



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED
MAYOR

Sent via Electronic Mail

October 24, 2024

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Christine Bao Tran Truong
[REDACTED]
[REDACTED]

SUBJECT: APPEAL BY CHRISTINE BAO TRAN TRUONG APPEALING THE DISQUALIFICATION OF THEIR APPLICATION FOR THE H004 INSPECTOR, FIRE DEPARTMENT EXAMINATION.

Dear Christine Bao Tran Truong:

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on November 4, 2024, at 2:00 p.m. You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at www.sf.gov/CivilService under "Meetings" no later than end of day on Wednesday, October 30, 2024. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached to this email.

In the event that you wish to submit any additional documents in support of your appeal, please submit **one hardcopy 3-hole punch, double-sided and numbered at the bottom of each page to the CSC Office at 25 Van Ness Ave., Suite 720 and email a PDF version to the Civil Service Commission's email at civilservice@sfgov.org by 5:00 p.m. on Tuesday, October 29, 2024**, please be sure to redact your submission for any confidential or sensitive information that is not relevant to your appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

It is important that you or an authorized representative attend the hearing on your appeal. **You will have up to 5 minutes for your presentation.** Should you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance. As a reminder, you are to be honest and forthright during all testimony and in all documentation that you provide to the Civil Service Commission.

You may contact me at (628) 652-1100 or at Lavena.Holmes@sfgov.org if you have any questions.

CIVIL SERVICE COMMISSION

LAVENA HOLMES
Deputy Director

Attachment

Cc: Chief Sandra Tong, Fire Department
Deputy Chief Darius Lutropp, Fire Department
Deputy Chief Shayne Kaialoa, Fire Department
Jesus Bushong, Fire Department
Theresa Ludwig, Fire Department
Carol Isen, Department of Human Resources
Anna Biasbas, Department of Human Resources
Lisa Pigula, Department of Human Resources
Jeanne Buick, Department of Human Resources
Jen Lo, Department of Human Resources
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

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

D. Policy on Materials being Considered by the Commission

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

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

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

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

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

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

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take in-person public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

* **Temporary Wheelchair-accessible entrances are located on Van Ness Avenue and Grove Street. Please note the wheelchair lift at the Goodlett Place/Polk Street is temporarily not available. After multiple repairs that were followed by additional breakdowns, the wheelchair lift at the Goodlett/Polk entrance is being replaced for improved operation and reliability.**

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email civilservice@sfgov.org to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554-7854, by e-mail: sotf@sfgov.org, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

San Francisco Lobbyist Ordinance

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



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Numbers: **0176 - 24 - 4**
2. For Civil Service Commission Meeting of: **November 4, 2024**
3. Check One:
 - Ratification Agenda
 - Consent Agenda
 - Regular Agenda
 - Human Resources Director's Report
4. Subject: **Christine Bao Tran Truong Appealing the Disqualification of Their Application for the H004 Inspector, Fire Department Examination**
5. Recommendation: **Adopt the report of the Department of Human Resources and deny the appeal by Truong.**
6. Report prepared by: Isabelle Choy Telephone number: **628-652-0724**
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).**
8. Reviewed and approved for Civil Service Commission Agenda:
Human Resources Director:

Date: 10/22/2024
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

**Executive Officer
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102**
10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

Attachment

CSC RECEIPT STAMP

San Francisco Fire Department Notification List

Christine Bao Tran Truong
[REDACTED]

Carol Isen, Human Resources Director
Department of Human Resources
1 South Van Ness Avenue, 4th Floor
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carol.isen@sfgov.org

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Jesusa Bushong
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415.558.3463 [fax]
Jesusa.Bushong@sfgov.org

Jen Lo
Public Safety Team Manager
Department of Human Resources
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San Francisco, CA 94103-5413
Jen.Lo@sfgov.org

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



DATE: October 22, 2024

TO: The Honorable Civil Service Commission

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

FROM: Isabelle Choy, Senior Human Resources Analyst, Public Safety Team
Jen Lo, Public Safety Team Manager, Public Safety Team

RE: **Register No. 0176-24-4: Christine Bao Tran Truong Appealing the Rejection of their Application for the H004 Inspector, Fire Prevention Examination**

Background

The job ad for H004 Inspector, Fire Prevention [see Attachment A] specifies the criteria that must be met to qualify and participate in the selection process. It also states the period during which applicants must apply [August 5, 2024, to August 23, 2024]. The criteria to qualify was *"a current Permanent Civil Service appointment in class H002 Firefighter or H003 Firefighter/Paramedic (Level 3 only) and three years of experience in classes H002 Firefighter or H003 Firefighter/Paramedic (Level 3 only) in the San Francisco Fire Department as of the close of the application filing period"*, which was August 23, 2024.

Appellant Christine Bao Tran Truong (Truong) applied for H004 on August 16, 2024 [see Attachment B]. Truong indicated in their application that they began working as an H002 Firefighter [H002] in January of 2022. The Department of Human Resources (DHR) staff reviewed SF People & Pay records [see Attachment C] which showed Truong was permanently appointed to H002 on January 17, 2023. Truong's application was rejected on August 26, 2024, because Truong did not have three (3) years of experience in class H002 in the San Francisco Fire Department as of the close of the application filing period. Truong subsequently filed an appeal with the Civil Service Commission (CSC) on August 30, 2024, of the rejection of their application [see Attachment D].

Issue

Should Truong be allowed to participate in the H004 Inspector, Fire Prevention examination without meeting the criteria specified in the job ad?

Authority/Standards

Civil Service Rules

Sec. 310.2 Examination Announcements and Applicants

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

Sec. 310.3 Protests and Appeals of Examination Announcements

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

Sec. 310.8 Notice of Examinations

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

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

Sec. 310.6 Qualifications of Applicants

310.6.1 Every applicant for entrance or promotional examination must possess and maintain the qualifications required by law and by the examination announcement. Experience not

documented in accordance with Civil Service Commission Rules will not be recognized. Credit for out-of-class experience will only be allowed if recorded as provided elsewhere in these Rules.

Findings

1. The job ad specifying the criteria for qualifying to participate in the selection process was provided to the bargaining unit per CSC Rule 310.2 on June 28, 2024.
2. The Fire Department issued General Order 24 A-55 [see Attachment E] on August 5, 2024, notifying Fire Department members of the promotional opportunity and directing them to the job ad for information about the minimum qualifications required to participate in the selection process.
3. The job ad was published on August 5, 2024, in accordance with CSC Rules 310.2, 310.8, and 310.8.1, respectively, and specified that applicants must have “a current Permanent Civil Service appointment in class H002 Firefighter or H003 Firefighter/Paramedic (Level 3 only) and three years of experience in classes H002 Firefighter or H003 Firefighter/Paramedic (Level 3 only) in the San Francisco Fire Department as of the close of the application filing period” to qualify for the selection process.
4. The Fire Department issued revised General Order 24 A-55 [see Attachment F] on August 16, 2024, notifying Fire Department members of the filing date extension regarding the promotional opportunity and directing them to the job ad for information about the minimum qualifications required to participate in the selection process.
5. The revised job ad specified a final filing date of August 23, 2024.
6. Truong’s application was rejected on August 26, 2024, because Truong did not have three (3) years of experience in class H002 or H003 in the San Francisco Fire Department as of the close of the application filing period in accordance with CSC Rule 310.6.1.
7. Truong filed an appeal with the CSC on August 30, 2024, of the rejection of their application, claiming they should be allowed to take the exam.

Analysis

DHR followed prescribed procedures for publishing the job ad which specified the criteria to participate in the selection process and the date the application filing period closed. Official SF People & Pay records show that Truong was appointed to a permanent civil service appointment to H002 on January 17, 2023. As of the close of the application filing period date on August 23, 2024, Truong only had one year, seven months, and six days of experience in class H002 in the San Francisco Fire Department, which does not meet the criteria of three years of experience in class H002 specified in the job ad.

Truong will meet the minimum qualifications for H004 Inspector, Fire Prevention with three years of experience in class H002 on January 17, 2026.

Conclusion

Christine Bao Tran Truong did not have three years of experience in class H002 in the San Francisco Fire Department by August 23, 2024. Enforcing the terms of the job ad must be consistent for all Fire Department members. It would not be appropriate for DHR to make an exception that would conflict with the terms specified in the job ad.

Recommendation

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

Attachments

- Attachment A: Inspector, Fire Prevention H004 Job Announcement
- Attachment B: Truong Job Application
- Attachment C: Truong Job Appointment Summary
- Attachment D: Christine Bao Tran Truong Appeal
- Attachment E: General Order 24 A-55, H-4 Inspector Application Filing
- Attachment F: REVISED General order 24 A-55, H-4 Inspector Application Filing



City and County of San Francisco

Inspector, Fire Prevention H004

- 698 2nd St, San Francisco, CA 94107, USA
- Full-time
- Exam Type: Class Based Test
- Eligible List Type: Promotive
- Certification Rule: Statistically Valid Group (Sliding Band)
- Fill Type: Permanent Civil Service
- Work Hours: Regular
- Job Code and Title: H004 Inspector

Company Description

Application Opening: August 5, 2024

Application Deadline: Extended to August 23, 2024

Compensation: \$171,704 Yearly

Recruitment ID: C00271

Established in 1866, the San Francisco Fire Department is rich in tradition and history. From the Great Earthquake and Fire of 1906 to the Loma Prieta Earthquake of 1989, the Department has grown to meet the many challenges along the way. Today, the San Francisco Fire Department serves an estimated 1.5 million people, providing fire suppression, fire prevention, and emergency medical services to the residents, visitors, and workers within San Francisco's 49 square miles.

Job Description

An H004 Inspector may be assigned to any of a number of positions in the Bureau of Fire Prevention and Public Safety, such as District inspections, Plan Check, or specialist (high-rise/permits/institutions). Under direction from an H022 Lieutenant, the H004 Inspector inspects existing structures, new construction, alterations and construction plans, to ensure Fire Code and applicable Building Code compliance; enforces fire prevention and public safety codes; handles complaints, including identifying and

investigating possible violations; determines the severity of these violations and acts accordingly; develops action plans to correct violations; issues citations; conducts research to identify and document violations; provides information to the public on fire safety issues; maintains a working knowledge of current fire codes, applicable building codes, and fire suppression techniques; interacts with the Fire Marshal and other Department Officers and personnel, private contractors, design professionals, and the general public; documents and provides follow-up for all relevant activities; and performs other related duties as required.

Qualifications

This examination is open to all members with a current Permanent Civil Service appointment in class H002 Firefighter or H003 Firefighter/Paramedic (Level 3 only) and three years of experience in classes H002 Firefighter or H003 Firefighter/Paramedic (Level 3 only) in the San Francisco Fire Department as of the close of the application filing period. This includes members on leave for exempt appointments or in acting assignments to other positions such as H010, H016, etc.

License: Possession and maintenance of a valid California Driver License.

Verification:

Candidates who are under consideration for appointment will be contacted by the Fire Department for verification of knowledge and skills competence. Candidates who do not meet the standards set by the San Francisco Fire Department will be placed under waiver on the eligible list and will not be available for appointment until such time as they are able to meet those standards.

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

All your information will be kept confidential according to EEO guidelines.

Selection Procedures

The selection process will consist of two components: an inspection exercise and a role-play exercise. If necessary to reduce the size of the applicant pool, a pass-point will be established after administration of the inspection exercise, and only those exceeding the minimum will be invited to participate in the role-play exercise.

The test components will be designed to measure candidates' relative knowledge and ability in job-related areas. A description of and/or test preparation materials for all exercises will be made available to candidates at a later date. Candidates will be notified via email as to when and where to obtain these materials.

Test Information

Qualified applicants will be notified by email of the exact dates and times of the exercises. Candidates must successfully complete both exercises to receive a final score which will be a composite of the scores obtained on the two exercises.

Test Preparation Guide

Descriptions of the test components, including component weights, will be included in the Preparation Guide. The Preparation Guide will also list the job-related task clusters from which tasks will be simulated and identify knowledge and abilities that may be evaluated by each test component. It is anticipated that the Preparation Guide will be available approximately 30 days prior to the administration of the test component. Qualified applicants will be notified via email when the Preparation Guide becomes available.

Certification

The certification rule for the eligible list resulting from this test will be Statistically Valid Grouping. Additional selection processes may be conducted by the Fire Department prior to making final hiring decisions.

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

- Fire Department experience (i.e., length and variety)
- Education and training
- Completion of State Fire Marshal courses or equivalent
- Disciplinary record

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

Before appointment, selected eligible candidates must pass a promotional medical exam administered by the Department's Office of Employee Health. This exam includes a urine test to screen for the presence of drugs or alcohol. Appointees must also pass an additional physical exam prior to the completion of their probationary periods.

In compliance with the Department of Transportation Omnibus Transportation Employee Testing Act of 1991 employing the Federal Motor Carrier Safety Administration (FMCSA) and Federal Transit Administration (FTA) regulations, drug and alcohol testing for employees in "safety-sensitive" positions are required. Some H004 Inspector positions qualify as "safety-sensitive" as defined by the FMCSA and FTA regulations. Applicants selected for safety-sensitive positions will be required to pass a Pre-Employment drug test prior to appointment and shall be subject to Random, Post-Accident, Reasonable Suspicion, Return-To-Duty, and Follow-Up testing during employment. Prior to appointment to an FMCSA position, each applicant who has participated in a DOT drug and alcohol testing program within the immediately

preceding two years will be required to sign a consent form authorizing the City to contact his/her prior employers concerning his/her drug and alcohol test history.

Additional information

Eligible List

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

The duration of the eligible list will be 24 months and may be extended with the approval of the Human Resources Director.

Suggested Reference List

Candidates should be familiar with all Fire Department General Orders, Fire Department manuals, and other references listed below. This is a suggested reference list only. Test material may be drawn from the materials listed below. The examination will cover materials selected from this list as well as experience expected to have been gained as an H004 Inspector, BFP. It may also be based on the collective Fire Service experience of subject matter experts.

California Code of Regulations: Title 19

SFFD Administrative Bulletins

San Francisco Building Code

San Francisco Fire Code

San Francisco Housing Code

California Building Standards Codes: Title 24, Part 2 California Building Code

California Building Standards Codes: Title 24, Part 4 California Mechanical Code

California Building Standards Codes: Title 24, Part 9 California Fire Code

National Fire Protection Association (NFPA) Standards 13, 13R, 13D and 72

SFFD General Orders

SFFD Reference Booklet of Sample Reports

SFFD Rules and Regulations and Procedure Guide

SFFD manuals and training bulletins are available for purchase at DOT. It is an applicant's responsibility to update the publications listed as suggested reading materials by acquiring any Department-authorized revisions, supplements, and/or replacements issued prior to January 1, 2024.

Terms of Announcement and Appeal Rights

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods, and other particulars, except when superseded by federal, state, or local laws, rules, or regulations. [Note: The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at <https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/>.]

The terms of this announcement may be appealed under Civil Service Rule 310.3. Such appeals must be submitted in writing to the Department of Human Resources, 1 S Van Ness Avenue, 4th Floor, San Francisco, CA 94103-5413 by close of business on the 7th business day following the issuance date of this announcement. Information concerning other Civil Service Commission Rules involving announcements, applications, and exam policies, including applicant appeal rights, can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

- [Information About the Hiring Process](#)
- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)
- [Disaster Service Worker](#)
- [ADA Accommodation](#)
- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)

How to Apply

Applications for City and County of San Francisco jobs are **only** accepted through an online process.

Visit <https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/> and begin the application process.

- Select the “I’m Interested” button and follow the instructions on the screen

Applicants may be contacted by email about this recruitment and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses @sfgov.org and @smartrecruiters.com).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. **Failure to receive this email means that the online application was not submitted or received.**

Exam Analyst Information: If you have any questions regarding this recruitment or application process, please contact the Public Safety Team at DHR-PublicSafety@sfgov.org.

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.

OFFICIAL COPY**Job Application****Christine Truong****Submission:** 12:16:56 on 2024-August-16**Email:** [REDACTED]**Experience****H-2 Firefighter**

2022-01 - Present

City and County of San Francisco

- Respond to fire alarms and emergency calls, providing rapid and effective response to mitigate hazards
- Operate and maintain firefighting equipment, apparatus and PPE to ensure readiness and safety
- Respond to emergency calls to provide on-scene medical care including trauma, medical emergencies, and accidents

Seasonal Firefighter I

2022-05 - 2022-12

CalFIRE Santa Clara Unit (SCU)

- Responded to structure fires, wildland fires, medical aids, auto accidents, and other hazardous incidents as an ?all-risk? department
- Deployed for wildland firefighting operations over extended periods of time to protect the people, property, and resources of the State of California

Firefighter Cadet

2021-12 - 2022-12

San Mateo Consolidated Fire Department

- Ride-along experience and required volunteer time for California State Firefighter II Certificate
- Responded to fire and EMS calls with crews and participated in calls, daily training, and station duties

Emergency Medical Technician

2020-11 - 2021-11

Westmed Ambulance

- Responded to calls at treatment facilities to care for and transport patients to emergency departments or arranged continued care facility
- Assisted Paramedics and CCT nurses with the preparation of ALS equipment
- Provided the care and comfort of all patients within the EMT scope of practice

Animal Control Officer

2016-08 - 2019-06

Silicon Valley Animal Control Authority

- Investigated and enforced city and state animal codes and regulations
- Performed animal rescues and responded to on emergency calls 24/7
- Provided training and was the field training officer of two new employees

Education

Animal Science

University of California, Davis

Bachelor of Science

Complete

Fire Technology

College of San Mateo

Associate in Science

Complete

CCSF Job Appointment Summary

Christine Truong (Christine)

Emp

ID [REDACTED]

Empl Record 0

Job Appointment Summary

[Personalize](#) | [Find](#) | [View All](#) |First **1 of 1** Last

Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Exempt Cat	Full/Part Time	Elig List #	Rank	POS #	Dept Sen Date	Dept	Location	Cert Date	Ctywd Snrty Date	Company Seniority Date	Vacation Anniversary Date	Sick Anniversary Date
01/17/2023	01/17/2023	HIR	New Hire	Active	H002	798	PCS	NA	F	900310	5.00	01032445	01/17/2023	FIR	FIR000	01/17/2023	01/17/2023	01/17/2023	01/17/2023	01/17/2023

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

**LONDON N. BREED
MAYOR**

Sent via Email

NOTICE OF RECEIPT OF APPEAL

DATE: September 5, 2024

REGISTER NO.: 0176-24-4

APPELLANT: CHRISTINE BAO TRAN TRUONG

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

Dear Carol Isen:

The Civil Service Commission has received the attached letter from Christine Bao Tran Truong appealing the disqualification of their application for the H004 Inspector, Fire Department examination. Your review and action are required.

If this matter is not timely or appropriate, please submit CSC Form 13 "Action Request on Pending Appeal/Request," with supporting information and documentation to my attention by email to civilservice@sfgov.org. CSC Form 13 is available on the Civil Service Commission's website at www.sf.gov/CivilService on the "File an action request for a Civil Service Commission hearing" page.

In the event Christine Bao Tran Truong's appeal is timely and appropriate, the department is required to submit a staff report in response to the appeal within sixty (60) days so that the matter may be resolved in a timely manner. Accordingly, **the staff report is due no later than 11 a.m. on October 24, 2024**, so that it may be heard by the Civil Service Commission at its meeting on November 4, 2024. If you will be unable to transmit the staff report by the October 24th deadline, or if required departmental representatives will not be available to attend the November 4th meeting, please notify me by use of CSC Form 13 as soon as possible, with information regarding the reason for the postponement and a proposed alternate submission and/or hearing date.

You may contact me at Lavena.Holmes@sfgov.org or (628) 652-1100 if you have any questions. For more information regarding staff report requirements, meeting procedures or future meeting dates, please visit the Commission's website at www.sfgov.org/CivilService.

Sincerely,

CIVIL SERVICE COMMISSION



LAVENA HOLMES

Deputy Director

Attachment

Cc: Anna Biasbas, Department of Human Resources
Jeanne Buick, Department of Human Resources
Jesus Bushong, Fire Department
John Kraus, Department of Human Resources
Jennifer Lo, Department of Human Resources
Shawn Sherburne, Department of Human Resources



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

**LONDON N. BREED
MAYOR**

Sent via Email

September 5, 2024

Christine Bao Tran Truong
[REDACTED]

Subject: Register No. 0176-24-4: Appealing the Disqualification of your Application for the H004 Inspector, Fire Department.

Dear Christine Bao Tran Truong:

This is in response to your appeal submitted to the Civil Service Commission on August 30, 2024, appealing the disqualification of your application for the H004 Inspector, Fire Department examination. Your appeal has been forwarded to the Department of Human Resources for investigation and response to the Civil Service Commission.

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

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

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

Sincerely,

CIVIL SERVICE COMMISSION

LAVENA HOLMES
Deputy Director



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

CSC Register No.

244

To: X Ciser
CC: A. Biascas
L. Pigula
J. Lo
J. Bushong

APPEAL TO THE CIVIL SERVICE COMMISSION

INSTRUCTIONS:

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

TYPE OF APPEAL: (Check One)

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

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

CHRISTINE BAO TRAN TRUONG

Full Name of Appellant

Work Address

Work Telephone

H2 - FIREFIGHTER

Job Code

Title

SAN FRANCISCO FIRE DEPARTMENT

Department

Residence Address

City

State

Zip

Home Telephone

Full Name of Authorized Representative (if any)

Telephone Number of Representative (including Area Code)

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

Email: [REDACTED]

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

RECEIVED

2024 AUG 30 12:33:03

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

CHRISTINE TRUONG

Original Signature of Appellant or Authorized Representative

08/27/2024

Date

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

APPLICATION FOR H004 INSPECTOR, FIRE PREVENTION (REF43571A)

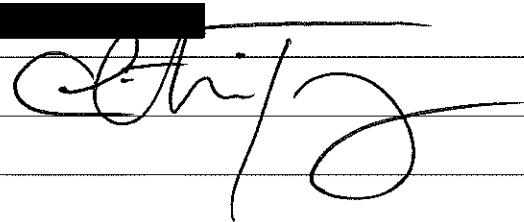
Due to the understaffing and need for fire inspectors, every interested firefighter was encouraged by Local 798 and Bureau of Fire Prevention to apply for this position, regardless of the years of service requirement.

I believe I would be an asset to the rank and I am interested in the position. For the past 2 months, I have been assigned to the Bureau of Fire Prevention at 698 Second St. I assist with directing and answering phone calls from the public regarding fire codes, inspections, and general fire department matters. I believe this has given me some knowledge and insight on the job and responsibilities of a Fire Inspector.

I have an Associate of Science in Fire Technology and prior to my position as an H2 Firefighter, I completed a 1 year internship with San Mateo Consolidated Fire Department as a cadet. I also have experience as a seasonal Firefighter with California Department of Forestry, Santa Clara Unit. For 3 years, I served in a public service position as an Animal Control Officer, investigating and enforcing state and local animal codes, regulations, and ordinances. I believe this role shares some similarities to the roles of a Fire Inspector as they enforce and investigate fire codes and regulations.

I respectfully request the opportunity to apply and go through the examination process and to be placed on hold on the list until the condition of years of service is met. Thank you for your time and consideration in this matter.

Christine Truong

A handwritten signature in black ink, appearing to read "Christine Truong", is written over a series of horizontal lines. To the right of the signature, the date "08/27/2024" is handwritten in black ink.

From: [Ludwig, Theresa \(FIR\)](#)
Subject: General Order 24 A-55, H-4 Inspector Application Filing
Date: Monday, August 5, 2024 10:38:26 AM
Attachments: [24 A-44 Inspector, Fire Prevention H004 Job Announcement.pdf](#)

SAN FRANCISCO FIRE DEPARTMENT
GENERAL ORDER

55

File Code 24 A-

August 5, 2024

From: Chief of Department
To: Distribution List "A"
Subject: H-4 Inspector Application Filing
Reference: Rules and Regulations, Section 403
Enclosure: Inspector, Fire Prevention H004 Job Announcement

Officer Endorsement:

Section 1007 - R. & R.

1. Applications for the H-4 Inspector, Fire Prevention, position will be accepted through an online process only beginning today, August 5, 2024. The process to apply online is as follows:

Visit <https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/> and begin the application process.

- Scroll down to Fire Department and select the H-4 Inspector, Fire Prevention, job announcement
- Select the "I'm Interested" button and follow instructions on the screen

Applicants may be contacted by email about this recruitment and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses @sfgov.org and @smartrecruiters.com.

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. **Failure to receive this email means that the online application was not submitted or received.**

If you have any questions regarding this application process, please contact the Human Resources Analyst listed on the job announcement.

A completed application must be submitted online by **5:00 PM on Friday, August 16, 2024**. **Failure to submit the completed application online by 5:00 PM on August 16, 2024, will result in**

exclusion from the examination process.

2. The attached job announcement contains details regarding minimum qualifications and relevant information.
3. The H-4 Inspector exam components are tentatively scheduled to be administered in October 2024.
4. Officers are responsible and shall be held accountable for ensuring that all eligible members under their supervision, including those who are off duty (e.g., trades, sick leave, vacation), are made aware of the information contained in this General Order.
5. This General Order shall be rescinded on December 31, 2024.

Darius O. Lutropp
Deputy Chief of Operations

From: [Ludwig, Theresa \(FIR\)](#)
Subject: REVISED FILING DATE: General Order 24 A-55, H-4 Inspector Application Filing
Date: Friday, August 16, 2024 8:43:14 AM
Attachments: [24 A-55 Inspector, Fire Prevention H004 Job Announcement Filing Date Extended.pdf](#)

REVISED – FILING DATE EXTENSION

SAN FRANCISCO FIRE DEPARTMENT GENERAL ORDER

55

File Code 24 A-

August 5, 2024

From: Chief of Department
To: Distribution List “A”
Subject: H-4 Inspector Application Filing
Reference: Rules and Regulations, Section 403
Enclosure: Inspector, Fire Prevention H004 Job Announcement

Officer Endorsement:

Section 1007 - R. & R. _____

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Darius O. Lutropp
Deputy Chief of Operations