



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

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

April 25, 2024

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Abraham Mohamed



SUBJECT: APPEAL BY ABRAHAM MOHAMED OF THE REJECTION OF THEIR APPLICATION FOR 9520 TRANSPORTATION SAFETY SPECIALIST (CBT-9520-T00087).

Dear Abraham Mohamed:

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 **May 6, 2024, 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 under "Meetings" no later than end of day on Wednesday, May 1, 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 by 5:00 p.m. on Tuesday, April 30, 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.

It is important that you or an authorized representative attend the hearing on your appeal. **You will have up to 5 minutes for your presentation.** 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 if you have any questions.

CIVIL SERVICE COMMISSION

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 and the web address is www.sfgov.org/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

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

D. Policy on Materials being Considered by the Commission

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

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

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

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

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

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

Each presentation shall conform to the following:

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take 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 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, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

San Francisco Lobbyist Ordinance

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



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22MTA) Applicable to Municipal Transportation Agency Service-Critical Classes

Refer to Civil Service Commission Procedure for Staff - Submission of Written Reports MTA for Instructions on completing and processing this Form

1. Civil Service Commission Register Number: 0027 - 24 - 4
2. For Civil Service Commission Meeting of: May 6, 2024
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda X
4. Subject: **Appeal of Rejection of Application by Abraham Mohamed for 9520 Transportation Safety Specialist (CBT-9520-T00087)**
5. Recommendation: Adopt the report and deny the appeal by Mohamed.
6. Report prepared by: Shivani Nath Telephone number: (415) 646-2120
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:

Municipal Transportation Agency Director: Ackerman, Kimberly
Date: April 24, 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.

<u>CSC RECEIPT STAMP</u>

Attachment

NOTIFICATIONS

Abraham Mohamed



Jeffrey Tumlin – Director of Transportation

1 South Van Ness Avenue, 8th Floor

San Francisco, CA 94103

Email: Jeffrey.Tumlin@sfmta.com

Kimberly Ackerman – Chief People Officer, SFMTA Human Resources

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: Kimberly.Ackerman@sfmta.com

William Miles II – Senior Talent Acquisition Manager, SFMTA

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: William.MilesII@sfmta.com

Shivani Nath, Examinations and Classification Manager, SFMTA

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: Shivani.Nath@sfmta.com



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: April 24, 2024

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
Examinations and Classification Manager, SFMTA Human Resources

SUBJECT: **Appeal of Rejection of Application by Abraham Mohamed for 9520 Transportation Safety Specialist (CBT-9520-T00087)**

BACKGROUND

The job advertisement (job ad) for the Transportation Safety Specialist (CBT-9520-T00087) recruitment opened on November 17, 2023, and closed on December 15, 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 December 15, 2023 (closing date of the job ad).

1. *Baccalaureate degree in any field from an accredited college or university.*
AND
2. *A minimum of 12 continuing education credits in safety-related areas such as accident/incident investigation and system safety from an accredited college, university, or Certification from the Transportation Safety Institute (TSI).*
AND
3. *Four (4) years of full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks; **OR***
4. *Four (4) years of full-time verifiable professional experience conducting vehicle accident investigations; **OR***



5. *Four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency.*

AND

Possession of a valid driver's license at the time of appointment.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis.

The E&C unit reviewed Abraham Mohamed's (Mohamed) application and rejected Mohamed for lacking two (2) years and seven (7) months of the required experience.

After review of documents provided during the reconsideration period, a second 'not qualified notice' was sent on 2/02/24, and Mohamed filed an appeal on 2/05/24. In the appeal, Mohamed states:

"The requirement in question is that all applicants must have at least 4 years of accident investigation. I have 2 years of experience with the SFMTA as a Transit Inspector and 4 years with the City College of San Francisco as a Volunteer Police Officer...Analyst Kaminska reviewed my application and deemed it necessary to list the Police Officer experience as non-applicable towards accident investigation."

ISSUE

Does Mohamed meet the minimum qualifications to participate in the examination for class code 9520 for recruitment CBT-9520-T00087? Specifically, does Mohamed have four (4) years of experience under the minimum qualification patterns 3, 4, or 5?

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. Mohamed was appointed to the Transit Supervisor, class code 9139, on 07/09/22 in a permanent civil service appointment, where Mohamed remains today. **[Attachment A]**
2. The examination announcement for CBT-9520-T00087 was posted on November 11, 2023, and closed December 15, 2023. **[Attachment B]**
3. No appeals were received related to the job advertisement.
4. Mohammed submitted a timely application, with their resume to compete in the recruitment process on November 18, 2023. **[Attachment C]**
5. Mohamed received their first not-qualified notice on January 23, 2004, and was given the opportunity to submit any new information by December 15, 2023, for reconsideration. **[Attachment D]**



6. Mohammed submitted several documents for reconsideration, including Cal-Osha 10 Hour Construction Certificate, CCSF A.S. Degree, CCSF C.C. Degree, Click-Safety Drivers Training, FEMA ICS-100, 200, 700, 800 Certificates, High School Diploma, Policy Academy Certificate, SFMTA Operator Award, Supervisor Transitioning Training Course Certificate, B.A. Degree. **[Attachments E]**
7. The E&C unit concluded that the additional documents did not verify possession of the minimum qualifications. Mohammed received a second not-qualified notice on February 2, 2024, detailing the reasons for rejection of the application. **[Attachment F]**
8. A follow-up notice was sent to all candidates including Mohamed on February 5, 2024, directing applicants to the correct website for to understand their appeal rights. **[Attachment G]**
9. Mohamed filed an appeal on the rejection of his application on February 5, 2024. **[Attachment H]**

ANALYSIS

The classification of the subject appeal is the Transportation Safety Specialist, class code 9520. Incumbents in this class carry out complex assignments, and special studies in more than one transportation safety program. Its primary scope is on incident reduction and prevention and transportation related safety issues. **[Attachment I]**

Mohamed is currently a Transit Supervisor, class code 9139. This is a first-supervisory level position, and the experience in the class provides relevant experience toward the minimum qualifications for the 9520 (class code for subject appeal) because Transit Supervisors work for a transportation agency and instruct, advise, and evaluate subordinate personnel in the field, classroom, or division on the safe efficient operation of revenue and non-revenue equipment and operating rules over personnel engaged in a variety of transit service. They also prepare various reports including schedule adherence reports, and/or accident/incident/violation reports. Through this experience, Mohamed was credit for 1 year and 5 months of qualifying experience from July 9, 2022, to December 15, 2023. **[Attachment J]**

Mohamed was not credited for their second listed work experience as a Transit Operator at SFMTA. The application did not include duties but according to the class specification document incumbents in this class operate a variety of transit vehicles, accept fares, and provide general directional information. While they may perform some safety related duties such as pre/post-drive inspections of the transit vehicle to ensure it is functioning properly, and complete accident, incident and/or miscellaneous reports to document unusual occurrences, this experience is limited to their vehicles



and routes and does not include investigation, as required by the minimum qualifications. **[Attachment K]**

Mohamed was not credited for the third and fourth listed work experiences as a Foreman for Able Janitorial, and Store Manager for California Produce. The application did not include duties and they are not CCSF job classifications; therefore, there are no class specification documents were referenced.

The final listed work experience (also the experience that Mohamed contends should be considered qualifying toward minimally qualifying for the subject recruitment under pattern 4) is the listed title of Volunteer Police Officer/Captain. The official job application did not include any duties. A snapshot of the application in the state is recorded by the system to ensure that analysts review what was actually submitted at the time of application.

However, the master job application was updated on an unknown date and the following duties were added:

- *Supervised and coordinated activities of volunteer police officers, ensuring compliance with departmental policies and procedures.*
- *Developed and implement training programs to enhance the skills and knowledge of volunteer officers in areas such as law enforcement techniques, emergency response procedures, and community engagement.*
- *Provided guidance and support to volunteer officers in handling various law enforcement situations, including traffic stops and crisis interventions.*
- *Conducted regular performance evaluations and provide feedback to volunteer officers to facilitate their professional development and improvement.*
- *Collaborated with departmental staff and the community to identify and address public safety concerns and develop proactive strategies for crime prevention and community outreach.*
- *Served as a liaison between volunteer officers and department leadership, advocating for the needs and interests of the volunteer force and promoting a culture of teamwork and camaraderie.*
- *Assisted in the recruitment and retention of volunteer officers by participating in recruitment events, conducting interviews, and organizing orientation sessions.*

Even if these were provided on the original submittal, the added duties lack relevant tasks such as investigation, and report writing, that would be considered qualifying experience.

Mohamed also provided several documents during the reconsideration period including Cal-Osha 10 Hour Construction Certificate, CCSF A.S. Degree, CCSF C.C. Degree, Click-Safety Drivers Training, FEMA ICS-100, 200, 700, 800 Certificates, High School Diploma, Policy Academy



Certificate, SFMTA Operator Award, Supervisor Transitioning Training Course Certificate, B.A. Degree.

The reject letter directly stated what will be accepted as far as verification: “Verification of work experience must be on the employer's letterhead; must show the applicant's name; job title(s) and duties performed; dates of employment; types of employment (part-time/full-time); and must be signed by the employer.”

Mohamed did not provide any verification in this format for their Volunteer Police Officer/Captain experience and none of the documents provided showed specifics of time spent performing qualifying job duties while in that role to overturn the initial determination.

CONCLUSION

Mohamed contests that they should be qualified for the current 9520 recruitment. Specifically, Mohamed indicates that their experience as a Volunteer Police Officer for the City College of San Francisco should be considered qualifying. Based on the information received, Mohamed lacks two (2) years and seven (7) months of the required minimum qualifications by the filing deadline that must have included four (4) years of either:

- 1) full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks, or*
- 2) four (4) years of full-time verifiable professional experience conducting vehicle accident investigations, or*
- 3) four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency.*

SFMTA, could not qualify the application due to the lack of documentation specifying qualifying duties.

RECOMMENDATION

Adopt the report and deny the appeal by Mohamed.



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ATTACHMENT A

Abraham H Mohamed (Abraham)

Emp

ID: [REDACTED]

Empl Record 0

Job Appointment Summary

[Personalize](#) | [F](#)

Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Exmpt Cat	Full/Part Time	Elig List #	Rank	POS #	Dept Sen Date	Dept	Location	Cert Date	Ctywd & Date
07/09/2022	07/09/2022	DTA	Job Code Change	Active	9139	200	PCS	NA	F	M00228	41.00	01094691	02/11/2022	MTA	MTA001	02/11/2022	02/11/2
07/01/2017	12/23/2013	POS	Position Data Update	Active	9163	253	PCS	NA	F	057302	129.00	01034997	12/13/2013	MTA	MTA001	12/13/2013	12/13/2
12/23/2013	12/23/2013	DTA	Appointment Change	Active	9163	253	PCS	NA	F	057302	129.00	01034997	12/13/2013	MTA	MTA001	12/13/2013	12/13/2
10/15/2013	10/15/2013	HIR	New Hire	Active	9163	253	PCS	NA	P	057302	129.00	01120787	10/03/2013	MTA	MTA001	10/03/2013	10/03/2



ATTACHMENT B

SF | Careers

Transportation Safety Specialist - San Francisco Municipal Transportation Agency (9520) - (T00087)

Default

South Van Ness Avenue, San Francisco, CA, us

Full-time

Company Description

This is a Class-Based SFMTA Test conducted in accordance with CSC Rule 410.

The SFMTA, a department of the City and County of San Francisco, oversees Muni (the historic Municipal Railway), parking and traffic, bicycling, walking and taxis. Over one million people get around San Francisco and rely on us to ensure safe and reliable travel.

Our Vision: Excellent transportation choices for San Francisco.

Our Mission: We connect San Francisco through a safe, equitable, and sustainable transportation system.

Application Opening: 11/17/2023

Deadline to Apply: 12/15/2023

Compensation Range: \$126,022 – \$153,192 Yearly (For more information, click here [9520-Trans Safety Specialist | City and County of San Francisco \(sf.gov\)](#))

Recruitment ID: CBT-9520-T00087/REF34601L

Job Description

Under general direction, the Transportation Safety Specialist develops and implements comprehensive system safety programs and procedures for San Francisco Municipal Transportation Agency (SFMTA); serves as a technical adviser to ensure agency-wide compliance with departmental, local, state and federal regulations and industry safety standards.

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. Plans and conducts internal safety audits and inspections to identify hazards in the use of equipment, procedures and systems, and unsafe operating conditions by reviewing incident patterns and causes, transit route characteristics, traffic data, and physical location characteristics, and develops preventive strategies, policies and procedures.
2. Investigates bus and rail incidents involving transit vehicles and non-revenue vehicles to identify causal factors; recommends corrective actions and prepares incident investigation reports for internal use and for review and approval by external agencies such as the California Public Utilities Commission (CPUC).
3. Monitors, investigates and reports on operating procedures and unsafe operating conditions; identifies hazards of transit operating systems in the use of equipment, procedures, and systems, and provides recommendations to mitigate these hazards.

4. Reviews system safety statistics, and prepares reports on system performance using SFMTA's transportation and safety-related databases; recommends corrective action to reduce potential for future incidents, and analyzes effectiveness of corrective actions.
5. Develops and implements new transportation safety programs and initiatives, including the development and implementation of safety standard operating procedures, and formulates related safety policies and procedures.
6. Evaluates the effectiveness of safety-related training programs and recommends modification where necessary; may provide direction or advice to training division staff in the development of new safety-related training programs.
7. Conducts training sessions for managers, supervisors and line staff in incident reduction and prevention, hazard recognition and evaluation, the Public Transportation_Agency_Safety Plan, and other safety-related areas as needed and requested. This includes training Transit Supervisors in on-the-scene accident investigation techniques and procedures.
8. Evaluates various contracts, RFP's, engineering drawings and facility designs, plans for construction projects, future transit lines and changes to existing transit systems for regulatory compliance, potential safety issues and liability exposure.
9. Serves as a technical advisor regarding safety standards and system safety issues; participates in and/or chairs safety meetings and committees and may serve on committees of outside agencies as assigned.

10. Ensures agency-wide safety standard compliance with departmental, local, state and federal regulations.

11. Performs related duties as assigned.

Nature of Work: Incumbents may be required to work in adverse work and weather conditions and be on-call for response during nights, weekends and holidays; climb ladders, bend, squat and crawl in tight spaces to safely access work sites; and use various computer programs and software applications.

Qualifications

EDUCATION:

Baccalaureate degree in any field from an accredited college or university. **AND**

A minimum of 12 continuing education credits in safety-related areas such as accident/incident investigation and system safety from an accredited college, university, or Certification from the Transportation Safety Institute (TSI).

EXPERIENCE:

Four (4) years of full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks; **OR**

Four (4) years of full-time verifiable professional experience conducting vehicle accident investigations; **OR**

Four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency.

LICENSE AND CERTIFICATION:

Possession of a valid driver's license at the time of appointment.

Substitution:

Additional experience as described above may be substituted for the required degree on a year-for-year basis.

Note: Incumbents must complete the Transit Safety and Security Program (TSSP) training within three years of initial appointment. This requirement must be maintained as a condition of employment.

Additional Note: 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 automatic calculation to determine full-time employment.

Verification:

Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection

process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <https://sfdhr.org/how-verify-education-requirements>

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 Procedures:

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 (MQSQ): 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.

Exam Components: (General Exam Process Information)

Written Multiple-Choice Examination: (Weight: 100%).

Candidates deemed eligible and admitted to the examination process will be administered a multiple-choice test designed to measure knowledge, skills and/or abilities in job-related areas which may include but not limited to: knowledge of system safety, analytical ability, investigative ability, decision-making ability, written communication ability, and interpersonal skills.

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](#)

Candidates must achieve a passing score on all exam components listed above in order to be placed on the eligible list/score report.

Additional information

Eligibility List/Score Report:

A confidential eligible list 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, shall not be made public unless required by law. However, an eligible list shall be made available for public inspection, upon request,

once the eligible list 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 resulting from this examination process will be of **12 months** and may be extended with the approval of the Director of Transportation.

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 [Careers with Purpose | City and County of San Francisco \(sf.gov\)](https://www.sfgov.org/careers)] The terms of this announcement may be appealed under Civil Service Rule 410.4. Such appeals must be submitted in writing to the San Francisco Municipal Transportation Agency ATTN: Human Resources Examinations and Classification Unit, 1 S Van Ness Avenue, 6th Floor, San Francisco, CA 94103-5413 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. Candidates who cannot meet the medical requirement will be placed under waiver until this requirement is met. The medical examination will be administered only to those applicants who are being considered for appointment.

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](#)
- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)
- [SFMTA Employee Wellness Program](#)

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

1. Visit [Careers with Purpose | City and County of San Francisco \(sf.gov\)](#)
2. Type "9520" in to the "Search by class or keyword" field.
3. Click the link to open the Job Announcement.
4. 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 (@careers.sf.gov, @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, @smartalerts.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, Anna.Kaminska@sfmta.com.

AK | CBT-9520-T00087 | Entrance

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 C

Abraham Mohamed - (REF34601L) - Transportation Safety Specialist - San Francisco Municipal
Transportation Agency (9520) - (T00087)

OFFICIAL COPY

Job Application

Abraham Mohamed

Submission: 10:43:46 on 2023-November-18	Email: [REDACTED]
---	--------------------------

Experience

Transit Supervisor

2022-10 - Present

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

Public Transportation serving 700K people daily | Employees - 3K+ * Supervised transit operators, ensuring adherence to schedules and providing coaching. * Conducted regular inspections of vehicles and equipment to ensure compliance with safety standards and regulations. * Monitored and managed real-time transit operations using advanced dispatching and tracking systems. * Addressed customer inquiries, complaints, and concerns promptly, maintaining a high level of customer satisfaction. * Collaborated with maintenance and operations teams to implement service improvements and resolve service disruptions. * Conducted investigations and prepared reports on accidents, incidents, and employee misconduct. * Implemented and enforced SFMTA policies, procedures, and guidelines to maintain operational efficiency and safety.

Transit Operator

2013-10 - 2022-10

San Francisco Municipal Transportation Agency

Foreman

2013-01 - 2014-12

Able Janitorial

Store Manager

2010-01 - 2013-01

California Produce

Volunteer Police Officer/ Captain

2005-01 - 2009-12

City College of San Francisco Police Department

Education

Bachelor of Science in Business Management

University of Phoenix

Complete

**Abraham Mohamed - (REF34601L) - Transportation Safety Specialist - San Francisco Municipal
Transportation Agency (9520) - (T00087)**

A.S., Administration of Justice

City College of San Francisco

Complete

California Basic Post Certificate | Basic First Aid/ CPR and AED

South Bay Public Safety Training Consortium

Complete

Click Safety Non-Revenue Vehicle Driver Safety Training & Cal/OSHA 10
Hour Construction

Complete

ABRAHAM H. MOHAMED

Public Transportation professional with 8+ years in providing safe and efficient transit operations with a smile.
Organized Thinker | Proactive Go-Getter | Analytical | Customer Service Oriented

Reliable and hardworking transportation professional with 8+ years of experience working in face-paced environments while anticipating transit needs and providing practical, compliant solutions for any situation that may arise. Bring a diverse background of experience in a range of roles. Hold key industry skills including using complex software systems, monitoring, and responding to information feeds, analyzing and interpreting a high volume of information and working productively under pressure. Proven track record of working safely as well as following and understanding safe working practices. A highly motivated and resourceful professional who works seamlessly in both team and autonomous environments.

Transportation | Customer Service | Regulatory Compliance | Data Entry | Public Transit | Central Control Environment | 2-way Radio Communication Systems | ORBCAD | Nextbus | AVL | GPS | Computer Mapping Software | Transit Incident Reports | Rail Transit Systems Operations | Breda LRV 2 | Breda LRV 3 | Siemens LRV 4 | Cable Cars

WORK EXPERIENCE

SFMTA SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (2022-Present) **Transit Supervisor**

Public Transportation serving 700K people daily | Employees – 3K+

- ✓ Supervised transit operators, ensuring adherence to schedules and providing coaching.
- ✓ Conducted regular inspections of vehicles and equipment to ensure compliance with safety standards and regulations.
- ✓ Monitored and managed real-time transit operations using advanced dispatching and tracking systems.
- ✓ Addressed customer inquiries, complaints, and concerns promptly, maintaining a high level of customer satisfaction.
- ✓ Collaborated with maintenance and operations teams to implement service improvements and resolve service disruptions.
- ✓ Conducted investigations and prepared reports on accidents, incidents, and employee misconduct.
- ✓ Implemented and enforced SFMTA policies, procedures, and guidelines to maintain operational efficiency and safety.

PREVIOUS WORK EXPERIENCE

Transit Operator San Francisco Municipal Transportation Agency	2013 - 2022
Foreman Able Janitorial	2013 - 2014
Store Manager California Produce	2010 - 2013
Volunteer Police Officer/ Captain at City College of San Francisco Police Department	2005 – 2009

CERTIFICATIONS & TRAINING

Bachelor of Science in Business Management	University of Phoenix
A.S., Administration of Justice,	City College of San Francisco
California Basic Post Certificate Basic First Aid/ CPR and AED	South Bay Public Safety Training Consortium
Click Safety Non-Revenue Vehicle Driver Safety Training & Cal/OSHA	10 Hour Construction Certification

ATTACHMENT D

1/23/2024

[REDACTED]

Dear Candidate:

Thank you for submitting your application for Transportation Safety Specialist - San Francisco Municipal Transportation Agency (9520) - (T00087). After a careful review of your application, it has been determined that it does not clearly show that you possess the required **experience and education** as of the filing deadline of December 15, 2023. All applicants must meet the minimum qualifications by the announcement deadline and provide the necessary documents to progress in the examination.

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

MINIMUM QUALIFICATIONS:

EDUCATION:

Baccalaureate degree in any field from an accredited college or university. **AND**

A minimum of 12 continuing education credits in safety-related areas such as accident/incident investigation and system safety from an accredited college, university, or Certification from the Transportation Safety Institute (TSI).

EXPERIENCE:

Four (4) years of full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks; **OR**

Four (4) years of full-time verifiable professional experience conducting vehicle accident investigations; **OR**

Four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency.

LICENSE AND CERTIFICATION:

Possession of a valid driver's license at the time of appointment.

Substitution:

Additional experience as described above may be substituted for the required degree on a year-for-year basis.

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 **Tuesday, January 30th, 2024**, at 5:00 PM. If we do not receive verification documents or an email specifying why verification cannot be provided by **Tuesday, January 30th, 2024**, at 5:00 PM, 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 applicant's name; 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 the 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 the close of business (5:00 p.m.) on **Tuesday, January 30th, 2024**.

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>.

Thank you for your interest in this employment opportunity with the San Francisco Municipal Transportation Agency.

Regards,

Anna Kaminska

SFMTA Examinations & Classification Unit
Recruitment: CBT - 9520 - T00087

Anna.Kaminska@sfmta.com

CBT-9520-T00087

Delivered



Abraham Mohamed

Jan 23, 2:27 PM

Dear Anna Kaminska, I am writing to express my interest in the position, and I am confident that my qualifications make me a strong candidate for the role. I hold a B.A. degree in Business Administration and possess an Associate Degree, along with certification as a Peace Officer in the State of CA. My tenure with the SFMTA in operations spans since 2013, initially as an Operator and, from 2022 to the present, as a Supervisor specializing in accident investigation and related responsibilities. Enclosed, you will find copies of my degrees and certificates. Notably, my POST (Police Officer Standards & Training) Certificate surpasses the minimum requirements, enabling me to serve as a Police Officer and conduct legal accident investigations in the state of California. Please feel free to reach out if you have any further inquiries. Sincerely,

February 2



Anna Kaminska

Feb 2, 1:17 PM

2/2/2024 Dear Abraham Mohamed, Thank you for submitting additional documents to support your reconsideration request for Transportation Safety Specialist- SF Municipal Transportation Agency (9520). 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: EDUCATION: Baccalaureate degree in any field from an accredited college or university. AND A minimum of 12 continuing education credits in safety-related areas such as accident/incident investigation and system safety from an accredited college, university, or Certification from the Transportation Safety Institute (TSI). EXPERIENCE: Four (4) years of full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks; OR Four (4) years of full-time verifiable professional experience conducting vehicle accident investigations; OR Four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency. LICENSE AND CERTIFICATION: Possession of a valid driver's license at the time of appointment. Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis. Below are details on your application, which determined that you do not meet the minimum required for experience and education as of your application's submission date. The additional information that we received from you is as follows: Email Attachments: Bachelor of Science in Business Management from the University of Phoenix Associate in Science and Administration of Justice from City College of San Francisco Certificate from City College of San Francisco in Administration of Justices Certificate of Achievement from Emergency Management Institute CCSF Employee Drivers Training High School Diploma Certificate of Achievement for Supervision Transitioning Training Course from SFMTA Certificate of CA/OSHA – 10-hour construction Certificate from The Academy of Public Safety Training- Basic Police Academy #117 Certificate of successfully completing the Transit Operator Training course Resume Resume - According to the examination announcement and letter sent to you on 01/23/2024. "Written verification must be submitted on employer's official letterhead, specifying dates of employment, types of employment (part-time/full-time), job title(s), description of duties performed, and the verification must be signed by the employer." Resumes are not a form of verification for duties performed. Analysis of information on your application, city and county records, and additional documents provided show the following: 9139 Transit Supervisor , 7/09/2022 – Present. According to the City and County of San Francisco (CCSF) job specification, the 9139 Transit Supervisor work experience is qualifying for 9520 Transportation Safety Specialist. 9163 Transit Operator , 10/15/2013 – 07/01/2022. According to the City and County of San Francisco (CCSF) job specification, the 9163 does not perform the duty of repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency . They also do not conduct vehicle accident investigations. This experience is not qualifying. Foreman, Able Janitorial, 2013 – 2014. The job does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying. Store Manager, 2010-2013, The job does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying. Volunteer Police Officer/Captain, City College of San Francisco Police Department, January 2005-December 2009. This position does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying. Based on your work experience, you have one year and five months of qualifying experience from the closing date of the announcement on December 15, 2023. Unfortunately, the information provided does not indicate that you possess the experience and education 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 or from the City and County of San Francisco website at Careers at City and County of San Francisco (smartrecruiters.com). Thank you for your time and interest in this recruitment. Respectfully, Anna Kaminska SFMTA Examinations & Classification Unit RECRUITMENT: REF3460L / CBT-9520-T00087

Delivered

February 5

Anna Kaminska

Feb 5, 5:18 PM

Transportation Safety Specialist - San Francisco Municipal Transportation Agency (9520) - (T00087)_ Update

2/5/2024,

Dear Abraham Mohamed,

This email is being sent to correct information about who to contact in the event you wish to protest this decision. Please note the correct contact is the Civil Service Commission. More information can be found on their website: <http://sfgov.org/civilservice/rules>.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.

Thank you for your time and interest in this recruitment.

Respectfully,

Anna Kaminska

SFMTA Examinations & Classification Unit



certifies that

Abraham Mohamed

has successfully completed

Cal/OSHA 10-Hour Construction

and has earned 1.00 IACET CEUs
and 10.00 Contact Hours.

This course was developed and presented by

ClickSafety.com, Inc.



As an OSHA Outreach Training Program trainer, I affirm that I have conducted this OSHA Outreach Training Program training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my OSHA Authorizing Training Organization. Upon successful review of my documentation, I will provide each student their course completion card within 90 calendar days of the end of the class.

Peter Rice

Trainer

I confirm that I personally took the course listed above.



1220378294

Serial Number

09/25/2022

Completion Date

10.25 Hours

Course Duration

Student Signature

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 Science
Administration of Justice

is hereby conferred upon

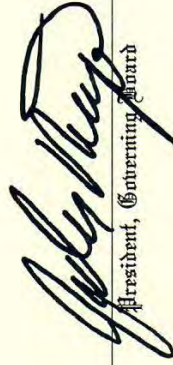
Abraham Hassan Mohamed

this twentieth day of December, 2011 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




President, Governing Board

City College of San Francisco



Upon recommendation of the faculty and under authorization of the Board of Trustees
the
Certificate of Completion
in
Administration of Justice

Is hereby presented unto

Abraham H. Mohamed

With all rights, benefits and privileges pertaining thereto.

Given at City College of San Francisco, in the State of California,

December 19, 2007

Date

Don J. Smith
Vice Chancellor, Academic Affairs

Department Chair/Advisor

Edgar B. Dyer
Chancellor



certifies that

Abraham Mohamed

has successfully completed ClickSafety's web-based training course:

CCSF Employee Drivers Training - HTML5

This course was developed and presented by ClickSafety.com, Inc.



1220349955

Serial Number

08/23/2022

Completion Date

0.75 Hours

Course Duration

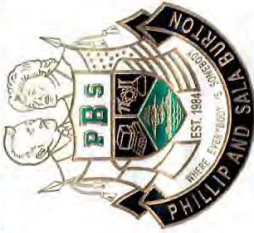
I confirm that I personally took the course listed above.

Student Signature

Phillip & Sara Burton Academic High School

San Francisco

California



ACADEMIC HIGH SCHOOL

This Certifies That

Abraham Hassan Mohamed

in evidence of satisfactory scholarship and trustworthy character has completed the Course of Study in accordance with the requirements for graduation of the San Francisco Unified School District and is therefore awarded this

Diploma

Given this eighth day of June, two thousand four.

Allen. Oakman
Superintendent

Dan Kelly M.D.
President, Board of Education

Eric R. Marshall
Principal

The ACADEMY



This is to certify that

ABRAHAM H. MOHAMMED

has successfully completed

BASIC POLICE ACADEMY #1117

October 29, 2012 - April 25, 2013

A handwritten signature in black ink that reads "Steven T. Cushing".

Steven T. Cushing
President/CFO

South Bay Regional Public Safety Training Consortium

TRANSCRIPTING COLLEGE

Gavilan College (408) 848-4733
Course # JLT 100 / Section # 40232
888 Hours / 22 Units
P.O.S.T. Control # 2540-00100-12-003

TRAINING MANDATES SATISFIED

CHEMICAL AGENTS
T.A.I. 40600
FIRST-AID/CPR
PROPOSITION 115
RACIAL PROFILING
DRAFGER
EMERGENCY RESPONSE TO TERRORISM



Providing Excellence and Leadership in Public Safety Training through Regional and Community Partnerships



SFMTA
Municipal Transportation Agency

CERTIFICATE OF

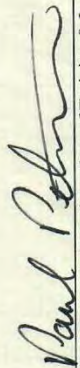
ACHIEVEMENT

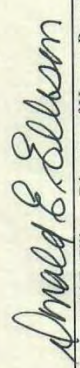
This Certificate is presented to

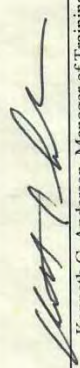
Abraham Mohamed

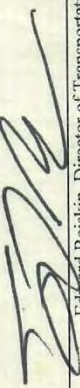
**For successfully completing the
Transit Operator Training Course**

On this 19th Day of December, 2013


Paul Petersen, Superintendent of Training & Instruction


Donald E. Ellison, Director of Human Resources


Kenneth C. Anderson, Manager of Training & Instruction


Edward Reiskin, Director of Transportation





SFMTA

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

CERTIFICATE OF

ACHIEVEMENT

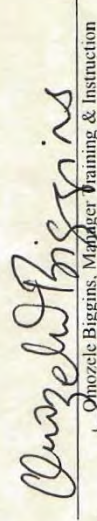
This Certificate is presented to

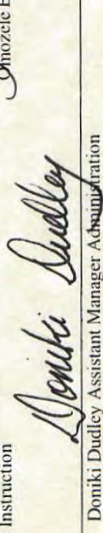
ABRAHAM MOHAMMED

**For successfully completing the
Supervisor Transitioning Training Course**

On this 22nd Day of July 2022


Michael Johnson, Senior Manager Training & Instruction


Khozole Biggins, Manager Training & Instruction


Doniki Dudley, Assistant Manager Administration

University of Phoenix

*Upon the recommendation of the Faculty,
University of Phoenix does hereby confer upon*

Abraham Hassan Mohamed

the degree of

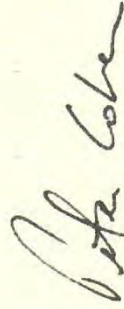
Bachelor of Science in Business Management

with all the rights, honors and privileges thereto appertaining.

*In witness whereof, the seal of university and the signatures as authorized
by the Board of Directors, University of Phoenix, are hereunto affixed,
this fourteenth day of May, in the year two thousand and twenty two.*



Chairman, Board of Directors



President

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

ABRAHAM H MOHAMED

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

IS-800.D:

NATIONAL RESPONSE FRAMEWORK, AN INTRODUCTION

Jeffrey D. Stern, Ph.D.
Superintendent
Emergency Management Institute
Federal Emergency Management Agency

Issued this 04th Day of October, 2022



0.30 IACET CEU

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

ABRAHAM H MOHAMED

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

**IS-100.C:
INTRODUCTION TO INCIDENT COMMAND SYSTEM, ICS-100**

A handwritten signature in black ink, appearing to read "Jeffrey D. Stern".

Jeffrey D. Stern, Ph.D.
Superintendent
Emergency Management Institute
Federal Emergency Management Agency

Issued this 04th Day of October, 2022



0.20 IACET CEU

Emergency Management Institute



FEMA

9520_030

This Certificate of Achievement is to acknowledge that

ABRAHAM H MOHAMED

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

**IS-200.C:
BASIC INCIDENT COMMAND SYSTEM FOR INITIAL RESPONSE ICS-**

200

Issued this 04th Day of October, 2022



0 40 IACFT CFI

A handwritten signature in black ink, appearing to read "Jeffrey D. Stern".

Jeffrey D. Stern, Ph.D.
Superintendent
Emergency Management Institute
Federal Emergency Management Agency

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

ABRAHAM H MOHAMED

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

**IS-700.B:
AN INTRODUCTION TO THE NATIONAL INCIDENT MANAGEMENT
SYSTEM**

A handwritten signature in black ink, appearing to read "Jeffrey D. Stern".

Jeffrey D. Stern, Ph.D.
Superintendent
Emergency Management Institute
Federal Emergency Management Agency

Issued this 04th Day of October, 2022



0 40 IACFT CR11

ATTACHMENT F

2/2/2024

Dear Abraham Mohamed,

Thank you for submitting additional documents to support your reconsideration request for *Transportation Safety Specialist- SF Municipal Transportation Agency (9520)*.

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:

EDUCATION:

*Baccalaureate degree in any field from an accredited college or university. **AND***

A minimum of 12 continuing education credits in safety-related areas such as accident/incident investigation and system safety from an accredited college, university, or Certification from the Transportation Safety Institute (TSI).

EXPERIENCE:

*Four (4) years of full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks; **OR***

*Four (4) years of full-time verifiable professional experience conducting vehicle accident investigations; **OR***

Four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency.

LICENSE AND CERTIFICATION:

Possession of a valid driver's license at the time of appointment.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis.

Below are details on your application, which determined that you do not meet the minimum required for experience and education as of your application's submission date.

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

Email Attachments:

- Bachelor of Science in Business Management from the University of Phoenix
 - Associate in Science and Administration of Justice from City College of San Francisco
 - Certificate from City College of San Francisco in Administration of Justices
 - Certificate of Achievement from Emergency Management Institute
 - CCSF Employee Drivers Training
 - High School Diploma
 - Certificate of Achievement for Supervision Transitioning Training Course from SFMTA
 - Certificate of CA/OSHA – 10-hour construction
 - Certificate from The Academy of Public Safety Training- Basic Police Academy #117
 - Certificate of successfully completing the Transit Operator Training course
 - Resume
-
- Resume - According to the examination announcement and letter sent to you on 01/23/2024. “Written verification must be submitted on employer’s official letterhead, specifying dates of employment, types of employment (part-time/full-time), job title(s), description of duties performed, and the verification must be signed by the employer.” Resumes are not a form of verification for duties performed.

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

9139 Transit Supervisor, 7/09/2022 – Present. According to the City and County of San Francisco (CCSF) job specification, the 9139 Transit Supervisor work experience is qualifying for 9520 Transportation Safety Specialist.

9163 Transit Operator, 10/15/2013 – 07/01/2022. According to the City and County of San Francisco (CCSF) job specification, the 9163 does not perform the duty of repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Foreman, Able Janitorial, 2013 – 2014. The job does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Store Manager, 2010-2013, The job does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Volunteer Police Officer/Captain, City College of San Francisco Police Department, January 2005-December 2009. This position does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Based on your work experience, you have one year and five months of qualifying experience from the closing date of the announcement on December 15, 2023.

Unfortunately, the information provided does not indicate that you possess the experience and education 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 or from the City and County of San Francisco website at Careers at City and County of San Francisco (smartrecruiters.com).

Thank you for your time and interest in this recruitment.

Respectfully,

Anna Kaminska

SFMTA Examinations & Classification Unit

RECRUITMENT: REF3460L / CBT-9520-T00087

ATTACHMENT G

2/5/2024,

Dear Abraham Mohamed,

This email is being sent to correct information about who to contact in the event you wish to protest this decision. Please note the correct contact is the Civil Service Commission. More information can be found on their website: <http://sfgov.org/civilservice/rules>.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. Information can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.

Thank you for your time and interest in this recruitment.

Respectfully,

Anna Kaminska

SFMTA Examinations & Classification Unit



ATTACHMENT H

CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED
MAYOR

Sent via Email

NOTICE OF RECEIPT OF APPEAL

DATE: February 13, 2024
REGISTER NO.: 0027-24-4
APPELLANT: ABRAHAM MOHAMED

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

Dear Jeffrey Tumlin:

The Civil Service Commission has received the attached letter from Abraham Mohamed appealing the disqualification of their application for the 9520 Transportation Safety Specialist 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. CSC Form 13 is available on the Civil Service Commission's website at www.sf.gov/CivilService on the "File an action request for a Civil Service Commission hearing" page.

In the event Abraham Mohamed'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 April 25, 2024**, so that it may be heard by the Civil Service Commission at its meeting on May 6, 2024. If you will be unable to transmit the staff report by the April 25th deadline, or if required departmental representatives will not be available to attend the May 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.

Appellant: Abraham Mohamed
January 13, 2024
Page 2 of 2

You may contact me at 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.

Sincerely,

CIVIL SERVICE COMMISSION



SANDRA ENG
Executive Director

Attachment

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



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

LONDON N. BREED
MAYOR

Sent via Email

February 13, 2024

Abraham Mohamed



Subject: Register No. 0027-24-4: Appealing the Disqualification of your Application for the 9520 Transportation Safety Specialist Examination.

Dear Abraham Mohamed:

This is in response to your appeal submitted to the Civil Service Commission on February 5, 2024, appealing the disqualification of your application for the 9520 Transportation Safety Specialist examination. Your appeal has been forwarded to the Municipal Transportation Agency for investigation and response to the Civil Service Commission.

If your appeal is timely and appropriate, the department will submit its staff report on this matter to the Civil Service Commission in the near future to request that it be scheduled for hearing. The Civil Service Commission generally meets on the 1st and 3rd Mondays of each month. You will receive notice of the meeting and the department's staff report on your appeal two Fridays before the hearing date via email, as you have requested on your appeal form.

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date by email to civilservice@sfgov.org. Please be sure to redact your submission for any confidential or sensitive information (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

You may contact me by email Sandra.Eng@sfgov.org or by phone at (628) 652-1100 if you have any questions. You may also access the Civil Service Commission's meeting calendar, and information regarding staff reports and meeting procedures, on the Commission's website at www.sf.gov/CivilService.

Sincerely,

CIVIL SERVICE COMMISSION

SANDRA ENG
Executive Director



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.

 To: _____

 CC: _____

APPEAL TO THE CIVIL SERVICE COMMISSION

<p>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.</p>	<p>TYPE OF APPEAL: (Check One) <input checked="" type="checkbox"/> Examination Matters (by close of business on 5th working day) <input type="checkbox"/> Employee Compensation Matters (by close of business on 7th working day) - Limited application <input type="checkbox"/> Personal Service Contracts (Posting Period) <input type="checkbox"/> Other Matters (i.e., Human Resources Director/Executive Officer Action) (30 Calendar days) <input type="checkbox"/> Future Employability Recommendations (See Notice to Employee)</p>
---	---

"During the Shelter Order dated March 17, 2020, we are accepting appeals by email at civilservice@sfgov.org"

ABRAHAM MOHAMED

Full Name of Appellant		Work Address	Work Telephone
[REDACTED]		[REDACTED]	[REDACTED]
Job Code	Title	Department	
[REDACTED]	[REDACTED]	[REDACTED]	
	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: _____

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

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

Original Signature of Appellant or Authorized Representative: Ad Date: 02/05/2024

CSC-12 (5/2021)

Date Received by Civil Service Commission: _____

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.

This is regarding my application for Transportation Safety Specialist. I submitted my application along with the required degrees and certifications.

HR Analyst Anna Kaminska and her supervisor, determined that I did not meet the qualifications for the application.

I have also contacted her supervisor, Diana Sambat, regarding the situation.

I am aware of a few candidates who have fewer certifications than myself and still received an appointment for testing.

The requirement in question is that all applicants must have at least 4 years of accident investigation.

I have 2 years of experience with the SFMTA as a Transit Inspector and 4 years with the City College of San Francisco as a Volunteer Police Officer.

Additionally, I may be the only applicant with a POST (Police Officers Standards and Training) Certificate, which grants me legal authority to conduct accident investigations.

That degree was a year of Police Academy training and is recognized by Gavilan City College in Gilroy, CA.

Analyst Kaminska reviewed my application and deemed it necessary to list the Police Officer Experience as non-applicable towards accident investigation.

From: Ogans, Vita <Vita.Ogans@sfmta.com>
Sent: Monday, February 5, 2024 10:39 AM
To: Harmon, Virginia <Virginia.Harmon@sfmta.com>; Battle, Toni <Toni.Battle@sfmta.com>
Subject: FW: Transportation Safety Specialist

FYI

From: Abraham Mohamed [REDACTED]
Sent: Monday, February 5, 2024 10:19 AM
To: Equal Employment Opportunity <EEO@sfmta.com>; Kaminska, Anna <Anna.Kaminska@sfmta.com>; Sambat, Diana <Diana.Sambat@sfmta.com>
Subject: Transportation Safety Specialist

EXT

Hello,

This is regarding my application for Transportation Safety Specialist. I submitted my application along with the required degrees and certifications. HR Analyst Anna Kaminska and her supervisor, determined that I did not meet the qualifications for the application. I have also contacted her supervisor, Diana Sambat, regarding the situation. I am aware of a few candidates who have fewer certifications than myself and still received an appointment for testing.

The requirement in question is that all applicants must have at least 4 years of accident investigation. I have 2 years of experience with the SFMTA as a Transit Inspector and 4 years with the City College of San Francisco as a Volunteer Police Officer. Additionally, I may be the only applicant with a POST (Police Officers Standards and Training) Certificate, which grants me legal authority to conduct accident investigations. That degree was a year of Police Academy training and is recognized by Gavilan City College in Gilroy, CA. Analyst Kaminska reviewed my application and deemed it necessary to list the Police Officer Experience as non-applicable.

I just want to have my application reviewed fairly.

Thank you,

- Abraham Mohamed

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

Re: Transportation Safety Specialist

From: [REDACTED]
To: william.milesii@sfmta.com
Date: Monday, February 5, 2024 at 12:07 PM PST

Hello,

I will be following up, why my police department experience as a sworn police officer wont count for experience for accident investigation is beyond understanding. I will be following up with other agencies as well.

Thank you,

- *Abraham Mohamed*

On Monday, February 5, 2024 at 11:29:31 AM PST, Miles II, William <william.milesii@sfmta.com> wrote:

Good morning Abraham,

I looked up this recruitment and found that rejections for this recruitment fall under the jurisdiction of the Civil Service Commission. Any appeals to the rejection of the application must be submitted to the Commission with the inclusion of why you feel your experience is qualifying, the staff would then prepare a report on why the application was rejected, and then a hearing would be conducted. The decision of the Commission would be final.

The staff report would be reminiscent of what they put in the second reject notice, so make sure to have read that email in full to understand why the team made the decision that they did.

Information of how to appeal to the Commission can be found at [File an appeal with the Civil Service Commission | San Francisco \(sf.gov\)](#). Appeals to the commission must be received within 5 business days after the notice of rejection of the application.

William (Bill) Miles II
Talent Acquisition Senior Manager, SFMTA

From: Harmon, Virginia <Virginia.Harmon@sfmta.com>
Sent: Monday, February 5, 2024 10:53 AM
To: Ackerman, Kimberly <Kimberly.Ackerman@sfmta.com>; Miles II, William <William.MilesII@sfmta.com>
Cc: Ogans, Vita <Vita.Ogans@sfmta.com>; Battle, Toni <Toni.Battle@sfmta.com>
Subject: FW: Transportation Safety Specialist

Hi Bill and Kim-
Please review and respond.
Thanks.
Virginia

Transportation Safety Specialist- SF Municipal Transportation Agency (9520)

From: Anna Kaminska from City and County of San Francisco (notifications@careers.sf.gov)

To: [REDACTED]

Date: Friday, February 2, 2024 at 01:17 PM PST

2/2/2024

Dear Abraham Mohamed,

Thank you for submitting additional documents to support your reconsideration request for **Transportation Safety Specialist- SF Municipal Transportation Agency (9520)**.

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:

EDUCATION:

*Baccalaureate degree in any field from an accredited college or university. **AND***

A minimum of 12 continuing education credits in safety-related areas such as accident/incident investigation and system safety from an accredited college, university, or Certification from the Transportation Safety Institute (TSI).

EXPERIENCE:

*Four (4) years of full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks; **OR***

*Four (4) years of full-time verifiable professional experience conducting vehicle accident investigations; **OR***

Four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency.

LICENSE AND CERTIFICATION:

Possession of a valid driver's license at the time of appointment.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis.

Below are details on your application, which determined that you do not meet the minimum required for experience and education as of your application's submission date.

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

Email Attachments:

- Bachelor of Science in Business Management from the University of Phoenix
- Associate in Science and Administration of Justice from City College of San Francisco
- Certificate from City College of San Francisco in Administration of Justices
- Certificate of Achievement from Emergency Management Institute
- CCSF Employee Drivers Training
- High School Diploma

- Certificate of Achievement for Supervision Transitioning Training Course from SFMTA
- Certificate of CA/OSHA – 10-hour construction
- Certificate from The Academy of Public Safety Training- Basic Police Academy #117
- Certificate of successfully completing the Transit Operator Training course
- Resume

- **Resume** - According to the examination announcement and letter sent to you on 01/23/2024. "Written verification must be submitted on employer's official letterhead, specifying dates of employment, types of employment (part-time/full-time), job title(s), description of duties performed, and the verification must be signed by the employer." Resumes are not a form of verification for duties performed.

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

9139 Transit Supervisor, 7/09/2022 – Present. According to the City and County of San Francisco (CCSF) job specification, the 9139 Transit Supervisor work experience is qualifying for 9520 Transportation Safety Specialist.

9163 Transit Operator, 10/15/2013 – 07/01/2022. According to the City and County of San Francisco (CCSF) job specification, the 9163 does not perform the duty of repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Foreman, Able Janitorial, 2013 – 2014. The job does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Store Manager, 2010-2013, The job does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Volunteer Police Officer/Captain, City College of San Francisco Police Department, January 2005-December 2009. This position does not involve repairing, replacing, and/or maintaining transit vehicles, Railway Signals, and/or Tracks of a Transportation Agency. They also do not conduct vehicle accident investigations. This experience is not qualifying.

Based on your work experience, you have one year and five months of qualifying experience from the closing date of the announcement on December 15, 2023.

Unfortunately, the information provided does not indicate that you possess the experience and education 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 or from the City and County of San Francisco website at Careers at City and County of San Francisco (smartrecruiters.com).

Thank you for your time and interest in this recruitment.

Respectfully,

ABRAHAM H. MOHAMED

Public Transportation professional with 10+ years in providing safe and efficient transit operations with a smile.
Organized Thinker | Proactive Go-Getter | Analytical | Customer Service Oriented

Reliable and hardworking transportation professional with 10+ years of experience working in face-paced environments while anticipating transit needs and providing practical, compliant solutions for any situation that may arise. Bring a diverse background of experience in a range of roles. Hold key industry skills including using complex software systems, monitoring, and responding to information feeds, analyzing and interpreting a high volume of information and working productively under pressure. Proven track record of working safely as well as following and understanding safe working practices. A highly motivated and resourceful professional who works seamlessly in both team and autonomous environments.

Transportation | Customer Service | Regulatory Compliance | Data Entry | Public Transit | Central Control Environment | 2-way Radio Communication Systems | ORBCAD | Nextbus | AVL | GPS | Computer Mapping Software | Transit Incident Reports | Rail Transit Systems Operations | Breda LRV 2 | Breda LRV 3 | Siemens LRV 4 | Cable Car Operator as a Gripman

WORK EXPERIENCE

SFMTA SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (2022-Present)

Transit Supervisor

Public Transportation serving 700K people daily | Employees – 3K+

- ✓ Supervised transit operators, ensuring adherence to schedules and providing coaching.
- ✓ Conducted regular inspections of vehicles and equipment to ensure compliance with safety standards and regulations.
- ✓ Monitored and managed real-time transit operations using advanced dispatching and tracking systems.
- ✓ Addressed customer inquiries, complaints, and concerns promptly, maintaining a high level of customer satisfaction.
- ✓ Collaborated with maintenance and operations teams to implement service improvements and resolve service disruptions.
- ✓ Conducted investigations and prepared reports on accidents, incidents, and employee misconduct.
- ✓ Implemented and enforced SFMTA policies, procedures, and guidelines to maintain operational efficiency and safety.

PREVIOUS WORK EXPERIENCE

Transit Operator - Cable Car Gripman San Francisco Municipal Transportation Agency	2013 - 2023
Foreman Able Janitorial	2013 - 2014
Store Manager California Produce	2010 - 2013
Volunteer Police Officer/ Captain at City College of San Francisco Police Department	2005 – 2009

CERTIFICATIONS & TRAINING

Click Safety Non-Revenue Vehicle Driver Safety Training & Cal/OSHA	10 Hour Construction Certification (2023)
Bachelor of Science in Business Management	University of Phoenix (2022)
California Police Basic Post Certificate Basic First Aid/ CPR and AED	South Bay Public Safety Training Consortium (2013)
Associate of Science, Administration of Justice	City College of San Francisco (2011)
Certificate of Completion, Administration of Justice	City College of San Francisco (2011)

ATTACHMENT I



SF | Careers

[SF.GOV](#)

[SF | DHR](#)

[Application status](#)

9520- Transportation Safety Specialist

[SF | Careers](#) > [9520-Transportation Safety Specialist](#)

Know the class code?

Class codes are four characters long.

Search

Search by keyword:

Use a keyword to search for a class.

Search

Transportation Safety Specialist

Job classification

Class	<u>9520</u>
Title	Transportation Safety Specialist
Overtime eligibility	Exempt (Z) - No Paid Overtime
Labor agreement	<u>TWU, Local 200</u>
Effective date	November 16, 2023

Current compensation plan

Effective: Jan 06, 2024

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

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$61.9500	\$65.0500	\$68.2875	\$71.7125	\$75.3125
Rate /biweekly:	\$4,956.00	\$5,204.00	\$5,463.00	\$5,737.00	\$6,025.00
Rate /year:	\$128,856	\$135,304	\$142,038	\$149,162	\$156,650

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Transportation Safety Specialist

Job Code: 9520

DEFINITION

Under general direction, the Transportation Safety Specialist develops and implements comprehensive system safety programs and procedures for San Francisco Municipal Transportation Agency (SFMTA); serves as a technical adviser to ensure agency-wide

compliance with departmental, local, state and federal regulations and industry safety standards.

DISTINGUISHING FEATURES

Positions in this job code are characterized by their responsibility for carrying out complex and difficult assignments, projects and special studies in more than one transportation safety program. This job code is distinguished from other specialized safety job codes by its primary emphasis on incident reduction and prevention and other transportation related safety issues.

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. Plans and conducts internal safety audits and inspections to identify hazards in the use of equipment, procedures and systems, and unsafe operating conditions by reviewing incident patterns and causes, transit route characteristics, traffic data, and physical location characteristics, and develops preventive strategies, policies and procedures.
2. Investigates bus and rail incidents involving transit vehicles and non-revenue vehicles to identify causal factors; recommends corrective actions and prepares incident investigation reports for internal use and for review and approval by external agencies such as the California Public Utilities Commission (CPUC).
3. Monitors, investigates and reports on operating procedures and unsafe operating conditions; identifies hazards of transit operating systems in the use of equipment, procedures, and systems, and provides recommendations to mitigate these hazards.
4. Reviews system safety statistics, and prepares reports on system performance using SFMTA's transportation and safety-related databases; recommends corrective action to reduce potential for future incidents, and analyzes effectiveness of corrective actions.

5. Develops and implements new transportation safety programs and initiatives, including the development and implementation of safety standard operating procedures, and formulates related safety policies and procedures.

6. Evaluates the effectiveness of safety-related training programs and recommends modification where necessary; may provide direction or advice to training division staff in the development of new safety-related training programs.

7. Conducts training sessions for managers, supervisors and line staff in incident reduction and prevention, hazard recognition and evaluation, the Public Transportation Agency Safety

Plan, and other safety-related areas as needed and requested. This includes training Transit Supervisors in on-the-scene accident investigation techniques and procedures.

8. Evaluates various contracts, RFP's, engineering drawings and facility designs, plans for construction projects, future transit lines and changes to existing transit systems for regulatory compliance, potential safety issues and liability exposure.

9. Serves as a technical advisor regarding safety standards and system safety issues; participates in and/or chairs safety meetings and committees and may serve on committees of outside agencies as assigned.

10. Ensures agency-wide safety standard compliance with departmental, local, state and federal regulations.

11. Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: principles, procedures and standard practices of bus and rail system safety, including data analysis and evaluation techniques, recordkeeping and reporting requirements; investigative techniques; and federal, state and local rules and regulations relating to transportation/system safety.

Ability or Skill to: analyze, audit and inspect transportation system safety procedures and conditions to identify potential hazards and recommend corrective action; determine appropriate regulatory

standards for the department including safety-related rules, policies and programs; conduct thorough accident/incident investigations to identify causal factors and hazards and complete follow up recommendations and documentation; apply logical, rational and supporting information to justify decisions and recommendations; read, interpret and apply technical information; compile and analyze complex reports, data, graphs, drawings and statistics; organize written information and use appropriate grammar, punctuation and syntax to write reports and other documents and advise management on safety issues in a clear and concise manner; effectively communicate verbally and in writing with all levels of management and employees; develop and present effective technical and safety training; interact with managers, supervisors, employees and others in a tactful and effective manner; use a computer and work with spreadsheets, databases (including agency specific databases) and word processing software; possess a valid driver license in order to operate department vehicles while carrying out assigned duties.

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:

Baccalaureate degree in any field from an accredited college or university; AND

A minimum of 12 continuing education credits in safety-related areas such as

accident/incident investigation and system safety from an accredited college, university, or Certification from the Transportation Safety Institute (TSI).

Experience:

Four (4) years of full-time verifiable professional experience in transportation/system safety and/or in a transit agency's safety

program with experience in accident/incident investigations, hazard assessment compliance audits, and efficiency compliance checks; OR

Four (4) years of full-time verifiable professional experience conducting vehicle accident investigations; OR

Four (4) years of full-time verifiable experience repairing, replacing, and/or maintaining of transit vehicles, Railway Signals and/or Track Right of Way within a Transportation Agency.

License and Certification:

Possession of a valid class C driver license.

Substitution:

Additional experience as described above may be substituted for the required degree on a year-for-year basis.

Note: Incumbents must complete the Transit Safety must complete the Transit Safety and Security Program (TSSP) training within three years of initial appointment. This requirement must be maintained as a condition of employment.

SUPPLEMENTAL INFORMATION

Nature of Work: Incumbents may be required to work in adverse work and weather conditions and be on-call for response during nights, weekends and holidays; climb ladders, bend, squat and crawl in tight spaces to safely access work sites; and use various computer programs and software applications.

PROMOTIVE LINES

No normal lines of promotion

From: Entrance

ORIGINATION DATE: 12/15/2005

AMENDED DATE: 5/23/2013, 8/12/2014, 02/05/2018, 11/16/2023

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

BUSINESS UNIT(S): SFMTA

9520_051

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
Jan 06, 2024 (Y)	\$61.9500	\$65.0500	\$68.2875	\$71.7125	\$75.3125
Jul 01, 2023 (X)	\$60.5875	\$63.6125	\$66.7875	\$70.1375	\$73.6500
Jul 01, 2022 (W)	\$59.1125	\$62.0625	\$65.1625	\$68.4250	\$71.8500
Jan 08, 2022 (V)	\$56.1625	\$58.9625	\$61.9125	\$65.0125	\$68.2625
Jul 01, 2021 (U)	\$55.8875	\$58.6750	\$61.6000	\$64.6875	\$67.9250

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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

Compensation set id:



Transit Supervisor

Job classification

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

Current compensation plan

Effective: Jan 06, 2024

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

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$49.8250	\$52.3000	\$54.9500	\$57.6875	\$60.5750
Rate /biweekly:	\$3,986.00	\$4,184.00	\$4,396.00	\$4,615.00	\$4,846.00
Rate /year:	\$103,636	\$108,784	\$114,296	\$119,990	\$125,996

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

9520_055

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
Jan 06, 2024 (Y)	\$49.8250	\$52.3000	\$54.9500	\$57.6875	\$60.5750
Jul 01, 2023 (X)	\$48.7250	\$51.1500	\$53.7375	\$56.4125	\$59.2375
Jul 01, 2022 (W)	\$47.5375	\$49.9000	\$52.4250	\$55.0375	\$57.7875
Jan 08, 2022 (V)	\$45.1625	\$47.4125	\$49.8125	\$52.2875	\$54.9000

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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

Compensation set id:



Transit Operator

Job classification

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

Current compensation plan

Effective: Jan 06, 2024

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

Step:	Step 1	Step 2	Step 3	Step 4
Rate /hr:	\$31.0375	\$33.2500	\$35.4625	\$44.3500
Rate /biweekly:	\$2,483.00	\$2,660.00	\$2,837.00	\$3,548.00
Rate /year:	\$64,558	\$69,160	\$73,762	\$92,248

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 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

9520_067

Disaster service work

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Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4
Jan 06, 2024 (Y)	\$31.0375	\$33.2500	\$35.4625	\$44.3500
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Jul 01, 2022 (W)	\$29.6125	\$31.7250	\$33.8375	\$42.3125
Jan 08, 2022 (V)	\$28.1375	\$30.1375	\$32.1500	\$40.2000
Jul 01, 2021 (U)	\$28.0000	\$29.9875	\$31.9875	\$40.0000

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