



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

**DANIEL LURIE
MAYOR**

Date: October 5, 2026

To: Civil Service Commission

From: Sandra Eng 
Executive Officer

Subject: **Year-End Report on the Civil Service Commission's Activities and Achievements
for Fiscal Year 2025-26**

The following is a summary report on the activities of the Civil Service Commission (Commission or Department) in Fiscal Year 2025-2026 period covering July 1, 2025, through June 30, 2026.

The Civil Service Commission continued to hold hybrid meetings to allow flexibility for appellants, witnesses and departments who have representatives that may be unable to attend the meeting in-person. Hybrid meetings also allow employees, union members, and the public to listen to the meeting live.

Staffing

After nearly 30 years of service, our 1203 Personnel Technician retired from the Civil Service Commission in December 2025. While we congratulate and honor our colleague, we are keenly aware of the loss of institutional knowledge that comes with retirement after a 30-year tenure. We could not immediately backfill the position due to a hiring freeze. However, our position was approved to fill during our budget presentation to the Board of Supervisors. Our 1426 Sr. Clerk Typist successfully promoted to 1203 Personnel Technician as project lead for our appeals and inspections database management system that was underway. We remained short-staffed with one vacancy throughout the remainder of the fiscal year. However, at the time of this report we have made an offer for our 1840 Jr. Management position that was accepted and is currently undergoing the background and onboarding processes. We anticipate being fully staff at the end of October.

Budget

Mayor's high-level overview of priorities when budget instructions were issued, included:

Safe and clean streets - Keep our city safe, transform health and homelessness systems, maintain clean, safe and welcoming public spaces

Economic revitalization – revitalize downtown San Francisco, make the city more affordable and livable for families, strengthen the City's economy, arts & culture

Underscored by effective common-sense government - modernize systems and structures that shape how we work and build data, technology, and talent capabilities. Innovate, improve service, and deliver results within our financial means

These priorities are designed to be accomplished by:

- Reorienting city spending towards 2026 priority core services
- Continuing to reduce the structural deficit; and
- Investing in long-term operational efficiencies

Overarching budget instructions for Departments - Reduce general fund spending by \$400M ongoing by implementing the following:

- Eliminate discretionary programs
- Restructure departments around current staffing levels
- Review all contracted services and non-personnel expenditures to identify savings
- Reduce all city-wide workorders
- Identify redundancy and shared administrative needs
- Identify investment opportunities to reduce long-term costs

The Deputy Director assessed the budget with an eye to restructure the organization around our current budgeted staffing level to increase efficiency and eliminate redundancy; much of this work was already underway in the current budget cycle with the automation of appeals and inspection service processing. We also assessed non-personnel expenditure to identify savings and opportunities to share costs with other departments for required outside administrative services and have shifted the cost of ALJ hearings to the departments and the unions. The Commission offices are also scheduled to move to a smaller space in a different building in 2027, potentially reducing the rent rate.

Commission Streamlining Task Force

Charter Mandates for the Civil Service Commission

In response to concerns about cronyism, corruption, nepotism and favoritism in the City's hiring process, San Francisco voters established the Civil Service Commission in 1900. Its purpose was to establish and safeguard a merit-based personnel system, and to serve as the independent, final arbiter of the established system, ensuring that employment decisions remain free from political influence.

Charter Sec. 10.100 indicates the Commissioners are appointed by the Mayor, serve 6-year terms, and requires the Commissioners to take an oath not to reward appointments for political activity.

Charter Sec. 101 authorizes the Commission to oversee the merit system by adopting rules, policies, and procedures in matters such as examinations, eligibility, appointments, and layoffs; conduct inspection service requests regarding all appointments; and hear appeals on the decisions of the Human Resources Director on matters stated in the Rules such as examinations, discrimination complaints, and future employment restrictions. Proposed rule amendments are posted in advance of the Commission meetings to provide opportunity for public review and Commission discussions are heard in open session to also allow for public comment from all stakeholders. After Commission approval, Rules are posted for at least 10 days to allow for interested parties to meet and discuss. After any requests to meet, the proposed rules are presented to the Commission for discussion, public comment and adoption.

Over the years, the voters made the following additions expanding the jurisdiction of the Civil Service Commission and continued to keep the Commission as an independent objective appellate and policy-making body.

Charter Sec. 10.102 (2004) states in part, "...Except for the purpose of inquiry, the Mayor shall deal with the administration of the civil service merit system solely through the Human Resources Director and the Civil Service Commission or their designees. The Mayor shall not dictate, suggest or interfere with the merit system activities of the Civil Service Commission or Human Resources Department. Administrative matters shall be dealt with only in the manner provided by this Charter, and any dictation, suggestion or interference herein prohibited shall constitute official misconduct; provided that nothing herein contacted shall restrict the power of hearing and inquiry as provided in this Charter."

Charter Sec. 10.103 (2004) states in part, "A Human Resources Director shall be selected by the Mayor from candidates nominated by the Civil Service Commission and confirmed by vote of the Board of Supervisors. The Human Resources Director shall possess not less than ten years professional experience in personnel, human resources management, labor or employee relations at least five years of which must be in federal, state or local governmental personnel management and such other qualifications as determined by the Commission. Notwithstanding any other provisions of this Charter, the Human Resources Director shall be appointed by and serve at the pleasure of the Mayor, provided that the Mayor's removal of the Human Resources Director may be rejected by a four-fifths vote of the Commission. Failure of the Commission to act within 30 days shall be deemed approval of the Mayor's action. The nominee of the Mayor may be appointed acting Human Resources Director pending confirmation. The person so appointed shall, before taking office, make under oath and file in the Office of the County Clerk the following declaration: "I am opposed to appointments to the public service as a reward for political activity and will execute the Office of Human Resources Director in the spirit of this declaration..."

Charter Sec. 8A.100 (1999) states in part, "...At the same time, this Article is intended to ensure sufficient oversight of the Municipal Transportation Agency by, among other things, preserving the role of the City's Controller as to financial matters, the City Attorney as to legal matters, and

the Civil Service Commission, as to merit system issues... The Civil Service Commission shall annually review both exempt and non-exempt classifications of the Agency to ensure compliance with the provisions of subsections (h) and (i)..."

Charter Sec. 8A.104 (1999) states in part, "...Except as otherwise provided in this Section, the Agency shall be governed by the rules of the civil service system administered by the City and appeals provided in civil service rules shall be heard by the City's Civil Service Commission. Unless otherwise agreed by the Agency and affected employee organizations, appeals to the Civil Service Commission shall include only those matters within the jurisdiction of the Civil Service Commission which establish, implement, and regulate the civil service merit system as listed in Section [A8.409-3](#).

Charter Sec. 2.100 (2002) states in part, "...The Civil Service Commission shall set the Supervisors' salary once every five years. Before the Commission determines the Supervisors' salary, it shall conduct and consider a salary survey of other full time California City Councils and County Boards of Supervisors and it may consider the Consumer Price Index (CPI)..."

Charter Sec. A8.409-1 (2006) states in part, "...Except as otherwise provided by this Charter the Civil Service Commission shall set the wages and benefits of all elected officials of the City and County of San Francisco as follows: The Commission shall conduct a salary survey of the offices of chief executive officer, county counsel, district attorney, public defender, assessor-recorder, treasurer, and sheriff, in the counties of Alameda, Contra Costa, Marin, San Mateo, and Santa Clara. The Commission shall then average the salaries for each of those offices to determine respectively the base five-year salaries for the Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff..."

Commission Streamlining Task Force

In November 2024, San Francisco voters approved Proposition E, establishing a Commission Streamlining Task Force to recommend changes to the City's boards and commissions including, potential modifications, eliminations, or consolidations aimed at improving the administration of City government. The Task Force was given one year to conduct a comprehensive public process to evaluate each board and commission in a systematic and equitable manner (Commission Streamlining Task Force Final Report).

The Task Force consisted of five members appointed by five authorities: City Administrator (or designee), Controller (or designee), City Attorney (or designee), public sector labor representative appointed by the Board of Supervisors, and an expert in open and accountable government appointed by the Mayor.

The Civil Service Commission attended all Task Force meetings, including the Task Force presentation to the Board of Supervisors, and provided public comment throughout the process. The public comment clarified the role of the Civil Service Commission and explained why the Commission must retain its oath of office and authority to independently review the qualifications

of candidates for Human Resources Director and make recommendations to the Mayor.

A review of the Charter provisions adopted by the voters highlights the importance of maintaining the Civil Service Commission as an independent appellate and policy-making body, free from political influence. The Commission Streamlining Task Force's thorough research and its willingness to reconsider initial proposals after hearing from the Commissioners, Commission staff, City employees, and union representatives. As a result, the Task Force recommended the following amendments to Charter Sec. 10.100 Civil Service Commission:

"The Commission shall consist of five members appointed by the Mayor, pursuant to ~~Section 3.100~~, for six-year terms. ~~Not less than two members of the Commission shall be women. No person may serve as an appointed member of the Civil Service Commission for more than two terms. A part of a term that exceeds three years shall count as a full term; a part of a term that is three years or less shall not. The current term of any person serving on the Commission on January 1, 2027 shall count as a full term if the person serves more than three years of that term. Terms completed on or before December 31, 2026 shall not count as a term for the purpose of the lifetime term limit.~~

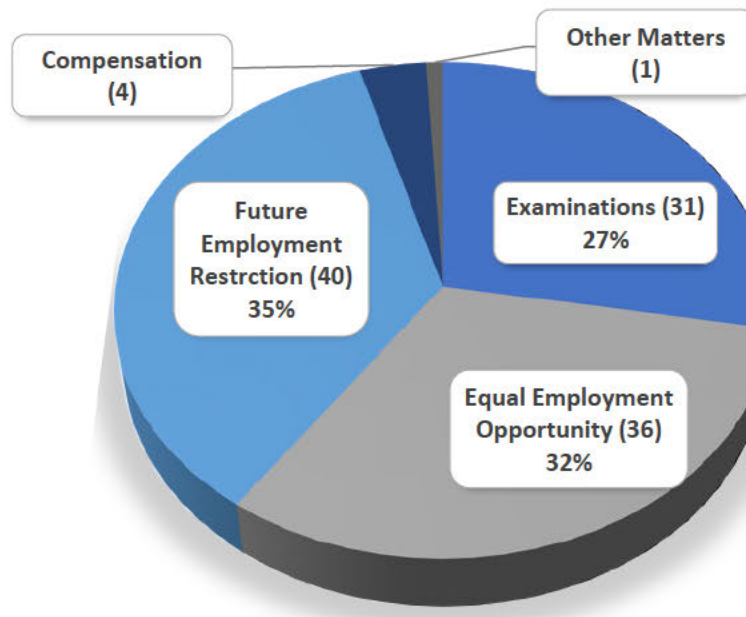
*~~The persons so appointed~~ **Members of the Commission** shall, before taking office, make under oath and file in the office of the County Clerk the following declaration: "I am opposed to appointments to the public service as a reward for political activity and will execute the office of Civil Service Commissioner in the spirit of this declaration."*

*A commissioner may be removed only **for official misconduct in the manner provided in Section 15.105(b)**~~upon charges preferred in the same manner as in this Charter provided for elective officers.~~*

Proposition A Charter Changes Affecting Various City Departments and Commissions is on the ballot for this coming November.

Appeals and Hearings

Fiscal Year 2025-2026 Types of Appeals Received



Appeals and Hearings

The Department carried over fifty (52) appeals from Fiscal Year 2024-25 and **received (60)** new appeals for a total of 112 appeals as of June 30, 2026.

60% of examination appeals forwarded and resolved by the Commission each fiscal year*

96% of examination appeals (with no pending grievances, arbitration, litigation or settlement agreements) were resolved.

60% of equal employment opportunity appeals forwarded and resolved by the Commission each fiscal year*

44% of equal employment opportunity appeals (with no pending grievances, arbitration, litigation or settlement agreements) were resolved.

60% of future employment restriction appeal forwarded and resolved by the Commission each fiscal year*

55% of future employment restriction appeals (with no pending grievances, arbitration, litigation or settlement agreements) were resolved

60% of appeals regarding other matters (e.g., classification, out-of-class assignment, personal service contracts) each fiscal year* **80 %** of appeals regarding other matters were resolved.

7% of the pending appeals are new appeals received in May and June 2026. **18%** of the pending appeals are on hold due to grievances, arbitration, and litigation.

The Commission heard and/or resolved 29 of the 31 examination appeals representing 96%. The Commission heard and/or resolved 4 out of 5 appeals regarding other matters representing 80%. The Commission passed the performance measure goal of resolving 60% of the examination appeals and of appeals regarding other matters.

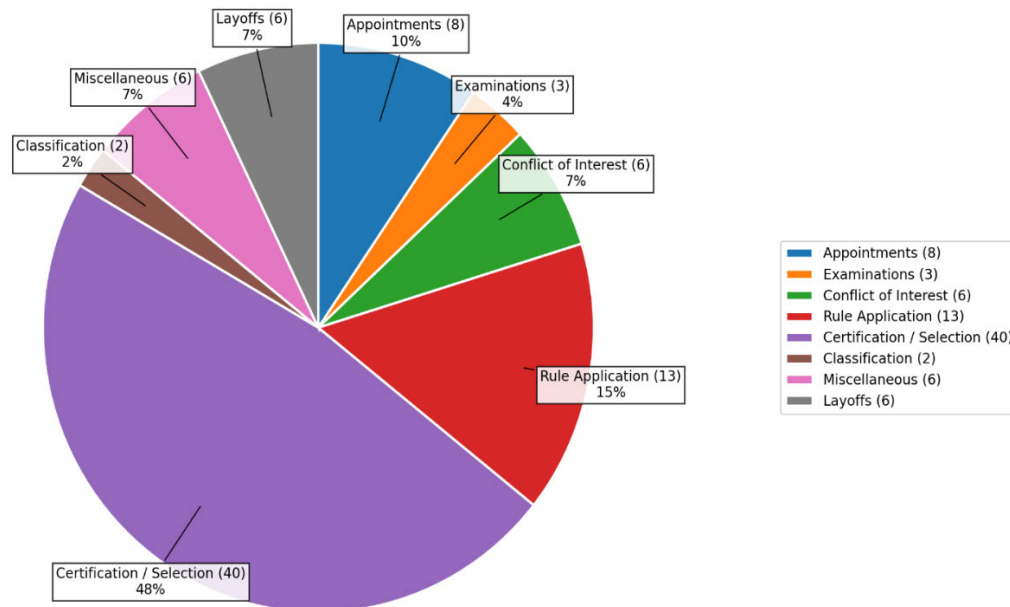
The Commission heard and/or resolved 15 of the 36 equal employment opportunity appeals representing 44 %. The Commission heard and/or resolved 22 of the 40 requests for hearing on future employment restrictions representing 55%.

The Commission did not reach the performance measure goal of resolving 60% of the equal employment opportunity appeals and the requests for hearing on future employment restrictions due to litigation, grievances, arbitration, settlement agreements, and DHR EEO requests for further investigations.

Inspection Service Requests

For matters that are not appealable to the Commission, the Charter authorizes Commission staff to conduct inspection service requests to investigate the conduct or an action of appointees in all positions by reviewing all records regarding the hiring process and conduct interviews

Fiscal Year 2025-2026 Inspection Service Requests



with department staff. The Charter requires all departments to cooperate with the Commission during its investigation. If there are findings of violations of the Charter, Civil Service Commission Rules, policies, and procedures, the Executive Officer will make recommendations for corrective action. Corrective actions may include training, reviewing policies and practices, or referring to the Labor Relations Division on matters that may lead to counsel, discipline or separation.

From July 1, 2025, through June 30, 2026, the Commission received Eighty-three (83) inspection service requests. The performance measure goal is to complete 70% of the Inspection Service Requests within 60 days. As of June 30, 2026, the department completed 69 % of the requests within 60 days and did not meet its goal of 70%. Although most departments were quick to respond to the inspection service requests in a timely manner, there were findings that led to further meetings with other departments resulting in additional meetings for corrective action. For this fiscal year, complaints were made regarding favoritism/nepotism in the hiring process, appointees meeting the minimum qualifications, departments not maintaining verification of meeting minimum qualifications for exempt appointments and claims of completing probationary periods. Through our investigations, former exempt employees qualified for promotions because of their experience gained in the exempt positions, but further investigation found that the departments did not maintain verification of how the employees met the minimum qualifications at the time they were appointed to the exempt position. Departments can still request verification of work experience after the individual has been appointed.

Update on the Appeal Management System

The Appeal Management System database (including appeals and inspection service requests)

is advancing, with core features already developed and in active performance stages. The Department of Technology project lead has completed initial data mapping and designed the system to support streamlined appeals and inspection service entries. Commission staff have been entering all incoming appeals and inspection service requests, ensuring that each appeal and inspection record can be updated, edited, and closed out. Staff are also confirming that all data fields, formats, and required inputs align with Commission protocols, and verifying that related documents load accurately, including large file uploads. Testing also includes reviewing search filters for appeals and inspections such as status, date ranges, appeal or inspection type, and assigned staff to ensure efficiency. Additionally, system generated reports are being evaluated to confirm accurate counts, timelines, and resolutions. Commission staff who regularly manage appeals and inspections are participating in workflow testing to validate operational alignment. Also, ongoing testing continues after each fix or enhancement, with all identified issues, resolutions, and retesting results documented to ensure the system is fully prepared for official release.

Rule Amendments, Policies, and Procedures

Proposing rule amendments include reviewing recent changes in law, hiring patterns and challenges through appeals and inspection service requests, listening to concerns from employees, departmental human resources management and unions, and meeting with subject matter experts from the Department of Human Resources (DHR) and the Municipal Transportation Agency (MTA). If proposed amendments are approved by the Commission for public posting, DHR, MTA, and Commission management conduct meetings with interested stakeholders and union representatives. After the questions have been answered and if there are no changes to the proposed amendments, the Executive Officer, DHR, and MTA return to the Commission for adoption of the rule amendments.

At the Civil Service Commission Special Meeting of August 11, 2025, the Commission adopted Amendments to Volume I Miscellaneous Classifications and IV Service-Critical Classifications for Civil Service Commission Rule Series 02 Definitions, 010 Examination Announcements and Applicants, 011 Examinations, 011A Position -Based Testing, 012 Eligible Lists, and 013 Certification of Eligibles to remove de-identification.

At the Civil Service Commission meeting of October 6, 2025, the Commission adopted amendments to Rule 114 Article V Employment in Class 8304/8305 Deputy Sheriff and Class 8302 Deputy Sheriff I to allow 8302 Deputy Sheriff I appointments between 2012 and 2019 to be reclassified to Class 8504 Deputy Sheriff upon successful graduation from the academy while serving their probationary period to align with the changes made in 2019.

At the Civil Service Commission meeting of November 3, 2025, the Commission adopted amendments to Rule 212 Eligible Lists – Police Department and 213 Certification of Eligibles – Police Department to support the San Francisco Police Department in the hiring of lateral and external police academy graduate candidates at the meeting of November 3, 2025

In Fiscal Year 2025-26, Commission staff conducted rule review meetings bi-weekly with human resources management staff from various participating departments including the Department of Human Resources and the Municipal Transportation Agency along with designated subject matter experts on each rule in Volumes I and IV. These meetings were held in two-hour sessions to methodically review the rules for procedural provisions that may be out of date or no longer in practice. The group assembled reviewed the current rule provisions and proposed updates and amendments to the entire rulebook for Volumes I and IV to address procedures that may have changed and provide clerical amendments. The Deputy Director and the Senior Human Resources Analyst are presently working on proposed revisions to the final two rules with the subject matter experts at SFMTA and DHR. The proposed plan is to request the City Attorney's Office to review the proposed amendments before presenting the two rulebook changes to the Commission in 2027.

Training

Fourteen (14) trainings were conducted on application of merit system principles, appealable matters, preparing and presenting staff reports, responding to inspection service requests, policies and procedures on personal service contracts, role of the Civil Service Commission, applicability of the Civil Service Commission Rules and policies, and the ability to expand equity within the Rules for the following departments, unions, and groups: Department of Public Health, Department of Building Inspection, Department of Technology, Public Utilities Commission, Planning Commission, City Attorney's Office, Department of Homelessness and Supportive Housing, Mayor's Office, Human Services Agency, Service Employees International Union 1021, International Federation of Professional and Technical Engineers Local 21, and the San Francisco Municipal Executives Association. There was an increase for a better understanding of the Civil Service Commission Policy on Personal Service Contracts, layoff process, and fairness in determining the best qualified candidates for appointments. The training clarified the role of the Civil Service Commission as a neutral objective policy making body and why providing necessary information in response to the Commission's questions is instrumental in their decision-making process.

Setting of Salary and Benefits for Elected Officials and Members of the Board of Supervisors

The Commission sets the salary and benefits of all Elected Officials, including members of the Board of Supervisors of the City and County of San Francisco in accordance with the Charter Section A8.409-1 and Section 2.100.

At the Civil Service Commission meeting on May 18, 2026, the Commission had for its consideration the annual salary adjustment for the 5th year of the 5-year cycle for Elected Officials (Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff) in accordance with Charter Section A8.409-1 for Fiscal Year 2025-2026 effective July 1, 2025. The Commission voted to approve a 2.7% salary increase for the Elected Officials

effective July 1, 2026, for the Fiscal Year 2026-2027 budget.

At the Civil Service Commission meeting on May 18, 2026, the Commission had for its consideration the annual salary adjustment for the 3rd of the 5-year cycle for Members of the Board of Supervisors for the five-year cycle effective July 1, 2026, in accordance with Charter Section 2.100 commencing Fiscal Year 2026-2027. The Commission voted to approve 2.7% increase for the Members of the Board of Supervisors for the Fiscal Year 2026-2027 budget.

Merit System Audit Program

All candidates selected for permanent civil service, provisional, and exempt appointments must meet the minimum qualifications for the jobs to which they are appointed. It is the City's policy that employment verification for all applicants be completed by departmental Human Resources professionals prior to an offer of employment with the City and County of San Francisco. This means that prior to extending an employment offer, or processing a candidate's appointment, hiring departments are required to verify information provided by the applicant regarding their qualifying experience and education, licenses, certifications, etc. Throughout the fiscal year, the Commission receives numerous complaints alleging that appointees do not meet the required qualifications for the position to which they are appointed.

Therefore, for FY 2026 the Commission focused on reviewing the selection and appointment practices for twelve (12) management recruitments conducted by various City departments to assess the department's compliance with applicable Charter provisions, Commission Rules, and merit system policies and procedures. Specifically, the requirement to verify information provided by the applicant regarding their qualifying experience, education, licenses, and certifications.

A total of twelve (12) audits were conducted from selected departments for compliance with obtaining verification of qualifying education and experience, for the appointees selected to fill temporary exempt or permanent exempt management positions. Commission staff audited the following departments: Human Services Agency, Department of Public Works, Public Utilities Commission, Office of the Treasurer/Tax Collector, Department of Building Inspection, Office of the City Administrator, Department of Public Health.

Recommendation: Adopt the report.

Attachments:

Attachment A: Fiscal Year 2025-2026 Appeals Log

Attachment B: Fiscal Year 2025-2026 Inspection Service Requests

Attachment C: Civil Service Commission 5 Year Strategic Plan, approved January 26, 2026.

Attachment D: Charter References

Attachment A

Register No.	Type	Subject	Date Received	Date Trans	Referred To	Dept.	Tentative Hearing Date	Staff Report Due Date	Resolved On	Resolution No.	Confirmed Hearing Date	Staff Report Received	Grievance Arbitration Litigation Settlement Agreement
0206-25-4	4	Appealing the disqualification of the 8302 - Deputy Sheriff I Examination	09/02/25	09/10/25	C. Isen A. Biasbas J. Buick J. Lo Peace Officer	Peace Officer	11/17/25	11/06/25					Y
0048-26-6	6	Appealing the Human Resources Director's decision on EEO complaint.	03/17/26	03/23/26	C. Isen A. Martinez J. Buick L. Chu	FIR	06/01/26	05/24/26					N

0206-24-6	6	Appealing the Human Resources Director's decision on EEO complaint.	10/07/24	10/11/24	C. Isen K. Howard A. Martinez L. Regler	LIB	12/02/24	11/21/24					N
-----------	---	---	----------	----------	--	-----	----------	----------	--	--	--	--	---

0156-24-6	6	Appealing the Human Resources Director's decision on EEO complaint	07/23/24	08/07/24	C. Isen J. Buick A. Martinez J. Burke Peace Officer	Peace Officer	10/21/24	10/10/24					Y
0002-26-6	6	Appealing the Human Resources Director's decision on EEO complaint	01/06/26	01/23/26	C. Isen J. Buick J. Burke A.Martinez K. Hill	DPW	04/06/26	03/26/26					Y

0126-24-6	6	Appealing the Municipal Transportation Agency decision on EEO complaint, EEO File No. HRC0003730.	05/17/24	06/24/24	J. Tumlin MJ Johnson V. Harmom A. Martinez	MTA	09/16/24	09/05/24					Y
0079-26-6	6	Appealing the Municipal Transportation Agency decision on EEO complaint.	04/26/26	04/29/26	J. Kirschbaum K. Ackerman M.J Johnson V. Harmon S. Dines	MTA	07/20/26	07/09/26					N
0279-25-6	6	Appealing the Human Resources Director's decision on EEO Complaint	11/18/25	11/19/25	C. Isen J. Buick J. Burk A. Martinez L. Rowe	HSS	02/02/26	01/22/26					N
0069-26-6	6	Appealing the Human Resources Director's determination regarding their EEO Complaint.	04/07/26	04/09/26	C. Isen J. Buick C. Ballare J. Burke A. Martinez L. Kim	DPH	06/15/26	06/04/26					N

0140-24-6	6	Appealing the Human Resources Director's determination regarding their EEO Complaint.	7/17/2024	7/19/2024	C. Isen L. Bui J. Buick J. Burke K. Howard Peace Officer	Peace Officer	10/7/2024	9/26/2024						Y
-----------	---	---	-----------	-----------	---	---------------	-----------	-----------	--	--	--	--	--	---

0132-23-6	6	Appealing the Human Resources Director's determination regarding their EEO Complaint.	06/20/23	06/21/23	C. Isen J. Buick K. Howard A. Martinez M. Tugbenyoh J. Bushong	FIR	09/18/23	09/07/23					Y
-----------	---	---	----------	----------	---	-----	----------	----------	--	--	--	--	---

0017-24-6	6	Appealing the Human Resources Director;s decision on EEP Complaint	01/18/24	01/19/24	C. Isen J. Buick A. Martinez J. Burke W. Macy R. Gardunio	PUC	03/21/24	04/01/24					Y
0081-25-6	6	Appealing the Municipal Transportation Agency decision on EEO complaint, EEO File No. HRC0004558.	04/03/25	04/18/25	C. Isen J. Buick J. Burke K. Hill A. Martinez	DPW	06/16/25	06/05/25					Y

0069-24-6	6	Apealing the Human Resources Director's decision on EEO complaint.	04/02/24	04/05/24	C. Isen K. Howard A. Martinez J. White	AAM	06/17/24	06/06/24						Y
-----------	---	--	----------	----------	---	-----	----------	----------	--	--	--	--	--	---

0143-24-6	6	Apealing the Human Resources Director's decision on EEO complaint.	07/18/24	07/22/24	C. Isen L. Bui J. Buick J. Burke K. Howard A. Martinez	Peace Officer	10/07/24	09/26/24						Y
-----------	---	--	----------	----------	---	---------------	----------	----------	--	--	--	--	--	---

0072-25-6	6	Apealing the Human Resources Director's decision on EEO complaint.	04/08/25	04/15/25	C.Isen J. Buick J. Burke L. Kim A. Martinez Peace Officer	DPH	06/16/25	06/25/05					Y
0208-24-6	6	Appeling the Municipal Transportation Agency decision on EEO discrimination complaint.	09/16/24	10/21/24	V. Harmon MJ. Johnson S. Dines J. Moy	MTA	01/06/25	12/26/24					N

0067-24-6	6	Appealing the Human Resources Director's decision on EEO complaint	03/25/24		C. Isen K. Howard A. Martinez B. Houston	POL	06/17/24	06/06/24						Y
-----------	---	--	----------	--	---	-----	----------	----------	--	--	--	--	--	---

0141-24-6	6	Appealing the Human Resources Director's decision on EEO complaint	07/18/24	07/19/24	C. Isen J. Buick J. Burke A. Martinez Peace Officer	Peace Officer	10/07/24	09/26/24					Y
0308-25-6	6	Appealing the Human Resources Director's decision on EEO complaint.	12/30/25	12/30/25	C. Isen J. Buick J. Burke A. Martinez L. Brooks Houston L. Kim	DPH	03/16/26	03/05/26					N
0099-26-6	6	Appealing the Human Resources Director's decision on your EEO complaint, EEO File No. EEC0011730.	05/08/26	05/26/26	C. Isen J. Buick J. Burke A. Martinez	Peace Officer	07/23/26	08/03/26					N

0022-26-7	7	Request for hearing on his future employability with the City & County of San Francisco	02/09/26	02/10/26	C. Isen J. Buick A. Biasbas S. Sherburne W. Macy	PUC	05/04/26	04/23/26						Y
-----------	---	---	----------	----------	--	-----	----------	----------	--	--	--	--	--	---

0195-24-7	7	Requesting a hearing on their future employment restrictions.	09/13/24	09/23/24	c. Isen J. Buick A. Biasbas K. Howard S. Sherburne L. Kim	DPH	12/02/24	11/21/24					Y
0111-26-7	7	Request for hearing on his future employability with the City & County of San Francisco	05/26/26	06/08/26	J. Kirschbaum K. Ackerman S. Dines D. Garcia R. Williams	MTA	08/06/26	08/17/26					N

0074-25-7	7	Request for hearing on his future employability with the City & County of San Francisco	04/11/25	04/15/25	C. Isen A. Biasbas J. Buick S. Sherburne L. Kim R. Willams	DPH	06/16/25	06/05/25					Y
0094-26-7	7	Request for hearing on his future employability with the City & County of San Francisco	05/04/26	05/15/26	J. Kirschbaum K. Ackerman S. Dines D. Garcia R. Williams	MTA	07/09/26	07/20/26					N

0043-24-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	03/05/24	03/08/24	C. Isen K. Howard A. Biasbas S. Sherburne K. Williams	HSA	05/20/24	05/09/24					Y
0160-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	06/30/25	07/01/25	C. Isen J. Buick A. Biasbas S. Sherburne R. Do	FAM	09/15/25	09/04/25					Y
0078-26-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	04/22/26	04/27/26	C. Isen A. Biasbas J. Buick D. Jou S. Sherburne	REC	07/20/26	07/09/26					N

0108-26-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	05/26/26	06/01/26	C. Isen J. Buick A. Biasbas S. Sherburne S. Kim	AIR	08/17/26	08/06/26					Y
0255-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	10/21/25	10/23/25	C. Isen A. Biasbas S. Sherburne J. Buick L. Kim R. Williams	DPH	12/15/25	12/04/25					Y
0032-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	02/26/25	03/04/25	C. Isen A. Biasbas L. Kim S. Sherburne R. Williams	DPH	05/05/25	04/24/25					Y
0173-26-7	7	Requesting a hearing on their future employability with the San Francisco City and County.	03/26/26	08/24/27	J. Kirschbaum K. Ackerman S. Dines D. Garcia R. Williams	MTA	06/01/26	05/21/26					N

0025-26-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	02/12/26	02/13/26	C. Isen A. Biasbas J. Buick K. Hill S. Sherburne	DPW	05/04/26	04/23/26					Y
0060-25-7	7	Appealing Automatic Resignation with the Department of Human Service Agency	03/24/25	03/28/25	C. Isen J. Buick A. Biasbas S. Sherburne K. Williams	HSA	06/02/25	05/22/25					Y
0232-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco	09/30/25	10/02/25	J. Tumlin K. Ackerman S. Dines D. Garcia R. Williams	MTA	12/01/25	11/20/25					N

0171-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco	07/15/25	07/17/25	C.,Isen J. Buick A. Biasbas K. Hill S. Sherburne	DPW	10/06/25	09/25/25						Y
0119-26-7	7	Requesting a hearing on their future employability with the City and County of San Francisco	06/10/26	06/15/26	C.,Isen J. Buick A. Biasbas K. Hill S. Sherburne	DPW	09/21/26	09/10/26						N

0236-23-7	7	Requesting a hearing on behalf of Bo Yao on their future employability with the City and County of San Francisco.	11/16/23	11/20/23	C. Isen K. Howard A Biasbas L. Kim R. Williams S. Sherburne	DPH	02/05/24	01/25/24					Y
0210-24-10	1	Appealing the Civil Service Commission Executive Director Dicison on closing an untimely appeal	10/23/24	10/29/24	S. Eng	CSC	02/03/25	01/23/25					N

Appeals Resolved

0187-25-4	4	Appealing the disqualification for the Q002 - Police Officer examination.	07/30/25	08/01/25	C. Isen A. Biasbas J. Buick J. Kraus D. Kwan J. Lo S. Sherburne	DHR	10/06/25	09/25/25	09/23/25	4			N
0221-25-4	4	Appealing the disqualification for the Q080 - Captain examination with the Police Department.	09/12/25	09/15/25	C. Isen A. Biasbas J. Buick J. Lo B. Houston	POL	12/01/25	11/20/25	11/03/25	1	11/03/25	10/23/2025	N
0023-26-4	4	Appealing the disqualification on their 2917-Program Support Analyst application with the Human Services Agency.	02/09/26	02/10/26	C. Isen J. Buick A. Biasbas L. Pigula K. Williams M. Palma	HSA	05/04/26	04/23/26	03/18/26	4			N

0226-25-4	4	Appealing the disqualification for the Q080 - Captain examination with the Police Department.	09/15/25	09/22/25	C. Isen A.. Biasbas J. Buick J. Lo B. Houston	POL	12/01/25	11/20/25	11/03/25	1	11/3/2025	10/23/2025	N
0128-25-4	4	Appealing the minimum qualifications for Class 8239 Public Safety Communications Supervisor	05/28/25	05/29/25	C. Isen J. Buick L. Pigula K. Kesler	DEM	08/18/25	08/07/25	08/01/25	4			N
0129-26-4	4	Appealing the disqualification of their 3278- Recreation Facility Assistant application.	06/26/26	06/29/26	C. Isen A. Biasbas S. Sherburne C. Ballare S. Nishimura - Chiu D. Jou	REC	09/21/26	09/10/26	07/02/26	5			N

0084-25-4	4	Appealing the disqualification of the 2119 - Health Care Analyst Examination	04/17/25	04/23/25	C. Isen A. Biasbas J. Buick S. Dewolfe L. Kim J. Kraus L. Pigula	DPH	07/07/25	06/26/25	07/07/25	1	07/07/25	6/25/2025	N
0127-26-4	4	Appealing their rejection of the 7514 – General Laborer position with the Department of Public due to conviction history.	06/10/26	06/24/26	C. Isen A. Biasbas S. Sherburne L. Pigula C. Lee K. Hill	DHR/DPW	09/21/26	09/10/26	07/08/26	4			N
0067-26-4	4	Appealing the disqualification of their H033- Captain, Emergency Medical Service application.	4/2/2026	4/8/2026	C. Isen J. Buick A. Biasbas S. Sherburne D. Ho J. Lo	FIR	6/4/2026	6/15/2026	6/15/2026	1	06/15/26	6/3/2026	N
0174-25-4	4	Appealing the disqualification for the 7318 - Electronic Maintenance Technician Application.	07/18/25	07/22/25	J. Kirschaum K. Ackerman W. Miles S. Nath	MTA	10/06/25	09/25/25	10/3/2025	4			N
0014-26-4	4	Appealing the disqualification of the 2977 - Education Integration Specialist application.	01/14/26	02/03/26	K. Watts S. Ervin L. Ramos Escobar A. Biasbas J. Buick K. Erbst P. Greene	USD	04/20/26	04/09/26	06/30/26	3			N

0131-26-4	4	Appealing the administration of the 7335 – Senior Stationary Engineer examination	06/11/26	07/02/26	C. Isen C. Ballare A. Biasbas S. Sherburne	DHR	09/21/26	09/10/26	07/16/26	4			N
0099-25-4	4	Appealing the disqualification for the 8312 - Sheriff's Captain and 8512 - Sheriff's Captain (SFERS) examination.	05/09/25	05/09/25	C. Isen J. Buick A. Biasbas L. Pigula J. kraus	■	07/21/25	07/10/25	07/11/25	5			N
0179-25-4	4	Appealing the disqualification for the 7318 - Electronic Maintenance Technician Application.	07/22/25	07/28/25	C. Isen A. Biasbas J. Buick J. Kraus W. Miles S. Nath S. Sherburne	DHR & MTA	10/06/25	09/25/25	10/03/25	4			N

0222-25-4	4	Appealing the disqualification for the Q080 - Captain examination with the Police Department.	09/15/25	09/17/21	C. Isen A. Biasbas J. Buick J. Lo B. Houston	POL	12/01/25	11/20/25	11/03/25	1	11/03/25	11/23/2025	N
0084-25-4	4	Appealing the disqualification of the 2119 - Health Care Analyst Examination	04/17/25	04/23/25	C. Isen A. Biasbas J. Buick S. Dewolfe L. Kim J. Kraus L. Pigula	DPH	07/07/25	06/26/25	07/07/25	1	07/07/25	6/25/2025	N
0133-25-4	4	Appealing the disqualification of the 1842 - Management Assistant and 1844 - Senior Management Assistant position.	06/06/25	06/10/25	C. Isen A. Biasbas J. Buick J. Kraus L. Pigula	DHR	09/15/25	09/04/25	09/26/25	4			N

0223-25-4	4	Appealing the disqualification for the Q080 - Captain examination with the Police Department.	09/16/25	09/17/25	C. Isen A.. Biasbas J. Buick J. Lo B. Houston	POL	12/01/25	11/20/25	10/21/25	4			N
0224-25-4	4	Appealing the disqualification for the Q080 - Captain examination with the Police Department.	09/15/25	09/17/25	C. Isen A.. Biasbas J. Buick J. Lo B. Houston	POL	12/01/25	11/20/25	10/21/25	4			N
0182-25-4	4	Appealing the disqualification for the 7318 - Electronic Maintenance Technician Application.	07/25/25	07/28/25	C. Isen A. Biasbas J. Buick J. Kraus W. Miles S. Nath S. Sherburne	DHR	10/06/25	09/25/25	10/20/25	4			N
0181-25-4	4	Appealing the examination scoring calculation for the Q050 – Sergeant examination with the Police Department.	07/22/25	07/28/25	C. Isen A. Biasbas J. Buick J. Kraus D. Kwan J. Lo S. Sherburne	POL	10/06/25	09/25/25	11/07/25	4			N

0147-25-4	4	Appealing the disqualification of the 7329-Electronic Maintenance Technician Assistant Supervisor examination.	06/16/25	06/17/25	J. Kirschbaum K. Ackerman W. Miles S. Nath	MTA	09/15/25	09/04/25	11/03/25	1	11/03/25	10/22/2025	N
0178-25-4	4	Appealing the examination scoring calculation for the Q050 – Sergeant examination with the Police Department.	07/22/25	07/25/25	C.Isen A. Biasbas J. Buick J. Kraus D. Kwan J. Lo S. Sherburne	POL	10/04/25	09/25/25	11/07/25	4			N
0224-25-4	4	Appealing the disqualification for the Q080 - Captiain examination with the Police Department.	09/15/25	09/17/25	C. Isen A.. Biasbas J. Buick J. Lo B. Houston	POL	12/01/25	11/20/25	10/21/25	4			N
0091-25-4	4	Appealing the Department of Human Resources denial of requested accommodation for the Q50 Sergeant Examination.	04/28/25	04/29/25	C. Isen A. Biasbas J. Lo J. Buick	POL	07/21/25	07/10/25	08/08/25	4			N

0176-25-4	4	Appealing the scoring calculation for the Q050 – Sergeant with the Police Department.	07/22/25	07/23/25	C. Isen A. Biasbas J. Buick J. Kraus D. Kwan J. Lo S. Sherburne	POL	10/04/25	09/25/25	11/07/25	4			N
0180-25-4	4	Appealing the disqualification for the 7318 – Electronic Maintenance Technician Application.	07/22/25	07/28/25	C. Isen A. Biasbas J. Buick J. Kraus W. Miles S. Nath S. Sherburne	DHR & MTA	10/06/25	09/25/25	10/03/25	4			N
0175-25-4	4	Appealing the disqualification for the 7318 – Electronic Maintenance Technician Application.	07/18/25	07/22/25	J. Kirschbaum K. Ackerman W. Miles S. Nath	MTA	10/06/25	09/25/25	10/03/25	4			N
0024-26-4	4	Appealing the disqualification of their 2905 – Human Service Agency Senior Eligibility Worker Application.	02/09/26	02/13/26	C. Isen J. Buick A. Biasbas L. Pigula K. Williams M. Plama T. Rhorer	HSA	05/04/26	04/23/26	02/20/26	4			N

0177-25-4	4	Appealing the examination scoring calculation for the Q050 – Sergeant examination with the Police Department.	07/22/25	07/25/25	C.Isen A. Biasbas J. Buick J. Kraus D. Kwan J. Lo S. Sherburne	POL	10/04/25	09/25/25	11/07/25	4			N
0221-23-6	6	Appealing the Department of Human Resources offer of settlement regarding their EEO Complaint.	10/13/23	10/19/23	C. Isen J. Buick K. Howard A. Martinez J. Burke	PUC	02/05/24	01/25/24	08/21/26	5			Y

0096-24-6	6	Appealing the Municipal Transportation Agency decision on EEO complaint.	05/08/24	05/13/24	J. Tumlin MJ Johnson V. Harmon A. Martinez	MTA	07/15/24	07/03/24	08/03/26	1	08/03/26	05/21/26	Y
0200-25-6	6	Appealing the Human Resources Director's decision on EEO complaint.	08/06/25	08/19/25	C. Isen J. Buick J. Burke L. Kim A. Martinez	DPH	11/03/25	10/23/26	01/14/26	5			N

0278-25-6	6	Appealing the Human Resources Director's decision on EEO complaint.	11/13/25	11/19/25	C. Isen J. Buick J. Burk A. Martinez L. Regler M. Ouyang	LIB	02/02/26	01/22/26	03/02/26	1	03/02/26	02/19/26	N
0051-25-6	6	Appealing the Human Resources Director's decision on EEO complaint	03/17/25	03/19/25	J. Kirschbaum MJ. Johnson S. Dines K. Ackerman V. Harmon	MTA	06/02/25	05/22/25	07/21/25	1	07/21/25	7/9/2025	N
0351-24-6	6	Appealing the Denial of Reasonable Accommodation Request	12/12/24	12/20/24	C. Isen A. Martinez J. Burke A. Romano	RET	03/17/25	03/06/25	09/15/25	1	09/15/25	08/07/25	N

0080-26-6	6	Appealing the Municipal Transportation Agency decision on EEO complaint.	04/27/26	04/29/26	J. Kirschbaum K. Ackerman M.J Johnson V. Harmon S. Dines	MTA	07/20/26	07/09/26	07/20/26	1	07/20/26	07/09/26	N
0082-25-6	6	Appealing the Municipal Transportation Agency decision on EEO complaint.	04/16/25	04/18/25	J. Kirschbaum K. Ackerman M.J Johnson	MTA	06/16/25	06/05/25	07/21/25	1	07/21/25	07/09/25	N
0081-26-6	6	Appealing the Human Resources Director's decision on EEO complaint.	04/24/26	04/29/26	C. Isen J. Buick J. Burke A. Martinez L. Reglar	LIB	07/09/26	07/20/26	06/09/26	4			N
0059-25-6	6	Appealing the Human Resources Director's decision on EEO complaint.	03/21/25	03/25/25	C. isen J. Buick J. Burke W. Macy A. Martinez	PUC	06/02/25	05/22/25	09/15/25	1	09/15/25	9/4/2025	N

0284-25-6	6	Appealing the denial of Reasonable Accommodation request	11/21/25	11/24/25	J. Kirschbaum K. Ackerman I. Omokaro R. Williams	MTA	03/02/26	02/19/26	02/05/26	4			N
0067-23-6	6	Appealing the Director of Transportation's determination regarding their complaint of discrimination, DHR EEO File No. HRC 0002520	04/04/23	04/06/23	J. Tumlin MJ Johnson V. Harmon A. Martinez	MTA	07/03/23	06/29/23	07/20/26	1	07/20/26	05/21/26	N

0018-19-6	6	Appealing the HR Director's decision to administratively close the harassment/discrimination complaint.	01/16/19	01/18/19	Callahan S. Gard L. Simon M. Valdez	DPH	04/01/19	03/21/19	10/14/25	5			N
0125-25-6	6	Appealing the Human Resources Director's decision on EEO complaint	05/21/25	06/03/25	C.Isen J. Buick J. Burke K. Williams A. Martinez	HSA	08/18/25	08/07/25	07/11/25	3			N
0202-25-6	6	Appealing the Human Resources Director's decision on EEO discrimination complaint, EEO File No. HRC0009913	08/25/25	08/26/25	C. Isen J. Buick J. Burke [REDACTED] A. Martinez	[REDACTED]	11/17/25	11/06/25	12/15/25	1			N

0297-25-6	6	Appealing the Human Resources Director's decision on your EEO complaint, EEO File No. HRC0006943.	12/08/25	12/10/25	c. Isen J. Buick J. Burke A. Martinez L. Chu M. Poon	FIR	03/02/26	02/19/26					N
0179-23-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	9/8/2023	9/13/2023	C. Isen J. Buick A. Biasbas K. Howard S. Sherburne S. Vaksberg R. DeWit	ADM	12/4/2023	11/22/2023	10/1/2025	4			Y

0138-24-7	7	Requesting a hearing on her future employability with the City and County of San Francisco.	7/11/2024	7/16/2024	J. Tumlin K. Ackerman S. Dines D. Garcia I. Omokaro	MTA	10/7/2024	9/26/2024	8/18/2025	1	8/18/2025	8/1/2025	N
0149-25-7	7	Requesting a hearing on her future employability with the City and County of San Francisco.	6/17/2025	6/18/2025	C. Isen A. Biasbas J. Buick S. Sherburne K. Hill	DPW	9/15/2025	9/4/2025	9/15/2025	1	9/15/2025	9/4/2025	N

0036-24-7	7	Requesting a hearing on their future employability with the City and County of San Francisco	2/22/2024	2/23/2024	J. Tumlin K. Ackerman S. Dines	MTA	5/6/2024	4/25/2024	12/8/2025	5			N
0124-25-7	7	Requesting a hearing on their future employment restrictions.	05/23/25	05/28/25	C. Isen A. Biasbas J. Buick S. Sherburne K. Hill	DPW	08/04/25	07/24/25	08/11/25	1	08/11/25	7/30/2025	N

0257-23-7	7	Requesting a hearing on their future employment restrictions.	12/28/23	12/28/23	C. Isen K. Howard S.Sherburne L. Kim C. Rutherford R. Williams	DPH	03/18/24	03/07/24	10/06/25	4			Y
0232-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	12/23/25	12/26/25	J. Kirschbaum K. Ackerman S. Dines D. Garcia R. Williams	MTA	03/16/26	03/05/26	06/22/26	4			N

0275-25-7	7	Requesting a Hearing on their Future Employability with the San Francisco International Airport.	10/31/25	11/14/25	C. Isen A. Biasbas J. Buick S. Sherburne A. Caporale S. Kim	AIR	02/02/26	01/22/26	03/02/26	1	03/02/026	1/22/2026	N
0228-25-7	7	Requesting a hearing on their amended employability with the City and County of San Francisco.	09/24/25	09/25/25	C. Isen A. Biasbas J. Buick K. Hill S. Sherburne	DPW	12/01/25	11/20/25	12/01/25	4			N
0131-25-7	7	Request for hearing on his future employability with the City & County of San Francisco	06/04/25	06/10/25	C. Isen J. Buick A. Biasbas S. Sherburne K. Hill	DPW	09/15/25	9/4/2025	9/17/2025	4			

0044-25-7	7	Request for hearing on his future employability with the City & County of San Francisco	03/06/25	03/11/25	C. Isen J. Buick A. Biasbas K. Hill S. Sherburne	DPW	05/19/25	5/8/2025	3/2/2026	1	03/02/26	2/18/2026	N
-----------	---	---	----------	----------	--	-----	----------	----------	----------	---	----------	-----------	---

0053-23-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	03/21/23	03/22/23	C. Isen J. Buick K. Howard S. Sherburne L. Kim R. Williams	DPH	06/05/23	5/25/2023	10/17/2025	5			Y
-----------	---	---	----------	----------	---	-----	----------	-----------	------------	---	--	--	---

0007-23-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	01/11/23	01/13/23	C. Isen J. Buick K. Howard M. Tugbenyoh A. Biasbas S. Sherburne L. Kim R. Williams	DPH	04/03/23	03/23/23	10/06/25	5			Y
0097-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	05/02/25	05/14/25	C. Isen A. Biasbas S. Sherburne K. Hill	DPW	07/21/25	07/10/25	07/21/25	1	07/21/25	7/9/2025	N

0272-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	10/30/25	11/05/25	C. Isen A. Biasbas S. Sherburne J. Buick L. Nakamurs	REC	02/02/26	01/22/26	01/27/26	5			N
0111-24-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	06/04/24	06/04/24	J. Tumlin K. Ackerman S. Dines D. Garcia	MTA	08/19/24	08/08/24	03/16/26	4			Y

0256-25-7	7	Requesting a hearing on their future employability with the City and County of San Francisco.	10/23/25	10/29/25	C. Isen A. Biasbas J. Buick S. Afflick G. Depante S. Ervin K. Watts	USD	12/15/25	12/04/25	06/01/26	1			N
0043-26-7	7	Requesting a hearing on their future employability with the Department of Public Works	03/05/26	03/09/26	C. Isen A. Biasbas J. Buick K. Hill S. Sherburne	DPW	05/18/26	05/07/26	03/30/26	4			N
0227-25-7	7	Requesting a hearing on their amended employability with the City and County of San Francisco.	09/24/25	09/25/25	C. Isen A. Biasbas J. Buick K. Hill S. Sherburne	DPW	12/01/25	11/20/25	03/02/26	1	03/03/26	11/20/2025	N

0015-25-7	7	Requesting a hearing on their future employability with the Department of Public Works	01/22/25	01/24/25	C.,Isen J. Buick A. Biasbas K. Hill S. Sherburne	DPW	04/07/25	03/27/25	09/17/25	4			N
-----------	---	--	----------	----------	--	-----	----------	----------	----------	---	--	--	---

0177-24-7	7	Requesting a hearing on their future employability with the City and County of San Francisco	09/03/24	09/04/24	J. Tumlin K. Ackerman R. Williams S. Dines D. Garcia I. Omokaro	MTA	11/04/24	10/24/24	04/01/26	5			Y
0164-25-7	7	Appealing Automatic Resignation with City College of San Francisco.	07/07/25	07/09/25	C. Isen A. Biasbas J. Buick S. Sherburne W. Mosley	CCSF	10/06/25	09/25/25	06/09/26	4			N

0074-26-3	3	Appealing the denial of Battery Pay as aa 9163 Transit Operator with the Municipal Transportation Agency	04/07/26	04/27/26	J. Kirschbaum K. Ackerman I. Omokaro R. Williams S. Dines	MTA	07/20/26	07/09/26	08/17/26	1	08/17/26	7/29/2026	N
0203-25-3	3	Appealing the Denial of Battery Benefits as a 2320 Registered Nurse with the Department of Public Health.	09/02/25	09/03/25	C. Isen J. Buick A. Biabas J. Robinson	DPH	11/17/25	11/06/25	10/07/25	4			N

0159-25-3	3	Appealing the denial of Battery Pay as a 2905-Senior Eligibility Worker with the Department of Human Service Agency.	06/24/25	07/01/25	C. Isen J. Buick K. Williams	HSA	09/15/25	09/04/25	11/07/25	4			Y
0083-26-3	3	Appealing the denial of Battery Pay as a 7371-Electrical Transit System Mechanic with the Municipal Transportation Agency	04/29/26	05/04/26	J. Kirschbaum K. Ackerman I. Omokaro R. Williams S. Dines	MTA	07/20/26	07/09/26	08/17/26	1	08/17/26	7/29/2026	N

ATTACHMENT B

Total for 2025-26		83	86%	Total for 2025-26										83	
Totals by Category															
Letter or Email		70	69%	Appointments (1)		8	Letter or Email							70	69%
Phone - Walk in		13		Examinations (2)		3	Phone - Walk in							13	
Resolved in 60 days		57		Conflict of Interest (3)		5	Resolved in 60 days							57	
				ERO Administrator (4)		0									
				Salary Setting (5)		0									
				Rule Application (6)		13									
				Certification/Selection (7)		41									
				Classification (8)		2									
				Miscellaneous (9)		5									
				Layoffs (10)		6									
Code	Received	Letter or Email	Virtual, Phone walk in	Date Sent to Dept.	Dept. Due Date	Requested By	Issue	Job Class	Dept.	Resolution/Remedy	Date Resolved	60			
1	7/9/2025	1				WB #D5WT3P8W7	Applicant ██████████ 3417 Gardener is not meeting the minimum qualifications.		DPW	Applicant ██████████ met the minimum qualifications for the 3417 Gardener position. His employment experience was verified by Civil Service Commission staff and confirmed to include at least three (3) years of work in the construction and maintenance of landscaped areas. PG	8/4/2025	Y			
1	7/11/2025	1				██████████ ██████████	Eligible were not selected for the 7215 General Laborer Supervisor I position.		PORT	Eligible was not selected due to a range of conditions, including: pursuing other roles, withdrawing from prior offers, documented attendance and communication issues, limited supervisory or technical experience, poor interview preparation, and in some cases not attending or withdrawing from the process. While some demonstrated reliability and potential, their skills and readiness did not meet the level required for this appointment. PG	10/3/2025	Y			
7	7/16/2025	1		7/21/2025	8/4/2025	WB #P2WD5C1G7	7259 Hiring process for position was preselected at PUC.	7259	PUC	Candidates hired met the MQs required for this class, participated in the examination, and were reachable eligibles for the post-referral interview process. No evidence found to support the claim that the interview questions were designed to favor specific candidates. No evidence of favoritism in the selection/hiring process for the recruitment. EA	9/2/2025	Y			
3	7/17/2025	1		7/24/2025	8/7/2025	WB # F7WF3M8X9 (D3WG6G0R3)	Favoritism by Department head to appoint unqualified replacement manager to 0933 position.	933	DEM	No indication there was favoritism in the selection process for the 0933 Manage V position. Hiring process conducted for the 0933 Manager V position was in compliance with Charter, Civil Service Commission Rules, policies, and procedures. EA	9/30/2025	N			
1	7/18/2025	1				WB #C5WS3B1T9	██████████ ██████████, a now-retired DBI Records Management manager promoted ██████████ ██████████.		DBI	██████████ ██████████ possessed the required combination of education and work experience consistent with the job specifications of the 6323 Permit Technician III position. ██████████ ██████████ was deemed to meet or exceed the minimum qualifications necessary for the Permit Technician III position. PG	8/19/2025	Y			
7	7/18/2025	1		7/24/2025	8/7/2025	WB #S8WD3V0G5	██████████ ██████████ 0932 acted inappropriately during a 2022 selection process for the 8601 Emergency Services Coordinator I position and required ██████████ and a second hiring panelist to revise upward the scores they gave to ██████████'s preferred candidate.	8601	DEM	Records indicate there are no violations to substantiate the allegations that were brought forward. The selection process for the Class 8601 position was fair, competitive, consistent, and compliant with Charter, Civil Service Commission Rules, policies and procedures. The appointee successfully competed in the exempt hiring process and is qualified for the 8601 position. EA	10/16/2025	N			
7	7/25/2025	1				██████████ ██████████	Review of the Post-Referral Selection Process for the 8216 Senior Parking Control Officer Positions with the Municipal Transportation Agency (MTA).	8216	MTA	No violations. Dept. conducted the selection process for Class 8216 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. EA	9/10/2025	Y			
7	8/5/2025	1		8/19/2025	9/2/2025	██████████ ██████████	Review of the Post-Referral Selection Process for the 8216 Senior Parking Control Officer Positions with the Municipal Transportation Agency (MTA).	8216	MTA	No violations. Dept. conducted the selection process for Class 8216 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. EA	9/8/2025	Y			
1	8/15/2025	1				██████████ ██████████	If the department refuses my request for leave of absence to accept a TEX position, do I have rights to return if released from TEX due to layoff or the position ends?			TEX employees do not have automatic rights to return to their former classification unless there is an approved active leave of absence. TEX employees do not have holdover rights. TEX employees while still active, may request reinstatement to their former classification in which they completed the probationary period. Rules 114.25, 114.8, and 112.13 SE	8/15/2025	Y			

Inspection Log 24-25

7	8/16/2025	1		8/18/2025	10/18/2025	██████████		Unfair post-referral selection procedures utilized in the hiring process for Class 9213-Airfield Safety Officer at AIR	9213	AIR	Candidates hired met the MQs required for this class, participated in the examination, and were reachable eligibles for the post-referral interview process. No evidence found to support the claim. PG	9/29/2025	Y
7	8/25/2025		1	10/15/2025	10/29/2025	Anonymous (██████████ ██████████)		Complainant alleging that panelists were told by managers to change the post-referral interview scores for candidates (██████████ ██████████ and ██████████ ██████████) in different 2904 recruitments.	2904	HSA	10/15/25 sent ltr to HSA. EA		
3	8/26/2025					Anonymous (██████████ ██████████)		Nepotism by Department head to appoint unqualified replacement manager to 0933 position.	933	DEM	No indication there was favoritism in the selection process for the 0933 Manager V position. Hiring process conducted for the 0933 Manager V position was in compliance with Charter, Civil Service Commission Rules, policies, and procedures. EA	10/1/2025	Y
6	9/8/2025	1				██████████ ██████████, SEIU 1021		How are department seniority dates affected by reinstatement, reappointment, transfer, and reversion? How does this affect bidding for shifts and vacations? How can we require department to conduct interviews for the post-referral process?		MTA	Rules 414.8 reinstatement, 414.11 Reappointment, 414.13 Transfer, 417.9.3 Reversion; CSC Advisers Nos. 7 reappointment, 15 CS seniority, 18 reinstatement, and 33 Reinstatement, reappointment, reversion, and transfer; reinstatement from another department to a former class and department, reappointment or transfer will have a new department seniority date; CSC has no jurisdiction in determining shift or vacation bidding; CSC Policy does not require departments to conduct post-referral process if hiring the top rank; departments have flexibility in the post-referral process and will need to be able to validate the hiring process if not hiring the top ranked eligible. SE	9/11/2025	Y
6	9/15/2025	1				██████████ ██████████		Explain reappointment after 4 years; if terminated as a TEX, do I qualify?			PCS employees who have completed the probationary period and resigned in certified satisfactory services are eligible to request reappointment within 4 years from date of resignation. It is not a guaranteed reappointment; must obtain department approval. Exempt employees are not eligible for reappointment. Rule 114.11 and CS Adviser #7 Reappointment SE	9/17/2025	Y
7	9/18/2025	1				Unknown email		The department filled the 0932 position without making an announcement.		DPH	The eligible candidate met the 0932 minimum qualifications, and it was an exempt appointment. PG	10/15/2025	Y
7	9/19/2025		1			██████████ ██████████		How can I get upper management to go to the field location to explain the budget deficit and possible layoffs? Can the department choose a non-employee to be a rater/panelist?		PUC/ MTA	Raters/panelists are subject matter experts in the field and are not required to be City employees; department must be able to validate why a non-City employee was selected to be a rater/panelist; Continue meeting with MTA management. SE	9/19/2025	Y
7	9/26/2025	1				██████████ ██████████, SEIU 1021		Eligibles were not contacted when the eligible list was extended and was not informed in advance that they may receive notice of inquiries from the department. How can a department hire from an eligible list that has expired?			If a department receives a "certified" eligible list from DHR before the eligible list expires, the department may still hire from the certified eligible list even after the eligible list has expired. SE	9/26/2025	Y
7	9/30/2025	1				WB #Q2WY5F5C0		Favoritism by the manager to appoint unqualified employees		PUC	Selection process for the 5601 Utility Analyst conducted by the PUC and candidate met the MQ. PG	11/24/2025	Y
7	10/2/2025	1				WB #V1WB4J6C3		The department head demonstrated favoritism in the selection process for class 4308		TTX	The recruitment and selection process was merit-based and free from favoritism by Chief Assistant Treasurer ██████████ ██████████. PG	12/2/2025	Y
7	10/6/2025					WB #H9WB1H2S9		Eligible did not meet the MQ for the class 0954		TIS	0954 candidate met the MQ. PG	10/28/2025	Y
7	10/10/2025	1		10/14/2025	10/28/2025	██████████ ██████████		Review of the Post-Referral Selection Process for the 8219 Parking Enforcement Administrator Positions with the Municipal Transportation Agency (MTA).	8219	MTA	MTA has conducted the selection process for Class 8219 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. EA	11/21/2025	Y
1	10/15/2025					██████████ ██████████		Eligibles did not meet the MQ for the class 7288		PUC	Candidates hired met the MQs required for this class, participated in the examination, and were reachable eligibles for the post-referral interview process. No evidence found to support the claim that the interview questions were designed to favor specific. PG	10/27/2025	Y
7	10/20/2025					WB #L0WY6K4W1.		The internal-only posting for four Assistant Chief (Class 0923) positions limited competition and excluded qualified external candidates.		ASR	The Department filled three 0922 TEX positions with internal candidates, each of whom met the minimum qualifications. PG	12/22/2025	Y

Inspection Log 24-25

2	10/27/2025	1		10/27/2025	11/10/2025	████ █████		Examination Administration for Class 1820 Junior Administrative Analyst Multiple Departments Citywide (C00185).	1820	DHR	Responses are scored electronically, and there are no human raters involved in the scoring process. This format does not include subjective scoring, human raters, or any qualitative evaluation component. Consequently, there is no mechanism through which bias could be introduced during scoring. Additionally, a review of the examination results revealed no evidence of adverse impact across participant groups. EA	11/18/2025	Y
7	10/28/2025	1				████ ████████		Review of the Post-Referral Selection Process for the 8219 Parking Enforcement Administrator Positions with the Municipal Transportation Agency (MTA).	8219	MTA	Complainant stated they did not receive an interview, findings indicated that they were interviewed on October 16, 2025. MTA made the selection decisions based on the post-referral interview process and selected the top four (4) candidates. MTA has conducted the selection process for Class 8219 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. EA	11/26/2025	Y
9	11/12/2025	1				████ █████		Extension of 8210 eligible list at REC	8210	REC	All four requests to extend eligible list #127004 were all done before the expiration date of the eligible list. EA	1/16/2026	N
7	11/12/2025	1		11/25/2025	12/9/2025	WB #W0WS8H5Y2		████ █████ is hiring 2110 & 2112 based on favoritism at DPH	2110/ 2112	DPH	████ █████, hiring manager was an observer in both rounds of interviews for class 2110 Medical Records Clerk (CBT-2110-H00090) and for class 2112 Medical Records Technician (CBT-2110-H00097) █████ was only one of four panelists. Candidates hired met the MQs, were reachable and were the top scoring candidates in the post-referral interview for class 2110 and 2112. EA	2/12/2026	N
7	12/2/2025		1	12/5/2025	12/19/2025	████ █████		Favoritism in the selection process for the 0922 Manager I positions at REC	922	REC	A review of the records indicates the selection process conducted for the 0922 Manager I position by REC was in compliance with the Charter, Civil Service Commission Rules, policies, and procedures. REC made only one PSC appointment. EA	3/25/2026	N
7	12/2/2025		1	12/5/2025	12/19/2025	████ █████		Favoritism and conflict of interest (Romantic Relationship at Work) at REC.	8208	REC	A review of the records indicates that REC is in compliance with the Civil Service Commission Rules regarding out-of-class assignments. There were no findings indicating a violation of the Civil Ser-vice Commission Policy on Family and Romantic Relations at Work. EA	5/29/2026	N
7	12/2/2025		1	12/5/2025	12/19/2025	████ █████		Favoritism in the Post-Referral Selection Procedures Utilized in the Hiring of █████ █████ as an 8210 Head Park Ranger (8210) at San Francisco Recreation and Park (REC).	8210	REC	A review of the records indicates the selection process conducted for the 8210 position by REC was in compliance with the Charter, Civil Service Commission Rules, policies, and procedures. █████ █████ was not involved in the hiring process or hiring decision. EA	7/13/2026	N
7	12/3/2025	1		12/4/2025	2/4/2026	████ █████		Unfair post-referral selection process for 9703 Employment and Training Specialist	9703	HSA	Candidates hired met the MQs required for this class, participated in the examination, and were reachable eligibles for the post-referral interview process. PG	12/30/2025	Y
7	12/3/2025	1		12/11/2025	2/11/2026	Whistleblower Report #N0WB9J6N5		Favoritism in the hiring process for 0953 Deputy Director III position at Human Service Agency (HSA).	953	HSA	Candidates hired met the MQs required for this class, participated in the examination, and were reachable eligibles for the post-referral interview process. PG	1/8/2026	Y
7	12/11/2025	1		12/19/2025	2/19/2026	Whistleblower Report #W6WP6N9V2		Favoritism in the post-referral selection procedures utilized in the hiring process for Class P103-Special Nurse.	P103	DPH	Candidates hired met the MQs required for this class, participated in the examination, and were reachable eligibles for the post-referral interview process. PG	1/14/2026	Y
7	12/18/2025	1				WB #J9WB9M3K4		classification was not properly announced and an employee was improperly hired.	2719	AIR	Employee was not transferred, but reassigned. Reassignment not posted, it was announced to all 2719 employees. AIR taking corrective action to make sure future reassignment announcements are posted with the department as stated in the MOU. EA	3/26/2026 & 12/23/25	Y
6	12/19/2025					████ █████		Favoritism in the post-referral selection procedures		LIB	No violations. Dept. conducted the selection process for Class 8211 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. PG	2/26/2026	Y
9	12/29/2025	1		12/29/2025	2/28/2026	████ █████		Allegations of Improper Demotion/Termination procedures utilized for Class 2917 Program Support Analyst at the Department of Public Works (DPW)	2917	DPW	Appointment, and classification process for the 2917 – Program Support Analyst position at the DPW, in partnership with the DHR determined that the process did not consistently align with applicable Charter requirements, Civil Service Rules, policies, and procedures. PG	4/6/2026	N

Inspection Log 24-25

7	12/30/2025	1		1/4/2026	02/28/206	Whistleblower Report #P4WH7L8Y7		Favoritism in the selection procedures for the Class 8207 Supervising Building and Grounds Patrol Officer position	8207	LIB	Selection process complied with the Rules. PG	2/26/2026	Y
2	1/6/2026	1				Whistleblower Report #H1WJ4C8D2		Cheating in class Q055 Examination	Q050	POL	Inspection service request closed with no findings. The complaint is vague and evidence indirect and insufficient to conduct an informed inquiry.	7/2/2026	N
7	1/20/2026	1		1/27/2026	3/27/206	██████████		Hiring process for HRC 2991 Civil Rights Division Manager	2991	HRC	Complied with the Rules, policies, and procedures. PG	2/23/2026	Y
1	1/22/2026	1		1/27/2026	2/10/2026	██████████		██████████ does not meet the minimum qualifications for class 2991-Coordinator at the San Francisco Human Rights Com-mission (HRC).	2991	HRC	The selection process conducted by HRC for the PEX 2991 position was fair, competitive, consistent, and compliant with Char-ter, Civil Service Commission Rules, policies and procedures. The appointee successfully competed in the exempt hiring process and is qualified for the PEX 2991 position. EA	2/25/2026	Y
7	1/28/2026	1		1/29/2026	3/28/202	██████████		alleges that the Administration (Director) shared their opinion regarding the hiring process with a candidate, who is currently affiliated with the SF Youth treatment facility.	8322/8568	JUV	No violations. Dept. conducted the selection process for Class 8322 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. PG	3/11/2026	Y
2	1/28/2026			1/28/2026	9/4/2026	Employee		The final interview questions and questionnaires were biased because they emphasized SYTF operational knowledge, giving an unfair advantage to candidates with prior SYTF experience.	8322/8568	JUV	Complied with the Rules, policies, and procedures. PG	3/11/2026	
9	1/31/2026	1		2/3/2026	4/3/2026	██████████		Department is seeking to reclassify their position from 2917 Permanent Civil Service to 5408 Temporary Exempt, asserting that the original appointment to class 2917 was a "hiring error" and that class 5408 is the appropriate classification for the duties performed	2917	DPW	DPW did not maintain verification of MQ; Employee could not provide verification of meeting MQs at the time of appointment according to the announcement at that time. Department addressing corrective action. PG	9/9/2026	N
7	2/6/2026	1		2/11/2026	2/25/2026	██████████		Hiring and selection process for class 1314 Public Relations Officer at DPH	1314	DPH	DPH conducted the selection process for Class 1314 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. There is no evidence of conflict of issues in the selection/hiring process for the recruitment. EA	4/21/2026	N
10	2/11/2026			2/11/2026	8/31/2026	WB &Employee		Reclassification incumbents in 2917 Program Support Analyst positions.	2917	DPW	Similar to compalint received on 2/3/26 PG	9/22/2026	N
3	2/18/2026	1		2/26/2026	3/12/2026	WB #G7WJ7N9K7		Conflict of Interests (Family Relationships) at the Department of Public Works.	3417	DPW	Employee1 meets the minimum qualifications for the 3417 classification position, and Employee2 confirmed he is not related to Employee1. Therefore, we find no merit to the allegations. EA	5/8/2026	N
7	2/18/2026			2/25/2026	3/11/2026	██████████		Alleges violations in the post-referral selection process for class 7235.	7235	MTA	MTA has conducted the selection process for Class 7235 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. There is no evidence of violations in the post-referral selection process for class 7235. EA	4/22/2026	N
6	2/26/2026					WB		DPW conducted improper personnel action related to the termination of the 2917 Program Support Analyst classification at DPW.		DPW	The DPW should ensure that all employees meet the minimum qualifications at the time of appointment, consistant with Civil Service Commission Rules and Department of Human Resources Policy. Additionally, classifications must accurately reflect the duties performed. PG	3/30/2026	Y
6	3/2/2026					WB		Favoritism in the post-referral selection procedures		DPH	Pending		
9	3/9/2026	1				██████████		Is the denial of the ability to promote retaliation?		DBI	Due to not meeting the MQs at the time an employee is appointed, the department is unable to promote the employee. (earlier investigation) Rules do not allow employees who did not meet the MQs at the time of appointment to use the time worked as qualifying experience. Rule 110.9.1 Referred the employee to DHR EEO, California Civil Rights Department and EEOC. SE	3/12/2026	Y
6	3/16/2026					WB		Favoritism in the post-referral selection procedures		DBI	No violations. Dept. conducted the selection process for Class 6242 in accordance with the Charter, Civil Service Commission Rules, policies, procedures, and Department of Human Resources processes. PG	5/4/2026	Y
1	3/18/2026	1		3/19/2026	4/2/2016	WB #L2WK2W9W0		Employee Does Not Meet the Minimum Qualifications for the 9102 Transit Cleaner (9102) Position at the Municipal Transportation Agency.	9102	MTA	Employee meets the minimum qualifications for this classification position. Therefore, there is no merit to the allegations that is not qualified for her appointment in Class 9102. EA	5/12/2026	Y
10	3/18/2026			3/16/2026	9/4/2026	Employee - ██████████		The employee has been released from probation.	4142	ADM	The matter was re-investigated at the employee's request. The re-investigation found no violation by the department. PG	5/6/2026	Y

Inspection Log 24-25

3	3/30/2026	1		3/31/2026	4/14/2026	WB #R0WK0T4J1		3289 Recreation Supervisor ██████████ misuses her managerial authority to hire family and friends. ██████████ was as a 3286 at REC due to their personal relationship with 3289 ██████████	3286	REC	6/5/26 requested add'l info; 3/31/26 sent ltr to REC. EA		
8	3/31/2026	1				████████████████████		Research how 7432s were considered a pathway to 7338s	7432 and 7338		The 7432 job specification from July 1, 1977 indicated a pathway to 7338. The 7338 job specification from December 5, 1963 nor recent announcements indicate 7432 line experience qualified candidates for the position. SE	4/23/2026	Y
7	4/1/2026	1		4/2/2026	4/16/2026	WB #H2WC1K8G2		Favoritism in the Hiring and Selection procedures utilized by the Office of the Public Defender for Class 8142 Public Defender's Investigator (8142) Position.	8142	PDR	A review of the records indicates the selection process conducted for the 8142 positions by PDR were in compliance with the Charter, Civil Service Commission Rules, policies, and procedures. ██████████ was not involved in the hiring process or hiring decision and ██████████ was not the campaign manager for Public Defender ██████████	7/16/2026	N
6	4/6/2026	1				████████████████████		Department terminated them from their 20 year position under Charter Sec. 10.104-13; however their position is categorized as a Cat 18 position with a limited duration of 3 years. Since they have been in the position for 20 years, this voids the exempt status by operation of law. The department retaliated against them due to a whistleblower complaint.	8129	DAT	Records indicate this employee was appointed to an exempt Charter Sec. 10.104-13 position. Rule 114.25 Exclusions from Civil Service Appointment, Charter Sec. 10.104 Exempt from civil service procedures. CS Adviser on Exempt appointments states employees are "at-will" and may be released at any time. Several attempts to schedule a meeting with complainant SE	5/11/2026	Y
7	4/7/2026	1		4/8/2026	4/22/2026	████████████████████		Employee Does Not Meet the Minimum Qualifications for the 1244 Senior Human Resources Analyst (1244) Position at the Human Services Agency.	1244	HSA	Employee successfully competed in the selection process for the 1244 position at HSA and meets the required qualifications. This selection process was conducted in accordance with the Charter, Civil Service Commission Rules, and Department of Human Resources procedures. EA	4/29/2026	Y
3	4/7/2026	1		4/10/2026	4/24/2026	WB #Y7WN2S2G8		Favoritism at the San Francisco Police Department (SFPD).		SFPD	4/10/26 sent ltr to SFPD. EA		
1	4/14/2026		1	4/14/2026		████████████████████		After laid off, complainant was informed that he never met the minimum qualifications at the time he was appointed by the department and therefore cannot be placed on the holdover roster.	2917	DPW/DHR	DHR concluded on 6/8/26. SE & PG	9/22/2026	N
10	4/16/2026	1				████████████████████		If an employee is on involuntary leave or layoff status, when are they on the holdover roster?		RET	Rule 112.13.1 PCS employees who are laid off or placed on an involuntary leave of absence are designated as holdovers. SE	4/16/2026	Y
7	4/20/2026			3/19/2026	8/31/2026	WB		Employee did not meet MQs.	6246	DBI	The investigation found that the hiring process for the 6246 Senior Plumbing Inspector position at the Department of Building Inspection (DBI) was conducted properly and complied with all applicable City Charter, Civil Service Commission Rules, DHR policies, and hiring procedures. ██████████ was selected based on his interview performance and overall evaluation after a competitive post-referral selection process. No conflicts, irregularities, or issues were identified, and no corrective action was warranted. PG	5/4/2026	Y
6	4/21/2026	1				████████████████████		How can we best implement reinstatement if an employee serving a promotive probationary period wants to return to his former PCS classification where he completed the probationary period in the same department?	5207		Rule 114.8 Reinstatement - active employees may request reinstatement to their former classification where they completed their probationary periods but there must be a vacancy; not guaranteed; Rule 117.9.3 if an employee is released from a promotive probationary period for non-disciplinary reasons, the employee has guaranteed reversion rights to their former position; displacements may occur SE	4/21/2026	Y
7	4/21/2026		1			████████████████████		Recruited by the department, then after ranking high in the selection process including and written tests, the department did not select him for interviews with no explanation why. Concern that the department based decision on the physical appearance and because one of the hiring managers did not like him.	Q2	SFPD	Applicant was not disqualified. Department decided not to move forward the applicant in the post-referral selection process SE	5/11/2026	Y
9	4/21/2026		1			████████████████████		How is a department able to hire employees without posting job announcements? There is no record of selection process. Department not responding to questions.		USD	If there is an active eligible list, departments are only required to contact reachable eligibles for interviews. Not all departments have the ability to conduct their own examinations, especially if it is a citywide classification. Exempt appointments do not require job announcements or a selection process but the appointees must meet the minimum qualifications of the most recent examination announcement or job specification. Referred them to the hiring and operations division of the department to further respond to their questions. SE	4/21/2026	Y
8	4/21/2026	1		4/28/2026	5/12/2026	████████████████████		Classifications Concern/Conflict for Class 2619 Senior Food Service Supervisor (2619) and 2719 Janitorial Services Assistant Supervisor (2719) at the Airport	2619/ 2719	AIR	4/28/26 sent ltr to AIR. EA		

Inspection Log 24-25

6	4/27/2026	1				██████		If an employee transfers to another department and is released from their probationary period, are they eligible for reappointment?		MTA	If an employee has been released from a position, they are not eligible for reappointment. An individual is eligible for reappointment if the have resigned with satisfactory services from a position where they completed the probationary period. The request for reappointment must be within the 4 years of resignation. (Rule 414.11.2) SE	4/27/2026	y
	5/5/2026	1		6/5/2026	6/22/2026	WB #W6WX4C6T5		Nepotism in the hiring and selection procedures utilized by the Department of Emergency Management for Class 0954 Deputy Director IV (0954) Position.	954	DEM	sent ltr to DEM. EA		
10	5/8/2026	1				██████		Why are permanent civil service employees being laid off before exempt employees? Rule 121 states the order of layoff is provisional, temporary, and probationary employees, before permanent employees.		CPC	Exempt employees are "at-will" and may be released at anytime; they do not have holdover rights; department heads decides which permanent civil service positions will be deleted; the order of layoff will determine if the holdover employee has the ability to fill vacant positions or displace other less senior employees in the same classification. Rule 121 does not direct the department to layoff all exempt employees before permanent civil service employees. SE	5/11/2026	Y
6	5/11/2026	1				██████		How long does it take to reinstate to a former classificationn?			An active employee may request reinstatement to a former PCS position in which they completed their probationary period. This is not a guaranteed approval. The employee may contact the former supervisor, however the department must go though the approval process (division manager, finance manager, HR division, department head) for consideration and approval. The rules do not state a timeframe. Rule 114.8 SE	5/15/2026	Y
6	5/15/2026		1			██████		How can an employee transfer from another department?		ADM	A PCS employee who has completed their probationary period is eligible to request a transfer to another department in the same job classification. The employee will need an approval from the department. This is not a guaranteed approval. The transferred employee will need to complete a new probationary period in the new department. Duration of the probationary period for transfers is in the MOU. Rule 114.13 SE	5/15/2026	Y
10	5/18/2026	1				██████		How can a department lay off a permanent civil service employee can place them in a provisional position?		USD	Although the position was formerly a provisional position, the department laid off the provisional employee and changed the position to become a permanent civil service position. SE	6/2/2026	Y
7	5/28/2026		1			██████ (Anonymous)		Before showing up for the onboarding process, applicant was informed there will no medical examination or drug testing required. After they showed up for the onboarding process, the applicant was informed they needed to complete a drug test.		ADM	Announcement posted by DHR does not indicate drug-testing will be done; the position includes driving so drug-testing is required; checking with DHR and department SE	6/3/2026	Y
7	5/28/2026	1		5/28/2026	6/11/2026	██████ (anonymous)		Review of the Hiring and Selection Process of the 9232 Airport Central Plant Superintendent Positions (9232) at the Airport	9232	AIR	sent ltr to AIR. EA		
7	5/28/2026	1				██████		Department posted the announcement in June 2025 and the applicant participated in the exam and post-referral process but did not hear back from the department. Department recently notified him in June 2026 that the position was filled by another candidate. He continuously contacted the department and questioned why the department did not provide periodic updates to the applicants. He had to wait a year before the department contacted him.		PRT	Provided an overview of the hiring process for permanent civil service positions. Delays were due to hiring freeze and layoffs in 2025 and 2026. Department responded by phone and by email to the applicant's questions. SE	6/9/2026	Y
7	6/2/2026	1		6/4/2026	6/18/2026	WB #J9WS7G4Q1		Favoritism in the Post-Referral Selection Procedures Utilized in the Hiring Process for Class 3530 Chaplain position (3530) at De-partment of Public Health (DPH).	3530	DPH	sent ltr to DPH. EA		
6	6/3/2026		1			██████		How can a department place you in special assignment, then not allow you to shift bid when you have seniority over other employees in the same classification? Can you choose not to take the assignment? Why is the department not interviewing everyone with Rule of the List? Everyone is reachable and should have a fair opportunity to compete for the position.		MTA	Rule 109.6.2 Appointing officer/designee has broad jurisdiction to assignments as long as the duties are those performed by that classification; refer to MOU for shift bidding and acting assignments; Rule 113.2.3 everyone is reachable on Rule of the List; Rules do not describe post-referral process; departments must still document rating criteria utilized to determine the best qualified candidate for the position. SE	6/3/2026	Y
7	6/16/2026			7/2/2026	8/31/2026	██████		Non-selection for Class 1244 Sr. Human Resources Analyst - REF53952K/E10150	1244	DPH	Complied with the Rules, policies, and procedures. PG	9/9/2026	N
7	6/17/2026			6/16/2026	8/31/2026	WB		The employee did not meet the MQ	1244	DPH	Complied with the Rules, policies, and procedures. PG	7/16/2026	Y
7	6/17/2026			6/16/2026	8/31/2026	WB		The complainant alleges favoritism in the hiring process.	932	HSA	Complied with the Rules, policies, and procedures. PG	7/10/2026	Y
7	6/23/2026				8/30/2026	██████		Requesting an inspection request for the selection process for Class 7392 Window Cleaner for the AIR.	7392	AIR / SFO	EA		

Inspection Log 24-25

[illegible]

[illegible]

Codes	Subject	Examples
1	Appointments	New hire appointment, Rules on Types of Appointments (i.e. PCS, Exempt, Provisional, Temporary, etc.), reinstatement, reappointment
2	Examinations	Announcements, minimum qualifications on examination/announcement, administration of examination
3	Conflict of Interest	Favoritism, nepotism, employees doing business with City, additional employment
4	ERO Administrator	Employee organization mergers, decertification, recognition, unfair labor practice charges (peace officers only)
5	Salary Setting	Elected officials and Board of Supervisor salary surveys, prevailing wages, salary certification responsibilities assigned to CSC
6	Rule Application	Rule application and interpretation, certification rule application, authority of appointment officers, seniority, definition of leaves of absence
7	Certification/Selection	Hiring and selection procedures, meeting minimum qualifications, interviews and panels, ratings
8	Classification	Classification actions, class specifications, out-of-class assignments, status rights
9	Miscellaneous	Layoff implementation, denial of leaves, labor relations/MOU provisions, personal services contracts, etc.

Appointments	13
Examinations	9
Conflict of Interest	3
ERO Administrator	4
Salary Setting	0
Rule Application	43
Certification/Selection	17
Classification	3
Miscellaneous	24

Attachment C

SEC. 2.100. COMPOSITION AND SALARY.

The Board of Supervisors shall consist of eleven members elected by district.

The office of Board of Supervisors member is a full time position. The Civil Service Commission shall set the Supervisors' salary once every five years. Before the Commission determines the Supervisors' salary, it shall conduct and consider a salary survey of other full time California City Councils and County Boards of Supervisors and it may consider the Consumer Price Index (CPI).

The Civil Service Commission shall timely transmit its determination of the Supervisors' salary to the Controller, so that funds can be set aside for that purpose. The Controller shall include the Civil Service Commission's determination in appropriate budget documents to insure implementation. This determination may not be changed except by the Civil Service Commission.

The Civil Service Commission shall establish dates for an appropriate five-year cycle for making the determinations required by this Section, in order to efficiently coordinate with City budget processes and related procedures. In order to institute this five-year cycle the initial determination may be for less than a five-year period, as determined by the Civil Service Commission.

If the City and employee organizations agree to amend the compensation provisions of existing memoranda of understanding to reduce costs, the Civil Service Commission shall review and amend the Supervisors' salary as necessary to achieve comparable cost savings in the affected fiscal year or years.

The provisions of this Section shall apply, notwithstanding any other provision of this Charter.

(Amended November 1996; June 1998; November 2002)

A8.409-1 EMPLOYEES COVERED

These Sections [A8.409](#) through [A8.409-6](#), inclusive, shall apply to all miscellaneous officers and employees except as set forth in Section [A8.590-1](#) et seq. and including employees of San Francisco Unified School District and San Francisco Community College District to the extent authorized by state law. The provisions of Charter sections [A8.400\(h\)](#), [A8.401-1](#), and [A8.407](#) are hereby repealed and shall be of no further force and effect. Employee organizations representing employees in classifications covered by section [A8.403](#) and [A8.404](#) of this Charter may elect to include those classifications within the coverage of this part as a separate bargaining unit, provided however, that the election shall not become effective without the written approval of the Mayor and Board of Supervisors. The election shall be irrevocable and such employees shall not thereafter be subject to the provisions of section [A8.403](#) and [A8.404](#).

Employees in classifications not represented by a recognized employee organization shall be entitled to represent themselves with the City and County over wages, hours and other terms and conditions of employment to the extent required by state law and shall not be subject to the arbitration provisions of Section [A8.409-4](#) of this Charter. The Mayor annually shall propose all forms of compensation for unrepresented employees including salaries, hours, benefits, and other terms and conditions of employment subject to approval or disapproval of the Board of Supervisors. Consistent with other provisions of this Charter, the civil service commission may adopt rules and procedures relating to said unrepresented employees.

Except as otherwise provided by this Charter the Civil Service Commission shall set the wages and benefits of all elected officials of the City and County of San Francisco as follows: The Commission shall conduct a salary survey of the offices of chief executive officer, county counsel, district attorney, public defender, assessor-recorder, treasurer, and sheriff, in the counties of Alameda, Contra Costa, Marin, San Mateo, and Santa Clara. The Commission shall then average the salaries for each of those offices to determine respectively the base five-year salaries for the Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff.

If any of the aforementioned counties do not have an office of public defender, that county shall be omitted from the salary survey for purposes of determining the base five-year salary of the Public Defender. Among the aforementioned counties, any freestanding county assessor's office or any county office in which the assessor's function is combined with other county functions, shall be deemed comparable to the office of Assessor-Recorder for purposes of determining the base five-year salary of the Assessor-Recorder. If any of the aforementioned counties do not have a comparable county office of treasurer,

the county office whose functions most closely resemble the Treasurer's functions in San Francisco shall be deemed comparable to the office of Treasurer for purposes of determining the base five-year salary of the Treasurer.

The initial base five-year salary determination for the respective salaries of the Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff shall apply to the period from July 1, 2007 through June 30, 2012. Subsequent base five-year salary determinations for those offices shall apply to subsequent five-year periods, for example, July 1, 2012 through June 30, 2017.

For the second, third, fourth, and fifth years of the period for which any base five-year salary has been set, the Commission shall annually adjust the respective salaries of the Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff, to account for upward annual movement in the Consumer Price Index during the prior calendar year; provided, that whenever the upward movement in the Consumer Price Index during the prior calendar year exceeds 5%, the cost-of-living adjustment shall not be the actual increase in the Consumer Price Index for the prior calendar year but instead shall be 5%. The annual cost-of-living adjustment shall take effect July 1 of the second, third, fourth, and fifth years of the period for which the base five-year salary has been set.

Except as noted below, in setting the initial and subsequent base five-year salary determinations for the offices of Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff, the Commission may not reduce the respective salaries of any of those offices. If implementation of the process for setting the base five-year salary would otherwise result in a salary reduction for any of those offices, the base five-year salary for the affected office or offices shall be the existing salary for the office.

If the City and County of San Francisco and employee organizations agree to amend the compensation provisions of existing memoranda of understanding to reduce costs, the Commission shall review and amend the respective salaries of the Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff as necessary to achieve comparable cost savings in the affected fiscal year or years.

The Commission shall annually set the benefits of elected officials, to take effect July 1 of each year. Benefits of elected officials may equal but may not exceed those benefits provided to any classification of miscellaneous officers and employees as of July 1 of each year, except, after January 7, 2012, the City and County shall not pay the required employee contributions of said officials into the San Francisco Employees' Retirement System trust fund or into the Retiree Health Care Trust Fund..

In addition, subject to the approval or disapproval of the Board of Supervisors, the Mayor may create, for employees designated as management, a management compensation package that recognizes and provides incentives for outstanding managerial performance contributing to increased productivity and efficiency in the work force. In formulating such a package, the Mayor shall take into account data developed in conjunction with the civil service commission regarding the terms of executive compensation in other public and private jurisdictions.

(Amended March 2004; Proposition C, Approved 11/7/2006; Proposition C, Approved 11/8/2011)

SEC. 10.100. CIVIL SERVICE COMMISSION.

There is hereby established a Civil Service Commission which is charged with the duty of providing qualified persons for appointment to the service of the City and County.

The Commission shall consist of five members appointed by the Mayor, pursuant to Section 3.100, for six-year terms. Not less than two members of the Commission shall be women.

The persons so appointed shall, before taking office, make under oath and file in the office of the County Clerk the following declaration: "I am opposed to appointments to the public service as a reward for political activity and will execute the office of Civil Service Commissioner in the spirit of this declaration."

A commissioner may be removed only upon charges preferred in the same manner as in this Charter provided for elective officers.

The regular meetings of the Commission shall be open to the public and held at such a time as will give the general public and employees of the City and County adequate time within which to appear before the Commission after the regular daily working hours of 8:00 a.m. to 5:00 p.m. Such person or persons shall be given an opportunity to be heard by the Commission before final action is taken in any case involving such person or persons.

SEC. 10.101. GENERAL POWERS AND DUTIES.

The Civil Service Commission shall adopt rules, policies and procedures to carry out the civil service merit system provisions of this charter and, except as otherwise provided in this Charter, such rules shall govern applications; examinations; eligibility; duration of eligible lists; certification of eligibles; leaves of absence for employees and officers; appointments; promotions; transfers; resignations; lay-offs or reduction in force, both permanent and temporary, due to lack of work or funds, retrenchment or completion of work; the designation and filling of positions, as exempt, temporary, provisional, part-time, seasonal or permanent; status and status rights; probationary status and the administration of probationary periods, except duration; pre-employment and fitness for duty medical examinations, except for the conditions under which referrals for fitness for duty examinations will be made, and the imposition of new requirements; classification; conflict of interest; and such other matters as are not in conflict with this Charter; provided, however, that the minimum rule for the certification of eligibles shall be the Rule of Three Scores, and provided further that rules for leave due to illness or disability shall be approved by the Board of Supervisors. Changes to the rules may be proposed by members of the Commission, the Executive Assistant or the Human Resources Director and approved or rejected by the Commission. The Commission may, upon ten days' notice,

make changes in the rules, which changes shall thereupon be printed and be in force; provided that no such changes in rules shall affect a case pending before the Commission.

The Commission shall have power to institute and prosecute legal proceedings for violations of any civil service merit system or Department of Human Resources provisions of this Charter.

The Commission shall establish an inspection service for the purpose of investigating the conduct or an action of appointees in all positions and of securing records of service for promotion and other purposes. All departments shall cooperate with the Commission in making its investigations and any person hindering the Commission or its agents shall be subject to suspension.

The Commission shall by rule establish procedures to review and resolve allegations of discrimination as defined in [Article XVII](#) of this Charter or otherwise prohibited nepotism or favoritism appealed to it pursuant to this section. The determination reached under Commission procedures shall be final and shall forthwith be enforced by every employee and officer.

The Commission shall have the power to inquire into the operation of the civil service merit system to ensure compliance with merit principles and rules established by the Commission. After such inquiry, the Commission may direct the Human Resources Director to take such action as the Commission believes necessary to carry out the civil service provisions of this Charter. In any hearing conducted by the Commission or by any hearing officer it appoints pursuant to this section, the Commission or the hearing officer shall have the power to subpoena and require the attendance of witnesses and the production of records.

The Commission may require periodic reports from the Human Resources Director in a manner and form which it shall prescribe.

The Commission may hear appeals from an action of the Human Resources Director in accordance with its rules, including but not limited to:

1. Allegations of discrimination as defined in [Article XVII](#) of this Charter. Notwithstanding any other provisions of this Charter except the fiscal provisions hereof, the decision of the Commission regarding allegations of discrimination shall forthwith be enforced by every officer and employee;
2. Allegations of fraud; and
3. Allegations of conflict of interest.

No action by the Human Resources Director which is the subject of any appeal shall be stayed during the appeal process except by a majority vote of the Civil Service Commission.

The Commission shall have the power and it shall be its duty to appoint an executive assistant to be the administrative head of the affairs under its control who shall serve at its pleasure; provided, however, that any person who has Civil Service status in the position of executive assistant to the Commission on the effective date of this section as amended shall continue to have Civil Service status in the position of executive assistant under the Civil Service provisions of this Charter. The executive assistant shall periodically report to the Commission on operation of the civil service merit system and may make recommendations to the Civil Service Commission regarding its rules, policies and procedures.

SEC. 10.102. DEPARTMENT OF HUMAN RESOURCES.

The Department of Human Resources shall consist of a Human Resources Director and such employees as may be necessary to carry out its functions and duties.

Pursuant to and in accordance with policies, rules and procedures of the Civil Services Commission governing the merit system, the Department of Human Resources shall be the personnel department for the City and County and shall determine appointments on the basis of merit and fitness as shown by appropriate test and, except as specifically set forth in this Charter, shall perform all tests, duties and functions previously performed by the Civil Service Commission, including but not limited to authority to recruit, select, certify, appoint, train, evaluate, promote career development, classify positions, administer salaries, administer employee discipline, discharge and other related personnel activities in order to maintain an effective and responsive work force.

The Department of Human Resources shall be responsible for coordination of all state, local and federal health and safety mandates, programs and requirements relating to employees including but not limited to industrial hygiene programs, health and safety programs, OSHA compliance and return to work programs. Department heads shall coordinate such activities of employees under their jurisdiction with the Human Resources Director.

The Department of Human Resources shall be responsible for policy, management and administration of the worker's compensation program and shall review and determine all applications for disability leave.

Subject to Section [11.100](#) hereof, the Department of Human Resources shall be responsible for management and administration of all labor relations of the City and County.

Except for the purpose of inquiry, the Mayor shall deal with the administration of the civil service merit system solely through the Human Resources Director and the Civil Service Commission or their designees. The Mayor shall not dictate, suggest or interfere with the merit system activities of the Civil Service Commission or Human Resources Department. Administrative matters shall be dealt with only in the manner provided by this Charter, and any dictation, suggestion or interference herein prohibited shall constitute official misconduct; provided that nothing herein contained shall restrict the power of hearing and inquiry as provided in this Charter.

(Amended November 2004)

SEC. 10.103. HUMAN RESOURCES DIRECTOR.

A Human Resources Director shall be selected by the Mayor from candidates nominated by the Civil Service Commission and confirmed by vote of the Board of Supervisors. The Human Resources Director shall possess not less than ten years professional experience in personnel, human resources management, labor or employee relations at least five years of which must be in federal, state or local governmental personnel management and such other qualifications as determined by the Commission. Notwithstanding any other provisions of this Charter, the Human Resources Director shall be appointed by and serve at the pleasure of the Mayor, provided that the Mayor's removal of the Human Resources Director may be rejected by a four-fifths vote of the Commission. Failure of the Commission to act within 30 days shall be deemed approval of the Mayor's action. The nominee of the Mayor may be appointed acting Human Resources Director pending confirmation. The person so appointed shall, before taking office, make under oath and file in the Office of the County Clerk the following declaration: "I am opposed to appointments to the public service as a reward for political activity and will execute the Office of Human Resources Director in the spirit of this declaration."

The appointment of the Director of the Human Resources Department as of the effective date of this Charter shall be effective until July 1, 1996, after which time he may be reappointed to the position in accordance with the appointment method provided herein.

The Human Resources Director shall have full power to administer the affairs of the Department. He or she shall have all powers of a department head and may appoint a Director of Employee Relations, an executive assistant and one confidential secretary,

each of whom shall be exempt from the civil service provisions of this Charter, to assist in the administration and management of the functions of the department.

The Human Resources Director shall review and resolve allegations of discrimination as defined in [Article XVII](#) of this Charter against employees or applicants, or otherwise prohibited nepotism or favoritism. Notwithstanding any other provisions of this Charter except the fiscal provisions hereof, the decision of the Human Resources Director shall forthwith be enforced by every employee and officer, unless the decision is appealed to the Commission in accordance with Section [10.101](#).

The Human Resources Director shall investigate all employee complaints concerning job-related conduct of City and County employees and shall promptly report to the source of the complaint.

The Human Resources Director shall promote effective and efficient management through personnel programs that encourage productivity, job satisfaction and exemplary performance.

The Human Resources Director shall provide a procedure for resolution of employee disputes which shall be consistent with other provisions of this Charter and shall be utilized by all department heads and appointing officers in the absence of an applicable grievance procedure in a binding labor agreement.

The Human Resources Director shall verify that all persons whose names appear on City and County payrolls have been legally appointed to or employed in positions legally established under this Charter. The Controller shall not draw his or her warrant for any claim for salary, wages or compensation which has been disapproved by the Human Resources Director.

Consistent with the foregoing and other applicable provisions of this Charter, the Human Resources Director may delegate to the various appointing officers appropriate personnel responsibilities, and shall consult with appointing officers with respect to Civil Service Commission rules affecting their operations.

The Human Resources Director shall establish a system of job classification. The decision of the Human Resources Director regarding classification matters shall be final unless appealed to the Commission; provided, however, that nothing herein shall be construed to alter the scope of bargaining set forth in the following sections of the 1932 Charter: 8.400, 8.403, 8.404, 8.405, 8.407-1, 8.409 et seq. and 8.590-1 et seq.

The allocation or reallocation of a position shall not adversely affect the civil service rights of an occupant regularly holding such position. No person shall hold a position outside of

the classification to which the person has been appointed, provided that every employee of any department or office shall discharge any of the duties pertaining to such department or office to which the employee's department head may temporarily assign the employee.

(Amended November 2004)

SEC. 8A.100. PREAMBLE.

(a) An effective, efficient, and safe transportation system is vital for San Francisco to achieve its goals for quality of life, environmental sustainability, public health, social justice, and economic growth. The Municipal Transportation Agency must manage San Francisco's transportation system which includes automobile, freight, transit, bicycle, and pedestrian networks to help the City meet those goals. Through this measure, the voters seek to provide the Municipal Transportation Agency with improved resources and expanded independence and authority in order to create a transportation system that is among the best in the world.

(b) This article requires the Municipal Transportation Agency to develop clear, meaningful and quantifiable measures of its performance and goals and to regularly publicize those standards. This article also recognizes that the workers of the Municipal Transportation Agency are vital to the success of the Agency and to achieving the improvements voters seek. Therefore, it authorizes incentives for excellence and requires accountability for both managers and employees.

(c) Specifically, San Francisco residents require:

1. Reliable, safe, timely, frequent, and convenient transit service to all neighborhoods;
2. A reduction in breakdowns, delays, over-crowding, preventable accidents;
3. Clean and comfortable transit vehicles and stations, operated by competent, courteous, and well trained employees;
4. Support and accommodation of the special transportation needs of the elderly and the disabled;
5. Protection from crime and inappropriate passenger behavior on the Municipal Railway;
6. Responsive, efficient, and accountable management;
7. Roads that are not gridlocked with congestion;
8. A safe and comprehensive network of bicycle lanes;
9. A safe and inviting environment for pedestrians;
10. Efficient movement of goods and deliveries;
11. A transportation sector that promotes environmental sustainability and does not contribute to global warming; and

12. A well-managed and well-coordinated transportation system that contributes to a livable urban environment.

Through this measure, the voters seek to provide the transportation system with the resources, independence and focus necessary to achieve these goals.

(d) The voters find that one of the impediments to achieving these goals in the past has been that responsibility for transportation has been diffused throughout City government. Accordingly, this Article places within the Municipal Transportation Agency the powers and duties relating to transit now vested in other departments, boards, and commissions of the City and County. This Article further requires that, to the extent other City and County agencies provide services to the Municipal Transportation Agency, those departments must give the highest priority to the delivery of such services.

(e) At the same time, this Article is intended to ensure sufficient oversight of the Municipal Transportation Agency by, among other things, preserving the role of the City's Controller as to financial matters, the City Attorney as to legal matters, and the Civil Service Commission, as to merit system issues. In addition, this Article requires that outside audits be performed to ensure that required service levels are obtained with a minimum of waste.

(f) Finally, this Article is intended to strengthen the Municipal Transportation Agency's authority to: 1) manage its employees; 2) establish efficient and economical work rules and work practices that maximize the Agency's responsiveness to public needs; and 3) protect the Agency's right to select, train, promote, demote, discipline, layoff and terminate employees, managers, and supervisors based upon the highest standards of customer service, efficiency and competency.

(g) The effective management of traffic flow and parking are vital to the operation of the Municipal Railway. Congestion on city streets causes delays in transit operations. Therefore, the Municipal Transportation Agency must manage parking and traffic flow to ensure that transit vehicles move through City streets safely and efficiently.

(h) In addition, the residents of San Francisco require that the Agency: 1) value and protect the safety of pedestrians and bicyclists; 2) reduce congestion and air pollution through efficient use of the streets; and 3) protect the City's economic health by giving priority to commercial deliveries and access to local businesses.

(i) The voters find that reducing the carbon emissions from San Francisco's transit sector is fundamental to the City's health and wellbeing and shall be among the Agency's policy priorities. Because the Agency has significant influence on San Francisco's transportation sector, which is responsible for fully half of the carbon emissions produced within the City,

the voters direct the Agency to develop and implement strategies for substantially reducing those emissions. The voters further affirm the goals of the City's Climate Action Plan.

(j) This Article shall be interpreted and applied in conformance with the above goals.

(Added November 1999; Amended by Proposition A, Approved 11/6/2007)

SEC. 8A.104. PERSONNEL AND MERIT SYSTEM.

(a) The Agency shall establish its own personnel/labor relations office. The Director of Transportation shall appoint a personnel/labor relations manager, who shall serve at the pleasure of the Director of Transportation and shall establish regular meetings with labor to discuss issues within the scope of representation on terms to be determined through collective bargaining.

(b) Except as otherwise provided in this Section, the Agency shall be governed by the rules of the civil service system administered by the City and appeals provided in civil service rules shall be heard by the City's Civil Service Commission. Unless otherwise agreed by the Agency and affected employee organizations, appeals to the Civil Service Commission shall include only those matters within the jurisdiction of the Civil Service Commission which establish, implement, and regulate the civil service merit system as listed in Section [A8.409-3](#).

(c) Effective July 1, 2000, except for the administration of health services, the Agency shall assume all powers and duties vested in the Department of Human Resources and the Director of Human Resources under Articles X and XI of this Charter in connection with job classifications within the Agency performing "service-critical" functions. Except for the matters set forth in subsection (f), the Department of Human Resources and the Director of Human Resources shall maintain all powers and duties under Articles X and XI as to all other Agency employees.

(d) On or before April 15, 2000, the Agency shall designate "service-critical" classifications and functions for all existing classifications used by the Municipal Railway; provided, however, that employees in classifications designated as "service-critical" shall continue to be covered by any Citywide collective bargaining agreement covering their classifications until the expiration of that agreement.

(e) For purposes of this Article, "service-critical" functions are:

1. Operating a transit vehicle, whether or not in revenue service;
2. Controlling dispatch of, or movement of, or access to, a transit vehicle;

3. Maintaining a transit vehicle or equipment used in transit service, including both preventive maintenance and overhaul of equipment and systems, including system-related infrastructure;
4. Regularly providing information services to the public or handling complaints; and
5. Supervising or managing employees performing functions enumerated above.

The Agency shall consult with affected employee organizations before designating particular job classifications as performing "service-critical" functions. If an employee organization disagrees with the Agency's designation of a particular job classification as "service-critical" pursuant to the above standards, the organization may, within seven days of the Agency's decision, request immediate arbitration. The arbitrator shall be chosen pursuant to the procedures for the selection of arbitrators contained in the memorandum of understanding of the affected employee organization. The arbitrator shall determine only whether the Agency's designation is reasonable based on the above standards. The arbitrator's decision shall be final and binding.

The Agency may designate functions other than those listed above, and the job classifications performing those additional functions, as "service-critical," subject to the consultation and arbitration provisions of this Section. In deciding a dispute over such a designation, the arbitrator shall decide whether the job functions of the designated classes relate directly to achievement of the goals and milestones adopted pursuant to Section [8A.103](#) and are comparable to the above categories in the extent to which they are critical to service.

(f) In addition, the Agency shall, with respect to all Agency employees, succeed to the powers and duties of the Director of Human Resources under [Article X](#) to review and resolve allegations of discrimination, as defined in [Article XVII](#), against employees or job applicants, or allegations of nepotism or other prohibited forms of favoritism. To the extent resolution of a discrimination complaint or request for accommodation involves matters or employees beyond the Agency's jurisdiction, the Agency shall coordinate with and be subject to applicable determinations of the Director of Human Resources.

(g) The Agency shall be responsible for creating and, as appropriate, modifying Agency bargaining units for classifications designated by the Agency as "service-critical" and shall establish policies and procedures pursuant to Government Code sections 3507 and 3507.1 for creation and modification of such bargaining units. When the Agency creates or modifies a bargaining unit, employees in existing classifications placed in such bargaining unit shall continue to be represented by their current employee organizations.

(h) The Agency may create new classifications of Agency employees. Such classifications shall be subject to the civil service provisions of the Charter unless exempted pursuant to Section [10.104](#), or subsection (i).

(i) The Agency may create new classifications and positions in those classifications exempt from the civil service system for managerial employees in MTA bargaining units M and EM in addition to those exempt positions provided in Section [10.104](#); provided, however, that the total number of such exempt managerial positions within the Agency shall not exceed 2.75 percent of the Agency's total workforce, exclusive of the exempt positions provided in Section [10.104](#). This provision shall not be utilized to eliminate personnel holding existing permanent civil service managerial positions on November 2, 1999.

Persons serving in exempt managerial positions shall serve at the pleasure of the Director of Transportation. Such exempt management employees, to the extent they request placement in a bargaining unit, shall not be placed in the same bargaining units as non-exempt employees of the Agency.

(j) The Civil Service Commission shall annually review both exempt and non-exempt classifications of the Agency to ensure compliance with the provisions of subsections (h) and (i).

(k) Upon the expiration of labor contracts negotiated by the Department of Human Resources and approved by the Board of Supervisors, and except for retirement benefits, the wages, hours, working conditions, and benefits of the employees in classifications within the Municipal Railway designated by the Agency as "service-critical" shall be fixed by the Agency after meeting and conferring as required by the laws of the State of California and this Charter, including Sections [A8.346](#), [A8.404](#) and [A8.409](#). These agreements shall utilize, and shall not alter or interfere with, the health plans established by the City's Health Service Board; provided, however, that the Agency may contribute toward defraying the cost of employees' health premiums. For any job classification that exists both as a "service-critical" classification in the Agency and elsewhere in City service, the base wage rate negotiated by the Agency for that classification shall not be less than the wage rate set in the Citywide memorandum of understanding for that classification.

(l) Notwithstanding subsection (k), the Agency may, in its sole discretion, utilize the City's collective bargaining agreements with any employee organization representing less than 10 percent of the Agency's workforce.

(m) In addition to the base pay established in collective bargaining agreements, agreements negotiated by the Agency relating to compensation for Agency managers and

employees in classifications designated by the Agency as "service-critical" may provide incentive bonuses based upon the achievement of the service standards in Section [8A.103\(c\)](#) and other standards and milestones adopted pursuant to Section [8A.103](#). Such agreements may also provide for additional incentives based on other standards established by the Board of Directors, including incentives to improve attendance. The Board of Directors may also establish a program under which a component of the compensation paid to the Director of Transportation and exempt managers is based upon the achievement of service standards adopted by the Board of Directors. Notwithstanding any other provision of [Article 8A](#), all such incentive programs shall be at the sole discretion of the Agency Board of Directors, subject to any bargaining obligation imposed by state law.

(n) For employees whose wages, hours and terms and conditions of employment are set by the Agency, the Agency shall exercise all powers of the City and County, the Board of Supervisors, the Mayor, and the Director of Human Resources under Sections [A8.404](#) and [A8.409](#). The mediation/arbitration board set forth in Section [A8.409-4](#) shall consider the following additional factors when making a determination in any impasse proceeding involving the Agency: the interests and welfare of transit riders, residents, and other members of the public; the Agency's ability to meet the costs of the decision of the arbitration board without materially reducing service or requiring that the Agency raise fares in a manner inconsistent with Section [8A.108\(b\)](#); and the Agency's ability to efficiently and effectively tailor work hours and schedules for transit system employees to the public demand for transit service. Notwithstanding the timelines described in Section [A8.409-4](#), to be effective the beginning of the next succeeding fiscal year, all collective bargaining agreements must be submitted to the Board of Directors no later than June 15 for final adoption on or before June 30.

(o) The voters find that for transit system employees whose wages, hours and terms and conditions of employment are set by the Agency, the Agency's discretion in establishing and adjusting scheduling, deployment, assignment, staffing, sign ups, and the use and number of part-time transit system personnel based upon service needs is essential to the effective, efficient, and reliable operation of the transit system. In any mediation/arbitration proceeding under Section 8.409-4 with an employee organization representing transit system employees, the employee organization shall have the burden of proving that any restrictions proposed on the Agency's ability to exercise broad discretion with respect to these matters are justified. To meet this burden, the employee organization must prove by clear and convincing evidence that the justification for such restrictions outweighs the public's interest in effective, efficient, and reliable transit service and is consistent with best practices. The mediation/arbitration board shall not treat the provisions of MOUs for transit system employees adopted prior to the effective date of this provision as

precedential in establishing the terms of a successor agreement. The mediation/arbitration board's jurisdiction shall be limited to matters within the mandatory scope of bargaining under state law.

(p) The voters find that unscheduled employee absences adversely affect customer service. Accordingly, not later than January 1, 2001, the agency shall create a comprehensive plan for the reduction of unscheduled absences. In addition, the Agency shall take all legally permitted steps to eliminate unexcused absences. Neither the Agency nor an arbitrator shall have authority to approve or award any memorandum of understanding or other binding agreement which restricts the authority of the Agency to administer appropriate discipline for unexcused absences.

(q) In addition, the voters find that Agency service has been impaired by the existence of side-letters and reliance on "past practices" that have been treated as binding or precedential but have not been expressly authorized by the Board of Directors or the Director of Transportation, and have not been and are not subject to public scrutiny. Accordingly, for employees whose wages, hours and terms and conditions of employment are set by the Agency, no side-letter or practice within the scope of bargaining may be deemed binding or precedential by the Agency or any arbitrator unless the side-letter or practice has been approved in writing by the Director of Transportation or, where appropriate, by the Board of Directors upon the recommendation of the Director of Transportation and appended to the MOU of the affected employee organization or organizations subject to the procedures set out in this charter. No MOU or arbitration award approved or issued after the November 2010 general election shall provide or require that work rules or past practices remain unchanged during the life of the MOU, unless the specific work rules or past practices are explicitly set forth in the MOU. All side-letters shall expire no later than the expiration date of the MOU.

(r) Before adopting any tentative agreement with an employee organization covering matters within the scope of representation, the Agency shall, at a duly noticed public meeting, disclose in writing the contents of such tentative agreement, a detailed analysis of the proposed agreement, a comparison of the differences between the agreement reached and the prior agreement, an analysis of all costs for each year of the term of such agreement, and whether funds are available to cover these costs. Such tentative agreement between the Agency and employee organization shall not be approved by the Agency until 15 calendar days after the above disclosures have been made.

(Added November 1999; Amended by Proposition A, Approved 11/6/2007; Proposition G, Approved 11/2/2010)

Attachment D



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Date: January 26, 2026

To: Civil Service Commission

Through: Sandra Eng
Executive Officer

From: Lavena Holmes
Deputy Director

Subject: **Civil Service Commission's Five-Year Strategic Plan AMENDED**

The Civil Service Commission Strategic Plan is amended to a Five-Year Strategic Plan and attached for your review and approval. This Strategic Plan is intended to introduce the Civil Service Commission's mission, vision and values statements and to serve as a general outline of the Commission's policies, priorities and objectives. The Civil Service Commission Priority and Goals for each fiscal year will be presented annually.

Recommendation: Adopt the Report

Attachments:

- Attachment A: Five-Year Strategic Plan
- Attachment B: Charter Section 10.100-101
- Attachment C: Civil Service Commission's Mission, Vision, and Values Statements
- Attachment D: Annual Planning Calendar of required reports
- Attachment E: Chart of Civil Service Rule Revisions and Various Items for Consideration
- Attachment F: Goals, Objectives and Performance Measures

ATTACHMENT A

CIVIL SERVICE COMMISSION'S DRAFT FIVE YEAR STRATEGIC PLAN OUTLINE

General Goals and Objectives

- ❖ Establish Rules, policies, and procedures within the merit system to work towards a inclusive, diverse, equitable, and accessible City.
- ❖ Increase access to and the utilization of the Civil Service Commission's website information and resources in compliance with laws requiring language and disability access.
- ❖ Create greater transparency and efficiencies in the Civil Service Commission's procedures and communications. Make CSC appeal forms available to complete and submit through the website.
- ❖ Ensure the timely resolution of appeals so that merit system issues are addressed effectively and expeditiously.
- ❖ Assess City departments' need for flexibility in resolving personnel management issues while ensuring the integrity of the City's merit system.
- ❖ Align the Civil Service Commission Rules, policies and procedures with current merit system operational best practices to ensure they are consistent; compliant with the law; easily understood and available to all stakeholders.
- ❖ Support the Civil Service Commission's ability to effectively meet its Charter mandates and oversee the operation of the merit system.
- ❖ Increase public hearings accessibility through hybrid (virtual and in-person) meetings and by updating website materials into accessible formats.
- ❖ Engage the Committee on Policies and Rules (COPAR) with specific projects and designate workgroups to develop policies and /or procedures to expedite the hiring of permanent civil servants

Specific Merit System Goals

Review the Civil Service Rules for revisions as appropriate, in the following order of priority:

1. Rule provisions that conflict with or are otherwise inconsistent with the law.
2. Rules provisions that support or should support inclusion, diversity, equity, and accessibility.
3. Rules that are confusing, inconsistent with other Rules or policies, or inconsistently applied by departments.
4. Rule provisions that would support operational needs, especially during state of emergencies.
5. Rules provisions that need to adapt to electronic or remote application.

6. Rules needed to address merit system issues discovered during the course of Inspection Service reviews or the Merit System Audit Program.
7. Rule provisions that are no longer applicable in theory or practice.
8. Revisions that would consolidate or streamline the Rules.
9. Clean-up (e.g., gender specific terms, postmarked date versus emailed date, remove Rules that have expired, or no longer applicable, incorporate current best practices, etc.)

Civil Service Commission Policies

Review existing Civil Service Commission policies in collaboration with the Department of Human Resources and the Municipal Transportation Agency for necessary revisions as appropriate and determine whether the creation of policies is appropriate to address merit system issues where Civil Service Commission stakeholders need more guidance. Policy reviews will be prioritized based on directives from the Civil Service Commission, requests from Commission stakeholders, and the frequency of Inspection Service complaints received on a common issue.

- Review and amend, if required, the Commission's policies and procedures on personal service contracts, the post-referral selection process, personnel files (when DHR has selected the electronic employee personnel file system), meeting procedures, verification of minimum qualifications, and staff reports.
- Review, update and issue Civil Service Advisers that provide clarification of the Charter and Rules (e.g., verification of minimum qualifications, merit system and IDEA-inclusion, diversity, equity, and accessibility, exempt appointments).
- Exempt appointments – Review, update and issue civil service policies on exempt appointments; continue to require departments to place documentation of verification of minimum qualifications in the employee's personnel file.

ATTACHMENT B

ARTICLE X PERSONNEL ADMINISTRATION

Sec. 10.100. CIVIL SERVICE COMMISSION.

There is hereby established a Civil Service Commission which is charged with the duty of providing qualified persons for appointment to the service of the City and County.

The Commission shall consist of five members appointed by the Mayor, pursuant to Section 3.100, for six-year terms. Not less than two members of the Commission shall be women.

The persons so appointed shall, before taking office, make under oath and file in the office of the County Clerk the following declaration: "I am opposed to appointments to the public service as a reward for political activity and will execute the office of Civil Service Commissioner in the spirit of this declaration."

A commissioner may be removed only upon charges preferred in the same manner as in this Charter provided for elective officers.

The regular meetings of the Commission shall be open to the public and held at such a time as will give the general public and employees of the City and County adequate time within which to appear before the Commission after the regular daily working hours of 8:00 a.m. to 5:00 p.m. Such person or persons shall be given an opportunity to be heard by the Commission before final action is taken in any case involving such person or persons.

Sec. 10.101. GENERAL POWERS AND DUTIES.

The Civil Service Commission shall adopt rules, policies and procedures to carry out the civil service merit system provisions of this charter and, except as otherwise provided in this Charter, such rules shall govern applications; examinations; eligibility; duration of eligible lists; certification of eligible; leaves of absence for employees and officers; appointments; promotions; transfer; resignations; lay-offs or reduction in force, both permanent and temporary, due to lack of work or funds, retrenchment or completion of work; the designation and filling of positions, as exempt, temporary, provisional, part-time, seasonal or permanent; status and status rights; probationary positions, as exempt, temporary, provisional, part-time, seasonal or permanent; status and status rights; probationary status and the administration of probationary periods, except duration; pre-employment and fitness for duty medical examinations, except for the conditions under which referrals for fitness for duty examinations will be made, and the imposition of new requirements; classification; conflict of interest; and such other matters as are not in conflict with this Charter; provided further that rules for leave due to illness or disability shall be approved by the Board of Supervisors. Changes to the rules may be proposed by members of the Commission, the Executive Assistant or the Human Resources Director and approved or rejected by the Commission. The Commission may, upon ten days' notice, make changes in the rules, which changes shall

thereupon be printed and be in force; provided that no such changes in rules shall affect a case pending before the Commission.

The Commission shall have power to institute and prosecute legal proceedings for violations of any civil service merit system or Department of Human Resources provisions of this Commission.

The Commission shall have power to institute and prosecute legal proceedings for violations of any civil service merit system or Department of Human Resources provisions of this Charter.

The Commission shall establish an inspection service for the purpose of investigating the conduct or an action of appointees in all positions and of securing records of service for promotion and other purposes. All departments shall cooperate with the Commission in making its investigations and any person hindering the Commission or its agents shall be subject to suspension.

The Commission shall by rule establish procedure to review and resolve allegations of discrimination as defined in Article XVII of this Charter or otherwise prohibited nepotism or favoritism appealed to it pursuant to this section. The determination reached under Commission procedures shall be final and shall forthwith be enforced by every employee and officer.

The Commission shall have the power to inquire into the operation of the civil service merit system to ensure compliance with merit principles and rules established by the Commission. After such inquiry, the Commission may direct the Human Resources Director to take such action as the Commission believes it is necessary to carry out the civil service provisions of this Charter. In any hearing conducted by the Commission or by any hearing officer it appoints pursuant to this section, the Commission or the hearing officer shall have the power to subpoena and require the attendance of witnesses and the production of records.

The Commission may require periodic reports from the Human Resources Director in a manner and form which it shall prescribe.

The Commission may hear appeals from an action of the Human Resources Director in accordance with its rules, including but not limited to:

1. Allegations of discrimination as defined in Article XVII of this Charter. Notwithstanding any other provisions of this Charter except the fiscal provisions hereof, the decision of the Commission regarding allegations of discrimination shall be enforced by every officer and employee;
2. Allegations of fraud; and
3. Allegations of conflict of interest.

No action by the Human Resources Director, which is the subject of any appeal shall be stayed during the appeal process except by a majority vote of the Civil Service Commission.

The Commission shall have the power and it shall be its duty to appoint an executive assistant to be the administrative head of the affairs under its control who shall serve at its pleasure; provided, however, that any person who has Civil Service status in the position of executive assistant to the Commission on the effective date of this section as amended shall continue to have Civil Service status in the position of executive assistant under the Civil Service provisions of this Charter. The executive assistant shall periodically report to the Commission on operation of the civil service merit system and may make recommendations to the Civil Service Commission regarding its rules, policies and procedures.

ATTACHMENT C

CIVIL SERVICE COMMISSION'S MISSION, VISION, AND VALUES STATEMENTS

Comprehensive Mission Statement *The Civil Service Commission safeguards the integrity and fairness of the merit (hiring and employment) system for the City and County of San Francisco, ensuring that employment practices are equitable, transparent, and compliant with the law. We maintain authority and responsibility concerning representation proceedings, coordinating with the Public Employers' Relations Board on labor practice matters under the Meyers-Milias Brown Act and the San Francisco City Charter. We serve as the policy and rule-making authority and final decision-maker on civil service matters, providing oversight and accountability for City and County of San Francisco, San Francisco Municipal Transportation Agency, and for matters involving non-certificated employees of the San Francisco Unified School District and the San Francisco Community College District.*

Vision Statement

To be a trusted steward of the merit system, promoting fairness, transparency, and exceptional public employment, and confidence in the integrity and effectiveness of San Francisco's civil service system.

Core Values

- 1. Integrity** – *We uphold the highest ethical standards in all decisions and actions, to ensuring trust and confidence in the merit system.*
- 2. Fairness** – *We strive for impartiality and equity in employment practices, appeals, and oversight responsibilities.*
- 3. Transparency** – *We operate openly and accessibly, making rules, policies, and decisions understandable to all stakeholders.*
- 4. Accountability** – *We take seriously the impact of our actions and decisions, ensuring compliance with laws and regulations while maintaining public trust.*
- 5. Service Excellence** – *We strive for continuous review and implementation of best practices to deliver efficient, effective, and responsive public service.*
- 6. Innovation** – *We embrace reform and modernization to support expedited hiring, keep civil service rules & policies relevant, and reflective of current needs and future challenges.*

*7. **Collaboration** – We work with stakeholders to promote shared understanding and uphold the merit system.*

:-

ATTACHMENT D

Annual Planning Calendar of Required Reports

Required Report	Reporting Agency	Due Date of the Report (Reminder: staff reports are due no later than 11a.m. two Thursdays prior to each meeting)
Annual Classification Review/Updates – both Civil Service and Exempt Under Charter Section 8A.104	MTA	Annual: First meeting in February
General Report on Strategic Planning and Diversity Recruitment Strategies for Higher Level Leadership Positions	MTA	Annual: First meeting in March
Salary Survey for Registered Nurse Classifications	DHR	Annual: Second meeting in April
Classified Exempt Appointments from Civil Service under the 1996 Charter Section 10.104- Categories 16 through 18 and Examination Plan	SFUSD SFCCD	Annual: Second Meeting in April Annual: Second Meeting in August
Personal Service Contract (“PSC”) Awards. Report on all PSCs awarded during the preceding year (including the names, contract amounts and duration for all contracts issued under the approved PSC)	DHR	Annual: not later than August 1 st of each year
Appointments Exempt from Civil Service under the 1996 Charter Section 10.104 1 through 10.104 - 12	DHR	Prior to approval of request and for appointments over 2% Annual Status report in August
Appointments Exempt from Civil Service under the 1996 Charter Section 10.104 – Categories 16 through 18 with an Explanation and Plan for Correction of Appointments Past Charter Authorized Duration	DHR/MTA	Annual: Second Meeting in August
Equal Employment Opportunity Workforce Utilization Analysis Report (Civil Service Rules 103.2 and 403.2)	DHR/MTA	Every Five Years: Second meeting in August
Equal Employment Opportunity Workforce Utilization Analysis Follow-Up Report on Classes with Underrepresentation Identified in the Equal Employment Opportunity Workforce Analysis Report Note: This is a new annual reporting requirement beginning in calendar year 2013, in lieu of requiring an Equal Employment Opportunity Workforce Utilization Analysis Report on an annual basis (as indicated above, the Equal Employment Opportunity Workforce Utilization Analysis is now due every five years instead of annually). The purpose of this new annual reporting requirement is to track and report on the City’s/MTA’s efforts and success in increasing representation in those City classes identified in the five –year report as having lower percentages	DHR/MTA	Each Year Following the Five-Year Equal Employment Opportunity Workforce Utilization Analysis Report, Due: Second meeting in August

of sex, race or ethnic groups in occupational categories in the workforce in the relevant job market		
Survey of monthly rates paid to Police Officer & Firefighters in all cities 350,000 or more in the State of California	DHR	Annual: First meeting in August
Required Reports	Reporting Agency	Due Date of the Report (Reminder: staff reports are due no later than 11a.m. two Thursdays prior to each meeting)
Class Consolidation	DHR	Annual: Second meeting in August
Certification of Prevailing Rate of Wages for Workers Those who are: 1) performing work under City contracts for public works and improvement; 2) performing work under City contracts for janitorial services; 3) performing work in public off-street parking lots, garages, or storage facilities for automobiles on property owned or leased by the City; 4) engaged in theatrical or technical services for shows on property owned by the City; 5) performing moving services under City contracts at facilities owned or leased by the City; and 6) engaged in the hauling of solid waste generated by the City in the course of City operations, pursuant to a contract with the City; and 7) engaged in Exhibit, Display, or Trade Show work at a special event on property owned by the City	OLSE	Annual: Second meeting in September
Provisional Employee Report	DHR/MTA	Annual: Second meeting in August
Annual Report on the Certification of Eligible – Entry and Promotion – Uniformed Ranks of Police and Fire	DHR	Annual: Second meeting in August
Position-Based Testing Program	DHR MTA	Annual: Second meeting in August
Annual Report on Future Employment Restrictions Placed - Report on separations and resignations of Permanent Civil Service and Exempt employees with future restrictions that were imposed or appealed; and the restrictions subsequently reduced, rescinded, and the appeal withdrawn	DHR/MTA	Annual: Second meeting in August
Department of Human Resources Report on the City and County of San Francisco Pre-Employment Conviction History Program	DHR	Every 2 years: Second meeting in September

ATTACHMENT E

Chart of Civil Service Rule Revisions and Various Items for Consideration

[illegible]

ATTACHMENT F

Goals, Objectives and Performance Measures

The following six (6) goals are focused on: 1) fulfilling the Commission's legal and Charter mandates; 2) supporting the Commission's purpose and mission through its six major program areas and functions; 3) advancing the Commission's objective to modernize and strengthen the operations of the City and County of San Francisco's merit system; and, 4) furthering the Commission's policy priorities as established in the annual Commission's Priority and Goals. The objectives support defining the goals, and the performance measures for each objective are indicators of service levels and the extent to which Commission staff is able to achieve those goals within the Fiscal Year.

Goal #1 Autonomy - Increase access to, and utilization of the Commission's information resources.

Objective	Performance Measures
Increase the availability of Information about the Commission.	• Ensure that all information on the Commission's website is accessible, accurate and current. • Seek ways to expand upon the information available on the Commission's website, and social media channels. Update the information as needed throughout the fiscal year. • Ensure compliance with Accessibility Regulation, Language Access Ordinance and SF.gov best practices for web postings.
Ensure that information on the Commission's website is intuitive and easily accessible.	• Continue to ensure that the Civil Service Rules are in a format conducive to printing (e.g. consistent font and paragraph spacing, review for legibility, etc.). • Maintain the posting of official Civil Service Rules in accessible PDF format.
Increase the availability of information on the Commission's website.	• Continue to increase the availability of information and documents under the Commission's purview on the Commission's website (e.g., post established policies, publications and relevant historical statistics, documents, staff reports, etc.).

Objective	Performance Measures
Ensure that Commission staff and the Commissioners have quick, efficient and easy access to the Commission’s historical documents and files for proper record retention purposes and any specific research needs.	• Continue to expand the use of the Commission’s web-based document management system: ○ Expand upon the types of accessible documents uploaded into the system (e.g., meeting material, policies, communications, publications and reports). ○ Require that all Commission staff use, access and/or upload documents into the document management system on a weekly basis throughout the fiscal year. ○ Convert paper reports and other Commission documents into digital files in the document management system. • Continue to review all Commission hard copy documents and files throughout the year. ○ Continue to purge all duplicative/unnecessary hard copy documents (either through proper destruction procedures or by sending them to storage at the San Francisco Public Library) and upload all relevant historical documents and files into the document management system.

Goal #2 Transparency – Create greater transparency and efficiencies in the Commission’s procedures and communications.

Objective	Performance Measures
Improve communications with appellants so that they understand the Civil Service Commission Rules, policies and meeting procedures.	• Review meeting procedures and protocols for peace officer appeals and work with counsel for recommended changes. • Continue to provide appellants with as much information as possible so that they understand meeting and appeal procedures. • Offer training/guidance to departments on how to prepare and present staff reports before the Commission. • Provide Monthly Training. • Conduct Survey for Satisfaction/Training Topics. • Publish Accessible Staff Report Template.
Communicate to departments the need for transparency when describing accurate information for use of Personal Service Contracts.	• Ensure depts clarify scope of work when initiating or modifying Personal Service Contracts and include an accurate description of each scope or phase of work for as-needed contracts to ensure transparency for stakeholders. • Provide semi-annual training for PSC coordinators.
Increase the use of electronic communications with departments and appellants; and create efficiencies with Commission stakeholders.	• Expedite and streamline the Commission’s communications with its stakeholders and reduce the Commission’s paper production and consumption in support of a cleaner, greener environment.
Issue all reports regarding Commission deliverables and achievements on a timely basis.	• Annual Reports due in September. • Year End Reports due in September. • Mid-Year Reports due in February. • Quarterly Reports on the status of pending appeals. • Annual Priority & Goals for the following fiscal year due in June.

Objective	Performance Measures
Ensure that Commission staff understand and are focused on supporting the Commission’s mission goals and objectives.	• Performance Plans due in August to include deliverables specifically tied to Commission’s annual goals and objectives.
Ensure that the Commission’s internal policies and administrative procedures are documented,	• Revisit and update as needed all Commission internal policies and standard operating procedures to ensure consistency and facilitate cross training.

updated, and maintained by Commission staff.	• Continue to perform Records Management (electronic). • Continue to respond to Public Records Requests.
---	--

Goal #3 Equity - Ensure the timely resolution of appeals so that merit system issues are addressed efficiently, effectively and fairly.

Objective	Performance Measures
Resolve appeals in a timely manner to the extent possible.	• Process 100% of appeals and requests for hearing within seven (7) days of receipt. (e.g., review for jurisdiction and timeliness, record the appeal into the Commissions Pending Appeal Log (PAL) and communication log, send appellants acknowledgement of receipt letters, and notify departments of the appeal and targeted hearing dates). • By the end of June, resolve and/or forward the Commission for scheduled hearings, the appeals received in the current Fiscal Year according to the established performance measures.

Objective	Performance Measures
Monitor appeals and develop strategies to improve the efficiency by which appeals are resolved.	• Evaluate the effectiveness of the Commission’s appeals policies and procedures (e.g., staff report deadlines, revised communications to departments, etc.), based on performance measure achievements over the past three fiscal years. By the end of June, implement any new, or adjust existing policies and procedures as appropriate for the next Fiscal Year. • Issue the Commission’s Meeting Schedule and Deadlines for the next Calendar Year no later than November of the previous year to ensure that departments are aware of staff report submission deadlines. • Regularly update and monitor the Pending Appeals Log and communicate with departments as appropriate to ensure that staff reports and appeals are submitted within a reasonable period of time. • Communicate monthly with the Department of Human Resources and City departments to review pending or potential complex issues and work towards resolution in collaboration. • Obtain advice and guidelines from the City Attorney’s Office as needed on legal issues concerning appeals to avoid delays and backlogs (e.g., closed session matters, privacy protections, Brown Act requirement, etc.).
Work collaboratively with departmental representatives, the Department of Human Resources and City Attorney’s staff to establish new or amend current Rules, policies and procedures to address changing needs as appropriate.	• Throughout the fiscal year, seek input from human resource analysts and managers on the effectiveness of the merit system and areas needing improvement. • Convene regular meetings of the Commission’s Committee on Policy and Rules Revision (COPAR) throughout the fiscal year to: 1) discuss and review with departmental human resources representatives any new Rules, policies or procedures, or needed/requested revisions thereto; and 2) seek departmental input on inconsistencies between the Civil Service Rules and current departmental practices, to recommend appropriate action to the Commission (e.g., consider proposing a Rule amendment, issue an Adviser to clarify Rule requirements, etc.).

Goal #4 Compliance - Work to ensure that the Civil Service Commission Rules policies and procedures are easily understood and known by all stakeholders, consistent, compliant with the law, and reflective of current and best practices.

Objective	Performance Measures
Review the Civil Service Rules series and recommend revisions/deletions/additions to the Rules for the Commission’s consideration as necessary and appropriate.	Review one Civil Service Rule series every other month on average and recommend revisions/deletions/additions for the Commission’s consideration. Revisions will be prioritized as follows: 1. Rules or provisions that conflict with, or that are otherwise inconsistent with the law. 2. Rules that are confusing, inconsistent with other Rules, or policies, or inconsistently applied by departments. 3. Rules or provisions that would support operational needs. 4. Rules or provisions that are no longer applicable. 5. Revisions that would consolidate or streamline the Rules. 6. Rules needed to address merit system issues discovered during Inspection service reviews or the Audit Program. 7. Clean-up (e.g., remove Rules that have expired, etc.)
Review existing Commission advisers and policies and procedures; and recommend revisions to existing advisers and/or policies and procedures, or the creation of new ones, as appropriate.	• Review at least one existing Commission adviser and policy every quarter and recommend revisions as appropriate for the Commission’s consideration. The Executive Officer will also recommend for the Commission’s consideration the creation of advisers and policies as needed and appropriate on merit system issues for which Commission stakeholders require more guidance. • The Executive Officer’s policy review will be prioritized based on directives from the Commission, requests from Commission stakeholders, and the frequency of Inspection Service complaints received on a particular issue.

Objective	Performance Measures
Conduct meet and discuss and facilitate meet and confer negotiations to adopt new and amended Rules, policies and/or procedures when required under state law.	As needed during the fiscal year, conduct meet & discuss sessions with the City's labor unions or attend meet & confer sessions conducted by the Department of Human Resources when appropriate with City's labor unions on any new or amended Rules or policies when required under state law.
Conduct best practice reviews of merit system matters in other jurisdictions.	Research best practices in the Bay Area and/or comparable jurisdictions (e.g., Los Angeles) at the request of the Commission during the fiscal year.
Provide outreach, training, and support to the Commission's stakeholders regarding the Civil Service Rules, policies and procedures.	- Upon request/as needed during the fiscal year, develop and conduct seminars and training on the merit system, the Civil Service Rules, policies and procedures and other matters under the jurisdiction of the Commission. - Give presentations and updates on merit system issues during the Department of Human Resources' monthly Human Resources Professional Group meetings. - Provide regularly scheduled training on the Merit System to human resources staff, managers, and racial equity leaders annually. - Offer to provide other Commission stakeholders with an overview of the merit system upon request (e.g., union representative/employee groups, operational managers, elected officials, Deputy City Attorney's, etc.). - Provide annual training on the Civil Service Commission Policy on Personal Service Contracts to PSC Coordinators, contract managers, project managers, elected officials and their staff, and labor representatives. - Seek input from the Commission's stakeholders on commonly misconstrued merit system matters, publish Frequently Asked Questions and develop new Advisers on recurring issues as needed during the fiscal year. - Offer to provide labor representatives with information on the Commission for their member newsletters upon request.

Goal #5 Authority - Strengthen the Commission’s ability to meet its Charter mandates and oversee the operation of the merit system.

Objective	Performance Measures
Review the operations of the merit system in City departments.	• Conduct twelve (12) or more departmental audits annually. • Resolve/complete within 60 days, 80% of Inspection Service Requests. • If Commission staff determines in the course of its audits and/or Inspection Service reviews that some department practices conflict with established Rules or policies, issue formal clarifying statements and/or trainings within 60 days so that all departments informed and adhere to applicable merit system requirements.
Increase the Commission’s access to information regarding the operation of the merit system.	• At the second meeting in August, submit for the Commission’s review its Calendar of Reports for the following Calendar Year (this details the reports that City departments are required to submit to the Commission each year). Include for the Commission’s review a list of available canned queries, reports and available information related to merit system matters if the Commission wishes to expand upon the information it currently receives from Commission staff and/or city departments (e.g., exempt appointment justifications, personal services contracts, examination plans, etc.). • By the end of December, issue the final Calendar of Reports to departments in advance. Additionally, issue an electronic reminder one month prior to each report’s due date.

Objective	Performance Measures
Ensure that departments comply with Commission’s requests for reports and/or additional information.	• When applicable, record any conditions, restrictions or reporting requirements that the Commission places on a Personal Services Contract (PSC). Maintain conditional approvals and Commission requests in ServiceNow to remind departments or their responsibility to report back to the Commission in a timely manner with the requested information. • When applicable, record and create a reminder system for any additional reports that the Commission requests throughout the fiscal year.
Complete/coordinate all Charter mandated wage/benefit surveys requiring Commission certification under the Charter.	• By the end of November, develop a work plan and schedule for achieving Charter mandated surveys for the fiscal year. • Utilize a reminder system for departmental reports to ensure that Charter-mandated surveys are timely submitted (e.g., Office of Labor Standards and Enforcement prevailing wage survey, and Department of Human Resources survey of nurse salaries and benefits). • No later than the second meeting in May, complete the salary survey for the Board of Supervisors in accordance with Charter Section 2.100 Compensation and Salary Elected Officials Salary.
Ensure that the Commission’s budget in each fiscal year is sufficient so that it can adequately carry out its Charter obligations to oversee the merit system.	• Negotiate with the Mayor’s Budget Office, Controller’s Office and Board of Supervisors to maintain the Commission’s budget in the following fiscal year at an adequate level to support its operations, Charter functions and merit system goals and objectives.

Goal #6 Vision - Mayor's vision for San Francisco as a clean, safe, vibrant and inclusive City of shared prosperity.

Objective	Performance Measures
Coordinate a pilot task force/committee spear headed by representatives from Civil Service Commission, Department of Human Resources, Office of Racial Equity, San Francisco Unified School District, Community College District, and the City's Workforce Development Agency.	• Participate in the Office of Racial Equity Committees and work groups to understand the challenges working towards a diverse, equitable and inclusive city. • Review Rule, policies, and procedures and collaborate with the Department of Human Resources and the Municipal Transportation Agency in researching methods to expand diversity and equity. • Meet with management, union representatives, and other stakeholders to identify tools to expand diversity and equity. • Strategize on how to coordinate City efforts in various Departments for assisting disenfranchised or struggling families searching for support in securing sustainable employment with the City and County of San Francisco. • Assist in training and outreach to understand the Merit System and employment opportunities with the City and County of San Francisco and with private employers throughout the City. • Assist Departments with developing new programs of opportunity and provide a resource for engagement with their program leaders.
Strengthen Links for Connective Services	• Collaborate with Labor partners and Workforce Development, Human Rights Commission and the Department of Human Resources to provide resources, training opportunities, internship, trade or apprenticeship programs to gain qualifying experience for future employment. • Collaborate with other City departments, Community College District and other training venues and recruitment fairs to provide merit system employment information. • Coordinate resources with other City departments requesting merit system support or training.