Civil SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure Number Two for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: _____ - _____ -

2. For Civil Service Commission Meeting of:

3. Check One: Ratification Agenda
   Consent Agenda
   (Regular Agenda)
   Human Resources Directorσ Report

4. Subject: DHRPSC0005523

5. Recommendation:

6. Report prepared by: Quoc Truong Telephone number: (650) 821-2029

7. Notifications: **(Attach a list of the person(s) to be notified in the format described in Civil Service Commission Procedure Number Two).**

8. Reviewed and approved for Civil Service Commission Agenda:

   Human Resources Director:

   Date:

9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

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

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

CSC RECEIPT STAMP

Attachment

SAN FRANCISCO INTERNATIONAL AIRPORT

November 5, 2026

Ms. Sandra Eng
Executive Officer
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102

RE: Airport's Report as Requested by the Civil Service Commission for DHRPSC0005523, Facilities Maintenance and Repair Support Services

Dear Ms. Eng:

At the Civil Service Commission meeting on November 3, 2025, the Civil Service Commission conditionally approved DHRPSC0005523 for Facilities Maintenance and Repair Support Services for the San Francisco International Airport (Airport), provided that the Airport report back to the Commission with an update on the hiring process.

We hope that this addresses the Commission's request. Please let us know if there are further questions. You can reach me at (650) 821-2026. Thank you.

Sincerely,

Sung Kim

Sung Kim
PSC Coordinator, Airport

CC: Jennifer Acton, Director of Maintenance
Tim Vo, Principal Contracts Support Analyst
Quoc Truong, Principal Administrative Analyst

AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE MAYOR | **MARK BUELL** PRESIDENT | **SUSAN LEAL** VICE PRESIDENT | **JOSE F. ALMANZA** | **NANCY TUNG** | **SUZY JONES** | **MIKE NAKORNKHET** AIRPORT DIRECTOR

POST OFFICE BOX 8097 SAN FRANCISCO, CA 94128 TEL 650.821.5000 **FLYSFO.COM**

Airport's hiring update as requested by the Civil Service Commission (CSC) for DHRPSC0005523.

Background:

On November 3, 2025, the CSC conditionally approved DHRPSC0005523 for Facilities Maintenance and Repair Support Services for the San Francisco International Airport (Airport) requesting that the Airport report back with an update on the 0923 and 182X series hiring process.

Hiring Updates:

The Airport has a facilities support team that provides administration and management of maintenance and repair projects for multiple facilities including, but not limited to, buildings, terminals, systems, and equipment.

The facilities support team is currently filled with two 1823s Senior Administrative Analyst and one 1824 Principal Administrative Analyst. Four new positions need to be filled with one 0923 Manager II and three 1823s.

The facilities support team started the hiring process for the 0923 Manager II position. This position was included in the fiscal year (FY) 26/27 operating budget proposal; however, funding for the position was not approved due to budget constraints. The Airport will reassess the availability of funding during the next budget cycle.

The three 1823 Senior Administrative Analysts are temporary (TEX) positions. The facilities support team will request two 1823s during FY 26/27. If approved, the Airport anticipates starting the hiring process for the two TEX 1823s sometime in calendar year 2027. During the following FY 28/29, facilities support team will request the remaining one TEX 1823 position.

Additionally, the Airport restructured its procurement team to centralize procurement staff and standardize procurement processes. With the restructuring of the Airport procurement operations, the procurement services team provides support and assistance to the facilities support team on maintenance and repair projects. Although the facilities support team is not able to hire staff during FY 26/27, the Airport is actively hiring related positions in the procurement services team to assist the facilities support team. During this calendar year, the procurement services team hired one 1823 Senior Administrative Analyst and one 1824 Principal Administrative Analyst to assist the facilities support team with maintenance and repair projects. The procurement services team is actively recruiting for one 0931 Manager III, and this position will also assist the facilities support team.

Conclusion:

The Airport prepared the hiring status update report for DHRPSC0005523.

From:	The Civil Service Commission
To:	Alfy Wong (AIR); Cynthia Avakian (AIR); Quoc Truong (AIR); Sung Kim (AIR); Jennifer Acton (AIR)
Subject:	AIR [DHRPSC0005523] was approved by CSC on 2025-11-03
Date:	Wednesday, November 5, 2025 12:16:31 PM
Attachments:	image image

CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

NOTICE OF CIVIL SERVICE COMMISSION ACTION

Hello Cynthia Avakian,

At its meeting on **2025-11-03 14:00:00 PST**, the Civil Service Commission had for its consideration the AIR PSC [DHRPSC0005523].

The Civil Service Commission, APPROVED PSC [DHRPSC0005523] on 2025-11-03.

CSC Approval Type: Conditional Approval Granted

Relevant Comments:

Report Back Date: 2026-11-02
Report Back Reason: Approve the PSC by reducing the duration to 3 years and report back to the Commission with an update on the 0923 and 182X series hiring process on November 2, 2026. (3-0)

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

NOTE: It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.

CIVIL SERVICE COMMISSION

Sandra Eng | Executive Officer

PSC Summary
==========
Record Number: DHRPSC0005523 v 1.0
Description of Proposed Work: Facilities Maintenance and Repair Support Services

Request Type: New

Approval Type: CSC Approval
CSC Review Reason(s):
CSC Approval by Amount

Submitting Department: AIR
Dept PSC Coordinator: Cynthia Avakian
Dept PSC Coordinator Email: cynthia.avakian@flysfo.com

Dept PSC Coordinator Phone: +1 (650) 821-2014
DHR Admin/Reviewer: Suzanne Choi
CSC Admin/Reviewer: Elizabeth Aldana
PSC Amount: $6,000,000.00
PSC Duration (months): 60
Funding Source(s): City Funds
Scope of Work: The San Francisco International Airport (Airport) has a facilities support team that provides administration and management of maintenance and repair projects for multiple facilities including, but not limited to, buildings, terminals, systems, and equipment. Due to recent completion of several major capital improvement projects, the increased number of maintenance and repair projects exceed current staff workload capacity. Airport requires additional resources to assist with the transition and management of capital projects to maintenance and repair projects, and to assist with management of existing maintenance projects. Contractor support services include: 1) reporting on projects status, performance and compliance, 2) gathering data and analysis of technical specification and requirements, government regulations, and warranty documentation, 3) planning and management of projects, 4) providing cost estimates, and 5) administration and management of projects documentation and records.
Job Class(es): 1823 - Senior Administrative Analyst, 0923 - Manager II

PSC Justification(s)
==========
Temporary services needed to address a transitional or short-term situation

Take me to the PSC Record

Ref:TIS6250749_UQagVyazwOCPXQKNBe1G

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: AIR
Submitted By: Quoc Truong
Department Coordinator: Cynthia Avakian, cynthia.avakian@flysfo.com
Project Manager: Jennifer Acton

ServiceNow Number: DHRPSC0005523
Version: 0.01
Version Type: New

Brief description of proposed work: Facilities Maintenance and Repair Support Services

Review Type and Reason

CSC Review Required: Yes
CSC Review Reason(s):
- Requires CSC Approval by Amount

Amount

PSC Amount: $6,000,000
Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration
PSC Duration (Months): 60

Funding

Funding Source: City Funds
Special circumstances related to funding: No

Scope of Work

Clearly describe scope and detail the services to be performed: The San Francisco International Airport (Airport) has a facilities support team that provides administration and management of maintenance and repair projects for multiple facilities including, but not limited to, buildings, terminals, systems, and equipment. Due to recent completion of several major capital improvement projects, the increased number of maintenance and repair projects exceed current staff workload capacity. Airport requires additional resources to assist with the transition and management of capital projects to maintenance and repair projects, and to assist with management of existing maintenance projects. Contractor support services include: 1) reporting on projects status, performance and compliance, 2) gathering data and analysis of technical specification and requirements, government regulations, and warranty documentation, 3)

Post Union Notification

planning and management of projects, 4) providing cost estimates, and 5) administration and management of projects documentation and records.

Why are these services required and what are the consequences of denial?: The increased number of maintenance and repair projects from recent completion of capital improvement projects exceed current staff workload capacity. The facilities support team is currently filled with two 1823s and one 1824, and four new positions that need to be filled. The Airport is at the beginning of the hiring process for a 0923 classification, and three budgeted 1823s are anticipated to be filled in three to five years. Contractor support services will be temporary until the Airport fills the new positions and they are trained by staff. The consequences of denial may include delayed facilities maintenance and repair services at the Airport impacting passengers, airlines, and/or staff with comfort, safety, security, and accessibility.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: All professional services contracts in excess of the Minimum Competitive Amount are submitted to the Airport Commission for approval.

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?: No
Q2 - Does performing these services cause a conflict of interest?: No
Q3 - Are these proprietary services City is not authorized to do?: No
Q4 - Does City lacks necessary facilities/equipment?: No
Q5 - Are the services required on a temporary basis or on a long-term basis?: Temporary Basis
Q5a) Explain the Temporary basis of the services: Services needed to address a transitional or short-term situation
Q5b) Why do you believe this to be a transitional or short-term situation?: The increased number of maintenance and repair projects exceed current staff workload capacity. The Airport anticipates filling the four new positions during the PSC duration. Contractor support services will be temporary until the Airport fills these new positions and they are trained by staff.
Q5c) How will you ensure the services aren't needed once this PSC request has ended?: The Airport anticipates filling the four new positions during the PSC duration. Once these new positions are filled and they are trained by staff, the facilities support team will have enough staff to manage and support the increased number of projects. The contract will have an initial term

of three years with an option to extend for two years. The Airport will not exercise the option to extend if the services are no longer needed.
Q5d) Describe the required skills and expertise needed to perform the services: Expertise and knowledge in airport facilities and how they function. The ability to analyze technical project specifications and documents.
Q5e) Does the Department have employees with the required skills and expertise?: Yes
Q5f) Explain why the employees are not able to perform these services: Employees can provide the services, but additional resources are needed to support existing staff with the increased number of facilities maintenance and repair projects.
Q5g) Will the services terminate upon resolution of the situation?: Yes

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1823 - Senior Administrative Analyst, 0923 - Manager II
Labor Unions: 021 - Prof & Tech Eng, Local 21, 351 - Municipal Exec Assoc-Misc
Labor Union Email Addresses: L21pscreview@ifpte21.org, staff@sfmea.com
Union Review Sent On: 9/4/2025
Union Review End Date: 10/4/2025
Union Review Duration Met On: 10/4/2025

Post Union Notification

Notification List:

Jennifer Acton, Airport	jennifer.acton@flysfo.com
Tim Vo, Airport	tim.vo@flysfo.com
Quoc Truong, Airport	quoc.truong@flysfo.com
Sung Kim, Airport	sung.kim@flysfo.com