

# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

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MICHAEL L. BROWN  
EXECUTIVE OFFICER

Date: April 3, 2017

To: Civil Service Commission

From: Michael L. Brown  
Executive Officer

Subject: **Mid-Year Status Report on Fiscal Year 2016-17**

The following is a summary report of the Civil Service Commission's ("Commission") activities for the period ending December 31, 2016. Please also refer to the attached chart (Attachment A) detailing the Commission's achievements to date on its Fiscal Year 2016-2017 Goals and Objectives as established by the Civil Service Commission ("Commission") during its meeting of June 20, 2016. All of the Department's performance measures for the first half of the fiscal year have either been completed or are in progress, and we are projected to meet or exceed the remainder of our performance measures by the end of the fiscal year.

## Department Administration

### Staffing

For the most of the mid-year period from July 1, 2016 through December 31, 2016 we have been without an Appeals Coordinator. The vacancy was upgraded to a 1241 Personnel Analyst and will be officially filled in March 2017. During the same period another employee was on a leave of absence beginning October 2016 and expected to return in February 2017. We will have full staff onboard by the end of March 2017. Once again staff has proven their continued commitment to carry out the Commission's mission and Charter mandated responsibilities in extraordinary fashion.

### Budget

The Department is funded for six actual FTE (full-time equivalent) positions. The additional work order arrangements with the City Attorney's Office and the Department of Human Resources approved for Fiscal Year 2016-17 has been great support. We plan to continue our request for support because their assistance is needed when reviewing policies and procedures, applicability in rule proposals, obtaining management and personnel feedback, researching historical documents, and compliance with Federal, State, and local laws. In addition, we continue to support Public Utilities Commission and Municipal Transportation Agency for training in exchange for their continued work order arrangement.



## **Appeals and Requests for Hearings, Rules, Policies and Administration**

### Appeals and Hearings

The Commission received a total of forty (40) new appeals and requests for hearings during the first half of this fiscal year (July 1 to December 31, 2016), in addition to the twenty (20) pending appeals that were carried over from the previous fiscal year.

Last year the Commission was able to exceed its targeted seventy percent (70%) appeal resolution goal, due in large part to our focus on expediting the resolution of outstanding appeals and implementing specific deadlines for staff report submissions on new appeals. The Department continues in its efforts to expedite appeal resolution and hopes to exceed its goal again this year. We are pleased to report that the Commission resolved thirty-seven (37) of its total sixty (60) pending appeals by December 31, 2016. (Attachment B) Twenty-one (21) new appeals were received in November and December 2016. We expect to resolve all appeals filed prior to calendar year 2017 by the end of the fiscal year (with the exception of a few future employment restriction appeals that must be placed on hold pending resolution on the underlying separations through arbitration or litigation), again exceeding our appeal resolution goal.

### Rules, Policies and Administration

The Commission is mandated by Charter to establish Rules, policies and procedures to carry out the merit system provisions of the Charter. The Commission hears merit system appeals on examination matters, personal service contracts, limited compensation matters, future employment restrictions, and actions of the Executive Officer or the Human Resources Director on other matters under their jurisdiction.

The Executive Officer and Deputy Director worked with the Department of Human Resource in launching the TechHire pilot program for streamlining the hiring process to improve attraction for the best and brightest Technology talent; participated in a City-wide taskforce to develop a Family and Relationship Workplace Policy; and participated with the taskforce to revise the Telecommuting policy for the City and County of San Francisco.

Foremost in the Commission's agenda is to modernize and streamline the Civil Service Rules, and to ensure that its policies are likewise reflective of current and best practices. In reviewing any proposed policy change or Rule revision, the Commission carefully considers in public meetings any stakeholder input and the benefits, consequences and impacts of any such proposed change or revision. As of December 31, 2016, the Civil Service Commission reviewed and amended the Civil Service Rule series 020 Leaves of Absence to further comply with State law and permanently adopted Rules 211 and 311 – Examinations Without Charge to continue the testing model for entry level Police Officer and Firefighters. The Executive Officer continues to provide training opportunities to Municipal Transportation Agency, SEIU Local 1021, Human Services Agency, Public Utilities Commission, Department of Human Resources, IFPTE Local 21 and Accounting Interns.

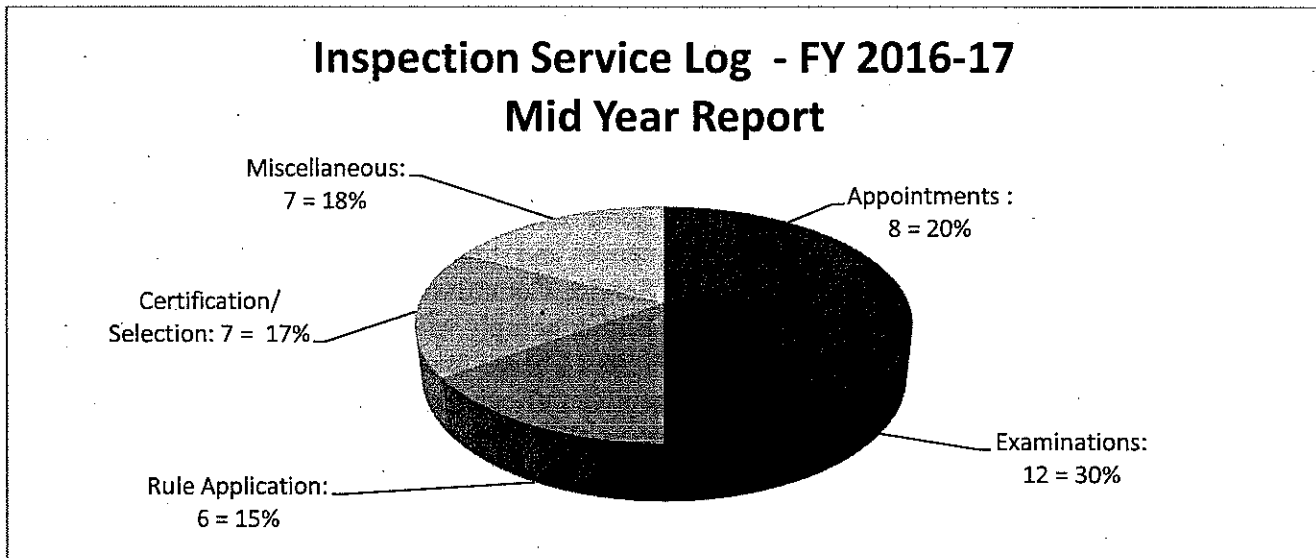
The Executive Officer also seeks input from the Commission's stakeholders (including human resources representatives, City supervisors and managers, and labor unions) on possible Rule revisions, policy changes and Adviser subjects for recommendation to the Commission. The Executive Officer continues to convene monthly meetings of the Commission's Committee on Policy and Rules Revision ("COPAR") with City human resources managers to discuss all aspects of the Merit System and departmental procedures, and to identify merit system issues requiring clarification to ensure consistent and accurate application of merit system policies and the Civil Service Rules. In addition, the Executive Officer continued to provide training to individual departments, Controller's Office, apprenticeship San Francisco, etc.

### **Merit System Review, Inspection Services and Audit**

#### Inspection Service Requests

Inspection Service requests generally cover those matters that are not appealable to the Commission but that otherwise involve concerns about the operation of merit system that require an investigation or review. Requests for Inspection Service may be submitted by any interested stakeholder, including employees, departmental representatives, anonymous, members of the public, employee representatives, and job applicants and/or candidates.

The Civil Service Commission received a total of forty (40) requests for Inspection Service during the review period (July 1 to December 31, 2016). The performance measure goal is to complete 80% of the Inspection Service Requests within 60 days. Due to the temporary loss of two (2) FTE, as of December 31, 2016, the Department has completed only 68% of the requests within 60 days. Those Inspection Service requests involve a wide array of merit system issues, including selection procedures, meeting minimum qualifications, employment and education verification, determining reachable eligibles, application of the Civil Service Rules, eligibility, layoffs processes, type of examination, and nepotism/favoritism in acting assignments and exempt appointments. The chart below reflects the categories of requests. Please also refer to Attachment C for the Fiscal Year 2016-2017 Inspection Log as of December 31, 2016.



Merit System Audit Service

The audit review for Fiscal Year 2016-17 will assess compliance of various aspects of CSC Rules and procedures regarding examination announcements and appointments. The primary focus will be on the validation/verification of an appointee's qualifications for the positions to which they are appointed and that such verifying documentation is maintained in the employee's official personnel file. The audits will also include reviewing the job announcements for all required and applicable information such as reference to appeal rights and verification of justification criteria for exempt appointments. Lastly this year we have increased the number of audits from eight to nine.

**Recommendation:** Adopt the Report

Attachments



# **Attachment A**







**CITY AND COUNTY OF SAN FRANCISCO CIVIL SERVICE COMMISSION**

**Update on the Civil Service Commission Department's Achievement of its  
Goals Objectives and Priorities for Fiscal Year 2016-2017**

The following six (6) goals are focused on: 1) fulfilling the Commission's legal and Charter mandates; 2) supporting the Commission's purpose and mission through its six major program areas and functions; 3) advancing the Commission's objective to modernize and strengthen the operations of the City and County of San Francisco's merit system; and, 4) furthering the Commission's policy priorities as established in the Fiscal Year 2016-2017 Strategic Plan. The objectives assist in defining the goals, and the performance measures for each objective are indicators of service levels and the extent to which Commission staff was able to achieve those goals within the measurement period (Fiscal Year 2016-2017).

**Goal #1: Increase access to, and utilization of the Commission's information resources.**

<b>Objective</b>	<b>Performance Measures</b>	<b>Status of Performance Measures</b>
<b>Increase the availability of information about the Commission.</b>	<ul style="list-style-type: none"> <li>• Continue to ensure that all information on the Commission's website is accurate and current.</li> <li>• Continue to seek ways to expand upon the information available on the Commission's website, Facebook page and Twitter. Update the information as needed throughout the fiscal year.</li> <li>• Ensure compliance with Language Access Ordinance.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing-Staff continues to work with DHR IT to update website and ensure accuracy.</li> <li>• Completed/Ongoing</li> <li>• Ongoing-an Advisor for Family and Relationship Policy is planned for distribution this year.</li> </ul>
<b>Ensure that information on the Commission's website is intuitive and easily accessible.</b>	<ul style="list-style-type: none"> <li>• Continue to ensure that the Civil Service Rules are in a format conducive to printing (e.g. consistent font and paragraph spacing, review for legibility, etc.).</li> <li>• Maintain the posting of official Civil Service Rules in PDF format.</li> <li>• Ensure compliance with United States Access Board Section 508 Standards, Section 255 Accessibility Guidelines and Administrative Code 22D.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing-Staff continues to review the website and update when necessary.</li> <li>• Ongoing-Staff provides the Rules in PDF format when requested.</li> <li>• Completed/Ongoing – Staff continues to attend ADA Coordinators' training provided by the Mayor's Office of Disability.</li> </ul>



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<p><b>Increase the availability of information on the Commission's website.</b></p>	<ul style="list-style-type: none"> <li>• Continue to increase the availability of information and documents under the Commission's preview on the Commission's website (e.g., post established policies, publications and relevant historical statistics, documents, staff reports, etc.).</li> <li>• Continue to investigate options for language accessibility for all documents.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing-Staff continues to work with DHR IT.</li> <li>• Ongoing-Staff continues to work on language accessibility for all documents.</li> </ul>
<p><b>Ensure that Commission staff and the Commissioners have quick, efficient and easy access to the Commission's historical documents and files for proper record retention purposes and any specific research needs.</b></p>	<ul style="list-style-type: none"> <li>• Continue to expand the use of the Commission's web-based document management system ("DocumentMall"):             <ul style="list-style-type: none"> <li>✓ Expand upon the types of documents uploaded into the system (e.g., meeting material, policies, communications, publications and reports).</li> <li>✓ Require that all Commission staff use, access and/or upload documents into DocumentMall on a weekly basis throughout the fiscal year.</li> <li>✓ Convert paper reports and other Commission documents into digital files on Document Mall, with the goal of uploading at least 700 pages of documents into the system on a weekly basis.</li> </ul> </li> <li>• Continue to review all</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>



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	<p>Commission hard copy documents and files throughout the year.</p> <ul style="list-style-type: none"> <li>✓ Continue to purge all duplicative/unnecessary hard copy documents (either through proper destruction procedures or by sending them to storage at the San Francisco Public Library) and upload all relevant historical documents and files into the system.</li> <li>✓ Resolve at least one box (or the equivalent of documents/files each week.</li> </ul>	
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**Goal #2: Create greater transparency and efficiencies in the Commission’s procedures and communications.**

Objective	Performance Measures	Status of Performance Measures
<p><b>Improve communications with appellants so that they understand the Civil Service Commission Rules, policies and meeting procedures.</b></p>	<ul style="list-style-type: none"> <li>• Provide final draft of meeting procedures and protocols for peace officer appeals by October 2016.</li> <li>• Continue to provide appellants with as much information as possible so that they understand meeting and appeal procedures.</li> <li>• Offer training/guidance to departments on how to prepare and present staff reports before the Commission.</li> <li>• Provide Quarterly Training.</li> <li>• Conduct Survey for Satisfaction/Training Topics.</li> <li>• Publish Accessible Staff Report Template by October 2016.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing review and seeking advice from counsel.</li> <li>• Ongoing</li> </ul>



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<p><b>Improve communicates with departments to that they understand the need for transparency when describing accurate information for use of Personal Service Contracts.</b></p>	<ul style="list-style-type: none"> <li>Continue to explore ways to clarify services begin provided when initiating or modifying Personal Service Contracts to include accurate description of smaller contracts providing various services under the one umbrella for transparency to stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<p><b>Increase the use of electronic communications with departments and appellants (if requested) in an effort to reduce paper consumption and staff resources, create efficiencies with Commission stakeholders.</b></p>	<ul style="list-style-type: none"> <li>Throughout the fiscal year, seek ways to further expedite and streamline the Commission's communications with its stakeholders, and reduce the Commission's paper consumption and drain on staff resources.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing-Staff is researching ways to provide video training.</li> </ul>
<p><b>Issue all reports regarding Commission deliverables and achievements on a timely basis.</b></p>	<ul style="list-style-type: none"> <li>No later than the second meeting in August 2016, finalize the draft Fiscal Year 2015-2016 Annual Report and Year-End Report for the Commission's review and approval.</li> <li>No later than the first meeting in February 2017, report to the Commission on the status of the Commission's achievements of its goals and objectives for the first half of the Fiscal Year 2016-2017.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Will complete and submit the Mid-Year Report at the April 3, 2017 meeting</li> <li>Strategic Planning scheduled for June 2017.</li> </ul>
<p><b>Ensure that Commission staff understand and are focused on supporting the Commission's mission, goals and objectives.</b></p>	<ul style="list-style-type: none"> <li>No later than August 2016 establish all Commission staff performance plans for the next performance review period (Fiscal Year 2016-2017), and ensure that the plans include</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Completed reorganization of duties with 1241 added to staff.</li> </ul>



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	<p>deliverable specifically tied to the Commission's Fiscal Year 2016-2017 Goals and Objectives</p>	
<p><b>Ensure that the Commission's internal policies and administrative procedures are kept updated and documented for Commission staff.</b></p>	<ul style="list-style-type: none"> <li>• No later than June 30, 2017, revisit and update as needed all Commission internal policies and standard operating procedures to ensure consistency and facilitate cross training.</li> <li>• Continue to perform Records Management (electronic).</li> <li>• Continue to respond to Public Records Requests.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>

**Goal #3: Ensure the timely resolution of appeals so that merit system issues are addressed efficiently, effectively and fairly**

Objective	Performance Measures	Status of Performance Measures
<p><b>Resolve appeals in a timely manner to the extent possible.</b></p>	<ul style="list-style-type: none"> <li>• Process 100% of appeals and requests for hearing within seven (7) days of receipt in Fiscal Year 2016-2017 (i.e., review for jurisdiction and timeliness, record the appeal into the Commission's Pending Appeal Log (PAL) and communication log, send appellants acknowledgement of receipt letters, and notify departments of the appeal and targeted hearing dates).</li> <li>• By June 30, 2017, resolve and/or forward to the Commission for hearing, at least 70% of the appeals received in Fiscal Year 2016-2017.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed.</li> <li>• Ongoing – As of March 31, 2017 the Commission has resolved 64% of the appeals received this fiscal year.</li> </ul>



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<p><b>Monitor appeals and develop strategies to improve the efficiency by which appeals are resolved.</b></p>	<ul style="list-style-type: none"> <li>• Continue to evaluate the effectiveness of the Commission’s appeals policies and procedures (e.g., staff report deadlines, revised communications to departments, etc.) based on performance measure achievements over the past three fiscal years. By June 30, 2017, implement any new, or adjust existing policies and procedures as appropriate for Fiscal Year 2017-2018.</li> <li>• Issue the Commission’s Meeting Schedule and Deadlines for Calendar Year 2017 no later than November 2016 to ensure that departments are aware of staff report submission deadlines.</li> <li>• Regularly update and monitor the Pending Appeals Log on a bi-weekly basis, and communicate with departments as appropriate, to ensure that staff reports on appeals are submitted within a reasonable period of time.</li> <li>• Convene monthly updates with the Department of Human Resources on the status of department’s staff reports.</li> <li>• Obtain advice and guidelines from the City Attorney’s Office as needed on legal issues concerning appeals in as far advance as possible to avoid delays and backlogs (e.g., closed session matters, privacy protections, Brown Act requirement, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing-Staff continues to meet with COPAR and DHR to review patterns.</li> <li>• Completed</li> <li>• Completed</li> <li>• Completed/Ongoing-Staff meets with DHR on a monthly basis to discuss patterns and future plans to improve efficiency.</li> <li>• Ongoing-Staff continues discussion with the City Attorney’s Office on public records, appeals, and closed session matters.</li> </ul>
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<p><b>Work collaboratively with departmental representatives, the Department of Human Resources and City Attorney's staff to establish new or amend current Rules, policies and procedures to address changing needs as appropriate.</b></p>	<ul style="list-style-type: none"> <li>• Throughout the fiscal year, seek input from HR analysts and managers on the effectiveness of the merit system and areas needing improvement.</li> <li>• Convene regular meetings of the Commission's Committee on Policy and Rules Revision (COPAR) throughout the fiscal year to: 1) discuss and review with departmental human resources representatives any new Rules, policies or procedures, or needed/requested revisions thereto; and 2) seek departmental input on inconsistencies between the Civil Service Rules and current departmental practices, to recommend appropriate action to the Commission (e.g., consider proposing a Rule amendment, issue an Adviser to clarify Rule requirements, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Completed/Ongoing-Met with MTA, PUC, HSA DHR; staff continues to meet and discuss with HR managers and analysts to review policies and processes.</li> <li>• Completed/Ongoing-COPAR meets on a monthly basis; HR management participation was increased last year and includes the School District.</li> </ul>
<p><b>Ensure that Civil Service Rules, policies and procedures are consistent with current departmental practices and system requirements/capabilities /limit actions under the eMerge PeopleSoft system.</b></p>	<ul style="list-style-type: none"> <li>• Continue to meet with eMerge representatives as needed to ensure that there are no inconsistencies in existing Civil Service Rules or Commission policies and procedures resulting from further implementation or programming of the eMerge system upgrades.</li> </ul>	<ul style="list-style-type: none"> <li>• eMerge continuously provides us with updates; at this time, it has not been necessary to meet with eMerge.</li> </ul>

**Goal #5: Work to ensure that the Civil Service Commission Rules policies and procedures are easily understood and known by all stakeholders, consistent, compliant with the law, and reflective of current and best practices.**



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<b>Objective</b>	<b>Performance Measures</b>	<b>Status of Performance Measures</b>
<p><b>Review the Civil Service Rule series and recommend revisions/deletions/additions to the Rules for the Commission's consideration as necessary and appropriate.</b></p>	<p>Review one Civil Service Rule series every other month on average and recommend revisions/deletions/additions for the Commission's consideration. Revisions will be prioritized as follows:</p> <ol style="list-style-type: none"> <li>1. Rules or provisions that conflict with, or that are otherwise inconsistent with the law.</li> <li>2. Rules that are confusing, inconsistent with other Rules, or policies, or inconsistently applied by departments.</li> <li>3. Rules or provisions that would support operational needs.</li> <li>4. Rules or provisions no longer applicable.</li> <li>5. Revisions that would consolidate or streamline the Rules.</li> <li>6. Rules needed to address merit system issues discovered during the course of Inspection Service reviews or the Audit Program.</li> <li>7. Clean-up (e.g., remove Rules that have expired, etc.)</li> </ol>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>
<p><b>Review existing Commission policies and procedures; and recommend revisions to existing policies and procedures, or the creation of new ones, as appropriate.</b></p>	<ul style="list-style-type: none"> <li>• Review at least one existing Commission policy every quarter and recommend revisions as appropriate for the Commission's consideration. The Executive Officer will also recommend for the Commission's consideration</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing-Working with DHR to Develop a Family and Relationship policy for consideration and approval by the CSC.</li> <li>• Working with DHR to revise Telecommuting</li> </ul>





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	<p>the creation of policies as needed and appropriate on merit system issues for which Commission stakeholders require more guidance.</p> <ul style="list-style-type: none"> <li>• The Executive Officer’s policy review will be prioritized based on directives from the Commission, requests from Commission stakeholders, and the frequency of Inspection Service complaints received on a particular issue.</li> </ul>	<p>policy.</p> <ul style="list-style-type: none"> <li>• Working with DHR on revising Personnel File Guidelines to include electronic file requirements.</li> </ul>
<p><b>Conduct meet and discuss and facilitate meet and confer negotiations to adopt new and amend Rules, policies and/or procedures when required under state law.</b></p>	<ul style="list-style-type: none"> <li>• As needed during the fiscal year, conduct meet and discuss sessions with the City’s labor unions or meet and confer sessions when appropriate with City’s labor unions on any new or amended Rules of policies when required under state law.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>
<p><b>Conduct best practice reviews of merit system matters in other jurisdictions.</b></p>	<ul style="list-style-type: none"> <li>• Research best practices in the Bay Area and/or comparable jurisdictions (e.g., Los Angeles) upon request of the Commission during the fiscal year.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>
<p><b>Provide outreach, training, and support to the Commission’s stakeholders regarding the Civil Service Rules, policies and procedures.</b></p>	<ul style="list-style-type: none"> <li>• Upon request/as needed during the fiscal year, develop and conduct seminars and trainings on the merit system, the Civil Service Rules, policies and procedures and other matters under the jurisdiction of the Commission.</li> <li>• Give regular presentations and updates on merit system issues during the Department of Human Resources’ Monthly</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing. Requested trainings with SFUSD, Employee Organizations, PUC and MTA on CSC Merit System, Family and Relationship Policy, Post Referral Process and Exempt Hiring.</li> </ul>



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	<p>Human Resources Professional Group meetings.</p> <ul style="list-style-type: none"> <li>• Provide a presentation on the Merit System to new human resources analysts and managers on an annual basis.</li> <li>• Offer to provide other Commission stakeholders with an overview of the merit system upon request (e.g., union representative/employee groups, operational managers, elected officials, Deputy City Attorney's, etc.).</li> <li>• Seek input from the Commission's stakeholders on common merit system areas of confusion and issue publications on Frequently Asked Questions and develop new Advisers on reoccurring issues as needed during the fiscal year.</li> <li>• Offer to provide labor representative with informational articles on the Commission for their member newsletters upon request.</li> </ul>	
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**Goal #6: Strengthen the Commission's ability to meet its Charter mandates and oversee the operation of the merit system.**

Objective	Performance Measures	Status of Performance Measures
<p><b>Review the operations of the merit system in City departments.</b></p>	<ul style="list-style-type: none"> <li>• Conduct eight (8) departmental audits in Fiscal Year 2016-2017.</li> <li>• Resolve/complete within 60 days, 80% of Inspection Service Requests received in Fiscal Year 2016-2017.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed/Ongoing- Staff will complete 9 audits by June 2017.</li> <li>• Only completed 68% within 60 days as of 12/31/16.</li> </ul>



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	<ul style="list-style-type: none"> <li>• In the event that Commission staff determines in the course of its audits and/or Inspection Service reviews that some department practices conflict with established Rules or policies, issue formal clarifying statements and/or trainings within 60 days so that all departments are aware of and understand applicable merit system requirements.</li> </ul>	
<p><b>Increase the Commission's access to information regarding the operation of the merit system.</b></p>	<ul style="list-style-type: none"> <li>• No later than the second meeting in June 2016, submit for the Commission's review its Calendar of Reports for Calendar Year 2017 (this details the reports that City departments are required to submit to the Commission each year). Include for the Commission's review a list of available canned queries, reports and available information related to merit system matters in the event that the Commission wishes to expand upon the information it currently receives from Commission staff and/or city departments (e.g., exempt appointment justifications, personal services contracts, examination plans, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>



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	<ul style="list-style-type: none"> <li>• By the end of December 2016, issue the final 2017 Calendar of Reports to departments in advance. Additionally, issue an electronic reminder one month prior to each report's due date.</li> </ul>	
<p><b>Ensure that departments are complying with Commission's requests for reports and/or additional information.</b></p>	<ul style="list-style-type: none"> <li>• When applicable, record any conditions, restrictions or reporting requirements that the Commission places on a Personal Services Contract (PSC). Utilize a tickler system so that the Commission is able to ensure that departments comply with the Commission's conditions, restrictions or reporting requirements for PSC approvals.</li> <li>• When applicable, record and create a "tickler system" for any additional reports that the Commission requests throughout the fiscal year.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>
<p><b>Complete/coordinate all Charter-mandated wage/benefit surveys requiring Commission certification under the Charter.</b></p>	<ul style="list-style-type: none"> <li>• By the end of November 2016, develop a work plan and schedule for achieving Charter mandated surveys for the fiscal year.</li> <li>• Utilize a "tickler system" for departmental reports to ensure that Charter-mandated surveys are timely submitted (e.g., Office of Labor Standards and Enforcement prevailing wage survey, and Department of Human Resources survey of nurse salaries and benefits).</li> <li>• On May 15, 2017, complete the salary survey for the</li> </ul>	<ul style="list-style-type: none"> <li>• Work plan for Survey of Elected Officials Salaries completed. Scheduled to be presented on 2/6/17.</li> <li>• Completed.</li> <li>• Salary Survey for Elected Officials and</li> </ul>



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	<p>Elected Officials in accordance with Charter Section A8.409-1 Employees Covered.</p>	<p>proposal for Salary adjustments for members of the Board of Supervisors schedule for 5/15/17.</p>
<p><b>Ensure that the Commission's budget in Fiscal Year 2016-2017 is sufficient so that it can adequately carry out its Charter obligations to oversee the merit system.</b></p>	<ul style="list-style-type: none"> <li>• Negotiate with the Mayor's Office, Controller's Office and board of Supervisors to maintain the Commission's budget in Fiscal Year 2017-2018 at an adequate level to support its operations, Charter functions and merit system goals and objectives.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed/Ongoing- the budget request has been submitted to the Mayor; CSC Department is still waiting for approval.</li> </ul>



# **Attachment B**





Civil Service Commission  
Fiscal Year 2016 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	Resolved No.	Comments
0440-16-6	6	Appealing the Director of Transportation's decision to administratively close his discrimination complaint EEO File No. 2217.	12/27/16	12/28/16	Reiskin Ellison Kim Vavia- Johnson L. Simon	03/06/17	02/23/17			
0160-16-4	4	Appealing the rejection of application for Class 2940 Adult Protective Services Worker.	04/14/16	04/20/16	Callahan Gard Kraus Kim	06/20/16	06/09/16	12/06/16	1	Resolved - appeal denied
0361-16-4	4	Appealing the rejection of application for Class 2940 Adult Protective Services Worker.	11/07/16	11/08/16	Callahan Gard Kraus Kim	02/06/17	01/26/17			
0266-16-4	4	Appealing the rejection of his application for the class 7228 Automotive Transit Shop Supervisor I (CBT-7228-M00145)	08/08/16	08/09/16	Reiskin Ellison Kim Leung	10/17/16	10/06/16	10/17/16	1	Resolved - appeal denied
0338-16-4	4	Appealing the rejection of his application for the Q-60 Lieutenant exam.	10/07/16	10/11/16	Callahan Gard Kraus Johnson Biasbas	12/19/16	12/08/16	12/05/16	1	Resolved - Appeal denied
0341-16-4	4	Appealing the rejection of his application for the Q-60 Lieutenant exam.	10/12/16	10/13/16	Callahan Gard Kraus Johnson Biasbas	12/19/16	12/08/16	12/06/16	1	resolved - Appeal denied
0411-16-4	4	Appealing the rejection of his application for the Q-60 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Biasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0226-16-4	4	Appealing the rejection of his application for Class 9102 Transit Car Cleaner (CBT-9102-M00132)	06/15/16	06/17/16	Reiskin Ellison Leung Castellano Lee	09/19/16	09/08/16	09/19/16	1	Resolved - denied appeal
0258-14-6	6	Appealing the Human Resources Director's decision to close his discrimination complaint EEO File No. 1677.	11/24/14	11/25/14	Callahan Gard Simon Weigelt	02/02/15	01/22/15			05/07/16 pending litigation; DPH filed for dismissal on the week of May 2nd; 03/16/15 Litigation; 02/25/15 Postponed to the meeting of 3/16/15 at the request of the appellant
0300-15-6	6	Appealing the Human Resources Director's decision to close his discrimination complaint EEO File No. 1905.	09/10/15	09/30/15	Callahan Gard Simon Weigelt	12/07/16	11/26/16			06/07/16 pending litigation; DPH filed for dismissal on the week of May 2nd; 10/1/15 Form 13 - Appeal to be held in abeyance due to pending litigation.
0345-15-6	6	Appealing the Human Resources Director's decision to administratively close his discrimination complaint EEO File No. 1953.	11/04/15	11/05/15	Callahan Gard Simon Weigelt	01/21/16	02/01/16			06/07/16 pending litigation; DPH filed for dismissal on the week of May 2nd;
0319-16-4	4	Appealing the rejection of his application for the Q-60 Lieutenant exam.	09/23/16	09/26/16	Callahan Gard Kraus Johnson Biasbas	12/05/16	11/23/16	12/06/16	1	Resolved - Appeal denied

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0134-15-6	6	Appealing the Human Resources Director's decision on his discrimination complaint, EEO File No. 1810.	05/04/15	05/07/15	Callahan Gard Simon S. Yee	07/20/16	07/09/15			8/27/15 Litigation (Scheduled for March 2016).
0318-16-4	4	Appealing the rejection of her application for Class 2908 Senior Hospital Eligibility Worker (CBT -2908-90699) examination.	09/22/16	09/23/16	Callahan Gard Kraus Weigelt	12/05/16	11/23/16			Hearing continued as of 12-05-16
0412-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0221-16-4	4	Appealing the rejection of his application for the Class 5211 Engineer/Architect/Landscape Architect - Senior CBT recruitment	06/10/16	06/14/16	Biasbas Callahan Gard Kraus Miles Blasbas	09/19/16	09/08/16	09/19/16	1	Resolved - denied appeal
0269-16-4	4	Requesting his score for the 1410 Chief Clerk (CBT-1410-901183) exam be adjusted to include promotive points	08/10/16	08/17/16	Callahan S. Gard J. Kraus A. Blasbas	10/17/16	10/06/16	08/19/16	4	Resolved administratively
0180-16-6	6	Appealing the Human Resources Director's decision to administratively close her discrimination complaint EEO File No. 1988.	04/28/16	05/02/16	Callahan Gard Simon Lt. K. Yin	07/18/16	07/07/16	07/18/16	1	Resolved - Denied appeal
0324-16-4	4	Appealing the exam announcement for 0923 Manager II - Family and Children's Service (PBT-0923-070367) position with HSA	09/28/16	09/29/16	Callahan Gard Kraus Blasbas Kim	10/17/16	10/06/16			10/17/16 Postponed to the meeting of 11/21/16 at the request of the department - postponement continued
0416-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0358-16-4	4	Appeal requesting application for Q-50 SFPD be accepted after deadline	11/03/16	11/04/16	Callahan Gard Kraus Johnson	01/09/17	12/29/16			
0405-16-6	6	Appealing the Director Transportation's decision to dismiss her discrimination complaint EEO File No. 2087.	12/12/16	12/14/16	Reiskin Ellison Kim Helms Simon	03/06/17	02/23/17			
0176-16-4	4	Appealing the denial of request to file a late application for the H-30 Captains examination.	04/27/16	04/29/16	Callahan S. Gard J. Kraus A. Blasbas Johnson	07/18/16	07/07/16	07/06/16	4	Resolved administratively
0387-16-6	6	Appealing the Human Resources Director's decision of insufficient evidence to sustain her discrimination complaint EEO file no. 1782	11/23/16	11/29/16	Callahan Gard Simon Charan	02/06/17	01/26/17			Pending - request to hold in abeyance due to pending litigation

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0296-16-6	6	Appealing the HRD's decision to administratively close his discrimination complaint EEO File No. 2102 (POBAR)	09/06/16	09/14/16	Callahan Gard Yin Simon Houston	12/06/16	11/23/16	12/05/16	1	Resolved - Appeal denied
0229-16-6	6	Appealing the HR Director's decision to deny her retaliation complaint	06/22/16	06/23/16	Callahan Gard Simon Bushong	09/19/16	09/08/16	07/29/16	4	Resolved Administratively
0379-16-4	4	Appealing the administration of the Incident Simulation Exercise for the H-50 Assistant Chief examination.	11/17/16	11/18/16	Callahan S. Gard J. Kraus A. Blasbas Johnson	02/06/17	01/26/17			
0417-16-4	4	Appealing the rejection of her application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0220-16-4	4	Appealing the rejection of his application for Class 7381 Automotive Mechanic (CBT-7381-601167)	06/08/16	06/13/16	Reiskin Ellison Kong Leung	09/19/16	09/08/16	09/19/16	1	Resolved - denied appeal
0418-16-4	4	Appealing the rejection of her application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0194-16-1	1	Appealing the Executive Officer's decision to concur with the HR Director's decision that discrimination complaint was untimely	05/19/16	05/20/16	Eng			10/17/16	1	Resolved; decision to schedule EEO hearing for future date - this appeal granted
0194-16-1	1	Appealing the HR Director's decision on discrimination complaint.	04/05/16	04/08/16	Callahan Gard Simon Wong					10/17/16 CSC decision to schedule EEO hearing for future date
0322-16-6	6	Appealing the HRD's decision to close discrimination complaint EEO File No. 2119.	09/27/16	09/28/16	Callahan Gard Simon Kim	12/05/16	11/23/16			
0227-16-4	4	Appealing his background disqualification for Class 6331 Building Inspector with DBI	06/15/16	06/17/16	Callahan Gard Yamasaki Pailleo Villanueva	09/19/16	09/08/16	09/19/16	1	Resolved - denied appeal
0414-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0413-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0327-16-4	4	Appealing the exam announcement for Class 7334 - Stationary Engineer (CBT-7334-901104) exam with DPW	09/29/16	09/30/16	Callahan S. Gard J. Kraus A. Blasbas Wong	12/08/16	11/23/16	10/11/16	4	Resolved administratively
0329-16-2	2	Appealing MTA's proposed revisions to the 9153 Transportation Controller class specifications.	10/03/16	10/05/16	Reiskin Ellison Kim Leung	12/19/16	12/08/16	12/19/16	1	Resolved- Appeal denied - classification changes accepted
0419-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0352-16-4	4	Appealing the DHR decision not to extend the date for the H-40 Battalion Chief exam and the refusal to re-issue the exam announcement after February 7, 2017	10/27/16	10/28/16	Callahan Gard Johnson Bushong Kraus	12/19/16	12/08/16	12/19/16	1	Resolved- appeal denied
0421-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0182-16-4	4	Appealing the denial of her request to file an application for the H-30 50 Captain examination.	05/02/16	05/09/16	Callahan Gard Kraus Blasbas Johnson Lo	07/18/16	07/07/16	07/18/16	1	Resolved - Denied the appeal
0294-16-4	4	Appealing the administration of the 2944 Protective Services Supervisor (CBT 2944-901562 and CBT 2944-901120) exams	08/30/16	08/31/16	Callahan Gard Kraus Blasbas Palma	11/07/16	10/27/16			11/09/16 HSA request to schedule for the meeting of 12/19/16; 10/18/16 HSA requested to schedule for the meeting of 11/21/16.
0420-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0415-16-4	4	Appealing the rejection of his application for the Q-50 Sergeant exam.	12/13/16	12/15/16	Callahan Gard Kraus Johnson Blasbas	03/06/17	02/23/17	12/29/16	2	Resolved - Untimely
0219-16-4	4	Appealing the rejection of his application for the Class 7318 Electronic Maintenance Technician.	06/06/16	06/07/16	Callahan Gard Kraus Blasbas Charan	09/19/16	09/08/16	09/19/16	1	Resolved - denied appeal
0380-16-4	4	Appealing the administration of the Incident Simulation Exercise for the H-50 Assistant Chief exam.	11/21/16	11/22/16	Callahan Gard Kraus Blasbas Johnson Bushong	02/06/17	01/26/17			

SEPARATIONS REQUESTS FOR HEARING

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0010-15-7	7	Requesting a hearing on her future employment restrictions as a 2918 HSA Social Worker with the City and County of San Francisco	01/27/15	01/23/15	Callahan Gard Kim	03/16/15	03/06/15			8/17/16: Not scheduled for arbitration as of yet per Laurie Juergert. 7/24/15: Arbitration on 8/22/15 (Winograd) - handled by DCA Ruth Bond. 06/01/16 Pending Arbitration; 05/04/15 Pending arbitration; 04/02/15 Arbitration.
0312-16-7	7	Requesting a hearing on his future employment as a 9152 Transportation Controller Trainee with MTA.	09/15/16	09/16/16	Reiskin Ellison Kim Helms	12/05/16	11/23/16			
0231-16-7	7	Request for hearing on his future employability as a Q-2 Police Officer with SFPD	06/28/16	07/07/16	Callahan Gard Houston Struckman Worsham			10/19/16	5	Resolved - appeal withdrawn
0355-16-7	7	Request for hearing on her future employability with the City & County of San Francisco	11/01/16	11/01/16	Callahan Gard Leung Wong	02/06/17	01/26/17			Dept. requested postponement of hearing until MOU grievance appeal determination
0136-16-7	7	Request for hearing on his future employability with the City & County of San Francisco	03/28/16	03/29/16	Callahan Gard Koehler	06/20/16	6/9/2016			4/01/16: Issue is currently in the grievance process for his termination. The department requests that the appeal be postponed until his termination grievance is resolved.
0441-16-7	7	Requesting a hearing on his future employment as an 8214 Parking Control Officer with the City and County of San Francisco.	12/27/16	12/28/16	Reiskin Ellison Kim Helms	03/06/17	2/23/2017			
0272-16-7	7	Requesting a hearing on his future employability as a 7381 Automotive Mechanic with MTA	08/12/16	08/15/16	Reiskin Ellison Kim Helms Hamada	10/17/16	10/06/16	08/19/16	2	Resolved - untimely
0239-15-7	7	Requesting a hearing on his future employment as a 9163 Transit Operator with MTA.	07/10/15	07/13/15	Reiskin Ellison Kim Iborra	09/21/15	09/10/15			3/9/16 Litigation scheduled for 4/18/16; 01/21/16 Litigation; 8/21/15 - MTA is requesting an extension to 10/7 or 10/21 to submit the staff report.
0241-16-7	7	Requesting a hearing on future employment as a 9163 Transit Operator with MTA	07/14/16	07/18/16	Gard Reese Hamada	10/03/16		10/03/16	1	Resolved - appeal denied
0348-16-7	7	Request for hearing on his future employability as a Q-2 Police Officer with SFPD	10/24/16	10/28/16	Callahan Gard Houston Struckman Worsham	12/19/16	12/08/16			Postponed to 2/6/17
<b>POSITION BASED TESTING</b>										
0357-16-4	4	Appealing the exam results for PBT 1825-066918 at DPH	11/9/2016	11/4/2016	Callahan Gard Kraus Blasbas Weigelt Cowan	12/6/2016	11/23/2016	12/6/2016	5	Resolved-Withdrew appeal
0288-16-4	4	Appealing the rejection of his application for the class 7322 Automotive Body and Fender Assistant Supervisor (PBT-7322-901572) exam.	08/23/16	08/24/16	Reiskin Ellison Lee Leung	10/17/16	10/06/16	9/22/2016	3	Resolved-Disqualification of PBT examination is not appealable to the Commission

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0345-16-4	4	Appealing exam administration for FBT #2917-066106	10/17/16	10/21/16	Callahan Gard Kim	11/21/16			4	Resolved administratively - 1/17/16

Number of Appeals	
Carried Over from FY2015-16	20
Appeals Received in FY2016-17	40
<b>Total Number of Appeals in FY16-17</b>	<b>80</b>

Total Appeals by Category	
Classification (2)	1
Compensation (3)	0
Examination (4)	27
EEQ/Discrimination (6)	10
Future Employment Restrictions (7)	10
Personal Services Contracts (8)	0
Position-Based Tests	3

Resolutions	
Hearing at CSC (1)	17
Unfitly (2)	12
Not Applicable (3)	1
Resolved Administratively (4)	5
Other (5)	2
<b>Total Resolved</b>	<b>37</b>
<b>% Resolved</b>	<b>62%</b>

# **Attachment C**





FY 2016-17 Action Log

Total for 2016-17		Total for 2016-17 - Mid-Year		Total for 2016-17					
40		40		40					
<b>Totals by Category</b>									
Letter or Email	29	Letter or Email	29	Phone - Walk in	11				
Phone - Walk in	11	Resolved in 60 days	27	Resolved in 60 days	27				
Resolved in 60 days	27			68%	68%				
8	Appointments (1)	0	Conflict of Interest (3)	0	ERO Administrator (4)				
12	Examinations (2)	0	Rule Application (6)	6	Certification/Selection (7)				
0	Conflict of Interest (3)	0	Classification (8)	0	Miscellaneous (9)				
0	ERO Administrator (4)	0	Miscellaneous (9)	7					
0	Salary Setting (5)	0		0					
6	Rule Application (6)	7		7					
7	Certification/Selection (7)	7		7					
0	Classification (8)	0		0					
7	Miscellaneous (9)	7		7					
0		0		0					
Code	Received Date	Letter or Email	Phone Walk in	Issue	Job Class	Dept	Resolution/Remedy	Date Resolved	60 days
1	7/5/2016	1		Complainant alleges that employee in class 2718 does not meet minimum qualifications and was appointed due to relationship with supervisor.	2718	SFO	Review conducted - employee meets the qualifications (11 yrs exp) and the selection/appointment was conducted in compliance with Rules - allegations have no merit LM	8/12/2016	Y
9	7/5/2016	1		Complainant alleges that incumbent/employee (J.B.) in class 1446 does not meet minimum qualifications for position and that HR analyst did not verify her qualifications/work experience.	1446	MTA	Review conducted - employee meets MQ's and HR obtained and verified work experience documents. - LM	7/21/2016	Y
2	7/12/2016	1		Alleges bias and inconsistency in the exam rating process.	6319	PUC	Review conducted - allegations were without merit. Exam process was conducted in accordance with Rules and HR policies. - LM	8/8/2016	Y
7	7/27/2016	1		Alleges selection process was discriminatory	8210	REC	Review conducted - the 3 appointees were reachable eligibles. The dept complied with Rules and post referral policies. - LM	9/6/2016	Y
2	8/1/2016	1		Exclusion from the 1244 Sr. Personnel Analyst Examination Participation	1244	PUC	MB PBT Exam Administration appealable matters include; inconsistency of exam administration, bias of raters, and failure to provide uniform standards (Rule 111A.35.2); appeal within 5th business date of email notification date. SE		
2	8/4/2016		1	PBT Examination Administration needs to be redone	8159	CSS	Post Referral process was conducted in accordance with Post Referral Selection policy. All candidates that participated were interviewed in a fair and consistent manner. - LM	8/4/2016	Y
7	8/11/2016	1		Alleges unfair post-referral selection process	931	SFO	review completed - dept under direction of RAS replaced initial exam (supplemental questionnaire) with a written test because questionnaire was not a good testing instrument. There were no violations as the dept has the authority and discretion to do so when issues are identified and it is preferable to administer a more adequate testing instrument. - LM	9/13/2016	Y
2	8/15/2016	1		Inspection service request regarding the exam for Class 8159 - dept retracted first exam and administered an amended exam.	8159	CSS	review completed - dept under direction of RAS replaced initial exam (supplemental questionnaire) with a written test because questionnaire was not a good testing instrument. There were no violations as the dept has the authority and discretion to do so when issues are identified and it is preferable to administer a more adequate testing instrument. - LM	9/19/2016	Y

FY 2016-17 Section Log

1	8/15/2016	1		Deputy Director does not meet MQs; position was created for a particular person Employee/applicant received military order for active duty training and will miss written examination date but will return before adoption of eligible list; is dept required to conduct make up examination?	932	PUC	Appointee met MQs, was reachable eligible and completed a competitive selection process SE	10/4/2016	Y
1	8/19/2016	1				HAS	Recommended dept conduct make up examination; Rule 120.26.11 SE	8/22/2016	Y
2	8/19/2016	1		Challenging the pass/fail rating for the performance exam that he took.	8238	DEM	Provided explanation to applicant that the exam consisted of 12 modules and each had to be passed. There were no cutoff scores. - LM	10/5/2016	Y
2	8/24/2016	1		Eligibles did not meet MQs	3372	GSA	Reviewing records SE/EA		
2	8/24/2016	1		Eligibles did not meet MQs	3371	GSA	Reviewing records SE/EA		
2	8/24/2016	1		No examination conducted; applicants were not screened	2578	GSA	Reviewing records SE/EA		
6	8/25/2016	1		If employee is released from promotive position during probationary period, can they return to previous PCS position?		MTA	If employee is released for disciplinary reasons, dept will determine future employability; if employee is released for non-disciplinary reasons, employee will revert back to position from which promoted. Rule 417.9 SE	8/25/2016	Y
6	8/26/2016	1		If TEP/PEX employee is appointed to PCS position in the same classification, are they still required to complete a full year probationary period?			Rules require employees in a new PCS position or new department to complete a probationary period; MOUs state the duration of the probationary period SE	8/26/2016	Y
6	8/31/2016	1		If 2 departments merge together, do exempt appointees have any protection?			Exempt appointees are "at will" and serve at the discretion of the appointing officer; new AO will review pending projects, performance, skills and experience needed, budget; if exempts are separated, they may apply for exempt positions in the new department or compete in examination. SE	8/31/2016	Y
9	9/7/2016	1		Alleges that incumbents in 8314 Chief Deputy Sheriff are not qualified for class.	8314	SFSD	review pending - Michael Brown working with Ted Yamasaki re issue of qualifications and exempt status for class.		
6	9/8/2016	1		Favoritism; appointees were had a close/personal relationship with Nomi Cardona Maligni, Director of Business Services	1054 1095	DPH	Reviewing records SE/EA		N
6	9/13/2016	1		Can a retiree return to work for the City?			Yes; Retiree should contact the Retirement Center; may be reappointed (Rule 114.30); department is may or may not approved the reappointment. SE	9/13/2016	Y
2	9/21/2016	1		Examination question biased towards internal candidates.	7228 7249	MTA	Department reviewed question and will inform applicants to also include outside experience. SE	9/23/2016	Y

### FY 2016-17 ' action Log

2	11/14/2016	1			Issues regarding the exam administration - management test battery was difficult to maneuver through due to font size, etc.	6124	DPH	DHR reviewed issues o protest/complaint and provided detailed response to complainant. Issues were not appealable and DHR addressed each issue in evidentiary detail. The exam was administered in full compliance. - LM	11/28/2016	Y
2	12/16/2016	1			Claims irregularities in the oral exam and with the panel members.	8239	DEM	Exam was rated by external panel. There were no violations. - LM	12/20/2016	Y
1	12/20/2016	1			Favoritism and dept manipulated the process to hire Mason Fong who is not qualified.	923	CON	review pending - LM		
7	12/29/2016	1	1		Favoritism-Panelist is the direct supervisor of the candidate	3417	PUC	SE		
7	12/27/2016	1			Nepotism and Favoritism; dept. not making appointments allegedly because family and friends are not reachable	1452	SFPD	SE		
1	12/29/2016	1			Nepotism in the hiring of Fatai Oshi-Ojuri for the PCS position	1822	PUC	SE		
1	12/29/2016	1			Nepotism in the hiring of Fatai Oshi-Ojuri for the PEX position	1823	CON	SE		
1	12/29/2016	1			Anonymous complaint alleging that Baojie Yan and Yuyi Huang were hired into 7510 positions at SFO and do not meet the MQ's for the position.-	7510	SFO	review pending - LM		

FY 2016-17 Section Log

7	9/22/2016		1			Alleges that wife was not selected for Auditor II because the cert rule was changed and process unfair.	1684	Con	Initially cert rule was Rule of Three and then amended to Rule of Five once the union agreed. Applicant Audrey Utraleri was interviewed as a reachable eligible. Selection made to appoint eligibles in ranks 2 & 4. There were 2 vacancies so reachable ranks were 1-6. Entire selection process was in compliance with Rules and DHR policies. Referred to EEO for discrimination issues. - Information discussed thoroughly on the phone with complainant. - LM	9/26/2016	Y
9	9/28/2016	1			9704	Allegations that applicant I.F. does not meet min qualifications for Class 9704 and should not have been allowed to take the exam.	HSA	HSA followed Rules & HR protocols. Applicant qualified to take exam. - LM	11/17/2016	Y	
1	10/3/2016	1				Allegation that Dr. E.C. has received promotions due to personal connections with her sister Dr. A. C.	DPH	Dr. A.C. began employment with DPH after Dr. E.C. was appointed to current position. Insufficient evidence or information provided to conduct further investigation. - LM	10/5/2016	Y	
6	10/14/2016		1			If employee is on probationary period and accepts a promotional exempt position, will the duration of the exempt appointment count towards completing the probationary period of the PCS position?		Only if the employee takes a leave of absence from current position to take exempt position that is still under the same appointing officer (Rule 117.5.1). SE	10/14/2016	Y	
9	10/17/2016	1			9704	Allegations that applicant I.F. does not meet min qualifications for Class 9704 and has been appointed to position which is a discretionary hire.	HSA	Applicant meets MQs - dept has not made any appointments. - LM	11/21/2016	Y	
2	10/19/2016	1			2917	Review requested because he believes his exam was not fairly rated - scores were too low and he didn't pass.		HSA cancelled recruitment and will re-administer a new exam on 12-6-16. Applicant notified. - LM	11/21/2016	Y	
9	10/20/2016	1			923	Allegation that Allison Johnson was given an advantage in the recruitment process and therefore scored higher in exam.	SFRS	Review Conducted - dept selected candidate who was rank I - Ms. Johnson. Full compliance of Rules and procedures. - LM	12/20/2016	Y	
7	10/27/2016	1			9152	Favoritism in the hiring process; manager previously knew or work with 5 of the appointees	MTA	MTA conducted initial review SE			
9	11/4/2016	1			932	Allegation of nepotism hiring - 0932	DPW	GSA explained that S. Zuniga has been in class 0932 since January 2012 at DPW and remains on their payroll while reassigned in her current class to the Mayor's office due to her experience. No violations - LM	1/3/2017	Y	
9	11/4/2016	1			2917	Allegation of nepotism and appointees does not meet MQ's for - 2917.	DPW	Employee meets the MQ's - LM	1/3/2017	Y	
7	11/10/2016		1		7514	Was notified that his rank on eligible list was changed from #7 to #41 and questions the fairness of this.	SFO	There was a clerical error - 60 SLE points were incorrectly added to E. Young's score when the SLE points were to be awarded to B. Young. The clerical correction was made which resulted in E. Young's rank change. E-> Young was notified of this by the dept. - No violation of Rules. - LM	11/14/2016	Y	