



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

LONDON N. BREED  
MAYOR

*Sent via Electronic Mail*

October 26, 2023

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

John Reimonenq  
[REDACTED]

**SUBJECT: APPEAL BY JOHN REIMONENQ OF THE REJECTION OF THE 9139 (CBT-9139-T00076) TRANSIT SUPERVISOR EXAMINATION.**

Dear John Reimonenq:

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 **November 6, 2023, at 2:00 p.m.** You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService) under "Meetings" no later than end of day on Wednesday, November 1, 2023. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached to this email.

In the event that you wish to submit any additional documents in support of your appeal, please submit **one hardcopy 3-hole punch, double-sided and numbered at the bottom of each page to the CSC Office at 25 Van Ness Ave., Suite 720 and email a PDF version to the Civil Service Commission's email at [civilservice@sfgov.org](mailto:civilservice@sfgov.org) by 5:00 p.m. on Tuesday, October 31, 2023**, please be sure to redact your submission for any confidential or sensitive information that is not relevant to your appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

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

You may contact me at (628) 652-1100 or at [Sandra.Eng@sfgov.org](mailto:Sandra.Eng@sfgov.org) if you have any questions.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Officer

Attachment

Cc: Jeffrey Tumlin, Municipal Transportation Agency  
Kimberly Ackerman, Municipal Transportation Agency  
William Miles II, Municipal Transportation Agency  
Shivani Nath, Municipal Transportation Agency  
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 in-person 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. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

#### **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: [soft@sfgov.org](mailto:soft@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/>.





## NOTIFICATIONS

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London Breed, Mayor

Amanda Eaken, Chair  
Gwyneth Borden, Vice Chair  
Stephanie Cajina, Director

Steve Heminger, Director  
Fiona Hinze, Director  
Manny Yekutieli, Director

Jeffrey Tumlin, Director of Transportation

## MEMORANDUM

**DATE:** October 25, 2023

**TO:** Honorable Civil Service Commission

**THROUGH:** Kimberly Ackerman *KA*  
Chief People Officer, SFMTA Human Resources

**THROUGH:** William (Bill) Miles II *WEM*  
Talent Acquisition Senior Manager, SFMTA Human Resources

**FROM:** Shivani Nath <sup>SN</sup>  
Examinations and Classification Manager, SFMTA Human Resources

**SUBJECT:** **Appeal of Rejection of Application by John Reimonenq for 9139 Transit Supervisor (CBT-9139-T00076)**

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### BACKGROUND

The job advertisement (job ad) for the Transit Supervisor (CBT-9139-T00076) recruitment opened on June 21, 2023, and closed on July 5, 2023, by the Municipal Transportation Agency, Human Resources Division, Exams and Classification (E&C) unit.

To qualify for this recruitment, applicants must have possessed the following minimum qualifications (MQs) by July 5, 2023 (closing date of the job ad).

- 1. Experience: Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the San Francisco Municipal Transportation Agency (SFMTA): 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist, or 9163 Transit Operator*

The E&C unit reviewed John Reimonenq's (Reimonenq) application and rejected Reimonenq for lacking full possession of the experience required at a large public transit system performing duties equivalent to one or more of the classes listed above under the minimum qualifications.



After review of documents provided during the reconsideration period, a second not qualified notice was sent on August 10, 2023, and Reimonenq filed an appeal on August 14, 2023. Reimonenq contests that their experience as a 9104 Transit Car Cleaner Assistant Supervisor should be considered qualifying for this examination, as the subject recruitment for class code 9139, “performs a wide range of duties (their) experience and education do correlate, (and that) whatever experience that (they) lack, (they) make up for it in education.” They also indicated that it doesn’t make sense that an applicant with previous “supervisor experience with SFMTA” does not meet the desirable qualifications.

### **ISSUE**

Does Reimonenq meet the minimum qualifications to participate in the examination for class code 9139 for recruitment CBT-9139-T00076?

### **AUTHORITY/STANDARDS**

#### **Sec. 410.2 Examination Announcements**

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

#### **Sec. 410.4 Appeals of Examination Announcements**

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

#### **Sec. 410.9 Qualifications of Applicants**

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



not usually performed by incumbents in a Service-Critical class based on non-contemporaneous documentation shall require the certification of the Municipal Transportation Agency Deputy Director, Labor Relations and Human Resources, and the approval of the Director of Transportation.

#### Sec 405.12.1 Examination Matters

An action by the MTA Director of Transportation/Designee, on examination matters, may be appealed to the Commission provided such appeal is received by the Executive Officer by close of business on the fifth (5th) working day (excluding Saturdays, Sundays, and holidays) following the postmarked mailing date of notification to the appellant. The appeal period shall be extended an additional five (5) working days (excluding Saturdays, Sundays, and holidays) where the notification to the appellant is sent exclusively by certified mail – return receipt requested. The Commission's action on the appeal shall be final and no reconsideration request shall be allowed.

### FINDINGS

1. Reimonenq was appointed to the Transit Car Cleaner, class code 9102, on 9/30/2013 in a Permanent Civil Service appointment. They subsequently were appointed to class 9104 Transit Car Cleaner Assistant Supervisor (9104) on February 23, 2019, and 9131 Station Agent (9131) on November 12, 2022. **[Attachment A]**
2. According to records, Reimonenq was not assigned to any formal acting assignment(s) since their start with the MTA in 2013. **[Attachment B]**
3. After consultation and discussions with SMEs and Local 200, SFMTA amended the classification specification for 9139 Transit Supervisor. The proposed classification specification amendments were emailed to all staff and unions on April 3, 2023 and May 22, 2023 providing 7 calendar days to protest the classification actions. The original posting was revised due to Local 200 wishing to re-discuss the changes and proposed additional changes, which resulted in additional changes. The final classification action was distributed to all SFMTA personnel and unions via email on July 17, 2023. The class specification was amended to accurately reflect updates to the minimum qualifications.

The class specification amendments made a number of MQ updates, but only class 9136 Transit Training Specialist (9136) was added as a class that could be used towards possession of minimum qualifications. The 9136 is a somewhat new class at SFMTA which used to be filled with personnel in the 9139 Transit Supervisor classification. This class was added by request of Local 200. No protests were received in relation to the qualifying classes from this classification posting. **[Attachment C]**

4. The examination announcement for **CBT-9139-T00076** was posted on June 21, 2023, and closed July 5, 2023. **[Attachment D]**



5. The following SFMTA classes are considered qualifying towards the minimum qualifications: 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist, or 9163 Transit Operator. **[Attachment E]**
6. No appeals were received related to the job advertisement.
7. Reimonenq submitted a timely application, with six (6) attachments, to compete in the recruitment process on June 22, 2023. **[Attachment F]**
  - Certificate from the University of the Pacific, Eberhardt School of Business for Successfully Completing the Transit Paratransit Management Certificate Program.
  - Diploma, AA Degree in Arts and Humanities.
  - Diploma, BA Degree in Humanities
  - 8121 Transit Fare Inspector Supervisor/Investigator class specification
  - 9104 Transit Car Cleaner Assistant Supervisor class specification
  - 9139 Transit Supervisor job specification
8. Based on the 11/12/22 appointment date to class 9131 Station Agent, and no acting assignments on file, Reimonenq possessed only approximately eight (8) months of experience in an SFMTA class listed under the Minimum Qualifications as of the filing deadline.
9. The E&C unit determined that the application materials and supporting documents did not verify full possession of years of experience as required by the minimum qualifications. Reimonenq received their first not-qualified notice on July 21, 2023. The first not-qualified notice required additional information to be submitted by July 28, 2023. **[Attachment G]**
10. In response to the first not-qualified notice, Reimonenq provided one PDF document with the same documents that were submitted with their application as listed above under finding #6 to Suzanne Wong, Senior Human Resources Analyst (Wong) within the reconsideration period. **[Attachments H]**
11. Upon review, The E&C unit did not find that the submitted documents verified full possession of the Minimum Qualifications. Reimonenq received a second not-qualified notice on August 10, 2023, detailing the reasons for denial of the application. **[Attachment I]**
12. Reimonenq filed an appeal on the rejection of his application on August 14, 2023. **[Attachment J]**





## ANALYSIS

A review of Reimonenq's personnel records indicate that they were appointed to the class of 9131 Station Agent on November 12, 2022. From the time period of appointment to the filing deadline for the subject 9139 recruitment (July 5, 2023), this is a total of only eight (8) months of experience in a qualifying classification listed on the job ad. The "equivalency" statement in the MQs is intended for individuals who perform the same responsibilities at another Agency that those listed perform at SFMTA.

Reimonenq contests that their supervisory experience in another classification not listed on the job ad, 9104 Transit Car Cleaner Assistant Supervisor, should qualify them for this recruitment. They further contest that any supervisory experience at SFMTA should be deemed qualifying. Reimonenq was appointed to the 9104 classification on February 23, 2019. Although this experience is not considered qualifying as will be explained below, Reimonenq only possessed 4 years, 4.5 months of experience combined in classes 9131 and 9104 as of the filing deadline. Thus, if 9104 *had* been considered qualifying, Reimonenq would still be short of the required five (5) years of experience stipulated by the job ad.

Reimonenq contests that their education should substitute for any experience for which they are lacking. Per the posted MQs on the job ad, there is no educational requirement for the 9139 Transit Supervisor and there is no substitution agreed upon by SFMTA and the representing union, Local 200, for one to be able to substitute the hands-on experience required for this position. Per CSC Rule 410.2, applicants must be guided solely by the terms of the examination announcement.

In light of the above, Reimonenq does not have the necessary years of experience, even if the 9104 class were considered a qualifying classification, to compete in the current 9139 examination process. However, SFMTA will also respond to other statements made in the appeal to explain why this classification is not deemed qualifying.

The 9139 Transit Supervisor is a first-line supervisor. The incumbent in the class is responsible to supervise, direct, review and evaluate the work of personnel engaged in a variety of transit service activities serving the public who utilize the Municipal Transportation Agency transportation systems. A large part of the work includes transit operator supervision, analyzing traffic passenger data, field monitoring, investigating service issues, transit schedule preparation and modification, divisional assignments, and initiating responses by personnel of transit services including dispatching police, medical and other support personnel. The work requires frequent interaction with the public, personnel and other stakeholders and in many settings. **[Attachment K]**

Positions in this classification are assigned to the following working groups: Central Control, Dispatch, Metro Rail Operations, Scheduling, Station Operations and Street Operations.

The classes for which one must possess five (5) years of equivalent experience to minimally qualify all require a strong knowledge of metro operations, the provisions of providing transit services to



the public, and strong communication skills when interacting with the public and personnel to relay critical operational information and resolve complicated issues such as reporting safety hazards, redirecting lines based on traffic, special events or street closures, and adjusting schedules as necessary related to such issues.

The 9139 Transit Supervisor is a broad classification widely used to provide flexibility in the assignment of work tasks that are sufficiently similar that they can be placed in the same job classification and provide SFMTA and appointed staff the ability to be developed and cross-trained in multiple areas.

In order to provide a sense of the work performed by the 9139 classification below are some areas of focus and essential responsibilities of such personnel:

- **Central Control:** Individuals in this functional area are responsible for all communications going in and out with regard to operations, buses running late or ahead of schedule, and emergency situations. Individuals in these roles need strong knowledge of city routes and streets, different modes of equipment, the ability to multitask, manage crises and communicate effectively with personnel in field.
- **Dispatch:** Individuals in this functional area are responsible for assigning runs to operators to keep lines moving. Such individuals assign shifts, find coverage when operators are out sick, and manage the schedule for various modes. They additionally make sick-out reports, report on incidents and when additional training is needed, reprimand operators for violations and process leave paperwork for operators. Individuals in these roles need strong knowledge of San Francisco routes, the ability to operate a telephone, knowledge of Transit Operator duties and responsibilities and to communicate effectively with personnel in the field.
- **Metro Rail Ops:** Individuals in this functional area are responsible for facilitating the movement of vehicles with connections to rails, namely Light-Rail Vehicles (LRVs) and historical wired vehicles such as SFMTA's F-Line and cable cars. They provide first-line customer service and are the first responders on the ground performing tasks such as fixing mechanical problems like doors not opening/closing, issuing parking citations and/or requesting the removal of vehicles hindering rail services (sometimes in coordination with a street supervisor) and perform administrative duties such as line checks and incident/accident reports. Individuals in these roles need the knowledge of and ability to operate at least two (2) modes of equipment and how to perform mechanical repairs, knowledge of first-line transit operations customer service, ability to make quick decisions under high pressure situations, and ability to communicate effectively with personnel in the field.
- **Scheduling:** Individuals in this functional area are responsible for developing rail and/or couch/rubber tire line schedules, including special events. Individuals must collect system data to analyze traffic patterns and calculate time estimates of moving from Point A to Point B to Point C, etc and create schedules and operator assignments with this information. Individuals determine MUNI schedule and route modifications and update bulletins to



operators of changes. Individuals in these roles need knowledge of Trapeze (Transportation Management/Scheduling software), knowledge of transit routes in CCSF, the ability to read maps, strong computer and mathematical skills and ability to communicate scheduling and overall transit changes in a timely and clear manner.

- **Station Operations:** Individuals in this functional area are responsible for opening, closure and maintenance of stations including approving/denying vacation requests, investigating accidents and preparing reports, investigating customer service complaints, and providing training to Station Agents. These Station Agents provide information to customers concerning MUNI fares, schedules, routes and other transit services; maintain order at stations by monitoring patron activity; collect appropriate personnel when illegal activity is observed in order to maintain public safety; helps patrons use fare collection equipment; and contacts Central Control or Station Operations supervisors for emergency situations. The Station Operations supervisors may act as incident commanders to gather data, notify appropriate personnel and other departments, and decide whether Transit service may resume or if a station needs to be evacuated. Individuals in these roles need knowledge of SF streets, knowledge of safety procedures and different modes of equipment, knowledge of station agent duties and responsibilities, knowledge of fare collection procedures, ability to make quick decisions to remedy emergency situations, and ability to communicate effectively with personnel in Central Control or the field.
- **Street Operations:** Individuals in this functional area are responsible for maintaining bus flow, keeping buses moving on time and responding to accidents and incidents. They act as the eyes and ears on the scene to relay information to Central Control, advise in additional resources are needed, ensure accident/incident reports are completed by Operators and complete their own, and issue warnings of violations to operators as necessary; regular issue parking citations and request removal of vehicles and manage lines by ensuring that lines are clear and independently make decisions to re-route or mode changes. Individuals in these roles need to be able to operate a coach, have strong knowledge of San Francisco streets, routes and runs, knowledge of Transit rules and regulations including safety regulations; and strong communication skills with diverse populations, different units/departments and personnel in the field.

Reimonenq claims that their experience as a 9104 Transit Car Cleaner Assistant Supervisor should be considered equivalent to the other listed classifications listed as qualifying. Specifically, Reimonenq states:

*It makes no sense that an applicant with previous supervisor experience with SFMTA, does not meet the desirable qualifications. Selecting a prospective candidate with supervisor experience is beneficial because they are familiar with the agency's policies, standards, and expectations that SFMTA holds their supervisors to. Essentially, my supervisor experience does not count due to the fact*



*that I supervised Transit Car Cleaners. My application was denied due to classification stigmas, inequitable policies, and procedural barriers.*

*According to the **SFMTA Racial Equity Action Plan Phase I (2020)** SFMTA states that they would “Review and update minimum qualifications to increase access...Amend the standard introductory language for Desirable Qualifications (DQs) in job announcements to communicate to applicants that we encourage them to apply even if they do not possess all the DQs” SFMTA goal with policy changes is to retain and promote prospective candidates and to give them opportunity for career mobility. The 9139 job listing is very much outdated and has not been updated to reflect new policies. The prequalifying classifications listed on the 9139 announcement include: 9122 transit information clerk, 9124 senior transit information clerk, 9126 transit traffic checker, and 9128 Senior transit traffic checker. These classifications are all obsolete and SFMTA no longer recruits to fill and has a total of 4 employees remaining across 4 classifications.*

*These desirable qualifications are clearly dated and puts the few remaining employees in these classification at an unfair advantage.*

In response, SFMTA has been reviewing minimum qualifications (MQs) to ensure effective hiring and reduction of barriers to qualifications where applicable and possible. As examples, SFMTA has made full substitutions available for educational requirements for all management positions with the Agency with additional years of qualifying experience or other training pathways. We are also looking into reducing other barriers such as requiring specific degree majors for positions that have no legal need, with the knowledge that many individuals do not get employed in the field for which they studied and should not be barred from opportunities due to not having the ‘right’ degree.

Any changes to MQs listed in class specifications for Permanent Civil Service positions requires buy-in with the union for which represents the classification, or approval of the Commission if such changes to a class specification were to be appealed. In some cases, MTA has tried to push for reduction of what HR perceives as unnecessary barriers and received non-agreement and push back from our unions, and we have shifted to focus to other priorities.

In this case, SFMTA had long discussions about amending the MQs on the classification, internally and with Local 200. However, most of the conversations were around mutual interests by the union and SFMTA to ensure performance metrics were part of minimum qualifications, as history shows that many individuals could perform well on an examination showing that they know *what* to do, but their records show that this is not actually *how* they do it. Most notably, these positions are so important to successful operations of our Transit System, that all parties wished for new minimum qualifications requiring safe operation of vehicles and satisfactory performance. A common concern was related to employee morale when an individual who has a history of unsafe operation of vehicles is writing up another employee for the same thing.



Although not a focal point of these discussions, the classifications which were to be deemed qualifying at SFMTA were also reviewed. Local 200 requested that 9136 Transit Training Specialist be added as a qualifying classification, and SFMTA HR agreed with this inclusion. The 9136 was not included previously, as it was created in 2018. The work of the 9136 class used to be a functional area of the 9139 class but was separated as a result of a job analysis study performed in 2015. In addition, discussions were had on whether some other positions should be removed (9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker) as these classes are minimally utilized anymore by SFMTA. However, SFMTA HR recommended keeping the classes to not negatively impact people currently looking for advancement in these classes or others who possessed experience previously. All parties agreed to keeping the classes currently, but they might be removed in the future.

These classification updates were emailed to all SFMTA personnel and unions on April 3, 2023 and a revision was posted on May 22, 2023. No protests were received in regards to which SFMTA classifications should be deemed qualifying. The notice of final classification action was emailed to personnel and unions on July 17, 2023. Therefore, the classification specification is not outdated in regards to Minimum Qualifications.

Although the statements above were related to MQs, Reimonenq in their appeal included language from the SFMTA Racial Equity Action Plan (REAP) related to Desirable Qualifications (DQs). Minimum and Desirable Qualifications are not the same thing. DQs are sometimes listed for transparency on a job ad as to additional factors a department may use in determining the best candidates to invite to an interview process, in the event of a number of candidates being qualified and reachable beyond which the department intends to interview. Sometimes these are listed on a job ad. For the REAP, although it is transparent, SFMTA HR and our racial equity team have expressed concerns of unintended consequences by including DQs on job ads as sometimes candidates see MQs and DQs as one and the same, or feel based on DQs that they “aren’t what we are looking for” and disqualify themselves from the process by not even completing an application despite having the minimum requirements. To try to reduce this perception, SFMTA has added language on announcements for which DQs are used stating “The stated desirable qualifications may be used to identify candidates advancing to the interview process and/or to identify job finalist(s) at the end of the selection process when referred for hiring.”

With regard to the insinuation that because Reimonenq has supervisory experience, that they should be qualified, this argument lacks the importance of individuals being hired to possess the technical skillsets required to effectively and safely perform the functions of the classification. By this argument, we should qualify a HR supervisor or a Finance supervisor, despite such individuals having minimal knowledge of transit operations including scheduling, how to perform mechanical fixes, knowledge of City streets and routes to re-route vehicles with minimal impacts on services and safety, how to effectively communicate with Central Control, fare collections equipment, and all the other technical knowledge, skills or abilities required of the various 9139 functional areas. Being a supervisor in one technical area does not make one qualified to satisfactorily perform as a supervisor in another technical area.





The 9104 Transit Car Cleaner Assistant Supervisor supervises transit car cleaners responsible for keeping transit vehicles in a clean and sanitary condition; carries out, explains and enforces proper and safe methods and procedures related to the cleaning, sanitation and upkeep of transit vehicles; keeps routine records of cleaning activities and performs transit cleaning duties when needed. [Attachment L]. Although such individuals supervise staff working *within* Transit vehicles while cleaning them, they are not responsible for the important knowledges and abilities one must possess to become an effective and safe Transit Supervisor.

In Reimonenq's appeal they further state that they qualified for two 9172 Manager II positions previously and thus should qualify for the 9139 Transit Supervisor. Each manager position has different responsibilities and skillsets and knowledges needed to successfully perform in the role, and supervisory experience in one area does not correlate to successful performance of supervisory duties in another area.

### **CONCLUSION**

Reimonenq contests that they should be qualified for the current 9139 examination due to their experience as a 9104 Transit Car Cleaner Assistant Supervisor. The 9104 classification was not listed on the classification postings or job ad for 9139 Transit Supervisor as a qualifying class. Reimonenq contests that any supervisory experience at SFMTA should be qualifying. However, as stated above, supervisory experience in one area does not correlate to successful performance of supervisory duties in another area. The 9104 does not have significant knowledge of the important functions of a Transit Supervisor to perform the job effectively and safely.

Even if the 9104 classification were a qualifying one, Reimonenq would still not be qualified for the current recruitment. According to personnel records, Reimonenq was appointed as a PCS Transit Car Cleaner Assistant Supervisor on February 23, 2019. As of the filing deadline for applications (July 5, 2023), Reimonenq would only have possessed 4 years and 4.5 months of experience if combining time in classes 9104 and 9131 Station Agent. Thus, Reimonenq still would not possess 5 years of experience as required by the MQs on the job ad.

### **RECOMMENDATION**

Adopt the report and deny the appeal by Reimonenq.



**INDEX**

<b>Attachment</b>	<b>Description</b>	<b>Page</b>
A	Reimonenq CCSF Job Appointment Summary	REM-001
B	Acting Assignment Check with SFMTA Labor Team	REM-002
C	9139 Classification Amendment Notifications (2023)	REM-004
D	2023 Job Ad for Transit Supervisor, 9139 (CBT-9139-T00076)	REM-019
E	Class Specs for Classifications listed under 9139 MQs	REM-024
F	Reimonenq application with Attachments	REM-075
G	Reimonenq First Not-Qualified (NQ) Notice	REM-093
H	Reimonenq Response to First NQ Notice, with Attachments	REM-095
I	Second Not-Qualified (NQ) Notice	REM-114
J	Reimonenq Notice of Appeal	REM-116
K	9139 Transit Supervisor Class Spec	REM-121
L	9104 Transit Car Cleaner Class Spec	REM-129



# ATTACHMENT A

NEW YORK

## CCSF Job Appointment Summary

John J Reimonenq III (John)

Emp

ID [REDACTED]

Empl Record 0

### Job Appointment Summary

Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Exmpt Cat	Full/Part Time	Elig List #	Rank	POS #
11/12/2022	11/12/2022	DTA	Job Code Change	Active	9131	790	PCS	NA	F	T00006	8.00	00601280
02/23/2019	02/23/2019	DTA	Job Code Change	Active	9104	790	PCS	NA	F	M00167	3.00	01139404
07/01/2017	09/30/2013	POS	Position Data Update	Active	9102	790	PCS	NA	F	058804	6.00	01124096
09/30/2013	09/30/2013	HIR	New Hire	Active	9102	790	PCS	NA	F	058804	6.00	01124096

Save

Return to Search

Previous in List

Next in List

Notify

# ATTACHMENT B

**From:** [Lee, Song Hui](#)  
**To:** [Nath, Shivani](#)  
**Subject:** RE: Acting Assignment on File?  
**Date:** Friday, October 20, 2023 3:04:43 PM

---

Hi Shivani,

I checked from the current fiscal year to 2013 and we do not have any acting assignments for this employee.

Thank you,  
Songhee Lee

---

**From:** Nath, Shivani <[Shivani.Nath@sfmta.com](mailto:Shivani.Nath@sfmta.com)>  
**Sent:** Friday, October 20, 2023 2:29 PM  
**To:** Lee, Song Hui <[SongHui.Lee@sfmta.com](mailto:SongHui.Lee@sfmta.com)>  
**Subject:** RE: Acting Assignment on File?

Hi current and historical dating back to 2013.

---

**From:** Lee, Song Hui <[SongHui.Lee@sfmta.com](mailto:SongHui.Lee@sfmta.com)>  
**Sent:** Friday, October 20, 2023 1:47 PM  
**To:** Nath, Shivani <[Shivani.Nath@sfmta.com](mailto:Shivani.Nath@sfmta.com)>  
**Subject:** RE: Acting Assignment on File?

Hello,

Are you looking for the current status or historical data? If it's history, how far do you want me to check?

Thank you,  
Songhee Lee

---

**From:** Nath, Shivani <[Shivani.Nath@sfmta.com](mailto:Shivani.Nath@sfmta.com)>  
**Sent:** Friday, October 20, 2023 1:43 PM  
**To:** Lee, Song Hui <[SongHui.Lee@sfmta.com](mailto:SongHui.Lee@sfmta.com)>  
**Subject:** Acting Assignment on File?

Hi Song,

Would you please check if John Reimonenq, current MTA employee has any acting assignments on file?

This information will inform an appeal that is due to CSC so a quick response will be greatly appreciated.

REM-002



Thanks,

Shivani



# ATTACHMENT C

## NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY THE DIRECTOR OF TRANSPORTATION SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

Posting No.: SFMTA 2  
Fiscal Year: 2022/2023  
Posting Date: April 3, 2023

The following actions are being posted in accordance with Rule 409.6. In the absence of a protest addressed to the Director of Transportation, the proposed action will become final seven (7) calendar days from the posting date.

<u>ITEM NO.</u>	<u>AMEND THE FOLLOWING JOB SPECIFICATION(S):</u>
1	<b>9139 Transit Supervisor</b> (Draft job specification attached)

For additional information regarding the proposed classification action, please contact William Miles II at (415) 646-2863.

Protests on an item should be addressed to the Director of Transportation, Attn: William Miles II, 1 South Van Ness Avenue, 6<sup>th</sup> Floor, San Francisco, CA 94103 or by email to [William.MilesII@sfmta.com](mailto:William.MilesII@sfmta.com). All requests must be received in writing no later than close of business seven (7) calendar days from the posting date and must state the reason the item is being protested. FAX'd copies will not be accepted as timely. Copies of this notice may be obtained from the SFMTA Human Resources Division, 1 South Van Ness Ave, 6<sup>th</sup> Floor.

cc: All Employee Organizations  
Anna Biasbas, DHR  
DHR-Support Services  
Kimberly Ackerman, SFMTA  
Jeffrey Tumlin, SFMTA  
Christopher Colandene, SFERS  
Kate Howard, DHR  
Carol Isen, DHR  
Sandra Eng, CSC  
SFMTA HR Managers  
SFMTA Division Representatives  
SFMTA Merit Unit Analysts  
Steve Ponder, DHR  
Theresa Kao, Controller/ Budget Division

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
Job Code: 9139**

**DEFINITION**

Under general supervision, the Transit Supervisor, as the first-line supervisor, supervises, directs, reviews, plans and evaluates the work of subordinate personnel engaged in a variety of transit service activities at the San Francisco Municipal Transportation Agency (SFMTA). This is a uniformed job classification.

**DISTINGUISHING FEATURES**

Positions allocated to the Transit Supervisor job code function at the level of a first-line supervisor. Assignments in this broad job code include but are not limited to: transit operator supervision, training and field monitoring, adjustment and control of schedule adherence, schedule preparation and modification, and divisional assignments in dispatching and communications. Positions in this job code are distinguished from the 9140 Transit Manager I in that the latter has responsibility for management functions and 9160 Transportation Operations Specialist in that the latter may provide direction and supervision in other service areas including train control, bus dispatching, central communications, traffic signal operations, public information, parking enforcement, and field operations; develops and administers training programs for Transit Management Center (TMC) and Field Operations staff.

**SUPERVISION EXERCISED**

Most positions in this job code supervise employees in Transit Operator and/or Station Agent job codes.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Supervises the activities of transit personnel; ensures that the department rules, policies and procedures are followed by subordinate personnel.
2. Maintains transit services by coordinating schedule adjustment and operator activities with TMC and other transit supervisors; investigates service problems on assigned lines and at MUNI metro stations; takes corrective actions; and ensures proper coverage at subway stations.
3. Prepares and/or modifies transit service schedules; analyzes traffic and passenger data to identify schedule problems and reports the information to appropriate personnel, and uses computer hardware and software in the performance of duties.
4. Instructs, advises and evaluates subordinate personnel in the field, classroom, or division on the safe, efficient operation of revenue and non-revenue equipment and operating rules, procedures and policies; identifies and recommends retraining needs.
5. Prepares different reports such as schedule adherence reports, accident/incident/violation reports and instructional plans using computer applications; reviews reports to ensure that the information is complete and accurate.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
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6. Coordinates and initiates responses by appropriate personnel and transit services; maintains communications among field staff, responds to silent alarms and emergencies; dispatches police, medical units and/or support personnel.
7. Interacts with members of the public and other agency representatives on various matters; listens to customer complaints and takes appropriate courses of action; and directs traffic as needed. Serves as Good-Will-Ambassador for the SFMTA.
8. Uses different computer applications to prepare correspondence, and reports; monitors service and researches information; utilizes specialized computer applications such as Trapeze, DriveCam, NEXTBUS, and TransitSafe, OrbCAD, MAESTRO, Microsoft Office Suite, as well as applicable electronic forms as assigned.
9. Performs related duties and responsibilities as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: transit lines, line management techniques, schedules and equipment necessary to coordinate and maintain safe and effective transit operations; traffic patterns and their impact on transit corridors necessary to effectively reroute and reschedule transit equipment; emergency procedures necessary to quickly and safely assist passengers, the public and transit personnel in emergency situations; and radio communication terminology necessary to expediently and effectively handle emergency situations.

Ability or Skill to: effectively schedule, coordinate, monitor, evaluate and train subordinate personnel; provide leadership and issue orders; effectively interact with the public, peers, transit personnel and representatives of other agencies in a courteous and effective manner using discretion and sound judgment even in difficult and stressful situations; analyze quantitative and qualitative data and draw reasonable inferences as to the relative importance of the information; assess the relative impact of various solutions to a problem; break complex problems into components; communicate verbally in a clear, concise and effective manner with subordinates, peers, superiors and members of the public; provide instruction, information and direction especially in emergency situations to members of the public and transit personnel; prepare reports and memoranda in a clear, understandable, and concise manner; prepare materials for instruction; comprehend written materials; use different computer programs/applications to prepare schedules, input data, dispatch personnel and/or vehicles, monitor transit activities, and prepare payroll; and lift /transport work-related materials and/or operate equipment weighing up to 50 pounds.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**Education:**

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
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Experience:

The following are required to be possessed as of the filing deadline for applications:

1. Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the SFMTA: 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist or 9163 Transit Operator; AND

The following must be possessed as of the date that a position is certified to the eligible list and maintained throughout the probationary period. These minimum qualifications ensure that hires will possess necessary standards of delivering safe and quality service.

1. No preventable collisions in the previous thirty-six (36) months; AND
2. No preventable non-collision safety incidents in the previous twelve (12) months; AND
3. No suspensions in the previous twelve (12) months; AND
4. No Performance Appraisals within the previous twelve (12) months with an overall determination of unsatisfactory performance; AND
5. Possession of a valid, unrestricted, CA Class C Driver License

The following will be assessed during the probationary period:

1. Ability to utilize software applications related to the work of the assigned unit (to be tested at the time of appointment and/or during the probationary period).

License and Certification:

Possession of a valid, unrestricted, Class C Driver License.

Notes

- A preventable non-collision safety incident refers to any event that involves the unsafe operation of a vehicle.

- All candidates who possess the required education and experience by the filing deadline will be invited to compete in the examination process. When positions are certified to the eligible list, reachable candidates who score high enough in the selection process will be reviewed to ensure that they meet all listed minimum qualifications.

- Experience driving school buses, tour buses and small vans is not considered qualifying experience

- Employees must maintain the licensure and certification requirements for the position during the course of employment.

- Some positions at SFMTA require obtaining and maintaining a Commercial Class B Driver License with appropriate endorsements as required by the DMV and no restrictions that



**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
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prohibit operation of a SFMTA public transit vehicle within six (6) months of appointment and obtaining and maintaining Verification of Transit Training (VTT).

~~Some positions at Transit Services require obtaining and maintaining a Commercial Class B driver license with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle.~~

~~Employees must maintain the requirements for the position during the course of employment.~~

Some positions may require possession of a valid DMV Medical Examiner's Certificate as a condition of assignment to such position(s).

**NOTES**

~~Nature of work: requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work related materials and equipment weighing up to 50 pounds; pulling poles, may be required to manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.~~

**SUPPLEMENTAL INFORMATION**

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**PROMOTIVE LINES**

To: Various Classes at SFMTA

From: 9163 Transit Operator and other classes indicated in the minimum qualifications

**ORIGINATION DATE:** May 4, 1981

**AMENDED DATE:** 12/21/04; 05/25/16; 06/08/18; 09/26/19; 04/XX/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** SFMTA



**NOTICE OF PROPOSED CLASSIFICATION ACTIONS  
BY THE DIRECTOR OF TRANSPORTATION  
SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY**

Posting No.: SFMTA 2  
Fiscal Year: 2022/2023  
Posting Date: April 3, 2023  
Reposting Date: May 22, 2023

The following actions are being posted in accordance with Rule 409.6. In the absence of a protest addressed to the Director of Transportation, the proposed action will become final seven (7) calendar days from the posting date.

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(Draft job specification attached)

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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
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The following must be possessed as of the date that a position is certified to the eligible list and maintained through the date of appointment. These minimum qualifications ensure that hires will possess necessary standards of delivering safe and quality service.

1. No accidents where applicant contributed to the cause (i.e., preventable) in the previous thirty-six (36) months; AND
2. No preventable non-collision safety incidents in the previous twelve (12) months; AND
3. No suspensions in the previous twelve (12) months; AND
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~~Nature of work: requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work related materials and equipment weighing up to 50 pounds; pulling poles, may be required to manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.~~

**SUPPLEMENTAL INFORMATION**

Nature of work: requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work-related materials and equipment weighing up to 50 pounds; pulling poles, may be required to manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.

**PROMOTIVE LINES**

To: Various Classes at SFMTA

From: 9163 Transit Operator and other classes indicated in the minimum qualifications

**ORIGINATION DATE:** May 4, 1981

**AMENDED DATE:** 12/21/04; 05/25/16; 06/08/18; 09/26/19; 05/XX/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** SFMTA



**NOTICE OF FINAL CLASSIFICATION ACTION  
TAKEN BY THE DIRECTOR OF TRANSPORTATION**

Date: July 17, 2023

RE: Notice of Proposed Classification Action – Final Notice No. SFMTA 2, FY 2022/2023 (copy attached)

Upon resolution of protests addressed to the Director of Transportation, the classification action contained in the above referenced notice became effective July 13, 2023.

Jeffrey Tumlin  
Director of Transportation

by: William E Miles II  
William Miles II  
Talent Acquisition Senior Manager  
SFMTA Human Resources

cc: All Employee Organizations  
Anna Biasbas, DHR  
DHR-Support Services  
Kimberly Ackerman, SFMTA  
Jeffrey Tumlin, SFMTA  
Erik Rapoport, SFERS  
Kate Howard, DHR  
Carol Isen, DHR  
Sandra Eng, CSC  
SFMTA HR Managers  
SFMTA Division Representatives  
SFMTA Merit Unit Analysts  
Steve Ponder, DHR  
Theresa Kao, Controller/ Budget Division

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
Job Code: 9139**

**DEFINITION**

Under general supervision, the Transit Supervisor, as the first-line supervisor, supervises, directs, reviews, plans and evaluates the work of subordinate personnel engaged in a variety of transit service activities at the San Francisco Municipal Transportation Agency (SFMTA). This is a uniformed job classification.

**DISTINGUISHING FEATURES**

Positions allocated to the Transit Supervisor job code function at the level of a first-line supervisor. Assignments in this broad job code include but are not limited to: transit operator supervision, training and field monitoring, adjustment and control of schedule adherence, schedule preparation and modification, and divisional assignments in dispatching and communications. Positions in this job code are distinguished from the 9140 Transit Manager I in that the latter has responsibility for management functions and 9160 Transportation Operations Specialist in that the latter may provide direction and supervision in other service areas including train control, bus dispatching, central communications, traffic signal operations, public information, parking enforcement, and field operations; develops and administers training programs for Transit Management Center (TMC) and Field Operations staff.

**SUPERVISION EXERCISED**

Most positions in this job code supervise employees in Transit Operator and/or Station Agent job codes.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Supervises the activities of transit personnel; ensures that the department rules, policies and procedures are followed by subordinate personnel.
2. Maintains transit services by coordinating schedule adjustment and operator activities with TMC and other transit supervisors; investigates service problems on assigned lines and at MUNI metro stations; takes corrective actions; and ensures proper coverage at subway stations.
3. Prepares and/or modifies transit service schedules; analyzes traffic and passenger data to identify schedule problems and reports the information to appropriate personnel, and uses computer hardware and software in the performance of duties.
4. Instructs, advises and evaluates subordinate personnel in the field, classroom, or division on the safe, efficient operation of revenue and non-revenue equipment and operating rules, procedures and policies; identifies and recommends retraining needs.
5. Prepares different reports such as schedule adherence reports, accident/incident/violation reports and instructional plans using computer applications; reviews reports to ensure that the information is complete and accurate.



**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
Job Code: 9139**

6. Coordinates and initiates responses by appropriate personnel and transit services; maintains communications among field staff, responds to silent alarms and emergencies; dispatches police, medical units and/or support personnel.
7. Interacts with members of the public and other agency representatives on various matters; listens to customer complaints and takes appropriate courses of action; and directs traffic as needed. Serves as Good-Will-Ambassador for the SFMTA.
8. Uses different computer applications to prepare correspondence, and reports; monitors service and researches information; utilizes specialized computer applications such as Trapeze, DriveCam, NEXTBUS, and TransitSafe, OrbCAD, MAESTRO, Microsoft Office Suite, as well as applicable electronic forms as assigned.
9. Performs related duties and responsibilities as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: transit lines, line management techniques, schedules and equipment necessary to coordinate and maintain safe and effective transit operations; traffic patterns and their impact on transit corridors necessary to effectively reroute and reschedule transit equipment; emergency procedures necessary to quickly and safely assist passengers, the public and transit personnel in emergency situations; and radio communication terminology necessary to expediently and effectively handle emergency situations.

Ability or Skill to: effectively schedule, coordinate, monitor, evaluate and train subordinate personnel; provide leadership and issue orders; effectively interact with the public, peers, transit personnel and representatives of other agencies in a courteous and effective manner using discretion and sound judgment even in difficult and stressful situations; analyze quantitative and qualitative data and draw reasonable inferences as to the relative importance of the information; assess the relative impact of various solutions to a problem; break complex problems into components; communicate verbally in a clear, concise and effective manner with subordinates, peers, superiors and members of the public; provide instruction, information and direction especially in emergency situations to members of the public and transit personnel; prepare reports and memoranda in a clear, understandable, and concise manner; prepare materials for instruction; comprehend written materials; use different computer programs/applications to prepare schedules, input data, dispatch personnel and/or vehicles, monitor transit activities, and prepare payroll; and lift /transport work-related materials and/or operate equipment weighing up to 50 pounds.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
Job Code: 9139**

Experience:

*The following are required to be possessed as of the filing deadline for applications:*

1. Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the SFMTA: 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist or 9163 Transit Operator.

*The following must be possessed as of the date that a position is certified to the eligible list and maintained through the date of appointment. These minimum qualifications ensure that hires will possess necessary standards of delivering safe and quality service.*

1. No accidents where applicant contributed to the cause (i.e., preventable) in the previous thirty-six (36) months; **AND**
2. No preventable non-collision safety incidents in the previous twelve (12) months; **AND**
3. No suspensions in the previous twelve (12) months; **AND**
4. No Performance Appraisals within the previous twelve (12) months with an overall determination of unsatisfactory performance; **AND**
5. Possession of a valid, unrestricted, CA Class C Driver License

*The following will be assessed during the probationary period:*

1. Ability to utilize software applications related to the work of the assigned unit (to be tested at the time of appointment and/or during the probationary period).

Notes

- A preventable non-collision safety incident refers to any event that involves the unsafe operation of a vehicle.
- All candidates who possess the required education and experience by the filing deadline will be invited to compete in the examination process. When positions are certified to the eligible list, reachable candidates who score high enough in the selection process will be reviewed to ensure that they meet all listed minimum qualifications.
- Experience driving school buses, tour buses and small vans is not considered qualifying experience.
- Employees must maintain the licensure and certification requirements for the position during the course of employment.
- Some positions require obtaining and maintaining a Commercial Class B Driver License with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle within six (6) months of appointment and obtaining and maintaining Verification of Transit Training (VTT).

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Transit Supervisor  
Job Code: 9139**

- Some positions may require possession of a valid DMV Medical Examiner's Certificate as a condition of assignment to such position(s).

**SUPPLEMENTAL INFORMATION**

Nature of work: requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work-related materials and equipment weighing up to 50 pounds; pulling poles, may be required to manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.

**PROMOTIVE LINES**

To: Various Classes at SFMTA

From: 9163 Transit Operator and other classes indicated in the minimum qualifications

**ORIGINATION DATE:** May 4, 1981

**AMENDED DATE:** 12/21/04; 05/25/16; 06/08/18; 09/26/19; 07/13/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** SFMTA

# ATTACHMENT D

## Transit Supervisor - SF Municipal Transportation Agency - (9139)

(Default)

- Multiple Locations, San Francisco, CA, United States
- Full-time

### Company Description

San Francisco is a vibrant and dynamic city, on the forefront of economic growth & innovation, urban development, arts & entertainment, as well as social issues & change. This rich tapestry of culture and ideas is sustained by our City's commitment to heighten the quality of life for San Franciscans and residents of the greater Bay Area. Our employees play an important role not only in making our City what it is today, but also in shaping the future of San Francisco.

**Application Opening:** June 21, 2023

**Application Deadline:** July 5, 2023

**Compensation Range:** \$98,878 - \$120,198 Yearly (This compensation range will change effective July 1, 2023.) 9139 Transit Supervisor | City and County of San Francisco (sf.gov)

**Recruitment ID:** CBT-9139-T00076 / REF4724E

### Job Description

Under general supervision, the Transit Supervisor, as the first-line supervisor, supervises, directs, reviews, plans and evaluates the work of subordinate personnel engaged in a variety of transit service activities at the San Francisco Municipal Transportation Agency (SFMTA). This is a uniformed job classification.

#### Essential Functions:

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Supervises the activities of transit personnel; ensures that the department rules, policies and procedures are followed by subordinate personnel.
2. Maintains transit services by coordinating schedule adjustment and operator activities with TMC and other transit supervisors; investigates service problems on assigned lines and at MUNI metro stations; takes corrective actions; and ensures proper coverage at subway stations.
3. Prepares and/or modifies transit service schedules; analyzes traffic and passenger data to identify schedule problems and reports the information to appropriate personnel, and uses computer hardware and software in the performance of duties.
4. Instructs, advises and evaluates subordinate personnel in the field, classroom, or division on the safe, efficient operation of revenue and non-revenue equipment and operating rules, procedures and policies; identifies and recommends retraining needs.

5. Prepares different reports such as schedule adherence reports, accident/incident/violation reports and instructional plans using computer applications; reviews reports to ensure that the information is complete and accurate.
6. Coordinates and initiates responses by appropriate personnel and transit services; maintains communications among field staff, responds to silent alarms and emergencies; dispatches police, medical units and/or support personnel.
7. Interacts with members of the public and other agency representatives on various matters; listens to customer complaints and takes appropriate courses of action; and directs traffic as needed. Serves as Good-Will-Ambassador for the SFMTA.
8. Uses different computer applications to prepare correspondence, and reports; monitors service and researches information; utilizes specialized computer applications such as Trapeze, DriveCam, NEXTBUS, and TransitSafe, OrbCAD, MAESTRO, Microsoft Office Suite, as well as applicable electronic forms as assigned.
9. Performs related duties and responsibilities as assigned.

**Nature of Work:** requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work-related materials and equipment weighing up to 50 pounds; pulling poles, may be required to manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.

## Qualifications

*The following are required to be possessed as of the filing deadline for applications:*

1. Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the San Francisco Municipal Transportation Agency (SFMTA): 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist, or 9163 Transit Operator.

*The following must be possessed as of the date that a position is certified to the eligible list and maintained through the date of appointment. These minimum qualifications ensure that hires will possess necessary standards of delivering safe and quality service.*

1. No accidents where applicant contributed to the cause (i.e., preventable) in the previous thirty-six (36) months; **AND**
2. No preventable non-collision safety incidents in the previous twelve (12) months; **AND**
3. No suspensions in the previous twelve (12) months; **AND**
4. No Performance Appraisals within the previous twelve (12) months with an overall determination of unsatisfactory performance; **AND**
5. Possession of a valid, unrestricted, CA Class C Driver License

*The following will be assessed during the probationary period:*

1. Ability to utilize software applications related to the work of the assigned unit

### **Notes:**

- A preventable non-collision safety incident refers to any event that involves unsafe operation of a vehicle.
- All candidates who possess the required education and experience by the filing deadline will be invited to compete in the examination process. When positions are certified to the eligible list, reachable candidates who score high enough in the selection process will be reviewed to ensure that they meet all listed minimum qualifications.
- Experience driving school buses, tour buses and small vans is not considered qualifying experience.
- Employees must maintain the licensure and certification requirements as a condition of employment.
- Some positions require obtaining and maintaining a valid Commercial Class B Driver License with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle within six (6) months of appointment and obtaining and maintaining Verification of Transit Training (VTT).

- Some positions may require possession of a valid DMV Medical Examiner's Certificate as a condition of assignment to such position(s).

One year of full-time employment is equivalent to 2000 hours. (2000 hours of qualifying work experience is based on a 40-hour work week.) Any overtime hours that you work above forty (40) hours per week are not included in the calculation to determine full-time employment.

*Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.*

**Verification:** Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. More information can be found at: <https://sfdhr.org/information-about-hiring-process#verification>.

Prior to final selections being made, candidates in consideration for hire will have their employment records as well as state and internal driving records reviewed to ensure possession of the above minimum qualifications. Candidates who were not SFMTA employees for part of or all of the time periods being reviewed will be required to provide additional documentation verifying possession of the minimum qualifications.

**Note:** Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Resumes will not be accepted in lieu of a completed City and County of San Francisco application.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

**SELECTION PROCEDURE:** ([General Exam Process Information](#)) After application submission, candidates deemed qualified must complete all subsequent steps to advance in this selection process, which includes the following:

**Minimum Qualification Supplemental Questionnaire (Weight: Qualifying):** Candidates will be required to complete a MQSQ as part of the employment application. This MQSQ is designed to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications (MQ) for this position. The MQSQ will be used to evaluate if the applicant possesses the required minimum qualifications.

**Trades Supervisory Examination (TSE) (Weight: 50%):** Candidates will be administered a written multiple-choice examination that includes test items that relate to various supervisory practices and procedures (e.g., directing subordinates, delegating tasks to subordinates, providing customer service, demonstrating appropriate supervisory/leadership behavior, addressing and/or evaluating subordinate issues, behavior and performance, etc.) as well as reading comprehension items. This is a standardized examination, and therefore, test questions and test answers are not available for public inspection or review.

For your reference, a Multiple-Choice Test Preparation Manual is available on the DHR website: <http://www.sfdhr.org/modules/showdocument.aspx?documentid=18426>

The examination is administered via computer or in paper format. Qualified candidates will be notified of the particular format to be used in their test appointment notification. The score you achieve on this examination shall be valid and 'banked' for three years, starting from the date of the examination. This means that, during this three-year time period, you will not be required to take this test again should you apply and be found eligible for a future announcement for which this particular test is used. Please note this test is used for other supervisory classes therefore your test score may be applied to one or more of these classes if you choose to apply to future recruitments. If the test for this future announcement is held within one year of the date of this examination, your score will be automatically applied to that announcement. However, after one year, you have the option to either (a) apply your test score to the other announcement or (b) re-take the test. Re-testing is permitted no sooner than one year from the date of the examination and only in association with your eligibility for another announcement for which this test is used. Please note that, should you re-test, your re-test score would become your official score since it is the most recent. Only those applicants who pass the Trades Supervisory Exam will receive a score on the Written Multiple-Choice Examination.

**Written Multiple-Choice Examination (Weight: 50%):** Candidates will be tested to determine their relative knowledge, skill and ability levels in job-related areas which may include but not be limited to: knowledge of transit lines, schedules and equipment; knowledge of traffic patterns and their impact on transit corridors; interpersonal ability; analytical ability; and knowledge of emergency procedures.

This is a standardized examination and, therefore, test questions and test answers are not available for public inspection or review. A passing score will be established for each examination. Candidates must pass all examinations in order to be placed on the eligible list.

## Additional information

**Eligible List/Score Report:** A confidential eligible list/score report of applicant names that have passed the civil service examination process will be created and used for certification purposes only. An examination score report will be established, so applicants can view the ranks, final scores and number of eligible candidates. Applicant information, including names of applicants on the eligible list/score report, shall not be made public unless required by law. However, an eligible list/score report shall be made available for public inspection, upon request, once the eligible list/score report is exhausted or expired and referrals resolved. The eligible list/score report resulting from this civil service examination process is subject to change after adoption (e.g., as a result of appeals), as directed by the Director of Transportation or the Civil Service Commission.

The duration of the eligible list/score report resulting from this examination process will be 24 months and may be extended with the approval of the Director of Transportation.

### Certification Rule

The certification rule for this selection process will be **Rule of Three Scores**.

**Terms of Announcement:** Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at <https://careers.sf.gov>.] The terms of this announcement may be appealed under Civil Service Rule 410.4. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

**Medical Examination/Drug Testing:** Candidates who are being considered for appointment may be required to pass a medical examination. The San Francisco Municipal Transportation Agency (SFMTA) has determined that Class 9139 Transit Supervisor is a "safety-sensitive" position, under regulations issued by the Federal Transit Administration (49 CFR Part 655). All applicants for Safety-Sensitive positions shall undergo urine drug testing prior to employment and within 90 days prior to performing Safety-Sensitive functions for the first time. For more information, click here: <https://www.sfmta.com/about-us/sfmta-career-center/how-join-our-team#Background>.

[Additional Information Regarding Employment with the City and County of San Francisco: Information About The Hiring Process / Conviction History / Employee Benefits Overview / Equal Employment Opportunity / Disaster Service Worker / ADA Accommodation / Veterans Preference / Seniority Credit in Promotional Exams / Right to Work / Copies of Application Documents / Diversity Statement](#)

**How To Apply:** Applications for City and County of San Francisco jobs are only accepted through an online process.

- Visit <https://careers.sf.gov/>
- Type "9139" into the "Search by class or keyword" field
- Click the link to open the job ad
- Select the "Apply Now" button and follow instructions on the screen

Applicants may be contacted by email about this recruitment and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org,

@sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org, @famsf.org, @ccsf.edu, @smartaalerts.info, and @smartrecruiters.com).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. **Failure to receive this email means that the online application was not submitted or received.**

**Exam Analyst Information:** If you have any questions regarding the Exam Process, please contact the exam analyst, [suzanne.wong@sfmta.com](mailto:suzanne.wong@sfmta.com). *Please note: all your information will be kept confidential according to EEO guidelines.* SW | CBT-9139-T00076 | CPE

**CONDITION OF EMPLOYMENT:** All City and County of San Francisco employees are required to be fully vaccinated against COVID-19 as a condition of employment. Someone is fully vaccinated when 14 days have passed since they received the final dose of a two-shot vaccine or a dose of a one-shot vaccine. Any new hire must present proof of full vaccination status to be appointed. Any new hire who will be routinely assigned or occasionally enter High-Risk Settings, must provide proof of having received a COVID-19 booster vaccine by March 1, 2022, or once eligible.

The City and County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.



# ATTACHMENT E



**SF** | Careers

[SF.GOV](#)

[SF](#) | [DHR](#)

# 9122-Transit Information Clerk

[SF](#) | [Careers](#) > 9122-Transit Information Clerk

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## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

---

Compensation set id:

## Transit Information Clerk

Job classification

REM-024

<b>Class</b>	<a href="#">9122</a>
<b>Title</b>	Transit Information Clerk
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	SEIU Local 1021
<b>Effective date</b>	December 13, 2013

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$36.6500	\$38.4625	\$40.4000	\$42.4250	\$44.5375
<b>Rate /biweekly:</b>	\$2,932.00	\$3,077.00	\$3,232.00	\$3,394.00	\$3,563.00
<b>Rate /year:</b>	\$76,232	\$80,002	\$84,032	\$88,244	\$92,638

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: TRANSIT INFORMATION CLERK CODE: 9122

### INTRODUCTION

Under supervision, answers inquiries from the general public regarding the Regional Transit Connection discount card program, transit service, and other related matters; explains rules, procedures and management policy; reviews and processes applications for the RTC program; and performs related duties as required.

### DISTINGUISHING FEATURES

This is the working or journeyman level in the Transit Information Clerk series. Incumbents give transit information and explain policy, regulations and procedures relating to transit operations and service. There is continual telephone and in person contact with the general public or representatives of outside groups for the purpose of furnishing such information. Nature of work requires availability for assignment on any shift.

## SUPERVISION EXERCISED

None.

## MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Directs and assists transit customers with transit information including, but not limited to, local and regional travel options for people with disabilities, programs offered to disabled customers, discount fare policies, regulations, and related policy.
2. Disseminates information to the public and public agencies about the Regional Transit Connection discount card program and RTC Clipper Card for persons with disabilities for use in Bay Area travel.
3. Receives complaints, commendations, and inquiries regarding RTC cards via telephone, in writing, and in person. Reviews records for lost, stolen, replacement and renewal cards, Interfaces with RTC Central Processor's office to resolve card problems or issues, Routes issues to appropriate personnel for action.
4. Explains fare structure and assists RTC card holders on Clipper Card functions and use, including information regarding loading products onto RTC card, setting automated features, transferring value from one card to another, checking card value from a card reader, and using the card on Bay Area transit.
5. Reviews and determines eligibility and processes applications for the RTC program. Enters customer information into regional database. Verifies customer identity. Takes ID photographs. Collects fee payments.

## IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: transit regulations and policies; rules, regulations and policy of the SFMTA, RTC and clipper including how to access information from appropriate databases such as the Regional Transit Database in order to retrieve and relay information.

Skill in:

**REM-026**

Ability to: serve transit customers and the public courteously, effectively and tactfully; speak in a clear, concise, organized, and understandable manner; follow oral and written instructions from managers and supervisors.

#### MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

Two (2) years of verifiable full time experience within the last five years as a telephone switchboard operator, sales clerk, information clerk, receptionist, or similar position involving continuous contact with the general public.

Substitution:

#### LICENSE AND CERTIFICATION

#### SUPPLEMENTAL INFORMATION

#### PROMOTIVE LINES

To: 9124 Senior Transit Information Clerk

From: Entrance

ORIGINATION DATE:

AMENDED DATE: 12/13/2013

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): SFMTA

## Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100–3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
<b>Jul 01, 2023 (X)</b>	\$36.6500	\$38.4625	\$40.4000	\$42.4250	\$44.5375
<b>Jul 01, 2022 (W)</b>	\$35.7500	\$37.5250	\$39.4125	\$41.3875	\$43.4500
<b>Jan 08, 2022 (V)</b>	\$33.9625	\$35.6500	\$37.4500	\$39.3250	\$41.2875
<b>Jul 01, 2021 (U)</b>	\$33.7875	\$35.4750	\$37.2625	\$39.1250	\$41.0875
<b>Dec 26, 2020 (T)</b>	\$32.6375	\$34.2750	\$36.0000	\$37.8000	\$39.6875

### Applicant resources

[Info center](#)

[Common issues](#)

[Request an accommodation](#)

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# 9124-Sr Transit Information Clerk

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## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

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Compensation set id:



## Sr Transit Information Clerk

## Job classification

REM-030

<b>Class</b>	<b><u>9124</u></b>
<b>Title</b>	Sr Transit Information Clerk
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	SEIU Local 1021
<b>Effective date</b>	May 07, 2014

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$38.2750	\$40.2125	\$42.2125	\$44.2875	\$46.5500
<b>Rate /biweekly:</b>	\$3,062.00	\$3,217.00	\$3,377.00	\$3,543.00	\$3,724.00
<b>Rate /year:</b>	\$79,612	\$83,642	\$87,802	\$92,118	\$96,824

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Senior Transit Information Clerk

Job Code: 9124

### INTRODUCTION

The Senior Transit Information Clerk is a supervisory position located in the Muni Customer Service Office and/or the Accessible Service Office of SFMTA. Under general supervision the Senior Transit Information Clerk is responsible for responding to inquiries from the general public regarding issues related to transit information and service (including the Regional Transit Connection (RTC) discount card program for disabled passengers), supervising subordinate personnel and representing the department at professional/public meetings.

### DISTINGUISHING FEATURES

Job Code 9124 Senior Transit Information Clerk is distinguished from the Job Code 9122 Transit Information Clerk in that the latter performs

**REM-031**



non-supervisory duties.

#### SUPERVISION EXERCISED

Supervises 9122 Transit Information Clerks and other clerical positions.

#### MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Responds to and investigates complaints, commendations and inquiries regarding SFMTA service. Tracks complaints and commendations to completion.
2. Provides information regarding services provided by SFMTA.
3. Prepares written memos, reports, evaluations, recommendations, office procedures, activities, data collection and personnel.
4. Supervises the work of subordinate personnel.
5. Maintains office records.
6. Maintains inventory of informational brochures and pamphlets.
7. Maintains the departmental report system.
8. Represents SFMTA at professional/public meetings.
9. Administers neutral hearing process for ADA complaints.
10. Provides service and information about program policies and responds to inquiries about the RTC program from the public; conducts outreach to community agencies or centers regarding issues related to the dissemination of RTC discount cards.
11. Processes and issues ID cards for seniors and disabled persons.
12. Performs other related duties as required.

#### IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: public transit (regional systems) including routes, connections, street names, transportation for special events, and

accessible services for senior and disabled person; and the application of mathematical functions and calculations related to transit fares, services and the maintenance of statistical records.

Ability to: read maps, schedules, timetables, transit symbols, graphs, tallies and other technical materials; direct subordinates performance, maximize use of resources, time and personnel; structure and nourish a professional working environment, instruct and train subordinates, delegate assignments, oversee multiple projects, inspire and encourage subordinates to maximum performance; interact with people, demonstrate concern and sensitivity to personal differences and feelings, establish rapport, exercise tact and persuasion, maintain a professional manner and demeanor, follow through on promised actions, effectively deal with pressure and not let it negatively impact performance; speak in precise and understandable manner to groups and individuals, communicate in a firm, knowledgeable, and courteous manner, listen with understanding and comprehension, use appropriate terminology; write clearly and effectively; demonstrating a working knowledge of grammar, punctuation, and spelling rules; documenting all relevant information related to job activities; and maintain appropriate and accurate record of unit activities; conduct word processing and prepare spreadsheets and data base files.

#### MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

Two (2) years of fulltime verifiable experience as a transit information clerk, or two (2) years of experience in a transit agency providing information to the general public and/or handling passenger complaints.

LICENSE AND CERTIFICATION

SUPPLEMENTAL INFORMATION

**REM-033**

## PROMOTIVE LINES

To: No normal lines of promotion

From: 9122 Transit Information Clerk

ORIGINATION DATE:

AMENDED DATE: 4/27/2001, 5/7/2014

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): SFMTA

## Standard information

### Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## Historic and future compensation

<b>Effective (Sched)</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Jul 01, 2023 (X)</b>	\$38.2750	\$40.2125	\$42.2125	\$44.2875	\$46.5500
<b>Jul 01, 2022 (W)</b>	\$37.3375	\$39.2375	\$41.1875	\$43.2125	\$45.4125
<b>Jan 08, 2022 (V)</b>	\$35.4750	\$37.2750	\$39.1375	\$41.0625	\$43.1500
<b>Jul 01, 2021 (U)</b>	\$35.3000	\$37.0875	\$38.9375	\$40.8625	\$42.9375
<b>Dec 26, 2020 (T)</b>	\$34.1000	\$35.8250	\$37.6125	\$39.4750	\$41.4750

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# 9126-Transit Traffic Checker

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---

## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

---

Compensation set id:



## Transit Traffic Checker

## Job classification

<b>Class</b>	<a href="#"><u>9126</u></a>
<b>Title</b>	Transit Traffic Checker
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	SEIU Local 1021
<b>Effective date</b>	August 17, 2012

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$37.3625	\$39.1875	\$41.1625	\$43.2125	\$45.4000
<b>Rate /biweekly:</b>	\$2,989.00	\$3,135.00	\$3,293.00	\$3,457.00	\$3,632.00
<b>Rate /year:</b>	\$77,714	\$81,510	\$85,618	\$89,882	\$94,432

---

## Job description

CITY AND COUNTY OF SAN FRANCISCO

MUNICIPAL TRANSPORTATION AGENCY

JOB CODE TITLE: TRANSIT TRAFFIC CHECKER JOB CODE: 9126

BUSINESS UNIT: SFMTA

DEFINITION:

Under general supervision, performs a variety of' passenger, vehicle and pedestrian checks and surveys; computes and summarizes findings; follows established methods and procedures in making a variety of transit and related traffic checks; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the entry-level class in the series. This job code is distinguished from job code 9128 Senior Transit Traffic Checker in that the latter supervises, assigns, and reviews the work of transit traffic checkers.

SUPERVISION EXERCISED:

**REM-037**

None.

#### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to 9126 Transit Traffic Checker and are not intended to be an inclusive list.

1. Performs passenger checks, running time and terminal checks.
2. Boards vehicles to determine running time between terminals, exact time at each stop and ratio of standing to moving time, exact time at all time points, speed of vehicle, and number of passengers.
3. Assists schedule makers to investigate complaints from patrons; distributes notices to the public covering changes of service or new types of service.
4. Tabulates figures from traffic checks.
5. Responds to inquiries from general public.
6. Performs related duties as assigned.

#### JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: types of equipment available to transit systems.

Ability to: complete simple arithmetical computations accurately; write figures legibly, sometimes in small spaces; input and transmit data accurately using a hand-held computer; communicate information in a manner that is clear, concise and effective; establish and maintain courteous and effective communications with others.

Skill to: read maps and to locate destinations.

#### EXPERIENCE AND TRAINING GUIDELINES:

Two years of verifiable experience in a clerical position with major duties in computing mathematical data; OR

One year of verifiable experience in the transportation field in driving or information services.

LICENSE/CERTIFICATE: Requires possession of a valid driver license.

## SPECIAL REQUIREMENTS:

Incumbents are required to work outside in inclement weather; work rotating shifts; nights and weekends including holidays; work alone during early morning and late night at various locations throughout the City; and stand, sit or ride on public transit for extended periods of time. Incumbents will be required to use a hand-held computer. Schedules are changed on a daily basis. Days off are subject to change. A tour of duty is eight hours of work completed within a maximum of thirteen consecutive hours in a twenty-four hour period.

Effective Date:

Amended: 6/23/00

Reason for amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this Job Code.

Reviewed/amended date: 6/4/02

Reason for amendment: To reflect the accurate agency name and business unit.

## Standard information

### Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

### Historic and future compensation

<b>Effective (Sched)</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Jul 01, 2023 (X)</b>	\$37.3625	\$39.1875	\$41.1625	\$43.2125	\$45.4000
<b>Jul 01, 2022 (W)</b>	\$36.4500	\$38.2375	\$40.1625	\$42.1625	\$44.2875
<b>Jan 08, 2022 (V)</b>	\$34.3000	\$35.9875	\$37.8000	\$39.6875	\$41.6875
<b>Jul 01, 2021 (U)</b>	\$34.1250	\$35.8125	\$37.6125	\$39.4875	\$41.4750



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# 9128-Senior Transit Traffic Checker

[SF | Careers](#) > 9128-Senior Transit Traffic Checker

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## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

---

Compensation set id:

# Senior Transit Traffic Checker

## Job classification

<b>Class</b>	<a href="#">9128</a>
<b>Title</b>	Senior Transit Traffic Checker
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	SEIU Local 1021
<b>Effective date</b>	August 17, 2012

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$40.1875	\$42.2000	\$44.3000	\$46.5500	\$48.8625
<b>Rate /biweekly:</b>	\$3,215.00	\$3,376.00	\$3,544.00	\$3,724.00	\$3,909.00
<b>Rate /year:</b>	\$83,590	\$87,776	\$92,144	\$96,824	\$101,634

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

MUNICIPAL TRANSPORTATION AGENCY

JOB CODE TITLE: SENIOR TRANSIT TRAFFIC CHECKER JOB CODE: 9128

BUSINESS UNIT: SFMTA

DEFINITION:

Under general supervision, the Senior Transit Traffic Checker exercises supervision over a small group of transit traffic checkers; instructs and trains new employees; and performs other related duties as required.

DISTINGUISHING FEATURES:

This is an advanced-journey level class in the Transit Traffic Checker series responsible for supervising the Transit Traffic Checkers and conducting a variety of transit checks for compliance purposes. This

class is distinguished from the job code 9126 Transit Traffic Checker in that the latter is the entry-level class in the series.

**SUPERVISION EXERCISED:**

Will supervise a group of transit traffic checkers.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to 9128 Senior Transit Traffic Checker and are not intended to be an inclusive list.

1. Supervises transit traffic checkers; reviews work for accuracy and completeness; instructs and trains new employees.
2. Takes passenger checks, running time and terminal checks to provide the Federal Transportation Authority with ridership statistics, and to comply with Prop E.
3. Assists schedule makers to investigate complaints from patrons.
4. Responds to inquiries from the general public.
5. Computes and summarizes traffic check survey figures, compiles data for reports and surveys.
6. Performs related duties as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

Knowledge of: types of transit equipment used by the municipal railway, routes, operating times, volumes of passengers and schedule.

Ability to: supervise and train employees; complete simple arithmetical computations accurately; input, download programs, and transmit data accurately using a hand-held computer; deal courteously and effectively with the general public; communicate information in a manner that is clear, concise and effective; prepare memos, reports and summaries in a clear and concise manner.

Skill to: read maps and locate destinations.

**EXPERIENCE AND TRAINING GUIDELINES**

1. Two (2) years of verifiable experience performing duties equivalent to that of a class 9126 transit traffic checker with the City and County of San Francisco

LICENSE/CERTIFICATE: Possession of a valid driver license.

SPECIAL REQUIREMENTS:

Incumbents are required to work outside in inclement weather; work rotating shifts; nights, and weekends including holidays; work alone during early morning and late night at various locations throughout the City; and stand or sit/ride on public transit for extended periods of time. Incumbents will be required to use a hand-held computer. Schedules are changed on a daily basis. Days off are subject to change. A tour of duty is eight hours of work completed within a maximum of thirteen consecutive hours in a twenty-four hour period.

Effective Date:

Amended: 6/23/00

Reason for amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this Job Code.

Reviewed/amended date: 6/4/02

Reason for amendment: To reflect the accurate agency name and business unit.

## **Standard information**

### **Disaster service work**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## **Historic and future compensation**

REM-044

<b>Effective (Sched)</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Jul 01, 2023 (X)</b>	\$40.1875	\$42.2000	\$44.3000	\$46.5500	\$48.8625
<b>Jul 01, 2022 (W)</b>	\$39.2125	\$41.1750	\$43.2250	\$45.4125	\$47.6750
<b>Jan 08, 2022 (V)</b>	\$36.9000	\$38.7500	\$40.6875	\$42.7375	\$44.8750
<b>Jul 01, 2021 (U)</b>	\$36.7125	\$38.5625	\$40.4875	\$42.5250	\$44.6500
<b>Dec 26, 2020 (T)</b>	\$35.4625	\$37.2500	\$39.1125	\$41.0750	\$43.1375

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# 9131-Station Agent, Muni Railway

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## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

- Search within title  Search within job descriptions

Search

---

Compensation set id:

# Station Agent, Muni Railway

## Job classification

<b>Class</b>	<b>9131</b>
<b>Title</b>	Station Agent, Muni Railway
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	SEIU Local 1021
<b>Effective date</b>	August 17, 2012

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$44.4875	\$46.7250	\$49.0500	\$51.5250	\$54.0875
<b>Rate /biweekly:</b>	\$3,559.00	\$3,738.00	\$3,924.00	\$4,122.00	\$4,327.00
<b>Rate /year:</b>	\$92,534	\$97,188	\$102,024	\$107,172	\$112,502

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Job Title: Station Agent

Job Code: 9131

### INTRODUCTION

Under general supervision a Station Agent works in a booth at a Municipal Railway Metro station (may be alone in station). Essential functions include: providing public with information; responding to patron complaints and requests for assistance; responding appropriately in emergency situations; opening, closing and securing assigned station; using, monitoring and performing routine checks on equipment and supplies utilized; maintaining order and monitoring communication, surveillance, and display devices as well as fare collection equipment and conveyance equipment (escalator and



elevator) at assigned station; completing forms and preparing reports. Performs other related duties as required.

#### DISTINGUISHING FEATURES

Positions in this class serve in a station setting of the Muni-Metro system. Incumbents will be required to work weekends, different shifts, and holidays. Incumbents will be required to work alone in stations during early morning and late night hours; stoop, bend, kneel, reach, lift, and climb to perform a variety of duties; open and close stations by lifting and pulling gate assemblies weighing 25-50 pounds. Incumbents are required to wear uniforms.

#### MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

1. Provides public with information concerning MUNI fares, routes, schedules, and other connecting transit services, by speaking to patrons at the station and via a public address system, so that the flow of patrons will be smooth; includes assisting elderly and disabled persons.
2. Maintains order at assigned station, by monitoring patron activities and by taking appropriate action when fare evasion or other illegal activities are observed in order to maintain the safety of the public.
3. Responds to patrons complaints and requests for assistance by explaining and demonstrating the proper use of station fare equipment as well as explaining rules, procedures, policies.
4. Performs routine checks on escalators and elevators and fare collection equipment to ensure smooth operation. This includes performing troubleshooting of the fare collection equipment.
5. Uses monitoring equipment including display devices, communication equipment, fare collection equipment, and conveyance equipment by watching display monitors making visual checks to ensure proper service
6. Responds appropriately in emergency situations by contacting Central Control, and then initiating appropriate response such as crowd control and/or station evacuation; activates/ensures proper operation

of the fan control system (may be required to enter track-way/catwalk); performs minor fire suppression. In addition, requests appropriate professional and/or medical assistance for sick, injured or violent persons, so that corrective action can be taken to ensure the safety of the public; and MUNI employees and assets.

7. Completes forms and reports as required, in order to maintain records and information; includes accident reports for claims department, reports for supplies and maintenance, and unusual occurrence reports. This includes lifting boxes of transit timetables, transfers, brochures, and other printed matter.

8. Opens and closes assigned station by manipulation of gate assemblies and the preparation of station equipment for revenue service. This includes the turning on and off of conveyance and surveillance equipment; preparing revenue collection equipment, and performing safety checks of the station.

#### IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Ability to: communicate orally to provide information to the public in a clear and effective manner; deal tactfully and effectively with a wide range of situations and with different types of individuals including people who may be upset, irate, or frightened; function effectively under stress; maintain professional manner/demeanor in a wide variety of situations and perform the duties of the position independent of immediate supervisor, including interacting with departmental employees and supervisors; read maps effectively, so that information about transit routes to important buildings, landmarks, and areas of town can be provided to patrons; perform different manual activities such as opening and closing station gate assemblies (weighing 25 to 50 pounds), lifting boxes of materials; communicate in writing to prepare standard forms, logs, and written reports.

Some positions may require the use of a computer.

#### MINIMUM QUALIFICATIONS

Two (2) years of verifiable work experience in a job requiring extensive public contact with a major portion of the duties dealing with complaints and inquiries.

Some positions may require computer knowledge.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

None indicated

ORIGINATION DATE: 12/4/78

AMENDED DATE: 1/15/10

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): SFMTA

## Standard information

### Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

### Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
<b>Jul 01, 2023 (X)</b>	\$44.4875	\$46.7250	\$49.0500	\$51.5250	\$54.0875
<b>Jul 01, 2022 (W)</b>	\$43.4000	\$45.5875	\$47.8500	\$50.2625	\$52.7625
<b>Jan 08, 2022 (V)</b>	\$40.8500	\$42.9000	\$45.0375	\$47.3000	\$49.6625
<b>Jul 01, 2021 (U)</b>	\$40.6500	\$42.6875	\$44.8125	\$47.0625	\$49.4125
<b>Dec 26, 2020 (T)</b>	\$39.2750	\$41.2375	\$43.2875	\$45.4625	\$47.7375

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# 8121-Transit Fare Insp. Sup/Invst.

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## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

---

Compensation set id:

## Transit Fare Insp. Sup/Invst.

## Job classification

<b>Class</b>	<b><u>8121</u></b>
<b>Title</b>	Transit Fare Insp. Sup/Invst.
<b>Overtime eligibility</b>	Exempt (Z) - No Paid Overtime
<b>Labor agreement</b>	TWU Local 200
<b>Effective date</b>	October 09, 2014

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$46.8625	\$49.2250	\$51.6625	\$54.2625	\$56.9875
<b>Rate /biweekly:</b>	\$3,749.00	\$3,938.00	\$4,133.00	\$4,341.00	\$4,559.00
<b>Rate /year:</b>	\$97,474	\$102,388	\$107,458	\$112,866	\$118,534

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Job Title: Transit Fare Inspector Supervisor/Investigator

Job Code: 8121

### INTRODUCTION

Under general direction, supervises transit fare enforcement, inspections, citations and related activities under the San Francisco Municipal Transportation Agency (SFMTA) Proof of Payment (POP) Unit. Essential functions of this class include but are not limited to: investigating alleged violations of fare policy rules & regulations, civil and administrative codes, and other provisions under the jurisdiction of SFMTA; studying the efficiency of the POP Unit through field audits, meetings, surveys and other fact gathering techniques; analyzing fare inspection data and reviewing trends; planning the activities of Transit Fare Inspectors assigned to the enforcement of SFMTA fare policies; communicating orally with members of the public, agency personnel and with representatives from other departments; supervising Transit Fare Inspectors in the field; utilizing computer programs and software

for drafting reports for management related to the performance of the POP Unit as well as making recommendations on disciplinary actions of POP employees to Human Resources; and acting as a liaison with other divisions to resolve issues. Performs other related duties as required.

Special Requirements: The work of job code 8121 requires standing and walking for long periods of time on moving vehicles, uneven terrain and unstable surfaces; running short distances; climbing stairs; lifting and bending; wearing attire as specified by SFMTA; working in inclement weather; face-to-face contact and communication with the public who are sometimes hostile and use rude language. Employees may be required to work varying hours and/or shifts, including weekends, evenings and holidays. Requires use of computer software applications such as Microsoft Word, Excel, PowerPoint, and Outlook.

#### DISTINGUISHING FEATURES

Incumbents are distinguished from class 9132 Transit Fare Inspector by their higher level of responsibilities and decision-making. Positions in this job code are responsible for performing investigative work both independently and as a member of an investigative or security unit for SFMTA, and/or supervising the enforcement of SFMTA rules and fare policies. Positions in this job code are under the supervision of the Director of SFMTA Security and/or the Proof of Payment Program Manager

#### SUPERVISION EXERCISED

Positions in this job code may supervise Transit Fare Inspectors and other security personnel.

#### MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to the Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Investigates alleged violations of fare policy rules and regulations, civil and administrative codes, and other provisions under the jurisdiction of the SFMTA, to aid in successful enforcement of these rules and regulations.

2. Studies Proof of Payment (POP) efficiency through field audits, meetings, surveys and other fact-gathering techniques in order to safeguard and ensure that the POP Unit functions effectively. Ensures that SFMTA revenue is not being lost due to negligence.
3. Analyzes fare inspection data and reviews trends using spreadsheets and other computer programs in order to make recommendations to management. Enters data into spreadsheets and other applications, as well as retrieving the data when necessary. This data includes information on rates of enforcement/evasions, achievement of department goals, etc.
4. Plans the activities of Transit Fare Inspectors assigned to the enforcement of SFMTA fare policies in order to ensure compliance with fare policies and procedures and to maintain integrity of the POP Unit. Keeps records on personnel performance, attendance as well as conducts training.
5. Communicates orally with members of the public, agency personnel and with representatives from other departments. Resolves fare disputes with patrons, explaining SFMTA fare policies and providing other information requested by patrons. Successfully resolves issues with POP staff, resolves problems related to fare issues with patrons; testifies in court and presents information at Skelly hearings.
6. Supervises Transit Fare Inspectors in the field. Participates in POP activities which include writing tickets, appearing in court and enforcing SFMTA policies to ensure the POP Unit is operating efficiently and revenue is not being lost.
7. Drafts reports for management related to the performance of the POP Unit as well as makes recommendations on disciplinary actions of POP employees to Human Resources. Sends correspondence to the union and writes memos on recommendations for possible policy changes. Drafts operation plans on special events.
8. Assigns schedules for Transit Fare Inspectors to ensure the shifts are staffed appropriately, as well as assigns overtime to fill voids in shifts. Ensures that employees are paid appropriately by entering payroll data and tracking hours worked.
9. Acts as a liaison with other divisions to resolve issues that may require coordination and communication. This includes working with



the SFPD, the Department of Parking and Traffic, the Courts, etc. to resolve issues.

#### IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Ability to: analyze information and determine the facts involved or the sequence of events in order to uncover information or to substantiate or negate allegations; investigate claims made by the public about 9132 Transit Fare Inspectors violating rules, harassment claims by employees and other potential administrative violations made by employees; question individuals; compile a thorough body of information to present at Skelly hearings and other administrative hearings; systematically set about a course of thought or action to achieve a specific goal regarding POP activities; organize the varied elements of an assignment or situation into a logical sequence, based on a planned, organized course of thought or action; develop operation plans in order to achieve objectives or goals; supervise the work of subordinates as assigned; act calmly, effectively, and quickly in emergency situations; motivate employees and be fair and decisive when dealing with subordinates; speak clearly, concisely, and in an easily understandable manner, for the purpose of obtaining or exchanging information; use appropriate language and terminology when needed including technical terms; articulate SFMTA policies and regulations to individuals and adapt one's speaking behavior to make persons feel at ease; learn to communicate by two-way radio and/or other communications and electronic equipment; listen with comprehension; generate memos, reports studies, letters, or other documents relating to a specific assignment; use appropriate grammar, spelling, and punctuation; write clearly and concisely; use appropriate terminology when referring to technical matters; preparing spreadsheets and various documents utilizing Microsoft Word, Excel, PowerPoint, Outlook etc.; possess a valid driver license; operate a vehicle with in the laws and regulations defined in the California Vehicle Code.

Skill to: identify a problem or issue by looking at seemingly unrelated incidents, and bring to a conclusion specific situations in compliance with stated guidelines or agency directives in a timely, just and unbiased manner; make decisions based on fare inspection data reports, spreadsheets and other adhoc reporting; assess the relative impact of various solutions to a problem; use independent judgment on routine matters; and interact courteously and effectively with a variety

of people for the purpose of gathering and/or assimilating information; respond to verbal cues when interacting with others; interact courteously and effectively with SFMTA employees, co-workers, other City & County employees, the general public, and representatives from other agencies.

#### TRAINING AND EXPERIENCE

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.

1. Three years of full-time verifiable experience in the enforcement of transit fare collection and/or municipal laws/ordinances in the public sector, involving extensive public contact at a level equivalent to class 9132 Transit Fare Inspector at the San Francisco Municipal Transportation Agency (SFMTA); and
2. Possession of a High School Diploma, GED or California High School Proficiency Certificate; and
3. Possession of a valid driver license; and
4. Basic proficiency in computer applications, e.g. Microsoft Word and Excel.

#### LICENSE AND CERTIFICATION

Possession of a valid driver license.

PROMOTIVE LINES: FROM 9132 TRANSIT FARE INSPECTOR

ORIGINATION DATE: 2/9/87

AMENDED DATE: 1/11/13; 10/09/14

REASON FOR AMENDMENT To accurately reflect the minimum qualifications defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): SFMTA

**REM-057**

# Standard information

## Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
<b>Jul 01, 2023 (X)</b>	\$46.8625	\$49.2250	\$51.6625	\$54.2625	\$56.9875
<b>Jul 01, 2022 (W)</b>	\$45.7250	\$48.0250	\$50.4000	\$52.9375	\$55.6000
<b>Jan 08, 2022 (V)</b>	\$43.4500	\$45.6250	\$47.8875	\$50.3000	\$52.8250
<b>Jul 01, 2021 (U)</b>	\$43.2375	\$45.4000	\$47.6500	\$50.0500	\$52.5625
<b>Dec 26, 2020 (T)</b>	\$41.7750	\$43.8625	\$46.0375	\$48.3500	\$50.7750

### Applicant resources

[Info center](#)

[Common issues](#)

[Request an accommodation](#)

[Career pathways](#)

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### Human Resources

[DHR Homepage](#)

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# 9136-Transit Training Specialist

[SF | Careers](#) > 9136-Transit Training Specialist

## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

- Search within title
- Search within job descriptions

Search

## Transit Training Specialist

### Job classification

<b>Class</b>	<a href="#">9136</a>
<b>Title</b>	Transit Training Specialist
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt

REM-060

**Labor agreement**

[TWU, Local 200](#)

**Effective date**

February 04, 2022

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$50.3125	\$52.8125	\$55.4625	\$58.2500	\$61.1500
<b>Rate /biweekly:</b>	\$4,025.00	\$4,225.00	\$4,437.00	\$4,660.00	\$4,892.00
<b>Rate /year:</b>	\$104,650	\$109,850	\$115,362	\$121,160	\$127,192

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Transit Training Specialist

Job Code: 9136

### DEFINITION

Under general supervision, the Transit Training Specialist conducts classroom and hands-on road training to new and existing Transit Operators on the safe and efficient operation of revenue vehicles.

### DISTINGUISHING FEATURES

Positions allocated to the Transit Training Specialist function at the level of a first-line supervisor. Positions in this job code are distinguished from the 9140 Transit Manager I in that the latter has responsibility for management functions.

### SUPERVISION EXERCISED

Most positions in this job code supervise Transit Operator trainees, Transit Operators and other personnel during the training period.

### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

**REM-061**

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Conducts classroom and hands-on road training/instruction on revenue vehicles including assessing training needs, consulting with departments on specialized training, reviewing industry standards, designing and developing orientation programs, recommending training plans and instructional methodologies, selecting appropriate aids and recommending changes to training evaluation standards and procedures.
2. Supervises, monitors and instructs trainees' use of tools and equipment in real and simulated environments in compliance with all appropriate rules and procedures.
3. Plans, develops and prepares classroom and hands-on training instruction for new Transit Operator trainees, experienced Operators and other San Francisco Municipal Transportation Agency (SFMTA) staff in the safe and efficient operation of transit vehicles. The training content includes new Operator training, in-service training, operation of SFMTA public transit vehicles, operating rules and regulations, collision prevention, customer relations, and other public transit-related activities.
4. Prepares trainee/operator evaluation reports and other correspondence in compliance with applicable agency requirements and regulatory guidelines utilizing computer software applications, databases and specialized software applications.
5. Investigates, analyzes and makes determinations on incidents, collisions etc. and implements corrective action plans.
6. Writes and/or revises training lesson plans based on oversight guidelines. Coordinates, instructs and develops lesson/training plans for new and modified equipment training.
7. Assesses retraining needs and conducts classroom and on-road/in-vehicle retraining, when necessary. Rides along with Transit Operators to evaluate and monitor Operator's operational performance.
8. Performs related duties and responsibilities as assigned.

## KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: fixed-route/guideways, schedules, associated equipment and safety procedures necessary to coordinate and maintain safe and effective transit operations; techniques for training and motivation of trainees; applicable safety, environmental, federal, state, and local laws, agency-specific policies, procedures, rules and regulations related to the operation of public transit vehicles and the application of these when necessary.

Ability or Skill to: develop effective training modules and successfully deliver training modules, applicable laws, regulations and other information to trainees using audio-visual and specialized equipment; schedule, monitor, and evaluate the performance of trainees and provide leadership and issue orders when necessary; analyze data and information to make recommendations and sound decisions; communicate verbally in a clear, concise and effective manner with trainees, peers, supervisors, representatives of other agencies and members of the public; effectively and courteously interact using discretion and sound judgement even in difficult and stressful situations; prepare written materials such as training modules and correspondence in a clear, concise and effective manner; comprehend written materials; use computer software applications such as Microsoft Office, other specialized software applications and audio-visual equipment; and lift/transport and/or operate work-related materials and equipment weighing up to 50 pounds.

## MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Possession of a valid High School Diploma, GED or California High School Proficiency Certificate;

Experience:



Five (5) years of combined full-time verifiable experience as a 9163 Transit Operator and/or 9139 Transit Supervisor with the San Francisco Municipal Transportation Agency. Three consecutive years of this experience must have been obtained within the eight years prior to the filing deadline; AND

Possession of a driving record with no preventable, avoidable or chargeable collisions (in accordance with California Vehicle Code) or incidents\* within the past three (3) years; AND

Ability to utilize software applications (to be tested at the time of final selection process and/or during the probationary period).

\*A preventable, avoidable or chargeable incident refers to any event that involves unsafe operation of a vehicle.

License and Certification:

Possession of a valid Class B California Driver License with a valid DMV Medical Examiner's certificate, Passenger (P) endorsement and no restrictions that prohibit the operation of SFMTA public transit vehicles.

Incumbents must obtain Verification of Transit Training (VTT) during the training period.

Incumbents must maintain certificates and license throughout the course of employment.

Substitution:

#### SUPPLEMENTAL INFORMATION

Nature of work: requires incumbents to work rotating shifts, holidays, nights and weekends; work outdoors in all weather conditions; stand and/or sit for prolonged periods of time; walk on uneven grounds; may require the performance of different physical activities such as lifting/transporting/operating work-related materials and equipment weighing up to 50 pounds; pulling poles, manually setting switches on surface streets, resetting retrievers to return disabled transit vehicles to service; assisting in the movement of disabled vehicles when required; and use computer software applications and audio-visual equipment.

PROMOTIVE LINES

To: Various Classes at SFMTA

From: 9163 Transit Operator

ORIGINATION DATE:

02/09/18

AMENDED DATE:

02/04/22

REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

SFMTA

## Standard information

### Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

### Historic and future compensation

<b>Effective (Sched)</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Jul 01, 2023 (X)</b>	\$50.3125	\$52.8125	\$55.4625	\$58.2500	\$61.1500
<b>Jul 01, 2022 (W)</b>	\$49.0875	\$51.5250	\$54.1125	\$56.8250	\$59.6625
<b>Jan 08, 2022 (V)</b>	\$46.6375	\$48.9500	\$51.4125	\$53.9875	\$56.6875
<b>Jul 01, 2021 (U)</b>	\$46.4000	\$48.7125	\$51.1625	\$53.7250	\$56.4000
<b>Dec 26, 2020 (T)</b>	\$44.8250	\$47.0625	\$49.4250	\$51.9000	\$54.4875

## **Applicant resources**

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[Common issues](#)

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## **Human Resources**

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# 9163-Transit Operator

SF | Careers > 9163-Transit Operator

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## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

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Compensation set id:

## Transit Operator

## Job classification

<b>Class</b>	<b>9163</b>
<b>Title</b>	Transit Operator
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	TWU, Local 250-A, TransitOpr
<b>Effective date</b>	April 02, 2022

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>
<b>Rate /hr:</b>	\$30.3500	\$32.5125	\$34.6875	\$43.3750
<b>Rate /biweekly:</b>	\$2,428.00	\$2,601.00	\$2,775.00	\$3,470.00
<b>Rate /year:</b>	\$63,128	\$67,626	\$72,150	\$90,220

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Transit Operator

Job Code: 9163

### DEFINITION

Under general supervision, operates a variety of transit vehicles such as diesel and electric motor coaches, cable cars, streetcars and light rail vehicles; transports passengers along a specific route and makes designated stops as required; accepts fares, issues transfers, gives general directional information; and performs related duties as required.

### DISTINGUISHING FEATURES

Employees in this class, upon completion of the San Francisco Municipal Transportation Agency Training Program, are assigned to operate various types of transit equipment for the San Francisco Municipal Transportation Agency. Transit Operators are expected to

**REM-068**

operate equipment according to rules, regulations, and procedures relative to safety and good service, including shuttling transit equipment. In addition, incumbents have responsibility for the preparation of reports relating to accidents and other occurrences involving the general public and the San Francisco Municipal Transportation Agency.

#### SUPERVISION EXERCISED

None.

#### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Conducts pre-operational inspection of the transit vehicle, in accordance with federal and state laws and departmental regulations, to ensure it is functioning properly.
2. Inspects the passenger compartment of the vehicle to ensure it is free from hazards (such as spills, loose handrails and stanchions, defective seats, etc.) and that the video camera lenses are not obscured.
3. Safely navigates the vehicle through traffic along assigned routes, under various environmental conditions, in accordance with traffic laws and departmental regulations.
4. Operates the disability access lifts to assist people in wheelchairs onto the vehicle and properly secures their wheelchairs when they are on the vehicle.
5. Collects fares from passengers and issues transfers; checks passenger transfers, fast passes, and electronic passes to ensure they are valid.
6. Uses vehicle's intercom system to communicate instructions to passengers and to call out vehicle stops and transfer points.
7. Responds to customers' questions regarding routes, directions, fares and transfers.

8. Conducts a post-operational inspection of the outside of the vehicle to detect defects and body damage, broken windows, and graffiti.
9. Contacts Central Control regarding various emergencies such as medical emergencies, vehicle malfunctions, vehicle evacuations etc. and/or circumstances that may affect service such as heavy traffic, road hazards, road obstructions etc.
10. Completes accident, incident and/or miscellaneous reports to document unusual occurrences.
11. Performs related duties and responsibilities as assigned.

#### KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: traffic laws, regulations, and procedures (including the rules of the road, right of way, etc); departmental rules and regulations; how to safely operate various transit vehicles; procedures used to secure various transit vehicles.

Ability or Skill to: safely drive various transit vehicles in heavy traffic and under various environmental conditions (such as rain, nightfall, and fog); use mirrors to view objects behind and to the sides of the driver; operate wheelchair lift platforms; effectively communicate with passengers, including interacting with irate and agitated people; effectively communicate and interact with Supervisors, co-workers, Central Control, SFMTA officials, and emergency personnel; read and understand written materials (such as training materials, departmental rules, DMV Handbook, etc.); follow written driving directions (such as Route Sheets); accurately complete departmental forms and reports; read maps; read, interpret, and respond to traffic signs and signals; perform basic mathematical computations (including addition, subtraction, multiplication, and division); read and interpret mathematical information from tables and charts (such as time schedules).

#### MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. Must be at least 21 years old by the application filing date; AND
2. Possession of a valid High School Diploma, GED or California High School Proficiency Certificate; AND
3. One (1) year of verifiable satisfactory public contact or customer service experience; AND
4. Possession of a valid class C Driver License. Must have been a licensed driver for at least three (3) continuous years immediately preceding the application filing date; AND
5. Possession of or the ability to obtain a Class B - Commercial Driver License with a Passenger (P) Endorsement and no restrictions that prohibit operation of a San Francisco Municipal Transportation Agency public transit vehicle; AND
6. A good driving record during the three (3) year period preceding the application for employment and through the date of appointment, meeting the following requirements:
  - \* No more than 1 moving violation in the preceding 12 months;
  - \* No more than 3 moving violations in the preceding 36 months;
  - \* No accidents where applicant contributed to the cause;
  - \* Has not had driving privilege suspended, revoked, or placed on probation more than once for a cause involving the unsafe operation of a motor vehicle;
  - \* No convictions of California State Vehicle Code Section 20001 (leaving the scene of an accident involving bodily injury or death), Sections 23103 through 23109 (reckless driving), or Sections 23152 - 23153 (driving under the influence of alcohol or drugs), or equivalent convictions in another state;
  - \* Other violations and/or accidents will be reviewed on a case-by-case basis and may be cause for non-selection; AND
7. No convictions within the past seven (7) years preceding application for employment of any offense relating to the use, sale, possession, or transportation of narcotics, habit-forming drugs, or dangerous drugs; AND



8. No convictions of any sex offense as defined in Section 44010 of the Education Code; AND

9. Ability to obtain a School Pupil Activity Bus (SPAB) certificate issued by DMV.

#### SUPPLEMENTAL INFORMATION

Nature of work: Incumbents in this class may be required to work rotating shifts, holidays and weekends; to work outdoors in all weather conditions; and to use computers. In addition, may require standing and/or sitting for prolonged periods of time; performing different physical activities such as pulling poles, cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when possible. All employees, and prospective employees must comply with FTA and San Francisco Municipal Transportation Agency mandates. All operators bid for assignments by seniority. Work hours and days off may change several times per year.

#### PROMOTIVE LINES

To: Various Classes at SFMTA

From: Entrance

ORIGINATION DATE: 2/7/1977

AMENDED DATE: 12/16/08, 3/7/14, 4/2/22

REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S): SFMTA

## **Standard information**

### **Disaster service work**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are

**REM-072**

required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

### Historic and future compensation

<b>Effective (Sched)</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>
<b>Jul 01, 2023 (X)</b>	\$30.3500	\$32.5125	\$34.6875	\$43.3750
<b>Jul 01, 2022 (W)</b>	\$29.6125	\$31.7250	\$33.8375	\$42.3125
<b>Jan 08, 2022 (V)</b>	\$28.1375	\$30.1375	\$32.1500	\$40.2000
<b>Jul 01, 2021 (U)</b>	\$28.0000	\$29.9875	\$31.9875	\$40.0000
<b>Dec 26, 2020 (T)</b>	\$27.0500	\$28.9750	\$30.9000	\$38.6375

#### Applicant resources

- Info center
- Common issues
- Request an accommodation
- Career pathways
- Contact us

#### Human Resources

- DHR Homepage
- Career Events

#### About San Francisco

- SF.gov
- London Breed, Mayor
- SF.gov Privacy Policy



# ATTACHMENT F

John Reimonenq III - (REF4724E) - Transit Supervisor - SF Municipal Transportation Agency - (9139)

OFFICIAL COPY

## Job Application

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**John Reimonenq III**

<b>Submission:</b> 10:51:49 on 2023-June-22	<b>Email:</b> [REDACTED]
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## Experience

### **Municipal Railway Station Agent**

*2022-11 - Present*

San Francisco Municipal Transportation Agency

- ? Provides the public with information concerning MUNI fares, routes, schedules, and other connecting transit services.
- ? Responding appropriately in emergency situations, contacting TMC(Transportation Management Center) via 2 way handheld radio, and then initiating appropriate action.
- ? Experience creating intel reports after incidents or accidents involving personal injury, property damage, assault, or police response.
- ? Deal tactfully and effectively with a wide range of situations and with different types of individuals including people who may be upset, irate, or frightened.
- ?Maintains order at assigned station, by monitoring patron activities and by taking appropriate action when fare evasion or other illegal activities are observed in order to maintain the safety of the public.
- ? Responds to patrons complaints and requests for assistance by explaining and demonstrating the proper use of station fare equipment as well as explaining rules, procedures, policies.
- ? Monitoring equipment including automatic train control system (atcs) and surveillance displays.

### **Fleet Appearance Supervisor**

*2019-02 - 2022-11*

San Francisco Municipal Transportation Agency

- ? Supervises the activities of transit personnel, ensures that the department rules, policies, and procedures are followed.
- ? Responsible for the development of work plans, scheduling, training, and evaluation of transit car cleaners staff.
- ? Experience writing transit incident reports after the occurrence of an incident or accident, investigating and document statements.
- ? Experience developing, implementing, and maintaining standard operating procedures (SOP).
- ? Communicates directly with TMC, responsible for deploying car cleaner MRU(mobile response units), dispatch units based on priority to prevent further service disruptions.
- ?Conducts meetings to keep staff informed and updated on procedures, safety issues and other pertinent information.
- ? Experience planning special event operations, responsible for strategically positioning staff throughout San Francisco.
- ? Prepare payroll using the Emerge payroll system.

### **Fleet Appearance Worker**

*2013-09 - 2019-02*

San Francisco Municipal Transportation Agency

- ? Supervise and assign workfare to recipients of PAES(Personal Assisted Employment Services),

REM-075

**John Reimonenq III - (REF4724E) - Transit Supervisor - SF Municipal Transportation Agency - (9139)**

G.A.(General Aid), and community service workers.

? Uses different computer applications, including Microsoft Office Suite, to prepare correspondence and reports.

? Maintain the appearance of Muni?s revenue vehicles (light rail vehicle, historic street cars, cable cars, hybrid diesel, and electric trolley).

? Efficient operation of revenue and non-revenue equipment and adhering to operating rules.

---

**Education**

Archbishop Riordan

*High School Diploma  
Complete*

South Bay Regional Public Safety Training

*Public Safety Dispatcher  
Academy:Peace Officer  
Standards and Training  
Complete*

University of the Pacific, Eberhardt School of Business

*Transit and Paratransit  
Management  
Complete*

**Humanities**

San Francisco State University

*Bachelor's Degree  
Complete*

University of the Pacific  
Eberhardt School of Business

AWARDS THIS  
TRANSIT PARATRANSIT  
MANAGEMENT CERTIFICATE

*John J. Reimoneng III*

For Successfully Completing the  
Transit Paratransit Management Certificate Program

DECEMBER 1, 2017



*David Dauwalder*  
David Dauwalder, Interim Dean  
Eberhardt School of Business

*Peter M. Johnson*  
Peter M. Johnson, Director  
Westgate Center for Leadership & Management  
Development



# City College of San Francisco

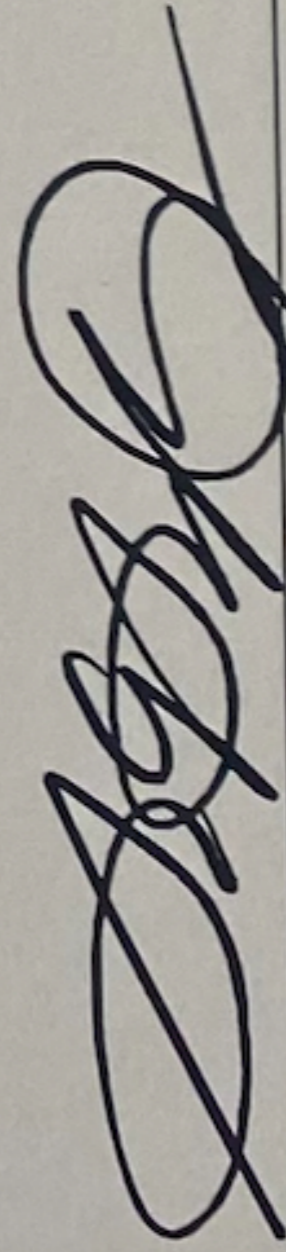
Upon recommendation of the Faculty  
and under authorization granted by the Governing Board  
of the San Francisco Community College District  
the degree

Associate in Arts  
Arts and Humanities  
is hereby conferred upon

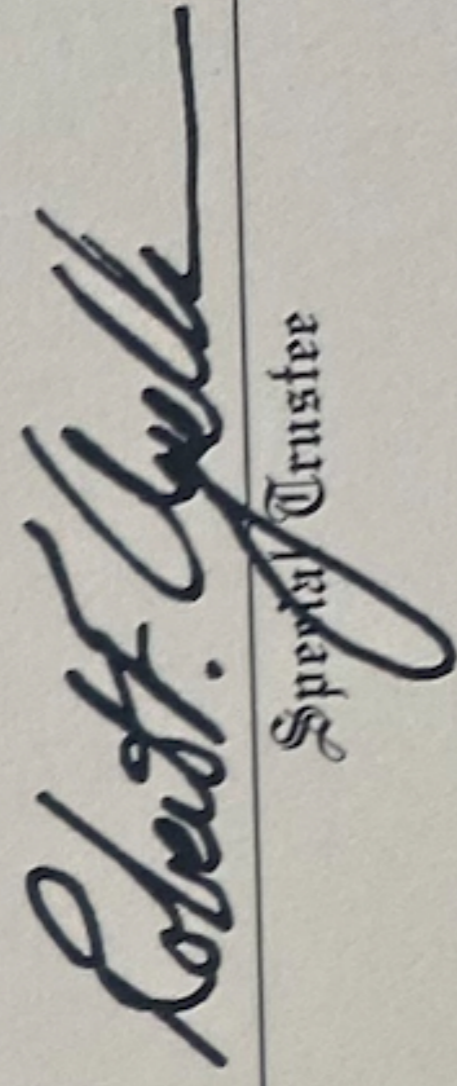
John Joseph Reimoney, III

this twenty-second day of December, 2013 in San Francisco, California

with all Rights, Benefits and Privileges appertaining thereto  
in token of the satisfactory completion  
of a two-year curriculum



Chancellor, San Francisco Community College District



Special Trustee



The Trustees of  
The California State University  
on recommendation of the faculty of  
San Francisco State University  
have conferred upon

John Joseph Keimonen, III

the degree of  
Bachelor of Arts  
Humanities

with all rights and privileges pertaining thereto  
Given on this fifth day of January, two thousand sixteen.

*Edmund R. Brown, Jr.*  
Governor and President  
of the Trustees

*Timothy P. White*  
Chancellor

*Tom M. Clark*  
Chair of the  
Board of Trustees

*Leslie E. Wong*  
President of the University







# 8121-Transit Fare Insp. Sup/Invst.

[SF | Careers](#) > 8121-Transit Fare Insp. Sup/Invst.

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## Know the class code?

Class codes are four characters long.

## Search by keyword:

Use a keyword to search for a class.

- Search within title  Search within job descriptions

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Compensation set id:



Transit Fare Insp. Sup/Invst.

## Job classification

Class	<a href="#">8121</a>
Title	Transit Fare Insp. Sup/Invst.
Overtime eligibility	Exempt (Z) - No Paid Overtime
Labor agreement	TWU Local 200
Effective date	October 09, 2014

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## Current compensation plan

Effective: Jul 01, 2023

See [Historic and future compensation information](#) for this class

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$46.8625	\$49.2250	\$51.6625	\$54.2625	\$56.9875
Rate /biweekly:	\$3,749.00	\$3,938.00	\$4,133.00	\$4,341.00	\$4,559.00
Rate /year:	\$97,474	\$102,388	\$107,458	\$112,866	\$118,534

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Job Title: Transit Fare Inspector Supervisor/Investigator

Job Code: 8121

### INTRODUCTION

Under general direction, supervises transit fare enforcement, inspections, citations and related activities under the San Francisco Municipal Transportation Agency (SFMTA) Proof of Payment (POP) Unit. Essential functions of this class include but are not limited to: investigating alleged violations of fare policy rules & regulations, civil and administrative codes, and other provisions under the jurisdiction of SFMTA; studying the efficiency of the POP Unit through field audits, meetings, surveys and other fact gathering techniques; analyzing fare inspection data and reviewing trends; planning the activities of Transit Fare Inspectors assigned to the enforcement of SFMTA fare policies; communicating orally with members of the public, agency personnel and with representatives from other departments; supervising Transit Fare Inspectors in the field; utilizing computer programs and software for drafting reports for management related to the

performance of the POP Unit as well as making recommendations on disciplinary actions of POP employees to Human Resources; and acting as a liaison with other divisions to resolve issues. Performs other related duties as required.

Special Requirements: The work of job code 8121 requires standing and walking for long periods of time on moving vehicles, uneven terrain and unstable surfaces; running short distances; climbing stairs; lifting and bending; wearing attire as specified by SFMTA; working in inclement weather; face-to-face contact and communication with the public who are sometimes hostile and use rude language. Employees may be required to work varying hours and/or shifts, including weekends, evenings and holidays. Requires use of computer software applications such as Microsoft Word, Excel, PowerPoint, and Outlook.

#### DISTINGUISHING FEATURES

Incumbents are distinguished from class 9132 Transit Fare Inspector by their higher level of responsibilities and decision-making. Positions in this job code are responsible for performing investigative work both independently and as a member of an investigative or security unit for SFMTA, and/or supervising the enforcement of SFMTA rules and fare policies. Positions in this job code are under the supervision of the Director of SFMTA Security and/or the Proof of Payment Program Manager

#### SUPERVISION EXERCISED

Positions in this job code may supervise Transit Fare Inspectors and other security personnel.

#### MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to the Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Investigates alleged violations of fare policy rules and regulations, civil and administrative codes, and other provisions under the jurisdiction of the SFMTA, to aid in successful enforcement of these rules and regulations.
2. Studies Proof of Payment (POP) efficiency through field audits, meetings, surveys and other fact-gathering techniques in order to safeguard and ensure that the POP Unit functions effectively. Ensures that SFMTA revenue is not being lost due to negligence.
3. Analyzes fare inspection data and reviews trends using spreadsheets and other computer programs in order to make recommendations to management. Enters data into spreadsheets and other

applications, as well as retrieving the data when necessary. This data includes information on rates of enforcement/evasions, achievement of department goals, etc.

4. Plans the activities of Transit Fare Inspectors assigned to the enforcement of SFMTA fare policies in order to ensure compliance with fare policies and procedures and to maintain integrity of the POP Unit. Keeps records on personnel performance, attendance as well as conducts training.
5. Communicates orally with members of the public, agency personnel and with representatives from other departments. Resolves fare disputes with patrons, explaining SFMTA fare policies and providing other information requested by patrons. Successfully resolves issues with POP staff, resolves problems related to fare issues with patrons; testifies in court and presents information at Skelly hearings.
6. Supervises Transit Fare Inspectors in the field. Participates in POP activities which include writing tickets, appearing in court and enforcing SFMTA policies to ensure the POP Unit is operating efficiently and revenue is not being lost.
7. Drafts reports for management related to the performance of the POP Unit as well as makes recommendations on disciplinary actions of POP employees to Human Resources. Sends correspondence to the union and writes memos on recommendations for possible policy changes. Drafts operation plans on special events.
8. Assigns schedules for Transit Fare Inspectors to ensure the shifts are staffed appropriately, as well as assigns overtime to fill voids in shifts. Ensures that employees are paid appropriately by entering payroll data and tracking hours worked.
9. Acts as a liaison with other divisions to resolve issues that may require coordination and communication. This includes working with the SFPD, the Department of Parking and Traffic, the Courts, etc. to resolve issues.

#### IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Ability to: analyze information and determine the facts involved or the sequence of events in order to uncover information or to substantiate or negate allegations; investigate claims made by the public about 9132 Transit Fare Inspectors violating rules, harassment claims by employees and other potential administrative violations made by employees; question individuals; compile a thorough body of information to present at Skelly hearings and other administrative hearings; systematically set about a course of thought or action to achieve a specific goal regarding POP activities; organize the varied elements of an assignment or situation into a logical sequence, based on a planned, organized course of thought or action; develop operation plans in order to achieve objectives or goals; supervise the work of subordinates as assigned; act calmly, effectively, and quickly in emergency situations; motivate employees

and be fair and decisive when dealing with subordinates; speak clearly, concisely, and in an easily understandable manner, for the purpose of obtaining or exchanging information; use appropriate language and terminology when needed including technical terms; articulate SFMTA policies and regulations to individuals and adapt one's speaking behavior to make persons feel at ease; learn to communicate by two-way radio and/or other communications and electronic equipment; listen with comprehension; generate memos, reports studies, letters, or other documents relating to a specific assignment; use appropriate grammar, spelling, and punctuation; write clearly and concisely; use appropriate terminology when referring to technical matters; preparing spreadsheets and various documents utilizing Microsoft Word, Excel, PowerPoint, Outlook etc.; possess a valid driver license; operate a vehicle with in the laws and regulations defined in the California Vehicle Code.

Skill to: identify a problem or issue by looking at seemingly unrelated incidents, and bring to a conclusion specific situations in compliance with stated guidelines or agency directives in a timely, just and unbiased manner; make decisions based on fare inspection data reports, spreadsheets and other adhoc reporting; assess the relative impact of various solutions to a problem; use independent judgment on routine matters; and interact courteously and electively with a variety of people for the purpose of gathering and/or assimilating information; respond to verbal cues when interacting with others; interact courteously and electively with SFMTA employees, co-workers, other City & County employees, the general public, and representatives from other agencies.

## TRAINING AND EXPERIENCE

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.

1. Three years of full-time verifiable experience in the enforcement of transit fare collection and/or municipal laws/ordinances in the public sector, involving extensive public contact at a level equivalent to class 9132 Transit Fare Inspector at the San Francisco Municipal Transportation Agency (SFMTA); and
2. Possession of a High School Diploma, GED or California High School Proficiency Certificate; and
3. Possession of a valid driver license; and
4. Basic proficiency in computer applications, e.g. Microsoft Word and Excel.

## LICENSE AND CERTIFICATION

Possession of a valid driver license.

PROMOTIVE LINES: FROM 9132 TRANSIT FARE INSPECTOR

ORIGINATION DATE: 2/9/87

AMENDED DATE: 1/11/13; 10/09/14

REASON FOR AMENDMENT To accurately reflect the minimum qualifications defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): SFMTA

## Standard information

### Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## Historic and future compensation

Elective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
Jul 01, 2023 (X)	\$46.8625	\$49.2250	\$51.6625	\$54.2625	\$56.9875
Jul 01, 2022 (W)	\$45.7250	\$48.0250	\$50.4000	\$52.9375	\$55.6000
Jan 08, 2022 (V)	\$43.4500	\$45.6250	\$47.8875	\$50.3000	\$52.8250
Jul 01, 2021 (U)	\$43.2375	\$45.4000	\$47.6500	\$50.0500	\$52.5625
Dec 26, 2020 (T)	\$41.7750	\$43.8625	\$46.0375	\$48.3500	\$50.7750



# City and County of San Francisco

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**City and County of San Francisco**  
**Transit Car Cleaner Assistant Supervisor (#9104)**

\$33.94-\$41.28 Hourly / \$5,883.00-\$7,154.00 Monthly / \$70,590.00-\$85,852.00 Yearly

 Notify Me when a Job Opens for the above position(s)

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## DEFINITION

The Transit Car Cleaner Assistant Supervisor, under general supervision, supervises transit car cleaners responsible for keeping transit vehicles in a clean and sanitary condition; carries out, explains and enforces proper and safe methods and procedures related to the cleaning, sanitation and upkeep of transit vehicles; keeps routine records of cleaning activities and performs transit cleaning duties when needed.

## DISTINGUISHING FEATURES

The Transit Car Cleaner Assistant Supervisor is the first level supervisory position in this series. It is distinguished from job code 9102, Transit Car Cleaner, in that the latter is the entry level position. This has been identified as a safety sensitive position.

## SUPERVISION EXERCISED

Incumbents in this job code supervise the activities of job code 9102.

## EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

*According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Inspects transit vehicles in order to assess and prioritize what work needs to be done; reviews information and reports both verbally and in writing.
2. Develops work plans, trains, assigns work to, and oversees the work of transit car cleaners and community service workers; ensures that assignments such as replenishing sand receptacles are distributed fairly and equitably, completed in a timely and professional manner and carried out in accordance with established safety procedures and SFMTA policies; conducts meetings to keep staff informed and updated on procedures, safety issues and other pertinent information.



3. Reviews and inspects all aspects of completed work to ensure that it has been performed according to instructions; follows up with employees to inform and provide advice on how assignments are to be completed.

4. Keeps and maintains records and develops work plans regarding: staff schedules and timeworked; cleaning schedules, status of equipment, stock, inventory of cleaning supplies, and other job-related areas; maintains material safety data sheets; uses a computer for research and software applications such as Microsoft Word and Excel for data entry and for creating and completing logs, reports, statistics, etc.

5. Establishes, promotes and maintains effective working relationships and collaborations with co-workers and others.

6. Cleans transit cars as required; washes and cleans exterior body, using a pressure washer as needed; interior floor, and all interior equipment including front, back, windows and other areas; disinfects equipment; climbs platforms and other structures; carries cleaning equipment; lifts objects weighing up to 50 lbs.; uses personal protective equipment (PPE).

7. Ensures that signs, notices and circulars are posted in order to assure that information is disseminated in a timely manner; ensures that the necessary materials are stocked/replenished, e.g. sand receptacles.

8. Drives transit vehicles, as required (revenue and non-revenue) in order to move them to appropriate locations for cleaning or other work-related reasons.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of: cleaning procedures, materials, chemicals and disinfectants used in transit vehicle cleaning; the safe and proper use of a variety of cleansing agents, chemical disinfectants and other materials; the proper safety procedures in performing physical tasks related to transit vehicle cleaning; methods and procedures necessary in order to ensure the safety of workers from hazards when working with transit buses, equipment, and related cleansing agents and chemical disinfectants.

Ability to: supervise, train, assign, and review work of subordinates; analyze, prioritize and plan staff work and training schedules, cleaning schedules, equipment inspections, etc. and resolve problems; write clearly and effectively; read and follow oral and written instructions; maintain appropriate and accurate records of activities; use a computer for job related research and to use software applications such as Microsoft Word and Excel to prepare/review/generate logs, reports, statistics, etc.; speak in a precise, courteous, and understandable manner; listen with understanding and comprehension; use appropriate terminology when speaking about technical matters; read and comprehend written materials, emails etc.; promote, establish and maintain effective working relationships with co-workers; function effectively under stress, be a team player, and maintain a professional demeanor; to drive a variety of transit and motor vehicles; obtain and maintain a class C and/or class B driver license.

## **EXPERIENCE AND TRAINING**



## City and County of San Francisco Transit Supervisor (#9139)

\$44.94-\$54.63 Hourly / \$7,789.00-\$9,468.00 Monthly / \$93,470.00-\$113,620.00 Yearly

 Notify Me when a Job Opens for the above position(s)

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### DEFINITION

Under general supervision, the Transit Supervisor, as the first-line supervisor, supervises, directs, reviews, plans and evaluates the work of subordinate personnel engaged in a variety of transit service activities at the San Francisco Municipal Transportation Agency (SFMTA).

### DISTINGUISHING FEATURES

Positions allocated to the Transit Supervisor job code function at the level of a first-line supervisor. Assignments in this broad job code include but are not limited to: transit operator supervision, training and field monitoring, adjustment and control of schedule adherence, schedule preparation and modification, and divisional assignments in training, dispatching and communications. Positions in this job code are distinguished from the 9140 Transit Manager I in that the latter has responsibility for management functions and 9160 Transportation Operations Specialist in that the latter may provide direction and supervision in other service areas including train control, bus dispatching, central communications, traffic signal operations, public information, parking enforcement, and field operations; develops and administers training programs for Transit Management Center (TMC) and Field Operations staff.

### SUPERVISION EXERCISED

Most positions in this job code supervise employees in Transit Operator and/or Station Agent job codes.

### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Supervises the activities of transit personnel; ensures that the department rules, policies and procedures are followed by subordinate personnel.
2. Maintains transit services by coordinating schedule adjustment and operator activities with central control and other transit supervisors; investigates service problems on assigned

lines and at MUNI metro stations; takes corrective actions; and ensures proper coverage at subway stations.

3. Prepares and/or modifies transit service schedules; analyzes traffic and passenger data to identify schedule problems and reports the information to appropriate personnel, and uses computer hardware and software in the performance of duties.
4. Instructs, advises and evaluates subordinate personnel in the field or classroom on the safe, efficient operation of revenue and non-revenue equipment and operating rules, procedures and policies; identifies and recommends retraining needs and conducts retraining; assigns and evaluates line trainers; and designs curriculum for instruction.
5. Prepares different reports such as schedule adherence reports, accident/incident/violation reports and instructional plans using computer applications; reviews reports to ensure that the information is complete and accurate.
6. Coordinates and initiates responses by appropriate personnel and transit services; maintains communications among field staff, responds to silent alarms and emergencies; dispatches police, medical units and/or support personnel.
7. Interacts with members of the public and other agency representatives on various matters; listens to customer complaints and takes appropriate courses of action; and directs traffic as needed. Serves as Good-Will-Ambassador for the SFMTA.
8. Uses different computer applications to prepare correspondence, and reports; monitors service and researches information; utilizes specialized computer applications such as Trapeze, DriveCam, NEXTBUS, and TransitSafe.
9. Performs related duties and responsibilities as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** transit lines, line management techniques, schedules and equipment necessary to coordinate and maintain safe and effective transit operations; traffic patterns and their impact on transit corridors necessary to effectively reroute and reschedule transit equipment; emergency procedures necessary to quickly and safely assist passengers, the public and transit personnel in emergency situations; and radio communication terminology necessary to expediently and effectively handle emergency situations.

**Ability to:** effectively schedule, coordinate, monitor, evaluate and train subordinate personnel; provide leadership and issue orders; effectively interact with the public, peers, transit personnel and representatives of other agencies in a courteous and effective manner using discretion and sound judgment even in difficult and stressful situations; analyze quantitative and qualitative data and draw reasonable inferences as to the relative importance of the information; assess the relative impact of various solutions to a problem; break complex problems into components; communicate verbally in a clear, concise and effective manner with subordinates, peers, superiors and members of the public; provide instruction, information and direction especially in emergency situations to members of the public and transit personnel; prepare reports and memoranda in a clear, understandable, and concise manner; prepare materials for instruction;

comprehend written materials; use different computer programs/applications to prepare schedules, input data, dispatch personnel and/or vehicles, monitor transit activities, and prepare payroll; and lift /transport work-related materials and/or operate equipment weighing up to 50 pounds.

## **EXPERIENCE AND TRAINING**

### **Experience**

Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the SFMTA: 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator or 9163 Transit Operator; **AND**

Ability to utilize software applications related to the work of the assigned unit (to be tested at the time of appointment and/or during the probationary period).

### **Training**

None

## **LICENSE OR CERTIFICATE**

Possession of a valid, unrestricted, Class C Driver License.

Notes

Some positions at SFMTA Training Division require obtaining and maintaining a Commercial Class B driver license with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle and Verification of Transit Training (VTT).

Some positions at Transit Services require obtaining and maintaining a Commercial Class B driver license with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle.

Employees must maintain the requirements for the position during the course of employment.

Some positions may require possession of a valid DMV Medical Examiner's Certificate as a condition of assignment to such position(s).

## **NOTES**

Nature of work: requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work-related materials and equipment weighing up to 50 pounds;

pulling poles, manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.

Amended Date: 12/21/04; 05/25/2016; 06/08/2018

### **DISASTER SERVICE WORKERS**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

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**CLASS:** 9139; **EST:** 2/7/1977; **REV:** 6/8/2018;

# ATTACHMENT G

**Wong, Suzanne**

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**From:** Suzanne Wong from City and County of San Francisco <notifications@careers.sf.gov>  
**Sent:** Friday, July 21, 2023 1:27 PM  
**To:** Reimonenq, John  
**Subject:** Transit Supervisor - SF Municipal Transportation Agency - (9139) Qualifications Review

EXT

Dear John Reimonenq III:

Thank you for submitting your application for Transit Supervisor - SF Municipal Transportation Agency - (9139). After a careful review of your application, it has been determined that your application does not clearly show that you possess the **Sufficient Experience** required as of the filing deadline of 07/05/2023. All applicants must meet all of the minimum qualifications by the announcement deadline and provide the necessary documents in order to progress in the examination.

According to the examination announcement, the minimum qualifications required for all applicants is the following:

**Experience:** Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the San Francisco Municipal Transportation Agency (SFMTA): 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist, or 9163 Transit Operator.

One year of full-time employment is equivalent to 2000 hours. (2000 hours of qualifying work experience is based on a 40-hour work week.) Any overtime hours that you work above forty (40) hours per week are not included in the calculation to determine full-time employment.

Exams staff is working remotely. If you wish to have your application reconsidered for this recruitment, please reply to this message and include verification as stipulated below by **Friday, July 28, 2023**. If we do not receive verification documents or an email specifying why verification is unable to be provided by **Friday, July 28, 2023**, your application will not proceed in this examination process.

Experience must be verified by submitting verification of qualifying work experience. Verification of work experience must be on the employer's letterhead; must show the name of the applicant; job title(s) and duties performed; dates of employment; types of employment (part-time/full-time); and must be signed by the employer. City employees will receive credit for the duties of the class to which they are appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Credit for experience obtained outside of the employee's class will be allowed only if recorded in accordance with the provisions of the Civil Service Commission Rules.

If self-employment is claimed as experience, evidence of earnings and duties comparable to those listed is required by submitting copies of income tax papers listing occupation and total earnings.

The verification documentation must be received no later than **close of business (5:00 p.m.) on Friday, July 28, 2023**, Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service

Commission website at <http://sfgov.org/civilservice/rules>.

Best,

Suzanne Wong

SFMTA Examinations & Classification Unit  
Recruitment: CBT-9139-T00076

This message is from outside of the SFMTA email system. Please review the email carefully before responding, clicking links, or opening attachments.

# ATTACHMENT H

**From:** [John Reimoneng III](#) [REDACTED]  
**To:** [Wong, Suzanne](#)  
**Subject:** Transit Supervisor reconsideration  
**Date:** Tuesday, July 25, 2023 3:31:52 PM  
**Attachments:** [processed-8D833DC1-F73E-4860-84CC-A8509BEC43C4-FDF23F41-7925-4662-BB36-F8CF4DA1469B.jpeg.jpeg](#)  
[processed-F00FF55D-6945-4F9B-A8C2-DC9B79E76A36-D38B9A46-F191-41BC-91F3-605E06BE98E9.jpeg.jpeg](#)  
[processed-0F4E6602-FEF7-4330-A35C-CBDBBED291D7-B0F1F874-482A-4BF7-9943-F909AC8A3260.jpeg.jpeg](#)  
[8121-Transit Fare Insp. Sup%2FInvst. City and Cou....pdf](#)  
[9104 job duties.pdf](#)  
[9139 job duties.pdf](#)

EXT

Hello,

I write this correspondence with the hope that you reconsider my application for the 9139 Transit Supervisor position. I believe that my application was overlooked and that I possess the sufficient experience needed to advance to the civil service examination. I have been an SFMTA employee for the last decade and I currently work as 9131 Station Agent. I initially started my career as a 9102 Transit Car Cleaner, during this time I was a lead worker who was responsible for the supervision and leadership of car cleaners, community service workers, and automotive service workers. Other duties I performed included operating both revenue and non-revenue vehicles, responding to calls directly from Tmc using 2 way radio, acting as a muni ambassador, using various computer applications to create reports and correspondence. Early on in my career at SFMTA, I knew that transit was my calling, inspiring me to pursue higher education and continuous learning, all aimed at propelling my career forward. While employed full time as a 9102, I attended college full time and earned a bachelor's Degree from San Francisco State, a Transit and Paratransit Management certificate from the University of the Pacific, and POST Basic Dispatch Academy certificate. Eventually, I was promoted to 9104 Transit car cleaner supervisor, this classification is a first line supervisor position that is responsible for the supervision of 9102 Transit Car Cleaners. When compared, the 9104 performs various duties equivalent to a 9139 Transit Supervisor and 8121 Transit Fare inspector Supervisor these include: supervising, inspecting work, development of work plans, scheduling, writing incident reports, training employees, progressive disciplinary action, maintaining policies/procedures, dispatching, evaluation of transit staff, using computer applications, preparing reports, maintain records, preparing payroll, logging statics, analyzing records, reading and following instructions, being a team player, resolve problems, effective interaction with employees, prioritizing, functioning under stress, conducting safety meetings, prioritizing safety, and operating revenue and non revenue equipment. The 9139 supervisor job minimum qualification requires "Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the SFMTA". The job announcement states performing duties "equivalent to", nowhere does it specifically state that it must be a specific classification exclusively from the list. Arguably, a 9104 performs more duties equivalent to a 9139 than any other of the positions listed. Realistically, the 9139 job announcement is

REM-095



not inclusive to potential candidates, selection to advance to civil service examination is based on years of work in a classification, rather than experience. The prequalifying classifications listed on the announcement of 9122 transit information clerk, 9124 senior transit information clerk, 9126 transit traffic checker, and 9128 Senior transit traffic checker are obsolete positions that MTA no longer recruits to fill and has few employees remaining in those specific classifications. Within the last 2 years I have been selected to interview for two separate 9172 Manager II positions, yet I do not qualify to advance in this civil service examination for 9139. All I ask is that I'm given the equitable opportunity to take the test and prove myself. Thank you for your time and understanding. Attached is the 9104, 8121, and 9139 job listing with all equivalent duties highlighted and my diplomas/certificate.

**John Reimonenq III**

Station Agent  
Transit Services

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**From:** Suzanne Wong from City and County of San Francisco <notifications@careers.sf.gov>  
**Sent:** Friday, July 21, 2023 1:27:20 PM  
**To:** Reimonenq, John [REDACTED]  
**Subject:** Transit Supervisor - SF Municipal Transportation Agency - (9139) Qualifications Review

EXT

Dear John Reimonenq III:

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According to the examination announcement, the minimum qualifications required for all applicants is the following:

**Experience:** Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the San Francisco Municipal Transportation Agency (SFMTA): 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist, or 9163 Transit Operator.

One year of full-time employment is equivalent to 2000 hours. (2000 hours of qualifying work experience is based on a 40-hour work week.) Any overtime hours that you work above forty

(40) hours per week are not included in the calculation to determine full-time employment.

Exams staff is working remotely. If you wish to have your application reconsidered for this recruitment, please reply to this message and include verification as stipulated below by **Friday, July 28, 2023**. If we do not receive verification documents or an email specifying why verification is unable to be provided by **Friday, July 28, 2023**, your application will not proceed in this examination process.

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If self-employment is claimed as experience, evidence of earnings and duties comparable to those listed is required by submitting copies of income tax papers listing occupation and total earnings.

The verification documentation must be received no later than **close of business (5:00 p.m.) on Friday, July 28, 2023**, Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

Best,

Suzanne Wong

SFMTA Examinations & Classification Unit  
Recruitment: CBT-9139-T00076

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University of the Pacific  
Eberhardt School of Business

AWARDS THIS  
TRANSIT PARATRANSIT  
MANAGEMENT CERTIFICATE

*John J. Reimoneng III*

For Successfully Completing the  
Transit Paratransit Management Certificate Program

DECEMBER 1, 2017



*David Dauwalder*  
David Dauwalder, Interim Dean  
Eberhardt School of Business

*Peter M. Johnson*  
Peter M. Johnson, Director  
Westgate Center for Leadership & Management  
Development



The Trustees of  
The California State University  
on recommendation of the faculty of  
**San Francisco State University**  
have conferred upon

**John Joseph Keimoney, III**

the degree of  
**Bachelor of Arts**  
**Humanities**

with all rights and privileges pertaining thereto  
Given on this fifth day of January, two thousand sixteen.

*Edmund R. Brown, Jr.*  
Governor and President  
of the Trustees

*Timothy P. White*  
Chancellor

*Tom M. Clark*  
Chair of the  
Board of Trustees

*Leslie E. Wong*  
President of the University





# City College of San Francisco

Upon recommendation of the Faculty  
and under authorization granted by the Governing Board  
of the San Francisco Community College District  
the degree

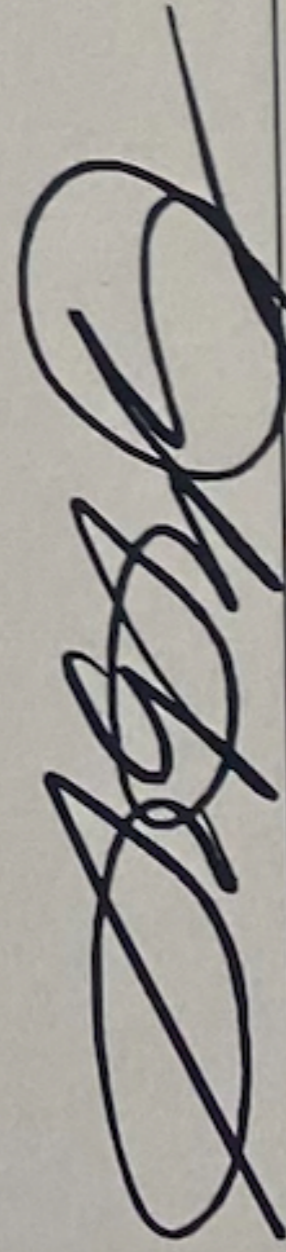
Associate in Arts  
Arts and Humanities

is hereby conferred upon

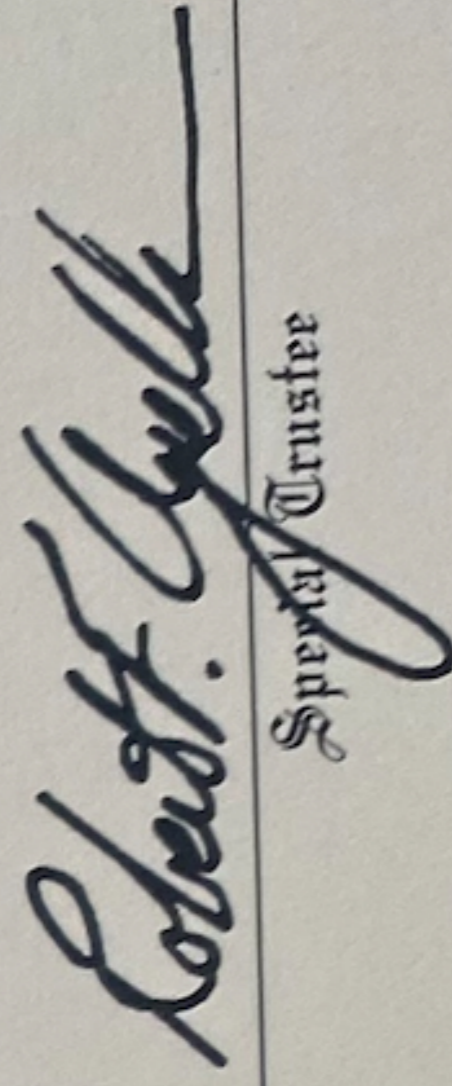
**John Joseph Reimoney, III**

this twenty-second day of December, 2013 in San Francisco, California

with all Rights, Benefits and Privileges appertaining thereto  
in token of the satisfactory completion  
of a two-year curriculum



Chancellor, San Francisco Community College District



Special Trustee





# 8121-Transit Fare Insp. Sup/Invst.

[SF | Careers](#) > 8121-Transit Fare Insp. Sup/Invst.

---

## Know the class code?

Class codes are four characters long.

## Search by keyword:

Use a keyword to search for a class.

- Search within title  Search within job descriptions

---

Compensation set id:



Transit Fare Insp. Sup/Invst.

## Job classification

Class	<a href="#">8121</a>
Title	Transit Fare Insp. Sup/Invst.
Overtime eligibility	Exempt (Z) - No Paid Overtime
Labor agreement	TWU Local 200
Effective date	October 09, 2014

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## Current compensation plan

Effective: Jul 01, 2023

See [Historic and future compensation information](#) for this class

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$46.8625	\$49.2250	\$51.6625	\$54.2625	\$56.9875
Rate /biweekly:	\$3,749.00	\$3,938.00	\$4,133.00	\$4,341.00	\$4,559.00
Rate /year:	\$97,474	\$102,388	\$107,458	\$112,866	\$118,534

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Job Title: Transit Fare Inspector Supervisor/Investigator

Job Code: 8121

### INTRODUCTION

Under general direction, supervises transit fare enforcement, inspections, citations and related activities under the San Francisco Municipal Transportation Agency (SFMTA) Proof of Payment (POP) Unit. Essential functions of this class include but are not limited to: investigating alleged violations of fare policy rules & regulations, civil and administrative codes, and other provisions under the jurisdiction of SFMTA; studying the efficiency of the POP Unit through field audits, meetings, surveys and other fact gathering techniques; analyzing fare inspection data and reviewing trends; planning the activities of Transit Fare Inspectors assigned to the enforcement of SFMTA fare policies; communicating orally with members of the public, agency personnel and with representatives from other departments; supervising Transit Fare Inspectors in the field; utilizing computer programs and software for drafting reports for management related to the

performance of the POP Unit as well as making recommendations on disciplinary actions of POP employees to Human Resources; and acting as a liaison with other divisions to resolve issues. Performs other related duties as required.

Special Requirements: The work of job code 8121 requires standing and walking for long periods of time on moving vehicles, uneven terrain and unstable surfaces; running short distances; climbing stairs; lifting and bending; wearing attire as specified by SFMTA; working in inclement weather; face-to-face contact and communication with the public who are sometimes hostile and use rude language. Employees may be required to work varying hours and/or shifts, including weekends, evenings and holidays. Requires use of computer software applications such as Microsoft Word, Excel, PowerPoint, and Outlook.

#### DISTINGUISHING FEATURES

Incumbents are distinguished from class 9132 Transit Fare Inspector by their higher level of responsibilities and decision-making. Positions in this job code are responsible for performing investigative work both independently and as a member of an investigative or security unit for SFMTA, and/or supervising the enforcement of SFMTA rules and fare policies. Positions in this job code are under the supervision of the Director of SFMTA Security and/or the Proof of Payment Program Manager

#### SUPERVISION EXERCISED

Positions in this job code may supervise Transit Fare Inspectors and other security personnel.

#### MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to the Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Investigates alleged violations of fare policy rules and regulations, civil and administrative codes, and other provisions under the jurisdiction of the SFMTA, to aid in successful enforcement of these rules and regulations.
2. Studies Proof of Payment (POP) efficiency through field audits, meetings, surveys and other fact-gathering techniques in order to safeguard and ensure that the POP Unit functions effectively. Ensures that SFMTA revenue is not being lost due to negligence.
3. Analyzes fare inspection data and reviews trends using spreadsheets and other computer programs in order to make recommendations to management. Enters data into spreadsheets and other



applications, as well as retrieving the data when necessary. This data includes information on rates of enforcement/evasions, achievement of department goals, etc.

4. Plans the activities of Transit Fare Inspectors assigned to the enforcement of SFMTA fare policies in order to ensure compliance with fare policies and procedures and to maintain integrity of the POP Unit. Keeps records on personnel performance, attendance as well as conducts training.
5. Communicates orally with members of the public, agency personnel and with representatives from other departments. Resolves fare disputes with patrons, explaining SFMTA fare policies and providing other information requested by patrons. Successfully resolves issues with POP staff, resolves problems related to fare issues with patrons; testifies in court and presents information at Skelly hearings.
6. Supervises Transit Fare Inspectors in the field. Participates in POP activities which include writing tickets, appearing in court and enforcing SFMTA policies to ensure the POP Unit is operating efficiently and revenue is not being lost.
7. Drafts reports for management related to the performance of the POP Unit as well as makes recommendations on disciplinary actions of POP employees to Human Resources. Sends correspondence to the union and writes memos on recommendations for possible policy changes. Drafts operation plans on special events.
8. Assigns schedules for Transit Fare Inspectors to ensure the shifts are staffed appropriately, as well as assigns overtime to fill voids in shifts. Ensures that employees are paid appropriately by entering payroll data and tracking hours worked.
9. Acts as a liaison with other divisions to resolve issues that may require coordination and communication. This includes working with the SFPD, the Department of Parking and Traffic, the Courts, etc. to resolve issues.

#### IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Ability to: analyze information and determine the facts involved or the sequence of events in order to uncover information or to substantiate or negate allegations; investigate claims made by the public about 9132 Transit Fare Inspectors violating rules, harassment claims by employees and other potential administrative violations made by employees; question individuals; compile a thorough body of information to present at Skelly hearings and other administrative hearings; systematically set about a course of thought or action to achieve a specific goal regarding POP activities; organize the varied elements of an assignment or situation into a logical sequence, based on a planned, organized course of thought or action; develop operation plans in order to achieve objectives or goals; supervise the work of subordinates as assigned; act calmly, effectively, and quickly in emergency situations; motivate employees

and be fair and decisive when dealing with subordinates; speak clearly, concisely, and in an easily understandable manner, for the purpose of obtaining or exchanging information; use appropriate language and terminology when needed including technical terms; articulate SFMTA policies and regulations to individuals and adapt one's speaking behavior to make persons feel at ease; learn to communicate by two-way radio and/or other communications and electronic equipment; listen with comprehension; generate memos, reports studies, letters, or other documents relating to a specific assignment; use appropriate grammar, spelling, and punctuation; write clearly and concisely; use appropriate terminology when referring to technical matters; preparing spreadsheets and various documents utilizing Microsoft Word, Excel, PowerPoint, Outlook etc.; possess a valid driver license; operate a vehicle with in the laws and regulations defined in the California Vehicle Code.

Skill to: identify a problem or issue by looking at seemingly unrelated incidents, and bring to a conclusion specific situations in compliance with stated guidelines or agency directives in a timely, just and unbiased manner; make decisions based on fare inspection data reports, spreadsheets and other adhoc reporting; assess the relative impact of various solutions to a problem; use independent judgment on routine matters; and interact courteously and electively with a variety of people for the purpose of gathering and/or assimilating information; respond to verbal cues when interacting with others; interact courteously and electively with SFMTA employees, co-workers, other City & County employees, the general public, and representatives from other agencies.

## TRAINING AND EXPERIENCE

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.

1. Three years of full-time verifiable experience in the enforcement of transit fare collection and/or municipal laws/ordinances in the public sector, involving extensive public contact at a level equivalent to class 9132 Transit Fare Inspector at the San Francisco Municipal Transportation Agency (SFMTA); and
2. Possession of a High School Diploma, GED or California High School Proficiency Certificate; and
3. Possession of a valid driver license; and
4. Basic proficiency in computer applications, e.g. Microsoft Word and Excel.

## LICENSE AND CERTIFICATION

Possession of a valid driver license.

PROMOTIVE LINES: FROM 9132 TRANSIT FARE INSPECTOR

ORIGINATION DATE: 2/9/87

AMENDED DATE: 1/11/13; 10/09/14

REASON FOR AMENDMENT To accurately reflect the minimum qualifications defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): SFMTA

## Standard information

### Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## Historic and future compensation

Elective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
Jul 01, 2023 (X)	\$46.8625	\$49.2250	\$51.6625	\$54.2625	\$56.9875
Jul 01, 2022 (W)	\$45.7250	\$48.0250	\$50.4000	\$52.9375	\$55.6000
Jan 08, 2022 (V)	\$43.4500	\$45.6250	\$47.8875	\$50.3000	\$52.8250
Jul 01, 2021 (U)	\$43.2375	\$45.4000	\$47.6500	\$50.0500	\$52.5625
Dec 26, 2020 (T)	\$41.7750	\$43.8625	\$46.0375	\$48.3500	\$50.7750



# City and County of **San Francisco**

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**City and County of San Francisco**  
**Transit Car Cleaner Assistant Supervisor (#9104)**

\$33.94-\$41.28 Hourly / \$5,883.00-\$7,154.00 Monthly / \$70,590.00-\$85,852.00 Yearly

 Notify Me when a Job Opens for the above position(s)

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**DEFINITION**

The Transit Car Cleaner Assistant Supervisor, under general supervision, supervises transit car cleaners responsible for keeping transit vehicles in a clean and sanitary condition; carries out, explains and enforces proper and safe methods and procedures related to the cleaning, sanitation and upkeep of transit vehicles; keeps routine records of cleaning activities and performs transit cleaning duties when needed.

**DISTINGUISHING FEATURES**

The Transit Car Cleaner Assistant Supervisor is the first level supervisory position in this series. It is distinguished from job code 9102, Transit Car Cleaner, in that the latter is the entry level position. This has been identified as a safety sensitive position.

**SUPERVISION EXERCISED**

Incumbents in this job code supervise the activities of job code 9102.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Inspects transit vehicles in order to assess and prioritize what work needs to be done; reviews information and reports both verbally and in writing.
2. Develops work plans, trains, assigns work to, and oversees the work of transit car cleaners and community service workers; ensures that assignments such as replenishing sand receptacles are distributed fairly and equitably, completed in a timely and professional manner and carried out in accordance with established safety procedures and SFMTA policies; conducts meetings to keep staff informed and updated on procedures, safety issues and other pertinent information.

3. Reviews and inspects all aspects of completed work to ensure that it has been performed according to instructions; follows up with employees to inform and provide advice on how assignments are to be completed.

4. Keeps and maintains records and develops work plans regarding: staff schedules and time worked; cleaning schedules, status of equipment, stock, inventory of cleaning supplies, and other job-related areas; maintains material safety data sheets; uses a computer for research and software applications such as Microsoft Word and Excel for data entry and for creating and completing logs, reports, statistics, etc.

5. Establishes, promotes and maintains effective working relationships and collaborations with co-workers and others.

6. Cleans transit cars as required; washes and cleans exterior body, using a pressure washer as needed; interior floor, and all interior equipment including front, back, windows and other areas; disinfects equipment; climbs platforms and other structures; carries cleaning equipment; lifts objects weighing up to 50 lbs.; uses personal protective equipment (PPE).

7. Ensures that signs, notices and circulars are posted in order to assure that information is disseminated in a timely manner; ensures that the necessary materials are stocked/replenished, e.g. sand receptacles.

8. Drives transit vehicles, as required (revenue and non-revenue) in order to move them to appropriate locations for cleaning or other work-related reasons.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of: cleaning procedures, materials, chemicals and disinfectants used in transit vehicle cleaning; the safe and proper use of a variety of cleansing agents, chemical disinfectants and other materials; the proper safety procedures in performing physical tasks related to transit vehicle cleaning; methods and procedures necessary in order to ensure the safety of workers from hazards when working with transit buses, equipment, and related cleansing agents and chemical disinfectants.

Ability to: supervise, train, assign, and review work of subordinates; analyze, prioritize and plan staff work and training schedules, cleaning schedules, equipment inspections, etc. and resolve problems; write clearly and effectively; read and follow oral and written instructions; maintain appropriate and accurate records of activities; use a computer for job related research and to use software applications such as Microsoft Word and Excel to prepare/review/generate logs, reports, statistics, etc.; speak in a precise, courteous, and understandable manner; listen with understanding and comprehension; use appropriate terminology when speaking about technical matters; read and comprehend written materials, emails etc.; promote, establish and maintain effective working relationships with co-workers; function effectively under stress, be a team player, and maintain a professional demeanor; to drive a variety of transit and motor vehicles; obtain and maintain a class C and/or class B driver license.

## **EXPERIENCE AND TRAINING**



## City and County of San Francisco Transit Supervisor (#9139)

\$44.94-\$54.63 Hourly / \$7,789.00-\$9,468.00 Monthly / \$93,470.00-\$113,620.00 Yearly

 Notify Me when a Job Opens for the above position(s)

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### DEFINITION

Under general supervision, the Transit Supervisor, as the first-line supervisor, supervises, directs, reviews, plans and evaluates the work of subordinate personnel engaged in a variety of transit service activities at the San Francisco Municipal Transportation Agency (SFMTA).

### DISTINGUISHING FEATURES

Positions allocated to the Transit Supervisor job code function at the level of a first-line supervisor. Assignments in this broad job code include but are not limited to: transit operator supervision, training and field monitoring, adjustment and control of schedule adherence, schedule preparation and modification, and divisional assignments in training, dispatching and communications. Positions in this job code are distinguished from the 9140 Transit Manager I in that the latter has responsibility for management functions and 9160 Transportation Operations Specialist in that the latter may provide direction and supervision in other service areas including train control, bus dispatching, central communications, traffic signal operations, public information, parking enforcement, and field operations; develops and administers training programs for Transit Management Center (TMC) and Field Operations staff.

### SUPERVISION EXERCISED

Most positions in this job code supervise employees in Transit Operator and/or Station Agent job codes.

### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Supervises the activities of transit personnel; ensures that the department rules, policies and procedures are followed by subordinate personnel.
2. Maintains transit services by coordinating schedule adjustment and operator activities with central control and other transit supervisors; investigates service problems on assigned

lines and at MUNI metro stations; takes corrective actions; and ensures proper coverage at subway stations.

3. Prepares and/or modifies transit service schedules; analyzes traffic and passenger data to identify schedule problems and reports the information to appropriate personnel, and uses computer hardware and software in the performance of duties.
4. Instructs, advises and evaluates subordinate personnel in the field or classroom on the safe, efficient operation of revenue and non-revenue equipment and operating rules, procedures and policies; identifies and recommends retraining needs and conducts retraining; assigns and evaluates line trainers; and designs curriculum for instruction.
5. Prepares different reports such as schedule adherence reports, accident/incident/violation reports and instructional plans using computer applications; reviews reports to ensure that the information is complete and accurate.
6. Coordinates and initiates responses by appropriate personnel and transit services; maintains communications among field staff, responds to silent alarms and emergencies; dispatches police, medical units and/or support personnel.
7. Interacts with members of the public and other agency representatives on various matters; listens to customer complaints and takes appropriate courses of action; and directs traffic as needed. Serves as Good-Will-Ambassador for the SFMTA.
8. Uses different computer applications to prepare correspondence, and reports; monitors service and researches information; utilizes specialized computer applications such as Trapeze, DriveCam, NEXTBUS, and TransitSafe.
9. Performs related duties and responsibilities as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** transit lines, line management techniques, schedules and equipment necessary to coordinate and maintain safe and effective transit operations; traffic patterns and their impact on transit corridors necessary to effectively reroute and reschedule transit equipment; emergency procedures necessary to quickly and safely assist passengers, the public and transit personnel in emergency situations; and radio communication terminology necessary to expediently and effectively handle emergency situations.

**Ability to:** effectively schedule, coordinate, monitor, evaluate and train subordinate personnel; provide leadership and issue orders; effectively interact with the public, peers, transit personnel and representatives of other agencies in a courteous and effective manner using discretion and sound judgment even in difficult and stressful situations; analyze quantitative and qualitative data and draw reasonable inferences as to the relative importance of the information; assess the relative impact of various solutions to a problem; break complex problems into components; communicate verbally in a clear, concise and effective manner with subordinates, peers, superiors and members of the public; provide instruction, information and direction especially in emergency situations to members of the public and transit personnel; prepare reports and memoranda in a clear, understandable, and concise manner; prepare materials for instruction;



comprehend written materials; use different computer programs/applications to prepare schedules, input data, dispatch personnel and/or vehicles, monitor transit activities, and prepare payroll; and lift /transport work-related materials and/or operate equipment weighing up to 50 pounds.

## **EXPERIENCE AND TRAINING**

### **Experience**

Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the SFMTA: 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator or 9163 Transit Operator; **AND**

Ability to utilize software applications related to the work of the assigned unit (to be tested at the time of appointment and/or during the probationary period).

### **Training**

None

## **LICENSE OR CERTIFICATE**

Possession of a valid, unrestricted, Class C Driver License.

Notes

Some positions at SFMTA Training Division require obtaining and maintaining a Commercial Class B driver license with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle and Verification of Transit Training (VTT).

Some positions at Transit Services require obtaining and maintaining a Commercial Class B driver license with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle.

Employees must maintain the requirements for the position during the course of employment.

Some positions may require possession of a valid DMV Medical Examiner's Certificate as a condition of assignment to such position(s).

## **NOTES**

Nature of work: requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work-related materials and equipment weighing up to 50 pounds;

pulling poles, manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.

Amended Date: 12/21/04; 05/25/2016; 06/08/2018

### **DISASTER SERVICE WORKERS**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

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**CLASS:** 9139; **EST:** 2/7/1977; **REV:** 6/8/2018;

# ATTACHMENT I

**Wong, Suzanne**

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**From:** Suzanne Wong from City and County of San Francisco <notifications@careers.sf.gov>  
**Sent:** Thursday, August 10, 2023 3:44 PM  
**To:** Reimonenq, John  
**Subject:** Response to Reconsideration Request: 9139 Transit Supervisor - SF Municipal Transportation Agency - (CBT-9139-T00076)

EXT

Hi John Reimonenq III,

Thank you for submitting additional documents to support your reconsideration request for 9139 Transit Supervisor - SF Municipal Transportation Agency - (CBT-9139-T00076).

A second review of your application along with the additional information you submitted has been conducted.

According to the job ad, the minimum qualifications required for all applicants are the following:

Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the San Francisco Municipal Transportation Agency (SFMTA): 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist, or 9163 Transit Operator.

The additional information that we received from you are as follows:

- Email time-stamped 7/25/2023 3:31 PM from you stating that you believe that your application was overlooked and you possess the sufficient experience needed to advance to the civil service examination.
- Certificate from the University of the Pacific, Eberhardt School of Business for Successfully Completing the Transit Paratransit Management Certificate Program.
- Diploma, AA Degree in Arts and Humanities.
- Diploma, BA Degree in Humanities
- 8121 Transit Fare Inspector Supervisor/Investigator class specification
- 9104 Transit Car Cleaner Assistant Supervisor class specification
- 9139 Transit Supervisor job specification

Below are details on your application, which determined that you do not meet the minimum required for experience as of filing deadline July 5, 2023.

Analysis of information on your application, city and county records, and additional documents provided show the following:

- 9131 Station Agent since 11/12/2022. This is equivalent to eight (8) months of qualifying experience as of filing deadline of July 5, 2023.

- 9104 Transit Car Cleaner Assistant Supervisor from 2/23/2019 to 11/12/2022. This experience is not qualifying, as it is not equivalent to the work performed by the classifications listed in the minimum qualifications.

In your email, it was mentioned that the 9104 Transit Car Cleaner Assistant Supervisor performs various duties equivalent to the 9139 Transit Supervisor and 8121 Investigator/Transit Fare Supervisor. However, pursuant to the City and County of San Francisco job specifications, these two classifications are not equivalent. Whereas the focus purpose and scope of work of the 9104 Transit Car Cleaner Assistant Supervisor is to supervise transit equipment cleaners, janitors acid general laborers in keeping transit equipment in a clean and sanitary condition, the 8121 Investigator/Transit Fare Supervisor participates in a wide variety of investigative and security activities in connection with alleged or suspected violations of Municipal Railway (MUNI) rules, regulations and other ordinances; and/or supervises transit fare enforcement, inspections, citations and related activities under the MUNI Proof of Payment (POP) program.

- 9102 Transit Car Cleaner from 9/30/2013 - 2/23/2019. This experience is not qualifying.

Unfortunately, the information provided does not indicate that you possess the experience required to qualify for this position. Per Civil Service Rules, every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Therefore, your application for this recruitment will not continue to the next step in the exam process.

Thank you for your time and interest in this recruitment. Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>. If you wish to challenge this decision, a protest must be submitted in writing to the Director of Transportation by close of business on the fifth working day following the transmittal date of this electronic communication.

We encourage you to continue to seek employment opportunities with the San Francisco Municipal Transportation Agency. You may obtain employment information from our website at [www.sfmta.com/jobs](http://www.sfmta.com/jobs) or from the City and County of San Francisco website at Careers at City and County of San Francisco ([smartrecruiters.com](http://smartrecruiters.com)).

Thank you for your time and interest in this recruitment.

Respectfully,

Suzanne Wong

SFMTA Examinations & Classification Unit

RECRUITMENT: CBT-9139-T00076

This message is from outside of the SFMTA email system. Please review the email carefully before responding, clicking links, or opening attachments.



CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

ATTACHMENT J

NOTICE OF RECEIPT OF APPEAL

DATE: August 18, 2023  
REGISTER NO.: 0171-23-4  
APPELLANT: JOHN REIMONENQ

Jeffrey Tumlin  
Director of Transportation  
Municipal Transportation Agency  
1 South Van Ness Avenue, 7<sup>th</sup> Floor  
San Francisco, CA 94103

Dear Jeffrey Tumlin:

The Civil Service Commission has received the attached emails from John Reimonenq appealing the disqualification of their application for Class 9139 Transit Supervisor Examination with the Municipal Transportation Agency. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 “Action Request on Pending Appeal/Request,” with supporting information and documentation to my attention by email at [civilservice@sfgov.org](mailto:civilservice@sfgov.org). CSC Form 13 is available on the Civil Service Commission’s website at [www.sf.gov.org/CivilService](http://www.sf.gov.org/CivilService) on the “File an action request for a Civil Service Commission hearing” page.

In the event that John Reimonenq’s appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on October 25, 2023**, so that it may be heard by the Civil Service Commission at its meeting on November 6, 2023. If you will be unable to transmit the staff report by the October 25th deadline, or if required departmental representatives will not be available to attend the November 6th meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

You may contact me at [Lavena.Holmes@sfgov.org](mailto:Lavena.Holmes@sfgov.org) or (628) 652-1100 if you have any questions. For more information regarding staff report requirements, meeting procedures or future meeting dates, please visit the Commission’s website at [www.sf.gov.org/CivilService](http://www.sf.gov.org/CivilService).

Sincerely,

REM-116

Appellant: John Reimonenq  
08/18/23  
Page 2

CIVIL SERVICE COMMISSION

A handwritten signature in black ink that reads "Lavena Holmes". The signature is written in a cursive, flowing style.

LAVENA HOLMES  
Deputy Director

Attachment

Cc: Kimberly Ackerman, Municipal Transportation  
William Miles, Municipal Transportation Agency  
Shivani Nath, Municipal Transportation Agency  
Romika Williams, Municipal Transportation Agency

**From:** [CivilService, Civil \(CSC\)](#)  
**To:** [Holmes, Lavena \(CSC\)](#); [Eng, Sandra \(CSC\)](#)  
**Subject:** Fw: 9139 Transit Supervisor application reconsideration  
**Date:** Tuesday, August 15, 2023 8:29:24 AM  
**Attachments:** [9139 job duties.pdf](#)  
[9104 job duties.pdf](#)  
[8121-Transit Fare Insp. Sup duties.pdf](#)  
[employment verification.pdf](#)  
[racial equity action plan.pdf](#)  
[Resume&Coverletter.pdf](#)

---

FYI

Civil Service Commission Representative  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102  
Office (628) 652-1110  
Main (628) 652-1100  
Fax (628) 652-1109

---

**From:** Reimonenq, John (MTA) <[REDACTED]>  
**Sent:** Monday, August 14, 2023 5:36 PM  
**To:** CivilService, Civil (CSC) <civilservice@sfgov.org>  
**Subject:** Fwd: 9139 Transit Supervisor application reconsideration

Hello,

I write this correspondence with the hope that you reconsider my application for the 9139 Transit Supervisor position. In Suzanne Wong's reconsideration review she indicates that my near decade of work experience and education are not applicable. My application was not accepted due to procedural barriers that hindered the recognition of my experience as equivalent to the desired job classifications listed in the announcement. Because the 9139 performs a wide range of duties my experience and education do correlate. Whatever experience that I lack, I make up for it in education. It makes no sense that an applicant with previous supervisor experience with SFMTA, does not meet the desirable qualifications. Selecting a prospective candidate with supervisor experience is beneficial because they are familiar with the agency's policies, standards, and expectations that SFMTA holds their supervisors to. Essentially, my supervisor experience does not count due to the fact that I supervised Transit Car Cleaners. My application was denied due to classification stigmas, inequitable policies, and procedural barriers.

According to the **SFMTA Racial Equity Action Plan Phase I (2020)** SFMTA states that they would "Review and update minimum qualifications to increase access...Amend the standard introductory language for Desirable Qualifications (DQs) in job announcements to communicate to applicants that we encourage them to apply even if they do not possess all the DQs" SFMTA goal with policy changes is to retain and promote

prospective candidates and to give them opportunity for career mobility. The 9139 job listing is very much outdated and has not been updated to reflect new policies. The prequalifying classifications listed on the 9139 announcement include: 9122 transit information clerk, 9124 senior transit information clerk, 9126 transit traffic checker, and 9128 Senior transit traffic checker. These classifications are all obsolete and SFMTA no longer recruits to fill and has a total of 4 employees remaining across 4 classifications. These desirable qualifications are clearly dated and puts the few remaining employees in these classification at an unfair advantage.

I initially started my career as a 9102 Transit Car Cleaner, during this time I was a lead worker who was responsible for the supervision and leadership of car cleaners, general assistance workers, community service workers, and automotive service workers. Duties I performed included operating both revenue and non-revenue vehicles, responding to calls directly from Tmc using 2 way radio, acting as a muni ambassador, using various computer applications to create reports and correspondence. Early on in my career at SFMTA, I knew that transit was my calling, inspiring me to pursue higher education and continuous learning, all aimed at propelling my career forward. During this time there were no training or mentorship programs that gave employees access to career mobility, so I had to put myself through school in order to develop skills and to make myself a more appealing candidate for prospective jobs. While employed full time as a 9102, I attended college full time and earned a Bachelor's Degree from San Francisco State, a Transit and Paratransit Management certificate from the University of the Pacific, and POST Basic Dispatch Academy certificate. Eventually, I was promoted to 9104 Transit car cleaner supervisor, this classification is a first line supervisor position that is responsible for the supervision of 9102 Transit Car Cleaners. When compared, the 9104 performs various duties equivalent to a 9139 Transit Supervisor and 8121 Transit Fare inspector Supervisor these include: supervising, inspecting work, development of work plans, scheduling, writing incident reports, training employees, progressive disciplinary action, maintaining policies/procedures, dispatching, evaluation of transit staff, using computer applications, preparing reports, maintain records, preparing payroll, logging statics, analyzing records, reading and following instructions, being a team player, resolve problems, effective interaction with employees, prioritizing, functioning under stress, conducting safety meetings, prioritizing safety, and operating revenue and non revenue equipment. If both classifications share various equal duties just in different capacities, why should classification even matter? The 9139 supervisor job minimum qualification requires "Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the SFMTA". The job announcement states performing duties "equivalent to", nowhere does it specifically state that it must be a specific classification exclusively from the list. Arguably, a 9104 performs more duties equivalent to a 9139 than any other of the positions listed. Realistically, the 9139 job announcement is not inclusive to potential candidates, selection to advance to civil service examination is based on years of service in a classification, rather than actual



experience.

My work experience is undervalued because of bias and stigmas toward entry level positions. Coming from the car cleaning department, I can say that there is no opportunity for career advancement. There is a blatant misconception that car cleaners and car cleaners supervisors do not require a high level of professionalism or skill, which is disrespectful to their experience. According to SFMTA “Black and brown people are most highly concentrated in the lowest-paid, entry level classifications across the agency. Additionally, a lengthy hiring process can dissuade or prevent BIPOC candidates from accessing opportunities at the agency. Many staff have lost faith in the hiring process's ability to produce equitable outcomes, citing bias, procedural barriers to access, and the need for a stronger executive commitment to equity”. As a Mexican American working at SFMTA I have lost faith in the hiring process, just last year after being interviewing for the 9131 Station Agent position and being offered the position, SFMTA nearly rescinded my offer for employment during verification stage because my previous work experience did not meet the minimal qualifications for 9131 position according to the job announcement. I was forced to plead with the analyst and submit a letter of recommendation verifying my work experience and character, after waiting nearly 2 months for a response SFMTA HR finally approved my letter. Waiting in limbo for their decision affected my seniority for the 9131 position, as I should have started in the earlier classes.

There are obvious discrepancies in the desirable qualification standard at SFMTA. Within the last two years I interviewed for two separate 9172 Manager II, for TMC and Car Cleaner departments. How does my 9104 supervisor experience qualify for a manager, but not a 9139 supervisor? My ultimate goal is to bring these discrepancies to your attention and hopefully this will pave the way for policies changes and making career mobility inclusive for all. I ask that you please allow me the equitable opportunity to take the test and prove myself. Thank you for your time and understanding. Attached is the 9104, 8121, and 9139 job listing with all equivalent duties highlighted and my diplomas/certificate.

# ATTACHMENT K



**SF** | Careers

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# 9139-Transit Supervisor

SF | Careers > 9139-Transit Supervisor

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## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

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Compensation set id:



## Transit Supervisor

## Job classification

<b>Class</b>	<b><u>9139</u></b>
<b>Title</b>	Transit Supervisor
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	<u>TWU, Local 200</u>
<b>Effective date</b>	July 13, 2023

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$48.7250	\$51.1500	\$53.7375	\$56.4125	\$59.2375
<b>Rate /biweekly:</b>	\$3,898.00	\$4,092.00	\$4,299.00	\$4,513.00	\$4,739.00
<b>Rate /year:</b>	\$101,348	\$106,392	\$111,774	\$117,338	\$123,214

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Transit Supervisor

Job Code: 9139

### DEFINITION

Under general supervision, the Transit Supervisor, as the first-line supervisor, supervises, directs, reviews, plans and evaluates the work of subordinate personnel engaged in a variety of transit service activities at the San Francisco Municipal Transportation Agency (SFMTA). This is a uniformed job classification.

### DISTINGUISHING FEATURES

Positions allocated to the Transit Supervisor job code function at the level of a first-line supervisor. Assignments in this broad job code include but are not limited to: transit operator supervision, training and field monitoring, adjustment and control of schedule adherence, schedule preparation and modification, and divisional assignments in

dispatching and communications. Positions in this job code are distinguished from the 9140 Transit Manager I in that the latter has responsibility for management functions and 9160 Transportation Operations Specialist in that the latter may provide direction and supervision in other service areas including train control, bus dispatching, central communications, traffic signal operations, public information, parking enforcement, and field operations; develops and administers training programs for Transit Management Center (TMC) and Field Operations staff.

#### SUPERVISION EXERCISED

Most positions in this job code supervise employees in Transit Operator and/or Station Agent job codes.

#### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Supervises the activities of transit personnel; ensures that the department rules, policies and procedures are followed by subordinate personnel.
2. Maintains transit services by coordinating schedule adjustment and operator activities with TMC and other transit supervisors; investigates service problems on assigned lines and at MUNI metro stations; takes corrective actions; and ensures proper coverage at subway stations.
3. Prepares and/or modifies transit service schedules; analyzes traffic and passenger data to identify schedule problems and reports the information to appropriate personnel, and uses computer hardware and software in the performance of duties.
4. Instructs, advises and evaluates subordinate personnel in the field, classroom, or division on the safe, efficient operation of revenue and non-revenue equipment and operating rules, procedures and policies; identifies and recommends retraining needs.
5. Prepares different reports such as schedule adherence reports, accident/incident/violation reports and instructional plans using

computer applications; reviews reports to ensure that the information is complete and accurate.

6. Coordinates and initiates responses by appropriate personnel and transit services; maintains communications among field staff, responds to silent alarms and emergencies; dispatches police, medical units and/or support personnel.

7. Interacts with members of the public and other agency representatives on various matters; listens to customer complaints and takes appropriate courses of action; and directs traffic as needed. Serves as Good-Will-Ambassador for the SFMTA.

8. Uses different computer applications to prepare correspondence, and reports; monitors service and researches information; utilizes specialized computer applications such as Trapeze, DriveCam, NEXTBUS, and TransitSafe, OrbCAD, MAESTRO, Microsoft Office Suite, as well as applicable electronic forms as assigned.

9. Performs related duties and responsibilities as assigned.

#### KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: transit lines, line management techniques, schedules and equipment necessary to coordinate and maintain safe and effective transit operations; traffic patterns and their impact on transit corridors necessary to effectively reroute and reschedule transit equipment; emergency procedures necessary to quickly and safely assist passengers, the public and transit personnel in emergency situations; and radio communication terminology necessary to expediently and effectively handle emergency situations.

Ability or Skill to: effectively schedule, coordinate, monitor, evaluate and train subordinate personnel; provide leadership and issue orders; effectively interact with the public, peers, transit personnel and representatives of other agencies in a courteous and effective manner using discretion and sound judgment even in difficult and stressful situations; analyze quantitative and qualitative data and draw reasonable inferences as to the relative importance of the information; assess the relative impact of various solutions to a problem; break complex problems into components; communicate verbally in a clear, concise and effective manner with subordinates, peers, superiors and members of the public; provide instruction, information and direction

especially in emergency situations to members of the public and transit personnel; prepare reports and memoranda in a clear, understandable, and concise manner; prepare materials for instruction; comprehend written materials; use different computer programs/applications to prepare schedules, input data, dispatch personnel and/or vehicles, monitor transit activities, and prepare payroll; and lift /transport work-related materials and/or operate equipment weighing up to 50 pounds.

#### MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

The following are required to be possessed as of the filing deadline for applications:

1. Five (5) years of full-time verifiable experience with a large public transit system performing duties equivalent to one or more of the following classifications with the SFMTA: 9122 Transit Information Clerk, 9124 Senior Transit Information Clerk, 9126 Transit Traffic Checker, 9128 Senior Transit Traffic Checker, 9131 Station Agent, 9132 Transit Fare Inspector, 8121 Transit Fare Inspector Supervisor/Investigator, 9136 Transit Training Specialist or 9163 Transit Operator.

The following must be possessed as of the date that a position is certified to the eligible list and maintained through the date of appointment. These minimum qualifications ensure that hires will possess necessary standards of delivering safe and quality service.

1. No accidents where applicant contributed to the cause (i.e., preventable) in the previous thirty-six (36) months; AND
2. No preventable non-collision safety incidents in the previous twelve (12) months; AND
3. No suspensions in the previous twelve (12) months; AND

4. No Performance Appraisals within the previous twelve (12) months with an overall determination of unsatisfactory performance; AND

5. Possession of a valid, unrestricted, CA Class C Driver License

The following will be assessed during the probationary period:

1. Ability to utilize software applications related to the work of the assigned unit (to be tested at the time of appointment and/or during the probationary period).

#### Notes

- A preventable non-collision safety incident refers to any event that involves the unsafe operation of a vehicle.
- All candidates who possess the required education and experience by the filing deadline will be invited to compete in the examination process. When positions are certified to the eligible list, reachable candidates who score high enough in the selection process will be reviewed to ensure that they meet all listed minimum qualifications.
- Experience driving school buses, tour buses and small vans is not considered qualifying experience.
- Employees must maintain the licensure and certification requirements for the position during the course of employment.
- Some positions require obtaining and maintaining a Commercial Class B Driver License with appropriate endorsements as required by the DMV and no restrictions that prohibit operation of a SFMTA public transit vehicle within six (6) months of appointment and obtaining and maintaining Verification of Transit Training (VTT).
- Some positions may require possession of a valid DMV Medical Examiner's Certificate as a condition of assignment to such position(s).

#### SUPPLEMENTAL INFORMATION

Nature of work: requires incumbents to work rotating shifts, holidays, nights, and weekends; to work outdoors in all weather conditions; and to use computer applications; stand and/or sit for prolonged periods of time; and may require the performance of different physical activities such as lifting /transporting/operating work-related materials and

equipment weighing up to 50 pounds; pulling poles, may be required to manually setting track switches on surface streets and cranking switches in the subway, resetting retrievers to return disabled transit vehicles to service and assisting in the movement of disabled vehicles when required.

#### PROMOTIVE LINES

To: Various Classes at SFMTA

From: 9163 Transit Operator and other classes indicated in the minimum qualifications

#### ORIGINATION DATE:

May 4, 1981

#### AMENDED DATE:

12/21/04; 05/25/16; 06/08/18; 09/26/19; 07/13/23

#### REASON FOR AMENDMENT:

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

#### BUSINESS UNIT(S):

SFMTA

## Standard information

### Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## Historic and future compensation

**Effective (Sched)** **Step 1** **Step 2** **Step 3** **Step 4** **Step 5**





<b>Jul 01, 2023 (X)</b>	\$48.7250	\$51.1500	\$53.7375	\$56.4125	\$59.2375
<b>Jul 01, 2022 (W)</b>	\$47.5375	\$49.9000	\$52.4250	\$55.0375	\$57.7875
<b>Jan 08, 2022 (V)</b>	\$45.1625	\$47.4125	\$49.8125	\$52.2875	\$54.9000
<b>Jul 01, 2021 (U)</b>	\$44.9375	\$47.1750	\$49.5625	\$52.0250	\$54.6250



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# ATTACHMENT L



**SF** | Careers

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# 9104-Transit Car Cleaner Asst Sprv

SF | Careers > 9104\_Transit Car Cleaner Asst Sprv

## Know the class code?

Class codes are four characters long.

Search

## Search by keyword:

Use a keyword to search for a class.

Search within title  Search within job descriptions

Search

Compensation set id:



## Transit Car Cleaner Asst Sprv

## Job classification

<b>Class</b>	<b>9104</b>
<b>Title</b>	Transit Car Cleaner Asst Sprv
<b>Overtime eligibility</b>	Covered (Non-Z) - Nonexempt
<b>Labor agreement</b>	<u>SEIU, Local 1021, Misc</u>
<b>Effective date</b>	June 22, 2020

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## Current compensation plan

**Effective:** Jul 01, 2023

See [Historic and future compensation information](#) for this class

<b>Step:</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>
<b>Rate /hr:</b>	\$37.1625	\$39.0125	\$40.9750	\$43.0250	\$45.1750
<b>Rate /biweekly:</b>	\$2,973.00	\$3,121.00	\$3,278.00	\$3,442.00	\$3,614.00
<b>Rate /year:</b>	\$77,298	\$81,146	\$85,228	\$89,492	\$93,964

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## Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Transit Car Cleaner Assistant Supervisor

Job Code: 9104

### DEFINITION

The Transit Car Cleaner Assistant Supervisor, under general supervision, supervises transit car cleaners responsible for keeping transit vehicles in a clean and sanitary condition; carries out, explains and enforces proper and safe methods and procedures related to the cleaning, sanitation and upkeep of transit vehicles; keeps routine records of cleaning activities and performs transit cleaning duties when needed.

### DISTINGUISHING FEATURES

The Transit Car Cleaner Assistant Supervisor is the first level supervisory position in this series. It is distinguished from job code 9102, Transit Car Cleaner, in that the latter is the entry level position. This has been identified as a safety sensitive position.

## SUPERVISION EXERCISED

Incumbents in this job code supervise the activities of job code 9102.

## EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Inspects transit vehicles in order to assess and prioritize what work needs to be done; reviews information and reports both verbally and in writing.
2. Develops work plans, trains, assigns work to, and oversees the work of transit car cleaners and community service workers; ensures that assignments such as replenishing sand receptacles are distributed fairly and equitably, completed in a timely and professional manner and carried out in accordance with established safety procedures and SFMTA policies; conducts meetings to keep staff informed and updated on procedures, safety issues and other pertinent information.
3. Reviews and inspects all aspects of completed work to ensure that it has been performed according to instructions; follows up with employees to inform and provide advise on how assignments are to be completed.
4. Keeps and maintains records and develops work plans regarding: staff schedules and time worked; cleaning schedules, status of equipment,, stock, inventory of cleaning supplies, and other job-related areas; maintains material safety data sheets; uses a computer for research and software applications such as Microsoft Word and Excel for data entry and for creating and completing logs, reports, statistics, etc.
5. Establishes, promotes and maintains effective working relationships and collaborations with co-workers and others.
6. Cleans transit cars as required; washes and cleans exterior body (using a pressure washer as needed), interior floor, and all interior equipment including front, back, windows and other areas; disinfects equipment; climbs platforms and other structures; carries cleaning

equipment; lifts objects weighing up to 50 lbs.; uses personal protective equipment (PPE).

7. Ensures that signs, notices and circulars are posted in order to assure that information is disseminated in a timely manner; ensures that the necessary materials are stocked/replenished, e.g. sand receptacles.

8. Drives transit vehicles, as required (revenue and non-revenue) in order to move them to appropriate locations for cleaning or other work-related reasons.

#### KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: cleaning procedures, materials, chemicals and disinfectants used in transit vehicle cleaning; the safe and proper use of a variety of cleansing agents, chemical disinfectants and other materials; the proper safety procedures in performing physical tasks related to transit vehicle cleaning; methods and procedures necessary in order to ensure the safety of workers from hazards when working with transit buses, equipment, and related cleansing agents and chemical disinfectants.

Ability and Skill to: supervise, train, assign, and review work of subordinates; analyze, prioritize and plan staff work and training schedules, cleaning schedules, equipment inspections, etc. and resolve problems; write clearly and effectively; read and follow oral and written instructions; maintain appropriate and accurate records of activities; use a computer for job related research and to use software applications such as Microsoft Word and Excel to prepare/review/generate logs, reports, statistics, etc.; speak in a precise, courteous, and understandable manner; listen with understanding and comprehension; use appropriate terminology when speaking about technical matters; read and comprehend written materials, emails etc.; promote, establish and maintain effective working relationships with co-workers; function effectively under stress, be a team player, and maintain a professional demeanor; to drive a variety of transit and motor vehicles; obtain and maintain a class C and/or class B driver license.

#### MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for

employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Experience:

Three (3) years of fulltime verifiable experience as a transit vehicle cleaner; OR

Five (5) years of fulltime verifiable custodial, janitorial, or auto detailing experience using commercial cleaning chemicals and equipment.

#### LICENSE AND CERTIFICATION

Possession of a valid Class C driver license. Some positions may require obtaining and maintaining a Commercial Class B driver license with appropriate endorsements as required by the DMV within six (6) months of notification.

#### SUPPLEMENTAL INFORMATION

Nature of work: Requires incumbents to work on different shifts, weekends, and holidays; work in inclement weather and around moving transit vehicles; May be exposed to dust, fumes, oil, gas, and other vapors and biohazards such as vomit, blood, urine, feces and needles/sharps, etc. Incumbents may be required to wear PPE such as gloves, goggles, boots, disposable suits, face and/or particle masks, etc. Lift objects weighing up to fifty (50) pounds.

#### PROMOTIVE LINES

To: 9106 Transit Car Cleaner Supervisor I

From: 9102 Transit Car Cleaner

ORIGINATION DATE:

AMENDED DATE: 6/8/2018; 5/31/2019; 6/22/2020

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S): SFMTA

## Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

## Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
<b>Jul 01, 2023 (X)</b>	\$37.1625	\$39.0125	\$40.9750	\$43.0250	\$45.1750
<b>Jul 01, 2022 (W)</b>	\$36.2500	\$38.0625	\$39.9750	\$41.9750	\$44.0750
<b>Jan 08, 2022 (V)</b>	\$34.1125	\$35.8250	\$37.6250	\$39.5000	\$41.4875
<b>Jul 01, 2021 (U)</b>	\$33.9375	\$35.6500	\$37.4375	\$39.3000	\$41.2750
<b>Dec 26, 2020 (T)</b>	\$32.7875	\$34.4375	\$36.1625	\$37.9625	\$39.8750

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