



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

**DANIEL LURIE
MAYOR**

Sent via Electronic Mail

May 22, 2025

NOTICE OF CIVIL SERVICE COMMISSION MEETING

James Davis
[REDACTED]

SUBJECT: APPEAL BY JAMES DAVIS, APPEALING THE DENIAL OF APPLICATION FOR THE 8216 - PARKING CONTROL SUPERVISOR (CBT-8216-T00122) WITH THE MUNICIPAL TRANSPORTATION AGENCY

Dear James Davis:

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 **June 2, 2025, at 2:00 p.m.** You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at www.sf.gov/CivilService under "Meetings" no later than end of day on Wednesday, May 28, 2025. 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, May 27, 2025**, 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.

Attendance by you or an authorized representative is recommended. **You will have up to 5 minutes for your presentation unless your time is extended by the Commission.** Should you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. Where applicable, the Commission has the authority to uphold, increase, reduce, or modify any restrictions recommended by the department. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

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: Julie Kirschbaum, Municipal Transportation Agency
Kimberly Ackerman, Municipal Transportation Agency
William Miles II, Municipal Transportation Agency
Shivani Nath, Municipal Transportation Agency
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

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

B. Policy Requiring Written Reports

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

C. Policy on Written Submissions by Appellants

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

D. Policy on Materials being Considered by the Commission

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

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

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

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

F. Policy and Procedure on Hearing Items Out of Order

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

G. Procedure for Commission Hearings

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

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

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

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

Each presentation shall conform to the following:

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

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

H. Policy on Audio Recording of Commission Meetings

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

I. Speaking before the Civil Service Commission

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

J. Public Comment and Due Process

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

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

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

Information on Disability Access

*** 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 22MTA)
Applicable to Municipal Transportation Agency Service-Critical Classes

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

1. Civil Service Commission Register Number: 0058 - 25 - 4
2. For Civil Service Commission Meeting of: June 2, 2025
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda X
4. Subject: **Appeal of Rejection of Application by James Davis for 8216 Parking Control Supervisor (CBT-8216-T00122)**
5. Recommendation: Adopt the report and deny the appeal by Davis.
6. Report prepared by: Shivani Nath Telephone number: (415) 646-2120
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A**
8. Reviewed and approved for Civil Service Commission Agenda:
 Chief People Officer on behalf of
Municipal Transportation Agency Director: Ackerman, Kimberly

Date: May 20, 2025
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-22MTA (9/00)

CSC RECEIPT STAMP

NOTIFICATIONS

James Davis

Email: 

Julie Kirschbaum – Director of Transportation

1 South Van Ness Avenue, 8th Floor

San Francisco, CA 94103

Email: Julie.Kirschbaum@sfmta.com

Kimberly Ackerman – Chief People Officer, SFMTA Human Resources

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: Kimberly.Ackerman@sfmta.com

William Miles II – Senior Talent Acquisition Manager, SFMTA

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: William.MilesII@sfmta.com

Shivani Nath, Examinations and Classification Manager, SFMTA

1 South Van Ness Avenue, 6th Floor

San Francisco, CA 94103

Email: Shivani.Nath@sfmta.com

MEMORANDUM

To: Honorable Civil Service Commission
AK

Through: Kimberly Ackerman, Chief People Officer, SFMTA Human Resources
WEM

Through: William (Bill) Miles II, Talent Acquisition Senior Manager, SFMTA Human Resources
AK

From: Shivani Nath, Examinations & Classification Manager, SFMTA Human Resources

Date: May 19, 2025

Subject: Appeal of Rejection of Application by James Davis for 8216 Parking Control Supervisor (CBT-8216-T00122)

BACKGROUND

The job ad for the 8216 Parking Control Supervisor (CBT-8216-T00122) recruitment was issued and open for filing from December 10, 2024, through December 23, 2024, by the Municipal Transportation Agency (MTA), Human Resources Division, Exams and Classification unit.

The minimum qualifications for this recruitment included:

- Three (3) years of field experience in vehicle parking code enforcement and traffic control which required extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco
and
- Valid Class C driver license and High School Diploma, GED or California High School Proficiency Certificate
and
- Good driving record with none of the following occurrences within 2 years of the application filing date and through appointment: no convictions of California State

MEMORANDUM

Vehicle Code 20001 (leaving the scene of an accident involving bodily injury or death), no convictions of California State Vehicle 23103 through 23109 (reckless driving), no convictions of California State Vehicle 23152 - 23153 (driving under the influence of alcohol or drugs), with substitution available for both education and experience. [Attachment A]

On December 11, 2024, Appellant James Davis (“Davis”) applied to the 8216 recruitment. On their application, Davis indicated that they are presently employed as a Transit Fare Inspector (class 9132) with MTA and was previously a Senior Eligibility Worker with the Human Services Agency (HSA). Both employers are with the City and County of San Francisco. Davis also indicated that they completed general education in Administration of Justice [Attachment B].

MTA determined that Davis’ application did not indicate possession of the experience requirements for the recruitment and sent them a notice of rejection on February 21, 2025. In the notice, MTA explained Davis did not meet the minimum qualifications and allowed them to submit by 5:00 p.m. on February 28, 2025, additional verification of experience [Attachment C]. On February 26, 2025, Davis submitted additional verification documentation [Attachment D]. Unfortunately, upon thorough review, MTA determined that Davis still did not satisfy the experience requirements for the CBT-8216-T00122 recruitment and Davis was sent a final notice of rejection on March 10, 2025 [Attachment E]. On March 17, 2025, Davis appealed for the rejection of their application to the Civil Service Commission [Attachment F].

ISSUE

Does Davis meet the minimum qualifications to participate in the examination for recruitment CBT-8216-T00122?

AUTHORITY/STANDARDS

Sec. 410.2 Examination Announcements

The examination announcement shall be the official notice of an examination and shall provide the qualifications, dates, and other particulars regarding the selection procedure. Applicants must be guided solely by the terms of the examination announcement.

Sec. 410.4 Appeals of Examination Announcements

MEMORANDUM

Appeals concerning the provisions of an examination announcement must be received by the MTA Director of Transportation/Designee within five (5) business days from the issuance date. The MTA Director of Transportation/Designee shall rule on all appeals and shall notify appellants in writing of the decision. This decision is subject to appeal to the Commission as provided elsewhere in these Rules.

Sec. 410.9 Qualifications of Applicants

Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Experience gained in violation of Commission Rules shall not be recognized. City and County employees in Service Critical classes at the Municipal Transportation Agency shall receive credit only for the duties of the class to which appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Employees in Service-Critical classes at the Municipal Transportation Agency may receive credit for duties not usually performed by incumbents in a Service-Critical class if their employee file contains contemporaneous documentation that the duties were assigned and performed. By way of example but not limitation, records that describe and verify the out-of-class assignment that may be accepted as documentation include a valid performance appraisal completed during the normal evaluation period, payroll records filed at the time of the assignment and Notice of Assignment. Credit for duties in Service-Critical classes at the Municipal Transportation Agency not usually performed by incumbents in a Service-Critical class based on non-contemporaneous documentation shall require the certification of the Municipal Transportation Agency Deputy Director, Labor Relations and Human Resources, and the approval of the Director of Transportation.

Sec 405.12.1 Examination Matters

An action by the MTA Director of Transportation/Designee, on examination matters, may be appealed to the Commission provided such appeal is received by the Executive Officer by close of business on the fifth (5th) working day (excluding Saturdays, Sundays, and holidays) following the postmarked mailing date of notification to the appellant. The appeal period shall be extended an additional five (5) working days (excluding Saturdays, Sundays, and holidays) where the notification to the appellant is sent exclusively by certified mail – return receipt requested. The Commission's action on the appeal shall be final and no reconsideration request shall be allowed.

FINDINGS

The job ad for the 8216 Parking Control Supervisor (CBT-8216-T00122) recruitment was posted in accordance with CSC rule 410.2, which states, “the examination announcement

MEMORANDUM

shall be the official notice of an examination and shall provide the qualifications, dates, and other particulars regarding the selection procedure. Applicants must be guided solely by the terms of the examination announcement.”

The minimum qualifications for the Parking Control Supervisor (class 8216) require a valid Class C driver license and High School Diploma, GED or California High School Proficiency Certificate, and a good driving record with none of the following occurrences within 2 years of the application filing date and through appointment: no convictions of California State Vehicle Code 20001 (leaving the scene of an accident involving bodily injury or death), no convictions of California State Vehicle 23103 through 23109 (reckless driving), no convictions of California State Vehicle 23152 - 23153 (driving under the influence of alcohol or drugs).

It also requires three (3) years of full-time field experience in vehicle parking code enforcement and traffic control which included extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco.

The minimum qualifications specify that thirty (30) semester units or forty-five (45) quarter units from an accredited college or university which must have included at least fifteen (15) semester units or twenty-two (22) quarter units in Psychology, Sociology, Criminal Justice/Administration of Justice or other Behavioral Science may be used to substitute one (1) year of above work experience.

According to CSC Rule 410.9, “every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination.”

At the time of filing, Davis attached the following to their application:

- a. Resume.

MTA reviewed Davis’ application materials and did not find that they indicated full possession of the minimum qualifications. Davis was given five business days after they had received their first notification of in-eligibility to provide additional information to demonstrate that they possessed the required experience to satisfy the minimum qualifications. During the “reconsideration period,” Davis provided:

- a. City College of San Francisco associate in arts diploma (dated: 12/20/2006)
- b. City College of San Francisco Certificate of Completion: POST course P.C. 832 Arrest and Control (dated December 2005)

MEMORANDUM

- c. City College of San Francisco Award of Achievement: Administration of Justice (dated: 12/20/2006)
- d. City College of San Francisco Certificate of Completion: Administration of Justice (dated: 12/21/2004)
- e. SFMTA HR Employment Verification Letter (dated 07/21/2023)
- f. Job Description for 9132 Transit Fare Inspector

MTA reviewed these additional documents, but still did not find that they indicated possession of the minimum qualifications. Davis appealed this determination. In Davis' appeal, they contest that they should be qualified for the current Parking Control Supervisor (class 8216) recruitment based on their experience as Transit Fare Inspector (class 9132), as they were aware that a colleague applied the same 9132 experience to qualify for the current Parking Control supervisor (class 8216) recruitment. In the appeal, Davis also notes that the unit in which he works, Parking Control Officers (class 8216) have trained the proof of payment unit in issuing bus zone tickets and that they also assist with directing traffic when necessary. With the appeal they submitted the following information that was not received during the reconsideration period:

- a. City College San Francisco Official Transcript (dated: 10/03/2007)
- b. 9132 SOP

ANALYSIS

Davis was credited for one (1) year of required experience through the substitution minimum qualification track because the transcripts that were submitted with the appeal demonstrated that they had acceptable coursework in the criminal justice field. The minimum qualifications allow for only one (1) year of experience to be substituted with qualifying education. Therefore, Davis still needed two (2) more years of qualifying experience.

According to Davis' application and resume, they have worked as a Senior Eligibility Worker, a Transit Operator, and a Museum Guard for the City and County of San Francisco. Additionally, Davis has experience as both an armed and unarmed security guard, a movie theater manager, a loss prevention manager, and a custodian in the private sector. However, the primary responsibilities of these positions did not involve vehicle parking code enforcement or traffic control, and therefore, they were not considered qualifying for this role.

Davis is currently a Transit Fare Inspector (class 9132) with the City and County of San Francisco. According to their application, they have been in this role since August 2012. However, according to their CCSF appointment history [Attachment G], there was a short time period from 3/2/2024 to 7/20/2024 that they were not in this classification but instead appointed as a 2905 Sr Eligibility Worker with the Human Services Agency.

MEMORANDUM

The minimum experience qualifications for the subject recruitment 8216 Parking Control Supervisor requires “field experience in vehicle parking code enforcement **and** traffic control which included extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco.” [Attachment H]

The Transit Fare Inspector, (class 9132) does not enforce vehicle parking codes according to the classification specification document [Attachment I] and therefore, the experience gained as a 9132 was not considered qualifying for this role.

As a part of their appeal, Davis contends that another candidate was deemed qualified for this position using 9132 experience. Individuals appointed to class 9132 were not qualified based on this experience. Any individuals who may have 9132 experience in their work history that qualified to take the exam were qualified based on other experience in their work history, not experience as a 9132 Transit Fare Inspector. This appeal is in relation to the qualifications of Davis, but if Davis believes any candidate was deemed qualified who is not, we invite them to submit an inspection service request to the Commission so that an independent review can be performed.

Davis also contends that Transit Fare Inspectors (class 9132) enforce vehicle parking codes. As support, they provided a document titled “Proof of Payment, Standard Operating Procedures (SOP), Transit Fare Inspector (class 9132) v1.” Upon review of the document, it was found that the Transit Fare Inspector (class 9132) may issue citations; specifically, section 6.18 on Bus Zone Enforcement states that Transit Fare Inspectors in the 9132 class may issue citations for violations of the California Vehicle Code regarding unlawfully stopped, parked, or standing vehicles in a bus zone.

However, to consider this enforcement work, there must be two years' worth of documented evidence showing such activity. Even if the documentation was provided, Davis would still need to meet the other experience requirement of the minimum qualifications, that is two (2) years in traffic control. Based on discussions with senior leadership in the division where Davis is currently employed it was found that Transit Fare Inspectors (class 9132) do not conduct traffic control. It was shared that in extenuating circumstances Transit Fare Inspectors (class 9132) may be asked to assist with crowd control that involves working on a portion of the crosswalk with a trained staff member with the primary focus on getting a member of the public on to a platform safely but outside of this they are not properly trained in traffic control. In addition, although citations may be issued by 9132s it is not considered an essential, common duty of the role.

CONCLUSION

MEMORANDUM

Applicants are evaluated to determine if they possess the minimum qualifications stated in the job ad. Based on a thorough review of all the materials Davis provided, MTA determined that they need two (2) additional years of field experience in vehicle parking code enforcement and traffic control which included extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco to qualify for the Parking Control Supervisor (CBT-8216-T0012) recruitment.

Therefore, Davis does not meet the minimum qualifications specified in the job ad and should not be allowed to participate in this CBT 8216 Parking Control Supervisor examination.

RECOMMENDATION

Adopt the report and deny the appeal by Davis.

INDEX

Attachment	Description
A	8216 Job Ad
B	Davis Application Package
C	First Notice of Rejection
D	Additional Verification of Experience Submitted by Davis
E	Final Notice of Rejection
F	Davis Notice of Appeal
G	CCSF Job Appointment Summary
H	8214 Class Spec
I	9132 Class Spec



Career Opportunity

Parking Control Supervisor (8216) - San Francisco Municipal Transportation Agency - (T00122)

Recruitment: REF469170

Published: December 10, 2024

Contact:

Susan Lee - Susan.Lee@sfmta.com

Apply Now

Apply using SmartRecruiters, the City and County of San Francisco's application portal [Learn More](#)

Share

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Department: Municipal Transportation Agency

Job class: [8216-Senior Parking Control Officer](#)

Salary range: \$81,094.00 - \$114,140.00

Role type: Permanent Civil Service [What does this mean?](#)

Hours: Full-time

Exam type: Class Based Test

Rule: Rule of 3 [What does this mean?](#)

List type: Combined Promotive and Entrance

About:

This is a San Francisco Municipal Transportation Agency Class Based Test.

Application Opening: Tuesday, December 10, 2024

Deadline to Apply: Monday, December 23, 2024

Recruitment ID: CBT-8216-T00122

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

Our Vision: Excellent transportation choices for San Francisco.

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

Role description

Under direction, the Parking Control Supervisor supervises a group of Parking Control Officers assigned to the Enforcement Section of the Streets Division of San Francisco Municipal Transportation Agency (SFMTA). The Enforcement Section is responsible for enforcing state and local parking laws, regulations/ordinances, traffic control and other related functions for the SFMTA.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list:

1. Plans, assigns, coordinates and reviews the activities of Parking Control Officers engaged in parking enforcement activities such as traffic control, coordinating/conducting vehicle impounds and issuance of parking citations.
2. Cites illegally parked motor vehicles in order to enforce parking regulations and engages in traffic control.

3. Trains subordinates in all aspects of the job such as techniques of parking enforcement and traffic control, department policies and procedures, and prevention of employee illness, injury and accidents.
4. Provides information to the public regarding departmental policies, procedures, regulations, vehicle codes, applicable laws and ordinances; conducts and assists in the investigation of complaints.
5. Reviews the work of subordinates for completeness and accuracy, and ensures that work performance meets established standards.
6. Observes subordinates on a daily basis to determine that they meet the department standards for job performance.
7. Trains or counsels employees, documents below standard performance, develops work plans, prepares performance evaluations and reports, and initiates disciplinary action, when warranted.
8. Represents the Enforcement Section at various meetings.
9. Conducts periodic inspection of equipment utilized by subordinate employees in the performance of their duties.
10. Assesses situations and makes sound decisions regarding emergencies, deployment and re-deployment of staff and public safety activities.
11. Conducts employee injury and accident investigations and prepares reports in compliance to departmental policies and procedures.
12. Operates a three-wheeled vehicle and/or other motor vehicles in a safe manner.
13. Utilizes various computer applications, email, and internet in the performance of daily duties.
14. Performs other related duties as assigned.

Nature of Work: *Incumbents are required to operate a motor vehicle, stand on hard surfaces for extended periods of time in the proximity of*

moving vehicles; raise and move one's arm at shoulder level to direct traffic; lift and carry up to fifty (50) pounds for several yards, write or keyboard repetitively; wear contract designated uniform and equipment weighing approximately fifteen (15) pounds around one's waist through a normal shift; wear safety gear such as helmets when operating a three-wheeled motor vehicle; interact courteously with members of the public under stressful situations and utilize various computer applications, email and internet. Incumbents will be required to work shift, evening, night, weekend, holiday and mandatory overtime.

How to qualify

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. Three (3) years field experience in vehicle parking code enforcement and traffic control which included extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco; AND
2. Possession of a valid Class C driver license (must possess a California Class C Driver license at the time of appointment); AND
3. Possession of a High School Diploma, GED or California High School Proficiency Certificate; AND
4. Possession a good driving record with none of the following occurrences within 2 years of the application filing date and through appointment:
 - No convictions of California State Vehicle Code 20001 (leaving the scene of an accident involving bodily injury or death)
 - No convictions of California State Vehicle 23103 through 23109 (reckless driving)
 - No convictions of California State Vehicle 23152 - 23153 (driving under the influence of alcohol or drugs).

Substitution:

Thirty (30) semester units or forty-five (45) quarter units from an accredited college or university which must have included at least fifteen (15) semester units or twenty two (22) quarter units in any of the following areas: Psychology, Sociology, Criminal Justice/Administration of Justice or other Behavioral Science may be used to substitute one (1) year of above work experience.

Verification of Education and Experience

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

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted. One year of full-time employment is equivalent to 2000 hours.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Every application is reviewed to ensure that you meet the minimum qualifications as listed in the job ad. Please review our articles on [Employment Application and Minimum Qualifications](#) and [Verification of Experience and/or Education](#) for considerations taken when reviewing applications.

Selection Process:

After application submission, candidates deemed qualified must complete all subsequent steps to advance in this selection process, which includes the following:

Exam Components: [\(General Exam Process Information\)](#)

Minimum Qualification Supplemental Questionnaire (MQSQ): Candidates will be required to complete a MQSQ as part of the employment application. This MQSQ is designed to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications (MQ) for this position. The MQSQ will be used to evaluate if the applicant possesses the required minimum qualifications.

Written Multiple-Choice Examination (Weight - 100%)

Candidates deemed eligible and admitted to the examination process will be administered a written multiple-choice test designed to measure knowledge, skills and abilities in job-related areas that may include but not be limited to: supervisory ability; technical knowledge; human relations ability; knowledge of safety methods and procedures; and problem solving/decision making ability.

This is a standardized examination and, therefore, test questions and test answers are not available for public inspection or review. For your reference, a Multiple-Choice Test Preparation Manual is available on the [DHR Website](#).

What else should I know?

Eligibility List/Score Report:

A confidential eligible list of applicant names that have passed the civil service examination process will be created and used for certification purposes only. An examination score report will be established, so applicants can view the ranks, final scores and number of eligible candidates. Applicant information, including names of applicants on the eligible list, shall not be made public unless required by law. However, an eligible list shall be made available for public inspection, upon request, once the eligible list is exhausted or expired and referrals resolved. The eligible list/score report resulting from this civil service examination process is subject to change after adoption (e.g., as a result of appeals), as directed by the Director of Transportation or the Civil Service Commission.

The duration of the eligible list resulting from this examination process will be **24 months** and may be extended with the approval of the Director of Transportation.

Medical Examination:

Candidates who are being considered for appointment may be required to pass a medical examination. Candidates who cannot meet the medical requirement will be placed under waiver until this requirement is met. The medical examination will be administered only to those applicants who are being considered for appointment.

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 [Careers with Purpose | City and County of San Francisco \(sf.gov\)](#)]

The terms of this announcement may be appealed under Civil Service Rule 410.4. Such appeals must be submitted in writing to the San Francisco Municipal Transportation Agency ATTN: Human Resources Examinations and Classification Unit, 1 S Van Ness Avenue, 6th Floor, San Francisco, CA 94103-5413 by close of business on the 5th business day following the issuance date of this examination announcement. Information concerning other Civil Service Commission Rules involving announcements, applications and examination policies, including applicant appeal rights, can be found on the Civil Service Commission website at [Civil Service Commission | San Francisco \(sf.gov\)](#).

Additional Information Regarding Employment with the City and County of San Francisco:

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

How to Apply

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

1. Visit [Careers with Purpose | City and County of San Francisco \(sf.gov\)](https://careers.sf.gov)
2. Type "8216" in to the "Search by class or keyword" field.
3. Click the link to open the Job Announcement.
4. Select the "Apply Now" button and follow instructions on the screen.

Applicants will receive a confirmation email from notification@careers.sf.gov that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records.

Failure to receive this email means that the online application was not submitted or received.

Exam Analyst Information: If you have any questions regarding the Exam Process, please contact the exam analyst, Susan.Lee@sfmta.com. SL | CBT-8216-T00122 | CPE

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.

Apply Now

OFFICIAL COPY

Job Application

James Davis

Submission: 13:09:20 on 2024-December-11	Email: [REDACTED]
--	-------------------

Experience

2605 Sr Eligibility Worker2024-03 - 2024-07

Human Service Agency

Investigate statements and information received from applicant through the use of telephone or written verifications.

Investigate and resolve client problems involving non-receipt of benefits.

Review cases with supervisor in assessing the quality of the eligibility determination process and procedure.

Compose and prepare correspondence to clients, references, and State agencies gather statistical data and prepare reports as required.

Transit fare inspector2012-08 - Present

SFMTA

Inspects/checks public transit passengers for appropriate fare on board public transit vehicles, on station platforms and within transit stations and facilities and verifies the authenticity of fare media.

2. Issues citations to passengers without valid passes, tickets or transfers and for violations of applicable sections of proof of payment policy checks and verifies passenger identification documents and explains citation and appeal process to persons receiving citations.

3. Gathers and tabulates information on passengers inspected and cited numbers of passengers, and other relevant data fills out forms and writes basic daily reports regarding citations, unusual incidents, safety and security incidents and other activities.

4. May appear in juvenile court or before a Hearing Officer in order to present evidence and testimony for juvenile infractions related to Proof of Payment or subpoena and prepares written narratives and associated documentation.

Assists SFMTA staff and City and County personnel, sworn law enforcement officials and others in the event of accidents, emergencies and other incidents.

Education

**James Davis - (REF46917O) - Parking Control Supervisor (8216) - San Francisco Municipal
Transportation Agency - (T00122)**

Administration of justice
San Francisco city college

General education
Complete

Parking Control Supervisor (8216) Qualifications Review

From Susan Lee from City and County of San Francisco <notifications@smartrecruiters.com>

Date Fri 2/21/2025 4:41 PM

To [REDACTED]

EXT

2/21/25
[REDACTED]

Dear Candidate:

Thank you for submitting your application for Parking Control Supervisor (8216) - San Francisco Municipal Transportation Agency - (T00122). After a careful review of your application, it has been determined that your application does not clearly show that you possess the required **Experience** as of the filing deadline of December 23, 2024. All applicants must meet all of the minimum qualifications by the announcement deadline and provide the necessary documents in order to progress in the examination.

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

License: Possession of a valid Class C driver license (must possess a California Class C Driver license at the time of appointment); AND

Education: Possession of a High School Diploma, GED or California High School Proficiency Certificate; AND

Experience: Three (3) years field experience in vehicle parking code enforcement and traffic control which included extensive interaction with members of the public at a level equivalent to

that of class 8214 Parking Control Officer with the City and County of San Francisco

Substitution - Thirty (30) semester units or forty-five (45) quarter units from an accredited college or university which must have included at least fifteen (15) semester units or twenty two (22) quarter units in any of the following areas: Psychology, Sociology, Criminal Justice/Administration of Justice or other Behavioral Science may be used to substitute one (1) year of above work experience.

Exams staff is working remotely. If you wish to have your application be reconsidered for this recruitment, please reply to this message and include verification as stipulated below by **Friday February 28, 2025 at 5:00 PM**. If we do not receive verification documents or an email specifying why verification is unable to be provided by **Friday February 28, 2025 at 5:00 PM**, your application will not proceed in this examination process.

Experience must be verified by submitting verification of qualifying work experience. Verification of work experience:

- Must be on the employer's letterhead;
- Must show the name of the applicant;
- Must have job title(s) and duties performed;
- Must have dates of employment;
- Must have type of employment (part-time/full-time);
- Must be signed by the employer.

City employees will receive credit for the duties of the class to which they are appointed or assigned unless sufficient and credible documentation is provided to verify performance of other duties. Credit for experience obtained outside of the employee's class will be allowed only if recorded in accordance with the provisions of the Civil Service Commission Rules.

If self-employment is claimed as experience, evidence of earnings and duties comparable to those listed is required by submitting copies of income tax papers listing occupation and total earnings.

Education must be verified by submitting a copy of your transcripts from an accredited academic institution.

The verification documentation must be received no later than close of business, **5:00 PM on Friday February 28, 2025**. Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

Sincerely,
Susan Lee
SFMTA Examinations & Classification Unit
RECRUITMENT: CBT-8216-T00122


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

Re: Parking Control Supervisor (8216) Qualifications Review

From James Davis [REDACTED] <notifications@smartrecruiters.com>

Date Wed 2/26/2025 9:51 AM

To Lee, Susan <Susan.Lee@sfmta.com>

 1 attachment (4 MB)

Job verification.pdf;

EXT

I am responding to an email pertaining to the position of 8216 and the absence of job experience that was highlighted in bold text. As a transit fare inspector for 13 years, my duties include extensive interaction with the public and enforcement of transit regulations, including issuing bus zone tickets for vehicles parked in the bus zone code enforcement. In which we are instructed by a 8216 in traffic controlling. We assist in directing traffic when SFMTA vehicles experience breakdowns or accidents. A fellow transit fare inspector has recently utilized the exact same experience that I am describing to apply to his current as a 8216 position. I've attached the work verification and job description at the bottom of the page. Please let me know if you have any questions or concerns.



On Fri, Feb 21, 2025, 4:41 PM Susan Lee from City and County of San Francisco
<notifications@smartrecruiters.com> wrote:

2/21/25

[REDACTED]

Dear Candidate:

Thank you for submitting your application for Parking Control Supervisor (8216) - San Francisco Municipal Transportation Agency - (T00122). After a careful review of your application, it has been determined that your application does not clearly show that you possess the required **Experience** as of the filing deadline of December 23, 2024. All applicants must meet all of the minimum qualifications by the announcement deadline and provide the necessary documents in order to progress in the examination.

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

License: Possession of a valid Class C driver license (must possess a California Class C Driver license at the time of appointment); AND

Education: Possession of a High School Diploma, GED or California High School Proficiency Certificate; AND

Experience: Three (3) years field experience in vehicle parking code enforcement and traffic control which included extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco

Substitution - Thirty (30) semester units or forty-five (45) quarter units from an accredited college or university which must have included at least fifteen (15) semester units or twenty two (22) quarter units in any of the following areas: Psychology, Sociology, Criminal Justice/Administration of Justice or other Behavioral Science may be used to substitute one (1) year of above work experience.

Exams staff is working remotely. If you wish to have your application be reconsidered for this recruitment, please reply to this message and include verification as stipulated below by **Friday February 28, 2025 at 5:00 PM**. If we do not receive verification documents or an email specifying why verification is unable to be provided by **Friday February 28, 2025 at 5:00 PM**, your application will not proceed in this examination process.

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- Must show the name of the applicant;
- Must have job title(s) and duties performed;
- Must have dates of employment;
- Must have type of employment (part-time/full-time);

- Must be signed by the employer.

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If self-employment is claimed as experience, evidence of earnings and duties comparable to those listed is required by submitting copies of income tax papers listing occupation and total earnings.

Education must be verified by submitting a copy of your transcripts from an accredited academic institution.

The verification documentation must be received no later than close of business, **5:00 PM on Friday February 28, 2025**. Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>.

Sincerely,
Susan Lee
SFMTA Examinations & Classification Unit
RECRUITMENT: CBT-8216-T00122

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

Transit Fare Inspector

Job Code: 9132

INTRODUCTION

Under general supervision, performs a variety of duties related to passenger compliance and enforcement of fare policies of the San Francisco Municipal Transportation Agency (SFMTA) Proof of Payment (POP) and the enforcement of other applicable SFMTA regulations and policies.

DISTINGUISHING FEATURES

Positions allocated to the 9132 Transit Fare Inspector code function at the entry-level. Positions in this job code are distinguished from those in job code 8121 Investigator/Transit Fare Supervisor in that the latter function as first-line supervisors or as investigators.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Inspects/checks public transit passengers for appropriate fare on board public transit vehicles, on station platforms and within transit stations and facilities and verifies the authenticity of fare media.
2. Issues citations to passengers without valid passes, tickets or transfers; and for violations of applicable sections of proof of payment policy; checks and verifies passenger identification documents; and explains citation and appeal process to persons receiving citations.
3. Gathers and tabulates information on passengers inspected and cited; numbers of passengers, and other relevant data; fills out forms and writes basic daily reports regarding citations, unusual incidents, safety and security incidents and other activities.
4. May appear in juvenile court or before a Hearing Officer in order to present evidence and testimony for juvenile infractions related to Proof of Payment or subpoena and prepares written narratives and associated documentation.



London Breed, Mayor

Malcolm Heinicke, Chair
Gwyneth Borden, Vice Chair
Cheryl Brinkman, Director
Amanda Eaken, Director

Steve Heminger, Director
Cristina Rubke, Director
Art Torres, Director

Jeffrey Tumlin, Director of Transportation

EMPLOYMENT VERIFICATION LETTER

Date: 07/21/23

To Whom It May Concern,

The person listed below is a current full-time employee with the San Francisco Municipal Transportation Agency, City and County of San Francisco.

Employee Name:	James Davis
Job Class & Title:	9132 Transit Fare Inspector
Start Date:	03/22/2008
Hourly Rate & # of Hours per week:	\$45.54 40 hours / week

Sincerely,

Hazel Goforth
Payroll Department

City College of San Francisco

Upon recommendation of the Faculty
and under authorization granted by the Governing Board
of the San Francisco Community College District
the degree

Associate in Arts

is hereby conferred upon

James Davis

this twentieth day of December, 2006

with all Rights, Benefits and Privileges appertaining thereto
in token of the satisfactory completion
of a two-year curriculum


Chancellor, Community College District




President, Governing Board

THE ADMINISTRATION OF JUSTICE & FIRE SCIENCE DEPARTMENT
OF
CITY COLLEGE OF SAN FRANCISCO

Presents the

Certificate of Completion

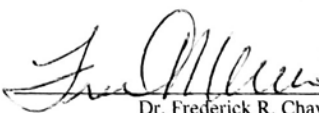
to

James Davis

in successfully completing the 40 hour P.O.S.T. certified course in
P.C. 832 Arrest and Control
P.O.S.T. Control # 4540-80100-05002
through City College of San Francisco commencing in December of 2005.




Lawrence Ryan
Course Coordinator


Dr. Frederick R. Chavaria
Department Chair, Administration of Justice & Fire Science

5. Observes and reports potential safety hazards, security issues and violation of laws to appropriate authorities.
6. Assists SFMTA staff and City and County personnel, sworn law enforcement officials and others in the event of accidents, emergencies and other incidents.
7. Maintains high level of customer service; provides general information and assistance, when requested, to transit passengers and members of the public.
8. Operates communications and safety equipment such as two-way radios, other electronic equipment, computers and handheld fare verification equipment. May include operating a City vehicle during special events.
9. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: general security and law enforcement concepts and practices including the methods and techniques related to the enforcement of applicable rules, regulations, ordinances, policies and procedures; transit safety and security needed to assist passengers, the public and transit personnel quickly and safely in emergency situations; and different transit lines with SFMTA.

Ability to: accurately observe situations and exercise sound judgment to interpret and recall situations, to determine appropriate courses of action and to assess various options of how to handle a situation or whether there is a need for intervention or securing assistance; interact tactfully, courteously and professionally with Department personnel, with the general public, who can be sometimes difficult and hostile, and with others; function effectively under stress, to be a team player and to maintain a professional demeanor in a variety of situations; speak clearly, concisely and in an easily understandable manner with supervisors, co-workers, SFMTA Central Control staff, emergency personnel, with other City employees, passengers, and the general public using appropriate terminology and interpreting applicable codes, ordinances and policies, and listening with understanding and comprehension; prepare clear and concise written reports and other documents; read and comprehend applicable codes, ordinances and policies; perform basic math including addition, subtraction, multiplication and division; and operate communications and safety equipment and a computer.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

TRAINING AND EXPERIENCE

Experience:

Three (3) years of full time experience working with the public, which must have included interpreting or enforcing policies and/or regulations or providing information and assistance to the public.

Education:

Possession of a High School Diploma, GED or California High School Proficiency Certificate.

Basic proficiency in computer applications: e.g. Microsoft Word and Excel. (To be tested prior to appointment or tested during probationary period).

LICENSE AND CERTIFICATION

Possession of a valid PC 832 Certificate at the time of appointment.

SUPPLEMENTAL INFORMATION

Nature of work requires standing and walking for extensive periods of time carrying work-related tools and equipment on moving vehicles, uneven terrain and unstable surfaces; running short distances; climbing stairs; lifting and bending, working in inclement weather and having face-to-face communication with members of the public who can be sometimes difficult and hostile. Employees may be required to work varying hours and/or shifts, including weekends, evenings, holidays and unanticipated overtime.

City College of San Francisco



Upon recommendation of the faculty and under authorization of the Board of Trustees
the

Award of Achievement in Administration of Justice

Is hereby presented unto

James Davis

With all rights, benefits and privileges pertaining thereto.
Given at City College of San Francisco, in the State of California,

December 20, 2006

Date

[Signature]
Department Chair / Advisor

[Signature]
Vice Chancellor of Instruction

[Signature]
Chancellor

City College of San Francisco



Upon recommendation of the faculty and under authorization of the Board of Trustees
the

Certificate of Completion in Administration of Justice

Is hereby presented unto

James Davis

With all rights, benefits and privileges pertaining thereto.
Given at City College of San Francisco, in the State of California,
December 21, 2004

Date

[Signature]
Department Chair / Advisor

[Signature]
Vice Chancellor, Academic Affairs

[Signature]
Chancellor

Response to Reconsideration Request: Parking Control Supervisor (8216)

From Susan Lee from City and County of San Francisco <notifications@smartrecruiters.com>

Date Mon 3/10/2025 2:55 PM

To [REDACTED]

EXT

3/10/25

[REDACTED]

Dear James Davis:

Thank you for submitting additional documents to support your reconsideration request for Parking Control Supervisor (8216) - San Francisco Municipal Transportation Agency - (T00122). A second review of your application along with the additional information you submitted has been conducted.

According to the job ad, the minimum qualifications required for all applicants are the following.

Education:

Possession of a High School Diploma, GED or California High School Proficiency Certificate

Experience:

Three (3) years field experience in vehicle parking code enforcement and traffic control which included extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco

Substitution:

Thirty (30) semester units or forty-five (45) quarter units from an accredited college or university which must have included at least fifteen (15) semester units or twenty two (22) quarter units in any of the

following areas: Psychology, Sociology, Criminal Justice/Administration of Justice or other Behavioral Science may be used to substitute one (1) year of above work experience.

License:

Possession of a valid Class C driver license (must possess a California Class C Driver license at the time of appointment); AND

Possession a good driving record with none of the following occurrences within 2 years of the application filing date and through appointment.

- No convictions of California State Vehicle Code 20001 (leaving the scene of an accident involving bodily injury or death)
- No convictions of California State Vehicle 23103 through 23109 (reckless driving)
- No convictions of California State Vehicle 23152 – 23153 (driving under the influence of alcohol or drugs).

You provided a copy of the following documents:

- City College of San Francisco Associate in Arts diploma (dated: 12/20/2006)
- City College of San Francisco Certificate of Completion: POST course P.C. 832 Arrest and Control (dated December 2005)
- City College of San Francisco Award of Achievement: Administration of Justice (dated: 12/20/2006)
- City College of San Francisco Certificate of Completion: Administration of Justice (dated: 12/21/2004)
- SFMTA HR Employment Verification Letter (dated 07/21/2023)
- Job Description for 9132 Transit Fare Inspector

The information you provided does not indicate that you possess the required 3 years field experience in vehicle parking code enforcement and traffic control which included extensive interaction with members of the public at a level equivalent to that of class 8214 Parking Control Officer with the City and County of San Francisco. Specifically, experience in the 9132 Transit Fare Inspector is not considered qualifying experience as the job duties performed are not equivalent to an 8214 Parking Control Officer. The primary duties of the 9132 job class are on passenger compliance and fare policy enforcement of passengers on public transit. This differs from the experience of the 8214 job class as the primary duties of 8214 incumbents focus on vehicle parking code enforcement and traffic control such as enforcing motor vehicle parking regulations in accordance to state and local codes, issuing parking citations to illegally parked vehicles, arranging for the removal of unlawfully parked vehicles,

directing vehicular and pedestrian traffic, and explaining parking and traffic regulations and provided information to questions about those citations to the public.

You also submitted a copy of your Associate in Arts degree and three certificates in Administration of Justice. The substitution language states:

Thirty (30) semester units or forty-five (45) quarter units from an accredited college or university, which must include at least fifteen (15) semester units or twenty-two (22) quarter units in any of the following areas: Psychology, Sociology, Criminal Justice/Administration of Justice, or other Behavioral Science, may be used to substitute one (1) year of the required work experience.

While you have over 30 semester units from an accredited college or university based on your Associate in Arts degree, we were unable to determine if at least 15 of those units are in Psychology, Sociology, Criminal Justice/Administration of Justice, or other Behavioral Science because you did not submit a transcript. Additionally, we were unable to find any information on the City College website regarding the courses needed to earn your certificates. Therefore, one (1) year of work experience cannot be substituted by your coursework.

The documents that you provided do not show that you possess the experience, at this time, required to meet the minimum qualifications for 8216 Parking Control Supervisor. Therefore, your application for this recruitment will not continue to the next step in the exam process.

This is the final decision of the MTA Examinations Unit. No additional information or documents will be considered.

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://sfgov.org/civilservice/rules>. If you believe that your documentation showed full possession of the posted minimum qualifications and that the MTA Examination Unit's decision is in error, you may submit an appeal in writing to the Civil Service Commission Office by close of business (5:00 P.M.) on the fifth working day following the transmittal date of this electronic communication.

Thank you for your time and interest in this recruitment. We encourage you to continue to seek employment opportunities with the San Francisco Municipal Transportation Agency. You may obtain employment information from our website at www.sfmta.com/JoinOurTeam.

Respectfully,

Susan Lee

SFMTA Examinations & Classification Unit

RECRUITMENT: CBT-8216-T00122

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



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

**DANIEL LURIE
MAYOR**

Sent via Email

NOTICE OF RECEIPT OF APPEAL

DATE: March 24, 2025

REGISTER NO.: 0058-25-4

APPELLANT: JAMES DAVIS

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

Dear Julie Kirschbaum:

The Civil Service Commission has received the attached letter from James Davis appealing their disqualification of their examination for the 8216 – Parking Control Supervisor. 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 James Davis 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 May 22, 2025**, so that it may be heard by the Civil Service Commission at its meeting on June 2, 2025. If you are unable to transmit the staff report by the May 22nd deadline, or if required departmental representatives will not be available to attend the June 2nd 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: Kimberly Ackerman, Municipal Transportation Agency
William Miles, Municipal Transportation Agency
Shivani Nath, Municipal Transportation Agency



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

**DANIEL LURIE
MAYOR**

Sent via Email

March 24, 2025

James Davis
[REDACTED]

Subject: Register No. 0058-25-4: Appealing the Disqualification of your 8216 – Parking Control Supervisor Examination.

Dear James Davis:

This is in response to your appeal submitted to the Civil Service Commission on March 17, 2025, appealing the disqualification of your 8216 – Parking Control Supervisor examination. Your appeal has been forwarded to the Municipal Transportation Agency for investigation and response to the Civil Service Commission.

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

In the meantime, you may wish to compile any additional information you would like to submit to the Commission in support of your position. The deadline for receipt in the Commission office of any additional information you may wish to submit is 5:00 p.m. on the Tuesday preceding the meeting date by email to civilservice@sfgov.org. Please be sure to redact your submission of 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

From: [Aldana, Elizabeth \(CSC\)](#)
To: [Eng, Sandra \(CSC\)](#)
Cc: [Holmes, Lavena \(CSC\)](#); [Gordon, Mika \(CSC\)](#)
Subject: RE: Complaint
Date: Wednesday, March 19, 2025 10:47:23 AM
Attachments: [image003.png](#)

Good morning, Shamika,

This complaint is an appeal of disqualification. Spoke to the analyst handling the exam and his email is timely. Spoke to the appellant this morning and he will be sending additional documentation today. Thanks



Elizabeth Aldana (she/her)
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102
628-652-1100 (P)
628-652-1109 (F)

From: Eng, Sandra (CSC) <sandra.eng@sfgov.org>
Sent: Tuesday, March 18, 2025 6:09 AM
To: Aldana, Elizabeth (CSC) <elizabeth.aldana@sfgov.org>
Cc: Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Gordon, Mika (CSC) <shamika.gordon@sfgov.org>
Subject: Fw: Complaint

Good Morning Elizabeth,

Will you please follow up with the complainant? I'm not sure if it's too late for them to appeal the disqualification but you can conduct the inspection service request.

Thank you,

Sandra

Get [Outlook for iOS](#)

From: CivilService, Civil (CSC) <civilservice@sfgov.org>
Sent: Monday, March 17, 2025 11:39:47 AM
To: Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>
Subject: Fw: Complaint

Civil Service Commission Representative
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102
Office (628) 652-1110
Main (628) 652-1100
Fax (628) 652-1109

From: james davis [REDACTED]
Sent: Monday, March 17, 2025 11:13 AM
To: CivilService, Civil (CSC) <civilservice@sfgov.org>
Subject: Complaint

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

My name is James Davis, and I hold the position of a 9132 transit fare inspector. I applied for the position of 8216 parking control supervisor, but was unsuccessful in my application for Susan Lee, an analyst. I submitted the necessary documents and a job description. Furthermore, I informed the analyst that a colleague who I did not identify used the same experience from the 9132 position to secure the 8216 position. His name is [REDACTED], he held that position for a few months, but unfortunately, he has now left that position. The 8216 trained the proof of payment unit in issuing bus zone tickets. Also directing traffic in case we have to assistance staff or law enforcement. The analysis noted that the educational document was not valid due to the fact that there was no transcript. Please if you have any questions or concerns please feel free to contact me.

Thank you for your time and consideration

James Davis
[REDACTED]



London Breed, Mayor

Malcolm Heinicke, Chair
Gwyneth Borden, Vice Chair
Cheryl Brinkman, Director
Amanda Eaken, Director

Steve Heminger, Director
Cristina Rubke, Director
Art Torres, Director

Tom Maguire, Interim Director of Transportation

EMPLOYMENT VERIFICATION

Date: January 21, 2020

To Whom It May Concern:

The person listed below is a current permanent full-time employee with the San Francisco Municipal Transportation Agency, City and County of San Francisco.

Employee Name:	James Davis
Job Class & Title:	9132 Transit Fare Inspector
Start Date:	10/20/2008
Hourly Rate & # of Hours per week:	\$39.38 40 hours / week

For additional information, please contact the San Francisco Municipal Transportation Agency's Payroll Office at (415) 701-4766.

Sincerely,

Charles Summerfield
Payroll Reception

CITY COLLEGE OF SAN FRANCISCO • OFFICIAL ACADEMIC TRANSCRIPT

SSN: [REDACTED] Student No: W00223161 [REDACTED]

Date Issued: 01 OCT 2004

Issued To: James Davis

Record of: James Davis

AWARDED: Certificate of Completion 21-DEC-2004
Major: Administration Of Justice

AWARDED: Associate in Arts 20-DEC-2006
Major: N/A

AWARDED: Award of Achievement 20-DEC-2006
Major: Administration Of Justice

SUBJ NO.	COURSE TITLE	CRED	GRD	PTS R
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INSTITUTION CREDIT:

Spring 2000

ENGL K	Pronunciation/Spelling/Reading	3.00	C	6.00
ENGL L	Basic Reading Skills	3.00	CR	0.00
LERN 50	College Success	3.00	B	9.00
Ehrs:	9.00	GPA-Hrs:	6.00	Qpts:
			15.00	GPA:
				2.50

Fall 2000

ENGL 9	Read/Vocabulary Study Skills	3.00	C	6.00
ENGL 92	Basic Comp & Reading I	3.00	C	6.00
MATH E	Basic Math With Problem Solv	2.00	W	0.00
PE 509	Bodybuilding	1.00	A	4.00
PSYC 26	Human Relations	3.00	C	6.00
Ehrs:	10.00	GPA-Hrs:	10.00	Qpts:
			22.00	GPA:
				2.20

Spring 2001

ENGL 92	Basic Comp. & Reading II	3.00	C	6.00
HIST 1	The U.S. Since 1900	3.00	D	3.00
HLTH 53	Health Science	3.00	C	6.00
Ehrs:	9.00	GPA-Hrs:	9.00	Qpts:
			15.00	GPA:
				1.66

Fall 2001

BIO 20	Introduction To Ecology	3.00	F	0.00
HUM 41A	Western Cultural Values	3.00	C	6.00

***** CONTINUED ON NEXT COLUMN *****

SUBJ NO.	COURSE TITLE	CRED	GRD	PTS R
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Institution Information continued:

Ehrs: 3.00 GPA-Hrs: 3.00 Qpts: 6.00 GPA: 2.00

Spring 2002

ENGL 94	Exp/Argumentative Rdg/Comp.	3.00	D	0.00
MUS 27A	Musical Appreciation	3.00	C	6.00
PHYC 10	Conceptual Physics	3.00	D	0.00
Ehrs:	3.00	GPA-Hrs:	3.00	Qpts:
			6.00	GPA:
				2.00

Fall 2002

PE 509	Bodybuilding	1.00	A	4.00
POLS 1	American Government	3.00	C	6.00
SPAN 10A	Bas Conversational Spanish	3.00	B	9.00
SPCH 11	Basic Public Speaking	3.00	C	6.00
Ehrs:	10.00	GPA-Hrs:	10.00	Qpts:
			25.00	GPA:
				2.50

Spring 2003

BIO 20	Introduction To Ecology	3.00	F	0.00
ENGL 94	Exp/Argumentative Rdg/Comp.	3.00	C	6.00
PHYC 10	Conceptual Physics	3.00	F	0.00
Ehrs:	3.00	GPA-Hrs:	6.00	Qpts:
			6.00	GPA:
				1.00

Fall 2003

ENGL 96	Adv. Intermed. Reading & Comp	3.00	C	6.00
Ehrs:	3.00	GPA-Hrs:	3.00	Qpts:
			6.00	GPA:
				2.00

Spring 2004

ADMJ 51	Juvenile Procedures	3.00	C	6.00
ADMJ 52	Concepts of Criminal Law	3.00	C	6.00
ADMJ 57	Intro to Adm. of Justice	3.00	C	6.00
ADMJ 65	Narcotic Investigation	3.00	C	6.00
Ehrs:	12.00	GPA-Hrs:	12.00	Qpts:
			24.00	GPA:
				2.00

Fall 2004

ADMJ 59	Organized Crime and Gangs	3.00	D	3.00
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OFFICE OF ADMISSIONS AND RECORDS • 50 PUELAN AVENUE, E107 • SAN FRANCISCO, CA 94112 • 415-239-1818

SSN: [REDACTED]

Student No: W00223161 [REDACTED]

Date Issued: 03-07-2007

CCSF

Record of: James Davis

Page: 2

SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R	SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R
Institution Information continued:						Institution Information continued:					
ADMJ 80	Intro to Probation & Parole	3.00	C	6.00		ADMJ 66	Physical Evidence	3.00	W	0.00	
ENGL 1A	University Read & Composition	3.00	C	6.00		ASTR 14	Exploring the Universe	3.00	W	0.00	
MATH E3	Basic Mathematics (Lec/Grp)	3.00	NC	0.00	E						
Ehrs: 9.00	GPA-Hrs: 9.00	QPts: 15.00	GPA: 1.66			Ehrs: 0.00	GPA-Hrs: 0.00	QPts: 0.00	GPA: 0.00		
Spring 2005						***** TRANSCRIPT TOTALS *****					
ADMJ 53	Legal Aspects of Evidence	3.00	C	6.00		Earned Hrs		GPA Hrs	Points	GPA	
ADMJ 54	Princ. & Proc. of Justice Sys.	3.00	C	6.00		TOTAL INSTITUTION	96.50	97.00	196.00	2.02	
ECON 30	Econ of the African American	3.00	C	6.00		TOTAL TRANSFER	0.00	0.00	0.00	0.00	
MATH E1	Basic Math (Individualized)	2.00	NC	0.00	I	OVERALL	96.50	97.00	196.00	2.02	
PE 509	Bodybuilding	1.00	A	4.00	I	***** END OF TRANSCRIPT *****					
Ehrs: 10.00	GPA-Hrs: 10.00	QPts: 22.00	GPA: 2.20								
Fall 2005											
ADMJ 85	P.C. 832 - Police Reserve Trng	3.00	C	6.00							
ENGL K	Pronunciation/Spelling/Reading	3.00	W	0.00							
HLTH 14	Advanced First Aid/Emerg. Care	2.00	A	8.00							
LEARN 52A	Specific Study Strategies	0.50	CR	0.00							
PE 509	Bodybuilding	1.00	C	2.00	I						
S L 12A	Leadership Skills - Ind Study	3.00	A	12.00							
Ehrs: 9.50	GPA-Hrs: 9.00	QPts: 28.00	GPA: 3.11								
Spring 2006											
BIO 9	Human Biology	4.00	F	0.00							
MATH E3	Basic Mathematics (Lec/Grp)	3.00	CR	0.00	I						
PSYC 1	General Psychology	3.00	W	0.00							
SOC 1	Introduction to Sociology	3.00	W	0.00							
Ehrs: 3.00	GPA-Hrs: 4.00	QPts: 0.00	GPA: 0.00								
Fall 2006											
PHYC 10	Conceptual Physics	3.00	C	6.00	I						
Ehrs: 3.00	GPA-Hrs: 3.00	QPts: 6.00	GPA: 2.00								
Spring 2007											
ADMJ 62	Criminal Investigation	3.00	W	0.00							
ADMJ 63	Criminal Identification	3.00	W	0.00							

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PROOF OF PAYMENT
Standard Operating Procedure
Transit Fare Inspector (9132)
v1

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1.0 BACKGROUND

Transit Fare Inspectors (9132) are required to conduct inspections for fare compliance.

2.0 PURPOSE

The purpose of this SOP is to ensure that fare compliance inspections are performed consistently, efficiently, and in compliance with department processes.

3.0 DEFINITIONS

- *SOP: Standard Operating Procedure.*
- *SFMTA: relates to the Municipal Transportation Agency (MTA) and San Francisco Municipal Railway (MUNI).*
- *TMC: Transit Management Center.*
- *SOC: Security Operations Center.*
- *POP: Proof Of Payment Unit.*
- *TFI: Transit Fare Inspector.*
- *1SVN: 1 South Van Ness Ave.*
- *LRV: Light Rail Vehicles.*
- *RTO: Request for Time Off.*
- *FTO: Field Training Officer.*
- *AWOL: Absent Without Leave.*

4.0 RESPONSIBILITY

4.1. Transit Fare Inspector

1. All TFI are responsible for familiarizing themselves with the 9132 Proof of Payment Operations SOP.

5.0 PROCEDURES

5.1. Begin work - Report for duty

1. The TFI shall report to work at the POP department, at or before their scheduled report time.
 - a. If a TFI is going to be late, the TFI shall leave a message on the POP hotline as soon as possible, but no later than the start of their shift.
 - i. TFI shall state their name, star number, shift, the reason for the delay and estimated arrival time.
 - b. If a TFI is going to call off/absent, the TFI must leave a message on the POP hotline at least one hour before the start of their shift.
 - i. TFI shall state their name, star number, shift, the reason for the absence and which accrued time they intend to use.

- ii. The eligible absence codes are Sick, Kin Care, FMLA (all sick leaves must be exhausted before electing to use other accrual leaves) or other emergency approved leaves (i.e., Public Health Emergency).
 - iii. When calling out FMLA, you must use sick time first. If you have a zero-balance sick balance, you may use vacation, floating, or comp-time.
- 2. The TFI shall clock in to start their shift.
 - a. TFI may clock in early, but their total work hours will be based on their assigned start and end shift time.
 - b. If a TFI misses a time clock punch, they must notify their supervisor immediately and complete a timestamped Timeclock Correction Form.
 - i. Failure to punch in and out will result in unrecorded work hours.
 - ii. The timestamp on the correction form is the equivalent of clocking in and out on the time clock.
- 3. The TFI shall have 10 minutes from the beginning of the start of their shift, to dress up in full uniform, check emails and get the necessary paperwork to complete their tasks for the day.

5.2. Briefing

- 1. The TFI shall be inside the briefing room no later than 10 minutes from the start of their shift.
- 2. The TFI shall report in full uniform and carry their yellow reflective vest.
- 3. The TFI shall be ready to receive instructions.
- 4. The TFI shall be attentive.
 - a. No sleeping.
 - b. Position yourself in the room to receive proper instructions.
 - c. Have all cell phones, pagers, and other devices on silent, or vibrate mode to avoid interruptions.
 - i. Refrain from using personal electronic devices outside of urgent circumstances.
 - d. Refrain from eating (not having to put away things after eating, i.e., chicken dinner).
 - i. Eating a small snack is acceptable.
 - e. If a TFI likes to have a snack, TFI shall be mindful of others if it is loud, smelly, or requires a large eating space to minimize distractions.
 - i. TFI is required to dispose of trash and clean their area promptly.
 - f. Be respectful at all times.
- 5. The TFI shall approach the main table to retrieve equipment and sign in on the Daily Time Sheet.
 - a. Get a clipper device, 2-way radio, handheld citation device and a printer.
- 6. The TFI shall log into the Zebra device.
- 7. The TFI shall wait for the supervisor to deliver instructions.
- 8. The TFI shall select partner/s for the shift when asked by the supervisor.
 - a. TFI have 3 minutes to pick their partner/s.
 - b. Unforeseen circumstances may result in the supervisor or manager assigning partnerships.
- 9. The TFI shall be assigned to:

- a. The transit lines (route), the direction (inbound or outbound, westbound, or eastbound), the starting point, and the turnaround point.
 - b. If the TFI is unsure of their assignment, they must ask their supervisor for clarification, prior to leaving the briefing.
10. The TFI shall check all their equipment before they exit the briefing room.
 - a. Perform equipment check: zebra device, printer feed testing, scan a Clipper card and conduct a radio check.
 - b. Ensure that all batteries are fully charged and that all equipment is functioning properly.
11. The TFI shall inform their supervisor to get a replacement if their equipment is not working.
12. The TFI shall put their equipment on their duty belt before leaving the briefing room.
 - a. Attached their assigned HCR-4, Zebra handheld, radio, flashlight, and first aid pouches on their duty belt and kept in their holders when not in use.
 - b. The printer may be clipped to their duty belt or carried with a department-issued shoulder strap.
13. The TFI shall clean up after themselves once the supervisor has completed giving out the instructions.
14. The TFI shall not leave the briefing room until dismissed.
15. The TFI shall head directly to their assignment starting point when dismissed by their supervisor.

Assignment/Shift exception: (move to the end)

1. TFI assigned as a Field Training Officer will lead their trainee for the shift.
2. TFI assigned as a Lead Transit Fare Inspector will lead at least two other TFIs on their shift, in the absence of a TFI supervisor.

5.3. Travel to the Starting Point

1. The TFI shall travel to/from the line assignments in team partnership.
2. The TFI shall travel by bus or light rail to their starting point using the most efficient route and mode of transportation.
3. The TFI may be transported to their starting location and picked up from their ending location.

5.4. Fieldwork

5.4.1. Check-In

1. The TFI shall report directly to their assigned starting point immediately following their briefing.
 - a. TFI shall not return to 1SVN to retrieve uniform items or equipment unless authorized by their supervisor.
2. The TFI shall confirm via radio when they have arrived at their starting location.
 - a. Identity themselves and state that they will begin the inspection.
3. The TFI shall confirm via radio when the team reaches the turnaround point.

- a. The TFI shall board the next in-service revenue vehicle on the assigned line in the opposite direction.
4. The TFI shall notify the supervisor if the team bypasses their turnaround point and inform the supervisor of their new turnaround point and the time they reach it.

5.4.2. Assignment Adherence

1. At no time shall TFI deviate from their assignment unless approved by a supervisor/lead.

5.4.3. Fare Inspection

1. The TFI shall be highly visible during commute hours, thereby increasing the likelihood of fare compliance.
2. The TFI shall conduct fare inspections on assigned lines and issue citations or warnings to passengers who do not display valid proof of payment.
3. The TFI shall set duty status to "Fare Inspection" while traveling to the starting point.
 - a. This assignment is not a fixed post-operation; therefore, teams will board and alight from vehicles on their assigned line throughout their shift.
 - b. After concluding fare inspections on a vehicle, TFI shall alight and board the next available vehicle on the assigned line, continuing in the same direction unless instructed otherwise by a supervisor.
 - c. For LRV, the team shall conduct fare inspections on all cars.
4. The TFI shall always partner with at least one other TFI when doing fare enforcement.
 - a. Do not conduct fare enforcement alone.
 - b. Teams will inspect all passengers for proof of payment.
5. The TFI shall before going out to the field, review the communication signal and Muni Radio seven (7) codes with their partner/s, for example:
 - a. Nonverbal:
 - i. Thumb-up means it is okay to carry out fare inspection.
 - ii. Thumb-down means the opposite.
 - iii. Hand gesture of pointing toward outside of coach meaning we are stepping off.
 - iv. Hand gesture of pointing to the floor of the coach meaning we are staying on the coach.
 - b. Verbal:
 - i. Use Muni Radio Code 790/791 to alert their partner/s of any 790.
 - ii. Determine either to stay on board or step off at the next bus stop to write the citation.

5.4.4. Inspecting Passengers

1. The TFI shall conduct fare inspections on their assigned line regardless of the number of passengers onboard a vehicle.
2. The TFI shall conduct fare enforcement quickly and efficiently and always be aware of your surroundings.
3. The TFI shall position themselves safely when conducting fare enforcement and leave a way out for them and/or their contact/s to exit.

4. The TFI shall use a confident and calm voice when asking each passenger for their proof of payment.

5.4.5. Fare Compliance

1. The TFI shall advise the passenger if the passenger does not have a valid proof of payment and use discretion when applicable.
 - a. If they do not have a valid proof of payment, first inquire why.
 - i. Offer the passenger an opportunity to pay the fare at the moment.
 - b. "Is there a reason why you cannot pay the fare today?"
 - i. Based on that reason we provide the passenger with the needed information to pay the fare.
2. The TFI shall only ask for an ID when the passenger will be issued a citation.
 - a. Only issue a citation when they are not compliant in any way.
 - b. Only remove a passenger from the coach when they are going to receive a ticket.

5.4.6. Front Door Boarding

1. The TFI shall board at the front door and check in with the operator for problems:
 - a. To determine if the fare box is out of service, or
 - b. If the vehicle has already been inspected.
2. The TFI shall inform the rest of the team whether to proceed with fare inspection.
3. The TFI shall rotate among the team members for door-boarding assignments throughout their shift.
4. The TFI shall when boarding the coach, speak clearly, in a friendly but firm tone while greeting and making a general announcement.
 - a. For example, "Good morning, please have your proof of payment out for fare inspection."

5.4.7. Boarding - Two-door vehicle:

1. One TFI board at the front door and check in with the operator.
2. One TFI, or Two if it is a Three-person team will board at the rear door and wait for the TFI at the front door for the clear signal to proceed.
 - a. If clear, one TFI will proceed to the rear of the coach to inspect the rear-to-front of the coach.
 - b. If clear, the second TFI at the rear door will inspect the immediate area or determine which side has more contact or needs the most attention.

5.4.8. Boarding - Three-door vehicle:

1. One TFI boards at the front door and checks in with the operator.
2. One TFI boards at the second door and waits for the clear signal from TFI at the front door.
 - a. If clear, the TFI will proceed to conduct a fare inspection towards the rear of the coach.
3. One TFI board at the third/last door and wait for the clear signal.

- a. If clear, the TFI will proceed toward the rear of the coach and conduct fare inspection from the rear-to-front of the coach.

5.4.9. Boarding - Four-door vehicle:

1. One TFI boards at the front door and checks in with the operator.
2. One TFI boards at the second door and waits for the clear signal from TFI at the front door.
 - a. If clear, the TFI will proceed to conduct a fare inspection towards the rear of the coach.
3. One TFI board at the fourth/last door and wait for the clear signal.
4. If clear, the TFI will proceed toward the rear of the coach and conduct fare inspection from the rear-to-front of the coach.
 - a. If clear, the TFI will proceed to conduct a fare inspection rear-to-front of the coach.

5.5. Field Training Officer

A Field Training Officer (FTO) is a Transit Fare Inspector who has been designated by the appropriate shift supervisor or the manager or assistant manager in the POP Unit to provide basic supervision and training of new or veteran Transit Fare Inspectors in training.

5.5.1. Minimum Requirements

The following will be considered when selecting the FTO:

1. Must have worked as a Transit Fare Inspector for no less than one (1) year of full-time employment and passed probation.
2. Shall have good work attendance.
 - a. Shall not exceed more than 3 unauthorized days off in any one quarter during the last twelve months.
 - a. Must have demonstrated punctual attendance in the preceding six (6) months. (Base level of tardiness is defined as showing up to work or to a designated work location 5 minutes or later, after the scheduled work time.)
3. Received a "Met Expectations" on SFMTA Performance Appraisals for one (1) year.
4. Chargeable Passenger Service Report (PSR) Volumes.
 - a. Shall not have more than two (2) substantiated passenger service complaints, that is, complaints with merit, in any of the preceding quarter.
 - b. Documented PSRs may be reviewed for additional considerations and/or merit.
5. Shall have not received any imposed suspension within the preceding twelve (12) months.
6. Must have a passion for teaching.
7. Must be a positive role models as FTO must lead by example exhibiting integrity, honesty, and ethical behavior.
8. Are expected to be evaluators to determine if trainee is learning and whether remedial training is necessary.
9. Are expected to take charge, to motivate and support the trainee while holding them accountable for his/her own success in the training program.

5.5.2. Desirable Qualifications

1. Ability to work independently.
2. Ability to communicate effectively, both orally and in writing.
3. Ability to remain professional at all times, demonstrating respectful and courteous behavior towards everyone.
4. Ability to lead by example.
5. Ability to use good judgment in dealing with the public, peers, and supervisors; patience and approachable character are key manifestations.
6. Ability to ensure SFMTA and POP policies and procedures are followed.
7. Ability to analyze and evaluate situations in order to make sound decisions and take appropriate actions using the facts presented.
8. Ability to think and act quickly during stressful situations and emergencies.

5.5.3. Duties of an FTO

1. Train and document the training of any new Fare Inspectors.
2. Assess the trainee and ensure they are in full uniform, conforming to official uniform policy and standard, prior to deployment.
3. Assess the trainee's needs directly after briefing and determine the appropriate course of the day's activity.
4. Deploy trainee according to their training needs and verify deployment with the FTO supervisor, or in their absence, the direct supervisor. Deployment is never unilaterally determined by the FTO but always in collaboration with the FTO supervisor, or on duty supervisor.
5. For any necessary deviation from this assigned deployment, contact the FTO supervisor as needed throughout the day, or in their absence, the direct supervisor. The supervisor should know the status and location of FTO/Trainee at all times.
6. Communicate any questions, concerns, or unusual incidents immediately to the FTO supervisor, or in their absence, the supervisor or manager on duty. This includes documenting any issues or incidents for the supervisor/manager.
7. Return to the office with sufficient time to finish end-of-shift paperwork for both self and trainee. ALL end-of-shift paperwork must be completed and submitted to the FTO supervisor by the end of shift, including all voids and corrections. Overtime will not be authorized for regular end-of-shift FTO/trainee activity.
8. Assess trainee's performance for the day and fill out Daily Trainee Evaluation Form accordingly, then go over it with the trainee, and give them a signed copy, prior to submission with end-of-shift paperwork. While creating such documentation, give trainee assignments to ensure they are continuing training rather than give them an unauthorized and de facto third break.

5.5.4. FTO Meetings

1. At or near the end of each phase, a meeting shall be scheduled for all FTOs who have, or are about to receive a trainee, together with the FTO Supervisor.

2. The purpose of these meetings is to review the progress of each trainee and pass on information relative to special training problems and remediation efforts.
3. The FTO supervisor has the opportunity to review drafts of the End of Phase Reports or Phase Evaluation Reports and see that they are consistent with what the FTOs are reporting at the meeting.
4. The field training staff should meet at least once a year, preferably quarterly, for additional training, sharing information and review of evaluation standards.

5.5.5. Rotating Trainers/Trainees

1. Whenever possible, the department's field training program should be separated into a set of phases or evaluation periods encompassing a certain number of weeks and certain topics/areas of instruction.
2. When a phase has been completed, the FTP SAC should assign the trainee to another FTO and, if possible, to another shift. The assignment of a different FTO will expose the trainee to a variation of training styles and personal approach to the job.
3. Trainees who are having difficulty in the program will sometimes improve their performance significantly after such a change.
4. The FTP SAC should attempt to match training difficulties of the trainee with specific expertise of an FTO (e.g., a trainee having report writing difficulties should be assigned to an FTO who is an exemplary report writer, or a trainee who needs 1-5 POST Field Training Program Guide – Volume 1 exposure to enforcement activity, should be assigned to the area or shift with the highest number of calls for service).
5. If the department can provide FTOs on each shift, trainees should be rotated to a different shift for at least one evaluation period to provide exposure to the variation of responses that are appropriate at different times of the day.

5.6. Lead Transit Fare Inspector

A Lead TFI is a Transit Fare Inspector who has been designated by the appropriate shift supervisor or the manager or assistant manager in the absence of a TFI supervisor, to lead at least two other TFIs on their shift.

The Lead Transit Fare Inspector shall:

1. Primarily instruct, deploy, and delegate other TFI, to include:
 - a. Assigning work and ensuring its completion.
 - b. Enforcing work rules and procedures.
 - c. Tracking work schedules, overtime, travel, and time off and possibly making recommendations of such.
 - d. Training employees.
 - e. Possibly providing input regarding areas of deficiency and recommending corrective action.
 - f. Possibly recommending that some form of discipline is necessary.
 - g. Possibly providing input on the resolution of grievances.
 - h. Possibly participating in hiring/promoting interviews.

2. Not discipline other TFI.
3. Are required to document and submit to supervision a record of all activity that occurred on the shift including activities that may result in disciplinary action, such as insubordination.

Duties of a Lead TFI includes and not limited to:

1. Giving briefings and debriefings.
2. Making sure all TFI are in full uniform and carrying all their equipment at the beginning of shift.
3. Taking attendance, deploying personnel, writing daily reports, making routine decisions pertaining to assigned duties.
4. Ensuring the shift leaves the building promptly to perform their duties immediately following briefing.
5. Contacting supervisors/POP Manager/other authorized SFMTA staff when necessary.
6. Ensuring that TFIs enter and exit the transit system in the most efficient manner possible.
7. Ensuring that they are at assigned posts at the appropriate time.
8. Providing coordinated services (such as ballpark duties or other special events) with other SFMTA personnel in a positive, courteous, and professional manner.
9. Maintaining an appropriate number of inspectors working at any special event assigned, and ensuring breaks and lunches are taken at the appropriate times.
 - a. After a special event is over (site manager signaling end) and in the order listed here, a lead must account for all TFI, must direct personnel to return to office or patrol, must ensure all return safely, and must make sure all TFI have partners and are with their partners.

5.7. Protocols

5.7.1. Physical Assault.

This includes but is not limited to spitting or objects being thrown at TFIs or in a difficult contact situation.

1. The TFI shall always be aware of your surroundings and maintain a safe distance.
2. The TFI shall remain calm and try to de-escalate by using one of the following:
 - b. Verbal judo.
 - c. Accepting verbal personal information instead of an ID.
 - d. Exercise discretion by allowing the patrons to pay and issue a warning.
3. The TFI shall let the patron know that the violation is not serious, but an infraction and explain the appeal process.
4. The TFI shall advise them of other options to pay the fine if they do not wish to appeal the citation such as the different payment plans and community service.
5. The TFI shall be prepared to retreat and walk away if the situation escalates.
6. The TFI shall remain aware of the situation and their surroundings if the patron fails to cooperate.

7. The TFI shall call their supervisor and specify Muni Code 33-Emergency, and if needed, should call 911.
8. The TFI shall report it to your on-duty supervisor immediately if they are assaulted.
 - a. To seek advice and/or request from the TFI supervisor if they require any medical attention.
 - b. To request a time to decompress (take a 5-minute break, talk it over with their partner, EAP, or Claremont, etc.).
 - c. To schedule a time to write an Incident Report (IR).

5.7.2. Threats

1. The TFI shall maintain a high alert/Situational Awareness.
2. The TFI shall maintain a safe distance.
3. The TFI shall get the individual's attention by saying "Sir/ma'am, would you please remain calm so we can discuss this situation."
4. The TFI shall not match the angry tone and instead keep a calm tone.
5. The TFI shall maintain sincerity and refrain from being condescending or patronizing.
6. The TFI shall not yell back, if they yell.
 - a. In a calm voice... "I understand that you are upset, and I would like to help you resolve this situation."
7. The TFI shall be prepared to disengage and walk away if the situation escalates.
8. The TFI shall report it to your on-duty supervisor immediately.
 - a. To seek advice and/or request from the TFI supervisor if they require time to decompress (take a 5-minute break, talk it over with their partner, EAP, or Claremont, etc.).
 - b. To schedule a time to write an Incident Report (IR).

5.8. Contact And Cover

1. TFI shall not check for fare enforcement alone under any circumstance for their own safety and security.
2. TFI always works in teams of at least 2 members while conducting fare enforcement.
 - a. The partner TFI (Secondary) must provide for the protection and safety of the TFI issuing a citation (Primary) as their sole duty.
 - b. This is called Contact (Primary) and Cover (Secondary).
 - c. The Primary or Secondary must always remain professional.
3. CONTACT (Duties of a Primary)
 - a. The Primary is the TFI tasked with the decision to issue or not the citation and is usually the one who first observes the transit violation.
 - b. Transit fare citations will only be issued if the patron is unwilling to comply with TFI and payment protocols.
 - c. Upon deciding to issue a citation, the primary should stop checking fares and exit the vehicle with the uncompliant violator, if necessary.
 - d. If exit vehicle, the primary should follow the next steps.

- i. Disembark the vehicle after your contact (790) and relocate yourself and the patron to a safe distance from traffic, bus/train, and pedestrians.
 - ii. Maintain a bladed stance position facing the patron and keep eye contact with your partner(s) and the violator for your own safety and protection.
 - iii. Once you start writing the citation avoid any unnecessary conversation with the patron except for ticket-related information, or providing alternative information, to prevent or minimize potential escalating situations.
 - iv. While writing the citation, delegate any other questions or concerns to the Secondary.
 - v. Delegation does not cede the Primary's authority over the direction of the patron unless the Primary cedes the actual issuance of the citation to the Secondary.
 - vi. Note that the primary can use their discretion and let the passenger go with a warning if their safety, their partner/s safety, or the public safety is in danger.
4. COVER (Duties of The Secondary)
- a. The Secondary's main duty is to protect the Primary anytime the Primary TFI is writing a citation or dealing with a difficult contact.
 - b. The Secondary will cease any activity once the Primary TFI has contacted a passenger.
 - c. If the secondary is unable to do so because they have a contact, then both the Primary and Secondary should subtly rearrange the grouping that results in contacts facing away from each other and back-to-back.
 - d. The Secondary should be prepared to respond appropriately to any activity from the contact.
 - e. This includes alerting the Primary directly or nonverbally about any potential threat they may observe.
 - f. If the situation escalates, the Secondary may offer the Primary assistance addressing the situation but, if the Primary declines, they must remain silent and focused.

5.9. Acceptable ID Types on the Zebra Handheld

The following guidelines MUST BE ADHERED to when coming across Fare Evaders at all times.

1. **DL:** Scan the barcode of the driver's license.
 - a. If the scan is unsuccessful, input the state abbreviation and card number in the ID box (e.g., AZ 2892378A).
2. **STATE ID:** Input the state abbreviation and ID number in the ID box (e.g., AZ 283u9128).
 - a. CA is the default state, so it does not need to be entered.
3. **GOV ID:** For any government ID (foreign or domestic), input the country abbreviation and card number in the ID box (e.g., MX 39098482A for a Mexico ID).
4. **NO ID:** Select this option if a passenger does not have or provides an ID type not listed in the drop-down menu.
 - a. Leave the ID number field blank.
5. **RES ALIEN:** Enter the card number in the ID box.
6. **PASSPORT:** Input the country abbreviation and passport number in the ID box (e.g., CN 498034893489 for a Canada passport).
7. **REFUSED:** Select this option if a passenger has an ID but refuses to show it.
 - a. Leave the ID number field blank.

8. **SF ID:** Input the ID number in the ID box.
9. **STUDENT ID:** Input the school's name and student ID number in the ID box (e.g., SFSU 283Y98273).
10. Medical cards, Costco membership cards, EBT cards, and similar items may be used to verify a passenger's identity.
 - a. Do not record this information in the ID box.
 - b. Instead, note it in the Inspector's Comments box (e.g., 'Passenger ID verified using their Costco card').

5.10. Issuing Citations or Warnings

The following guidelines **MUST BE ADHERED** to when coming across Fare Evaders at all times.

1. The TFI shall issue Transit Citations to a fare evader who does not display valid proof of payment at the time of inspection (after boarding the vehicle and making your announcement).
 - a. If a fare evader refuses to provide their name and/or address, void the citation using the reason: "incomplete/walkaway," and record the bus line, direction, and stop on your Zebra handheld.
 - b. Do not issue a citation if the fare evader refuses to provide their name and/or address.
 - c. Note this interaction as a walkaway on your Daily Fare Inspection Logs and Tally Sheet.
 - d. "General Delivery" is acceptable if the fare evader states it as their mailing address.
 - e. Leave detailed notes in the Inspector's Comments box.
2. The TFI shall issue Written Warnings, at their discretion and instruct the passenger to pay their fare under the following circumstances:
 - a. If TFI reasonably believes, based on their training and experience that a passenger is legitimately confused and willing to purchase fare (e.g., a tourist or new resident to San Francisco).
 - b. If the passenger has a valid explanation, such as a history of tagging their Clipper Card on MUNI.
 - c. If there are extenuating circumstances.
 - d. Complete a warning citation on your handheld in real time and note one of the reasons above in the comments box.
 - e. Also, record the interaction on your Daily Fare Inspection Log and Tally Sheet.
 - f. Note that the fare payment was made in the comments box.
3. The TFI shall issue Verbal Warnings, at their discretion under the following circumstances:
 - a. If TFI reasonably believes, based on your training and experience, that the situation may escalate to physical harm to yourself or others after contacting the passenger.
 - b. Note the interaction on their Daily Fare Inspection Log and Tally Sheet when issuing a verbal warning (e.g., VW 1 for one verbal warning issued).
4. The TFI shall provide a "Fares" handout to passengers who are issued a citation or written warning when appropriate.

5.11. Breaks and Meals Periods

A. Breaks

1. Employees are given two paid rest breaks, to be completed by the specified time as assigned by the supervisor.

B. Meals

1. Meals shall be completed at the start of the 5th hour of work regardless of location at that time unless authorized otherwise.
 2. Meals shall be completed by the specified time as assigned by the supervisor.
 3. Due to operational needs, management or supervision may temporarily alter the assigned meal break.
 4. Employees are to stay on their assigned line until 5 minutes before the start of their meal break.
 5. Employees are expected to be back at the transit stop (or other designated staging area as determined by the supervisor) of their assigned line no later than 5 minutes after the completion of their meal break.
-
1. The TFI shall adhere to the mandatory assigned rest and meal break times.
 - a. These breaks should be taken near their assigned work area.
 - b. TFI are not permitted to deadhead to preferred break locations during work hours.
 - c. Failure to do so will be considered Absence Without Leave.
 - d. If arriving earlier than planned to their meal or rest areas, employees may opt to take their rest, and meal breaks earlier than prescribed.
 2. The TFI shall return to service, the line location where the team was last in service after each rest, meal break, or 702 (personal necessity).
 - a. TFI shall radio their line location to a supervisor/lead when departing from and returning to their line assignment for rest breaks, meal breaks, and 702s.
 - b. TFI must be at their line location before calling back into service.
 3. The TFI shall not leave their assignments without approval from a supervisor.
 - c. TFI shall be properly relieved before departing.
 4. The TFI shall refrain from engaging in fare inspection, customer service, or any other work-related duties when they are out of service for rest and meal breaks.
 5. The TFI shall record 702s (restroom usage) on their Daily Fare Inspection Logs separately and not as part of a meal/rest break for timekeeping accuracy.

Special Events

1. During special events or prolonged field assignments, TFI are reminded to bring all mandatory equipment, foul weather gear as needed, and if desired a hot meal and bottled water.
2. City vehicles used to transport staff to and from their assigned posts during special events may also be used for breaks and meals.

5.12. Restrooms

1. The TFI shall call out of service for a 702.

2. The TFI shall go to the nearest restroom if the TFI require to use a restroom, from their current location rather than traveling to a preferred location.
 - a. For safety reasons, if TFI is waiting for a team member/s on their 702, team members should stay close to each other without being intrusive.
 - i. Example: If F199 goes to use the restroom at Starbucks, the partner(s) should wait inside or outside of Starbucks. They should not wait across the street or at a different location.
3. Muni Operator Restrooms Web Map, [Muni Operator Restrooms Web Map](#) (arcgis.com).

5.13. Press Coverage

1. All employees are reminded not to make comments to the press.
2. All media requests should be referred to MTA's spokesperson, Erica Kato.

5.14. Communications

1. Communication Channels: All communications must be conducted via two-way radio.
2. The primary channel for communications is Channel-1 POP MAIN.
3. Emergency Contact: Contact the Transit Management Center (TMC) on Channel 9 or via phone at 415-565-3127 if you are:
 - a. The victim of an assault.
 - b. Verbally threatened and believe your safety is at risk.
 - c. Injured in the field.
 - d. Encountering an unusual occurrence that requires an emergency response.
4. After speaking with TMC, TFI or their partner/s must contact your supervisor.

5.15. End of work / Debriefing

1. The TFI shall conduct fare inspections on their assigned line until one hour before the end of their shift.
 - a. Therefore, TFI should start traveling back to the office no earlier than 1400 hours on Day Shifts or 1930 hours on Swing Shifts.
2. The TFI shall conduct fare inspections at either Van Ness Station or one of the Market and Van Ness stops if they return to 1 South Van Ness (SFMTA Headquarters) area more than 30 minutes before the end of your shift.
3. The TFI shall notify their supervisor of their location before leaving their line assignment.
4. The TFI shall change their duty status to "office," upon entering 1 South Van Ness.
5. The TFI shall proceed to the briefing room to debrief.
6. The TFI shall change duty status to "debriefing" upon arrival inside the briefing room.
7. The TFI shall wait for the supervisor to start debriefing.
 - a. The debriefing should last no more than 10 to 15 minutes, or shorter if there is no information to share.
8. The TFI shall inform the group if they have anything to share when they were in the field or anything interesting that has happened.
9. The TFI shall approach the main table to return their equipment and sign out on the Daily Time Sheet.

10. The TFI shall turn in their necessary paperwork (Brown sheet, White sheet, or demographics sheet) to complete their tasks for the day.
11. The TFI is allowed to dress down 10 minutes prior to their end of shift.
12. The TFI shall clock out at the end of their shift.
 - a. If TFI leaves early and fails to turn in an RTO by the end of their shift, they will be marked AWOL.
 - b. All overtime must be pre-approved by the manager and required to submit the overtime form.

5.16. Remains in effect

This SOP shall remain in effect until canceled or superseded.

6.0 LIST OF ADMINISTRATIVE DUTIES

6.1. Timeclock

PURPOSE: To standardize the use of the time clock in the administration of timekeeping.

POLICY: It is the policy of the SFMTA that employees shall utilize a time clock in order to efficiently manage time and fairly administer timekeeping.

PROCEDURE

1. As a reminder, "Kronos" time clock punches are sent to the City and County of San Francisco's payroll system called "PeopleSoft."
2. Employees shall clock in and out for their assigned shift and all overtime, unless directed otherwise for work performed off-site instead of regular assignment.
3. Employees may not clock out before the end of their assigned shift time, without the approval of their supervisor or they will be considered Absent Without Leave (AWOL).
 - a. For example, if your shift end time is at 1500 hours, you must clock out no earlier than 1500 hours.
4. Employees may clock in early, but they will be only compensated based on their assigned start and end time.
5. If you are late for your shift, you must call and leave a message on the hotline. An approved RTO must be turned in by end of your shift. Excessive tardiness will be monitored and any abuse of this may result in disciplinary action up to and including termination.
 - a. You are tardy if you punch-in past your start time.
6. If you are late or leave early and fail to turn in an RTO by the end of your shift, you will be marked AWOL.
7. A half-hour meal break will be automatically deducted at six (6) or more hours of work.
 - a. An additional half-hour meal break will be automatically deducted if an employee works more than twelve (12) hours in a workday.
8. If you miss a punch, you must notify your supervisor immediately and complete a timestamped Timeclock Correction Form.

- a. Also, the corrected time needs to be manually entered into "PeopleSoft" by admin staff.
 - b. Failing to punch in and/or out will cause an employee to be shorted pay or a delay in pay.
- 9. All Timeclock Correction forms must be time stamped.
 - a. Both the form and timestamp machine are located in the Proof of Payment lounge near the locker rooms.
- 10. For same day time clock corrections when employees have lost/forgot their badge ID, the timestamps on the Timeclock Correction form shall be used to mark the employee's shift start time and end shift time.
 - a. The timestamp on a correction form is the equivalent of badging in and out on the time clock.
 - b. The employee shall be paid for the hours stamped. The correction(s) must match the timestamp(s).
- 11. Supervisors shall not sign an unstamped timeclock correction form.

6.2. Calling Off

PURPOSE: To standardize the policies and procedures for calling off for purposes of the administration of timekeeping.

POLICY: It is the policy of the SFMTA that employees shall call off using the following procedures to fairly administer timekeeping.

PROCEDURE

- 1. Employees shall call and leave a message on the POP hotline for calling off or for when tardy.
 - a. When calling off for the day, employees shall leave a message on the POP hotline at least an hour before the start of their shift.
 - b. When tardy, employees shall leave a message on the POP hotline as soon as is safely possible, but no later than the start of their shift.
 - c. The person shall list their name, star number, shift, reason for delay or absence, and which banked/accrued time to use to cover the time absent.
 - d. Employees shall submit a Request for Time Off (RTO) at the earliest possibility for all scheduled absences, tardiness, or early departures. RTOs are not required for calls off.
 - e. Failure to properly notify of an absence or delay may be considered an unauthorized absence (AWOL).
 - f. Employees are considered tardy if they punch in past their start time.
 - g. If employees are late or leave early and fail to turn in an RTO by the end of their shift, they will be marked AWOL.
 - h. Leaving a message does not excuse the employee's absence.
 - i. If an employee has approved intermittent FMLA, the employee shall leave a message on the hotline and state that they are calling off FMLA and which leave bank they

- will be using. Failure to properly notify can result in an unexcused sick leave occurrence.
- j. If an employee is using Kin Care, they shall indicate so when leaving a message on the hotline.

6.3. Request for Time Off

PURPOSE: To standardize the policies and procedures for requesting time off in the administration of timekeeping.

POLICY: It is the policy of the SFMTA that employees shall request for time off using the following procedures to fairly administer timekeeping.

PROCEDURE

C. Leaves

1. Absences from work requires an approval from the employee's supervisor before the time off is used, excluding unscheduled absences.
2. Employees shall use the department issued Request for Time Off Form (RTO) when requesting leave.
3. With the exception of approved FMLA, no unpaid leave requests will be considered until all accrued paid time has first been exhausted.
4. With the exception of FMLA, sick leave or approved unpaid personal leave, employees should ensure they have the required hours in their leave accounts to cover the entire period of requested time off prior to taking leave.
 - a. A supervisor is not authorized to approve unpaid personal leave.
 - b. Prior to taking unpaid personal leave, it must be approved by a manager.

D. Types Of Leave

1. Emergency Leave
 - a. Employees shall leave a message on the hotline with an explanation of the non-sick emergency and indicate the type of banked leave to be used.
 - b. An emergency leave is a set of exceptional circumstances which are beyond the control of the employee, and which cannot be reasonably resolved without the employee's attention.
 - c. The employee must provide written proof of the emergency upon their return and submit an RTO.
2. Sick Leave
 - a. In accordance with Civil Service Commission Rule 420, sick leave is provided for the use by an employee for the purpose of illness, medical/dental appointments, bereavement leave for the death of a family member (as defined by section 420.6.3 of the Civil Service Commission Rules), or for the care of an ill dependent child.
 - b. Sick leave use in excess of five (5) continuous working days requires submission of a Request for Leave Form including a doctor's report substantiating the period of illness. You must be cleared by your doctor in writing to return to full work status.

- c. Employees must be processed back to work by the Return-to-Work Unit before reporting for duty.
- 3. Unpaid Personal Leave
 - a. Permanent employees may request unpaid personal leave for a period of up to twelve (12) months within any two-year period and has to be approved by management.

E. Leave Process

- 1. Duration of Leave:
 - a. Leaves of 3 or more days: With the exception of unscheduled sick leave, request for leaves of three (3) or more days must be submitted to their supervisor at least 7 days prior to the days off.
 - b. Leaves less than 3 days: With the exception of unscheduled sick leave, request for leaves less than three (3) days must be submitted to their supervisor at least 2 days prior to the day(s) off.
- 2. Approving Leaves:
 - a. Leaves or absences from work must be approved by the employee's supervisor. Approval is defined as the entire process of completing the appropriate form in its entirety, and supervisor's review and approval. Approval of leave requests are at the discretion of the supervisor and will be based on the operational needs of the unit.
 - b. In considering requests, supervisors may inquire into the reason for the request for leave. The employee's supervisor will sign the form either approving or denying the request. Denials will be accompanied by an explanation.
 - c. If the immediate supervisor is not available or not on duty, an employee should contact another supervisor or manager for approval. In the case that no supervisors or managers are available to review the request, an employee should leave a message on the POP Hotline and inform their supervisor the following day.
 - d. No more than (2) Transit Fare Inspectors shall be scheduled off per shift. If there are less than (6) Transit Fare Inspectors on a shift, only (1) Transit Fare Inspector shall be scheduled off.
 - e. If your Request for Time Off is denied, you may make an appeal to any Proof of Payment Manager.

6.4. Attendance

PURPOSE: To standardize the administration of the attendance policy.

POLICY: It is the policy of the SFMTA that employees shall make the best use of time in order to efficiently manage time and fairly administer timekeeping. It is the policy of the POP Department to manage employee work time in this manner, working to meet the operational needs of the line coverage.

PROCEDURE

A. Attendance

1. Attendance is an important element of employee performance. All Proof of Payment Department employees are expected to have consistent attendance, report to work punctually, and be prepared to work at the beginning of their shift.
2. Every position is important to the SFMTA, and regular, predictable attendance is expected of all employees. Unplanned or unauthorized absences can negatively impact your colleagues, disrupt the work of the organization, and impair the agency's ability to provide service to the public.
3. These guidelines establish the parameters used to evaluate attendance of SFMTA Proof of Payment employees and allow for consideration of individual circumstances as needed.
4. It is recognized that an employee may take time off because of illness and doctor's/medical appointments; however, excessive sick leave use, unauthorized absences (AWOL), or patterns of absenteeism or tardiness, regardless of the reason, may require appropriate corrective action.
5. Some or all of the attendance policy and procedures may be suspended or altered by the SFMTA or CCSF during a pandemic or other DSW-designated event and as such will be established and rescinded in writing.
6. Attendance and punctuality will be evaluated on a rolling 90-day period and a rolling 12-month period.
7. Improper use of sick leave, failure to present medical certification when required, excessive absenteeism, tardiness, unauthorized absence, or failure to notify your department when you are unable to report to work may result in sick leave restriction, disciplinary action, or termination.

B. Tardiness

1. Tardiness is defined as a failure to be on the job in full uniform and ready to perform duties with the proper tools and personal protective equipment at the time work is normally scheduled to begin.
2. Tardiness is considered separately from absenteeism.
3. Incidents of significantly late arrivals or a pattern of uncorrected tardiness that cause work reassignment or delay may result in progressive disciplinary action.
4. Any arrival after your scheduled time is considered tardy.
5. Four (4) or more occurrences of being tardy within a rolling 90-day period are considered excessive and may lead to progressive discipline.
6. If an employee arrives more than 15 minutes late, their pay will be marked "Unpaid Leave".
7. Supervisors may approve the use of CTP or VAP to cover this time but will still be marked as tardy.
8. Sick pay may only be used to cover this time if the late arrival was associated with an acceptable use permitted under the CCSF Civil Service rules.
9. Supervisors may not approve requests for early departure unless the employee is sick.
 - a. Sick pay may be used to cover this time if the early departure was associated with an acceptable use permitted under the CCSF Civil Service rules.

6.5. Briefing

PURPOSE: To standardize the briefing process.

POLICY: It shall be the policy of the department that supervisors use daily briefings to disseminate work-related information, distribute equipment, assign partnerships and tasks, and collect feedback from Transit Fare Inspectors.

PROCEDURE

A. Shift Information

1. Shift briefings are conducted by a shift supervisor at the beginning of the shift and should typically last no more than ten (10) minutes.
2. On a weekly basis, usually on Mondays, a Weekly Roll Call Update may be provided to all staff via email, posted in the Briefing Room, placed in mailboxes, and/or covered in shift briefings. This is to recap identified issues or to announce upcoming issues.
3. Special training bulletins may be provided. They will be covered, emailed, and posted.
4. It is each inspector's responsibility to familiarize themselves with any information through the shift briefing, weekly roll call update documents, or any training documents.

B. Ground Rules

2. It is SFMTA policy that all employees shall remain professional at all times and treat each other with respect and courtesy.
 - a. It is the department's policy that uniformed employees shall do so particularly during briefing, to ensure unity and encourage esprit de corps.
3. Employees must have all cell phones, pagers, and other devices on silent, or vibrate mode and refrain from using such unless authorized otherwise due to exigent circumstances.
4. Employees shall respect each other while in briefing and raise their hands if they have any questions.
5. Employees shall clean up after themselves after the briefing is over, including turning off fans to prolong their longevity.
6. All employees must report for duty in full uniform for briefing and leave for their assignment directly after, without returning to the locker room.
7. During the briefing, all Inspectors must sit together as a unit to optimize communication.
 - a. Chairs are placed to ensure such and shall not be moved to other parts of the room.
8. Employees shall not swear or be disrespectful or rude towards each other.
9. Employees shall listen actively and respect others when they are speaking.
10. Employees shall sit up straight and refrain from appearing to sleep.
11. Employees shall refrain from eating or drinking.
12. Employees shall not leave the briefing room until dismissed.

6.6. Uniform and Equipment Policy

PURPOSE: To set the standard for properly wearing and safeguarding issued uniforms and equipment.

POLICY: It is the policy of the department that uniformed employees shall wear their full uniform and carry all mandatory equipment, except when otherwise authorized by supervision or as covered under this policy. It is also policy that employees shall safeguard and immediately report any issues with their issued uniform and equipment to their supervisor or the supervisor on duty. An issued uniform is one tool used by SFMTA employees for fare inspections.

PROCEDURE

A. Employees shall wear their full uniform while on duty and take all prudent measures to safeguard it.

B. Uniforms and equipment must be used for their designed purpose only.

C. Uniform Issuance

1. Uniformed employees shall be issued the following uniform apparel:

- a. (2) Short sleeve shirts
- b. (2) Long sleeve shirts
- c. (1) Windbreaker jacket
- d. (1) Traffic reflective safety vest
- e. (4) Pairs of trousers
- f. (1) Metal Star
- g. (1) Dress Belt
- h. (1) Pair of gloves
- i. (1) Embroidered baseball cap
- j. (1) Sweater
- k. (1) Foul weather jacket
- l. (1) Pair of rain pants

D. Mandatory Equipment

1. While on duty, all uniformed employees shall wear or have on their persons the following equipment:

- a. Metal Star
- b. Disaster Service Worker ID
- c. SFMTA ID
- d. Dress belt
- e. Duty belt
- f. (4) Keepers
- g. Citation holder with enough citations to cover a shift
- h. First Aid pouch and latex gloves
- i. Radio with remote speaker microphone and optional radio earpiece
- j. Radio holder
- k. Flashlight and holder
- l. Handheld Card Reader and optional holder
- m. Handheld Citation Device and Printer and optional holders

2. Employees shall ensure that all battery-operated equipment be fully charged at the beginning of each shift.

3. Employees shall ensure the printer shall have sufficient paper for the entire shift at the beginning of the shift.

4. Any uniformed employee can be the subject of equipment/uniform inspection(s) at any time during the shift.
 5. Uniformed employees assigned to administrative duties are not required to wear a duty belt. Some administrative duties may not require a uniform and are solely authorized by the manager.
 6. Issued equipment must be stored in an employee's locker, or other designated and secured area, and shall not be taken home, except for ID cards.
- E. Wearing the Uniform
1. Collared Shirt
 - a. An employee shall wear their issued shirt by itself or underneath an issued sweater and/or jacket.
 - b. The shirt collar must be visible at all times, except when standing in extreme weather outside.
 - c. Shirts must be tucked inside the pants at all times.
 - d. A black dickey may be worn with the collared shirt but must be tucked inside and under the collar.
 2. Metal / Embroidered Star
 - a. Uniformed employees must wear their metal star or an embroidered star on the upper left chest area of their outermost garment at all times.
 - b. The metal, embroidered, or patched star on the outermost garment must be fully visible at all times, except when wearing a traffic reflective safety vest.
 - c. Metal star shall not be worn on the employee's belt or around the neck.
 3. Nameplate / Embroidered Name
 - a. Metal nameplate shall be worn centered above and no further than one-half inch above the right shirt pocket.
 - b. Metal nameplate shall be centered and above the right chest area of the outermost garment.
 - c. Instead of a nameplate, uniformed employees may have their name embroidered on their shirts, jackets, and sweaters (must be within department standards).
 - d. The uniformed employee's name must be fully visible at all times.
 4. Trousers
 - a. The tops of trousers must be worn parallel to the top of the employee's hip area.
 - b. Employees shall not blouse their trousers.
 - c. Trousers must cover socks when standing.
 5. Insignia
 - a. No other insignias, logos, or pins may be on the uniform, except those specifically approved or issued by management.
 - b. Mourning band may not be worn, except when authorized by management.
 6. Modification of Uniform
 - a. Uniformed personnel may request modification, additional uniform apparel, or equipment by submitting a letter of justification to their supervisor.
 - b. Employees shall not wear any modified or additional uniform apparel and/or equipment not issued by the SFMTA unless authorized in writing by the Proof of Payment Department Manager.
 7. Shoes / Boots

- a. Uniformed employees shall wear plain black slip-resistant safety shoes or boots.
 - b. No shoes or boots with identifiable names/logos may be worn.
8. Miscellaneous Uniform Requirements
- a. Uniformed employees shall wear plain black socks.
 - b. If an employee wears an undershirt, it shall be black, white, grey, or dark blue.
 - c. Employees shall have (2) black ballpoint pens.
 - d. While on duty, an employee shall not tie and/or wrap their jacket or sweater around their waist or shoulders.
 - e. An issued, embroidered baseball cap or beanie may be worn.
 - f. When wearing either headwear, it must be worn conventionally.
 - i. When wearing a baseball cap, employees shall wear the cap-bill facing forward.
 - ii. When wearing a beanie, employees shall wear it folded exactly once, evenly around, covering all or part of the ears, and with the currently issued logo forward-facing.
 - iii. When wearing a cap or beanie, employees shall wear one at a time.
 - g. Employees shall not alter the color of the issued embroidery on hats, shirts, jackets, or sweaters.
 - h. Employees shall wear/carry the yellow reflective safety vest at all times. Issued reversible reflective rain jackets or windbreakers may be substituted instead.
 - i. While on duty, uniform employees shall keep (1) spare set of uniform shirt and trousers in their locker.
9. Wearing the uniform outside of work hours
- a. Uniformed employees are allowed to wear their uniforms to and from work.
 - i. Employees shall cover all insignias, logos, and patches by wearing a jacket and/or sweater.
 - b. Unless authorized by management in writing, employees shall not wear their issued uniform to any private or public meeting/events outside of work hours.
- F. Protective Equipment
1. Use of Issued Body Armor
- a. Body armor is optional wear and is a safety device.
 - b. Body armor shall be worn under an employee's collared shirt.
 - c. It is the uniformed employee's responsibility to maintain, keep secure, clean, and properly wear the body armor.
 - d. Employees may take their body armor cover home to clean and wash.
 - e. When not in use, body armor panels shall be secured in an employee's locker at work.
 - f. Employees shall clean, maintain, and wash their body armor/cover per the manufacturer's specifications.
- G. Replacing Uniform and Equipment
- 1. Uniform apparel or equipment must be replaced once an item becomes unserviceable or no longer fits.
 - 2. Uniform items with visible mends and/or patches or in need of repair shall not be worn.
 - 3. The unserviceable item must be returned in order to receive a replacement.
- H. Damaged/Lost/Stolen Property
- 1. Employees are responsible for safeguarding SFMTA property entrusted to them for use in the performance of their duties and will be responsible for paying the SFMTA for the

value of the property at the time of its loss, damage, or theft due to the employee's negligence or failure to take prudent measures to safeguard the items.

2. Employees shall immediately report all missing, misplaced, lost, damaged, malfunctioning, defective, or stolen clothing apparel/equipment to their supervisor and shall write an incident report for all missing items with city identification on them, for body armor, and for all missing electronic equipment.

I. Condition and Care

1. Uniformed personnel shall properly maintain and care for all issued uniform apparel and equipment.
2. All uniform apparel and equipment shall fit properly and have a neat and clean appearance.
3. Minor uniform repairs such as small seam rips or zipper tab repairs are the responsibility of the uniformed employee.

J. Use of Electronic Devices

1. All personal devices and department-issued phones shall be limited in their use while on duty.

K. Grooming and Hygiene

1. Employees shall maintain good hygiene and grooming.
2. Employees must be mindful of others' sensitivities to odors such as perfumes and body odor.
3. All issued uniform items must be worn for both identification and function, and all must not be worn for ornamentation.
4. All hairstyles shall have a neat and professional appearance and, if a hat/beanie is worn, may not impede the proper wearing of a baseball hat or beanie.
5. Oversized earrings are a safety issue and are prohibited.

L. Termination of Service

1. When employees leave their classification due to promotion, transfer, or separation from SFMTA service, they shall return to SFMTA all items of uniform, uniform insignia, and equipment supplied to and/or purchased by voucher or cash allowance issued to an employee by SFMTA.
2. If a departing employee fails to return SFMTA's uniform or equipment, SFMTA may charge the employee the full cost of the unreturned uniform items or equipment.

6.7. Portable Clipper Devices

PURPOSE: To standardize the process for deploying and storing portable Clipper devices when in the custody of such.

POLICY: Proof of Payment employees shall ensure the safe use, proper storage, and state of readiness of the portable Clipper devices.

PROCEDURE

After a thorough review by SFMTA Safety Analyst Hushion from the Industrial Safety Environmental Compliance Department, the portable Clipper units are deemed safe for use.

A. Transporting the unit

1. Transit Fare Inspectors shall take prudent measures to safely store, transport and set up each portable Clipper unit.
 - a. Employees should never toss a unit into the van.
 - b. Each unit should be picked up with two hands at the base. Do not pick up the unit by the neck or any other location on the unit.
 - c. To prevent back injuries, employees should bend their knees to squat down, keep the unit close to their body, and straighten their legs to lift the unit.
 - d. If a unit is dropped or damaged, employees shall notify a supervisor immediately.

B. During baseball season and immediately after a weeklong run of home games, supervisors or their designee shall transport the units to Potrero upper yard and upload/download all units successfully, with assistance, if necessary, from Fare Box Repair.

C. Prior to first use in a run of home games, supervisors and leads shall ensure that all batteries are fully charged and shall monitor battery usage throughout the homestand.

D. Prohibited use

1. Transit Fare Inspectors shall not operate any portable Clipper unit in wet conditions.

6.8. Radios

PURPOSE: To standardize the process for the usage and safeguarding of radios.

POLICY: Proof of Payment employees shall use radios conforming to FCC and SMFTA policies and procedures. Employees shall also safeguard and immediately report any issues with their assigned radio to their supervisor or the supervisor on duty.

PROCEDURE

A radio is a safety tool used by SFMTA employees for all assignments.

- A. To ensure employee safety and that operational needs are met, all employees are required to monitor their radios at all times, except during rest and meal breaks.
- B. Uniformed employees are assigned their own individual radio and shall be responsible for turning it in at the end of each work shift.
 1. Employees shall carry the radio as a required part of their full uniform and take all prudent measures to safeguard it, unless otherwise assigned.
 2. Employees shall immediately report a missing, inoperable, defective, malfunctioning, damaged, lost, or stolen radio to a supervisor, shall complete a Service Request Form, and may be required to write an incident report.
 3. Radios shall not be taken home or stored overnight in an employee's locker or desk unless otherwise authorized.
 4. Radios must be used for their designed purpose only.
 5. Employees shall utilize their assigned radio conforming to training standards. Any questions regarding issues arising from or concerning the proper use of the devices should be directed to the employee's direct supervisor.
 6. Radio usage is governed by FCC rules and all employees shall comply with federal guidelines for usage. The FCC rules and regulations governing SFMTA radio use include:

- a. Employees must not transmit any unnecessary or personal messages nor utter any obscene, indecent, or profane language by radio.
- b. No employee, except those specifically authorized by the FCC to do so, shall make any adjustment to an SFMTA/MUNI radio set.
- c. No employee must willfully damage or permit others to damage radio equipment. Violation of the above rules is a federal offense for which severe penalties are provided by law and for which employees may be disciplined up to and including discharge.
- d. Radios are provided for the employee's safety and to facilitate communication. Therefore, any radio operation that purposely interferes (this includes "horseplay") with the ability of any SFMTA employee or contractor to transmit is strictly prohibited. The SFMTA is responsible for providing operable radios to personnel.

C. Radio Use

- 1. Employees shall check out radios at the beginning of the shift and check them in at the end of the shift with the radio turned off and the microphone securely attached to the antennae base via the D-ring or the clip.
- 2. Employees assigned radios must conduct a radio check at the start of their shift to ensure proper operation. Employees are also responsible for checking their radios before leaving the briefing room to ensure that the:
 - a. Correct channel is selected for the assignment.
 - b. Volume setting does not interfere with communications.
 - c. Microphone is not keyed.
- 3. Employees must be sure the channel is clear before establishing communications.
- 4. Only one person can transmit at a time.
- 5. When transmitting, employees shall speak clearly and use the phonetic alphabet whenever required or needed.
- 6. Employees must first identify themselves by their Unit Identifier before the identifier of the unit or base station they are calling.
- 7. Radio transmissions shall be kept to a minimum. Radios are provided for the safety of the employee and for communicating brief work-related messages or requests.
- 8. Authorized radio codes must be used whenever possible.
- 9. Employees must make sure that radios used during their shift are continuously turned on and set at an adequate volume, for ambient noise conditions, to receive transmissions clearly. Employees must not turn off their radio at any time during their shift unless directed otherwise by management.
- 10. Emergency transmissions (code 33) take precedence over all other communications.
- 11. Upon hearing code 33 from TMC/OCC/Sgt, employees will refrain from using the radio unless called by TMC/OCC/Sgt or making an emergency call.
- 12. POP employees may use Code Red to signify an emergency call solely to POP.
- 13. POP may use code 792 Difficult Hostile Situation to alert other on-air/on-shift POP colleagues of an emergent situation that does not rise to the level of Code 33.
- 14. Communications pertaining to emergencies take priority over all others.
- 15. Falsely labeling a communication as an emergency is prohibited.
- 16. When reporting an emergency be prepared with the following information:

- a. Unit Identifier
- b. Location
- c. Nature of Emergency
- d. Code response

17. All radio communications will be conducted on the assigned channels(s) unless otherwise directed by TMC/OCC or by supervision, in the event of an emergency.

D. Radio Codes

Code 33 Clear communications - emergency in progress
 Code 100 Silent alarm
 Code 802 Coroner's case
 Code 800 Alleged insane person
 Code 900 Stop the cable - emergency
 Code 903 Request for vehicle inspection by Police

700 In service	744 Intoxicated operator/passenger
701 Out of service	745 Altercation Op/Pass (verbal or physical)
702 Personal necessity	746 Juvenile disturbance
703 Out of service at home	747 Operator assaulted
704 Receiving poorly	748 Vandalism MUNI property
705 Not out	749 Open feeder: specify feeder#
706 Late pull out	750 Overhead problem
707 Rendezvous	751 Propulsion/no forward motion
708 Media on scene	752 Coupler
709 Repeat last transmission	753 Pantograph
710 Telephone number given	754 Siemens breaker
711 Proceed to location given	755 Dead tow/push
712 Arrived on scene	756 No power
713 All clear	757 Trolley pole (specify problem)
714 Return to last assignment/Station/subway	758 Retriever
715 Cancel last assignment	759 Trolley rope
716 Request for shuttles	760 Trolley shoes
717 Recovered vehicle: stolen/abandoned	761 Hot body
718 Vehicle accident (property damage only)	762 Transmission
719 Vehicle accident (personal injury)	763 Brakes
720 Abandoned vehicle	764 Doors (specify)
721 Stolen vehicle	765 Low air
722 Fire or fire equipment	766 Interlock
723 Line delay	767 Mirrors (specify)
724 Pedestrian collision	768 Flat tire (specify)
725 Fall on board	769 Hot engine
726 Fall alighting/boarding (specify)	770 No start
727 Wheelchair	771 Slot blade

728	Wheelchair with physically challenged	772	Stuck in curve/crown (specify)
729	Terrorist threat	773	Grip change
730	Bomb threat	774	Strand alarm (specify location & number)
731	Disabled vehicle	775	Bumper bar (specify location and number)
732	Derailed LRV/streetcar/Cable Car	776	Pick pocket or purse snatch
733	Evacuate train(s)	777	Armed robbery or hold up
734	Close subway	787	Cite(ing) illegally parked vehicle
735	Notification to passengers of service delays	788	Traffic congestion
736	Interview citizen	790	Fare evasion (single)
740	Police	791	Fare evasion (group)
741	Ambulance	792	Difficult or hostile situation
742	Claims enroute	799	Drug test transport
743	Fight on board		

6.9. Handheld Card Reader (HCR)

PURPOSE: To standardize the process for the usage and safeguarding of the Handheld Card Reader (HCR).

POLICY: Proof of Payment employees shall use and safeguard their assigned HCR conforming to SMFTA policies and procedures and shall immediately report any issues with their assigned HCR to their supervisor or the supervisor on duty.

PROCEDURE

An HCR device is one tool used by SFMTA employees for fare inspections. These costly devices are leased through the Metropolitan Transportation Commission (MTC) and are not easily replaced.

- A. Employees are assigned their own individual HCR device and shall be responsible for turning in their HCR device at the end of each work shift.
 1. Employees shall carry the HCR device as a required part of their full uniform and take all prudent measures to safeguard it unless otherwise assigned.
 2. Employees shall immediately report a missing, defective, malfunctioning, damaged, lost, or stolen HCR device to a supervisor, submit a completed Service Request form, and may be required to write an incident report.
 3. HCR devices shall not be taken home or stored in an employee's locker.
 4. HCR devices must be used for their designed purpose only.
 5. Employees shall utilize their assigned HCRs conforming to training standards. Any questions regarding issues arising from or concerning the proper use of the devices should be directed to the employee's direct supervisor.
- B. HCR Use
 1. Employees shall check out HCRs at the beginning of the shift and check them in at the end of the shift with the HCR rebooted at the time of checking in, in order to sync when

first re-docked.

2. Employees assigned HCRs must conduct a check at the start of their shift to ensure proper operation. Employees shall check their HCRs before leaving the briefing room to ensure that the:
 - a. HCR is functioning and can register and read a Clipper Card by tagging their assigned employee's official business use Clipper card.
 - b. Volume setting does not interfere with communications.
 - c. HCR battery is sufficiently charged to last for the shift assignment.
3. Employees must make sure that their HCR is able to be set at an adequate volume, for ambient noise conditions, to register fare on a Clipper Card clearly.
4. The HCR sensor to read Clipper Cards is located top rear of the device and optimal reading requires the card/mobile device to be placed vertically and directly adjacent to the back panel of the device, as near as possible to its top edge:



5. The sensor on iPhone and Android phones is usually located next to the camera. Employees will refer to Cubic manuals and their training to follow instructions on how to use the HCR to read fares on a Clipper card in an electronic wallet on these phones.

6.10. Zebra Handheld Device and Printer

PURPOSE: To standardize the process for using and safeguarding the Zebra handheld device and printer.

POLICY: Proof of Payment employees shall use their assigned Zebra handheld device and printer as trained, safeguard it, and immediately report any issues with it to their supervisor or the supervisor on duty.

PROCEDURE

A Zebra handheld device and printer are tools used by SFMTA employees for fare inspections. These costly devices are purchased through Conduent and are not easily replaced.

- A. Uniformed employees are assigned their own individual Zebra handheld device and printer

and shall be responsible for turning in their devices at the end of each work shift.

1. Employees shall carry the Zebra handheld device and printer as a required part of their full uniform and take all prudent measures to safeguard them unless otherwise assigned.
2. Employees shall immediately report missing, inoperable, defective, malfunctioning, damaged, lost, or stolen Zebra handheld device and printer to a supervisor, submit a completed Service Request form, and may be required to write an incident report.
3. Zebra handheld device and printer shall not be taken home or stored overnight in an employee's locker.
4. Zebra handheld devices and printers must be used for their designed purpose only.
5. Employees shall utilize their assigned Zebra handheld device and printer conforming to their training standards. Any questions regarding issues arising from or concerning the proper use of the devices should be directed to the employee's direct supervisor.
6. Employees are not authorized to make or receive phone calls from their Zebra Handheld Device.
7. Employees are not authorized to take pictures of citizens or patrons using the Zebra handheld device.
8. Employees shall not power down their Zebra handheld device unless authorized otherwise.
9. Employees shall not disable the GPS feature.
10. Employees shall not place the device in Airplane Mode.
11. Employees shall not turn off the cellular service.
12. Employees should turn on the Wi-Fi only when in the Metro stations and tunnels.

B. Zebra Handheld Device and Printer Use

1. Employees shall check out and log on to the Zebra handheld device and printer at the beginning of the shift.
2. Employees assigned Zebra devices must conduct a printer form feed to check for proper operation at the start of their shift. Employees are responsible for checking their devices before leaving the briefing room to ensure that the:
 - a. Employee is logged on properly.
 - b. The printer has sufficient paper for the remainder of the shift.
 - c. Both devices are functioning and can register, read, and populate the necessary fields of a suspected fare evader's Driver's License or ID card.
 - d. Both devices are linked to each other.
 - e. Both devices are sufficiently charged to last for the shift assignment.
3. At the end of the shift, employees shall ensure the Zebra Wi-Fi is turned off.
4. At the end of the shift, employees shall first print out the "End of Shift Report," then log off, check both devices in, and finally submit the printout to their supervisor/lead paperclipped to the rest of their shift paperwork.
5. Employees shall refer to the Conduent Zebra Handheld Device and Printer Manual for more comprehensive instructions on proper use and function.

6.11. Electronic Devices

PURPOSE: To standardize the use of personal/issued cellular phones and personal electronic

devices.

POLICY: It is the policy of the SFMTA that personal/department-issued phones and personal electronic devices (PED) be limited in their use while on duty.

PROCEDURE

A. Cell Phones

1. All work-related communications should be conducted via department-issued radios and/or department-issued cell phones unless authorized otherwise.
2. Department-issued phones shall only be used for work communications. Their usage may be periodically audited by IT and/or by POP management.
3. All cell phone use unrelated to work is prohibited, unless authorized otherwise or unless an emergency.
4. While on duty, cell phone usage shall be short, infrequent, and discreet whether for work-related matters or emergency personal use.
5. While on duty, uniformed employees shall not wear, use, or operate any personal portable electronic devices not authorized by the SFMTA.
6. This policy allows for the possession of a personal cell phone while on duty.
 - a. Uniformed employees may keep their personal cellular phones with them during the shift, but cellular phone usage should be out of public view where possible and reserved for emergency use only.
7. Uniformed employees may not wear a Bluetooth headset, earbud, and/or similar devices at any time while on duty, except those authorized by management.
8. There are no restrictions on cellular phone usage during rest and meal breaks.
9. Cellular phones shall not be used while operating a department vehicle.
10. Cellular phones shall not be used on or near railway tracks (minimum more than 15 feet away).

B. Portable Media Player

1. The use or possession of personal electronic players with audio or visual capabilities, for example, iPod/MP3 devices or portable AM/FM/Satellite radio devices are prohibited while on duty unless authorized otherwise.
2. The use of electronic players with audio or visual capabilities for use in the office or locker rooms may be authorized while on duty. The use of such may not distract, impinge, infringe, or otherwise disturb the work or productivity of self or others.
3. Use or possession of personal electronic devices with audio or visual capabilities while in the field is strictly prohibited and may result in progressive disciplinary action.

6.12. Greeter's Equipment

PURPOSE: To establish a standard procedure regarding the safeguarding, storage, and retrieval

of the 1 South Van Ness SFMTA Greeter's assigned laptop and cellphone.

POLICY: The employee assigned to the greeter duties must safeguard, check out, and return the equipment assigned to them.

PROCEDURE

A. Employee's Responsibilities

1. The employee assigned to greeter duties shall check out a laptop and cellphone daily from a supervisor/lead during the morning briefing. If an employee has access to the laptop and cellphone, the employee may check out these items themselves.
2. Greeter shall return assigned laptop and cellphone to their supervisor/lead or equipment enclosure, at the end of their greeter shift, unless greeter passes down the laptop and cellphone to another greeter.
3. Greeter shall not leave laptop and cellphone unattended.

B. Supervisor/Lead Responsibilities

1. Day shift supervisor/lead may assign a laptop and a cellphone to a greeter.
2. Swing shift supervisor/lead or greeter shall store laptop and cellphone in Day 1 equipment enclosure.

C. Notifications

1. You must notify a supervisor/manager immediately if the laptop or cellphone is missing.
2. If the laptop and cellphone are stored in the wrong equipment enclosure, and there are no supervisors on duty, or you do not have access, contact the manager for an access code.

6.13. Locker Room Usage

PURPOSE: To establish a standard procedure regarding the safeguarding, storage, and retrieval of uniform and related accessories.

POLICY: This conforms to the uniform policy requiring all equipment (except batteries and ID's) to be stored in your locker.

PROCEDURE

1. Each Proof of Payment employee will only be allowed to use one (1) locker.
2. All lockers with a lock must have a name plate/label. If your name plate/label is missing, please ask administrative staff for a replacement.
3. To prevent theft/loss of property, all equipment and personal property must be stored inside your assigned locker and your locker should be kept locked. You may not store your belongings in any other place in the locker room. Example: Boxes above your lockers.
4. Employees not following the above policies may have their locks cut off and/or property disposed of.
5. The SFMTA cannot be held responsible for the theft, loss, or damage to items not stored properly or conforming to this policy.

6.14. Cubicles and Office Supplies

PURPOSE: To establish a standard procedure regarding the use or access of office space and cubicles.

POLICY: This conforms to the policy requiring the use or access of office space and cubicles.

PROCEDURE

1. Ask your supervisor or POP administrative staff if you need office supplies.
2. You may not access or use cubicles that are not assigned to you.
3. Utilize the 8th floor breakrooms or the back area near the computers if you need to desk space to complete your paperwork.

6.15. Yellow Reflective Vest

PURPOSE: To establish a standard procedure regarding the use of the yellow reflective vest.

POLICY: All POP staff shall comply with the SFMTA Roadway Worker Protection Plan (RWP), California Public Utilities Commission (CPUC), and Federal Railroad Administration regulations when assigned to any activity or working in any area that is governed by their statutory or regulatory authority.

PROCEDURE

A. Operations

In the interest of safety, preparedness, and compliance to local, state, and federal regulations, effective immediately all uniformed POP staff shall have their reflective vests with them when they are on duty.

In response to emergencies, major service disruptions, or requests from transit management personnel, TFI's can be deployed to conduct customer service activities throughout the system.

1. These deployments can occur at any time with little or no advance notice.
2. The locations where TFI's are requested to conduct customer service activities are frequently in intersections or traffic lanes or near MUNI Right of Ways on surface streets, or in the subway system.
3. To safely and effectively respond to these service disruptions, collisions, or other requests for service it is required that TFI's have all mandatory safety equipment, including their reflective vests, immediately accessible.

B. Violations Of Regulations

Staff are reminded that violations of the above applicable regulations are punishable by:

1. Discipline up to and including termination.
2. Fines imposed by the California Public Utility Commission (CPUC) on SFMTA start at \$5,000 and can go up from there.
3. The Federal Rail Authority (FRA) can cite and fine individuals for "willful violations" (49 CFR §209.409). The penalty can range from \$650 to \$25,000 per violation, per day. In

worst case scenario, SFMTA and the individual could face fines.

6.16. Abandoned/Confiscated Identification, Clipper Card, and Fare Media

PURPOSE: To establish a standard procedure regarding Abandoned/Confiscated Identification, Clipper Card, and Fare Media.

POLICY: All POP staff shall comply with this policy.

PROCEDURE

1. **Clipper Card/fare media:** TFI shall write a brief reason for confiscating the identification and/or Clipper Card/fare media, on the issued citation.
2. **Clipper Card/fare media/MUNI or SFMTA ID card:** If patron walks away before the issuance of citation and abandons their identification/Clipper Card/fare media item, TFI must complete an incident report.
3. TFI shall attach the identification/Clipper Card/fare media to the incident report and/or citation.
4. TFI shall make a side-to-side photocopy of the Clipper Card/fare media serial number and issued citation.
5. TFI shall turn in the identifications, Clipper Cards, fare media items, the photocopies, and incident reports at the end of shift to their supervisor.

6.17. Vehicle Use

PURPOSE: To establish a standard procedure the use of a vehicle.

POLICY: All POP staff shall comply with this policy.

PROCEDURE

1. Vehicle Keys
 - a. The keys to Proof of Payment vehicles are stored inside the KeyWatcher cabinet, located next to room 8242.
 - b. You must have successfully completed the CCSF Employee Driver Training by ClickSafety to gain access to the vehicle keys.
 - c. Spare vehicle keys are located inside the KeyWatcher cabinet.
2. Returning a Vehicle
 - a. Return the vehicle to its designated parking area.
 - b. Complete the Vehicle Trip Record Log. If the vehicle is damaged, you must fill out a damaged vehicle form and turn it in to a supervisor. The log and form are inside the vehicle.
 - c. Complete the return information on the Vehicle Usage Log, including any mechanical problems.
 - d. Check that all the windows are rolled up, doors are locked, and lights, including ceiling lights, are turned off.

- e. Return vehicle key(s) to the KeyWatcher cabinet.
 - f. Ensure that the vehicle is returned with more than ½ a tank of gas. Fuel stations are located at:
 - i. 100 Martin Luther King Dr. inside Golden Gate Park maintenance yard (Diesel Fuel)
 - ii. 1800 Jerrold St. southeast of Rankin (Central Shops)
 - iii. Bryant St between 7th and 8th Street (Hall of Justice Service Station)
 - iv. Bayshore / Marin (near Cesar Chavez) (Diesel Fuel)
3. Cleanliness of Vehicle
- a. Treat the vehicle and its future users with courtesy and consideration by leaving the vehicle as clean as when you entered it.
 - b. Drivers shall ensure that all trash, paperwork, equipment and etc. that are left behind by their passengers are removed from their vehicles.
 - c. If you feel the vehicle needs to clean, take the vehicle to Tower Car Wash, located at 1601 Mission St, San Francisco, CA, 94103. Tower Car Wash will vacuum and wipe down the interior and wash the exterior.
 - i. Check-in with a service representative.
 - ii. Take the receipt for service to the cashier.
 - iii. Inform the cashier you are from the SFMTA and complete the necessary paperwork.
4. City Vehicle Usage
- a. Per City and County of San Francisco Employee Handbook, "City vehicles are a resource whose use is limited by law. Like all City resources, City vehicles are to be used for City business only. Except where explicitly authorized to do so, employees may not take City vehicles home. City vehicles may not be used for personal business. Vehicles should be used to conduct official city business only. Employees who violate the Vehicle Code or any other applicable laws and City policies in City vehicles may be subject to disciplinary action, up to and including termination."
 - b. All POP vehicles are tracked using Global Position System (GPS) technology. Acceleration, braking, speed, parking locations and idle times are stored with a 3rd party vendor and this information can be viewed in real time.
5. Obey all parking regulations
- a. You must display and hang an Official City Parking Permit on the rear-view mirror when parking in a Residential Parking Permit Area or at a Parking Meter.
 - b. Parking regulations are enforced against City vehicles. Our employees are responsible for parking citations issued to our vehicles. You will be held accountable for parking citations. If you find a citation on one of our vehicles for which you do not accept responsibility, immediately present it to your supervisor.
6. Obey all laws
- a. Moving violations are the responsibility of the driver whether in a city or private vehicle.
 - b. You should drive safely and courteously so as not to endanger citizens or yourself, risk incurring City liability, or reflect poorly on the City and the SFMTA.
7. Traffic collisions
- a. If you are involved in a collision, treat the situation as if you were in your own vehicle.

- Exchange required information. Do not admit to any guilt.
- b. In the event of an accident or collision, call (415)-759-4321.
- c. Notify your supervisor when safe to do so.
- 8. Valuables in Vehicles
 - a. Do not leave any valuable City property in plain view. You should lock items such as radios, handheld card readers and citation books in the trunk of your vehicle.
 - b. The City is not responsible for the loss of any personal items that are not required for the performance of one's duties, so treat your personal property with care.
- 9. Idling Vehicles
 - a. Do not leave a vehicle's engine idling in the basement. This floods the basement floor with carbon monoxide and toxic fumes.
 - b. Idling engines waste gas. If possible, a vehicle shall not be parked idled for more than 10 seconds.

6.18. Bus Zone Enforcement

PURPOSE: TFI and TFI Supervisors may issue citations in the enforcement of California Vehicle Code 22500I to unlawfully stopped, parked, or standing vehicles, in a bus zone.

POLICY: All POP staff shall comply with this policy.

PROCEDURE

1. TFI and TFI Supervisors shall remain aware of their surroundings, changing traffic situations, and be prepared to cancel citation issuance if failure to do so poses a hazard to their health, safety, or would otherwise create a greater hazard.
2. Bus Zone citations will be completed consistent with the training and practices of the Parking Enforcement Section of the SFMTA.
3. The issuance of citations enforcing the above vehicle code will be done in the furtherance of executing the SFMTA's mission. TFI enforcement will be focused on bus zones, flag stops, and terminals.
4. The issuance of bus zone citations is separate from the issuance of the citations for violation of the SFMTA's fare enforcement policies.
5. During the course of regular fare inspection duties, the issuance of a bus zone citation is optional.

6.19. Jury Duty

PURPOSE: TFI shall follow the procedure as outlined for jury duty.

POLICY: All POP staff shall comply with this policy.

PROCEDURE

1. An employee must give prior notice of jury duty to their supervisor.
2. Employee shall not be required to work swing or weekend shifts when serving jury duty.
 - a. For the duration of jury duty, the employee has the option of changing their shift to a Monday through Friday schedule.
 - b. If you are not dismissed from jury duty by 1700 hours on the Friday before jury

- service, you may choose to work a Monday through Friday shift with your supervisor's approval.
- c. While on jury duty, an employee will be paid no more than (40) hours of straight pay in a work week.
3. To receive leave with pay for jury duty, employees must (1) provide written proof of jury service from the court to verify actual appearance for each day of jury duty, and (2) decline any payment form the court for jury duty.
 4. If an employee is required to call in during the workday for a possible midday jury duty, the employee shall coordinate in advance with the employee's supervisor whether and when to report to work.
 - a. If the employee decides to take the day off for possible midday jury duty and is not called into court, the employee must use banked time off.

6.20. Workers' Compensation / Work Related Injuries

PURPOSE: To establish a standard procedure for initialing a Workers' Compensation claim and documenting work-related injury/illness.

POLICY: Proof of Payment Unit members must complete and forward all Workers' Compensation claims and work-related injury/illness documentation to the appropriate personnel in a timely manner.

PROCEDURE

A. Employee's Responsibilities

1. Employees shall report all work-related injuries/illness to their supervisor as soon as possible (within 24 hours).
2. If applicable, complete, and submitted a Workers' Compensation Claim Form (DWC-1) and take the form to a designated medical facility.
3. Complete and turn in an Employee Injury Report form, by the end of the shift to their supervisor.
4. An injured employee may refuse to be medically treated. The employee SHALL complete Employee's Report of Injury Form and must include a statement declining medical treatment provided by the SFMTA.

B. Supervisor's Responsibilities

1. Supervisors must ensure medical treatment is obtained if the need goes beyond first aid.
 - a. First aid means any one-time treatment, and any follow-up visit for the purpose of observation of minor scratches, cuts, burns, splinters, or other minor industrial injury, which do not ordinarily require medical care.
 - b. First aid claims shall be fully documented even when treatment by a medical provider is not provided. First aid claims are submitted to Intercare for tracking.
2. Supervisors shall arrange for an injured/ill employee to be transported to and from a SFMTA approved medical facility.
3. Supervisors must complete the followings applicable forms by the end of their shift:
 - a. Supervisor's Incident Investigation & Report of Occupation Injury Form.
 - b. Employers Report (Form 5020).

- i. Complete when medical treatment is beyond first aid or lost work time beyond the date of the incident.
 - c. Complete employer section on the Worker's Compensation Claim Form (DWC-1).
- 4. Supervisors shall review all forms for completeness and accuracy.
- 5. Supervisors shall provide injured/ill employee with copies of all completed forms, by the end of their shift.
- C. Notifications
 - 1. Supervisors must forward all completed forms to the following:
 - a. newclaims@intercareins.com
 - b. wcteam@sfmta.com
 - c. gerald.williams@sfmta.com
 - d. napoleon.khalilaji@sfmta.com
 - e. Proof of Payment management and administrative staff
- D. Miscellaneous Requirements
 - 1. All forms are in a fillable format and shall be typed, when possible.
 - 2. Contact management immediately for all serious injuries, illness, if an employee is hospitalized for 24 hours, and/or transported via ambulance.
 - 3. Employees must submit a Request for Leave Form for all unscheduled absence that exceeds 5 consecutive working days.
- E. Contact Information
 - 1. If you have any questions, the SFMTA Injury Reporting Hotline (1-855-850-2249) is available 24/7 or Workers' Compensation Unit (415) 701- 4355.

6.21. Motorola Radio (APX 6000)

PURPOSE: To establish a standard procedure regarding the use of Motorola APX 6000 radios.

POLICY: Uniformed Proof of Payment employees shall have basic knowledge of the radio's functionalities and the channels to use to communicate.

PROCEDURE

A. Channels

- 1. Channels 1 through 8, 13, and 16, "POPMN" and "FAREINSP" are our main channels (the channels are interconnected).
 - a. Routine radio transmissions should be conducted on Channel 1.
- 2. Channel 9, "TMC 911", and "FAREINSP" is the Street Inspector's main channel.
 - a. This channel is monitored 24/7 by the Transit Management Center (TMC)/dispatch.
 - b. Proof of Payment personnel shall only use this channel to communicate with the TMC during emergencies.
 - c. You will hear rubber fleet (bus) communications on this talk group.
- 3. Channels 10 through 12, ex. "POP10 FAREINSP", are talk-around talk-groups for sideline communication.
 - a. POP personnel shall use these channels to communicate when staff are deployed at simultaneous events. Supervisors will make this determination.

- b. TMC/Dispatch does not monitor these channels.
- 4. Channel 14 “-RAILWAYTMC” and “FAREINSP” are a listen-only channel exclusively for rail operations and rail incident traffic.
- 5. Channel 15 “-MTAEVT” and “FAREINSP” is a listen-only channel for SFMTA’s large events.
- B. Radio Features/Functions
 - 1. The On/Off Volume Control Knob turns on the radio and controls the volume.
 - a. When turned on, the LED display will flash APX6000 and your call sign.
 - 2. Scanning can be turned off and on by toggling the 2-Position Concentric Switch. The symbol ⊗ turns off, and ○ turns on the scan function.
 - a. When the scan function is turned off, TMC911, -RAILTMC, and -MTAEVT will be muted.
 - b. You will be able to communicate with TMC911 with the scan turned off.
 - 3. The 3-Position A/B/C Switch transmits to the same channels regardless of the letter your radio is set to.
 - 4. The radio volume cannot be turned down 100%. There will be enough volume to remind you that the radio is on. This way, there is less of a chance of missing a call.
 - a. You may also decrease or increase your radio volume by using your speaker mic’s + and - switch.

7.0 REFERENCES

If you do not need any references, this section may be deleted.



**PROOF OF PAYMENT
Standard Operating Procedure
Transit Fare Inspector (9132)
v1**

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- Exchange required information. Do not admit to any guilt.
- b. In the event of an accident or collision, call (415) 759-4321.
- c. Notify your supervisor when safe to do so.
- 8. Valuables in Vehicles
 - a. Do not leave any valuable City property in plain view. You should lock items (radios, handheld card readers and citation books) in the trunk of your vehicle.
 - b. The City is not responsible for the loss of any personal items that are not required for the performance of one's duties, so treat your personal property with care.
- 9. Idling Vehicles
 - a. Do not leave a vehicle's engine idling in the basement. This floods the basement with carbon monoxide and toxic fumes.
 - b. Idling engines waste gas. If possible, a vehicle shall not be parked idled for more than 10 seconds.

6.18. Bus Zone Enforcement

PURPOSE: TFI and TFI Supervisors may issue citations in the enforcement of California Code 225001 to unlawfully stopped, parked, or standing vehicles, in a bus zone.
POLICY: All POP staff shall comply with this policy.

PROCEDURE

1. TFI and TFI Supervisors shall remain aware of their surroundings, changing situations, and be prepared to cancel citation issuance if failure to do so poses a threat to their health, safety, or would otherwise create a greater hazard.
2. Bus Zone citations will be completed consistent with the training and practices of the Parking Enforcement Section of the SFMTA.
3. The issuance of citations enforcing the above vehicle code will be done in the furtherance of executing the SFMTA's mission. TFI enforcement will be focused on bus zone stops, and terminals.
4. The issuance of bus zone citations is separate from the issuance of the citation for violation of the SFMTA's fare enforcement policies.
5. During the course of regular fare inspection duties, the issuance of a bus zone citation is optional.

6.19. Jury Duty

PURPOSE: TFI shall follow the procedure as outlined for jury duty.
POLICY: All POP staff shall comply with this policy.

PROCEDURE

1. An employee must give prior notice of jury duty to their supervisor.
2. Employee shall not be required to work swing or weekend shifts when serving jury duty.
 - a. For the duration of jury duty, the employee has the option of changing their schedule to a Monday through Friday schedule.
 - b. If you are not dismissed from jury duty by 1700 hours on the Friday before

6.18. Bus Zone Enforcement

PURPOSE: TFI and TFI Supervisors may issue citations in the enforcement of California Code 22500I to unlawfully stopped, parked, or standing vehicles, in a bus zone.

POLICY: All POP staff shall comply with this policy.

PROCEDURE

1. TFI and TFI Supervisors shall remain aware of their surroundings, changing situations, and be prepared to cancel citation issuance if failure to do so poses a risk to their health, safety, or would otherwise create a greater hazard.
2. Bus Zone citations will be completed consistent with the training and practice of the Parking Enforcement Section of the SFMTA.
3. The issuance of citations enforcing the above vehicle code will be done in the furtherance of executing the SFMTA's mission. TFI enforcement will be focused on bus zone stops, and terminals.
4. The issuance of bus zone citations is separate from the issuance of the citation for a violation of the SFMTA's fare enforcement policies.
5. During the course of regular fare inspection duties, the issuance of a bus zone citation is optional.

James Davis (James)

Emp



Empl Record 0

Job Appointment Summary

Personalize | Find | View All | | First 1-10 of 11 Last

Eff Date	Appt Date	Action	Description	Payroll Status	Job Code	Union Code	Empl Class	Exmpt Cat	Full/Part Time	Elig List #	Rank	POS #	Dept Sen Date	Dept	Location	Cert Date	Ctywd Snrty Date	Company Seniority Date	Vacation Anniversary Date	Sick Anniversary Date
07/20/2024	07/20/2024	DTA	Job Code Change	Active	9132	254	PCS	NA	F	010151	1.00	01093365	11/02/2012	MTA	MTA001	11/02/2012	11/02/2012	10/20/2008	10/20/2008	10/20/2008
03/11/2024	03/02/2024	RFL	Return From Leave	Active	2905	535	PCS	NA	F	X00023	8.00	01151332	11/05/2023	HSA	HSA001	11/05/2023	11/05/2023			
03/02/2024	03/02/2024	DTA	Job Code Change	Leave W/Py	2905	535	PCS	NA	F	X00023	8.00	01151332	11/05/2023	HSA	HSA001	11/05/2023	11/05/2023			
07/01/2017	11/13/2012	POS	Position Data Update	Leave W/Py	9132	254	PCS	NA	F	010151	1.00	01119500	11/02/2012	MTA	MTA001	11/02/2012	11/02/2012			
03/15/2014	11/13/2012	DTA	Union/Bargaining Unit Change	Leave W/Py	9132	254	PCS	NA	F	010151	1.00	01119500	11/02/2012	MTA	MTA001	11/02/2012	11/02/2012			
01/04/2014	11/13/2012	PLA	<div></div>	Leave W/Py	9132	252	PCS	NA	F	010151	1.00	01119500	11/02/2012	MTA	MTA001	11/02/2012	11/02/2012			
11/13/2012	11/13/2012	XFR	Administrative Action	Active	9132	252	PCS	NA	F	010151	1.00	01119500	11/02/2012	MTA	MTA001	11/02/2012	11/02/2012			
08/17/2012	10/20/2008	DTA	Data Conversion	Active	9163	253	PCS	NA	F	053390	85.00	01051266	08/25/2008	MTA	MTA001	08/25/2008	08/25/2008			
07/02/2010	10/20/2008	DTA	Redesignation	Active	9163	253	PCS		F	053390	85.00		08/25/2008	MTA	MTA001	08/25/2008	08/25/2008			
10/20/2008	10/20/2008	PRO	Prom - Permanent Civil Service	Active	9163	253	PCS		F	053390	85.00		08/25/2008	DPT	DPT001	08/25/2008	08/25/2008			



8214-Parking Control Officer

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Know the class code?

Class codes are four characters long.

Search

Search by keyword:

Use a keyword to search for a class.

Search

Compensation set id:



Parking Control Officer

Job classification

Class	8214
Title	Parking Control Officer
Overtime eligibility	Covered (Non-Z) – Nonexempt
Labor agreement	<u>SEIU, Local 1021, Misc</u>
Effective date	August 01, 2024

Current compensation plan

Effective: Jan 04, 2025

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

Step:	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Rate /hr:	\$33.0875	\$33.7500	\$35.4250	\$37.2375	\$39.0750	\$41.0125
Rate /biweekly:	\$2,647.00	\$2,700.00	\$2,834.00	\$2,979.00	\$3,126.00	\$3,281.00
Rate /year:	\$68,822	\$70,200	\$73,684	\$77,454	\$81,276	\$85,306

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Parking Control Officer

Job Code: 8214

DEFINITION

Under general supervision, patrols an assigned area for the purpose of enforcing motor vehicle parking regulations, and performs related duties as required. Essential functions include: patrolling the streets and issuing citations in an assigned area; arranging for the removal of unlawfully parked vehicles; directing vehicular and pedestrian traffic; operating and monitoring a 2-way radio; making notes of actions taken in line-of-duty and preparing detailed reports; explaining parking and traffic regulations; lifting and installing/removing vehicle immobilization devices; lifting and

positioning cones and barricades; operating a motor vehicle; following departmental policies and procedures and taking directives from supervisors/managers; and communicating orally in a professional, clear, and effective manner to supervisors, managers, and the general public in person and over the phone/radio at all times.

The nature of work involves considerable walking, standing, and sitting for extended periods of time, working in inclement weather, performing repetitive hand motion to chalk tires and direct traffic, repetitive bending, kneeling, squatting and exiting/entering vehicles; exposure to hazards and working in the proximity of other moving vehicles, and requires normal color vision. Employees are required to lift and install/remove vehicle immobilization devices or traffic barricades weighing up to 50 pounds and wear equipment weighing up to 10 pounds while working. Employees will be required to carry and use a hand-held computer to issue citations. Employees will be required to work nights, weekends, holidays, and any shift including split days off. Employees will be part of the division's 24/7/365 operation and will be required to work overtime. Employees are required to wear a departmental issued uniform, helmet and safety gear.

DISTINGUISHING FEATURES

Positions in this class are staffed by civilian employees who normally wear a uniform and badge but do not carry weapons and are responsible for explaining and enforcing provisions of the California Vehicle Code and local traffic codes related to the movement of vehicular and pedestrian traffic and parking regulations. The 8214 Parking Control Officer classification is distinguished from the higher job classification 8216 Parking Control Supervisor in that the latter is the first line supervisor of 8214 Parking Control Officers.

SUPERVISION EXERCISED

None.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission rule 409, the duties specified below are representative of the range of duties assigned to this job

code and are not intended to be an inclusive list.

1. Patrols the streets and issues citations in an assigned area to illegally parked vehicles and to enforce motor vehicle parking regulations. Places identifying marks on parked vehicles, or records identifying information into a hand-held computer and subsequently checks for these data/marks as means of identifying vehicles which are parked beyond the posted time limit.
2. Arranges for removal of unlawfully parked vehicles as authorized by state and local codes; completes tow inventory form describing any visible damage, missing parts, and any visible contents of the vehicle.
3. Directs vehicular and pedestrian traffic by using appropriate hand signals and whistle at a specific intersection or other control points; assists pedestrians in crossing from curb to curb at intersections; directs traffic at the perimeters of critical incidents, parades, and other public functions.
4. Operates and monitors a 2-way radio to keep in contact with supervisors/managers, respond to complaints from the public and from departmental dispatchers and to inform departmental supervisors and dispatch centers of any circumstances requiring police or emergency assistance and acts in accordance with instructions received.
5. Makes notes of actions taken in line of duty and prepares detailed reports involving day to day operations relating to parking and traffic control; writes memorandum when necessary; prepares daily reports and logs in daily activities using a hand-held computer.
6. Explains parking and traffic regulations; provides information in response to questions about citations, towed vehicles, routes of travel, points of interest, distances and related matters to the public; advises the public as to how and where they may contact other city agencies.
7. Lifts and installs/removes vehicle immobilization devices in order to immobilize vehicles and lifts and positions cones and barricades.
8. Operates a motor vehicle with standard or automatic transmission, cars, vans, 3-wheel vehicles, and bicycles.

9. Communicates orally in a professional, clear, and effective manner to supervisors, managers, and the general public in person and over the phone/radio at all times.

10. Follows city, state, federal rules and regulations, departmental policies and procedures, and takes directives from supervisors and managers at all times.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Relevant sections of the California Vehicle Code, the Municipal Police Code, the San Francisco Traffic/Transportation, Harbor, and Park Codes, and other applicable codes; street names, locations of public buildings, and recreational facilities, routes of travel, and other points of interest.

Ability or Skill to: Problem solve, accurately analyze situations, and take an effective course of action; communicate clearly, legibly, and concisely with the general public and supervisors/managers in writing; communicate orally in a clear and effective manner to the general public, supervisors/managers, and other city departmental staff; tactfully, professionally, and effectively interact with parking violators, the general public, and other city departmental personnel; read and understand departmental policies and procedures, rules, instructions, codes, and city street maps; observe and recall street names, places, and incidents; work independently with minimal supervision and under stressful and hostile conditions; stand for extended periods of time while directing traffic; sit for extended periods of time while driving a vehicle; engage in repetitive motions involved in writing citations, performing traffic control, chalking vehicles, and entering/exiting vehicles; work outdoors in inclement weather; lift 50 pounds in order to lift and attach a vehicle immobilization device (boot) or lift, carry, and position barricades and/or cones.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education: Possession of a high school diploma or proof of successful completion of an equivalency test (G.E.D or California High School Proficiency Examination)

Experience:

1. Two (2) years of satisfactory public contact experience which must have included providing and/or verifying information on laws, rules, regulations, and procedures, or responding to client or customer complaints as a primary responsibility; OR
2. Successful completion of two (2) years military service either on active or reserve duty; OR
3. Six (6) months of satisfactory experience as a class 8214 Parking Control Officer.

Substitution: Thirty (30) semester or forty-five (45) quarter units from an accredited college or university which must have included at least fifteen (15) semester units or twenty-two (22) quarter units in any of the following areas: Psychology, Sociology, Criminal Justice, or Behavioral Science may be used to substitute one (1) year of above work or military experience.

LICENSE AND CERTIFICATION

Possession of a valid California Driver License.

Possession a good driving record with none of the following occurrences within 2 years of the application filing date and through appointment:

- No convictions of California State Vehicle Code 20001 (leaving the scene of an accident involving bodily injury or death)
- No convictions of California State Vehicle 23103 through 23109 (reckless driving)
- No convictions of California State Vehicle 23152 - 23153 (driving under the influence of alcohol or drugs).

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 8216 Parking Control Supervisor

From: Entrance

ORIGINATION DATE: 02/01/1982

AMENDED DATE: 09/12/2012; 08/01/2024

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

BUSINESS UNIT(S): SFMTA

Standard information

Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100–3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Jan 04, 2025 (A)	\$33.0875	\$33.7500	\$35.4250	\$37.2375	\$39.0750	\$41.0125
Jul 01,	\$32.6000	\$33.2500	\$34.9000	\$36.6875	\$38.5000	\$40.4125

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9132-Transit Fare Inspector

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Know the class code?

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Search by keyword:

Use a keyword to search for a class.

[Search](#)

Compensation set id:



Transit Fare Inspector

Job classification

Class	<u>9132</u>
Title	Transit Fare Inspector
Overtime eligibility	Covered (Non-Z) - Nonexempt
Labor agreement	<u>TWU, Local 250-A, TranFare</u>
Effective date	December 17, 2021

Current compensation plan

Effective: Jan 04, 2025

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

Step:	Step 1	Step 2	Step 3	Step 4	Step 5
Rate /hr:	\$39.4625	\$41.4375	\$43.4875	\$45.7000	\$47.9750
Rate /biweekly:	\$3,157.00	\$3,315.00	\$3,479.00	\$3,656.00	\$3,838.00
Rate /year:	\$82,082	\$86,190	\$90,454	\$95,056	\$99,788

Job description

CITY AND COUNTY OF SAN FRANCISCO

DEPARTMENT OF HUMAN RESOURCES

Title: Transit Fare Inspector

Job Code: 9132

INTRODUCTION

Under general supervision, performs a variety of duties related to passenger compliance and enforcement of fare policies of the San Francisco Municipal Transportation Agency (SFMTA) Proof of Payment (POP) and the enforcement of other applicable SFMTA regulations and policies.

DISTINGUISHING FEATURES

Positions allocated to the 9132 Transit Fare Inspector code function at the entry-level. Positions in this job code are distinguished from those in job code 8121 Investigator/Transit Fare Supervisor in that the latter function as first-line supervisors or as investigators.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Inspects/checks public transit passengers for appropriate fare on board public transit vehicles, on station platforms and within transit stations and facilities and verifies the authenticity of fare media.
2. Issues citations to passengers without valid passes, tickets or transfers; and for violations of applicable sections of proof of payment policy; checks and verifies passenger identification documents; and explains citation and appeal process to persons receiving citations.
3. Gathers and tabulates information on passengers inspected and cited; numbers of passengers, and other relevant data; fills out forms and writes basic daily reports regarding citations, unusual incidents, safety and security incidents and other activities.
4. May appear in juvenile court or before a Hearing Officer in order to present evidence and testimony for juvenile infractions related to Proof of Payment or subpoena and prepares written narratives and associated documentation.
5. Observes and reports potential safety hazards, security issues and violation of laws to appropriate authorities.
6. Assists SFMTA staff and City and County personnel, sworn law enforcement officials and others in the event of accidents, emergencies and other incidents.
7. Maintains high level of customer service; provides general information and assistance, when requested, to transit passengers and members of the public.
8. Operates communications and safety equipment such as two-way radios, other electronic equipment, computers and handheld

fare verification equipment. May include operating a City vehicle during special events.

9. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: general security and law enforcement concepts and practices including the methods and techniques related to the enforcement of applicable rules, regulations, ordinances, policies and procedures; transit safety and security needed to assist passengers, the public and transit personnel quickly and safely in emergency situations; and different transit lines with SFMTA.

Ability to: accurately observe situations and exercise sound judgment to interpret and recall situations, to determine appropriate courses of action and to assess various options of how to handle a situation or whether there is a need for intervention or securing assistance; interact tactfully, courteously and professionally with Department personnel, with the general public, who can be sometimes difficult and hostile, and with others; function effectively under stress, to be a team player and to maintain a professional demeanor in a variety of situations; speak clearly, concisely and in an easily understandable manner with supervisors, co-workers, SFMTA Central Control staff, emergency personnel, with other City employees, passengers, and the general public using appropriate terminology and interpreting applicable codes, ordinances and policies, and listening with understanding and comprehension; prepare clear and concise written reports and other documents; read and comprehend applicable codes, ordinances and policies; perform basic math including addition, subtraction, multiplication and division; and operate communications and safety equipment and a computer.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

TRAINING AND EXPERIENCE

Experience:

Three (3) years of full time experience working with the public, which must have included interpreting or enforcing policies and/or regulations or providing information and assistance to the public.

Education:

Possession of a High School Diploma, GED or California High School Proficiency Certificate.

Basic proficiency in computer applications: e.g. Microsoft Word and Excel. (To be tested prior to appointment or tested during probationary period).

LICENSE AND CERTIFICATION

Possession of a valid PC  832 Certificate at the time of appointment.

SUPPLEMENTAL INFORMATION

Nature of work requires standing and walking for extensive periods of time carrying work-related tools and equipment on moving vehicles, uneven terrain and unstable surfaces; running short distances; climbing stairs; lifting and bending, working in inclement weather and having face-to-face communication with members of the public who can be sometimes difficult and hostile. Employees may be required to work varying hours and/or shifts, including weekends, evenings, holidays and unanticipated overtime.

PROMOTIVE LINES

To: 8121 Investigator/Transit Fare Supervisor

From: Entrance

ORIGINATION DATE: 02/17/1999

AMENDED DATE: 09/17/2004; 09/18/2012; 06/04/2015

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

6/4/2015

Standard information

Disaster service work

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100–3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

Historic and future compensation

Effective (Sched)	Step 1	Step 2	Step 3	Step 4	Step 5
Jan 04, 2025 (A)	\$39.4625	\$41.4375	\$43.4875	\$45.7000	\$47.9750
Jul 01, 2024 (Z)	\$38.8750	\$40.8250	\$42.8500	\$45.0250	\$47.2625



Applicant resources

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[Homepage](#)

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