



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Sent Via Electronic Mail

April 8, 2021

NOTICE OF CIVIL SERVICE COMMISSION MEETING

**SUBJECT: REQUEST TO EXTEND 9131 STATION AGENT ELIGIBLE LIST
CBT-9131-M00189.**

The above matter will be considered by the Civil Service Commission at a virtual meeting (Cisco WebEx) to be held on **April 19, 2021 at 2:00 p.m.**

This item will appear on the Regular 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.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachments

Cc: Kimberly Ackerman, Municipal Transportation Agency
William Miles II, Municipal Transportation Agency
Hector Cardenas, SEIU Local 1021
Robbin Boykin, Municipal Transportation Agency
Jason Thompson, Municipal Transportation Agency
Shalana Willis, Municipal Transportation Agency
Commission File
Commissioners' Binder
Chron

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 (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice/. 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 (4th) 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/CivilService, 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 (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

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/civilservice/.

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. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. 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 (628) 652-1107 or (628) 652-1100 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: sotf@sfgov.org, or on the City’s website at 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/>.



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: _____ - _____ -
2. For Civil Service Commission Meeting of: April 19, 2021
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda X
4. Subject: Request to Extend 9131 Station Agent, Municipal Railway (CBT-9131-M00189) Eligible List
5. Recommendation: Adopt the report and approve SFMTA's request for one-year extension of CBT-9131-M00189.
6. Report prepared by: William Miles II Telephone number: 415-646-2863
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: *Kimberly Ackerman*

Date: April 7, 2021
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

William (Bill) Miles II – Talent Acquisition Manager, SFMTA

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: William.MilesII@sfmta.com

Kimberly Ackerman – Director, SFMTA Human Resources

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: Kimberly.Ackerman@sfmta.com

Hector Cardenas – SEIU Local 1021 Field Representative

350 Rhode Island, Ste 100 So. Bldg.

San Francisco, CA 94103

Email: Hector.Cardenas@seiu1021.org

SFMTA SEIU Local 1021 Union Stewards and Officers:

Jason Thompson

Jason.Thompson@sfmta.com

Robbin Boykin

Robbin.Boykin@sfmta.com

Shalana Willis

Shalana.Willis@sfmta.com



London Breed, Mayor

Gwyneth Borden, Chair
Amanda Eaken, Vice Chair
Cheryl Brinkman, Director
Steve Heminger, Director

Fiona Hinze, Director
Sharon Lai, Director
Manny Yekutieli, Director

Jeffrey Tumlin, Director of Transportation

MEMORANDUM

DATE: April 8, 2021

TO: Honorable Civil Service Commission

THROUGH: Kimberly Ackerman *ka*
Director, SFMTA Human Resources

FROM: William (Bill) Miles II *WEM*
Talent Acquisition Manager, SFMTA Human Resources

SUBJECT: **Request to Extend 9131 Station Agent, Municipal Railway (CBT-9131-M00189) Eligible List**

BACKGROUND

On February 25, 2020 Mayor London Breed made a proclamation declaring a local emergency due to the COVID-19 pandemic [**Attachment A**]. This proclamation remains in place today, with supplemental modifications as more has been learned about COVID-19.

On March 1, 2021, the Civil Service Commission approved a change to Civil Service Rule 412 so that in the event of a declaration of emergency by the Mayor of San Francisco and with the approval of the Civil Service Commission, active eligible lists during a declared emergency may be extended for up to an additional year beyond the timeframes set forth in the rules.

The SFMTA requests that the eligible list for 9131 Station Agent (CBT-9131-M00189) be extended for a period of one year.

AUTHORITY/STANDARDS

412.2.1 Duration of Discrete Eligible List

For discrete eligible lists, the eligible list shall state the duration of the list with the minimum duration being six (6) months and the maximum twenty-four (24) months.

Sec. 412.3 Extension of Eligibility



The MTA Director of Transportation/Designee may extend an eligible list or eligibility period for up to one (1) additional year. Eligibles shall be notified of the extension and any change in the expiration of their eligibility.

Sec. 412.30 Extension of an Eligible List in a Declared Emergency

412.30.2 In the event of a declaration of emergency by the Mayor of San Francisco and with the approval of the Civil Service Commission, active eligible lists during a declared emergency may be extended for up to an additional year beyond the timeframes set forth in these rules.

FINDINGS

The CBT-9131-M00189 Station Agent announcement was posted on September 26, 2018 [**Attachment B**] with an eligible list adopted on April 18, 2019 [**Attachment C**]. The eligible list was adopted with 1083 eligibles and 1072 eligibles remain on this list.

The eligible list has now been extended for a full year and requires the approval of the Civil Service Commission to be extended further.

ANALYSIS

The 9131 Station Agent eligible list was originally intended to be a two-year list due to the number of candidates who apply and pass the examination and the low number of hires made in comparison to the number of eligibles. However, an error was made on the announcement that was not discovered until after exam administration. As such, the list was adopted as a one-year list. The union was provided this information as a part of the discussion regarding extending this list. During the COVID-19 local emergency, the eligible list was extended for a year in order to keep this list active, should metro operations re-open during that period.

The SFMTA has no immediate need to fill positions in this classification. However, as some metro operations are reported to open again in May 2021, we find it possible that positions may become available due to natural attrition (retirements, promotions, etc.). In case of such vacancies, it would be advisable to keep this eligible list active so that such vacancies may be filled with Permanent Civil Service (PCS) appointments.

The local emergency due to COVID-19 has had an impact on public services, including the ability of SFMTA to safely conduct examinations to large groups of candidates.

At this time, SFMTA has received City Administrator approval of our Health and Safety Plan for examinations at limited SFMTA sites and recently began performing examinations at these sites. However, under the approved plan SFMTA is only able to test nine candidates at a time at these



sites. Therefore, it will take a long time to create a new eligible list and it is beneficial to extend the current list to maximize the ability of the SFMTA to move forward with Station Agent hiring should any PCS positions become available.

Thus, it is not possible for the SFMTA to currently administer an examination to the large pool of candidates who qualify for this examination process. In 2019, 1,908 applicants qualified and were scheduled to take the examination. In the prior two recruitments, 1,543 and 1,435 candidates were qualified and invited to take the examination in 2016 and 2014, respectively.

Additionally, if possible, SFMTA would like to be able to utilize this list when the Central Subway opens. Recent projections have the Central Subway projected for Spring of 2022, which means that utilizing the list for this purpose is not guaranteed. However, if possible, keeping this list active will help to ensure a smooth opening of the Central Subway. In case the timing does not work due to unforeseen delays to the opening of the Central Subway, we project to open a new exam process near the end of 2021, hoping for improvements in the status of the local emergency that will allow for higher capacity exams, in order to have a new list created by the time CBT-9131-M00189 would expire, with an approved one-year extension.

On March 29, 2021, SEIU Local 1021 discussed this matter with the SFMTA Talent Acquisition Manager and expressed interest in keeping the eligible list active so to ensure that if vacancies become available, that they could be filled as PCS appointments instead of exempt. After the meeting, the union discussed internally and responded back on April 2, 2021 with concurrence on requesting for a one-year extension **[Attachment D]**.

CONCLUSION

The 9131 Station Agent eligible list has a significant amount of individuals on the eligible list to fill any positions that may become available in a Permanent Civil Service capacity. Due to limitations on examination capacities due to the COVID-19 pandemic, creating a new eligible list for this classification is not feasible at this time. Extending this list will help ensure that SFMTA has a robust pool of candidates to hire from in order to maintain service levels as more parts of our system re-open and potentially also for the opening of Central Subway.

After consultation with SEIU Local 1021, SFMTA requests that CBT-9131-M00189 be extended for one year.

RECOMMENDATION

Adopt the report and approve SFMTA's request for a one-year extension of CBT-9131-M00189.

ATTACHMENT A

OFFICE OF THE MAYOR
SAN FRANCISCO



LONDON N. BREED
MAYOR

PROCLAMATION BY THE MAYOR DECLARING THE EXISTENCE OF A LOCAL EMERGENCY

WHEREAS, California Government Code Sections 8550 et seq., San Francisco Charter Section 3.100(13) and Chapter 7 of the San Francisco Administrative Code empower the Mayor to proclaim the existence of a local emergency, subject to concurrence by the Board of Supervisors as provided in the Charter, in the case of an emergency threatening the lives, property or welfare of the City and County or its citizens; and

WHEREAS, The United States has confirmed cases of individuals who have a severe acute respiratory illness caused by a novel (new) coronavirus (“COVID-19” or “the virus”) first detected in Wuhan, Hubei Province, People’s Republic of China (“China”). The virus was first reported in China on December 31, 2019. As of February 24, 2020, the World Health Organization (“WHO”) has reported approximately 77,262 confirmed cases of COVID-19 in China, more than the number of confirmed cases of Severe Acute Respiratory Syndrome (SARS) during its 2003 outbreak. An additional 2,069 cases have been confirmed across 29 other countries; in many of these cases, the infected individuals had not visited China. More than 2,500 people have died from the virus, including 23 outside of China. The number of confirmed cases has continued to escalate dramatically over a short period of time; and

WHEREAS, WHO officials now report that sustained human-to-human transmission of the virus is occurring. Transmission from an asymptomatic individual has been documented. Although the majority of individuals infected with COVID-19 recover from the disease without special treatment, approximately 1 in 6 may become seriously ill. Manifestations of severe disease have included severe pneumonia, acute respiratory distress syndrome, septic shock, and multi-organ failure. Approximately 2% of the people confirmed infected with COVID-19 have died; and

WHEREAS, On January 30, 2020, WHO declared the COVID-19 outbreak a public health emergency of international concern, and on January 31, 2020, the U.S. Department of Health and Human Services declared a Public Health Emergency for the United States; and

WHEREAS, The Centers for Disease Control and Prevention (“CDC”) has determined that the virus presents a serious public health threat, requiring coordination among state



and local health departments to ensure readiness for potential health threats associated with the virus; and

WHEREAS, The CDC has issued guidance to local and State health departments, including San Francisco's Department of Public Health ("DPH"), concerning risk assessment and public health management of persons with potential exposure to COVID-19. These guidelines require DPH to make extraordinary efforts to monitor ongoing communicable disease threats and prepare for management of individuals who may have been exposed to COVID-19; and

WHEREAS, DPH, the Department of Emergency Management, and other City partners have been working successfully and diligently to implement CDC guidelines, but now require additional tools and resources to protect the public health given the current state of the epidemic and the need for a sustained response; and

WHEREAS, The City's Director of Public Health has determined that DPH cannot comply with the CDC's guidance without immediate action beyond the City's ordinary response capabilities, including directing personnel and resources from other City departments to assist with the ongoing and developing threat of COVID-19; and

WHEREAS, Conditions of extreme peril to the safety of persons and property have arisen; and

WHEREAS, The Mayor does hereby proclaim that the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency,

NOW, THEREFORE,

I, London N. Breed, Mayor of the City and County of San Francisco, proclaim the existence, effective immediately on February 25, 2020, of an emergency within the City and County threatening the lives, property or welfare of the City and County and its citizens;

It is further ordered that:

(1) All City and County officers and employees take all steps requested by the Director of Public Health to prevent the spread of COVID-19 and to prevent or alleviate illness or death due to the virus; and



(2) All City and County officers and employees take all steps requested by the Director of Public Health to qualify the City for reimbursement from the Federal Emergency Management Agency and for other state and federal relief as may be available to reimburse the City for the expenses it incurs in addressing this emergency; and

I further proclaim and order that:

By the terms of this emergency declaration the government of the City and County of San Francisco is organized under the provisions of the Incident Command System (ICS), which system forms an essential part of the City's Emergency Operations Plan. The head of each City department and agency shall observe his or her proper relationship in the command structure outlined by the system and shall respond to the orders and requests of the Lead Department designated to exercise supervision over his or her department during the course of this emergency;

Because of the extreme peril to its residents and visitors, the Governor of the State of California is hereby requested to include the area of the City and County of San Francisco in any emergency declaration by the State, and is further requested to ensure that the City and County is included in any emergency declaration that may be issued by the President of the United States.

And I further proclaim and order that:

This declaration of a local emergency shall continue to exist until it is terminated by the Mayor or the Board of Supervisors. All departments of the City and County of San Francisco are strictly ordered to cooperate with the requests for material and personnel resources that may emanate from the Incident Command Staff of the City and County which is located in the Emergency Command Center of the City and County of San Francisco.

DATED: 2/25/2020

A handwritten signature in black ink that reads "London Breed".

London N. Breed
Mayor of San Francisco

ATTACHMENT B

9131 Station Agent

Recruitment #CBT-9131-M00189

DEPARTMENT Municipal Transportation Agency
ANALYST Raymond Kong
DATE OPENED 9/26/2018 08:00:00 AM
FILING DEADLINE 10/10/2018 5:00:00 PM
SALARY \$81,692.00 - \$99,294.00/year
JOB TYPE CBT Discrete
EMPLOYMENT TYPE Full-Time

INTRODUCTION



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 a Station Agent works at a SFMTA Metro station. Essential functions include: providing public with information; responding to patron complaints and requests for assistance; responding appropriately in emergency situations; opening, closing and securing assigned station; using, monitoring, troubleshooting and performing routine checks on equipment and supplies utilized; maintaining order and monitoring communication, surveillance, and display devices as well as fare collection equipment and conveyance equipment (escalator and elevator) at assigned station; completing forms and preparing reports. Performs other related duties as required.

Nature of work: Requires incumbents to work weekends, different shifts and holidays; work alone in stations during early morning and late night hours; stoop, bend, kneel, reach, lift, and climb to perform a variety of duties; work in inclement weather; open and close stations by lifting and pulling gate assemblies weighing up to 50 pounds.

MINIMUM QUALIFICATIONS:

Two (2) years of fulltime verifiable work experience in a job requiring extensive public contact with a major portion of the duties dealing with complaints and inquiries.

Note: Positions require basic computer knowledge and skills (i.e. email, applications, etc.).

HOW TO APPLY:

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

- Click and select 9131 Station Agent (CBT-9131-M00189)
- 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, @sfdpw.org, @sfport.com, @fllysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org).

Upon successful submittal of the application online, the applicant will receive a notification on the screen, as well as in the applicant's e-mail inbox, acknowledging the receipt of the application by the SFMTA - Merit Section. If you are having difficulty submitting your application online, please contact us at 415.701.5046 or 415.701.4441 between 8:30 a.m. – 12:00 p.m. and 1:00 p.m. - 4:30 p.m. Monday through Friday or by e-mail at Raymond.Kong@sfmta.com.

VERIFICATION:

Applicants may be required to submit verification of qualifying experience, education, 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, 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 Multiple-Choice Examination: (Weight: 100%)

Candidates deemed eligible and admitted to the examination process will be administered a written multiple-choice test designed to measure knowledge, skills and abilities in job-related areas that may include but not be limited to: knowledge of customer relations; ability to read maps; and ability to read and comprehend written materials.

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

For your reference, a Multiple-Choice Test Preparation Manual is available on the DHR website: <http://www.sfdhr.org/modules/showdocument.aspx?documentid=18426>.

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.

ELIGIBLE LIST:

The duration of the eligible list resulting from this examination will be twelve (12) months. The eligible list resulting from this examination is subject to change after adoption (e.g., as a result of appeals), as directed by the Director of Human Resources and/or Civil Service Commission.

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.

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.

Reasonable Accommodation Request:

Information on requesting reasonable accommodation for persons with disabilities can be found at: <http://sfdhr.org/information-about-hiring-process#applicantswithdisabilities>

Veteran's Preference:

Information regarding requests for veterans preference can be found at: <http://sfdhr.org/information-about-hiring-process#veteranspreference>

General Information concerning San Francisco Municipal Transportation Agency Employment Policies and Procedures:

Employment Information for the San Francisco Municipal Transportation Agency can be obtained at <http://sfdhr.org/information-about-hiring-process>, or hard copy at 1 South Van Ness Avenue, 6th Floor. 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.] 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://sfgov.org/civilservice/rules>.

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: September 26, 2018
Edward D. Reiskin
Director of Transportation
San Francisco Municipal Transportation Agency
Recruitment ID Number: M00189
MTA/RK: 415.701.5046
MTA/AK: 415.701.4441

CONVICTION HISTORY

As a finalist for a job, you will be fingerprinted, and your fingerprints will be 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) conflicts with the specific duties and responsibilities of the job for which you are a finalist. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances, such as:

- Candidates 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 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.

Having a conviction history does not automatically preclude you from a job with the City.

If you are selected as a finalist, the hiring department will contact you to schedule a fingerprinting appointment.

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.

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](#).

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ATTACHMENT C



City and County of San Francisco Department of Human Resources Eligible List Score Report

List ID:	M00189 CBT Discrete	List Type:	Entrance
Class:	9131 Station Agent, Muni Railway	Scope:	MTA
Working Title:			
Post:	4/12/2019	Cert Rule:	Rule of Three Scores
Inspection Start:	4/15/2019	Inspection End:	4/17/2019
List Notes:		Duration:	12 Months
		Adoption:	4/18/2019

Number of Eligibles on List: 1083

Distribution of Scores

Rank	Final Score	Number of Eligibles at this Rank
1	988	1
2	986	2
3	973	10
4	961	2
5	959	23
6	953	1
7	945	39
8	932	52
9	920	1
10	918	58
11	905	69
12	899	1
13	891	71
14	877	91
15	871	1
16	865	1
17	864	83
18	858	1
19	850	73
20	844	3
21	838	1
22	836	62
23	823	60
24	809	57
25	795	57
26	790	1
27	782	54
28	776	1
29	768	58
30	755	31

31	741	40
32	727	20
33	714	38
34	700	20

4/12/2019 1:22:48 PM

ATTACHMENT D

Miles II, William

From: Miles II, William
Sent: Monday, April 5, 2021 9:20 PM
To: Hector Cardenas
Cc: Thompson, Jason; Boykin, Robbin; Willis, Shalana
Subject: RE: 9131 Station Agent Stats

Hi Hector,

Thank you for your response regarding the request to extend the 9131 Station Agent list. This is an email of notification that I will move forward, as discussed, with requested a one year extension for the 9131 eligible list.

As a part of the CSC report, we provide contact information for individuals to be notified. I will definitely include you (Hector), but would you like for all members on this email to be notified? Note that those who are notified will also receive an invitation to join the virtual meeting, if they wish.

This matter will be heard at the Civil Service Commission on April 19, 2021. Those notified will receive a notification of the meeting and if you wish to join please be advised that the meetings start at 2pm. The time that this item would be heard is unfortunately unknown and depends on other matters on the Commission's calendar for that date. However, an agenda will be available online prior to the meeting (<https://sfgov.org/civilservice//meetings/10>) which may help to get an idea of how many items are before this one. All meetings are currently virtual.

Have a great day. Please let me know if you end up having any questions between now and the CSC meeting.

William Miles II

Talent Acquisition Manager
Human Resources
Office 415.646.2863
Email William.MilesII@sfmta.com



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From: Hector Cardenas <Hector.Cardenas@seiu1021.org>
Sent: Friday, April 2, 2021 2:40 PM
To: Miles II, William <William.MilesII@sfmta.com>
Cc: Thompson, Jason <Jason.Thompson@sfmta.com>; Boykin, Robbin <Robbin.Boykin@sfmta.com>; Willis, Shalana <Shalana.Willis@sfmta.com>
Subject: Re: 9131 Station Agent Stats

William,

Thanks for the additional information and no objections to the year emergency extension of 9131 eligibles list.

Best,
Hector

Sent from my iPhone

On Apr 1, 2021, at 9:43 AM, Miles II, William <William.MilesII@sfmta.com> wrote:

Hi all,

Thank you for meeting with me on Monday to discuss the Station Agent eligible list. Please find attached data I manually pulled from the system. I do want to point out a number of items for information:

- My numbers may be off 1-5 individuals per eligible list. When looking up data some candidates withdrew from the process. A candidate could withdraw at any point so it makes it harder to determine how far they went without a more granular search into each one. I have, in these cases, provided info attached as if they were not on the eligible list, but invited to take the exam.
- There is a very notable change in the applicant pool qualified numbers after 2010. I do note that the MQs were updated in 2010 but I'm not sure if that's the reason for the change as the update at least based on dates appears to have occurred before that recruitment. In 2010, the vast majority of candidates appear to have been deemed not qualified.

As it was brought up in discussion, below are the current minimum qualifications for the Station Agent positions:

MINIMUM QUALIFICATIONS:

Two (2) years of fulltime verifiable work experience in a job requiring extensive public contact with a major portion of the duties dealing with complaints and inquiries.

Note: Positions require basic computer knowledge and skills (i.e. email, applications, etc.).

Please let me know if you have any questions.

William Miles II
Talent Acquisition Manager
Human Resources
Office 415.646.2863
Email William.MilesII@sfmta.com

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<Station Agent Stats.xlsx>

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