

CSC RECEIPT STAMP



SFMTA

San Francisco Municipal Transportation Agency

Post Eligible List Selection Process

November 2, 2026

William “Bill” Miles II, Talent Acquisition Senior Manager
Kitty Wong, Talent Acquisition Division Services Manager
Ruby Liu, Talent Acquisition Employment Services Manager

Presentation Agenda

- ⌘ Transit Operator Hiring
- ⌘ Non-Transit Operator Hiring
- ⌘ **Questions**





Transit Operator Hiring

Transit Operator Hiring

Historical Challenges

- Strict Minimum Qualifications for driving records
- Many candidates got on the list but were never heard from again
 - Length of time to hire after list adoption was factor
 - Getting the necessary permit was also considered a relevant hindrance
- Can only train so many operators at a time
- Training classes are nine weeks with a strict attendance policy
- Attrition outpaces hiring (Average 250 operator separations annually)

Remedies since 2021

- Performed a nationwide review and lowered the threshold to qualify with moving violations
- New exam process focuses on driver license requirements; those more ready to be hired are at the top of the eligible list
- Greater outreach of requirements to be hired and CityDrive Program
- Focused attention on operators class at job fairs
- Increased the size of training department; doubled size of training

Transit Operator Hiring

Results

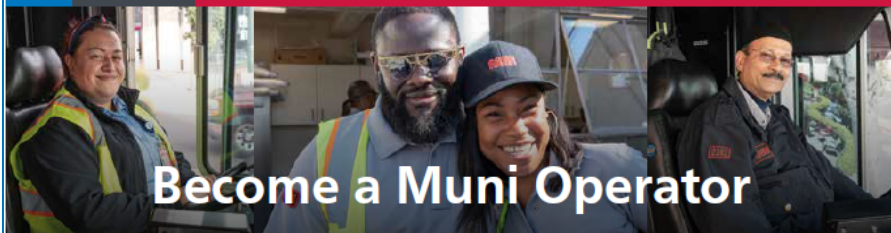
- No losses noted to candidate pool, but increase in qualified individuals (88% percent of candidates qualified on recruitment launched with changes)
- More candidates had their permit ready upon list adoption, resulting in faster hiring
- 73% increase in hiring from FY21-22 (245 appointments) and FY22-23 (424 appointments)
- For the first time in over a decade, we were able to obtain full staffing for the Transit Operator role
- At this time, we are just hiring based on attrition, which has meant further changes were necessary to slow down the recruitment process and manage candidate expectations



**Become
a Transit
Operator**

**SIGN-UP
NOW**





Become a Muni Operator

The San Francisco Municipal Transportation Agency (SFMTA) is recruiting for full-time and part-time Permanent 9163 Transit Operator positions. We have over 300 positions open for qualified candidates!

Jump start your career in transportation and become a Muni Operator. Whether you're driving Muni's fleet of buses, trains, historic streetcars or world-famous cable cars, as a Muni Operator you're playing an important role in San Francisco. Interested in a job with excellent benefits, great compensation and a sense of civic pride? Apply today!

Muni Operators Enjoy:

- 9 Weeks of Paid Operator Training
- The rate of pay for a trainee is \$29.61 per hour
- Great Salary, Health Insurance, Retirement, Educational Benefits
- Opportunities to Grow a Career
- Pride in Serving the Public

Driving Record Requirements (Previous 3 Years)*:

- Possession of a Driver License for the past three years
- No more than 1 moving violation in the past 12 months
- No more than 3 moving violations in the past 36 months
- No accidents where applicant contributed to the cause
- No more than 1 suspension, revocation or probation of license for a cause involving the unsafe operation of a motor vehicle
- No convictions for leaving the scene of an accident involving bodily injury or death, reckless driving or driving under the influence of alcohol or drugs

We will train you for your commercial driver's license!

Qualities We Are Looking For*:

- Must be at least 21 years old
- High School graduation (or equivalent)
- One year of public contact or customer service experience
- Possession of or ability to obtain a Class B license with passenger endorsement and the ability to drive vehicles with airbrakes (not required at time of application)

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

Application period open from December 28, 2022 to January 31, 2023

For more information, visit [SFMTA.com/Operator](https://www.sfmta.com/Operator)



*See official job announcement for full details of minimum qualifications.



SIGN UP FOR JOB ALERTS

The San Francisco Municipal Transportation Agency (SFMTA) has nearly 200 types of positions that we hire. We cannot open all positions at once or even annually, though we try to obtain new fresh applicant pools based on hiring priorities. If a position is not open currently that you are interested in the best thing for you to do is to sign up for job alerts.

A job alert is a notification that gets sent to you, via email, on the night that a job you have stated interest in opens. For those that may be familiar with our previous system, there is no longer a need to renew a job alert on a yearly basis. Once you sign up for a job alert, you will continue to get notified until you tell our system to stop notifying you.

1. Go to [SFMTA.com/JoinOurTeam](https://www.sfmta.com/JoinOurTeam) and locate the Job Alert link, or simply scan the QR Code below to access the form.
2. Complete the first three fields of the form with your contact information.

Create job alert	
First Name	Last Name
Email Address	Keyword

3. In the Keyword field, state a keyword of interest.
 - a. Only enter one keyword.
 - b. If there is a job of specific interest to you, one option is to list the Job Code (4 digit number) as the keyword in the form.
 - c. Alternative keywords can be terms such as "clerk", "electrician", "planner" or "manager". Entering keywords like this will sign you up to for all opportunities that include this keyword in the job title.
4. Skip the remaining fields, agree to receive emails from us, prove you are not a robot and click the "Create a Job Alert" button.
5. Go check your email! Upon submittal the system will send an email for you to confirm that you made the request. This is to stop bad actors from signing up others and spamming their account. Check your spam/junk email if you do not see the message within a few minutes. If you still do not see a message, try completing the form again as you may have incorrectly entered your email address.
6. Submit additional forms by repeating the above steps for more keywords of interest to you.
7. Ensure your spam filter accepts emails from no-reply@smartalerts.info.
8. Look out for emails from us and apply when a job matches your interests and experience!

For more information, visit [SFMTA.com/JoinOurTeam](https://www.sfmta.com/JoinOurTeam)

Job Alerts are courtesy notifications and not guaranteed. Check our website often for new jobs.



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



BECOME A MUNI OPERATOR: Driver's Record & CLP Guide

Effective October 2025

OBTAIN A DRIVER'S RECORD (K-4)

After you apply for the SFMTA Transit Operator (9163) position and are notified of your score/rank by the SFMTA Exams team, the SFMTA Hiring team will request you to provide a copy of your driver's record (K-4) dated within the past 30 days of the date of request. Below are two ways to obtain a driving record:

- Visit your local California Department of Motor Vehicles (DMV) or kiosk and request your driving record (K-4); OR
- Visit the California Department of Motor Vehicles website: <https://www.dmv.ca.gov/portal/>
 - Click on "Driver's Licenses & IDs"
 - Select "Request Driver Record"
 - Select "Start driver's record request"
 - Create an account or if you have already created an account, log in by entering your email address password
 - A \$2.00 fee is required to be paid to DMV by debit/credit card or bank account to obtain your driver's record (K-4).
 - Print or save an electronic copy of your driver's record and send the copy to DriveMuni@SFMTA.com (subject line: K-4 (Last Name, First Name))

ACCIDENTS OR MOVING VIOLATIONS ON YOUR DRIVER'S RECORD?

To be considered qualified, one cannot have more than one (1) moving violation in the past 12 months or three (3) violations in the past 36 months. Individuals may complete a CA DMV approved driving improvement class to remove points associated with such moving violations from their record.

Candidates cannot have any accidents within the past three years for which they were determined to have contributed to the cause. If you have had an accident in the last three years, please contact your auto insurance provider to request a "Proof of No-Fault" letter.

OBTAIN A COMMERCIAL DRIVER'S PERMIT (CLP) CLASS B

Before you can complete the hiring process for the Transit Operator position you must obtain a valid California Commercial Class B License or Commercial Learner's Permit (CLP) with both Passenger and Air Brake endorsements. To get your Commercial Learner's permit, you must visit your local California Department of Motor Vehicles location.

- CLP candidates must have a valid standard CA non-commercial driver's license (DL)
- Complete the CDL application to take the exam for the Commercial Learner's Permit (class B)
- Provide proof of your social security number (SSN)
- Verify your identity and proof of residency. A list of acceptable documents can be found at: <https://www.dmv.ca.gov/portal/file/california-commercial-driver-license-documents-list-pdf/> or <https://www.dmv.ca.gov/portal/file/residency-documents-list-pdf/>
- Pay the \$98.00 application fee
- A Medical Examiner's Certification will be provided to you by the SFMTA and you will need to submit it to DMV once you have passed the exam

For more information on how to apply for a CLP, visit the CA DMV website and select "How to Apply for a Commercial Learners Permit": <https://www.dmv.ca.gov/portal/driver-licenses-identification-cards/commercial-driver-licenses-cdl/>

The CA DMV provides a Commercial Driver Handbook that can be picked up at a DMV location or you can review an electronic copy on their website: <https://www.dmv.ca.gov/portal/file/california-commercial-driver-handbook-pdf/>



To successfully fulfill the requirements for the Transit Operator position, you obtain a Commercial Learner's Permit (Class B) with the (P) endorsement and no restrictions on air brakes. You must pass a **General Knowledge test**, as well as specific tests for **Air Brakes** and **Transporting Passengers** to. You should carefully read and study the following sections in the [Commercial Driver Handbook](#):

COMMERCIAL LEARNER'S PERMIT AREAS TO STUDY FOR CLASS B*	
Section 1: Introduction	Section 5: Air Brakes For drivers who drive or tow vehicles with air brakes which is required for the Transit Operator role
Section 2: Driving Safely	Section 11: Vehicle Inspection Test
Section 3: Transporting Cargo As a Transit Operator you won't be transporting cargo, but the General Knowledge section does have questions about loading and balancing cargo that you will have to know.	Section 12: Basic Control Skills Test
Section 4: Transporting Passengers Safely	Section 13: Road Test

*Most of the questions on the CLP Commercial B test will come from the section above, but there is always the possibility of a question from another section of the book. Please review the entire book to ensure a passing test score.

You have three attempts to pass each of the required knowledge tests. If you fail the same test three times, your application is no longer valid, and you need to reapply.



Upon hire and successful completion of the SFMTA's Transit Operator training, YOU WILL QUALIFY FOR YOUR COMMERCIAL DRIVER'S LICENSE (CDL)

COMMERCIAL LEARNER'S PERMIT STUDY RESOURCES

Sample CLP written tests are available on the CA DMV website:

Sample Written Test 1: <https://www.dmv.ca.gov/portal/driver-education-and-safety/educational-materials/sample-driver-license-dl-knowledge-tests/sample-commercial-drivers-written-test-1/>

Sample Written Test 2: <https://www.dmv.ca.gov/portal/driver-education-and-safety/educational-materials/sample-driver-license-dl-knowledge-tests/sample-commercial-drivers-written-test-2/>

There are many study guides and practice tests online that may assist you to prepare for the CLP examination. Type in "CA CLP Study Guide" in the search bar using Google.com or Bing.com to review the materials available. Please note that the CA Commercial Driver Handbook is the main source of information as you prepare.

CITYDRIVE PROGRAM

If you need financial support or additional assistance with obtaining your Commercial Learner's Permit, the CityDrive Program is recommended for you. CityDrive offers a two-week course to guide candidates on important information to prepare you for the DMV tests. They also provide assistance with obtaining the required DOT Medical and can help you renew your permit, if necessary. Candidates who submit an application and are successful in the examination process will receive more information on how to sign up for CityDrive.

SFMTA WEBSITE - BECOME AN OPERATOR

For more information, please visit our website at <https://www.sfmta.com/driver>



We're looking for our next Muni bus operator class, will you be part of it?



Considering a new career?

Look no further than here at Muni. We have multiple open positions for professional Operators & other career paths.



CityDrive Training Program

Partnership with the Office of Economic & Workforce Development (OEWD) and FACES SF

- Training for candidates seeking to receive a Class B Permit for the purposes of employment
- **FREE** program provides access at no cost:
 - DMV Class B permit testing
 - DOT medical evaluation
 - Birth certificate obtainment
 - Job readiness & referral services
- Coming out of pandemic, started advertising CityDrive at time of application resulting in quicker hires
- Now that we are near fully staffed, have gone back to only informing candidates once they are on the eligible list as the permit only lasts six months originally, with a maximum six month extension

CityDrive Flyer



FREE
CLASS B PERMIT
CAREER ADVANCEMENT
PROGRAM

TAKE THE NEXT STEPS TOWARD YOUR COMMERCIAL DRIVING CAREER

Already pursuing a commercial driving career? City Drive is a three-week virtual workforce training program designed to help qualified participants obtain their Class B Permit. This program is intended for individuals who have already applied for Class B driving positions and need their permit to advance in the hiring process.

4-WEEK HYBRID WORKFORCE TRAINING

PROGRAM ELIGIBILITY

- ✓ Valid California Driver's License
- ✓ Either proof of being on SFMTA's 9163 Transit Operator eligibility list or a letter of intent to hire from a commercial/transit driving employer.
- ✓ Clean driving record with **NO POINTS** on your DMV record.
- ✓ Ability to read, write, and communicate effectively in English. (Instruction is provided in English only.)

TO OBTAIN YOUR CLASS B PERMIT

Participants must provide the following when applying for their Commercial Learner's Permit (CLP) at the DMV:

- ✓ Social Security Card
- ✓ Original Birth Certificate or U.S. Passport
- ✓ Proof of California Residency (Real ID requirements)
- ✓ Meet all applicable DMV eligibility requirements

FREE SERVICES INCLUDED

- DMV CLASS B PERMIT TRAINING
- DOT MEDICAL EXAMINATION
- BIRTH CERTIFICATE OBTAINMENT
- JOB REFERRAL SERVICES
- PAID FEES FOR ALL THE ABOVE!

Services provided to qualified participants at no cost.

SCAN TO ENROLL!
Complete our interest form to get started.

CONTACT US
Visitation Valley Job Center
1099 Sunnyside Avenue
San Francisco, CA 94134
Office: (415) 239-8705
Email: citydrivecamp@fcessf.org

YOUR CAREER. OUR SUPPORT.
LET'S DRIVE FORWARD TOGETHER!



One-Day Document Review Events

- For individuals on current hiring list only
- Allows for in-person review of hiring documents (DMV record, medical cert, permit/license copying, etc.)
 - Helps candidates understand requirements of role and what HR needs to complete hiring
- Attendance by Transit Division and CityDrive
- Fully qualified candidates may be able to be fingerprinted same day and sign up for drug testing
- Rejected individuals advised on how to sign up for the next exam process



Non-Transit Operator Hiring

Agency Overview

- SFMTA employs close to 6,000 employees in over 200 different job classifications.
- Employment opportunities exist in parking, IT, engineering, planning, street signage, meter repair, inspection, security, traffic and transit operations, maintenance, professional and clerical roles, and more.
- The SFMTA hires and promotes employees based on a merit system and conducts selection processes designed to select the best-qualified people through an open, competitive process.



Careers that Move You

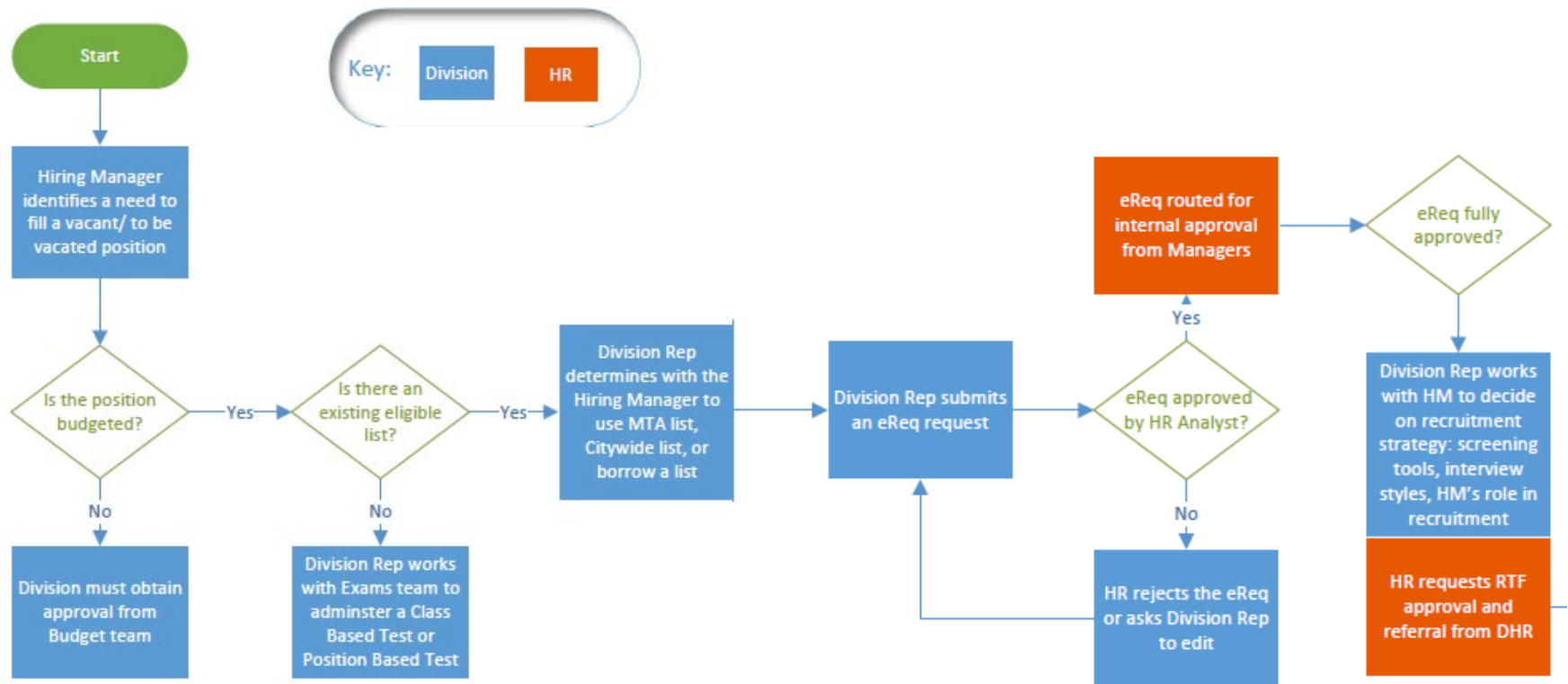


[SFMTA.com/careers](https://sfmta.com/careers)

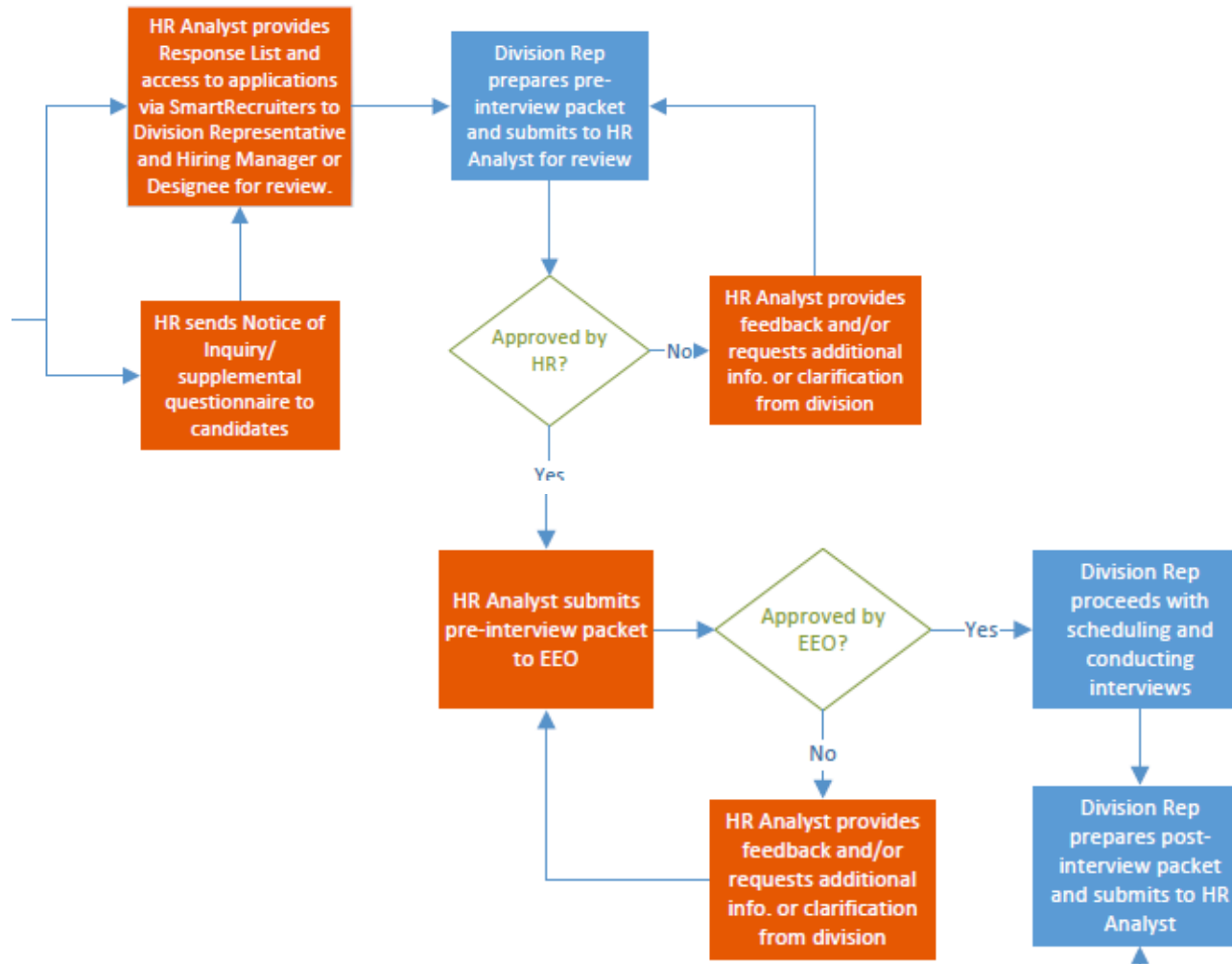
Key Parties

- **Talent Acquisition Division Services (TADS)** = The HR team that works with divisions to determine hiring priorities, review compliance with HR rules and City policies, and coordinates selection process with the hiring division.
- **Equal Employment Opportunity (EEO)** = The SFMTA team (not HR) that reviews pre- and post- interview packets and provides concurrence on final selections.
- **Division Representatives** = Individuals who coordinate recruitment activities and express divisional hiring priorities between hiring managers and TADS. They ensure selection process compliance with City, HR and EEO policies and rules. Div Reps will also review recruitment related documents for completion before final submission to TADS.
- **Hiring Manager** = An individual who manages the position to be filled.

PCS Hiring Process Workflow



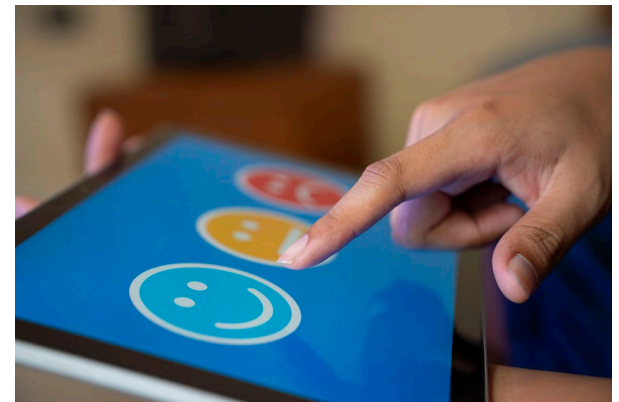
PCS Hiring Process Workflow cont.



Post-List Selection Procedures

Hiring division to decide what merit-based selection process to use, which could be any or a combination of the following:

- Hiring based on rank on the eligible list
- Hiring based on screening of candidate responses to Notice of Inquiry (NOI) or Referral Questionnaire (RQ)
- Performance assessment (Written Communications activity, completing a data spreadsheet, etc.)
- Filtering qualified candidate pool based on desirable qualifications
- Oral interviews
- Review of internal records such as performance, discipline and driving records



Post-List Selection Procedures

These post-referral screening procedures are specified in CSC No. 2014-16:

A. Appointing Officer's Discretion

An appointing officer is afforded a great deal of discretion and authority in both determining the appropriate non-discriminatory and merit-based method to screen eligibles who have expressed interest in a position, as well as in ultimately selecting the candidate that he or she believes is best-suited to perform the duties of the specific position to be filled based on that screening process.

The Department Head is responsible for selecting the best qualified eligible utilizing uniform nondiscriminatory merit based selection procedures. [...] **The department head/designee may determine the appropriate method to screen eligibles who have expressed interest. This screening process must be non-discriminatory and merit system compliant and could include, but is not limited to resumes, updated applications, writing exercises, work samples, skills checklists, and performance reviews.** [Emphasis added.]

B. Post-Referral Screening Criteria and Selection Processes

Provided that they are appropriately documented and uniformly applied, such nondiscriminatory merit-based screening and selection criteria *may* include, for example, any one or more of the following: performance on the examination; responses to job-related panel interview questions; performance assessments; reviews of examination application materials and/or written supplemental submissions (e.g., to determine the possession of desirable qualifications as posted on the examination announcement); work performance; disciplinary history; reference checks; etc.

Pre-Interview Packet

This packet is intended for the hiring division to specify how they will make their final hiring selection. The packet includes, but is not limited to the following:

- Response list of candidates who were eligible to be considered
- If applicable, any filtering methods used to narrow the pool of candidates to consider
- Panel diversity make-up plus alternative(s)
- Second round criteria, if applicable
- Interview questions and rating criteria
- Tiebreakers



Pre-Interview Packet

Process:

- Division submits packet to HR TADS
- TADS reviews packet for completeness and any glaring issues such as incomplete rating guidelines or a non-diverse panel
 - TADS may send back packet for revisions or provide recommendations to consider
- Packet is sent to SFMTA EEO for review and approval
 - EEO may require the division to make changes
- Hiring division is not allowed to schedule candidates for interviews unless EEO has approved of their packet



Post-Interview Packet

This packet is intended for EEO to be able to review the process, to ensure that hiring was consistent and fair, and to approve of the hire. The packet includes, but is not limited to the following:

- Declines/No Shows for interviews
- Panelist confidentiality forms
- Score sheets from all panelists
- Scoring summary
- Determination of finalists to select
- Justification, if necessary, for not choosing the top candidate(s) in the interview process
- If applicable, any issues that arose or deviations from the pre-interview packet



Post-Interview Packet

Process:

- Division submits packet to HR TADS
- TADS reviews packet for completeness and any glaring issues such as incomplete ratings, scoring discrepancies, etc.
- Packet is sent to SFMTA EEO for review and approval
- EEO either concurs or does not concur with finalists
 - If EEO does not concur, this may result in certain additional steps being required or a new process needing to be conducted
- After concurrence, TADS proceeds with conditional offer letters for selected finalists
- If a finalist declines or does not pass pre-employment steps, EEO provides concurrence for new finalists



