



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

MINUTES

**Regular Meeting
April 4, 2022**

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

This meeting will be held in person at the location listed above. As authorized by California Government Code Section 54953(e) and Mayor Breed's 45th Supplement to her February 25, 2020, emergency proclamation, it is possible that some members of the Civil Service Commission may attend this meeting remotely. In that event, those members will participate and vote by video. Members of the public may attend the meeting to observe and provide public comment at the physical meeting location listed above or by calling (415) 655-0001 and entering meeting id # # 2493 742 7817. Instructions for providing remote public comment are below.

**LISTEN/PUBLIC COMMENT CALL-IN
USA is (415) 655-0001 | Access Code: # # 2493 742 7817**

LONDON N. BREED, MAYOR

COMMISSIONERS

JACQUELINE MINOR

President

KATE FAVETTI

Vice President

DOUGLAS CHAN

F.X. CROWLEY

ELIZABETH SALVESON

SANDRA ENG

Executive Officer

The public is encouraged to submit comments in advance of the meeting in one of three ways: (1) email civilservice@sfgov.org, (2) leave a voicemail message in the CSC Office main line at 628-652-1100 or (3) use the Civil Service Commission's dedicated public comment line 1-415-655-0001, Access Code 2493 742 7817. Comments submitted by 5:00 pm the Friday before the meeting will be included in the record.

CALL TO ORDER

2:04 p.m.

ROLL CALL

| | |
|---------------------------------|-----------------|
| President Jacqueline P. Minor | Present |
| Vice President Kate Favetti | Present |
| Commissioner Douglas S. Chan | Present |
| Commissioner F. X. Crowley | Excused Absence |
| Commissioner Elizabeth Salveson | Present |

President Jacqueline P. Minor presided.

Resolution Making Findings to Allow Teleconferenced Meetings Under California Government Code Section 54953(E).

Action: Adopted the report. (Vote of 4 to 0)

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

Brenda Barros, asked the Civil Service Commission to look into the Covid Resource Center; to many contractors overseeing and supervising City employees.

Jarmee Thieu, stated, "I was here on February 7, 2022, and I reported at that time how the Human Services Agency was handling reassignments. Also, EEO DHR is not responding to my EEO complaint filed on November 19, 2021."

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of March 21, 2022 – 2:00 p.m.

Action: Adopted the Minutes. (Vote of 4 to 0)

ANNOUNCEMENTS (Item No. 4)

Sandra Eng, Executive Officer announced that item #9 Findings and Recommendations of William B. Gould IV Regarding the Review of City Equal Employment Opportunity Practices, Policies, and Procedures will be heard before item #8 Update from Jonathan Rolnick, Chief Labor Attorney, Office of the City Attorney on the Remedies Available to City Employees who Allege they have Experienced Discrimination in their Employment.

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

Carol Isen, Human Resources Director reported on vacancies in the City. At present the City has approximately 3,300 positions permanent civil service positions that are vacant. The top five job codes in which there are between 84 – 88 percent filled and therefore, at least 15 percent vacancies are: transit operator, registered nurse, eligibility worker, general laborer, and associate engineer. During the pandemic, DHR was not able to hold exams and the testing center was closed. DHR approved 510 positions through the emergency orders. DHR is in discussion to propose Rule Amendments to expedite hiring.

EXECUTIVE OFFICER'S REPORT (Item No. 6)

Sandra Eng, Executive Officer shared that the Office of Racial Equity heavily relies on the Civil Service Commission staff as we support all the departments Citywide in responding to their questions in response to City hiring in their Racial Equity Action Plans. Commission staff teams up with the Office of Racial Equity when we are meeting with Racial Equity leaders and hiring managers. Hiring managers and union representatives are also directly contacting our office. Managers often are informed they cannot move forward with their Racial Equity Action Plans because of the Civil Service Commission Rules. After meeting with managers and union representatives, Commission staff explained the applicability of the Rules then further explained how managers can work with the Department of Human Resources and the union when evaluating minimum qualifications and developing training programs including working with the Community College and the San Francisco Unified School District. Commission staff also discussed the ability to for subject matter experts/hiring managers to create mentorship programs and collaborating with community and non-profit programs to support applicants in meeting minimum qualifications. For statewide examinations, Commission staff shared how departments have created study groups to support internal candidates searching for growth opportunities.

**0044-22-8 Review of Request for Approval of Proposed Personal Services Contracts.
(Item No. 7)**

| PCS | Department | Amount | Type of Service | Type of Approval | Duration |
|-------------|--------------------|-------------|--|------------------|-----------|
| 47251-21/22 | City Administrator | \$6,000,000 | Provide a site where Public Works (PW) and other City departments can deposit truckloads of construction and demolition (C&D) material including asphalt grindings, concrete, and mixed loads that contain soil, wood, or other construction materials for reuse, recycling, or proper disposal. These C&D materials are generated as a by-product of the City's Street Paving Program, ADA Curb Ramp Installation Program, sewer lateral replacements, manhole and catch basin installations and adjustments, concrete and brick sidewalk repairs and replacements, and other municipal maintenance projects located within the public right-of-way. | Regular | 5/31/2027 |
| 43731-21/22 | Human Services | \$600,000 | <p>The Contractor will:</p> <ul style="list-style-type: none"> a. Resolve issues and complaints regarding the FCS Division as an Ombudsman. San Francisco Human Services Agency (HSA) shall be responsible for reviewing and taking the final action on any recommendations. The contractor is expected to respond to three levels of concerns: <ul style="list-style-type: none"> i. Requests for information, including identification of resources and clarification of policies ii. Issues requiring facilitation by the Ombudsman iii. Assist parties in submitting formal written complaints directed to FCS Management regarding issues that cannot be resolved through direct meetings with the Child Welfare Worker. b. Meet with clients and/or their care provider at HSA offices and/or community locations as necessary to provide information, make referrals, and conduct complaint intakes. c. Consult with FCS Management and staff to resolve the issues or complaints. d. Assist the complainant in resolving the issue. Resolution may include, but is not limited to, the following: <ul style="list-style-type: none"> i. Clarification of FCS rules and policies ii. Mediation between the client and staff as appropriate iii. Forged agreements between staff, client, or other parties involved in the complaint e. Meet with FCS Deputy Director or his/her designee at least quarterly to provide feedback regarding client service issues and to make policy recommendations. f. Compile program data for monthly reports summarizing the number, source, nature, and outcome of complaints handled and reporting hours of service provided. g. Develop and maintain individual case files for every complaint. Issue a letter outlining the complaint, findings, and recommendations to the complainant, as appropriate. h. Participate in FCS's Parent Advisory Committee (PAC), and other committees relevant to client concerns, as needed. | Regular | 6/30/2026 |
| 44080-21/22 | Police | \$7,100,000 | <p>The Contractor will provide Information Technology (IT) and infrastructure consulting, detailed integration work among Software as a Service (SaaS) platform and law enforcement systems, high-touch troubleshooting and diagnostics, strategic guidance and support, implementations and implementation consulting, SaaS platform configurations, and initial train-the-trainer training for permanent civil service classifications.</p> <p>The amount of the PSC includes all contract costs.</p> | Regular | 6/30/2027 |

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| PCS | Department | Amount | Type of Service | Type of Approval | Duration |
|-------------|-----------------------------|---------------|---|------------------|-----------|
| 42154-21/22 | Public Utilities Commission | \$90,000,000 | The SFPUC Infrastructure Division and Wastewater Enterprise (WWE) seeks consultant services to provide specialized program management support for the Wastewater Capital Improvement Plan. These services are required to continue a number of programmatic functions such as strategic capital planning, risk management, pre-construction technical advice, pre-construction planning and management, labor and contract relations, development and refinement of standards, preparation of programmatic schedules and budgets, analysis of alternative project delivery mechanisms and asset management. | Regular | 8/31/2032 |
| 49372-21/22 | Public Utilities Commission | \$136,500,000 | The San Francisco Public Utilities Commission (SFPUC) requires Scheduling Coordinator (SC) Services provided to the Hetch Hetchy (HHP) and CleanPowerSF energy portfolios for participation in the California Independent System Operator (CAISO) energy markets. The SC will assist the SFPUC and both energy portfolios in optimizing its short-term resource utilization and service to its loads, including but not limited to submittal of Day Ahead and Real Time generation, load, and interchange schedules, submitting bids, submitting energy trades, managing communications between CAISO, SFPUC schedulers, and Power House Operators, handling settlements, and other related services. The CAISO high and low voltage wheeling charges are required to be paid through SFPUC's contracted Scheduling Coordinator (SC) such that these charges can be paid to support our energy transmission from Hetch Hetchy system to San Francisco customers. CAISO's tariffs define these charges as a type of "pass-through charge" that SC will pay the charge to CAISO on the behalf of the SC client (e.g., SFPUC) without any additional fee for the pass-through charge. The CAISO settlement charges are paid on behalf of SFPUC and in accordance to the CAISO Payments Calendar. The breakdown of charges are as follows: \$6,000,000 for the contract costs and \$130,500,000 for the CAISO pass-through charges. | Regular | 4/7/2027 |
| 44155-21/22 | Public Works | \$3,000,000 | Services are for financial consulting in facilities acquisition in conjunction with Mission Bay Development - Community Facilities Districts Nos 4&6 (CFD #4 & #6). The Consultant's principal responsibilities will be to advise San Francisco Public Works (SFPW) on the interpretation of existing agreements with Developer, the determination of reimbursements, the settling of cost allocation and acquisition reimbursement protocols. | Regular | 4/3/2028 |
| 42046-21/22 | Treasurer/Tax Collector | \$3,000,000 | The Office of the Treasurer and Tax Collector is seeking to procure licensed armored car and secure safe services to serve all departments citywide. Suppliers must have experience offering high-security, high-volume armored transport, currency processing, smart vault and change order services. These services will be used to assist City departments with the movement of currency, coins and checks to designated vaults and cash processing centers. These services include: 1) secure and efficient transportation of Citywide cash and check collections and deposits to bank. 2) deposit pickup from various citywide cash collections points, change order service and delivery, and emergency cash services. 3) providing secured vaults or safes in various department locations which departments can use to deposit their collections and when it is most advantageous. | Regular | 2/29/2032 |

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Regular Meeting of April 4, 2022

| PCS | Department | Amount | Type of Service | Type of Approval | Duration |
|-------------|------------------------------------|---|---|------------------|------------|
| 33441-13/14 | Economic and Workforce Development | Amount \$2,350,000 Increase Amount Requested \$2,000,000 New Total Amount Requested \$4,350,000 | Contractors will provide business consulting and training services to the Small Business Development Center's (SBDC's) small business clients on an as-needed basis. SBDC is a program hosted by the City through the Office of Economic and Workforce Development (OEWD) as part of a greater network of services to help small- to medium-sized businesses grow and succeed. The Contractors' counseling services will include advice, guidance and/or instruction concerning the formation, management, financing, and operation of small business enterprises through workshops, one-on-one consulting, and loan packaging. Through a Request For Qualifications, OEWD created a pre-qualified list of 24 consultants who will remain eligible for consideration and contract negotiation on an as-needed basis for two years. | Modification | 6/30/2027 |
| 40166-17/18 | Mayor | Amount \$1,102,000 Increase Amount Requested \$828,000 New Total Amount Requested \$1,930,000 | To provide state legislative representation, to advocate on behalf of the City and Departments on legislative and regulatory matters, to assist with the implementation of the City's State Legislative Agenda, and to keep the Mayor's Office up-to-date with relevant information about State government activities. As a City and County, San Francisco is affected by a broad range of issues across many disciplines and departments. The City's state legislative representatives should possess the experience and knowledge to work in a broad array of policy topics included, but not limited to economic development, health care, public safety, human services, housing, environment, transportation, education and community development. | Modification | 12/31/2024 |
| 49622-18/19 | Department of Technology | Current Approved Amount \$1,118,277 Increase Amount Requested \$776,696 New Total Amount Requested \$1,894,973 | Vendor will install a Jail Management System (JMS) and to work with San Francisco Sheriff Department Information Technology Support Services Staff (ITSS) to configure a prototype of the Inmate Booking Module in JMS. This service shall include a subscription to use the JMS software in conjunction with the San Francisco Sheriff Department existing Microsoft Dynamic CRM licenses. The prototype would be used by San Francisco Sheriff Department in a non-production environment for the duration of the subscription (12 months) in order to confirm that Vendor's JMS will meet the jail management system needs of San Francisco Sheriff Department. The scope, assumptions, and costs presented in this SOW represent Vendor proprietary experience and knowledge. A. Project Scope Vendor will work with San Francisco Sheriff Department to install Offender360 JMS and all technology components associated with the software in a non-production San Francisco Sheriff Department environment on their server hardware. Vendor will conduct a series of training workshops with San Francisco Sheriff Department Information Technology Staff to enable San Francisco Sheriff Department To make configuration changes to the standard JMS Booking module and develop a non-production prototype that meets the specific business requirements of San Francisco Sheriff Department for the booking process. Vendor will include in the services a 12 month subscription of the Offender360 JMS software to allow San Francisco Sheriff Department users to test the application in a non-production environment for up to 12 months. The result of this project will provide a prototype that will enable San Francisco Sheriff Department to validate and confirm that Offender360 will meet the jail management system needs of San Francisco Sheriff Department. | Modification | 3/31/2024 |

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| PCS | Department | Amount | Type of Service | Type of Approval | Duration |
|-------------|-----------------|---|---|------------------|-----------|
| 49068-14/15 | Adult Probation | Current Approved Amount \$3,500,000 Increase Amount Requested \$0 New Total Amount Requested \$3,500,000 | Software upgrade of an existing case management system for the Adult Probation Department (APD). The system will utilize SYSCON's (Vendor) existing data mappings to APD's business processes and then for subsequent maintenance of the upgraded software. The system will provide the ability to interface with other City departments and other California jurisdictions, including the California Department of Justice. Scope Change: Software upgrade of an existing case management system for the Adult Probation Department (APD). The system will utilize Vendor's existing data mappings to APD's business processes and then for subsequent maintenance of the upgraded software. The system will provide the ability to interface with other City departments and other California jurisdictions, including the California Department of Justice. | Modification | 5/31/2023 |
| 39380-15/16 | Police | Current Approved Amount \$140,000 Increase Amount Requested \$0 New Total Amount Requested \$140,000 | The contractor will provide emergency repair services and preventative maintenance and parts for the San Francisco Police Department's 16 freezers and 6 refrigerators which store evidence. A list of equipment is attached. Scope Change: Contractor will no longer perform preventative maintenance work. Contractor will be contacted for urgent repairs requiring a 4-hour window response only. | Modification | 4/30/2024 |

Speakers: Melissa Ng and Todd Kyger, Public Utilities Commission spoke on PSC #42154-21/22/
Amanda Wentworth, Treasurer/Tax Collector spoke on PSC #42046-21/22.

Action:

1. Approved PSC #42154-21/22 with the condition to report back to the Commission in five (5) years with a status update. (Vote of 4 to 0)
2. Approved PSC #42046-21/22 with the condition to report back to the Commission in five (5) years with a status update. (Vote of 4 to 0)
3. Adopted the report. Approved the remaining requests for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

0036-22-1 Update from Jonathan Rolnick, Chief Labor Attorney, Office of the City Attorney on the Remedies Available to City Employees who Allege they have Experienced Discrimination in their Employment. (Item No. 8)

March 21, 2022: Postponed to the meeting of April 4, 2022.

Speaker: Jonathan Rolnick, Chief Labor Attorney, Office of the City Attorney

Action: Commission requested Jonathan Rolnick, Chief Labor Attorney to report back to the Commission if other City and Counties in California have Hearing Officers to hear EEO appeals.

0154-21-1 Findings and Recommendations of William B. Gould IV Regarding the Review of City Equal Employment Opportunity Practices, Policies, and Procedures. (Item No. 9)

September 20, 2021: No action taken; item continued for further consideration. President Minor requested that Director Isen update the Commission in sixty (60) days on its response plan, the Controller's workflow analysis, and the status of negotiations with the unions regarding the selection of remedy and the arbitrator being authorized to award damages. Discussions will continue on December 6, 2021.

December 6, 2021: No action taken. President Minor requested that Director Isen update the Commission again on April 4, 2022, implementing Dr. Gould's report and the Controller's workflow analysis; requested a preliminary review from the City Attorney's Office with a detailed analysis and Charter implications and the use of hearing officers for appeals.

Speakers: Carol Isen, Human Resources Director, DHR
Mawuli Tugbenyoh, DHR
Julia Ma, DHR
Amalia Martinez, DHR

Public Comment: Brenda Barros
Jarmee Thieu
Cheryl Thornton
Jamie Lee, IFPTE Local 21
Gisella Ford, MEA
Bijan Ahmadzadeh

Action: No action taken. President Minor requested that Director Isen update the Commission again at the meeting of November 7, 2022.

Public comment on all matters pertaining to Items #11 and #12. (Item No. 10)

Speaker: Brenda Barros

Vote on whether to hold Item #12 in closed session. (Item No. 11)

Action: The Commission voted to hear item #12 in Closed Session. (Vote of 4 to 0)

Note: The Closed Session meeting was rescheduled to a future meeting due to technical difficulties.

Basis for Closed Session: Conference with Labor Negotiator (Cal. Govt. Code § 54957.6; Admin. Code § 67.10(e)).

Update on labor negotiations pertaining to Items #8 and #9 (Item No. 12)

Designated Representative (Labor Negotiator): Carol Isen, Human Resources Director, Department of Human Resources
Jonathan Rolnick, Chief Labor Attorney, Office of the City Attorney.

Note: The Closed Session meeting was rescheduled to a future meeting due to technical difficulties.

Reconvene in Open Session at 5:18 p.m. Vote to elect whether to disclose any or all discussions held on Item #12 in closed session (S. F. Admin. Code § 67.12 (a)) (Item No. 13)

Note: The Closed Session meeting was rescheduled to a future meeting due to technical difficulties.

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 14)

None.

ADJOURNMENT (Item No. 15)

5:19 p.m.