



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

**LONDON N. BREED  
MAYOR**

***Sent via Electronic Mail***

September 7, 2023

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

**SUBJECT: STATUS REPORT ON AIRPORT PERSONAL SERVICE CONTRACT  
NUMBER 48165-18/19.**

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 **September 18, 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 recommended. 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: Cynthia Avakian, Airport  
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](mailto:civilservice@sfgov.org) and the web address is [www.sfgov.org/civilservice/](http://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 (4<sup>th</sup>) 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/](http://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](mailto: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](mailto:soff@sfgov.org), or on the City's website at [www.sfgov.org/bdsupvrs/sunshine](http://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/>.



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of  
Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: \_\_\_\_\_ - \_\_\_\_\_ -
2. For Civil Service Commission Meeting of:
3. Check One:           Ratification Agenda  
                              Consent Agenda  
                              Regular Agenda  
                              Human Resources Directors' Report
4. Subject:            PSC 48165-18/19
5. Recommendation:
6. Report prepared by: Cynthia Avakian Telephone number: (650) 821-2014
7. Notifications:       **(Attach a list of the person(s) to be notified in the format described in  
IV. Commission Report Format -A).**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

Date:

9. Submit the original time-stamped copy of this form and person(s) to be notified  
(see Item 7 above) along with the required copies of the report to:  
  

**Executive Officer**  
**Civil Service Commission**  
**25 Van Ness Avenue, Suite 720**  
**San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC RECEIPT STAMP≡  
box to the right using the time-stamp in the CSC Office.

**CSC RECEIPT STAMP**

Attachment



San Francisco International Airport

August 21, 2023

Ms. Sandra Eng  
Executive Officer  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102

RE: Airport's Report as Requested by the Civil Service Commission for PSC 48165-18/19

Dear Ms. Eng:

At the Civil Service Commission meeting on May 6, 2019, the Civil Service Commission approved PSC #48165-18/19 for Designated Aviation Channeling (DAC) Services, provided that the Airport report back to the Commission on the status of the project and contract in four years.

Attached is the Airport's status report for year four of the project and contract review.

We hope that this addresses the Commission's request. Please let us know if there are further questions. You can reach me at (650) 821-2014. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Avakian".

Cynthia Avakian  
PSC Coordinator, Airport

cc: Keaboka Molwane, Manager, Security Access Office

Page 2 of 9

**AIRPORT COMMISSION** CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED  
MAYOR

MALCOLM YEUNG  
PRESIDENT

EVERETT A. HEWLETT, JR.  
VICE PRESIDENT

JANE NATOLI

JOSE F. ALMANZA

IVAR C. SATERO  
AIRPORT DIRECTOR

Airport's contract progress review report as requested by the Civil Service Commission (CSC) for PSC 48165 - 18/19 Designated Aviation Channeling (DAC) Services.

**Background:**

The Transportation Security Administration (TSA) under Federal Regulation Part 1542.209 requires the Airport and airline operators to check the background of staff operating in and around the secured areas of the Airport, by processing fingerprint-based criminal history records checks and security threat assessments.

On May 6, 2019, the CSC conditionally approved PSC 48165 – 18/19 for Designated Aviation Channeling (DAC) Services requesting that Airport report back to the Commission in four years on the status of the contract.

**Findings:**

Since receiving PSC conditional approval, the Airport awarded the contract to a Contractor that is certified by the TSA to provide the DAC services. The Contractor submits fingerprint-based criminal history records checks and security threat assessments to the TSA for processing. The Airport processes approximately 3,700 transactions per month. The contract also provides regular support services to maintain the fingerprint scanning machines used by the Airport Security Access Office.

The contract is for a base term of five years with an option to extend the term for three years. The Airport anticipates exercising the option in early 2024.

**Conclusion:**

The Airport prepared the progress report of PSC 48165 – 18/19.

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

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

Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)

Type of Service: Designated Aviation Channeling (DAC) Services

Funding Source: Airport Operating Funds

PSC Amount: \$4,800,000

PSC Est. Start Date: 07/01/2019

PSC Est. End Date 12/31/2027

**1. Description of Work**

A. Scope of Work/Services to be Contracted Out:

The Transportation Security Administration (TSA) under Federal Regulation Part 1542.209 requires the Airport and airline operators to check the background of staff operating in and around the secured areas of the Airport, by processing fingerprint-based criminal history records checks and security threat assessments. The TSA has established Designated Aviation Channeling (DAC) system providers to support this federal regulatory requirement. Only firms that are TSA certified and Authorized To Operate may provide this service. The contract would cover support services and equipment related to the DAC system used by the Airport.

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

This service is required to support the DAC system and meet the regulatory requirements mandated by the TSA. The processing of fingerprint-based criminal history records checks and security threat assessments is a federally mandated requirement for anyone working in and around the secured areas of an Airport regulated by the TSA. Failure to meet this requirement would prevent the Airport from meeting this critical TSA regulation and would cease commercial air carrier operations at the Airport.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.

These services have been provided in the past through PSC# 41779-13/14.

D. Will the contract(s) be renewed?

Yes, if there continues to be a need for such services at SFO.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.

The duration is to align with the resulting contract.

**2. Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. Include a copy of the applicable requirement or mandate.

B. Explain the qualifying circumstances:

DAC services need to be completed by a TSA-approved provider. Federal Regulation Part 1542.209 requires the Airport and airline operators to check the background of those persons operating in and around the secured areas of the Airport, by processing fingerprint-based criminal history records checks and security threat assessments.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: TSA requires that only certified firms can provide DAC services. Currently, there are only three TSA certified firms.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1091, IT Operations Support Admin I; 1092, IT Operations Support Admin II; 1093, IT Operations Support Admin III; 0923, Manager II;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

None, as no other City Department is certified by the TSA to perform this type of service.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
Only TSA certified service providers are eligible to perform this work.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, given that TSA certification is not granted to individuals, it would not be practical to adopt a new civil service class.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
No. No. Training will not be provided as the services must be performed by one of the three TSA certified firms.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.



- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
  
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

**7. Union Notification:** On 02/12/2019, the Department notified the following employee organizations of this PSC/RFP request:  
Prof & Tech Eng, Local 21

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

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

Address: PO Box 8097 San Francisco, CA 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48165 - 18/19

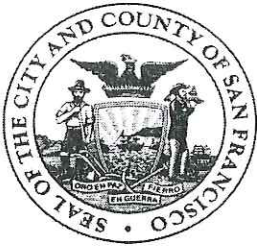
DHR Analysis/Recommendation:

action date: 05/06/2019

Commission Approval Required

Approved by Civil Service Commission with conditions

05/06/2019 DHR Approved for 05/06/2019



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED  
MAYOR

Sent Via Electronic Mail

May 10, 2019

F. X. CROWLEY  
PRESIDENT

ELIZABETH SALVESON  
VICE PRESIDENT

DOUGLAS S. CHAN  
COMMISSIONER

KATE FAVETTI  
COMMISSIONER

## NOTICE OF CIVIL SERVICE COMMISSION ACTION

**SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED  
PERSONAL SERVICES CONTRACT NUMBER 48165-18/19.**

At its meeting on May 6, 2019 the Civil Service Commission had for its consideration the above matter.

The Commission approved PSC #48165-18/19 with the condition the San Francisco Airport provide a progress report in four (4) years, by May 2023. This shall serve to notify the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

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

MICHAEL L. BROWN  
EXECUTIVE OFFICER

CIVIL SERVICE COMMISSION

MICHAEL L. BROWN  
Executive Officer

### Attachments

Cc: Ricardo Valle, San Francisco Airport  
Rob Forester, San Francisco Airport  
Commission File  
Chron

## POSTING FOR

April 15, 2019

### PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

Commission Hearing Date

2019-04-15

APPLY

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
47246 - 18/19	AIRPORT COMMISSION	\$40,000,000.00	Contractor shall be responsible for the maintenance, repair, inspection, testing, repair and/or replacement of parts and components, and emergency call-back work for approximately 240 elevators, 138 escalators, and 43 electric walks at the Airport including the terminals, boarding areas, parking garages, and other field buildings.	July 1, 2019	June 30, 2024	REGULAR
48165 - 18/19	AIRPORT COMMISSION	\$4,800,000.00	The Transportation Security Administration (TSA) under Federal Regulation Part 1542.209 requires the Airport and airline operators to check the background of staff operating in and around the secured areas of the Airport, by processing fingerprint-based criminal history records checks and security threat assessments. The TSA has established Designated Aviation Channeling (DAC) system providers to support this federal regulatory requirement. Only firms that are TSA certified and Authorized To Operate may provide this service. The contract would cover support services and equipment related to the DAC system used by the Airport.	July 1, 2019	December 31, 2027	REGULAR
47575 - 18/19	CONTROLLER	\$1,400,000.00	Contractor is requested to perform audits to determine whether revenue bond funds are spent in accordance with the stated purposes and permissible uses of such bonds, as approved by the voters, and determine whether bond funds were used for impermissible administrative expenses.	April 1, 2019	December 31, 2023	REGULAR
48560 - 18/19	DISTRICT ATTORNEY	\$616,000.00	The San Francisco Office of the District Attorney George Gascón (SFDA) is working to replace their case management system. The new system will completely replace the existing system with enhanced functionality and will expand to support all SFDA business units.	January 23, 2019	January 17, 2021	REGULAR
41604 - 18/19	RECREATION AND PARK COMMISSION	\$1,100,000.00	Overall remedial engineering and dredge design services for the 900 Innes Park Project in San Francisco's Bay View Hunters Point Neighborhood. The work to be performed includes in-water sediment and hazardous building materials testing, treatment and stabilization analyses, hydrodynamic modeling, chemical partitioning and breakthrough analysis, preparation of cap design criteria to ensure cap performance, preparation of construction documentation for public bidding and construction administration. Sub-consultant services include surveying and regulatory permitting support to complete the regulatory permit approval process. Work to be performed by sub-consultants include bathymetric, topographic, boundary and utilities location/surveying.  Other work required includes responding to queries from the various agencies arising from the permitting process, preparation of additional exhibits and figures, and compensatory mitigation analysis and planning for addressing potential loss/impacts to aquatic habitat.	April 1, 2019	January 31, 2024	REGULAR
40417 - 18/19	PUBLIC HEALTH	\$2,500,000.00	Healthcare reform has led to the Department's need for specialized, limited-term projects. The contractor will provide intermittent, as-needed project management and technical services program support for specialized, limited-term projects and Department programs, focusing on new and existing information technology projects, facilities re-programming, and municipal bond/capital planning projects and initiatives.	July 1, 2019	June 30, 2023	REGULAR

**Notification List:**

Cynthia Avakian, Airport  
Keaboka Molwane, Airport  
Quoc Truong, Airport

[cynthia.avakian@flysfo.com](mailto:cynthia.avakian@flysfo.com)  
[keaboka.molwane@flysfo.com](mailto:keaboka.molwane@flysfo.com)  
[quoc.truong@flysfo.com](mailto:quoc.truong@flysfo.com)