>	Total Yrs/Mos Worked <b>0 yrs 5 mos</b>	Job Title <b>Building and Grounds Patrol Of</b>	Hours Per Week <b>15</b>	
Employer's Name and Address <b>San Francisco Main Library 30 Grove Street, San Francisco, CA</b>		Employer's Phone <b>415557457</b>	Salary	Reason for Leaving <b>Still employed</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Responsibilities are to patrol the main library inside as well as outside for any suspicious activities, such as drug use , misuse of city property, theft of any library materials, disturbance and verbal or physical abuse towards staff and any patrons. Dispatch units to where help is needed. Enter incident reports into the computers to document all activities that had occurred . Apprehend violators that enter the building that have been suspended out of the libraries. Secure building at all times. Always communicate with fellow patrol officers and our supervisors for our safety.</b>					

From (Mo/Yr) <b>11/27/2006</b>	To (Mo/Yr) <b>11/01/2011</b>	Total Yrs/Mos Worked <b>5 yrs 0 mos</b>	Job Title <b>Call Taker/Dispatch</b>	Hours Per Week <b>40</b>	
Employer's Name and Address <b>American Medical Response 1510 Rollins Road, Burlingame, CA 94010</b>		Employer's Phone <b>1-800-650-5472</b>	Salary <b>69,700</b>	Reason for Leaving <b>Laid Off</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Responsible for receiving recording and managing request for ambulance assistance and transports. Scheduled and prescheduled ambulances for contracted hospitals, peace officers, skilled nursing and other facilities. Allocated EMS resources by applying appropriate decisions and approved protocols. Accountable for the completeness and accuracy of paperwork. Received and dispatched EMD 911 calls and forwarded them to appropriate jurisdictions. Performed all communications on CAD (Computer Aided Dispatch) system.</b>					

From (Mo/Yr) <b>08/10/2006</b>	To (Mo/Yr) <b>03/20/2008</b>	Total Yrs/Mos Worked <b>0 yrs 9 mos</b>	Job Title <b>PBX Operator</b>		Hours Per Week <b>20</b>
Employer's Name and Address <b>Sequoia Hospital 170 Alameda del las pulgas, Redwood City, CA</b>		Employer's Phone <b>650-367-5811</b>	Salary <b>vaired</b>	Reason for Leaving <b>Started a full time job</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Responsible for answering multiple phone lines and directing them to appropriate department or rooms. Maintained knowledge of handling emergencies and non emergencies situations in accordance to hospital policies. Assisted visitors at the information window with various requests. Performed clerical daily duties as needed by medical staff.</b>					

From (Mo/Yr) <b>02/05/2005</b>	To (Mo/Yr) <b>03/06/2006</b>	Total Yrs/Mos Worked <b>1 yrs 1 mos</b>	Job Title <b>Dispatcher</b>		Hours Per Week <b>40</b>
Employer's Name and Address <b>Public Safety Communication Dispatch 1011 Turk St, San Francisco, CA</b>		Employer's Phone <b>415 575 0737</b>	Salary <b>46,000</b>	Reason for Leaving <b>Released, did not pass dispatch training.</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Fielded incoming emergency (9-1-1) and non-emergency telephone calls from the public and various safety agencies on a multi-screen system. Assessed and dispatched Police, Fire and EMS field units to respond to emergency and non-emergency calls for service. Maintained and monitored communication with various public safety field units, while entering and updating the status of resources via the Computer Aided Dispatch System. Handled, documented and updated all incident information in a timely manner. Ensured confidentiality for all information received. Exercised understanding of public safety policies and procedures for the Emergency Communication Department, Police, Fire and Emergency Medical Services.</b>					

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From (Mo/Yr) <b>06/07/1997</b>	To (Mo/Yr) <b>09/11/2005</b>	Total Yrs/Mos Worked <b>8 yrs 3 mos</b>	Job Title <b>Customer Service Agent</b>		Hours Per Week <b>40</b>
Employer's Name and Address <b>United Airlines SFO International Airport, San Bruno, CA 94066</b>		Employer's Phone <b>18002416522</b>	Salary <b>28,800</b>	Reason for Leaving <b>Accepted a job with City of San Francisco</b>	You <input checked="" type="checkbox"/> May <input type="checkbox"/> May Not contact this employer
Duties <b>Managed passenger check-ins for International and Domestic flights at San Francisco International Airport, including baggage check-in, boarding and reservations. Assisted customers with quoting fares/schedules. Assessed and processed system refunds and exchanges as appropriate. Resolved disservice situations in accordance with company policies and procedures. Liaised with Customs Agencies and assisted with immigration and deportee processes. Trained new employees as needed.</b>					

**CERTIFICATION OF APPLICANT (read carefully):** I hereby certify that all statements made in this application are true and complete to the best of my knowledge. I understand that any false, incomplete, or incorrect statement, regardless of when it is discovered, may result in my disqualification or dismissal from employment with the City and County of San Francisco. I hereby authorize all my employers and schools (unless otherwise noted) to release any and all information concerning me, including information of a confidential or privileged nature. I hereby release any and all employers from any liability or damage which may result from furnishing the information requested.

By checking this signature box, I certify agreement with the terms given above for Applicant Release of Employment Information.

Signature

Date

SUPPLEMENTAL QUESTIONNAIRE

8207 Building and Grounds Patrol Officer

CBT-8207-900239

Supplemental Questionnaire

The purpose of this questionnaire is to gain information regarding applicant qualifications. The minimum qualifications for this position have been identified as follows for satisfactory performance in this position. The information provided must be consistent with the information on your application and is subject to verification. The responses to this section of the Supplemental Questionnaire are mandatory for participation in the recruitment process.

This supplemental questionnaire must be completed and submitted online with your application. Responses cannot be changed or edited after submission. Failure to provide complete and accurate responses to this supplemental questionnaire may result in rejection of the application.

Responses to items on the supplemental questionnaire must be supported by information provided on the application in order to receive appropriate credit. Please be sure to include all relevant education and experience in the work history and education sections of the application. A resume will not substitute for a completed application. Write "see resume" on the application, or on the supplemental questionnaire. An application will be rejected.

- 1 The minimum qualifications for this position requires a High School Diploma or equivalent (GED or School Proficiency Examination), one (1) year (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguard of life and property and possession of a valid California State Motor Vehicle Operator's License.

Do you meet the minimum qualifications for this position?

Yes  No

- 2 Do you have a High School Diploma or equivalent (GED or High School Proficiency Examination)?

Yes  No

- 3 How much verifiable experience as a special police officer, security guard, or similar position involving active safeguarding of life and property do you have?

I do not have of this experience.

I have less than 12 months (2,000 hours) of this experience.

I have 12 months (2,000 hours) or more of this experience.

- 4 Please describe your experience as a special police officer, security guard, or similar position involving active safeguarding of life and property as indicated in question #3

I am currently employed by city of San Francisco with SF Main Library as an 8207 Building and Ground

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Officer temporary assignment for the past year. The duties and responsibilities are familiar and believe the experience to qualify.

- 5 List the name of the Employer, your job Title, you Supervisor's name, and his or her contact information along with the dates of employment where you gained the experience you indicated in questions #3 & #4 above.

San Francisco Main Public Library. 8207 Building and Grounds Patrol Officer. Gloria Cowart SFPL 415-4357. Dates employed 03/2013 to current.

**CERTIFICATION:** I certify that I am the author of this form and that all the info presented is true and based upon my experience. I understand that prior to appointment I may be required to provide written verification of any of the info provided above and that I may be required by the hiring department to participate in a performance test(s) during the probationary period. I further understand that an incomplete, or incorrect statement may result in dismissal or termination of employment with the City and County of San Francisco.

**Attachment D**  
Not Qualified Notice sent to Ms. Wong Hin



**Alicia Wong Hin: 1**

Job Title: 8207 Building And Grounds Patrol Officer applied: 6/25/2014

By A Lytle: 10/15/2014 10:47:45 AM

Type	Last Name	First Name	Easy ID	Job Number	Job Title	How Sent	Date Sent	Sender
NQ	Wong Hin	Alicia		CBT-8207-900239	8207 Building And Gr	Email	8/25/2014 9:00:00 AM	A Lytle
CON	Wong Hin	Alicia		CBT-8207-900239	8207 Building And Gr	Email	6/25/2014 9:39:00 PM	S System




Recipient Report for Selected Notice

Message:



Monday, August 25, 2014

Alicia Wong Hin  


Dear Alicia Wong Hin,

Thank you for submitting your application for Class 8207 Building And Grounds Patrol Officer (CBT-8207-900239). Applicants must clearly demonstrate through the information on their application that they possess the requirements specified as the minimum qualifications. The information on your application does not clearly demonstrate that you meet the minimum qualifications, and therefore your application was not qualified to continue in the selection process.

Specifically, you do not possess the required: Experience.

The minimum qualifications for this classification are:

1. A High school diploma or equivalent (GED or High School Proficiency Examination); **AND**
2. One (1) year (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property.

**This decision regarding your application status may be reconsidered IF you provide me with verification documentation which demonstrates that you meet the minimum qualifications.**

Verification of qualifying experience MUST be submitted on the employer's business letterhead stating your name, job title (s), dates of service in complete form (mm/dd/yy), a detailed description of duties performed, and the verification letter must be signed by the employer or appropriate representative, such as a Human Resources Representative. Performance evaluations showing duties performed and dates of employment may be submitted as verification documentation. Resumes

23

are NOT verification.

Employees of the City and County of San Francisco must submit a signed letter from their Human Resources Department showing duties performed to verify qualifying City experience. Alternatively, performance evaluations may be submitted. City employees will receive credit for the duties of the class to which appointed. Credit for experience obtained outside of the employee's class will be allowed only if recorded in accordance with the provisions of Civil Service Commission Rules.

Temporary/as-needed and part-time employees must also submit verification of their hours worked performing the qualifying duties.

As stated on the announcement, qualifying education must be verified by copy of diploma showing major or transcripts showing coursework completed. Information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>.

**Verification should be submitted by scanning the verifying documents and emailing them as attachments to me at: [Amber.Lytle@sfgov.org](mailto:Amber.Lytle@sfgov.org).**

**Verification must be submitted to me (via email is preferred) no later than 5:00PM August 29, 2014.**

Verification may be waived if impossible to obtain. To request a waiver of verification, you must email me a statement by 5:00PM, August 29, 2014 explaining why verification cannot be obtained. Please note, waiver requests will be considered on a case-by-case basis, and will not automatically be granted.

**If you do not submit verification documentation by 5:00PM August 29, 2014, your application will not be reconsidered and will not continue in this examination process.**

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/>.

Thank you for your interest in employment with the City and County of San Francisco. We encourage you to apply for other positions for which you may qualify at [www.jobaps.com/sf](http://www.jobaps.com/sf).

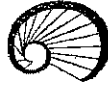
Sincerely,

**Amber Lytle**  
City & County of San Francisco  
Department of Human Resources  
Tel: 415-557-4880

24



**Attachment E**  
Verification of Employment Submitted by Ms. Wong Hin



San Francisco Public Library  
 100 Larkin Street, San Francisco, CA 94102 - 4705

## VERIFICATION OF EMPLOYMENT

The policy of the San Francisco Public Library is to provide the following information for all requests of employment verification.

**EMPLOYEE NAME:** Alicia B Wong Hin

**FORMER JOB CLASS & TITLE:** 8207 Bldg & Grounds Patrol Officer

**APPOINTMENT STATUS:**

- Currently Employed
- Last Date of Employment

**TYPE OF APPOINTMENT:**

- Permanent Civil Service
- Provisional
- Permanent Exempt
- Temporary Exempt

**WORK SCHEDULE:**

- Full-time
- Part-time (20 or more hours weekly)
- Part-time (less than 20 hours weekly)
- As Needed

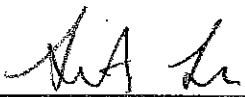
**DATES OF SERVICES:**

Job Class No. & Title	Inclusive Dates	Total Work Hours
8207 Bldg & Grounds Patrol Officer	3/16/13 - Present	1011.90

**SALARY:**  
 Hourly: \$23.39

If there are any questions please contact the Payroll Division at (415) 557-4585.

**VERIFIED BY:**

Yong Si Lu  Payroll Clerk 8/27/2014

PRINT NAME & SIGN TITLE DATE

cc: Employee File

**Attachment F**  
Verification of Employment Submitted by Ms. Wong Hin



*San Francisco Public Library*  
100 Larkin Street, San Francisco CA 94102

VIA REGULAR MAIL & ELECTRONIC MAIL

August 28, 2014

Alicia B. Wong-Hin  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Ms. Wong-Hin:

Per your request, I am verifying you began employment on March 16, 2013 and are currently employed as a temporary exempt as needed Building and Grounds Patrol Officer (#8207) with the San Francisco Public Library in which you have worked a total of 1,011.90 hours. I have attached the Building and Grounds Patrol Officer (#8207) job description.

Sincerely,

A handwritten signature in cursive script that reads "James E. Peavey".

James E. Peavey, M.P.A.  
Library Senior Human Resources Analyst

Attachment: Building and Grounds Patrol Officer (#8207) Classification Specification

cc: Donna Marion, Library HR Director  
Personnel File

**Attachment G**  
Second Not Qualified Notice sent to Ms. Wong Hin

**Lytle, Amber (HRD)**

---

**From:** Lytle, Amber (HRD)  
**Sent:** Tuesday, September 02, 2014 12:12 PM  
**To:** [REDACTED]  
**Subject:** RE: Verification of Employment  
**Attachments:** SMAINBIZHUB14082911290.pdf; 20140902115151376.pdf

Alicia,

Thank you for submitting verification of your employment with San Francisco Public Library. I have attached a copy of the documentation to your application. Please note, the documentation that you provided does not demonstrate that you meet the minimum qualifications for this classification. As indicated on the announcement, applicants are required to have 12 months (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property by the final filing deadline.

Your application and supporting documentation does not demonstrate that you meet the minimum qualifications for this classification. You have failed to provide sufficient verification of your qualifications by the deadline of August 29<sup>th</sup>; **the decision regarding your application status for CBT-8207-900239 Building and Grounds Patrol Officer remains the same.**

**Your application does not demonstrate that you meet them minimum qualifications and will not continue in the selection process.**

We thank you for your interest in employment with the City and County of San Francisco and encourage you to apply for other positions for which you may qualify at [www.jobaps.com/sf](http://www.jobaps.com/sf).

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/>.

Sincerely,

*Amber Lytle*  
Senior Personnel Analyst  
415-557-4880

---

**From:** alicia hin [REDACTED]  
**Sent:** Friday, August 29, 2014 12:24 PM  
**To:** Lytle, Amber (HRD)  
**Subject:** Fw: Verification of Employment

Please see attached.

Thank you,

Alicia Wong Hin

On Friday, August 29, 2014 11:35 AM, "Peavey, James (LIB)" <[James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org)> wrote:

**From:** [James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org) [mailto:[James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org)]

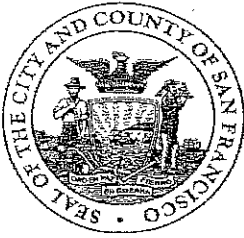
**Sent:** Friday, August 29, 2014 12:30 PM

**To:** Peavey, James (LIB)

**Subject:** Message from MAINBIZHUB21

**Attachment H**  
CSC Register No. 0194-14-4 Appeal to the Civil Service  
Commission





**CIVIL SERVICE COMMISSION**  
**CITY AND COUNTY OF SAN FRANCISCO**

EDWIN M. LEE  
MAYOR

**NOTICE OF RECEIPT OF APPEAL**

E. DENNIS NORMANDY  
PRESIDENT

DOUGLAS S. CHAN  
VICE PRESIDENT

KATE FAVETTI  
COMMISSIONER

SCOTT R. HELDFOND  
COMMISSIONER

GINA M. ROCCANOVA  
COMMISSIONER

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

DATE: September 8, 2014  
REGISTER NO.: 0194-14-4  
APPELLANT: ALICIA B. WONG HIN

Micki Callahan  
Human Resources Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Dear Ms. Callahan:

The Civil Service Commission has received the attached letter from Ms. Wong Hin, appealing the rejection of her application for the 8207 Building and Grounds Patrol Officer position. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 "Action Request on Pending Appeal/Request," with supporting information and documentation to my attention at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. CSC Form 13 is available on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service) under "Forms."

In the event that Ms. Wong Hin's appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on October 23, 2014** so that it may be heard by the Civil Service Commission at its meeting on November 3, 2014. If you will be unable to transmit the staff report by the October 23<sup>rd</sup> deadline, or if required departmental representatives will not be available to attend the November 3<sup>rd</sup> meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

You may contact me at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or (415) 252-3250 if you have any questions. For more information regarding staff report requirements,

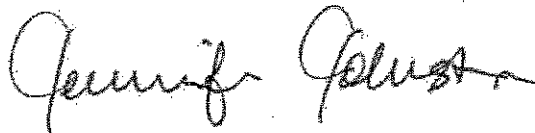
33

Appellant: Alicia B. Wong Hin  
September 8, 2014  
Page 2 of 2

meeting procedures or future meeting dates, please visit the Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

Sincerely,

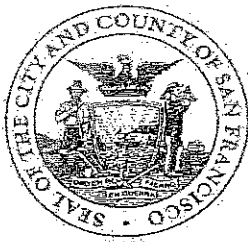
CIVIL SERVICE COMMISSION

A handwritten signature in black ink, appearing to read "Jennifer Johnston". The signature is written in a cursive, flowing style.

JENNIFER JOHNSTON  
Executive Officer

Attachment

Cc: Susan Gard, Department of Human Resources  
John Kraus, Department of Human Resources  
Donna Marion, San Francisco Public Library



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE  
MAYOR

*Sent via U.S. Mail*

September 8, 2014

E. DENNIS NORMANDY  
PRESIDENT

Alicia B. Wong Hin

DOUGLAS S. CHAN  
VICE PRESIDENT

Subject: **Register No. 0194-14-4: Appealing the rejection of her application for the 8207 Building and Grounds Patrol Officer position.**

KATE FAVETTI  
COMMISSIONER

Dear Ms. Wong Hin:

SCOTT R. HELDFOND  
COMMISSIONER

This is in response to your appeal submitted to the Civil Service Commission on September 3, 2014 appealing the rejection of your application for the 8207 Building and Grounds Patrol Officer position. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

GINA M. ROCCANOVA  
COMMISSIONER

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form. A hard copy of the report will also be available for your review at the Commission's offices located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.

JENNIFER C. JOHNSTON  
EXECUTIVE OFFICER

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date (note that the Commission requires an original and nine copies of any supplemental/rebuttal materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

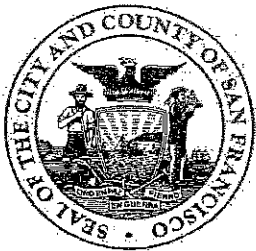
You may contact me by email at [Jennifer.Johnston@sfgov.org](mailto:Jennifer.Johnston@sfgov.org) or by phone at (415) 252-3247 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

Sincerely,

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON  
Executive Officer

35



**CIVIL SERVICE COMMISSION**  
**City and County of San Francisco**

25 Van Ness Avenue, Suite 720  
San Francisco, California 94102-6033  
Jennifer Johnston, Executive Officer  
(415) 252-3247

CSC Register No.
0194-14-4
To: X. M. Callahan
CC: G. Grand J. Kraus D. Marion

**APPEAL TO THE CIVIL SERVICE COMMISSION**

**INSTRUCTIONS:**

Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above within the designated number of days following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. (E-mail is not accepted.) It is recommended that you include all relevant information and documentation in support of your appeal.

**TYPE OF APPEAL:** (Check One)

- Examination Matters (by close of business on 5<sup>th</sup> working day)
- Employee Compensation Matters (by close of business on 7<sup>th</sup> working day) - Limited application
- Personal Service Contracts (Posting Period)
- Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days)
- Future Employability Recommendations (See Notice to Employee)

ALICIA B. WONG HIN 100 LARKIN ST, SF 415-557-4357

Full Name of Appellant Work Address Work Telephone

8207 BUILDING & GROUNDS PATROL OFFICER

Job Code Title Department

[Redacted]

Residence Address City State Zip Home Telephone

Full Name of Authorized Representative (if any) Telephone Number of Representative (including Area Code)

**NOTE:** If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

Email: [Redacted]

**COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE. (Use additional page(s) if necessary)**

Does the basis of this appeal include new information not previously presented in the appeal to the Human Resources Director? If so, please specify.	Check One:	Yes	No

Original Signature of Appellant or Authorized Representative Date

State the basis of this appeal in detail. For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at [www.sfgov.org/Civil\\_Service](http://www.sfgov.org/Civil_Service).

I APPLIED FOR A FULLTIME POSITION FOR 8207 BUILDING & GROUNDS PATROL OFFICER ON JUNE 23, 2014. AMBER LYTLE, HUMAN RESOURCE ANALYST EMAILED ME AUG 25, 2014 ADVISING I WAS NOT QUALIFIED DUE TO LACK OF EXPERIENCE.

I HAVE BEEN EMPLOYED WITH CITY & COUNTY OF SAN FRANCISCO AS A TEAM 8207 BUILDING & GROUNDS PATROL OFFICER SINCE 3/16/2013 TO PRESENT. I BELIEVE THIS SHOULD QUALIFY ME FOR THE FULLTIME POSITION. I DO HOLD A 832 PC CERTIFICATE



*San Francisco Public Library*  
100 Larkin Street, San Francisco CA 94102

VIA REGULAR MAIL & ELECTRONIC MAIL

August 28, 2014

Alicia B. Wong-Hin

---

Dear Ms. Wong-Hin:

Per your request, I am verifying you began employment on March 16, 2013 and are currently employed as a temporary exempt as needed Building and Grounds Patrol Officer (#8207) with the San Francisco Public Library in which you have worked a total of 1,011.90 hours. I have attached the Building and Grounds Patrol Officer (#8207) job description.

Sincerely,

James E. Peavey, M.P.A.  
Library Senior Human Resources Analyst

Attachment: Building and Grounds Patrol Officer (#8207) Classification Specification

cc: Donna Marion, Library HR Director  
Personnel File

**Department of Human Resources****Building And Grounds Patrol Officer (#8207)****\$24.09-\$29.28 Hourly / \$4,175.00-\$5,074.00 Monthly / \$50,102.00-\$60,892.00 Yearly**[Email Me when a Job Opens for the above position\(s\)](#)**Definition**

Under general supervision, patrols assigned buildings and grounds on foot or automobile; protects public property against damage, theft and trespassing; enforces security regulations governing the access to and use of public facilities; and performs related duties as required.

Requires responsibility for: Following established procedures regarding the enforcement of security regulations and the apprehension of persons violating the access and use of public facilities; serving as guard over prisoners held in a hospital facility; preparing reports on patrol activities; making contact with the general public in connection with enforcement of rules and regulations.

**Examples of Important and Essential Duties**

1. Patrols and guards grounds, buildings, punches clock at various stations; prevents theft, damage or misuse of city property; protects items on public display; prevents loitering.
2. Inspects buildings to assure that they are properly secured; checks buildings and equipment to see that fire hazards are not present; checks and secures rest rooms at night and unlocks for daytime use.
3. When necessary, and acting as a special officer, apprehends persons engaged in acts of vandalism and theft and turns them over to police authorities or reports such action immediately to the Police Department; questions persons seeking entry to public buildings; enforces security regulations.
4. May guard prisoners/patients in hospital facilities.
5. May be required to wear a uniform and carry a weapon; may operate radio transmitting and receiving equipment.

**Knowledge, Skills and Abilities**

Knowledge, Abilities and Skills: Requires knowledge of: Public buildings and locations operated by various city departments; departmental regulations governing use of city facilities.

Requires ability to: Carry out written and oral instructions; act quickly in emergencies, prepare simple operational reports. Requires the physical agility and stamina necessary to enforce security regulations and apprehend and hold persons involved in acts of vandalism or seeking illegal entry.

**Experience and Training**

Requires completion of high school, supplemented by one year of experience as a special police officer, security guard or other position involving the active safeguarding of life and property, or an equivalent combination of training and experience.

**License or Certificate**

Requires possession of a valid California State Motor Vehicle Operator's License; eligibility for a certificate as a special police officer.

**Disaster Service Workers**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

---

**CLASS: 8207**  
**EEOC: 4**

**EST:**

**REV:**  
**MEDICAL:**

**FORMERLY JOB TITLE:**

**REPLACES JOB TITLE:**



Eng, Sandra (CSC)

From: [REDACTED]  
Sent: Thursday, September 04, 2014 9:41 PM  
To: Eng, Sandra (CSC)  
Subject: Fw: Verification of Employment  
Attachments: SMAINBIZHUB14082911290.pdf; 20140902115151376.pdf

CIVIL SERVICE COMMISSION REGISTER NUMBER	0195.14 4
--	-----------

ADDITIONAL INFORMATION  
RE: WONG-HIN APPEAL

2014 SEP -5 AM 0:07  
CIVIL SERVICE COMMISSION  
CIVIL SERVICE COMMISSION

Please see attached.

Thank you,

Alicia

On Tuesday, September 2, 2014 12:12 PM, "Lytle, Amber (HRD)" <[amber.lytle@sfgov.org](mailto:amber.lytle@sfgov.org)> wrote:

Alicia,

Thank you for submitting verification of your employment with San Francisco Public Library. I have attached a copy of the documentation to your application. Please note, the documentation that you provided does not demonstrate that you meet the minimum qualifications for this classification. As indicated on the announcement, applicants are required to have 12 months (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property by the final filing deadline.

Your application and supporting documentation does not demonstrate that you meet the minimum qualifications for this classification. You have failed to provide sufficient verification of your qualifications by the deadline of August 29<sup>th</sup>; the decision regarding your application status for CBT-8207-900239 Building and Grounds Patrol Officer remains the same.

Your application does not demonstrate that you meet them minimum qualifications and will not continue in the selection process.

We thank you for your interest in employment with the City and County of San Francisco and encourage you to apply for other positions for which you may qualify at [www.jobaps.com/sf](http://www.jobaps.com/sf).

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/>.

Sincerely,

**Amber Lytle**

Senior Personnel Analyst  
415-557-4880

---

**From:** alicia hin [mailto: [REDACTED]]  
**Sent:** Friday, August 29, 2014 12:24 PM  
**To:** Lytle, Amber (HRD)  
**Subject:** Fw: Verification of Employment

Please see attached.

Thank you,

Alicia Wong Hin

On Friday, August 29, 2014 11:35 AM, "Peavey, James (LIB)" <[James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org)> wrote:

**From:** [James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org) [mailto:[James.Peavey@sfpl.org](mailto:James.Peavey@sfpl.org)]  
**Sent:** Friday, August 29, 2014 12:30 PM  
**To:** Peavey, James (LIB)  
**Subject:** Message from MAINBIZHUB21



San Francisco Public Library  
 100 Larkin Street, San Francisco, CA 94102 - 4705

## VERIFICATION OF EMPLOYMENT

The policy of the San Francisco Public Library is to provide the following information for all requests of employment verification.

**EMPLOYEE NAME:** Alicia B Wong Hin

**FORMER JOB CLASS & TITLE:** 8207 Bldg & Grounds Patrol Officer

**APPOINTMENT STATUS:**

- Currently Employed
- Last Date of Employment

**TYPE OF APPOINTMENT:**

- Permanent Civil Service
- Permanent Exempt
- Provisional
- Temporary Exempt

**WORK SCHEDULE:**

- Full-time
- Part-time (20 or more hours weekly)
- Part-time (less than 20 hours weekly)
- As Needed

**DATES OF SERVICES:**

Job Class No. & Title	Inclusive Dates	Total Work Hours
8207 Bldg & Grounds Patrol Officer	3/16/13 - Present	1011.90

**SALARY:**

Hourly: \$23.39

If there are any questions please contact the Payroll Division at (415) 557-4585.

**VERIFIED BY:**

Yong Si Lu

Payroll Clerk

8/27/2014

PRINT NAME & SIGN

TITLE

DATE

cc: Employee File

2014 SEP -5 AM 0:07  
 EXHIBIT OF EMPLOYMENT  
 CIVIL SERVICE COMMISSION  
 SAN FRANCISCO

**Eng, Sandra (CSC)**

---

**From:** Eng, Sandra (CSC)  
**Sent:** Friday, September 05, 2014 10:10 AM  
**To:** 'Alicia'  
**Subject:** RE: ALICIA HIN RESUME

Thank you Alicia. This additional information will be included with your appeal.

Sincerely,

Sandra Eng

*Sandra Eng*  
Assistant Executive Officer  
Civil Service Commission  
City and County of San Francisco  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102  
Direct (415) 252-3254  
Main (415) 252-3247  
Fax (415) 252-3260

-----Original Message-----

**From:**  
**Sent:** Friday, September 05, 2014 9:58 AM  
**To:** Eng, Sandra (CSC)  
**Subject:** ALICIA HIN RESUME

Hi Ms Eng,

Please see attached resume. I also left a message for Bianca Nelson employment verification department for Emergency Communication Department of SF.

Thank you for your time.

Alicia

2014 SEP 05 AM 10:13  
CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

**ALICIA B. HIN**

2014 SEP -5 AM 10:11

OFFICE OF THE  
DIRECTOR OF  
CALIFORNIA  
EMERGENCY  
COMMUNICATIONS  
COMMISSION  
SAN FRANCISCO, CALIFORNIA

**OBJECTIVE**

A position that will utilize and enhance my professional, organizational, and communication skills.

**PROFESSIONAL EXPERIENCE**

**AMERICAN MEDICAL RESPONSE**  
Burlingame, California

11/06-11/11

**Dispatcher/Call Taker**

- Primarily as a call-taker telecommunicator we are responsible for receiving, recording and effectively managing requests for ambulance assistance/transport from various sources.
- Scheduled and prescheduled ambulance transports for our contracted hospitals, peace officers, skilled nursing, and other facilities that require an ambulance.
- Allocated EMS resources properly as the needed by application of appropriate decision making rules and approved protocols.
- Responsible and accountable for completeness and accuracy of paperwork related to position prior to completion of shift.

**SEQUOIA HOSPITAL**  
Redwood City, California

08/06 - 03/08

**PBX-Telecommunications**

- Answered multiple phone lines and directing them to appropriate department or rooms.
- Maintained knowledge of handling emergencies and non-emergencies situations in accordance to hospital policies.
- Assisted visitors at the information window with various requests.
- Performed clerical daily duties as needed by medical staff.

**CITY & COUNTY OF SAN FRANCISCO, EMERGENCY COMMUNICATIONS DEPARTMENT**  
San Francisco, California

02/05-03/06

**Dispatcher**

- Fielded incoming emergency (9-1-1) and non-emergency telephone calls from the public and various public safety agencies on a multi-screen system.
- Assessed and dispatched Police, Fire and Emergency Medical Services field units to respond to emergency and non-emergency calls for service over a two-way radio system.
- Maintained and monitored communication with various public safety field units during emergency and non-emergency situations, while also entering and updating the status of resources via the Computer Aided Dispatch System.

- Documented incident information and handled prompt record status. Ensured confidentiality of all received information.
- Exercised understanding of public safety policies and procedures for the Emergency Communication Department, Police, Fire and Emergency Medical Services.

**UNITED AIRLINES**  
San Francisco, California

06/97-09/05

**Customer Service Agent**

- Managed passenger check-ins for International and Domestic flights at San Francisco International Airport, including baggage check-in, boarding and reservations.
- Assisted customers with quoting fares/schedules.
- Assessed and processed system refunds and exchanges as appropriate. Resolved disservice situations in accordance with company policies and procedures.
- Liaised with Customs Agencies and assisted with immigration and deportee eprocesses.
- Trained new employees as needed.

**MEDI-QUEST STAFFING SERVICE**  
San Francisco, California

06/96-12/96

**Medical Biller**

- Functioned as the point of contact for the daily schedule of busy medical office.
- Corresponded with insurance companies and patients to ensure accurate billing records using ICD-9 codes.
- Reviewed and verified patient account information against insurance program specifications.
- Resolved routine patient billing inquiries and problems.

**PENINSULA WOMAN'S HEALTH**  
Burlingame, California

08/94-06/96

**Medical Biller**

- Functioned as the point of contact for the daily schedule of busy medical office.
- Corresponded with insurance companies and patients to ensure accurate billing records using ICD-9 codes.
- Reviewed and verified patient account information against insurance program specifications.
- Resolved routine patient billing inquiries and problems.
- Produced month-end financial reports for management review.

**SAN MATEO MEDICAL EXCHANGE**  
San Mateo, California

01/90-08/94

**PBX Operator**

- Fielded heavy call volume from patients and doctor's offices, hospital, and commercial accounts.
- Provided customer service to all staff, community, physicians, and patients utilizing the phone system, voicemail, pagers, as well as the PC and telephone accessed pager system.

Eng. Sandra (CSC)

From: [REDACTED]  
Sent: Saturday, September 06, 2014 10:19 PM  
To: Eng. Sandra (CSC)  
Subject: Fwd: Employment Verification ECD  
Attachments: SKMBT\_42314090516140.pdf, ATT00001.htm

CIVIL SERVICE COMMISSION  
REGISTERED NUMBER 0199144

ADDITIONAL MATERIAL  
RE: WONG H.H. APPEAL  
M. CAWTHAN  
S. GARD  
J. KRANS  
D. MARON

Ms Eng,

Please see attached. Hope this will help.

I am still waiting to hear from American Medical Response.

Thank you,

Alicia

Sent from my iPad

Begin forwarded message:

From: "Bradley, Brandon (ECD)" <brandon.bradley@sfgov.org>  
Date: September 5, 2014, 4:24:32 PM PDT  
To: [REDACTED]  
Subject: Employment Verification

Hi Alicia,

Please see attached employment verification. Let me know if you have any questions. Thank you.

Regards,

Brandon  
415-558-3854

2014 SEP -6 AM 0:01  
CIVIL SERVICE COMMISSION  
SAN FRANCISCO



Edwin M. Lee  
Mayor

**Department of Emergency Management**  
1011 Turk Street, San Francisco, CA 94102

Division of Emergency Communications  
Phone: (415) 558-3800 Fax: (415) 558-3843

Division of Emergency Services  
Phone: (415) 487-5000 Fax: (415) 487-5048



Arlene Kronenberg  
Executive Director

September 5, 2014

To Whom It May Concern,

This letter is to verify that Ms. Alicia B. Hin is the former employee of Department of Emergency Management. Her former position is 8238 Public Safety Communications Dispatcher and has been employed in this capacity from 02/28/2005 through 03/31/2006. The 8238 Public Safety Communications Dispatcher job responsibilities include operating a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information, dispatching police, fire and paramedic personnel and equipment on both routine and emergency calls to specific locations utilizing a computer aided dispatch system, multiple video display terminal, radio console and related equipment, receiving emergency calls, evaluating incoming reports of police, fire and medical emergencies, transmitting complete and accurate information to appropriate field personnel, monitoring, coordinating and accurately maintaining the status of incidents and record of dispatched emergency service personnel and apparatus, responding to public inquiries regarding paramedic service, fire rescue, police assistance, crimes, violations and other offenses, receiving and disseminating information from other law enforcement and emergency service computer networks related to jurisdictional requests for fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points bulletins, maintaining record of all calls received and preparing reports of critical incidents and performing other related duties as assigned.

If you have any questions regarding this verification, please contact me at (415) 558-3854.

Sincerely,

*Brandon Bradley*

Brandon Bradley, Payroll Clerk

2014 SEP -8 AM 8:07  
SAN FRANCISCO DEPARTMENT OF EMERGENCY MANAGEMENT



**ADDITIONAL INFORMATION  
SUBMITTED BY APPELLANT**



MEMORANDUM

TO: The Honorable San Francisco Civil Service Commission

FROM: Alicia Wong-Hin, Appellant

SUBJECT: Appeal by Alicia Wong-Hin of the Decision to Reject Her Application for the Buildings and Grounds Patrol Officer (#8207) (CBT-8207-900239) Examination.

RECOMMENDATION: Uphold the Appeal by Alicia Wong-Hin of the Decision to Reject Her Application for the Buildings and Grounds Patrol Officer (#8207) (CBT-8207-900239) Examination and allow the Appellant to participate in the examination.

ISSUE

Do I, Alicia Wong-Hin, possess the minimum qualifications as specified in the Buildings and Grounds Patrol Officer (#8207) (CBT-8207-900239) examination announcement as required by Civil Service Commission Rules?

Does a Public Safety Communications Dispatcher (#8238) hold a position involving the active safeguarding of life and property?

Do the Civil Service Commission Rules and the *spirit* of the San Francisco Merit System mandate that City and County employees shall receive credit for the duties, required knowledge, skills and abilities of the class to which appointed?

RULE

Civil Service Commission Rule Sec. 110.9.1, Qualifications of Applicants states:

"Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Experience gained in violation of Commission Rules shall not be recognized. City and County employees shall receive credit only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Employees may receive credit for duties not usually performed by incumbents in a class if their employee file contains contemporaneous documentation that the duties were assigned and performed. By way of example but not limitation, records that describe and verify the out-of-class assignment that may be accepted as documentation include a valid performance appraisal completed during the normal evaluation period, payroll records filed at the time of the assignment and Notice of Assignment. Credit for duties not usually performed by incumbents in a class based on non-contemporaneous documentation shall require the certification

of the Appointing Officer and the approval of the Human Resources Director.”  
(Emphasis added)

### BACKGROUND

In January 2013, I had been hand-selected by the Chief of Library Security, Sgt. Pat Kwan, to be appointed to a temporary exempt as needed Buildings and Grounds Patrol Officer (#8207) position. On January 24, 2013, the Library Human Resources Division sent a "private"/"non-public" job opportunity notice to me. I completed the online application and submitted the application to the Library Human Resources Division. After a thorough review of my application, the Library Human Resources Division determined that I demonstrated the requisite experience as specified in the announcement in order to qualify for hire. I was subsequently hired by the San Francisco Public Library as an as needed temporary exempt appointee in the Buildings and Grounds Patrol Officer (#8207) classification.

In June 2014, I submitted an application for the Buildings and Grounds Patrol Officer (#8207) examination (CBT-8207-900239). The minimum qualifications set forth by the examination announcement were as follows:

"1. High school diploma or equivalent (GED or High School Proficiency Examination);

**AND**

2. One (1) year (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property.

### LICENSE AND CERTIFICATION

Requires possession of a valid California State Motor Vehicle Operator's License (Out-of-State appointees must obtain a California Driver's License within 10 days of appointment.); eligibility for a certificate as a special police officer.

### SPECIAL REQUIREMENTS

This classification requires considerable walking and standing, exposure to physical injury and other danger inherent in security work. Employees will be required to work any shift, weekends, and holidays and be required to wear a uniform.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted."

I have a high school diploma. I have one year of verifiable experience in a position involving the active safeguarding of life and property, namely as Public Safety Communications Dispatcher (#8238). I have a valid California Driver License. I have eligibility for a certificate as a special police officer. Thus, I meet the minimum qualifications.

After a review of my application, the Department of Human Resources determined I did not demonstrate the requisite experience as specified in the announcement in order to qualify to participate in the examination based on my (alleged) inability to meet the experience minimum qualification. Specifically, that I (allegedly) lacked one year of verifiable experience as a peace officer, security guard or other position involving the acting safeguarding of life and property.

In September 2014, I appealed DHR's decision to the Civil Service Commission.

**Shortly after I submitted my appeal to the Civil Service Commission, I was terminated from my temporary exempt as needed Buildings and Grounds Patrol Officer (#8207) position at the San Francisco Public Library. I was told by my supervisor, Sgt. David Hamilton, that my "services are no longer needed". I did not understand how my "services are no longer needed" since the San Francisco Public Library is greatly understaffed in its Security Unit, as there are currently seven Buildings and Grounds Patrol Officer (#8207) vacancies. I am confident that if required by the Civil Service Commission to testify, my supervisor, Sgt. David Hamilton, will testify that I served with distinction during my employment with the Library as a Buildings and Grounds Patrol Officer (#8207).**

#### DISCUSSION OF FINDINGS

Although I was released from probation, I worked for over one year as a City and County of San Francisco Public Safety Communications Dispatcher (#8238). My length of employment and the duties assigned to me as a Public Safety Communications Dispatcher (#8238) satisfy the minimum qualifications for the Buildings and Grounds Patrol Officer (#8207) examination (CBT-8207-900239).

Per the spirit of the San Francisco Merit System, City and County employees shall receive credit for the duties, required knowledge, skills and abilities of the class to which appointed.

As reflected, in relevant part, in the Public Safety Communications Dispatcher (#8238) Class Specification (written by Department of Human Resources) an incumbent works "under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property":

Definition:

"Under general supervision, receives incoming telephone calls for 911 police, fire, medical emergency and non-emergency services, and dispatches public safety personnel units and equipment to respond to calls for service utilizing a two-way radio system, Computer Aided Dispatch system, multiple display terminal and other related equipment; evaluates prioritizes, documents and directs calls to appropriate resources; maintains two-way communications with police, fire and paramedic units; exercises considerable judgment in transmitting pertinent information to field units and in dispatching emergency personnel and equipment in accordance with established regulations and procedures; and performs other related duties as required.

Examples of Important and Essential Duties:

1. Operates a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information.
2. Dispatches police, fire and paramedic personnel and equipment on both routine and emergency calls to specific locations utilizing a computer aided dispatch system, multiple video display terminal, radio console and related equipment.
3. Receives emergency calls and obtains information to determine facts; evaluates such information to determine what type of response is necessary and dispatches the required police, fire or medical service.
4. Evaluates incoming reports of police, fire and medical emergencies; immediately transmits complete and accurate information to appropriate field personnel.
5. Monitors, coordinates and accurately maintains the status of incidents and record of dispatched emergency service personnel and apparatus.
6. Responds to public inquiries regarding paramedic service, fire rescue, police assistance, crimes, violations and other offenses; properly classifies and prioritizes any report or complaint information and determines appropriate course of action.
7. Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional requests for fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points' bulletins.
8. Maintains record of all calls received and prepares reports of critical incidents.

### Knowledge, Skills and Abilities

Knowledge of; Principles, practices and procedures of emergency communications for police, fire and paramedic dispatching; call evaluation techniques; general geography of city roads, streets, highways, public facilities and buildings; federal and state regulations governing the operation of communications systems for transmitting emergency information and dispatching personnel and equipment; proper office procedures and record-keeping techniques.

Ability to: Operate a public safety computer system and two-way radio; interpret federal communications and departmental regulations, policies and procedures; speak and write in English, spell correctly and communicate in a clear, concise and understandable manner; memorize names and locations; analyze situations accurately, think and act quickly in emergency situations and exercise sound judgment; work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property; work under emergency or austere conditions following a disaster; maintain an effective working relationship with supervisors and co-workers; exercise sensitivity with various members of the public; work weekends, nights, holidays, irregular hours and overtime; and ability to operate a computer terminal at 40 words per minute."

### ANALYSIS

I respectfully disagree with the Department of Human Resource's opinion that I do not meet the minimum qualifications to participate in the Building and Grounds Patrol Officer (#8207) examination because there is a relationship between being involved in the active safeguarding of life and property and the duties performed by a Public Safety Communications Dispatcher (#8238). For example, dispatchers are the nucleus of organizations responsible for the safeguarding of life and property (e.g., fire departments, police departments, emergency medical services, etc.).

Specifically, as indicated in the Department of Human Resource's own Public Safety Communications Dispatcher (#8238) Class Specification, emergency dispatchers use their emergency training to prioritize the calls they receive by order of importance, as well as good communication skills, since they must relay information between parties, such as police officers, sheriff deputies, firefighters and ambulance staff. Dispatchers also must have superb communication skills and be comfortable talking to callers in various emotional states. Dispatchers instruct callers on what to do before first-responders arrive. Dispatchers give medical help over the phone. Dispatchers also provide instructions to callers reporting a burglary, vehicle theft, arson, shoplifting and/or vandalism (i.e., safeguarding of life and property).

Clearly, one does not have to be an actual first-responder (i.e., firefighter, police officer, emergency medical technician etc.) in order to be involved the protection of life and property.

Furthermore, it must be noted that in the Department of Human Resource's own Public Safety Communications Dispatcher (#8238) Class Specification's Knowledge, Skills and Abilities section, it lists as the necessary ability to "work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property".

The Department of Human Resource ensures that all knowledge, skills and abilities that it places in its official class specification are there for a reason—namely, that it is a critical knowledge, skill and/or ability needed to be able to perform the duties of that class. The Department of Human Resource ensures that superfluous knowledge, skills and/or abilities are not included in an official class specification. Thus, it is the Department of Human Resource itself whom believes that a Public Safety Communications Dispatcher (#8238) must have the ability to "work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property".

I respectfully ask "How can the Department of Human Resource now argue that my experience as a Public Safety Communications Dispatcher (#8238) did not involve the protection of life and property when the Department of Human Resources itself lists the ability to "work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property" is necessary for a Public Safety Communications Dispatcher (#8238)?"

#### CONCLUSION

The Department of Human Resources lists in its own documentation, namely the Public Safety Communications Dispatcher (#8238) Class Specification, many duties that a Public Safety Communications Dispatcher (#8238) performs that are involved in the protection of life and property. Furthermore, the Public Safety Communications Dispatcher (#8238) Class Specification specifically states that a necessary ability of a Public Safety Communications Dispatcher (#8238) is to "work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property."

The crux of my appeal is that a Public Safety Communications Dispatcher (#8238) holds a position involving the active safeguarding of life and property. If you, the honorable members of the Civil Service Commission, believe that a Public Safety Communications Dispatcher (#8238) holds a position that involves the active safeguarding of life and property, I respectfully ask that, per our Civil Service Commission Rules and per the *spirit* of the San Francisco Merit System, you please uphold my appeal and allow me the opportunity to participate in the Buildings and Grounds Patrol Officer (#8207) examination. I thank you for your consideration.



Exhibit A: Buildings and Grounds Patrol Officer (#8207) (CBT-8207-900239)  
Examination

Exhibit B: Department of Human Resource's Public Safety Communications  
Dispatcher (#8238) Class Specification

# EXHIBIT A

# 8207 Building And Grounds Patrol Officer

Recruitment #CBT-8207-900239

Department Citywide

Analyst Amber Lytle

Date Opened 6/23/2014 8:00:00 AM

Filing Deadline 7/3/2014 4:59:00 PM

Salary \$24.81 - \$30.15/hour

Job Type CBT Discrete

[Go Back Click HERE to view benefits](#)

## *Introduction*

**Announcement amended on 6/23/2014 to reflect updated language in the minimum qualifications.**

The 8207 Building and Grounds Patrol Officer is the entry-level class of the series that is responsible for providing public safety, patrolling and protecting public buildings and grounds. Under general supervision, patrols assigned buildings and grounds on foot or automobile; protects public property against damage, theft and trespassing; enforces security regulations governing the access to and use of public facilities; and performs related duties as required.

Requires responsibility for: following established procedures regarding the enforcement of security regulations and the apprehension of persons violating the access and use of public facilities; serving as guard over prisoners held in a hospital facility; preparing reports on patrol activities; making contact with the general public in connection with enforcement of rules and regulations.

Essential functions of this class may include: patrolling and guarding grounds and buildings; punching clocks at various stations; observing, responding to and reporting theft, damage or misuse of city property; protecting items on public display; preventing loitering; inspecting buildings to assure that they are properly secured; checking buildings and equipment to see that fire hazards are not present; checking and securing restrooms at night and unlocking for daytime use; when necessary, apprehend persons engaged in acts of vandalism and theft and turn them over to police authorities or report such action immediately to the Police Department; question persons seeking entry to public buildings; enforcing security regulations; may be required to wear a uniform and carry a weapon; may operate radio transmitting and receiving equipment; and writes reports in a clear, concise, well-organized and effective manner, using proper grammar, punctuation and syntax.

## *Minimum Qualifications*

1. High school diploma or equivalent (GED or High School Proficiency Examination);

AND

9

2. One (1) year (equivalent to 2,000 hours) of verifiable experience as a special police officer, security guard, or similar position involving the active safeguarding of life and property.

### LICENSE AND CERTIFICATION

Requires possession of a valid California State Motor Vehicle Operator's License (Out-of-State appointees must obtain a California Driver's License within 10 days of appointment.); eligibility for a certificate as a special police officer.

### SPECIAL REQUIREMENTS

This classification requires considerable walking and standing, exposure to physical injury and other danger inherent in security work. Employees will be required to work any shift, weekends, and holidays and be required to wear a uniform.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

### *How To Apply*

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to register an account (if you have not already done so) and begin the application process.

- Select the desired job announcement
- Select "Apply" and read and acknowledge the information
- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computers are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

You can also watch this video for further assistance with our online application system:

<http://www.youtube.com/watch?v=4-kUFHXhBjQ&feature=youtu.be>

Applicants may be contacted by email about this announcement and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Amber Lytle, by telephone at 415-557-4880, or by email at [Amber.Lytle@sfgov.org](mailto:Amber.Lytle@sfgov.org).

### *Selection Plan*

**Supplemental Questionnaire:** Applicants are required to complete a Supplemental Questionnaire as part of the application process. The purpose of the Supplemental Questionnaire is to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications for this position. Applicants must also complete the official application.

**Multiple Choice Exam (Weight: 100%):** Candidates that meet the minimum qualifications will be invited to participate in a multiple choice exam designed to measure knowledge, skills and/or abilities in job-related areas which may include but not limited to: Knowledge of public buildings and locations operated by various departments, knowledge of departmental regulations governing the use of city facilities; ability to problem solve, ability to act quickly in emergencies, ability to give attention to detail, ability to multi-task and manage deadlines, ability to operate basic office equipment including computer, telephone, and multifunction copiers, ability to deal courteously and effectively with the public, ability to establish and maintain effective and cooperative relationships, ability to follow oral and written instructions, ability to demonstrate excellent oral and written communication skills, ability to prepare simple operational reports, ability to read, review, and comprehend information such as forms, documents, instructions, and or reports.

The multiple-choice exam will be administered either on a computer or in a paper format. The type of format will depend on the size of the qualified applicant pool. Qualified candidates will be notified of the type of exam format in their exam appointment notification.

This is a standardized multiple-choice examination. In accordance with Civil Service Rule 111.11.4, inspection privileges do not apply to the questions and answers in this examination.

A passing score must be achieved in order to be placed/ranked on the Eligible List. The hiring department may administer additional position-specific selection procedures to make final hiring decisions.

Candidate scores on this exam may also be applied to other announcements involving other job titles, when directed by the Human Resources Director.

Date(s) of Examination: Those applicants meeting the Minimum Qualifications will be notified of the exact date, time and place to report to the examination.

**Verification:** Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>.

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

### ***Conviction History***

As part of the selection process an image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) history will disqualify you as a candidate based on the specific requirements of the position to which you are applying. If selected for fingerprinting, the hiring department will contact you to schedule an appointment.

Candidates applying for positions with the Unified School District and the Community College District may be disqualified from consideration should their conviction history not meet the standards established under the California Education Code.

Candidates applying for positions with the Recreation and Park Department may be disqualified from consideration should their conviction history not meet the standards established under California Public Resources Code 5164.

### ***Disaster Service Workers***

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

### ***Conclusion***

#### **Eligible List:**

The eligible list resulting from this examination is subject to change after adoption (e.g., as a result of appeals), as directed by the Human Resources Director or the Civil Service Commission. The duration of

the eligible list resulting from this examination process will be of 12 months, and may be extended with the approval of the Human Resources Director.

**Certification:**

The certification rule for the eligible list resulting from this examination will be Rule of Ten Scores. Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

**Requests:**

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable ADA Accommodation at: <http://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities>

Information regarding requests for Veterans Preference can be found at: <http://www.sfdhr.org/index.aspx?page=20#veteranspreference>

Requests for an alternate test date may be considered in limited circumstances and must be submitted to the analyst listed in this announcement within five (5) calendar days of the announcement of the test date.

**General Information concerning City and County of San Francisco Employment Policies and Procedures:**

Important Employment Information for the City and County of San Francisco can be obtained at <http://www.sfdhr.org/index.aspx?page=20> or hard copy at 1 South Van Ness Avenue, 4<sup>th</sup> Floor.

**Copies of Application Documents:**

Applicants should keep copies of all documents submitted, as these will not be returned.

**Right to Work:**

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

**Terms of Announcement and Appeal Rights:**

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at [www.jobaps.com/sf](http://www.jobaps.com/sf).] The terms of this announcement may be appealed under Civil Service Rule 110.4. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>.

Exam Issued: June 23, 2014; Type: Amended June 23, 2014  
Micki Human Resources Human Resources  
Department of Recruitment ID Number: CBT-8207-900239  
DHR/AL/415-557-4880

### *Benefits*

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, ranging from 7.5%-13.25% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

[For more information about benefits, please click here.](#)



# EXHIBIT B



## Department of Human Resources

### Public Safety Communications Dispatcher (#8238)

\$36.83-\$44.76 Hourly / \$6,383.00-\$7,759.00 Monthly / \$76,596.00-\$93,106.00 Yearly



[Email Me when a Job Opens for the above position\(s\)](#)

#### Definition

Under general supervision, receives incoming telephone calls for 911 police, fire, medical emergency and non-emergency services, and dispatches public safety personnel units and equipment to respond to calls for service utilizing a two-way radio system, Computer Aided Dispatch system, multiple display terminal and other related equipment; evaluates prioritizes, documents and directs calls to appropriate resources; maintains two-way communications with police, fire and paramedic units; exercises considerable judgment in transmitting pertinent information to field units and in dispatching emergency personnel and equipment in accordance with established regulations and procedures; and performs other related duties as required.

#### Distinguishing Features

This is the entry level in the emergency communications dispatcher class series responsible for learning and applying methods, techniques and practices in police, fire and paramedic dispatching. Initially, incumbents work in a training capacity to learn all aspects police, fire and paramedic dispatching. As experience accrues, the incumbent performs with increasing independence. This class is distinguished from the 8239 Public Safety Communications Supervisor in that the latter exercises full supervisory responsibilities over staff and the work of the unit.

#### Supervision Exercised

NONE

#### Examples of Important and Essential Duties

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Operates a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information.
2. Dispatches police, fire and paramedic personnel and equipment on both routine and emergency calls to specific locations utilizing a computer aided dispatch system, multiple video display terminal, radio console and related equipment.
3. Receives emergency calls and obtains information to determine facts; evaluates such information to determine what type of response is necessary and dispatches the required police, fire or medical service.
4. Evaluates incoming reports of police, fire and medical emergencies; immediately transmits complete and accurate information to appropriate field personnel.
5. Monitors, coordinates and accurately maintains the status of incidents and record of dispatched emergency service personnel and apparatus.
6. Responds to public inquiries regarding paramedic service, fire rescue, police assistance, crimes, violations and other offenses; properly classifies and prioritizes any report or complaint information and determines appropriate course of action.
7. Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional requests for fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points bulletins.
8. Maintains record of all calls received and prepares reports of critical incidents.

110

10/22/2014 12:25 PM

## Knowledge, Skills and Abilities

Knowledge of: Principles, practices and procedures of emergency communications for police, fire and paramedic dispatching; call evaluation techniques; general geography of city roads, streets, highways, public facilities and buildings; federal and state regulations governing the operation of communications systems for transmitting emergency information and dispatching personnel and equipment; proper office procedures and record-keeping techniques.

Ability to: Operate a public safety computer system and two-way radio; interpret federal communications and departmental regulations, policies and procedures; speak and write in English, spell correctly and communicate in a clear, concise and understandable manner; memorize names and locations; analyze situations accurately, think and act quickly in emergency situations and exercise sound judgment; work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property; work under emergency or austere conditions following a disaster; maintain an effective working relationship with supervisors and co-workers; exercise sensitivity with various members of the public; work weekends, nights, holidays, irregular hours and overtime; and ability to operate a computer terminal at 40 words per minute.

## Experience and Training

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

### Education:

Possession of a high school diploma or equivalent (GED, or High School Proficiency Examination).

### Experience:

Two (2) years of experience in a highly stressful public contact position providing and/or soliciting information by telephone and/or radio such as, positions with heavy public contact answering complaints, telephone operations, or dispatching work.

## License or Certificate

None

## Notes

### SUPPLEMENTAL INFORMATION

Special Requirement: Essential duties require the following physical skills and work environment: Ability to work in a confined and highly stressful environment, wearing head-sets which restrict physical movement in the work area, and sifting and viewing video displays for extended periods of time.

### PROMOTIVE LINES

To: 8239 Public Safety Communications Supervisor  
From: Entrance Examination

ORIGINATION DATE: 4/13/70

AMENDED DATE: 2/9/87; RETITLED AND AMENDED: 6/19/98, 03/20/2012

## Disaster Service Workers

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

17

**CLASS: 8238**

**EST:**

**REV:**

**FORMERLY JOB TITLE:**

**REPLACES JOB TITLE:**

**EEOC: 6**

**MEDICAL:**

180

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**CLOSED SESSION**

**(15) Filling the vacancy of the position of Executive Officer – Personnel Matter.  
(File No. 0181-14-1) – Discussion and Possible Action**

- A) Public Comment on all matters pertaining to the Agenda item and the potential closed session.
- B) Vote on whether to hold closed session pursuant to San Francisco Administrative Code Section 67.10 (b) and California Government Code Section 54957 (b) (1) - Public Employee Appointment – Executive Officer. – Action Item
  - 1) PERSONNEL MATTER - Public Employee Appointment – Executive Officer (Discussion and Possible Action Item)  
California Government Code Section 54957 (b) (1) and San Francisco Administrative Code Section 67.10 (b)
- C) Reconvene in open session:
  - 1) Vote to elect whether to disclose any or all discussions held in closed session. (San Francisco Administrative Code Section 67.12(a). (Action Item)
  - 2) Disclosure of action taken in closed session pursuant to California Government Code Section 54957.1 (a) (5) and San Francisco Administrative Code Section 67.12(b) (4).

August 22, 2014: The Commission agreed on the following actions:

1. Allocated a budget not to exceed \$15,000 for a recruitment firm that will undertake the majority of the work under the joint direction of Ted Yamasaki and a Subcommittee/Task Force working together.
2. Commissioner Favetti will assist Commission President Normandy in screening who to interview, with the agreement that as the process is shaped it will be reported to the Commission. And once the finalists are chosen, the Commission will conduct interviews.
3. The Subcommittee and Mr. Yamasaki will determine the appropriate scope of the recruitment, with the initial preference being the Bay Area and then the State of California in light of concerns to limit costs, as a suggestion for the recruiter to consider. (Vote of 4 to 0)
4. Request the Executive Officer to review interview questions, provide input on the selection process and regularly update the Civil Service Commission on the recruitment process at these meetings.
5. Adopt the staff report subject to the above resolutions, and adopt recommendations 3, 4 and 5 of the Executive Officer's staff report: the Subcommittee is to update the Executive Officer announcement, including amendments to the minimum and desirable qualifications with the advice of the recruiter to ensure a healthy pool of candidates; and schedule closed session hearings of the Commission when appropriate in recognition of the interest of confidentiality of applications and applicants.

October 20, 2014: The Commission voted not to disclose any and all discussions held in Closed Session.

**Recommendation:** Open for discussion.



**Commissioners'  
Announcements/  
Request**

# Adjournment

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