



CIVIL SERVICE COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

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MICHAEL L. BROWN
EXECUTIVE OFFICER

Date: August 6, 2018

To: Civil Service Commission

Through: Michael L. Brown *MLB*
Executive Director

From: Sandra Eng *SE*
Deputy Director

Subject: **Year-End Report on the Civil Service Commission's Activities and Achievements in Fiscal Year 2017-2018**

The following is a summary report on the activities of the Civil Service Commission ("Commission" or "Department") in Fiscal Year 2017-2018, the period covering July 1, 2017 through June 30, 2018.

The Commission primarily focused its efforts in Fiscal Year 2017-2018 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 procedures and communications.
- Goal #3: Ensure the timely resolution of appeals so that merit system issues are addressed efficiently, effectively and fairly.
- Goal #4: Continue to 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: Streamline and ensure that the Commission's Rules, policies and procedures are easily understood and known by all stakeholders; consistent and compliant with the law; and reflective of current and best practices.
- Goal #6: Continue to seek ways to strengthen the Civil Service Commission's ability to meet its Charter mandates and oversee the operation of the merit system.

Please refer to "Attachment A" for a chart reflecting the Commission's achievements on the approximately 60 performance measures established for Fiscal Year 2017-2018.

Also attached to this report are the following Fiscal Year 2017-2018 documents: 1) the Appeals Log (Attachment B); 2) the Inspection Service Request Log (Attachment C); and 3) the Commission's Merit System Audit Program report (Attachment D).

Staffing

With the return of our new 1241 Human Resources Analyst from leave of absence in 2017, the department has been conducting intensive training on investigations to equip our new analyst and we have continued assigning investigations on a part time basis to our 1426 Senior Clerk, previously on a 1241 Acting Assignment. This strategic plan assisted us in preparation for the sudden increase in Inspection Service Requests for FY 2017-18. As a small department, each position's duties and responsibilities are crucial to carrying out the Commission's mission and providing timely service to the public. Our small staff of 6 FTE is continuously cross trained to be resourceful and persistent in finding ways to best serve all stakeholders and the public.

Commission staff did an outstanding job of diligently and tirelessly working together to minimize the impact on the Commission's operations and critical functions. They are to be commended for their excellent hard work and commitment to the merit system.

Budget

The Department's budget last fiscal year fully funded all six (6) FTE's. Our approved overall budget for 2017-2018 is 1.250M with Board of Supervisors approval, likely increase to \$1.262M in 2018-2019 and is projected to increase to \$1.277 for FY 2019 - 2010.

Appeals and Hearings

The Commission received a total of 66 new appeals and requests for hearings in Fiscal Year 2017-18, in addition to the 38 active unresolved appeals that were carried over from the previous fiscal year. The Commission heard and resolved 72 of the 106 pending appeals last fiscal year, representing 68%, which is below our target of 70%. (Attachment B). Five (5) new appeals were received in the last two (2) months of the fiscal year and five (5) of the appeals have been taken off-calendar pending the resolution of ongoing litigation, grievance and/or arbitration.

Inspection Service Requests

In Fiscal Year 2017-2018, the Commission received a total of 128 Inspection Service Requests from employees, departmental representatives, anonymous individuals or those requesting confidentiality, labor representatives, job applicants/candidates and members of the public. (Attachment C). The Commission resolved 81% (104 out of 128) of the Inspection Service Requests within 60 days, which exceeds our target of 80%.

There was an increase in the number of questions regarding reversion rights for non-disciplinary probationary release of employees from promotive positions. The analysis/findings of these reviews identified that some departments were not aware of reversion rights, Rule 117.9.3 (Attachment E) or only utilized an increase in compensation as the definition of a promotive position. Rule 117.9.3 states that after a non-disciplinary release from a promotive position the employee shall revert back to a position in the class which the employee held on a permanent basis immediately prior to appointment in the class from which released. Some departments believed that the employee was never in a promotive position because the job was in a different classification series and received less compensation. Promotional opportunities arise when the new appointment is to a new class requiring additional education, minimum qualifications, or experience, or when the new appointment is accompanied by an increase in salary. A permanent employee may be appointed to another permanent position in a different occupational series requiring different skills, knowledge or experience. Although the employee may be in an entry level position in a new classification series, they are not "new" employees to the City; therefore, they are in a promotive position. To assist their staff in having a better understanding of the different types of appointments and employee rights, many managers are sharing the following Civil Service Advisers with their staff: No. 33 Reinstatement, Reappointment, Reversion, and Transfer, issued May 2017, and No. 6 Release from Probationary Period issued January 2000. (Attachments F and G)

There was also an increase in the number of anonymous and Whistleblower Complaints regarding favoritism and nepotism in Permanent Civil Service and exempt appointments with the claim of appointees not meeting the minimum qualifications for the position. Although hiring managers are continuously trained on removing perceptions of favoritism and nepotism in the hiring process for permanent civil service positions, many hiring managers are still having difficulty of applying this same process with exempt appointments. Because hiring managers are not required to utilize civil service procedures for exempt appointments, they have not consistently verified their exempt appointees meet the minimum qualifications and a few have been resistant to responding to the Commission's Inspection Service Requests. Through meetings with hiring managers, human resources managers, investigators, Ethics Commission, Whistleblower Program, and the City Attorney's Office, Commission staff has trained, shared our experience and has been open to hearing new ideas on how to improve the City's hiring process.

From the challenges faced this past fiscal year, Civil Service Adviser No. 34 Exempt Appointments was issued (Attachment H) and the Policy and Procedures on Exempt Appointments was updated to remind hiring managers, employees, and employee organizations of the different categories on exempt appointments and the authority of the Civil Service Commission to investigate all appointments in the City.

Merit System Audit Program

This fiscal year the Commission focused on the increase of complaints/requests for Inspection Service review regarding allegations that appointments had occurred due to favoritism, nepotism or cronyism. This audit summarizes the selected nine (9) inspection service reviews that

investigated complaints regarding favoritism, cronyism and/or nepotism in the selection/appointments of specific individuals. The reviews included a review of the examination announcement, the verified qualifications of the appointees for the class to which appointed, and the organizational structure and/or the reporting relationship between managers/supervisors and subordinate employees when applicable. Overall, the reviews assessed compliance with Charter provisions, Commission Rules, and merit system policies and processes.

Findings of the audit:

- There was no supporting evidence to conclude that candidates were unfairly selected and appointed due to favoritism, nepotism or cronyism. The complainants either had a misperception/misunderstanding of what the definition is for these terms and what constitutes unfair hiring.
- The appointees met the minimum qualifications and Commission staff verified the qualifications of each of these appointees for the position to which they are appointed and that they were reachable eligibles, who successfully competed in the selection process.
- One department inappropriately allowed a contracted/registry Pharmacist to supervise a family member/employee of the City. Corrective action was taken – the registry Pharmacist services were terminated for this location.
- One department inappropriately allowed two (2) circumstances of a manager to supervise directly and or indirectly a family member/employee of the City.

As stated in the report: “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 Rules, policies and/or procedures.” (Attachment D).

Rule Amendments, Policies, and Procedures

When considering Rule Proposals or policy changes, Commission staff conducts research and reviews decisions made by the Commission, results from inspection service requests, types of appeals filed, merit system audit results, documented studies (such as implicit bias), surveys, and studies or programs conducted by departments such as the Department of Human Resources – Equal Employment Opportunity Division, Commission on the Status of Women, Human Services Agency, Mayor’s Office of Disability, and the Office of Economic and Workforce Development before making recommendations.

The Commission was productive in proposing and updating a number of Rules, policies and procedures in the last fiscal year. In working with the Department of Human Resources (DHR) on Hiring Modernization and Reducing Implicit Bias, Commission staff has conducted several meetings with DHR Staff, Human Resources Management of other departments, and employee organizations. In addition, Commission staff also conducted extensive COPAR (Committee on

Policy and Rules Revision) meetings for discussions on Rule Proposals, policy changes, and ideas on different methods utilized by departments for reducing implicit bias. Commission staff has also participated in various Hiring Modernization meetings with other department hiring managers and human resources staff to have a better understanding of other departments' challenges and listen to ideas for improving the City's hiring process.

The following Civil Service Commission Rules, policies, and procedures were adopted:

- **Rule Series 002 Definitions, 014 Appointments, 021 Layoff, and 022 Employee Separation Procedures** – to eliminate obsolete Limited Tenure, and Non-Civil Service Appointment Types under the Civil Service Rules.
- **Rule 113 Certification of Eligibles Article III** - to remove outdated language which referred to bargaining units that are no longer in existence and to provide opportunity for Local 200 and 250A the ability to take advantage of the expanded certification rules for examination announcements upon mutual agreement.
- **Policy and Procedures on Exempt Appointments** - to include reference of Exempt Categories 1 through 15 under Article X: Personnel Administration, Section 10.104 in the Charter and to strengthen our authority during Inspection Services to require cooperation from all departments consistent with Charter authority.
- **Civil Service Adviser No. 34 on Exempt Appointments**

On May 7, 2018, the Commission directed the Executive Officer to post the following:

- **Proposed Rule Amendments to Volume I Rules 102 Definitions, 110 Examination Announcements, 111 Examinations, 111A Position-Based Testing, 112 Eligible Lists, and 113 Certification of Eligibles – Applicable to Miscellaneous Employees** – designed to reduce implicit bias while still maintaining some transparency in the hiring process

Administrative and Public Records Requests

In addition to public records requests, we began receiving requests for Administrative Records which requires more time in preparation. Through the Office of the City Attorney, we now have established an internal policy and procedure on how to prepare Administrative Records from Civil Service Commission proceedings.

Summary

In summary, the Commission has been very productive last fiscal year despite their challenges. Credit must be given to the Civil Service Commission staff members who tirelessly work in supporting the mission of the Civil Service Commission. They have provided incredible and unmeasurable support to me as the Executive Officer.

Elizabeth Aldana, Sr. Clerk Typist, Lizzette Henriquez, Personnel Technician, Jennifer Bushman, Human Resources Analyst, Luz Morganti, Sr. Human Resources Analyst, and Sandra Eng, Deputy Director are well deserving of acknowledgement for their individual jobs well done. In this small but powerful Department, their great team work, dedication and exemplary service prove that strength is not always measured in numbers.

Recommendation: Adopt the Report.

Attachments:

- Attachment A: Report on the Civil Service Commission Department's Achievement of its Fiscal Year 2017-2018 Goals and Objectives
- Attachment B: Fiscal Year 2017-2018 Appeals Log
- Attachment C: Fiscal Year 2017-2018 Inspection Service Request Log
- Attachment D: Merit System Audit Program Report
- Attachment E: Civil Service Commission Rule 117.9.3 Reversion to Former Class – Released Promotive Probationary Employee
- Attachment F: Civil Service Adviser No. 33 Reinstatement, Reappointment, Reversion, and Transfer
- Attachment G: Civil Service Adviser No. 6 Release from Probationary Period
- Attachment H: Civil Service Adviser No. 34 Exempt Appointments

Attachment A

Report on the Civil Service Commission Department’s Achievement of its Fiscal Year 2017-2018 Goals and Objectives

The following six (6) goals are focused on: 1) fulfilling the Commission’s legal and Charter mandates; 2) supporting the Commission’s purpose and mission through its six major program areas and functions; 3) advancing the Commission’s objective to modernize and strengthen the operations of the City and County of San Francisco’s merit system; and, 4) furthering the Commission’s policy priorities as established in the Fiscal Year 2017-2018 Strategic Plan. The objectives assist in defining the goals, and the performance measures for each objective are indicators of service levels and the extent to which Commission staff is able to achieve those goals within the measurement period (Fiscal Year 2017-2018).

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

Objective	Performance Measures	Results
Increase the availability of information about the Commission.	<ul style="list-style-type: none"> • Continue to ensure that all information on the Commission’s website is accurate and current. • Continue to seek ways to expand upon the information available on the Commission’s website, Facebook page and Twitter. Update the information as needed throughout the fiscal year. • Ensure compliance with Language Access Ordinance. 	<ul style="list-style-type: none"> • Continuous • Continuous • Continuous
Ensure that information on the Commission’s website is intuitive and easily accessible.	<ul style="list-style-type: none"> • 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.). • Maintain the posting of official Civil Service Rules in PDF format. 	<ul style="list-style-type: none"> • Continuous • Available upon request
Increase the availability of information on the Commission’s website.	<ul style="list-style-type: none"> • Continue to increase the availability of information and documents under the Commission’s preview on the Commission’s website (e.g., post established policies, publications and relevant historical statistics, documents, staff reports, etc.). • Continue to investigate options for language accessibility for all documents. 	<ul style="list-style-type: none"> • Continuous • Presented request to Budget Committee to increase technology budget
Ensure that Commission staff and the Commissioners have quick, efficient and	<ul style="list-style-type: none"> • Continue to expand the use of the Commission’s web-based document management system (“DocumentMall”): <ul style="list-style-type: none"> ○ Expand upon the types of documents uploaded into the system (e.g., meeting 	<ul style="list-style-type: none"> • Presented request to Budget Committee to increase

<p>easy access to the Commission's historical documents and files for proper record retention purposes and any specific research needs.</p>	<p>material, policies, communications, publications and reports).</p> <ul style="list-style-type: none"> ○ Require that all Commission staff use, access and/or upload documents into DocumentMall on a weekly basis throughout the fiscal year. ○ Convert paper reports and other Commission documents into digital files on Document Mall, with the goal of uploading at least 700 pages of documents into the system on a weekly basis. ● Continue to review all Commission hard copy documents and files throughout the year. <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>technology budget</p> <ul style="list-style-type: none"> ● Incomplete; scanning on hold due to increase in Inspection Service Requests, Rule Proposals, and De-Identification projects
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Goal #2: Create greater transparency and efficiencies in the Commission's procedures and communications.

Objective	Performance Measures	Results
<p>Improve communications with appellants so that they understand the Civil Service Commission Rules, policies and meeting procedures.</p>	<ul style="list-style-type: none"> ● Provide final draft of meeting procedures and protocols for peace officer appeals by October 2017. ● Continue to provide appellants with as much information as possible so that they understand meeting and appeal procedures. ● Offer training/guidance to departments on how to prepare and present staff reports before the Commission. ● Provide Quarterly Training. ● Conduct Survey for Satisfaction/Training Topics. ● Publish Accessible Staff Report Template by October 2017. 	<ul style="list-style-type: none"> ● Completed ● Continuous ● Completed/Continuous ● Incomplete ● Incomplete ● Incomplete

<p>Improve communication with departments so that they understand the need for transparency when describing accurate information for use of Personal Service Contracts.</p>	<ul style="list-style-type: none"> • Continue to explore ways to clarify services provided when initiating or modifying Personal Service Contracts to include accurate description of smaller contracts providing various services under the one umbrella for transparency to stakeholders. 	<ul style="list-style-type: none"> • Completed
<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 with Commission stakeholders.</p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Completed- Rule proposals, adopted rules and policies are posted on the website and emailed to all stakeholders
<p>Issue all reports regarding Commission deliverables and achievements on a timely basis.</p>	<ul style="list-style-type: none"> • No later than the second meeting in August 2017, finalize the draft Fiscal Year 2016-2017 Annual Report and Year-End Report for the Commission's review and approval. • No later than the first meeting in February 2018, report to the Commission on the status of the Commission's achievements of its goals and objectives for the first half of the Fiscal Year 2017-2018. 	<ul style="list-style-type: none"> • Completed • Incomplete
<p>Ensure that Commission staff understand and are focused on supporting the Commission's mission, goals and objectives.</p>	<ul style="list-style-type: none"> • No later than August 2017 establish all Commission staff performance plans for the next performance review period (Fiscal Year 2017-2018), and ensure that the plans include deliverable specifically tied to the Commission's Fiscal Year 2017-2018 Goals and Objectives. 	<ul style="list-style-type: none"> • 4 out of 6 completed

<p>Commission's internal policies and administrative procedures are kept updated and documented for Commission staff.</p>	<p>update as needed all Commission internal policies and standard operating procedures to ensure consistency and facilitate cross training.</p> <ul style="list-style-type: none"> • Continue to perform Records Management (electronic). • Continue to respond to Public Records Requests. 	<ul style="list-style-type: none"> • Completed • Completed
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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	Results
<p>Resolve appeals in a timely manner to the extent possible.</p>	<ul style="list-style-type: none"> • Process 100% of appeals and requests for hearing within seven (7) days of receipt in Fiscal Year 2017-2018 (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, 2018, resolve and/or forward to the Commission for hearing, at least 70% of the appeals received in Fiscal Year 2017-2018. 	<ul style="list-style-type: none"> • Completed • Resolved 68% of pending appeals
<p>Monitor appeals and develop strategies to improve the efficiency by which appeals are resolved.</p>	<ul style="list-style-type: none"> • Continue to evaluate the effectiveness of the Commission's appeals policies and procedures (e.g., staff report deadlines, revised communications to departments, etc.) based on performance measure achievements over the past three fiscal years. By June 30, 2018, implement any new, or adjust existing policies and procedures as appropriate for Fiscal Year 2017-2018. • Issue the Commission's Meeting Schedule and Deadlines for Calendar Year 2018 no later than November 2017 to ensure that departments are aware of staff report submission deadlines. • Regularly update and monitor the Pending Appeals Log on a bi-weekly basis, and communicate with departments as appropriate, to ensure that staff reports and 	<ul style="list-style-type: none"> • In process • Completed • Completed/In process

	<ul style="list-style-type: none"> • Regularly update and monitor the Pending Appeals Log on a bi-weekly basis, and communicate with departments as appropriate, to ensure that staff reports and appeals are submitted within a reasonable period of time. • Convene monthly meetings with the Department of Human Resources to review pending or potential complex issues and work towards resolution in collaboration. • Obtain advice and guidelines from the City Attorney's Office as needed on legal issues concerning appeals in as far advance as possible to avoid delays and backlogs (e.g., closed session matters, privacy protections, Brown Act requirement, etc.) 	<ul style="list-style-type: none"> • Completed/In process • Issue email reminders • Completed/ In process
<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 appropriate.</p>	<ul style="list-style-type: none"> • Throughout the fiscal year, seek input from human resource analysts and managers on the effectiveness of the merit system and areas needing improvement. • Convene regular meetings of the Commission's Committee on Policy and Rules Revision (COPAR) throughout the fiscal year to: 1) discuss and review with departmental human resources representatives any new Rules, policies or procedures, or needed/requested revisions thereto; and 2) seek departmental input on inconsistencies between the Civil Service Rules and current departmental practices, to recommend appropriate action to the Commission (e.g., consider proposing a Rule amendment, issue an Adviser to clarify Rule requirements, etc.). 	<ul style="list-style-type: none"> • Continuous • Completed/ Continuous

Goal #4: Work to ensure that the Civil Service Commission Rules policies and procedures are easily understood and known by all stakeholders, consistent, compliant with the law, and reflective of current and best practices.

Objective	Performance Measures	Results
<p>Review the Civil Service Rule series and recommend revisions/deletions/additions to the Rules for the</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>	<ul style="list-style-type: none"> • Removed Non-Civil Service and Limited Tenure from the Rules; Amended Rule 113

<p>Commission's consideration as necessary and appropriate.</p>	<ol style="list-style-type: none"> 1. Rules or 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 applied by departments. 3. Rules or provisions that would support operational needs. 4. Rules or provisions 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>Certification; Proposed Rule Amendments to 102, 111, 111A 112, 113</p>
<p>Review existing Commission policies and procedures; and recommend revisions to existing policies and procedures, or the creation of new ones, as appropriate.</p>	<ul style="list-style-type: none"> • Review at least one existing Commission policy every quarter and recommend revisions as appropriate for the Commission's consideration. The Executive Officer will also recommend for the Commission's consideration the creation of policies as needed and appropriate on merit system issues for which Commission stakeholders require more guidance. • The Executive Officer's policy review will be prioritized based on directives from the Commission, requests from Commission stakeholders, and the frequency of Inspection Service complaints received on a particular issue. 	<ul style="list-style-type: none"> • Completed update to CSC Policy on Exempt Appointments and created CSC Adviser No. 34 Exempt Appointments
<p>Conduct meet and discuss and facilitate meet and confer negotiations to adopt new and amend Rules, policies and/or procedures when required under state law.</p>	<ul style="list-style-type: none"> • As needed during the fiscal year, conduct meet and discuss sessions with the City's labor unions or meet and confer sessions when appropriate with City's labor unions on any new or amended Rules of policies when required under state law. 	<ul style="list-style-type: none"> • Completed meet and discuss on all Rule Proposals and policy changes
<p>Conduct best practice reviews of merit system matters in other jurisdictions.</p>	<ul style="list-style-type: none"> • Research best practices in the Bay Area and/or comparable jurisdictions (e.g., Los Angeles) upon request of the Commission during the fiscal year. 	<ul style="list-style-type: none"> • Completed- Researched posting of eligible lists

<p>Provide outreach, training, and support to the Commission's stakeholders regarding the Civil Service Rules, policies and procedures.</p>	<ul style="list-style-type: none"> • Upon request/as needed during the fiscal year, develop and conduct seminars and trainings on the merit system, the Civil Service Rules, policies and procedures and other matters under the jurisdiction of the Commission. • Give regular presentations and updates on merit system issues during the Department of Human Resources' Monthly Human Resources Professional Group meetings. • Provide a presentation on the Merit System to new human resources analysts and managers on an annual basis. • Offer to provide other Commission stakeholders with an overview of the merit system upon request (e.g., union representative/employee groups, operational managers, elected officials, Deputy City Attorney's, etc.). • 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. • Offer to provide labor representatives with informational articles on the Commission for their member newsletters upon request. 	<ul style="list-style-type: none"> • Trained investigators from the Ethics Commission, City Attorney's Office, and the Whistleblower Program • One on one training with union representatives on the appeal process
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Goal #5: Strengthen the Commission's ability to meet its Charter mandates and oversee the operation of the merit system.

Objective	Performance Measures	Results
<p>Review the operations of the merit system in City departments.</p>	<ul style="list-style-type: none"> • Conduct eight (8) departmental audits in Fiscal Year 2017-2018. • Resolve/complete within 60 days, 80% of Inspection Service Requests received in Fiscal Year 2017-2018. • 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. 	<ul style="list-style-type: none"> • Completed • Completed • Completed

<p>Increase the 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 June 2018, submit for the Commission's review its Calendar of Reports for Calendar Year 2018 (this details the reports that City departments are required to submit to the Commission each year). Include for the Commission's review a list of available canned queries, reports and available information related to merit system matters in the event that the Commission wishes to expand upon the information it currently receives from Commission staff and/or city departments (e.g., exempt appointment justifications, personal services contracts, examination plans, etc.). • By the end of December 2017, issue the final 2018 Calendar of Reports to departments in advance. Additionally, issue an electronic reminder one month prior to each report's due date. 	<ul style="list-style-type: none"> • Submitted in July • Completed
<p>Ensure that departments are complying with Commission's requests for reports and/or additional information.</p>	<ul style="list-style-type: none"> • When applicable, record any conditions, restrictions or reporting requirements that the Commission places on a Personal Services Contract (PSC). Utilize a tickler system so that the Commission is able to ensure that departments comply with the Commission's conditions, restrictions or reporting requirements for PSC approvals. • When applicable, record and create a "tickler system" for any additional reports that the Commission requests throughout the fiscal year. 	<ul style="list-style-type: none"> • Completed • Completed
<p>Complete/coordinate all Charter-mandated wage/benefit surveys requiring Commission certification under the Charter.</p>	<ul style="list-style-type: none"> • By the end of November 2017, develop a work plan and schedule for achieving Charter mandated surveys for the fiscal year. • 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). • No later than the second meeting in May 2018, complete the salary survey for the Board of Supervisors in accordance with Charter Section 2.100 Compensation and Salary. • Elected Officials Salary. 	<ul style="list-style-type: none"> • Completed • Completed • Completed • Completed

<p>Ensure that the Commission's budget in Fiscal Year 2018-2019 is sufficient so that it can adequately carry out its Charter obligations to oversee the merit system.</p>	<ul style="list-style-type: none"> • Negotiate with the Mayor's Office, Controller's Office and board of Supervisors to maintain the Commission's budget in Fiscal Year 2018-2019 at an adequate level to support its operations, Charter functions and merit system goals and objectives. 	<ul style="list-style-type: none"> • Completed
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Goal #6: Mayor's vision for San Francisco as a clean, safe, vibrant, and inclusive City of shared prosperity.

Objective	Performance Measures	Results
<p>Coordinate a pilot taskforce/committee spear headed by representatives from Civil Service Commission, Department of Human Resources and the City's Workforce Development Agency.</p>	<ul style="list-style-type: none"> • Strategize on how to coordinate City efforts in various Departments for assisting disenfranchised or struggling families find support in securing sustainable employment within the City and County of San Francisco. • Assist in training and outreach to understand the Merit System and employment opportunities with the City and County of San Francisco and with private employers throughout the City. • Assist Departments with developing new programs of opportunity and provide a resource for engagement with their program leaders. 	<ul style="list-style-type: none"> • On hold
<p>Strengthen Links for Connective Services.</p>	<ul style="list-style-type: none"> • Link with Labor partners and Employment Development Department in providing contact resources, training opportunities, internship, trade or apprenticeship programs to gain valuable qualifying experience for future employment. • Link with other City departments, Community College District and other training venues and recruitment fairs for opportunities. • Connect with established City and County resources in wrap-around services which include Homeless Connect, health services, Human Services Agency, etc. • Seek neighboring Bay Area community assistance for reciprocity. 	<ul style="list-style-type: none"> • On hold

Attachment B

Civil Service Commission
Fiscal Year 2017-18 Appeals Log

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0124-18-4	4	Appealing the job announcement and supplemental questionnaire for Class 7228 Automotive Transit Shop Supervisor I (CBT 7228-M00177)	04/13/18	04/17/18	Reiskin Ellison Kim Leung	07/02/18	06/21/18	05/25/18	4	Resolved Administratively - MTA sending revised Supplemental Question #3 to applicants who submitted application by filing of April 19, 2018.
0380-17-1	1	Appealing the approval given to PUC to use Category 18 - Charter 10,104-18 for a 7514 General Laborer	11/15/17	11/21/17	Callahan Gard Monroe Cortes	02/05/18	01/25/18	01/29/18	5	Resolved Administratively - appeal withdrawn
0137-17-2	2	Appealing the proposed minimum qualifications for the H-20 Lieutenant class specifications.	05/09/17	05/10/17	Callahan Gard Kraus Johnson Blasbas Ponder Bushong	07/03/17	06/22/17	08/07/17	1	Resolved - appeal granted ;Proposed MQ's amendments and class specs to be reposted
0135-17-2	2	Appealing the proposed minimum qualifications for the H-20 Lieutenant class specifications.	05/08/17	05/10/17	Callahan Gard Kraus Johnson Blasbas Ponder Bushong	07/03/17	06/22/17	08/07/17	1	Resolved - appeal granted ;Proposed MQ's amendments and class specs to be reposted
0076-17-4	4	Appealing the exam administration for Class 2913 Program Specialist.	03/06/17	03/13/17	Callahan Gard Kraus Kim Blasbas Palma	06/05/17	05/25/17			Department resolved administratively; pending litigation
0123-18-4	4	Appealing the job announcement and supplemental questionnaire for Class 7228 Automotive Transit Shop Supervisor I (CBT 7228-M00177)	04/13/18	04/17/18	Reiskin Ellison Kim Leung	07/02/18	06/21/18			6/25/18 Postpone to meeting of 8/20/18
0400-17-4	4	Appealing minimum qualifications for the 6242 exam announcement and rejection of his application for the 6242 Plumbing Inspector (CBT 6242-901868) position.	12/21/17	12/28/17	Callahan Gard Kraus Leung Blasbas Wong Ignacio	03/05/18	02/22/18	05/07/18	1	Resolved - appeal denied
0181-18-6	6	Appealing the HR Director's decision to administratively close her discrimination complaint EEO File No. 2550.	06/04/18	06/07/18	Callahan Gard Kim Simon	08/20/18	08/09/18			
0138-17-2	2	Appealing the proposed minimum qualifications for the H-20 Lieutenant class specifications.	05/09/17	05/10/17	Callahan Gard Kraus Johnson Blasbas Ponder Bushong	07/03/17	06/22/17	08/07/17	1	Resolved - appeal granted ;Proposed MQ's amendments and class specs to be reposted
0095-18-4	4	Appealing the rejection of his application for the 7274 Transit Power Line Worker Supervisor II (CBT 7274-M00178) exam.	03/22/18	03/23/18	Reiskin Ellison Kim Leung	06/04/18	05/24/18	04/20/18	4	Resolved Administratively - MTA qualified him to take exam
0045-18-4	4	Appealing the 7262 Maintenance Planner exam with PUC	02/12/18	02/16/18	Callahan Gard Kraus Charan Blasbas White	05/07/18	04/26/18	04/23/18	5	Resolved - deemed qualified

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0015-18-4	4	Appealing the rejection of his application for the 7318 Electronic Maintenance Techn (CBT 7318-902252) at MTA	01/17/18	01/19/18	Raiskin Ellison Kim Leung	04/02/18	03/22/18	03/19/18	1	Resolved - appeal denied
0146-17-6	6	Appealing the Director of Transportation's decision to administratively close his discrimination complaint EEO File No. 2280.	05/16/17	05/17/17	Raiskin Ellison Johnson Simon	08/07/17	07/27/17	09/21/17	5	Resolved - Appeal Withdrawn
0003-18-6	6	Appealing the Director of Transportation's decision of insufficient evidence to establish a discrimination complaint, EEO File No. 2396	01/03/18	01/04/18	Raiskin Harmon Johnson Simon Ellison Kim	04/02/18	03/22/18	05/21/18	1	Resolved - appeal denied
0226-17-4	4	Appealing the rejection of her application for the 1241 HHR Analyst (CBT 1241-901826) position	07/17/17	07/19/17	Callahan Gard Kraus Lyle Blasbas	10/02/17	09/21/17	08/23/17	4	Resolved - HHR deemed qualified to take exam
0216-17-4	4	Appealing the rejection of her application for the 1241 HHR Analyst (CBT 1241-901826) position	07/10/17	07/11/17	Callahan Gard Kraus Lyle Blasbas	10/02/17	09/21/17	10/16/17	1	Resolved - appeal denied
0342-17-4	4	Appealing the denial to file a late application for the H-20 Lieutenant Fire Suppression exam after the closing of the filing period with SFFD	10/19/17	10/20/17	Callahan Gard Kraus Johnson Blasbas	12/18/17	12/07/17	11/06/17	1	Resolved - appeal denied
0033-18-6	6	Appealing the Human Resources Director's decision to administratively close her discrimination complaint - EEO File No. 2484	02/02/18	02/05/18	Callahan Gard Simon Regier	04/16/18	04/05/18			6/25/18 Contracted DHR for update on status
0134-15-6	6	Appealing the Human Resources Director's decision on his discrimination complaint, EEO File No. 1810.	05/04/15	05/07/15	Callahan Gard Simon S. Yee	07/20/15	07/09/15	09/01/17	5	Resolved-settlement agreement
0376-14-4	4	Appealing the rejection of his application for the H-20 Lieutenant Fire Suppression (CBT 0H20-058946) exam with SFFD	11/14/15	11/15/17	Callahan Gard Kraus Johnson Blasbas	02/05/18	01/25/18	12/04/17	1	Resolved- Appeal denied
0221-17-6	6	Appealing the Human Resources Director's decision to administratively close discrimination complaint EEO File No. 2346.	07/12/17	07/17/17	Callahan Gard Simon Valdez Maveaukava	10/02/17	09/21/17	10/02/17	1	Resolved - appeal denied
0078-17-6	6	Appealing HR Director's decision regarding discrimination complaint.	03/08/17	03/09/17	Callahan Gard Simon Kim	06/05/17	05/25/17	10/16/17	1	Resolved - Appeal denied
0372-17-6	6	Appealing the Director of Transportation's decision to not investigate her discrimination complaint	11/09/17	11/13/17	Raiskin Harmon Johnson Simon	02/05/18	01/25/18	03/05/18	1	Resolved - Appeal denied
0018-18-4	4	Appealing the 8228 Museum Security Supervisor exam administration with the Fine Arts Museum.	01/22/18	01/25/18	Callahan Gard Kraus Blasbas Lyle	04/02/18	03/22/18	03/13/18	2	Resolved - untimely

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	Resolved No.	Comments
0167-17-4	4	Appealing his background rejection for the 8124 Investigator position with the Dept of Police Accountability	06/02/17	06/05/17	Callahan Gard Fortes Thompson	08/21/17	08/10/17	09/18/17	1	Resolved- Appeal denied
0203-17-6	6	Appealing the Human Resources Director's decision to administratively close discrimination complaint EEO File No. 2338.	06/29/17	07/05/17	Callahan Gard Simon Valdez Chief Scott Houston	10/02/17	09/21/17	10/02/17	1	Resolved - appeal denied
0358-17-4	4	Appealing the rejection of her application for the 2930 Behavioral Health Clinician (CBT 2930-902275) exam.	11/01/17	11/02/17	Callahan Gard Kraus Blasbas Weigelt Cowman	01/22/18	01/11/18	01/03/18	2	Resolved - appeal untimely
0343-17-4	4	Appealing the denial to file a late application for the H-24 Lieutenant Fire Investigation Exam after the closing of the filing period with SFFD	10/19/17	10/20/17	Callahan Gard Kraus Johnson Blasbas	12/18/17	12/07/17	11/06/17	1	Resolved - appeal denied
0387-16-6	6	Appealing the Human Resources Director's decision of insufficient evidence to sustain her discrimination complaint EEO file no. 1782	11/23/16	11/29/16	Callahan Gard Simon Charan	02/06/17	01/26/17	01/03/18	5	Resolved - settlement agreement
0220-17-2	2	Appealing the 3434 Arborist Technician Proposed Classification Action.	07/12/17	07/12/17	Callahan Gard Ponder	10/02/17	09/21/17	09/21/17	1	12/18 Waiting for DHR correspondence with appellant; 9/8/17 DHR withdrew classification amendment and is in discussion with REC.
0206-17-6	6	Appealing the Director of Transportation's decision to administratively close his discrimination complaint EEO File No. 2203	07/03/17	07/11/17	Reiskin Ellison Vavia-Johnson Simon Valdez	10/02/17	09/21/17	09/26/17	4	Resolved Administratively - DHR will investigate closed claims
0202-17-6	6	Appealing the Director of Transportation's decision of insufficient evidence to support claim of discrimination due to age & disability EEO file no. 2172	06/27/17	06/28/17	Reiskin Ellison Vavia-Johnson Simon	10/02/17	09/21/17	04/16/18	1	Resolved - Appeal denied
0295-17-8	8	Appealing PSC #44181-15/16 As-needed/Temporary Medical Record Coding - DPH	09/07/17	09/08/17	Callahan Gard Ikeda Hale Becker	09/18/17	09/12/17	09/18/17	1	Resolved - PSC approved with condition that continuous testing or longer recruitment period considered
0209-17-8	8	Appealing PSC #45428-16/17 in the amount of \$1,500,000 for initial request services for the period 7/1/17-6/15/22 for window cleaning services for city owned buildings	07/06/17	07/06/17	Callahan Gard Ikeda Choi Brusaca	07/17/17	07/11/17	07/17/17	1	Resolved - approved with the duration modified to 2 years
0381-17-6	6	Appealing the HRD's decision to determine insufficient evidence to sustain harassment complaint. EEO File No. 1830 (POBR)	11/20/17	11/22/17	Callahan Gard Simon	02/05/18	01/25/18	02/05/18	1	Resolved - appeal denied
0322-16-6	6	Appealing the HRD's decision to close discrimination complaint EEO File No. 2119.	09/27/16	09/28/16	Callahan Gard Simon Kim	12/05/16	11/23/16			6/26/18 Contacted DHR for update on status; 06/07/18 Staff report will be delivered on 6/7/18; 09/14/17 DHR request to move item to the meeting of 11/06/17; 9/12/17 EEO will prepare report for the meeting of 10/16/17

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0070-16-6	6	Appealing the HRD's decision on discrimination complaint EEO File No. 2214.	03/01/17	03/03/17	Callahan Gard Simon Kim	05/15/17	05/04/17			6/11/18 DHR request postponement to meeting of 7/10/18; 4/26/18 DHR will prepare report for the meeting of 6/18/18; 1/4/18 Requested update from DHR
0402-17-4	4	Appealing the November 30, 2017 administration of the H-22 Lieutenant Performance exercise	12/29/17	01/02/18	Callahan Gard Kraus Blasbas Johnson	03/19/18	03/08/18	01/22/18	1	Resolved - appeal denied
0016-18-4	4	Appealing the 8228 Museum Security Supervisor exam administration with the Fine Arts Museum.	01/22/18	01/25/18	Callahan Gard Kraus Blasbas Lyle Castillo	04/02/18	03/22/18	03/13/18	2	Resolved - untimely
0141-17-2	2	Appealing the proposed minimum qualifications for the H-20 Lieutenant class specifications.	05/10/17	05/11/17	Callahan Gard Kraus Johnson Blasbas Ponder Bushong	07/03/17	06/22/17	08/07/17	1	Resolved - appeal granted. Proposed MQ's amendments and class specs to be reposted
0241-17-4	4	Appealing the rejection of her application for the EMT/Paramedic/Firefighter position with SFFD	07/31/17	08/01/17	Callahan Gard Kraus Johnson Blasbas Herndon	10/16/17	10/05/17	08/08/17	2	Resolved - untimely
0119-17-4	4	Appealing the 3286 Recreation Coordinator exam administration	04/18/17	04/25/17	Callahan S. Gard J. Kraus A. Blasbas Gee	07/17/17	07/06/17	07/06/17	2	Resolved - untimely
0224-17-4	4	Appealing the rejection of his application for the 1241 HR Analyst (CBT 1241-901826) position	07/17/17	07/18/17	Callahan Gard Kraus Lyle Blasbas	10/02/17	09/21/17	10/16/17	1	Resolved - appeal denied
0133-18-6	6	Appealing the HRD's decision on discrimination complaint EEO File No. 2302.	04/25/18	04/26/18	Callahan Gard Kim Simon	07/16/18	07/05/18			6/26/18 Contacted DHR for update on status
0232-17-4	4	Appealing the rejection of her application for the 1241 HR Analyst (CBT 1241-901826) position	07/19/17	07/20/17	Callahan Gard Kraus Lyle Blasbas	10/02/17	09/21/17	10/19/17	5	Resolved - Appellant withdrew appeal
0166-17-4	4	Appealing his background rejection for the 8124 Investigator position with the Dept of Police Accountability	06/01/17	06/05/17	Callahan Gard Fortes Thompson	08/21/17	08/10/17	09/18/17	1	Resolved - appeal denied
0270-17-4	4	Appealing the Q50 Police Sergeant exam administration	08/15/17	08/17/17	Callahan Gard Kraus Johnson Blasbas Zadio	11/06/17	10/26/17	08/28/17	2	Resolved - untimely

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0349-17-4	4	Appealing the denial to file a late application for the H-20 Lieutenant Fire Suppression exam after the closing of the filing period with SFFD	10/23/17	10/25/17	Callahan Gard Kraus Johnson Blasbas	12/18/17	12/07/17	11/06/17	1	Resolved - appeal denied
0351-17-4	4	Appealing the denial to file a late application for the H-20 Lieutenant Fire Suppression exam after the closing of the filing period with SFFD	10/26/17	10/27/17	Callahan Gard Kraus Johnson Blasbas	12/18/17	12/07/17	11/20/17	1	Resolved - appeal denied
0061-17-6	6	Appealing the Human Resources Director's decision to determine insufficient evidence to support his discrimination complaint. EEO File No. 2123.	02/27/17	03/03/17	Callahan Gard Lew Simon Houston	05/15/17	05/04/17	05/15/17	1	Resolved - appeal denied
0020-18-4	4	Appealing on behalf of Robin De Los Reyes the denial to file a late application for the 8308/8508 Sheriff's Sergeant Exam after the closing of the official filing period with the Sheriff's Dept.	01/22/18	01/23/18	Callahan Gard Kraus Johnson Blasbas	04/02/18	03/22/18	03/05/18	1	Resolved - appeal denied
0332-17-4	4	Appealing the disqualification of his application for Class 8302 Deputy Sheriff I exam.	10/10/17	10/11/17	Callahan Gard Durkan Johnson Freeman	12/18/17	12/07/17	11/02/17	4	Resolved administratively - SFSD deemed applicant qualified to remain on eligible list
0309-17-4	4	Appealing the rejection of his application for the Class 8270 Housing Inspector position with DBI	09/15/17	09/18/17	Callahan Gard Kraus Morrison Blasbas Cheng	11/20/17	11/09/17	03/12/18	5	Resolved - Appeal Withdrawn
0139-17-2	2	Appealing the proposed minimum qualifications for the H-20 Lieutenant class specifications.	05/09/17	05/10/17	Callahan Gard Kraus Johnson Blasbas Ponder Bushong	07/03/17	06/22/17	08/07/17	1	Resolved - appeal granted. Proposed MQ's amendments and class specs to be reposted
0023-18-4	4	Appealing the rejection of his application for the Class 7318 Electronic Maintenance Technician (CBT 7318-902252) exam.	01/26/18	01/31/18	Reiskin Ellison Kim Leung	04/16/18	04/05/18	02/20/18	2	Resolved - Untimely
0186-18-4	4	Appealing the denial to file a late application for H4 Inspector exam after the closing of the official filing period with SFFD	06/12/18	06/13/18	Callahan Gard Johnson Blasbas	08/20/18	08/09/18			
0085-18-4	4	Appealing the rejection of his application for the Class 0931 Manager II, Permit Manager, BSM (PBT-0931-075914) exam.	03/19/18	03/20/18	Callahan Gard Blasbas	06/04/18	05/24/18	05/24/18	5	Resolved - appeal withdrawn
0344-17-4	4	Appealing the denial to file a late application for the H-20 Lieutenant Fire Suppression exam after the closing of the filing period with SFFD	10/19/17	10/20/17	Callahan Gard Kraus Johnson Blasbas	12/18/17	12/07/17	11/06/17	1	Resolved - appeal denied
0275-17-2	2	Appealing the H-20 Lieutenant class action.	08/18/17	08/22/17	Callahan Gard Ponder Johnson Bushong	11/06/17	10/26/17	09/18/17	1	Resolved - appeal denied
0061-18-6	6	Appealing the HR Director's decision to administratively close the discrimination complaint EEO File No. 2492.	02/27/18	02/28/18	Callahan Gard Simon Pelham	05/07/18	04/26/18			6/26/18 Contacted DHR for update on status

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0140-17-2	2	Appealing the proposed minimum qualifications for the H-20 Lieutenant class specifications.	05/10/17	05/10/17	Callahan Gard Kraus Johnson Blasbas Ponder Bushong	07/03/17	06/22/17		1	Resolved - appeal granted. Proposed MQ's amendments and class specs to be reposted
0225-17-4	4	Appealing the rejection of her application for the 1241 HR Analyst (CBI 1241-901826) position	07/17/17	07/18/17	Callahan Gard Kraus Lyle Blasbas	10/02/17	09/21/17	10/24/17	5	Resolved - Appeal Withdrawn
0155-17-6	6	Appealing the HR Director's decision to administratively close the discrimination and harassment complaint EEO File No. 2321.	05/22/17	05/23/17	Callahan Gard Simon Tapia	08/07/17	07/27/17	08/07/17	1	Resolved - appeal denied
0050-18-6	6	Appealing the HR Director's determination on his discrimination complaint, EEO File No. 2494	02/16/18	02/20/18	Callahan Gard Simon Hayes-White Bushong	05/07/18	04/26/18	03/13/18	5	Resolved administratively - DHR will reopen investigation.
0185-18-6	6	Appealing the HR Director's determination on his discrimination complaint, EEO File No. 2494	06/08/18	06/11/18	Callahan Gard Simon Valdez Bushong	08/20/18	08/09/18			
0197-18-6	6	Appealing the HR Director's decision to administratively close the discrimination complaint EEO File No. 2625.	06/25/18	06/27/18	Callahan Gard Simon Valdez	09/17/18	09/06/18			
0101-18-4	4	Appealing the rejection of her application for 2322 Nurse Manager(CBI 2322-902491) exam.	03/29/18	03/30/18	Callahan Gard Weigelt Cowman Blasbas Gamble	06/18/18	06/07/18	06/18/18	1	Resolved - appeal denied
0188-18-6	6	Appealing the minimum qualifications on the 6242 exam announcement and the rejection of his application for the 642 Plumbing Inspector (CBI 6242-901868) position.	02/23/18	06/18/18	Callahan Gard Simon Valdez Tapia	08/20/18	08/09/18			Original appeal sent to the Human Resources Director, Civil Service Office received appeal on June 15, 2018. Transmitted and processed within 7 days
0048-18-2	2	Appealing the creation of the 9136 Transit Training Specialist classification.	02/14/18	02/15/18	Reiskin Helms Kim Leung Therayil	05/07/18	04/26/18	06/04/18	1	Resolved - appeal denied
0219-17-4	4	Appealing the rejection of her application for the 1241 HR Analyst position (CBI 1241-901826).	07/12/17	07/14/17	Callahan S. Gard Blasbas Lyle	10/02/17	09/21/17	10/16/17	1	Resolved - appeal denied
0266-17-4	4	Appealing the Q50 Police Sergeant exam administration	08/14/17	08/15/17	Callahan Gard Kraus Johnson Blasbas Zadio	11/06/17	10/26/17	08/28/17	2	Resolved - untimely
0367-17-4	4	Appealing the rejection of his application for Class 9704 Employment & Training Specialist III (CBI-9704-901872) exam	11/06/17	11/08/17	Callahan Gard Kraus Kim Blasbas Palma	01/22/18	01/11/18	02/05/18	1	Resolved - appeal denied

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0361-17-6	6	Appealing the Director of Transportation's decision of insufficient evidence to establish a discrimination complaint. EEO file no. 2268	11/03/17	11/08/17	Reiskin Ellison Vavria- Johnson Simon Harmon	01/22/18	01/11/18			6/26/18 Contacted MTA for update on status. At the 4/27/18 meeting the Commission decided to continue the issue for a future meeting to allow MTA to consider a make whole remedy.
0379-17-6	6	Appealing the HRD's decision to administratively close her discrimination complaint. EEO File No. 2419	11/16/17	11/22/17	Callahan Gard Simon Lew Houston	02/05/18	01/25/18			6/26/18 Contacted DHR for update on status
0373-17-4	4	Appealing the rejection of her application for Class 9704 Employment & Training Specialist III (CBT-9704-901872) exam	11/13/17	11/14/17	Callahan Gard Kraus Kim Biasbas Palma	01/22/18	01/11/18	02/05/18	1	Resolved - appeal denied
0218-17-4	4	Appealing the rejection of his application for the 1241 HR Analyst position (CBT 1241-901826).	07/12/17	07/14/17	Callahan S. Gard Biasbas Lylte	10/02/17	09/21/17	11/20/17	1	Resolved - appeal denied
0201-17-6	6	Appealing the HR Director's decision to administratively close the discrimination complaint EEO File No. 2333.	06/26/17	06/28/17	Callahan Gard Wong Simon Vaksberg	10/02/17	09/21/17	10/02/17	1	Resolved - appeal denied
0222-17-4	4	Appealing the rejection of her application for the 1241 HR Analyst position (CBT 1241-901826).	07/14/17	07/17/17	Callahan S. Gard Biasbas Lylte	10/02/17	09/21/17	10/16/17	1	Resolved - appeal denied
0118-18-4	4	Appealing the rejection of his application for the 9160 Transportation Operations Specialist (CBT 9160-M00195) exam.	04/04/18	04/06/18	Reiskin Ellison Kim Leung Helms	06/18/18	06/07/18	04/26/18	4	Administratively Resolved - deemed qualified
0185-17-4	4	Appealing his background rejection for the 8124 Investigator position with the Dept of Police Accountability	06/05/17	06/09/17	Callahan Gard Fortes Thompson	08/21/17	08/10/17	07/11/17	5	Resolved - appeal withdrawn
SEPARATIONS - REQUESTS FOR HEARING										
0194-17-7	7	Requesting a hearing on future employment restrictions as a 7458 Switch Repairer with the City and County of San Francisco	06/21/17	06/23/17	Reiskin Ellison Kim Helms	09/18/17	09/07/17			6/26/18 Contacted MTA for update on status
0377-14-7	7	Requesting a hearing on his future employment with MTA	11/13/17	11/15/17	Reiskin Ellison Kim Helms	02/05/18	01/25/18	02/02/18	4	Resolved administratively - restriction rescinded
0114-17-7	7	Requesting a hearing on his future employment with SFFD	04/10/17	04/11/17	Callahan Gard Bushong	07/03/17	06/22/17			6/26/18 Contacted appellant and legal representative to set a future meeting date. 8/7/17 postponed to future date (2nd postponement) agreed with by the appellant and legal representative
0010-15-7	7	Requesting a hearing on her future employment restrictions as a 2918 HSA Social Worker with the City and County of San Francisco	01/21/15	01/23/15	Callahan Gard Kim	03/16/15	03/05/15			8/17/15: Not scheduled for arbitration as of yet per Laurie Juengert. 7/24/15: Arbitration on 9/22/15 (Winograd) - handled by DCA Ruth Bond 06/01/15 Pending Arbitration; 05/04/15 Pending arbitration; 04/02/15 Arbitration.
0202-18-7	7	Hearing on future employment restrictions with the City	06/28/18	06/29/18	Callahan Gard Gee	09/17/18	09/06/18			

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Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0316-17-7	7	Hearing on future employment restrictions with the City	09/22/17	09/25/17	Callahan Gard Kim					9/25/17 Dept. requests that appeal be held in abeyance until resolution of her grievance.
0184-17-7	7	Requesting a hearing on future employment restrictions with SFPD	06/05/17	06/09/07	Callahan Gard Bushong	08/10/17	08/10/17	09/18/17	5	Resolved-Appeal Withdrawn
0230-17-7	7	Requesting a hearing on his future employment as a 9163 Transit Operator with MTA.	07/19/17	07/20/17	Reiskin Ellison Kim Helms	10/16/17	10/05/17			6/26/18 Contacted MTA for update on status
0355-16-7	7	Request for hearing on her future employability with the City & County of San Francisco	11/01/16	11/01/16	Callahan Gard Leung Wong	02/06/17		08/07/17	1	Resolved - appeal denied
0136-16-7	7	Request for hearing on his future employability with the City & County of San Francisco	03/28/16	03/29/16	Callahan Gard Koehler	06/20/16	6/9/2016			6/26/18 Contacted DHR for update on status. 04/01/17 Grievance Resolved. SHE working on staff report. 4/01/16-A. Jackson is currently in the grievance process for his termination. The department requests that the appeal be postponed until his termination grievance is resolved.
0322-17-7	7	Request for hearing on his future employability with the City & County of San Francisco	09/28/17	09/29/17	Callahan Gard Leung Wong Vaksberg	12/04/17	11/22/2017	12/04/17	1	Resolved - Appeal denied
0441-16-7	7	Requesting a hearing on his future employment as an 8214 Parking Control Officer with the City and County of San Francisco.	12/27/16	12/28/16	Reiskin Ellison Kim Helms	03/06/17	2/23/2017			7/20/17 Pending arbitration. 3/6/17 Rescinded his request to withdraw appeal. CSC Reinstated appeal and will schedule to a future meeting
0192-17-7	7	Request for hearing on future employment restrictions with the City & County of San Francisco	06/19/17	06/21/17	Gard Callahan Holmes	09/18/17	09/07/17			6/26/18 Contacted DHR for update on status. 6/2/17 Arbitration
0136-17-7	7	Request for hearing on her future employability with the City & County of San Francisco	05/08/17	05/10/17	Callahan Gard Kim Ellison	08/07/17	07/27/17			6/26/18 Contacted DHR for update on status
0127-17-7	7	Request for hearing on his future employability as a Q-2 Police Officer with SFPD	04/25/17	04/26/17	Callahan Gard Houston Struckman Worsham	07/17/17	07/06/17			6/26/18 Contacted DHR for update on status
0121-18-7	7	Requesting a hearing on his future employment as a 9163 Transit Operator with MTA.	04/11/18	04/12/18	Reiskin Ellison Kim Helms	06/18/18	06/07/18			5/31/18 MTA request to schedule for July
0239-15-7	7	Requesting a hearing on his future employment as a 9163 Transit Operator with MTA.	07/10/15	07/13/15	Reiskin Ellison Kim Iborra	09/21/15	09/10/15			01/11/17 P Boparai - Appellant filed appeal with Superior Court on 5/17/16 DCA states in may be a while before the item is heard. 3/9/16 Litigation scheduled for 4/18/16- 01/21/16 Litigation. 8/21/15 - Parveen Boparai is requesting an extension to 10/7 or 10/21 to submit the staff report.
0151-17-7	7	Requesting a hearing on his future employment restrictions deemed unsatisfactory with MTA as a 9163 Transit Operator.	05/19/17	05/22/17	Reiskin Ellison Kim Helms	08/07/17	07/27/17	07/20/17	4	Resolved administratively - MTA rescinded restrictions
0237-17-7	7	Requesting a hearing on his automatic resignation and future employment restrictions with the PUC as a 7341 Water Treatment Stationary Engineer	07/28/17	07/31/17	Callahan Gard Charan Garduno	10/16/17	10/05/17	10/16/17	1	Resolved Administratively - resignation rescinded
0355-17-7	7	Request for hearing on future employment restrictions with the City & County of San Francisco	10/30/17	11/01/17	Gard Callahan Gee	01/22/18	01/11/18	12/12/17	5	Resolved -Appeal Withdrawn

Civil Service Commission
Fiscal Year 2017-18 Appeals Log

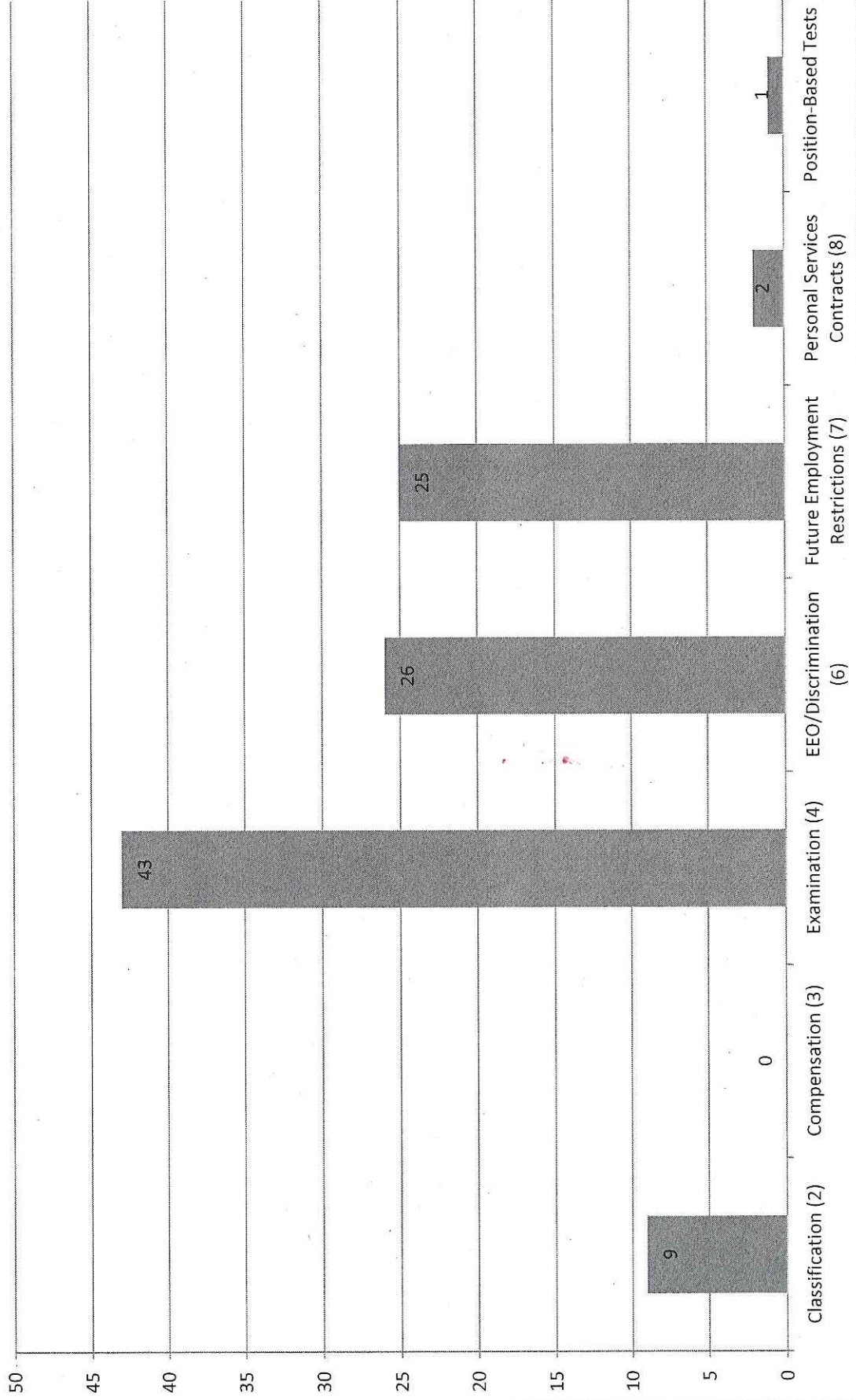
Register No.	Type	Subject	Date Received	Date Trans	Referred To	Tentative Date	Report Due Date	Resolved On	No.	Comments
0235-17-7	7	Request for hearing on her future employability with the City & County of San Francisco	07/25/17	07/27/17	Callahan Gard Houston Weigell	10/16/17	10/05/17	11/06/17	1	Resolved - appeal denied
0191-17-7	7	Request for hearing on her future employment restrictions with the City & County of San Francisco	06/19/17	06/21/17	Gard Callahan Castillo	09/18/17	09/07/17	10/16/17	1	Resolved - appeal denied
0378-17-7	7	Request for hearing on his future employment restrictions and services deemed unsatisfactory with MTA	11/15/17	11/17/17	Reiskin Ellison Kim Helms	02/05/18	01/25/18			6/26/18 Contacted MTA for update on status
0348-16-7	7	Request for hearing on his future employability as a Q-2 Police Officer with SFPD	10/24/16	10/28/16	Callahan Gard Houston Struckman Worsham	12/19/16	12/08/16			6/26/18 Contacted DHR for update on status; 2/6/17 Continued to a future meeting
0125-17-7	7	Request for hearing on his future employability as a Q-2 Police Officer with SFPD	04/24/17	04/25/17	Callahan Gard Houston Struckman Worsham	07/17/17	07/06/17			6/26/18 Contacted DHR for update on status
POSITION BASED TESTING										
0324-16-4	4	Appealing the exam announcement for 0923 Manager II - Family and Children's Service (PBT-0923-070367) position with HSA	09/28/16	09/29/16	Callahan Gard Kraus Blasbas Kim	10/17/16	10/06/16	10/10/17	4	Resolved Administratively

Number of Appeals	
Carried Over from FY2016-17	38
Appeals Received in FY2017-18	68
Total Number of Appeals in FY17-18	106

Total Appeals by Category	
Classification (2)	9
Compensation (3)	0
Examination (4)	43
EEO/Discrimination (6)	26
Future Employment Restrictions (7)	25
Personal Services Contracts (8)	2
Position-Based Tests	1

Resolutions	
Hearing at CSC (1)	45
Untimely (2)	8
Not Appealable (3)	0
Resolved Administratively (4)	7
Other (5)	12
Total Resolved	72
% Resolved	68%

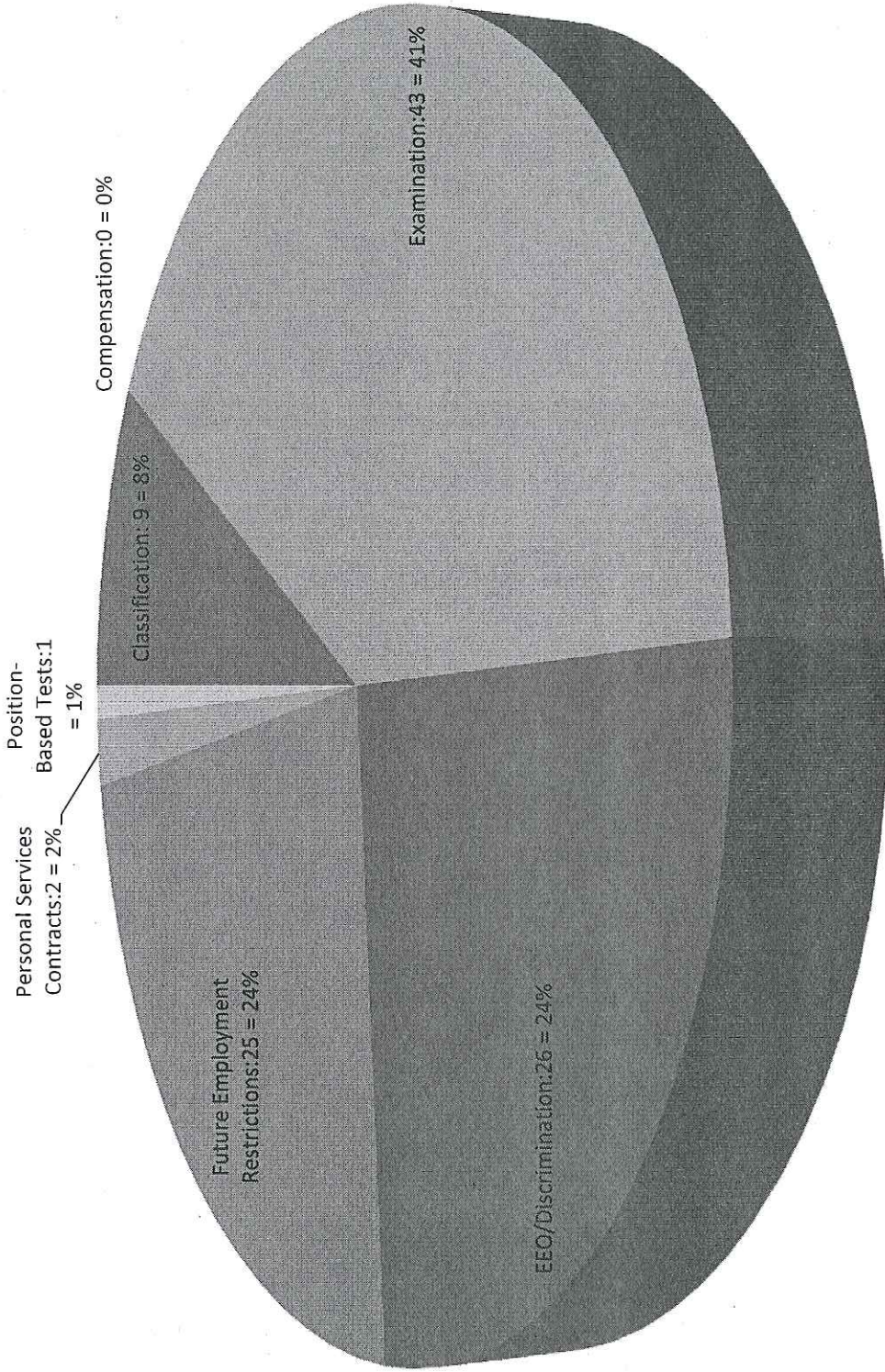
Appeals Log Year End Report Fiscal Year 2017-18 Types of Appeals



Appeals Log Year End Report

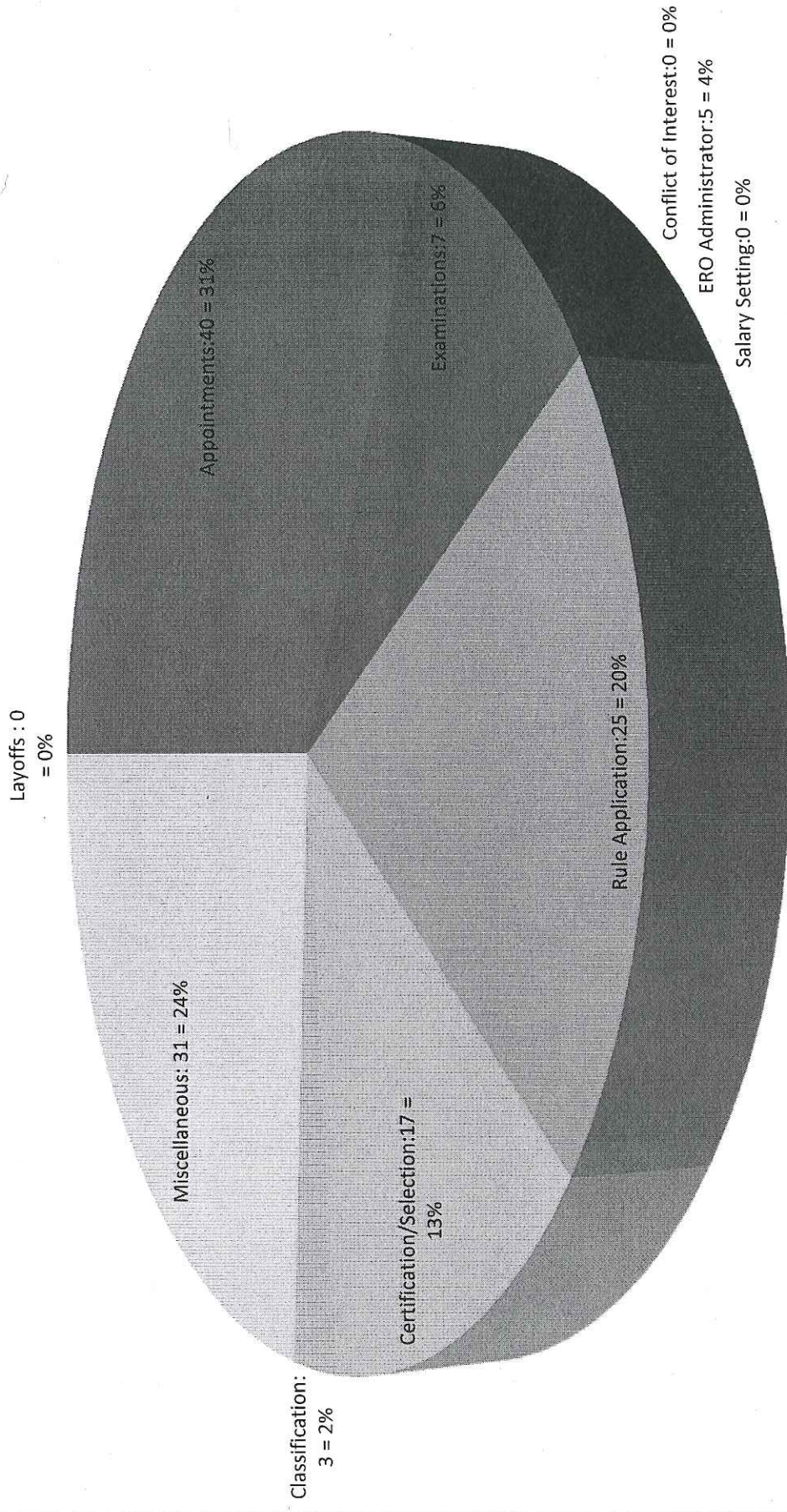
Fiscal Year 2017-18

Types of Appeals



Attachment C

Inspection Service Review Log Year End Report FY 2017-18



FY 2017-18 Inspection Log

Total for 2017-18		128		Total for 2017-2018 - Mid-Year		128				
Totals by Category										
Letter or Email		67		Letter or Email		67				
Phone - Walk in		61		Phone - Walk in		61				
Resolved in 60 days		104		Resolved in 60 days		96				
81%				75%						
Appointments (1) Examinations (2) Conflict of Interest (3) ERO Administrator (4) Salary Setting (5) Rule Application (6) Certification/Selection (7) Classification (8) Miscellaneous (9) Layoffs (10)		40								
Code	Received Date	Letter or Email	Phone Walk in	Requested By	Issue	Job Class	Dept.	Resolution/Remedy	Date Resolved	60 days
1	7/10/2017		1	Whistleblower Complaint	Anonymous - William Co did not meet MQs.	7238	AIR	Records indicate appointee met MQs and completed a competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Whistleblower Complaint	Anonymous - Nepotism in the appointment of Tony Wong.	7510	AIR	Appointee met the MQs, completed a competitive selection process; no record of family members involved in the hiring process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the Hiring of 1070 IS Project Director - Senior IT Project Manager (PEX 1070-069753)	1070	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the Hiring in the following classes: 1070 IS Project Director-Cybersecurity (PBT 1070-069753)	1070	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the Hiring of 1054 IS Business Analyst-Principal (PBT 1054-069766)	1054	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the Hiring of 1053 IS Business Analyst, Senior-ITT Compliance (PBT 1053-066299)	1053	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the Hiring of 1053 IS Business Analyst, Senior-GTMS/TMS Project (PBT-1053-069751)	1053	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the Hiring of 1053 IS Business Analyst-Senior Technology Purchaser (PBT 1053-069764)	1053	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the Hiring of 1044 IS Engineer-Principal System Engineer (PBT-1044-065794)	1044	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the hiring of 1044 IS Engineer Principal-SLAN (PBT-1044-901785)	1044	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the hiring of 1044 IS Engineer Principal-Business Intelligence (PBT-1044-068768)	1044	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the hiring of 1043 IS Engineer Senior-Senior Network Engineer (PBT-1043-901784)	1043	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N
1	7/10/2017		1	Anonymous	Favoritism in the hiring of 1042 IS Engineer Journey-Support Engineer (PBT-1042-068845)	1042	AIR	Appointee met the MQs, reachable eligible, and completed competitive selection process SE/JB	4/20/2018	N

FY 2017-18 Inspection Log

1	8/1/2017	1	Whistleblower Complaint	Anonymous - Raquel Knighten does not meet the MQs for her 1241 HR Analyst position	1241	GSA	Appointee meets the MQs, reachable eligible, completed a competitive selection process. SE/JB	4/24/2018	N
1	8/1/2017	1	Whistleblower Complaint	Nepotism in the hiring of TEX Environmental Service Workers	7501	GSA	Appointees met the MQs; 1 appointee was a friend; 1 appointee was a family member; 1 appointee had not relationship with analyst; analyst was not involved with any hiring decisions. SE/JB	4/24/2018	N
9	8/16/2017	1	Whistleblower Complaint	WB complaint - alleges that employee assisted applicant, A. Tom with application and exam for Class 4224.	4224	TTX	NO merit to allegation - review conducted. - LM	10/6/2017	Y
7	8/17/2017	1	Redacted	Inquiry re: post-referral interview process for MTA 7322 recruitment. - Claimed that he was passed over in the post-referral process for the 8208 Park Patrol Officer position based on his past working relationship with Marcus Santiago.	7322	MTA	Explained that not all reachable eligibles are required to be interviewed by dept; also explained certification rule and post-referral process. - LM	8/17/2017	Y
7	8/18/2017	1	Redacted	Alleges that candidate, A.K. who is on eligible list 0923 does not meet the MQ's.	8208	REC	Explanation of rule and post-referral selection process was fair. Mr. Santiago was not involved in the selection process. LM/JB	8/18/2017	Y
9	8/23/2017	1	Redacted	Alleges that candidate, A.K. who is on eligible list 0923 does not meet the MQ's.	0923	HSA	Review conducted - applicant does not meet MQ's; HSA deemed him qualified in error. Applicant to be notified and removed from eligible list. - LM	10/11/2017	Y
1	8/25/2017	1	Redacted	Why did the department hire for an exempt position when there is an eligible list?	1844	TTX	MB Rule 413.14 only applies to eligibles appointed to a temporary civil service position; exempt appointees do not have priorities over reachable eligibles on the eligible list. SE	8/25/2017	Y
1	9/1/2017	1	Redacted	If I am a permanent exempt employee, Am I eligible for selective certification?	9139	MTA	Review identified that S. Poole was supervising a family member who was in a trainee program. The employee is no longer a trainee so there ceases to be supervision by the family member. MTA will take steps to avoid this for future circumstances. - LM	9/1/2017	Y
9	9/1/2017	1	Whistleblower Complaints	Complaint alleges that S. Poole supervises her brother at MTA and provides premium pay shifts to him.		MTA	Provided information on shift bidding - EE with greatest seniority gets selected. Also, provided info on eligibility list of 7382. JB/SE	10/26/2017	Y
9	9/1/2017	1	Whistleblower Complaint	Anonymous 7381 alleges that Muni Maintenance yard is using a "City wide eligibility list to create individual eligibility lists for employees in their shops."	7382	MTA	An eligible will not be put on waiver nor refusing a job interview; Rule 113.14.4 - After the 3rd rejection of a job offer from the same eligible list, the eligible will be removed from the list. SE	9/28/2017	Y
6	9/12/2017	1	Redacted	If an eligible rejects an interview or job offer, are they removed from the list?		TTX	Removed from the list. SE	9/12/2017	Y
6	9/12/2017	1	Redacted	If an employee is released from a promotional probationary period, what rights do they have?	2940		(Non-disciplinary)/Released Promotive Probationary Employee; employee has reversion rights to former classification, not specific position in the classification; employee must meet special conditions if it is already attached to a specific vacant position. SE	9/13/2017	Y
7	9/12/2017	1	Whistleblower Complaint	Allegation that Chief Hayes inappropriately is involved with the selection process for H2 Firefighters.	H2	SFFD	SFFD is in full compliance with Rules and DHR procedures. The Chief has the authority to be involved in the selection process. - LM	11/9/2017	Y

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6	9/13/2017	1	Redacted	Employee was on the certified eligible list when he was appointed to the temporary position; why does he not qualify for selective certification; he has already been trained while in the temporary position.	9139	MTA	Individuals appointed from a certified eligible list to a temporary civil service position and who completed 6 months of satisfactory performance; an individual appointed to a TEX position while on a certified eligible list does not qualify for selective certification; departments are not required to utilize a civil service selection process for hiring exempt appointees. SE There is no merit to any of the allegations. T. Powell was hired based on her qualifications and her spouse was not involved in the selection process nor does he supervise her. - LM	9/13/2017	Y
9	9/18/2017	1	Anonymous	Allegation that a supervisor influenced the hiring of his own wife.	8260	SFPD	referred complainant to DHR's EEO Unit. Also, contacted PUC to confirm that rank 10 was a reachable eligible after ranks 5 and 11 did not show for the interview. - LM	10/13/2017	Y
6	9/18/2017	1	Redacted	Alleges rank 10 on the 7449 Eligible List was not reachable. The complainant is rank 7. He then stated he felt discriminated.	7449	PUC	Temporary Exempt appointees do not qualify for selective certification; the Rule explicitly states that only individuals hired from the certified eligible list to a non-permanent position with 6 months satisfactory performance qualify for selective certification; TEX employees are not hired from the certified eligible list to temporary civil service positions; departments are not required to use civil service process to hire exempt employees; exempt employees are "at will" and do not have civil service status. SE	9/19/2017	Y
6	9/20/2017	1	Redacted	Request to halt the 9139 hiring process because certain members are qualified for selective certification and should be hired before individuals on the eligible list.	9139	MTA	Appointees are qualified for appointments to Class - LM	9/22/2017	Y
7	9/26/2017	1	Whistleblower Complaints	Anonymous complaint claiming that D. Silvestre & Thomas Moala are not qualified for appointments to Class 7449 at PUC.	7449	PUC	Review confirmed that appointees are qualified. - LM	10/26/2017	Y
7	10/3/2017	1	Whistleblower Complaint	Anonymous complaint claiming that appointees to Class 7449 at PUC do not meet the qualifications.	7449	PUC	amended, it is highly recommended that departments notify all eligibles of the change in MQs and verify MQs at the time of appointment or cancel the current eligible list and have them apply under the new announcement. If the amendment is due to a change in law, all eligibles must meet new MQs before appointment. SE	10/26/2017	Y
1	10/4/2017	1	Redacted	If minimum qualifications were amended on the job specifications while a current eligible list exist, are the eligible required to meet the MQs listed on the examination announcement when they applied or are they required to meet the new MQs on the amended job specification?		DPH	WTRA participation on hiring due to restructure and confirmed individuals are on acting assignments; division has not made decision on the plan for these positions yet. SE	10/6/2017	Y
1	10/10/2017	1	Redacted	Management has appointed individuals who are not on the eligible list to vacant positions.	7514	MTA	PORT conducted selections in accordance with Rules and policies.	12/8/2017	Y
7	10/12/2017	1	Redacted	Complaint is inquiry as to why K. Purcell was hired for Class 5299 and she was not selected and given her rank #2 status why wasn't she interviewed.	5299	PORT	Detail discussions explaining exempt hiring and selection process for PCS appointments including certification of eligibles. - LM	12/12/2017	Y
9	10/19/2017	1	Redacted	Inquiries regarding exempt hiring, selection process and certification of eligibles.	7355		WTS. Campos-Lopez score ranking was amended because the initial eligible list did not include service/promotive points of 60 which she is eligible to receive. HSA corrected this error accordingly. - LM	10/19/2017	Y
6	10/26/2017	1	Redacted	Alleges irregularities in the scoring process for M. Campos-Lopez.	9705	HSA		11/7/2017	Y

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9	10/27/2017	1	Redacted	A pharmacist employed thru a registry works with his cousin at SFGH - potential issue of nepotism.		DPH	Responses explaining policy on Family Relationships and that there is no prohibition on family members working in the same department. - LM	11/7/2017	Y
9	10/27/2017	1	Anonymous	Anonymous complaint alleges that J. Katout employed by SFUSD does not meet the qualifications for his position.	7326	SFUSD	Review Conducted - appointee meets qualifications; verification documents obtained by SFUSD - LM	11/20/2017	Y
1	10/30/2017	1	Redacted	Alleges that O. Stavinskaya does not meet MQ's for Class 0923 Manager position appointed to.		HSA	Appointee does meet MQ's - LM No violation of Rules or policies.	1/12/2018	N
9	11/7/2017	1	Whistleblower Complaint	Allegation that Dept of Technology violated Civil Service by receiving a resume prior to posting a job announcement.		DT	Discussed with Whistleblower Program and have closed the complaint. - LM	11/10/2017	Y
9	11/27/2017	1	Whistleblower Complaint	Allegation that M. Beck does not possess MQ's for position appointed to - Class 2913	2913	HSA	Review completed - appointee meets MQ's - LM	1/22/2018	Y
6	11/30/2017	1	Redacted	Employee is on acting assignment for 6 years; how long can the department do this without reclassifying him?	5602	PUC	Rules on Reassignment refer to one where classification and not just to one issue on acting assignments; Employee must compete in a 5602 Examination, become a reachable eligible, and successfully complete a competitive selection process to be appointed to a PCS position. SE	12/1/2017	Y
6	12/1/2017	1	Redacted	What are the hiring practices for exempt and permanent civil service positions? When are departments not required to post for reassignments? When does a department need to use Rule of 3? What does "vacancy" refer to in the MOU?	1021	ART	describe different types of appointments and required selection processes; referred to MOU and the department on reassignment. SE	12/2/2017	Y
9	12/4/2017	1	Redacted	States he was deemed not qualified and that someone was hired who was not on the eligible list for 2390 vacancy.	2390	DPH	the complaint did not apply for the recruitment in December 2016. He was an applicant and on the eligible list in 2015. The recent hire in this class was for a temp exempt status. There is no issue of Rule violations. - LM	12/5/2017	Y
9	12/5/2017	1	Redacted	Inquiries regarding selection, exempt status, certification and minimum qualifications.		SFUSD	Discussed numerous issues and explained applicable Rules and processes. - LM	12/5/2017	Y
2	12/6/2017	1	Redacted	MTA did not post special condition on the announcement	7329	MTA	conducted by another department; special condition occurred after posting of eligible list; MTA notified all eligibles of special condition; waiting for MTA response if they posted Exception to the Order of Layoff; discovered protest to the special condition and referred to MTA for response to complainant SE/EA	2/16/2018	N
6	12/13/2017	1	Anonymous	If the PCS employee received approval from the supervisor and higher supervisor for a leave of absence to accept a promotive temporary exempt position in another department, can the division manager deny the leave of absence 2 days before the employee leaves for the promotional exempt position?		DPH	In a PCS employee leave of absence request for a promotive exempt position is denied, the employee may appeal this decision to the Human Resources Director (Rule 120.31 and 120.42). SE	12/13/2017	Y
6	12/13/2017	1	Redacted	If exempt announcement posted in August and closed in September and the hiring process is currently being conducted, can the exempt position be appealable to CSC? Position was previously PCS and now dept is filling as an exempt position.		DPW	states that the decision of the HRD on the exempt appointments is appealable to the Commission; however it is past the time frame to appeal. Unless stated in the MOU, departments are not required to specifically notify the union on every exempt announcement. SE	12/13/2017	Y
9	12/15/2017	1	Whistleblower Complaint	Allegation that V. Wells is violating rules regarding recruitment for her replacement	932	DPH	NO basis to allegations. Human Resources at DPH will directly oversee selection process. LM	2/13/2018	Y
1	12/14/2017	1	Whistleblower Complaint	Appointee falsified education and does not meet MQs	9152	MTA	Applicant provided verification of meeting MQs. SE	1/2/2018	Y

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1	12/21/2017	1	Whistleblower Complaint	Appointee falsified experience and does not meet qualifications for appointment.	7254	GSA	Allegation without merit. Appointee is qualified - verification documents were obtained according to procedures. - LM	2/20/2018	Y
7	1/8/2018	1	Ethics Commission	K. Chan alleges that applicants who ranked lower than him were interviewed and appointed to positions.	2913	HSA	No merit to allegation. Selection process conducted in compliance with Rules and HR procedures. LM	3/8/2018	Y
7	1/8/2018	1	Ethics Commission	K. Chan alleges that applicants who ranked lower than him were interviewed and appointed to positions.	2918	HSA	No merit to allegation. Selection process conducted in compliance with Rules and HR procedures. LM	3/8/2018	Y
6	1/8/2018	1	Redacted	Can a department extend the same probationary period a second time? Rules appear to give a limited duration of 6 months.		MTA	Department may extend probationary period due to absences, training, or performance with no limited duration in the Rules; Rule 418.8 refers to employees who have completed PB period and voluntarily agree to resume a limited 6 month PB period in lieu of dismissal. SE	1/16/2018	Y
9	1/10/2018	1	Whistleblower Complaint	Arlena Winn improperly promoted and does not meet MQs for the 1246 position.	1246	DPH	Appointee met the minimum qualifications for the exempt position. EA/SE	3/5/2018	Y
7	1/11/2018	1	Redacted	After a department has conducted interviews and finds that the remaining eligibles on the list are not qualified for the position, is the department still required to hire one of the reachable eligibles?			In the department memo to the PO position, the department must appoint from the eligible list or may accept a transfer or reassignment. Department should re-evaluate rating criteria, job duties and responsibilities, and work with DHR to determine if they should be looking at a different classification. SE	1/17/2018	Y
9	1/25/2018	1	Whistleblower Complaint	Allegation of nepotism between Paul Ortiz and Mario Ortiz.	6248	DBI	Paul Ortiz and Mario Ortiz are not related so there is no violation of family policy. LM review conducted and response provided by L.	2/14/2018	Y
9	1/26/2018	1	Redacted	Allegation that positions at the Treasurer Tax Collector's office were filled as a result of nepotism.		TTX	Morganit on 3/1/17 which found no basis to allegations. M. Brown responded to this recent complaint referencing previous review. No merit to allegations. LM & MB	2/12/2018	Y
9	1/30/2018	1	Redacted	Department is unfair and instead of using correct seniority date, they are using social security numbers for ranking.	9153	MTA	MOU; if MOU states civil service seniority date for shift bidding, CS seniority date is based on certification date of eligible list; if employees have the same cert date, then ranking is tie breaker; if same ranking, tie breaker determined by MTA Director; Director may utilize SS# by pulling numbers in random order. SE	1/30/2018	Y
7	2/7/2018	1	Redacted	Unfair hiring process; hiring manager intentionally disqualified (qualified) candidates	6319	DPW	Department exempting process; DPH posted announcement with MQs and desirable qualifications; conducted panel interviews; still waiting for response in tools utilized in selecting applicants for interviews SE		N
2	2/9/2018	1	Anonymous	Favoritism and unfair hiring process; applicants do not meet MQs	931	TTX	Change in rules for US31 classification; inconsistency in tool utilized in determining if applicants met MQ; department cancelled eligible list EA/SE	3/29/2018	Y
1	2/9/2018	1	Whistleblower Complaint	Allegations that there was favoritism in the hiring for four appointments due to previous work related associations.		DPH	Appointments were in compliance with Commission rules, policies and procedures.	4/9/2018	Y
9	2/12/2018	1	Whistleblower Complaint	Favoritism by Justine Hinderliter in the hiring of Theresa Lang, not the best qualified	1226	PUC	Employee met MQs, reachable; competitive selection process; JH not involved with initial post-referral process EA/SE	3/26/2018	Y

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1	2/13/2018	1	Redacted		Member feels they are being harassed when asked to produce additional education verification for their current position; why does CSC ask for additional verification when what was provided should be sufficient?		DPH	Investigations on any claims of favoritism, nepotism, and discrimination, departments are required to produce records for review; an employee may be asked to verify education/employment, license, certification or any other document required for their current position at any time in their position; staff met with the concerned employee SE	2/13/2018	Y
7	2/23/2018	1	Redacted		Unfair hiring process because someone with a lower ranking than her was selected.	8121	MTA	Reachable ranks were 1-4. Applicant was ranked #3. MTA conducted the post-referral according to HR procedures and department/unit selection criteria. - LM	3/16/2018	Y
1	3/1/2018	1	Whistleblower Complaint		David Tu not meeting the MQs for TEX 0931 position	931	HSA	years professional HR experience and 3 years management exp supervising HR professionals, DHR allowed department to set MQs with only 2 years supervisory exp. for this TEX CAT 17 position; will review Request To Fill procedures on exempt appointments with DHR EA/SE	5/4/2018	N
1	3/1/2018	1	Whistleblower Complaint		I. Nelly Rodriguez not meeting the MQs for TEX 1244 position	1244	HSA	Appointee met the MQs EA/SE	5/4/2018	N
7	3/2/2018	1	Redacted		If there are several PCS vacancies and all the PEX employees became reachable eligibles, do they have any priority over other eligibles? Why does the department continue with acting assignments if there is an active eligible list?		MTA	do not have priority over other reachable eligibles; dept. may conduct additional selection procedures in the post-referral process; dept. is not required to remove all acting assignments when there is an active eligible list; depts. must also have approved requisitions to fill vacancies. SE	3/2/2018	Y
4	3/5/2018	1	Redacted		Mr. Aguirre took the 7215 CBT Exam and stated written exam was not on the job announcement. He did not receive a passing score and therefore wants to appeal his score.	7215	MTA	with Patrick Cheng, Exam Analyst. Job announcement clearly states Trades Supervisory Written Exam is 50% and Written Exam is 50%. A passing score must be achieved on both exams components in order to be ranked on the eligible list. Advised Mr. Aguirre scores are not appealable. JB/LM	3/6/2018	Y
4	3/5/2018	1	Anonymous		Complainant took 7215 CBT Exam and stated content of written exam was not given in advance. Complainant did not receive a passing score.	7215	GSA	any information regarding the content of the written exam. Also, reviewed the written exam questions and determined that they were appropriate for the supervisory position. LM/JB	3/5/2018	Y
4	3/5/2018	1	Anonymous		Complainant took 7215 CBT Exam and stated content of written exam was not given in advance. Complainant did not receive a passing score.	7215	GSA	any information regarding the content of the written exam. Also, reviewed the written exam questions and determined that they were appropriate for the supervisory position. LM/JB	3/5/2018	Y
9	3/5/2018	1	Redacted		Applicant deemed not qualified to take exam and believes it is unfair because three candidates with similar experience were deemed qualified.	1822	HSA	complainant meet the MQ's. HSA and DHR staff re-evaluated the complainant's education and experience and still deemed her unqualified. - LM	5/4/2018	Y

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7	3/5/2018	1		Whistleblower Complaint		Allegations that MTA has a history of appointing unqualified employees based on personal preferences.	MTA	complainant and explained general accusations could not be thoroughly investigated - knowledge of specific positions were required in order to hiring process is just never fair is not sufficient to adequately review. Recommendations were provided to this individual. - LM	3/12/2018	Y
4	3/6/2018	1		Redacted		Mr. Chilton took 7215 CBT Exam and stated written exam was not scored correctly. Complainant did not receive a passing score.	GSA	Mr. Chilton reviewed this scores with Patrick Cheng, Exam Analyst. Explained the exam and selection process. JB	3/6/2018	Y
4	3/6/2018	1		Redacted		Complainant took 7215 CBT Exam and stated content of written exam was not given in advance. Complainant did not receive a passing score.	GSA	Explained there is no obligation to provide any information regarding the content of the written exam. Also, reviewed the written exam questions and determined that they were appropriate for the supervisory position. JB	3/6/2018	Y
1	3/7/2018	1		Redacted		Department does not comply with their EEO hiring procedures in providing an equal opportunity to compete for exempt management positions; she applied to previous announcements, so the department knew she was interested in higher management positions; department informed her that they were not required to post announcements, but did not respond to why they did not comply with their own EEO procedures for exempt appointments.	MTA	Pending review SE/EA		N
9	3/14/2018	1		Redacted		Inquires regarding the disqualification of his application for a Supervisor 2 position which requires 3 years of supervisory experience. 3 years experience he acknowledged he did not have specific to the unit position.	MTA	Discussed the requirements and the applicant's qualifications and informed him that there were no issues to appeal. - LM	3/14/2018	Y
1	3/26/2018	1		Redacted		The exempt Senior Engineer announcement is for a position where the PCS employee is about to retire; announcement does not justify why the position is now exempt; no details or special project is described in the announcement; there is a current eligible list	DPW	It will be contacting an architect for the position but needed a Senior Architect immediately because keeping the position vacant until the exam is conducted will delay the ongoing project. According to DPW letter, L21 agreed with exempt hiring until examination. SE	4/20/2018	Y
8	3/27/2018	1		Redacted		If an employee is in a position where the MQs have been amended, are they required to meet the MQs? Will they be separated?		All 27 appointees met the MQs, were reachable eligibles, and participated in a competitive selection process. SE/JB	3/27/2018	Y
7	3/27/2018	1		Redacted		Favoritism and Nepotism involved in the hiring process; Appointees do not meet MQs	MTA	Selection process, rating criteria, and questions were uniform and job-related for each candidate; no violation of Rules or policies. SE/EA	6/29/2018	N
1	3/29/2018	1		Redacted		Selection process was not uniform and job related for each candidate; appointee had to be trained by 9172s.	MTA	Although status of position is exempt, the incumbent does possess the qualifications of the position. - LM	6/12/2018	N
9	3/29/2018	1		Whistleblower Complaint		Complainant alleges that J. Grimes does not meet MQ's for Class 0941 appointment	DPH	Department provided documents explaining project, limited funding, position duties, and exempt justification approved by DHR. SE/EA	4/19/2018	Y
1	3/29/2018	1		Redacted		Why is the department post an exempt Engineering Assistant announcement that does not describe a special project or indicate the position is a substitute for a person a leave? There is a current eligible list and the announcement does not justify why the position needs to be exempt.	DPW	Department provided documents explaining project, limited funding, position duties, and exempt justification approved by DHR. SE/EA	5/29/2018	Y
1	3/29/2018	1		Redacted		Exempt Engineer Announcement does not describe special project or limited funding; there is a current eligible list.	DPW	Department provided documents explaining project, limited funding, position duties, and exempt justification approved by DHR. SE/EA	5/29/2018	Y

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1	3/29/2018	1	Redacted	Exempt Associate Engineer Announcement does not describe special project or limited funding or substitution for a person on leave; there is a current eligible list.	5207	DPW	Department provided documents explaining project, limited funding, position duties, and exempt justification approved by DHR. SE/EA	5/29/2018	Y
1	3/29/2018	1	Redacted	Exempt Senior Engineer Announcement does not describe special project or limited funding or substitution for a person on leave; there is a current eligible list.	5211	DPW	Department provided documents explaining project, limited funding, position duties, and exempt justification approved by DHR. SE/EA	5/29/2018	Y
7	3/30/2018	1	Redacted	Request for review of the selection process for 2593 at DPH.	2593	DPH	Appointees were selected in accordance with CSC Rules. - LM	5/29/2018	Y
9	4/2/2018	1	Whistleblower Complaint	Complainant alleges that Clifford Nakai was interviewed for Class 7372 vacancy but does not meet the minimum qualifications.	7372	PUC	PUC re-evaluated applicant's qualifications and determined that they did error in applicant and removed him from the eligible list. - LM	5/4/2018	Y
1	4/3/2018	1	Redacted	Exempt announcement does not justify why this Engineer position must be exempt; duties do not describe a special project nor limited time and funds; there is a current eligible list.	5241	DBI	Department provided documents explaining project, limited funding, position duties, and exempt justification approved by DHR. SE/EA	5/29/2018	Y
1	4/5/2018	1	Redacted	Employee appointed to 2320 Nurse and P103 Nurse; resigned from 2320 and took a LOA from P103; would like to return to 2320 position but informed they must start with a new appointment date	2320	DPH	Employee resigned with satisfactory services from 2320 position; reappointed with new certification date; employee only remained active in P103 position; will not keep original certification date from 2320 position. SE	4/10/2018	Y
9	4/10/2018	1	Ethics Commission	Cheryl Denson-Thorniton has questioned the post-referral process because she was not interviewed although she is rank#2 on eligible list.	2588	DPH	Complainant was interviewed for 2 positions in this class. DPH conducted the selection process accordingly. LM	5/29/2018	Y
6	4/10/2018	1	Redacted	PCS employee took LOA to accept promo TEX Cat 18 position; informed that position is expiring but her previous PCS position has been deleted; department informed her that she had to apply for reinstatement, transfer or reassignment.	1842	CPC	Employee was interviewed for their PCS position; if position has been deleted, employee may bump less senior employee, may be laid off and placed in a vacant 1842 position in another department, may bump less senior employee or may be placed on holdover roster. SE	4/11/2018	Y
7	4/11/2018	1	Redacted	On the eligible list but never received notice for requesting additional information or interest in interviewing for the position; documented email error in MTA	8121	MTA	Records indicate that Notice of Certification and Inquiry were sent but eligible did not respond. SE	5/31/2018	Y
2	4/12/2018	1	Redacted	At the CSC Mtg on 4/17/17, MTA reviewed classification with managers and determined a job analysis was needed to review MQs with subject matter experts, because they were unclear, new announcement does not show any changes. States that he need not receive email notification regarding the exam for Class 2917 and is requesting to be allowed to take it-- HSA states email was sent and no make up exam will be given	7228	MTA	MTA conducted job analysis and subject matter experts agreed on no changes to MQs; complainant submitted appeal on the announcement SE	4/17/2018	Y
2	4/13/2018	1	Redacted	Inquiries regarding reinstatement and reappointment.	2917	HSA	HSA will allow applicant to take make-up exam -LM	4/23/2018	Y
9	4/19/2018	1	Redacted	Anonymous complaint alleging K. Ving and V. Mena do not meet qualifications for their positions, and bias in the selection process for 7449.		EM	Discussed Rules and procedures at length. - LM	4/19/2018	Y
1	4/23/2018	1	Whistleblower Complaint	If an employee has just received a non-disciplinary release from probationary period, can they request to return to their previous department where they were PCS for over 10 years? What if the department is willing to take the employee back, can they retroactive the dates?		PUC	regarding selections/appointments. Appointees meet MQ's - no supporting evidence to sustain allegations.-LM	6/13/2018	Y
6	4/25/2018	1	Redacted				The employee may have reversion rights if the employee has received a non-disciplinary probationary period release from a promotive appointment. (Rule 117.9.3) If the employee wishes to reinstated to a previous PCS position, they must be an active employee with a previous PCS position; Both departments may approve. SE	4/25/2018	Y

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2	4/25/2018	1	Redacted	Why is the department no longer giving promotive points for the Employment and Training Specialist II Examination? Promotive points were given in the past.	9703	HSA	Effective 2/25/15, 9703 job specification was amended for HSA only as an entry level through journey level classification; The 9703 Examination is now an entrance only examination so no promotive points were given. SE	4/26/2018	Y
6	4/25/2018	1	Redacted	Employee resigned and took another PCS position (less compensation) in another department; other department released employee from their probationary period; position is not in the same class series and did not have an increase in duties, responsibilities and pay; does employee have reversion rights?		PUC	Rule 110.11 defines promotive applicants as PCS employees participating in entrance/promotive exams with 6 months satisfactory exp. Rule 117.9.3 states that an employee with a non-disciplinary release from a promotive probationary period shall revert to a position from which promoted. SE	4/30/2018	Y
6	4/26/2018	1	Redacted	Released from TEX promotive position, while on Acting Assignment to next higher classification; passed the exam on the higher classification but failed in the exam on the lower classification; returned to previous PCS position in the same department; can the position be reclassified because she's been performing the job and given acting assignment of higher classification.		CPC	whole job classification in the City, not just one position in the City; Applicants must participate in each exam to be on the corresponding eligible list; passing a higher exam does not allow automatic placement on eligible lists of lower classifications in the series. SE	4/26/2018	Y
2	4/26/2018	1	Whistleblower Complaint	Allegations that cheating occurred on exam for Library Page.	3602	LIB	Exam was administered on 1/17/17. DHR reported no unusual activity or incident. There was no exam conducted in Feb 2018. No supporting evidence provided to sustain allegation of cheating. - LM	6/18/2018	Y
1	4/27/2018	1	Whistleblower Complaint	Mark Powell showed bias/favoritism in the hiring of Kevin MacMillan.	8262	SFPD	No favoritism or bias in the appointment of K. MacMillan. LM	6/20/2018	Y
6	5/1/2018	1	Redacted	Can a department deny a leave of absence to accept a permanent exempt position in another department? What about a permanent civil service position? What if they resign to accept another PCS or EX position? Is it appealable to CSC? Mgmt stated it will cause hardship due to how busy the department is.		DPH	PCS employee may appeal denial of LOA for EX to HRD (Rule 120.42) or file grievance; Employee cannot take LOA for another PCS position, but if they have a non-disciplinary probationary release from the new position, they have reversion rights (Rule 117.9.3) SE	5/1/2018	Y
6	5/1/2018	1	Redacted	When was Rule 35 Apprenticeship Program deleted from the Rules? When was this delegated to DHR?		DHR	in rule changes from 1994-96 and additional procedural changes in contract negotiations; some rules were promulgated and referred to DHR ERD to determine and complete meet and confer or consultation obligations. According to the 1996-97 Annual Report, the rule on the Apprenticeship Program was deleted and referred to DHR ERD to determine and complete meet and confer or consultation obligations. MB/SE	5/2/2018	Y
2	5/7/2018	1	Redacted	Alleges oral exam was unfair for Class 2940 although she was accommodated.	2940	HSA	HSA provided reasonable test alternative which applicant accepted. Applicant cannot challenge scoring process after receiving score. - No violation. LM	6/25/2018	Y

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9	5/8/2018	1	Redacted	Can you place promotional points retroactively to exam scores already taken, as a member had recently asked this? In what instances does an exam taker receive promotional points?	REG	At the time in taking the exam: For CBT Exams: City employees with permanent, probationary, temporary civil service, or holdover status and who have had six months of verifiable satisfactory experience in any class in any status (including provisional) qualify as promotional applicants and are entitled to up to 60 additional points for seniority and satisfactory performance rating after passing the examination(s). For PBT: Exempts are also included. SE	5/14/2018	Y
9	5/9/2018	1	Whistleblower Complaint	Allegation that applicant Robert Hicks provided fraudulent work verification to qualify for Class 7540 Track Maintenance Worker.	MTA	Law - Saturday request for an applicant unable to provide valid verification; department contacted previous employer by phone to verify MQs; MTA to decide on exempt appointment	6/7/2018	Y
1	5/9/2018	1	Anonymous	Inquiring about appointment status - TEX? Was released and wanted to know if she had appeal rights?	DPH	Discussed what TEX means; explained no appeals rights, as TEX can be released at any time. EALM	5/9/2018	Y
6	5/9/2018	1	Redacted	Can an employee appeal an examination if the person on the eligible list does not meet the minimum qualifications? If the employee has to wait until the department announces the appointment, is it too late to appeal the examination because the employee now realizes the appointee is unqualified? If it is too late to appeal, what jurisdiction does CSC have when it has later been discovered that the department violated the merit system?		posted, the employee may appeal to the HRD or may request an Inspection Service Request from the Commission. If CSC discovers a violation of the Rules or policies, recommendations of corrective action will be given to the department, which may include removing the appointee from the position and/or cancelling the examination and eligible list. SE	5/9/2018	Y
1	5/11/2018	1	Redacted	He resigned as a Class 1825 in Oct 2017 (5 months ago), and is inquiring if he reappoints to another 1825 position would his vacation time be restored? He also asked, if he requests to be reappointed to an 1825 position, would his request for reappointment supersede eligibles from an active eligible list?	DPH	1) Referenced to DPH, Class and Comp to answer specifics regarding if vacation time is restored if he is reappointed to an 1825 position. 2) No Guarantee and it would be up to the appointing officer to make the determination. JB	5/11/2018	Y
9	5/11/2018	1	Anonymous	There are two individuals from an 8121 eligible list, one individual starts a month earlier than the other. The individual that starts later ranked higher on the eligible list. Why does that person rank higher on the seniority roster?	MTA	For seniority purposes, seniority is based on certification date and ranking. Referred individual to reference the MOU and to call James Cerenio, MTA. JB	5/11/2018	Y
9	5/16/2018	1	Redacted	Various inquiries regarding Rules governing examinations, posting of exam announcements, selection and certification.		Met with him and discussed at length processes and procedures. LM	5/16/2018	Y
9	5/18/2018	1	Redacted	What is considered a promotional appointment? Is it considered a promotion, if an employee goes into a new classification with similar MQs and duties in a new department with less pay?	HOM	then increase in pay, qualifications, education, and pay is promotional. If in reference to release from probationary period in a promotional appointment, then it refers to an employee who promoted from previous PCS position. If in reference to examination, employees qualify for promotional points if they've completed continuous 6 months satisfactory performance in PCS or possible TEX position. SE	5/18/2018	Y
9	5/22/2018	1	Redacted	Various inquiries regarding Rules governing examinations, posting of exam announcements, selection and certification and justification of exempt vacancies.		Met and discussed at length processes and procedures. LM	5/22/2018	Y
6	5/29/2018	1	Redacted	Are unsatisfactory services appealable to the Commission? If the department has already met with the employee and agreed on settlement which included resignation with unsatisfactory services, is the department still required to provide a written notice with information on appeal rights?	DPH	rule 122.9 provides employees with an opportunity to appeal unsatisfactory services within 20 days Notice of Separation with unsatisfactory services. Departments must include information on appeal rights to the Commission. SE	5/29/2018	Y

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6	6/1/2018	1	Redacted	Only 2 eligibles on the list; rank 2 was appointed; rank 1 was delayed due to medical examination; if rank 1 is hired, who has seniority?				by the certification date to the job classification on that referral; if rank 1 is appointed from the same referral as rank 2, rank 1 will have seniority because the rank is the tie breaker for employees with the same certification date. Please refer to MOU for determining seniority for shift or vacation bidding.	6/1/2018	Y
6	6/1/2018	1	Redacted	Complainant questioned whether an employee, Ed McCue who is a H2 Firefighter can have secondary employment with the City - PUC as a 7449 Sewer Service Worker.	7449	PUC		the employee requested and received approval from Chief Hayes for secondary employment with PUC which is not to exceed 20 hours per week. This is allowed per Rule 218. Secondary employment in Class 7449 is TEX. - LM	6/1/2018	Y
6	6/6/2018	1	Redacted	If employee promoted from PCS, completed probationary period, to a new PCS, can the employee return to previous PCS positions?				position, he may request reinstatement (Rule 114.27), but needs both departments' approval; it is not a guarantee; if the employee has a non-disciplinary release from a promotive probationary period, the employee has reversion rights (Rule 117.9.3) and the previous department must accept his return. SE	6/6/2018	Y
8	6/11/2018	1	Redacted	Submitted an appeal/review of the PEX status for this 5241 recruitment at PUC posted 6/5/18	5241	PUC		PUC received approval for PEX status category 18 because position is a special project with a duration of up to 3 years. - LM	6/11/2018	Y
7	6/18/2018	1	Redacted	Inquiry regarding why she was not selected.	2940	HSA		candidate participated in the post-interview process and was not selected. Appointees were reachable eligibles. HSA conducted selection process accordingly. LM -	6/25/2018	Y
6	6/19/2018	1	Redacted	What City practices are there for hiring people with disabilities?				Charter Sec. 10.104-19, Rule 115, Access to City Employment Program conducted by DHR; and reasonable accommodation requests SE	6/20/2018	Y
8	6/21/2018	1	Redacted	Requesting justification of PEX status for Class 5207 recruitment at DBI.	5207	DBI		DBI received approval for PEX 17 category because it is a backfill for a current PCS 5207 employee who has taken a leave to accept a PEX 5214 position. - Justification meets Charter criteria. - LM	6/25/2018	Y
6	6/22/2018	1	Redacted	PCS employee was offered a promotive PCS position in the same department and classification series but still has one month to complete his probationary period in his current PCS position. Can the probation time in the higher classification be used to complete the probationary period in the lower classification?	1654 to 1657	DPH		No; Rule 117.5.1; Credit for PB period applies if time served while on leave of absence to serve under exempt, temporary civil service, or provisional appointment under the same appointing officer in another class during the probationary period may be counted toward the completion of the probationary period for the class from which leave was granted. SE	6/22/2018	Y

Attachment D

CIVIL SERVICE COMMISSION



MERIT SYSTEM AUDIT PROGRAM

FISCAL YEAR
2017-2018

Prepared by:

A handwritten signature in blue ink that reads "Luz Morganti".

Luz Morganti
Senior Human Resources 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 2017-18 AUDIT OBJECTIVES

It is the policy of the Civil Service Commission of the City and County of San Francisco that all persons shall have equal opportunity in employment and that selection of employees to positions in the City and County are made on the basis of merit.

Throughout this fiscal year, the Commission received numerous complaints alleging that individuals were appointed to positions as a result of favoritism due to nepotism or cronyism. Therefore, this fiscal year this audit report highlights and summarizes some of the Inspection Service Reviews that were conducted due to complainant allegations that the selection process for the following recruitments were unfair and violated standards of conduct and or the Commission's policy Regarding Family and Romantic Relationships at Work; and/or an employee in a supervisory capacity inappropriately supervises a family member. Many of these complaints were forwarded for inspection review from the City's Whistleblower Program so the complainants were anonymous.

The Inspection Service reviews took under consideration applicable Charter provisions, Commission Rules, and merit system policies and procedures.

Department	Classification	Job Type
Department of Building Inspection	Class 6248 Electrical Inspector	Permanent Civil Service
Department of Police Accountability	Class 8177 Attorney	Permanent Exempt
Department of Public Health	Class 2409 Pharmacy Technician	Contractor - Registry
Human Services Agency	Class 2905 Eligibility Worker	Permanent Civil Service
Municipal Transportation Agency	Class 7540 Track Maintenance Worker	Permanent Civil Service
Municipal Transportation Agency	Class 9152 Transportation Controller Trainee	Permanent Exempt
San Francisco International Airport	Class 7210 Lighting Fixture Maintenance Worker	Permanent Civil Service
San Francisco Police Department	Class 8260 Criminalist II	Permanent Civil Service
Office of the Treasurer and Tax Collector	Class 0923 Manager II	Permanent Civil Service

STANDARDS

Civil Service Commission Rules 103, 203, 303, 403 Equal Employment Opportunity Sections 103.1, 203.2, 303.1, 403.1

It is the policy of the Civil Service Commission of the City and County of San Francisco that all persons shall have equal opportunity in employment; that selection of employees to positions in the City and County be made on the basis of merit; and that continuing programs be maintained to afford equal employment opportunities at all levels. Vigorous enforcement of the laws against discrimination shall be carried out at every level of each department. All persons shall have equal access to employment within the City and County, limited only by their ability to do the job.

City and County of San Francisco Civil Service Commission Policy Regarding Family and Romantic Relationships at Work

(Adopted By the Civil Service Commission on February 6, 2017)

I. Purpose

The City and County of San Francisco (City) Civil Service Commission is committed to maintaining a professional work environment free of conflicts of interest, nepotism, and favoritism. A workplace where employees maintain clear boundaries between family, personal, and work relationships leads to an environment that:

- Is fair, equitable, and safe;
- Promotes high employee morale; and
- Ensures trust in the City's merit-based employment system.

With over 30,000 employees, it is not surprising that members of the same family and people in romantic relationships may work for the City. In general, these relationships do not pose workplace problems. The purpose of this policy is to explain when family and romantic relationships may cause problems, or the appearance of problems, related to nepotism, favoritism, or conflicts of interest at work. This policy also establishes standards and disclosure requirements to prevent those problems from occurring.

Nepotism occurs when family members favor other family members in employment decisions. Nepotism does not align with the City's policy and practice of making employment decisions based solely on City needs, merit-based processes, and individual qualifications, skills, knowledge, abilities, and performance.

Romantic relationships between supervisors and subordinate employees may raise issues of conflict of interest, abuse of authority, or favoritism. These relationships also have the potential to adversely impact other employees. Moreover, the real or perceived power imbalance that may exist between a supervisor and a subordinate may raise questions about mutual consent.

People in both family and romantic relationships are referred to as "related persons" (defined in Section III below) solely for purposes of this policy.

II. Applicability

This policy applies to all City officers, elected officials, employees (including permanent civil service, exempt, temporary, full and part time, and provisional), interns, and volunteers. These individuals are referred to collectively as “employees” solely for purposes of this policy.

III. Definitions

Employment decisions: Refers to the full array of decisions and actions that involve City employees and their employment, including, but not limited to, decisions related to hiring, supervision, promotion, compensation, work hours, assignment of duties, performance evaluation, discipline, termination, and decisions involving other terms and conditions of employment such as those listed in Section IV below.

Related person(s):

- (A) A family member, whether by blood, adoption, marriage, or domestic partnership, including:
- Spouse;
 - Domestic partner;
 - Child;
 - Parent;
 - Grandparent/Grandchild;
 - Aunt/Uncle;
 - Sibling;
 - First cousin;
 - Niece/Nephew; and
 - Any corresponding in-law, step, or foster relation
- (B) A consensual romantic relationship occurring within the last two years. This includes, but is not limited to sexual, dating, engagement, or other intimate relationships.

Direct supervision: One employee directing the work of another employee. This includes temporary and project-based assignments.

Indirect supervision: One employee is responsible for the work of another employee through the organizational structure or chain of command. This includes temporary and project-based assignments.

IV. Policy

Employees may not make, participate in making, or influence any employment decision involving a related person. This includes, but is not limited to:

- Hiring, promoting, transferring, or re-assignment;
- Serving on a hiring panel;

- Developing, administering, or rating a civil service exam;
- Initiating an administrative investigation or discipline;
- Assigning work;
- Preparing, conducting, or contributing information to a performance appraisal;
- Approving overtime or any other compensated time;
- Approving vacation, sick, or other leave time;
- Granting or denying permission to attend a conference or other work-related event; and
- Approving reimbursement for work-related expenses.

Employees are prohibited from directly supervising related persons.

It is best practice that employees do not indirectly supervise related persons. Exceptions to this policy for indirect supervision may be made on a case by case basis as set forth in Section V.2 below.

Nothing in this policy prohibits an employee from acting as a personal reference or providing a letter of reference for a related person seeking appointment to a position in any City department, board, commission, or agency, other than the employee's department, board, commission, or agency, or to a position under the control of any such department, board, commission, or agency.

This policy does not prohibit a supervisor from making an employment decision that impacts an entire unit or group of employees that includes a related person.

V. Reporting and Compliance Procedures

1. Direct supervision of related persons must be promptly reported by both employees to their departmental personnel officer or human resources manager. Since employees cannot directly supervise related persons, the departmental personnel officer or human resources manager shall remove the conflict.
2. Indirect supervision of related persons must be promptly reported by both employees to their departmental personnel officer or human resources manager to assess the implications for the workplace, and to ensure that employment decisions are made appropriately.
 - a. If, for operational reasons, the departmental personnel officer or human resources manager cannot remove the conflict, he or she shall formulate a management plan to address the indirect supervisory relationship while minimizing impact on the employees involved.
 - b. At a minimum, all management plans must address reporting relationships, supervision, and evaluation to ensure a supervisor does not participate in employment decisions regarding a related person, as prohibited by this policy.
3. Individuals who become related persons during City employment and while in a direct or indirect supervision situation must promptly disclose the relationship following the process set forth in Section V.1 and 2 above.
4. A department head prohibited under this policy from making, participating in, or influencing employment decisions involving related persons shall delegate in

writing the authority to make employment decisions regarding such related persons to another employee within the department.

5. All employees are prohibited from retaliating against anyone who reports a potential violation of this policy.

VI. Investigations and Penalties

All employees must cooperate with any investigation into possible violations of this policy. Violations may include, but are not limited to:

- Failing to report, or actively concealing, a relationship that falls within this policy; or
- Retaliating against another employee who has made a report under this policy.

Violations of this policy may lead to discipline, up to and including termination. Employee questions about this policy should be directed to the departmental personnel officer or human resources manager.

The requirements set forth in this policy are in addition to those set forth in San Francisco Campaign and Governmental Conduct Code Section 3.212 (Decisions Involving Family Members).

San Francisco Campaign and Governmental Conduct Code
Chapter 2 Conflict of Interest and Other Prohibited Activities; Sec. 3.212 Decisions Involving Family Members states in part,

“...No officer or employee of the City and County may make, participate in making, or otherwise seek to influence a decision of the City and County regarding an employment action involving a relative. Nothing in this Section shall prohibit an officer or employee from acting as a personal reference or providing a letter of reference for a relative who is seeking appointment to a position in any City department, board, commission or agency...”

City and County of San Francisco Employee Handbook states in part,

“...You may not make, participate in making, or seek to influence any employment decision involving a person with whom you have a familial or romantic relationship. You must notify your supervisor if you are, or become related to or romantically involved with another employee in the workplace over whom you have the authority to impose or recommend an employment action. Supervisors and managers should avoid any appearance of favoritism or nepotism in the workplace...”

SUMMARY ANALYSIS OF AUDIT & FINDINGS

Commission Rules, City standards and policies have always emphasized that all persons shall have equal opportunity in employment and that selection of employees to positions in the City and County are to be made on the basis of merit.

At the regular Civil Service Commission meeting of February 6, 2017, the Commissioners adopted the Policy on Family and Romantic Relationships at Work. This policy affects all employees of the City and County of San Francisco, including elected officials, interns and volunteers. As stated above, the policy encompasses requirements that already exist by virtue of the Charter, Employee Handbook and Campaign and Governmental Conduct Code. This policy was developed to expand the romantic and family relationship reporting requirements to address and avoid the perception of favoritism or nepotism. The policy also clarifies that direct supervision of a related person is not allowed, and that indirect supervision of related persons may only be allowed if a management plan is developed to address and deter potential conflicts of interest. It was noted that after dissemination of the policy, the Commission office received an increase in complaints citing that individuals appointed were not qualified for their appointments and were only selected/hired because of favoritism, nepotism and/or cronyism. For fiscal year 2017-18, a total of 25 inspection service reviews were conducted covering these subject matters.

This audit summarizes the selected nine (9) inspection service reviews that investigated complaints regarding favoritism, cronyism and/or nepotism in the selection/appointments of specific individuals. The reviews included a review of the examination announcement, the verified qualifications of the appointees for the class to which appointed and the organizational structure and/or the reporting relationship between managers/supervisors and subordinate employees when applicable.

FINDINGS

- There was no supporting evidence to conclude that candidates were unfairly selected and appointed due to favoritism, nepotism or cronyism. The complainants either had a misperception/misunderstanding of what the definition is for these terms and what constitutes unfair hiring.
- The appointees met the minimum qualifications and Commission staff verified the qualifications of each of these appointees for the position to which they are appointed and that they were reachable eligibles who successfully competed in the selection process.
- One department inappropriately allowed a contracted/registry Pharmacist to supervise a family member/employee of the City. Corrective action was taken – the registry Pharmacist services were terminated for this location.
- One department inappropriately allowed two (2) circumstances of a manager to supervise directly and or indirectly a family member/employee of the City.

ATTACHMENT E

Sec. 117.9 Release of Employee During the Probationary Period

117.9.1 Authority and procedures for release of probationary employee.

- 1) An employee may be released by the appointing officer at any time during the probationary period upon written notice to the employee and the Human Resources Director.
- 2) Consistent with these Rules and subject to the approval of the Commission, the Human Resources Director shall establish and promulgate procedures for administering and processing the release of probationary employees.

117.9.2 Release of probationary employee for disciplinary reasons.

- 1) If the release of a probationary employee is for disciplinary reasons, a determination of the employee's future employability shall be as provided in this section.
- 2) The decision on future employability reached through the procedures established under these Rules shall be final and shall not be subject to reconsideration.
- 3) The Executive Officer shall establish and promulgate the administrative process and procedures including the time frame for filing requests for future employability hearings.

117.9.3 Reversion to Former Class - Released Promotive Probationary Employee.

- 1) Except if the release is for disciplinary reasons and subject to approval of the Human Resources Director, an employee released during a promotive probationary period shall revert to a position in the class from which promoted. If necessary, displacements in the former class shall occur.
- 2) Except for reasons beyond the control of the Commission or the Human Resources Director, reversion of a released promotive probationary employee shall be accomplished not later than thirty (30) days from the effective date of the employee's release.
- 3) The Human Resources Director shall establish and promulgate the administrative process and procedures for the reversion of a released promotive probationary employee.

ATTACHMENT F



The City and County of San Francisco

CIVIL SERVICE ADVISER

Civil Service Commission

Gina M. Roccanova, President ▪ Kate Favetti, Vice President

Douglas S. Chan ▪ Scott R. Heldfond ▪ F. X. Crowley

Michael L. Brown, Executive Officer

No. 033/2017

Reinstatement, Reappointment, Reversion and Transfer

One of the benefits of attaining permanent civil service appointment to a position in a classification is that an employee gains status.

Reinstatement – Rule Series 014 Appointments- Reinstatement – Upon the employee's written request, with the approval of the appointing officers from the present department and the former department or any department to which reinstatement is requested, the active employee may be reinstated to a vacant position in any former class in which the probationary period had been completed.

Reappointment- Rule Series 014 Appointments-Reappointment after Resignation –Subject to the approval of the appointing officer, a permanent employee, who has passed probation, and resigned with satisfactory services, may request within four years (two years for Police and Fire) of the effective date of the resignation, to return to a vacant position with the City, without taking another civil service examination. The department may reappoint a former employee, who resigned with satisfactory services, ahead of a list of eligible candidates for the vacancy. If no vacancies exist in the class from which resigned, subject to the approval of the appointing officer, the resignee may re-enter service to a vacancy in any former class in which the probationary period had been completed.

Reversion - Rule Series 017.9.3 Reversion to Former Class – Released Promotive

Probationary Employee – A probationary employee in a permanent promotive appointment, who is given a non-disciplinary release from probation, subject to the approval of the Human Resources Director, shall revert to a position in the class from which promoted. If necessary, displacements in the former class shall occur.

Transfer - Rule Series 014 Appointments-Transfer – A permanent employee who has completed the probationary period may request a lateral transfer to a different Department in the same class under a different appointing officer. The request is subject to the approval of the appointing officer and a probationary period in a new Department will be required. Appointees accepting a new appointment by transfer shall give a minimum period of notice prior to separation from their current department of fifteen (15) working days, unless the current department approves a shorter period of notice.

Rule Series 014, Appointments – Reinstatement Following Transfer – Appointment by transfer shall cancel all rights to the position from which transferred except that, prior to the completion of the probationary period, a transferee may request reinstatement to a vacancy in a position in the same class and department from which transferred with the approval from both appointing officers.

The active employee may also request Reinstatement to a vacant position in any former class in which the probationary period had been completed. The request in either case is subject to the approval of the appointing officers in both departments.

***Please note exceptions to reappointment, reinstatement, and reversion for Classification 8302. (See Rule 114 Article VII, Sections 114.42 and 114.43)**

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ATTACHMENT G

The Civil Service Commission has established the Civil Service Adviser to enhance delivery of information on important employment issues and policies affecting the merit system of the City and County of San Francisco.

RELEASE FROM PROBATIONARY PERIOD

DOES AN EMPLOYEE RELEASED FROM ENTRANCE PROBATIONARY APPOINTMENT HAVE RETURN RIGHTS?

Civil Service Adviser

ISSUE:

Does an employee have return (reversion) rights if released from an entrance probationary appointment.

INTENT OF CIVIL SERVICE COMMISSION:

It is and has been the Civil Service Commission's intent that an employee released for NON-disciplinary reasons from an appointment which represents a promotional opportunity, has return rights to a position in the class (job code) which the employee on a permanent basis immediately prior to appointment in the class (job code) from which released.

WHEN IS AN APPOINTMENT CONSIDERED PROMOTIVE UNDER THE PROBATIONARY PERIOD RULE?

Under the revised (March 16, 1998) Probationary Period Rule, promotional opportunities arise when the new appointment is to a new class requiring additional education, minimum qualifications, or experience, or when the new appointment is accompanied by an increase in salary.

Specific examples of these situations could include an employee appointed permanent civil service to a position in a class in another occupational series; a move from Locksmith or Carpenter to Personnel Analyst; or a move from a Licensed Vocational Nurse to Registered Nurse. Appointments in these categories are from eligible lists established

through examinations that result in "entrance" eligible lists and "entrance" appointments. These applicants, once appointed, are not "entrance" employees in the pure sense of the word as they are not "new" employees to the City service.

WHAT DOES THIS MEAN?

This means that even if the appointment is technically from an entrance eligible list, the employee shall revert back to a position in the class which the employee held on a permanent basis immediately prior to appointment in the class from which released. Any break in service automatically disqualifies an employee from obtaining return rights.

APPEAL RIGHTS:

In all cases, the decision of the department head to release an employee during the probationary period is final. An employee released from a probationary appointment for non-disciplinary reason has automatic reversion rights, but no appeal rights to the Civil Service Commission. An employee released for disciplinary reasons does not have automatic return rights. The department head's recommendation on future employment with the City is subject to appeal to the Civil Service Commission.

QUESTIONS:

Civil Service Commission	252-3247
Department Of Human Resources	
Merit System Services	557-4923



The San Francisco Civil Service Commission

- Karen Clopton, President
- Rosabella Safont, Vice President
- George Kosturos, Member
- A. Lee Munson, Member
- Adrienne Pon, Member
- Kate Favetti, Executive Officer

ATTACHMENT H



The City and County of San Francisco

CIVIL SERVICE ADVISER

Civil Service Commission

Kate Favetti, President • F. X. Crowley, Vice President

Commissioner Douglas S. Chan • Commissioner Scott R. Heldfond

Commissioner Elizabeth Salveson

Michael L. Brown, Executive Officer

No: 034/2018

EXEMPT APPOINTMENTS

(Know Your Status)

Charter Section 10.104 provides for positions and appointments excluded from permanent civil service appointment and removal procedures. These positions and appointments are defined as "exempt". Exempt employees are considered "at-will" and serve at the discretion of the appointing officer. Department Heads may, but are not required to use merit system criteria as guidelines in exempt selection, appointment and employment. However, Federal, State and Local anti-discrimination laws continue to apply to exempt selection, employment, and removal decisions. Departments are required to give notification to the exempt appointee of their exempt status.

Group I (Charter Sections 10.104-1 through 12) is comprised of a variety of positions, including but not limited to, deputy directors and department heads, executive assistants, confidential secretaries, and legislative analysts/assistants. This group is subject to a Charter imposed 2% "cap" for the percent of full-time exempt employees to the total number of employees that existed on July 1, 1994. Any requests for exempt positions over that "cap" require Commission approval as provided under Civil Service Rules Series 014. (There are no limits to appointment duration.)

Group II (Charter Section 10.104-13 through 15) continues the 1932 Charter exempt appointments. Included in Group II by example but not limitation, are attorneys, most physicians and dentists, and the Retirement System Actuary. The Commission plays no role with respect to these appointments. (There are no limits to appointment duration.)

Group III (Charter Section 10.104-16 through 19) includes Category 16, temporary and seasonal appointments which do not exceed half time (1040 hours of service) in a fiscal year; Category 17, appointments to temporarily backfill civil service employees on leave (limit of 2 years); Category 18, special project and professional services with limited term funding (limit of 3 years), and Category 19 (entry level exempt employment for severely disabled individuals who can become permanent civil service after one-year of satisfactory service.)

Group IV (Charter Section 8A.104 (i)) is comprised of managerial employees in MTA service-critical positions/classifications designated by the Director of Transportation as exempt from civil service (in addition to those positions exempted in Groups I, II and III under Charter Section 10.104). Group IV exempts are also subject to a cap; the total number of these positions may not exceed 2.75% of the MTA's total workforce, exclusive of the exempt positions provided in Charter Section 10.104. The Charter does not allow the Director of Transportation or the Commission any discretion to approve exempt appointments over this 2.75% cap. The provisions of Charter Section 8A.104 (i) are codified in Civil Service Rule 414.37.7. (There are no limits to appointment duration.)

Leave to Accept an Exempt Position

Permanent civil service employees may be considered for exempt positions, and may take a leave of absence from their permanent civil service positions to accept an exempt appointment. Such leave is subject to the approval of their appointing officer (or his or her designee), whose decision is subject to appeal in accordance with the Civil Service Rule Series 020. Upon conclusion of the exempt appointment or duration of the approved leave, the employee returns to the former class and department where the employee has permanent civil service status. Although the employee may return, he or she does not have a right to a specific assignment in the department.

Questions: Please review the entire Civil Service Commission Policy on Exempt Appointments for more information:

<http://sfgov.org/civilservice/sites/default/files/4-7-14%20CSC%20Policy%20on%20Exempt%20Apts%20-%20.pdf>.

Or call the Commission staff at (415) 252-3247.

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