



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

**LONDON N. BREED
MAYOR**

**AGENDA
Regular Meeting
May 20, 2024**

**2:00 p.m.
Room 400, CITY HALL
1 Dr. Carlton B. Goodlett Place**

This meeting will be held in person at the location listed above. Members of the public may attend the meeting to observe and provide public comment at the physical meeting location listed above or by calling (415) 655-0001 and entering meeting id #2663 273 4527. Instructions for providing remote public comment are below.

**LISTEN/PUBLIC COMMENT CALL-IN
USA is (415) 655-0001 | Access Code: # 2663 273 4527
Press # twice to listen to the meeting via audio conference
Dial *3 when you are ready to queue**

LONDON N. BREED, MAYOR

COMMISSIONERS

JACQUELINE MINOR

President

KATE FAVETTI

Vice President

F.X. CROWLEY

VITUS LEUNG

ELIZABETH SALVESON

SANDRA ENG

Executive Officer

The public is encouraged to submit comments in advance of the meeting by email at civilservice@sfgov.org, or by voicemail message at the CSC Office main line at 628-652-1100. Comments submitted by 5:00 pm the Friday before the meeting will be included in the record. During commission meetings use the Civil Service Commission's dedicated public comment line 1-415-655-0001, Access Code #2663 273 4527.

Regular Meeting May 20, 2024

2:00 p.m.

Agenda Language for In-Person or Partially In-Person Meetings

REMOTE ACCESS PROCEDURES

Phone Number
(415) 655-0001

Meeting ID #
2663 273 4527

- Enter the Phone Number above followed by the meeting ID = Then press #
- Press # again to be connected to the meeting (you will hear a beep)
- When you hear the beep
 - Stop and LISTEN to the meeting
 - Wait for Public Comment to be announced by Item #
- When the Clerk calls Public Comment, dial *3 to be added to the speaker line.
- When you press * 3, you will hear *“You have raised your hand to ask a question. Please wait to speak until the host calls on you”* – WAIT for your turn to speak.
- When you hear that *“your line has been unmuted”* – THIS IS YOUR OPPORTUNITY TO PROVIDE YOUR PUBLIC COMMENT

BEST PRACTICES

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

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). A staff report in pdf format and one (1) 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 www.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 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

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, remote participation, 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 <http://www.sfgov.org/ethics/>.

ITEM NO.

(1) CALL TO ORDER AND ROLL CALL

President Jacqueline P. Minor
Vice President Kate Favetti
Commissioner F. X. Crowley
Commissioner Vitus Leung
Commissioner Elizabeth Salveson

(2) REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA

(3) APPROVAL OF MINUTES - Action Item

Regular Meeting of May 6, 2024 – 2:00 p.m.

Recommendation: Adopt the Minutes.

(4) ANNOUNCEMENTS

Announcement of changes to the agenda.

Other announcements.

(5) HUMAN RESOURCES DIRECTOR'S REPORT

(6) EXECUTIVE OFFICER'S REPORT

RATIFICATION AGENDA

All matters on the Ratification Agenda are considered by the Civil Service Commission to be non-contested and will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Ratification Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Ratification Agenda.

**(7) Review of Request for Approval of Proposed Personal Services Contracts.
(File No. 0097-24-8) – Action Item**

PSC	Department	Amount	Type of Service	Type of Approval	Duration
45444-23/24	Airport	\$70,000,000	Project Management Support Services (PMSS) and design services related to the Airport Electrical Capacity Upgrade Project (Project). The Project will replace two transformers at San Francisco International Airport (Airport) with three new transformers, and provide improvements to other supporting electrical systems and equipment. Services to be provided include complete detailed design on specialized electrical systems, as well as project controls, scheduling, estimating, document control, stakeholder engagement and coordination, commissioning and activation. Total Project cost is estimated at \$70M, of which an estimated \$8M will be design services and an estimated \$5M will be PMSS	Regular	05/31/2029
41751-23/24	Human Services	\$5,000,000	Box Cloud-based Management System is a HIPAA-compliant cloud-based content-sharing solution that facilitates collaboration internally between staff and externally with agency partners. HSA has been using BOX since September 2019. BOX enables users to store, share, and work with the latest versions of content in the cloud via most web-enabled devices. The familiarity with the application will allow for a more seamless transition into PHI-compliant storage administration and data sharing. Box offers as-needed implementation and consulting services to help implement Box and its various products. By using Box's cloud based file storage solution, HSA staff can more easily and securely share files with CBOs and other partners. Staff can simultaneously make changes to documents with co-workers, track those changes, and restore and share files on their own, without IT help. In addition to these efficiencies, Box also helps to protect against ransomware attacks since ransomware cannot spread within the Box cloud. Finally, by using a cloud solution, some support burdens are lifted from I.T. allowing them to focus on more impactful projects.	Regular	06/30/2028

PSC	Department	Amount	Type of Service	Type of Approval	Duration
44747-23/24	Public Library	\$173,006	VFA provides a unified capital planning cloud-based service and software platform that will provide the San Francisco Public Library Facilities unit full comprehensive facility condition assessments data reports with projected costs for all library facilities. An assessment team of specialized, industry experienced individuals will visit the 30 libraries to inspect, assess, evaluate, and chronicle the state of the building's interior and exterior structure and systems. The detailed completed assessment reports \ provided to the Library Facilities will provide vital data to understand and recognize present and future repairs, replacements, and upgrades. The data will be used to conform to industry standards and minimize little or no disruption to library operation and services to library patrons and the community. The reports will include a list of recommendations for repairs, replacements, and estimated costs in a 0-5-10-15-year forecast. The completed reports, services, and platform will enable effective modeling of multi-year capital planning for library facilities staff to ensure the 30library facilities' infrastructure and services continually operate. The library will receive retrievable detailed data: building systems' lifecycles, the current and future needs of the building equipment, and reflective costs for the 30 library building exterior and interior infrastructure and systems. The platform will include statistical modeling which will provide detailed assessments into the building conditions for deferred maintenance and capital renewal equipment. The completed building assessment reports will be available via database system from any library staff pc. Ultimately, the library will have a critical tool and resource to efficiently maintain and manage the 30 library buildings facilities: maintenance, repairs, renovations, and other capital projects which will allow make informed decisions, optimizing maintenance and capital planning budget decisions.	Regular	3/31/2026
41908-23/24	Port	\$12,000,000	Conceptual engineering and design for 4 different contracts for specific locations along the waterfront.	Regular	06/30/2032 <i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i>
44010-23/24	Public Utilities Commission	\$300,000	CleanPowerSF seeks an auditor to evaluate and report on CleanPowerSF's compliance with data privacy and security commitments in accordance with California Public Utilities Commission (CPUC) Decision 12-08- 045 (D. 12-08-045) for three audit periods, January 1, 2024, through December 31, 2024, January 1, 2027, through December 31, 2027, and January 1, 2030, through December 31, 2030. It is estimated that each audit would cost no more than \$100,000. The contractor must read and become familiar with D. 12-08-045. The contractor must conduct an audit in Quarter 1 of 2025, Quarter 1 of 2028 and Quarter 1 of 3031, for a total of three audits, and deliver the audits to CleanPowerSF by April 1 of 2025, 2028 and 2031 respectively. The audits performed shall conform to the generally accepted standards of agreed upon procedures as established by the American Institute of Certified Public Accountants. The audit scope must satisfy Rule 9(d) of D. 12-08-045.	Regular	12/31/2032 <i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i>

PSC	Department	Amount	Type of Service	Type of Approval	Duration
44155-23/24	Public Utilities Commission	\$3,800,000	The San Francisco Public Utilities Commission (SFPUC) is committed to high quality outreach about our programs, services, and projects. The services for this PSC will help the SFPUC better understand, market, communicate with, and engage our customers. Work performed under this agreement will have a special emphasis on communities that have been historically underserved or face systemic barriers in San Francisco and will support the agency's racial equity plan and goals. Work will include communications and community engagement support, market research, event planning and execution, and marketing and advertising. These services will support outreach needs across the agency, including construction projects like the Geary corridor, activation of the Southeast Community Center and its programs, and outreach about our low-income Customer Assistance Program.	Regular	04/20/2029
44441-23/24	Public Utilities Commission	\$400,000	The San Francisco Public Utilities Commission (SFPUC) is seeking an auditor to provide postenrollment verification (PEV)) program design, auditing, and communication with and support for low-income and historically marginalized communities navigating audit processes. The primary role of the auditor will be to design the PEV programs for the SFPUC Customer Assistance Program (CAP) and SuperGreen Saver; conduct outreach, customer support, and document review for annual PEV for Water/Wastewater and Hetch Hetchy Power CAP and SuperGreen Saver; and train SFPUC staff to conduct PEVs in the future. The auditor will work under the direction of SFPUC Business Services and the Audit Bureau.	Regular	12/31/2028
41761-23/24	Airport	Current Approved Amount \$6,000,000 Increase Amount Requested \$5,000,000 New Total Amount Requested \$11,000,000	Contractor will provide architectural and engineering support services for various capital and facilities improvement projects at San Francisco International Airport (Airport). The firms will assist with architectural scope development, feasibility and systems studies, design services and drawings, construction and technical specifications, project schedules, bid and construction administration services.	Modification	12/31/2029
39371-23/24	Human Services	Current Approved Amount \$100,000 Increase Amount Requested \$20,357 New Total Amount Requested \$120,357	Provide consultation, technical assistance, facilitation and report writing services in order for San Francisco County to complete the mandated County Self-Assessment (CSA) portion of the C-CFSR (California Mandated County Self-Assessment). This mandated process guides the completion of the five (5)-year San Francisco Child Welfare System Improvement Plan (SIP).	Modification	06/30/2025
44853-21/22	Department of Homelessness and Supportive Housing	Current Approved Amount \$7,800,000 Increase Amount Requested \$9,000,000 New Total Amount Requested \$16,800,000	The Department of Homelessness and Supportive Housing (HSH) requires consultants to deliver several timelimited and/or as-needed projects/services, including a strategic framework review/progress report for HSH's five-year strategic framework; as-needed community and stakeholder engagement to inform needs and strategy; strategic planning; systems modeling to develop funding priorities; provide facilitation, coaching and planning services to support HSH's organizational development and the development of the executive leadership and management teams; Homelessness Response System capacity building; system-wide capacity-building services, including capacity-building services for the temporary shelter system and temporary shelter system training, policy, and procedure manual; equity impact analysis and recommendations for HSH-funded programs; review professional development opportunities to ensure alignment with HSH equity action plan and other equity goals; assistance with disaster preparedness planning; assistance with building trust and optimizing collaboration with homeless service contractors and other community partners; evaluation of HSHfunded programs and strategies; as-needed grant writing to secure non-local funding as opportunities arise; and time limited project management support to HSH.	Modification	06/30/2027

PSC	Department	Amount	Type of Service	Type of Approval	Duration
44721-17/18	Sheriff	Current Approved Amount \$3,805,440 Increase Amount Requested \$2,033,471 New Total Amount Requested \$5,838,911	Install, configure, and implement a Jail Management System (JMS) software solution; along with software licenses, professional services, training, maintenance, and support. The JMS is required by SFSD to streamline and manage jail operations and inmate movements, automate booking and jail release functions, housing classification, and manage incarceration records. Scope Change: Following the execution of the Assignment Agreement, the Sheriff's Office CIO was able complete the discovery phase with the new Contractor and expand the scope of work to customize the required interfaces of the department for the new Offender360 JMS. The Sheriff's Office propose to amend the original scope of work under contract 1000026487 to accommodate and facilitate the data migration, design, build, and implementation of a complete production of Offender360 per the required interfaces of the Sheriff's Office. The original contract (1000021389) had general placeholders for project milestones and deliverables pending the completion of the discovery phase, which was deferred due to the sales of Offender360. The modifications to the scope of work provides a comprehensive and detailed description of the deliverables, milestones and billing schedule. The contract end date will change from 3/31/2026 to 8/30/2028. The amended scope of work will capture the migration, design, build, implementation, and annual support of the new Offender360 JMS following the completion of the discovery phase by the new Contractor and the Sheriff's Office.	Modification	08/30/2028
49509-13/14	Public Health	Current Approved Amount \$11,4600,160 Increase Amount Requested \$3,000,000 New Total Amount Requested \$14,460,160	Vendor will provide efficient, specialized, state-of-the-art equipment—a hardware and dictation software system—to record, maintain and store voice files of dictation of San Francisco General Hospital Medical Center (SFGHMC) and Laguna Honda Hospital (LHH) medical staff, with interfaces with standard software used for creating medical charts and progress notes. The system will support quick turnaround time for SFGHMC and LHH Transcriptionists on a 24/7 basis, with the capability of tracking up to 500 individual staff's dictation. This PSC is requested for five years or more as the Department expects the need for these services to continue and funding to be available. The services are critical to providing quality patient care and providing the documentation needed for treatment, evaluation, billing, and legal purposes.	Modification	05/31/2029

Recommendation of the Human Resources Director:

Adopt the report. Approve the requests for proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration.

- (8) Public Comment on all matters pertaining to Items 9, 10, and 11
- (9) Vote on whether to hold Items 10 and 11 in closed session. (Action Item)

CLOSED SESSION AGENDA

- (10) **Appeal by Juliana Petani of the Human Resources Director's determination to administratively close her complaint of harassment. PERSONNEL EXCEPTION – San Francisco Administrative Code Section 67.10(b) and California Government Code Section 54957 (b)(1). (File No. 0148-23-6) – Action Item**

March 4, 2024: Postponed to the meeting of May 20, 2024, at the request of the appellant.

Recommendation from the Department of Human Resources:

Adopt the report, uphold the decision of the Human Resources Director, and deny the appeal by Juliana Petani.

- (11) **Appeal by Irene Seddon of Human Resources Director's determination that investigative findings did not establish Appellant's complaint of harassment and retaliation. PERSONNEL EXCEPTION – San Francisco Administrative Code Section 67.10(b) and California Government Code Section 54957 (b)(1). (File No. 0176-22-6) – Action Item**

May 6, 2024: Postpone to the meeting of May 20, 2024, at the request of the appellant.

Recommendation from the Department of Human Resources:

Adopt the report, uphold the decision of the Human Resources Director, and deny the appeal by Irene Seddon.

- (12) **Reconvene in Open Session. Vote to elect whether to disclose any or all discussion on items 10 and 11 held in closed session (San Francisco Administrative Code Section 67.12(a)) – Action Item**

- (13) **COMMISSIONERS' ANNOUNCEMENTS/REQUESTS**

- (14) **ADJOURNMENT**