

CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

E. DENNIS NORMANDY
PRESIDENT

DOUGLAS S. CHAN
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

7 JEFFER C. JOHNSTON
EXECUTIVE OFFICER

AGENDA Regular Meeting August 4, 2014

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

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

CALL TO ORDER & ROLL CALL

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

APPROVAL OF MINUTES

ANNOUNCEMENTS

HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT

RATIFICATION AGENDA

CONSENT AGENDA

REGULAR AGENDA

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS

ADJOURNMENT

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES**A. Commission Office**

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

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (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/Civil_Service, and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

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

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

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

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

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

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

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

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

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

Information on Disability Access

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

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

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

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

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

City and County of San Francisco
Civil Service Commission

Agenda for Regular Meeting
August 4, 2014
2:00 p.m.

ITEM NO.

(1) CALL TO ORDER AND ROLL CALL

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

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

(3) APPROVAL OF MINUTES - Action Item

Regular Meeting of July 21, 2014

Recommendation: Adopt the minutes.

(4) ANNOUNCEMENTS

Announcement of changes to the agenda.

Other announcements.

(5) HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT

(6) **Year-End Report on the Civil Service Commission's Activities and Achievements in Fiscal Year 2013-2014. (File No. 0161-14-1) – Action Item**

Recommendation: Adopt the report.

RATIFICATION AGENDA

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

**(7) Review of Request for Approval of Proposed Personal Services Contracts.
(File No. 0159-14-8) – Action Item**

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
41657-13/14	AIRPORT COMMISSION	\$150,000	The consultant will perform an assessment of the San Francisco International Airport's (SFO) 9-1-1 public safety answering point (PSAP) and communications center operations including radio communications systems and how it compares to other airport PSAPs and to PSAPs in the nine San Francisco Bay Area counties; provide expert consultative services to develop a vision of what Next Generation 9-1-1 (NG9-1-1) is for SFO; and provide a migration plan for SFO to move from an Enhanced 9-1-1 (E9-1-1) to a NG9-1-1 system. The consultant must have knowledge of PSAP and radio services operations and systems assessment; knowledge of the specialized technology involved with operating public safety radio systems and transitioning from a time division multiplexing (TDM)-based public safety/emergency services network to an internet protocol (IP)-based network environment; knowledge of current industry technologies, standards of excellence, and the regulatory/legislative environment; and experience with the development of a NG9-1-1 migration plan in a multi-jurisdictional environment.	Regular	6/30/2019
48101-13/14	ELECTIONS	\$238,127.08	Proposed scope of work attached. File Name: Appendix C. The Department would like to note that although the listed PSC amount is \$238,127.08, \$71,805.58 is for a perpetual software license, and \$70,451.80 is for Additional On-Site Support or As-Needed Training that may not be realized. The remaining \$95,863.70 is broken down as follows: \$41,442.23 is for maintenance of mail sorting equipment, and \$54,427.47 is for perpetual license and maintenance of a functionality upgrade. Payment Schedule attached, file name: Appendix D	Regular	6/17/2019
42264-13/14	JUVENILE PROBATION	\$200,000	The Ombudsperson is responsible for resolving grievances submitted by detained youth at Juvenile Probation Department (JPD) detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.	Regular	9/30/2018
40137-13/14	PORT	\$249,000	Plan a series of monthly National Incident Management System (NIMS) position-based trainings and exercises culminating in one large functional exercise to improve the Port's preparedness and planning processes for a catastrophic disaster. Evaluate Port plans and processes in response to all hazard threats that may impact the City and/or the Port. Provide findings and recommendations on how to address items in the Port's Master Improvement Plan, an aggregation of real event and exercise after action items/gap analysis plans that serves as a base by which to develop future planning, training and exercises.	Regular	7/31/2015

Civil Service Commission Meeting Agenda

Regular Meeting of August 4, 2014

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
42027-13/14	PUBLIC UTILITIES COMMISSION	\$250,000	The San Francisco Public Utilities Commission (SFPUC), as an owner, operator and user of the Bulk Electric System is subject to North American Electric Reliability Corporation (NERC) and Regional Reliability Standards. One such requirement is that the SFPUC needs the services of a California Independent System Operator (CAISO) to serve as Hetch Hetchy Water & Power's (HHWP) Planning Coordinator. The California Independent System Operator (CAISO) is the sole source available to provide these regulatory required services. Under the proposed agreement HHWP would pay the CAISO an annual service fee for being its Planning Coordinator and providing Planning Coordinator services consistent with the applicable NERC Reliability Standards.	Regular	6/30/2017
4011-12/13	AIRPORT	Current Approved Amount \$500,000 Increase Amount Requested \$344,380 New Total Amount Requested \$844,380	Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from sea level rise and the 1% annual chance of flood or base flood defined by the Federal Emergency Management Agency (FEMA). The consultant will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.	Modification	Current Approved Duration 8/15/2012-8/14/2015 Additional Duration Requested 8/14/2015-8/14/2016
32393-13/14	MUNICIPAL TRANSPORTATION AGENCY	Current Approved Amount \$95,000 Increase Amount Requested \$800,000 New Total Amount Requested \$895,000	The Contractor will provide training and implementation services on their proprietary Safety Management Software (Software). This Software is the database of record for all Safety-related incidents involving San Francisco Municipal Transportation Agency (SFMTA) vehicles. The training is for SFMTA staff as part of a "train the trainer" program. This Software replaces the current Transit Safe database and SFMTA staff trained under this program will then act as designated trainers for the entire agency. The duration of this contract includes the length of the entire Software Licensing and Maintenance Agreement. The implementation and training will be complete within a two-year duration.	Modification	Current Approved Duration 1/10/2014-7/01/2022
4043-08/09	TREASURER/TAX COLLECTOR	Current Approved Amount \$500,000 Increase Amount Requested \$0 New Total Amount Requested \$500,000	Vendor will develop a comprehensive phone and web payment application for the City to accept payment of property taxes, parking tickets, water utility bills, and other kinds of taxes and license fees using credit cards, debits cards and e-checks. This service will be NO COST to the City as convenience fees that will be charged to the Taxpayer for payment of taxes, licenses and utility bills will be remitted to the vendor to cover the cost of providing the service and processing the payments. *The \$62,500 estimated annual cost applies to the transaction service cost of processing credit card payments for parking tickets since MTA's policy is not to charge convenience fees to its customers.	Modification	Current Approved Duration 10/16/2012-10/15/2014 Additional Duration Requested 10/15/2014-10/15/2016

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

CONSENT AGENDA

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

- (8) **Survey of Monthly Rates Paid to Police Officers and Firefighters in All Cities of 350,000 or more in the State of California. (File No. 0155-14-3) – Action Item**

Recommendation: Adopt the report. Transmit rates to the Retirement System in accordance with Charter Section A8.590.1-A8.590-7; and Provide the report to the Board of Supervisors.

REGULAR AGENDA

- (9) **Appeal by James E. Grant of the Disqualification of his Application for the 7329 Electronic Technician Maintenance Assistant Supervisor Examination. (File No. 0125-14-4) – Action Item**

Recommendation: Adopt the report; Deny the appeal by James E. Grant.

- (10) **COMMISSIONERS' ANNOUNCEMENTS/REQUESTS**

- (11) **ADJOURNMENT**

CALL TO ORDER
&
ROLL CALL

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



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

MINUTES Regular Meeting July 21, 2014

E. DENNIS NORMANDY
PRESIDENT

DOUGLAS S. CHAN
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

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

CALL TO ORDER

2:06 p.m.

ROLL CALL

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

President E. Dennis Normandy presided.

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

None.

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of July 7, 2014

Action: Adopted the minutes. (Vote of 5 to 0)

ANNOUNCEMENTS (Item No. 4)

Executive Officer Jennifer Johnston announced one change to Item No. 8 on the Ratification Agenda: the Arts Commission requested that Personal Services Contract Number 4077-12/13 be amended to change its request for continuing approval to a request for approval for a five-year duration instead.

THIS DOCUMENT SUPPORTS
CALENDAR ITEM 3

HUMAN RESOURCES DIRECTOR'S REPORT

**0147-14-1 Department of Human Resources' Report on Provisional Appointments.
(Item No. 5)**

Speakers: John Kraus, Department of Human Resources

Action: Adopted the report. (Vote of 5 to 0)

**0148-14-1 Department of Human Resources' Report on the Position-Based Testing Program.
(Item No. 6)**

Speakers: John Kraus, Department of Human Resources

Action: Adopted the report. (Vote of 5 to 0)

EXECUTIVE OFFICER'S REPORT (Item No. 7)

Executive Officer Jennifer Johnston announced that the Department of Human Resources' (DHR) Personal Service Contracts (PSC) Coordinator (the individual responsible for compiling the Commission's PSC packets) will be leaving DHR for a promotive opportunity in another department, and that there may be a qualitative difference in the PSC submissions in the next few months as a result. However, Civil Service Commission staff will work diligently with DHR to avoid errors and ensure a seamless transition to the extent possible.

RATIFICATION AGENDA

**0149-14-8 Review of Request for Approval of Proposed Personal Services Contracts.
(Item No. 8)**

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
31308-13/14	JUVENILE PROBATION	\$150,000	The Juvenile Probation Department (JPD) seeks vendors to provide recreational services to youth at JPD facilities. The Contractor shall provide recreational services on site at Juvenile Hall and/or Log Cabin Ranch. The vendor will play an integral role in creating a recreational setting that is in a safe and secure therapeutic environment. JPD seeks recreational activities, that offer diversity to youth and contributes to the total education of the youth while in detention, these services will provide youth the opportunity to engage in productive and artistic behavior. The vendor will play an important role and will assist JPD in a multifaceted approach to rehabilitate youth.	Regular	10/31/2017

Civil Service Commission Meeting Minutes

Regular Meeting of July 21, 2014

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
41338-13/14	PUBLIC HEALTH	\$21,000,000	Services will include Third Party Pharmacy Adjudication (TPA) of claims and 340B Drug Pricing Program services for the Department of Public Health's (DPH's) integrated service delivery division, the San Francisco Health Network (SFHN). The SFHN provides health care services to San Francisco residents who are not eligible for and/or do not have third party coverage for outpatient medication such as Medi-Cal or private insurance, including members of the San Francisco Health Plan (SFHP). TPA services will include verifying patient and provider eligibility status and adjudicate online claims 24/7. The 340B Drug Pricing Program requires drug manufacturers to provide outpatient drugs to eligible health care organizations at significantly reduced prices. 340B Program services will include inventory management, outpatient prescription claims adjudication services, and 340B contract pharmacy network management.	Regular	6/30/2019
44408-13/14	PUBLIC UTILITIES COMMISSION	\$14,000,000	Provide planning and engineering support for a new 250 million gallons per day (MGD) Headworks facility at the Southeast Water Pollution Control Plant (SEP). The Headworks is the first treatment process in the liquid wastewater stream and contains the critical solids removal equipment such as the fine screens, grit removal, and odor control systems. Upgrading these systems with new Headworks will improve the downstream treatment process and protect the new biosolids equipment from damaging debris such as rags, sand, and abrasive grit.	Regular	5/1/2021
46535-13/14	PUBLIC HEALTH	\$15,000,000	The new San Francisco General and Hospital Trauma Center will have a state of the art integrated data and utility network to provide secure access to patient clinical records, radiology systems, voice, video, patient tracking systems, patient experience systems and building monitoring systems. The entire network comprised of equipment and applications needs to be designed and installed in the new hospital through the purchase of new items or existing items transitioned from the current hospital then tested and inspected by the various regulators. This must occur by dates that the construction manager has set. The amount of this PSC is the Department's best estimate of the value of the professional services portion of the contracts, excluding license and maintenance fees.	Regular	12/31/2018
47589-13/14	MAYOR	\$625,000	The Contractor shall provide & maintain an end-to-end web based grants management system as a Commercial Off The-Shelf solution or customized SaaS/PaaS/Cloud hosted subscription-based platform to provide the functionalities described below for at least 1,000 Users with varying levels of access, as well as a wide variety of experience in the use of online tools. The System must provide Mayor's Office of Housing & Community Development (MOHCD) staff & potential and awarded Grantees with the ability to initiate, manage and monitor the entire granting process, including Grantee Project proposal set-up, submission, review and negotiations, grant award, reporting and reimbursement, & Agency & User setup and administration. Services provided shall include System planning & management, including but not limited to, requirements & design, integration, testing, acceptance, deployment, data migration (if applicable), training, & maintenance. Developer & Subscription System User support Monday through Friday, 8am - 6pm Pacific Time (as a minimum window of availability) is required. (See Additional Attachment)	Regular	10/15/2017
49182-13/14	PORT	\$470,000	Evaluate the earthquake vulnerability of the San Francisco Seawall, determine conceptual level retrofit alternatives and costs, and assist the Port with prioritizing areas for further engineering evaluation and design. This study will inform the Port's overall plan to repair, rehabilitate, seismically retrofit and/or replace the seawall such that it can continue to provide flood protection and safe backlands over the next 100 years.	Regular	11/13/2015

PSC#	Department	Amount	Type of Service	Type of Approval	Duration
3087-10/11	JUVENILE PROBATION	Current Approved Amount \$262,000 Increase Amount Requested \$100,000 New Total Amount Requested \$362,000	Contractor will assist Juvenile Probation Department in a comprehensive review and updating of all of its operational policies and procedures that will reflect best practices and standards established by such organizations as the American Correctional Association and American Probation and Parole Association, and performance-based standards initiated by the U.S. Department of Justice, Office of Juvenile Justice and Delinquency Prevention. Contractor will also ensure that all of JDP's policies and procedures are in compliance with all local, state, and federal laws. In addition, Contractor will assist JDP in identifying effective training tools, assessing implementation and compliance, and identifying national experts for guidance.	Modification	Current Approved Duration 3/1/2011-7/30/2014 Additional Duration Requested 7/30/2014-7/31/2015
4077-12/13 <i>Amended</i>	ARTS COMMISSION	Current Approved Amount \$700,000 Increase Amount Requested \$3,000,000 New Total Amount Requested \$3,700,000	Fine art services and consulting for artworks in the collection and care of the City and County of San Francisco. Scope of work may include the handling, transportation, conservation, restoration, cleaning, packing, storing, framing, photography installation and de-installation of artworks including those of monumental scale. The design and fabrication of integral hardware, pedestals, and plaques. Specialized consulting services to evaluate the condition of existing and proposed artworks. Major projects will include conservation at Coit Tower and installations at San Francisco International Airport.	Modification	Current Approved Duration 3/1/2013-6/24/2014 Additional Duration Requested 6/24/2014-6/24/2019
4131-12/13	GENERAL SERVICES AGENCY – CITY ADMIN	Current Approved Amount \$225,000 Increase Amount Requested \$172,900 New Total Amount Requested \$397,900	The City is seeking to enhance the functions of its Case Management System in the District Attorney's Office with the implementation of three new modules related to Investigations, Juveniles and Discovery. Additionally they are seeking to upgrade their report writing capabilities and create a bi-directional interface with the City's criminal database.	Modification	Current Approved Duration 4/1/2013-1/1/2014 Additional Duration Requested 1/1/2014-6/30/2015

Speakers:

Mary Hao from the Juvenile Probation Department spoke on PSC# 31308-13/14.

Mary Hao from the Juvenile Probation Department spoke on PSC# 3087-10/11.

Anna Kubio and David Counter from the Department of Public Health spoke on PSC# 46535-13/14.

Action:

1) Approved PSC# 31308-13/14 with the condition that the Juvenile Probation Department works with the Executive Office to include classes that would normally perform the work and an explanation that addresses what kind of work is being contracted out and how it differs from these classes. (Vote 5 to 0)

2) Approved PSC# 3087-10/11 with the condition that the Juvenile Probation Department works with the Executive Officer to include the special expertise and provide the appropriate documentation. (Vote 5 to 0)

3) Approved PSC# 46535-13/14 with the condition that the contract does not exceed the \$15M estimate; and to report back to the Civil Service Commission should it exceed \$15M. (Vote 5 to 0)

4) Approved the request for all remaining PSCs (PSC numbers 41338-

13/14; 44408-13/14; 47589-13/14; 49182-13/14; 4077-12/13; and 4131-12/13). Adopted the report; notified the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

REGULAR AGENDA

0142-14-5 Review of Proposed Amendments to Volumes I and IV of Civil Service Rule Series 11A, Position-Based Testing; 12, Eligible Lists; and 13, Certification of Eligibles—Affecting All Miscellaneous Employees and Service-Critical Employees of the Municipal Transportation Agency. (Item No. 9)

July 7, 2014: Accepted the Department of Human Resources' staff report; accepted the Executive Officer's staff report; and continued the matter to the next Civil Service Commission meeting of July 21, 2014, so that the Department of Human Resources can work with the Executive Officer to redraft the proposed amendments to include appropriate Civil Service Rule language, add definitions and clearly distinguish the proposed changes. (Vote of 5 to 0)

Speakers: Jennifer Johnston, Executive Officer

Action: Adopted the Executive Officer's staff report, and directed the Executive Officer to:

- Post the proposed revisions to Civil Service Rules 111A—Position-Based Testing, 112—Eligible Lists and 113—Certification of Eligibles;
- Post the proposed revisions to Civil Service Rules 411A—Position-Based Testing, 412—Eligible Lists and 413—Certification of Eligibles; and,
- Meet and discuss the Civil Service Rule amendments with any interested stakeholders. (Vote of 5 to 0)

SEPARATIONS AGENDA

0008-14-7 Request for hearing by Manuel Bermudez on his Future Restrictions with the San Francisco Municipal Transportation Agency. (Item No. 10)

Speakers: Christina Penland, Municipal Transportation Agency
Manuel Bermudez, Appellant

Action: Adopted the report; Denied the appeal by Manuel Bermudez. Imposed a restriction on Mr. Bermudez' future employment with the City and County of San Francisco subject to him submitting to the Human Resources Director proof of two years of satisfactory performance with another employer. (Vote of 5 to 0)

0322-11-7 Request for hearing by Onorio Antonucci on his Future Employment Restrictions with the Recreation and Park Department and the City and County of San Francisco. (Item No. 11)

Speakers: Margot Reed and Kin Gee, Recreation and Park Department
Onorio Antonucci, Appellant

Action: Adopted the report; Denied the appeal by Onorio Antonucci. Imposed a restriction on Mr. Antonucci's future employment for all positions requiring Department of Transportation (DOT) testing with the proviso that the Civil Service Commission in its discretion may lift the restriction after one year upon a finding that Mr. Antonucci is eligible for rehire. (Vote of 5 to 0)

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 12)

None.

ADJOURNMENT (Item No. 13)

3:40 p.m.

ANNOUNCEMENTS

HUMAN RESOURCES DIRECTOR'S REPORT

EXECUTIVE OFFICER'S REPORT



CIVIL SERVICE COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

E. DENNIS NORMANDY
PRESIDENT

DOUGLAS S. CHAN
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

Date: August 4, 2014

To: Civil Service Commission

From: Jennifer Johnston
Executive Officer

Subject: **Year-End Report on the Civil Service Commission's Activities and Achievements in Fiscal Year 2013-2014**

The following is a summary report on the activities of the Civil Service Commission ("Commission" or "Department") in Fiscal Year 2013-2014, the period covering July 1, 2013 through June 30, 2014.

The Commission primarily focused its efforts during the fiscal year on achieving its performance measures in support of the following six goals:

- Goal #1: Increase access to, and utilization of the Civil Service Commission's information and resources.
- Goal #2: Create greater transparency and efficiencies in the Civil Service Commission's processes and communications.
- Goal #3: Ensure the timely resolution of appeals so that merit system issues are addressed efficiently, effectively and fairly.
- Goal #4: Seek ways to address City departments' need for flexibility in personnel management issues while at the same time maintaining the integrity of the City's merit system.
- Goal #5: Work to ensure that the Civil Service Commission's Rules, policies and procedures are easily understood and known by all stakeholders, compliant with the law, consistent, and reflective of current and best practices.
- Goal #6: Strengthen the Civil Service Commission's ability to meet its Charter mandates and oversee the operation of the merit system.

The Commission was particularly productive under the leadership of President Scott Heldfond and Vice President E. Dennis Normandy in Fiscal Year 2013-2014, as it was able to not only accomplish, but even surpass many of its performance measures. See Attachment A for a chart reflecting the Commission's achievements on the approximately 50 performance measures it established for Fiscal Year 2013-2014.

THIS DOCUMENT SUPPORTS
CALENDAR ITEM 6

Also attached to this report are the following Fiscal Year 2013-2014 documents: 1) the Pending Appeals Log (Attachment B); 2) the Inspection Service Request Log (Attachment C); and, 3) the Commission's Merit System Audit Program report (Attachment D).

Administration

Staffing: As a small department with only six employees, each position's duties and responsibilities are crucial to carrying out the Commission's mission. Department staff did an outstanding job of diligently and tirelessly working together to ensure that the Commission was able to achieve and surpass its performance measures for the fiscal year. They are to be commended for their continued excellent work and commitment to the merit system. In addition to performing their regular duties, Department staff also focused on documenting the Commission's standard operating procedures and on resolving (e.g., scanning and storing or purging) the Commission's numerous historical files.

Budget: The Department remained on budget in maintaining its six full-time employees and fulfilling its equipment, resource and technological needs throughout Fiscal Year 2013-2014.

As for next fiscal year, we are pleased to report that the Commission successfully negotiated with the Mayor's Budget Office to continue the Department's budget to fully support all six positions and fringe benefit costs in Fiscal Year 2014-2015. The Commission was also able to obtain additional funding for work orders with the City Attorney's Office for much needed legal advice and services, and with the Department of Human Resources to conduct best practice research and provide analytical support. The Board of Supervisors officially approved the Department's budget increase this past June 2014 with the finalization of the City's budget.

Equipment and Resources: With great appreciation to the City's PC Refresh Program, the Department obtained—at no cost to the Department—new computer monitors and speakers for Commission staff, in addition to the new computers and software we were able to acquire the previous fiscal year.

Moreover, the Department has been successful in reducing its paper consumption by more than 50% over the last two fiscal years as a result of our efforts to eliminate paper-intensive processes and post more documents and information on the Commission's website.

Appeals and Hearings

One of the Commission's most important Charter-mandated functions is to consider appeals on the merit system and other matters within its jurisdiction. Appeal hearings provide a mechanism for the Commission to monitor and oversee the operation of the merit system and ensure compliance with merit system principles and the Civil Service Rules.

The Commission received a total of 43 new appeals and requests for hearing in Fiscal Year 2013-2014, in addition to the 30 active unresolved appeals that were carried over from the previous fiscal year. The Commission resolved 64 of those 73 appeals pending before it last fiscal year, representing the highest resolution percentage rate in over a decade (88% of the appeals, which is significantly above its target of 70%). (See Attachment B for a detailed

summary of the Fiscal Year 2013-2014 Pending Appeals Log.) Not only did the Commission far exceed its targeted and historical appeal resolution rates, but it concluded the fiscal year having resolved all appeals filed prior to January 2014, with the exception of six appeals that had been taken off-calendar pending the resolution of ongoing litigation and/or arbitration.

The Commission's success in resolving this record number of appeals was primarily due to three factors. First, the Department's recently implemented staff report submission deadlines continue to be effective at ensuring that new appeals are scheduled quickly (departments must now submit a staff report within 60 days of an appeal, absent adequate justification). Second, the Department worked closely with the Department of Human Resources ("DHR") (in particular, the Director of Workforce Development, Donna Kotake and the Director of Equal Employment Opportunity Programs, Linda Simon) to schedule hearings for all pending discrimination appeals and appeals of restrictions on future employment that were not otherwise on hold pending litigation and/or arbitration. Third, there were no particularly controversial examination or classification issues involving a large group of appellants before the Commission in Fiscal Year 2013-2014 as there had been in some previous years (e.g., in Fiscal Year 2012-2013 there was a significant number of appeals of minimum qualification determinations for the Parking Control Officer examination, and in the fiscal year before that there were a number of appeals of minimum qualification determinations for the H22-H24 Fire Lieutenant examination), so the Commission was able to focus on resolving its appeals backlog.

Inspection Service Requests

The Inspection Service is another important and effective mechanism under the Charter by which the Commission can ensure compliance with the Civil Service Rules and Commission policies. Any individual or entity may request that the Commission undertake an Inspection Service review into a merit system matter. In Fiscal Year 2013-2014, the Commission received a total of 107 Inspection Service requests from employees, departmental representatives, anonymous individuals or those requesting confidentiality, labor representatives, job applicants/candidates and members of the public. Again, see Attachment C for the Fiscal Year 2013-2014 Inspection Service Log.

Although Commission staff endeavors to resolve all Inspection Service requests as quickly as possible, more complex investigations often require more time, and departments sometimes lack the resources to quickly respond with the requisite information and records needed to undertake our review within prescribed timelines. Despite such delays, the Commission was able to complete 90% of its 107 Inspection Service requests within 60 days, far exceeding its goal of 80%.

The Fiscal Year 2013-2014 Inspection Service requests covered a wide gamut of merit system issues, including examination administrations, selection processes and appointments, separations, layoff procedures, classification actions, eligible lists and the certification of eligibles, and acting (out-of-class) assignments. However, there was a notable increase in the number of complaints and/or questions from employees and labor representatives regarding the Civil Service Rules and Commission policies requiring that employees meet the minimum qualifications for the positions to which they are appointed. Although in most instances we found the allegations to be without

merit, we did find that departments were not consistently verifying individuals' qualifications prior to appointment and/or maintaining verifying documentation in their personnel files as required under the Civil Service Rules and Commission policies. As detailed further below, these findings were also confirmed during our Audit review.

Merit System Audit Program

The Commission formally established the Merit System Audit Program in 2006 for the purpose of ensuring that City departments are adhering to Federal and California State law, the Civil Service Rules, and Commission policies and procedures. The Commission's audit procedures generally include a review of all available public documents, a review of relevant internal department records and procedures, and interviews with department representatives.

The Commission's Fiscal Year 2013-2014 Audit Program focused on reviewing the following selection and appointment practices in eight randomly-selected departments to assess compliance with applicable Charter provisions, Commission Rules, and merit system policies and procedures:

- Departmental practices with respect to the verification and documentation of minimum qualifications for individuals appointed to Permanent Civil Service, Provisional or Exempt positions;
- Departments' justifications for exempting positions from civil service appointment, selection and removal procedures in accordance with Charter Section 10.104 and for making provisional hires under Charter Section 10.105; and
- Information provided on Permanent Civil Service examination announcements regarding appeal rights and other required information.

Again, refer to Attachment D for a detailed summary of the Fiscal Year 2013-2014 Merit System Audit Program findings. We generally found that the audited departments had provided the requisite information on examination announcements regarding the position requirements, selection process, and where to find information on how to file an appeal. However, we found that three of the eight audited departments had failed to verify minimum qualifications for appointees and/or maintain requisite documentation on employment verifications.

The primary reason for the departments' noncompliance with verification requirements was that the appointing officers had incorrectly assumed that Permanent Civil Service appointees' minimum qualifications were previously verified by the exams analyst or their DHR Client Services Representative. Some departments had also failed to verify hours/years of experience for current Exempt or Provisional employees, primarily because they had assumed that those employees' qualifications were verified at the time of their initial appointment. Although the departments took immediate action to correct these matters, it illustrated that there is much need for improvement and consistency in City-wide practices.

Commission staff continues to work with, and provide training to departments to ensure that they verify the minimum qualifications of all individuals prior to appointment, and that records

verifying qualifications are maintained in every employee's personnel file. We expect that the Commission's recently updated policy on Exempt appointments will help correct these deficiencies (at least with respect to Exempt appointees). Further, in addition to the directives that we will send out in the next week to departments in follow-up to our Audit findings, Commission staff will issue policy reminders on verification requirements for all appointment types this August 2014, and provide follow-up trainings throughout next fiscal year to ensure departments' compliance with applicable Rules and policies.

Rules, Policies Review and Revision

The Charter obligates the Commission to adopt rules, policies and procedures to carry out the civil service merit system provisions of the Charter. Foremost on the Commission's agenda is to modernize and streamline the Civil Service Rules, to protect the civil service merit system, and to control costs which result from practices which may not be conducive to the efficient operation of City departments. The Commission was particularly productive in updating its Rules and policies in Fiscal Year 2013-2014 with these goals in mind.

Civil Service Commission Rule Amendments. The Commission adopted the following seven Civil Service Rule amendments in Fiscal Year 2013-2014 in its continuing efforts to ensure that they are easily understood and known by all stakeholders, consistent, compliant with the law, and reflective of best and current practices:

- Civil Service Rule Series 004, Administration, was amended to align the terms of the Commission President and Vice President with the City's fiscal year, beginning on July 1st and concluding on June 30th of each year.
- Civil Service Rule 211.3, Examination without Charge, was amended to eliminate fees in examinations for uniformed members of the San Francisco Police Department, except for during a pilot period not to exceed 18 months absent further action by the Commission. During that 18-month pilot period, an outside vendor may charge applicants a fee (subject to waiver due to financial hardship) for entry-level Police examinations for the purpose of implementing a continuous testing program for those positions.
- Civil Service Rule 311.5.2, Examination without Charge, was amended to allow, for a pilot period not to exceed 18 months absent further action by the Commission, an outside vendor to charge applicants a fee (subject to waiver due to financial hardship) for entry-level Firefighter examinations for the purpose of implementing a continuous testing program for those positions.
- Civil Service Rule 311.10.1, Pilot Program – Release of Rating Key, was amended to extend by one additional year the pilot program allowing the release of rating keys for review or inspection by Fire promotional candidates for examinations developed by the Department of Human Resources.
- Civil Service Rule 411A, Position-Based Testing Program, was amended to expand upon and permanently establish the Position-Based Testing (“PBT”) Program for Municipal

Transportation Agency (“MTA”) service-critical positions/classifications included in the City’s PBT Program under Rule 111A to expedite and facilitate hiring in those positions/classifications.

- Civil Service Rule 414.37.7, Charter Limit on Certain Categories of Exempt Appointments, was revised to align Civil Service Rule 414 with Charter Section 8A.104(i) as it was amended by the voters in 2007 with the passage of Proposition A. Specifically, the cap on exempt appointments for “service-critical” managerial positions/classification at MTA was increased from 1.5% of the MTA’s total workforce to 2.75% as provided under the Charter.
- Civil Service Rule Series 022, Separations, was amended to no longer make a distinction between future employment restrictions that are City-wide versus department-only for the purpose of eligibility for reconsideration, but rather on whether a restriction is permanent or not. The Rule now provides that a permanent, unconditional ban is not subject to reconsideration; however, any non-permanent ban imposed after April 21, 2014 may be subject to reconsideration after five years.

Commission Policies and Procedures. The Commission also updated existing and/or adopted new policies as follows:

- Personal Services Contracts (“PSC”): The Commission’s updated PSC policy was issued upon the launch of the City’s new PSC Database in October 2013. The prior policy had not been updated in over 15 years and therefore no longer reflected current practices, operational realities or subsequent technological advancements. The Commission’s new PSC policy was revised and adopted to: create efficiencies (both in time and resources); realign the Commission’s procedures with current practices; implement available technological capabilities; increase transparency and accountability; and improve communications and accessibility to information to ensure that the City does not contract out inappropriately or unnecessarily.

The Commission also adopted new guidelines to ensure consistency and transparency in departmental requests to contract out personal services beyond the terms approved under an existing PSC (i.e., to submit requests for extensions as new PSCs or modifications to existing PSCs).

- Exempt Appointments: Like its PSC policy, the Commission’s policy on Exempt appointments had not been substantively updated since its original adoption, nearly 20 years ago in 1996. Therefore, the Commission revised its policy on Exempt appointments to: address recurring issues of concern and confusion; align departmental practices to ensure consistency and compliance with Commission policies; and update the Commission’s policy to reflect subsequently adopted Charter provisions granting the Director of Transportation authority over MTA service-critical personnel issues and the discretion to designate additional MTA service-critical managerial positions as exempt.

- **Future Employment Restrictions:** An appointing officer may impose restrictions on a separated employee's future employment with the City, either indefinitely or conditioned on the individual meeting certain requirements, subject to appeal to the Commission. However, departments had little guidance in determining when it was appropriate to impose a restriction on future employment and the kind of restriction that would be appropriate under the circumstances. The Commission had also expressed frustration over the years regarding the inconsistent standards and criteria by which departments were imposing employment restrictions. Therefore, the Commission adopted new comprehensive policies and guidelines on the imposition, review, documentation and reconsideration of future employment restrictions.

Merit System Outreach and Training

The Commission significantly increased the amount of current and historical documents available on its website in its continued effort to increase access to, and the utilization of the Commission's information and resources. The Commission also transitioned to a new website platform to enable expanded, refined searches within its website; and established a computer kiosk in its front office for the public to access electronic Commission and DHR records and information.

In addition, the Executive Officer provided presentations and trainings on various merit system issues to over 500 attendees (e.g., City department managers/supervisors, human resources representatives, employees and union representatives) throughout the fiscal year.

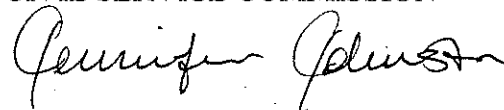
Attachments:

- Attachment A: Report on the Civil Service Commission Department's Achievement of its Fiscal Year 2013-2014 Goals and Objectives (see pages 8 - 20)
- Attachment B: Fiscal Year 2013-2014 Pending Appeals Log (see pages 21 - 26)
- Attachment C: Fiscal Year 2013-2014 Inspection Service Request Log (see pages 27 - 34)
- Attachment D: Merit System Audit Program Report (see pages 35 - 52)

Recommendation: Adopt this Report.

Respectfully submitted,

CIVIL SERVICE COMMISSION



JENNIFER JOHNSTON
Executive Officer

ATTACHMENT A



CITY AND COUNTY OF SAN FRANCISCO CIVIL SERVICE COMMISSION

Final Year-End Report on the Civil Service Commission Department's Achievement of its Fiscal Year 2013-2014 Goals and Objectives

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

Objective	Performance Measures	Status of Performance Measures
<p>Increase the availability of information about the Civil Service Commission.</p>	<p>Continue to ensure that all information on the Civil Service Commission's website is accurate and current.</p> <p>Expand upon the information available on the Civil Service Commission's Facebook page and Twitter feed by winter 2014, and update the information as needed throughout the fiscal year.</p>	<p>Completed/Ongoing. Commission staff regularly updated the Commission's website after each meeting, and immediately upon any Civil Service Rule or Commission policy change.</p> <p>Completed/Ongoing. All Commission meeting agendas and minutes were also posted on the Commission's Facebook and Twitter pages. All prospective Commission Annual Reports and Civil Service Rule changes were also posted on the accounts.</p>
<p>Ensure that information on the Civil Service Commission's website is intuitive and easily accessible.</p>	<p>Prepare and/or update informational publications about the Civil Service Commission as needed throughout the fiscal year.</p> <p>Work with the Department of Technology to shift by December 2013 the Commission's website to a new platform that will enable a single, comprehensive word search of the Commission's entire website.</p>	<p>Completed/Ongoing. As of June 30, 2014, there had not been a need to update or publish formal informational publications about the Commission. However, the Executive Officer developed numerous informational presentations on the Commission and the merit system for various stakeholders (including City managers and supervisors, human resources representatives, finance/budget personnel, elected officials and labor organizations) throughout Fiscal Year 2013-2014.</p> <p>Completed in March 2014 (unfortunately, the Department of Technology (DT) experienced a number of delays in the procurement process, which in turn delayed the implementation date of the project).</p>
<p>Continue to ensure that the Civil Service Rules are in a format conducive to printing (e.g., consistent font and</p>	<p>Continue to ensure that the Civil Service Rules are in a format conducive to printing (e.g., consistent font and</p>	<p>Ongoing. [The one regrettable consequence of the Commission's continued productivity in updating</p>

	<p>paragraph spacing, review for legibility, etc.).</p>	<p>and modernizing its Rules has been that it has delayed staff's progress on this performance measure.] Commission staff is also preparing formal, official pdf versions of the Civil Service Rules for publication on the Commission's website by this fall 2014.</p>
<p>Increase the availability of information on the Civil Service Commission's website.</p>	<p>Continue to increase the availability of information and documents under the Civil Service Commission's purview on the Commission's website (e.g., post established policies, publications and relevant historical documents).</p>	<p>Completed/Ongoing. In addition to posting all staff reports and meeting materials on the Commission's website, Commission staff also posted all regular department staff reports (e.g., reports on Exempt appointments under the Charter, etc.) on the Commission's website for historical, research and transparency purposes.</p>
<p>Ensure that Commission staff and the Civil Service 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.</p>	<p>Continue to expand the use of the Commission's web-based document management system ("DocumentMall");</p> <ul style="list-style-type: none"> o Expand upon the types of documents uploaded into the system (e.g., meeting materials, policies, communications and reports). o Ensure that all Commission staff members are trained on DocumentMall no later than September 2013; and specifically require all Commission staff to use, access and/or upload documents into DocumentMall on a weekly basis beginning in October 2013. o Convert paper reports and other Civil Service Commission documents into digital files on DocumentMall, with the goal of uploading at least 200 pages of documents into the system on a weekly basis from July to October 2013, and 500 pages beginning in September 2013. 	<ul style="list-style-type: none"> o Completed/Ongoing. Commission staff continued to systematically scan relevant historical documents into its database system, (including communications, reports, Commission meeting materials, etc.) throughout the fiscal year. o Completed in September 2013 and Ongoing. All Commission staff members were trained on the DocumentMall system—both for scanning, document management and research purposes. o Completed/Ongoing. Commission staff regularly uploaded a minimum of 500 of document pages each week. o Commission staff was able to achieve its goal of resolving half of its storage boxes by the end of the fiscal year (June 30th).
	<p>Update the Commission's records retention policy no later than December 2013.</p>	<p>Draft completed in June 2014 (however, it still requires review by the City Attorney's Office to ensure compliance with litigation disclosure/discovery requirements).</p>

	<p>Undertake a systematic review of all Commission hard copy documents and files—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.</p> <ul style="list-style-type: none"> o Prior to adoption of the updated policy, Commission staff will review and resolve an average of one box of documents/files each week. o Once the policy updated policy is adopted, Commission staff will review and resolve no less than two boxes of documents/files each week. 	<p>Completed/Ongoing. Commission staff continued to systematically scan, purge (when appropriate) and/or transmit for storage at the Library, an average of one box of historical files/documents (including communications, reports, Commission meeting materials, etc.) each week.</p>
--	---	--

Goal #2: Create greater transparency and efficiencies in the Civil Service Commission's procedures and communications.

Objective	Performance Measures	
<p>Improve communications with appellants so that they understand the Civil Service Commission's Rules, policies and meeting procedures.</p>	<p>Update the Commission's appeal and meeting procedures in fall 2013 to reflect improvements implemented in Fiscal Year 2012-2013 and to include information on meeting procedures for peace officer appeals.</p>	<p>In Progress. The Executive Officer updated the policies on appeals of peace officers and EEO complaints; they are currently pending review by the City Attorney's Office (we expect the review to be completed by fall 2014). However, the Executive Officer had to reprioritize the goal of updating the appeal and meeting procedures in order to meet more pressing, unexpected assignments from the Commission in the last half of the fiscal year. The Executive Officer expects to finalize the miscellaneous appeal and meeting procedures by the end of fall 2014.</p>
<p>Improve communications with departments so that they understand the Civil Service Commission's policies, meeting procedures</p>	<p>By winter 2014, create template staff reports for departmental use, and update the Commission's instructions on staff report content to ensure consistency in, and quality of staff report submissions.</p>	<p>Completed/In Progress. Staff reports were posted online for departments to use as template, and the Executive Officer provided departments with templates of staff reports that the Commission had identified as exceptional, upon request. The</p>

<p>and expectations with respect to staff reports.</p>		<p>Executive Officer offered presentations/trainings on how to prepare and improve upon staff reports throughout the fiscal year, and regularly advised departments on staff reports when requested. The Executive Officer also provided a training/presentation to Citywide Personal Services Contract ("PSC") Coordinators in March 2014 in an effort to ensure that PSC submissions are thorough, comprehensive, accurate and complete.</p>
<p>Increase the use of electronic communications with departments and appellants (if requested) in an effort to reduce paper consumption and staff resources, create efficiencies and expedite communications with Commission stakeholders.</p>	<p>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.</p>	<p>Completed/Ongoing. Notifications and Rule amendments were also sent via email to all City representatives (unless otherwise specifically requested). We also continued to find ways to expedite and streamline our processes.</p> <p>The Department has reduced its paper consumption by approximately 50% over the past two fiscal years as a result of these efforts.</p>
<p>Issue all reports regarding Civil Service Commission deliverables and achievements on a timely basis.</p>	<p>No later than the first meeting in August 2013, finalize the draft Fiscal Year 2012-2013 Annual Report and Year-End Report for the Commission's review and approval.</p> <p>No later than the first meeting in February 2014, report to the Civil Service Commission on the status of the Commission's achievement of its goals and objectives for the first half of Fiscal Year 2013-2014.</p> <p>No later than the second meeting in May 2014, schedule the Civil Service Commission's Strategic Planning Session to establish the Commission's new goals and objectives for Fiscal Year 2014-2015.</p>	<p>Completed in September 2013 (following updates by the Commissioners).</p> <p>Completed at the Civil Service Commission meeting of February 3, 2014.</p> <p>Completed in May 2014 (reviewed and adopted by the Commission at its meeting of June 2, 2014).</p>
<p>Ensure that Commission staff understand and are focused on supporting the Civil Service Commission's mission, goals and objectives.</p>	<p>No later than August 2013, complete all Commission staff performance evaluations for the preceding review period concluding on June 30, 2013.</p> <p>No later than August 2013, establish all Commission staff performance plans for the next performance review period (Fiscal Year 2013-2014), and ensure that the plans</p>	<p>Completed in August 2013.</p> <p>Completed in August 2013. Additionally, Commission staff conducted mid-year progress reviews in January 2014.</p>

<p>Ensure that the Commission's internal policies and administrative procedures are documented for Commission staff.</p>	<p>include deliverables specifically tied to the Civil Service Commission's goals and objectives for Fiscal Year 2013-2014. No later than June 2014, update and document all Commission internal policies and standard operating procedures to ensure consistency and facilitate cross training.</p>	<p>Completed in April 2013—all Commission staff have documented their standard operating procedures.</p>
---	--	--

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

Objective	Performance Measures	
<p>Resolve appeals in a timely manner to the extent possible.</p>	<p>Process 100% of appeals and requests for hearing within seven (7) days of receipt in Fiscal Year 2013-2014 (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). By June 30, 2014, resolve and/or forward to the Civil Service Commission for hearing, at least 70% 65% of the appeals received in Fiscal Year 2013-2014. <i>WS</i></p>	<p>Achieved (in fact, most appeals were processed within two business days of receipt). Achieved. The Commission was able to resolve 64 of the 73 appeals pending before it in Fiscal Year 2013-2014, representing the highest resolution percentage rate in over a decade (88% of the appeals—significantly above its target of 65%). Further, the Commission concluded the fiscal year having resolved all appeals filed prior to January 2014 (with the exception of six appeals of future employment restrictions which are pending due to litigation or arbitration on the underlying separations).</p>
<p>Monitor appeals and develop strategies to improve the efficiency by which appeals are</p>	<p>By May 2014, evaluate the effectiveness of the new appeals policies procedures established in Fiscal Year 2012-2013 (e.g., staff report deadlines, revised communications to departments, etc.) based on</p>	<p>Completed. All staff reports are now due within 60 days of an appeal. Additionally, in an effort to ensure that staff reports are submitted within the deadline, the Executive Officer provided training and guidance</p>

<p>resolved.</p>	<p>performance measure achievements over the past three fiscal years. By June 30, 2014, implement new, or adjust existing policies and procedures as appropriate for Fiscal Year 2014-2015.</p> <p>Issue the Civil Service Commission's Meeting Schedule and Deadlines for Calendar Year 2014 no later than November 2013 to ensure that departments are aware of staff report submission deadlines.</p> <p>Regularly update and monitor the Pending Appeals Log on a biweekly basis, and communicate with departments as appropriate, to ensure that staff reports on appeals are submitted within a reasonable period of time.</p> <p>Convene monthly meetings with the Department of Human Resources on the status of departments' staff reports.</p> <p>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 requirements, etc.).</p>	<p>to departments on preparing staff reports. The Executive Officer also established timelines for response to non-appealable matters.</p> <p>As noted above, the Commission far exceeded its goal for expediting appeals during the fiscal year. Completed on November 4, 2013.</p> <p>Completed/Ongoing.</p> <p>Completed/Ongoing.</p> <p>Ongoing. The Executive Officer submitted to the City Attorney's Office a draft updated policy on peace officer and EEO appeals, and expects to finalize the policies by the end of fall 2014.</p>
------------------	---	---

Goal #4: Seek ways to address City departments' need for flexibility in personnel management issues while at the same time maintaining the integrity of the City's merit system.

Objective	Performance Measures	
<p>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</p>	<p>Throughout the fiscal year, seek input from operating departments on the effectiveness of the merit system and areas needing improvement.</p> <p>Convene regular meetings of the Commission's Committee on Policy and Rules Revision (COPAR) throughout the fiscal year to: 1) discuss and vet with</p>	<p>Completed/Ongoing. The Department regularly solicited input from departments on merit system issues of concern, including through presentations and trainings and at monthly human resource representatives' meetings.</p> <p>Completed/Ongoing. COPAR monthly meeting topics during the review period (July 1 to December 31, 2013) included restrictions on future</p>

<p>appropriate.</p>	<p>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 change, issue an Adviser to clarify Rule requirements, etc.).</p>	<p>employment, exempt appointments, applicants for City employment, separations, appointment types, eligible list referrals and post-referral selection processes.</p>
<p>Ensure that the Civil Service Rules, policies and procedures are consistent with current departmental practices and system requirements/capabilities/limitations under the new eMerge PeopleSoft system.</p>	<p>Meet with eMerge representatives on a monthly basis with the goal of identifying inconsistencies in existing Rules, policies and procedures resulting from the implementation of the new eMerge system.</p> <p>By no later than June 2014, propose for the Commission's consideration revisions to Commission Rules, policy and procedures as needed to conform to the new eMerge system.</p>	<p>Completed. In fall 2013 eMerge and Commission staff completed their review of the Civil Service Rules and determined that, since the City's terminology and practices remain the same following the implementation of phase one of the new PeopleSoft system, there is no need at this time to update any of the Civil Service Rules.</p> <p>This goal is no longer necessary, as indicated above. The City/Department of Human Resources has not implemented any substantive changes that would require any policy or Rule revisions in this phase of eMerge implementation.</p>

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

Objective	Performance Measures	
<p>Review the Civil Service Rule series and recommend revisions/deletions/additions to the Rules for the Commission's consideration as necessary and appropriate.</p>	<p>Review one Civil Service Rule series every other month on average beginning in fall 2013 and recommend revisions/deletions/additions for the Commission's consideration. Revisions will be prioritized as follows:</p> <ol style="list-style-type: none"> 1. Rule provisions that conflict with, or that are otherwise inconsistent with the law. 2. Rules that are confusing, inconsistent with other 	<p>Achieved. During the fiscal year, the Commission reviewed and adopted amendments to the following seven Civil Service Rules:</p> <ul style="list-style-type: none"> • Rule Series 004, Administration (election of President and Vice President) • Rule 211, Examinations (charges in entry-level exams and continuous testing model)

	<p>Rules or policies, or inconsistently applied by departments.</p> <ol style="list-style-type: none"> 3. Rule provisions that would support operational needs. 4. Rule provisions that are no longer applicable. 5. Revisions that would consolidate or streamline the Rules. 6. Typos/clean-up. 	<ul style="list-style-type: none"> • Rule 311, Examinations (charges in entry-level exams and continuous testing model) • Rule 311, Examinations (pilot program allowing for the inspection of rating keys) • Rule 411A (adoption of a permanent PBT Program for the MTA) • Rule 414 (Charter limit on exempt appointments at the MTA) • Rule Series 022, Future Employment Restrictions
<p>Review existing Civil Service Commission policies and procedures; and recommend revisions to existing policies and procedures, or the creation of new ones, as appropriate.</p>	<p>Review at least one existing Civil Service Commission policy every quarter on average beginning in November 2013 and recommend revisions as appropriate for the Commission's consideration. The Executive Officer will also recommend for the Commission's consideration the creation of policies as needed and appropriate on merit system issues for which Civil Service Commission stakeholders require more guidance.</p> <p>The Executive Officer's policy review will be prioritized based on directives from the Civil Service Commission, requests from Commission stakeholders, and the frequency of Inspection Service complaints received on a particular issue.</p>	<p>Completed. During the fiscal year, the Commission adopted policies on:</p> <ul style="list-style-type: none"> • PSC Submissions (new versus modified) • Exempt Appointments (updated policy) • Restrictions on Future Employment (new policy)
<p>Conduct meet and confer negotiations and adopt new and amended Rules, policies and/or procedures.</p> <p>Conduct best practice reviews of merit system matters in other jurisdictions.</p>	<p>As needed during the fiscal year, conduct meet and confer sessions with the City's labor unions on any new or amended Rules or policies as required under state law.</p> <p>Research best practices in the Bay Area and/or comparable jurisdictions (e.g., Los Angeles) upon request of the Civil Service Commission during the fiscal year.</p>	<p>Completed/Ongoing. The Executive Officer scheduled meet and confer/informational sessions with the City's labor unions on the seven proposed Rule changes indicated above.</p> <p>Not applicable, as there were no such formal requests made during the fiscal year.</p>
<p>Provide outreach, training and support to the Civil Service Commission's stakeholders regarding the Civil Service</p>	<p>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 Civil Service</p>	<p>Completed. The Executive Officer provided presentations/trainings on various merit system issues to over 500 people to date, including:</p> <ul style="list-style-type: none"> • HR Monthly in December 2013 (60 attendees): Personnel Files and Merit System Reminders

<p>Rules, policies and procedures.</p>	<p>Commission.</p>	<ul style="list-style-type: none"> • Citywide HR Analysis in December 2013 (110 attendees) – Overview on the Merit System • DPH Supervisors and Managers in January 2014 (90 attendees) – Overview on the Merit System, Appointments and Assignments • Controller's Office Supervisors in February 2014 (30 attendees) – Overview on the Merit System and Assignments • Accountant Interns in March 2014 (30 attendees) – Overview on the Merit System, Appointments and Assignments • MEA Represented Employees in March 2014 (80 attendees) – Overview on the Merit System • PSC Coordinators (50 attendees) – Standards and Requirements for PSC Submissions • HR Group Meeting in May 2014 (70 attendees) – Overview on the Updated Exempt Policy and the New Policy on Future Employment Restrictions policy
	<p>Give regular presentations and updates on merit system issues during the Department of Human Resources' HR Managers' meetings.</p>	<p>Completed. The Executive Officer provided regular presentations and updates on merit system reminders to HR representatives throughout the fiscal year on matters such as personnel files, merit system requirements, updates on Civil Service Rule and policy amendments, etc.</p>
	<p>Provide a presentation on the merit system to new human resources analysts on an annual basis.</p>	<p>Completed in December 2013.</p>
	<p>Offer to provide other Commission stakeholders with an overview of the merit system upon request (e.g., union representatives, operational managers, Deputy City Attorneys, etc.).</p>	<p>Completed. The Executive Officer offered to provide presentations to employees, unions (e.g., IFPTE, Local 21; SEIU, Local 1021; and MEA) and department representatives (analysts, supervisors and managers) alike on numerous occasions.</p>
	<p>Seek input from the Commission's stakeholders on common merit system areas of confusion and issue publications on Frequently Asked Questions and develop</p>	<p>Completed. The Executive Officer frequently and regularly asked unions and department representatives (analysts, supervisors and</p>

	<p>new Advisers on reoccurring issues as needed during the fiscal year. Offer to provide labor representatives with informational articles on the Civil Service Commission for their member newsletters upon request.</p>	<p>managers) for recommendations on Adviser or policy memoranda topics. Completed.</p>
--	---	--

Goal #6: Strengthen the Civil Service Commission's ability to meet its Charter mandates and oversee the operation of the merit system.

Objective	Performance Measures	
<p>Review the operation of the merit system in City departments.</p>	<p>Conduct eight departmental audits in Fiscal Year 2013-2014. In the event that Commission staff determines 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.</p>	<p>Completed. The Commission's Fiscal Year 2013-2014 Audit Program focused on reviewing the following selection and appointment practices in eight randomly-selected departments to assess compliance with applicable Charter provisions, Commission Rules, and merit system policies and procedures on verifying and documenting appointees' minimum qualifications; justifications for exempting positions from Civil Service under the Charter; and including requisite information on examination announcements.</p>
<p>Increase the Civil Service Commission's access to information regarding the operation of the merit system.</p>	<p>Resolve/complete within 60 days, 80% of Inspection Service Requests received in Fiscal Year 2013-2014.</p> <p>By November 2013, submit for the Commission's review its Calendar of Reports for calendar year 2014 (this details the reports that City departments are required to submit to the Civil Service 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 Civil Service Commission wishes to expand upon the information it currently receives from Commission staff and/or City departments (e.g., exempt appointment justifications, personal services</p>	<p>Achieved. The Commission was able to complete 96 of its 107 Inspection Service requests within 60 days (90%--far exceeding its goal).</p> <p>Completed at the Commission meeting of November 18, 2013.</p>

	<p>contracts, examination plans, etc.).</p> <p>By the end of December 2013, issue the final 2014 Calendar of Reports to departments so that departments are aware of their reporting requirements in advance; and issue an electronic reminder one month prior to each report's due date.</p>	<p>Completed in December 2013. The Executive Officer also sent meeting invitations to department representatives to ensure that the reporting requirements are included on their calendars.</p>
<p>Ensure that departments are complying with the Civil Service Commission's request for reports and/or additional information.</p>	<p>When applicable, record any conditions, restrictions or reporting requirements that the Civil Service 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.</p> <p>When applicable, record and create a "tickler system" for any additional reports that the Commission requests throughout the fiscal year.</p>	<p>Completed. The Executive Officer sent out reminders to departments regarding the terms of any conditional approval within one week of a Commission meeting. Commission staff also tracked conditional approvals in the Citywide PSC database, and documented when the conditions have been satisfied.</p> <p>Completed. When applicable, the Executive Officer sent out meeting invitations within one week of each Commission meeting to ensure any future reporting requirements were on the department representatives' calendars.</p>
<p>Complete/coordinate all Charter-mandated wage/benefit surveys requiring Commission certification under the Charter.</p>	<p>By November 2013, develop a work plan and schedule for achieving Charter-mandated surveys for the fiscal year.</p> <p>Utilize the "tickler system" for departmental reports established in Fiscal Year 2012-2013 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).</p> <p>No later than May 2014, complete the annual salary adjustments for Elected Officials in accordance with Charter Section A8.409-1-Employees Covered.</p> <p>Benefit certification for Elected Officials and Board of Supervisors will also be proposed.</p> <p>No later than April 2014, complete the salary survey for the Board of Supervisors in accordance with Charter Section 2.100 Compensation and Salary.</p>	<p>Completed in November 2013.</p> <p>Completed/Ongoing.</p> <p>Completed at the Commission meeting of May 19, 2014.</p> <p>Completed at the Commission meeting of May 19, 2014.</p>
<p>Ensure that the Civil</p>	<p>Negotiate with the Mayor's Office, Controller's Office and</p>	<p>Completed. The Mayor's Office and Board of</p>

Civil Service Commission's Goals and Objectives for Fiscal Year 2013-2014

<p>Service Commission's budget in Fiscal Year 2014-2015 is sufficient so that it can adequately carry out its Charter obligations to oversee the merit system.</p>	<p>Board of Supervisors to maintain the Commission's budget in Fiscal Year 2014-2015 at an adequate level to support its operations.</p>	<p>Supervisors approved the Commission's budget next year that: 1) exempted the Department from the 3.5% budget reduction amount required by the Mayor's Office; 2) increased the Department's budget to support future projected increases in fringe and salary costs for current staff; and 3) increased the Department's budget to support work orders with the City Attorney's Office and Department of Human Resources for much-needed services.</p>
---	--	---

ATTACHMENT B

**Civil Service Commission
Fiscal Year 2013-14 Appeals Log**

Register No.	Type	Appellant	Subject	Date Received	Date Trans	Referred To	Scheduled Hearing Date	Report Due Date	Resolved On	Res. No.	Comments
0336-13-4	4	Stephen Albionico	Appealing his background rejection for a 1054 IS Business Analyst - Principal position with San Francisco Police Department.	12/11/13	12/12/13	Kotake Houston	3/3/2014	02/20/14	03/17/14	1	Resolved
0265-13-4	4	Connor Bane	Appealing the background disqualification for the Q-2 Police Office Application.	09/25/13	09/26/13	Ware	12/2/2013	11/21/13	03/11/14	5	Resolved
0160-13-6	6	Keith R. Baraka	Appealing the HRD's decision to administratively close his complaint of discrimination (EEO File No. 1700)	05/09/13	05/10/13	Ware	07/01/13	06/20/13	08/05/13	1	Resolved
0631-14-4	4	Dora J. Barnes	Appealing the rejection of application for Class 2940 Adult Protective Services Worker.	02/19/14	02/20/14	Kotake Kraus L. Kim Hodgkinson	05/05/14	04/24/14	04/17/14	4	Resolved
0307-13-14	4	Valerie Centilier	Appealing her employment application with the Department of Emergency Management.	11/18/13	11/20/13	Callahan	03/03/14	02/20/14	12/03/13	4	Resolved
0205-13-4	4	Jason A. Cardoza	Appealing his background disqualification for a 1934 Storekeeper at the San Francisco Police Department.	07/18/13	07/19/13	Kotake Kraus Oberzeir Houston	09/16/13	09/05/13	12/16/13	1	Resolved
0311-13-4	4	Richard Cho	Appealing the rejection of his application for the 5241 Engineer - Civil eligible list.	11/21/13	11/22/13	Kotake Whithead	02/03/14	01/23/14	02/04/14	4	Resolved
0086-12-4	4	Vince Courtney, L261	Appealing the determination of the DHR to preclude all 3410 Gardener Apprentices from taking the exam.	04/05/12	04/09/12	Callahan Kotake Kraus	05/07/12		04/09/14	4	Resolved
0288-13-4	4	Vince Courtney, L261	Appealing the 0923 Manager II and 0922 Manager I job announcements at the Recreation and Park Department.	10/30/13	10/30/13	Callahan Kotake Kraus	12/16/13	12/05/13	11/18/13	4	Resolved
0269-13-8	8	Jeff Duritz, Union of American Physician and Dentists.	Appealing the Department of Public Health's request for Commission approval for PSC #4027-13/14.	09/28/13	09/27/13	Kotake	10/07/13		10/07/13	1	Resolved
0219-13-4	4	Gonzalo J. Ferrer	Appealing the rejection of application for Contract Compliance Officer II (Job Code 2978) examination.	08/05/13	08/06/13	Callahan Kotake A. Ignacio T. Wong	10/07/13	09/26/13	09/12/13	4	Resolved
0319-13-4	4	Daniel Gerard	Appealing the rejection of his application for the 0923 Manager II exam.	11/25/13	11/26/13	Kotake Kraus	02/03/14	01/23/14	12/05/13	4	Resolved
0154-13-4	4	Karina Ghor	Appealing her background rejection for IS Engineer Principal (Job Code 1044) with the SFPD.	05/06/13	05/08/13	Callahan Kotake	07/01/13	06/20/13	08/05/13	1	Resolved
0195-11-6	6	Karla Gottschalk	Appealing the HRD's decision regarding her age, religion, sexual orientation, and gender discrimination complaint.	07/14/11	07/15/11	Callahan Kotake Simon	09/19/11		03/17/14	1	Resolved
0125-14-4	4	James E. Grant	Appealing the disqualification for the 7329 Electronic Technician Maintenance Assistant Supervisor examination.	05/29/14	05/30/14	Callahan Kotake Kraus	08/04/14	07/24/14			
0096-14-6	6	Jon Gray	Appealing the Human Resources Director's decision of his discrimination and retaliation complaint.	04/30/14	05/01/14	Regular Kotake Simon K. Gae	07/07/14	06/26/14	05/02/14	2	Resolved
0163-12-6	6	Michelle Guiral	Appealing the decision of the HRD to close her EEO File No. 1640	05/31/12	06/04/12	Callahan Kotake Simon	07/02/12		11/04/13	1	Resolved
0273-13-4	4	Marty Guy	Appealing the oral/performance examination for the 7355 Truck Driver classification	10/09/13	10/10/13	Callahan Kalz D. Kotake J. Kraus	12/16/13	12/05/13	11/18/13	4	Resolved
0280-13-4	4	William R. Harper	Appealing the oral/performance examination for the 7355 Truck Driver classification.	10/21/13	10/23/13	Kotake Kraus	12/16/13	12/05/13	11/16/13	4	Resolved
0236-13-6	6	Paul Haynes	Appealing the Human Resources Director's decision to close his discrimination complaint EEO File No. 1691.	08/13/13	08/14/13	Callahan Kotake Simon	10/21/13	10/10/13	01/06/14	1	Resolved

**Civil Service Commission
Fiscal Year 2013-14 Appeals Log**

Register No.	Type	Appellant	Subject	Date Received	Date Trans	Referred To	Scheduled Hearing Date	Report Due Date	Resolved On	Res. No.	Comments
0186-13-6	6	(Redacted - Peace Officer)	Appealing the Human Resources Director's decision to close his discrimination complaint, EEO File No. 1707.	06/19/13	06/20/13	Callahan Kotake L. Simon (Redacted)	09/16/13	09/05/13	10/21/13	1	Resolved
0300-13-6	6	(Redacted - Peace Officer)	Appealing the Human Resources Director's findings of his Discrimination Complaint, EEO File 1707.	11/12/13	11/14/13	Kotake Simon (Redacted)	02/04/14	01/23/14	03/03/14	1	Resolved
0254-13-6	6	Sonya Knudsen	Appealing the HRD's decision to close her EEO File #1618 due to insufficient evidence.	09/10/13	09/11/13	Callahan Kotake Simon Carliano	10/10/13	11/07/13	02/02/14	1	Resolved
0343-09-6	6	Sonya Knudsen	Appealing the HRD's decision to dismiss EEO File #1371 due to insufficient evidence	10/23/09	10/26/09	Callahan Huey Kotake Simon	12/07/09		02/02/14	1	Resolved
0185-13-4	4	Aaron Lampkin	Appealing his background rejection for Community Police Services Aide (Job Code 9209) with the SFPD.	06/17/13	06/19/13	Callahan Kotake B. Houston	09/16/13	09/05/13	12/16/13	1	Resolved
0243-13-6	6	Clarence Lee	Appealing the Municipal Transportation Agency's decision to close his discrimination complaint due to insufficient evidence.	08/22/13	08/23/13	Ellison Holman	11/04/13	10/24/13	11/04/13	1	Resolved
0355-10-6	6	Frank Lee (Peace Officer)	Appealing the HRD's decision to dismiss his EEO File # 493 due to insufficient evidence to sustain a complaint of discrimination and retaliation	11/05/10	11/09/10	Callahan Kotake Simon Vazquez	12/20/10		04/07/14	1	Resolved
0334-10-6	6	Frank Lee (Peace Officer)	Appealing the HRD's decision to dismiss his EEO File #1429 due to insufficient evidence	09/16/10	09/17/10	Callahan Kotake Simon Vazquez	10/18/10		03/10/14	1	Resolved
0052-14-2	2	Diane Lim	Appealing the downward substitution of your position with the Department of Adult Probation from a 0933, Manager V to a 0932, Manager IV.	03/06/14	03/10/14	Callahan Kotake			03/10/14	4	Resolved
0005-14-4	4	Denise Lopez	Appealing her CBI score for the 2913 Program Specialist with HSA.	01/16/14	01/21/14	Kotake Houston Oberzler	12/16/13	12/05/13	01/21/14	3	Resolved
0279-13-4	4	Sean Maurer	Appealing his background disqualification for Q-2 Police Officer.	10/17/13	10/18/13	Wara Callahan Kotake	07/01/13	06/20/13	04/21/14	1	Resolved
0155-13-6	6	(Redacted - Peace Officer)	Appealing the HRD's decision to deny his complaint.	05/08/13	05/08/13	Callahan Kotake	07/01/13	06/20/13	09/16/13	1	Resolved
0027-14-4	4	Thierry Mukaz	Appealing the administration of the Q-2 Police Officer examination.	02/12/14	02/13/14	Kotake Kraus Johnson	05/05/14	04/24/14	02/26/14	4	Resolved
0281-13-6	6	Jimney A. Parrish	Appealing the Human Resources Director's decision to close his harassment complaint, EEO File No. 1734.	10/23/13	10/25/13	Kotake Simon	1/6/2014	12/26/13	03/17/14	4	Resolved
0117-14-6	6	Tyrone Pruitt	Appealing the Human Resources Director's decision on his discrimination complaint, EEO File No. 1777.	05/22/14	05/27/14	Callahan Kotake Simon Bustora	08/04/14	07/24/14			Scheduled for CSC meeting of 8/18/14.
0305-13-4	4	Janny J. Shen	Appealing the denial of her application for Class 4230 Estate Investigator due to not meeting the minimum qualifications.	11/14/13	11/15/13	Callahan Kotake Kraus	2/3/2014	01/23/14	12/04/13	4	Resolved
0028-14-6	6	Mandana Siyadat	Appealing the Human Resources Director's decision on her discrimination complaint EEO File No. 1652.	02/14/14	02/18/14	Callahan Kotake Simon Walgill	5/5/2014	04/24/14	05/05/14	1	Resolved
0323-13-4	4	David D. Smellwood	Appealing the San Francisco International Airport's disqualification of his application for the 7205 Chief Stationary Engineer Examination.	11/27/13	12/02/13	Kotake Kraus	3/3/2014	02/20/14	03/26/14	4	Resolved
0320-13-4	4	Ying Wall	Appealing the disqualification for a 1241 Personnel Analyst position with Recreation and Park Department. (Conviction history appeal)	11/26/13	11/27/13	Callahan Kotake Kraus	2/3/2014	01/23/14	03/03/14	1	Resolved
0088-14-4	4	William Wong	Appealing the rejection of application for Class 9145 Traffic Signal Electrician examination with the MTA.	04/24/14	04/25/14	Ellison Kim	7/7/2014	06/26/14	06/09/14	4	Resolved

**Civil Service Commission
Fiscal Year 2013-14 Appeals Log**

Register No.	Type	Appellant	Subject	Date Received	Date Trans	Referred To	Scheduled Hearing Date	Report Due Date	Resolved On	Res. No.	Comments
0003-11-7	7	Fa'Alai Leao	Request for hearing on future employment restrictions as a 1426 Sr. Clerk Typist with SFPD	01/06/11	01/10/11	Callahan Kolake De Vera V'Gomez	03/07/11		04/04/14	5	Resolved
0269-11-7	7	Anthony Aguilar	Request for hearing on future employment restrictions as a 4308 Sr. Collections Officer with the Treasurer/ Tax Collector.	09/28/11	09/29/11	Callahan Kolake De Vera	11/07/11		11/04/13	1	Resolved
0322-11-7	7	Onoria Antonucci	Request for hearing on future employment restrictions as a 3434 Arborist Technician with the Rec & Parks Department	11/30/11	12/02/11	Cisneros Callahan Kolake De Vera K. Gee	01/09/11				On hold pending arbitration; scheduled for the CSC mtg of 7/21/14 following the union's withdrawal of the matter
0165-13-7	7	Kurt Bader	Requesting a hearing on his future employability as a 9163 Transit Operator with MTA.	05/15/13	05/16/13	Reiskin Ellison Iborra	07/15/13	07/03/13	07/15/13	1	Resolved
0320-12-7	7	Glynn Barnes	Request for hearing on future employment restrictions as a 7514 General Laborer with the PUC	08/31/12	09/04/12	Callahan De Vera Kolake	10/01/12		10/17/13	4	Resolved
0008-14-7	7	Manuel Bermudez	Requesting a hearing on future employability with the Municipal Transportation Agency.	01/22/13	01/23/14	Marini Kolake Ellison	04/07/14	03/27/14			Scheduled for CSC mtg of 7/21/14
0079-11-7	7	Bernard Block	Request for hearing on future employment restrictions as a 9163 Transit Operator, MTA	03/11/11	03/16/11	Iborra Ford Ellison DeVera	04/04/11		03/17/14	1	Resolved
0268-12-7	7	Edward Campos	Requesting a hearing on his designation as "services unsatisfactory" in his resignation as a 2996 Representative with the Human Rights Commission	07/05/12	07/09/12	Callahan De Vera Kolake Sparks	08/20/12				On hold - Appellant requested postponement to the meeting of 9/15/14 for [redacted confidential personal reason]
0204-13-7	7	Marcus Campos	Requesting a hearing on his future employability as a 2430 Medical Evaluation Assistant with DPH.	07/18/13	Withdrawn prior to transmittal	N/A	N/A	N/A	08/06/13	5	Resolved/Withdrawn
0223-13-7	7	Marcus Campos	Requesting a hearing on his future employment restrictions and services deemed unsatisfactory with DPH as a 2340 Medical Evaluation Assistant.	08/06/13	08/07/13	Callahan Kolake L. Pallero R. Weisell	10/07/13	09/26/13	03/03/13	1	Resolved
0304-10-7	7	Cynthia Carter	Request for hearing on future employment restrictions as Transit Operator (Job Code 9163) MTA	08/18/10	08/19/10	Ford	10/04/10		10/07/13	1	Resolved
0050-13-7	7	Amma Donkor	Requesting a hearing on her future employability as a Registered Nurse (Job Code 2320) with LHH	02/19/13	02/21/13	DeVera Callahan Kolake	05/06/13	04/22/13	11/18/13	1	Resolved
0162-12-7	7	George Dugan	Request for hearing on future employment restrictions with the PUC	05/29/12	06/04/12	Callahan Kolake De Vera Marini	07/02/12				On hold - pending resolution of grievance/arbitration
0126-06-7	7	Augustine Falley	Request for hearing on future employment restrictions as a Planner IV (DBI)	03/05/06	03/08/06	Ginsburg Jacobi Lee	06/05/06				On hold - pending litigation; appellant requested postponement to fall 2014
0059-12-7	7	Raquel Ferrer	Request for hearing on future employment restrictions as a 2320 Registered Nurse with Laguna Honda Hospital.	03/13/12	03/14/12	Callahan Kolake De Vera Ramirez	04/16/12		09/16/13	1	Resolved
0006-13-7	7	Artis Jones	Request for hearing on future employability with the Municipal Transportation Agency.	12/27/12	01/04/13	Ellison Iborra	12/13/13		05/19/14	1	Resolved
0046-12-7	7	Lock Kwan	Request for hearing on future employment restrictions as a 5297 Associate Engineer	02/28/12	03/01/12	Callahan Kolake De Vera Marini	04/02/12		12/16/13	1	Resolved
0060-12-7	7	George Mande	Request for hearing on future employment restrictions as a 2320 Registered Nurse with Laguna Honda Hospital.	03/13/12	03/14/12	Callahan Kolake De Vera Ramirez	04/16/12		09/16/13	1	Resolved

**Civil Service Commission
Fiscal Year 2013-14 Appeals Log**

Register No.	Type	Appellant	Subject	Date Received	Date Trans	Referred To	Scheduled Hearing Date	Report Due Date	Resolved On	Res. No.	Comments
0350-11-7	7	Jim Meisenbach	Request for hearing on future employment restrictions as a 9332 File Worker Supervisor I with the Port of San Francisco	12/23/11	12/27/11	Callahan Kotake De Vera	03/07/12		04/07/14	1	Resolved
0007-14-7	7	Jimmy Ng	Requesting a hearing on his future employability as a 7381 Automotive Mechanic with the Department of Public Works.	01/21/14	01/23/14	Holmes Wong	04/07/14	03/27/14			On hold - pending grievance/settlement discussions
0312-13-7	7	Michael S. Quinn	Requesting a hearing on designation of unsatisfactory services and future employment restrictions with the CSSF.	11/21/13	11/25/13	Kotake	02/03/14	01/23/14	03/03/14	5	Resolved/Withdrawn
0010-13-7	7	(Redacted - Peace Officer)	Request for hearing on future employment restrictions as a [redacted class information] with the [redacted department information].	01/18/13	01/22/13	Callahan Kotake (Redacted)	04/01/13	03/21/13	05/16/14	4	Resolved
0162-13-7	7	Heru Oba Shamba	Requesting a hearing on their future employability as a 9163 Transit Operator	05/13/13	05/14/13	Reiskin Ellison Iborra	07/15/13	07/03/13	07/15/13	1	Resolved
0211-11-7	7	Andrew Sineros	Request for hearing on future employment restrictions as a 9163 Transit Operator with the MTA	07/26/11	07/27/11	Johnson Ellison DeVera	10/03/11				On hold - pending resolution of litigation with the California Court of Appeals
0001-14-7	7	Donyelle Watson	Requesting a hearing on her future employability with the City and County of San Francisco.	01/03/14	01/06/14	Reiskin Ellison Iborra Kotake	3/3/2014	02/20/14	06/02/14	1	Resolved
POSITION-BASED TESTING APPEALS											
0077-14-4	4	Elizabeth Angelini	Appealing the administration of the 8165 Worker's Comp Supervisor I examination.	09/09/13	09/10/13	Callahan Kotake			4/21/2014	5	Resolved/Withdrawn
0257-13-4	4	Daniel Boreen	Appealing the rejection of application for class 8238 Public Safety Dispatcher (PBT - 8238-060438).						09/10/13	4	Resolved
0202-13-4	4	Richard A. Denton	Appealing the administration of the examination for 5602 Utility Specialist	07/17/13	07/19/13	Kraus Kotake L. Marini E. Tooch	8/5/2013	07/25/13	08/19/13	1	Resolved
0111-14-4	4	Khalid Khan	Appealing the administration for the 1218 Payroll Supervisor (PBT-1218-062934) examination.	05/19/14	05/21/14	Callahan Kotake Kraus	6/16/2014		06/16/14	1	Resolved
0260-13-4	4	Amy S. Lee	Appealing his background rejection for an 8262 Criminalist III Forensic Biology (DNA) - PBT - 8262-059714.	09/19/13	09/20/13	Callahan Kotake Kraus			09/20/13	3	Resolved
0127-14-4	4	Mex Luna	Appealing the disqualification of application for the 5306 Traffic Sign Manager examination.	06/03/14	06/05/14	Reiskin D. Kim A.			06/20/14	3	Resolved
0079-14-4	4	Margaret O'Shea	Appealing the incorrect scores that were provided to applicant in the 1823	03/28/14	04/01/14	Kaminska A. Blasbas			04/01/14	3	Resolved
0337-13-4	4	Joseph A. Quanteil	Appealing the PBT 0922-062287 Supervisory Test Battery exam given on 12/20/13.	12/23/13	12/23/13	Callahan Kotake Kraus Taglia			12/23/13	3	Resolved

Number of Appeals	
Carried Over from FY2012-13	30
Appeals Received in FY2013-14	43
Total Number of Appeals in FY13-14	73

Total Appeals by Category	
Classification (2)	1
Compensation (3)	0
Examination (4)	30
EEO/Discrimination (6)	16
Future Employment Restrictions (7)	25
Personal Services Contracts (8)	1
Position-Based Tests	8

Resolutions	
Hearing at CSC (1)	35
Unlabeled (2)	1
Not Appealable (3)	5
Resolved Administratively (4)	18
Other (5)	5
Total Resolved	64
% Resolved	88%

ATTACHMENT C

Total for 2013-14 107

Totals by Category

Letter or Email	63
Phone - Walk in	44
Resolved in 60 days	96

- 28 Appointments (1)
- 16 Examinations (2)
- 0 Conflict of Interest (3)
- 1 ERO Administrator (4)
- 2 Salary Setting (5)
- 21 Rule Application (6)
- 17 Certification/Selection (7)
- 3 Classification (8)
- 12 Miscellaneous (9)
- 6 Layoffs (10)

90%

Code	Received Date	Letter or Email	Phone or Walk In	Issue	Job Class	Dept.	Resolution/Remedy	Date Resolved	60 days
6	7/3/2013		1	Unfairly termed by dept.; separated with future employment restrictions; what are his rights?		DPH	Reviewed his documents; explained separation process; He can appeal future employment restrictions with CSC but not termination. SE	7/8/2013	Y
10	7/3/2013		1	Lost accreditation; how is his civil service position protected? He is an ADA employee.	1406	CCD	If he is laid off, he would displace the 1406 with the least seniority citywide; must be able to perform the essential functions of the job with or without reasonable accommodations. SE	7/8/2013	Y
10	7/3/2013		1	Does she have bumping rights if she is laid off?		CCD	If she is in a PCS position, she would bump the employee within the same classification with least seniority citywide; if she does not have higher seniority, she will be placed on holdover roster. SE	7/8/2013	Y
10	7/5/2013		1	What is her civil service status?		CCD	She is in a PEX position; no civil service status; will not be able to displace or be put on holdover roster; no previous PCS position SE	7/8/2013	Y
10	7/5/2013		1	Instead of waiting for layoff, can he transfer?		CCD	He can always apply for a transfer, but he would have to contact departments and apply for the position; it is not a guarantee; City did not indicate there are any layoffs yet. SE	7/8/2013	Y
5	7/9/2013		1	Released from PB period but cannot return to SFUSD because he must complete background check again; will he be separated?		DPH	He can reinstate back to previous PCS position; he is not termed but can use vacation pay to receive paycheck. SE	7/10/2013	Y
6	7/11/2013		1	How can dept. hire eligible in rank 5 if it is the Rule of Three Scores?	6270		7 vacancies in the dept.; 7 vacancies + Rule of 3 minus 1 means 9 ranks were reachable; 25 eligibles were reachable; dept. required only to notify reachable eligibles and can hire anyone in ranks 1-9. SE	7/12/2013	Y
2	7/11/2013	1		Certain applicants were coached and informed of what questions would be on the examination.	7345	SFIA	Multiple Choice question using scantron; no protests received during or after exam; complainant overheard a question being discussed that is common on these exams. SE	7/17/2013	Y
9	7/16/2013		1	The dept. has approved requisitions and there is an eligible list, but the dept. is selecting favorites not from the eligible list to be put into acting assignments.	9140	MTA	Dept. is not required to select from the eligible list for acting assignments. Acting assignments do not place employees in a new classification; they remain in their old class and dependent on MQJ, may receive 5% pay increase. SE	7/16/2013	Y
9	7/16/2013		1	Applicant stated that he has submitted a large number of applications and only recently was he interviewed for one vacancy. He wanted to know why he has not been hired for a position.			Lengthy meeting was held with individual and I explained to him that if he was rejected it was because the dept. determined he did not meet the qualifications or submit all required documents. He finally acknowledged that he received communications from dept. informing him of this. -LM	7/16/2013	Y
10	7/19/2013		1	May be laid off; can she transfer to another department?		CCD	She will bump the employee with the least seniority in that class; she can transfer to another department but there must be a vacant position and she would still need to apply for the position; not a guarantee position. SE	7/19/2013	Y
1	8/2/2013	1		Employee appointed did not qualify for TEX 1241 position; eligibles not notified; favoritism in hiring S.T. for 9706	9706	H.S.A.	Employee met the MQs for the TEX 1241 position; employee met the MQs for the 9706 position - extensive inspection review conducted. SE/LM	12/20/2013	N
1	8/2/2013	1		Employee that was appointed to the PCS 1408 class did not meet special condition qualifications.	1408	H.S.A.	Did not meet special condition - corrective action taken. SE/LM	12/20/2013	N
1	8/12/2013	1		TEX 1241 did not meet MQ	1241	H.S.A.	Extensive inspection review conducted. SE/LM	8/13/2013	Y
6	8/14/2013		1	Why do part time employees need approval for additional employment outside CCSF?		SFPL	Employee had a baccalaureate degree from accredited college or university and met MQ. SE	8/14/2013	Y
				Why do part time employees need approval for additional employment outside CCSF?			Rule 118.2 requires all employees to complete and obtain approval for additional employment outside of CCSF; explained conflict of interest; transparency. SE		Y

FY 2013-14 Inspection Log

1	8/20/2013	1		Alleges that employee appointed to 9704 and 9705 did not meet minimum qualifications.	9704	H.S.A.	Employee met qualifications. Extensive inspection service review conducted. - SE/LM	12/20/2013	N
1	8/20/2013	1		Alleges that employee appointed to 9916 and 1402 did not meet minimum qualifications.	9916	H.S.A.	Employee met qualifications. Extensive inspection service review conducted. - SE/LM	12/20/2013	N
1	8/20/2013	1		Review of selection procedures for class 9705	9705	H.S.A.	Employees appointed met the qualifications. Extensive inspection service review conducted. - SE/LM	12/20/2013	N
1	8/20/2013	1		Alleges that employee appointed to 9705 did not meet minimum qualifications.	9705	H.S.A.	Employee met qualifications. Extensive inspection service review conducted. - SE/LM	12/20/2013	N
1	8/20/2013	1		Review of selection procedures for temporary exempt 9702.	9702	H.S.A.	All nine candidates appointed met the qualifications. Extensive inspection service review conducted. - SE/LM	12/20/2013	N
9	8/20/2013	1		Received performance appraisal that met expectations so why would dept. release him from his probationary period? Can he appeal?	7381	MTA	Non-disciplinary release from probationary period is not appealable; direct supervisor thought he met expectations; issues regarding trainer's communication and training style should be reported to MTA EEO - SE	8/20/2013	Y
6	8/21/2013	1		What is the Rule of 3? If an eligible ranked 25 was hired, then an eligible ranked 18 should have been notified.			The 3 highest ranks on the eligible list are reachable; if there is more than 1 vacancy, the number of reachable ranks is equal to the number of vacancies plus 2; if eligibles have refused, waived or been hired, alternate ranks are notified. SE	8/21/2013	Y
7	8/22/2013	1		Why they not interview all eligibles ranked 3 who met the desirable qualifications of being bilingual? Eligibles who were not bilingual were hired.	9132	MTA	Depts. are only required to notify all reachable eligibles of the vacancies; not all reachable eligibles are required to be interviewed; if job required eligibles to be bilingual, it would have been listed as MQ or special condition. SE	8/22/2013	Y
1	8/22/2013	1		Inquiry regarding the appointment of a Child Support Services employee from a class 1844 to a class 8159 position who does not meet the minimum qualifications required for the 8159.	8159	CSS	Inspection Review conducted. Employee did not meet minimum qualifications and the department took corrective action. - LM	9/5/2013	Y
1	8/22/2013	1		Inquiry regarding the appointment of a Child Support Services employee from a class 1844 to a class 8159 position who does not meet the minimum qualifications required for the 8159.	8159	CSS	Inspection Review conducted. Employee did not meet minimum qualifications and the department took corrective action. - LM	9/5/2013	Y
6	8/23/2013	1		If an officer is separated but rehired within 2 years (reappointed), do they have a new seniority date? Are they at the bottom of the schedule for shift bidding?		SFPD	New seniority date; Rule 214.16.5 When reappointed, the resignee shall enter the service as a new appointee with no rights based on prior service...; new appointment and certification date because the employee was separated, then rehired. Check with department procedures and MOU for shift bidding. SE	8/23/2013	Y
5	8/26/2013	1		Are the allegations in the Matter and Ross article about an Airport employee true? What are the Commission's options to address potential merit system violations?		AIR	I investigated the matter with Airport Human Resources and confirmed that the individual is not reachable and will therefore not be selected for the position. - JJ	9/9/2013	Y
6	8/26/2013	1		Various questions regarding provisional appointments and whether she has bumping rights.	1458	Rent	I researched her employment history and verified that she has been in a Permanent Exempt status and does not have any permanent civil service status rights and therefore, bumping does not apply if she were to be laid off or displaced. Also clarified many other rules and discussed the employment application and selection process. - LM	9/24/2013	Y
6	8/27/2013	1		When was Rule 214.16.5 created? When was rule on Reappointment created?		SFPD	Rule 214.16.5 was created in April 2000 when Vol. II was created; Reappointment Rule 13.03 first adopted in Jan. 1977; Rule regarding reappointment as a new appointee found in 1959 CSC Rules. SE	8/27/2013	Y
2	8/30/2013	1		TEX employees performed poorly on 1st exam (PUC) but recently scored unusually high on 2nd exam (AIR); heard them talking about questions on exam before the exam	7345	SFIA	Waiting for complainant to provide additional information; complainant could not provide additional information to support his claim. SE	9/30/2013	Y
2	9/16/2013	1		Inquired about closed promotional examinations and the process for requesting them pursuant to Commission policy.	2615	USD	I provided them with the applicable Commission policies and I provided them to DHR to request approval. - JJ	9/19/2013	Y
9	9/16/2013	1		Inquired about a PSC previously approved by the Commission and the circumstances of its approval. Also inquired about Commission policies on modifications to existing PSCs.		H.S.A.	I provided them with the requested information and advised them on discussing the matter further with the department.	9/19/2013	Y
1	9/19/2013	1		Electrical Engineer did not meet the MQs for the 5241 position	5241	MTA	Applicant provided education and employment verification and current license; Reachable eligible and competed in selection process. SE	11/6/2013	Y
7	9/20/2013	1		can depts. force mgrs. to hire provisionals before reachable eligibles?	1708	DPH	Mgrs. May hire provisionals who are reachable eligibles before interviewing other reachable eligibles on the list. SE	9/20/2013	Y
7	9/23/2013	1		Given different information by HR staff; told he was alternate ranked 9 but the hiring manager told him that he ranked 8	1834	PUC	After the exam, he was ranked 9; after post referral process, he was ranked 8; he is still an alternate. SE	9/23/2013	Y

FY 2013-14' action Log

7	9/23/2013	1		Ranked # 1 on eligible list, interviewed but was not selected/appointed.	4213	ASR	Inspection Review conducted - ASR was compliant in following Commission Rules and DHR's procedures in the appointment and selection process. The candidates appointed were within the applicable certification rule. -LM	10/25/2013	Y
7	9/24/2013	1		Request for inspection service review regarding the selection process for class 1708. Complainant is ranked #3 and questions why someone ranked #5 was appointed.	1708	DPH	Inspection service Findings: 1. Eligible list posted 6/21/2013; 2. Cert rule: Rule of Three Scores ;3. DPH has not started the departmental selection process for its three PCS class 1708 vacancies; 4. Nine eligibles responded to the notice of referral. The complainant has been notified of the findings which are that the department has not made any appointments. This information was satisfactory to the complainant. (as of 11/13/13 the claimant has been appointed to PCS 1708 as DPH) -LM	10/10/2013	Y
7	10/15/2013	1		Meeting held with complainant regarding his application for Class 8226 Museum Guard at FAM. He ranked 3 on the eligible list yet he states candidates were appointed with lower rankings.	8226	FAM	Lengthy meeting was held explaining certification rule and how the number of applicants are certified. The cert rule for this list is Rule of Ten Scores and ranks go to 9. Under this circumstance, all eligibles are certified for consideration. -LM	10/15/2013	Y
6	10/22/2013	1		Her department has not yet requested that the Civil Service Commission grant her PCS status from her TCS appointment off of a Redevelopment-Only Priority Eligible List. Although not documented, she believes that she has performed in the position satisfactorily.	1460		Responded explaining that the department is in the performance evaluation process and that there must be documented satisfactory performance prior to requesting a status grant. However, I offered to reach out to the department if she provided me with more information. -JJ	10/23/2013	Y
9	10/21/2013	1		Commissioner Favetti requested that Commission staff conduct an inspection Service review into the PUC's policies and protocols on accepting and processing resignations. The inspection Service review is also to include any training provided to managers on that process.		PUC	Review conducted - report submitted to Commissioners - LM	12/20/2013	Y
9	10/21/2013	1		Commissioner Normandy requested that Commission staff conduct an inspection Service review into the controls and protections on the PUC's timekeeping		PUC	Review conducted - report submitted to Commissioners - LM	12/20/2013	Y
11	10/25/2013	1		Reappointment with four years of separation in accordance with Rule 114.		AIR/ DHR	Explained application of the Rule as it pertains to individuals requesting reappointment in accordance with the Rules. -JJ	10/25/2013	Y
1	10/25/2013	1		Inquiring as to any limitations that may exist for previous employees with whom the City wishes to contract personal services.		MTA	Explained applicable limitations. -JJ	10/25/2013	Y
6	10/25/2013	1		Requested information regarding the various work rules, policies, etc. that govern safety-sensitive positions/classifications			Provided the requested information and explained the application of the Rules and collective bargaining agreements. -JJ	10/25/2013	Y
2	10/24/2013	1		Concerned about the department's decision to no longer automatically extend the 3630 Librarian I eligible list and her eligibility thereon. Also inquired about the applicable certification rule.	3630 Librarian I	LIB	Responded to her concerns and informed her of her protest and appeal rights. Also, the department extended her eligibility on the list for one more year. JJ	11/13/2013	Y
1	10/29/2013	1		Dept. was conducting selection process for 2 exempt appointments; ex-employee who was rehired did not go through selection process	4265	ASR	Depts. are not required to use civil service selection procedures for exempt appts.; ex-employee resigned from the same position in July and was rehired after interviewing with dept. head in Oct.	10/30/2013	Y
2	11/4/2013	1		He is asserting an untimely and unappealable matter regarding the raters for the PCS 2978 examination, and is also asking that the Commission interpret Sunshine Ordinance disclosure requirements.	2978	GSA	Directed him to the Sunshine Ordinance Task Force complaint procedures, explained that the matter is not appealable but that the Commission would undertake an inspection service into the test administration to ensure that it was based on fair, merit-based procedures and criteria. Assigned to SE for review. JJ	1/3/2014	Y
9	11/8/2013	1		Complaint regarding possible physical abuse by a downtown business against a disabled employee.			Referred the matter to the Mayor's Office on Disability and the OLSE, as the issues are outside the Commission's jurisdiction. -JJ	11/12/2013	Y
9	11/19/2013	1		Dept. has not responded to her request to remove disciplinary documentation from many years ago from her employee personnel file; MOU says she must submit request to CSC to have the documents removed; no action or suspension		MTA	MTA responded on 10-29-13 stating they are complying with MOU and removing old disciplinary documents from many years ago. SE	11/19/2013	Y
10	11/19/2013	1		Requested guidance on how to obtain information regarding the reason an individual was rejected during the backgrounding process, and how to file a discrimination complaint based on veteran status.	Q-2	SFPD	Responded with requested information on the Rules and appeal processes, and provided the requisite forms for complaints. JJ	11/19/2013	Y
7	11/21/2013	1		Appointee was not on the eligible list and not all reachable eligibles were notified	8208	REC	Confirmed that Dept contacted all reachable and alternate ranks up to rank 30; appointee became reachable after no response from reachable ranks; refusals of no show. SE	1/15/2014	Y
8	11/22/2013	1		Requested guidance and information regarding the City's classification plan.	5207		Responded with requested information on the Civil Service Rules regarding the classification plan and examination announcements. -JJ	11/25/2013	Y
2	11/25/2013	1		Inquired about the examination process and appeal rights regarding background rejections. Also inquired about the background review process at the DEM and other departments.	8238	DEM	Responded with the requested information. -JJ	11/26/2013	Y
1	11/22/2013	1		Inquired as to the rights of TCS employees, and particularly those appointed from Redevelopment/Agency-Only Priority Eligible Lists.			Responded with the requested information. -JJ	11/26/2013	Y

FY 2013-14 Inspection Log

1	12/4/2013	1		Appointee was hired off an expired PBT Eligible List from another dept.; others were not informed that the dept. was hiring for this promotional position	1931	MTA	MTA used PBT Eligible List with approval from DHR; Certified Eligible List was extended; all reachable eligibles and alternates up to rank 30 were contacted. SE	1/15/2014	Y
8	12/15/2013	1		Current PCS 0923 position mirrors the newly created PEX 0931 position; dept. hired 10 new PEX positions to bypass merit system hiring process	931	HSS	Dept submitted job descriptions, project description, and project timelines to justify Category 18 Exempt positions, which were approved by DHR JJ/SE	2/25/2014	N
1	12/18/2013	1		He has been referred to several departments from the eligible list but has not been selected; he is seeking information regarding certification rules and the post-referral selection process.			Responded with the requested information. -JJ	12/19/2013	Y
1	12/26/2013	1		On 9139 Transit Supervisor Eligible List but was informed by a mgr that they did not qualify for the position	9139	MTA	TEX 9139 Training position had special condition according to Calif. Education Code and 60 months required exp per MTA; MTA needs to train several 9163s in the next few years. SE	1/17/2014	Y
1	1/6/2014	1		The Commissioners requested a briefing on the issues raised by Gabriella Carona during public comment at its January 6, 2014 meeting regarding her request to be placed back on the Redevelopment-Only Priority Eligible List following her release from probation at the DPW.	5261	RED	Researched issues and provided relevant information to Executive Officer. Previously there was a similar request by A. Heyward on May 20, 2013 at a Commission meeting. An inspection review was conducted on that issue. - LM	1/8/2014	Y
1	1/7/2014	1		Dept should not be hiring TEX if there is an active eligible list.	9139	MTA	Backlog in filling Transit Operator positions because of the lack of sufficient numbers of trainers; project (36 months) involves the training of a large number of new Transit Operators in order to meet the service demands of the department. SE	1/15/2014	Y
7	1/14/2014	1		Mgr guaranteed him a job if he returned to the City after his resignation; has applied several times but dept. did not select him; informed him that he did not meet MQs	1488 4320	CCD	He was determined not to be the best qualified candidate in the post referral process; applied for a TEX job in a different class and informed he did not meet MQ; dept. cannot guarantee him a position after he has resigned from the City. not appealable. SE	1/15/2014	Y
2	1/14/2014	1		Inspection review request regarding when an examination for class 8322 Senior Counselor at Juvenile Justice Center will occur. An employee in class 8320 has been receiving acting pay for 8322 - but this has been for over three years.	8322	JUV	JUV anticipates posting a job/exam announcement in the next few months. 4 employees are currently receiving acting class pay for class 8322. This information reported to SEIU - LM	1/23/2014	Y
9	1/17/2014	1		Requested information regarding Category 1 exempt appointments (what positions are included; which historically which positions fell under this umbrella)			Researched historical records on exempt appointments in general, the implementation of new Charter Section 10.104, and the issue of special assistants. Emailed the information and copies of historical documents to MEA. JJ	2/11/2014	Y
9	1/19/2014	1		Inquiring about policies regarding contractors supervising City employees.	7355	DPH	Responded that there is no policy prohibiting it per se. -JJ	1/20/2014	Y
2	1/22/2014	1		Applicant did not pass brake exam but was allowed to continue in exam process; should not have made the truck driver eligible list		DHR	All candidates were required to complete all 3 parts of the exam and were notified of their scores 3 weeks after the exam was completed; candidate passed all 3 parts of the exam. SE	2/10/2014	Y
6	2/3/2014	1		Requested a review of the circumstances of her EEO complaint; and information on the applications of the Rule regarding discrimination appeals, probationary periods and compensation matters.			Researched the information and provided her an explanation of her appeal rights. -JJ	2/4/2014	Y
7	2/3/2014	1		HR Mgr. made decision to hire 1244 before the PBT selection process was conducted	931	DPH	DPH conducted a competitive examination and post referral process; appointee met the MQs and was a reachable eligible SE/JJ	4/1/2014	Y
6	2/3/2014	1		The Commission requested that an Inspection Service review into various practices at the HSA raised during the 2/3/14 hearing on the Eligibility Worker classifications (i.e., documentation of out-of-class assignments, procedures on performance evaluations, and greater specificity on the use of the 2903s and 2905s).	2903	HSA	JJ granted an extension of the HSA's deadline to submit a response to 2/28 and 3/17/14. Inspection Service review completed on 4/3/14; Commission staff reviewed relevant records and audited personnel files and found that the HSA's practices for recording and maintaining documentation on out-of-class assignments and performance evaluations comported with applicable Civil Service Rules and Commission policies. -JJ	4/3/2014	Y
7	2/5/2014	1		Requested information regarding the conversion of LT-PV employees in the 1980s and 1990s.			Researched historical records and emailed the responsive information and copies of historical documents as requested. -JJ	2/7/2014	Y
2	2/7/2014	1		The union reported that it has been four years since the expiration of the eligible list, during which time there has been an individual working in an acting capacity. The union requested information regarding the City's obligations to conduct timely examinations and wanted to know what	7248	AIR	The Airport reported that they expect to administer the examination by the end of August 2014. JJ requested monthly status updates to ensure that the Airport adheres to the projected timelines. JJ regularly provided monthly updates to the union through July and will continue to do so until the examination is completed. Researched the representation issues. Responded with information on representation requirements and contact information for PERB. -JJ	2/10/2014	Y
4	2/10/2014	1		She has concerns regarding representation issues for social workers at the HSA.			Information on representation requirements and contact information for PERB. -JJ	2/11/2014	Y
7	2/20/2014	1		informed by the mgr. that interviews were conducted and job offer was made; HR staff informed mgmt. reviewing recruitment process; claimed he should have been contacted for interview because of his experience	932	DT	Exempt appointment; no requirement to interview all qualified applicants; dept. conducted interviews and selected best qualified candidate for the position. SE	2/25/2014	Y
1	2/18/2014	1		Requested history on the Charter exemption for District Attorney Investigators.	8132	DA	Researched the issue and provided historical documents and applicable court cases. -JJ	2/12/2014	Y

FY 2013-14 ' action Log

1	2/21/2014	1		Requested information regarding exempt appointments and the process for converting them to permanent civil service positions.					Researched the issue and responded with the requested information; offered to meet to discuss the issues further and to provide training on exempt appointments. -JJ	2/21/2014	Y
1	2/18/2014	1		She is inquiring about TCS appointments and status grants, and the effective date of her status grant.	2910	HSA			Responded with the requested information and informed her that the effective date of the status is the date of the Commission action granting her PCS status. -JJ	2/26/2014	Y
1	2/24/2014	1		Dept. conducted exam but only hired TEX employees; there was no posting for TEX appointments; why were these employees not hired as PCS and why is the dept. refusing to inform employees on who is the new supervisor for the division	2916/ 2915	HSA			Dept. is waiting for the budget approval for the PCS positions; dept had to be fully staffed now so they hired them as TEX; new supervisor has not been appointed yet. SE	2/26/2014	Y
6	2/25/2014	1		President of MSA requests an inspection review for Class 8314 Chief Deputy Sheriff due to the position status change from Permanent Civil Service to exempt.	8314	Sheriff			Review completed - exempt status for class 8314 complies with Charter exemption provisions. - LM	4/24/2014	Y
6	2/26/2014	1		Inquired about the application of the Rules requiring a probationary period for certain situations (specifically, the transfer of a probationary employee).		JPD			Researched the Rules and explained that probationary employees may not transfer to another department until they complete the probationary period. -JJ	2/28/2014	Y
7	2/26/2014	1		Rater for exam 1708 Sr. Telephone Operator alleges that the was directed by DHR and the DPH manager to change her rating scores so that provisional employees would be released and replaced by new individuals who were not as experienced.	1708	DPH			Review Completed - documents reviewed included 67 applicant supplemental questionnaires and the rater's rating sheets for each and other related documents which took a considerable amount of time. Findings: there were no violations of Rules in establishing the eligible list and the appointees were reachable. - LM	4/28/2014	N
6	3/4/2014	1		Why do ADA transfers have higher ranking on the seniority list than reachable eligibles hired from an eligible list?	9132	MTA			Rule 415.13-14 These employees have priority over eligibles on existing eligible list. -SE	3/5/2014	Y
6	3/6/2014	1		is department seniority determined by appointment date? Was appointed before another employee but that employee is ranked higher on the seniority roster; is there a Rule that applies to ADA transfers?	9132	MTA			Rule 421.3 Both employees had the same Dept. seniority date but one was ranked higher on the eligible list; Rule 415.13-14 for priority over existing eligible list. -SE	3/6/2014	Y
6	3/10/2014	1		Request for advice on how to establish a new Volume of the Rules and/or amend the Rules.		SFFD			Explained the legal issues and historical background on the four Volumes of the Rules; provided information on how to seek Rule amendments. -JJ	3/14/2014	Y
1	3/28/2014	1		Requested information regarding the appointment of PSC employees to positions which are less than 20 hours per week.		SFUSD			Explained that there are no policies prohibiting such appointments; provided references to applicable Rules, and explained the implications of such appointments. -JJ	3/31/2014	Y
1	4/1/2014	1		Favoritism/Nepotism in the hiring of 2587 Health Worker III; rater personally knew applicant but did not recuse themselves	2588	DPH			Appointee was a transfer. SE	4/2/2014	Y
1	4/6/2014	1		Appointee was late to examination but dept. allowed her to take the exam at a later date because she was currently an Acting Manager in the dept. and she was favored because of her ethnicity; most the of 2322s are of the same ethnicity	2322	DPH			DPH had alternate exam date scheduled for another applicant; 2nd applicant who was late was allowed to participate on the alternate exam date; dept. must be consistent with DHR policy on make-up exams; appointee was a reachable eligible and successfully completed competitive selection process; calculation error corrected and eligible list amended; delayed response from dept. SE	6/26/2014	N
6	4/9/2014	1		Dept. did not give an explanation why he was released from his probationary period. Does Rule 417.9.1 require depts. to provide an explanation?		MTA			Rule 417.9.1 Employee may be released at any time by the MTA Director during the probationary period upon written notice; explanation for release is not required. SE	4/9/2014	Y
6	4/18/2014	1		Requested Information regarding the application of the Rules on Transfers for employees.		GSA			Researched the specific facts with DHR and in eMerge to understand background on the request. Explained the difference between permanent transfers and limited term transfers under the Civil Service Rules, a probationary period employee's ability to transfer temporarily but not permanently, and the impact on his or her probationary period. -JJ	4/21/2014	Y
6	4/23/2014	1		Requested clarification on the application of the Rules on full-time appointments of part-time employees, the appointing officer's discretion in such appointments, and an employee's ability to request transfers. Also requested information on how to amend the Civil Service Rules.					Explained the different provisions of the Rules and the various options for appointing officers and employees. Explained the appointing officer's sole discretion to appoint in the Rules and in the Administrative Code. Also explained the process for requesting Rule/policy clarification and a Rule amendment. -JJ	4/22/2014	Y
7	4/29/2014	1		Never contacted for interviews; ranked 2 but mgr informed him that the department "threw out scores"; appointee was not reachable	7220	DPW			Dept. contact all reachable eligibles; there were 2 vacancies and the appointee was a reachable eligible. SE	6/5/2014	Y
7	5/4/2014	1		She is not being hired by other departments because she was released from TEX for reporting safety concerns		DPW			Applicant is reachable and has been selected for interviews; no restrictions or unsatisfactory Rule revisions has been reported. SE	5/4/2014	Y
6	5/2/2014	1		Requested background and history on the Rules applicable to eligible lists and eligibility for TWU service-critical employees of the MTA.		MTA			Researched previous Rule revisions dating back to the adoption of Volume IV, as well as staff reports and meeting materials to support particular revisions. Responded to the requestor with the applicable information and provided copies of requested historical documents. -JJ	5/8/2014	Y
7	5/12/2014	1		Questioned scoring in 1937 Exam; currently in PV 1937 position; she was informed that she may be eligible for selective referral process but dept. did not	1937	MTA			Employee is in a provisional position, not a temporary civil service position; explained Rule 413.14 Selective Certification. SE	5/13/2014	Y

FY 2013-14 Inspection Log

9	5/12/2014	1		Mgmt. uses personal email address (that has sexual connotations) for work; filed EEO complaint but received no written response	CCD	Explained that the CSC does not have jurisdiction over discrimination complaints by CCD employees under the Education Code, but referred her to the applicable provisions so that she may pursue the matter further in the correct venue. -JJ	5/23/2014	Y
6	5/21/2014	1		Requested definition of "promotive" classes and applicable Rules.	RPD	Explained the applicable Rules and directed the individual to the applicable Advisers. -JJ	5/22/2014	Y
2	5/21/2014	1	2907	Complainant alleges that an applicant did not meet minimum qualifications but was allowed to participate in the examination.	HSA	The complainant was incorrect in his assumption. The applicant did meet the qualifications and was selected to proceed through the examination process. The applicant's experience was reviewed by four subject matter experts who deemed the applicant as meeting the minimum qualifications. - LM	6/13/2014	Y
7	5/22/2014	1	1929	Appointee did not meet MQ and had a close relationship with the panelist; several females were reachable eligibles but only male candidates (5) were appointed.	MTA	Dept. determined that the appointee met the MQ after receiving additional information from the appointee; panelists ratings were consistent for each applicant. SE	6/5/2014	Y
1	5/27/2014	1	2604	Although he has higher seniority over his colleagues, they were promoted to the full time position instead of him.	DPH	Employee started with the City as provisional employee; seniority date is the certification date of PCS appointment; other employees had the same certification/seniority date but were ranked higher on the same eligible list. SE	6/6/2014	Y
2	5/30/2014	1	931	Requests an Inspection Service into the pre-establishment of the cutoff score for the 0931 PBT Examination eligible list, as well as the panel member selection and rating process for that examination.	DHR	All allegations and assertions were investigated but found to have no merit. -JJ	6/24/2014	Y
2	6/2/2014	1	2708	Request for an appeal regarding the examination process on behalf of her mother, Siu Fun Auyoung for class 2708 custodian. The applicant did not pass the written examination although she currently is working as a Custodian in a temporary exempt status.		Issue researched and response prepared and sent to individual. The examination score that the applicant received is not an appealable matter and it was also explained that a person occupying a position in an temporary exempt status has no right of preference for permanent appointment. - LM	6/9/2014	Y
2	6/3/2014	1	5306	Requested a review into the MTA's rejection of his application for a 5306 Traffic Sign Manager examination, particularly since the MTA previously deemed him qualified to participate in a past exam.	MTA	MTA responded on 6/20/14 explaining that the minimum qualifications had changed and that he did not provide the requisite information to verify his qualifying experience. -JJ	6/20/2014	Y
1	6/6/2014	1		Requested clarification and interpretation on exemptions under Charter Section 10.104-17 and the meaning of "substitute or backfill"	PUC	Researched historical documents and responded with the information and intent of the language. -JJ	6/6/2014	Y
2	6/16/2014	1		Requested information and guidance on how to apply for specific City examinations and positions, and information on upcoming examinations.		Outlined the various resources that are available, provided a general overview on applying for positions, and provided links to resources. -JJ	6/24/2014	Y
6	6/23/2014	1		Requested information on options for addressing the situation when an employee resigns during the termination process.	DHR	Outlined the different options, including restrictions on future employment and designation of services as unsatisfactory, and provided the links to the Rules and applicable DHR policies and forms. -JJ	6/25/2014	Y
9	6/23/2014	1	1241	Complainant alleges that two appointees for Class 1241 at HSA do not meet the MQ's.	HSA	Inspection service review conducted. The appointments are temporary exempt; both individuals meet the position qualifications (BA degrees verified) - LM	7/7/2014	Y
2	6/23/2014	1	2907	Complainant alleges that an applicant did not meet MQ's but was allowed to participate in the examination.	HSA	The applicant did meet the qualifications and was selected to proceed through the examination process. The applicant's experience was reviewed by four subject matter experts who deemed the applicant as meeting the minimum qualifications. Applicant has approximately 7 years experience - more than the minimum 3 years required for the position. - LM	6/30/2014	Y
7	6/23/2014	1	9705	Alleges that appointments were made for Class 9705 in violation of the certification rule - Rule of Three Scores	HSA	Inspection service review - pending. LM		
2	6/26/2014	1		Not allowed to review their written responses during inspection period; questioned requests for accommodation process	DHR	Candidates cannot review questions and responses from standardized exams that may be used again; DHR policy allows departments to conduct make-up exams only for specific reasons (e.g. ADA, religious observance, out-of-country, serious illness). SE	6/26/2014	Y

ATTACHMENT D

CIVIL SERVICE COMMISSION



MERIT SYSTEM AUDIT PROGRAM

FISCAL YEAR
2013-2014

Prepared by:

Luz Morganti
Senior Personnel Analyst
Civil Service Commission

INTRODUCTION

The role of the Civil Service Commission is to oversee and protect the civil service merit system for the City and County of San Francisco.

The Civil Service Commission is authorized by Charter (Article X Section 10.101. General Powers and Duties) to establish rules, policies and procedures to carry out the merit system provisions of the Charter. The Commission provides oversight and hears appeals on examinations, eligible lists, minimum qualifications, classification, discrimination complaints, future employment restrictions with the City and other merit system matters.

In its effort to ensure compliance of the civil service merit system, the Commission delineates responsibilities and goals to the Civil Service Commission Department Staff for the purposes of coordinating/conducting open dialog and discussion on the merits of existing rules, policies and procedures; make recommendations for change; and, where departmental staff, employee organizations, employees, applicants and members of the public can obtain consistent, fair and concise information on the merit system, the jurisdiction of the Civil Service Commission, and the application of its Rules, policies and procedures.

COMPLIANCE REVIEW AND TECHNICAL ASSISTANCE

Charter Section 10.101 states, "The Commission shall have the power to inquire into the operation of the civil service merit system to ensure compliance with merit principles and rules established by the Commission." The Civil Service Commission at its meeting on October 16, 2006 gave general directions for the Civil Service Commission staff to conduct audits in order to determine if City and County departments are adhering to Federal and California State Law as well as compliance with existing Civil Service Commission Rules, policies and procedures.

Under its Charter Authority, the Civil Service Commission staff conducts an annual Audit Program. The purpose of the Audit Program is to ensure compliance with merit system Rules, policies and procedures established by the Civil Service Commission through the investigation of the conduct or actions of appointees in all positions.

MERIT SYSTEM AUDIT PROGRAM GOALS & OBJECTIVES

The Merit System Audit Program was designed to assess compliance of Civil Service Commission Rules, policies and procedures utilized by City and County departments. Commission audit reviews may include, but are not limited to auditing departmental records, determining compliance with departmental and merit system practices and interviewing and applying relevant merit system Rules, policies and procedures. When an audit/review is conducted and completed, Civil Service Commission staff prepares a written report outlining the subject matter of the audit, an analysis and summary of the findings, and if identified to be applicable, recommendations regarding areas requiring corrective action will be noted. The results and/or recommendation of an audit review could also include scheduling the matter for Civil Service Commission consideration and action if necessary or appropriate.

In summary:

- The audit is a mechanism utilized to assist departments in reviewing their internal procedures regarding the compliance of Civil Service Commission Rules, policies and/or procedures.
- The audit review provides an assessment as to whether there is compliance of required documentation and/or records, and recommends changes that may be needed to meet compliance standards.

FISCAL YEAR 2013-14 AUDIT OBJECTIVES

All candidates selected for permanent civil service, provisional and exempt appointments must meet the minimum qualifications for the jobs to which they are appointed at the time of the deadline published on the announcement. It is the City's policy that employment verifications for all applicants be completed by departmental Human Resources professionals prior to an offer of employment with the City and County of San Francisco. This means that prior to extending an employment offer, or processing a candidate's appointment, hiring departments are required to verify information provided by the applicant regarding their qualifying experience. Throughout this fiscal year, the Commission received numerous complaints alleging that appointees did not meet the required qualifications for the position to which they were appointed. The Commission also received complaints by individuals questioning the justifications for exempting certain positions under Charter Section 10.104 and 10.105. We also received an unusually low number of examination appeals.

Therefore, this fiscal year the Commission focused on reviewing the following selection and appointment practices in eight randomly-selected departments to assess compliance with applicable Charter provisions, Commission Rules, and merit system policies and procedures:

- Departmental practices with respect to the verification and documentation of minimum qualifications for individuals appointed to Permanent Civil Service, Provisional or Exempt positions;
- Departments' justifications for exempting positions from civil service appointment, selection and removal procedures in accordance with Charter Section 10.104 and for making provisional hires under Charter Section 10.105; and
- Information provided on Permanent Civil Service examination announcements regarding appeal rights and other required information.

The position recruitments for the following eight departments listed below were selected for the Fiscal Year 2013-14 Merit System Audit Program.

Job Status/Classification	Department
TEX - Senior Community Development Specialist I	Children Youth and Families
TEX - Clerk – Outreach Coordinator	Department of Elections
PBT- Representative	Human Rights Commission
PEX - Deputy Director II	Planning Department
PBT- Recreation Coordinator	Recreation and Park Department
PBT- Citizens Complaint Officer	Rent Arbitration Board
Prov - Education Integration Specialist	San Francisco Unified School District
PBT- Manager I – Director of Security	War Memorial & Performing Arts Center

STANDARDS

QUALIFICATIONS OF APPLICANTS

Commission Rule 110.9 Qualifications of Applicants states in part,

“Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Experience gained in violation of Commission Rules shall not be recognized. City and County employees shall receive credit only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Employees may receive credit for duties not usually performed by incumbents in a class if their employee file contains contemporaneous documentation that the duties were assigned and performed. By way of example but not limitation, records that describe and verify the out-of-class assignment that may be accepted as documentation include a valid performance appraisal completed during the normal evaluation period, payroll records filed at the time of the assignment and Notice of Assignment. Credit for duties not usually performed by incumbents in a class based on non-contemporaneous documentation shall require the certification of the Appointing Officer and the approval of the Human Resources Director...”

Commission Policy and Procedures on Exempt Appointments states in part,

“Exempt appointees must possess the minimum requirements for their class or position as established by the last examination announcement or class specification, whichever was issued most recently with a statement of the minimum qualifications. The department must verify and document that the individual meets the minimum qualifications for his or her exempt position in accordance with the Department of Human Resources’ policies and procedures; such documentation must be maintained in the employee’s personnel file in accordance with the Commission’s “Citywide Employee Personnel Records Guidelines.”

Department of Human Resources Memorandum No. 08-2010 – Verification of Employment History Information and Access to Employment Records in PeopleSoft

This memorandum outlines procedures and policies regarding obtaining employment history and reference checks for current and past City employees prior to making a job offer. It states in part, “It is the City’s policy that employment verifications for all applicants be completed by departmental Human Resources professionals prior to an offer of employment with the City and County of San Francisco. It is particularly important that departmental Human Resources professionals review and verify employment history information for current and past City employees who are under consideration for appointment to a City position (e.g., promotion, transfer, “Prop G” hire, etc.). To facilitate that review, departmental Human Resources professionals now have access to the PeopleSoft system for purposes of employment verification prior to employment.”

Department of Human Resources Policy on Verifying Possession of Minimum Qualifications (in-service conducted at HR Professional meeting on 8/19/2009)

“All candidates selected for permanent civil service, provisional and exempt appointments must meet the minimum qualifications for the jobs to which they are appointed at the time of the deadline published on the announcement. *Prior to extending an employment offer, hiring departments shall verify information provided by the applicant regarding their qualifying experience.*”

The policy provides specific instructions on “how” and “when” to verify an applicant’s qualifications:

- When an applicant’s qualifying experience was obtained through employment with the City and County of San Francisco the verification should be performed by the Department Personnel Officer or designee, who will check available PeopleSoft records. Credit for experience obtained outside of the employee’s class will only be allowed if it was recorded and placed in the personnel file at the time the assignment was made. Qualifying experience of City and County employees should be verified prior to the examination. City and County experience should be verified by the recruiting analyst at the time of application.
- In order to verify work experience earned outside of City and County of San Francisco employment, the hiring authority must contact the candidate’s current and/or former employers to confirm dates of service, job titles(s) and duties performed. *A record of this contact must be made.* If this verification information cannot be obtained, the hiring authority shall keep a written record of the due diligence efforts that were made. The hiring authority must seek verification from a candidate’s current and/or former employers prior to making an employment offer. Verification may be solicited at the time of reference checks.

CITYWIDE EMPLOYEE PERSONNEL RECORDS GUIDELINES

The Citywide Employee Personnel Records Guidelines was adopted by the Civil Service Commission on April 6, 1992 and became effective May 2, 1992. They are pursuant to the authority of the Civil Service Commission under Charter Section 10.100 and 10.101 General Powers and Duties. The Guidelines were updated May 7, 2007 to incorporate the changes in law and reflect the role of the Civil Service Commission as a Rules and policy making appeals body approved by the voters (Prop L: 11/93).

The Guidelines prescribe a uniform, standardized system for the access, maintenance, retention, and destruction of all records related to the work history of employees of the City and County of San Francisco. They apply to the personnel records of all employees regardless of employment status in all departments of the City and County and to classified (non-certificated) civil service employees of the School Districts, both civil service appointees and those exempt from civil service examination and removal procedures. The Guidelines are accessible on the Civil Service Commission website.

Official Employee Personnel Files (OEPF) are required to be maintained in such a manner as to be readily available for audit by authorized Federal and State Officers and inspection by representatives of the Civil Service Commission.

Content of Employee Personnel Files: General Requirements

Except as provided in these Guidelines (see Section X), the OEPF shall contain all records pertaining to an employee's work history with the City and County of San Francisco. These records shall be placed in the OEPF in the section and side of the OEPF indicated. Except for the placement of documents within the employee personnel file and the specifications of the file itself, the employee the employee personnel file currently existing in departments shall conform to the contents and other requirements specified in these Guidelines.

The following are some of the forms/documents to be placed in the OEPF that are listed in the Guidelines – Section B General Employment History Records:

- City and County of San Francisco Employment Application
- Resume
- School transcripts
- Verifications of employment
- Copies of required licenses, certificates or credentials
- Appointment processing forms
- Notice to Provisional Appointee
- Notice to Exempt Appointee
- Out-of-class assignment forms

EXAMINATION ANNOUNCEMENTS

Department of Human Resources Procedures

Human Resources procedures state that the announcement will include directions on when and where to file an application, a description of job duties, salary, qualification requirements, a description of the selection procedure(s) including, when relevant, the form, content and weight of each section of an examination. It establishes whether the examination is open on an entrance, promotive or combined entrance and promotive basis. The applicable certification rule is also specified.

Commission Rule 110.2 Examination Announcements and Rule 111.A Position Based Testing states in part,

“The examination announcement shall be the official notice of an examination and shall provide the qualifications, dates, and other particulars regarding the selection procedure. Applicants are guided solely by the terms of the examination announcement”.

Civil Service Commission Rules 211 for the San Francisco Police Department, 310 for the San Francisco Fire Department and 410 for the Municipal Transportation Agency also address the subject of Examination Announcements and are similar in content provisions. In summary:

- Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination.
- Examinations are conducted to rate the capacity of the applicants to perform the job of which the applicant is applying.
- Examinations may include, but are not limited to one or more testing devices such as written examinations, oral interviews, performance exercises, or any other device or method to determine merit and fitness for tested positions.

APPEALS OF EXAMINATIONS

Commission Rule 110 Examination Announcements and Applicants Section 110.4 Appeals of Examination Announcements states:

“Appeals concerning the provisions of an examination announcement must be received by the Human Resources Director within five (5) business days from the issuance date. The Human Resources Director shall rule on all appeals and shall notify appellants in writing of the decision. This decision is subject to appeal to the Commission as provided elsewhere in these Rules”.

Civil Service Commission Rules 211 for the San Francisco Police Department, 310 for the San Francisco Fire Department and 410 for the Municipal Transportation Agency also address the subject of Examination Announcements and Appeals and are similar in content provisions. However, Rule 310.3 Protests and Appeals of Examination Announcements requires appeal to be received within seven (7) business days from the issuance date.

If the job announcement is for a Position-Based Test (PBT), it is then subject to Civil Service Commission Rule 111A Section 111A.35.1 Appeals of the Examination Announcement.

Commission Procedures for Appeals and Requests for Hearings

The Civil Service Commission website provides detailed information in the “Procedures for Appeals and Requests for Hearings to the Civil Service Commission”. It clearly states in section IV Notice to Appellants Required – “Unless the Civil Service Commission Rules specify that the decision of the Human Resources Director (or Director of Transportation) is final, appellants are to be notified in writing of their right under Civil Service Commission Rule 05 Series, to appeal the Human Resources Director’s action to the Civil Service Commission; of the deadline for filing the appeal with the Civil Service Commission; and the location where the appeals may be filed”.

EXEMPTING POSITIONS FROM CIVIL SERVICE APPOINTMENT

Commission Rule Series 14 Appointments: Section 114.44 Exclusions from Civil Service Appointment states:

All permanent employees of the City and County shall be appointed through civil service process by competitive examination unless exempted from civil service examination and selection process in accordance with Charter provisions. Appointments excluded by Charter from the competitive civil service examination and selection process shall be known as exempt appointments. Any person occupying a position under exempt appointment shall not be subject to civil service selection, appointment, and removal procedures and shall serve at the pleasure of the appointing officer.

Civil Service Commission Policy and Procedures on Exempt Appointments

Overview on Exempt Appointments

Exempt appointment is defined as an appointment to a permanent or temporary position exempt from competitive civil service selection, appointment and removal procedures in accordance with the Charter. Exempt employees are considered “at will” and serve at the discretion of the department head. See the attached for applicable Charter provisions on exempt appointments under this policy.

A. Categories of Exempt Appointments

The Charter provides for 20 categories of employment excluded from civil service, which are generally organized into four groups: (applicable to this review is Group III)

- Group III (Charter Sections 10.104-16 through 19) includes temporary and seasonal appointments which do not exceed half time (1040 hours of service) in a fiscal year, appointments to temporarily backfill civil service employees on leave (limit of 2 years), special projects and professional services with limited term funding (limit of 3 years), and the City’s program for the employment of severely disabled persons.

In accordance with its Charter authority, the Commission has adopted Rules and policies that allow the Director of Transportation (for “service-critical” positions at the Municipal Transportation Agency (“MTA”)) and the Department of Human Resources (“DHR”) (for all other positions) to approve exempt positions in Group III, subject to appeal to the Civil Service Commission.

The Commission’s policies for the review of requests to exempt positions under Charter Sections 10.104-16 through 18 are outlined below. Civil Service Rule Series 015, Rules Related to the Employment of Persons with Disabilities, establishes the guidelines applicable to appointments made under Charter Section 10.104-19 (exempt employment for individuals who are severely disabled).

B. Two Types of Exempt Appointments

There are two types of exempt appointments: Permanent Exempt (“PEX”) and Temporary Exempt (“TEX”). PEX and TEX appointments may be made to positions that have either part-time or full-time schedules. However, PEX appointments are authorized in the Annual Salary Ordinance (“ASO”) and are therefore generally part of a department and more permanent in nature. TEX appointments are not authorized in the ASO, and they are often of shorter duration and are irregularly scheduled to fill in temporarily or on an “as needed” basis.

Any of the Charter exempt categories can be PEX or TEX, with the exception of those appointments exempted from civil service under Charter Sections 10.104-16 (also known as “As-Needed”), which are exclusively TEX appointments.

Review of Exempt Appointments

The Commission has delegated to the Human Resources Director the authority to review and approve written requests for all exempt positions under Charter Section 10.104 (Groups I through III) (other than “service-critical” positions at the MTA) to ensure that they comply with the Charter and any applicable Civil Service Rules and/or Commission policies as detailed herein. The Commission has also directed the Human Resources Director to establish procedures to ensure that written departmental requests for Group III exemptions are processed expeditiously.

Likewise, the Director of Transportation is responsible for ensuring that any MTA “service-critical” exempt appointment under Charter Sections 10.104 (Groups I through III) or 8A.104 (Group IV) complies with the Charter and any applicable Civil Service Rules and/or Commission policies as detailed herein.

Decisions by the Human Resources Director and Director of Transportation on exempt appointments may be appealed to the Commission in accordance with the Civil Service Rules. The Commission’s decisions on such appeals are final.

Charter Section 10.104 Exclusions From Civil Service Appointment states in part,

All employees of the City and County shall be appointed through competitive examination unless exempted by this Charter. The following positions shall be exempt from competitive civil service selection, appointment and removal procedures, and the person serving in the position shall serve at the pleasure of the appointing authority: 1-15; In addition, with the approval of the Civil Service Commission, exempt employees shall include:

- 16. Temporary and seasonal appointments not to exceed the equivalent of half-time during any fiscal year, except that such positions may be filled through regular civil service procedures;
- 17. Appointments, which shall not exceed two years and shall not be renewable, as substitutes for civil service employees on leave, except that such positions may be filled through regular Civil Service procedures;

- 18. Appointments, which shall not exceed three years and shall not be renewable, for special projects and professional services with limited funding, except that such positions may be filled through regular civil service procedures; and
- 19. Entry level positions designated by an appointing officer with approval of the Civil Service Commission for persons who met minimum qualifications and are certified as blind or severely disabled; persons so appointed whose performance is rated satisfactory by their appointing officer shall after one year of continuous service acquire Civil Service status.

Charter Section 10.105 Provisional Appointments

Provisional Appointments for classified positions for which no eligible list exists shall not exceed three years. Provisional appointments may only be renewed with the approval of the Board of Supervisors and upon certification by the Human Resources Director that for reasons beyond his or her control the Department has been unable to conduct examinations for these positions.

SUMMARY ANALYSIS OF AUDIT FINDINGS

EXAMINATION ANNOUNCEMENTS

The audits related to the selected eight (8) recruitments included a review of the examination announcements regarding the content of information provided to job applicants including information regarding appeal rights if applicable.

An announcement is the official notice of an examination for a specific job classification. Announcements are issued by the Department of Human Resources (DHR) and by departments with decentralized examination units. Human Resources procedures state that the announcement will include directions on when and where to file an application, a description of job duties, salary, qualification requirements, a description of the selection procedure(s) including, when relevant, the form, content and weight of each section of an examination. It establishes whether the examination is open on an entrance, promotive or combined entrance and promotive basis. The applicable certification rule is also specified.

Civil Service Commission Rule 110 Examination Announcements and Applicants Section 110.2 and Rule 111A Position-Based Testing (PBT) Section 111A.7.1 states: *The examination announcement shall be the official notice of an examination and shall provide the qualifications, dates, and other particulars regarding the selection procedure. Applicants are guided solely by the terms of the examination announcement.* Civil Service Commission Rules 211 for the San Francisco Police Department, 310 for the San Francisco Fire Department and 410 for the Municipal Transportation Agency also address the subject of Examination Announcements and Appeals and are similar in content provisions.

Civil Service Commission Rule 110 Examination Announcements and Applicants Section 110.4 Appeals of Examination Announcements states in part, *"The Human Resources Director shall rule on all appeals and shall notify appellants in writing of the decision. This decision is subject to appeal to the Commission as provided elsewhere in these Rules"*.

If the job announcement is for a Position-Based Test (PBT), it is then subject to Civil Service Commission Rule 111A Section 111A.35.1 Appeals of the Examination Announcement.

FINDINGS

Audit findings for the job/examination announcements reviewed indicate that the departments consistently provided detailed information regarding the position requirements, selection and the appeal process when applicable to the status of the position.

MINIMUM QUALIFICATIONS

The Official Employee Personnel File (OEPF) was audited for presence and completeness of the required documents verifying work experience, education, certifications, the Exempt Request Justification Form (if applicable), Notice to Provisional Appointee (if applicable) and the Appointment Processing Form. All documents are required to be obtained prior to the appointment date of the candidate and are to be in the OEPF exhibiting compliance of procedures and policies.

Minimum qualifications (MQs) as listed on the job/examination announcement are formal statements describing what is required for individuals to have in order to compete further in the employee selection process. They are descriptions of the education, training, work experience, licenses, certifications, etc., that one must have to possess the competencies needed to perform a job at entry. Applicants who do not meet the stated MQs are eliminated from the selection process. Screening applications on the basis of MQs is considered a selection procedure that is covered by the Federal Uniform Guidelines on Employee Selection Procedures. To successfully withstand Title VII lawsuits that allege discrimination or other illegal hiring practices, any MQ that is used to screen applicants must be job-related and consistent with business necessity. Generally, the minimum qualifications for the tested position will remain the same as the minimum qualifications that are stated in the class specification.

Verification as Part of the Application Process

Applicants may be required to submit verification of qualifying education and experience, at any point in the application, examination or departmental selection processes. Verification of work experience must be on the employer's letterhead, and must include the applicant's name, job title, description of job duties, dates of service, and signature of the employer. San Francisco City and County employees do not need to submit verification of their City employment, but must submit verification of outside experience. San Francisco City and County employees will not receive credit for experience obtained outside of their classification unless recorded in accordance with the provisions of the Civil Service Rule Series 10.

In general, there are a number of documents that can be requested and used to assess employment verification of experience:

- Transcripts, licenses or certifications
- Standard letters (on letterhead) from employers
- Performance evaluations that describe duties performed
- DHR Employment Verification form
- PeopleSoft records or appointment processing forms

The following provide limited information regarding experience and can be used when other verification is not obtainable:

- W2 forms
- Income tax returns
- Paycheck stubs

FINDINGS

Three (3) departments that participated in the audit regarding the position recruitment selection/ appointment process were found to be non-compliant with Commission Rules, and DHR policies and procedures. Two (2) of these departments did not obtain documentation because they were operating under the mistaken belief that DHR exams staff had verified all candidate qualifications as part of establishing the eligible list and prior to sending the department the Referral list. This is not DHR protocol. **Therefore, these departments did not conduct verification of qualifying work experience for their appointees and substantiated documentation was not in the OEPF at the time of audit.** The DHR policy states, *"Prior to extending an employment offer, hiring departments shall verify information provided by the applicant regarding their qualifying experience."* These departments subsequently took immediate corrective action and obtained the required verifying documents as a result of the recommendations discussed at the audit meetings.

One (1) department failed to document the verbal verification of outside work experience for the appointee. The DHR policy states, *"In order to verify work experience earned outside of City and County of San Francisco employment, the hiring authority may contact the candidate's current and/or former employers to confirm dates of service, job titles(s) and duties performed. A record of this contact must be made."*

The Appointment Processing Form that must be completed for each appointee was present in the OEPF. The form has a section to be completed to validate that the Pre-employment process was completed. The Checklist is in Section IX: OTHER on the form:

Pre-employment Checklist:

- Restrictions Check
- Internal Employment Check
- Education Check
- Conviction History Review
- External Employment Checks
- Reference Check

Six (6) departments failed to complete the Pre-employment Checklist section of the form, which if completed, would also validate that the verification of qualifications was conducted for each appointee prior to appointment and/or would serve as a final reminder to do so.

EXEMPTING POSITIONS FROM CIVIL SERVICE APPOINTMENT

In accordance with its Charter authority, the Commission has adopted Rules and policies that allow the Director of Transportation (for "service-critical" positions at the Municipal Transportation Agency ("MTA")) and the Department of Human Resources ("DHR") (for all other positions) to approve exempt positions in Group III, subject to appeal to the Civil Service Commission.

FINDINGS

Three (3) departments had positions that were Temporary Exempt or Permanent Exempt. Only two (2) of these departments had the Exempt Request Justification Form in the OEPF. One (1) of the eight (8) departments had a Provisional appointment and did have the applicable provisional form in the OEPF.

CONCLUSION

It was identified that there may be a misconception held by City departments that do not have in-house Human Resources staff that the qualifications of candidates are verified by the DHR Recruitment Analyst or Client Services Representative who is the liaison to their department or who administered the exam. This is clearly not the process and City departments need to be aware of all the applicable Rules and protocols governing the qualifications of appointees.

After thorough discussions of the issues and deficiencies identified with the departments found to be non-compliant, the departments expressed that they have a clearer understanding of the requirements related to the selection and appointment of qualified candidates. The staff was very receptive to the recommendations and implemented immediate corrective action.

Five (5) of the eight (8) departments that participated in the audit were in full compliance with Commission Rules, policies and procedures. All required documentation was present in the OEPPF. However, some of these departments did not have the Pre-employment checklist section of the Appointment Processing Form completed.

This year's audit illustrates how the Merit System Audit Program is indeed a constructive mechanism utilized to assist departments in reviewing their internal procedures regarding the compliance of Civil Service Commission Rules, policies and/or procedures. Identifying the subject matter areas that required corrective action in this audit will assist the departments in ensuring that they have appointed qualified candidates to their positions and that there is supporting documentation of the appointee's qualifications as required.

- END -
52



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent via Electronic Mail

July 24, 2014

E. DENNIS NORMANDY
PRESIDENT

DOUGLAS S. CHAN
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

NOTICE OF CIVIL SERVICE COMMISSION MEETING

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS NUMBERS 41657-13/14; 48101-13/14; 42264-13/14; 40137-13/14; 42027-13/14; 4011-12/13; 32393-13/14; AND 4043-08/09.

The above matter will be considered by the Civil Service Commission at a meeting to be held on **August 4, 2014** at 2:00 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

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

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

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

JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

CIVIL SERVICE COMMISSION


JENNIFER JOHNSTON For
Executive Officer

Attachment

Cc: Cynthia Avakian, Airport Commission
Parveen Boparai, Municipal Transportation Agency
Cynthia Hamada, Municipal Transportation Agency
Lavena Holmes, San Francisco Port Commission
Shamica Jackson, Public Utilities Commission
Greg Kato, Treasurer & Tax Collector Office
Nataliya Kuzina, Department of Elections
Sheila Layton, Juvenile Probation
Stacey Lo, Public Utilities Commission
Commission File
Commissioners' Binder
Chron

THIS DOCUMENT SUPPORTS
CALENDAR ITEM 7



Edwin M. Lee
Mayor

Micki Callahan
Human Resources Director

Date: August 4, 2014

To: The Honorable Civil Service Commission

Through: Micki Callahan
Human Resources Director *[Signature]*

From: Cynthia Avakian, AIR
Nataliya Kuzina, REG
Sheila Layton, JUV
Lavena Holmes, PRT
Shamica Jackson/Stacey Lo, PUC
Cynthia Hamada/Parveen Boparai, MTA
Greg Kato, TTX

Subject: Personal Services Contracts Approval Request

This report contain eight (8) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on October 25, 2013.

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

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

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

Total of this Report	YTD Expedited Approvals FY 2014-2015	Total for FY 2014-2015
\$2,231,507	\$1,529,527	\$133,908,934

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

Parveen Boparai
Cynthia Hamada
Municipal Transportation Agency
1 South Van Ness, 6th Flr.
San Francisco, CA 94103
PB: (415) 701-5377
CH: (415) 701-5381

Nataliya Kuzina
Department of Elections (REG)
1 Dr. Carlton B. Goodlett Pl, Rm 48
San Francisco, California 94102
415-554-5683

Greg Kato
Treasurer & Tax Collector Office
1 Dr. Carlton B. Goodlett Pl., Rm. 140
San Francisco, CA 94102
(415) 554-6888

Sheila Layton
Juvenile Probation
375 Woodside Avenue
San Francisco, CA 94127
(415) 753-7562

Lavena Holmes
Port Commission
Pier 1, The Embarcadero
San Francisco, CA 94111
(415) 274-0305

Shamica Jackson
Stacey Lo
Public Utilities Commission
525 Golden Gate Ave., 8th Flr.
San Francisco, CA 94102
SJ: (415) 554-0727
SL: (415) 554-1860

Table of Contents
PSC Submissions

Regular PSCs	Department	Page
41657-13/14	Airport Commission	1
48101-13/14	Elections – REG	5
42264-13/14	Juvenile Probation	21
40137-13/14	Port Commission	31
42027-13/14	Public Utilities Commission	35

Modification PSCs

4011-12/13	Airport Commission	39
32393-13/14	Municipal Transportation Agency	47
4043-08/09	Treasurer/Tax Collector	57

POSTING FOR

August 4, 2014

PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

Content: Commission Hearing Date (field_csc_hearing_date)

2014-08-04

APPLY

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date
41657 - 13/14	AIRPORT COMMISSION	\$150,000.00	<p>The consultant will perform an assessment of the San Francisco International Airport's (SFO) 9-1-1 public safety answering point (PSAP) and communications center operations including radio communications systems and how it compares to other airport PSAPs and to PSAPs in the nine San Francisco Bay Area counties; provide expert consultative services to develop a vision of what Next Generation 9-1-1 (NG9-1-1) is for SFO; and provide a migration plan for SFO to move from an Enhanced 9-1-1 (E9-1-1) to a NG9-1-1 system. The consultant must have knowledge of PSAP and radio services operations and systems assessment; knowledge of the specialized technology involved with operating public safety radio systems and transitioning from a time division multiplexing (TDM)-based public safety/emergency services network to an internet protocol (IP)-based network environment; knowledge of current industry technologies, standards of excellence, and the regulatory/legislative environment; and experience with the development of a NG9-1-1 migration plan in a multi-jurisdictional environment.</p>	August 5, 2014	June 30, 2019
48101 - 13/14	ELECTIONS	\$238,127.08	<p>Proposed scope of work attached. File Name: Appendix C</p> <p>The Department would like to note that although the listed PSC amount is \$238,127.08, \$71,805.58 is for a perpetual software license, and \$70,451.80 is for Additional On-Site Support or As-Needed Training that may not be realized.</p> <p>The remaining \$95,863.70 is broken down as follows: \$41,442.23 is for maintenance of mail sorting equipment, and \$54,427.47 is for perpetual license and maintenance of a functionality upgrade.</p> <p>Payment Schedule attached, file name: Appendix D</p>	June 17, 2014	June 17, 2019
42264 - 13/14	JUVENILE PROBATION	\$200,000.00	<p>The Ombudsperson is responsible for resolving grievances submitted by detained youth at Juvenile Probation Department (JPD) detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.</p>	October 1, 2014	September 30, 2018
40137 - 13/14	PORT	\$249,000.00	<p>Plan a series of monthly National Incident Management System (NIMS) position-based trainings and exercises culminating in one large functional exercise to improve the Port's preparedness and planning processes for a catastrophic disaster. Evaluate Port plans and processes in response to all hazard threats that may impact the City and/or the Port. Provide findings and recommendations on how to address items in the Port's Master Improvement Plan, an aggregation of real event and exercise after action items/gap analysis plans that serves as a base by which to develop future planning, training and exercises.</p>	November 1, 2014	July 31, 2015
42027 - 13/14	PUBLIC UTILITIES COMMISSION	\$250,000.00	<p>The San Francisco Public Utilities Commission (SFPUC), as an owner, operator and user of the Bulk Electric System is subject to North American Electric Reliability Corporation (NERC) and Regional Reliability Standards. One such requirement is that the SFPUC needs the services of a California Independent System Operator (CAISO) to serve as Hetch Hetchy Water & Power's (HHWP) Planning Coordinator. The California Independent System Operator (CAISO) is the sole source available to provide these regulatory required services. Under the proposed agreement HHWP would pay the CAISO an annual service fee for being its Planning Coordinator and providing Planning Coordinator services consistent with the applicable NERC Reliability Standards.</p>	July 1, 2014	June 30, 2017

TOTAL AMOUNT \$1,087,127

2-1

**Posting for August 4, 2014
Proposed Personal Services Contract**

Modification to Increase/Decrease Contract Amount/Duration

PSC No	Dept Description	Type of Approval	Modified Amount	Cumulative Amount	Description of Work	Modified Date	Cumulative Date
4011-12/13	AIRPORT	REGULAR	\$344,380.00	\$844,380.00	Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from sea level rise and the 1% annual chance of flood or base flood defined by the Federal Emergency Management Agency (FEMA). The consultant will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.	08/15/2012 - 08/14/2016	08/15/2012 - 08/14/2016
32393-13/14	MUNICIPAL TRANSPORTATION AGENCY	REGULAR	\$800,000.00	\$895,000.00	The Contractor will provide training and implementation services on their proprietary Safety Management Software (Software). This Software is the database of record for all Safety-related incidents involving San Francisco Municipal Transportation Agency (SFMTA) vehicles. The training is for SFMTA staff as part of a "train the trainer" program. This Software replaces the current TransitSafe database and SFMTA staff trained under this program will then act as designated trainers for the entire agency. The duration of this contract includes the length of the entire Software Licensing and Maintenance Agreement. The implementation and training will be complete within a two-year duration.	NONE	01/10/2014 - 07/01/2022
4043-08/09	TREASURER/TAX COLLECTOR	REGULAR	\$0.00	\$500,000.00	Vendor will develop a comprehensive phone and web payment application for the City to accept payment of property taxes, parking tickets, water utility bills, and other kinds of taxes and license fees using credit cards, debits cards and e-checks. This service will be NO COST to the City as convenience fees that will be charged to the Taxpayer for payment of taxes, licenses and utility bills will be remitted to the vendor to cover the cost of providing the service and processing the payments. *The \$62,500 estimated annual cost applies to the transaction service cost of processing credit card payments for parking tickets since MTA's policy is not to charge convenience fees to its customers.	10/16/2014 - 10/15/2016	09/15/2008 - 10/15/2016

Total Modified Amount: \$1,144,380.00

Total Modified Amount:

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

Blank Page

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION – AIR Dept. Code: AIR

Type of Request: [x] Initial [] Modification of an existing PSC (PSC # _____)

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

Type of Service: Next Generation 9-1-1 (NG9-1-1) Consultant Services

Funding Source: Airport Operating Funds PSC Duration: 4 years 47 weeks
PSC Amount: \$150,000 PSC Est. Start Date: 08/05/2014 PSC Est. End Date: 06/30/2019

1. Description of Work

A. Scope of Work:

The consultant will perform an assessment of the San Francisco International Airport's (SFO) 9-1-1 public safety answering point (PSAP) and communications center operations including radio communications systems and how it compares to other airport PSAPs and to PSAPs in the nine San Francisco Bay Area counties; provide expert consultative services to develop a vision of what Next Generation 9-1-1 (NG9-1-1) is for SFO; and provide a migration plan for SFO to move from an Enhanced 9-1-1 (E9-1-1) to a NG9-1-1 system. The consultant must have knowledge of PSAP and radio services operations and systems assessment; knowledge of the specialized technology involved with operating public safety radio systems and transitioning from a time division multiplexing (TDM)-based public safety/emergency services network to an internet protocol (IP)-based network environment; knowledge of current industry technologies, standards of excellence, and the regulatory/legislative environment; and experience with the development of a NG9-1-1 migration plan in a multi-jurisdictional environment.

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

This service is necessary to ensure the Airport is utilizing advanced, best practice models of 9-1-1 PSAP technology. If denied, SFO's ability to identify and provide superior 9-1-1 services may be jeopardized, which could result in reduced emergency response services.

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

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

2. Union Notification: On 05/09/2014, the Department notified the following employee organizations of this PSC/RFP request: SEIU Local 1021, Municipal Executive Association,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 41657 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Required expertise includes: knowledge of PSAP and radio services operations and systems assessment; knowledge of the specialized technology involved with operating public safety radio systems and transitioning from a TDM-based public safety/emergency services network to an IP-based network environment; and knowledge of current industry technologies; and experience with the development of a NG9-1-1 migration plan in a multi-jurisdictional environment.

B. Which, if any, civil service class(es) normally perform(s) this work?
0923,0941,7368,

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Civil service classes are not applicable because of the specialized knowledge required to identify and operate a NG9-1-1 system, and to develop a migration plan from the existing to the new system. The Contractor must also have experience with and knowledge of industry regulatory and legislative issues, and best practices in selecting and implementing such a system.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No, the work is very specialized and not required on an on-going basis.

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

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

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD ON 07/09/2014 BY:

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

Address: PO Box 8097 San Francisco, CA, 94128

Receipt of Union Notification(s):

◆ Local 1021

◆ MEA

From: dhr-psscordinator@sfgov.org on behalf of cynthia.avakian@fysfo.com
To: [Cynthia Avakian](mailto:Cynthia.Avakian); david.canham@seiu1021.org; joe.tanner@seiu1021.net; tiya.thlang@seiu1021.org; Larry.Bradshaw@seiu1021.org; camaguev@sfmea.com; staff@sfmea.com; [Lisa Randall](mailto:Lisa.Randall); [Richard Isen](mailto:Richard.Isen); DHR-PSCCoordinator
Subject: Receipt of Notice for new PCS over \$100K PSC # 41657 - 13/14
Date: Friday, May 09, 2014 5:14:53 PM

RECEIPT for Union Notification for PSC 41657 - 13/14 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 41657 - 13/14 for \$150,000 for Initial Request services for the period 08/05/2014 – 06/30/2019. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/2035> For union notification, please see the

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

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

Blank Page

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: ELECTIONS -- REG Dept. Code: REG

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

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Annual Maintenance

Funding Source: Ch. 21 Subobject 2761 PSC Duration: 5 years 1 day
PSC Amount: \$238,127 PSC Est. Start Date: 06/17/2014 PSC Est. End Date: 06/17/2019

1. Description of Work

A. Scope of Work:

Proposed scope of work attached. File Name: Appendix C

The Department would like to note that although the listed PSC amount is \$238,127.08, \$71,805.58 is for a perpetual software license, and \$70,451.80 is for Additional On-Site Support or As-Needed Training that may not be realized.

The remaining \$95,863.70 is broken down as follows: \$41,442.23 is for maintenance of mail sorting equipment, and \$54,427.47 is for perpetual license and maintenance of a functionality upgrade.

Payment Schedule attached, file name: Appendix D

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

The annual maintenance and preventative maintenance is necessary to keep the machine running at peak efficiency and to prevent deterioration over time. Because the machine sits idle for much of the year, scheduled maintenance prior to each election to the mechanical components are fine tuned to handle the thousands of Vote-By-Mail envelopes the department receives. Failure to properly maintain the equipment could negatively affect the Departments ability to process the Vote-By-Mail ballots, and certify the election with the timeframe allowed by the Secretary of State.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most

recently approved PSC # and upload a copy of the PSC.
The Department of Elections purchased the Agilis machine in September 2011 after an initial pilot program. This purchase was done through the City's Technology Store. Upgrades were purchased in September 2012 which expanded the number of pockets on the machine and added other features. Both purchases included a year of maintenance and support coverage for the machine.

D. Will the contract(s) be renewed? Possibly. Two 2-year optional extensions desc. in agreement.

2. Union Notification: On 06/20/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48101 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
 To maintain the machinery, an individual would require a high level of knowledge and expertise in the Agilis mechanical and software components.

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

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:
 The Department doesn't believe required knowledge and expertise to maintain this specialized machinery is available in the City Workforce.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
 No. The department only requires maintenance on the machinery during election time, one to two times a year.

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

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? (Uploaded)Described in Appendix C section 4.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
 ON 06/30/2014 BY:

Name: Nataliya Kuzina Phone: 415-554-5683 Email: nataliya.kuzina@sfgov.org

Address: 1 Dr. Carlton B. Goodlett Pl. Rm 48 San Francisco, CA

Receipt of Union Notification(s)
◆ All Unions

Dang, Leorah (HRD)

From: dhr-psccordinator@sfgov.org on behalf of nataliya.kuzina@sfgov.org
Sent: Friday, June 20, 2014 4:37 PM
To: Kuzina, Nataliya; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, SinYee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiya.thlang@seiu1021.org; Kuzina, Nataliya; Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 48101 - 13/14

RECEIPT for Union Notification for PSC 48101 - 13/14 more than \$100k

REG ELECTIONS -- REG has submitted a request for a Personal Services Contract (PSC) 48101 - 13/14 for \$238,127 for Initial Request services for the period 06/17/2014 – 06/17/2019. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/3398> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Explanation for five year maintenance plan

Due to the high cost of purchasing a replacement system, the Department does not foresee replacing the current machine for at least five years. The machine is capable of handling the dimensions and design of our Vote-By-Mail envelopes. The Department does not plan on changing the envelopes for at least five years.

Additional Attachment(s) of Explanation

◇ Section 1. Description of Work

1A. Scope of Work

- Payment Schedule attached – Appendix D

◇ Section 5. Additional Information

5B. Will the contractor train City and County employees? Describe training and indicate approximate number of hours.

Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate number to be trained.

- Maintenance & Support Service – Appendix C

Appendix D

Calculation of Charges

In accordance with Section 5 (City's Payment Obligation), the Contractor's total compensation under this Agreement is detailed below, inclusive of all costs required to complete all work specified in this Agreement. In no event shall the total costs under this Agreement exceed the amount provided in Section 5 of this Agreement.

Invoices and Insurance Documentation shall be sent to:

Department of Elections
1 Dr. Carlton B. Goodlett Place
City Hall, Room 48
San Francisco, CA
94102-4608

Payments for Deliverables and Services

The City will pay Contractor for the licenses, automated signature recognition installation and testing, and maintenance and support fees per the schedule below. Payments for deliverables will be paid on a "not-to-exceed" fixed price basis. "Not-to-exceed" means that Contractor shall perform its obligations under the Agreement for the amounts listed in the schedule below unless amended in accordance with Section 50 (Entire Agreement; Modifications). Partial payments will not be made for deliverables/tasks that are not completed.

1. For the Agilis license, City shall pay in full for perpetual license rights during the initial term of the agreement in Years One through Five. Payments will be made by City to Contractor in advance for each pending year of licensing and service within 30 days after the City has received Contractor's invoice, increasing by no more than 5% per year, provided that:

- A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the goods and services rendered by the Contractor to the City in accordance with this Agreement; and
- B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

2. For the Agilis maintenance and support, payments will be made by City to Contractor in advance for each pending year of service within 30 days after the City has received Contractor's invoice, increasing by no more than 5% per year, provided that:

- A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the goods and services rendered by the Contractor to the City in accordance with this Agreement; and
- B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

3. For the automated signature recognition license, maintenance, and support, payments will be made by City to Contractor in advance for each pending year of licensing and service within 30 days after the City has received Contractor's invoice, increasing by no more than 5% per year, provided that:

- A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the goods and services rendered by the Contractor to the City in accordance with this Agreement; and
- B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

4. For any Additional On-Site Support or As-Needed Training, payments will be made by City to Contractor within 30 days after the City has received Contractor's invoice, provided that:

- A) The City has accepted as satisfactory, in the City's sole and absolute discretion, the As-Needed On-Site Support rendered by the Contractor to the City in accordance with this Agreement; and
- B) Insurance documentation is current in accordance with Section 29 (Insurance) of this Agreement.

Payment Schedule

Initial Term: All fees shall increase by no more than 5% per year.

Licenses, Maintenance, and Support

Deliverable	Year One – 2014	Year Two – 2015	Year Three – 2016	Year Four – 2017	Year Five – 2018	Total
Licensed Agilis Software	\$12,995.00	\$13,664.75	\$14,326.99	\$15,043.34	\$15,795.50	\$71,805.58
Agilis Maintenance and Support	\$7,500.00	\$7,875.00	\$8,268.75	\$8,682.19	\$9,116.30	\$41,442.23
ASR License, Maintenance and Support	\$9,850.00	\$10,342.50	\$10,859.63	\$11,402.61	\$11,972.74	\$54,427.47
Total	\$30,345.00	\$31,862.25	\$33,455.36	\$35,128.13	\$36,884.54	\$167,675.28

Additional On-Site Support or As-Needed Training

Deliverable	Per Day	Year One – 2014	Year Two – 2015	Year Three – 2016	Year Four – 2017	Year Five – 2018	Total
Additional On-Site Support or As-Needed Training, First Day	\$1,750.00	Up to three days: \$5,250	Up to three days: \$5,512.50	Up to three days: \$5,788.13	Up to three days: \$6,077.53	Up to three days: \$6,381.41	\$29,009.56
Additional On-Site Support or As-Needed Training, Consecutive Days	\$1,500.00	Up to five days: \$7,500.00	Up to five days: \$7,875.00	Up to five days: \$8,268.75	Up to five days: \$8,682.19	Up to five days: \$9,116.30	\$41,442.23
Total		\$12,750.00	\$13,387.50	\$14,056.88	\$14,759.72	\$15,497.70	\$70,451.80

In accordance with Section 3 (Term of the Agreement) the City may, at its discretion, exercise up to two options for a period of two years each. The tables below project the potential costs of these extensions; any extension of this agreement would be subject to negotiation between City and Contractor and pricing may change.

Option 1: Extension for Years Six and Seven – 2019 through 2020

Licenses, Maintenance, and Support

Deliverable	Year Six – 2019	Year Seven – 2020	Total
Agilis Maintenance and Support	\$9,572.11	\$10,050.72	\$19,622.83
ASR License, Maintenance and Support	\$12,571.37	\$13,199.94	\$25,771.32
Total	\$22,143.49	\$23,250.66	\$45,394.14

Additional On-Site Support or As-Needed Training

Deliverable	Year Six – 2019	Year Seven – 2020	Total
Additional On-Site Support or As-Needed Training, First Day	\$6,700.48	\$7,035.50	\$13,735.98
Additional On-Site Support or As-Needed Training, Consecutive Days	\$9,572.11	\$10,050.72	\$19,622.83
Total	\$16,272.59	\$17,086.22	\$33,358.81

Option 2: Extension for Years Eight and Nine – 2021 through 2022

Licenses, Maintenance, and Support

Deliverable	Year Eight – 2021	Year Nine – 2022	Total
Agilis Maintenance and Support	\$10,553.25	\$11,080.92	\$21,634.17
ASR License, Maintenance and Support	\$13,859.94	\$14,552.94	\$28,412.88
Total	\$24,413.19	\$25,633.85	\$50,047.04

Additional On-Site Support or As-Needed Training

Deliverable	Year Eight – 2021	Year Nine – 2022	Total
Additional On-Site Support or As-Needed Training, First Day	\$7,387.28	\$7,756.64	\$15,143.92
Additional On-Site Support or As-Needed Training, Consecutive Days	\$10,553.25	\$11,080.92	\$21,634.17
Total	\$17,940.53	\$18,837.56	\$36,778.09

Fee Schedule

Initial Term: Years One through Five – 2014 through 2018

Deliverable	Amount	Description
Agilis Licensed Software Payment in Year One	\$12,995.00	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Two	\$12,995.00 - \$13,664.75	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Three	\$13,664.75 - \$14,326.99	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Four	\$14,326.99 - \$15,043.34	Due net 30 days from receipt of annual invoice
Agilis Licensed Software Payment in Year Five	\$15,043.34 - \$15,795.50	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year One	\$7,500.00	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Two	\$7,500.00 - \$7,875.00	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Three	\$7,875.00 - \$8,268.75	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Four	\$8,268.75 - \$8,682.19	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Five	\$8,682.19 - \$9,116.30	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year One	\$9,850.00	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Two	\$9,850.00 - \$10,342.50	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Three	\$10,342.50 - \$10,859.63	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Four	\$10,859.63 - \$11,402.61	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Five	\$11,402.61 - \$11,972.74	Due net 30 days from receipt of annual invoice
As-Needed On-Site Support in Year One	\$0 - \$12,750.00	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Two	\$0 - \$13,387.50	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Three	\$0 - \$14,056.88	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Four	\$0 - \$14,759.72	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Five	\$0 - \$15,597.70	Due net 30 days from receipt of invoice

In accordance with Section 3 (Term of the Agreement) the City may, at its discretion, exercise up to two options for a period of two years each. The tables below project the potential costs of these extensions; any extension of this agreement would be subject to negotiation between City and Contractor and pricing may change.

Option 1: Extension for Years Six and Seven – 2019 through 2020

Agilis Maintenance and Support in Year Six	\$9,116.30 - \$9,572.11	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Seven	\$9,572.11 - \$10,050.72	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Six	\$11,972.74 - \$12,571.37	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Seven	\$12,571.37 - \$13,199.94	Due net 30 days from receipt of annual invoice
As-Needed On-Site Support in Year Six	\$0 - \$16,272.59	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Seven	\$0 - \$17,086.22	Due net 30 days from receipt of invoice

Option 2: Extension for Years Eight and Nine – 2021 through 2022

Agilis Maintenance and Support in Year Eight	\$10,050.72 - \$10,553.25	Due net 30 days from receipt of annual invoice
Agilis Maintenance and Support in Year Nine	\$10,553.25 - \$11,080.92	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Eight	\$13,199.94 - \$13,859.94	Due net 30 days from receipt of annual invoice
Automated Signature Recognition License, Maintenance, and Support Payment in Year Nine	\$13,859.94 - \$14,552.94	Due net 30 days from receipt of annual invoice
As-Needed On-Site Support in Year Eight	\$0 - \$17,940.53	Due net 30 days from receipt of invoice
As-Needed On-Site Support in Year Nine	\$0 - \$18,837.56	Due net 30 days from receipt of invoice

Appendix C

Maintenance and Support Services

1. **Automated Signature Recognition Installation, Integration, and Testing**
2. **Election Support Services**
3. **Maintenance and Repair**
4. **Training**
5. **Consultation**
6. **Documentation**
7. **Department Responsibilities Related to Support**

1. **Automated Signature Recognition Installation, Integration, and Testing.** Within thirty (30) days of the execution of this agreement, Contractor shall install and integrate the automated signature recognition software with the Agilis. Contractor shall secure all licenses necessary to grant the Department the right to operate the automated signature verification software.

Prior to beginning installation, Contractor shall provide the Department an Automated Signature Recognition Installation and Testing Plan. The plan is subject to the Department's review, adjustment, and approval.

The plan shall include, but is not limited to:

- A work plan for all phases of installation and testing, indicating which tasks are the responsibility of the Department and which are the responsibility of the Contractor, and which defines the responsibilities assigned to the Contractor's personnel.
- Comprehensive testing of automated signature recognition functions, including generating reports and providing the reports to the Department.
- A detailed plan for integration with the Department's Election Information Management System (EIMS), subject to review and collaborative revision by the Department's EIMS provider.
- Detailed requirements for any materials, data or personnel to be provided by the Department or other stakeholders.
- A timetable for the installation and testing with estimates of the time required for each phase.

After installation, Contractor will test all software and hardware elements of the Agilis to ensure proper functioning, test network connections with the Department's EIMS to ensure proper functioning, and test the automated signature recognition software to ensure proper functioning. The Department shall provide sufficient quantities of test materials to conduct testing, to be specified by Contractor.

After Contractor has installed, integrated, and tested the automated signature recognition software, the City shall have a period of ninety (90) days ("Acceptance Testing Period") from the date of installation to verify that the automated signature recognition software substantially

performs to the specifications contained in the Documentation and the Performance Requirements in Appendix B. In the event that the City determines that the automated signature recognition software does not meet such specifications, the City shall notify the Contractor in writing, and Contractor shall modify or correct the Equipment and/or Licensed Software so that it satisfies the Acceptance criteria. The date of Acceptance will be that date upon which City provides Contractor with written notice of satisfactory completion of Acceptance testing. If City notifies Contractor at the conclusion of the Acceptance Testing Period that the Equipment and Licensed Software do not meet the Acceptance criteria of this section, then City shall be entitled to terminate the automated signature recognition license and services in accordance with the procedures specified in Section 36(b) of this Agreement, and shall be entitled to a full refund of all paid fees.

2. Election Support Services. Contractor shall provide the following general support services to support the Department's use of the Agilis and Automated Signature Recognition software.

a. Election Support Planning. The Contractor shall create a written Election Support Plan in consultation with the Department for each election. The Contractor shall provide the Election Support Plan to the Department no less than ninety (90) days prior to an election. The Election Support Plan is subject to Department review, adjustment, and approval.

The Election Support Plan shall include, but is not limited to:

- Work plans for the Pre-Election Set-Up and Testing and Operational Support and Troubleshooting which include at minimum the services listed in those sections below.
- Detailed requirements for any materials, data, or personnel to be provided by the Department or other stakeholders.
- A timetable with proposed dates and times for the services below.

b. Pre-Election Set-Up and Testing. Prior to each election, Contractor shall configure and test the software and hardware elements of the Agilis to function with the materials for that election. Contractor shall perform set-up and testing in accordance with the Election Support Plan approved by the Department. Contractor shall complete set-up and testing no less than thirty (30) days prior to an election.

Set-up and testing shall include, but is not limited to:

- Assisting Department staff as needed in setting up the sort profile(s), including the assignment of precinct ranges and challenged/outstack categories to pockets.
- Assigning of scan targets on envelopes for signature field, spoiled box, barcode(s), and any other targets.
- Testing the election set-up, including running test envelopes provided by the Department, and exporting and importing data between the Agilis and the Department's Election Information Management System (EIMS) to ensure all

functions are working correctly. Contractor shall provide staff on-site to complete this testing, unless this requirement is waived by the Department in advance.

- Testing automated signature verification functions
- Generating reports based on test data and providing the reports to the Department.

c. Remote Support and Troubleshooting. Contractor shall provide the following remote support for the Agilis.

- Contractor shall provide a 24-hour daily technical support hotline during the Department's critical ballot processing period as defined in the Election Support Plan, generally between fourteen (14) days prior to and ten (10) days after every election.
- Contractor shall provide as-needed remote support for special elections, such as Retirement Board and Business Improvement District elections.

d. On-Site Election Support. Contractor shall provide the following on-site election support for the Agilis upon request by the Department. On-site election support may be included in the Election Support Plan or requested by the Department no less than seven (7) days prior to the date it will begin.

On-site election support is subject to the Additional On-Site Support fees in Appendix D. On-site election support is exclusive of any on-site testing or troubleshooting requirements detailed elsewhere in this Agreement.

On-site election support shall include, but is not limited to:

- Onsite equipment inspection prior to every election, generally four (4) days prior to Election Day. Any necessary maintenance and repair identified during this inspection shall be covered under Section 3, Maintenance and Repair, and is not subject to Additional On-Site Support fees.
- Onsite Election Day support. The Election Day support may require two shifts: one beginning on Election Day morning, and the second beginning on Election Day night, potentially extending to the next day.

3. Maintenance and Repair. Contractor shall provide the following maintenance and repair services for the Agilis.

a. Preventative Maintenance. Contractor shall perform preventative maintenance prior to every election. Contractor shall provide a detailed preventative maintenance plan and schedule no later than ninety (90) days prior to each election. The plan is subject to Department review and approval.

The Contractor shall provide preventative maintenance for the Agilis as described in the Department-approved preventative maintenance plan, to be completed no less than sixty (60) days prior to each election. Maintenance shall include but is not limited to:

- Inspection and diagnostic testing of the Agilis
- Repair or replacement of any faulty, broken, or worn parts or equipment
- Deep cleaning and dusting of the Agilis
- Removal of old election data, and providing a back-up of this data to the Department
- Update of firmware, as needed

b. Error, Defect or Malfunction Correction. Contractor shall furnish Error, Defect or Malfunction correction in accordance with the Priority Categories listed below, based on the Department's determination of the severity of the Error, Defect or Malfunction and Contractor's reasonable analysis of the priority of the Error, Defect or Malfunction.

1. Priority 1: An Error, Defect or Malfunction which renders the Agilis inoperative; or causes the Agilis to fail catastrophically.
2. Priority 2: An Error, Defect or Malfunction which substantially degrades the performance of the Agilis, but does not prohibit the Department's use of the Agilis.
3. Priority 3: An Error, Defect or Malfunction which causes only a minor impact on the use of the Agilis.

Contractor will furnish Error, Defect or Malfunction correction in accordance with the following protocols:

1. Priority 1 Protocol: Within two hours, Contractor assigns a product technical specialist(s) to diagnose and correct the Error, Defect or Malfunction; thereafter, Contractor shall provide ongoing communication about the status of the correction; shall proceed to immediately provide a Fix, a Patch or a Workaround; and exercise all commercially reasonable efforts to include a Fix or Patch for the Error, Defect or Malfunction in the next Subsequent Release. Contractor will escalate resolution of the problem to personnel with successively higher levels of technical expertise until the Error, Defect or Malfunction is corrected.
2. Priority 2 Protocol: Within four hours, Contractor assigns a product technical specialist(s) to diagnose the Error, Defect or Malfunction and to commence correction of the Error, Defect or Malfunction; to immediately provide a Workaround; to provide escalation procedures as reasonably determined by Contractor's staff; and to exercise all commercially reasonable efforts to include a Fix or Patch for the Error, Defect or Malfunction in the next Software maintenance release.
3. Priority 3 Protocol: Contractor may include a Fix or Patch in the next Software major release.

c. As-Needed Maintenance and Repair. Contractor shall provide as-needed maintenance and repair or replacement of any Agilis parts and equipment that degrade or cease operation during the normal functioning of the Agilis. To efficiently perform this maintenance, Contractor shall provide a reserve of common spare parts to be stored on site at the Department, to avoid or reduce any delays arising from equipment replacement.

d. **Improvements and Updates.** Contractor shall provide whatever improvements, enhancements, extensions, and modifications to the Agilis that Contractor may develop. Contractor shall update the Agilis, as required, to cause it to operate under new versions or releases of the operating system so long as such updates are made generally available to Contractor's other Licensees.

e. **Hotline Support.** Contractor shall provide remote access hotline support to the Department to help the Department answer routine questions with respect to the use of the Agilis. Contractor also shall provide remote access hotline support to the Department to initiate resolution of Priority 1 and Priority 2 Errors, Defects and Malfunctions and other maintenance services. Hotline support shall be made available by phone between the hours of 8 a.m. and 5 p.m. Pacific time Monday through Friday, except legal holidays. Hotline support shall be available by electronic bulletin board, e-mail or other service 24-hours a day, seven-days a week. Responses to questions posted by electronic means will be made within the time frame established under Priority Protocols for an Error, Defect or Malfunction.

f. **Maintenance Log.** Contractor shall establish a maintenance log, in a format subject to Department's final approval, to record all steps taken in maintenance and/or repair of the Agilis. The log shall include, but is not limited to: a list of all faulty, damaged, or worn parts and equipment, and the actions and/or parts taken to repair or replace them; and, a list of any improvements, enhancements, extensions, updates, or other changes to the Agilis. Contractor shall provide the updated log to the Department within 30 days after each election, any updates or modifications, or upon the Department's request.

4. **Training.** Upon the completion of any upgrades or system changes, Contractor shall provide training to the lead Department staff assigned to operate the Agilis. This training shall cover all operational, maintenance, and troubleshooting changes to the Agilis resulting from the upgrade or system change.

Additionally, at the request of the Department, Contractor shall provide as-needed training for new lead Department staff assigned to operate the Agilis. As-needed training for new staff is subject to the Additional On-Site Support fees in Appendix D. As-needed training for new staff is exclusive of the training requirements for upgrades and system changes detailed above.

New Department staff training shall include, but not be limited to:

- Basic operation of all sort passes
- Production and saving of reports
- Data import and export
- Basic maintenance and cleaning
- Basic troubleshooting

5. **Consultation.** Contractor shall be available for consultation regarding the design or redesign of the vote-by-mail, provisional, and special election envelopes, providing information and guidance on the designs' compatibility with the Agilis. Contractor shall also be available for

consultation regarding other aspects of the Department's election operations and their compatibility with the Agilis system.

6. Documentation. Contractor shall provide the most current version(s) of the following documentation to the Department:

- Complete historical documentation of upgrades, maintenance, and repairs performed on the Agilis to date
- Agilis hardware specification that includes performance and design standards and compatibility requirements, equipment interface requirements, and a description of the operating environment
- Agilis hardware list of perishable/consumable parts and components not covered under this agreement, to be purchased by Department when replacement is necessary
- Agilis software specification that includes specifications for the operating environment and interface between hardware components, software components and operator/user functions, and software test and verification specifications
- Agilis maintenance procedures that identify all maintenance and repair operations that can be performed by Department staff, with the procedures required to trouble-shoot malfunctions for fault detection, fault isolation, equipment alignment or adjustment, and removal and replacement of failed components
- Agilis operations manual that describes the hardware and application software components, operational features and procedures for invoking them, and the support resources required to sustain the operation of the Agilis

Contractor shall update these documents when necessary and provide the written updates to the Department.

7. Department Responsibilities Related to Support. The Department shall use reasonable efforts to make available to Contractor reasonable access to the Agilis and all relevant documentation and records. The Department shall also provide reasonable assistance to Contractor, including sample output and diagnostic information, in order to assist Contractor in providing Support Services. The Department shall be responsible for the interface between the Agilis and other software products installed on Department equipment. Unless otherwise agreed in writing between the Department and Contractor, the Department is responsible for managing and operating any Equipment delivered under this Agreement.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: JUVENILE PROBATION – JUV Dept. Code: JUV

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

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Ombudsman Services

Funding Source: State Funds PSC Duration: 4 years
PSC Amount: \$200,000 PSC Est. Start Date: 10/01/2014 PSC Est. End Date: 09/30/2018

1. Description of Work

A. Scope of Work:

The Ombudsperson is responsible for resolving grievances submitted by detained youth at Juvenile Probation Department (JPD) detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.

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

The provider of the services must be impartial, neutral and an independent agent. If denied, detainees may take legal steps to resolve their grievances.

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

The Civil Service Commission has approved this service in the past through 4085-11/12. A professional contractor had been selected through a request for proposal.

D. Will the contract(s) be renewed? Yes

2. Union Notification: On 06/25/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42264 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
Demonstrated knowledge of the issues facing youth and families involved in the Juvenile Justice System in San Francisco and the services available to those clients. Familiarity with Juvenile Justice laws, Regulations and Organizational Dynamics, Experience with Formal Mediation, Negotiation, Advocacy or similar skill.

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

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:
Services require a neutral and impartial person.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No, as this service is specific to Juvenile Probation Department.

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

YES NO

- A. Will the contractor directly supervise City and County employee?
- B. Will the contractor train City and County employee?
- C. Are there legal mandates requiring the use of contractual services?
- D. Are there federal or state grant requirements regarding the use of contractual services?
- E. Has a board or commission determined that contracting is the most effective way to provide this service?
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 06/25/2014 BY:

Name: Sheila Layton Phone: 415-753-7562 Email: Sheila.Layton@sfgov.org

Address: 375 Woodside Ave Room 206 San Francisco, CA

Receipt of Union Notification(s)
◆ All Unions

Dang, Leorah (HRD)

From: dhr-psccordinator@sfgov.org on behalf of Sheila.Layton@sfgov.org
Sent: Wednesday, June 25, 2014 10:53 AM
To: Layton, Sheila (JUV); cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pacbell.net; ablood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, SinYee (HSA); smcgarry@nccrc.org; rmitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfsmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; L21PSCReview@ifpte21.org; LiUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiya.thlang@seiu1021.org; Layton, Sheila (JUV); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 42264 - 13/14

RECEIPT for Union Notification for PSC 42264 - 13/14 more than \$100k

The JUVENILE PROBATION -- JUV has submitted a request for a Personal Services Contract (PSC) 42264 - 13/14 for \$200,000 for Initial Request services for the period 10/01/2014 – 09/30/2018. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/2173> For union notification, please see the

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

Additional Attachment(s) of Explanation

◇ **Section 1. Description of Work**

**1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most
recently approved PSC # and upload a copy of the PSC.**

PSC # 4085-11/12



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

February 10, 2012

E. DENNIS NORMANDY
PRESIDENT

KATE FAVETTI
VICE PRESIDENT

SCOTT R. HELDFOND
COMMISSIONER

MARY Y. JUNG
COMMISSIONER

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBER 4077-11/12 THROUGH 4092-11/12; 4000-09/10 AND 4098-07/08.

At its meeting of **February 6, 2012** the Civil Service Commission had for its consideration the above matter.

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

ANITA SANCHEZ
EXECUTIVE OFFICER

The Commission adopted the following:

- (1) Adopted the report; Approved the request for PSC #4085-11/12 as amended which is to be submitted to the Executive Officer and the Human Resources Director. Notified the Office of the Controller and the Office of Contract Administration.
- (2) Adopted the report; Approved the request for PSC #4087-11/12 as amended; change duration to five (5) years and silent on the matter of options. Notified the Office of the Controller and the Office of Contract Administration.
- (3) Adopted the report; Approved the request for PSC #4088-11/12 as amended for a duration of five (5) years. Notified the Office of the Controller and the Office of Contract Administration.
- (4) Adopted the report; Approved the request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION

ANITA SANCHEZ
Executive Officer

Attachment

CSC Notice of Action
February 6, 2012
Page 2

c: Cynthia Avakian, Airport Commission
Parveen Boparai, Municipal Transportation Agency
Micki Callahan, Human Resources Director
Vivian Day, Department of Building Inspection
Alaric Degrafinried, Public Utilities Commission
Marie de Vera, Department of Human Resources
Oliver Hack, Mayor's Office of Housing
Lavena Holmes, Port
Shamica Jackson, Public Utilities Commission
LaWan Jones, Public Utilities Commission
William Lee, Department of Emergency Management
Brent Lewis, Department of Human Resources
Diane Lim, Adult Probation
Catherine McGuire, Juvenile Probation
Maria Ryan, Department of Human Resources
Anabel Simonelli, Mayor's Office
Shawn Wallace, San Francisco Police Department
Jeannie Wong, Controller's Office
Commission File
Chron

POSTING FOR
2/6/2012

PROPOSED PERSONAL SERVICES CONTRACTS
Regular, Continuing, Annual

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Start Date - End Date
4083-11/12	77	Emergency Management	Regular	\$879,536	The contractor will assist Bay Area counties and cities in the development of a Regional Logistics Plan with an emphasis on the coordination of logistic operations and priorities for distribution of scarce resources between local, state and federal levels in a catastrophic event. The Regional Logistics Plan will be used to develop county and core city plan templates as well as applicable annexes to Regional Emergency Coordination Plan (RECP), to encompass all phases of logistic planning.	3/1/2012 - 7/30/2013
4084-11/12	33	Human Resources	Regular	\$260,000	The consultant will oversee the development and administration of promotional exams for the Fire Department ranks of H-20 Lieutenant and H-40 Battalion Chief, and defend those selection processes against legal challenge as necessary.	7/1/2012 - 6/30/2015
				\$595,000	The Ombudsman is responsible for resolving grievances submitted by detained youth at IPD detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.	4/1/2012 - 3/31/2014
				\$400,000	The contractor will assist the Mayor's Office of Public Policy and Finance staff in making decisions in a variety of layout, content, design, and production issues related to the annual Mayor's Proposed Budget Book.	2/1/2012 - 6/30/2016
87-11/12	35	Municipal Transportation Agency	Regular	\$5,400,000	The San Francisco Municipal Transportation Agency (SFMTA) requires medical cost containment services for workers' compensation claims administration. Services include medical bill review, adjustments per fee schedules, and utilization review using state of the art system software. Services must meet the State of California's electronic data interchange (EDI) requirements for data entry and reporting injuries and illnesses. All medical bill review staff must be certified as meeting the California Department of Insurance's qualifications for experience in this field.	7/1/2012 - 9/30/2022
4088-11/12	35	Municipal Transportation Agency	Regular	\$34,000,000	The San Francisco Municipal Transportation Agency (SFMTA) is self-insured for Workers' Compensation (Workers' Comp) and existing claims are currently adjusted by a third party administrator (TPA). The contractor will provide claims adjusting and consulting services for existing and new claims for Workers' Comp benefits filed by SFMTA employees. Services include: claims review and compensability determination; payment of statutory benefits, medical providers and ancillary claims services; vendor management for bill review; investigative services; coordination of claims defense with the City Attorney; management of benefit delivery system; and data collection and management.	1/1/2012 - 8/30/2022
4089-11/12	38	Police	Regular	\$100,000	Contractor will regularly inspect, maintain and perform all repairs on the Police Department's four evidence freezers. Three of the freezers are located at Building #606 Hunters Point Shipyard and one freezer is located at the Hall of Justice, 850 Bryant Street.	2/1/2012 - 1/31/2015

PERSONAL SERVICES CONTRACT SUMMARY

DATE: 11/29/2011

DEPARTMENT NAME: Juvenile Probation Department DEPARTMENT NUMBER 12

TYPE OF APPROVAL: [] EXPEDITED [x] REGULAR (OMIT POSTING) [] CONTINUING [] ANNUAL

TYPE OF REQUEST: [x] INITIAL REQUEST [] MODIFICATION (PSC#)

TYPE OF SERVICE: Ombudsperson services at Juvenile Hall and Log Cabin Ranch

FUNDING SOURCE: Juvenile Probation and Camps Funding (State funds)

PSC AMOUNT: \$ 95,000 PSC DURATION: 4/1/12 to 3/31/14

1. DESCRIPTION OF WORK

- A. Concise description of proposed work: The Ombudsperson is responsible for resolving grievances submitted by detained youth at JPD detention facilities. Contractor will serve as a neutral and independent agent who is a liaison between detainees, their parents/guardians and Department staff. When a youth files a grievance, contractor shall investigate and resolve through appropriate means including mediation between the youth and the Department and where appropriate shall recommend procedural changes as part of the recommended resolution of a grievance.
B. Explain why this service is necessary and the consequences of denial: The provider of the services must be impartial, neutral and an independent agent. If denied, detainees may take legal steps to resolve their grievances.
C. Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission, indicate most recent personal services contract approval number): A professional contractor is selected through a request for proposal and has been approved by CSC for the last 9 years. The most recent CSC approval is the Notice of Action for PSC#4076-08/09, approved January 5, 2009: The Civil Service Commission at its Jan 5, 2009 meeting adopted this PSC as amended. Sections 5C and 5D have been amended to indicate that there are no legal mandates and federal or state grant requirements regarding the use of contractual services.
D. Will the contract(s) be renewed:

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

Local 21 Union Name [Signature] Signature of person mailing/faxing form [Date] 12/7/11
SEIU Local 1021 Union Name [Signature] Signature of person mailing/faxing form [Date] 12/7/11

RFP sent to Union Name, on Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4085-11/12

STAFF ANALYSIS/RECOMMENDATION:

CIVIL SERVICE COMMISSION ACTION:

DEC 07 2011

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

- A. Specify required skills and/or expertise: Demonstrated knowledge of the issues facing youth and families involved in the juvenile justice system in San Francisco and the services available to those clients, Familiarity with juvenile justice laws, regulations and organizational dynamics, Experience with formal mediation, negotiation, advocacy or similar skill.
- B. Which, if any, civil service class normally performs this work? None.
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain: No

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

- A. Explain why civil service classes are not applicable: Services require a neutral and impartial person.
- B. Would it be practical to adopt a new civil service class to perform this work? Explain. No, as this service is specific to Juvenile Probation Department

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

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

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



Signature of Departmental Personal Services Contract Coordinator

M. Catherine McGuire
Print or Type Name

753-7580
Telephone Number



Required Union Notification for Personal Services Contract (PSC)

Peter Udovch

to:

pattie.tamura, ed.warshauer, Brook.Demmerle, L21PSCReview

12/07/2011 11:56 AM

Cc:

"Ryan, Maria", Catherine McGuire, Local Hire Ordinance

Hide Details

From: Peter Udovch/JUV/SFGOV

To: pattie.tamura@seiu1021.org, ed.warshauer@seiu1021.org, Brook.Demmerle@seiu1021.org, L21PSCReview@ifpte21.org

Cc: "Ryan, Maria" <maria.ryan@sfgov.org>, Catherine McGuire/JUV/SFGOV@SFGOV, Local Hire Ordinance/MAYOR/SFGOV@SFGOV

History: This message has been forwarded.

1 Attachment



SP-BUSINESS11120712480.pdf

To whom it may concern,

This email serves to notify your respective unions as to the attached PSC for Ombudsman services for Juvenile Probation Department. Please don't hesitate to contact me if you have any questions.

Regards,

Peter Udovch
Juvenile Probation Department
(415) 753-7627 Telephone
(415) 753-7566 Fax

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PORT – PRT Dept. Code: PRT

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

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Emergency Preparedness Training, Facilitation, and Evaluation Services

Funding Source: FEMA Grant PSC Duration: 38 weeks 6 days
PSC Amount: \$249,000 PSC Est. Start Date: 11/01/2014 PSC Est. End Date: 07/31/2015

1. Description of Work

A. Scope of Work:

Plan a series of monthly National Incident Management System (NIMS) position-based trainings and exercises culminating in one large functional exercise to improve the Port's preparedness and planning processes for a catastrophic disaster. Evaluate Port plans and processes in response to all hazard threats that may impact the City and/or the Port. Provide findings and recommendations on how to address items in the Port's Master Improvement Plan, an aggregation of real event and exercise after action items/gap analysis plans that serves as a base by which to develop future planning, training and exercises.

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

Staff does not have the expertise or capacity necessary to complete this work. If this work is not contracted out, the project will not be completed and grant funds will be lost.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.
No.

D. Will the contract(s) be renewed? No.

2. Union Notification: On 06/09/2014, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21,

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40137 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Must be Federal Emergency Management Agency (FEMA)-certified to provide federal National Incident Management (NIMS)-compliant emergency preparedness and training, exercise facilitation, and evaluation services with emphasis on hazard mitigation to port, harbor, and or other organizations with hazard mitigation needs.

B. Which, if any, civil service class(es) normally perform(s) this work?
8603,8604,

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Staff do not have the emergency preparedness, training, facilitation and evaluation expertise in hazard mitigation or the capacity necessary to complete this work before the grant expires. The services are unique, highly specialized, and short-term in duration.

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

No, the work is unique, highly specialized, and short-term in duration as tied to a federal grant use timeline.

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

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee? 40 hrs maximum to 30-50 Port staff who respond to Port Emergencies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

Name: Lavena Holmes Phone: 415-274-0305 Email: lavena.holmes@sfport.com

Address: Pier 1, The Embarcadero San Francisco, CA 94111

Additional Explanation
PSC #40137-13/14

5B. Will the contractor train City and County employees? *Yes*

- Describe training and indicate approximate number of hours: *Each student will receive up to 40 hours of instruction in Emergency Operations Center (EOC) management, including position-specific training in four (4) functional areas: Operations, Planning, Logistics and Finance & Administration. This training will give participants an in-depth understanding of the Incident Command System (ICS), an emergency response system used throughout the US to respond to emergencies. The actual number of hours will be based on individual's prior course completions/certifications and demonstrated knowledge of the position for which he or she is being trained. This training will allow Port personnel to successfully respond to an emergency on Port property or within the City of San Francisco, as well as to regional, state-wide or national level disasters.*
- Indicate occupational type of City and County employees to receive training (e.g., clerks, civil engineers, etc.) and approximate number to be trained: *Thirty (30) to fifty (50) Port employees responsible for responding to the Port Departmental Operations Center or working in the field during an emergency. These employees include subject matter experts, middle and upper management from all Port divisions; Maintenance, Engineering, Real Estate, Maritime, Finance and Planning and Development.*

Sincerely,
Meghan Wallace
Budget Manager
Port of San Francisco
(p) 415-274-0426 (f) 415-544-1726
Meghan.wallace@sfport.com

Receipt of Union Notification(s)
◆ Local 21

Dang, Leorah (HRD)

From: dhr-psccordinator@sfgov.org on behalf of lavena.holmes@sfort.com
Sent: Monday, June 09, 2014 12:20 PM
To: Holmes, Lavena (PRT); L21PSCReview@ifpte21.org; Braganza, Lorceli (PRT); Isen, Richard (TIS); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 40137 - 13/14

RECEIPT for Union Notification for PSC 40137 - 13/14 more than \$100k

The PORT – PRT has submitted a request for a Personal Services Contract (PSC) 40137 - 13/14 for \$249,000 for Initial Request services for the period 11/01/2014 – 07/31/2015. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/2182> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC UTILITIES COMMISSION -- PUC Dept. Code: PUC

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

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

Type of Service: CAISO Planning Authority Services (CS-399)

Funding Source: Hetchy Annual Operating Fund PSC Duration: 3 years
PSC Amount: \$250,000 PSC Est. Start Date: 07/01/2014 PSC Est. End Date: 06/30/2017

1. Description of Work

A. Scope of Work:

The San Francisco Public Utilities Commission (SFPUC), as an owner, operator and user of the Bulk Electric System is subject to North American Electric Reliability Corporation (NERC) and Regional Reliability Standards. One such requirement is that the SFPUC needs the services of a California Independent System Operator (CAISO) to serve as Hetch Hetchy Water & Power's (HHWP) Planning Coordinator. The California Independent System Operator (CAISO) is the sole source available to provide these regulatory required services. Under the proposed agreement HHWP would pay the CAISO an annual service fee for being its Planning Coordinator and providing Planning Coordinator services consistent with the applicable NERC Reliability Standards.

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

Under federal law, NERC has been designated as the Electric Reliability Organization (ERO) for the United States. As the ERO, NERC is responsible for overseeing the development and enforcement of Reliability Standards in order to ensure the reliability of the Bulk Electric System (BES). These regulatory requirements are enforceable under the authority of the Federal Energy Regulatory Commission (FERC) and come with fines for failure to stay on top of our regulatory obligations that range from \$1,000 to \$1,000,000 per day.

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

HHWP has not had this service provided previously. This year, HHWP was registered as a Transmission Planner by NERC. Within the NERC functional model, the Transmission Planner is required to coordinate numerous planning evaluations affecting Bulk Electric System long-term reliability with its Planning Coordinator. It is therefore crucial that HHWP have a Planning Coordinator now.

D. Will the contract(s) be renewed? No.

2. Union Notification: On 06/23/2014, the Department notified the following employee organizations of this PSC/RFP request: all unions were notified

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42027 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

The Planning Coordinator is responsible for assessing the longer-term reliability of its Planning Coordinator area. As such, Planning Coordinators work through a variety of mechanisms to conduct facilitated, coordinated, joint, centralized, or regional planning activities to the extent that all network areas with little or no ties to others' areas, such as interconnections, are completely coordinated for planning activities.

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

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

HHWP is limited in its choice of a Planning Coordinator to the CAISO because HHWP is within the CAISO Balancing Authority Area (BAA), and because the CAISO is the only entity registered by NERC as a Planning Coordinator within the CAISO BAA.

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

No. CAISO is the only entity registered by NERC as a Planning Coordinator within the CAISO BAA.â••

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

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

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

Name: Shamica Jackson Phone: 415-554-0727 Email: SJackson@sfgwater.org

Address: 525 Golden Gate Ave. 8th Floor San Francisco, CA 94102

Receipt of Union Notification(s)
◆ All Unions

From: dhr-psccordinator@sfgov.org on behalf of SJackson@sfwater.org
To: [Jackson, Shamica](mailto:Jackson.Shamica); cityworker@sfcwu.org; davidmkersten@gmail.com; djohnson@opcmialocal300.org; hodlocal@pachell.net; abllood@cirseiu.org; pkarinen@nccrc.org; tony@dc16.us; stevek@bac3-ca.org; xiumin.li@seiu1021.org; Poon, SinYee; smcgarry@nccrc.org; mitchell@twusf.org; grojo@local39.org; jduritz@uapd.com; staff@sfmea.com; mike@dc16.us; khughes@ibew6.org; L21PSCReview@ifpte21.org; sfmsa@gmail.com; mshelley@dc16.us; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; L21PSCReview@ifpte21.org; LIUNA.local261@gmail.com; local200twu@sbcglobal.net; speedy4864@aol.com; camaguey@sfmea.com; ecdemvoter@aol.com; tiva.thlang@seiu1021.org; Tang, Grace; Isen, Richard; DHR-PSCCoordinator, DHR
Subject: Receipt of Notice for new PCS over \$100K PSC # 42027 - 13/14
Date: Monday, June 23, 2014 5:59:50 PM

RECEIPT for Union Notification for PSC 42027 - 13/14 more than \$100k

The PUBLIC UTILITIES COMMISSION – PUC has submitted a request for a Personal Services Contract (PSC) 42027 - 13/14 for \$250,000 for Initial Request services for the period 07/01/2014 – 06/30/2017. Notification of 30 days (60 days for SEIU) is required.

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

<http://apps.sfgov.org/dhrdrupal/node/3447> For union notification, please see the

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

Modification

Personal Services Contracts

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION Dept. Code: AIR

Type of Request: [] Initial [x] Modification of an existing PSC (PSC # 4011-12/13)

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

Type of Service: Feasibility Study for Shoreline Protection System

Funding Source: AIR-Operating Funds
PSC Original Approved Amount: \$500,000 PSC Original Approved Duration: 08/15/12 - 08/14/15 (2 years 52 w
PSC Mod#1 Amount: \$344,380 PSC Mod#1 Duration: 08/15/12-08/14/16 (1 year 1 day)
PSC Mod#2 Amount: PSC Mod#2 Duration:
PSC Cumulative Amount Proposed: \$844,380 PSC Cumulative Duration Proposed: 4 years

1. Description of Work

A. Scope of Work:

Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from sea level rise and the 1% annual chance of flood or base flood defined by the Federal Emergency Management Agency (FEMA). The consultant will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.

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

This service is necessary to complete the shoreline protections system. Denial of this service will prevent the Airport from protecting Airport property from base flood.

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

Services have been provided in the past through earlier PSC request. See 4011-12/13

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

2. Union Notification: On 06/17/14, the Department notified the following employee organizations of this PSC/RFP request: Prof & Tech Eng, Local 21;

FOR DEPARTMENT OF HUMAN RESOURCES USE

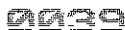
PSC# 4011-12/13

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014



3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

The consultant will provide expertise in shoreline protection system design that meets FEMA's regulations and guidelines. Specific skills in stability and structural analyses, soil engineering, and hydrostatic pressure design, and specific expertise working with FEMA, Bay Conservation and Development Commission (BCDC), and U.S. Army Corps of Engineers (USACE) and other regulatory agencies are required.

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

5201,5203,5207,5209,5211,

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

No.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Neither Airport staff nor City engineers have all of the requisite expertise regarding FEMA's guidelines. The Airport will use qualified Airport staff to manage the project, but specialized professional services in designing a shoreline protection system and providing expert recommendation to the Airport are needed for this unique design.

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

No. The uniqueness in the system design of the levee system at SFO would be a one-time program. These specialized project design and support services will only be needed once.

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

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

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

ON 06/17/14 BY:

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

Address: PO Box 8097 San Francisco, CA 94128

Receipt of Union Notification(s)
◆ Local 21

From: dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@flysfo.com
To: [Cynthia Avakian](mailto:Cynthia.Avakian@L21PSCReview@ifpte21.org); L21PSCReview@ifpte21.org; [Christina Chiong](mailto:Christina.Chiong@DHR-PSCCoordinator); [Richard Isen](mailto:Richard.Isen@DHR-PSCCoordinator)
Subject: Receipt of Modification Request to PSC # 4011-12/13 - MODIFICATIONS
Date: Tuesday, June 17, 2014 9:39:47 AM

PSC RECEIPT of Modification notification sent to Unions and DHR

The AIRPORT COMMISSION -- AIR has submitted a modification request for a Personal Services Contract (PSC) for \$344,380 for services for the period August 15, 2012 – August 14, 2016. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3375>

Email sent to the following addresses: L21PSCReview@ifpte21.org

Additional Attachment(s) of Explanation

◇ **Section 1. Description of Work**

**1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most
recently approved PSC # and upload a copy of the PSC.**

PSC # 4011-12/13

Initial



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

August 8, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

KATE FAVETTI
PRESIDENT

SCOTT R. HELDFOND
VICE PRESIDENT

MARY Y. JUNG
COMMISSIONER

E. DENNIS NORMANDY
COMMISSIONER

SANDRA ENG
ACTING EXECUTIVE OFFICER

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4011-12/13 THROUGH 4015-12/13.

At its meeting of August 6, 2012 the Civil Service Commission had for its consideration the above matter.

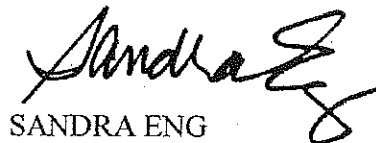
PLEASE NOTE: *It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.*

The Commission:

- (1) Adopted the report; Approved the request for PSC #s 4013-12/13 and 4014-12/13 as amended. Notified the Office of the Controller and the Office of Contract Administration.
- (2) Adopted the report; Approved the request for all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION


SANDRA ENG
Acting Executive Officer

Attachment

- c: Cynthia Avakian, Airport Commission
- Micki Callahan, Human Resources Director
- Lily Conover, Controller's Office
- Marie de Vera, Department of Human Resources
- Aleric Degrafinried, Public Utilities Commission
- Jaci Fong, Office of Contract Administration
- Shamica Jackson, Public Utilities Commission
- LaWan Jones, Public Utilities Commission
- William Lee, Department of Emergency Management
- Ben Rosenfield, Controller
- Maria Ryan, Department of Human Resources
- Commission File
- Chron

POSTING FOR

8/6/2012

PROPOSED PERSONAL SERVICES CONTRACTS - Regular

PSC No	Dept No.	Dept Name	Approval Type	Contract Amount	Description of Work	Duration
4011-12/13	27	Airport Commission	Regular	\$500,000	Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from the 1% annual chance flood or base flood defined by Federal Emergency Management Agency (FEMA) and sea level rise. The consultant will provide expert recommendation on improvements of existing levees and construction of new levees that will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.	8/15/2012 - 8/14/2015
4011-12/13	09	Controller	Regular	\$300,000	Provide arbitrage rebate and compliance services necessary to comply with federal tax law and Internal Revenue Service (IRS) regulations and to calculate and report the rebate liability with respect to the City's tax exempt fixed and variable rate debt obligations.	7/1/2012 - 12/31/2017
4013-12/13	77	Emergency Management	Regular	\$500,000	Contractor will develop the Resilient San Francisco Strategic Plan by conducting an inventory, identify opportunities for future resilience, create an integrated work plan, establish measurement tools and aid in the facilitation advancement of resilience in San Francisco.	9/1/2012 - 8/31/2014
4014-12/13	77	Emergency Management	Regular	\$500,000	The chosen consultant(s) will research, develop and implement an updated community engagement strategy and tactics for the Department of Emergency Management. This strategy will focus on collateral, digital, and interactive components designed to be multi-generational and multi-cultural in nature. The focus of the messaging will be preparedness and resilience related.	9/1/2012 - 8/31/2014
4015-12/13	40	Public Utilities Commission	Regular	\$400,000	An independent review of revenue requirements, costs of service, and rates for the utilities under the jurisdiction of the SFPUC.	8/1/2012 - 8/1/2013
				Total Amount - Regular:	\$2,200,000	

PERSONAL SERVICES CONTRACT SUMMARY

DATE: June 6, 2012

DEPARTMENT NAME: AIRPORT COMMISSION

DEPARTMENT NUMBER: 27

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

TYPE OF REQUEST: [X] INITIAL REQUEST [] MODIFICATION

TYPE OF SERVICE: Feasibility Study for Shoreline Protection System

FUNDING SOURCE: Airport Operating Funds

PSC AMOUNT: \$500,000

PSC DURATION: 8/15/12 to 8/14/15

1. DESCRIPTION OF WORK

A. Concise description of proposed work: Consultant will conduct a feasibility study for constructing a shoreline protection system that will protect the Airport property from the 1% annual chance flood or base flood defined by Federal Emergency Management Agency (FEMA) and sea level rise. The consultant will provide expert recommendation on improvements of existing levees and construction of new levees that will meet FEMA's design guidelines, perform geotechnical testing and structural analyses to ensure both old and new levees provide stability as required by FEMA, and establish design floor elevation based on FEMA's base flood elevation.

B. Explain why this service is necessary and the consequences of denial: This service is necessary to complete the shoreline protections system. Denial of this service will prevent the Airport from protecting Airport property from base flood.

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

This is a new service

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

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

IFPTE, Local 21

Cynthia P. Acker

June 7, 2012

Union Name

Signature of person mailing/faxing form

Date

RFP sent to: IFPTE, Local 21 on To be sent in late summer

Union Name

Date

Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC # 4011-12/13

STAFF ANALYSIS/RECOMMENDATION: Approved 8/6/12

CIVIL SERVICE COMMISSION ACTION:

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

A. Specify required skills and/or expertise: The consultant will provide expertise in shoreline protection system design that meets FEMA's regulations and guidelines. Specific skills in stability and structural analyses, soil engineering, and hydrostatic pressure design, and specific expertise working with FEMA, Bay Conservation and Development Commission (BCDC), and U. S. Army Corps of Engineers (USACE) and other regulatory agencies are required.

B. Which, if any, civil service class normally performs this work? Civil service engineering classes (5201-5211) exist, but their expertise is not applicable to the highly specialized field of levee system that meets FEMA's regulations and guidelines. The job description of these civil service classes does not cover knowledge of this special case. City staff will supervise the contract work.

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

4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

A. Explain why civil service classes are not applicable: Neither Airport staff nor City engineers have all of the requisite expertise regarding FEMA's guidelines. The Airport will use qualified Airport staff to manage the project, but specialized professional services in designing a shoreline protection system and provide expert recommendation to the Airport are needed for this unique design.

B. Would it be practical to adopt a new civil service class to perform this work? Explain. No. the uniqueness in the system design of the levee system at SFO will be a one-time program. Therefore, these specialized project design and support services will be needed only once.

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

Yes No

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

B. Will the contractor train City and County employees?

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

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

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

E. Has a board or commission determined that contracting is the most effective way to provide this service? No, however, the Airport Commission has approved Resolution # 12-0133 for this work.

F. Will the proposed work be completed by a contractor that has a current personal services contract with your department? An RFP will be issued during the summer of 2012.

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

Cynthia P. Avakian

Signature of Departmental Personal Services Contract Coordinator

Cynthia P. Avakian

(650) 821-2014

Print or Type Name

Telephone Number

Airport Commission, Contracts Administration Unit
P.O. Box 8097, San Francisco, CA 94128

Address

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY Dept. Code: MTA

Type of Request: [] Initial [X] Modification of an existing PSC (PSC # 32393 - 13/14)

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

Type of Service: Centralized Safety Database Transitional Implementation and Training

Funding Source: General Funds

PSC Original Approved Amount: \$95,000 PSC Original Approved Duration: 01/10/14 - 07/01/22 (8 years 24 w
PSC Mod#1 Amount: \$800,000 PSC Mod#1 Duration: no duration added
PSC Mod#2 Amount: PSC Mod#2 Duration:
PSC Cumulative Amount Proposed: \$895,000 PSC Cumulative Duration Proposed: 8 years 24 weeks

1. Description of Work

A. Scope of Work:

The Contractor will provide training and implementation services on their proprietary Safety Management Software (Software). This Software is the database of record for all Safety-related incidents involving San Francisco Municipal Transportation Agency (SFMTA) vehicles. The training is for SFMTA staff as part of a "train the trainer" program. This Software replaces the current TransitSafe database and SFMTA staff trained under this program will then act as designated trainers for the entire agency. The duration of this contract includes the length of the entire Software Licensing and Maintenance Agreement. The implementation and training will be complete within a two-year duration.

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

These services are necessary for the agency-wide implementation of the new Safety Management Software. Denial of this service will prevent the successful implementation and training of the Software which is essential to ensuring the safe operation of SFMTA vehicles.

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

The initial PSC #32393-13/14 was approved for this service only, but not awarded.

D. Will the contract(s) be renewed? No.

2. Union Notification: On 06/19/14, the Department notified the following employee organizations of this PSC/RFP request: Transport Workers Union, L 200; SEIU 1021 Miscellaneous; Professional & Tech Engrs, Local 21; Municipal Executive

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 32393 - 13/14

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Expert knowledge and experience with relational database systems, training techniques for the Software, functional software requirements, structured systems, coding, complex systems analysis and design, and techniques and strategies to implement large software database systems.

B. Which, if any, civil service class(es) normally perform(s) this work?
1053,1032,1042,

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

The work involves implementation and training services on the Contractor's proprietary Software product. SFMTA staff and civil service classes do not currently have experience using the Software, but will acquire this while being trained by the contractor.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No, This service is temporary. Once the SFMTA staff is trained they will act as trainers for the rest of the Agency.

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

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

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 06/19/14 BY:

Name: Cynthia Hamada Phone: 415.701.5381 Email: cynthia.hamada@sfmta.com

Address: 1 South Van Ness Avenue, 6th Fl. San Francisco, CA 94013

Additional Attachment(s) of Explanation

◇ Section 3. Description of Required Skills/Expertise

3B. Which, if any, civil service class normally performs this work?

Classes 1053 IS Business Analyst, Senior; 1032 IS Trainer, Journey; and 1042 IS Engineer, Journey would normally perform this work. SFMTA staff and civil service classes do not currently have experience using the Software.

◇ Section 5. Additional Information

5B. Will the contractor train City and County employees?

- Describe training and indicate approximate number of hours.

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

Centralized Safety Database Transitional Implementation and Training

Response to Item 5.B. (continued)

The training will be divided into two groups. The Information Technology Staff and Administrative Analysts will receive twenty-three (23) hours of training on all items. The remaining group of end users (clerks, management assistants, public service aides, managers) will receive eleven (11) hours of training on the applications themselves. Training will be hands-on with trainees working on computers in a classroom setting. The contractor will train approximately twenty (20) employees.

The classifications to receive training are:

- (1) 1820 Jr. Administrative Analyst
- (1) 1822 Administrative Analyst
- (1) 1840 Jr. Management Assistant
- (1) 1406 Senior Clerk
- (2) 1408 Principal Clerk
- (2) 1053 IS Business Analyst Senior
- (1) 1044 IS Engineer Principal
- (1) 1042 IS Engineer Journey
- (5) 9520 Transportation Safety Specialist
- (3) 9916 Public Service Aide
- (1) 9172 Manager II, MTA
- (2) 9179 Manager V, MTA.

Receipt of Union Notification(s):

- ◆ Local 200
- ◆ Local 1021
- ◆ Local 21
- ◆ MEA

Dang, Leorah (HRD)

From: Hamada, Cynthia <Cynthia.Hamada@sfmta.com>
Sent: Thursday, June 19, 2014 5:16 PM
To: local200twu@sbcglobal.net; McGehee, Marshall (MTA)
Cc: DHR-PSCCoordinator, DHR (HRD); L21PSCReview@ifpte21.org; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; 'jebrenner@ifpte.org'; camaguey@sfmea.com; staff@sfmea.com; Patel, Ashish (MTA); Courtney, Robin L; Renteria, Jason E; Boparai, Parveen (MTA)
Subject: FW: Receipt of Modification Request to PSC # 32393 - 13/14 - MODIFICATIONS
Attachments: MOD PSC \$95K + \$800K Centralized Safety Database Transitional Implementation and Training..pdf

It appears that TWU Local 200 wasn't noticed by the database of this PSC Summary Submission today. So, they are copied via this email.

Cynthia Hamada
Senior Personnel Analyst
Employee and Labor Relations
San Francisco Municipal Transportation Agency
415.701.5381

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

From: dhr-psccordinator@sfgov.org [<mailto:dhr-psccordinator@sfgov.org>] On Behalf Of cynthia.hamada@sfmta.com
Sent: Thursday, June 19, 2014 5:06 PM
To: Hamada, Cynthia; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; jebrenner@ifpte21.org; L21PSCReview@ifpte21.org; camaguey@sfmea.com; staff@sfmea.com; Hamada, Cynthia; DHR-PSCCoordinator, DHR; Isen, Richard
Subject: Receipt of Modification Request to PSC # 32393 - 13/14 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a modification request for a Personal Services Contract (PSC) for \$800,000 for services for the period January 10, 2014 – July 1, 2022. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3431>

Email sent to the following addresses: staff@sfmea.com camaguey@sfmea.com L21PSCReview@ifpte21.org Please check the record to see if you selected a union where a corresponding email in the TO: field isn't present. Either you selected none or there is no email entered in the system by that particular union jebrenner@ifpte21.org Larry.Bradshaw@seiu1021.org joe.tanner@seiu1021.net david.canham@seiu1021.org

Additional Attachment(s) of Explanation

◇ **Section 1. Description of Work**

- 1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most
recently approved PSC # and upload a copy of the PSC.**

PSC # 32393-13/14

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: MUNICIPAL TRANSPORTATION AGENCY – MTA Dept. Code: MTA

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

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

Type of Service: Centralized Safety Database Transitional Implementation and Training

Funding Source: General Funds PSC Duration: 8 years 24 weeks

PSC Amount: \$95,000 PSC Est. Start Date: 01/10/2014 PSC Est. End Date: 07/01/2022

1. Description of Work

A. Scope of Work:

The Contractor will provide training and implementation services on their proprietary Safety Management Software (Software). This Software is the database of record for all Safety-related incidents involving San Francisco Municipal Transportation Agency (SFMTA) vehicles. The training is for SFMTA staff as part of a "train the trainer" program. This Software replaces the current TransitSafe database and SFMTA staff trained under this program will then act as designated trainers for the entire agency. The duration of this contract includes the length of the entire Software Licensing and Maintenance Agreement. The implementation and training will be complete within a two-year duration.

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

These services are necessary for the agency-wide implementation of the new Safety Management Software. Denial of this service will prevent the successful implementation and training of the Software which is essential to ensuring the safe operation of SFMTA vehicles.

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

D. Will the contract(s) be renewed? No.

2. Union Notification: On 12/03/2013, the Department notified the following employee organizations of this PSC/RFP request: Transport Workers Union, L 200, SEIU 1021 Miscellaneous, Professional & Tech Engrs, Local 21

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 32393 - 13/14

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 12/10/2013

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
 Expert knowledge and experience with relational database systems, training techniques for the Software, functional software requirements, structured systems, coding, complex systems analysis and design, and techniques and strategies to implement large software database systems.

B. Which, if any, civil service class(es) normally perform(s) this work?
 1053,1032,1042,

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

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

The work involves implementation and training services on the Contractor's proprietary Software product. SFMTA staff and civil service classes do not currently have experience using the Software, but will acquire this while being trained by the contractor.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.
 No, This service is temporary. Once the SFMTA staff is trained they will act as trainers for the rest of the Agency.

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

YES NO

- | | | |
|--|-------------------------------------|-------------------------------------|
| A. Will the contractor directly supervise City and County employee? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| B. Will the contractor train City and County employee?
See attached 3rd page of document. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| C. Are there legal mandates requiring the use of contractual services? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| D. Are there federal or state grant requirements regarding the use of contractual services? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| E. Has a board or commission determined that contracting is the most effective way to provide this service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
 ON 12/03/2013 BY:

Name: Cynthia Hamada Phone: 415.701.5381 Email: cynthia.hamada@sfmta.com

Address: 1 South Van Ness Avenue, 6th Fl. San Francisco, CA 94013

Centralized Safety Database Transitional Implementation and Training

Response to Item 5.B. (continued)

The training will be divided into two groups. The Information Technology Staff and Administrative Analysts will receive twenty-three (23) hours of training on all items. The remaining group of end users (clerks, management assistants, public service aides, managers) will receive eleven (11) hours of training on the applications themselves. Training will be hands-on with trainees working on computers in a classroom setting. The contractor will train approximately twenty (20) employees.

The classifications to receive training are:

- (1) 1820 Jr. Administrative Analyst
- (1) 1822 Administrative Analyst
- (1) 1840 Jr. Management Assistant
- (1) 1406 Senior Clerk
- (2) 1408 Principal Clerk
- (2) 1053 IS Business Analyst Senior
- (1) 1044 IS Engineer Principal
- (1) 1042 IS Engineer Journey
- (5) 9520 Transportation Safety Specialist
- (3) 9916 Public Service Aide
- (2) 9179 Manager V,

Dang, Leorah

From: dhr-psccordinator@sfgov.org on behalf of cynthia.hamada@sfmta.com
Sent: Tuesday, December 03, 2013 12:22 PM
To: Hamada, Cynthia; david.canham@seiu1021.org; joe.tanner@seiu1021.net; Larry.Bradshaw@seiu1021.org; jebrenner@ifpte21.org; L21PSCReview@ifpte21.org; camaguey@sfmea.com; staff@sfmea.com; Hamada, Cynthia; DHR-PSCCoordinator, DHR; Isen, Richard
Subject: Receipt of Notification to Union for New Expedited PSC Request PSC # 32393 - 13/14

RECEIPT for Union Notification for Expedited PSC 32393 - 13/14 less than \$100k

The MUNICIPAL TRANSPORTATION AGENCY -- MTA has submitted a request for a Personal Services Contract (PSC) 32393 - 13/14 for \$95,000 for Initial Request services for the period 01/10/2014 -- 07/01/2022. Questions about the services should be directed to the Department directly.

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

<http://apps.sfgov.org/dhrdrupal/node/907>

Email sent to the following addresses: staff@sfmea.com for Municipal Executive Association camaguey@sfmea.com for Municipal Executive Association L21PSCReview@ifpte21.org for Professional & Tech Engrs, Local 21 jebrenner@ifpte21.org for Professional & Tech Engrs, Local 21 Larry.Bradshaw@seiu1021.org for SEIU 1021 Miscellaneous joe.tanner@seiu1021.net for SEIU 1021 Miscellaneous david.canham@seiu1021.org for SEIU 1021 Miscellaneous local200twu@sbcglobal.net for Transport Workers Union, L 200

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: TREASURER/TAX COLLECTOR Dept. Code: TTX

Type of Request: Initial Modification of an existing PSC (PSC # 4043 08/09)

Type of Approval: Expedited Regular (Omit Posting)

Type of Service: Development and Processing of Credit Card Payment Applications

Funding Source: Revenue Fund

PSC Original Approved Amount: \$250,000

PSC Original Approved Duration: 09/15/08 - 09/12/12 (3 years 51 w

PSC Mod#1 Amount: \$250,000

PSC Mod#1 Duration: 10/16/12-10/15/14 (2 years 4 weeks)

PSC Mod#2 Amount: no amount added

PSC Mod#2 Duration: 10/16/14-10/15/16 (2 years 1 day)

PSC Cumulative Amount Proposed: \$500,000

PSC Cumulative Duration Proposed: 8 years 4 weeks

1. **Description of Work**

A. Scope of Work:

Vendor will develop a comprehensive phone and web payment application for the City to accept payment of property taxes, parking tickets, water utility bills, and other kinds of taxes and license fees using credit cards, debits cards and e-checks. This service will be NO COST to the City as convenience fees that will be charged to the Taxpayer for payment of taxes, licenses and utility bills will be remitted to the vendor to cover the cost of providing the service and processing the payments.

*The \$62,500 estimated annual cost applies to the transaction service cost of processing credit card payments for parking tickets since MTA's policy is not to charge convenience fees to its customers.

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

This payment service will allow the City and County to continue to receive \$94 million dollars in annual payments for property taxes, water bills and parking citations. The service provides a convenient and efficient payment method for customers thereby encouraging prompt payment of City and County obligations during the term of the contract.

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

Yes Prior PSC. Note: The reason why 790 (now known as Local 1021) is not notified is that the classifications are currently represented by Local 21. Local 21 is the sole union representing classes.

D. Will the contract(s) be renewed? Yes. City option two additional 2 year terms.

2. **Union Notification:** On 06/18/14, the Department notified the following employee organizations of this PSC/RFP request: SEIU 1021 Miscellaneous; Architect & Engineers, Local 21;

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4043 08/09

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 08/04/2014

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:

Experience in the development of payment application in the web and IVR (Interactive Voice Response) system.

B. Which, if any, civil service class(es) normally perform(s) this work?
1063,1064,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
Yes. All payment services will be hosted by the vendor at their location.

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Contractor needs hands-on highly technical and experienced staff who are exposed in the industry and are equipped with the electronic banking skills that pertain to the development and integration of the different methods of electronic payments, (Interactive Voice Recognition and web).

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

No. The standard payment application development is no cost to the City. All hardware and software will be hosted by the contractor. In addition, the contractor will need to be fully audited for Level I Compliance with the Payment Card Industry Data Security Standards (PCI DSS)

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

	<u>YES</u>	<u>NO</u>
A. Will the contractor directly supervise City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Will the contractor train City and County employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Are there legal mandates requiring the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Are there federal or state grant requirements regarding the use of contractual services?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has a board or commission determined that contracting is the most effective way to provide this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? FIS Link2Gov	<input checked="" type="checkbox"/>	<input type="checkbox"/>

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 06/18/14 BY:

Name: Greg Kato Phone: 415-554-6888 Email: greg.kato@sfgov.org

Address: 1 Dr Carlton B Goodlett Pl, Room 140 San Francisco, CA 94102

Receipt of Union Notification(s)
◆ Local 21

Kato, Greg (TTX)

From: dhr-psccordinator@sfgov.org on behalf of greg.kato@sfgov.org
Sent: Wednesday, June 18, 2014 9:44 AM
To: Kato, Greg (TTX); L21PSCReview@ifpte21.org; Kato, Greg (TTX); DHR-PSCCoordinator, DHR (HRD); Isen, Richard (TIS)
Subject: Receipt of Modification Request to PSC # 4043 08/09 - MODIFICATIONS

PSC RECEIPT of Modification notification sent to Unions and DHR

The TREASURER/TAX COLLECTOR -- TTX has submitted a modification request for a Personal Services Contract (PSC) for \$0 for services for the period October 16, 2014 – October 15, 2016. For all Modification requests, there is a 7-Day noticed to the union(s) prior to DHR Review.

After logging into the system please select link below:

<http://apps.sfgov.org/dhrdrupal/node/3401>

Email sent to the following addresses: L21PSCReview@ifpte21.org

Additional Attachment(s) of Explanation

◇ **Section 1. Description of Work**

**1C. Has this service been provided in the past. If so, how?
If the service was provided via a PSC, provide the most
recently approved PSC # and upload a copy of the PSC.**

PSC # 4043-D8/09

4043-08/09
Initial



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

November 9, 2012

NOTICE OF CIVIL SERVICE COMMISSION ACTION

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACT NUMBERS 4040-12/13 THROUGH 4047-12/13; 4043-08/09; 4016-08/09; 4087-09/10; 4102-08/09; AND 4175-07/08.

At its meeting of November 5, 2012 the Civil Service Commission had for its consideration the above matter.

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

The Commission:

1. Adopted the report; Approved the request for approval of PSC #4045-12/13 on the condition that the Art Commission work with the Executive Officer to expand on the scope of work described in the PSC Summary. Notified the Office of the Controller and the Office of Contract Administration.
2. Adopted the report; Approved the request for approval of PSC #4046-12/13 on the condition that the Port Commission clarify there were previous PSCs approved by the Civil Service Commission for this scope of work. Notified the Office of the Controller and the Office of Contract Administration.
3. Adopted the report; Approved the request for approval of all remaining contracts. Notified the Office of the Controller and the Office of Contract Administration.

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

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Attachment

- c:
- Cynthia Avakian, Airport Commission
 - Micki Callahan, Human Resources Director
 - Leorah Dang, Department of Human Resources
 - Aleric Degrafinried, Public Utilities Commission
 - Jaci Fong, Office of Contract Administration
 - Jacque Hale, Department of Public Health
 - Lavena Holmes, Port Commission
 - Deedra Jackson, Department of Children, Youth & Their Families
 - Shamica Jackson, Public Utilities Commission
 - LaWan Jones, Public Utilities Commission
 - Greg Kato, Treasurer-Tax Collector
 - Kimberlee Kimura, Assessor's Office
 - Rebekah Krell, Arts Commission
 - Bea Rosenfield, Controller
 - Commission File
 - Chron

- KATE FAVETTI
PRESIDENT
- SCOTT R. HELDFOND
VICE PRESIDENT
- MARY Y. JUNG
COMMISSIONER
- E. DENNIS NORMANDY
COMMISSIONER
- JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

POSTING FOR
11/5/2012

PROPOSED PERSONAL SERVICES CONTRACTS
MODIFICATION TO INCREASE CONTRACT AMOUNT/DURATION

PSC No	Dept No	Dept Description	Approval Type	Modified Amount	Cumulative Total	Description of Work	Start Date - End Date
4043-08/09	08	Treasurer/Tax Collector	Continuing	\$250,000	\$500,000	Development & processing of credit card payment applications for both online & IVR property taxes, water utility bills & parking citations.	10/6/2008 - 10/15/2014
4087-09/10	40	Public Utilities Commission	Regular	\$0	\$10,000,000	Prime Contractor will lead total turnkey project consisting of procurement and implementation of Water Advanced Meter Infrastructure (AMI) System in San Francisco. The SFPUC, at request from Commission, researched and evaluated the merits of an AMI System to replace its manual meter reading practices, and a business case completed in late 2006, proved the forecasted expenditure. The professional service contract will cover the system installation, including replacement or retrofit of existing SF City and County water meters with AMI End Points, as well as installation of AMI regional data collectors and associated network equipment. The AMI End Points consist of water meters potted to an AMI Module which transmits consumption data from the meters to AMI regional collector units (RCUs). The installation of the System is expected to be around \$10,000,000 in services (CS-936).	1/1/2009 - 12/31/2013
4102-08/09	40	Public Utilities Commission	Regular	\$1,500,000	\$2,900,000	Coordination and workplan preparation; environmental document scoping; environmental background and field studies; alternatives analysis; preparation of draft environmental documents; public review of draft environmental documents; response to public comments; preparation of final environmental documents; and mitigation monitoring plan preparation.	4/1/2010 - 1/30/2018
4175-07/08	40	Public Utilities Commission	Regular	\$150,000	\$350,000	Contract work consists of financial advisory services in connection with general financial planning and transaction-specific activities related to the Water, Wastewater and Power Enterprises - including, but not limited to, debt financing, financial forecasting, rate setting and administration, asset management and risk management. This modification will extend the services through purchase of 2011 Services FG Bonds. Funds from the bond sale will be used to provide Water Enterprise capital improvement program financing. Will provide bait trap, dispatch and removal of feral pigs from watershed lands to control the pig population on the Alameda and Peninsula Watersheds. Provide detail predation reports to State Agencies; maintain required licensing & training with California Department of Fish and Game.	8/1/2008 - 9/30/2015

PERSONAL SERVICES CONTRACT SUMMARY

DATE: _____
DEPARTMENT NAME Treasurer and Tax Collector DEPARTMENT NUMBER 08

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

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

TYPE OF SERVICE: Development and processing of credit card payment applications for both online and IVR property taxes, water utility bills and parking citations.

FUNDING SOURCE: Revenue Fund

PSC AMOUNT: \$250,000 (\$62,500 Annual Estimated Account*) PSC DURATION : 09/15/2008 - 09/15/2012

1. DESCRIPTION OF WORK

A. Concise description of proposed work:

- Vendor will develop a comprehensive phone and web payment application for the City to accept payment of property taxes, parking tickets, water utility bills, and other kinds of taxes and license fees using credit cards, debits cards and e-checks. This service will be NO COST to the City as convenience fees that will be charged to the Taxpayer for payment of taxes, licenses and utility bills will be remitted to the vendor to cover the cost of providing the service and processing the payments.
*The \$62,500 estimated annual cost applies to the transaction service cost of processing credit card payments for parking tickets since MTA's policy is not to charge convenience fees to its customers.

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

- This payment service will allow the City and County to continue to receive \$94 million dollars in annual payments for property taxes, water bills and parking citations. The service provides a convenient and efficient payment method for customers thereby encouraging prompt payment of City and County obligations during the term of the contract.

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

- This service is currently provided by Official Payments Corporation with the current contract expiring on 9/15/08.

C. Will the contract(s) be renewed?

- Yes. The City has option to renew the contract for an additional two 2-year term.

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

Local 21 Union Name Signature of person mailing / faxing form
Local 790 Union Name Signature of person mailing / faxing form
RFP sent to N/A Union Name Date Signature

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# _____
STAFF ANALYSIS/RECOMMENDATION: _____ CIVIL SERVICE COMMISSION ACTION: _____

3. DESCRIPTION OF REQUIRED SKILLS/EXPERTISE

- A. Specify required skills and/or expertise:
Experience in the development of payment application in the web and IVR (Interactive Voice Response System).
- B. Which, if any, civil service class normally performs this work?
Programmer Series (Class 1063/1064)
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
Yes. All payment services will be hosted by the vendor at their location.

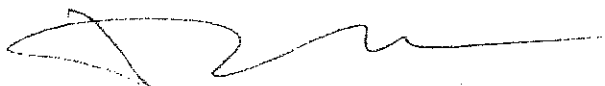
4. WHY CLASSIFIED CIVIL SERVICE CANNOT PERFORM

- A. Explain why civil service classes are not applicable:
Contractor needs hands-on highly technical and experienced staff who are exposed in the industry and are equipped with the electronic banking skills that pertain to the development and integration of the different methods of electronic payments (IVR and web).
- B. Would it be practical to adopt a new civil service class to perform this work? Explain.
No. The standard payment application development is no cost to the City. All hardware and software will be provided and hosted by the contractor. In addition, the contractor will need to be fully audited for Level 1 Compliance with the Payment Card Industry Data Security Standards (PCIDSS).

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

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

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



Signature of Departmental Personal Services Contract Coordinator

Print or Type Name

Telephone Number

Office of the Treasurer and Tax Collector

City Hall, Room 140

1 Dr. Carlton B. Goodlett Place, SF, CA 94102

Address



CIVIL SERVICE COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent via Electronic Mail

July 24, 2014

NOTICE OF CIVIL SERVICE COMMISSION MEETING

SUBJECT: SURVEY OF MONTHLY RATES PAID TO POLICE OFFICERS AND FIREFIGHTERS IN ALL CITIES OF 350,000 OR MORE IN THE STATE OF CALIFORNIA.

The above matter will be considered by the Civil Service Commission at a meeting to be held on **August 4, 2014** at 2:00 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

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

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

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

CIVIL SERVICE COMMISSION

Sandra Eng
JENNIFER JOHNSTON For
Executive Officer

Attachment

Cc: Rich David, Department of Human Resources
Martin Gran, Department of Human Resources
Steven Ponder, Department of Human Resources
Jay Huish, Employee Retirement System
Chief Joanne Hayes-White, San Francisco Fire Department
Chief Gregory Suhr, San Francisco Police Department
Martin Halloran, San Francisco Police Officers Association
Thomas O'Connor, San Francisco Firefighters, Local 798
Rebecca Rhine, S.F. Municipal Executives Association
Commission File
Commissioners' Binder
Chron

THIS DOCUMENT SUPPORTS
CALENDAR ITEM 0

CIVIL SERVICE COMMISSION

1. CIVIL SERVICE COMMISSION REGISTER NUMBER: _____
2. FOR CIVIL SERVICE COMMISSION MEETING OF: August 4, 2014
3. CHECK ONE: CONSENT AGENDA
REGULAR AGENDA
4. SUBJECT: SURVEY OF MONTHLY RATES PAID TO POLICE OFFICERS AND FIREFIGHTERS IN ALL CITIES OF 350,000 OR MORE IN THE STATE OF CALIFORNIA
5. RECOMMENDATION: ADOPT REPORT; TRANSMIT RATES TO THE RETIREMENT SYSTEM IN ACCORDANCE WITH CHARTER SECTION A8.590.1-A8.590-7; PROVIDE REPORT TO THE BOARD OF SUPERVISORS.
6. REPORT PREPARED BY: Rich David TELEPHONE NUMBER: 557-4965

7. NOTIFICATIONS: SEE ATTACHED

8. REVIEWED AND APPROVED FOR CIVIL SERVICE AGENDA:

HUMAN RESOURCES DIRECTOR: *Walter A. Cole*

DATE: 7/10/14

9. SUBMIT THE ORIGINAL TIME-STAMPED COPY OF THIS FORM AND PERSONS TO BE NOTIFIED (SEE ITEM 7 ABOVE) ALONG WITH THE REQUIRED COPIES OF THE REPORT TO:

EXECUTIVE OFFICER
CIVIL SERVICE COMMISSION
25 VAN NESS, ROOM 720
SAN FRANCISCO, CA 94102

10. RECEIPT-STAMP THIS FORM IN THE "CSC RECEIPT STAMP" BOX TO THE RIGHT USING THE TIME-STAMP IN THE CSC OFFICE.

ATTACHMENT

CSC RECEIPT STAMP

NOTIFICATIONS:

Chief Joanne Hayes-White
San Francisco Fire Department
698 2nd Street
San Francisco, CA 94107

Rebecca Rhine
Executive Director
S.F. Municipal Executives Association
870 Market Street, Rm. 450
San Francisco, CA 94147-4146

Chief Gregory Suhr
San Francisco Police Department
850 Bryant Street
San Francisco, CA 94103

Martin Halloran, President
San Francisco Police Officers
Association
510 Seventh Street
San Francisco, CA 94103

Thomas P. O'Connor, President
San Francisco Firefighters, Local 798
1139 Mission Street
San Francisco, CA 94103

Steven Ponder
Classification & Compensation Manager
Department of Human Resources
One South Van Ness Avenue, 4th Floor
San Francisco, CA 94103

Martin Gran
Employee Relations Director
Department of Human Resources
One South Van Ness Avenue, 4th Floor
San Francisco, CA 94103

Jay Huish
Executive Director
Employee Retirement System
30 Van Ness Avenue, 3rd Floor
San Francisco, CA 94103

Rich David
Sr. Administrative Analyst
Department of Human Resources
One South Van Ness Avenue, 4th Floor
San Francisco, CA 94103



DATE: August 04, 2014

TO: The Honorable Civil Service Commission

FROM: Micki Callahan, Human Resources Director

SUBJECT: SURVEY OF MONTHLY RATES PAID TO POLICE OFFICERS AND FIREFIGHTERS IN ALL CITIES OF 350,000 OR MORE IN THE STATE OF CALIFORNIA.

RECOMMENDATION: ADOPT REPORT; TRANSMIT RATES TO THE RETIREMENT SYSTEM IN ACCORDANCE WITH CHARTER SECTION A8.590-1 THROUGH A8.590-7. PROVIDE REPORT TO THE BOARD OF SUPERVISORS.

BACKGROUND AND ISSUES

In November 1990, the electorate passed Proposition D, which allows for collective bargaining to set wages and working conditions of the uniformed force of the Police and Fire Departments. Charter Sections A8.590-1 through A8.590-7 require that the rates of pay for retired Police Officers and Firefighters shall be based on rates that are not lower than the rates that would be established if Charter Section A8.405 were still in effect.

Per Section A8.405 of the Charter, the staff has surveyed rates of compensation paid to Police Officers and Firefighters in all cities of 350,000 population or more in the State of California, based on the 2010 federal decennial census. The cities used in the survey are Fresno, Long Beach, Los Angeles, Oakland, Sacramento, San Diego, and San Jose. Staff also surveyed compensation paid for police two-wheeled motorcycle duty in these same cities. The results of our survey are attached. Please note this survey reflects the Charter mandated jurisdictions. The City uses different, regional comparator jurisdictions for salary negotiations.

THE FINDINGS

As of July 1, 2014, the average maximum monthly wage for Police Officers in our survey is \$7,206 per month. This is \$2,141 less than the maximum monthly wage currently paid to San Francisco Police Officers. This average maximum monthly rate of \$7,206 is 29.70% below the \$9,347 maximum monthly rate for San Francisco Police Officers. The rates of pay for Police Department classes, if A8.405 were in effect, are shown in the tables following the survey results.

For Firefighters, the average maximum monthly rate in our survey, as of July 1, 2014, is \$6,592, or \$2,757 less than the maximum monthly rate paid to San Francisco Firefighters. This average maximum monthly rate of \$6,592 is 41.82% below the \$9,349 maximum monthly rate for San Francisco Firefighters. Since the maximum monthly rate paid to San Francisco Firefighters has long been above the average of the surveyed

cities, the A8.405 rates for Firefighters are based on the increase provided to the Police classes, according to A8.405(d). The A8.405 rates of pay for Firefighter classes are shown in the tables following the survey results.

Since the Bureau of Labor Statistics changed the reporting period for the San Francisco metropolitan area Consumer Price Index from monthly to bimonthly, we can no longer report the March to March change as provided in the Charter. Therefore, the February CPI rates for San Francisco and the other surveyed cities are indicated in this report. The cost of living for San Francisco increased by 2.03% and the average increase in cost of living for cities surveyed was 1.31%. There is a 0.73% difference between the cost of living increase for San Francisco and the cost of living for the cities surveyed.

Section 4 E of the 2007-2015 Memorandum of Understanding between the City and County of San Francisco and the San Francisco Police Officers' Association provides that "members assigned to the Motorcycle and Honda units shall continue to receive a premium in an amount in accord with current practice pursuant to Charter Section A8.405(b)." The survey results show the average monthly Motorcycle Pay for two-wheel motorcycle traffic duty is \$427 per month. The current rate being paid to San Francisco Police Officers is \$414 per month.

In conclusion, the collectively bargained monthly rates for the Police Officers and Firefighters exceed the average maximum monthly rates as defined by Charter Section A8.405.

RECOMMENDATION

It is recommended that the Civil Service Commission approve and transmit to the Retirement System and to the Board of Supervisors this survey of rates certified in the attached report in accordance with Charter Sections A8.405 and A8.590-1 through A8.590-7.

Respectfully Submitted,



Steven Ponder
Classification and
Compensation Manager

**City and County of San Francisco
POLICE OFFICER SALARY SURVEY**

Rates of Pay Effective July 1, 2014

City	Class Title	MC Pay*	Number of Positions	Monthly Salary	
				Minimum	Maximum
San Francisco	Police Officer	\$414	1,865	\$6,715	\$9,347
Fresno	Police Officer	\$275	587	\$4,973	\$6,348
Long Beach	Police Officer	\$366	645	\$5,903	\$7,310
Los Angeles	Police Officer	\$849	4,313	\$5,620	\$7,369
Oakland	Police Officer	\$417	446	\$5,954	\$8,338
Sacramento	Police Officer	---	569	\$4,955	\$6,025
San Diego	Police Officer	\$222	1,282	\$5,254	\$6,350
San Jose ¹	Police Officer	\$435	870	\$6,500	\$8,705
Average of Other Cities		\$427		\$5,594	\$7,206
* Two-Wheeled Motorcycle Pay					
San Francisco maximum rate exceeds the Average of Other Cities by:					29.70%

¹ Reflects San Jose's partial restoration of POA 6/26/11 negotiated 10% decrease

**City and County of San Francisco
FIREFIGHTER SALARY SURVEY**

Rates of Pay Effective July 1, 2014

City	Class Title	Number of Positions	Monthly Salary	
			Minimum	Maximum
San Francisco	Firefighter	935	\$6,056	\$9,349
Fresno	Firefighter	102	\$4,916	\$6,278
Long Beach	Firefighter	189	\$5,384	\$6,612
Los Angeles	Firefighter	1,851	\$5,803	\$7,224
Oakland	Firefighter	188	\$5,830	\$7,670
Sacramento	Firefighter	273	\$4,684	\$5,694
San Diego	Firefighter	267	\$4,392	\$5,300
San Jose	Firefighter	244	\$5,496	\$7,368
Average of Other Cities:			\$5,215	\$6,592
San Francisco maximum rate exceeds Average of Other Cities by:				41.82%

**CONSUMER PRICE INDEX
Urban Wage Earners and Clerical Workers**

City	February 2013*	February 2014*	Percent Increase
San Francisco	240.3	245.1	2.03%
Long Beach	233.0	233.9	0.39%
Los Angeles	233.0	233.9	0.39%
Oakland	240.3	245.1	2.03%
**San Diego	243.1	247.2	1.69%
San Jose	240.3	245.1	2.03%
The average cost of living in all other cities increased by:			1.31%
The cost of living in San Francisco increased by:			2.03%

Note:

The Bureau of Labor Statistics does not compile cost-of-living indexes for Sacramento and Fresno.

* The reporting period for the San Francisco-Oakland-San Jose metropolitan area changed several years ago from monthly to bi-monthly. The rates shown reflect the CPI in February of each year. To maintain consistency, the February CPI rates are indicated for Los Angeles and Long Beach.

** The Bureau of Labor Statistics publishes only a semi-annual rate for San Diego. As such, the CPI data listed for San Diego is the 2nd half of 2012 and the 2nd half of 2013, using Urban Wage Earners and Clerical Workers

A8.405 Rates of Pay for Police Classes

Effective Date	Percent increase	July 1, 2014																								
		2.14%																								
		Biweekly	Monthly																							
0390	Chief of Police	\$8,907	\$19,373																							
0395	Assistant Chief	\$7,908	\$17,199																							
0380	Inspector	\$3,842	\$8,357																							
0381	Inspector II	\$3,994	\$8,687																							
0382	Inspector III	\$4,074	\$8,860																							
0400	Deputy Chief	\$7,497	\$16,307																							
0401	Deputy Chief II	\$7,796	\$16,957																							
0402	Deputy Chief III	\$7,948	\$17,287																							
0488	Commander	\$6,094	\$13,255																							
0489	Commander II	\$6,337	\$13,784																							
0490	Commander III	\$6,460	\$14,050																							
Q 35	Assistant Inspector	\$3,550	\$7,722																							
Q 35	Assistant Inspector (with 2 years svc)	\$3,842	\$8,357																							
Q 36	Assistant Inspector II	\$3,692	\$8,030																							
Q 36	Assistant Inspector II (with 2 years svc)	\$3,994	\$8,687																							
Q 37	Assistant Inspector III	\$3,765	\$8,189																							
Q 37	Assistant Inspector III (with 2 years svc)	\$4,074	\$8,860																							
Q 50	Sergeant	\$3,842	\$8,357																							
Q 51	Sergeant II	\$3,994	\$8,687																							
Q 52	Sergeant III	\$4,074	\$8,860																							
Q 60	Lieutenant	\$4,387	\$9,542																							
Q 61	Lieutenant II	\$4,564	\$9,927																							
Q 62	Lieutenant III	\$4,651	\$10,116																							
Q 63	Criminologist	\$5,154	\$11,209																							
Q 80	Captain	\$5,154	\$11,209																							
Q 81	Captain II	\$5,358	\$11,654																							
Q 82	Captain III	\$5,464	\$11,884																							
Q 90	Dir, Police Psych	\$5,386	\$11,714																							
Q 2	Police Officer	<table border="0" style="margin-left: 20px;"> <tr> <td style="text-align: center;">Pre- <u>7/1/1996</u></td> <td style="text-align: center;">7/1/96 to <u>present</u></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">--</td> <td>1st year</td> <td style="text-align: right;">\$2,523</td> <td style="text-align: right;">\$5,488</td> </tr> <tr> <td>1st year</td> <td>2nd year</td> <td style="text-align: right;">\$2,864</td> <td style="text-align: right;">\$6,230</td> </tr> <tr> <td>2nd year</td> <td>3rd year</td> <td style="text-align: right;">\$3,004</td> <td style="text-align: right;">\$6,534</td> </tr> <tr> <td>3rd year</td> <td>4th year</td> <td style="text-align: right;">\$3,153</td> <td style="text-align: right;">\$6,858</td> </tr> <tr> <td>4th year</td> <td>5th year</td> <td style="text-align: right;">\$3,313</td> <td style="text-align: right;">\$7,206</td> </tr> </table>	Pre- <u>7/1/1996</u>	7/1/96 to <u>present</u>			--	1st year	\$2,523	\$5,488	1st year	2nd year	\$2,864	\$6,230	2nd year	3rd year	\$3,004	\$6,534	3rd year	4th year	\$3,153	\$6,858	4th year	5th year	\$3,313	\$7,206
Pre- <u>7/1/1996</u>	7/1/96 to <u>present</u>																									
--	1st year	\$2,523	\$5,488																							
1st year	2nd year	\$2,864	\$6,230																							
2nd year	3rd year	\$3,004	\$6,534																							
3rd year	4th year	\$3,153	\$6,858																							
4th year	5th year	\$3,313	\$7,206																							
Q 3	Police Officer II	<table border="0" style="margin-left: 20px;"> <tr> <td style="text-align: center;">Pre- <u>7/1/1996</u></td> <td style="text-align: center;">7/1/96 to <u>present</u></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">--</td> <td>1st year</td> <td style="text-align: right;">\$2,624</td> <td style="text-align: right;">\$5,708</td> </tr> <tr> <td>1st year</td> <td>2nd year</td> <td style="text-align: right;">\$2,977</td> <td style="text-align: right;">\$6,474</td> </tr> <tr> <td>2nd year</td> <td>3rd year</td> <td style="text-align: right;">\$3,124</td> <td style="text-align: right;">\$6,795</td> </tr> <tr> <td>3rd year</td> <td>4th year</td> <td style="text-align: right;">\$3,279</td> <td style="text-align: right;">\$7,131</td> </tr> <tr> <td>4th year</td> <td>5th year</td> <td style="text-align: right;">\$3,445</td> <td style="text-align: right;">\$7,492</td> </tr> </table>	Pre- <u>7/1/1996</u>	7/1/96 to <u>present</u>			--	1st year	\$2,624	\$5,708	1st year	2nd year	\$2,977	\$6,474	2nd year	3rd year	\$3,124	\$6,795	3rd year	4th year	\$3,279	\$7,131	4th year	5th year	\$3,445	\$7,492
Pre- <u>7/1/1996</u>	7/1/96 to <u>present</u>																									
--	1st year	\$2,624	\$5,708																							
1st year	2nd year	\$2,977	\$6,474																							
2nd year	3rd year	\$3,124	\$6,795																							
3rd year	4th year	\$3,279	\$7,131																							
4th year	5th year	\$3,445	\$7,492																							
Q 4	Police Officer III	<table border="0" style="margin-left: 20px;"> <tr> <td style="text-align: center;">Pre- <u>7/1/1996</u></td> <td style="text-align: center;">7/1/96 to <u>present</u></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">--</td> <td>1st year</td> <td style="text-align: right;">\$2,674</td> <td style="text-align: right;">\$5,817</td> </tr> <tr> <td>1st year</td> <td>2nd year</td> <td style="text-align: right;">\$3,033</td> <td style="text-align: right;">\$6,596</td> </tr> <tr> <td>2nd year</td> <td>3rd year</td> <td style="text-align: right;">\$3,186</td> <td style="text-align: right;">\$6,929</td> </tr> <tr> <td>3rd year</td> <td>4th year</td> <td style="text-align: right;">\$3,341</td> <td style="text-align: right;">\$7,267</td> </tr> <tr> <td>4th year</td> <td>5th year</td> <td style="text-align: right;">\$3,512</td> <td style="text-align: right;">\$7,638</td> </tr> </table>	Pre- <u>7/1/1996</u>	7/1/96 to <u>present</u>			--	1st year	\$2,674	\$5,817	1st year	2nd year	\$3,033	\$6,596	2nd year	3rd year	\$3,186	\$6,929	3rd year	4th year	\$3,341	\$7,267	4th year	5th year	\$3,512	\$7,638
Pre- <u>7/1/1996</u>	7/1/96 to <u>present</u>																									
--	1st year	\$2,674	\$5,817																							
1st year	2nd year	\$3,033	\$6,596																							
2nd year	3rd year	\$3,186	\$6,929																							
3rd year	4th year	\$3,341	\$7,267																							
4th year	5th year	\$3,512	\$7,638																							

A8.405 Rates of Pay for Fire Classes

Effective Date	Percent increase	July 1, 2014	
		2.14%	
		Biweekly	Monthly
0140	Chief of Department	\$8,907	\$19,373
0150	Deputy Chief of Department	\$7,497	\$16,307
H 51	Assistant Deputy Chief II	\$6,096	\$13,258
H 53	Emergency Medical Services Chief	\$6,096	\$13,258
H 4	Inspector, Bureau of Fire Prevention and Public Safety	\$3,962	\$8,617
H 6	Investigator, Bureau of Fire Investigation	\$3,962	\$8,617
H 10	Chief's Operator	\$3,606	\$7,842
H 16	Technical Training Specialist	\$3,839	\$8,350
H 18	Coordinator of Community Service	\$3,839	\$8,350
H 19	Operations-Training Supervisor, Airport	\$3,839	\$8,350
H 20	Lieutenant	\$3,843	\$8,359
H 22	Lieutenant, Bureau of Fire Prevention and Public Safety	\$4,341	\$9,442
H 24	Lieutenant, Bureau of Fire Investigation	\$4,341	\$9,442
H 28	Lieutenant, Division of Training	\$4,387	\$9,542
H 30	Captain	\$4,388	\$9,544
H 32	Captain, Bureau of Fire Prevention and Public Safety	\$4,962	\$10,793
H 33	EMS Captain	\$4,388	\$9,544
H 39	Captain, Division of Training	\$5,269	\$11,461
<hr/>			
H 40	Battalion Chief	\$5,271	\$11,465
H 43	EMS Section Chief	\$5,271	\$11,465
H 50	Assistant Chief of Department	\$6,094	\$13,255
H110	Marine Engineer of Fire Boats	\$4,387	\$9,542
H120	Pilot of Fire Boats	\$4,387	\$9,542
H 2	Firefighter		
		Pre- <u>7/1/1996</u>	7/1/96 to <u>present</u>
		--	1st year
		\$2,523	\$5,488
		1st year	2nd year
		\$2,864	\$6,230
		2nd year	3rd year
		\$3,004	\$6,534
		3rd year	4th year
		\$3,153	\$6,858
		4th year	5th year
		\$3,313	\$7,206
H 3	Firefighter/Paramedic	\$3,827	\$8,324

A8.405 Rates of Pay for Abolished Police and Fire Classes

Effective Date	July 1, 2014	
Percent increase	2.14%	
	Biweekly	Monthly
Police Department		
0360 Chief of Inspectors	\$7,497	\$16,307
0420 Department Secretary	\$6,094	\$13,255
0460 Secretary, Police Commission	\$4,387	\$9,542
0470 Supervising Captain	\$6,094	\$13,255
0480 Director of Traffic	\$7,497	\$16,307
0485 Supervising Captain of Patrol	\$6,094	\$13,255
0490 Captain of Traffic	\$5,537	\$12,043
0520 Police Surgeon	\$3,313	\$7,206
Q20 Police Woman		
	Pre- 7/1/96 to	
	<u>7/1/1996</u> <u>present</u>	
	-- 1st year	\$2,523 \$5,488
	1st year 2nd year	\$2,864 \$6,230
	2nd year 3rd year	\$3,004 \$6,534
	3rd year 4th year	\$3,153 \$6,858
	4th year 5th year	\$3,313 \$7,206
<hr/>		
Fire Department		
0145 Assistant Deputy Chief	\$7,497	\$16,305
0155 Secretary to the Chief of Department	\$5,899	\$12,830
H 17 Medical Coordinator	\$3,839	\$8,350
H 29 Special Svcs. Officer	\$4,387	\$9,542



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent Via Electronic Mail

July 24, 2014

NOTICE OF CIVIL SERVICE COMMISSION MEETING

James E. Grant

SUBJECT: APPEAL BY JAMES E. GRANT OF THE DISQUALIFICATION OF HIS APPLICATION FOR THE 7329 ELECTRONIC TECHNICIAN MAINTENANCE ASSISTANT SUPERVISOR EXAMINATION.

Dear Mr. Grant:

The above matter will be considered by the Civil Service Commission at a meeting to be held on August 4, 2014 at 2:00 p.m. in Room 400, Fourth Floor, City Hall, 1 Dr. Carlton B. Goodlett Place.

The agenda will be posted for your review on the Civil Service Commission's website at www.sfgov.org/Civil_Service under "Meeting" no later than end of day on Wednesday, July 30, 2014. Please refer to the attached Notice for procedural and other information about Commission hearings. A hard copy is also available for your review at the Civil Service Commission's office located at 25 Van Ness Avenue, Suite 720, San Francisco. If, however, you would like an electronic copy of the staff report, you may email your request to CivilService@sfgov.org.

In the event that you wish to submit any additional documents in support of your appeal, the deadline for receipt in the Commission office is 5:00 p.m. on Tuesday, July 29, 2014 (as a reminder, we require an original and nine copies of any supplemental materials you wish to submit—all double-sided, hole-punched, paper-clipped and numbered). Again, please be sure to redact your submission for any confidential or sensitive information that is not relevant to your appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

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

THIS DOCUMENT SUPPORTS
CALENDAR ITEM 9

E. DENNIS NORMANDY
PRESIDENT

DOUGLAS S. CHAN
VICE PRESIDENT

KATE FAVETTI
COMMISSIONER

SCOTT R. HELDFOND
COMMISSIONER

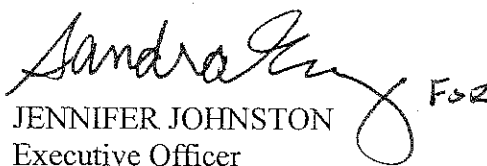
GINA M. ROCCANOVA
COMMISSIONER

IFER C. JOHNSTON
EXECUTIVE OFFICER

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

You may contact me at (415) 252-3247 or at Jennifer.Johnston@sfgov.org if you have any questions.

CIVIL SERVICE COMMISSION

 For
JENNIFER JOHNSTON
Executive Officer

Attachment

Cc: Donna Kotake, Department of Human Resources
Melissa Biascan, Public Utilities Commission
Lori Regler, Public Utilities Commission
Ana Borja-Valdes, Public Utilities Commission
Kevin Hughes, IBEW Local 6

Appeal



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

CSC Register No.
0125-14-4
 To: X M. Callahan
 cc: D. Katake
J. Kraus
K. Regier

APPEAL TO THE CIVIL SERVICE COMMISSION

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

James E Grant

Full Name of Appellant	Work Address	Work Telephone
7318 Electronic Maintenance Technician	SFMTA	
Job Code Title	Department	
Residence Address	City	State Zip Home Telephone
Kevin Hughes	415-861-5752	
Full Name of Authorized Representative (if any)	Telephone Number of Representative (including Area Code)	

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

Email:

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

Does the basis of this appeal include new information not previously presented in the appeal to the Human Resources Director? If so, please specify.	Check One: Yes *** No
--	--------------------------

James E Grant Original Signature of Appellant or Authorized Representative
 Date Received by Civil Service Commission: 5.28.14 Date

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

I have been denied the opportunity to take an exam for 7329 Electronic Technician Maintenance Tech Assistant Supervisor. This is a classification that I have previously been interviewed to fill. I have taken the civil service exam for this classification, passed the exam and been ranked. The exam for this 7329 classification is to be a combined list. The Departments using this new 7329 list will be the Airport, PUC and SFMTA. I have 30 + years experience at MTA . As far back as 2005, both 7318 Electronic Maintenance Technician and 7329 EMT Assistant Supervisor have been considered as promotive positions from my former classification of 7371 Electric Transit Systems Mechanic. The employment opportunities this tentative exam is seeking to fill will include positions at SFMTA facilities I work for. Many former 7371 have used the experience from this class to qualify, compete in, and pass these promotive exams. They have been hired and passed probation for the promotive jobs they still occupy. SFPUC has suddenly declared the work experience and duties of applicants from SFMTA classification 7371 is a non-qualifying factor; even in the face of the fact that numerous employees currently holding positions of 7318 and 7329 were previously accepted for, and passed these exams in a promotional capacity, based on their education and experience in SFMTA classification 7371.

5-14-14

To: Melissa Biascan

From: James Grant

RE: 7329 Eligability List # 060703

Dear Melissa,

Contained here are some letters and certifications pertaining to my work experiences, training related to my job duties, and verification letters from my employer. Also included is one of two letters from PUC accepting my applications for 7329 for which I have previously tested. I would like to note that I was one of only twelve candidates accepted to a final interview as 7329 during a prior round of testing.

Thank you for your attention to this matter.

Sincerely,
James Grant



San Francisco Schools Of Business And Technology Campus

350 Mission Street
San Francisco, CA 94105

OFFICIAL STUDENT TRANSCRIPT

Grant, James	Birthdate:
	SSN#:
	Issued to:

Quarter	UNITS	GRADE	% Attendance
---------	-------	-------	--------------

July, 1992

E110	DC/AC CIRCUITS	10	A
E110L	ELECTRONICS LAB	4	A
M191T	Electronics Math	5	A

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	4.00
Cum	Cred. Earned:	19	Cum Cred. Attempted:	19	Cum GPA:	4.00

October, 1992

E101T	Communications I	5	A
E120	SOLID STATE CIRCUITS	10	B
E120L	ELECTRONICS LAB	4	B

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	3.26
Cum	Cred. Earned:	38	Cum Cred. Attempted:	38	Cum GPA:	3.63

January, 1993

E130	DIGITAL CIRCUITS	10	A	100%
E130L	ELECTRONICS LAB	4	A	100%
E201T	COMMUNICATIONS II	5	B	100%

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	3.74
Cum	Cred. Earned:	57	Cum Cred. Attempted:	57	Cum GPA:	3.67

April, 1993

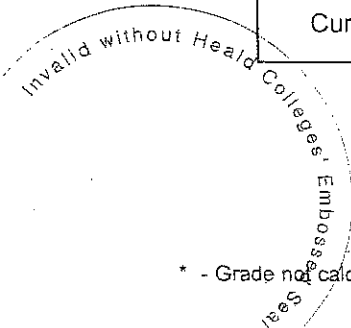
E210	MICROCOMPUTERS	10	A
E210L	ELECTRONICS LAB	4	A
T201	STRUCTURED PROGRAMMING	5	A

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	4.00
Cum	Cred. Earned:	76	Cum Cred. Attempted:	76	Cum GPA:	3.75

July, 1993

E211T	Technology and Society	5	C
E220	MICROPROCESSOR SYSTEMS	10	B
E220L	ELECTRONICS LAB	4	A

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	2.95
Cum	Cred. Earned:	95	Cum Cred. Attempted:	95	Cum GPA:	3.59



* - Grade not calculated in Cum GPA



San Francisco Schools Of Business And Technology Campus

350 Mission Street
San Francisco, CA 94105

OFFICIAL STUDENT TRANSCRIPT

Grant, James Birthdate:
SSN#:
Issued to:

Table with 4 columns: Quarter, UNITS, GRADE, % Attendance

October, 1993

Table with 4 columns: Course ID, Course Name, UNITS, GRADE

Summary table with 6 columns: Qtr, Cred Earned, Cred Attempted, GPA, Cum Cred. Earned, Cum Cred. Attempted, Cum GPA

Cum. Credits Earned Including Transferred : 112.0

START DATE: 7/20/1992 Graduate 1/12/1994
TYPING SPEED:
10K SPEED:

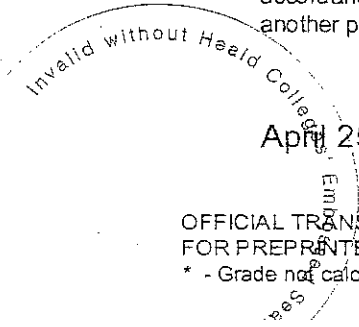
Heald Colleges are accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges. The Educational Services Office has released this information in accordance with the Family Educational Rights and Privacy Act of 1974. This information cannot be released to another party without the written consent of the student

April 25, 2000

Signature of Certifying Official

OFFICIAL TRANSCRIPT REQUIRES RAISED SEAL AND SIGNATURE OF CERTIFYING OFFICIAL. SEE REVERSE SIDE FOR PREPRINTED INFORMATION ON THE INTERPRETATION AND AUTHENTICITY OF THIS TRANSCRIPT.

* - Grade not calculated in Cum GPA



THE UNIVERSITY OF CALIFORNIA



The trustees of the Head Colleges on the recommendation of the faculty and by virtue of the authority vested in them by the State of California have conferred upon

James Edward Grant

the degree of

Associate of Applied Science

Electronics Technology

with all the Rights, Privileges and Honors thereto pertaining.

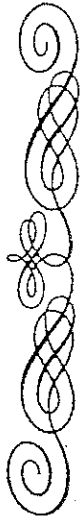
Given at San Francisco, California, on this fourteenth day of January, nineteen hundred ninety-four.

James C. Deitz

President

Jan R. Payne

Director



Certificate of Completion

Awarded this Day

May 27, 1994

to

James Grant

In recognition of attendance and participation in EG&G Rotron's
Training for the Inverter and Battery Charger for MUNI

Stephen Sheedy
Project Engineer/Instructor

Ruberto Guzman
Maintenance Training Coordinator

Certificate of Training

This certifies that

JAMES EDWARD GRANT

has successfully completed the training
program requirements for

ELECTRICAL SYSTEMS OF THE

NEW FLYER ARTIC TROLLEY COACH

Awarded on this 6 day of MAY 1994


Peto W. Wagner, P. Eng.





May 25, 1995

TO: Whom It Concerns

FROM: Harry Jensen 
Superintendent Potrero Maintenance

SUBJECT: James Grant Electric Transit Mechanic

James Grant is a "Electric Transit Mechanic" class 7379. He has been working for Muni since 1984. Mr. Grant's duties include: operation, maintenance troubleshooting, testing and calibration of Electrical Transit Vehicles. James works on all systems of both standard and Artic vehicles. These systems are electrical, electronic, pneumatic and hydraulic. He also worked special duty on the Test and Acceptance of our A.C. computer controlled Artic buses.

cc: File



GE Transportation Systems
Dedicated to Customer Success™

AC Propulsion Maintenance & Troubleshooting Diploma

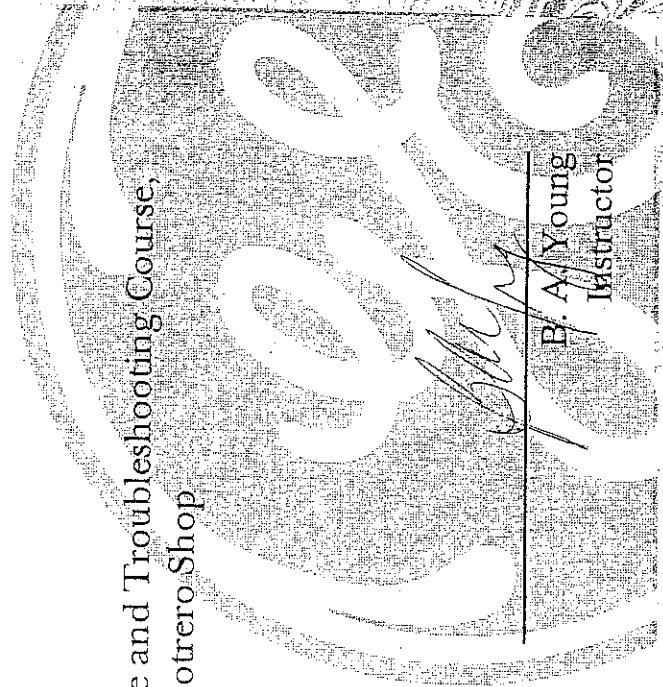
awarded to

James Grant

For completion of the AC Propulsion Electronics Maintenance and Troubleshooting Course,
held at San Francisco Municipal Railway, Potrero Shop
22-25 April 1996

presented by

GE Transportation Systems
Erie, PA





CITY AND COUNTY OF SAN FRANCISCO
PUBLIC UTILITIES COMMISSION
Bureau of Personnel and Training

WILLIE L. BROWN, JR., MAYOR

ANSON B. MORAN, GENERAL MANAGER

ANN MOLLER CAEN
PRESIDENT
FRANK L. COOK
VICE PRESIDENT
E. DENNIS NORMANDY
VICTOR G. MAKRAS
BEN L. HOM

SAN FRANCISCO
WATER DEPARTMENT

HETCH HETCHY
WATER AND POWER

SAN FRANCISCO
CLEAN WATER PROGRAM

November 3, 1999

JAMES E GRANT

Dear Mr. GRANT:

We are pleased to advise you that we have received your application for Class 7336 ELECTRONIC INSTRUMENTATION TECH, WPC, and that you are qualified to participate in the examination process. You will be notified by mail of the exact date, time and place of the examination.

If you have a disability requiring reasonable accommodation for an examination please contact the examination analyst as soon as possible by phone (415) 554-1660 (voice) or, if hearing impaired (415) 554-1672 (TDD), or in writing at the address listed below. Please specify Class 7336.


PUBLIC UTILITIES COMMISSION
Princess Campbell
Personnel Analyst
(415) 554-1660

ListID:50069
LetterID:(A)
CC: 7336 Exam File
Reading File



September 7, 2001

TO: Human Resources

FROM: Harry Jensen 
Potrero Maintenance Superintendent

SUBJECT: James Grant

This is to verify that James Grant works on electronically controlled artic coaches. Mr. Grant was on the Test and Acceptance program. This program in 1992 and ending in 1993, required the testing of all systems on the coach. Mr. Grant now is working the Road Service from the Ferry Terminal. This requires him to make repairs to the Artic coach so it may remain in service. These repairs may involve the electronic controlled units.

Cc: file



SAN FRANCISCO PUBLIC UTILITIES COMMISSION

1155 Market St., 8th Floor, San Francisco, CA 94103 • Tel. (415) 554-1670 • Fax (415) 554-2405 TDD (415) 554-1672



October 12, 2005

GAVIN NEWSOM
MAYOR

James E Grant

RICHARD SKLAR
PRESIDENT

ANN MOLLER CAEN
VICE-PRESIDENT

E. DENNIS NORMANDY
ADAM WERBACH
RYAN L. BROOKS

Dear Mr. Grant:

SUSAN LEAL
GENERAL MANAGER

We are pleased to advise you that we have received your application for Class 7329 Electronic Maintenance Technician Assistant Supervisor, and that you are qualified to participate in the examination process. You will be notified by mail of the exact date, time and place of the examination.

If you have a disability requiring reasonable accommodation for this examination please contact the examination analyst as soon as possible by phone at (415) 554-1660 (Voice) or, if hearing impaired at (415) 554-1672 (TDD), or in writing at the address listed below. Please specify Class 7329.

PUBLIC UTILITIES COMMISSION
Staffing Unit – 554-1660
Analyst: Princess P. Campbell

List ID #: 52834

Eng, Sandra (CSC)

om: James Grant <
Sent: Thursday, May 29, 2014 4:07 PM
To: Eng, Sandra (CSC)
Subject: Fw: 7329 EMT Assistant Supervisor - Application Status
Attachments: 7329 Response to James Grant 5.23.14.doc

Dear Ms. Sandra Eng,

Please find below the string of messages from SFPUC DHR regarding my application for Electronic Maintenance Technician Assistant Supervisor. The exchanges here from one Ms. Borja-Rojas are what followed my initial faxing of additional paperwork to the personell analyst Melissa Biascan. I will be delivering that paperwork to you, and any additional supporting documents I may come across.

Thank you very much for your assistance in this matter.

Sincerely,
James Grant

On Friday, May 23, 2014 4:36 PM, "Borja-Valdes, Ana" <ABorja-Valdes@sfgwater.org> wrote:

Mr. Grant,

Appended please find letter responding to concerns raised on email below.

Thanks,

Ana Borja-Valdes
Recruitment and Testing Manager
Human Resources Services
San Francisco Public Utilities Commission
415-554-1664 Phone
415-554-1687 Fax



**San Francisco
Water and Sewer**
Services of the San Francisco Public Utilities Commission

P Please consider the environment before printing this email

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Any review, use disclosure or distribution by persons or entities other than the intended recipient(s) is prohibited. If you are not the intended recipient, please notify the sender by reply and destroy all copies (electronic or otherwise) of the original message.

From: James Grant [<mailto:prgc@sbcglobal.net>]
Sent: Thursday, May 22, 2014 11:58 PM
To: Borja-Valdes, Ana
Cc: lmrodriguez@ibew6.org
Subject: Re: 7329 EMT Assistant Supervisor - Application Status

RECEIVED
EXAMINER OF EIGHT
CIVIL SERVICE COMMISSION
SAN FRANCISCO
2014 MAY 29 PM 4:42

Dear Ms. Borja-Valdez,

I have received your letter dated May 22 in which you characterize my assertion of possessing the required qualifying experience as a protest. Please understand that my earlier explanation was not a protest.

To your claim that my "name does not appear on any of the lists generated for this classification", I would suggest you simply did not look at all the 7329 lists, else inadvertently read past my name. As you are well aware, I have stated in writing and verbally that I am on prior 7329 lists.

Toward the end of your letter you state "For the reasons stated above, your application status remains the same". I hope that in light of the fact that I did actually score and rank on previous 7329 exams, you will retract your official statement that my name does not appear on 7329 lists. I would appreciate your new letter to reflect that I did in fact score and rank on previous 7329 lists, and that you will reconsider the application based on correct facts.

Such inaccurate and condemning remarks against my written attestation could be construed as abusive if left to stand. This is particularly true when the official writing the condemning remarks has access to the documents that would prove their statements unwarranted.

Sincerely,
James Grant

On Thursday, May 22, 2014 3:29 PM, "Borja-Valdes, Ana" <ABorja-Valdes@sfwater.org> wrote:

Mr. Grant,

Appended please find letter responding to concerns raised to Melissa Biascan in relation to your application for class 7329 EMT Assistant Supervisor.

Thanks,

Ana Borja-Valdes
Recruitment and Testing Manager
Human Resources Services
San Francisco Public Utilities Commission
415-554-1664 Phone
415-554-1687 Fax



San Francisco
Water & Sewer
San Francisco Public Utilities Commission

Please consider the environment before printing this email

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Any review, use disclosure or distribution by persons or entities other than the intended recipient(s) is prohibited. If you are not the intended recipient, please notify the sender by reply and destroy all copies (electronic or otherwise) of the original message.



San Francisco Water & Sewer

Services of the San Francisco Public Utilities Commission

525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102
T 415.554.1671
F 415.554.1667
TTY 415.554.1677

RECEIVED
EXECUTIVE OFFICE
CIVIL SERVICE COMMISSION
SAN FRANCISCO

2014 MAY 29 PM 4:42

May 23, 2014

James Grant

Dear James Grant,

We respect your feelings and would like to respond to concerns stated in your email of May 23, 2014. First and foremost, the letter sent to you on May 22, 2014 was in no way meant to condemn any actions committed on your part. The intent of the letter was to address your concerns and further clarify the reasons why you did not meet the minimum qualifications for recruitment CBT-7329-060703 (Class 7329 Electronic Maintenance Technician Assistant Supervisor).

To reiterate the letter's intent, through a recent citywide job analysis there has been a revision in minimum qualifications finalized by the class specification amendment posted on March 11, 2014. With these recent revisions, some work experience previously accepted as qualifying has been deemed insufficient by subject matter experts in order to successfully perform the essential duties of class 7329. Consequently, work experience in class 7371 Electrical Transit System Mechanic is not considered qualifying experience for class 7329. Your experience in class 7318 Electronic Maintenance Technician is the only experience that is acceptable as qualifying for the 7329 classification. However, you do not possess the minimum years of experience required in class 7318 to qualify for the current examination. For this reason, your application for recruitment CBT-7329-060703 was rejected.

The point that we were unable to locate your name on the eligible list for any previous recruitment for class 7329 Electronic Maintenance Technician Assistant Supervisor was stated simply as a matter of fact. We have again done a thorough search of archived eligible lists for class 7329 and were unable to locate a list containing your name. In any case, being on an eligible list or being accepted to take an exam for a previous recruitment in class 7329 does not demonstrate that you meet the current requirements for this position.

We understand and acknowledge your concerns and hope that this explanation provides a better understanding of our intent.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.

Sincerely,

Ana Borja-Valdes
Recruitment and Testing Manager
Human Resources Services
San Francisco Public Utilities Commission
415-554-1664 Phone

Edwin M. Lee
Mayor

Vince Courtney
President

Ann Moller Caen
Vice President

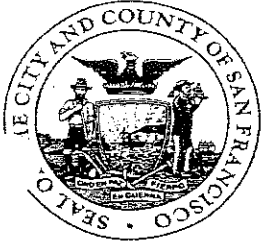
Francesca Vietor
Commissioner

Anson Moran
Commissioner

Art Torres
Commissioner

Harlan L. Kelly, Jr.
General Manager





CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

NOTICE OF RECEIPT OF APPEAL

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

DATE: May 30, 2014

REGISTER NO.: 0125-14-4

APPELLANT: JAMES E. GRANT

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

Dear Ms. Callahan:

The Civil Service Commission has received the attached letter from Mr. James E. Grant, appealing the disqualification of his application for the 7329 Electronic Technician Maintenance Assistant Supervisor examination. Your review and action are required.

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

In the event that Mr. Grant's appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on July 24, 2014** so that it may be heard by the Civil Service Commission at its meeting on August 4, 2014. If you will be unable to transmit the staff report by the July 24th deadline, or if required departmental representatives will not be available to attend the August 4th meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

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

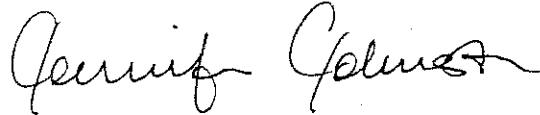
JENNIFER C. JOHNSTON
EXECUTIVE OFFICER

Appellant: James E. Grant
May 30, 2014
Page 2 of 2

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

Sincerely,

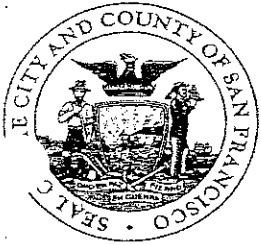
CIVIL SERVICE COMMISSION

A handwritten signature in black ink, appearing to read "Jennifer Johnston". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Johnston".

JENNIFER JOHNSTON
Executive Officer

Attachment

Cc: Donna Kotake, Department of Human Resources
John Kraus, Department of Human Resources
Lori Regler, Public Utilities Commission



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE
MAYOR

Sent via U.S. Mail

May 30, 2014

James E. Grant

SCOTT R. HELDFOND
PRESIDENT

E. DENNIS NORMANDY
VICE PRESIDENT

DOUGLAS S. CHAN
COMMISSIONER

KATE FAVETTI
COMMISSIONER

GINA M. ROCCANOVA
COMMISSIONER

J FER C. JOHNSTON
EXECUTIVE OFFICER

Subject: **Register No. 0125-14-4: Appealing the disqualification of his application for Class 7329 Electronic Technician Maintenance Assistant Supervisor Examination**

Dear Mr. Grant:

This is in response to your appeal submitted to the Civil Service Commission on May 29, 2014 appealing the disqualification of your application for the 7329 Electronic Technician Maintenance Assistant Supervisor examination. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

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

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

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

Sincerely,

CIVIL SERVICE COMMISSION

JENNIFER JOHNSTON
Executive Officer

Staff Report

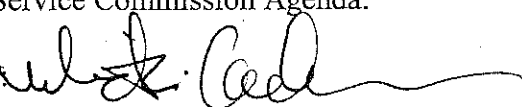


CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of
Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: 0125 - 14 - 4
2. For Civil Service Commission Meeting of: August 4, 2014
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda X
 Human Resources Director's Report
4. Subject: Appeal of James Grant on Disqualification of Application for 7329 Electronic Technician Maintenance Assist Supervisor
5. Recommendation: Deny the appeal and adopt the report.
6. Report prepared by: Melissa Biscan Telephone number: 415 554-0769
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:

Human Resources Director 

Date: 7/24/14
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:


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

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

Attachment

<u>CSC RECEIPT STAMP</u>

Notification List
James Grant Appeal

James Grant


Kevin Hughes
IBEW Local 6
55 Fillmore Street
San Francisco, CA 94117

Lori Regler
SF Public Utilities Commission
Human Resource Services
525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102

Ana Borja-Valdes
SF Public Utilities Commission
Human Resource Services – Exams Unit
525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102

Melissa Biascan
SF Public Utilities Commission
Human Resource Services – Exams Unit
525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102

Donna Kotake
Workforce Development Director
Department of Human Resources
One South Van Ness Avenue, 4th Floor
San Francisco, CA 94103



San Francisco
Water Power Sewer
Services of the San Francisco Public Utilities Commission

Human Resource Services – Exams Unit
525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102
T 415.554.1670
F 415.554.1687

DATE: July 23, 2014

TO: The Honorable Civil Service Commission

THROUGH: Micki Callahan, Human Resources Director

FROM: Melissa Biascan, SFPUC Exams Analyst
Ana Borja-Valdes, SFPUC Recruitment and Exams Manager

MM

SUBJECT: APPEAL OF THE SAN FRANCISCO PUBLIC UTILITIES COMMISSION DECISION
TO REJECT JAMES GRANT'S APPLICATION FOR EXAMINATION 7329
ELECTRONIC MAINTENANCE TECHNICIAN ASSISTANT SUPERVISOR.
(CSC Register Number 0125-14-4)

SAN FRANCISCO PUBLIC UTILITIES COMMISSION RECOMMENDATION:

Deny the appeal filed by James Grant.

BACKGROUND

The San Francisco Public Utilities Commission Human Resource Services (hereinafter referred to as "SFPUC HRS") began recruitment for a Citywide exam in class 7329 Electronic Maintenance Technician (EMT) Assistant Supervisor, List ID CBT-7329-060703, on March 11, 2014. Applications were due May 2, 2014. Candidates who did not meet the minimum qualifications were notified of their application status on May 7, 2014.

The application of James Grant (hereinafter referred to as "Appellant") was rejected for lack of experience based on the minimum qualifications established for class 7329 EMT Assistant Supervisor and stated on the job announcement issued for this recruitment (Attachment A). Following the rejection of his application, the Appellant submitted additional information and documentation (Attachment B). After a thorough evaluation of the Appellant's application and supporting documentation by SFPUC HRS and subject matter experts, it was determined that the additional information submitted was not sufficient to warrant a change in his application status. On May 14, 2014, an email was sent to the Appellant explaining that due to recent revisions to the minimum qualifications for class 7329, he did not meet the requirements of class 7329 (Attachment C).

On May 16, 2014, the Appellant responded stating that in prior years he had qualified for class 7329. He also mentioned his intention to appeal the matter should his application remain rejected (Attachment D). On May 22, 2014, SFPUC HRS sent a letter to the Appellant explaining the revisions to the minimum

qualifications and also stating that SFPUC HRS was unable to locate his name on any recent eligible list for class 7329 (Attachment E). The Appellant responded expressing his dissatisfaction that SFPUC HRS was unable to find his name on previous 7329 eligible lists (Attachment F). On May 23, 2014, SFPUC HRS responded to the Appellant explaining that the May 22, 2014 letter was intended to clarify the reason he did not meet the minimum qualifications for class 7329 (Attachment G).

On May 29, 2014, the Appellant filed an appeal with the Civil Service Commission. In his appeal, he states that he has previously been qualified to take the exam for class 7329, and asserts that class 7329 is the promotive line for class 7371 Electrical Transit System Mechanic.

Historical Review of Minimum Qualifications for Class 7329 EMT Assistant Supervisor

A historical review of class specification amendments for class 7329 revealed that in 2001 the minimum qualifications were expanded to include electrical type experience as qualifying to address recruitment shortages at the San Francisco Municipal Transportation Agency (SFMTA). Most recently, in March of 2014, based on the results of a comprehensive job analysis conducted by SFPUC HRS for this class, the minimum qualifications were amended. The job analysis was conducted with the assistance of subject matter experts from the San Francisco Public Utilities Commission (SFPUC), the Airport Commission and the SFMTA. Through this job analysis, electrical work experience previously accepted as qualifying was deemed inadequate in providing the experience necessary to perform at a minimal level of competence the essential duties of class 7329 EMT Assistant Supervisor. As explained by subject matter experts and the union representative from Local 6, electrical type work is performed by a tradesperson who specializes in electrical wiring of buildings, stationary machines and related power distribution in physical plants. Electric, in many cases is used interchangeably with electrical, and it is often restricted to the description of particular devices or to concepts relating to the flow of electrical current. This type of work is not conducive to the development of skills necessary to perform the essential functions of electronic technicians. An electronic technician works on devices in which electrons are conducted through a semiconductor, circuit boards, and electronic control unit (ECU). Common duties for electronic technicians include repair, calibration, and basic maintenance of electronic, control and communication equipment to the component level. "Electronics" is used to refer to equipment, such as television sets, computers, radio and wireless devices, in which the electrical current is controlled by transistors, diodes, and similar components.

The subject matter experts' objective in revising the minimum qualifications for class 7329 were to identify the appropriate experience requirements that provide candidates with the minimum amount of experience needed to perform the essential functions of class 7329. The revised minimum qualifications for this class are reflected in the 7329 class specification (Attachment H).

ISSUES

- Is work experience in class 7371 Electrical Transit System Mechanic considered qualifying for class 7329 EMT Assistant Supervisor?
- Is the fact that the Appellant's qualifications were considered qualifying on previous 7329 exam announcements sufficient to bypass current minimum qualifications established on the class specification and job announcement for class 7329?
- Is class 7371 Electrical Transit System Mechanic the feeder class for 7329 EMT Assistant Supervisor?

STANDARDS

CSC Sec. 110.9.1 Qualifications of Applicants

Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Experience gained in violation of Commission Rules shall not be recognized. City and County employees shall receive credit only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Employees may receive credit for duties not usually performed by incumbents in a class if their employee file contains contemporaneous documentation that the duties were assigned and performed. By way of example but not limitation, records that describe and verify the out-of-class assignment that may be accepted as documentation include a valid performance appraisal completed during the normal evaluation period, payroll records filed at the time of the assignment and Notice of Assignment. Credit for duties not usually performed by incumbents in a class based on non-contemporaneous documentation shall require the certification of the Appointing Officer and the approval of the Human Resources Director.

Official 7329 EMT Assistant Supervisor Job Announcement Minimum Qualifications

- 1. Completion of a two (2) year or equivalent program in electronics from a recognized academic, trade or technical institution; or completion of a military training program in electronics; AND*
- 2. Five (5) years of verifiable journey-level industrial electronic experience or industrial instrumentation and control experience, performing installation, calibration, maintenance, troubleshooting, repair and modification of electronic control systems and related electrical components and electronic sub-systems to the level of the electronic component such as, integrated circuits, transistors, diodes, capacitors, resistors, etc.; AND*
- 3. Possession of a valid California driver's license at the time of appointment.*

SUBSTITUTION: Additional years of qualifying experience as a 7318 EMT may substitute for education on a year-for-year basis.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

The City and County of San Francisco Department of Human Resources Examination Manual Section II – Job Analysis

The purpose of the job analysis procedures described in this manual is to establish a foundation for the development of job-related, valid and legally defensible selection procedures. The job analysis procedures are designed to capture the most important aspects of the job and have them reflected in what the selection procedure measures and the process through which they are measured. The job analysis provides the starting point for a linkage that connects the job analysis information, examination development, selection procedure, and the basic tool of personnel administration, the job code (class) specification.

The City and County of San Francisco Department of Human Resources Examination Manual Section II – Subject Matter Experts

Subject Matter Experts (SMEs) supply the most concrete aspect of job analysis information and are a required component of a content-oriented validation strategy. An SME should have first-hand

knowledge of the job; if possible, each SME should have at least one year of experience performing or supervising the job. The composition of the pool of SMEs should be representative of ethnic and gender workforce composition, user departments, locations, shifts and range of experience.

***The City and County of San Francisco Department of Human Resources Examination Manual
Section V – Application Screening***

Analysts should refer to the official examination announcement while reviewing applications. Unless otherwise specified on the announcement, all requirements must be met by the final filing date and applications must be postmarked by that date.

FINDINGS

The initial rejection of the Appellant's application was due to his lack of qualifying experience based on the minimum qualifications of the 7329 EMT Assistant Supervisor job announcement (Attachment A). SFPUC HRS and subject matter experts conducted a thorough review of the documents the Appellant submitted on May 14, 2014. The documents submitted were as follows (Attachment B):

1. Memo to exam analyst describing additional documents
2. Heald College transcripts
3. Heald College degree
4. Department of Transportation Certificate of Completion for EG&G Rotron Training
5. Electrical Systems of the New Flyer Arctic Trolley Coach Certificate of Training
6. Letter from Superintendent Portrero Maintenance, SFMTA dated May 25, 1995
7. AC Propulsion Maintenance & Troubleshooting Diploma
8. Exam Invitation Letter for class 7336 Electronic Instrumentation Technician from SFPUC HRS dated November 3, 1999
9. Letter from Superintendent Portrero Maintenance, SFMTA dated September 7, 2001
10. Exam Invitation Letter for class 7329 EMT Assistant Supervisor dated October 12, 2005

Since March 15, 2014, the Appellant has held permanent civil service status in class 7318 Electronic Maintenance Technician. Previous to this appointment, he held permanent civil service status in class 7371 Electrical Transit System Mechanic for over thirty-three (33) years. Based on the review of the Appellant's application and supporting documentation, it was determined that he did not meet the minimum qualifications for class 7329. Specifically, the minimum qualifications of class 7329 require electronic and not electrical type work experience. The Appellant's work experience in class 7371 Electrical Transit System Mechanic is not considered qualifying for class 7329 EMT Assistant Supervisor due to the distinct differences between electrical and electronic type work.

The work experience for class 7371 Electrical Transit System Mechanic is determined to be primarily mechanical and electrical in nature. Although, incumbents in class 7371 at SFMTA may work side-by-side with incumbents in class 7329, their essential duties are different. To provide an example, a 7371 Electrical Transit System Mechanic may replace a faulty electronic assembly for a working one, while the 7329 incumbents will isolate the root cause of failure of the electronic assembly using diagnostic testing equipment to repair that electronic assembly. Although, this example of essential duties may appear related, they are inherently different and require distinct skillsets. Consequently, the Appellant's work experience in class 7371 Electrical Transit System Mechanic is not considered qualifying experience for class 7329 EMT Assistant Supervisor.

The Appellant states that he has previously been ranked and interviewed for class 7329 EMT Assistant Supervisor. The Appellant, in support of his statement, submitted an examination invitation letter for

class 7329 he received from SFPUC HRS dated October 12, 2005. However, at that time, the minimum qualifications for class 7329 had been expanded to include electrical type experience as qualifying, and were as follows (Attachment D):

1. Five years of verifiable journey-level industrial electronic or journey-level electrical experience which must have included installation, calibration, maintenance, troubleshooting, repair, and modification of electronic systems and related electrical components and subsystems to the electronic systems and related electrical components and subsystems to the electronics component level; AND
2. Satisfactory completion of a recognized two-year program in electronics from a recognized academic, trade, and technical institution: OR completion of a military training program in electronics.
SUBSTITUTION: One additional year of qualifying experience may substitute for up to one year of the required education. (30 semester units/45 quarter units = 1 year credit for coursework will be provided only if the coursework is part of an accredited electronics program); OR
3. Eight years of verifiable qualifying experience as described above in minimum qualifications #1.
4. All applicants must possess a valid Class C driver license (to be presented at the time of the examination).

Although the Appellant may have been invited in 2005 to test for a previous recruitment in class 7329, this does not demonstrate that the Appellant meets the minimum qualifications required by the examination announcement issued on March 11, 2014.

Based on the official 7329 job announcement, candidates must possess “five (5) years of verifiable journey-level INDUSTRIAL ELECTRONIC experience or industrial instrumentation and control experience, performing installation, calibration, maintenance, troubleshooting, repair and modification of electronic control systems and related electrical components and electronic sub-systems to the level of the electronic component such as, integrated circuits, transistors, diodes, capacitors, resistors, etc.” The Appellant, however, has been in class 7318 for approximately four (4) months, which falls significantly short of the three (3) years required to qualify for class 7329 EMT Assistant Supervisor and, therefore, his application was deemed not qualified.

The Appellant states that class 7329 is considered promotive for class 7371 and that there are numerous 7329 incumbents that promoted from class 7371. The Appellant’s statements are inaccurate. Class 7371 Electrical Transit System Mechanic falls within the *electrical transit mechanic series*. The next higher job code in this series is class 7253 Electrical Transit Mechanic Supervisor I. Class 7329 EMT Assistant Supervisor falls in the *electronic maintenance technician series*. The feeder class for class 7329 is class 7318 EMT. Being that class 7371 and class 7329 fall in different class series, class 7329 is not considered the promotive path for class 7371 (Attachment J illustrates the normal lines of promotion within the classes and series mentioned above).

Additionally, a report of current seniority list for class 7329 shows that of the seventeen (17) incumbents in class 7329, none have been promoted from class 7371 (Attachment K). Including the Appellant’s application, a total of 5 applications of employees with experience in class 7371 were received, and rejected for the 7329 EMT Assistant Supervisor examination.

ANALYSIS

The Appellant does not possess the experience requirements of class 7329 EMT Assistant Supervisor and does not meet the minimum qualifications.

While it is true that the Appellant has qualified to participate in previous exams for class 7329, it is also true that the minimum qualifications for those past recruitments allowed candidates with electrical experience to qualify for class 7329. The fact that the Appellant's qualifications were considered qualifying on previous 7329 exam announcements is not sufficient to bypass current minimum qualifications established on the class specification and job announcement for class 7329, which do not include consideration of electrical experience.

As shown on Attachment J, the feeder class for 7329 EMT Assistant Supervisor is class 7318 EMT, and not class 7371 Electrical Transit System Mechanic. The normal line of promotion for class 7371 is class 7253 Electrical Transit Mechanic Supervisor I.

CONCLUSION

As indicated by SFPUC HRS responses to the appellant's appeal above, there are formal policies and procedures provided by the City and County of San Francisco through the Exam Manual and Civil Service Rules, which were closely adhered to throughout the recruitment and selection process for Class 7329 EMT Assistant Supervisor, List ID CBT-7329-060703. SFPUC HRS' review of the appellant's appeal reveals that the appellant does not meet the minimum qualifications for recruitment CBT-7329-060703.

RECOMMENDATION

We respectfully request that the Commission deny the appellant's appeal and adopt the SFPUC HRS staff report.

ATTACHMENTS

Attachment A:	CBT-7329-060703 Job Announcement	Page	8
Attachment B:	James Grant's Supporting Documents	Page	14
Attachment C:	Email to James Grant Dated 5/14/2014	Page	25
Attachment D:	Email from James Grant Dated 5/16/2014	Page	27
Attachment E:	Letter to James Grant Dated 5/22/2014	Page	29
Attachment F:	Email from James Grant Dated 5/22/2014	Page	31
Attachment G:	Letter to James Grant Dated 5/23/2014	Page	33
Attachment H:	7329 Class Specification Amendment	Page	34
Attachment I:	7329 Job Announcement 2005 List ID 52834	Page	42
Attachment J:	Promotional Lines Chart	Page	45
Attachment K:	7329 PCS Seniority Roster – July 2014	Page	46

Attachment A

SFGOV | Residents | Business | Government | Visitors | OnlineServices | Help

Powered by Job

7329 Electronic Maintenance Technician Assistant Supervisor

MULTI-DEPARTMENT RECRUITMENT

Recruitment #CBT-7329-060703

Department Public Utilities Commission
Analyst Melissa Biascan
Date Opened 3/11/2014 5:00:00 PM
Filing Deadline 5/2/2014 11:59:00 PM
Salary \$91,702.00 - \$111,436.00/year
Job Type CBT Discrete
Employment Type Full-Time

INTRODUCTION



****THIS IS A MULTI-DEPARTMENT RECRUITMENT****

Positions may be located at the following departments: Airport Commission, Municipal Transportation Agency and Public Utilities Commission.

POSITION DESCRIPTION

This position is a first-level supervisory class. Under general supervision, performs a wide variety of highly skilled electronic system trouble shooting, maintenance, testing, and repairs; exercises work direction over a small group of subordinate skilled and semi-skilled staff engaged in such work.

Essential functions of the class include:

- Supervising, assigning and reviewing the work of a small group of skilled, semi-skilled and support staff performing trouble-shooting, maintenance, repair, calibration, fabrication, installation, design, modification and development of a wide variety of electronic systems.
- Testing and calibrating electronic equipment using established test procedures.
- Operating diagnostic test equipment, function generators, oscilloscopes, transmission measuring test sets, meters, and other devices required to maintain electronic systems and equipment.
- Utilizing various schematics, blueprints, wire lists, equipment manuals, and other resources.
- Inspecting, maintaining and repairing supervisory control, remote sign and remote control equipment, instrumentation and control equipment, radio and network communication systems, fire alarm, access and control, security systems, closed circuit television, telemetering, protective relays, meters, backup power supply and battery systems, and electrical power generation equipment.
- Supervising performance of a variety of complex, non-routine electronic maintenance and quality assurance tasks.

- Analyzing standard and chronic equipment failure, operational problems, designing system improvements, estimating project time and costs, and preparing technical reports of program activities.
- Inspecting newly installed equipment including circuits and systems to evaluate performance under operating conditions.
- Advising staff and management in solving difficult problems, assisting in training, developing and modifying maintenance and repair policies and procedures and enforcing safety procedures.
- Assisting in the design, fabrication, testing, and evaluation of prototypes.
- Maintaining detailed files and record-keeping systems to assure accurate and complete documentation is performed by personnel for maintenance monitoring, payroll, and personnel performance.
- Operating a motor vehicle to respond to service requests at various locations, special hand and power tools and equipment.
- The above is not intended to be an all-inclusive list and employees may perform other related duties as required.

Working Conditions: Work involves some physical effort and dexterity in the use of fingers, limbs and body; exposure to some physical working conditions where minor injuries may occur. Normal color vision and a high degree of mechanical dexterity are mandatory. Incumbents are required to work with potentially hazardous equipment and materials, high voltage, chemicals, heavy equipment requiring lifting, and in confined spaces or dark and damp locations and on ladders for long periods of time. The nature of the work may require driving a vehicle to various work locations in inclement weather conditions such as in rain, sleet, snow on icy muddy roads.

MINIMUM QUALIFICATIONS

1. Completion of a two (2) year or equivalent program in electronics from a recognized academic, trade or technical institution; or completion of a military training program in electronics; **AND**
2. Five (5) years of verifiable journey-level industrial electronic experience or industrial instrumentation and control experience, performing installation, calibration, maintenance, troubleshooting, repair and modification of electronic control systems and related electrical components and electronic sub-systems to the level of the electronic component such as, integrated circuits, transistors, diodes, capacitors, resistors, etc.; **AND**
3. Possession of a valid California driver's license at the time of appointment.

SUBSTITUTION: Additional years of qualifying experience as a 7318 Electronic Maintenance Technician may substitute for education on a year-for-year basis.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

NOTES

Some Departments:

- Require a Class B Commercial Driver's License. Employees appointed to these Departments may be required to obtain the Class B Driver's License within six (6) months from the appointment date.
- Require two (2) years of experience working on and around utility power transmission and/or distribution systems up to 115kV.
- Require maintenance and repair of Transit Vehicles and/or Transit Vehicle Electronic Equipment, Signals and Motive Power Electronics.
- Require employee to be available to work shifts, weekends, and holidays.
- Require employee be available after hours by phone or pager by the employing department so that he/she can be notified during a departmental emergency to immediately report to work, in accordance with the relevant Union Memorandum of Understanding.

HOW TO APPLY

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

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

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

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

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

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included in the Education/Training and Employment Record sections of the application by the filing deadline. A RESUME DOES NOT SUBSTITUTE for these sections of the application. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Melissa Biascan, by telephone at 415-554-0769, or by email at mbiascan@sfwater.org

VERIFICATION

Verification of all qualifying training must be evidenced by submitting copies of AA or AS diplomas (with area of specialization), transcript, or Military DD214 form. These documents may be scanned and attached with applicant's online application.

Verification of qualifying experience must be on employer's letterhead and must include the name of the applicant, job titles, dates of service, and duties performed. City employees may submit copies of performance appraisals in lieu of verification letter. Failure to submit verification documentation may result in rejection of application or ineligibility for employment.

Verification may be submitted via the following ways:

- With online application during filing period by uploading through JobAps, OR
- Fax to (415) 554-1687, ATTN: 7329 CBT Exam Verification, OR
- E-MAIL to mbiascan@sfwater.org with subject "7329 VERIFICATION", OR
- Hand-deliver to Lobby Desk at SFPUC Human Resource Services Attention: Melissa Biascan - Class 7329, 525 Golden Gate Ave, 3rd Floor, San Francisco, CA, 94102.

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.

Verification documentation will be accepted through **Friday, May 9, 2014**. Please submit as soon as possible. If you have questions please contact Melissa Biascan at (415) 554-0769.

SELECTION PROCEDURES

Written Examination (weight 100%)

Candidates deemed qualified and admitted to the examination process will be administered a written multiple-choice test designed to measure knowledge, skills and/or abilities in job-related areas which may include but not be limited to: knowledge of electronics and electrical principles and theory, including digital and analog circuits; functional use of complex electronic test equipment; relay logic and electronic power, data processing and communications equipment; principles and methods of electronics systems maintenance and repair. Ability to: plan, assign, and supervise subordinate staff; use various software programs; apply safety procedures in the course of work.

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

Qualified candidates will be notified of the exact date, time and location of the examination. The department may administer additional selection procedures to make final hiring decisions.

Candidate scores on this examination may also be applied to other announcements involving other job titles, when directed by the Human Resources Director.

Note: Applicants who meet minimum qualifications are not guaranteed to advance through all of the steps in the selection process.

Requests for an alternate test date may be considered under limited circumstances and must be submitted to the analyst listed in this announcement within five (5) calendar days of the announcement of the test date.

CERTIFICATION

The certification rule for the eligible list resulting from this examination will be *Rule of Three Scores*.

ELIGIBLE LIST

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

The duration of the eligible list resulting from this examination process will be of *12 months*, and may be extended with the approval by the Human Resources Director or the Civil Service Commission.

Transportation Security Administration (TSA) Security Clearance: Candidates for employment with the San Francisco Airport commission are required to undergo a criminal history check, including FBI fingerprints, and Security threat Assessment in order to determine eligibility for security clearance and may be required to undergo drug/alcohol screening. Failure to obtain and maintain security clearance may be basis for termination from employment with the Airport Commission.

Customs Clearance: Candidates for employment with the San Francisco Airport Commission may be required to qualify for unescorted access to the San Francisco International Airport U.S. Customs Security Area. An application for a U.S. Custom Access Seal may be submitted to Customs ONLY after employment has commenced. Employment in this position requires that the incumbent submit an application for, successfully acquire and maintain a Customs Access Seal. Per Civil Service Commission Rule 110.9.1, every applicant must possess and maintain the qualifications required by law and by the examination announcement for this examination. Failure to acquire or maintain customs access, a requirement for this position, may be basis for termination from employment with the Airport Commission. Customs Access Seal requirements and procedures are located in the Code of Federal Regulations, Title 19, Part 122, Sections 181 or 189.

Municipal Transportation Agency (MTA) "Safety Sensitive" Clearance:

The Municipal Transportation Agency (MTA) has determined that positions in Class 7329 Electronic Maintenance Technician are "safety-sensitive" positions, under regulations issued by the Federal Transit Administration (49 CFR Part 655). Federal law requires that all transit employees who perform safety-sensitive functions be subject to random, post-accident, reasonable suspicion, return-to-duty and follow-up drug and alcohol testing. All applicants for safety-sensitive positions must pass a pre-employment drug test prior to appointment.

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

CONVICTION HISTORY

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

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

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

DISASTER SERVICE WORKERS

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

CONCLUSION

Requests

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable ADA Accommodation at:

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

Information regarding requests for Veterans Preference can be found at:

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

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

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

Copies of Application Documents

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

Right to Work

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

Information regarding seniority credit can be found at:

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

Terms of Announcement

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. Clerical errors may be corrected by the posting the correction on the Department of Human Resources website at www.jobaps.com/sf.

Amended 3/25/2014 to extend closing deadline to expand applicant pool.

Amended 4/4/2014 to extend closing deadline to expand applicant pool.

Amended 5/2/2014 to reflect changes in selection and procedures.

Exam Type: CPE

Issued: March 11, 2014

Micki Callahan

Human Resources Director

Department of Human Resources

Recruitment ID Number: 060703

PUC/MB/415.554.0769

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](#).

[Contact SFGov](#) [Accessibility](#) [Policies](#)

City and County of San Francisco ©2000-2013

5-14-14

To: Melissa Biascan

From: James Grant

RE: 7329 Eligability List # 060703

Dear Melissa,

Contained here are some letters and certifications pertaining to my work experiences, training related to my job duties, and verification letters from my employer. Also included is one of two letters from PUC accepting my applications for 7329 for which I have previously tested. I would like to note that I was one of only twelve candidates accepted to a final interview as 7329 during a prior round of testing.

Thank you for your attention to this matter.

Sincerely,

James Grant



San Francisco Schools Of Business And Technology Campus

350 Mission Street
San Francisco, CA 94105

OFFICIAL STUDENT TRANSCRIPT

Grant, James	Birthdate:
	SSN#:
	Issued to:

Quarter	UNITS	GRADE	% Attendance
---------	-------	-------	--------------

July, 1992

E110	DC/AC CIRCUITS	10	A
E110L	ELECTRONICS LAB	4	A
M101T	Electronics Math	5	A

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	4.00
Cum	Cred. Earned:	19	Cum Cred. Attempted:	19	Cum GPA:	4.00

October, 1992

E101T	Communications I	5	A
E120	SOLID STATE CIRCUITS	10	B
E120L	ELECTRONICS LAB	4	B

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	3.26
Cum	Cred. Earned:	38	Cum Cred. Attempted:	38	Cum GPA:	3.63

January, 1993

E130	DIGITAL CIRCUITS	10	A	100%
E130L	ELECTRONICS LAB	4	A	100%
E201T	COMMUNICATIONS II	5	B	100%

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	3.74
Cum	Cred. Earned:	57	Cum Cred. Attempted:	57	Cum GPA:	3.67

April, 1993

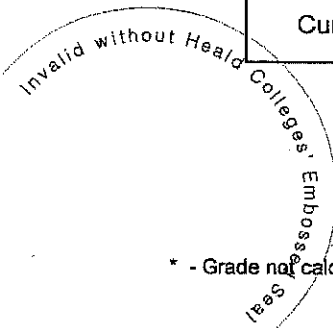
E210	MICROCOMPUTERS	10	A
E210L	ELECTRONICS LAB	4	A
T201	STRUCTURED PROGRAMMING	5	A

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	4.00
Cum	Cred. Earned:	76	Cum Cred. Attempted:	76	Cum GPA:	3.75

July, 1993

E211T	Technology and Society	5	C
E220	MICROPROCESSOR SYSTEMS	10	B
E220L	ELECTRONICS LAB	4	A

Qtr	Cred Earned:	19	Cred Attempted:	19	GPA:	2.95
Cum	Cred. Earned:	95	Cum Cred. Attempted:	95	Cum GPA:	3.59



* - Grade not calculated in Cum GPA



San Francisco Schools Of Business And Technology Campus

350 Mission Street
San Francisco, CA 94105

OFFICIAL STUDENT TRANSCRIPT

Grant, James	Birthdate:
	SSN#:
	Issued to:

Quarter	UNITS	GRADE	% Attendance
---------	-------	-------	--------------

October, 1993

E230	COMMUNICATIONS SYSTEMS	10	B
E230L	ELECTRONICS LAB	4	A
G201T	PSYCHOLOGY	3	B

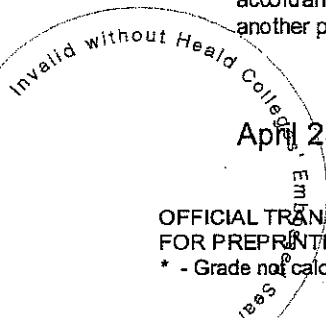
Otr	Cred. Earned:	17	Cred. Attempted:	17	GPA:	3.24
Cum	Cred. Earned:	112	Cum Cred. Attempted:	112	Cum GPA:	3.54

Cum. Credits Earned Including Transferred : 112.0

START DATE: 7/20/1992
TYPING SPEED:
10K SPEED:

Graduate 1/12/1994

Heald Colleges are accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges. The Educational Services Office has released this information in accordance with the Family Educational Rights and Privacy Act of 1974. This information cannot be released to another party without the written consent of the student



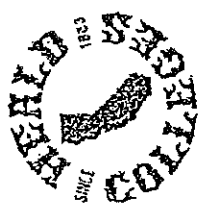
April 25, 2000

Certifying Official

OFFICIAL TRANSCRIPT REQUIRES RAISED SEAL AND SIGNATURE OF CERTIFYING OFFICIAL. SEE REVERSE SIDE FOR PREPRINTED INFORMATION ON THE INTERPRETATION AND AUTHENTICITY OF THIS TRANSCRIPT.

* - Grade not calculated in Cum GPA

THE UNIVERSITY OF CALIFORNIA



The trustees of the Herald Colleges on the recommendation of the faculty and by virtue of the authority vested in them by the State of California have conferred upon

James Edward Grant

the degree of

Associate of Applied Science

Electronics Technology

with all the Rights, Privileges and Honors thereto pertaining.

Given at San Francisco, California, on this fourteenth day of January, nineteen hundred ninety-four.

James C. Deitz
President

James R. Payne
Director



Certificate of Completion

Awarded this Day

May 27, 1994

to

James Grant

In recognition of attendance and participation in EG&G Rotron's
Training for the Inverter and Battery Charger for MUNI

Stephen Sheedy
Project Engineer/Instructor

Marcelo Gaywin
Maintenance Training Coordinator

Certificate of Training

This certifies that

JAMES EDWARD GRANT

has successfully completed the training
program requirements for

ELECTRICAL SYSTEMS OF THE

NEW FLYER ARTIC TROLLEY COACH

Awarded on this 6 day of MAY 1994

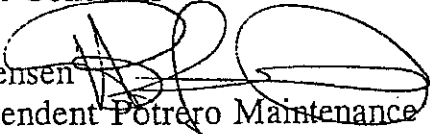
Pete W. Wagner, P. Eng.





May 25, 1995

TO: Whom It Concerns

FROM: Harry Jensen 
Superintendent Potrero Maintenance

SUBJECT: James Grant Electric Transit Mechanic

James Grant is a "Electric Transit Mechanic" class 7379. He has been working for Muni since 1984. Mr. Grant's duties include: operation, maintenance troubleshooting, testing and calibration of Electrical Transit Vehicles. James works on all systems of both standard and Artic vehicles. These systems are electrical, electronic, pneumatic and hydraulic. He also worked special duty on the Test and Acceptance of our A.C. computer controlled Artic buses.

cc: File



GE Transportation Systems
Dedicated to Customer Success™

AC Propulsion Maintenance & Troubleshooting Diploma

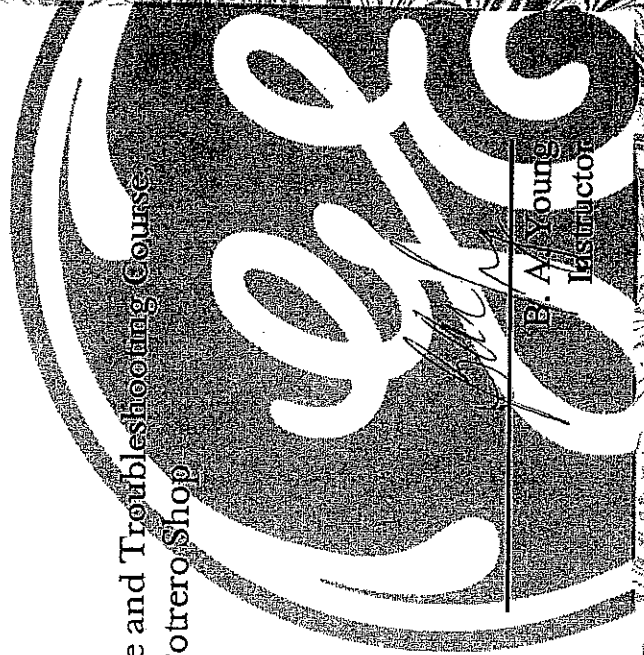
awarded to

James Grant

For completion of the AC Propulsion Electronics Maintenance and Troubleshooting Course
held at San Francisco Municipal Railway, Potrero Shop
22-25 April 1996

presented by

GE Transportation Systems
Erie, PA





CITY AND COUNTY OF SAN FRANCISCO
PUBLIC UTILITIES COMMISSION
Bureau of Personnel and Training

WILLIE L. BROWN, JR., MAYOR
ANSON B. MORAN, GENERAL MANAGER

ANN MOLLER CAEN
PRESIDENT
FRANK L. COOK
VICE PRESIDENT
E. DENNIS NORMANDY
VICTOR G. MAKRAS
BEN L. HOM

SAN FRANCISCO
WATER DEPARTMENT

HETCH HETCHY
WATER AND POWER

SAN FRANCISCO
CLEAN WATER PROGRAM

November 3, 1999

JAMES E GRANT
.....
.....

Dear Mr. GRANT:

We are pleased to advise you that we have received your application for Class 7336 ELECTRONIC INSTRUMENTATION TECH, WPC, and that you are qualified to participate in the examination process. You will be notified by mail of the exact date, time and place of the examination.

If you have a disability requiring reasonable accommodation for an examination please contact the examination analyst as soon as possible by phone (415) 554-1660 (voice) or, if hearing impaired (415) 554-1672 (TDD), or in writing at the address listed below. Please specify Class 7336.


PUBLIC UTILITIES COMMISSION
Princess Campbell
Personnel Analyst
(415) 554-1660

ListID:50069
LetterID:(A)
CC: 7336 Exam File
Reading File



September 7, 2001

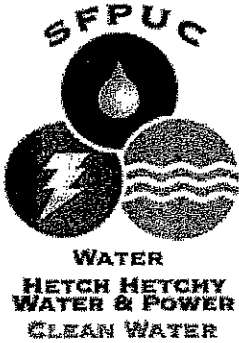
TO: Human Resources

FROM: Harry Jensen 
Potrero Maintenance Superintendent

SUBJECT: James Grant

This is to verify that James Grant works on electronically controlled artic coaches. Mr. Grant was on the Test and Acceptance program. This program in 1992 and ending in 1993, required the testing of all systems on the coach. Mr. Grant now is working the Road Service from the Ferry Terminal. This requires him to make repairs to the Artic coach so it may remain in service. These repairs may involve the electronic controlled units.

Cc: file



SAN FRANCISCO PUBLIC UTILITIES COMMISSION

1155 Market St., 8th Floor, San Francisco, CA 94103 • Tel. (415) 554-1670 • Fax (415) 554-2405 TDD (415) 554-1672



October 12, 2005

GAVIN NEWSOM
MAYOR

RICHARD SKLAR
PRESIDENT

ANN MOLLER CAEN
VICE-PRESIDENT

E. DENNIS NORMANDY
ADAM WERBACH
RYAN L. BROOKS

SUSAN LEAL
GENERAL MANAGER

James E Grant

Dear Mr. Grant:

We are pleased to advise you that we have received your application for Class 7329 Electronic Maintenance Technician Assistant Supervisor, and that you are qualified to participate in the examination process. You will be notified by mail of the exact date, time and place of the examination.

If you have a disability requiring reasonable accommodation for this examination please contact the examination analyst as soon as possible by phone at (415) 554-1660 (Voice) or, if hearing impaired at (415) 554-1672 (TDD), or in writing at the address listed below. Please specify Class 7329.

PUBLIC UTILITIES COMMISSION
Staffing Unit – 554-1660
Analyst: Princess P. Campbell

List ID #: 52834

Attachment C

Biascan, Melissa L

From: Biascan, Melissa L
Sent: Wednesday, May 14, 2014 3:17 PM
To: 'James Grant'
Subject: FW: James Grant 7329 paperwork
Attachments: img-514121333-0001.pdf

James,

Thank you for sending copies of documents related to your participation in previous examinations for class 7329 Electronic Maintenance Technician Assistant Supervisor . We are fully aware that the minimum qualifications set in the past allowed candidates with your qualifications (in class 7371) to participate in the 7329 examination. However, due to a revision in the minimum qualifications, we cannot longer accept applications from candidates that do not have the experience performing duties similar to those performed by incumbents in class 7318. The revisions to the minimum qualifications were made based on the results of the most recent citywide job analysis conducted for this class. The revised minimum qualifications are in line with the training and experience necessary to perform the 7329 duties in a satisfactory manner.

Unless you can provide verification that you have performed the duties routinely assigned to class 7318 at a high percentage (80 percent or more), or verification of external qualifying experience, we cannot further consider your application for this class.

The verification mentioned above must be submitted by 5 pm on Friday, May 16, 2014 for reconsideration. Documents can be submitted to me at mbiascan@sfgwater.org. Documents submitted will not guarantee a change in status.

Sincerely,
Melissa Biascan

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

From: Ortiz, Rafael [<mailto:Rafael.Ortiz@sfmta.com>]
Sent: Wednesday, May 14, 2014 12:16 PM
To: Biascan, Melissa L
Subject: James Grant 7329 paperwork

Melissa,

These are James Grant's paperwork.

-Rafael

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

From: POT1-111-x-scanner [<mailto:POT1-111-x-scanner@sfmta.com>]
Sent: Wednesday, May 14, 2014 12:14 PM
To: Ortiz, Rafael
Subject: Scan from Pot1-111-X-scanner

Attachment File Type: PDF

Device Name: POT1-111-x-scanner

Device Location: Potrero Division, 1st Floor, Room 111, 2500 Mariposa Ave., SF CA 94110

Attachment D

Biascan, Melissa L

From: James Grant
Sent: Friday, May 16, 2014 4:27 PM
To: Biascan, Melissa L; Imrodriguez@ibew6.org
Subject: Re: James Grant 7329 paperwork

Dear Melissa Biascan,

I have submitted verification of the performing duties routinely assigned to incumbents in class 7318 at a high percentage, 80% or more. I am unclear as to what you mean by "the revisions to the minimum qualifications" that you reference in your letter. I am unclear and do not agree with your conclusion that I do not have the experience similar to those performed by incumbents in class 7318.

PUC and SFMTA have already recognized the duties I performed in class 7371 as qualifying experience. Should my application be denied, I will have no choice but to exercise my right to appeal in front of the Civil Service Commission.

Sincerely,
James Grant

On Wednesday, May 14, 2014 3:17 PM, "Biascan, Melissa L" <MBiascan@sfgwater.org> wrote:

James,

Thank you for sending copies of documents related to your participation in previous examinations for class 7329 Electronic Maintenance Technician Assistant Supervisor . We are fully aware that the minimum qualifications set in the past allowed candidates with your qualifications (in class 7371) to participate in the 7329 examination. However, due to a revision in the minimum qualifications, we cannot longer accept applications from candidates that do not have the experience performing duties similar to those performed by incumbents in class 7318. The revisions to the minimum qualifications were made based on the results of the most recent citywide job analysis conducted for this class. The revised minimum qualifications are in line with the training and experience necessary to perform the 7329 duties in a satisfactory manner.

Unless you can provide verification that you have performed the duties routinely assigned to class 7318 at a high percentage (80 percent or more), or verification of external qualifying experience, we cannot further consider your application for this class.

The verification mentioned above must be submitted by 5 pm on Friday, May 16, 2014 for reconsideration. Documents can be submitted to me at mbiascan@sfgwater.org. Documents submitted will not guarantee a change in status.

Sincerely,
Melissa Biascan

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

From: Ortiz, Rafael [<mailto:Rafael.Ortiz@sfmta.com>]
Sent: Wednesday, May 14, 2014 12:16 PM
To: Biascan, Melissa L

Subject: James Grant 7329 paperwork

Melissa,

These are James Grant's paperwork.

-Rafael

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

From: POT1-111-x-scanner [mailto:POT1-111-x-scanner@sfmta.com]

Sent: Wednesday, May 14, 2014 12:14 PM

To: Ortiz, Rafael

Subject: Scan from Pot1-111-X-scanner

Number of Images: 11

Attachment File Type: PDF

Device Name: POT1-111-x-scanner

Device Location: Potrero Division, 1st Floor, Room 111, 2500 Mariposa Ave., SF CA 94110



San Francisco
Water Power Sewer

Services of the San Francisco Public Utilities Commission

525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102
T 415.554.1670
F 415.554.1662
TTY 415.554.1672

May 22, 2014

James Grant

Dear James Grant,

This is in response to your email dated May 16, 2014 in which you protest the rejection of your application for the exam in class 7329 Electronic Maintenance Technician Assistant Supervisor (CBT-7329-060703), and claim that you have previously qualified to compete for positions in this class. In response to your email, we have conducted a thorough review of the exam process as it relates to the establishment of the minimum qualifications and processing of applications for the exam in class 7329. This review shows that the current minimum qualifications for class 7329 Electronic Maintenance Technician Assistant Supervisor are as follows:

1. Completion of a two (2) year or equivalent program in ELECTRONICS from a recognized academic, trade or technical institution; or completion of a military training program in electronics; AND
2. Five (5) years of verifiable journey-level INDUSTRIAL ELECTRONIC experience or industrial instrumentation and control experience, performing installation, calibration, maintenance, troubleshooting, repair and modification of electronic control systems and related electrical components and electronic sub-systems to the level of the electronic component (such as, integrated circuits, transistors, diodes, capacitors, resistors, etc.); AND
3. Possession of a valid California driver's license at the time of appointment.

These minimum qualifications are based on the results of the most recent job analysis conducted for this class. Subject matter experts from the Public Utilities Commission, the Airport Commission and the Municipal Transportation Agency participated in the job analysis. Please note that prior to issuing the job announcement, on March 11, 2014, amendments to the 7329 class specification were posted and finalized. Therefore, the minimum qualifications of class 7329 are valid and must be applied equally to all 7329 applicants.

We recognize your concern and disagreement with the rejection of your application for the 7329 Electronic Maintenance Technician Assistant Supervisor classification. However, a review of your application shows that you were recently appointed to the journey level class 7318 EMT, and that would be the only qualifying experience that can now be considered in qualifying for class 7329. The additional documentation you submitted on May 14, 2014, pertaining to work experience and training, including a letter from SFPUC HRS showing that your application for a previous 7329 recruitment had been accepted does not demonstrate that you meet the current requirements. In fact, we have reviewed lists of eligibles

Edwin M. Lee
Mayor

Vince Courtney
President

Ann Moller Caen
Vice President

Francesca Vietor
Commissioner

Anson Moran
Commissioner

Art Torres
Commissioner

Harlan L. Kelly, Jr.
General Manager



Letter to James Grant
February 4, 2014
Page 2

established for class 7329, and found that your name does not appear on any of the lists generated for this classification.

You can rest assured that a fair evaluation of your qualifications has been completed. For the reasons stated above, your application status remains the same.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.

Sincerely,

Ana Borja-Valdes
Recruitment and Testing Manager
Human Resources Services
San Francisco Public Utilities Commission
415-554-1664 Phone
415-554-1687 Fax

Attachment F

Biascan, Melissa L

From: Borja-Valdes, Ana
Sent: Friday, May 23, 2014 9:38 AM
To: Biascan, Melissa L
Subject: FW: 7329 EMT Assistant Supervisor - Application Status

From: James Grant
Sent: Thursday, May 22, 2014 11:58 PM
To: Borja-Valdes, Ana
Cc: lmrodriguez@ibew6.org
Subject: Re: 7329 EMT Assistant Supervisor - Application Status

Dear Ms. Borja-Valdez,

I have received your letter dated May 22 in which you characterize my assertion of possessing the required qualifying experience as a protest. Please understand that my earlier explanation was not a protest.

To your claim that my "name does not appear on any of the lists generated for this classification", I would suggest you simply did not look at all the 7329 lists, else inadvertently read past my name. As you are well aware, I have stated in writing and verbally that I am on prior 7329 lists.

Toward the end of your letter you state "For the reasons stated above, your application status remains the same". I hope that in light of the fact that I did actually score and rank on previous 7329 exams, you will retract your official statement that my name does not appear on 7329 lists. I would appreciate your new letter to reflect that I did in fact score and rank on previous 7329 lists, and that you will reconsider the application based on correct facts.

Such inaccurate and condemning remarks against my written attestation could be construed as abusive if left to stand. This is particularly true when the official writing the condemning remarks has access to the documents that would prove their statements unwarranted.

Sincerely,
James Grant
On Thursday, May 22, 2014 3:29 PM, "Borja-Valdes, Ana" <ABorja-Valdes@sfgwater.org> wrote:

Mr. Grant,

Appended please find letter responding to concerns raised to Melissa Biascan in relation to your application for class 7329 EMT Assistant Supervisor.

Thanks,

Ana Borja-Valdes
Recruitment and Testing Manager
Human Resources Services
San Francisco Public Utilities Commission
415-554-1664 Phone
415-554-1687 Fax



San Francisco
Water Power Sewer
Services of the San Francisco Public Utilities Commission

 *Please consider the environment before printing this email*

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Any review, use disclosure or distribution by persons or entities other than the intended recipient(s) is prohibited. If you are not the intended recipient, please notify the sender by reply and destroy all copies (electronic or otherwise) of the original message.

Attachment G



San Francisco
Water Power Sewer
Services of the San Francisco Public Utilities Commission

525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102
T 415.554.1670
F 415.554.1662
TTY 415.554.1672

May 23, 2014

James Grant

Dear James Grant,

We respect your feelings and would like to respond to concerns stated in your email of May 23, 2014. First and foremost, the letter sent to you on May 22, 2014 was in no way meant to condemn any actions committed on your part. The intent of the letter was to address your concerns and further clarify the reasons why you did not meet the minimum qualifications for recruitment CBT-7329-060703 (Class 7329 Electronic Maintenance Technician Assistant Supervisor).

To reiterate the letter's intent, through a recent citywide job analysis there has been a revision in minimum qualifications finalized by the class specification amendment posted on March 11, 2014. With these recent revisions, some work experience previously accepted as qualifying has been deemed insufficient by subject matter experts in order to successfully perform the essential duties of class 7329. Consequently, work experience in class 7371 Electrical Transit System Mechanic is not considered qualifying experience for class 7329. Your experience in class 7318 Electronic Maintenance Technician is the only experience that is acceptable as qualifying for the 7329 classification. However, you do not possess the minimum years of experience required in class 7318 to qualify for the current examination. For this reason, your application for recruitment CBT-7329-060703 was rejected.

The point that we were unable to locate your name on the eligible list for any previous recruitment for class 7329 Electronic Maintenance Technician Assistant Supervisor was stated simply as a matter of fact. We have again done a thorough search of archived eligible lists for class 7329 and were unable to locate a list containing your name. In any case, being on an eligible list or being accepted to take an exam for a previous recruitment in class 7329 does not demonstrate that you meet the current requirements for this position.

We understand and acknowledge your concerns and hope that this explanation provides a better understanding of our intent.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.

Sincerely,

Ana Borja-Valdes
Recruitment and Testing Manager
Human Resources Services
San Francisco Public Utilities Commission
415-554-1664 Phone

Edwin M. Lee
Mayor

Vince Courtney
President

Ann Moller Caen
Vice President

Francesca Viotor
Commissioner

Anson Moran
Commissioner

Art Torres
Commissioner

Harlan L. Kelly, Jr.
General Manager



Attachment H

City and County of San Francisco



Department of Human Resources

Edwin Lee
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: March 3, 2014

Re: **Notice of Proposed Classification Actions –Final Notice No 16 FY 13/14 (copy attached).**

Pursuant to completion of discussion with Local 6 & Local 21 regarding this classification action, the classification action contained in the above referenced notice became effective March 3, 2014.

Micki Callahan
Human Resources Director

by:

A handwritten signature in black ink, appearing to be "Steve Ponder", written over a horizontal line.

Steve Ponder
Classification and Compensation Manager
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Chris Trenchel, Controller/ Budget Division
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 16
Fiscal Year: 2013/2014
Posted Date: 1/10/14
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	7318	Electronic Maintenance Technician
2	7329	Electronic Maintenance Technician Assistant Supervisor

For additional information regarding this proposed classification action, please contact Cathy Abela, Senior Classification and Compensation Analyst, at (415) 557-4926 or by email at Cathy.Abela@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Chris Trenchel, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: ELECTRONIC MAINTENANCE TECHNICIAN
Job Code: 7318**

INTRODUCTION

Under general supervision, the Electronic Maintenance Technician performs a wide variety of highly skilled technical work including, but not limited to, the trouble-shooting, maintenance, testing, repair, calibration, fabrication, installation and modification of transit electronic equipment and a wide variety of other types of electronic equipment and related control system components; and performs other duties as required.

DISTINGUISHING FEATURES

This journey-level job class is characterized by its responsibility for maintenance and repair work on various types of electronic equipment. Assignments may involve responsibility for the circuits, components, and related equipment used in connection with the operation of electronically controlled light rail and trolley vehicles. Other assignments may involve responsibility for maintaining electronic communication systems, telemetering, remote control equipment and power house equipment. It is distinguished from 7336 Electronic Instrumentation Technician, Water Pollution Control, in that the latter is responsible for the maintenance and repair of electronic systems, instruments and equipment at the City's sewage treatment plant and pumping stations. This class is distinguished from the 7329 Electronic Maintenance Technician Assistant Supervisor, which is the advanced journey level in this series, and the latter is assigned to perform the more difficult and complex work and will supervise staff.

SUPERVISION EXERCISED

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Performs corrective and preventive maintenance, non-routine repair, modification, and troubleshooting, calibration, removal and installation of complex electronic systems, equipment and transit vehicles.
2. Tests and calibrates electronic equipment using established test procedures; operates Diagnostic Test Equipment, function generators, oscilloscopes, transmission measuring test sets, meters, and other devices required to maintain electronic systems and equipment; utilizes various schematics, blueprints, wire lists, equipment manuals, and other resources.
3. Inspects newly installed equipment including circuits and systems to evaluate performance under operating conditions; may assist in the design fabrication, testing, and evaluation of prototypes.
4. Maintains records of work performed; develops documentation for the maintenance installation, removal and modification of electronic systems and equipment.
5. Instructs other personnel in system maintenance procedures and operations; may advise

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: ELECTRONIC MAINTENANCE TECHNICIAN
Job Code: 7318**

and assist management personnel and others on operating problems involving electronic transit equipment.

6. Operates special hand and power tools, such as soldering equipment, drill press grinder, crimper, saws, wire-rap tools, and other related equipment.

7. Inspects, maintains and repairs network communication systems, supervisory control, remote signal and remote control equipment, instrumentation and control systems, and flow, pressure and level sensor calibrations.

8. Inspects, maintains and repairs radio, fire alarm and security systems, video equipment, digital electronic equipment, telemetering, communication, protective relays, meters and other electronic and auxiliary apparatus.

9. Inspects, maintains and repair various miscellaneous electrical equipment in powerhouse, switch yard and sub-station; may act as an emergency operator at an unattended powerhouse station.

10. Operates a motor vehicle to respond to service requests at various locations

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: electronics and electrical principles and theory, including digital and analog circuits

Ability to: evaluate electronic systems, circuits and components; troubleshoot signal, data and radio communications, power and signal equipment; work from schematics, drawings and blueprints; operate a motor vehicle and maintain insurability standards; use a computer and software applications.

Skill to: Instruct and advise other personnel on maintenance procedures; compose work records, documentation for maintenance; apply safety procedures in the course of work

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. Completion of a two (2) year or equivalent program in electronics from a recognized academic, trade or technical institution; or completion of a military training program in electronics

AND

2. Three (3) years of verifiable journey-level industrial or institutional electronic experience performing installation, instrumentation calibration, maintenance, troubleshooting, repair and modification of electronic systems and related electrical components and electronic sub-systems to the electronic component level; ; AND

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: ELECTRONIC MAINTENANCE TECHNICIAN
Job Code: 7318**

3. Possession of a valid California driver's license

LICENSE AND CERTIFICATION

PROMOTIVE LINES

TO: 7329 Electronic Maintenance Technician Assistant Supervisor
FROM: 7430 Assistant Electronic Maintenance Technician

ORIGINATION DATE: May 17, 1977

AMENDED DATE: April 28, 2000, March 3, 2014

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN SFMTA

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: 7329

Job Code: ELECTRONIC MAINTENANCE TECHNICIAN ASSISTANT SUPERVISOR

INTRODUCTION

Under general supervision, the Electronic Maintenance Technician Assistant Supervisor performs a wide variety of highly skilled electronic system trouble shooting, maintenance, testing, and repairs; exercises work direction over a small group of subordinate skilled and semi-skilled staff engaged in such work; and performs related duties as required.

DISTINGUISHING FEATURES

This class is the lead worker or working supervisor in the Electronic Maintenance Technician series. It is distinguished from the higher level Supervising Electronic Maintenance Technician by the smaller size of crew and more limited scope of activities supervised. It is distinguished from the lower level 7318 Electronic Maintenance Technician by the complexity of work assigned and responsibility for exercising work direction over other technical personnel.

SUPERVISION EXERCISED

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Supervises by planning, assigning and reviewing the work of a small group of skilled, semi-skilled and support staff performing trouble-shooting, maintenance, repair, calibration, fabrication, installation, design, modification and development of a wide variety of electronic systems.
2. Performs quality assurance tests; assists in developing and modifying maintenance and repair policies and procedures.
3. Performs a variety of complex, non-routine electronic maintenance tasks including corrective and preventive maintenance, repair, trouble shooting, calibration, removal, installation, and system design and modification.
4. Advises staff in solving difficult problems, assists in training and interpreting policy; enforces safety procedures; analyzes equipment failures, personnel or operational problems and reports to supervisor.
5. Maintains records of maintenance activities including vehicle work orders, time and materials usage, equipment test results, vehicle modifications, and others as directed.
6. Analyzes chronic equipment failure, design system improvements, estimate project time and costs, or prepare specialized reports of program activities.
7. Tests and calibrates electronic equipment using established test procedures; operates Diagnostic Test Equipment , function generators, oscilloscopes, transmission measuring test sets, meters, locators, and other devices required to maintain electric/electronic systems and equipment; utilizes various schematics, blueprints, wire lists, equipment manuals, and other

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: 7329

Job Code: ELECTRONIC MAINTENANCE TECHNICIAN ASSISTANT SUPERVISOR

resources.

8. Performs corrective and preventive maintenance, non-routine repair, modification, troubleshooting, calibration, removal and installation of complex electronic systems, equipment and transit vehicles

9. Inspects existing and newly installed equipment including motor/generator control circuits and systems to evaluate performance under operating conditions; may assist in the design fabrication, testing, and evaluation of prototypes.

10. Instructs other personnel in system maintenance procedures and operations; may advise and assist management personnel and others on operating problems involving electronic transit equipment.

11. Operate special hand and power tools, such as soldering equipment, drill press grinder, crimper, saws, wire-rap tools, and other related equipment.

12. Inspects, maintains and repairs network communication systems, supervisory control, remote signal and remote control equipment, instrumentation and control systems, and flow, pressure and level sensor calibrations.

13. Inspects, maintains and repairs radio, fire alarm and security systems, video equipment, digital electronic equipment, telemetering, communication, protective relays, meters and other electronic and auxiliary apparatus.

14. Inspects, maintains and repairs various miscellaneous electrical equipment in powerhouse, switch yard and sub-station; may act as an emergency operator at an unattended powerhouse station.

15. Maintains detailed files and record-keeping system to assure accurate and complete documentation of payroll/personnel

16. Operates a motor vehicle to respond to service requests at various locations

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: electronics and electrical principles and theory, including digital and analog circuits; functional use of complex electronic test equipment; relay logic and electronic power, data processing and communications equipment; principles and methods of electronics systems maintenance and repair; and safety procedures.

Ability to: Trouble-shoot signal, data and radio communications, power and signal equipment; work from drawings and blueprints; plan, assign, and supervise subordinate staff;; Operate a motor vehicle and maintain insurability standards; use a computer and software applications

Skill to: Instruct and advise other personnel on maintenance procedures; compose work records, documentation for maintenance; apply safety procedures in the course of work

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: 7329

Job Code: ELECTRONIC MAINTENANCE TECHNICIAN ASSISTANT SUPERVISOR

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. Completion of a two (2) year course or equivalent program in electronics from a recognized academic, trade, or technical institution; or completion of a military training program in electronics; AND
2. Five (5) years of industrial or institutional electronics experience performing installation, instrumentation calibration, maintenance, trouble-shooting, repair and modification of electronic control systems and related electrical components and electronic sub-systems to the electronic component level; AND
3. Possession of a valid California driver's license

LICENSE AND CERTIFICATION

PROMOTIVE LINES

TO: 7287 Supervising Electronic Maintenance Technician

FROM: 7318 Electronic Maintenance Technician

ORIGINATION DATE: October 2, 1979

AMENDED DATE: March 3, 2014

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN SFMTA

CITY AND COUNTY Attachment I FRANCISCO
EMPLOYMENT OPPORTUNITY

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.

**7329 ELECTRONIC MAINTENANCE TECHNICIAN ASSISTANT
SUPERVISOR**

Re-issued for one day only

Applicants who applied under the terms of the announcement
issued September 2, 2005 need not reapply.

Under general supervision, Electronic Maintenance Technician Assistant Supervisor supervises and trains a group of technicians and other staff engaged in troubleshooting, maintaining, repairing, testing, calibrating, fabricating, modifying, designing, installing and performing preventive maintenance on various electronic systems and equipment. This position may also perform technical analysis/liaison support/field work and/or project management duties.

Essential functions of this class include: supervising the work of a group of technicians to ensure that proper quality control measures are maintained; scheduling and assigning departmental work; assisting in the development of the preventive maintenance program, supervising, and performing preventive maintenance and testing of the hardware and software on various electronic systems and equipment; repairing, troubleshooting, modifying, designing, installing and testing various electronic systems and equipment; carrying out departmental policies and safety procedures; maintaining records of work performed and time-rolls; and driving vehicles to work sites. Incumbents may be required to perform other related duties in addition to the ones listed above.

Nature of work may require walking distances on narrow catwalks, on rock ballast, up and down stairs and ladders, while carrying tools, test equipment and parts, in dimly lit areas in close proximity to trains that are operating at a speed up to 50mph; and work in confined spaces. Requires normal color vision and hearing. Employees may be required to work day, swing or night shifts, rotating shift, weekends, and holidays. The annual salary range is \$74,724 - \$90,818.

MINIMUM QUALIFICATIONS:

1. Five years of verifiable journey-level industrial electronic or journey-level electrical experience which must have included installation, calibration, maintenance, troubleshooting, repair, and modification of electronic systems and related electrical components and subsystems to the electronics component level; **AND**
2. Satisfactory completion of a recognized two-year program in electronics from a recognized academic, trade, and technical institution; OR completion of a military training program in electronics

SUBSTITUTION: One additional year of qualifying experience may substitute for up to one year of the required education. (30 semester units/45 quarter units = 1 year. Credit for coursework will be provided only if the coursework is part of an accredited electronics program); **OR**

3. Eight years of verifiable qualifying experience as described above in minimum qualifications #1.
4. All applicants must possess a valid Class C driver license (to be presented at the time of the examination).

Minorities, Women, and Persons with Disabilities are Encouraged to Apply
An Equal Opportunity Employer

Notes:

- Some positions will require employees to obtain a Federal Communications Commission Radio Telephone License or equivalent within six months of appointment.
- Some positions at MUNI require a Class B – commercial driver license. Employees appointed to these positions will be expected to obtain the Class B driver license within six months from the appointment date.
- Positions at MUNI involve the maintenance of electronic systems on electric trolley buses, maintenance on hardware and software of light rail vehicle, wayside and central control systems with exposure to equipment energized up to 1000 volts D.C.
- Some positions at PUC require exposure to high voltage for testing, calibration and preventative maintenance on power transformers (14.4 kv/ 230 kv) and associated protective relays, Power House control systems, oil circuit breakers, potential and current transformers (PT & CT devices); test operational standards on large generators up to 85 mva, for rotors and stators; utilize data acquisition equipment (SCADA), programmable logic controllers, vibration recording equipment, communications equipment to include microwave and mobile units; and an understanding of water quality monitoring equipment, large UPS systems, inverters, large battery chargers, photo voltaic equipment and voice recording equipment.
- Positions at Water Supply and Treatment will require Corrosion Technologist Certification and International Coating Inspector Certification within one year of appointment.

HOW TO APPLY:

Applications can be obtained from and submitted at the Department of Human Resources, 44 Gough Street, San Francisco CA 94103, for one day only, on February 10, 2006. Completed application along with verification of experience and any required certification must be submitted no later than close of business on February 10, 2006.

VERIFICATION:

All applicants must verify all qualifying experience and/or education. Verification of training or education must include copies of transcripts, diplomas or certificates from an accredited academic, trade or technical institution. Applicants with the qualifying military training must submit their DD-214 to verify the training in electronics. Verification of experience must be on employer's letterhead and must state the name of the applicant, job title(s), dates of service and duties performed, and must be signed by the employer or the employer's authorized representative.

City employees may submit performance evaluations to verify required City experience. City and County employees get 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. City employees who qualify based upon a combination of City and outside experience must verify the outside experience. Experience claimed in self-employment would only be accepted if supported by documents verifying income, earnings, business license and experience comparable to minimum qualifications above. Copies of income tax papers or other documents listing occupation and total earnings must be submitted. Failure to submit the verification along with application by the filing deadline may result in rejection of the application.

SELECTION PROCEDURE:

Weight

Oral/Performance Examination:

Candidates will be tested to measure their relative knowledge, skill and ability in job related areas, which may include but not limited to: knowledge of electronic systems and equipment; electrical theory and practices, problem-solving ability; knowledge of safety methods and procedures; human relations ability; supervisory ability; knowledge of and ability to utilize electronic test equipment, mechanical skill, oral and written communication skills. A written and/or performance exercise may be administered as part of this procedure.

100%

The certification rule for this examination is **Rule of Three Scores**. Qualified applicants with disabilities requiring reasonable accommodation for this selection process **MUST** contact the examination analyst by phone at (415) 554-1660 (voice), or if hearing impaired, (415) 554-1672 (TTY), or in writing at 44 Gough Street, San Francisco, CA 94103, Attn: Class 7329 examination as soon as possible.

NOTE:

The Public Transportation Department/Municipal Railway has determined that Class 7329 Electronic Maintenance Technician Assistant Supervisor is a "safety-sensitive" position, under regulations issued by the Federal Transit Administration (49 CFR Parts 653 and 654). Federal Law requires that all transit employees who perform safety sensitive functions be subject to random, post-accident, reasonable suspicion, return-to-duty and follow-up drug and alcohol testing. In addition, all applicants for safety-sensitive positions, including transfers from non-safety positions, must pass a pre-employment drug test prior to appointment. Under the Public Transportation Commission's Substance Abuse Policy, applicants who test positive for prohibited drugs will not be eligible to reapply for a safety-sensitive position with the Public Transportation Department. Employees seeking to transfer from non-safety positions, who test positive for prohibited drugs may reapply after six months if they comply with the conditions in Section 7.2.1 of the Substance Abuse Policy.

The City and County of San Francisco's Substance Abuse Policy, in compliance with the Department of Transportation Omnibus Transportation Employee Testing Act of 1991 employing the Federal Motor Carrier Safety Administration (FMCSA) and Federal Transit Administration (FTA) regulations, requires drug and alcohol testing for employees in "safety-sensitive" positions. Some Class 7329 Electronic Maintenance Technician Assistant Supervisor positions qualify as "safety-sensitive" as defined by the FMCSA and FTA regulations. The selected applicants for "safety-sensitive" positions will be required to pass a Pre-Employment drug test prior to appointment and shall be subject to Random, Post-Accident, Reasonable Suspicion, Return-To-Duty, and Follow-Up testing during employment. Prior to appointment to an FMCSA position, each applicant who has participated in a DOT drug and alcohol testing program within the immediately preceding two years will be required to sign a consent form authorizing the City to contact his/her prior employers concerning his/her drug and alcohol test history.

Reissued: February 10, 2006 for additional recruitment
Issued: September 2, 2005
Announcement No. 52834
TEAM: PUC/PPC

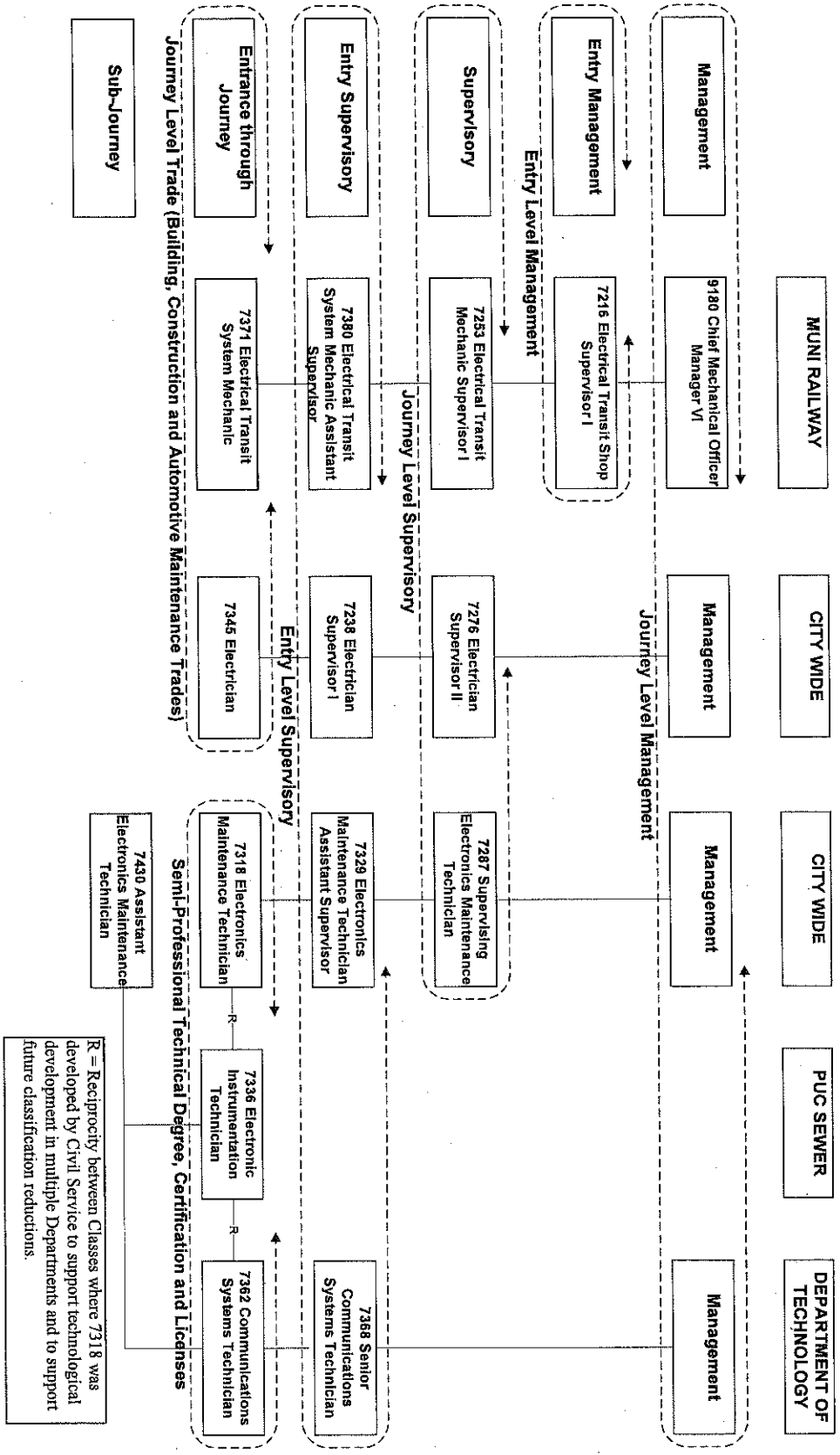
Philip A. Ginsburg, Director
Department of Human Resources

COMBINED ENTRANCE/PROMOTIVE - 7329

General information concerning City and County of San Francisco employment policies and procedures may be found in the pamphlet entitled "Important Employment Information." This information, including information regarding appeals of the terms of this announcement, is part of the terms of all announcements. The pamphlet is available at the Department of Human Resources information Center, 44 Gough Street.

Read the entire announcement and the pamphlet before you fill out your Employment Application.

Class Level Distinctions



Attachment K

Seniority Roster - PCS Employees in Class 7329 EMT Assistant Sup.					
	Dept.	List ID	Lname	Fname	Previous Class
1	MTA	159151	Bosso-Jr	Kenneth	7318
2	MTA	15916	Huggins	Antonio	7318
3	MTA	15916	Dutch	Galen	7318
4	MTA	15915	Smith	Roger	7318
5	MTA	99271	Khuu	Hue	7318
6	MTA	99271	Doon	Nelson	7318
7	MTA	99271	Yee	Sammy	7318
8	MTA	99271	Harbin	David	7318
9	MTA	52993	Lem	Frank	7318
10	MTA	52993	Caldwell	Curtis	7318
11	MTA	52993	Mai	Kevin	7318
12	MTA	52993	Sheridan	Thomas	7318
13	PUC	57936	McIntyre	Shawn	7318
14	PUC	59069	Lew	Jonathan	7318
15	PUC	57936	Outlioua	Khalid	7318
16	AIR	60086	Chen	Ricky	7318
17	AIR	60086	Maychrow	Matthew	7345

**ADDITIONAL INFORMATION
SUBMITTED BY APPELLANT**

Date: July 29th 2014

To: Civil Service Commissioners

From: James Grant

Re: August 4 CSC meeting. Appeal by James E. Grant of the disqualification of his application of the 7329 Electronic Maintenance Technician Assistant Supervisor Exam and 7318, 7329 promotion from 7371 Electric Transit Systems Mechanic

Dear Commissioners,

It is clear that the only difference between prerequisites for 7318 Electronic Maintenance Technician, and 7329 Electronic Maintenance Technician Supervisor, is the length of work experience. ie: 3 years and 5 years. Exclusive the length of work experience, both jobs have identical prerequisites.

It has been standard past practice to credit work experience in the position of 7371 as satisfactory experience towards the positions of 7318 and 7329.

Numerous individuals formerly of position 7371, have promoted to 7318 as has been a standard accepted practice. Some have moved on to be 7329. In each circumstance, those former 7371's whom have passed the exam and been hired, retained those positions satisfactorily through their probationary period and continued their tenure.

The "other related duties as required" caveat of the 7371, 7318 and 7329 job announcements, provides the opportunity for the employer to assign duties not explicitly described on a job announcement. A consequence of that is the applicant for 7371 Electric Transit Systems Mechanics routinely perform 'highly skilled electronic system troubleshooting, maintenance, testing and repairs'. In addition to the degree I've held since 1993, SFMTA even provided additional Electronics training to me and other 7371 employees.

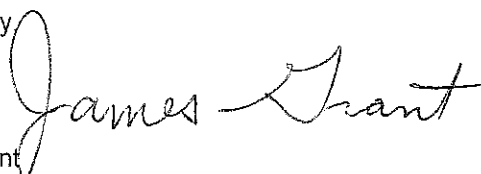
PUC HR disputes the fact that an Electronics Degree holding employee is assigned to perform journey level electronic duties in the capacity of a 7371 Electric Transit Systems Mechanic. Statements from the 7371 Superintendent at SFMTA contradict PUC HR's claim. HR's assertion is unsupported.

A separate but germane argument is that PUC HR excludes 7371's from advancing to any electronics positions. They are creating a new multi agency 7318 list (Airport, MTA, PUC) that runs concurrent with the MTA's existing 7318 list. Difference being that the 7371's who passed and are ranked on the MTA 7318 list are excluded from participation on the PUC's concurrent multi agency 7318 exam.

I, and at least one co worker who passed and scored on the existing SFMTA 7318 list and prior 7329 list were denied participation in taking the recent 7318 exam and 7329 exam at PUC. There is no justification or basis for denying a whole classification of employees fair treatment and access to this line of promotive exams at PUC.

In conclusion, the goal of this appeal is to have past practices restored and to be allowed to take any electronics related exam including 7329 that has historically been considered a promotive position for classification 7371.

Respectfully


James Grant

**Commissioners'
Announcements/
Request**

Adjournment