



CIVIL SERVICE COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

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MICHAEL L. BROWN
EXECUTIVE OFFICER

Date: February 2, 2015

To: Civil Service Commission

Through: Michael L. Brown *MLB*
Executive Officer

From: Sandra Eng *SE*
Assistant Executive Officer

Subject: **Mid-Year Status Report on Fiscal Year 2014-15 Service and Performance Goals Covering the Period Ending December 31, 2014**

The following is a summary report of the Civil Service Commission Department's ("Department") activities for the period ending December 31, 2014. Please also refer to the attached chart (Attachment A) detailing the Department's achievements to date on its Fiscal Year 2014-2015 Goals and Objectives as established by the Civil Service Commission ("Commission") during its meeting of June 2, 2014. All of the Department's performance measures for the first half of the fiscal year have either been completed or are in progress, and we are projected to meet or exceed the remainder of our performance measures by the end of the fiscal year.

Department Administration

Staffing

Although our previous Executive Officer was promoted in September 2014 and our Appeals Coordinator began a leave of absence beginning November 2014, the remaining Commission staff has continued to carry out the Commission's mission and Charter-mandated responsibilities. Commission staff is appreciative of the support and commitment from our Commissioners and the Deputy Director of the Department of Human Resources in the recruitment process and the appointment of our new Executive Officer, Michael L. Brown.

Budget

The Department is funded for six actual FTE (full-time equivalent) positions. The additional work order arrangements with the City Attorney's Office and the Department of Human Resources approved for Fiscal Year 2014-15 has been of great support especially during the first half of this fiscal year. The plan is to continue with this request of support because their assistance is needed when reviewing policies and procedures, applicability in rule proposals, obtaining

management and personnel feedback, researching historical documents, and compliance with Federal, State, and local laws.

Appeals and Requests for Hearings, Rules, Policies and Administration

Appeals and Hearings

The Commission received a total of twenty-five (25) new appeals and requests for hearings during the first half of this fiscal year (July 1 to December 31, 2014), in addition to the nine (9) pending appeals that were carried over from the previous fiscal year.

Last year the Commission was able to not only meet, but far exceed its targeted seventy percent (70%) appeal resolution goal, due in large part to our focus on expediting the resolution of outstanding appeals and implementing specific deadlines for staff report submissions on new appeals. The Department continues in its efforts to expedite appeal resolution and expects to exceed its goal again this year. We are pleased to report that Commission staff was able to resolve seventeen (17) of its total thirty-four (34) pending appeals by December 31, 2014. (Attachment B) Ten (10) new appeals were received in November and December 2014. We expect to resolve all appeals filed prior to calendar year 2015 by the end of the fiscal year (with the exception of a few future employment restriction appeals that must be placed on hold pending resolution on the underlying separations through arbitration or litigation), again exceeding our appeal resolution goal.

Rules, Policies and Administration

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

Foremost in the Commission's agenda is to modernize and streamline the Civil Service Rules, and to ensure that its policies are likewise reflective of current and best practices. In reviewing any proposed policy change or Rule revision, the Commission carefully considers in public meetings any stakeholder input and the benefits, consequences and impacts of any such proposed change or revision. As of December 31, 2014, the Commission reviewed and amended the following Civil Service Rules: 1) Rule 412 Tenure and Automatic Expiration of Eligible Lists; 2) Rule Series 11A Position-Based Testing; 3) Rule Series 12 Eligible Lists in Volumes I and IV; and 4) Rule Series 13 Certification of Eligible Lists in Volumes I and IV. In addition, the Commission clarified and confirmed the discretion afforded to appointing officers to select the best qualified candidate for civil service positions based on documented non-discriminatory, merit-based selection criteria by issuing the Policy on the Civil Service Selection Process and revising the Adviser on Selection from Civil Service Eligible Lists. The Commission also revised the Policy on Personal Services Contracts ("PSC") in November 2014 to distinguish notification and posting requirements for PSCs with Regular, Annual or Continuing Approval.

The Executive Officer also seeks input from the Commission's stakeholders (including human resources representatives, City supervisors and managers, and labor unions) on possible Rule revisions, policy changes and Adviser subjects for recommendation to the Commission. The Executive Officer continues to convene monthly meetings of the Commission's Committee on Policy and Rules Revision ("COPAR") with City human resources managers to discuss all

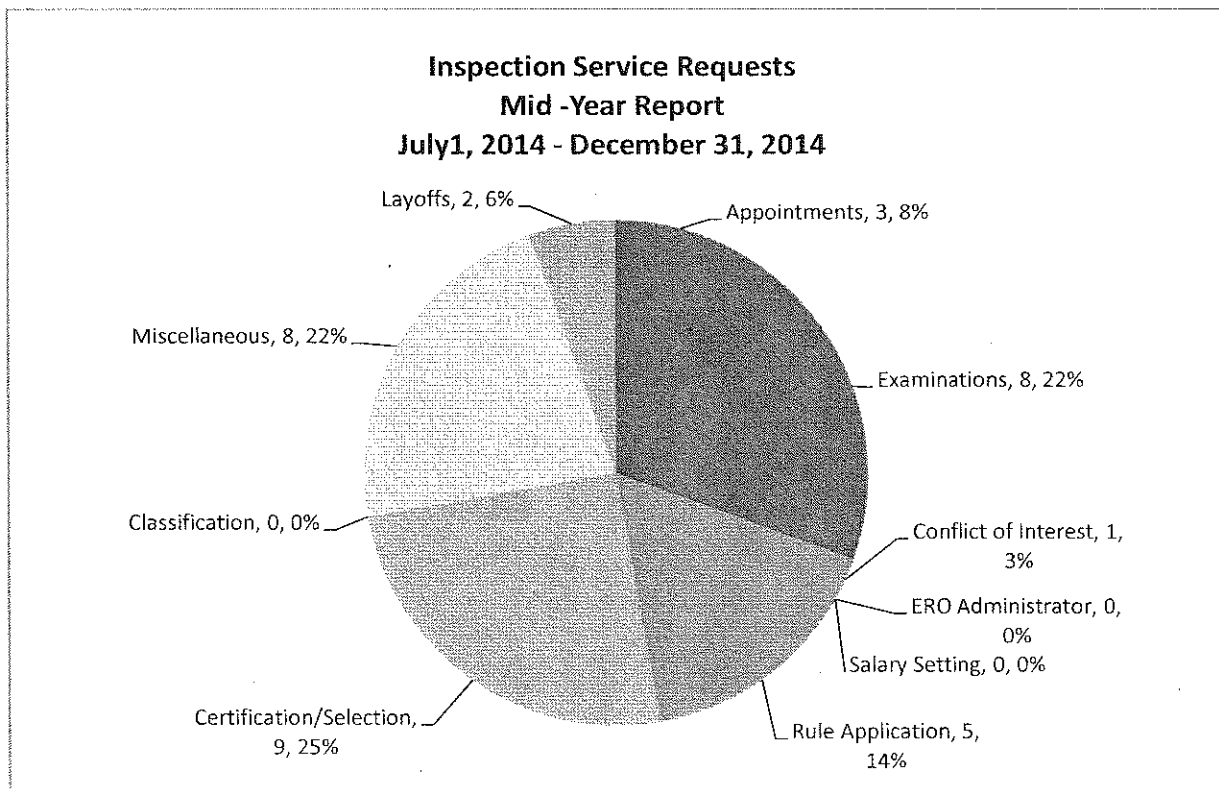
aspects of the Merit System and departmental procedures, and to identify merit system issues requiring clarification to ensure consistent and accurate application of merit system policies and the Civil Service Rules. The Executive Officer intends to submit for the Commission's review Rule Series 22 Leave of Absence and the updated meeting procedures and protocols for peace officer appeals.

Merit System Review, Inspection Services and Audit

Inspection Service Requests

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

The Civil Service Commission received a total of thirty-six (36) requests for Inspection Service during the review period (July 1 to December 31, 2014). The performance measure goal is to complete 80% of the Inspection Service Requests within 60 days. As of December 31, 2014, the Department has completed 100% of the requests within 60 days. Those Inspection Service requests involved a wide array of merit system issues, including selection procedures, meeting minimum qualifications, employment and education verification, determining reachable eligibles, application of the Civil Service Rules, eligibility, layoffs processes, type of examination, favoritism in acting assignments and exempt appointments, and Personal Services Contracts. The chart below reflects the categories of requests. Please also refer to Attachment C for the Fiscal Year 2014-2015 Inspection Log as of December 31, 2014.



Merit System Audit Service

The audit review for Fiscal Year 2014-15 will assess compliance of various aspects of CSC Rules and procedures regarding examination announcements and appointments. The primary focus will be on the validation/verification of an appointee's qualifications for the positions to which they are appointed and that such verifying documentation is maintained in the employee's official personnel file. The audits will also include reviewing the job announcements for all required and applicable information such as reference to appeal rights; and verification of justification criteria for exempt appointments. Commission staff has completed two (2) of the eight (8) scheduled audits in the first half of the fiscal year. After the eight (8) audits are completed, a more detailed report will be presented to the Commission

Recommendation: Adopt the Report

ATTACHMENT A



CITY AND COUNTY OF SAN FRANCISCO CIVIL SERVICE COMMISSION

Update on the Civil Service Commission Department's Achievement of its Fiscal Year 2014-2015 Goals and Objectives as of December 31, 2014

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>Continue to expand upon the information available on the Civil Service Commission's Facebook page and Twitter and update the information as needed throughout the fiscal year.</p>	<p>Completed/Ongoing: Commission staff continues to regularly update 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 are also now posted on the Commission's Facebook and Twitter pages. All prospective Commission Annual Reports and Civil Service Rule changes will also be 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>Continue to ensure that the Civil Service Rules are in a format conducive to printing (e.g., consistent font and paragraph spacing, review for legibility, etc.).</p>	<p>Completed/Ongoing: Revised Civil Service Adviser No. 8 Selection from Civil Service Eligible Lists.</p> <p>Ongoing</p>
<p>Increase the availability of information on the Civil Service Commission's website.</p>	<p>By January 31, 2015 post the official Civil Service Rules in PDF format as well so that they may be printed in a formal format.</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, historical staff reports, etc.).</p>	<p>Ongoing</p> <p>Completed/Ongoing: Posted proposed policy changes and rule proposals before each scheduled meeting so employees, unions, and the public have an opportunity to ask questions and obtain additional information if needed.</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, publications and reports). o Require that all Commission staff use, access and/or upload documents into DocumentMall on a weekly basis throughout the fiscal year. o Convert paper reports and other Civil Service Commission documents into digital files on DocumentMall, with the goal of uploading at least 700 pages of documents into the system on a weekly basis. 	<p>Completed/Ongoing: The Commission now has 5 years (2006-2012) of meeting material scanned into DocMall; staff continues to scan meeting material, appeals, inspection service requests, memos, policy and procedures, and rules into DocMall.</p>
	<p>Undertake a systematic review of all Commission hard copy documents and files throughout the year.</p> <ul style="list-style-type: none"> • Continue to purge all duplicative/unnecessary hard copy documents (either through proper destruction procedures, or by sending them to storage at the San Francisco Public Library) and upload all relevant historical documents and files into the system. • Resolve at least one box (or the equivalent) of documents/files each week. 	<p>Completed/Ongoing: Staff continues to reduce making hard copy documents by scanning and emailing correspondence, then filing the original documents for recordkeeping; beginning February, staff will continue to focus on weekly resolving one box of documents/files.</p>

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

Objective	Performance Measures	Status of Performance Measures
<p>Improve communications with appellants so that they understand the Civil Service Commission's Rules, policies and meeting procedures.</p>	<ul style="list-style-type: none"> ○ Update the Commission's appeal and meeting procedures by the fall of 2014 to reflect improvements implemented in Fiscal Year 2013-2014 and as advised by the City Attorney's Office. ○ Update and finalize meeting procedures and protocols for peace officer appeals by December 2014. ○ Continue to provide appellants with as much information as possible so that they understand meeting and appeal procedures. 	<p>Completed/Ongoing: Staff continues to communicate with appellants by email, mail, and phone to ensure appellants are aware of deadlines and procedures for processing appeals; The new Executive Officer will finalize the meeting procedures and protocols for peace officer appeals by June 2015.</p>
<p>Improve communications with departments so that they understand the Civil Service Commission's policies, meeting procedures and expectations with respect to staff reports.</p>	<ul style="list-style-type: none"> ○ By winter 2014, create template staff reports for departmental use on various matters, and update the Commission's instructions on staff report content to ensure consistency in, and quality of departments' staff report submissions. ○ Offer training/guidance to departments on how to prepare staff reports to the Commission. 	<p>Ongoing: The new Executive Officer will continue the work on creating template staff reports and conducting trainings with departments.</p>

Civil Service Commission's Goals and Objectives for Fiscal Year 2014-2015

<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</p>
<p>Issue all reports regarding Civil Service Commission deliverables and achievements on a timely basis.</p>	<p>No later than the second meeting in August 2014, finalize the draft Fiscal Year 2013-2014 Annual Report and Year-End Report for the Commission's review and approval.</p> <p>No later than the first meeting in February 2015, 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 2014-2015.</p>	<p>Completed</p> <p>Completed</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 the first meeting in June 2015, schedule the Civil Service Commission's Strategic Planning Session to establish the Commission's new goals and objectives for Fiscal Year 2015-2016.</p> <p>No later than August 29, 2014, complete all Commission staff performance evaluations for the preceding review period concluding on June 30, 2014.</p> <p>No later than August 29, 2014, establish all Commission staff performance plans for the next performance review period (Fiscal Year 2014-2015), and ensure that the plans include deliverables specifically tied to the Civil Service Commission's Fiscal Year 2014-2015 Goals and</p>	<p>Strategic Planning Session is scheduled for June 1, 2015.</p> <p>Completed</p> <p>Completed</p>

<p>Ensure that the Commission's internal policies and administrative procedures are documented for Commission staff.</p>	<p>Objectives. No later than June 30, 2015, revisit and update as needed all Commission internal policies and standard operating procedures to ensure consistency and facilitate cross training.</p>	<p>Ongoing: Staff completed its initial standard operating procedures for each position in the department and continues to update throughout the year due to program/system changes.</p>
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Goal #3: Ensure the timely resolution of appeals so that merit system issues are addressed efficiently, effectively and fairly.

Objective	Performance Measures	Status of Performance Measures
<p>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 2014-2015 (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, 2015, resolve and/or forward to the Civil Service Commission for hearing, at least 70% of the appeals received in Fiscal Year 2014-2015.</p>	<p>Completed/Ongoing: 100% of appeals and requests for hearings are processed within 7 days. Ongoing: As of December 31, 2014, the Commission resolved 50% of the appeals received in the first half of the fiscal year; Ten new appeals were received in November and December.</p>
<p>Monitor appeals and develop strategies to improve the efficiency by which appeals are resolved.</p>	<p>By May 29, 2015, evaluate the effectiveness of the Commission's appeals policies procedures (e.g., staff report deadlines, revised communications to departments, etc.) based on performance measure achievements over the past three fiscal years. By June 30, 2015, implement new, or adjust existing policies and procedures as appropriate for Fiscal Year 2015-2016.</p>	<p>Ongoing</p>

	<p>Issue the Civil Service Commission's Meeting Schedule and Deadlines for Calendar Year 2015 no later than November 2014 to ensure that departments are aware of staff report submission deadlines.</p>	Completed
	<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>	Completed/Ongoing: The pending appeals log is updated biweekly and as soon as it is resolved.
	<p>Convene monthly meetings with the Department of Human Resources on the status of departments' staff reports.</p>	Completed/Ongoing: The Executive Officer and the Department of Human Resources conducts monthly meetings to review status of pending appeals.
	<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>	Ongoing

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	Status of 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</p>	<p>Throughout the fiscal year, seek input from operating departments on the effectiveness of the merit system and areas needing improvement.</p>	<p>Completed/Ongoing: The Department regularly solicits input from departments on merit system issues of concern, including through presentations and trainings and at monthly human resource representatives' meetings.</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 departmental human resources</p>	<p>Ongoing: The Executive Officer continued conducting COPAR meetings beginning January 2015.</p>

<p>address changing needs as appropriate.</p>	<p>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>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 in the fall of 2014 and spring of 2015 to continue to ensure that there are no inconsistencies in existing Civil Service Rules or Commission policies and procedures resulting from further implementation or programming of the new eMerge system.</p>	<p>Completed/Ongoing: Commission staff has met with eMerge and DHR representatives on revisions to PeopleSoft concerning the post-referral system and future employment restrictions.</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	Status of 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 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 Rules or policies, or inconsistently 	<p>Completed/Ongoing: As of December 31, 2014, the Commission reviewed and adopted amendments to the following Rules: 1) Rule Series 11A Position-Based Testing, 12 Eligible Lists, and 13 Certification of Eligibles in Volumes I and IV; and 2) Rule 412 Article IV Duration of Eligible Lists. The Executive Officer continues to review Rules to address merit system issues.</p>

	<p>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. Rules needed to address merit system issues discovered during the course of Inspection Service reviews or the Audit Program. 7. Clean-up (e.g., remove Rules that have expired, etc.). 	
<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 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>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 when required under state law.</p>	<p>Completed/Ongoing: Revised the Policy and Procedures on Personal Service Contracts; Amended Rules and created Policy on Civil Service Selection Process;</p>
<p>Conduct meet and confer negotiations and adopt new and amended Rules, policies and/or procedures when required under state law.</p>	<p>Completed/Ongoing: The Executive Officer convened meet and confer/informational sessions with the City's labor unions on the four proposed Rule changes indicated above.</p>	
<p>Conduct best practice reviews of merit system matters in other</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</p>	<p>Not applicable, as there have been no such formal requests to date.</p>

<p>jurisdictions. Provide outreach, training and support to the Civil Service Commission's stakeholders regarding the Civil Service Rules, policies and procedures.</p>	<p>the fiscal year.</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 Commission.</p>	<p>Ongoing: Commission staff conducted informational meetings with SEJU regarding Policies and Procedures on Personal Service Contracts; the Executive Officer will continue conducting trainings on the merit system.</p>
<p>Give regular presentations and updates on merit system issues during the Department of Human Resources' Monthly Human Resources Representatives meetings.</p>	<p>Provide a presentation on the merit system to new human resources analysts on an annual basis.</p>	<p>Ongoing: The new Executive Officer will continue to provide presentations and updates on the merit system as requested.</p>	<p>Ongoing: The new Executive Officer will continue to provide presentations on the merit system to new human resources analysts on an annual basis.</p>
<p>Offer to provide other Commission stakeholders with an overview of the merit system upon request (e.g., union representatives/ employee groups, operational managers, elected officials, Deputy City Attorneys, etc.).</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 new Advisers on reoccurring issues as needed during the fiscal year.</p>	<p>Ongoing</p>	<p>Ongoing: Commission staff continues to seek input from the Commission's stakeholders on the hiring process.</p>
<p>Offer to provide labor representatives with informational articles on the Civil Service Commission for their member newsletters upon request.</p>	<p></p>	<p>Ongoing</p>	<p>Ongoing</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	Status of Performance Measures
<p>Review the operation of the merit system in City departments.</p>	<p>Conduct eight departmental audits in Fiscal Year 2014-2015.</p> <p>Resolve/complete within 60 days, 80% of Inspection Service Requests received in Fiscal Year 2014-2015.</p> <p>In the event that Commission staff determines in the course of its audits and/or Inspection Service reviews that some department practices conflict with established Rules or policies, issue formal clarifying statements and/or trainings within 60 days so that all departments are aware of and understand applicable merit system requirements.</p>	<p>Completed/Ongoing: Two of the eight audits have been completed</p> <p>Completed/Ongoing: 100% of the Inspection Service Requests received in the first half of the fiscal year were completed in 60 days.</p> <p>Completed/Ongoing: City departments have made changes to ensure they are consistently applying the applicable Rules to examinations, eligible lists, and leaves of absences.</p>
<p>Increase the Civil Service Commission's access to information regarding the operation of the merit system.</p>	<ul style="list-style-type: none"> • No later than the second meeting in November 2014, submit for the Commission's review its Calendar of Reports for Calendar Year 2015 (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 contracts, examination plans, etc.). • By the end of December 2014, issue the final 	<p>Completed</p>

Civil Service Commission's Goals and Objectives for Fiscal Year 2014-2015

	<p>2015 Calendar of Reports to departments so that departments are aware of their reporting requirements in advance. Additionally, issue an electronic reminder one month prior to each report's due date.</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/Ongoing</p>
<p>Complete/coordinate all Charter-mandated wage/benefit surveys requiring Commission certification under the Charter.</p>	<p>By November 26, 2014, develop a work plan and schedule for achieving Charter-mandated surveys for the fiscal year.</p> <p>Utilize a "tickler system" for departmental reports to ensure that Charter-mandated surveys are timely submitted (e.g., Office of Labor Standards and Enforcement prevailing wage survey, and Department of Human Resources survey of nurse salaries and benefits).</p>	<p>Completed/Ongoing</p> <p>In Progress: Surveys scheduled to be completed by April 30, 2015</p>
	<p>No later than the second meeting in May 2015, complete the annual salary adjustments for Elected Officials in accordance with Charter Section A8.409-1-Employees Covered.</p>	<p>Scheduled for the meeting of May 18, 2015</p>
	<p>No later than April 30, 2015, complete the salary survey for the Board of Supervisors in accordance with Charter Section 2.100 Compensation and Salary.</p>	<p>Scheduled for the meeting of May 18, 2015</p>

<p>Ensure that the Civil 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>Negotiate with the Mayor's Office, Controller's Office and Board of Supervisors to maintain the Commission's budget in Fiscal Year 2015-2016 at an adequate level to support its operations, Charter functions and merit system goals and objectives.</p>	<p>In Progress/To Be Completed: The Executive Officer will submit the Commission's budget to the Mayor's Office for review by the end of February 2014, which will include requests to: 1) exempt the Department from the 1% budget reduction amount required by the Mayor's Office for Fiscal Year 2015-16; 2) increase expenditure recovery; and 3) increase the Department's budget to support future projected increases in fringe and salary costs for current staff.</p>
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ATTACHMENT B

Civil Service Commission
Fiscal Year 2014-15 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0270-14-4	4	Appealing the rejection of his application for the 9139 Transit Supervisor examination.	12/12/14	12/16/14	Reiskin Ellison Leung Kim Tharayil	03/02/15	02/19/15			
0152-14-6	6	Appealing on behalf of appellant the Human Resources Director's decision to administratively close his discrimination complaint EEO File No. 1783.	07/15/14	07/16/14	Callahan Simon Wong	09/15/14	09/04/14	11/21/14	5	Resolved Administratively
0153-14-4	4	Appealing the rejection of application for the 1803 Performance Analyst I position.	07/15/14	07/17/14	Callahan Kotake Kraus Voccia	09/15/14	09/04/14	07/29/14	4	Resolved
0258-14-6	6	Appealing the Human Resources Director's decision to close his discrimination complaint EEO File No. 1677.	11/24/14	11/25/14	Callahan Gard Simon Weigelt	02/02/15	01/22/15			
0233-14-5	6	Appealing the decision of the Department of Human Resources to administratively close his reasonable accommodation complaint EEO File No. 1819.	10/22/14	10/23/14	Callahan Gard Simon Hao	01/05/15	12/24/14	12/23/14	5	Resolved Administratively. Medical rejection is not an appealable matter; reasonable accommodation process has not been completed yet
0125-14-4	4	Appealing the disqualification for the 7329 Electronic Technician Maintenance Assistant Supervisor examination.	05/29/14	05/30/14	Callahan Kotake Kraus Regier	08/04/14	07/24/14	09/08/14	4	Resolved administratively
0257-14-6	6	Appealing the decision of the Human Resources Director to close his discrimination complaint EEO File No. 1756	11/21/14	12/12/14	Callahan Gard Simon Gee	03/02/15	02/19/15			Delay in transmitting to DHR because appellant needed to provide postmarked envelope to show that the appeal was submitted within the required timeframe.
0194-14-4	4	Appealing the rejection of application for the 8207 Building and Grounds Patrol Officer position.	09/03/14	09/08/14	Callahan Gard Kraus Marion	11/03/14	10/23/14	11/03/14	1	Resolved
0144-14-4	4	Appealing the rejection of application for the 1210 Benefits Analyst examination.	07/01/14	07/02/14	Callahan Kotake Mattias	09/15/14	09/04/14	11/03/14	1	Resolved
0249-14-6	6	Appealing the Human Resources Director's decision to close her harassment, discrimination, and retaliation complaint EEO File No. 1780	11/17/14	11/18/14	Callahan Gard Simon Gee	02/02/15	01/22/15			11/21/14 Schedule for the meeting of 3/3/15 per DHR EEO
0273-14-4	4	Appealing his background rejection for the Q-2 Police Office Application.	12/18/14	12/19/14	Callahan Gard Kraus B. Houston W. Ware	03/02/15	02/19/15			
0188-14-4	4	Appealing the administration of the 2930 Psychiatric Social Worker examination.	09/04/14	09/05/14	Callahan Gard Kraus Weigelt Cowan	11/03/14	10/23/14	N/A	5	Resolved Administratively
0226-14-4	4	Appealing the decision of the Department of Human Resources not to uphold her protest of the administration of the 2930 Psychiatric Social Worker examination.	10/14/14	10/14/14	Callahan Gard Kraus Weigelt Cowan	12/16/14	12/04/14			12/15/14 Continue to meeting of 02/02/15

Civil Service Commission
Fiscal Year 2014-15 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0186-14-4	4	Appealing the rejection of application for the 7371 Electrical Transit System Mechanic examination with the MTA.	09/03/14	09/04/14	Ellison Leung	11/03/14	10/23/14	11/03/14	1	Resolved
0235-14-6	6	Appealing the HRD's decision to close her sexual harassment/hostile work environment complaint EEO File No. 1792.	10/24/14	10/28/14	Callahan Gard Simon Louie	01/06/15	12/24/14			Per DHR EEO, schedule for February 2, 2015.
0117-14-6	6	Appealing the Human Resources Director's decision on his discrimination complaint, EEO File No. 1777.	05/22/14	05/27/14	Callahan Kotake Simon Bushong	08/04/14	07/24/14	08/18/14	1	Resolved
0261-14-4	4	Appealing his background rejection for the Q-2 Police Office Application.	12/02/14	12/03/14	Callahan Gard Kraus B. Houston W. Ware	02/02/15	01/22/15			
0158-14-4	4	Appealing the exam administration for Q-2 Police Officer.	07/24/14	07/24/14	Callahan Kotake Johnson	10/08/2014	09/25/14	09/18/14	4	Resolved administratively
SEPARATIONS - REQUESTS FOR HEARING										
0322-11-7	7	Request for hearing on future employment restrictions as a 3434 Arborist Technician with the Rec & Parks Department	11/30/11	12/02/11	Callahan Kotake De Vera Kin Gee	01/09/11		07/21/14	1	Resolved
0008-14-7	7	Requesting a hearing on future employability with the Municipal Transportation Agency.	01/22/13	01/23/14	Kotake Ellison Iborra	04/07/14	03/27/14	07/21/14	1	Resolved
0266-12-7	7	Requesting a hearing on the department's designation of "services unsatisfactory" in the appellant's resignation as a 2996 Representative with the Human Rights Commission	07/05/12	07/09/12	Callahan De Vera Kotake Sparks	08/20/12				12/30/14 Received medical certification from appellant- available 02/02/15; 10/08/14 Received medical certification from appellant; clearance from work related activities until 12/31/14; To be scheduled after 9/21/14 per the certification from appellant's medical provider dated 7/21/14; Appellant requested postponement until 9/15/14 due to medical certification; Waiting medical provider certification as of 7/18/14; Postponed until the CSC mtg of 7/21/14 at the request of appellant on 4/16/14; Scheduled for the CSC meeting of 5/5/14; Appellant requested postponement via email on 1/28/14; Scheduled for February 3, 2014
0182-12-7	7	Request for hearing on future employment restrictions with the PUC	05/29/12	06/04/12	Callahan De Vera Manni	07/02/12		12/15/14	1	Resolved
0183-14-7	7	Request for hearing on his future employability with the City and County of San Francisco.	08/29/14	09/02/14	Callahan Gard Wong	11/03/14				11/10: Grievance meeting scheduled for 11/17. Parties hope to arrive at a settlement
0126-06-7	7	Request for hearing on future employment restrictions as a Planner IV (DBI)	03/05/06	03/08/06	Ginsburg Jacob Lee	06/05/06		10/06/14	1	Resolved
0222-14-7	7	Requesting hearing on his future employability as a 7366 Transit Power Line Worker.	10/06/14	10/07/14	Raskin Ellison Iborra Kim Gard	12/15/14	12/04/14			12/02/14 Postpone to the meeting of 01/06/15 per MTA

Civil Service Commission
Fiscal Year 2014-15 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0171-14-7	7	Requesting a hearing on her future employability with the City and County of San Francisco.	08/07/14	08/15/14	Callahan Kotake Weigel Brooks- Houston	11/03/14	10/23/14	10/14/14	4	Resolved administratively
0007-14-7	7	Requesting a hearing on his future employability as a 7381 Automotive Mechanic with the Department of Public Works.	01/21/14	01/23/14	Kotake Wong	04/07/14	03/27/14			On hold pending arbitration.
0211-11-7	7	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.
0179-14-7	7	Requesting a hearing on her future employability as a 2618 Food Service Supervisor with the Department of Public Work.	08/13/14	08/14/14	Callahan Kotake Weigel Brooks- Houston	11/03/14	10/23/14			11/20/14 Pending settlement agreement
0244-14-7	7	Requesting a hearing on her future employability as a 3417 Gardener with the City and County of San Francisco.	11/10/14	11/12/14	Callahan J. Bulck S. Gard K. Gee	02/02/15	01/22/15			
0271-14-7	7	Requesting a hearing on his future employment as a 9150 Train Controller with the Municipal Transportation Agency.	12/12/2014	12/16/14	Reiskin Ellison Kim Iborra	03/02/15	02/19/15			
POSITION BASED TESTING										
0187-14-4	4	Appealing the minimum qualifications of the Maintenance Machinist Supervisor I (PBT-7258-063936)	09/04/14	09/05/14	Reiskin Ellison Leung	10/6/2014	09/25/14	10/06/14	1	Resolved
0246-14-4	4	Appealing the administration of the 7258 Maintenance Machinist Supervisor I examination	11/12/2014	11/13/14	Reiskin Ellison Leung	12/1/2014	11/20/2014	12/2/2014	3	Resolved
0281-14-4	4	Appealing the decision of the Executive Officer on their appeal of PBT 7258 Exam	12/26/2014	12/29/2014	Eng Reiskin Ellison Kim Leung	2/2/2015	1/22/2015			

Number of Appeals	
Carried Over from FY2013-14	9
Appeals Received in FY2014-15	25
Total Number of Appeals in FY14-15	34

Total Appeals by Category	
Classification (2)	0
Compensation (3)	0
Examination (4)	13
EEO/Discrimination (6)	7
Future Employment Restrictions (7)	13
Personal Services Contracts (8)	0
Position-Based Tests	3

Resolutions	
Hearing at CSC (1)	9
Untimely (2)	0
Not Appealable (3)	1
Resolved Administratively (4)	4
Other (5)	3
Total Resolved	17
% Resolved	50%

ATTACHMENT C

FY 2014-15 Inspection Log

Total for 2014-15		36								
Totals by Category										
Letter or Email	20	Appointments (1)	3							
Phone - Walk in	16	Examinations (2)	8							
Resolved in 60 days	36	Conflict of Interest (3)	1							
	100%	ERO Administrator (4)	0							
		Salary Setting (5)	0							
		Rule Application (6)	5							
		Certification/Selection (7)	9							
		Classification (8)	0							
		Miscellaneous (9)	8							
		Layouts (10)	2							
Code	Received Date	Letter or Email	Phone Walk in	Requested By	Issue	Job Class	Dept.	Resolution/Remedy	Date Resolved	60 days
2	7/1/2014		1	name redacted	Alleges that selection for exam 2907 at Human Services Agency was not objective. One applicant (E. Yong) was deemed qualified to take the exam and then disqualified and this was cited as an example of selective decisions.	2907		Review conducted. Findings: Analyst followed HR procedures and Rules and was objective and consistent in his evaluations of applicant qualifications. The applicant provided incorrect information regarding years of expir on application - indicated 4 yrs when she actually had only been in Class 2907 for 2 yrs. She was correctly deemed disqualified by the HR analyst. - LM	7/17/2014	Y
6	7/10/2014		1	Anonymous	Employee in acting assignment did not pass exam; eligible list is posted; can the dept. choose to suddenly fill the position?	7276	PUC	According to dept., due to restructuring, position was cancelled. SE	7/11/2014	Y
9	7/18/2014		1	name redacted	TEX FT since January 2013; dept. is not allowing her to take vacation until September 2014		SFUSD	Admin Code 16.10 regularly scheduled employee with continuous service is eligible for vacation after 1 year; dept. HR checking payroll and will contact employee. SE	7/24/2014	Y
7	7/23/2014	1		name redacted	Complainant is currently in Class 2944 and applied for reassignment to Family & Children's Division. However, another employee who is in class 2944 was selected.	2944	HSA	Inspection review conducted. The issue of reassignment procedures fall under the collective bargaining agreement between the City and SEIU and is not a Commission matter. However, the review validated that HSA reassigned another employee currently in the 2944 class at HSA in accordance with the CBA provisions for reassignment. - LM	8/7/2014	Y
7	7/29/2014	1		name redacted	Has a number of questions about the application of certification rules and supplemental certifications, asked for information on referrals that have gone out for the 8173. Legal Assistant Eligible List.	8173		Inspection review conducted. Ms. Banuelos is reachable; there are 11 vacancies city wide and the cert rule is Rule of ten and the ranks of eligibles are one through nineteen. - LM	8/4/2014	Y
1	8/1/2014	1		Anonymous	Appointee is not a reachable eligible	7226	PUC	Due to 2 vacancies and 1 rank not responding, appointee became a reachable eligible SE	8/26/2014	Y
9	8/4/2014		1	CSC	At the meeting, CSC requested EO and DHR to review SEIU concern regarding the # of As Needed Student Nutrition Workers employed for several years and requested SFUSD to prepare a report on their compliance with the merit system	2615	SFUSD	SFUSD presented report to CSC at the meeting of 9/15/14 JJ	9/15/2014	Y

FY 2014-15 Inspection Log

1	8/5/2014	1	name redacted	Provisionals appointed to the positions were not reachable eligibles, favoritism.	7380	MTA	Due to waivers/no response, alternate eligibles became reachable. SE	9/4/2014	Y
2	8/5/2014	1	name redacted	Breach of confidentiality, lack of oversight of the examination process for class 6122; lack of standardized scoring for the supplemental questionnaire.	6122	DPH	DPH is having the questionnaires re-evaluated and rated by raters of other jurisdictions. Candidates have been notified. - LM	9/4/2014	Y
2	8/5/2014	1	name redacted	Breach of confidentiality, lack of oversight of the examination process for class 6124; lack of standardized scoring for the supplemental questionnaire.	6124	DPH	DPH is having the questionnaires re-evaluated and rated by raters of other jurisdictions. Candidates have been notified. - LM	9/4/2014	Y
9	8/12/2014	1	name redacted	Inquiry as to why Class 9140 at MTA is PEX when typically it is PCS	9140	MTA	Review conducted; MTA's justification for designating the 3 positions as PEX meets the criteria of Charter Section 10.104 category 18. - LM	8/26/2014	Y
9	8/15/2014	1	name redacted	Wanted information on how to obtain certain records from the City to verify his employment for disability retirement.		DPH	Researched his personnel records and referred him to the appropriate contact at DPH. -JJ	8/18/2014	Y
1	8/29/2014	1	name redacted	3280 Layoff from REC to HSA; HSA created new class 2919; request status grant to PCS 2919	2919	HSA	Bumped into 3280 at HSA; no protest/appeal on establishing new 2919 class or 2919 exam; must be reachable eligible to be appointed to PCS position JJ	9/9/2014	Y
9	9/2/2014	1	name redacted	Can employee's Educational Leave of Absence be included to meet MQ experience requirement?		GSA	Educational leave of absence should not be included because the employee is not actually performing the work that qualifies for work experience. SE	9/2/2014	Y
10	9/2/2014	1	name redacted	Employee will be retiring from Chef position; is he guaranteed to be selected to fill the vacancy?			if the dept. submits a request to fill vacancy, holdover who meets MQ/Spec. Cond. has rights to the position before candidates from the eligible list. SE	9/2/2014	Y
2	9/4/2014	1	name redacted	Alleges that the exam for Class 1092 was not rated fairly - believes he should have received a higher rating	1092	HSA	Inspection review conducted - exam & ranking conducted accordingly. - LM	9/19/2014	Y
2	9/4/2014	1	name redacted	Alleges that the exam for Class 1092 was not rated fairly - believes he should have received a higher rating	1092	HSA	Inspection review conducted - exam & ranking conducted accordingly. - LM	9/19/2014	Y
7	9/5/2014	1	Anonymous	Appointee is not a reachable eligible; Rule of 10 and appointee ranked 15		GSA	Reachable eligibles are dependent on the number of vacancies, certification rule, and eligibles who failed to respond or waived. SE	9/5/2014	Y
2	9/8/2014	1	name redacted	Alleges that the exam for Class 6272 was not rated fairly - believes he should have received a higher rating and requests that the exam be nullified and the eligible list rescinded.	6272	DBI	Review conducted; Examination process conducted accordingly. - LM	9/24/2014	Y
2	9/8/2014	1	Anonymous	Oral panelists in the exam were not anonymous and one panelist knew many of the applicants and were close to several of the applicants	8239	DEM	Panelist was a previous manager in the dept.; ratings do not show any candidate scored favorably or harshly by one rater; Rules do not restrict previous managers from being on the panel. SE	9/24/2014	Y
3	9/10/2014	1	Anonymous	Complainant alleges that favoritism/ nepotism has been involved in the hiring of Mark Kennedy at SFO because his uncle - Larry Mazola is the airport commission president.		SFO	Mark Kennedy was released from PEX (category 18) Class 1844 on 9/28/2013. Therefore, there is not a current selection/appointment process to review. - LM	9/12/2014	Y
9	9/12/2014	1	name redacted	New dept rescinded job offer with no explanation; previously non-disciplinary released from probationary period from a different dept; cleared background check		DA	exempt position; only conditional job offer pending background; dept. may rescind job offer SE.	9/23/2014	Y

FY 2014-15 Inspection Log

10	9/17/2014	1	name redacted		Explain bumping and layoff process; What are his holdover rights? Can he return to similar class?	HRC	Employees being laid off have 60 day notice; employees being bumped have 10 day notice; may return to previous PCS position; holdovers still have benefits and priority over eligibles; nearest only with approval of HRD. SE	9/17/2014	Y
2	9/17/2014	1	name redacted		Received rejection letters for positions she was qualified for 1822, 1233, 1244, 2966, 1822, 1232	DHR	Did not keep disqualification letters from the past; disqualification from PBT is not appealable. SE	9/18/2014	Y
7	9/19/2014	1	name redacted	7254	Employee in acting assignment did not meet MQs to be ranked on the eligible list; given acting assignment to gain supervisory experience; another eligible did not meet MQs; dept selection process favored other applicants	GSA	Alleged eligibles met the MQs with employment verification; ratings did not show a rater favored or were biased against any candidates. SE	11/14/2014	Y
7	9/22/2014	1	name redacted	2708	Informed he performed well in the performance exam; stopped early in the selection process; questioned why he was not hired; discrimination in the selection process	SFIA	Post referral process was a competitive selection process with diverse panel; interview questions were job-related and uniform; appointees met MQs and were reachable eligibles. SE	10/10/2014	Y
7	9/22/2014	1	Anonymous	2917	Alleges that an employee has been pre-selected for a temporary exempt/reassignment position at HSA - class 2917	HSA	Review conducted - there is no posting for 2917. Correspondence to complainant has also explained that TEX positions are not subject to civil service procedures and that reassignments are covered by the MOU. - LM	9/25/2014	Y
6	9/23/2014	1	SFPOA		SFPOA alleges that SFPD is incorrectly using Rule Section 217.6 Successful Probationary Appointment to have officers begin a new probationary status because they have been on LOA	SFPD	SFPD and POA have discussed and agreed to extending probations in accordance with Rule 217.2.2 as the basis for defining the probationary period. - LM	10/22/2014	Y
7	9/30/2014	1	name redacted	2904	Request for inspection regarding certification and appointment process for class 2904.	HSA	Selection and appointments were conducted accordingly. - LM	11/25/2014	Y
7	9/30/2014	1	name redacted	2940	Request for inspection regarding certification and appointment process for class 2940 at HSA.	HSA	Selection and appointments were conducted accordingly with Commission Rules, policies and procedures. - LM	11/25/2014	Y
9	9/30/2014	1	name redacted	9704	States she was on the 9704 eligible list and was not sent any notice of inquiries when HSA had vacancies in 2013.	HSA	Notice of Inquiry was sent to applicant - applicant did not respond. Ms. Jackson was subsequently hired March 2014. She was reachable and was contacted via email on all referrals issued between 2011 and 2013. HSA was compliant with Rules and procedures. - LM	11/6/2014	Y
7	10/1/2014	1	name redacted	8124	Met MQs but received 2 letters of failure	DHR	Qualified to take exam; but did not pass the exam; 2nd email due to notifying all applicants of score calculation correction	10/2/2014	Y
9	10/30/2014	1	name redacted	1092	Applicant ranked #1 but was not selected and questions the selection process.		Two candidates who were ranked #3 were reachable eligibles and appointed. The department followed Rules and procedures. - LM	11/19/2014	Y
6	11/4/2014	1	name redacted		If employee makes a lateral move from PCS to PEX position, do they lose seniority? Do they have any protection of their PCS position?	ECD	Employee may request LOA to accept exempt position and protect their PCS position; if released from exempt position, they may be reinstated to previous position. SE	11/5/2014	Y

