



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

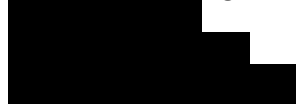
**LONDON N. BREED  
MAYOR**

***Sent via Electronic Mail***

January 18, 2024

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

Christopher C. Dugan



**SUBJECT: REQUEST FOR A HEARING BY CHRISTOPHER C. DUGAN, APPEALING THE DENIAL TO ACCEPT HIS LATE APPLICATION FOR H030 CAPTAIN EXAMINATION.**

Dear Christopher C. Dugan:

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 **January 30, 2024, at 1:00 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, January 24, 2024. 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 Wednesday, January 24, 2024**, 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.

Attendance by you or an authorized representative is recommended. Should you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. Where applicable, the Commission has the authority to uphold, increase, reduce, or modify any restrictions recommended by the department. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

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: Jeanne Buick, Department of Human Resources  
Anna Biasbas, Department of Human Resources  
Dave Johnson, Department of Human Resources  
Jesusa Bushong, San Francisco Fire Department  
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/>.



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Numbers: **0245 - 23 - 4**
2. For Civil Service Commission Meeting of: **January 30, 2024**
3. Check One:
  - Ratification Agenda
  - Consent Agenda
  - Regular Agenda
  - Human Resources Director's Report
4. Subject: **Christopher Dugan Appealing the Denial to Accept his Late Application for the H030 Captain Examination**
5. Recommendation: **Adopt the report of the Department of Human Resources and deny the appeal by Dugan.**
6. Report prepared by: **Crystal Cervantes** Telephone number: **415-551-8901**
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).**
8. Reviewed and approved for Civil Service Commission Agenda:  
Human Resources Director:   
Date: 01/17/2024
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

**Executive Officer  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102**

10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

Attachment

CSC-22 (11/97)

**CSC RECEIPT STAMP**

## San Francisco Fire Department Notification List

Christopher Dugan

[Chris.dugan@sfgov.org](mailto:Chris.dugan@sfgov.org)

Chief Jeanine Nicholson  
Chief of Department  
698 Second Street, 2<sup>nd</sup> Floor  
San Francisco, CA 94107-2015  
[jeanine.nicholson@sfgov.org](mailto:jeanine.nicholson@sfgov.org)

Deputy Chief Darius Luttrupp  
Operations Division  
698 Second Street, 2<sup>nd</sup> Floor  
San Francisco, CA 94107-2015  
[Darius.Luttrupp@sfgov.org](mailto:Darius.Luttrupp@sfgov.org)

Deputy Chief Shayne Kaialoa  
Administration Division  
698 Second Street, 2<sup>nd</sup> Floor  
San Francisco, CA 94107-2015  
[Shayne.Kaialoa@sfgov.org](mailto:Shayne.Kaialoa@sfgov.org)

Jesusa Bushong  
Departmental Personnel Officer  
698 Second Street, Room 209  
San Francisco, CA 94107-2015  
415.558.3463 [fax]  
[Jesusa.Bushong@sfgov.org](mailto:Jesusa.Bushong@sfgov.org)

Theresa Ludwig  
Assistant to the Fire Chief  
698 Second Street, Room 224  
San Francisco, CA 94107-2015  
[415.558.3407 \[fax\]](tel:415.558.3407)  
[theresa.ludwig@sfgov.org](mailto:theresa.ludwig@sfgov.org)

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1 South Van Ness Avenue, 4<sup>th</sup> Floor  
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[carol.isen@sfgov.org](mailto:carol.isen@sfgov.org)

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1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103-5413

[Anna.Biasbas@sfgov.org](mailto:Anna.Biasbas@sfgov.org)

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[Jeanne.buick@sfgov.org](mailto:Jeanne.buick@sfgov.org)

Jen Lo  
Public Safety Team Manager  
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San Francisco, CA 94103-5413  
[Jen.Lo@sfgov.org](mailto:Jen.Lo@sfgov.org)

City and County of San Francisco  
Carol Isen  
Human Resources Director



Department of Human Resources  
*Connecting People with Purpose*  
www.sfdhr.org

TO: The Honorable Civil Service Commission

THROUGH: Carol Isen, Human Resources Director  
Anna Biasbas, Director, Employment Services

FROM: Crystal Cervantes, Senior Human Resources Analyst  
Jen Lo, Public Safety Team Manager  
Dave Johnson, Assistant Director, Employment Services

DATE: January 17, 2024

RE: **Register No. 0245-23-4: Christopher Dugan Appealing the Denial to Accept his Late Application for the H030 Captain Examination**

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### **Background**

The job ad for every selection process specifies the period during which applicants must apply. The recent job ad for H030 Captain, Fire Department [see Attachment A] specified the period during which applicants must apply [from November 6, 2023 to November 20, 2023]. Further, it stated that applications must be filed on-line including providing detailed steps to follow, and contact information for anyone experiencing difficulty.

Christopher Dugan emailed Jen Lo, Public Safety Team Manager, on November 27, 2023, stating that he had missed the H030 Captain application filing period due to family events and Fire Department business (Planning for Hazardous Materials events for APEC) [see Attachment B]. Ms. Lo researched the applicant tracking system, SmartRecruiters, for an application under Dugan's name and found no application or even a profile which would indicate an attempt to file an application. Ms. Lo responded to Dugan via email on November 27, 2023 [see Attachment C], informing him that as stated in General Order 23 A-103 issued to all Fire Department members on November 3, 2023 [see Attachment D], the application filing period closed on Monday, November 20, 2023, and unfortunately, the Department of Human Resources (DHR) cannot accept late applications. The response also included the link for filing an appeal with the Civil Service Commission (CSC).

On December 8, 2023, Dugan filed an appeal to the requesting to be allowed to submit a late application for H030 Captain [see Attachment E].

### **Issue**

Is it appropriate to accept a late application so that Dugan may participate in the H030 Captain, Fire Department examination?

## **Authority/Standards**

**Rule 310.2** The examination announcement shall provide the qualifications, dates, duration of eligible lists, and other particulars regarding the examinations thereon announced. Applicants must be guided solely by the announcement of the examination(s) for which they apply. Not less than fifteen (15) business days prior to the issuance of this announcement, it shall be provided to the bargaining agent for review and comment.

## **Sec. 310.3 Protests and Appeals of Examination Announcements**

Protests concerning the provisions of an announcement must be received by the Department of Human Resources within a minimum period as determined by the Human Resources Director not to be less than three (3) business days. In establishing the minimum period, the Human Resources Director shall consider, among other factors, and stability and reliability of the messaging platform in sending and receiving notifications, and extent of access by the labor market to the means for receiving timely notification. The Human Resources Director will rule upon protests and notify petitioners in writing. This decision is subject to appeal to the Civil Service Commission as provided elsewhere in these Rules.

## **Sec. 310.8 Notice of Examinations**

Official notice of entrance and promotional examinations will be posted on the Department of Human Resources employment opportunity website and copies sent to affected employee organizations. A copy of the posting shall be provided to the certified bargaining representative.

**310.8.1** Notice of promotional examinations will be posted for a minimum period not to be less than three (3) business days as determined by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, number of vacancies, turn over in the classification, stability and reliability of the messaging platform in sending and receiving notifications, extent of access by candidates to the means for receiving timely notification, and equal employment opportunity and racial equity goals. The Fire Department will also issue a General Order notifying uniformed members of the promotional opportunity. DHR will, on a regular basis, report to the CSC on the progress of advance notification of upcoming employment opportunities for postings of five (5) days or less on the employment opportunity website.

## **Findings**

1. The job ad was provided to the bargaining unit on October 20, 2023, and subsequently posted in accordance with CSC Rules 310.2, 310.8, and 310.8.1, respectively.
2. The Fire Department issued General Order 23 A-103 on November 3, 2023 notifying Fire Department members of the promotional opportunity.
3. The job ad for H030 Captain, Fire Department specified the period during which applications must be filed in accordance with CSC Rule 310.2.
4. The job ad was posted on November 6, 2023.

5. Application filing was open from November 6, 2023, through November 20, 2023.
6. One hundred and thirty-one applications were successfully submitted during the filing period.
7. There is no record of Dugan filing an application for H030 Captain which aligns with his admission.

### **Analysis**

DHR followed prescribed procedures for the posting of the job ad and administration of the filing period. DHR followed its practice of enforcing the terms specified in the job ad in accordance with CSC Rule 310.2. Dugan acknowledged knowing that application filing was open, but just forgot to apply.

### **Conclusion**

Christopher Dugan did not file an application during the specified filing period. Enforcing the terms of the job ad must be consistent for all Fire Department members. It would not be appropriate for DHR to make an exception that would conflict with the terms specified in the job ad.

### **Recommendation**

Adopt the report of the Department of Human Resources and deny the appeal by Dugan.

### **Attachments**

- Attachment A: Job Ad for H030 Captain, Fire Department
- Attachment B: Email from Christopher Dugan 11/27/2023
- Attachment C: Email from Jen Lo 11/27/2023
- Attachment D: General Order 23 A-103
- Attachment E: Appeal from Dugan to CSC





# City and County of San Francisco

## Captain, Fire Suppression - Fire Department (H030)

- 698 2nd St, San Francisco, CA 94107, USA
- Full-time
- Exam Type: Class Based Test
- Eligible List Type: Promotive
- Fill Type: Permanent Civil Service
- Work Hours: Regular
- Job Code and Title: H030 Captain, Fire Suppression-Fire Department

### Company Description

Application Opening: November 6, 2023

Application Deadline: November 20, 2023

Compensation: \$170,898.00-\$170,898.00 Yearly

Recruitment ID: C00216

### Job Description

Under general direction from higher-ranking officers in the Department, the H030 Captain is a working supervisor who commands a firefighting company (encompassing all crew shifts) in the performance of emergency and non-emergency tasks. Emergency tasks include those associated with receipt of an alarm, arrival at the scene, size-up, search and rescue, fire extinguishing, ventilation, salvage, overhaul, and emergency medical care. In the absence of a senior officer, a captain directs and ensures the efficiency of multi-unit operations. Non-emergency tasks include those associated with developing and administering station policy, ensuring compliance with departmental policy, completing and maintaining unit records and reports, training, and community relations. A captain may also be required to perform other duties as assigned.

An H030 Captain is distinguished from an H032 Captain in Fire Prevention and Investigation and an H033 Captain in Emergency Medical Services in that the latter two do not supervise crews engaged in fire suppression work. An H030 Captain is distinguished from an H020 Lieutenant, Fire Suppression in that the H020 is not responsible for developing station policy. An H030 Captain is distinguished from an

H040 Battalion Chief in that the latter oversees several stations in a battalion, has broader command authority at emergency incidents, and is assigned to investigations.

## Qualifications

### **Experience:**

Permanent status and successful completion of probationary period in class H020 Lieutenant by the application final filing date.

### **Selection Procedures:**

The selection process will consist of the following components: Incident Simulation Exercise and a Management Exercise. Weights for each exercise will be announced via preparation guide, which will be issued approximately 30 days prior to the administration of the respective test components.

Qualified applicants will be notified by email of the exact dates, times, and locations of the exercises, which are tentatively scheduled for administration between January 16-19, 2024.

A passing score will be established with respect to the final scores. Only those candidates who attain a final score at or above the pass point will have their names included on the eligible list. Test scores will be standardized.

### **H030 Preparation Guide**

A description of the test process, the specific exercises, and weights for each exercise will be included in a preparation guide. The preparation guide will also list the job-related duty areas and the knowledge, skills, and abilities to be evaluated in each test component. The preparation guide will be made available approximately 30 days prior to the administration of the test. Qualified applicants will be notified via email when preparation guide becomes.

### **Certification:**

In accordance with Civil Service Rule 313.3.4, the certification rule to be used for the eligible list will be Statistically Valid Grouping (Sliding Band).

### **Eligible List:**

The eligible list resulting from this test is subject to change after adoption (e.g., as a result of appeals), as directed by the Human Resources Director or the Civil Service Commission.

The duration of the eligible list resulting from this selection process will be two years, and may be extended one additional year with the approval of the Director of Human Resources.

### **Secondary Criteria:**

In accordance with Civil Service Rule 313.2.1, the Chief of Department will consider the following secondary criteria when making appointments from the eligible list:

- Fire Department experience (i.e., length and variety)
- Education and training

- Completion of State Fire Marshal courses or equivalent
- Disciplinary record

Secondary criteria items will be reviewed in totality and will not be weighted. Candidates will be asked to complete a Secondary Criteria form at a later date. Candidates will be notified via a Fire Department General Order when to submit the Secondary Criteria form.

**Notes:**

- 1) This announcement is issued in accordance with Civil Service Rule 310. Civil Service Rules 310, 311 and 312 relate to Class-Based Testing for the City and County of San Francisco. They specify announcement, application and examination policies and procedures, including applicant appeal rights. These rules can be obtained at <https://sfgov.org/civilservice/rules>.
- 2) Candidates should be familiar with the Fire Department manuals and other references listed below. This is a suggested reference list only. Test material may be drawn from the materials listed below. Refer to the most recent editions of any materials listed [e.g., Department Policies, Department Rules and Regulations, Department Manuals, etc.] published/issued prior to September 30, 2023. It may also be based on the collective Fire Service experience of subject matter experts.

- Apparatus Inventory Manual
- Breathing Apparatus Manual
- Building Construction Manual (IFSTA) (Plus Study Guide)
- Command Post Operations
- Communications Manual
- Disaster Manual
- SFFD Drill Manual
- Extinguisher Manual
- Fire Boat Manual
- Fire Investigation Manual
- Forcible Entry Manual
- Hazardous Materials Operations Guide
- High Rise Manual
- Hose and Hose Appliance Manual
- Hotel and Apartment Inspection (R1 and R2) Operating Guide
- Incident Command System Manual
- Injury/Illness Prevention Program Manual
- Managing Employee Performance Manual and Procedures Guidebook
- The North American Emergency Response Guidebook/DOT
- National Fire Incident Reporting System-Quick Reference Guide
- National Fire Incident Reporting System -The Basics
- Pump Operations Manual
- Rapid Intervention Crews
- Risk Management
- Rules and Regulations and revisions to Article 39 and 40

- Salvage Practices Manual
- Solar Photovoltaic (PV) System Safety and Fire Ground Procedures
- Standard Rope Practices Manual
- Transit Manual
- Truck and Ladder Manual
- Valve Operating Unit Manual
- Vehicle Operations Manual
- Ventilation Manual
- Water Rescue Operations Manual
- Water Supply Manual
- Wildland Urban Interface Manual
- The Reference Booklet of Sample Reports
- Department General Orders
- Current Department Training Bulletins
- CD2 Memos

SFFD manuals are available for purchase at the Division of Training. Contact the Division of Training for the availability of non-SFFD references. It is an applicant's responsibility to update the publications listed as suggested reading materials by acquiring any Department-authorized revisions, supplements, and/or replacements issued prior to January 1, 2023.

## **Additional Information**

### **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. Clerical errors may be corrected by posting the correction on the Department of Human Resources website at [www.jobaps.com/sf](http://www.jobaps.com/sf).

The terms of this announcement may be appealed under Civil Service Rule 310.3, provided that such appeal is submitted in writing in the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Go to <http://sfgov.org/civilservice/rules> for more information on applicable appeal rights and submission requirements under the Civil Service Rules; and for Civil Service Rules, policies and procedures on announcements, applications and examinations.

All test procedures are subject to the Civil Service Commission Rules, Volume III, Uniformed Ranks of the San Francisco Fire Department and are available at <http://sfgov.org/civilservice/rules> and the policies and procedures of the Department of Human Resources.

- [Information About the Hiring Process](#)
- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)

- [Disaster Service Worker](#)
- [ADA Accommodation](#)
- [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.smartrecruiters.com/CityAndCountyOfSanFrancisco1/> and begin the application process.

- Select the “I’m Interested” 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 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 this recruitment or application process, please contact the exam analyst, Crystal Cervantes, at [Crystal.Cervantes@sfgov.org](mailto:Crystal.Cervantes@sfgov.org).

**Lo, Jen (HRD)**

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**From:** Dugan, Chris (FIR)  
**Sent:** Monday, November 27, 2023 11:58 AM  
**To:** Lo, Jen (HRD)  
**Subject:** Fire Department H30 Exam Application

Good morning Lo, Jen,  
My name is Christopher Dugan, I am an H20 Lieutenant here in the San Francisco Fire Department. I currently work at Engine 36/ Hazardous Materials 1 at Fire Station 36. This email is in regards to me respectfully asking to be allowed to apply for the upcoming H30 examination late. Due to family events and FD business (Planning for Hazardous Materials events for APEC) I honestly thought that today November 27, 2023 the deadline for the application. Being prompt and timely is something I pride myself on and I am humbled by my lack of detail regarding the date. I graciously ask for an accommodation on my error. Thank you for the consideration on this matter.

Respectfully,  
LT Dugan, Christopher

**Lo, Jen (HRD)**

---

**From:** Lo, Jen (HRD)  
**Sent:** Monday, November 27, 2023 1:10 PM  
**To:** Dugan, Chris (FIR)  
**Subject:** RE: Fire Department H30 Exam Application  
**Attachments:** 23 A-103 Captain, Fire Suppression - H030 Job Announcement.pdf

Hello Lt. Dugan,

As stated in General Order 23 A-103, the application filing period closed last Monday, November 20, 2023. Unfortunately, we are unable to accept late applications.

Here is the link to file an appeal with the Civil Service Commission: [File an action request for a Civil Service Commission hearing | San Francisco \(sf.gov\)](#)



Connecting People with Purpose

**Jen Lo, Public Safety Team**  
Department of Human Resources  
One South Van Ness Ave., 4<sup>th</sup> Floor  
San Francisco, CA 94103  
Website: [www.sfdhr.org](http://www.sfdhr.org)  
Desk Phone: 415-551-8946  
Google Voice: 415-625-3011

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**From:** Dugan, Chris (FIR) <chris.dugan@sfgov.org>  
**Sent:** Monday, November 27, 2023 11:58 AM  
**To:** Lo, Jen (HRD) <jen.lo@sfgov.org>  
**Subject:** Fire Department H30 Exam Application

Good morning Lo, Jen,

My name is Christopher Dugan, I am an H20 Lieutenant here in the San Francisco Fire Department. I currently work at Engine 36/ Hazardous Materials 1 at Fire Station 36. This email is in regards to me respectfully asking to be allowed to apply for the upcoming H30 examination late. Due to family events and FD business (Planning for Hazardous Materials events for APEC) I honestly thought that today November 27, 2023 the deadline for the application. Being prompt and timely is something I pride myself on and I am humbled by my lack of detail regarding the date. I graciously ask for an accommodation on my error. Thank you for the consideration on this matter.

Respectfully,  
LT Dugan, Christopher

SAN FRANCISCO FIRE DEPARTMENT  
GENERAL ORDER

File Code 23 A-103  
November 3, 2023

From: Chief of Department  
To: Distribution List "A"  
Subject: H-30 Captain, Fire Suppression Application Filing  
Reference: Rules and Regulations, Section 402  
Enclosure: Captain, Fire Suppression – H030 Job Announcement

Officer Endorsement:

Section 1108 - R. & R. \_\_\_\_\_

1. Applications for the H-30 Captain, Fire Suppression position will be accepted through an online process ONLY beginning Monday, November 6, 2023. The process to apply online is as follows:

- Visit <https://careers.sf.gov/>.
- Click on the Captain job ad link.
- Click on "Apply Now" to begin the application process.
- Follow instructions and prompts on the screen to complete the application process.

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 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.**

A completed application must be submitted online by **5:00 PM on Monday, November 20, 2023. Failure to submit the completed application online by 5:00 PM on November 20, 2023, will result in exclusion from the examination process.**

2. The attached job announcement contains details regarding minimum qualifications and relevant information.
3. The H-30 Captain, Fire Suppression exam components are tentatively scheduled to be administered the week of January 15, 2024.



4. Officers are responsible and shall be held accountable for ensuring that all eligible members under their supervision, including those who are off duty (e.g., trades, sick leave, vacation), are made aware of the information contained in this General Order.
5. This General Order shall be rescinded on December 31, 2023.

Jeanine R. Nicholson  
Chief of Department



000013

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

**LONDON N. BREED  
MAYOR**

Attachment E

*Sent via Email*

**NOTICE OF RECEIPT OF APPEAL**

DATE: December 8, 2023  
REGISTER NO.: 0245-23-4  
APPELLANT: CHRISTOPHER C. DUGAN

Carol Isen  
Human Resources Director  
Department of Human Resources  
1 South Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94103

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Christopher C. Dugan appealing the missed deadline to submit their application for the H030-Captain, Fire Suppression examination. 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 to [civilservice@sfgov.org](mailto:civilservice@sfgov.org). CSC Form 13 is available on the Civil Service Commission’s website at [www.sf.gov/CivilService](http://www.sf.gov/CivilService) on the “File an action request for a Civil Service Commission hearing” page.

In the event Christopher Dugan’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 January 25, 2024**, so that it may be heard by the Civil Service Commission at its meeting on February 5, 2024. If you will be unable to transmit the staff report by the January 25<sup>th</sup> deadline, or if required departmental representatives will not be available to attend the February 5<sup>th</sup> 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.

000014

Appellant: Christopher C. Dugan

December 7, 2023

Page 2 of 2

You may contact me at [Sandra.Eng@sfgov.org](mailto:Sandra.Eng@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.sfgov.org/CivilService](http://www.sfgov.org/CivilService).

Sincerely,

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Director

Attachment

Cc: Jeanne Buick, Department of Human Resources  
Anna Biasbas, Department of Human Resources  
Dave Johnson, Department of Human Resources  
Stephanie Mayorga-Tipton, Department of Human Resources



**CIVIL SERVICE COMMISSION**  
**City and County of San Francisco**  
 25 Van Ness Avenue, Suite 720  
 San Francisco, California 94102-6033  
 Executive Officer  
 (628) 652-1100

CSC Register No.  
024523\_4  
 To: KI to CIsan  
C to J Buick  
C to A Buisbas  
 CC: C to D Johnson  
C to S Mayorga-Tiphr

**APPEAL TO THE CIVIL SERVICE COMMISSION**

**INSTRUCTIONS:**

Submit an original copy of this form to the Executive Officer of the Civil Service Commission at the address above within the designated number of days following the postmarked mailing date or email date (whichever is applicable) of the Department of Human Resources' or Municipal Transportation Agency's notification to the appellant. The appellant's/authorized representative's original signature is required. (E-mail is not accepted.) It is recommended that you include all relevant information and documentation in support of your appeal.

**TYPE OF APPEAL:** (Check One)

- Examination Matters (by close of business on 5<sup>th</sup> working day)
- Employee Compensation Matters (by close of business on 7<sup>th</sup> working day) - Limited application
- Personal Service Contracts (Posting Period)
- Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days)
- Future Employability Recommendations (See Notice to Employee)

"During the Shelter Order dated March 17, 2020, we are accepting appeals by email at [civilservice@sfgov.org](mailto:civilservice@sfgov.org)"

Christopher C. Dugan 109 Oak St SF, CA 94102 415-558-3236  
 Full Name of Appellant Work Address Work Telephone

H20 Lieutenant Fire  
 Job Code Title Department

[Redacted] [Redacted] [Redacted] [Redacted]  
 Residence Address City State Zip Home Telephone

Full Name of Authorized Representative (if any) Telephone Number of Representative (including Area Code)

**NOTE:** If this is deemed to be a timely and appealable matter, the department will submit a staff report to the Civil Service Commission to request that it be scheduled for hearing. You will be notified approximately one week in advance of the hearing date, at which time you will be able to pick up a copy of the department's staff report at the Commission's offices. If you would instead prefer Commission staff to email you a copy of the meeting notice and staff report, please provide your email address below.

Email: Chris.dugan@sfgov.org [Redacted]

**COMPLETE THE BASIS OF THIS APPEAL ON THE REVERSE SIDE.** (Use additional page(s) if necessary)

Does the basis of this appeal include new information not previously presented in the appeal to the Human Resources Director? If so, please specify.	Check One: <input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Christopher C. Dugan  
 Original Signature of Appellant or Authorized Representative

**RECEIVED**  
 2023 DEC 07 09:36:23  
**EXECUTIVE OFFICER**

State the basis of this appeal in detail. For more information about appeal rights and deadlines, please review the Civil Service Rules located on the Civil Service Commission's website at [www.sfgov.org/CivilService](http://www.sfgov.org/CivilService).

I am appealing for the opportunity to apply to the position of H30 Captain, Fire Suppression. Due to family matters and Fire Department business I inadvertently overlooked the date to apply. During the application period I was focused working on the Hazardous Materials planning and response procedures for the Asia-Pacific Economic Cooperation taking place in San Francisco. I am currently assigned as a H20 Lieutenant, Fire Suppression at Engine 36/Hazardous Materials 1. This is a specialized piece of equipment that would respond to any Hazardous Material incidents in San Francisco and during the APEC event. Additionally on December 5, 2023, a Fire Department went out to update San Francisco Fire Department General Order 23A-103. The email was stating the H30 Captain, Fire Suppression exam components are tentatively scheduled to be administered the week of February 5, 2024. This change in exam date reflects a 21 day change from the original tentative exam of the week of January 15, 2024. With this change in exam date and my previous explanation of preparing for APEC, I am respectfully asking for the opportunity to apply for the position of H30 Captain, Fire Suppression. Thank you for this consideration.

Respectfully,

LT Christopher C Dugan

SFFD