



**CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO**

**LONDON N. BREED
MAYOR**

Sent Via Electronic Mail

August 10, 2023

NOTICE OF CIVIL SERVICE COMMISSION MEETING

SUBJECT: ANNUAL REPORT ON CERTIFICATION OF ELIGIBLES – ENTRY AND PROMOTION – UNIFORMED RANKS OF FIRE, POLICE, AND SHERIFF.

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **August 21, 2023, at 2:00 p.m.**

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

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

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Chief Jeanine Nicholson, San Francisco Fire Department
Chief William Scott, San Francisco Police Department
Sheriff Paul Miyamoto, San Francisco Sheriff's Department
Carol Isen, Department of Human Resources
Kate Howard, Department of Human Resources
Dave Johnson, Department of Human Resources
Anna Biasbas, Department of Human Resources
Mawuli Tugbenyoh, Department of Human Resources
Jen Lo, Department of Human Resources
Mara Chavez, Department of Human Resources
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at <https://sf.gov/civilservice> and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

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

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

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

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

Each presentation shall conform to the following:

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

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

J. Public Comment and Due Process

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

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

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

Information on Disability Access

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

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

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email civilservice@sfgov.org to discuss meeting accessibility. In order to assist the City’s efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

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

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

San Francisco Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <https://sfethics.org/>.

NOTIFICATIONS

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DATE: August 10, 2023

TO: The Honorable Civil Service Commission

THROUGH: Carol Isen
Human Resources Director

FROM: Jen Lo
Manager, Public Safety Team

Dave Johnson
Assistant Director, Employment Services

Anna Biasbas
Director, Employment Services

SUBJECT: Annual Report on the Certification of Eligibles - Entry and Promotion - Uniformed Ranks of Fire, Police, and Sheriff

Executive Summary




This report summarizes exam and hiring activities as well as separations for the San Francisco Fire and Police Departments, and the Sheriff’s Office between July 1, 2022 through June 30, 2023. The report highlights the work of DHR’s Public Safety Team establishing eligible lists and collaborating with Fire, Police and Sheriff all facing the continuing challenge of attracting and hiring members in sufficient numbers to address attrition.

Background

This report originated as two separate reports to comply with Civil Service [CSC] rules 213.2.1 and 313.2.1 in reporting on certifications, etc., for Police and Fire, respectively. The report was combined into one document for efficiency, then expanded to include the Sheriff’s Office when that function was transferred into Public Safety Team responsibilities. Some selection processes are discussed in consecutive annual reports because those processes occur across fiscal years.




FY 2022-23 Public Safety Appointments

New hires and promotions in the three entities during the past fiscal year were as follows:

	Job Title	Class	#
	Firefighter	H002	99
	Emerg. Med. Tech. [EMT]	H003	53
	Inspector, Prevention	H004	12
	Investigator, Investigation	H006	1
	Lieutenant, Suppression	H020	25
	Lieutenant, Prevention	H022	3
	Lieutenant, Investigation	H024	1
	Captain, Suppression	H030	19
	Captain, Prevention/Invest.	H032	1
	Captain, EMS	H033	1
	Battalion Chief	H040	5
	Assistant Chief	H050	1
	Marine Engineer Fire Boat	H110	1
		Police Officer	Q002
Sergeant		Q050	23
Lieutenant		Q060	11
Captain		Q080	6
	Deputy Sheriff	8302/8304	32
	Deputy Sheriff (Academy Grad)	8504	12
	Sheriff's Captain	8312	2

FY 2022-23 Separations

Although the initial request for information on separations in 2020 was specific to only Police and Sheriff, DHR is including FY 2022-23 data for all three entities referenced in this report.

	Job Title	#
	Firefighter/EMT	50
	Prevention/Investigation	2
	Lieutenants	13
	Captains	6
	Chiefs	2
	Police Officer	82
	Sergeant	10
	Lieutenant	2
	Commander	1
	Deputy Sheriff 1	5
	Deputy Sheriff	18
	Senior Deputy	3
	Sheriff's Sergeant	1
	Sheriff's Lieutenant	1
	Chiefs	1

Hires versus Separations FY 2022-23

- Fire hired 50 new members compared to 73 separations.
- Police hired 82 new members compared to 95 separations.
- Sheriff hired 23 new members compared to 29 separations.

FY 2022-23 Exam Activities

San Francisco Fire Department (SFFD)

H002 Firefighter – DHR published a new job ad on March 1, 2023 that allowed applicants to use passing scores from either the Firefighter Candidate Testing Center (FCTC) or the FireTEAM administered by National Testing Network (NTN) to fulfill the written exam component of the selection process, which is now pass/fail rather than the basis for establishing rank on the eligible list.

As of June 30, 2023, we received approximately 1,100 applications since March 1, 2023. Of those, 750 applicants have successfully passed either FCTC or NTN and have submitted a valid EMT-1 license and will be invited to panel interviews that will be administered at the end of July 2023. The remaining 350 candidates are at different stages of the exam process including minimum qualification review,

awaiting test results, etc. Candidates who pass the panel interview will earn a place on the eligible list and be available for consideration for hire. The interview results are used for ranking because there is no psychometrically-supported methodology to correlate NTN scores to FCTC scores. DHR anticipates that this selection process will provide a diverse pool of candidates for the Fire Department.



H003 Level 1 Emergency Medical Technician – DHR published a new continuous [CCT] job ad on May 8, 2023. As of June 30, 2023, we received 152 applications. The written test is administered at the Test Center and candidates that pass are invited to the Physical Ability Test [PAT] at the Division of Training. The written test and the PAT are administered to regularly refresh the pool of eligibles based on the H003 Academy schedule. This continuous testing program is essential in supporting SFFD’s effort to reach and maintain full Emergency Medical staffing.

H004 Inspector, Fire Prevention – In the last report, DHR indicated that 34 out of 54 qualified H004 candidates participated in the test components. The remaining 20 candidates did not show up for the test. Ratings of candidate responses took place from August 9th through August 12th, 2022. All 34 candidates that participated in the examination made it onto the eligible list which was adopted on September 9, 2022. The duration of the eligible list is 24 months and may be extended with the approval of the Human Resources Director.

H006 Investigator, Fire Investigation – The job ad was published on December 5, 2022 and closed on January 13, 2023. The application filling period was extended due to a change in minimum qualifications to allow for more members to qualify for the exam. The requirement to have State Fire Marshal Courses 1A and 1B was moved to the time of job offer rather than at time of application. Thirty applications were received during the filing period and nine applications were rejected for not meeting the minimum requirements. Seven other applicants withdrew from the process.

Exam development began on December 16, 2022 with subject matter experts from the SFFD. The remaining 14 qualified candidates participated in the Investigation and Communication Exercises on February 22, 2023. Ratings took place from March 13th through March 16th, 2023. All 14 candidates that participated in the exam made it onto the eligible list which was adopted on May 2, 2023. The duration of the eligible list is 24 months and may be extended an additional 12 months with the approval of the Human Resources Director.

H032 Captain, Fire Prevention and Investigation – Exam development began on February 3, 2023 with subject matter experts from the San Francisco Fire Department. The job ad was published on March 22, 2023 and closed on April 13, 2023 after application filing was extended to clarify the minimum qualifications. Eighteen individuals applied during the filing period. Four applications were rejected for not meeting the minimum requirements.

The remaining 14 qualified candidates participated in the In-Basket and Performance Exercises on May 6, 2023. Ratings took place from June 12th through June 16th, 2023. A discussion of the eligible list promulgation will be included in the Fiscal Year 2023-24 Annual Report.

H033 Rescue Captain, Emergency Medical Services – In the last report, DHR discussed application filing and test development. Eighty-eight of the 121 qualified candidates participated in the Written Exam administered on September 6, 2022. The remaining 33 candidates did not show up for the test. Seventy-six of the 88 candidates participated in the two-day Assessment Center administered on November 17th and 18th 2022, that consisted of a Multi-Casualty Incident, a Cardiac Role Play, and a Management Exercise. The remaining 12 candidates did not show for the Assessment Center. The 76 candidates that participated in the Assessment Center were placed on the eligible list which was adopted on January 4, 2023. The duration of the eligible list is 24 months and may be extended with the approval of the Human Resources Director.

San Francisco Police Department (SFPD)

Q002 Police Officer – DHR published a new job ad on November 1, 2022 that allowed applicants to use either the California POST Entry-Level Law Enforcement Test Battery (PELETTB) or the FrontLine National administered by National Testing Network (NTN) to fulfill the written exam component of the selection process, which is now pass/fail rather than the basis for establishing rank on the eligible list. The PELETTB option was added to allow candidates who have applied to other agencies with PELETTB scores to apply their scores with the SFPD.

Candidates that pass either written exam are scheduled for the Physical Ability Test [PAT] and Oral Interview that are administered at the San Francisco Police Academy monthly. The interview results are used for ranking on the eligible list because there is no psychometrically-supported methodology to correlate NTN scores to PELETTB scores.



As of June 30, 2023, we have received approximately 2,116 applications since November 1, 2022. Of those, 522 are currently on the eligible list and are available for consideration for hire. The remaining 1,594 applicants have met minimum qualifications and are in various stages of the exam process such as awaiting PAT and Orals [331], and ready for eligible list placement [8]. Hiring of Police Officers continues to be a challenge both locally and nation-wide. The SFPD and Public Safety Team continue to look for process improvements to make San Francisco more attractive to candidates who have a variety of employer choices. Public Safety Team involvement since 2013 has included:

- A “seat” at the Quarterly SFPD/DHR Hiring Committee Meeting

- A paradigm shift to the National Testing Network [NTN] test to maximize the validity and reliability of Q002 candidate selection.
- Recently revised the Q002 selection process to allow written test scores from both NTN and California POST (PELLETB) to expand the pool of candidates.
- Working with the SFPD Recruitment Team to enable their nationwide recruiting “road shows” to include not only the outreach orientation, but written test, Physical Ability Test (PAT), and Oral Interview all in one day at that remote location.
- Schedule the PAT and Oral Interviews on the same day – progressed from a month later to a day later to same day to enhance candidate convenience and increase the show rate for the test components.
- Provide SFPD Recruitment Team on a weekly basis with contact information for candidates that passed the written exam to enable immediate outreach to keep the candidates engaged.
- Prior to eligible list adoption, provide the SFPD Backgrounds Unit with contact information for new candidates to enable the background process to begin as soon as possible rather than waiting for list adoption which can be subject to delays.

San Francisco Sheriff’s Office (SFSO)

8302 Deputy Sheriff 1 – DHR continues to collaborate with the Sheriff’s Office to host continuous testing for Deputy Sheriff using the REACT test from Ergometrics. The written test is administered on a quarterly basis at the Test Center. DHR published an updated job ad on June 14, 2022. As of June 30, 2023, we have received 1,064 applications. Of those, there are 518 eligibles on the eligible list. The remaining 546 applicants have met minimum qualifications and will be invited to the written exam.

8504 Deputy Sheriff –The new process for 8504 implemented in 2021 continues to be more efficient and effective in attracting and retaining lateral hires. As of June 30, 2023, 117 applications had been submitted. Thirty-two applications are under minimum qualification review, 44 have met minimum qualifications, 26 were rejected, and two have withdrawn. The remaining 13 are currently eligibles available for consideration. Candidates are continuously placed on the eligible list for processing by the Sheriff’s Office.

8308 Sheriff’s Sergeant– Exam development began on November 9, 2022 with subject matter experts from the San Francisco Sheriff’s Office. The job ad was published on February 27, 2023 and closed on March 13, 2023. One-hundred and seventy-one applications were received during the filing period and seven applications were rejected for not meeting the minimum requirements.

One-hundred and thirty-five of the qualified candidates participated in the REACT Promote Written Exam on April 24, 2023. Twenty-nine candidates did not appear for the Written Exam. The Performance Exercise took place on April 25, 2023 and all 135 remaining candidates participated. Ratings took place the week of May 15, 2023. One-hundred and thirty-three candidates were placed on the eligible list which was adopted on June 21, 2023. The remaining two candidates did not meet the minimum threshold and were not placed on the eligible list. The resulting eligible list has an initial duration of 24 months and may be extended with the approval if the Human Resources Director.

8310 Sheriff's Lieutenant – Exam development began on November 9, 2022 with subject matter experts from the San Francisco Sheriff's Office. The job ad was published on February 27, 2023 and closed on March 13, 2023. Fifty applications were received during the filing period and four applications were rejected for not meeting the minimum requirements. Three applicants subsequently withdrew from the process.



The remaining 43 candidates participated in both the REACT Promote Written Exam on April 24, 2023, and the In-Basket and Performance Exercises on April 26, 2023. Ratings took place the week of May 15, 2023. All 43 candidates passed and were placed on the eligible list which was adopted on June 21, 2023. The resulting eligible list has an initial duration of 24 months and may be extended with the approval if the Human Resources Director.

8312 Sheriff's Captain – In the last report, DHR discussed application filing through ratings. Fifteen candidates were placed on the eligible list which was adopted on July 20, 2022. The duration of the eligible list resulting from this exam process will be of 24 months and may be extended with the approval of the Human Resources Director.

Test Center

During FY 2022-23, the facility's main test room was used 153 days, the computer lab 125 days, and the interview rooms 105 days. Usage over the last eight fiscal years, is shown in the table below.

Days of Facility Usage Across Fiscal Years

Fiscal Year	Main Test Room	Computer Lab	Interview Rooms
2015-16	206	120	73
2016-17	246	148	104
2017-18	209	113	96
2018-19	183	106	71
2019-20	149	53	90
2020-21	47	129	28
2021-22	191	168	142
2022-23	153	125	105

The decreased usage of the Main Test Room and Computer Lab can be attributed to several classifications transitioning to the use of remote exams where candidates can take examinations from home instead of coming into the Test Center.

Test Plan for Fiscal Year 2023-24

DHR anticipates work on tests in the coming fiscal year for the following public safety classifications: H002 Firefighter [continuous], H003 Level 1 EMT [continuous], H020 Fire Lieutenant, H030 Captain, H040 Battalion Chief, H050 Assistant Chief, Q002 Police Officer [continuous], Q050 Police Sergeant, Q060 Police Lieutenant, Q080 Police Captain, 8302 Deputy Sheriff 1 [continuous], and 8504 Deputy Sheriff [continuous].

Recommendation

The DHR Public Safety Team appreciates the opportunity to present this report, and respectfully recommends that it be adopted as submitted.