



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

**LONDON N. BREED  
MAYOR**

**Sent Via Electronic Mail**

January 12, 2023

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

**SUBJECT: PROPOSED CHANGES TO CIVIL SERVICE COMMISSION RULES: 102, 202, AND 302 DEFINITIONS; 110, 210, AND 310 EXAMINATION ANNOUNCEMENTS AND APPLICANTS; 111, 211, AND 311 EXAMINATIONS; 111A POSITION-BASED TESTING; 112, 212, AND 312 ELIGIBLE LISTS; AND 113, 213, AND 313 CERTIFICATION OF ELIGIBLES TO MODERNIZE AND EXPEDITE HIRING**

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 **January 25, 2023, at 1:00 p.m.**

This item will appear on the Regular Agenda. Please refer to the attached Notice for procedural and other information about Commission hearings.

Attendance by you or an authorized representative is welcome. Should you or your representative not attend, the Commission will rule on the information previously submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Officer

Attachments

Cc: All Unions  
All Departmental Personnel Officers  
Commission File  
Commissioners' Binder  
Chron

## Notifications

Carol Isen  
Human Resources Director  
Department of Human Resources  
carol.isen@sfgov.org

Kate Howard  
Managing Deputy Director  
Department of Human Resources  
kate.howard@sfgov.org

Anna Biasbas  
Director of Employment Services  
Department of Human Resources  
anna.biasbas@sfgov.org

Shawn Sherburne  
Assistant Director, Employment  
Services  
Department of Human Resources  
shawn.sherburne@sfgov.org

Dave Johnson  
Assistant Director, Employment  
Services  
Department of Human Resources  
dave.johnson@sfgov.org

Stephanie Mayorga-Tipton  
Exams Manager  
Department of Human Resources  
stephanie.mayorga@sfgov.org

Lisa Pigula  
Client Services Supervisor  
Department of Human Resources  
lisa.pigula@sfgov.org

Paul Greene  
Client Services Supervisor  
Department of Human Resources  
paul.greene@sfgov.org

Jen Lo  
Public Safety Team Supervisor  
Department of Human Resources  
jen.lo@sfgov.org

Jennifer Landgren  
Exam Development Supervisor  
Department of Human Resources  
jennifer.landgren@sfgov.org

Elizabeth Maier  
Exams System Supervisor  
Department of Human Resources  
Elizabeth.maier@sfgov.org

Mawuli Tugbenyoh  
Director of Policy and External Affairs  
Department of Human Resources  
mawuli.tugbenyoh@sfgov.org

Jeanne Buick  
Appeals Coordinator  
Department of Human Resources  
jeanne.buick@sfgov.org

Giano Bito  
Department of Human Resources  
giano.bito@sfgov.org

David Huebner  
Director, HR Modernization Program  
Department of Human Resources  
david.huebner@sfgov.org

Anne Marie Monroe  
Manager, HR Modernization Program  
Department of Human Resources  
annemariemonroe@sfgov.org

Nate Frank  
Manager, Digital HR  
Department of Human Resources  
nate.frank@sfgov.org

Dylan Johnke  
Lead Engineer, HR Modernization Program  
Department of Human Resources  
Dylan.johnke@sfgov.org

Urszula Kakar  
Manager, Assessment and People Analytics  
Department of Human Resources  
urszula.m.kakar@sfgov.org

Daniel Kaplan  
Hiring Process Reform Project Manager  
Department of Human Resources  
dan.kaplan@sfgov.org

Angel Li  
Full-Stack Engineer, People Systems  
Department of Human Resources  
angel.p.li@sfgov.org

Ardis Graham  
Director of Employee Relations  
Department of Human Resources  
ardis.graham@sfgov.org

Amalia Martinez  
Director of Equal Employment  
Opportunity  
Department of Human Resources  
amalia.martinez1@sfgov.org

Janie White  
Director of Medical Leaves  
Department of Human Resources  
janie.white@sfgov.org

Steve Ponder  
Director of Classification &  
Compensation  
Department of Human Resources  
steve.ponder@sfgov.org

Julia Ma  
Director of Workforce Development  
Department of Human Resources  
julia.f.ma@sfgov.org

Mike Cotter  
Director of Finance &  
Administration  
Department of Human Resources  
mike.cotter@sfgov.org

Lia Maksoud  
Asian Art Museum  
lmaksound@asianart.org

Taras Madison  
Adult Probation  
taras.madison@sfgov.org

Svetlana Vaksberg  
General Services Agency  
svetlana.vaksberg@sfgov.org

Karen Hill  
San Francisco Public Works  
Karen.Hill@dpw.org

Andrea Caporale  
SF International Airport  
andrea.caporale@flysfo.com

Lauren Rowe  
Arts Commission  
lauren.l.taylor@sfgov.org

Jonathan Nelly  
Office of the Assessor-Recorder  
jonathan.nelly@sfgov.org

Jessica Wong  
Board of Supervisors  
jessica.j.wong@sfgov.org

Jacob Mast  
City Attorney's Office  
jacob.mast@sfcityatty.org

Elisa Daniels  
SF Community College District  
edaniels@ccsf.edu

Nathaniel Cleveland  
Department of Early Childhood  
nathaniel.cleveland@sfgov.org

Gilda Cassanego  
Department of Children, Youth & Families  
gilda.cassanego@sfgov.org

Carlos Benitez  
Office of the Controller  
carlos.benitez@sfgov.org

Michael Eng  
Planning Department  
michael.eng@sfgov.org

Sandra Eng  
Civil Service Commission  
sandra.eng@sfgov.org

Harry Bullock  
Department of Child Support Services  
harry.bullock@sfgov.org

Richard Ng  
District Attorney's Office  
richard.ng@sfgov.org

Michele Nieve  
Department of Building Inspection  
michele.nieve@sfgov.org

Benjamin Richey  
Department of Police Accountability  
benjamin.richey@sfgov.org

Luenna Kim  
Department of Public Health  
luenna.kim@sfdph.org

Scott DeWolfe  
Department of Public Health  
scott.dewolfe@sfdph.org

Katrina Williams  
Human Services Agency  
Katrina.williams@sfgov.org

Sandy Chan  
Department of Emergency  
Management  
sandy.chan@sfgov.org

Anabel Simonelli  
Office of Economic and Workforce  
Development  
anabel.simonelli@sfgov.org

Adam Romoslowski  
Department of the Environment  
adam.romoslowski@sfgov.org

Sandra Aguayo  
Ethics Commission  
sandra.aguayo@sfgov.org

Melissa Cayabyab  
Fine Arts Museums  
mcaabyab@famsf.org

Jesusa Bushong  
SF Fire Department  
jesusa.bushong@sfgov.org

Melanie Laman  
Department of Homelessness and  
Supportive Housing Services  
melanie.laman@sfgov.org

Kristen Ebrst  
Human Rights Commission  
kristen.erbst@sfgov.org

Rie Butler  
Health Service System  
rie.butler@sfgov.org

Preston Treichel  
Juvenile Probation Department  
preston.treichel@sfgov.org

Lori Regler  
SF Public Library  
lori.regler@sfpl.org

Kimberly Ackerman  
SF Municipal Transportation Agency  
kimberly.ackerman@sfmta.com

William (Bill) Miles, II  
SF Municipal Transportation Agency  
William.MilesII@sfmta.com

Daniella Mattias  
Mayor's Office  
daniella.mattias@sfgov.org

Karen Henderson  
Mayor's Office of Housing and Community  
Development  
karen.henderson@sfgov.org

Julie Rosenberg  
Board of Appeals  
julie.rosenberg@sfgov.org

Arlene Laxamana  
Public Defender's Office  
arlene.laxamana@sfgov.org

Ben Houston  
SF Police Department  
benjamin.houston@sfgov.org

Suzette Love  
Port of San Francisco  
suzette.love@sfport.com

Wendy Macy  
Public Utilities Commission  
WMacy@sfgov.org

Dianna Jou  
Recreation and Park Department  
dianna.jou@sfgov.org

David Broekelschen  
Department of Elections  
David.broekelschen@sfgov.org  
v.org

Grace Tam  
SF Employees' Retirement System  
grace.tam@sfgov.org

Kristin Hadley  
Rent Arbitration Board  
kristin.hadley@sfgov.org

Elayne Graylow  
California Academy of Sciences  
egraylow@calacademy.org

Sergeant Carla Clark  
SF Sheriff's Department  
carla.clark@sfgov.org

Gerald Buss  
Office of the Treasurer/Tax  
Collector  
gerald.buss@sfgov.org

Kristin Bijur  
SF Unified School District  
bijurk@sfsd.edu

Jenna Lee  
War Memorial & Performing Arts  
Center  
jenna.lee@sfgov.org

Gary Chen  
Department on the Status of  
Women  
gary.w.chen@sfgov.org

Theresa Rutherford  
SEIU 1021  
Theresa.rutherford@seiu1021.org

Oumar Fall  
SEIU 1021  
Oumar.fall@seiu1021.org

Debra Gabrelle  
IFTPE Local 21  
debra.grabelle@ifpte21.org

Raquel Silva  
MEA  
raquel@sfmea.com

John Doherty  
Electrical Workers Local 6  
jdoherty@ibew6.org

Dan Harrington  
Teamsters Local 853  
dharrington@teamsters853.org

Theresa Foglio-Ramirez  
Laborers Local 261  
laborers261@gmail.com

James Leonard  
San Francisco City Workers United  
cityworker@sfcwu.org

Stan Eichenberger  
Stationary Engineers Local 39  
seichenberger@local39.org

John Chiarenza  
Plumbers Local 38  
jchiarenza@ualocal38.org

Sean McGarry  
Carpenters Local 22  
smcgarry@nccrc.org

Jim Beaumonte  
IATSE Local 16  
jb@local16.org

Jasmine Charles  
TWU Local 200  
local200twu@sbcglobal.net

Anthony Nuanes  
Carpet, Linoleum and Soft Tile Workers Local  
12  
anthony@dc16.us

Danny Campbell  
Sheet Metal Workers Local 104  
dannyc@smw104.org

Chris Moyer  
Pile Drivers Local 34  
cmoyer@nccrc.org

Dave Johnson  
Cement Masons Local 300  
djohnson@opcmialocal300.org

Heather Bollinger  
SEIU Local 1021 - RN  
rnchapterseiu1021@gmail.com

Nixon Lazaro  
DPOA  
nixon.lazaro@sfgov.org

Mark Leach  
Teamsters Local 856  
San Francisco Building Inspectors  
Association  
mleach@ibt856.org

Stuart Bussey  
UAPD  
uapd@uapd.com

Roger Marengo  
TWU Local 250-A  
rmarengo@twusf.org

Mark Jayne  
IAM Local 1414  
mjayne@iam1414.org

Jose Oscar Padilla  
Roofers and Waterproofers Local 40  
rooferslocal40@gmail.com

Troy Garland  
Bricklayers and Allied Craftworkers  
Local 3  
troy@bac3-ca.org

Eric Peterson  
Committee of Interns and Residents  
SEIU  
epeterson@cirseiu.org

Bartolomy Pantoja  
Glaziers Local 718  
bart@dc16.us

Richard Morales  
Auto Marine & Specialty Painters Local 1176  
richard@dc16.us

Charlie Hernandez  
Ironworkers Local 377  
charlie@local377.com

Nathan Quigley  
Municipal Attorneys' Association  
nathanquigley@gmail.com

Tim Neep  
Operating Engineers Local 3  
tneep@oe3.org

Robert Noto  
Plasterers and Shophands Local 66  
bob@pl66.org

Kim Tavaglione  
San Francisco Building and Construction  
Trades Council  
kim@sflaborcouncil.org

Ken Lomba  
San Francisco Deputy Sheriffs Association  
president@sanfranciscodsa.com

John Lenny  
San Francisco District Attorney Investigators'  
Association  
john.lenny@sfgov.org

Danny Gracia  
San Francisco Firefighters Local 798  
danny@sffdlocal798.org

Tracy McCray  
San Francisco Police Officers' Association  
tracym@sfpoa.org

Lisette Adams  
SF Sheriff's Managers and Supervisors  
Association  
leadams1@yahoo.com

## **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](mailto:civilservice@sfgov.org) and the web address is [www.sfgov.org/civilservice/](http://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, a available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting a 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 (4<sup>th</sup>) 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 a available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at [www.sfgov.org/CivilService](http://www.sfgov.org/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 a 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/](http://www.sfgov.org/civilservice/).

#### **I. Speaking before the Civil Service Commission**

Speaker cards are not required. The Commission will take 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.

#### **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, 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](mailto: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: [sof@sfgov.org](mailto:sof@sfgov.org), or on the City's website at [www.sfgov.org/bdsupvrs/sunshine](http://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/>.



## Notifications

Carol Isen  
Human Resources Director  
Department of Human Resources  
carol.isen@sfgov.org

Kate Howard  
Managing Deputy Director  
Department of Human Resources  
kate.howard@sfgov.org

Anna Biasbas  
Director of Employment Services  
Department of Human Resources  
anna.biasbas@sfgov.org

Shawn Sherburne  
Assistant Director, Employment  
Services  
Department of Human Resources  
shawn.sherburne@sfgov.org

Dave Johnson  
Assistant Director, Employment  
Services  
Department of Human Resources  
dave.johnson@sfgov.org

Stephanie Mayorga-Tipton  
Exams Manager  
Department of Human Resources  
stephanie.mayorga@sfgov.org

Lisa Pigula  
Client Services Supervisor  
Department of Human Resources  
lisa.pigula@sfgov.org

Paul Greene  
Client Services Supervisor  
Department of Human Resources  
paul.greene@sfgov.org

Jen Lo  
Public Safety Team Supervisor  
Department of Human Resources  
jen.lo@sfgov.org

Jennifer Landgren  
Exam Development Supervisor  
Department of Human Resources  
jennifer.landgren@sfgov.org

Elizabeth Maier  
Exams System Supervisor  
Department of Human Resources  
Elizabeth.maier@sfgov.org

Mawuli Tugbenyoh  
Director of Policy and External Affairs  
Department of Human Resources  
mawuli.tugbenyoh@sfgov.org

Jeanne Buick  
Appeals Coordinator  
Department of Human Resources  
jeanne.buick@sfgov.org

Giano Bito  
Department of Human Resources  
giano.bito@sfgov.org

David Huebner  
Director, HR Modernization Program  
Department of Human Resources  
david.huebner@sfgov.org

Anne Marie Monroe  
Manager, HR Modernization Program  
Department of Human Resources  
annemariemonroe@sfgov.org

Nate Frank  
Manager, Digital HR  
Department of Human Resources  
nate.frank@sfgov.org

Dylan Johnke  
Lead Engineer, HR Modernization Program  
Department of Human Resources  
Dylan.johnke@sfgov.org

Urszula Kakar  
Manager, Assessment and People Analytics  
Department of Human Resources  
urszula.m.kakar@sfgov.org

Daniel Kaplan  
Hiring Process Reform Project Manager  
Department of Human Resources  
dan.kaplan@sfgov.org

Angel Li  
Full-Stack Engineer, People Systems  
Department of Human Resources  
angel.p.li@sfgov.org

Ardis Graham  
Director of Employee Relations  
Department of Human Resources  
ardis.graham@sfgov.org

Amalia Martinez  
Director of Equal Employment  
Opportunity  
Department of Human Resources  
amalia.martinez1@sfgov.org

Janie White  
Director of Medical Leaves  
Department of Human Resources  
janie.white@sfgov.org

Steve Ponder  
Director of Classification &  
Compensation  
Department of Human Resources  
steve.ponder@sfgov.org

Julia Ma  
Director of Workforce Development  
Department of Human Resources  
julia.f.ma@sfgov.org

Mike Cotter  
Director of Finance &  
Administration  
Department of Human Resources  
mike.cotter@sfgov.org

Lia Maksoud  
Asian Art Museum  
lmaksound@asianart.org

Taras Madison  
Adult Probation  
taras.madison@sfgov.org

Svetlana Vaksberg  
General Services Agency  
svetlana.vaksberg@sfgov.org

Karen Hill  
San Francisco Public Works  
Karen.Hill@dpw.org

Andrea Caporale  
SF International Airport  
andrea.caporale@flysfo.com

Lauren Rowe  
Arts Commission  
lauren.l.taylor@sfgov.org

Jonathan Nelly  
Office of the Assessor-Recorder  
jonathan.nelly@sfgov.org

Jessica Wong  
Board of Supervisors  
jessica.j.wong@sfgov.org

Jacob Mast  
City Attorney's Office  
jacob.mast@sfcityatty.org

Elisa Daniels  
SF Community College District  
edaniels@ccsf.edu

Nathaniel Cleveland  
Department of Early Childhood  
nathaniel.cleveland@sfgov.org

Gilda Cassanego  
Department of Children, Youth & Families  
gilda.cassanego@sfgov.org

Carlos Benitez  
Office of the Controller  
carlos.benitez@sfgov.org

Michael Eng  
Planning Department  
michael.eng@sfgov.org

Sandra Eng  
Civil Service Commission  
sandra.eng@sfgov.org

Harry Bullock  
Department of Child Support Services  
harry.bullock@sfgov.org

Richard Ng  
District Attorney's Office  
richard.ng@sfgov.org

Michele Nieve  
Department of Building Inspection  
michele.nieve@sfgov.org

Benjamin Richey  
Department of Police Accountability  
benjamin.richey@sfgov.org

Luenna Kim  
Department of Public Health  
luenna.kim@sfdph.org

Scott DeWolfe  
Department of Public Health  
scott.dewolfe@sfdph.org

Katrina Williams  
Human Services Agency  
Katrina.williams@sfgov.org

Sandy Chan  
Department of Emergency  
Management  
sandy.chan@sfgov.org

Anabel Simonelli  
Office of Economic and Workforce  
Development  
anabel.simonelli@sfgov.org

Adam Romoslowski  
Department of the Environment  
adam.romoslowski@sfgov.org

Sandra Aguayo  
Ethics Commission  
sandra.aguayo@sfgov.org

Melissa Cayabyab  
Fine Arts Museums  
mcayabyab@famsf.org

Jesusa Bushong  
SF Fire Department  
jesusa.bushong@sfgov.org

Melanie Laman  
Department of Homelessness and  
Supportive Housing Services  
melanie.laman@sfgov.org

Kristen Ebrst  
Human Rights Commission  
kristen.erbst@sfgov.org

Rie Butler  
Health Service System  
rie.butler@sfgov.org

Preston Treichel  
Juvenile Probation Department  
preston.treichel@sfgov.org

Lori Regler  
SF Public Library  
lori.regler@sfpl.org

Kimberly Ackerman  
SF Municipal Transportation Agency  
kimberly.ackerman@sfmta.com

William (Bill) Miles, II  
SF Municipal Transportation Agency  
William.MilesII@sfmta.com

Daniella Mattias  
Mayor's Office  
daniella.mattias@sfgov.org

Karen Henderson  
Mayor's Office of Housing and Community  
Development  
karen.henderson@sfgov.org

Julie Rosenberg  
Board of Appeals  
julie.rosenberg@sfgov.org

Arlene Laxamana  
Public Defender's Office  
arlene.laxamana@sfgov.org

Ben Houston  
SF Police Department  
benjamin.houston@sfgov.org

Suzette Love  
Port of San Francisco  
suzette.love@sfport.com

Wendy Macy  
Public Utilities Commission  
WMacy@sfgov.org

Dianna Jou  
Recreation and Park Department  
dianna.jou@sfgov.org

David Broekelschen  
Department of Elections  
David.broekelschen@sfgov.org  
v.org

Grace Tam  
SF Employees' Retirement System  
grace.tam@sfgov.org

Kristin Hadley  
Rent Arbitration Board  
kristin.hadley@sfgov.org

Elayne Graylow  
California Academy of Sciences  
egraylow@calacademy.org

Sergeant Carla Clark  
SF Sheriff's Department  
carla.clark@sfgov.org

Gerald Buss  
Office of the Treasurer/Tax  
Collector  
gerald.buss@sfgov.org

Kristin Bijur  
SF Unified School District  
bijurk@sfusd.edu

Jenna Lee  
War Memorial & Performing Arts  
Center  
jenna.lee@sfgov.org

Gary Chen  
Department on the Status of  
Women  
gary.w.chen@sfgov.org

Theresa Rutherford  
SEIU 1021  
Theresa.rutherford@seiu1021.org

Oumar Fall  
SEIU 1021  
Oumar.fall@seiu1021.org

Debra Gabrelle  
IFTPE Local 21  
debra.grabelle@ifpte21.org

Raquel Silva  
MEA  
raquel@sfmea.com

John Doherty  
Electrical Workers Local 6  
jdoherty@ibew6.org

Dan Harrington  
Teamsters Local 853  
dharrington@teamsters853.org

Theresa Foglio-Ramirez  
Laborers Local 261  
laborers261@gmail.com

James Leonard  
San Francisco City Workers United  
cityworker@sfcwu.org

Stan Eichenberger  
Stationary Engineers Local 39  
seichenberger@local39.org

John Chiarenza  
Plumbers Local 38  
jchiarenza@ualocal38.org

Sean McGarry  
Carpenters Local 22  
smcgarry@nccrc.org

Jim Beaumonte  
IATSE Local 16  
jb@local16.org

Jasmine Charles  
TWU Local 200  
local200twu@sbcglobal.net

Anthony Nuanes  
Carpet, Linoleum and Soft Tile Workers Local  
12  
anthony@dc16.us

Danny Campbell  
Sheet Metal Workers Local 104  
dannyc@smw104.org

Chris Moyer  
Pile Drivers Local 34  
cmoyer@nccrc.org

Dave Johnson  
Cement Masons Local 300  
djohnson@opcmialocal300.org

Heather Bollinger  
SEIU Local 1021 - RN  
rnchapterseiu1021@gmail.com

Nixon Lazaro  
DPOA  
nixon.lazaro@sfgov.org

Mark Leach  
Teamsters Local 856  
San Francisco Building Inspectors  
Association  
mleach@ibt856.org

Stuart Bussey  
UAPD  
uapd@uapd.com

Roger Marengo  
TWU Local 250-A  
rmarengo@twusf.org

Mark Jayne  
IAM Local 1414  
mjayne@iam1414.org

Jose Oscar Padilla  
Roofers and Waterproofers Local 40  
rooferslocal40@gmail.com

Troy Garland  
Bricklayers and Allied Craftworkers  
Local 3  
troy@bac3-ca.org

Eric Peterson  
Committee of Interns and Residents  
SEIU  
epeterson@cirseiu.org

Bartolomy Pantoja  
Glaziers Local 718  
bart@dc16.us

Richard Morales  
Auto Marine & Specialty Painters Local 1176  
richard@dc16.us

Charlie Hernandez  
Ironworkers Local 377  
charlie@local377.com

Nathan Quigley  
Municipal Attorneys' Association  
nathanquigley@gmail.com

Tim Neep  
Operating Engineers Local 3  
tneep@oe3.org

Robert Noto  
Plasterers and Shophands Local 66  
bob@pl66.org

Kim Tavaglione  
San Francisco Building and Construction  
Trades Council  
kim@sflaborcouncil.org

Ken Lomba  
San Francisco Deputy Sheriffs Association  
president@sanfranciscodsa.com

John Lenny  
San Francisco District Attorney Investigators'  
Association  
john.lenny@sfgov.org

Danny Gracia  
San Francisco Firefighters Local 798  
danny@sffdlocal798.org

Tracy McCray  
San Francisco Police Officers' Association  
tracym@sfpoa.org

Lisette Adams  
SF Sheriff's Managers and Supervisors  
Association  
leadams1@yahoo.com



**DATE:** January 12, 2023

**TO:** Civil Service Commission

**FROM:** Carol Isen, Human Resources Director

**SUBJECT:** Supplement to Proposed Changes to Civil Service Commission Rules: 102, 202, and 302 Definitions; 110, 210, and 310 Examination Announcements and Applicants; 111, 211, and 311 Examinations; 111A Position-Based Testing; 112, 212, and 312 Eligible Lists; and 113, 213, and 313 Certification of Eligibles to Modernize and Expedite Hiring

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### **Executive Summary**

The San Francisco Department of Human Resources (DHR), in conjunction with the broader Government Operations Recovery Initiative, is engaged in various efforts to modernize the City's hiring process and reduce the time-to-hire. As part of this effort, DHR is implementing process changes and will be proposing several phases of amendments to Civil Service Commission (CSC) rules governing hiring.

At its December 19, 2022 CSC meeting, the Commission raised several concerns over the proposed rule amendments, including:

- The proposed revision of 102.4 "Bulletin Board" to "Employment Opportunity Website"
- The lack of definition of "minimum" and "maximum" for several proposed amendments
- Ensuring adequate notification to potential job applicants with shorter posting periods
- Notifying eligibles when a list is declared exhausted
- The time allowed for a department to resolve a referral
- Limiting time to respond to rejection of a fee waiver request
- Stability of the applicant tracking system as a consideration
- Reporting to the CSC on the effects of the amendments to the rules

This report is a supplement to DHR's report to the CSC on December 19, 2022 (see Attachment A) and provides DHR's responses to those concerns.<sup>1</sup> It reflects modifications to the original rule changes based on the feedback received. The impact of these changes on the average time-to-

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<sup>1</sup> Attachment A does not include the attachments to DHR's report presented on December 19, 2022. These attachments have been subsumed by Attachments B, C, and D of this report.

hire is estimated to be up to 96 days of savings for certain job classes, as compared to the estimated 125 days originally presented.

### **Summary of Rule Change Revisions**

The text in **blue** within this supplementary report and its attachments represent modifications to the previously proposed rule changes presented on December 19, 2022.

#### **Rule X02:**

The CSC pointed out that “the bulletin board has more purpose than just having exam announcements”, and the proposed rule changes did not account for these non-job-posting notices. For example, CSC posts Brown Act notices and other items. The CSC suggested “breaking apart” the proposed changes to the bulletin board rule to allow for job announcements to solely be posted on the City’s official employment opportunity website, while still allowing bulletin boards to host non-job-posting notices. For purposes of this section, “X02” is a stand-in for rules 102, 202, and 302.

DHR’s changes include:

- Restored X02.4 to its original text in all three volumes.
- Added X02.4.1 to address use of the Employment Opportunity Website in all three volumes – “**The City’s official website, so designated used for posting of examinations, recruitments and public announcements of the Department of Human Resources.**”
- Revised definition of “Post” across three volumes – “**To place on the official Bulletin Board or to publish on the City’s official website.**”

**Minimum Time Periods** [Rules 110.3, 111.13, 111.15.1, 111.31 {111.30}, 111A.22.1, 112.7.1, 113.10.2, 210.2, 212.9, 213.8.1, 213.8.2.1-3, 310.3, 310.8.1, 311.12.3, 312.13, 313.7.1, and 313.7.2.1-3]

During a discussion concerning minimum time periods, CSC requested “something that sets a minimum and a maximum so that time frames don’t get manipulated.” Additional comments from Commissioners received on January 6, 2023 cited various minimum time periods, including a five business-day period for job postings. While DHR is cognizant of the concerns related to timeframes for posting of job announcements, DHR’s objective is reducing time elapses at each step of the recruitment and examination process without sacrificing the rights of applicants, along with consistency within and across the rules. Subsequent conversations with the CSC Executive Director and Deputy Director indicated that they understood DHR’s logic in establishing consistent time-periods and that only specifying minimum timeframes would be needed.

DHR's changes include:

- Added “not to be less than three business-days” for each applicable instance of the Human Resources Director having authority over time periods to align with the specific requirements of a recruitment.

DHR did not add a maximum as any continuous-class-testing (CCT) which is encumbered in these rules would not fit under a cap. In addition, identifying a maximum would hinder the City's ability to extend recruitments for traditionally hard-to-fill, non-CCT positions.

In its December 19, 2022 report, DHR presented projections of reduction in time-to-hire based on the proposed rule changes. Those projections cited a 1404 Clerk recruitment, for which an excessive number of candidates submitted applications (more than 100 applicants for each available position). If the applicant pool is reduced by limiting the length of time of the posting, DHR staff estimated that the overall time-to-hire could be reduced by up to 125 days with a one-day filing period instead of a ten-business-day filing period. DHR estimates that the proposed across-the-board three-day-minimum threshold could reduce the time-to-hire by up to 96 days.

#### Notifying Potential Applicants

With DHR's proposed reduction in the job posting timeline, the CSC noted concerns about potential candidates' ability to become aware of job postings. Commissioners indicated that they wanted to ensure a “level playing field” and prevent situations in which “the notice of the opening comes out the same day that [potential candidates] are supposed to apply”.

As one option, the CSC inquired whether all job announcements could be made public prior to their official posting. This is not possible as the applicant tracking system, Smart Recruiters, does not allow job ads to be published independent of the filing period.

However, mechanisms are already in place to help ensure that candidates learn about opportunities even if they don't happen to go to the City's employment website on a day when the job posting is published. These mechanisms include:

- Allowing candidates to sign up for email updates based on personal preferences (including keywords) which the system generates daily with a digest of jobs that match those personal preferences
- Building additional communication channels with prospective candidates by allowing them to express interest in City employment at any time, not just during the posting period, and in turn receiving system-generated updates about working with the City
- Automatically posting to dozens of job boards every time a job ad gets published to ensure that candidates are hearing about opportunities wherever they might be searching

- Posting job opportunities to social media sites (such as LinkedIn) prior to the start of the filing period
- Working with community-based organizations (CBOs)—see Attachment E for list of CBOs with which the City regularly works—to ensure potential candidates have multiple avenues to become aware of job opportunities

### Notifying Eligibles of List Exhaustion

CSC inquired whether a list would be exhausted for all departments or one department at a time, and whether eligibles will be notified. DHR will follow current practice and survey all affected departments to get consensus before exhausting a list. Regarding notification of eligibles, DHR added text to rule 113.6.4 -- “All affected eligibles shall be notified of the exhaustion of the eligible list.”

### Resolving a Referral 113.11

The Commission proposed to shorten the period from 60 days to 20 days to ensure that departments are resolving referrals quickly. DHR agrees that departments should move quickly once a referral is issued; however, based on research already completed, DHR does not believe this change would have the intended impact. Should this change be enacted, DHR anticipates the number of requests for extensions to increase, especially for those classifications requiring complex post-referral processes such as a thorough background investigation and/or a medical. DHR also notes that the current rule does not preclude departments from resolving referrals before the 60 days.

Instead of modifying this rule, DHR proposes continuing to work with departments to improve key parts of the post-referral selection process. DHR has already started this work by looking into ways of decreasing the average amount of time needed to complete candidate vetting (conviction history review, medical checks, employment and education experience checks). DHR would be happy to present this work at a future date.

### Rule 311.5.2.2 Waiver Request

DHR agrees with CSC comments that changing the waiver request appeal period would not affect the hiring timeline, and restored 311.5.2.2 to its original text:

“The decision to deny an applicant’s request for fee waiver based on financial hardship may be protested to the Human Resources Director within five (5) calendar days from the date of the notice of such denial.”

### Considerations

DHR recognized that the considerations proposed were not necessarily consistent across the three rule volumes. DHR added:

- “platform stability” as a consideration to rules 110.3, 111.13, 111.15.1, 111.30, 111A.22.2, 112.7.1, 113.10.2, 310.8.1, and 311.12.3
- “equal employment opportunity and racial equity goals” to rule 210.2
- “availability of technology, method used for scoring, type of exam, number of eligibles, and complexity of ratings” as considerations to rules 212.9.1 and 312.13
- “availability of technology, number of eligibles, and complexity of selection procedures” as considerations to rules 213.8.1, 213.8.2 (1-2), 313.7.1, and 313.7.2 (1-2)

### Miscellaneous Comments

CSC pointed out that the close of application filing must be stated on the exam announcement. DHR intends to continue current practice that requires that open and close of application filing periods be clearly stated in the job ad for the recruitment in accordance with rules 110.2, 210.1, and 310.2.

### Reports to CSC

DHR recognizes that these recommended rule changes cross several rule sections and agrees that reviewing and understanding the impacts of these changes is important. DHR notes that the CSC already has the authority to request reports on the status of the merit system.<sup>2</sup>

DHR will monitor the impact of these rule changes and other process changes on the hiring process through a series of online dashboards that are currently in development. DHR will make these dashboards available to the CSC, which will provide real-time data and allow users to drill down into customized views through the use of filters (e.g., viewing time-to-hire metrics by department and/or job code). DHR will monitor the impact of the changes on an ongoing basis and adjust implementation practices as necessary to ensure fair and equitable access to City jobs.

DHR proposes that the dashboards compare pre- and post-implementation data to include at minimum:

- Application rates
- Demographics of applicant pools
- “Time-to-hire” metrics

In addition, DHR will work with the CSC in tracking any appeals.

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<sup>2</sup> Rule 113.1.2 states, “departments shall make reports as requested by the Civil Service Commission on merit system issues such as recruitment, examination, and certification and selection procedures.” Rules 213.2.1 and 313.2.1 state, “In addition to the annual reports, the Department shall make regular reports as requested by the Civil Service Commission on merit system issues such as recruitment, examination, and certification and selection procedures.”

### **Conclusion**

DHR has considered all CSC modifications to the proposed CSC rule changes. Again, these proposed rule changes are initial improvements to allow the City to decrease the time-to-hire and to standardize processes across permanent civil service recruitments. DHR anticipates returning to the CSC multiple times in the coming months with additional proposals.

### **Recommendation**

DHR respectfully requests the Commission accept the report and post the proposed amended rules. DHR will then meet and confer with Labor on potential impacts of the proposed changes.

### **Attachments**

- A: December 08, 2022 staff report without attachments
- B: Volume I Rule Revisions Amended
- C: Volume II Rule Revisions Amended
- D: Volume III Rule Revisions Amended
- E: List of CBOs that the City utilizes for recruitment activities



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

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

1. Civil Service Commission Register Number: \_\_\_\_\_ - \_\_\_\_\_ -
2. For Civil Service Commission Meeting of: December 19, 2022
3. Check One:           Ratification Agenda  
                              Consent Agenda  
                              **Regular Agenda     ✓**  
                              Human Resources Director's Report
4. Subject: **Proposed Changes to Civil Service Commission Rules: 102, 202, and 302 Definitions; 110, 210, and 310 Examination Announcements and Applicants; 111, 211, and 311 Examinations; 111A Position-Based Testing; 112, 212, and 312 Eligible Lists; and, 113, 213, and 313 Certification of Eligibles to Modernize and Expedite Hiring**
5. Recommendation: Open for Discussion
6. Report prepared by: Carol Isen, Director Telephone number: (415) 557-4815
7. Notifications:           (Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director: 

Date: **December 8, 2022**

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

<b><u>CSC RECEIPT STAMP</u></b>

## Notifications

Carol Isen  
Human Resources Director  
Department of Human Resources  
carol.isen@sfgov.org

Kate Howard  
Managing Deputy Director  
Department of Human Resources  
kate.howard@sfgov.org

Anna Biasbas  
Director of Employment Services  
Department of Human Resources  
anna.biasbas@sfgov.org

Shawn Sherburne  
Assistant Director, Employment  
Services  
Department of Human Resources  
shawn.sherburne@sfgov.org

Dave Johnson  
Assistant Director, Employment  
Services  
Department of Human Resources  
dave.johnson@sfgov.org

Stephanie Mayorga-Tipton  
Exams Manager  
Department of Human Resources  
stephanie.mayorga@sfgov.org

Lisa Pigula  
Client Services Supervisor  
Department of Human Resources  
lisa.pigula@sfgov.org

Paul Greene  
Client Services Supervisor  
Department of Human Resources  
paul.greene@sfgov.org

Jen Lo  
Public Safety Team Supervisor  
Department of Human Resources  
jen.lo@sfgov.org

Jennifer Landgren  
Exam Development Supervisor  
Department of Human Resources  
jennifer.landgren@sfgov.org

Elizabeth Maier  
Exams System Supervisor  
Department of Human Resources  
Elizabeth.maier@sfgov.org

Mawuli Tugbenyoh  
Director of Policy and External Affairs  
Department of Human Resources  
mawuli.tugbenyoh@sfgov.org

Jeanne Buick  
Appeals Coordinator  
Department of Human Resources  
jeanne.buick@sfgov.org

Giano Bito  
Department of Human Resources  
giano.bito@sfgov.org

David Huebner  
Director, HR Modernization Program  
Department of Human Resources  
david.huebner@sfgov.org

Anne Marie Monroe  
Manager, HR Modernization Program  
Department of Human Resources  
annemariemonroe@sfgov.org

Nate Frank  
Manager, Digital HR  
Department of Human Resources  
nate.frank@sfgov.org

Dylan Johnke  
Lead Engineer, HR Modernization Program  
Department of Human Resources  
Dylan.johnke@sfgov.org

Urszula Kakar  
Manager, Assessment and People Analytics  
Department of Human Resources  
urszula.m.kakar@sfgov.org

Daniel Kaplan  
Hiring Process Reform Project Manager  
Department of Human Resources  
dan.kaplan@sfgov.org

Angel Li  
Full-Stack Engineer, People Systems  
Department of Human Resources  
angel.p.li@sfgov.org

Ardis Graham  
Director of Employee Relations  
Department of Human Resources  
ardis.graham@sfgov.org

Amalia Martinez  
Director of Equal Employment  
Opportunity  
Department of Human Resources  
amalia.martinez1@sfgov.org

Janie White  
Director of Medical Leaves  
Department of Human Resources  
janie.white@sfgov.org

Steve Ponder  
Director of Classification &  
Compensation  
Department of Human Resources  
steve.ponder@sfgov.org

Julia Ma  
Director of Workforce Development  
Department of Human Resources  
julia.f.ma@sfgov.org

Mike Cotter  
Director of Finance &  
Administration  
Department of Human Resources  
mike.cotter@sfgov.org

Lia Maksoud  
Asian Art Museum  
lmaksound@asianart.org

Taras Madison  
Adult Probation  
taras.madison@sfgov.org

Svetlana Vaksberg  
General Services Agency  
svetlana.vaksberg@sfgov.org

Andrea Caporale  
SF International Airport  
andrea.caporale@flysfo.com

Lauren Rowe  
Arts Commission  
lauren.l.taylor@sfgov.org

Jonathan Nelly  
Office of the Assessor-Recorder  
jonathan.nelly@sfgov.org

Jessica Wong  
Board of Supervisors  
jessica.j.wong@sfgov.org

Jacob Mast  
City Attorney's Office  
jacob.mast@sfcityatty.org

Elisa Daniels  
SF Community College District  
edaniels@ccsf.edu

Nathaniel Cleveland  
Department of Early Childhood  
nathaniel.cleveland@sfgov.org

Gilda Cassanego  
Department of Children, Youth & Families  
gilda.cassanego@sfgov.org

Carlos Benitez  
Office of the Controller  
carlos.benitez@sfgov.org

Michael Eng  
Planning Department  
michael.eng@sfgov.org

Sandra Eng  
Civil Service Commission  
sandra.eng@sfgov.org

Harry Bullock  
Department of Child Support Services  
harry.bullock@sfgov.org

Richard Ng  
District Attorney's Office  
richard.ng@sfgov.org

Michele Nieve  
Department of Building Inspection  
michele.nieve@sfgov.org

Benjamin Richey  
Department of Police Accountability  
benjamin.richey@sfgov.org

Luenna Kim  
Department of Public Health  
luenna.kim@sfdph.org

Scott DeWolfe  
Department of Public Health  
scott.dewolfe@sfdph.org

Katrina Williams  
Human Services Agency  
Katrina.williams@sfgov.org

Sandy Chan  
Department of Emergency  
Management  
sandy.chan@sfgov.org

Anabel Simonelli  
Office of Economic and Workforce  
Development  
anabel.simonelli@sfgov.org

Adam Romoslowski  
Department of the Environment  
adam.romoslowski@sfgov.org

Sandra Aguayo  
Ethics Commission  
sandra.aguayo@sfgov.org

Melissa Cayabyab  
Fine Arts Museums  
mcayabyab@famsf.org

Jesusa Bushong  
SF Fire Department  
jesusa.bushong@sfgov.org

Melanie Laman  
Department of Homelessness and  
Supportive Housing Services  
melanie.laman@sfgov.org

Kristen Ebrst  
Human Rights Commission  
kristen.erbst@sfgov.org

Rie Butler  
Health Service System  
rie.butler@sfgov.org

Preston Treichel  
Juvenile Probation Department  
preston.treichel@sfgov.org

Lori Regler  
SF Public Library  
lori.regler@sfpl.org

Kimberly Ackerman  
SF Municipal Transportation Agency  
kimberly.ackerman@sfmta.com

William (Bill) Miles, II  
SF Municipal Transportation Agency  
William.MilesII@sfmta.com

Daniella Mattias  
Mayor's Office  
daniella.mattias@sfgov.org

Karen Henderson  
Mayor's Office of Housing and Community  
Development  
karen.henderson@sfgov.org

Julie Rosenberg  
Board of Appeals  
julie.rosenberg@sfgov.org

Arlene Laxamana  
Public Defender's Office  
arlene.laxamana@sfgov.org

Ben Houston  
SF Police Department  
benjamin.houston@sfgov.org

Suzette Love  
Port of San Francisco  
suzette.love@sfport.com

Wendy Macy  
Public Utilities Commission  
WMacy@sfwater.org

Dianna Jou  
Recreation and Park Department  
dianna.jou@sfgov.org

David Broekelschen  
Department of Elections  
David.broekelschen@sfgov.org  
v.org

Grace Tam  
SF Employees' Retirement System  
grace.tam@sfgov.org

Kristin Hadley  
Rent Arbitration Board  
kristin.hadley@sfgov.org

Elayne Graylow  
California Academy of Sciences  
egraylow@calacademy.org

Sergeant Carla Clark  
SF Sheriff's Department  
carla.clark@sfgov.org

Gerald Buss  
Office of the Treasurer/Tax  
Collector  
gerald.buss@sfgov.org

Kristin Bijur  
SF Unified School District  
bijurk@sfusd.edu

Jenna Lee  
War Memorial & Performing Arts  
Center  
jenna.lee@sfgov.org

Gary Chen  
Department on the Status of  
Women  
gary.w.chen@sfgov.org

Theresa Rutherford  
SEIU 1021  
Theresa.rutherford@seiu1021.org

Oumar Fall  
SEIU 1021  
Oumar.fall@seiu1021.org

Debra Gabrelle  
IFTPE Local 21  
debra.grabelle@ifpte  
21.org

Raquel Silva  
MEA  
raquel@sfmea.com

John Doherty  
Electrical Workers Local 6  
jdoherty@ibew6.org

Dan Harrington  
Teamsters Local 853  
dharrington@teamsters853.org

Theresa Foglio-Ramirez  
Laborers Local 261  
laborers261@gmail.com

James Leonard  
San Francisco City Workers United  
cityworker@sfcwu.org

Stan Eichenberger  
Stationary Engineers Local 39  
seichenberger@local39.org

John Chiarenza  
Plumbers Local 38  
jchiarenza@ualocal38.org

Sean McGarry  
Carpenters Local 22  
smcgarry@nccrc.org

Jim Beaumonte  
IATSE Local 16  
jb@local16.org

Jasmine Charles  
TWU Local 200  
local200twu@sbcglobal.net

Anthony Nuanes  
Carpet, Linoleum and Soft Tile Workers Local  
12  
anthony@dc16.us

Danny Campbell  
Sheet Metal Workers Local 104  
dannyc@smw104.org

Chris Moyer  
Pile Drivers Local 34  
cmoyer@nccrc.org

Dave Johnson  
Cement Masons Local 300  
djohnson@opcmialocal300.org

Heather Bollinger  
SEIU Local 1021 - RN  
rnchapterseiu1021@gmail.com

Nixon Lazaro  
DPOA  
nixon.lazaro@sfgov.org

Mark Leach  
Teamsters Local 856  
San Francisco Building Inspectors  
Association  
mleach@ibt856.org

Stuart Bussey  
UAPD  
uapd@uapd.com

Roger Marenco  
TWU Local 250-A  
rmarenco@twusf.org

Mark Jayne  
IAM Local 1414  
mjayne@iam1414.org

Jose Oscar Padilla  
Roofers and Waterproofers Local 40  
rooferslocal40@gmail.com

Troy Garland  
Bricklayers and Allied Craftworkers  
Local 3  
troy@bac3-ca.org

Eric Peterson  
Committee of Interns and Residents  
SEIU  
epeterson@cirseiu.org

Bartolomy Pantoja  
Glaziers Local 718  
bart@dc16.us

Richard Morales  
Auto Marine & Specialty Painters  
Local 1176  
richard@dc16.us

Charlie Hernandez  
Ironworkers Local 377  
charlie@local377.com

Nathan Quigley  
Municipal Attorneys' Association  
nathanquigley@gmail.com

Tim Neep  
Operating Engineers Local 3  
tneep@oe3.org

Robert Noto  
Plasterers and Shophands Local 66  
bob@pl66.org

Kim Tavaglione  
San Francisco Building and Construction  
Trades Council  
kim@sflaborcouncil.org

Ken Lomba  
San Francisco Deputy Sheriffs Association  
president@sanfranciscodsa.com

John Lenny  
San Francisco District Attorney Investigators'  
Association  
john.lenny@sfgov.org

Danny Gracia  
San Francisco Firefighters Local 798  
danny@sffdlocal798.org

Tracy McCray  
San Francisco Police Officers' Association  
tracym@sfpoa.org

Lisette Adams  
SF Sheriff's Managers and Supervisors  
Association  
leadams1@yahoo.com



**DATE:** December 8, 2022

**TO:** Civil Service Commission

**FROM:** Carol Isen, Human Resources Director

**SUBJECT:** Proposed Changes to Civil Service Commission Rules: 102, 202, and 302 Definitions; 110, 210, and 310 Examination Announcements and Applicants; 111, 211, and 311 Examinations; 111A Position-Based Testing; 112, 212, and 312 Eligible Lists; and, 113, 213, and 313 Certification of Eligibles to Modernize and Expedite Hiring

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### **Executive Summary**

The San Francisco Department of Human Resources (DHR) is seeking amendments to Civil Service Rules in order to rationalize the City’s hiring processes; including modifications or elimination of constraints that add time and resources without equivalent value, and to allow for the full use and value of the City’s recent investments in technological innovation.

The rule changes proposed in this staff report are an initial set of amendments that would align our practices with advances in technology and provide greater consistency in the early stages of the hiring process. This report provides additional details and research to support the first phase of DHR’s proposed changes to Civil Service Rules.

The roots of our current hiring process date back to the early 20<sup>th</sup> century. Layers of regulations and practices were added over the 120 years since the civil service system was established. The current Civil Service Rules, which have not been fully reviewed for major revisions in a generation, contribute to convoluted, resource intensive and lengthy hiring processes.

Certain Civil Service Rules do not account for the tools, technology, and best practices available today. For example, many Civil Service Rule timelines are predicated on the use of the United States Postal Service to notify candidates of decisions, rather than instantaneous notifications that have long been available via electronic mail. As a result, various steps in the hiring process require the City to stop progress toward final selection to allow for the full exhaustion of time limits required by Civil Service Rules.

Further, the Civil Service Rules cited in this report limit the discretion of the Human Resources Director to align timelines with the unique conditions of each recruitment. With low unemployment, along with profound shifts in the job market, the City’s permanent vacancy rate has increased to 13.8%, approximately double the pre-COVID permanent vacancy rate.

The Civil Service Rule changes recommended here provide greater authority to the Human Resources Director to match the timeline of each recruitment to the specific circumstances of the recruitment, create greater consistency in the administration of hiring, and reduce the time to hire. It is DHR’s assessment that the proposed amendments contained in this report can be made without negatively impacting the rights of applicants. These changes will result in time-savings without deviating from the core goals of the city’s merit system.

### **Government Operations Recovery Initiative and Current Status**

The Department of Human Resources, the City Administrator, and the Controller are collaborating to improve the City’s core business processes that affect the overall functioning and effectiveness of government services, including contracting, hiring and financial operations in the City post-COVID through the Government Operations Recovery Initiative. The proposed amendments to the Civil Service Rules are part of this effort, along with additional administrative changes that DHR and City Departments are undertaking to improve our overall speed and effectiveness in hiring.

DHR anticipates returning to the Commission with additional proposed rule changes in the 3<sup>rd</sup> quarter of Fiscal Year 2022-23.

FY	Perm Vacancies (%)
2023	4,793 (13.8%)
2022	3,774 (11.1%)
2021	2,990 (9.0%)
2020	2,328 (7.0%)
2019	2,230 (6.8%)

This chart illustrates the steady increase in permanent vacancies since Fiscal Year 2019. The COVID global pandemic has exacerbated the challenges associated with understaffing. During the pandemic, the City’s permanent vacancy rate, which for years has hovered around 7.0%, has nearly doubled to 13.8%, which translates into nearly 4,800 permanent vacancies.

This is layered on top of high vacancy rates and hiring process challenges in a competitive labor market, with unemployment rates at 3.7%.<sup>1</sup> When paired with the City’s lengthy hiring process, the City is at a disadvantage with many applicants being hired before the City’s hiring process has reached the half-way mark.

As the City emerges from the pandemic, it needs to fill vacant positions to deliver delayed and deferred projects. However, the current Civil Service hiring process can complicate the City’s ability to staff vital roles. Addressing the hiring backlog will have a significant impact on improving essential government operations and delivering public services.

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<sup>1</sup> U.S. Bureau of Labor Statistics

## **Summary of Rule Changes**

DHR proposes seven rule changes for Volume I. The recommended rule changes are based on DHR's experience and the results of survey work. DHR surveyed 15 public sector jurisdictions with varying workforce sizes on their rules regarding testing and hiring<sup>2</sup>. The City considered the survey results in its recommendations to CSC and will discuss the findings with the proposed rule changes below.

DHR requests that the Civil Service Commission revise the rules to achieve the following objectives:

- remove barriers to hiring,
- expedite examination and hiring processes,
- provide added flexibility for specific recruitment needs,
- align rules with advancements in technology,
- align class-based and position-based testing processes, and
- provide clarity and consistency of language across rules.

DHR recommends the proposed rule changes be applied across Volumes I, II, and III of the Civil Service Rules. DHR is referencing Volume I in the "Summary of Recommendations", but the concept applies to similar rules for Volumes II, and III.

The proposed rule changes are as listed as follows:

- Definition of Employment Opportunity Website/Post (Rules 102.4, 202.4, 302.4; 102.25, 202.27, and 302.24)
- Minimum Posting for Examinations Announcements (Rules 110.3 and 310.3)
- Notice of Examinations (Rules 210.2 and 310.8)
- Promotional Applicants (Rules 110.11, 111A.13 and 310.8.1)
- Review of Rating Periods (Rules 11A.22, 111.13, 111.15.1, 111.15.2, 111.31, 112.7, and 311.12.3[1])
- Extension of Eligibility (Rule 112.3)
- Duration of Tentative Eligible List Posting Period (212.9.1 and 312.13)
- Exhaustion of the List (Rule 113.6)
- Notice of Inquiry (Rules 113.10, 213.8.1, and 313.7.1)
- Notice of Certification (Rules 213.8.2[1-3] and 313.7.2[1-3])

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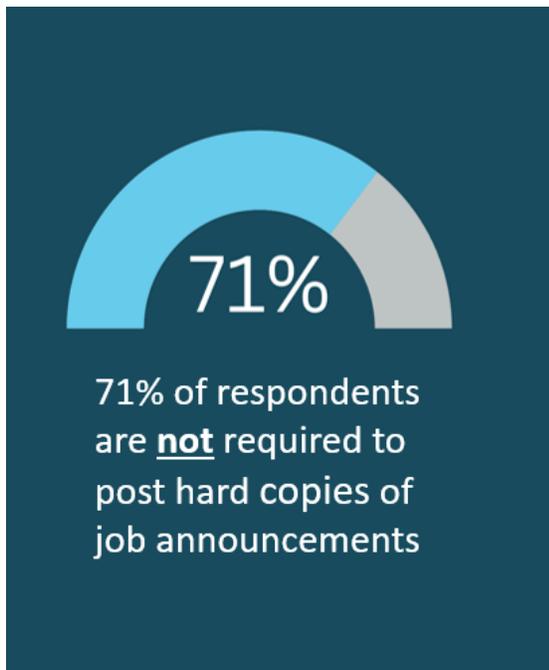
<sup>2</sup> Survey included: City of Los Angeles, and the following California Counties in order of size of workforce: Los Angeles, Santa Clara, Sacramento, Ventura, Alameda, San Joaquin, San Mateo, Sonoma, San Louis Obispo, Butte, Napa, Nevada, Modoc, Alpine.

**Summary of Recommendations for Revisions to Civil Service Commission Rules**

The following section summarizes the proposed rule revisions. The detailed revisions to the language of the rules across Volumes I, II, and III are provided in Attachments A – C.

1. Definition of Employment Opportunity Website (Rule 102.4)

The focus of the proposed revision is to change the term “Bulletin Board” to “Employment Opportunity Website” to reflect the current official location for posting examinations, recruitments, and public announcements. This revision will align what is currently considered the “official bulletin board” with advancements in technology, industry standards, and current practice. In DHR’s survey of 15 public sector jurisdictions, 71% of respondents are not required to post hard copies of job announcements. DHR also proposes to change the definition of “Post” to reflect publishing the information on the Employment Opportunity Website.



Required to post hard copy job announcements?			
Organization	Employee Count	No	Yes
Los Angeles County	101,980	X	
Santa Clara County	20,638	X	
Sacramento County	9,623		X
Ventura County	9,503	X	
Alameda County	8,215	X	
San Joaquin County	6,000	X	
San Mateo County	5,683	X	
Sonoma County	3,860		X
SLO County	2,807	X	
Butte County	2,373	X	
Napa County	1,527	X	
Nevada County	807	X	
County of Modoc	178		X
Alpine County	115		X

If candidates come to DHR to look for jobs, they are directed to a computer to view all announcements for open positions on the Employment Opportunity Website. The proposed change does not preclude departments from posting physical copies at their locations to promote and highlight specific available positions to their employees, and DHR encourages departments to pursue additional outreach strategies to achieve a diverse pool of candidates.

2. Minimum Posting Periods for Examinations Announcements (Rule 110.3)

DHR proposes two revisions to this Rule. Specifically changing references to “bulletin board” to “employment opportunities website” to align with the revised definition in Civil Service Rule 102.4 and removing the specified number of days for publicly posting job announcements.

The proposed revision to the number of days for publicly posting the job announcement would provide the Human Resources Director the flexibility and administrative authority to determine the time period for posting based on the specifics of the recruitment. In considering the length for posting a position, the Human Resources Director shall consider, among other factors, the number of vacancies, turn over in the classification, labor market availability, and equal employment and racial equity goals.

The current rule requires five business days for entrance and 10 business days for combined entrance and promotive exams, without regard to the number of applicants, the number of vacancies, etc.

Applicants no longer submit applications through the mail or by walking into a City office. Instead, for the last 14 years, applicants apply directly through the Employment Opportunity Website, which can be accessed by electronic devices including smartphones or computers. DHR provides computers in its lobby to help jobseekers, and staff are available to assist applicants having difficulty applying for City jobs.

For recruitments with many applications and few open positions, this rule change will allow the Human Resources Director to close the recruitment earlier, based on the specifics of the recruitment. This flexibility will not only decrease the posting period, but it will also decrease the time it takes to review applications, administer tests, score the examinations, and outreach to applicants due to having an applicant pool that better aligns with the number of vacant positions for the classification.

### 3. Promotional Applicants (Rule 110.11, 111A.13, 111.23.1, 111.23.2, 111.23.3)

DHR supports the Commission's recommendation to revise rule 110.11 to consider promotive applicants as employees with six consecutive months of verifiable experience in any job classification in any appointment type. In addition to these rule changes, DHR is suggesting revising rule 111A.13 to be consistent with CSC's recommendation. DHR is also recommending striking rules 111.23.1, 111.23.2, 111.23.3 as they conflict with the rule change being proposed above and rule 110.11 covers all classes in Volume I including those represented by the Transport Worker Union, Locals 200 and 250A.

The proposed change would do the following:

- Award promotional points to exempt employees applying for class-based testing (CBT) recruitments;
- Eliminate confusion amongst candidates who do not understand why they are awarded promotional points in one recruitment (PBT) and not in the other (CBT);
- Align CBT and position-based testing (PBT) processes;
- Eliminate up to three weeks of promotional point processing as human resources staff needs to look at each employee's personnel file to confirm satisfactory performance.

Of the eight public sector jurisdictions who award promotional points, only one organization checks for employee performance.

4. Review of Ratings Period (Rules 111A.22, 111.13, 111.15.1, 111.15.2, 111.31, 112.7, 112.7.1, 112.7.2, 112.7.3)

DHR proposes removing the specified number of days for reviewing ratings, instead it requests providing the Human Resources Director the flexibility and administrative authority to determine the minimum period based on the specifics of the recruitment. This would also align CBT with PBT processes. In considering the rating period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, and complexity of the examination ratings.

Of the 15 jurisdictions surveyed, 60% do not allow applicants to inspect exam scores. The proposed change would still allow for an inspection period, but it would amend the processes to reflect changes in current technology. Similar to the minimum posting periods, the current review periods were established when hiring relied on the mail to communicate with candidates. Now candidates receive their scores by email and can review them instantly.

5. Extension of Eligibility (Rule 112.3)

DHR proposes changing the extension of eligible lists from “up to 1 year” to “based on needs of City or merit factors” with a maximum duration of 48 months. The proposed change would align CBT recruitments with PBT recruitments for consistency. DHR does not expect that many eligible lists will require a longer duration. However, the proposed change would provide flexibility in the event of another disaster similar to COVID-19.

6. Exhaustion of the List (Rule 113.6)

DHR requests that the Human Resources Director be given authority to declare eligible lists exhausted in cases where there are fewer eligible candidates than vacant positions in the class. This authority would eliminate repetitive certification procedures for subsequent positions when responses to recent Notice of Inquiries (NOI) yielded insufficient interest to fill the vacancies.

For example, from December 2021 to March 2022 the Department of Public Works (DPW) requested referrals for 29 positions against the current list for class 7514 General Laborer where 29 eligibles were remaining. The majority of the eligibles did not respond or express interest. In May of 2022, DPW had 23 additional 7514 vacancies. These positions had the exact same attributes as the 29 previously referred. Again, the majority of the eligibles did not respond or express interest. By being able to declare the list as exhausted after the first NOI, DPW would then be able to initiate a new recruitment with a likely larger pool of candidates to meet the number of vacant positions.

7. Notice of Inquiry (Rule 113.10.2 and 113.10.3)

DHR proposes removing the specified number of days to respond to a NOI, instead providing the Human Resources Director the administrative authority to determine the minimum period. In considering the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to respond, number of eligible and complexity of selection procedures.

Similar to the posting period and review of rating periods, the five business days for candidates to express interest was established when hiring was dependent on the United States Postal Service to communicate with candidates. Improvements in technology have allowed candidates to receive information electronically within minutes of sending communication.

Only 20% of jurisdictions in the study are required to survey eligibles for all positions. The City of Los Angeles and Santa Clara County, which also have more than 20,000 employees, are not required to survey eligibles for positions. The proposed change would align the City with other large public sector jurisdictions.

Shortening the rating period and timeline for responding to an NOI will allow the City to capture the ideal candidates more quickly rather than having to wait five business days for candidates to verify the calculation of exam scores and another five business days for them to express interest after list adoption.

**Potential Process Improvements from Implementation of Proposed Rule Changes**

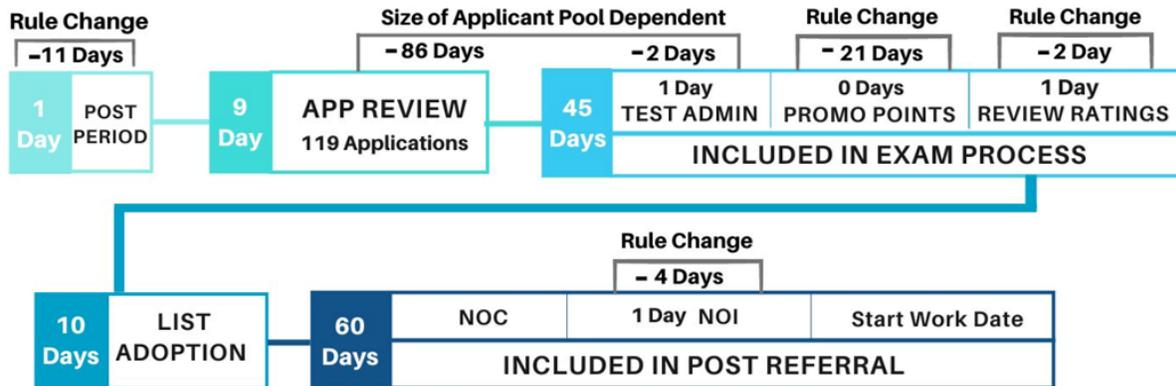
If all of the changes proposed by DHR were adopted, there would be a significant reduction in the initial phases of the selection process. The example that follows illustrates the point.

The 1404 Clerk classification has an average annual vacancy rate of 12. The current 10-business-day posting period required the city to post for 12 days (10 business day plus 2 weekend days) and resulted in 1,200 applications for 12 vacancies. This recruitment produced significantly more applications than the number of available positions. A more reasonable number would be a few hundred applications resulting in a list of approximately 120 eligible candidates; a ten-to-one candidate to vacancy ratio. The flexibility to shape the specifics of the recruitment to meet the expected number of vacancies will help the City fill positions more quickly and reduce the loss of potential candidates due to long hiring processes. In 2018, the time to hire a 1404 Clerk was 250 days.



**Timeline B:** in which the posting period was reduced to one day and the time to hire was reduced by 125 days.

**Timeline B: 125 total days with 125 Days Saved**



Taken together, these proposed rule changes could make a significant difference in the City’s vacancy rate, and reduce the time to hire by months, while continuing to build robust and diverse applicant pools.

**Authority**

Pursuant to Charter Section 10.100, the CSC is specifically “charged with the duty of providing qualified persons for appointment to the service of the City and County.” Under Charter Section 10.101, the CSC is responsible for adopting rules, policies, and procedures to carry out the civil service merit system provisions of the Charter, including those governing examinations, eligibility, certification of eligible, and appointments.

Charter Section 10.102 provides that:

Pursuant to and in accordance with policies, rules and procedures of the Civil Services Commission governing the merit system, the Department of Human Resources shall be the personnel department for the City and County and shall determine appointments on the basis of merit and fitness as shown by appropriate test and, except as specifically set forth in this Charter, shall perform all tests, duties and functions previously performed by the Civil Service Commission, including but not limited to authority to recruit, select, certify, appoint, [...] and other related personnel activities in order to maintain an effective and responsive work force.

### **Conclusion**

During the October 17, 2022 Commission meeting, the Commission inquired if there was “low hanging fruit” that could bring quick improvements to in hiring. The proposed Civil Service Rule changes are initial improvements to allow San Francisco Human Resources to decrease the time it takes to fill positions and to standardize processes across permanent civil service recruitments. DHR is concurrently pursuing administrative and process changes that do not require Civil Service action. In addition DHR anticipates returning to the Commission with additional proposed changes in the 3<sup>rd</sup> quarter of Fiscal Year 2022-23.

### **Recommendation**

DHR respectfully requests the Commission accept the report and post the proposed amended Rules. DHR will then meet and confer with Labor on potential impacts of the proposed changes.

### **Attachments**

- A: Volume I Rule Revisions
- B: Volume II Rule Revisions
- C: Volume III Rule Revisions

## Attachment B

### Rule Revisions Amended

**Deletions in strikethrough – Additions in underline**

#### Rule 102 Definitions

Applicability: Rule 102 shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and MTA Service-Critical classes.

<u>Sec. 102.1</u>	<u>Appointment</u>
<u>Sec. 102.2</u>	<u>Appointing Officer</u>
<u>Sec. 102.3</u>	<u>Appointment Date</u>
<u>Sec. 102.4</u>	<u>Bulletin Board / <a href="#">City Website</a></u>
<u>Sec. 102.5</u>	<u>Certification Date</u>
<u>Sec. 102.6</u>	<u>Charter</u>
<u>Sec. 102.7</u>	<u>City</u>
<u>Sec. 102.8</u>	<u>Civil Service Department</u>
<u>Sec. 102.9</u>	<u>Class</u>
<u>Sec. 102.10</u>	<u>Classification Plan</u>
<u>Sec. 102.11</u>	<u>Classified Service</u>
<u>Sec. 102.12</u>	<u>Commission</u>
<u>Sec. 102.13</u>	<u>Commissioner</u>
<u>Sec. 102.14</u>	<u>Department</u>
<u>Sec. 102.15</u>	<u>Department of Human Resources</u>
<u>Sec. 102.16</u>	<u>Eligible</u>
<u>Sec. 102.17</u>	<u>Eligible List</u>
<u>Sec. 102.18</u>	<u>De-Identification</u>
<u>Sec. 102.19</u>	<u>Executive Session</u>
<u>Sec. 102.20</u>	<u>Human Resources Director</u>
<u>Sec. 102.21</u>	<u>Layoff</u>
<u>Sec. 102.22</u>	<u>Near List</u>
<u>Sec. 102.23</u>	<u>Part-Time Employment</u>
<u>Sec. 102.24</u>	<u>Position</u>
<u>Sec. 102.25</u>	<u>Post</u>
<u>Sec. 102.26</u>	<u>School Districts</u>
<u>Sec. 102.27</u>	<u>Seniority</u>
<u>Sec. 102.28</u>	<u>Service</u>

<b><u>Sec. 102.29</u></b>	<b><u>Start Work Date</u></b>
<b><u>Sec. 102.30</u></b>	<b><u>Time Periods</u></b>
<b><u>Sec. 102.31</u></b>	<b><u>Validation Date</u></b>

## **Rule 102**

### **Definitions**

Applicability: Rule 102 shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and MTA Service-Critical classes.

Unless otherwise required by the context, the words listed below and as used in these Rules have the following meanings:

#### **Sec. 102.1     Appointment**

##### **102.1.1     Permanent Civil Service**

An appointment made as a result of a certification from an eligible list to a permanent position or to a position declared permanent.

##### **102.1.2     Probationary**

Status of civil service employees during a trial period following permanent appointment.

##### **102.1.3     Temporary Civil Service**

An appointment made to a temporary position as a result of certification from an eligible list

##### **102.1.4     Provisional**

An appointment to a permanent or temporary position in the absence of an available eligible or in an emergency which in either case, is time limited as provided elsewhere in these Rules.

##### **102.1.5     Exempt**

An appointment to a permanent or temporary position exempt from being filled from an eligible list in accordance with the provisions of Section 10.104 of the Charter.

#### **Sec. 102.2     Appointing Officer**

The head of an organizational unit having appointive authority within the organizational unit and the powers of a department head as defined by former Charter Section 3.501 as enacted into ordinance under Charter Section 18.103.

**Sec. 102.3**     **Appointment Date**

The date on which an appointing officer notifies the Department of Human Resources of his or her selection from a list of eligibles certified by the Department of Human Resources.

**Sec. 102.4**     **Bulletin Board**

The official bulletin boards, so designated, at the Civil Service Department and Department of Human Resources, used for posting of examinations and public announcements of the Commission and Department of Human Resources.

**Sec. 102.4.1**   **City Website**

The City's official employment opportunity website, so designated used for posting of examinations, recruitments, and public announcements of the Department of Human Resources.

**Sec. 102.5**     **Certification Date**

The date on which the Department of Human Resources notifies an appointing officer of the name of eligible from which appointment may be made to fill a position.

**Sec. 102.6**     **Charter**

The Charter of the City and County of San Francisco.

**Sec. 102.7**     **City**

The City and County of San Francisco.

**Sec. 102.8**     **Civil Service Department**

The administrative office of the Commission under the direction of the Executive Officer.

**Sec. 102.9**     **Class**

A position or group of positions for which a common descriptive job title may be used.

**102.9.1**     **Job Code**

The term job code is used within the Human Resources classification system interchangeably with the Civil Service/Charter term class or classification.

**Sec. 102.10**   **Classification Plan**

All the classes which have been established, the procedures for maintaining the plan, and the specifications or descriptions of each of the classes.

**Sec. 102.11**    **Classified Service**

Includes all positions in the City service subject to competitive examination.

**Sec. 102.12**    **Commission**

The administrative body of Civil Service Commissioners empowered to enforce the civil service provisions of the Charter.

**Sec. 102.13**    **Commissioner**

A member of the Civil Service Commission of the City and County of San Francisco, appointed by the Mayor.

**Sec. 102.14**    **Department**

Organizational unit or units under one appointing officer.

**Sec. 102.15**    **Department of Human Resources**

The Department charged with administering the policies, Rules, and procedures of the Civil Service Commission and performing such other duties and functions as set forth in the Charter.

**Sec. 102.16**    **Eligible**

A person who has standing on an eligible list.

**Sec. 102.17**    **Eligible List**

A confidential list of names of applicants who have passed a civil service examination used for certification purposes only. Applicant information, including names of applicants on eligible lists, 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.

**102.17.1**    **Eligible List Examination Score Report**

A list of scores by rank of successful applicants, without names.

**Sec. 102.18**    **De-Identification**

De-Identification is the process of redacting candidates' information, including names, addresses, schools attended, and other personal identifying information to reduce the potential of biases (implicit or explicit) in the examination or selection process.

**Sec. 102.19**    **Executive Session**

A meeting or part of a meeting of the Commission legally held in private or with the general public excluded.

**Sec. 102.20**    **Human Resources Director**

Director of the Department of Human Resources.

**Sec. 102.21**    **Layoff**

Separation from a position because of economy, lack of funds, or lack of work.

**Sec. 102.22**    **Near List**

An eligible list or a holdover roster in a class similarly related to a class for which there is no eligible list from which the Human Resources Director may authorize the certification of eligibles for temporary civil service appointment.

**Sec. 102.23**    **Part-Time Employment**

Part-time employment is regularly scheduled, less than full-time, permanent or temporary appointment to a permanent or temporary position.

**Sec. 102.24**    **Position**

Duties and responsibilities assigned by an appointing officer to be performed by one employee.

**102.24.1**    **Permanent**

A collection of duties, regardless of the source and nature of the funds, performed by one individual, which represent the ongoing work of the City and County. Such position(s) may be either:

- 1) enumerated in the Annual Salary Ordinance or Salary Resolutions of the School Districts for which funds have been provided on a continuing basis; or
- 2) a position declared to be permanent by action of the Human Resources Director.

**Sec. 102.24** **Position (cont.)****102.24.2 Temporary**

A position in which the duties and responsibilities exist for a maximum duration of 1040 hours except in the case of a special project, defined elsewhere in these Rules, for up to a maximum duration of 2080 hours.

**102.24.3 Part-Time**

Positions less than the established full-time normal schedule of hours per day or days per week.

**102.24.4 Exempt**

Temporary or permanent positions excluded from civil service hiring and removal procedures in accordance with the provisions of Section 10.104 of the Charter.

**102.24.5 School-Term Only**

Positions in the School Districts established for school term periods only.

**102.24.6 As-Needed**

A temporary or provisional appointment on either a full-time or part-time work schedule against a temporary requisition designated as as-needed to cover peak workloads, emergency extra workloads, necessary relief, and other situations involving a fluctuating staff.

**Sec. 102.25** **Post**

~~To publish on the employment opportunity website.~~ To place on the official Bulletin Board or to publish on the employment opportunity website.

**Sec. 102.26** **School Districts**

San Francisco Unified School District and San Francisco Community College District.

**Sec. 102.27**    **Seniority****102.27.1**    **Civil Service - Permanent**

Seniority shall be determined by the date of certification which resulted in a permanent appointment to a position in a class in a department. In the event of identical dates, seniority shall be determined by rank on the eligible list, the higher eligible being the senior. Employees who resign or are terminated and subsequently are reappointed shall have their seniority determined by their new certification date following separation.

**102.27.2**    **Civil Service - Temporary (from eligible list)**

Seniority shall be determined by the date of certification which resulted in a temporary appointment to a temporary position in a class in a department. In the event of identical dates, seniority shall be determined by rank on the eligible list, the higher eligible being the senior.

**102.27.3**    **Departmental**

Seniority for shift and work assignments, vacation or holiday schedule is determined by the appointing officer and is not within the authority of the Civil Service Commission or the Department of Human Resources.

**Sec. 102.28**    **Service**

The City and County of San Francisco government service, including the classified positions in the School Districts.

**Sec. 102.29**    **Start Work Date**

The date on which an appointee is first reported on the timeroll as working.

**Sec. 102.30**    **Time Periods**

Reference to time periods, such as one week or one month, etc., shall mean calendar days unless the Rule specifically refers to business days.

**Sec. 102.31**    **Validation Date**

The date on which the Department of Human Resources notifies an appointing officer that it has approved an appointment.

# **Rule 110**

## **Examination Announcements and Applicants**

### **Article I: Equal Employment Opportunity Policy**

Applicability: Article I, Rule 110, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and MTA Service-Critical classes.

### **Article II: Examination Announcements**

Applicability: Article II, Rule 110, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and, MTA Service-Critical classes.

### **Article III: Applicants**

Applicability: Article III, Rule 110, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, MTA Service-Critical classes.

## **Rule 110**

# **Examination Announcements and Applicants**

### **Article I: Equal Employment Opportunity Policy**

Applicability: Article I, Rule 110, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and MTA Service-Critical classes.

#### **Sec. 110.1      Civil Service Commission Equal Employment Opportunity Policy Related to Examination Announcements and Application Procedures**

It is the goal and policy of the Civil Service Commission to achieve a work force that is fully reflective of the multicultural, ethnic, and gender diversity of the City and County of San Francisco. The Human Resources Director shall conduct outreach for the purpose of announcing upcoming examinations. Outreach shall include such procedures among others as periodic mailings, job fairs, and presentations to inform the public of the employment opportunities and the examination process within the civil service merit system.

# Rule 110

## Examination Announcements and Applicants

### Article II: Examination Announcements

Applicability: Article II, Rule 110, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical classes.

#### **Sec. 110.2 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. 110.3 Minimum Posting Periods for Examination Announcements**

Examination announcements shall be posted on the City's official bulletin board employment opportunities website for a minimum period as determined by the Human Resources Director not to be less than three (3) business days. ~~of five (5) workdays for entrance examinations, and ten (10) workdays for promotional examinations. Examination announcements for promotional examinations shall be distributed to all City and County departments. In establishing the minimum period, the Human Resources Director shall consider, among other factors, number of vacancies, turnover in the classification, labor market availability, stability and reliability of the messaging platform in sending and receiving notifications, and equal employment opportunity and racial equity goals.~~ Appointing officers shall make reasonable efforts to properly notify employees.

#### **Sec. 110.4 Appeals of Examination Announcements**

Appeals concerning the provisions of an examination announcement must be received by the Human Resources Director within five (5) business days from the issuance date. The Human Resources Director 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. 110.5 Reissuance of Examination Announcements**

After considering appeals submitted under these Rules, the Human Resources Director may reissue an examination announcement. When reissued, an examination announcement is not open to appeal.

**Sec. 110.6**      **Correction of Examination Announcements**

Examination announcements may be corrected by the Human Resources Director with respect to clerical errors, misprints, and incorrect wording by posting notice of such corrections next to the original examination announcement. When examination announcements are corrected under the provisions of this section, additional time shall not be allowed for the protest or appeal of the substantive provisions contained in the original examination announcement.

# **Rule 110**

## **Examination Announcements and Applicants**

### **Article III: Applicants**

Applicability: Article III, Rule 110, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical classes.

#### **Sec. 110.7**      **Recruitment of Applicants**

Recruitment shall be conducted to attract qualified applicants and to maximize the multicultural, ethnic, and gender diversity of the workforce in the City and County of San Francisco. Where appropriate or needed, the Human Resources Director shall conduct targeted outreach and recruitment programs, including cooperative efforts with community organizations, to attract qualified members of underrepresented groups.

#### **Sec. 110.8**      **Definition of an Applicant**

An applicant is a person who has filed an application for examination within the time limits or under the conditions specified on the examination announcement.

#### **Sec. 110.9**      **Qualifications of Applicants**

**110.9.1** 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 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 may receive credit for duties not usually performed by incumbents in a 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 not usually performed by incumbents in a class based on non-contemporaneous documentation shall require the certification of the Appointing Officer and the approval of the Human Resources Director.

**Sec. 110.9**      **Qualifications of Applicants**

**110.9.2**      Except with permission of the Human Resources Director, no employee may participate in an entrance examination carrying a lower salary schedule than that of the employee's current class nor for a class in which the employee has current permanent appointment.

**Sec. 110.10**      **Review of Applicant Pool Demographics**

When there is underrepresentation of an ethnic or gender group for a specific class or occupational category, the Human Resources Director shall review the ethnic and gender demographics of the pool of qualified applicants.

Where the pool of applicants does not reflect the demographics of the relevant labor market, and upon consideration of factors such as the number of anticipated vacancies and the level of underrepresentation, the Human Resources Director may take such action as appropriate including extending the filing period, reopening the examination for filing, or canceling the examination.

**Sec. 110.11**      **Promotional Applicants**

Applicants for promotive only or combined promotive and entrance examinations shall meet the requirements of the examination announcement under which they apply. If otherwise qualified, ~~civil service employees with permanent, probationary, temporary civil service, or holdover status and who have had six (6) months of verifiable satisfactory experience in any class in any status (including provisional) qualify promotionally. employees with six (6) consecutive months (1040 hours) of verifiable experience in any job classification in any appointment type qualify as promotive applicants.~~

**Sec. 110.12**      **Change of Address**

In all cases of change of address, the Department of Human Resources must be notified in writing separately for each class involved. Notice of change of address to the Post Office and/or an employee's current department only will not be a reasonable excuse for special consideration in case of failure to respond to any notice within time limits.

**Sec. 110.13**      **Custody of Examination Applications**

Examination applications and supporting documents become the property of the Department of Human Resources when received. Return of such documents shall require the approval of the Human Resources Director.

# **Rule 111**

## **Examinations**

### **Article I: Examination Provisions**

Applicability: Article I, Rule 111, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, MTA Service-Critical classes, and those represented by the Transport Workers Union, Locals 200 and 250A.

### **Article II: Examination Process**

Applicability: Article II, Rule 111, shall apply only to employees in classes represented by the Transport Workers Union, Locals 200 and 250A; excluding MTA Service-Critical classes.

### **Article III: Veterans Preference in Examinations**

Applicability: Article III, Rule 111, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, MTA Service-Critical classes, and those represented by the Transport Workers Union, Locals 200 and 250A.

# Rule 111

## Examinations

### Article I: Examination Provisions

Applicability: Article I, Rule 111, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, MTA Service-Critical classes, and those represented by the Transport Workers Union, Locals 200 and 250A.

#### **Sec. 111.1 Civil Service Commission Equal Employment Opportunity Policy Related to the Conduct of Examinations**

**111.1.1** It is the policy of the Civil Service Commission that job-related criteria be utilized in establishing minimum qualification requirements and developing examination procedures, without regard to race, sex, sexual orientation, gender identity, political affiliation, age, religion, creed, national origin, disability, ancestry, marital status, parent status, domestic partner status, color, medical condition (cancer-related), ethnicity or the conditions Acquired Immune Deficiency Syndrome (AIDS), HIV, and AIDS-related conditions or other non-merit factors or any other category provided by ordinance.

**111.1.2** The Human Resources Director shall make every effort to ensure the representation of women and minorities on examination boards, panels and screening committees.

#### **Sec. 111.2 Human Resources Director Empowered to Act**

The Human Resources Director shall rule on all matters concerning the examination program in accordance with these Rules.

#### **Sec. 111.3 Requirement to Conduct Examinations**

**111.3.1** Except for reasons beyond the Human Resources Director's control, the Human Resources Director shall immediately commence to conduct an examination whenever a provisional or near-list appointment is made to a permanent position.

**111.3.2** Except for reasons beyond the Human Resources Director's control, the Human Resources Director will make every attempt, on a priority basis, to commence work required to conduct examinations at least sixty (60) days prior to expiration of an eligible list where there is a demonstrated need for continuing appointments to such class.

**Sec. 111.3 Requirement to Conduct Examinations (cont.)**

**111.3.3** Where possible, the Human Resources Director, or designee and bargaining representative shall meet in advance to determine which classes require eligible lists on a continuing basis.

**Sec. 111.4 Requirement for Competitive Examinations**

All applicants for positions in the classified service shall submit to examinations which shall be competitive provided, however, that no examination shall be deemed to be competitive unless three (3) or more persons participate. However, any such examination may be held for less than three (3) qualified applicants with the approval of the Human Resources Director after a finding that reasonable publicity of the proposed examination has been given. Notice of such determination by the Human Resources Director will be provided to the employee organization(s) representing employees within the classification.

**Sec. 111.5 Examinations Without Charge**

Examinations shall be without charge to the applicants.

**Sec. 111.6 Apprenticeship Positions**

Appropriate rosters of eligibles established by a trade, craft, or occupation joint apprenticeship committee recognized by the State of California Department of Industrial Relations, Division of Apprenticeship Standards, may be utilized to fill apprenticeship positions or as the basis for establishing apprenticeship eligibility lists.

**Sec. 111.7 Adequacy of Examinations**

Subject to the approval of the Commission, the Human Resources Director, subject to appeal to the Civil Service Commission, shall judge the adequacy of the examination to rate the capacity of the applicants to perform service for the City and County.

**Sec. 111.8 Establishing Cutoff Scores and Number on Eligible Lists**

For each selection procedure, the Human Resources Director shall establish a cutoff or passing score and shall determine the number of persons who shall constitute the eligible list based on the needs of the Service, equal employment opportunity principles and goals. Once established, the cutoff score shall not be changed.

**Sec. 111.9**      **Cheating or Fraud in Examinations**

It is the policy of the Civil Service Commission that examinations shall be conducted in a fair and impartial manner in order to test fairly the relative qualifications, merit, and fitness of applicants. Any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal, and ineligibility for future employment. Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination. Significant false statements by applicants on the application or during the selection process shall be good cause for the exclusion of such person from the examination and such other appropriate action as may be recommended by the Human Resources Director.

**111.9.1**      **Aid, Hindrance, Fraud and Collusion in Examinations**

No person or officer shall, by himself/herself or in cooperation with other persons, defeat, deceive or obstruct any person in respect to his or her right of examination; or falsely mark, grade, estimate or report upon the examination or proper standing of any person examined hereunder, or aid in so doing; or make any false representations concerning the same, or concerning the person examined; or furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person of being appointed, employed or promoted.

Any eligible securing standing on a list by fraud, concealment of fact or violation of Commission Rules shall be removed from such list and if certified or assigned to a position shall be removed therefrom.

**Sec. 111.10**      **Copying of Examination-Related Materials**

The copying or the making of notes or outlines of examination-related materials is prohibited.

**Sec. 111.11**      **Rating Keys - Written Examinations Other Than Essay Questions**

**111.11.1**      Written examinations other than essay questions are defined as those tests which present answers that may be available for inspection. Typical formats of written examinations include multiple-choice, true-false, or fill-in.

**Sec. 111.11 Rating Keys - Written Examinations Other Than Essay Questions (cont.)**

- 111.11.2** The examination booklet in written examinations, if not exempted from inspection privileges, shall state the time period where participants in an examination may review the rating key to be used for scoring. No changes in the rating key shall be made after the passing score has been established.
- 111.11.3** Inspection of the rating key is for the purpose of determining if any of the questions asked or answers are ambiguous, incorrect, or improper. Appeals concerning the rating key must be completed in the inspection room on forms supplied by the Department of Human Resources. Appeals must include substantiating data or authoritative references. If any appeals have been filed, an additional period for review of appeals and submission of counter-appeals will be provided. The Human Resources Director shall act on all appeals. The decision of the Human Resources Director shall be final.
- 111.11.4** Inspection privileges shall not apply to questions and answers in a continuous or standardized examination. The Human Resources Director may delete obsolete or erroneous questions or answers from any examination exempted by this Rule for inspection privileges prior to the establishing of a passing mark.

**Sec. 111.12 Inspection of Rating Keys by Review Committee**

- 111.12.1** The examination announcement may provide for review of questions and answers by a review committee in those examinations where large numbers of appeals might be anticipated on the basis of past experience, or where there is an immediate need for appointees in the class involved. Such review committee shall be composed of three (3) or more persons expert in the field of subject matter covered by the examination.
- 111.12.2** The review of the rating key shall begin simultaneously with the holding of the examination and shall be completed in one session. The recommendations of the review committee with respect to questions or answers which they believe to be ambiguous, incorrect, or improper shall be submitted to the Human Resources Director for approval. The rating key, when approved by the Human Resources Director, shall be made available for review by participants in the examination for a minimum period of two days. The time allowed for such review may be extended if in the judgment of the Human Resources Director, the number of applicants warrants. The participants may appeal to the Human Resources Director concerning only those questions or answers where documented claim of significant error is made. The decision of the Human Resources Director shall be final. If no appeals are submitted, the approved rating key shall be the official rating key to be used for scoring the examination.

**Sec. 111.13** **Inspection Review of Papers Ratings by Unsuccessful Candidates**

Where there are remaining parts of an examination, unsuccessful candidates may ~~inspect review~~ their ~~papers rating~~ during a ~~two (2) day~~ minimum period as determined by the Human Resources Director not to be less than three (3) business days and specified by the notice informing them of their scores. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings. Such ~~inspection review~~ shall be for the sole purpose of determining that the computation of the score has been accurate.

**Sec. 111.14** **Oral Interview and Other Selection Tests - Definition and Appeals**

This Rule section shall govern examination procedures such as oral interviews, performance tests, work sample tests, essay questions, and assessment center exercises.

**111.14.1** **Procedures and Practices**

- 1) The orientation of the raters may include a presentation by the department head or departmental representative which includes a description of the class for which the examination is being held, the setting of the class in the department, the critical elements of personal characteristics needed by employees in the class, and related information. The department head or representative shall not discuss any candidate with any rater at this time or any other time prior to the completion of the examination.
- 2) No fraternal rings, organization pins, or insignia of any kind shall be displayed by any rater.
- 3) No rater shall rate a candidate who is related to that person or rate a candidate if any strong personal association exists between that candidate and the rater so that it would be difficult to make an impartial rating. If possible, the excused rater shall be replaced by an alternate with similar qualifications.
- 4) Raters may only consider relevant documents from candidates that are required by the scheduling notice.
- 5) Uniform standards shall be applied to every candidate in each examination. The minimum passing rating must be related to a class, not to a single position within a multiple-position class, unless specified by the examination announcement.

**Sec. 111.14**    **Oral Interview and Other Selection Tests - Definition and Appeals**  
**(cont.)**

**111.14.1**    **Procedures and Practices (cont.)**

- 6) Except as otherwise permitted by law, applicants shall not be questioned regarding their race, sex, sexual orientation, gender identity, political affiliation, age, religion, creed, national origin, disability, ancestry, marital status, parental status, domestic partner status, color, medical condition (cancer-related), ethnicity, or the conditions Acquired Immune Deficiency Syndrome (AIDS), HIV, and AIDS-related conditions or other non-merit factors; nor shall such factors be utilized in establishing minimum qualification requirements and developing examination procedures.
- 7) Recordings of an examination shall be retained until the eligible list is adopted. A defective recording shall not invalidate the examination unless the Human Resources Director finds the omitted or unintelligible material critically relevant to the examination, in which event the Human Resources Director may order a new examination.
- 8) In the event of an appeal that could invalidate the examination, all other candidates whose standing in the examination may be affected shall be notified of the appeal prior to final action being taken.
- 9) Any violation of the following procedures and practices by candidates may be cause for disqualification:
  - no fraternal rings, organization pins or insignia of any kind shall be displayed by any candidate;
  - no candidate shall discuss her or his candidacy or any relationship thereto with any rater prior to the completion of all parts of the examination and the final adoption of the eligible list; and
  - unless expressly directed by the notice to candidates to report for examination, no letters of reference or recommendation, performance evaluations, work samples, work products, awards, certificates, or other materials shall be presented to the raters.

**Sec. 111.14**    **Oral Interview and Other Selection Tests - Definition and Appeals**  
**(cont.)**

**111.14.2**    **Appeals**

- 1) An appeal based on personal bias or competence of a rater shall be made by a candidate to the designated representative of the Department of Human Resources present at the examination immediately prior to participation in this phase of the examination. The candidate shall then proceed with the examination. If such appeal is sustained, the rating by the challenged person shall not be computed in the final rating of the candidate and the rating of the candidate shall be that of the unchallenged raters. If more than one-half of the raters are successfully challenged, a new rating board shall be constituted, unless more than one rating board has been convened for the examination, in which case the candidate shall be examined by an alternate rating board of equal number.
- 2) An appeal based on the conduct of the raters must be made in writing and filed with the Human Resources Director not later than the second (2<sup>nd</sup>) business day after the examination was held and must be based on a claim of bias, malfeasance, or misfeasance of board members; documented inconsistencies, or any questions propounded by the raters which occur during any examination which require an answer in conflict with any Federal, State or City and County laws, rules, or regulations. Appeals must state the specific grounds upon which they are based and provide facts which support the allegations. Failure to state the appeals properly filed under this section shall be resolved in accordance with the appeal provisions of these Rules.
- 3) An appeal based on inconsistencies in examination administration shall be made in writing and filed with the Human Resources Director not later than the (5<sup>th</sup>) business day after the examination.
- 4) In acting on appeals, only the applications, records, and questions and answers which constitute the record of the examination shall be considered. Appeals will only be sustained when the candidate presents evidence that clearly substantiates a charge or charges as to the above listed items. In the absence of an appeal under this section, later appeals shall be precluded.

**Sec. 111.15** **Inspection-Review of Ratings by Participants**

- 111.15.1** Composite ratings for examinations administered under this section shall be available for a minimum period not to be less than three (3) business days as determined by the Human Resources Director of two (2) working days during which period each participant may inspect review their own ratings. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings. The identity of the examiner giving any mark or grade shall not be disclosed.
- 111.15.2** Any appeal shall be filed in writing within the inspection-review period and shall be limited to failure of the raters to apply uniform standards. Appeals must state the specific grounds upon which they are based and provide facts which support the allegations. Failure to state the specific grounds for the appeal and provide facts shall nullify the appeal.
- 111.15.3** All appeals properly filed under this section shall be resolved in accordance with the appeal provisions of these Rules. Appeals shall not be considered merely because candidates believe they are entitled to a higher score. Neither the Commission nor the Human Resources Director shall substitute their judgment for the judgment of the raters. Ratings of less than the minimum passing score shall not be raised to more than the minimum passing score.
- 111.15.4** No evidence or documents shall be presented, which were not presented to the raters, unless the candidate was denied the opportunity to do so.
- 111.15.5** In the absence of an appeal under this section, later appeals shall be precluded.

**Sec. 111.16** **Authorization for Flexible Staffing Program**

The Human Resources Director is authorized to establish flexible staffing programs to promote permanent civil service employees past the probationary period to higher classes within an occupational series or to another series by methods other than traditional selection procedures. In establishing a flexible staffing program, the Human Resources Director shall consider, among other factors, length of permanent service, performance appraisal ratings, availability of positions, budgetary restrictions, and equal employment opportunity. The specific procedures and qualifications established shall be listed in the flexible staffing examination announcement for the class(es) involved.

**Sec. 111.17**    **Authorization for Exempt to Permanent Status Program**

Pursuant to the Forty-Eighth Supplement to the Mayoral Emergency Declaration, the Human Resources Director is authorized to establish programs giving exempt employees the opportunity to transition to permanent status. The exempt employee must have successfully served in an exempt status for a minimum of one (1) year. In establishing the program, the Human Resources Director shall consider, among other factors, active holdover rosters where qualified eligibles exist, availability of positions, budgetary restrictions, equal employment opportunity and Office of Racial Equity goals.

The specific procedures and qualifications established shall be listed in the examination announcement for the classifications involved. Eligibles processed in this manner will be placed on an eligible list. This rule shall only apply to Exempt Category 18: Special Projects and Professional Services. The certification rule for all eligible lists established under this program shall be Rule of the List. Determination of the appropriate eligible list from which to make appointments if there is an active eligible list in the job classification is at the discretion of the Human Resources Director subject to criteria submitted to and approved by the Civil Service Commission.

Decisions by the Human Resources Director shall be subject to appeal to the Civil Service Commission whose decision shall be final. In view of the urgency and time limitations, an expedited report and hearing process utilizing special meetings of the Commission where a quorum is present may be considered.

The Human Resources Director shall submit monthly reports to the Civil Service Commission on the progress of the temporary program.

Inquiries and complaints on this program submitted to the Civil Service Commission office under its Charter authorizes Inspection Services and shall continue to be investigated and resolved.

Consistent with the provisions of the Forty-Eighth Supplement to the Mayoral Emergency Declaration, this Rule shall expire December 15, 2022, unless terminated earlier by the Mayor or the Board of Supervisors.

# Rule 111

## Examinations

### Article II: Examination Process

Applicability: Article II, Rule 111, shall apply only to employees in classes represented by the Transport Workers Union, Locals 200 and 250A; excluding MTA Service-Critical classes.

#### **Sec.111.18** **Charter Authority**

The examination program shall be in accordance with the provisions of the Charter. The Human Resources Director shall rule on all matters concerning the examination program as provided elsewhere in these Rules.

#### **Sec. 111.19** **Announcement**

The examination announcement shall provide the qualifications, dates, duration of eligible lists, and other particulars regarding the examinations thereon announced. Applicants must be guided solely by the announcement of the examination(s) for which they apply.

#### **Sec.111.20** **Protests of Examination Announcements**

Appeals concerning the provisions of an announcement must be received by the Department of Human Resources within seven (7) business days from the issuance date. The Human Resources Director will rule upon appeals and notify petitioners in writing. This decision is subject to appeal to the Commission as provided elsewhere in these Rules.

#### **Sec.111.21** **Reissuance of Examination Announcements**

After considering appeals submitted in accordance with this Rule, the Human Resources Director may reissue the announcement. When reissued, an examination announcement is not subject to the appeal procedure.

#### **Sec.111.22** **Official Time Periods**

Examination announcements shall set forth time limits for determination of the qualifications of applicants.

**Sec.111.23 — Promotional Applicants**

~~111.23.1~~ — Applicants for promotional examinations shall meet the requirements of the examination announcement under which they apply and be eligible to participate in examinations on a promotive basis as defined by this Rule.

~~111.23.2~~ — The following employees who are otherwise qualified are entitled to participate in examinations on a promotive basis if they meet the service requirements specified below:

- ~~1)~~ — Employees with permanent status who have completed the probationary period;
- ~~2)~~ — Employees with permanent civil service, probationary, or certified temporary status currently on authorized leave of absence;
- ~~3)~~ — Employees with holdover rights;
- ~~4)~~ — Employees serving a probationary period in a different class but who were last employed in a next lower rank class as a certified temporary, probationary, or permanent employee past the probationary period;
- ~~5)~~ — Appointees from a regular adopted eligible list to a non permanent position other than a "near list" appointment;
- ~~6)~~ — Employees serving a probationary period.

~~111.23.3~~ — All employees entitled to participate in promotive examinations as outlined above shall meet the following requirements:

- ~~1)~~ — A period of six (6) months of service in the class or for the period provided in the examination announcement in any status; AND
- ~~2)~~ — Certification by the appointing officer(s) of satisfactory job performance for the period of the required service on the forms and in the manner prescribed by the Human Resources Director.

**Sec.111.2423 Means of Identification**

~~111.2423.1~~ The Human Resources Director shall determine the method of candidate identification to be used in written and performance examinations.

**Sec.111.2423 Means of Identification (cont.)**

- 111.2423.2** When the sealed identification method is used, candidates are prohibited from making identifying marks on their examination papers. The examination papers of a candidate who makes identifying marks may be canceled. Sealed identification sheets of successful candidates may not be opened until all ratings and the passing mark are final.
- 111.2423.3** Where a number of candidates have competed in two (2) or more examinations in a series and at least one candidate has passed one and failed one of the examinations, the identification sheets of the candidates who have failed one examination may be opened prior to the qualifications appraisal interview but only for the purpose of determining which candidates should participate in the qualifications appraisal interview. Under no circumstance may the score on the examination passed be divulged by the Department of Human Resources prior to the posting of the tentative eligible list.

**Sec.111.2524 Cheating or Fraud in Examinations**

It is the policy of the Civil Service Commission that examinations shall be conducted in a fair and impartial manner in order to test fairly the relative qualifications, merit, and fitness of applicants. Any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal, and ineligibility for future employment. Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination. Significant false statements by applicants on the application or during the selection process shall be good cause for the exclusion of such person from the examination and such other appropriate action as may be recommended by the Human Resources Director.

**111.2524.1 Aid, Hindrance, Fraud and Collusion in Examinations**

No person or officer shall, by himself/herself or in cooperation with other persons, defeat, deceive or obstruct any person in respect to his or her right of examination; or falsely mark, grade, estimate or report upon the examination or proper standing of any person examined hereunder, or aid in so doing; or make any false representations concerning the same, or concerning the person examined; or furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person of being appointed, employed or promoted.

**Sec.111.2524 Cheating or Fraud in Examinations (cont.)****111.2524.1 Aid, Hindrance, Fraud and Collusion in Examinations (cont.)**

Any eligible securing standing on a list by fraud, concealment of fact or violation of Commission Rules shall be removed from such list and if certified or assigned to a position shall be removed therefrom.

**Sec.111.2625 Copying of Examination Questions**

The copying of examination questions or the making of notes or outlines regarding an examination is prohibited.

**Sec.111.2726 Rating Keys**

**111.2726.1** The examination booklet in examinations not exempted from inspection privileges shall provide the time period wherein participants in an examination may review the rating key to be used for scoring. Participants in an examination shall be allowed only one review of the rating key unless otherwise ordered by the Human Resources Director. No changes in the rating key shall be made after the identification sheets of any participants have been opened.

**111.2726.2** Inspection of the rating key is for the purpose of correcting errors in the key or determining if any of the questions asked are ambiguous or incorrectly phrased. Protests concerning the rating key must be filled out in the inspection room on forms supplied by the Department of Human Resources. Petitions must include substantiating data or authoritative references. If any protest has been filed, an additional period for review of protests and submission of counter-protests will be provided.

**Sec. 111.2827 Rating Keys - Continuous Examination**

**111.2827.1** Inspection privileges shall not apply to questions and answers on any continuous or standardized entrance or concurrent entrance and promotive written examination. This includes examinations under the continuous testing program.

**111.2827.2** The Human Resources Director may order obsolete or erroneous questions deleted from any examination exempted by this Rule from inspection privileges.

**Sec. 111.2928 Inspection of Rating Keys by Review Committee**

- 111.2928.1** Notwithstanding any other provision of these Rules, the examination announcement may provide for review of questions and answers thereto by a review committee in those examinations wherein large numbers of protests on key answers might be anticipated on the basis of past experience, or where there is an immediate need for appointees in the class involved. Such review committee shall be composed of three (3) or more persons expert in the field of subject matter covered by the examination.
- 111.2928.2** The review of the rating key shall begin simultaneously with the holding of the examination and shall be completed in one session. The recommendations of the review committee with respect to questions or answers which they believe to be ambiguous, incorrect, or improper shall be submitted to the Human Resources Director for approval. Such rating key when approved by the Human Resources Director shall be made available for review by participants in the examination for a period of two (2) days. The time allowed for such review may be extended if, in the judgment of the Human Resources Director, the number of applicants warrants. The participants may appeal to the Commission concerning only those questions or answers wherein documented claim of significant error is made. If any appeals have been filed, an additional period for submission of counter-arguments will be provided. If no appeals are submitted, the approved rating key shall be the official rating key to be used for scoring the examination.

**Sec.111.3029 Examination Passing Mark**

- 111.3029.1** For each examination, the Human Resources Director shall establish a passing mark or shall determine the total number of persons to be included on the list of eligibles based on the needs of the service.
- 111.3029.2** No changes in the passing mark shall be made after the identification sheets have been opened.

**Sec.111.3130 Inspection Review of Papers Ratings by Unsuccessful Candidates**

Where there are remaining parts of an examination, and where the examination is not exempted from inspection review under these Rules, unsuccessful candidates may inspect review their papers-ratings during a two (2) day minimum period as determined by the Human Resources Director not to be less than three (3) business days and specified by the notice informing them of their scores. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings. Such inspection review shall be for the sole purpose of determining that the scoring has been accurate.

**Sec.111.3231 Veterans Preference in Examinations**

- 111.3231.1** Veterans preference in examinations completed on or after July 7, 1976, shall be administered in accordance with these Rules.
- 111.3231.2** The following definitions apply to the administration of this section:
- 1) Completion date of an examination: The date the eligible list is adopted or on which all competitive parts of the examination have been administered and the passing mark set.
  - 2) Time for filing claim: Applicants must claim preference on the original application form or pre-application form, whichever is filed first. All such claims or withdrawals of claims must be made prior to participation in the first part of the test to be administered.
  - 3) First entitlement to claim preference: The date upon which the applicant was first separated from active duty service, including separations for re-enlistment purposes, and such service would have qualified the applicant to claim preference under the then-current requirements.

**Sec.111.3332 Qualifications Appraisal Interview - Procedures and Appeals****111.3332.1 Procedures and Practices**

- 1) The orientation of the qualifications appraisal board may include a presentation by the department head or departmental representative which includes a description of the class for which the examination is being held, the setting of the class in the department, the critical elements of personal characteristics needed by employees in this class, and related information. The department head or representative shall not discuss any candidate with any member or members of the qualifications appraisal board at this time or any other time prior to the completion of the examination.
- 2) No fraternal rings, organization pins, or insignia of any kind shall be displayed by the board members in any qualifications appraisal interview nor shall such rings, pins, or insignia be worn by any candidate who appears before such a board.
- 3) No board member shall rate a candidate who is related to that person or rate a candidate if any strong personal association exists between that candidate and the board member so that it would be difficult to make an impartial rating.

**Sec.111.3332 Qualifications Appraisal Interview - Procedures and Appeals (cont.)****111.3332.1 Procedures and Practices (cont.)**

- 4) No candidate shall discuss her/his candidacy or any relationship thereto with the qualifications appraisal board members prior to the completion of all parts of the examination(s) and the final adoption of the list(s) of eligibles resulting therefrom.
- 5) No letters of reference or recommendation shall be presented to the qualifications appraisal board.
- 6) The board may consider relevant documents such as specified in examination announcements.
- 7) In all qualifications appraisal interviews, the same standards shall apply to all candidates who appear for the same class.
- 8) The minimum passing or qualifying rating must be related to a class, not to a single position within a multiple position class.
- 9) No applicant for public employment shall be questioned as to political views, religious beliefs, labor affiliations, or racial extraction.
- 10) Recordings of qualifications appraisal interviews shall be retained only until all ratings become final and any timely litigation based thereon has been resolved. A defective recording shall not invalidate the interview unless the Human Resources Director finds the omitted or unintelligible material critically relevant to the case, in which event the Human Resources Director may authorize a second interview or order a new examination.
- 11) In the event of any challenge of an examiner or of any ratings in qualifications appraisal interviews, all other candidates whose standing in the examination may be affected shall be notified of the challenge.

**111.3332.2 Challenge of Board Members**

- 1) A board member may excuse herself or himself from rating any candidate when, in the judgment of the board member, it would be difficult to rate the candidate impartially. If possible, the excused board member shall be replaced by an alternate with the same qualifications.

**Sec.111.3332 Qualifications Appraisal Interview - Procedures and Appeals (cont.)****111.3332.2 Challenge of Board Members (cont.)**

- 2) Any challenge as to personal bias or competence of a person serving as an examiner in a qualifications appraisal interview based upon prior knowledge of or acquaintance with a board member shall be made by a candidate to the representative of the Department of Human Resources or authorized representative immediately prior to participation in this phase of the examination. The candidate shall then proceed with the interview. If such challenge is sustained by action of the Commission following denial by the Human Resources Director, the rating by the challenged person shall not be computed in the final rating of the candidate and the rating of the candidate shall be that of the unchallenged members of the examining board. If more than one-half of the board members are successfully challenged, then the Human Resources Director shall cancel this session and a new board shall be constituted, unless more than one panel of examiners has been convened for the examination, in which case the candidate shall be examined by an alternate panel of equal number.
- 3) Any appeal or challenge of the conduct of the qualifications appraisal board based on a claim of bias, malfeasance, or misfeasance of board members must be made in writing and presented to the representative of the Examination Unit not later than the second (2<sup>nd</sup>) business day on which the qualifications appraisal interview was held. Challenges based on bias, malfeasance, or misfeasance not filed in this two (2) day period cannot be considered. Such challenges must state the grounds upon which the challenge is based. Failure to state the specific grounds for the challenge shall nullify the challenge. All challenges properly filed under this section shall be resolved in accordance with the provisions of these Rules before the identification sheets of those admitted to the oral examination are opened and scores of the participants are known.
- 4) The Commission, in acting on a challenge or appeal of the conduct of the qualification appraisal board, shall consider only the applications, records, and questions and answers which constitute the record of the qualifications appraisal interview. The Commission will sustain protests only when the candidate presents evidence that clearly substantiates a charge of bias, malfeasance, or misfeasance.
- 5) The decision of the Civil Service Commission on this subject shall be final.
- 6) In the absence of a challenge under this section or upon a decision by the Commission under this section, later challenges shall be precluded.

**Sec.111.3332 Qualifications Appraisal Interview - Procedures and Appeals (cont.)****111.3332.3 Inspection of Ratings in Qualifications Appraisal Interviews by Participants**

1) After the qualifications appraisal interviews for an examination are computed, such composite ratings shall be available for a minimum period of two (2) working days following the completion of the computations for all participants or for some other two (2) day period set by the Human Resources Director, provided that the candidates are advised of the dates, during which period each participant may inspect their own ratings. The identity of the examiner giving any mark or grade in a qualification appraisal interview shall not be disclosed.

2) Any challenges shall be filed in writing within the inspection period and shall be limited to:

- failure of the qualifications appraisal board to apply uniform standards; and

- any questions propounded by the panel of examiners which occur during a qualifications appraisal interview which require an answer in conflict with any Federal, State, or City and County laws, rules, or regulations which apply to the government of the City and County of San Francisco, the Department of Human Resources, and/or the Civil Service Commission.

3) All challenges properly filed under this section shall be resolved in accordance with the provisions of these Rules. The Human Resources Director shall not consider challenges merely because candidates believe they are entitled to a higher score. The Human Resources Director will not substitute her/his judgment for the judgment of the qualifications appraisal interviewers. Ratings by a qualifications appraisal board of less than the minimum passing score shall not be raised to more than the minimum passing score.

4) No evidence or documents supportive of qualifications shall be presented to the Human Resources Director which were not presented to the qualifications appraisal board unless the candidate was denied the opportunity to do so.

5) The decision of the Human Resources Director on this subject shall be final.

6) In the absence of a challenge under this section or upon a decision by the Human Resources Director under this section, later challenges shall be precluded.

**Sec.111.3433 Requirement to Conduct Examinations**

- 111.3433.1** Except for reasons beyond the Human Resources Director's control, the Department of Human Resources shall immediately commence to conduct an examination whenever a provisional or near-list appointment is made to a permanent position.
- 111.3433.2** Except for reasons beyond the Human Resources Director's control, the Department of Human Resources will make every attempt, on a priority basis, to commence to conduct examinations at least sixty (60) days prior to expiration of an eligible list where there is a demonstrated need for continuing appointments to such class.
- 111.3433.3** Where possible, the Human Resources Director or designee and bargaining representative shall meet in advance to determine which classes require eligible lists on a continuing basis.

**Sec.111.3534 Examination of Applicants**

Incorporating former Charter Section 8.321 into the Civil Service Commission Rules pursuant to former Charter Section 8.320-1 Incorporating Former Charter Provision (Proposition C - November 5, 1991 Election)

**111.3534.1 Requirement for Competitive Examinations**

All applicants for positions in the classified service shall submit to examinations which shall be competitive provided, however, that no examination shall be deemed to be competitive unless three (3) or more persons shall participate. However, any such examination may be held for less than three (3) qualified applicants with the approval of the Human Resources Director, after a finding that reasonable publicity of the proposed examination has been given.

**111.3534.2 Examination without Charge**

Such examinations shall be without charge to the applicants.

**111.3534.3 Examination Control and Employment of Examiners**

The Human Resources Director shall control all examinations and may employ suitable persons in or out of the public service to act as examiners.

**Sec.111.3534 Examination of Applicants (cont.)****111.3534.4 Type of Examinations**

The examinations used shall measure the relative capacities of the persons examined to perform the functions, duties, and responsibilities of the class to which they seek appointment. Examinations shall consist of selection techniques which will test fairly the relative qualifications, merit and fitness of the applicants for the position to be filled. Examinations may include written tests to determine job-related aptitude, knowledge, or achievements, and oral tests by qualifications appraisal boards.

**111.3534.5 Rules Governing Qualification Appraisal Boards**

The Human Resources Director shall establish rules governing the size and composition of qualification appraisal board. Qualification appraisal boards may consider, in the case of employees of the City and County of San Francisco, all prior performance evaluations completed on Department of Human Resources forms and, in the case of all applicants, may consider prior work experience, assessment center evaluations, and work samples as part of their evaluation of candidates for employment to any position.

**111.3534.6 Apprenticeship Positions**

Appropriate rosters of eligibles established by a trade, craft or occupation joint apprenticeship committee recognized by the State of California Department of Industrial Relations, Division of Apprenticeship Standards, may be utilized to fill apprenticeship positions or as the basis for establishing apprenticeship eligibility lists.

**111.3534.7 Adequacy of Examinations**

Subject to the approval of the Commission, the Human Resources Director shall judge the adequacy of the tests to rate the capacity of the applicants to perform service for the City and County.

**111.3534.8 Establishment of Passing Mark and Number of List**

The Human Resources Director may, for each examination, establish a passing mark or may determine the total number of persons who shall constitute the list of eligibles.

**Sec.111.3534 Examination of Applicants (cont.)****111.3534.9 Preparation and Order of Eligible List**

The Human Resources Director shall prepare the eligible list from the returns of the examiners, arranged in order of relative performance.

**111.3534.10 Confidentiality of Applicant Information**

Applicant information, including names of applicants on eligible lists shall not be made public unless required by law.

**111.3534.11 Prohibition of Political, Religious or Fraternal Questions**

No question submitted to applicants shall refer to political or religious opinions or fraternal affiliations.

**Sec. 111.3635 Protest of Written Questions and Answers**

Incorporating former Charter Section 8.322 into the Civil Service Commission Rules pursuant to former Charter Section 8.320-1 Incorporating Former Charter Provision (Proposition C - November 5, 1991 Election)

**111.3635.1 Review Period by Participants in Written Examinations**

After the written portion of a civil service examination has been held, the questions used and the answers thereto shall be available for review by the participants.

**111.3635.2 Exclusion from Review of Continuous or Standardized Tests**

This review period shall not apply to questions and answers on any continuous or standardized entrance or concurrent entrance and promotive written tests.

**111.3635.3 Opportunity to Protest Questions and Answers**

During the review period, participants shall have an opportunity to protest questions or answers they believe to be incorrect or improper.

**111.3635.4 Changes in Rating Key**

After all protested items have been acted on and after the official rating key has been adopted and the identification sheets have been opened, further changes in the rating key shall not be made.

## **Rule 111**

### **Examinations**

#### **Article III: Veterans Preference in Examinations**

Applicability: Article III, Rule 111, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, MTA Service-Critical classes, and those represented by the Transport Workers Union, Locals 200 and 250A.

#### **Sec. 111.3736 Definition of Veteran for Purposes of Entitlement Under This Rule**

**111.3736.1** The term “veteran” as used in this Rule shall be as defined under Cal. Gov’t. Code § 18540.4, which at the time of amendment of this Rule stated: Any person who has served full time in the armed forces in time of national emergency or state military emergency or during any expedition of the armed forces and who has been discharged or released under conditions other than dishonorable.

#### **Sec. 111.3837 Definition of Disabled Veteran for Purposes of Entitlement Under This Rule**

**111.3837.1** For purposes of this Rule, the term “disabled veteran” shall mean any veteran as defined in Sec. 111.36, who has suffered a permanent service-connected disability that is of record in the United States Veterans Administration.

**111.3837.2** Notwithstanding any preference allowed under this Rule, disabled veterans as defined above shall be afforded all rights under the Americans with Disabilities Act, including any reasonable accommodation if appropriate.

#### **Sec. 111.3938 Veterans Entitlement**

##### **111.3938.1 Veteran, Widow or Widower, or Domestic Partner**

A veteran as defined above in Sec. 111.36, or a widow or widower of such veteran, or, to the extent allowed by law, a person who was a domestic partner of such veteran at the time of death of the veteran, who becomes eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination or process, shall be entitled to an additional credit of five percent (5%) toward his/her entrance qualifying score.

**Sec. 111.3938 Veterans Entitlement (cont.)****111.3938.2 Disabled Veteran, Widow or Widower, or Domestic Partner**

A disabled veteran as defined in Sec. 111.37.1, or a widow or widower of such veteran, or, to the extent allowed by law, a person who was a domestic partner of such veteran at the time of death of the veteran, who becomes eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination or process, shall be entitled to an additional credit of ten percent (10%) toward his/her entrance qualifying score.

**111.3938.3 Spouse or Domestic Partner of Disabled Veteran**

Spouse or registered domestic partner of a one hundred percent (100%) disabled veteran as defined above in Sec. 111.37, who becomes eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination process, shall be entitled to an additional credit of ten percent (10%) toward his/her entrance qualifying score.

**111.3938.4 Notice of Veteran Status**

Any individual applicant for entrance employment with the City and County of San Francisco wishing to receive Veterans Preference credit must notify the Department of Human Resources of his/her veterans status at the time he/she submits the initial job application. Veterans preference is limited to an applicant for entrance employment; however, it may be applied to either an entrance only announcement or a combined entrance and promotional announcement.

**Sec. 111.4039 Entitlement at Time of Separation from Active Duty**

An individual qualifying for veterans preference as herein defined shall be deemed entitled thereto on the date of separation from active duty in the armed forces.

**Sec. 111.4140 Entitlement Exhausted Upon Acquiring Permanent Appointment**

The exercise of said veterans preference shall be exhausted upon permanent appointment from an eligible list and the completion of the required probationary period. The application of any other veterans credits on any other examination shall be automatically cancelled.

# Rule 111A

## Position-Based Testing

Applicability: Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

### Article I: Civil Service Commission Policy Related to Position-Based Testing

- Sec. 111A.1**      **Purpose**
- Sec. 111A.2**      **Merit Based Examinations**
- Sec. 111A.3**      **Diversity of Workforce**

### Article II: Examination Provisions

- Sec. 111A.4**      **Application of Position-Based Testing**
- Sec. 111A.5**      **Civil Service Commission Rules for Position-Based Testing**
- Sec. 111A.6**      **Responsibilities of the Human Resources Director**

### Article III: Examination Announcements

- Sec. 111A.7**      **Examination Announcements**
- Sec. 111A.8**      **Reissuing of Examination Announcements**
- Sec. 111A.9**      **Correction of Examination Announcements**

### Article IV: Examination Applicants and Applications

- Sec. 111A.10**      **Definition of Applicant**
- Sec. 111A.11**      **Qualifications of Applicants**
- Sec. 111A.12**      **False Statements by Applicants**
- Sec. 111A.13**      **Promotiveonal Applicants**

- Sec. 111A.14**      **Veterans Preference in Examinations**
- Sec. 111A.15**      **Change of Address**
- Sec. 111A.16**      **Custody of Examination Applications**
- Sec. 111A.17**      **Confidentiality of Applicant Information**

### **Article V: Examinations**

- Sec. 111A.18**      **Adequacy of Examinations**
- Sec. 111A.19**      **Examination Rating Panels**
- Sec. 111A.20**      **Establishing Cutoff Scores and Number of Eligibles**
- Sec. 111A.21**      **Cheating in Examinations Prohibited**
- Sec. 111A.22**      **Review of Ratings by Examination Participants**

### **Article VI: Administration of Eligible Lists**

- Sec. 111A.23**      **Eligible Lists for Certification Purposes Only**
- Sec. 111A.24**      **Posting of Tentative Eligible List Examination Score Report**
- Sec. 111A.25**      **Maintenance of Eligibility**
- Sec. 111A.26**      **Management of Eligible Lists**
- Sec. 111A.27**      **Rosters of Eligibles Established by Other Authorities**

### **Article VII: Certification of Eligibles**

- Sec. 111A.28**      **Certification**
- Sec. 111A.29**      **Certification of Eligibles – Minimum Allowable Certification Rule**
- Sec. 111A.30**      **Establishment of the Certification Rule for Position-Based Testing**

**Article VIII: Appeals of Examination Processes**

**Sec. 111A.31**      **Substance of Appeals**

**Sec. 111A.32**      **Timeliness of Appeals**

**Sec. 111A.33**      **Continuance of Examinations with Appeals Pending**

**Sec. 111A.34**      **Authority to Rule on Appeals**

**Sec. 111A.35**      **Appeals to the Civil Service Commission**

**Sec. 111A.36**      **Appeals to the Human Resources Director**

## **Rule 111A**

### **Position-Based Testing**

#### **Article I: Civil Service Commission Policy Related to Position-Based Testing**

Applicability: Article I, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

#### **Sec. 111A.1 Purpose**

**111A.1.1** The Civil Service Commission recognizes the importance of reducing the time it takes to make permanent civil service appointments and reducing reliance on provisional and other forms of temporary hiring. Therefore, the Position-Based Testing Program is being established with the goal of adopting eligible lists resulting from merit-based examination processes within sixty (60) days from the posting of the examination announcement.

**111A.1.2** It is the policy of the Civil Service Commission that examination processes in the City and County of San Francisco under the Position-Based Testing Program are conducted in an efficient and fair manner to ensure that the best-qualified individuals are selected to perform service for the City.

#### **Sec. 111A.2 Merit Based Examinations**

**111A.2.1** It is the policy of the Civil Service Commission of the City and County of San Francisco that all persons shall have equal opportunity in employment as expressed in Rule 103 Equal Employment Opportunity.

**111A.2.2** All applicants for positions in the classified service shall submit to verifiable competitive examinations based on merit and fitness as shown by appropriate tests. Job-related criteria shall be utilized in all phases of the examination and employee selection process without regard to race, sex, sexual orientation, gender identity, political affiliation, age, religion, creed, national origin, disability, ancestry, marital status, parental status, domestic partner status, color, ethnicity, medical condition (cancer-related), Acquired Immune Deficiency Syndrome (AIDS), HIV, and AIDS-related conditions, other non-merit factors or any other category provided by ordinance.

**111A.2.3** All forms of cheating, improper aid or hindrance are prohibited.

**Sec. 111A.3 Diversity of Workforce**

- 111A.3.1** Subject to existing law, it is the policy of the Civil Service Commission to achieve a work force that is fully reflective of the diversity of the City and County of San Francisco.
- 111A.3.2** When there is underrepresentation of an ethnic or gender group for a specific class or occupational category, the Human Resources Director may take appropriate legal actions to correct or mitigate the under- representation.
- 111A.3.3** The Civil Service Commission endorses and supports the broadening of the Rules governing the certification of eligibles from civil service eligible lists and considers this broadening as an increase in opportunities for appointing officers to select employees who are best suited to perform the duties of specific positions and to provide greater opportunities to maximize diversity of the work force.

# Rule 111A

## Position-Based Testing

### Article II: Examination Provisions

Applicability: Article II, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

#### **Sec. 111A.4 Application of Position-Based Testing**

The term Position-Based Testing as used in this Rule shall apply to any examination that has been designated by the Human Resources Director to be included in the Position-Based Testing Program. Inclusion of classes in the program may be based on: the number of positions in the subject class, functions of position(s), hiring needs of departments, and other relevant criteria as may be determined by the Human Resources Director.

#### **Sec. 111A.5 Civil Service Commission Rules for Position-Based Testing**

**111A.5.1** All examination provisions for Position-Based Testing are specified in Rule 111A. Provisions specified in Civil Service Commission Rule 105.12.1, 105.12.4 and 105.20 do not apply to the Position-Based Testing Program. Examination provisions specified in Civil Service Commission Rules 110, 111 Articles I and II, 112 Articles I – IV, and 113 Articles II and VI, do not apply to the Position-Based Testing Program.

**111A.5.2** Pursuant to its Charter authority, the Civil Service Commission may independently inquire into the operation of the Position-Based Testing Program to determine compliance to its Rules, regulations, policies, and procedures and respond to Inspection Service requests.

#### **Sec.111A.6 Responsibilities of the Human Resources Director**

**111A.6.1** The Human Resources Director shall establish procedures, requirements and standards to implement the Rules and policies of the Civil Service Commission concerning the Position-Based Testing Program and to improve the City's ability to make prompt hires of best-qualified applicants. Nothing in this Rule is intended to extend to the Human Resources Director the authority to change Civil Service Commission policy or to cause or permit the Human Resources Director to take any action not in compliance with the law.

**Sec.111A.6 Responsibilities of the Human Resources Director (cont.)**

- 111A.6.2** The Human Resources Director shall administer and rule on all matters concerning the Position-Based Testing Program. The decision of the Human Resources Director related to Position-Based Testing Program matters under this Rule is final, unless this Rule expressly provides for appeal to the Civil Service Commission.
- 111A.6.3** The Human Resources Director may initiate audits or investigations of the Position-Based Testing Program for compliance with Civil Service Commission policies and Rules, compliance with Department of Human Resources policies and procedures, or for other business reasons.

## **Rule 111A**

### **Position-Based Testing**

#### **Article III: Examination Announcements**

Applicability: Article III, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

#### **Sec. 111A.7 Examination Announcements**

**111A.7.1** 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.

**111A.7.2** City and County of San Francisco examination announcements shall be officially posted at the Department of Human Resources.

#### **Sec. 111A.8 Reissuing of Examination Announcements**

The Human Resources Director may reissue an examination announcement to extend the application-filing period or in response to an appeal. When reissued for these reasons, an examination announcement is not open to an appeal.

#### **Sec. 111A.9 Correction of Examination Announcements**

Examination announcements may be corrected by the Human Resources Director with respect to clerical errors, misprints and incorrect wording by posting notice of such corrections. Additional time shall not be allowed for appeal of the substantive provisions contained in the original examination announcement.

## **Rule 111A**

### **Position-Based Testing**

#### **Article IV: Examination Applicants and Applications**

Applicability: Article IV, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

##### **Sec. 111A.10 Definition of Applicant**

An applicant is a person who has filed an application for examination within the time limits and under the conditions specified on the examination announcement.

##### **Sec. 111A.11 Qualifications of Applicants**

**111A.11.1** Every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement.

**111A.11.2** City and County employees 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 may receive credit for duties not usually performed by incumbents in a class if their employee file contains contemporaneous documentation that the duties were assigned and performed. Credit for duties not usually performed by incumbents in a class based on non-contemporaneous documentation shall require the approval of the Human Resources Director.

##### **Sec. 111A.12 False Statements by Applicants**

Relevant false statements, whether intentional or unintentional, made or permitted by any applicant on the application or in any phase of the examination or hiring process shall be good cause for the exclusion of such person from any examination, or the removal of the applicant's name from the eligible list, and may be good cause for removal or discharge from the City and County service.

##### **Sec. 111A.13 Promotive~~ional~~ Applicants**

Applicants for promotive-only or combined promotive and entrance examinations shall meet the requirements of the examination announcement under which they apply. If otherwise qualified, ~~City~~ employees with six (6) consecutive months (1040 hours) of verifiable experience in any job classification in any appointment type qualify as promotive applicants.

**Sec.111A.14 Veterans Preference in Examinations**

**111A.14.1** The Human Resources Director shall establish the procedures for veterans preference in examinations in accordance with applicable law. The Human Resources Director shall establish the definitions of veterans preference and applicants entitled to veterans preference in examinations in accordance with applicable law and Civil Service Commission Rules.

**111A.14.2** Any individual applicant for entrance employment with the City and County of San Francisco wishing to receive veterans preference credit as provided in Civil Service Commission Rules must notify the Department of Human Resources of his/her veteran status at the time he/she submits the initial job application or as specified on the examination announcement.

**Sec. 111A.15 Change of Address**

The Department of Human Resources must be notified in writing (including e-mail) by the applicant of any change of address, e-mail address or telephone number. Notice of change to the Post Office and/or an employee's current department only does not meet the notification requirement.

**Sec. 111A.16 Custody of Examination Applications**

Examination applications and supporting documents become the property of the Department of Human Resources when received. Return of such documents shall require the approval of the Human Resources Director.

**Sec. 111A.17 Confidentiality of Applicant Information**

Applicant information, including names of applicants on eligible lists shall not be made public, unless required by law.

# Rule 111A

## Position-Based Testing

### Article V: Examinations

Applicability: Article V, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

#### **Sec. 111A.18 Adequacy of Examinations**

The Human Resources Director shall approve the adequacy of the examination to rate the capacity of the applicants to perform the job. Examinations may include but are not limited to one or more testing devices such as written examinations, oral interviews, performance exercises, assessment centers, successful completion of requirements imposed by other authorities for the award of certification, licensure, academic recognition (e.g., degree, course completion), placement on a roster as provided in Sec. 111A.27, or any other devices or methods to determine merit and fitness for tested positions.

#### **Sec. 111A.19 Examination Rating Panels**

The Human Resources Director shall make every reasonable effort to ensure diversity of the qualified raters.

#### **Sec. 111A.20 Establishing Cutoff Scores and Number of Eligibles**

The Human Resources Director shall establish a cutoff or passing score and shall determine the number of persons who shall constitute the eligible list.

#### **Sec. 111A.21 Cheating in Examinations Prohibited**

**111A.21.1** Any action that constitutes cheating, improper aid, hindrance, fraud, or collusion in any part of the examination process is prohibited. The following are some specific actions that are expressly prohibited: relevant false statements by applicants on the application or during the selection process; the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination; defeating, deceiving or obstructing any person in respect to his or her right of examination; falsely marking, grading, estimating, or reporting upon the examination or proper standing of any person examined hereunder, or aid in so doing; making any false representations concerning the examination or the person examined; or furnishing to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person of being appointed, employed or promoted.

**Sec. 111A.21 Cheating in Examinations Prohibited (cont.)**

**111A.21.2** Any person cheating, attempting to cheat, or assisting in cheating or hindering other persons in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal and ineligibility for future employment and such other appropriate action as may be recommended by the Human Resources Director.

**Sec. 111A.22 Review of Ratings by Examination Participants**

**111A.22.1** Examination participants shall have a minimum period as determined by the Human Resources Director not to be less than three (3) business days ~~of five (5) working days~~ to review their own examination ratings to confirm the accuracy of the calculation of their scores and/or rankings. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings. The identity of the examiner giving any mark or grade shall not be disclosed.

**111A.22.2** The Human Resources Director shall establish the procedures for Review of Ratings.

## **Rule 111A**

### **Position-Based Testing**

#### **Article VI: Administration of Eligible Lists**

Applicability: Article VI, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

#### **Sec. 111A.23 Eligible Lists for Certification Purposes Only**

**111A.23.1** The names of examination participants passing all phases of an examination described by the terms and conditions of the examination announcement shall be placed on an eligible list. Eligible information, including names on eligible lists 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.

**111A.23.2** The Human Resources Director shall establish the duration of an eligible list and/or durations of eligibility of individuals on the eligible list. Eligibles will be notified of the duration of the eligible list and/or durations of eligibility of individuals.

#### **Sec. 111A.24 Posting of Tentative Eligible List Examination Score Report**

**111A.24.1** At the beginning of the inspection period the Tentative Eligible List Score Report shall be posted and made available for public inspection.

**111A.24.2** Changes in an eligible list because of clerical or computational errors shall not change the date of adoption of the eligible list.

**111A.24.3** The Human Resources Director may adopt an eligible list pending the resolution of any appeal, and may certify to the appointing officer the names of eligibles available for appointment in accordance with the established certification rule. Resolutions of appeals shall not affect earlier hires from the eligible list.

#### **Sec. 111A.25 Maintenance of Eligibility**

Eligibles who fail to possess or maintain the qualifications required by law and/or by the terms of the examination announcement under which they participated shall forfeit their eligibility. The Human Resources Director is authorized to remove eligibles from an eligible list who have failed to maintain qualifications and/or may restore eligibles to an eligible list based on qualifications or to comply with Civil Service Commission Rules, policy and/or action.

**Sec. 111A.26 Management of Eligible Lists**

- 111A.26.1** The Human Resources Director shall have the right to correct errors on an eligible list or amend an eligible list as a result of the outcome of an appeal or if required by Civil Service Commission Rules or other legal requirements. Corrections and/or amendments of the eligible list shall not affect earlier hires from the eligible list.
- 111A.26.2** The Human Resources Director may extend the duration of an eligible list or eligibility periods for individuals on the eligible list based on the needs of the City or merit factors. Any extension of the eligible list or eligibility period shall occur prior to the expiration date with the exception of correcting errors. The maximum duration of the eligible list shall not exceed forty-eight (48) months. Affected eligibles will be notified of the extension of the eligible list or eligibility period.
- 111A.26.3** The Human Resources Director may authorize the merging of eligible lists in the same class or different classes. Affected eligibles will be notified of the merging of eligible lists.
- 111A.26.4** The Human Resources Director may cancel an eligible list, or make optional the use of an eligible list based on the needs of the City or merit factors such as inability of eligibles to meet job specific qualifications or requirements. Affected eligibles will be notified of the cancellation of eligible lists.
- 111A.26.5** The Human Resources Director may approve the use of an eligible list for permanent civil service appointments to other positions in the same or similar classes.

**Sec. 111A.27 Rosters of Eligibles Established by Other Authorities**

- 111A.27.1** By mutual agreement with the affected employee organization, appropriate rosters of eligibles established by other recognized authorities, such as the State of California, may be utilized to fill positions, or as the basis for establishing eligible lists.
- 111A.27.2** The Human Resources Director shall determine the criteria and standards for approving the use of rosters established by other authorities. In assessing appropriateness, the Human Resources Director shall ensure that placement on a roster does not require membership in an organization.
- 111A.27.3** The use of such rosters shall be specified on the examination announcement and shall not be subject to appeal to the Civil Service Commission.

# Rule 111A

## Position-Based Testing

### Article VII: Certification of Eligibles

Applicability: Article VII, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

#### **Sec. 111A.28 Certification**

The Department of Human Resources shall certify to the appointing officer the names of eligibles available for appointment in accordance with the established certification rule. Except for circumstances beyond the control of the Department of Human Resources, the initial Notice of Certification to eligibles shall be issued within fifteen (15) business days from the date of adoption of an eligible list.

#### **Sec. 111A.29 Certification of Eligibles – Minimum Allowable Certification Rule**

**111A.29.1** The minimum (i.e., most restrictive) certification rule shall be the Rule of Three Scores.

**111A.29.2** The most restrictive formula for application of the Rule of Three Scores shall be:

**1)** When there is one (1) approved personnel requisition on file for a class, the Department of Human Resources shall certify to the appointing officer the number of scores equal to the number of the certification rule. For example, three (3) scores will be certified for a position with a certification Rule of Three Scores.

**2)** When there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus the number of scores in the certification rule minus one. For example, if twelve (12) requisitions are to be filled under a Rule of Three Scores, the number of scores certified is  $12 + 3 - 1 = 14$ .

**Sec. 111A.30 Establishment of the Certification Rule for Position-Based Testing**

- 111A.30.1** The Human Resources Director and/or representative is authorized to discuss and pursue agreement with employee organizations as to the certification rule applicable to an eligible list resulting from an examination in the Position-Based Testing Program, provided however, that the minimum rule cannot be fewer than the Rule of Three Scores.  
Nothing in this Section is intended to change the scope of bargaining specified by Charter or applicable law.
- 111A.30.2** Unless agreed between the employee organization representing the class and the Human Resources Director, the Rule of Three Scores shall be used exclusively, except as set forth in Rule 113, Article III.
- 111A.30.3** The Certification Rule shall be specified as a term of the examination announcement. Appeals of the Certification Rule shall not be permitted.

## **Rule 111A**

### **Position-Based Testing**

#### **Article VIII: Appeals of Examination Processes**

Applicability: Article VIII, Rule 111A shall apply to examinations designated to the Position-Based Testing Program and shall apply to employees in all classes except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical positions or classes.

#### **Sec. 111A.31 Substance of Appeals**

**111A.31.1** An action by the Department of Human Resources under Rule 111A may be appealed by a party alleging injury by that action as provided in this Article VIII. For each appeal the appellant must state the specific grounds upon which the appeal is based, cite the specific Civil Service Commission Rule or Department of Human Resources Policy that the appellant contends was violated by the action which is the subject of the appeal, provide facts including available documents to support the appeal, and demonstrate a rational relationship between the alleged injury suffered by the appellant as a result of the action being appealed and the alleged violation of Rule or Policy. Failure to meet all of the above requirements to support the appeal may be sufficient grounds for denial of the appeal by the Civil Service Commission.

**111A.31.2** An appeal that objects to ratings or rankings based solely on the candidate's belief that he or she is entitled to a higher or passing score shall not be considered. Neither the Human Resources Director nor the Civil Service Commission shall substitute his, her or its judgment for the judgment of qualified raters.

#### **Sec. 111A.32 Timeliness of Appeals**

Protests and appeals that are not submitted within the prescribed time limits shall not be considered.

#### **Sec. 111A.33 Continuance of Examinations with Appeals Pending**

The Human Resources Director may proceed with any and all phases of the Position-Based Testing process pending an appeal.

**Sec. 111A.34 Authority to Rule on Appeals****111A.34.1 Civil Service Commission**

Appeals to the Civil Service Commission may occur at three (3) points in the examination process: (1) after the examination announcement has been issued, (2) after the examination has been administered and prior to the posting of the Tentative Eligible List Score Report and (3) after the merging of eligible lists in different classes. Appeals of the examination announcement may be based only on challenges to the position description and/or the minimum qualifications. Appeals after the examination administration may be based only on claims of inconsistency in examination administration, bias of raters and/or failure of raters to apply uniform standards. Appeals of merging of eligible lists in different classes may be based only on claims of substantial differences in the knowledge, skills and abilities required to perform the essential functions of the positions. Decisions of the Civil Service Commission on these examination matters will be final.

**111A.34.2 Human Resources Director**

All other appeals may be made to the Human Resources Director whose decision will be final.

**Sec. 111A.35 Appeals to the Civil Service Commission****111A.35.1 Appeals of the Examination Announcement**

1) The standard of review for appeals under this Section shall be abuse of discretion in establishing the position description, the minimum qualifications and/or the certification rule when the certification rule was not reached by mutual agreement with the employee organization representing the tested class. In determining abuse of discretion, the Civil Service Commission must find that the Human Resources Director made decisions beyond his/her authority or had no rational basis for his/her decision.

2) Appeals under this Section must be submitted directly to the Executive Officer of the Civil Service Commission and must be received in the Civil Service Commission office by close of business on the fifth (5<sup>th</sup>) business day after the examination announcement issuance date.

3) Appeals must be in writing and shall include a statement of the specific component(s) or item(s) of the examination announcement being contested and specific reason(s) why adoption of the cited portions of the examination announcement constitutes abuse of discretion by the Human Resources Director. To the extent possible, all supporting documentation must be submitted with the written appeal.

**Sec. 111A.35 Appeals to the Civil Service Commission (cont.)****111A.35.1 Appeals of the Examination Announcement (cont.)**

4) Upon receipt of an appeal, the Executive Officer of the Civil Service Commission shall immediately forward a copy of the appeal to the Department of Human Resources. The Executive Officer of the Civil Service Commission shall place the appeal on the Civil Service Commission agenda for the next Regular Commission Meeting consistent with the Brown Act, Sunshine Ordinance and other applicable law. The Executive Officer of the Civil Service Commission in consultation with the President may calendar the appeal at a Special Meeting prior to the Regular Meeting of the Civil Service Commission. The appellant and other parties shall be notified of the particulars of the hearing in accordance with the procedures established by the Executive Officer of the Civil Service Commission.

5) The Human Resources Director or representative may take actions to resolve the appeal with the appellant before the scheduled Commission hearing date and forward to the Executive Officer of the Civil Service Commission the documented resolution prior to the scheduled Commission hearing date. The Executive Officer of the Civil Service Commission shall report the resolution to the Civil Service Commission at the scheduled hearing.

6) The Civil Service Commission shall consider an unresolved appeal 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. The Civil Service Commission shall rule on the appeal at the hearing. The Commission's action on the appeal shall be final and no reconsideration requests shall be allowed.

**111A.35.2 Appeals of Inconsistency of Examination Administration, Bias of Raters and/or Failure of Raters to Apply Uniform Standards**

1) Appeals shall be based solely on claims that the inconsistency in examination administration, bias of the raters and/or failure of the raters to apply uniform standards compromised either the validity or the reliability of the examination. Appeals shall include a statement of the specific facts that demonstrate that the validity or reliability of the examination was compromised and cite the specific Civil Service Commission Rule or Department of Human Resources Policy that was violated. For the purposes of appeals under this Section, validity is generally defined as the establishment of the relationship between a test device or other selection procedure and performance on the job; and reliability is generally defined as the consistency of measurement of the test device or selection procedure.

**Sec. 111A.35 Appeals to the Civil Service Commission (cont.)****111A.35.2 Appeals of Inconsistency of Examination Administration, Bias of Raters and/or Failure of Raters to Apply Uniform Standards (cont.)**

- 2) Appeals must be in writing and must be submitted directly to the Executive Officer of the Civil Service Commission. The appeal must be received in the Civil Service Commission office by close of business on the fifth (5<sup>th</sup>) business day from the postmarked date (or e-mail date) of the written notice of examination results.
- 3) Upon receipt of an appeal, the Executive Officer of the Civil Service Commission shall immediately forward a copy of the appeal to the Department of Human Resources. The Executive Officer of the Civil Service Commission shall place the appeal on the Civil Service Commission agenda for the next Regular Commission Meeting consistent with the Brown Act, Sunshine Ordinance and other applicable law. The Executive Officer of the Civil Service Commission in consultation with the President may calendar the appeal at a Special Meeting prior to the Regular Meeting of the Civil Service Commission. The appellant and other parties shall be notified in accordance with the procedures established by the Executive Officer of the Civil Service Commission.
- 4) The Human Resources Director or representative may take actions to resolve the appeal with the appellant before the scheduled Commission hearing date and forward to the Executive Officer of the Civil Service Commission the documented resolution prior to the scheduled Commission hearing date. The Executive Officer of the Civil Service Commission shall report the resolution to the Civil Service Commission at the scheduled hearing.
- 5) The Civil Service Commission shall consider an unresolved appeal on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and Department of Human Resources. The Civil Service Commission shall rule on the appeal at the hearing. The Commission's action on the appeal shall be final and no reconsideration requests shall be allowed. In order to prevail on an appeal under this Section, the appellant must establish by a preponderance of the evidence, i.e., more likely than not, that the Rule or Policy at issue was violated and that the violation caused a compromise of the validity or reliability of the examination. The Commission's action on the appeal shall be final and no reconsideration requests shall be allowed.

**Sec. 111A.35 Appeals to the Civil Service Commission (cont.)****111A.35.3 Appeals of Merging of Eligible Lists of Different Classes**

- 1) The standard of review for appeals under this Section shall be abuse of discretion in merging eligible lists of different classes. Appeals shall include a statement of the specific facts that demonstrate that the merging of eligible lists in different classes is not supported by job analyses that demonstrate that the same or similar knowledge, skills and abilities are required to perform the essential functions of the positions.
- 2) Appeals must be in writing and must be submitted directly to the Executive Officer of the Civil Service Commission. The appeal must be received in the Civil Service Commission office by close of business on the fifth (5th) business day from the postmarked date (or e-mail date) of the written notice of the merging of eligible lists.
- 3) Upon receipt of an appeal, the Executive Officer of the Civil Service Commission shall immediately forward a copy of the appeal to the Department of Human Resources. The Executive Officer of the Civil Service Commission shall place the appeal on the Civil Service Commission agenda for the next Regular Commission Meeting consistent with the Brown Act, Sunshine Ordinance and other applicable law. The Executive Officer of the Civil Service Commission in consultation with the President may calendar the appeal at a Special Meeting prior to the Regular Meeting of the Civil Service Commission. The appellant and other parties shall be notified in accordance with the procedures established by the Executive Officer of the Civil Service Commission.
- 4) The Human Resources Director or representative may take actions to resolve the appeal with the appellant before the scheduled Commission hearing date and forward to the Executive Officer of the Civil Service Commission the documented resolution prior to the scheduled Commission hearing date. The Executive Officer of the Civil Service Commission shall report the resolution to the Civil Service Commission at the scheduled hearing.
- 5) The Civil Service Commission shall consider an unresolved appeal 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. The Civil Service Commission shall rule on the appeal at the hearing. The Commission's action on the appeal shall be final and no reconsideration requests shall be allowed.

**Sec. 111A.36 Appeals to the Human Resources Director****111A.36.1 Protests at the Examination Site**

1) An examination participant may protest the assignment of a rater to his/her board or panel based on a claim of the rater's inability to rate the examination participant competently or without bias. The protest of the rater must be made to the designated representative of the Human Resources Director present at the examination prior to participation in this phase of the examination. If no protest is made, then no appeal of the assignment of the rater will be permitted.

2) An examination participant may submit a protest of a problem occurring at an examination site, such as, but not limited to equipment malfunction or disturbance of the examination process, that interfered with the examination participant's performance in the examination. Such protest must be made to the designated representative of the Human Resources Director present at the examination site immediately upon encountering or experiencing the problem and before leaving the examination site. If no protest is submitted, then the Human Resources Director may refuse an appeal of a problem occurring at the examination site.

3) The decision or action in response to a protest at the examination site may be appealed to the Human Resources Director. The appeal must be submitted in writing and must be received at the Department of Human Resources not later than the fifth (5<sup>th</sup>) business day after the candidate's examination date.

**111A.36.2 Appeal of Accuracy of the Calculation of Examination Scores and/or Ranking**

An appeal of the accuracy of the calculation of examination scores and/or rank must be submitted directly to the Human Resources Director or representative within the period designated for review of ratings (see Section 111A.22). The decision of the Human Resources Director related to calculation of examination scores and rank is final.

**111A.36.3 Appeals of Other Examination Matters**

An appeal of any other examination matter must be made in writing and received by the Human Resources Director not later than the fifth (5<sup>th</sup>) business day after the occurrence or notice of the issue of appeal. The decision of the Human Resources Director on all these matters is final.

## **Rule 112**

### **Eligible Lists**

#### **Article I: Administration of Eligible Lists**

Applicability: Article I, Rule 112, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical classes.

#### **Article II: Holdover Rosters and Return to Duty**

Applicability: Article V, Rule 112, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and MTA Service-Critical classes, and classes in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” classes covered in the Unrepresented Ordinance.

#### **Article III: Holdover Rosters and Return to Duty for Classes in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” Classes Covered in the Unrepresented Ordinance.**

Applicability: Article VI, Rule 112, shall apply to employees in classes in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” classes covered in the Unrepresented Ordinance.

#### **Article IV: Redevelopment-Only Priority Eligible List**

Applicability: Article VII, Rule 112, implements Assembly Bill 26 (2011) and shall apply to employees transitioned from the former San Francisco Redevelopment Agency (SFRA) to the City & County of San Francisco (CCSF) and who were laid off from their positions effective March 30, 2012.

#### **Article V: Office of Community Investment and Infrastructure-Only Eligible List**

Applicability: Article VIII, Rule 112, shall apply only to employees from the former San Francisco Redevelopment Agency who were appointed and separated from the City and County of San Francisco effective July 8, 2013 and are currently employed by the Office of Community Investment and Infrastructure as of February 2, 2015, without a break in service.

## **Rule 112**

### **Eligible Lists**

#### **Article I: Administration of Eligible Lists**

Applicability: Article I, Rule 112, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments, and MTA Service-Critical classes.

#### **Sec.112.1      Types of Eligible Lists**

The names of applicants passing all phases of an examination shall be placed on one of the following types of eligible lists in the order of total score. Eligibles with tie scores shall be listed in alphabetical order. Applicant information, including applicant names on eligible lists 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.

##### **112.1.1      Discrete Eligible Lists**

Discrete eligible lists are lists derived from examinations which are open for filing for a specific time period and in which the selection procedure is administered on a specific date or dates.

##### **112.1.2      Continuous Eligible Lists**

A continuous eligible list may be used for a class after the Human Resources Director has designated the class as a "continuous list class." Each time an examination for such a class is given, the names of the eligibles resulting from the examination shall be added to the existing eligible list, ranked by the eligible's score on the examination taken. For eligibles with the same score, names shall be listed alphabetically.

##### **112.1.3      Duration of Eligibility on Continuous Lists**

Each examination announcement for a continuous list class shall state the time period during which the names of eligibles successfully passing the examination will remain on the continuous list. This time period will be referred to as the "eligibility period." An eligible's name shall be removed from a continuous list at the end of the eligibility period.

**Sec.112.2**      **Duration of Eligible Lists and of Eligibility****112.2.1**      **Duration of Discrete Eligible List**

For discrete eligible lists, the eligible list shall state the duration of the list with the minimum duration being six (6) months and the maximum twenty four (24) months.

**112.2.2**      **Duration of Eligibility - Continuous Eligible Lists**

For continuous eligible lists, the examination announcement shall specify the duration of eligibility with the minimum period of eligibility being six (6) months and the maximum being twelve (12) months.

**112.2.3**      **Establishment of Duration of Eligible Lists**

In establishing duration of an eligible list or duration of eligibility, the Human Resources Director shall consider, among other factors, the size of the applicant pool, the number of positions in the class, the rate of turnover, and equal employment opportunity goals.

**112.2.4**      **Expiration of Eligible Lists and Eligibility**

If the expiration date of an eligible list or eligibility period falls on a Saturday, Sunday or legal holiday, the removal of all names shall be effective at the close of business on the following business day.

**Sec.112.3**      **Extension of Eligibility**

The Human Resources Director may extend ~~an eligible list or eligibility period for up to one (1) additional year~~ the duration of an eligible list or eligibility periods for individuals on the eligible list based on the needs of the City or merit factors. Any extension of the eligible list or eligibility period shall occur prior to the expiration date with the exception of correcting errors. The maximum duration of the eligible list shall not exceed forty-eight (48) months. Affected eEligibles shall be notified of the extension ~~and any change in the expiration of their eligibility.~~

**Sec.112.4**      **Cancellation of Eligibility**

The Human Resources Director may cancel an eligible list after the minimum duration of six (6) months. In canceling an eligible list, the Human Resources Director shall consider, among other factors, the number of eligibles remaining, the length of time since the selection procedures were administered, equal employment opportunity goals, and labor market availability. Eligibles and the recognized employee organization representing the affected class shall be notified.

**Sec.112.5 Merging of Eligible Lists**

- 112.5.1** The Human Resources Director may authorize the merging of an earlier list in a class with a later eligible list in the same class.
- 112.5.2** The names of eligibles from the earlier eligible list shall be interpolated with the names of eligibles on the later eligible list by score. Eligibles with the same score shall be listed in alphabetical order.
- 112.5.3** The duration of the merged eligible list shall be established as provided elsewhere in these Rules and eligibles from the earlier eligible list shall have their eligibility extended accordingly.

**Sec.112.6 Priority of Eligible Lists**

Except as otherwise provided in these Rules, the order of priority of discrete eligible lists regardless of adoption dates is as follows:

- 1) promotive lists;
- 2) combined promotive and entrance lists; and
- 3) entrance lists.

Within each category earlier discrete eligible lists have priority over later discrete eligible lists.

**Sec.112.7 Posting Period for the Tentative Eligible List Examination Score Report and Review of Ratings by Examination Participants**

- 112.7.1** Examination participants shall have a minimum period as determined by the Human Resources Director not to be less than three (3) business days ~~of three (3) business days~~ to review their own examination ratings to confirm the accuracy of the calculation of their scores and/or rankings. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings. The identity of the examiner giving any mark or grade shall not be disclosed.
- 112.7.2** The Human Resources Director shall establish the procedures for Review of Ratings.
- 112.7.3** The decision of the Human Resources Director shall be final and shall not be reconsidered by the Commission.

**Sec.112.8 Documents Included in Review of Ratings and Maintenance of Anonymity of Examiners**

Review of ratings of the final score calculations, if not exempted from inspection privileges, shall include rating sheets and other papers needed to verify accuracy of scores. Neither the identity of the examiner giving any mark or grade in an examination nor the questions and answers shall be provided. Individuals are not permitted to see other applicants' application materials, ratings or rating forms.

**Sec.112.9**      **Appeal of Accuracy of Scores**

The exclusive purpose of the review of ratings period is to review papers supporting a person's standing on the eligible list. Appeals during this period shall be limited to the accuracy of scores. Appeals must be filed in the office of the Department of Human Resources during the inspection period of the eligible list. The Human Resources Director shall rule on all appeals filed during this period. The decision of the Human Resources Director on the appeal shall be final and shall not be reconsidered by the Commission.

**Sec.112.10**      **Adoption of Eligible List for Certification Purposes Only****112.10.1**      **Confidentiality of Applicant Information**

Applicant information, including applicant name on eligible lists shall not be made public, unless required by law. Therefore, all eligible lists, upon adoption, will be used for certification purposes only. Changes in an eligible list because of clerical or computational errors shall not change the date of adoption of the eligible list.

**112.10.2**      The Human Resources Director may adopt an eligible list pending the resolution of any appeal and may certify to the appointing officer the names of eligibles available for appointment in accordance with the established certification rule. The decision of the Human Resources Director shall be final and shall not be reconsidered by the Commission.

**Sec.112.11**      **Maintenance of Eligibility**

**112.11.1**      Except as otherwise provided in these Rules, eligibles who fail to possess or maintain the qualifications required by law and by the terms of the examination announcement under which they participated shall forfeit their eligibility.

**112.11.2**      Except for persons designated as "holdovers," promotive eligibles on a combined promotive and entrance eligible list who are separated from the City and County Service shall have all promotive credit points deleted from their final scores in the examination and their ranks on the eligible list shall be reduced accordingly. If re-employed and if the eligible list has not expired, upon written request and with the approval of the Human Resources Director, such promotive credit points and the previous rank shall be restored.

**Sec. 112.11 Maintenance of Eligibility (cont.)**

**112.11.3** Except for persons designated as "holdovers," eligibles on a promotive only eligible list who are separated from the City and County service shall be removed from such eligible list. If re-employed and if the eligible list has not expired, upon written request and with the approval of the Human Resources Director, the person may be returned to the eligible list with promotive credit points and previous rank restored.

**112.11.4** The Human Resources Director is authorized to remove eligibles from an eligible list in accordance with the conditions specified above.

**Sec.112.12 The Use of Eligible Lists**

Except for circumstances beyond the control of the Department of Human Resources, the initial Notice of Certification to eligibles as provided in Civil Service Rule 113 shall be issued within thirty (30) days from the date of adoption of an eligible list.

## **Rule 112**

### **Eligible Lists**

#### **Article II: Holdover Rosters and Return to Duty**

Applicability: Article V, Rule 112, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and MTA Service-Critical classes, and classes in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” classes covered in the Unrepresented Ordinance.

#### **Sec.112.13      Holdover Status and Return to Duty**

##### **112.13.1      Holdover Roster - General Requirements**

- 1) Subject to the provisions of this Rule, permanent or probationary civil service appointees who are laid off or placed on an involuntary leave of absence shall be designated as holdovers.
- 2) The names of holdovers shall be ranked on a holdover roster for the class or classes from which layoff occurs and in the order of total seniority in the class in the City and County service. Seniority prior to resignation or termination shall not be used in determining holdover rights in a class.
- 3) Holdovers shall be returned to duty in rank order from holdover rosters.
- 4) Holdovers shall, for a period of five (5) years from the date of layoff, have preference for appointment over eligibles on civil service lists, or employees requesting transfer, reinstatement, or reappointment. The Human Resources Director, upon review of all the circumstances, may extend the holdover status for such specified period of time as he/she may deem proper.
- 5) Holdover rosters shall be canvassed in the following order: first, permanent holdover rosters; then, temporary holdover rosters.
- 6) Permanent holdovers shall be returned to duty in temporary positions before temporary holdovers. Permanent holdovers shall displace any temporary or part-time exempt appointee in the same class in any City and County department. Permanent holdovers returned to duty in temporary positions shall retain their status on the permanent holdover roster. In the event of a displacement, the least senior temporary or part-time exempt appointee in the City and County service shall be laid off first.

**Sec.112.13**    **Holdover Status and Return to Duty (cont.)****112.13.1**    **Holdover Roster - General Requirements (cont.)**

7) Permanent holdovers in classes with citywide seniority for layoff purposes shall be entitled to displace only the least senior permanent employee in that class in City service. Holdovers who waive such appointment shall remain on the holdover list for subsequent permanent appointment to vacant positions, but may accept a temporary position in the class, if available.

**8) Exceptions to Return to Duty in Rank Order**

If two (2) or more approved requisitions are on file, the Human Resources Director may permit holdovers in line for appointment, and in accordance with their standing on the roster, to select from the available requisitions the positions to which they desire appointment. In cases where holdovers on rosters who would be reached for appointment on requisitions, the Human Resources Director may consult with appointing officers and employees involved, and if it is in the best interest of the service, may offer out said positions to holdovers so as to make it possible for them to return to duty in the department from which laid off.

9) Holdovers who are notified that they are being returned to duty are required to respond to the Department of Human Resources within five (5) business days of the date of notification. The Human Resources Director may extend the time response period beyond five (5) business days. Failure of a holdover to respond within the time limits shall be considered a refusal of the offer and shall be subject to the penalty, if any, provided in this Rule.

10) Except as otherwise provided in these Rules, holdovers who fail to possess and maintain the qualifications required by law and by the terms of the examination announcement under which they participated shall forfeit their eligibility.

11) In all cases of change of address, the Department of Human Resources must be notified in writing separately for each class involved. Notice of change of address to the Post Office and/or the employee's current department only shall not be a reasonable excuse for special consideration in case of failure to respond to notice of return to duty within time limits.

**Sec.112.13**    **Holdover Status and Return to Duty (cont.)****112.13.1**    **Holdover Roster - General Requirements (cont.)**

12) Except as otherwise directed by the Human Resources Director, holdovers being returned to duty shall not be required to pass a new medical examination.

13) A properly completed copy of the designated report of layoff or involuntary leave of absence form shall be forwarded to the Department of Human Resources as soon as possible (in advance of the action if possible) so that the Department of Human Resources may record the action and place the employee's name on a holdover roster for immediate consideration for return to duty.

14) Late reports of layoff shall not interfere with nor affect the rights of holdovers to whom notices of return to duty have already been mailed and who have been or may be returned to duty in response to such notices.

15) If there is no holdover roster for a class or if the holdover roster is exhausted, the Human Resources Director may authorize that a holdover be returned to duty from another holdover roster deemed suitable to temporarily provide the required service. If no other roster is available, the position shall be offered to eligibles on regular civil service eligible lists or to individuals requesting transfer, reinstatement or reappointment.

16) Holdovers returned to duty shall be reinstated with accrued compensatory time, if any, and with their original anniversary date for the purposes of computing sick leave and vacation benefits.

**112.13.2**    **Holdover - Temporary Appointees**

1) Appointees certified from an eligible list who have satisfactorily served under temporary appointment shall upon expiration of the list be designated a "temporary holdover."

2) Resignation from temporary appointment from a holdover roster or refusal of temporary appointment from a holdover roster cancels all temporary holdover rights in that class.

**Sec.112.13    Holdover Status and Return to Duty (cont.)****112.13.3    Holdover - Permanent and Probationary Appointees**

1) A permanent or probationary appointee to a promotional or entrance position who is laid off shall be designated a "permanent holdover" and shall be returned to duty in a position in the class from which laid off from a holdover roster as provided in this Rule.

2) A permanent holdover returned to duty on a permanent basis in a department other than the one from which laid off shall serve a new probationary period.

3) Return to duty of a permanent holdover to a position in the class from which laid off shall be subject to the following conditions:

**4)    Return to Duty - Department From Which Laid Off**

Permanent Vacancy - A permanent holdover who refuses an offer to return to duty on a permanent basis in the department from which laid off shall forfeit all holdover rights in that class and shall be removed from all rosters for that class. Such refusal of return to duty shall be deemed a resignation.

Temporary Vacancy - Permanent holdovers may refuse an offer to return to duty on a temporary basis in the department from which laid off without affecting future offers to be returned to duty. Waiver of temporary appointment shall not be removed without the permission of the Human Resources Director.

**5)    Return to Duty - Department Other Than the One From Which Laid Off**

Permanent holdovers may refuse an offer to return to duty on a permanent or temporary basis in a department other than the department from which laid off without affecting future offers to be returned to duty. Such departmental waivers shall not be withdrawn without the approval of the Human Resources Director.

6) A permanent holdover who was laid off during the probationary period and who is returned to duty in the department from which laid off shall complete the remaining period of probationary service.

**Sec.112.13**    **Holdover Status and Return to Duty (cont.)****112.13.3**    **Holdover - Permanent and Probationary Appointees (cont.)**

7) Transferees who are laid off during the probationary period shall be ranked on the permanent holdover roster for the class in accordance with their seniority in the class in the City and County service.

8) Permanent holdovers who resign or are released during the probationary period may be returned to the holdover roster from which appointed subject to the provisions of these Rules. Such holdovers shall not displace any current permanent or probationary employees but shall remain on the list for subsequent permanent appointment to vacant positions and may accept a temporary position in the class, if available.

## **Rule 112**

### **Eligible Lists**

#### **Article III: Holdover Rosters and Return to Duty for Classes in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” Classes Covered in the Unrepresented Ordinance.**

Applicability: Article VI, Rule 112, shall apply to employees in classes in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” classes covered in the Unrepresented Ordinance.

#### **Sec. 112.14    Holdover Status and Return to Duty**

##### **112.14.1    Holdover Roster – General Requirements**

- 1) Subject to the provisions of this Rule, permanent or probationary civil service appointees who are laid off or placed on an involuntary leave of absence shall be designated as holdovers.
- 2) The names of holdovers shall be ranked on a holdover roster for the class or classes from which layoff occurs and in the order of total seniority in the class in the City and County service. Seniority prior to resignation or termination shall not be used in determining holdover rights in a class.
- 3) Holdovers shall be returned to duty in vacant positions, in rank order from holdover rosters.
- 4) Holdovers shall, for a period of five (5) years from the date of layoff, have preference for appointment over eligibles on civil service lists, or employees requesting transfer, reinstatement, or reappointment. The Human Resources Director, upon review of all the circumstances, may extend the holdover status for such specified period of time as he/she may deem proper.
- 5) Holdover rosters shall be canvassed in the following order: first, permanent holdover rosters; then, temporary holdover rosters.
- 6) Permanent holdovers shall be returned to duty in temporary positions before temporary holdovers. Permanent holdovers shall displace any temporary or part-time exempt appointee in the same class in any City and County department. Permanent holdovers returned to duty in temporary positions shall retain their status on the permanent holdover roster. In the event of a displacement, the least senior temporary or part-time exempt appointee in the City and County service shall be laid off first.

**Sec. 112.14 Holdover Status and Return to Duty (cont.)****112.14.1 Holdover Roster – General Requirements (cont.)**

7) Permanent holdovers in classes with citywide seniority for layoff purposes shall not be entitled to displace permanent or probationary employees in that class in City service with the following exception:

a) Any active employee in classes in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” classes covered in the Unrepresented Ordinance with a minimum of twenty (20) years of continuous service on January 1, 2007.

i. Continuous service for the purpose of this section is defined as continuous service in a permanent civil service appointment to any class(es) in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” classes covered in the Unrepresented Ordinance.

ii. Provisional and exempt service in a class(es) in the Management (“M”) and Executive Management (“EM”) Bargaining Units including “Management Unrepresented” classes covered in the Unrepresented Ordinance will not constitute a break in continuous service.

**8) Exceptions to Return to Duty in Rank Order**

If two (2) or more approved requisitions are on file, the Human Resources Director may permit holdovers in line for appointment, and in accordance with their standing on the roster, to select from the available requisitions the positions to which they desire appointment. In cases where holdovers on rosters who would be reached for appointment on requisitions, the Human Resources Director may consult with appointing officers and employees involved, and if it is in the best interest of the service, may offer out said positions to holdovers so as to make it possible for them to return to duty in the department from which laid off.

9) Holdovers who are notified that they are being returned to duty are required to respond to the Department of Human Resources within five (5) business days of the date of notification. The Human Resources Director may extend the time response period beyond five (5) business days. Failure of a holdover to respond within the time limits shall be considered a refusal of the offer and shall be subject to the penalty, if any, provided in this Rule.

10) Except as otherwise provided in these Rules, holdovers who fail to possess and maintain the qualifications required by law and by the terms of the examination announcement under which they participated shall forfeit their eligibility.

**Sec. 112.14   Holdover Status and Return to Duty (cont.)****112.14.1   Holdover Roster – General Requirements (cont.)**

11) In all cases of change of address, the Department of Human Resources must be notified in writing separately for each class involved. Notice of change of address to the Post Office and/or the employee's current department only shall not be a reasonable excuse for special consideration in case of failure to respond to notice of return to duty within time limits.

12) Except as otherwise directed by the Human Resources Director, holdovers being returned to duty shall not be required to pass a new medical examination.

13) A properly completed copy of the designated report of layoff or involuntary leave of absence form shall be forwarded to the Department of Human Resources as soon as possible (in advance of the action if possible) so that the Department of Human Resources may record the action and place the employee's name on a holdover roster for immediate consideration for return to duty to vacant positions.

14) Late reports of layoff shall not interfere with nor affect the rights of holdovers to whom notices of return to duty to vacant positions have already been mailed and who have been or may be returned to duty to vacant positions in response to such notices.

15) If there is no holdover roster for a class or if the holdover roster is exhausted, the Human Resources Director may authorize that a holdover be returned to duty to a vacant position from another holdover roster deemed suitable to temporarily provide the required service. If no other roster is available, the position shall be offered to eligibles on regular civil service eligible lists or to individuals requesting transfer, reinstatement or reappointment.

16) Holdovers returned to duty in vacant positions shall be reinstated with accrued administrative leave, if any, and with their original anniversary date for the purposes of computing sick leave and vacation benefits.

**112.14.2   Holdover Roster – Temporary Appointees**

1) Appointees certified from an eligible list who have satisfactorily served under temporary appointment shall upon expiration of the list be designated a "temporary holdover."

2) Resignation from temporary appointment from a holdover roster or refusal of temporary appointment from a holdover roster cancels all temporary holdover rights in that class.

**Sec. 112.14 Holdover Status and Return to Duty (cont.)****112.14.3 Holdover - Permanent and Probationary Appointees**

1) A permanent or probationary appointee to a promotional or entrance position who is laid off shall be designated a "permanent holdover" and shall be returned to duty in a vacant position in the class from which laid off from a holdover roster as provided in this Rule.

2) A permanent holdover returned to duty on a permanent basis in a department other than the one from which laid off shall serve a new probationary period.

3) Return to duty of a permanent holdover to a vacant position in the class from which laid off shall be subject to the following conditions:

**4) Return to Duty - Department From Which Laid Off**

Permanent Vacancy - A permanent holdover who refuses an offer to return to duty on a permanent basis in the department from which laid off shall forfeit all holdover rights in that class and shall be removed from all rosters for that class. Such refusal of return to duty shall be deemed a resignation.

Temporary Vacancy - Permanent holdovers may refuse an offer to return to duty on a temporary basis in the department from which laid off without affecting future offers to be returned to duty. Waiver of temporary appointment shall not be removed without the permission of the Human Resources Director.

**5) Return to Duty - Department Other Than the One From Which Laid Off**

Permanent holdovers may refuse an offer to return to duty on a permanent or temporary basis in a department other than the department from which laid off without affecting future offers to be returned to duty. Such departmental waivers shall not be withdrawn without the approval of the Human Resources Director.

6) A permanent holdover who was laid off during the probationary period and who is returned to duty in the department from which laid off shall complete the remaining period of probationary service.

7) Transferees who are laid off during the probationary period shall be ranked on the permanent holdover roster for the class in accordance with their seniority in the class in the City and County service.

8) Permanent holdovers who resign or are released during the probationary period may be returned to the holdover roster from which appointed subject to the provisions of these Rules. Such holdovers shall not displace any current permanent or probationary employees but shall remain on the list for subsequent permanent appointment to vacant positions and may accept a temporary position in the class, if available.

## **Rule 112**

### **Eligible Lists**

#### **Article IV: Redevelopment-Only Priority Eligible List**

Applicability: Article VII, Rule 112, implements Assembly Bill 26 (2011) and shall apply to employees transitioned from the former San Francisco Redevelopment Agency (SFRA) to the City and County of San Francisco (CCSF) and who were laid off from their positions effective March 30, 2012.

#### **Sec. 112.15 Redevelopment-Only Priority Eligible List**

##### **112.15.1 Redevelopment-Only Priority Eligible List – General Requirements**

- 1) Former San Francisco Redevelopment Agency (SFRA) employees transitioned to the City and County of San Francisco (CCSF) and who were laid off from their positions effective March 30, 2012 will be placed on a Redevelopment-Only Priority Eligible List in rank order according to recognized seniority established at the former SFRA.
- 2) Redevelopment-Only Priority Eligible List will not include any employee who is employed by the City.
- 3) In the event an employee on the Redevelopment-Only Priority Eligible List obtains other City employment, s/he will be removed from the List.
- 4) The duration of eligibility on the Redevelopment-Only Priority Eligible List shall be two (2) years and may be extended only by action of the Commission.
- 5) Eligibles on the Redevelopment-Only Priority Eligible List shall possess and maintain minimum qualifications for the class.

##### **112.15.2 Redevelopment-Only Priority Eligible List - Placement**

- 1) The Human Resources Director shall identify classifications similarly related to Redevelopment-Only classifications affected by layoffs effective March 30, 2012.
- 2) Former SFRA employees affected by the March 30, 2012 layoff will be placed in the identified similarly related classifications on the Redevelopment-Only Priority Eligible List in rank order of their SFRA seniority.
- 3) The Human Resources Director's decision on classification matters is subject to appeal to the Commission.

**Sec. 112.15   Redevelopment-Only Priority Eligible List (cont.)****112.15.3   Redevelopment-Only Priority Eligible List – Promotive Points**

- 1) Former SFRA employees laid off from their Redevelopment Agency Classifications effective March 30, 2012 and are active on Redevelopment-Only Priority Eligible List shall be considered promotive applicants.
- 2) Applicants for promotive-only or combined promotive and entrance examinations shall meet the requirements of the examination announcement under which they apply. If otherwise qualified, City employees with six (6) consecutive months (1040 hours) of verifiable experience in any job classification in any appointment type qualify as promotive applicants.

**112.15.4   Redevelopment-Only Priority Eligible List - Certification**

- 1) Redevelopment-Only Priority Eligible List will have priority of certification before regularly adopted eligible lists, with no right of refusal.
- 2) The Human Resources Director shall certify for Temporary Civil Service (TCS) appointment, in rank order, an eligible from the Redevelopment-Only Priority Eligible List to available permanent requisition(s) for position(s).
- 3) An eligible appointed from the Redevelopment-Only Priority Eligible List who completes six (6) months of documented satisfactory job performance subject to approval of the Civil Service Commission shall be granted permanent civil service status in the appointed classification. Paid or unpaid time off shall not count towards the completion of the six (6) month service requirement.
- 4) Seniority shall be established based on the date of certification to permanent civil service status.
- 5) The Human Resources Director is authorized to take such administrative action not in conflict with these Rules as is required to make this section operative.

**112.15.5   Redevelopment-Only Priority Eligible List – Reports to the Civil Service Commission**

- 1) The Department of Human Resources shall provide to the Civil Service Commission status reports on the Redevelopment-Only Priority Eligible List for all citywide classifications, including the names and rank order and appointment of former SFRA employees.

**Sec. 112.15   Redevelopment-Only Priority Eligible List (cont.)****112.15.5   Redevelopment-Only Priority Eligible List – Reports to the Civil Service Commission (cont.)**

2)      Status Reports shall be submitted to the Civil Service Commission at the second meeting in August, commencing in 2012 and annually thereafter. The Civil Service Commission may request additional reports as it deems necessary.

**112.15.6   Redevelopment-Only Priority Eligible List - Inoperability**

This Rule shall become inoperable and removed on January 31, 2014 unless otherwise authorized by action of the Commission. The Rule shall be recorded and retained as part of the permanent Civil Service Commission records.

## **Rule 112**

### **Eligible Lists**

#### **Article V: Office of Community Investment and Infrastructure- Only Eligible List**

Applicability: Article VIII, Rule 112, shall apply only to employees from the former San Francisco Redevelopment Agency who were appointed and separated from the City and County of San Francisco effective July 8, 2013 and are currently employed by the Office of Community Investment and Infrastructure as of February 2, 2015, without a break in service.

#### **Sec. 112.16 Office of Community Investment and Infrastructure-Only Eligible List**

##### **112.16.1 Authority and Purpose**

- 1) This Rule provides authority to establish and adopt Office of Community Investment and Infrastructure-Only Eligible Lists based on open and competitive recruitment and selection processes conducted by the former San Francisco Redevelopment Agency for merit based permanent appointments.
- 2) As provided under the Charter Section 10.103 of the City and County of San Francisco, the Human Resources Director shall have the duty and authority to establish a system of job classification and to allocate each position to a job class.
- 3) The Human Resources Director shall have the responsibility and authority to allocate new positions to a class based on the level and type of assigned duties as applicable under this Rule. Groups of positions form a class when it is determined by the Human Resources Director that the duties are at the same level of responsibility and authority.
- 4) The Human Resources Director has the authority to make changes to the Classification Plan including creating new classes, abolishing, consolidating or amending classes consistent with the Classification Plan.
- 5) The decision of the Human Resources Director regarding classification matters, including the authority to determine the status of an employee, shall be final unless appealed to the Civil Service Commission.

**Sec. 112.16 Office of Community Investment and Infrastructure-Only Eligible List (cont.)**

**112.16.2 General Principles**

- 1) Only classifications determined by the Human Resources Director to be similarly related to the former “R” classifications will be established based on the open and competitive selection processes administered by the former San Francisco Redevelopment Agency to select and appoint former San Francisco Redevelopment Agency employees subject to appeal to the Civil Service Commission.
- 2) Office of Community Investment and Infrastructure-Only Eligible Lists shall only be comprised of former San Francisco Redevelopment Agency employees who meet the criteria established by this Rule, and shall be placed in rank order determined by the San Francisco Redevelopment Agency seniority date effective immediately prior to the date of San Francisco Redevelopment Agency dissolution.

**112.16.3 Definitions**

**1) San Francisco Redevelopment Agency**

A governmental agency independent of the City and County of San Francisco. The San Francisco Redevelopment Agency was dissolved by California State law (ABX1-26, Community Redevelopment), effective June 27, 2012.

**2) Successor Agency**

Pursuant to ABX1-26, the City and County of San Francisco was identified as the successor agency to the former San Francisco Redevelopment Agency. Subsequently, California State law (AB 1484 Community Redevelopment) amended the definition of the Successor Agency, with explicit requirements that the Successor Agency be a separate public entity from the public entity that provides for its governance, and that the two entities shall not merge. On October 4, 2012, Ordinance No. 215-12 Successor Agency to the Former Redevelopment Agency was signed into law by the Mayor, acknowledging and confirming that the Successor Agency is a separate legal entity from the City, including confirmation that all employees in “R” classification are employees of the separate legal entity, now known as the Office of Community Investment and Infrastructure.

**Sec. 112.16 Office of Community Investment and Infrastructure-Only Eligible List (cont.)****3) Office of Community Investment and Infrastructure**

The current successor agency to the former San Francisco Redevelopment Agency.

**4) “R” Classifications**

Abolished classification created by the City and County of San Francisco to reflect the classification structure and titles in the former San Francisco Redevelopment Agency.

**112.16.4 Classification**

The Human Resources Director shall establish Office of Community Investment and Infrastructure Only classifications similarly related to the former San Francisco Redevelopment Agency classifications (“R” classifications) in which affected employees were appointed immediately prior to the dissolution of the San Francisco Redevelopment Agency. The Human Resources Director’s decision on classification matters is subject to appeal to the Civil Service Commission.

**112.16.5 Eligibility Requirements**

Only those former San Francisco Redevelopment Agency employees transitioned to the City and County of San Francisco and subsequently separated effective July 8, 2013 and currently employed by the Office of Community Investment and Infrastructure as of February 2, 2015 without a break in service will be placed on the Office of Community Investment and Infrastructure-Only Eligible List in the Office of Community Investment and Infrastructure-Only classification determined by the Human Resources Director to be similarly related to their appointment in the respective “R” classification at the time of the San Francisco Redevelopment Agency dissolution.

**112.16.6 Eligible Lists**

1) Former San Francisco Redevelopment Agency employees will be placed on the Office of Community Investment and Infrastructure-Only Eligible List in rank order determined by the San Francisco Redevelopment Agency seniority date effective immediately prior to the date of San Francisco Redevelopment Agency dissolution.

**Sec. 112.16 Office of Community Investment and Infrastructure-Only Eligible List (cont.)****112.16.6 Eligible Lists (cont.)**

2) Office of Community Investment and Infrastructure-Only Eligible Lists shall be ninety (90) days and may be extended only by action of the Commission.

**112.16.7 Certification Rule of the List**

1) The names of all eligibles on the Office of Community Investment and Infrastructure-Only Eligible Lists shall be certified to each available position.

2) An Office of Community Investment and Infrastructure-Only Eligible List adopted under the Rule of the List shall not be deemed exhausted without advance approval of the Commission.

**112.16.8 Permanent Appointments**

Permanent Appointment(s) will be made as a result of certification(s) from the Office of Community Investment and Infrastructure-Only Eligible Lists.

**112.16.9 Probationary Period**

Permanent appointments made from the Office of Community Investment and Infrastructure-Only Eligible Lists will be subject to the probationary period.

**112.16.10 Reports to the Civil Service Commission**

1) The Department of Human Resources shall provide to the Civil Service Commission status reports on the permanent civil service appointments offered to eligibles from all Office of Community Investment and Infrastructure-Only Eligible Lists, including the names and rank order and appointment of former San Francisco Redevelopment Agency employees.

2) The status report shall be submitted to the Civil Service Commission no later than thirty (30) days prior to the expiration date of the Office of Community Investment and Infrastructure-Only Eligible Lists. The Civil Service Commission may request additional reports as it deems necessary.

**Sec. 112.16**    **Office of Community Investment and Infrastructure-Only Eligible List (cont.)**

**112.16.11 Inoperability**

This Rule shall become inoperable and removed on June 1, 2015 unless otherwise authorized by action of the Civil Service Commission. The Rule shall be recorded and retained as part of the permanent Civil Service Commission records.

# **Rule 113**

## **Certification of Eligibles**

### **Article I: General Principles**

Applicability: Article I, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

### **Article II: Definitions**

Applicability: Article II, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

### **Article III: Application of Certification Rules**

Applicability: Article III, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

### **Article IV: Personnel Requisitions**

Applicability: Article IV, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

### **Article V: Administration of Certifications**

Applicability: Article V, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

### **Article VI: Selective Certification of Certified Temporary Employees**

Applicability: Article VI, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

## Rule 113

### Certification of Eligibles

#### Article I: General Principles

Applicability: Article I, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

#### **Sec. 113.1**    **General Policy**

**113.1.1** The Civil Service Commission endorses and supports the broadening of the Rules governing certification of eligibles from civil service eligible lists and considers this broadening as an increase in opportunities for appointing officers to select employees who are best suited to perform the duties of specific positions and to provide greater opportunities to maximize multicultural diversity of the work force in the City and County of San Francisco.

**113.1.2** Selection of employees from eligible lists shall be based on merit and fitness without regard to relationship, race, religion, gender, national origin, ethnicity, age, disability, gender identity, political affiliation, sexual orientation, ancestry, marital status, color, medical condition or other non-merit factors or otherwise prohibited nepotism or favoritism. Appointing officers and their designees shall be responsible for establishing non-discriminatory selection procedures which may include by way of example but not limitation, scheduling each interested eligible for interview, reviewing application materials, conducting interviews by a diverse panel, and asking job-related questions. The Civil Service Commission endorses and supports efforts to de-identify the names, address, and other personal information whenever screening determinations are conducted prior to the selection of certified eligible for interviews. Appointing officers/designees shall also be responsible for maintaining documentation of selection criteria, including efforts to de-identify eligibles' information. Departments shall make reports as requested by the Civil Service Commission on merit system issues such as recruitment, examination, and certification and selection procedures. The Human Resources Director shall report to the Civil Service Commission on the progress of the implementation of de-identification on a quarterly basis for two (2) years and thereafter on a schedule to be determined.

**113.1.3 Implementation of the Rule by the Human Resources Director**

Implementing this Rule, the Human Resources Director shall:

- 1) adhere to all rules, policies, procedures, and directives of the Civil Service Commission and all relevant Charter provisions of the City and County of San Francisco, and
- 2) ensure that such rules, policies, procedures, directives, and Charter provisions are adhered to by all departments as delegated by the Human Resources Director, and
- 3) take any action necessary to ensure compliance with federal, state and local anti-discrimination laws, ordinances or regulations.

# Rule 113

## Certification of Eligibles

### Article II: Definitions

Applicability: Article II, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

#### **Sec. 113.2**      **Certification Rules**

##### **113.2.1**      **Rule of Three Scores**

The Department of Human Resources shall certify to the appointing officer the names of eligibles with the three (3) highest scores on the list of eligibles for the position who are available for appointment.

##### **113.2.2**      **Rule of Three or More Scores**

The names of all eligibles standing at a specified number of scores with a minimum of at least those eligibles with three (3) scores shall be certified to each available position.

##### **113.2.3**      **Rule of the List**

The names of all eligibles on the eligible list shall be certified to each available position.

#### **Sec. 113.3**      **Certification Date**

The Certification Date is the date on which the Department of Human Resources certifies to the appointing officer the names of eligibles available for appointment in accordance with the established certification rule as provided under this Article II.

#### **Sec. 113.4**      **Notice of Certification**

Eligibles on the eligible list shall be simultaneously notified each time that the Department of Human Resources certifies their names to an appointing officer for a position as provided under this Article II.

#### **Sec. 113.5**      **Notice of Inquiry**

Upon receipt of the confidential certified list of names of eligibles available for appointment in accordance with the established certification rule, the appointing officer may issue a Notice of Inquiry to those eligibles for the purpose of:

**Sec. 113.5**     **Notice of Inquiry (cont.)**

- 1) Assessing the eligibles' interest in the specific position in the department; and/or
- 2) Requesting additional information or submissions from the eligibles as part of the selection process.

**Sec. 113.6**     **Exhaustion of the List****113.6.1**     **Rule of Three Scores**

An eligible list adopted under the Rule of Three Scores shall in all cases be exhausted when eligibles standing at fewer than three (3) scores are available. Use of the eligible list when there is fewer than the minimum certification available shall be at the discretion of the appointing officer.

**113.6.2**     **Rule of Three or More Scores**

An eligible list adopted under the Rule of Three or More Scores shall in all cases be exhausted when there are fewer than three (3) scores available. Use of the eligible list when there is fewer than the minimum certification available shall be at the discretion of the appointing officer.

**113.6.3**     **Rule of the List**

An eligible list adopted under the Rule of the List shall be exhausted when there are fewer than one third of the number of eligibles on the original list still available; provided, however, if the original list had nine (9) or fewer eligibles, at least three (3) eligibles must be available; for original lists with forty-five (45) or more names, at least fifteen (15) eligibles must be available. In the event that application of the one-third formula specified above results in a fraction, the next highest number shall be used. Use of the list when there is fewer than the minimum certification available shall be at the discretion of the appointing officer.

**113.6.4**     **Human Resources Director Authority**

The Human Resources Director has the authority to declare an eligible list exhausted in cases wherein there are fewer eligibles than vacant positions in the class. All affected eligibles shall be notified of the exhaustion of the eligible list.

# Rule 113

## Certification of Eligibles

### Article III: Application of Certification Rules

Applicability: Article III, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

#### **Sec. 113.7**     **Certification Rules Applicable to Employees in all**

##### **113.7.1**     **Rule of Three Scores**

- 1) Unless mutually agreed between the employee organization representing the class and the Human Resources Director to use a broader Certification Rule, the Rule of Three Scores shall be used exclusively.
- 2) The Department of Human Resources shall certify to the appointing officer the confidential list of candidate names with the three (3) highest scores on the list who are available for appointment to the position. Eligibles' information, including names on eligible lists shall not be made public, unless required by law.
- 3) Except as otherwise provided, when there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus two (2) scores. An eligible list adopted under the Rule of Three Scores shall in all cases be exhausted when eligibles standing at fewer than three (3) scores are available. Use of the eligible list when there is fewer than the minimum certification available shall be at the discretion of the appointing officer.
- 4) If all eligibles at a score waive appointment or fail to respond within the time limits provided in these Rules, the appointing officer may request supplementary certification(s) from the next highest score(s).

##### **113.7.2**     **Expansion of Certification Rules**

- 1) Notwithstanding any other provisions of these Rules, the Human Resources Director is authorized to meet and confer with representatives of employee organizations to reach mutual agreement over the Certification Rule applicable to each of the classes covered by this Section. If the parties fail to reach mutual agreement, the Rule of Three Scores shall be used.
- 2) The agreed-upon Certification Rule shall be promulgated as a term of the examination announcement and the agreed-upon Certification Rule shall not be appealable to the Civil Service Commission.

**Sec. 113.7 Certification Rules Applicable to Employees in all classes (cont.)****113.7.3 Rule of Three or More Scores****1) For a Single (1) Position**

A confidential list of names of all eligibles standing at a specified number of scores with a minimum of at least those eligibles with three (3) scores shall be certified to each available position. Eligibles' information, including names on eligible lists shall not be made public, unless required by law.

**2) When More Than One Position Available**

Except as may otherwise be provided, when there are two or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus the number of scores in the Certification Rule applicable to the eligible list being certified minus one.

**3) When Eligible List Exhausted**

An eligible list adopted under the Rule of Three or More Scores shall in all cases be exhausted when there are fewer than three (3) scores available. Use of the eligible list when there is fewer than the minimum certification available shall be at the discretion of the appointing officer.

**4) Supplementary Certification**

If all eligibles at a score waive appointment or fail to respond within the time limits provided in these Rules, the appointing officer may request supplementary certification(s) from the next highest score(s).

**113.7.4 Rule of the List**

**1)** The confidential list of names of all eligibles on the eligible list shall be certified to each available position.

**2) When Eligible List is Exhausted**

An eligible list adopted under the Rule of the List shall be exhausted when there are fewer than one third of the number of eligibles on the original list still available provided, however, if the original list had nine (9) or fewer eligibles, at least three (3) eligibles must be available; for original lists with forty-five (45) or more names, at least fifteen (15) eligibles must be available. In the event that application of the one-third formula specified above results in a fraction, the next highest number shall be used. Use of the list when there is fewer than the minimum certification available shall be at the discretion of the appointing officer.

**Sec. 113.7 Certification Rules Applicable to Employees in all classes (cont.)****113.7.5 Establishment of Certification Rule**

- 1) The Human Resources Director shall establish the Certification Rule for each class by specifying the Certification Rule to be used to administer the eligible list in the first examination announcement for the class after the adoption of this section.
- 2) Once established, the Certification Rule shall be used to administer all future eligible lists in the class unless otherwise ordered by the Human Resources Director.
- 3) In establishing the Certification Rule, the Human Resources Director may consult with appointing officers, representatives of employee organizations and other pertinent parties.

# Rule 113

## Certification of Eligibles

### Article IV: Personnel Requisitions

Applicability: Article IV, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

#### **Sec. 113.8** **Personnel Requisitions**

##### **113.8.1 Requirement for Personnel Requisitions**

Whenever a position is to be filled, the appointing officer shall issue a personnel requisition on the prescribed form. Fully approved personnel requisitions shall immediately be time stamped in the order of receipt in the Department of Human Resources.

##### **113.8.2 Separate or Group Personnel Requisitions**

A separate personnel requisition shall be made for each permanent position to be filled. Group personnel requisitions may only be made for temporary positions.

##### **113.8.3 Cancellation of Personnel Requisitions**

Upon written request by the appointing officer indicating good cause, cancellation of a personnel requisition may be allowed by the Human Resources Director.

##### **113.8.4 Priority of Personnel Requisitions**

Except as otherwise provided in these Rules, certification shall be made in accordance with priority of approval of the personnel requisition in the Department of Human Resources or the date to report to duty, whichever is later.

##### **113.8.5 Tenure of Temporary Appointments**

1) Temporary employments may be requisitioned for periods not to exceed twelve (12) months.

2) Original personnel requisitions for fewer than twelve (12) months may be extended from the date of appointment but may not exceed the maximum allowable personnel requisition time. Upon completion of the allowable maximum time, the temporary appointment(s) may be extended when funds are available and when the employee continues to have standing on an eligible list for that class.

**Sec. 113.8**     **Personnel Requisitions (cont.)****113.8.5**     **Tenure of Temporary Appointments (cont.)**

3) Beginning on the effective date of this Rule, the Department of Human Resources shall keep records of the number of temporary employments extended as provided in this Rule. On July 30, 1977, and each July 30 thereafter, a list of extended temporary employments for the past fiscal year shall be made available for public inspection.

**113.8.6**     **Flexible Staffing Personnel Requisitions**

A personnel requisition for a permanent vacancy filled by an appointee in accordance with the flexible staffing authority of the Salary Ordinance shall also be valid for subsequent certification for appointment of the same eligible, when qualified, to the class designated on the personnel requisition.

## Rule 113

### Certification of Eligibles

#### Article V: Administration of Certifications

Applicability: Article V, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

#### **Sec. 113.9**     **Notice of Certification**

For each available position, the Department of Human Resources shall certify to the appointing officer a confidential list of the names of all eligibles who are available for appointment in accordance with the established certification rule as provided under Article II of this Rule. Eligibles' information, including names on eligible lists shall not be made public, unless required by law.

The Department of Human Resources shall simultaneously notify each eligible of such certification to the hiring department(s). This Notice of Certification shall be informational only and shall not require a response from the eligibles.

#### **Sec. 113.10**     **Notice of Inquiry**

**113.10.1** As provided under Article II of this Rule, an appointing officer may issue a Notice of Inquiry to eligibles available for appointment in accordance with the established certification rule for the purpose of assessing interest in a specific position in the department, and/or to obtain additional information or submissions as part of the selection process.

**113.10.2** Eligibles are required to respond to a Notice of Inquiry within ~~five (5) business days~~ a minimum period as determined by the Human Resources Director not to be less than three (3) business days. ~~, unless~~ The response period ~~time limit is~~ may be extended by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to respond, number of eligibles, stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the selection procedures.

**113.10.3** If all eligibles at a score waive the opportunity or fail to respond to a Notice of Inquiry within the response period time limit, the hiring department may ~~request supplementary certification from~~ consider eligibles from the next highest score(s) in accordance with Article III of this Rule.

#### **Sec. 113.11**     **Certification Results**

Departments are required to notify the Department of Human Resources of

the results of a certification within sixty (60) calendar days after the date of the Notice of Certification. This deadline may be extended by the Human Resources Director. Upon notification of the selection of a reachable eligible, the Human Resources Director shall post the appointee's name, department, classification and rank on the eligible list.

**Sec. 113.12   Waivers****113.12.1   General Waivers**

An eligible may be placed on an inactive status under general waiver of certification on an eligible list as follows:

- 1) At the eligible's written request. Such waivers shall be effective on the next business day.
- 2) A person appointed to a permanent position shall be under general waiver for all appointments on all eligible lists for the same class. A person appointed to a temporary position shall be under general waiver for temporary appointment on all eligible lists for the same class. Such waiver may not be withdrawn unless ordered by the Human Resources Director.
- 3) For reasons prescribed elsewhere in these Rules.
- 4) An eligible under general waiver shall not be certified to any position on the eligible list until the eligible notifies the Department of Human Resources to withdraw such waiver in writing as prescribed in these Rules. General waivers imposed by the Commission or Human Resources Director may not be removed unless ordered by the Civil Service Commission or Human Resources Director.

**113.12.2   Waiver of Part-Time Employment**

Any part-time position may be declared by the Human Resources Director to be under conditional waiver and eligibles may then waive certification without penalty for appointment to a full-time position. An eligible who accepts such appointment shall retain eligibility for appointment to a full-time position.

**113.12.3   Conditional Waivers**

Except as provided by the examination announcement, waiver of certification to positions with unusual employment circumstances or special conditions of employment may be imposed by:

- 1) the eligible to be effective the next business day;
- 2) the Civil Service Commission; or
- 3) the Human Resources Director.

Conditional waivers on an eligible list imposed by the eligible shall remain in force until withdrawn in accordance with these Rules.

**Sec. 113.12**    **Waivers (cont.)****113.12.4**    **Effects of Waivers**

- 1) A general or conditional waiver of certification by an eligible having standing on more than one (1) list in the same class shall apply to any existing list for the same class.
- 2) An eligible who waives certification to a position covered by conditional waivers shall not be certified to a position requiring those conditions from that list until such waiver is removed in accordance with the provisions of these Rules.
- 3) Unless otherwise provided in the examination announcement, eligibles may refuse two (2) offers of employment resulting from certification off of the eligible list. Refusal of a third (3<sup>rd</sup>) offer of employment shall result in the removal of the eligible's name from that eligible list and all other lists in that class.

**113.12.5**    **Withdrawal of Waivers**

- 1) Withdrawal of general or conditional waivers imposed by the eligible must be filed in writing with the Department of Human Resources.
- 2) Such requests must be received in the Department of Human Resources offices before the close of business on the third (3<sup>rd</sup>) Friday of the month to be effective the first (1<sup>st</sup>) business day of the following month. In the event the third (3<sup>rd</sup>) Friday is a legal holiday, such requests must be received by the close of business on the next business day.
- 3) Withdrawal of waivers which have been imposed by the Commission or the Human Resources Director may be authorized at any time and become effective the first (1<sup>st</sup>) business day of the following month unless specifically ordered otherwise.
- 4) Withdrawal of waivers shall not interfere with nor affect the rights of eligibles whose names have been certified to the appointing officer.
- 5) Immediate withdrawal of waiver may be authorized by the Human Resources Director, if it is determined that such immediate withdrawal of waiver is in the best interests of the Service.

**Sec. 113.13**    **Change of Address**

Eligibles are responsible for notifying the Department of Human Resources of any change of address.

## **Rule 113**

### **Certification of Eligibles**

#### **Article VI: Selective Certification of Certified Temporary Employees**

Applicability: Article VI, Rule 113, shall apply to employees in all classes; except the Uniformed Ranks of the Police and Fire Departments and Service-Critical classes at the Municipal Transportation Agency (MTA).

#### **Sec. 113.14    Selective Certification of Certified Temporary Employees**

- 113.14.1** Notwithstanding anything to the contrary in this or any other section of these Rules, an employee who has been appointed from a regularly adopted eligible list to a non-permanent position shall be entitled to appointment to a permanent position within the same class before the certification of persons standing higher on the list of eligibles subject to a period of six (6) months of service in the class or for the period provided for in the examination announcement in any status and certification by the appointing officer(s) of satisfactory job performance for the period of the required service on the form and in the manner prescribed by the Human Resources Director.
- 113.14.2** The Human Resources Director is authorized to take such administrative action not in conflict with these Rules as is required to make this section operative including imposition and removal of waivers.

# Attachment C

## Rule Revisions Amended

**Deletions in ~~strikethrough~~ – Additions in underline**

### Rule 202

#### Definitions

Applicability: Rule 202 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

**Sec. 202.1 Appointments**

**Sec. 202.2 Appointing Officer**

**Sec. 202.3 Appointment Date**

**Sec. 202.4 Bulletin Board / [City Website](#)**

**Sec. 202.5 Certification - Banding**

**Sec. 202.6 Certification - Rule of Three Scores**

**Sec. 202.7 Certification Date**

**Sec. 202.8 Charter**

**Sec. 202.9 City**

**Sec. 202.10 Civil Service Department**

**Sec. 202.11 Class**

**Sec. 202.12 Classification Plan**

**Sec. 202.13 Classified Service**

**Sec. 202.14 Civil Service Commission**

**Sec. 202.15 Commissioner**

**Sec. 202.16 Department**

**Sec. 202.17 Department of Human Resources**

**Sec. 202.18 Eligible**

**Sec. 202.19 Eligible List**

**Sec. 202.20 Executive Session**

**Sec. 202.21 Human Resources Director**

**Sec. 202.22 Impact**

**Sec. 202.23 Layoff**

**Sec. 202.24 Near List**

**Sec. 202.25 Part-Time Employment**

**Sec. 202.26 Position**

**Sec. 202.27 Post**

**Sec. 202.28 Seniority**

**Sec. 202.29 Service**

**Sec. 202.30 Start Work Date**

**Sec. 202.31 Time Periods**

**Sec. 202.32 Validation Date**

## **Rule 202 Definitions**

Applicability: Rule 202 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

**Sec. 202.1 Appointments**

**202.1.1 Permanent Civil Service**

An appointment made as a result of a certification from an eligible list to a permanent position or to a position declared permanent.

### **202.1.2 Probationary**

Status of civil service employees during a trial period following permanent appointment.

### **202.1.3 Temporary Civil Service**

An appointment made to a temporary position as a result of certification from an eligible list.

### **202.1.4 Provisional**

An appointment to a permanent or temporary position in the absence of an available eligible or in an emergency which in either case, is time limited as provided elsewhere in these Rules.

### **202.1.5 Exempt**

An appointment to a permanent or temporary position exempt from being filled from an eligible list in accordance with the provisions of Section 10.104 of the Charter.

## **Sec. 202.2 Appointing Officer**

The head of an organizational unit having appointive authority within the organizational unit and the powers of a department head as defined by former Charter Section 3.501 as enacted into ordinance under Charter Section 18.103.

## **Sec. 202.3 Appointment Date**

The date on which an appointing officer notifies the Department of Human Resources of his or her selection from a list of eligibles certified by the Department of Human Resources.

## **Sec. 202.4 Bulletin Board**

The official bulletin boards, so designated, at the Civil Service Department and Department of Human Resources, used for posting of examinations and public announcements of the Civil Service Commission and Department of Human Resources.

### **Sec 202.4.1 City Website**

The City's official employment opportunity website, so designated used for posting of examinations, recruitments, and public announcements of the Department of Human Resources.

## **Sec. 202.5 Certification - Banding**

Banding is a certification process which provides a reasonable way in which to interpret a range of scores for the purpose of making employment decisions. This is done by creating "bands"

within which the lowest score within the "band" is considered as equally qualified as the highest score in the "band" based upon valid psychometric data and, therefore eligible for consideration for employment or promotion.

### **Sec. 202.6 Certification - Rule of Three Scores**

The names of eligibles with the three highest scores on the list of eligibles for a position, who are available for appointment, are certified to the appointing officer. When there are two or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus two scores. An eligible list adopted under the Rule of Three Scores shall in all cases be exhausted when eligibles standing at less than three scores are available. Use of the eligible list when there is less than the minimum certification available shall be at the discretion of the appointing officer.

If all eligibles at a score waive appointment or fail to respond within the time limits provided in these Rules, the appointing officer may request supplementary certification(s) from the next highest score.

### **Sec. 202.7 Certification Date**

The date on which the Department of Human Resources notifies an appointing officer of the name(s) of eligible(s) from which appointment(s) may be made to fill position.

### **Sec. 202.8 Charter**

The Charter of the City and County of San Francisco.

### **Sec. 202.9 City**

The City and County of San Francisco.

### **Sec. 202.10 Civil Service Department**

The administrative office of the Commission under the direction of the Executive Officer.

### **Sec. 202.11 Class**

A position or group of positions for which a common descriptive job title may be used.

### **Sec. 202.12 Classification Plan**

All the classes which have been established, the procedures for maintaining the plan, and the specifications or descriptions of each of the classes.

### **Sec. 202.13 Classified Service**

Includes all positions in the City service subject to competitive examination.

**Sec. 202.14 Civil Service Commission**

The administrative body of Civil Service Commissioners empowered to enforce the civil service provisions of the Charter.

**Sec. 202.15 Commissioner**

A member of the Civil Service Commission of the City and County of San Francisco, appointed by the Mayor.

**Sec. 202.16 Department**

Organizational unit or units under one appointing officer.

**Sec. 202.17 Department of Human Resources**

The Department charged with administering the policies, Rules, and procedures of the Civil Service Commission and performing such other duties and functions as set forth in the Charter.

**Sec. 202.18 Eligible**

A person who has standing on an eligible list.

**Sec. 202.19 Eligible List**

A list of names of persons who have passed a civil service examination.

**Sec. 202.20 Executive Session**

A meeting or part of a meeting of the Civil Service Commission legally held in private or with the general public excluded.

**Sec. 202.21 Human Resources Director**

Director of the Department of Human Resources.

**Sec. 202.22 Impact****Adverse Impact**

An adverse impact is a substantially different rate of selection in hiring, promotion or other employment decision disadvantaging members of a legally protected racial, gender or ethnic group not justified by a legitimate business necessity. When the selection rate for a particular legally protected group is less than four-fifths or eighty percent of the selection rate for the group with the highest selection rate, this may be regarded as evidence of an adverse impact. A selection rate larger than four-fifths or eighty percent will not be so regarded.

**Sec. 202.23 Layoff**

Separation from a position because of economy, lack of funds, or lack of work.

**Sec. 202.24 Near List**

An eligible list or a holdover roster in a class similarly related to a class for which there is no eligible list from which the Human Resources Director may authorize the certification of eligibles for temporary civil service appointment.

**Sec. 202.25 Part-Time Employment**

Part-time employment is regularly scheduled, less than full-time, permanent or temporary appointment to a permanent or temporary position.

**Sec. 202.26 Position**

Duties and responsibilities assigned by an appointing officer to be performed by one employee.

**202.26.1 Permanent**

A collection of duties, regardless of the source and nature of the funds, performed by one individual, which represent the ongoing work of the City and County. Such position(s) may be either:

- 1) enumerated in the Annual Salary Ordinance or Salary Resolutions of the School Districts for which funds have been provided on a continuing basis; or
- 2) a position declared to be permanent by action of the Human Resources Director.

**202.26.2 Temporary**

A position in which the duties and responsibilities exist for a maximum duration of 1040 hours except in the case of a special project, defined elsewhere in these Rules, for up to a maximum duration of 2080 hours.

**202.26.3 Part-Time**

Positions less than the established full-time normal schedule of hours per day or days per week.

**202.26.4 Exempt**

Temporary or permanent positions excluded from civil service hiring and removal procedures in accordance with the provisions of Section 10.104 of the Charter.

**202.26.5 As-Needed**

A temporary or provisional appointment on either a full-time or part-time work schedule against a temporary requisition designated as as-needed to cover peak workloads, emergency extra workloads, necessary relief, and other situations involving a fluctuating staff.

### **Sec. 202.27 Post**

~~To place publish on the employment opportunity website official Bulletin Board.~~ To place on the official Bulletin Board or to publish on the City's official website.

### **Sec. 202.28 Seniority**

#### **202.28.1 Civil Service - Permanent**

Seniority shall be determined by the date of certification which resulted in a permanent appointment to a position in a class in a department. In the event of identical dates, seniority shall be determined by rank on the eligible list, the higher eligible being the senior, or as provided elsewhere in these Rules.

#### **202.28.2 Civil Service - Temporary (from eligible list)**

Seniority shall be determined by the date of certification which resulted in a temporary appointment to a temporary position in a class in a department. In the event of identical dates, seniority shall be determined by rank on the eligible list, the higher eligible being the senior.

#### **202.28.3 Departmental**

Seniority for shift and work assignments, vacation or holiday schedule is determined by the appointing officer and is not within the authority of the Civil Service Commission or the Department of Human Resources.

### **Sec. 202.29 Service**

The City and County of San Francisco government service, including the classified positions in the School Districts.

### **Sec. 202.30 Start Work Date**

The date on which an appointee is first reported on the timeroll as working.

### **Sec. 202.31 Time Periods**

Reference to time periods, such as one week or one month, etc., shall mean calendar days unless the rule specifically refers to business days.

### **Sec. 202.32 Validation Date**

The date on which the Department of Human Resources notifies an appointing officer that it has approved an appointment.

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**Rule 210 Police Examination Qualifications And Applicants**

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**Rule 210**

**Police Examination Qualifications And Applicants**

Applicability: Rule 210 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

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**Article I: Applications And Notice Of Examinations**

**Sec. 210.1 Applicants**

**Sec. 210.2 Notice of Examinations**

**Sec. 210.3 Application Custody**

**Sec. 210.4 Cheating or Fraud in Examinations**

**Sec. 210.5 Names Not to Be Made Public**

**Sec. 210.6 Change of Address**

**Sec. 210.7 Correction of Examination Announcements**

**Article II: Qualifications of Applicants**

**Sec. 210.8 Qualifications of Applicants**

**Sec. 210.9 Application for Examination**

**Sec. 210.10 Applicants for Entrance Positions - Uniformed Force of Police Department**

**Sec. 210.11 Recruitment of Applicants**

**Sec. 210.12 Review of Applicant Pool Demographics**

**Sec. 210.13 Promotional Applicants**

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**Rule 210**

**Police Examination Qualifications And Applicants**

**Article I: Applications And Notice Of Examinations**

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Applicability: Rule 210 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

### **Sec. 210.1 Applicants**

An applicant is a person who has filed an application for examination within the time limits specified in the announcement of the examination for which the applicant applied and maintains eligibility until the time of appointment. Verification shall be the official time receipt of the Examination Division of the Police Department or postmark.

### **Sec. 210.2 Notice of Examinations**

Official notice of examinations will be posted ~~at the San Francisco Police Department and the Department of Human Resources~~ on the City's official employment opportunity website. Notice of entrance ~~examinations will be posted for a minimum period of five (5) workdays~~ and ~~notice of promotional examinations will be posted for a minimum period~~ not to be less than three (3) business days of ten (10) workdays as determined by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, ensuring reasonable access to the job ad, stability and reliability of the messaging platform in sending and receiving notifications, and equal employment opportunity and racial equity goals. Requests for notice of filing dates for entrance examinations may be filed online through the Department of Human Resources website. Notifications shall be emailed at the inquirer's risk. Failure to receive a requested notification shall not result in any special consideration or remedy related to the examination process.

### **Sec. 210.3 Application Custody**

Applications and supporting documents become the property of the Department of Human Resources when received. Return of such documents shall require the approval of the Human Resources Director or his or her designee.

### **Sec. 210.4 Cheating or Fraud in Examinations**

It is the policy of the Civil Service Commission that examinations shall be conducted in a fair and impartial manner in order to test fairly the relative qualifications, merit, and fitness of applicants. Any person cheating, attempting to cheat or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Charter and other laws. Actions to be taken include elimination from the examination process, dismissal and ineligibility for future employment. Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination. Significant false statements by applicants on the application or during the selection process shall be good cause for the exclusion of such person from the examination and such other appropriate action as may be recommended by the Human Resources Director.

#### **210.4.1 Aid, Hindrance, Fraud and Collusion in Examinations**

No person or officer shall, by himself/herself or in cooperation with other persons, defeat, deceive or obstruct any person in respect to his or her right of examination; or falsely make, grade, estimate or report upon the examination or proper standing of any person examined hereunder, or aid in so doing; or make any false representations concerning the same, or concerning the person examined; or furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person of being appointed, employed or promoted.

Any eligible securing standing on a list by fraud, concealment of fact or violation of Commission Rules shall be removed from such list and, if certified or assigned to a position, shall be removed therefrom.

### **Sec. 210.5 Names Not to Be Made Public**

The names of applicants for any examination shall not be made public prior to announcement of the results of the examination. Names of participants who fail any examination shall not be made public.

### **Sec. 210.6 Change of Address**

In all cases of change of address, the Examination Division of the Police Department must be notified in writing separately for each class involved. Notice of change of address to the Post Office, the employee's current assignment and/or the Police Department Personnel Division will not be a reasonable excuse for special consideration in case of failure to respond within time limits.

### **Sec. 210.7 Correction of Examination Announcements**

Examination announcements may be corrected with respect to clerical errors, misprints and incorrect wording by the Human Resources Director or his or her designee, by posting notice of such corrections next to the original examination announcement. The issuance of examination announcements corrected under the provisions of this section shall not allow additional time for protest or appeal of the substantive provisions contained in the original examination announcement.

## **Rule 210**

### **Police Examination Qualifications And Applicants**

#### **Article II: Qualifications of Applicants**

Applicability: Rule 210 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

### **Sec. 210.8 Qualifications of Applicants**

**210.8.1** Every applicant for entrance or promotional examination must possess and maintain the qualifications required by law and by the announcement of the examination for which applied.

Experience gained in violation of Commission Rules shall not be recognized. It is the responsibility of the appointing officer and of the employee to have out-of-class experience recorded as provided in the Civil Service Commission Rules.

**210.8.2** Except with permission of the Human Resources Director, no employee may participate in an entrance examination carrying a lower salary schedule than that of the employee's current class. No employee may participate in an examination for a class in which the employee has current permanent appointment status except with the approval of the Human Resources Director.

**210.8.3** If an applicant for a peace officer position in the uniformed ranks of the San Francisco Police Department has a Sustained Finding of Serious Misconduct arising from that applicant's prior employment as a peace officer or custodial officer, then the applicant is disqualified.

**210.8.4** If an applicant resigned, retired, or otherwise separated from their employment as a peace officer or custodial officer in any jurisdiction during the pendency of a disciplinary proceeding that could lead to a Sustained Finding of Serious Misconduct by the applicant, the applicant is disqualified until such a time as an investigating agency, commission, board, hearing officer, or arbitrator reaches a final determination that 1) the peace officer or custodial officer did not violate law or department policy; 2) there is insufficient evidence to sustain a finding of Serious Misconduct; 3) the evidence establishes that the allegations are unfounded; or 4) the final determination is otherwise incompatible with a Sustained Finding of Serious Misconduct.

**210.8.5** As used in this Rule, "Serious Misconduct" is defined as the following:

1. Use of excessive force resulting in injury;
2. Racial or identity profiling or bias, or other discriminatory actions or actions demonstrating discriminatory intent against any person or group based on any factors described in Rule 203.2;
3. Sexual harassment in the workplace, whether directed at a member of the public or a co-worker, including any unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature directed at a person because of or relating to that person's sex, sexual orientation, or gender identity;
4. Dishonesty in the reporting, investigation, or prosecution of a crime, including perjury; false statement; filing false reports; or destruction, falsifying, or concealing of evidence; or
5. Dishonesty in the reporting or investigation of misconduct by another peace officer or custodial officer, including but not limited to perjury; false statements; filing false reports; or destruction, falsifying, or concealing of evidence.

**210.8.6** Unless otherwise specified, words used in this Rule shall have the same definitions or meanings as in California Penal Code Sections 832.7 and 832.8.

### **Sec. 210.9 Application for Examination**

Any person having the qualifications prescribed by these Rules and the terms of the examination announcement may submit himself or herself for any examination under conditions established by the Department of Human Resources.

**Sec. 210.10 Applicants for Entrance Positions - Uniformed Ranks of Police Department**

Applicants for entrance positions in the Uniformed Ranks of the Police Department shall not be less than 20 years of age at the time of taking the examination, nor less than 21 years of age at the time of appointment.

**Sec. 210.11 Recruitment of Applicants**

Recruitment shall be conducted to attract qualified applicants. Where appropriate or needed, the Human Resources Director or his or her designee shall conduct outreach and recruitment programs, including cooperative efforts with community organizations, to attract qualified candidates.

**Sec. 210.12 Review of Applicant Pool Demographics**

When there is underrepresentation of an ethnic or gender group for a specific class or occupational category, the Human Resources Director or his or her designee shall review the ethnic and gender demographics of the pool of qualified applicants. Where the pool of applicants does not reflect the demographics of the relevant labor market, and upon consideration of factors such as the number of anticipated vacancies and the level of underrepresentation, the Human Resources Director or his or her designee may take such action as appropriate including extending the filing period, reopening the examination for filing or canceling the examination.

**Sec. 210.13 Promotional Applicants**

Applicants for promotional examinations shall meet the requirements of the examination announcement under which they apply and be eligible to participate in an examination on a promotive basis as defined by the examination announcement.

## **Rule 211 Examinations**

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### **Rule 211**

#### **Examinations**

Applicability: Rule 211 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

#### **Article I: Promotional Examinations In The Uniformed Ranks Of The Police Department**

##### **Sec. 211.1 General Provisions Governing Promotional Examinations**

##### **Sec. 211.2 Frequency of Promotional Examinations**

##### **Sec. 211.3 Examinations without Charge**

#### Article II: Examination Process and Announcement

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##### **Sec. 211.4 Human Resources Director Empowered to Act**

##### **Sec. 211.5 Announcement**

##### **Sec. 211.6 Protests and Appeals of Examination Announcements**

##### **Sec. 211.7 Reissuance of Examination Announcements**

##### **Sec. 211.8 Official Time Periods**

##### **Sec. 211.9 Posting and Notice of Promotional Examination Announcements**

##### **Sec. 211.10 Means of Identification**

##### **Sec. 211.11 Copying of Examination Questions - Dissemination of Examination Information**

##### **Sec. 211.12 Examination Passing Mark**

##### **Sec. 211.13 Appraisal/Review Boards**

#### Article III: Inspection and Appeal Procedures

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##### **Sec. 211.14 Rating Keys**

**Sec. 211.15 Inspection of Rating Keys by Review Committee**

**Sec. 211.16 Inspection and Appeal Procedures**

**Sec. 211.17 Qualifications Appraisal Interview - Procedures and Appeals**

Article IV: Veterans Preference In Examinations

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**Sec. 211.18 Requirements for Entitlement to Veterans Preference**

**Sec. 211.19 Definition of Veterans**

**Sec. 211.20 Entitlement at Time of Separation From Active Duty**

**Sec. 211.21 Restriction on Entitlement**

**Sec. 211.22 Entitlement Exhausted Upon Acquiring Permanent Appointment**

**Sec. 211.23 Additional Entitlement for Veterans with Permanent Disability**

**Sec. 211.24 Definition of Time of War**

**Rule 211**

**Examinations**

**Article I: Promotional Examinations In The Uniformed Ranks Of The Police Department**

Applicability: Rule 211 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

**Sec. 211.1 General Provisions Governing Promotional Examinations**

**211.1.1** Except as specifically provided in this or other sections of these Rules, all promotions in the Uniformed Ranks of the Police Department, shall be made from the next lower civil service rank attained by examinations and/or other legally valid, job-related, selection procedures.

**211.1.2** All promotive examinations in the Police Department shall be job-related, valid, and consistent with State and Federal laws that promote the non-discrimination policies of the City and County of San Francisco.

**Sec. 211.2 Frequency of Promotional Examinations**

The Civil Service Commission shall provide for promotion in the Police Department on the basis of examinations and tests at least once every four years for each promotive position or rank in the Police Department.

**Sec. 211.3 Examination without Charge**

**211.3.1** Examinations shall be without charge to the applicants.

**211.3.2** Pilot Exception to the Requirement that Examinations be without Charge.

1) Notwithstanding Section 211.3.1 above, on a pilot basis for a period not to exceed thirty-six (36) months from the date of adoption, December 16, 2013, applicants for the entry-level Police Officer classification may be charged a fee by an outside vendor to take a City-approved examination that is administered by that vendor. Such fee may be waived for financial hardship.

2) The decision to deny an applicant's request for fee waiver based on financial hardship may be protested to the Human Resources Director within five (5) calendar days from the date of the notice of such denial. A day the Department of Human Resources is closed shall not be counted as the fifth (5th) calendar day. The Human Resources Director's decision to deny a request for fee waiver based on financial hardship shall be appealable to the Civil Service Commission in accordance with Civil Service Rule 205.12.1 - Appeal of Human Resources Director's and Executive Officer's Acton, Examination Matters.

3) The Department of Human Resources shall provide the Civil Service Commission with reports on a semiannual basis on those examinations for which applicants were charged a fee pursuant to this Section 211.3.2. Such reports shall include, but not be limited to, the following information for each examination: the number of applicants; the number of fee waiver requests, denials, protests and appeals; no-show rates; and available statistical information on the sex, race or ethnic group of applicants and eligibles.

**Sec. 211.4 Human Resources Director Empowered to Act**

The Human Resources Director or his or her designee shall rule on all matters concerning the examination program in accordance with these Rules.

**Rule 211****Examinations****Article II: Examination Process and Announcement**

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Applicability: Rule 211 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

**Sec. 211.5 Announcement**

The examination announcement shall provide the qualifications, dates, duration of eligible lists, type of examination, selection procedure(s) and other particulars regarding the examinations thereon announced. Applicants must be guided solely by the announcement of the

examination(s) for which they apply. Not less than thirty (30) days prior to the issuance of this announcement, it shall be provided to the bargaining agent for review and comment. Should the document not be returned within the thirty (30) days, the department will proceed with the job announcement.

### **Sec. 211.6 Protests and Appeals of Examination Announcements**

**211.6.1** Protests concerning provisions of an announcement must be received by the Department of Human Resources/Examination Division of the Police Department within five (5) calendar days from the issuance date. A day the Exam Unit is closed shall not be counted as the fifth (5<sup>th</sup>) calendar day.

**211.6.2** The Human Resources Director or his or her designee will rule upon protests and notify the petitioners in writing.

**211.6.3** This decision is subject to appeal to the Civil Service Commission as provided elsewhere in these Rules.

### **Sec. 211.7 Reissuance of Examination Announcements**

After considering appeals submitted in accordance with this Rule, the Human Resources Director or his or her designee may reissue the announcement. When reissued, an examination announcement is not subject to the appeal procedure.

### **Sec. 211.8 Official Time Periods**

Examination announcements shall set forth time limits for determination of the qualification of applicants.

### **Sec. 211.9 Posting and Notice of Promotional Examination Announcements**

Examination announcements for a promotional examination shall be posted on the [City's official bulletin board at the Police Department and the Department of Human Resources employment opportunity website](#) and will be distributed to each Bureau and Division. The minimum posting period shall be twenty (20) calendar days prior to the beginning of the filing period. A copy of the posting will be provided to the certified bargaining representative. The Department shall develop procedures making examination announcement information available, upon request, to Police Officers detailed to outside agencies or on approved extended leaves of absence.

### **Sec. 211.10 Means of Identification**

The Human Resources Director or his or her designee shall determine the method of candidate identification to be used in all entry-level and promotional examinations.

### **Sec. 211.11 Copying of Examination Questions - Dissemination of Examination Information**

The copying of examination questions or the taking of unauthorized notes or outlines during the examination is prohibited. Dissemination of examination information including verbal dissemination of examination questions or topics is prohibited.

### **Sec. 211.12 Examination Passing Mark**

For examinations that require the use of passing marks or qualifying scores, the Human Resources Director or his or her designee shall establish the passing mark or shall determine the total number of persons to be included on the list of eligibles based on the needs of the service.

### **Sec. 211.13 Appraisal/Review Boards**

- 1) The orientation of an appraisal board may include a presentation by the department head or departmental representative which includes a description of the class for which the examination is being held, the setting of the class in the department, the critical elements or personal characteristics needed by employees in this class, and related information. The department head or representative shall not discuss any candidate with any member or members of the qualifications appraisal board at this time or any other time prior to the completion of the examination.
- 2) No fraternal rings, organization pins, or insignia of any kind shall be displayed by any candidate who appears before the board in any qualification appraisal interview.
- 3) No board member shall rate a candidate who is related to that person or rate a candidate if any strong personal or working association exists between that candidate and the board member so that it would be difficult to make an impartial rating or create a serious appearance of impropriety.
- 4) No candidate shall discuss her/his candidacy or any relationship thereto with the qualifications appraisal board members prior to the completion of all parts of the examination(s) and the final adoption of the list(s) of eligibles resulting therefrom.
- 5) No letters of reference or recommendation shall be presented to the qualifications appraisal board.
- 6) The board may consider relevant documents such as specified in the scheduling notice.
- 7) In all qualifications appraisal interviews, the same standards shall apply to all candidates who appear for the same class.
- 8) The minimum passing or qualifying rating must be related to a class, not to a single position within a multiple position class.
- 9) No applicant for public employment shall be questioned as to political views, religious beliefs, labor affiliations, race, national origin, ethnicity, age, gender identification, sexual orientation,

ancestry, marital status, medical conditions or other non-merit factors, nor will such factor be utilized in establishing minimum qualification requirements and developing examinations. Otherwise prohibited nepotism and favoritism shall be prohibited.

**10)** Recordings of qualifications appraisal reviews shall be retained only until all ratings become final and any timely appeals and litigation based thereon have been resolved. A defective recording shall not invalidate the interview unless the Human Resources Director or his or her designee find the omitted or unintelligible material critically relevant to the case, in which event the Human Resources Director or his or her designee may authorize a second interview or order a new examination.

## **Rule 211**

### **Examinations**

#### **Article III: Inspection and Appeal Procedures**

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Applicability: Rule 211 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

##### **Sec. 211.14 Rating Keys**

Rating keys shall not be available for review or inspection. Protests of written questions or answers on any examination shall not be allowed.

##### **Sec. 211.15 Inspection of Rating Keys by Review Committee**

Notwithstanding any other provision of these Rules, the examination announcement may provide for review of questions and answers thereto by a review committee. Such review committee shall be composed of three or more persons appointed by the Human Resources Director or his or her designee from among a panel of five officers submitted by the Chief of Police and shall hold a rank not less than that of the class for which the examination is being held.

##### **Sec. 211.16 Inspection and Appeal Procedures**

**211.16.1** All appeals regarding the administration of an examination component(s) must be filed in writing with the Department of Human Resources/Police Department Examination Division within five (5) calendar days of the administration of the examination component giving rise to the appeal. A day the Department of Human Resources/Exam Unit is closed shall not be counted as the fifth (5th) calendar day. These appeals which pertain to the administration of the examination shall be resolved in a single process to commence at the conclusion of the administration of the various examination components. Appeals shall be limited to allegations of malfeasance or bias during the administration of the examination.

**211.16.2** Any challenges shall be filed in writing within the time limits provided in these Rules and shall state the basis upon which the appeal is being made.

**211.16.3** All protests properly filed under this section shall be resolved in accordance with the provisions of these Rules of the Civil Service Commission. The decision of the Human Resources Director on these protests may be appealed to the Civil Service Commission. Appeals of the Director's decisions must be filed as provided elsewhere in these Rules.

**Sec. 211.16 Inspection and Appeal Procedures (cont.)**

**211.16.4** The identity of any examiner giving any mark or grade shall not be disclosed.

**Sec. 211.17 Qualifications Appraisal Interview - Procedures and Appeals**

**211.17.1** In the event of any challenge of an examiner or any ratings in qualifications appraisal interviews, all other candidates whose standing in the examination may be affected shall be notified of the challenge.

**211.17.2 Challenge of Board Members**

- 1) A board member may excuse herself or himself from rating any candidate when, in the judgment of the board member, it would be difficult to rate the candidate impartially. If possible, the excused board member shall be replaced by an alternate with the same qualifications.
- 2) Any challenge as to personal bias or competence of a person serving as an examiner in the qualifications appraisal interview based upon prior knowledge of or acquaintance with a board member shall be made by a candidate to the representative of the Department of Human Resources or authorized representative immediately prior to participation in this phase of the examination. The candidate shall then proceed with the interview. If such challenge is sustained by action of the Civil Service Commission following denial by the Human Resources Director or his or her designee, the rating by the challenged person shall not be computed in the final rating of the candidate and the rating of the candidate shall be that of the unchallenged members of the examining board.

If more than one-half of the board members are successfully challenged, then the Human Resources Director or his or her designee shall cancel this session and a new board shall be constituted, unless more than one panel of examiners has been convened for the examination, in which case the candidate shall be examined by an alternate panel of equal number.

- 3) Any appeal or challenge of the conduct of the qualifications appraisal board based on a claim of bias, malfeasance, or misfeasance of board members must be made in writing and presented to the representative of the Department of Human Resources/Police Department Examination Division within three (3) business days from when the qualifications appraisal interview was held. Challenges based on bias, malfeasance or misfeasance not filed in this two (2) day period cannot be considered. Such challenges must state the specific grounds upon which the challenge is based. Failure to state the specific grounds for the challenge shall nullify the challenge. All challenges properly filed under this section shall be resolved in accordance with the provisions of

these Rules before the identification sheets of those admitted to the oral examination are opened and scores of the participants are known.

4) The Civil Service Commission, in acting on a challenge or appeal of the conduct of the qualification appraisal board, shall consider only the applications, records, tape recordings, and questions and answers which constitute the record of the qualifications appraisal interview. The Commission will sustain protests only when the candidate presents evidence that clearly substantiates a charge of bias, malfeasance, or misfeasance.

5) The decision of the Civil Service Commission on this subject shall be final.

6) In absence of a challenge under this section or upon a decision by the Commission under this section, later challenges shall be precluded.

## **Rule 211**

### **Examinations**

#### **Article IV: Veterans Preference In Examinations**

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Applicability: Rule 211 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

#### **Sec. 211.18 Definition of Veteran for Purposes of Entitlement Under This Rule**

The term “veteran” as used in this Rule shall be as defined under Cal. Gov’t Code §18540.4, which at the time of amendment of this Rule stated: Any person who has served full time in the armed forces in time of national emergency or state military emergency or during any expedition of the armed forces and who has been discharged or released under conditions other than dishonorable.

#### **Sec. 211.19 Definition of Disabled Veteran for Purposes of Entitlement Under This Rule**

**211.19.1** For purposes of this Rule, the term “disabled veteran” shall mean any veteran as defined in Sec. 211.17, who has suffered a permanent service-connected disability that is of record in the United States Veterans Administration.

**211.19.2** Notwithstanding any preference allowed under this Rule, disabled veterans as defined above shall be afforded all rights under the Americans with Disabilities Act, including any reasonable accommodation if appropriate.

#### **Sec. 211.20 Veterans Entitlement**

##### **211.20.1 Veteran, Widow or Widower, or Domestic Partner**

A veteran as defined above in Sec. 211.17, or a widow or widower of such veteran, or, to the extent allowed by law, a person who was a domestic partner of such veteran at the time of death of the veteran, who becomes eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination or process, shall be entitled to an additional credit of five percent (5%) toward his/her entrance qualifying score.

### **Sec. 211.20 Veterans Entitlement (cont.)**

#### **211.20.2 Disabled Veteran, Widow or Widower, or Domestic Partner**

A disabled veteran as defined in Sec. 211.18.1, or a widow or widower of such veteran, or, to the extent allowed by law, a person who was a domestic partner of such veteran at the time of death of the veteran, who becomes eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination or process, shall be entitled to an additional credit of ten percent (10%) toward his/her entrance qualifying score.

#### **211.20.3 Spouse or Domestic Partner of Disabled Veteran**

Spouse or registered domestic partner of a one hundred percent (100%) disabled veteran as defined above in Sec. 211.19, who becomes eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination process, shall be entitled to an additional credit of ten percent (10%) toward his/her entrance qualifying score.

#### **211.20.4 Notice of Veteran Status**

Any individual applicant for entrance employment with the City and County of San Francisco wishing to receive Veterans Preference credit must notify the Department of Human Resources of his/her veterans status at the time he/she submits the initial job application. Veterans preference is limited to an applicant for entrance employment, however, it may be applied to either an entrance only announcement or a combined entrance and promotional announcement.

### **Sec. 211.21 Entitlement at Time of Separation from Active Duty**

An individual qualifying for veterans preference as herein defined shall be deemed entitled thereto on the date of separation from active duty in the armed forces.

### **Sec. 211.22 Entitlement Exhausted Upon Acquiring Permanent Appointment**

The exercise of said veterans preference shall be exhausted upon permanent appointment from an eligible list and the completion of the required probationary period. The application of any other veterans credits on any other examination shall be automatically cancelled.

## **Rule 212 Eligible Lists - Police Department**

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### **Rule 212**

#### **Eligible Lists - Police Department**

Applicability: Rule 212 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

#### **Article I: Administration Of Eligible Lists**

##### **Sec. 212.1 Establishment of Eligible Lists**

##### **Sec. 212.2 Discrete Eligible Lists**

##### **Sec. 212.3 Continuous Eligible Lists**

##### **Sec. 212.4 Duration of Eligibility on Continuous Lists**

##### **Sec. 212.5 Duration of Discrete Eligible Lists and Eligibility**

##### **Sec. 212.6 Extension of Eligibility**

##### **Sec. 212.7 Cancellation of Eligibility – Entrance Appointments**

##### **Sec. 212.8 Merging of Eligible Lists – Entrance Appointments**

##### **Sec. 212.9 Posting of Tentative Eligible List**

##### **Sec. 212.10 Documents Included in Inspection and Maintenance of Anonymity of Examiners**

##### **Sec. 212.11 Appeal of Tentative Eligible List**

##### **Sec. 212.12 Adoption of Eligible List**

##### **Sec. 212.13 Official Adoption Date**

##### **Sec. 212.14 Maintenance of Eligibility**

#### **Article II: Holdover Status And Return To Duty**

##### **Sec. 212.15 Holdover Status and Return to Duty**

### **Rule 212**

#### **Eligible Lists - Police Department**

**Article I: Administration Of Eligible Lists**

Applicability: Rule 212 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

**Sec. 212.1 Establishment of Eligible Lists**

Qualified participants successfully passing all phases of the examination shall be ranked on an “Eligible List” in the order of their total score.

**Sec. 212.2 Discrete Eligible Lists**

Discrete eligible lists are lists derived from examinations which are open for filing for a specific time period and in which the selection procedure is administered on a specific date or dates.

**Sec. 212.3 Continuous Eligible Lists**

A continuous eligible list may be used for a class after the Human Resources Director has designated the class as a “continuous list class.” Each time an examination for such a class is given, the names of the eligibles resulting from the examination shall be added to the existing eligible list, ranked by the eligible’s score on the examination taken. For eligibles with the same score, names shall be listed alphabetically.

**Sec. 212.4 Duration of Eligibility on Continuous Lists**

Each examination announcement for a continuous list class shall state the time period during which the names of eligibles successfully passing the examination will remain on the continuous list. This time period will be referred to as the “eligibility period.” The eligibility period of a continuous list shall not exceed forty-eight (48) months. An eligible’s name shall be removed from a continuous list at the end of the eligibility period.

**Sec. 212.5 Duration of Discrete Eligible Lists and Eligibility**

As provided in these Rules, the duration of the eligible list shall be from twenty-four (24) to forty-eight (48) months. The exact duration shall be stated on the examination announcement. If the expiration date falls on a Saturday, Sunday or legal holiday, the removal of all names shall be effective at the close of business on the following business day.

**Sec. 212.6 Extension of Eligibility**

The Human Resources Director may extend an eligible list or eligibility period for up to one (1) additional year up to and not to exceed a total of four (4) years. Eligibles shall be notified of the extension or any change in the expiration of their eligibility.

**Sec. 212.7 Cancellation of Eligibility - Entrance Appointments**

The Human Resources Director may cancel an entrance appointment eligible list after the minimum duration of six (6) months. In canceling an eligible list, the Human Resources Director shall consider, among other factors, the number of eligibles remaining, the length of time since the selection procedures were administered, and labor market availability. Eligibles and the recognized employee organization representing the affected class shall be notified.

### **Sec. 212.8 Merging of Eligible Lists - Entrance Appointments**

**212.8.1** For entrance appointments the Human Resources Director may authorize the merging of an earlier list in a class with a later eligible list in the same class.

**212.8.2** The names of eligibles from the earlier eligible list shall be interpolated with the names of eligibles on the later eligible list by score. Eligibles with the same score shall be listed in alphabetical order.

**212.8.3** The duration of the merged eligible lists shall be established as provided elsewhere in these Rules and eligibles from the earlier eligible list shall have their eligibility extended accordingly.

### **Sec. 212.9 Posting of the Tentative Eligible List**

**212.9.1** Following the completion of an examination, a tentative eligible list shall be posted for public inspection for a minimum ~~of four (4) business days, two days falling on either side of a weekend period as determined by the Human Resources Director not to be less than three (3) business days.~~ In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings.

**212.9.2** During the posting of the tentative eligible list, participants shall be allowed to inspect their scores, their examination papers, and the tentative eligible list. The tentative eligible list shall be posted on the City's official bulletin board at the Police Department employment opportunity website and will be distributed to each Bureau and Division. A copy of the posting will be provided to the certified bargaining representative.

### **Sec. 212.10 Documents Included in Inspection and Maintenance of Anonymity of Examiners**

Inspection during the posting period of the tentative eligible list shall include the eligible's application, documents supporting qualifications to participate in the examination, written answer sheet, oral rating sheet and other papers needed to verify accuracy of scores. Neither the identity of the examiner giving any mark nor grade in an examination nor the questions or answers shall be provided.

### **Sec. 212.11 Appeal of Tentative Eligible List**

During this inspection period participants shall be allowed to file protests allowed by this Rule. The inspection of the tentative eligible list, the candidate's scores and examination papers shall occur during a four (4) day period, two (2) days falling on either side of a weekend. Allowable protests of the tentative eligible list and/or scoring shall be filed during the four (4) day protest period of posting and inspection. Protests shall be limited to scoring miscalculations, typographical errors, computational errors in scoring, and the listing on a tentative eligible list of a person or persons allegedly ineligible for promotion. No protests shall be permitted that were or could have been raised at an earlier stage. The Human Resources Director shall not consider challenges merely because candidates believe they are entitled to a higher score. The decisions of the Human Resources Director on all matters related to this section shall be final and not subject to appeal to the Civil Service Commission.

### **Sec. 212.12 Adoption of Eligible List**

**212.12.1** If no appeals are received during the posting period, the eligible list shall be automatically adopted. Changes in an eligible list because of clerical or computational error shall not change the date of adoption of the eligible list.

**212.12.2** The Human Resources Director may adopt an eligible list pending the resolution of any appeal. Eligibles who are reachable for certification may be certified. The decision of the Human Resources Director shall be final and shall not be reconsidered by the Civil Service Commission.

### **Sec. 212.13 Official Adoption Date**

**212.13.1** Pending the official adoption of an eligible list, the tentative eligible list shall be posted. Any protests must be filed with the Human Resources Director/Police Department Examination Division as provided in these Rules. After the posting period and in the absence of protest on ratings, scorings or eligibility, the tentative eligible list shall automatically become official as posted.

**212.13.2** If appeals are received during the applicable filing period under these Rules, the investigation and action of the Human Resources Director or his or her designee shall be expedited so that final adoption of the eligible list is not delayed beyond sixty (60) days after the date of posting except for reasons beyond the control of the Director or his or her designee.

**212.13.3** Eligibles who, as a result of their ranking, would receive a notice of appointment regardless of the outcome of the protest(s), may be offered employment from adopted lists pending the resolution of any protest(s) and amendment of the adopted eligible list.

**212.13.4** Changes in the eligible list because of clerical errors or re-ratings or computations shall not change the date of adoption of the eligible list.

### **Sec. 212.14 Maintenance of Eligibility**

**212.14.1** Except as otherwise provided in these Rules, eligibles who fail to possess or maintain the qualifications required by law and by the terms of the examination announcement under which they participated shall forfeit their eligibility.

**212.14.2** Except for persons designated as “holdovers”, eligibles on a promotive only eligible list who are separated from the City and County service shall be removed from such eligible list. If re-employed and if the eligible list has not expired, upon written request and with the approval of the Human Resources Director, the person may be returned to the eligible list with previous rank on the list restored.

**212.14.3** The Human Resources Director is authorized to remove eligibles from an eligible list in accordance with the conditions described above.

## **Rule 212**

### **Eligible Lists - Police Department**

#### **Article II: Holdover Status And Return To Duty**

Applicability: Rule 212 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

#### **Sec. 212.15 Holdover Status and Return to Duty**

##### **212.15.1 Holdover Roster - General Requirements**

- 1) Subject to the provisions of this Rule, permanent or probationary civil service appointees who are laid off or placed on an involuntary leave of absence shall be designated as holdovers.
- 2) The names of holdovers shall be ranked on a holdover roster for the class or classes from which layoff occurs and in the order of total seniority in the class in the City and County service. Seniority prior to resignation or termination shall not be used in determining holdover rights in a class.
- 3) Holdovers shall be returned to duty in rank order from holdover rosters.
- 4) Holdovers shall, for a period of five (5) years from the date of layoff, have preference for appointment over eligibles on civil service lists, or employees requesting transfer, reinstatement, or reappointment. The Human Resources Director, upon review of all the circumstances, may extend the holdover status for such specified period of time as he/she may deem proper.
- 5) Holdover rosters shall be canvassed in the following order: first, permanent holdover rosters; then, temporary holdover rosters.
- 6) Permanent holdovers shall be returned to duty in temporary positions before temporary holdovers. Permanent holdovers shall displace any temporary or part-time exempt appointee in

the same class in any City and County department. Permanent holdovers returned to duty in temporary positions shall retain their status on the permanent holdover roster. In the event of a displacement, the least senior temporary or part-time exempt appointee in the City and County service shall be laid off first.

7) Permanent holdovers in classes with citywide seniority for layoff purposes shall be entitled to displace only the least senior permanent employee in that class in City service. Holdovers who waive such appointment shall remain on the holdover list for subsequent permanent appointment to vacant positions, but may accept a temporary position in the class, if available.

### **8) Exceptions to Return to Duty in Rank Order**

If two or more approved requisitions are on file, the Human Resources Director may permit holdovers in line for appointment, and in accordance with their standing on the roster, to select from the available requisitions the positions to which they desire appointment. In cases where holdovers on rosters who would be reached for appointment on requisitions, the Human Resources Director may consult with appointing officers and employees involved, and if it is in the best interest of the service, may offer out said positions to holdovers so as to make it possible for them to return to duty in the department from which laid off.

9) Holdovers who are notified that they are being returned to duty are required to respond to the Department of Human Resources within five (5) business days of the date of notification. The Human Resources Director may extend the time response period beyond five (5) business days. Failure of a holdover to respond within the time limits shall be considered a refusal of the offer and shall be subject to the penalty, if any, provided in this Rule.

10) Except as otherwise provided in these Rules, holdovers who fail to possess and maintain the qualifications required by law and by the terms of the examination announcement under which they participated shall forfeit their eligibility.

11) In all cases of change of address, the Department of Human Resources must be notified in writing separately for each class involved. Notice of change of address to the Post Office and/or the employee's current department only shall not be a reasonable excuse for special consideration in case of failure to respond to notice of return to duty within time limits.

12) Except as otherwise directed by the Human Resources Director, holdovers being returned to duty shall not be required to pass a new medical examination.

13) A properly completed copy of the designated report of layoff or involuntary leave of absence form shall be forwarded to the Department of Human Resources as soon as possible (in advance of the action if possible) so that the Department of Human Resources may record the action and place the employee's name on a holdover roster for immediate consideration for return to duty.

14) Late reports of layoff shall not interfere with nor affect the rights of holdovers to whom notices of return to duty have already been mailed and who have been or may be returned to duty in response to such notices except as follows: A holdover with more than five (5) years of

seniority in a class shall displace any appointee or any holdover who has been returned to duty who has less than five (5) years or seniority in the same class.

**15)** If there is no holdover roster for a class or if the holdover roster is exhausted, the Human Resources Director may authorize that a holdover be returned to duty from another holdover roster deemed suitable to temporarily provide the required service. If no other roster is available, the position shall be offered to eligibles on regular civil service eligible lists or to individuals requesting transfer, reinstatement or reappointment.

**16)** Holdovers returned to duty shall be reinstated with accrued compensatory time, if any, and with their original anniversary date for the purposes of computing sick leave and vacation benefits.

#### **212.15.2 Holdover - Temporary Appointees**

**1)** Appointees certified from an eligible list who have satisfactorily served under temporary appointment shall upon expiration of the list be designated a "temporary holdover."

**2)** Resignation from temporary appointment from a holdover roster or refusal of temporary appointment from a holdover roster cancels all temporary holdover rights in that class.

#### **212.15.3 Holdover - Permanent and Probationary Appointees**

**1)** A permanent or probationary appointee to a promotional or entrance position who is laid off shall be designated a "permanent holdover" and shall be returned to duty in a position in the class from which laid off from a holdover roster as provided in this Rule.

**2)** A permanent holdover returned to duty on a permanent basis in a department other than the one from which laid off shall serve a new probationary period.

**3)** Return to duty of a permanent holdover to a position in the class from which laid off shall be subject to the following conditions:

#### **4) Return to Duty - Department From Which Laid Off**

Permanent Vacancy - A permanent holdover who refuses an offer to return to duty on a permanent basis in the department from which laid off shall forfeit all holdover rights in that class, and shall be removed from all rosters for that class. Such refusal of return to duty shall be deemed a resignation.

Temporary Vacancy - Permanent holdovers may refuse an offer to return to duty on a temporary basis in the department from which laid off without affecting future offers to be returned to duty. Waiver of temporary appointment shall not be removed without the permission of the Human Resources Director.

#### **5) Return to Duty - Department Other Than the One From Which Laid Off**

Permanent holdovers may refuse an offer to return to duty on a permanent or temporary basis in a department other than the department from which laid off without affecting future offers to be returned to duty. Such departmental waivers shall not be withdrawn without the approval of the Human Resources Director.

6) A permanent holdover who was laid off during the probationary period and who is returned to duty in the department from which laid off shall complete the remaining period of probationary service.

7) Transferees who are laid off during the probationary period shall be ranked on the permanent holdover roster for the class in accordance with their seniority in the class in the City and County service.

8) Permanent holdovers who resign or are released during the probationary period may be returned to the holdover roster from which appointed subject to the provisions of these Rules. Such holdovers shall not displace any current permanent or probationary employees, but shall remain on the list for subsequent permanent appointment to vacant positions and may accept a temporary position in the class, if available.

## **Rule 213 Certification Of Eligibles - Police Department**

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### **Rule 213**

#### **Certification of Eligibles - Police Department**

**Applicability: Rule 213 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department**

#### **Article I: Personnel Requisitions**

##### **Sec. 213.1 Personnel Requisitions**

#### **Article II: Certification Of Eligibles**

##### **Sec. 213.2 Certification of Eligibles - General Policy**

##### **Sec. 213.3 Certification Rules**

##### **Sec. 213.4 Requirement for Secondary Criteria Applicable to All Certification Rules**

##### **Sec. 213.5 Certification Rules – General Provisions Applicable to All Certification Rules**

##### **Sec. 213.6 Certification of Entry Eligible List**

##### **Sec. 213.7 Certification of Promotive Eligible List – Rule of Ten Scores**

#### **Article III: Administration of Certification**

##### **Sec. 213.8 Response Period**

##### **Sec. 213.9 Effect of Failure to Respond**

##### **Sec. 213.10 Waivers**

##### **Sec. 213.11 Change of Address**

### **Rule 213**

#### **Certification of Eligibles - Police Department**

#### **Article I: Personnel Requisitions**

**Applicability: Rule 213 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department**

##### **Sec. 213.1 Personnel Requisitions**

**213.1.1 Requirement for Personnel Requisitions**

Whenever a position is to be filled, the appointing officer shall issue a personnel requisition on the prescribed form. Fully approved personnel requisitions shall immediately be time stamped in the order of receipt in the Department of Human Resources.

**213.1.2 Separate or Group Personnel Requisitions**

A separate personnel requisition shall be made for each permanent position to be filled. Group personnel requisitions may only be made for temporary positions.

**213.1.3 Cancellation of Personnel Requisitions**

Upon written request by the appointing officer indicating good cause, cancellation of a personnel requisition may be allowed by the Human Resources Director.

**213.1.4 Priority of Personnel Requisitions**

Except as otherwise provided in these Rules, certification shall be made in accordance with priority of approval of the personnel requisition in the Department of Human Resources or the date to report to duty, whichever is later.

**213.1.5 Flexible Staffing Personnel Requisitions**

A personnel requisition for a permanent vacancy filled by an appointee in accordance with the flexible staffing authority of the Salary Ordinance shall also be valid for subsequent certification for appointment of the same eligible, when qualified, to the class designated on the personnel requisition.

**Rule 213****Certification of Eligibles - Police Department****Article II: Certification of Eligibles**

Applicability: Rule 213 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

**Sec. 213.2 Certification of Eligibles - General Policy**

**213.2.1** The Civil Service Commission endorses and supports the broadening of the Rules governing certification of eligibles from the civil service eligible lists and considers this broadening as an increase in opportunities for appointing officers to select employees who are best suited to perform the duties of specific positions. Selection of employees from eligible lists shall be based on merit and fitness without regard to relationship, race, religion, gender, national

origin, ethnicity, age, disability, gender identity, political affiliation, sexual orientation, ancestry, marital status, color, medical condition or other non-merit factors or otherwise prohibited nepotism or favoritism. Appointing officers and their designees shall be responsible for establishing non-discriminatory selection procedures which may include by way of example but not limitation, scheduling each interested eligible for interview, reviewing application materials, conducting interviews by a diverse panel, and asking job-related questions. Appointing officer/designee shall also be responsible for maintaining documentation of selection criteria, and reviewing the proposed selection with the department's Equal Employment Opportunity Officer or with the Department of Human Resources Equal Employment Opportunity Unit. Unless otherwise instructed by the Civil Service Commission, the Police Department shall annually report to the Civil Service Commission on the selection process. In addition to the annual reports, the Department shall make regular reports as requested by the Civil Service Commission on merit system issues such as recruitment, examination, and certification and selection procedures. For further clarification, prior to the issuance of any job announcement, secondary criteria shall be presented to the Civil Service Commission for its approval in advance to insure compliance with Civil Service Commission Rules and policy and will be discussed in open session with all parties interested.

**213.2.2** Implementing this Rule, the Human Resources Director shall:

- 1) adhere to all rules, policies, procedures, and directives of the Civil Service Commission and all relevant Charter provisions of the City & County of San Francisco, and
- 2) ensure that such rules, policies, procedures, directives, and Charter provisions are adhered to by all decentralized units as delegated by the Human Resources Director, and
- 3) take any action necessary to ensure compliance with federal, state and local anti-discrimination laws, ordinances or regulations.

### **Sec. 213.3 Certification Rules**

#### **213.3.1 Rule of Three Scores**

- 1) The Department of Human Resources shall certify to the appointing officer the names of eligibles with the three (3) highest scores on the list of eligibles for the position who are available for appointment.
- 2) Except as otherwise may be provided, when there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus two (2) scores. An eligible list adopted under the Rule of Three Scores shall in all cases be exhausted when eligibles standing at less than three (3) scores are available. Use of the eligible list when there is less than the minimum certification available shall be at the discretion of the appointing officer.

#### **213.3.2 Rule of Three or More Scores**

- 1) The names of all eligibles standing at a specified number of scores with a minimum of at least those eligibles with the three (3) highest scores shall be certified to each available position.
- 2) Except as otherwise may be provided, when there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus the number of scores in the certification rule applicable to the eligible list being certified minus one.

### **213.3.3 Rule of Ten Scores**

- 1) The Department of Human Resources shall certify to the appointing officer the names of eligibles with the ten (10) highest scores on the list of eligibles for the position who are available for appointment.
- 2) Except as otherwise may be provided, when there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus nine (9) scores. An eligible list adopted under the Rule of Ten Scores shall in all cases be exhausted when eligibles standing at less than three (3) scores are available. Use of the eligible list when there is less than the minimum certification available shall be at the discretion of the appointing officer.

### **213.3.4 Rule of the List**

- 1) The names of all eligibles on the eligible list shall be certified to each available position.
- 2) An eligible list adopted under the Rule of the List shall be exhausted when there are less than one third of the number of eligibles on the original list still available, provided however, if the original list had nine (9) or fewer eligibles, at least three (3) eligibles must be available. In the event that application of the one-third formula specified above results in a fraction, the next highest number shall be used. Use of the list when there is less than the minimum certification available shall be at the discretion of the appointing officer.

## **Sec. 213.4 Requirement for Secondary Criteria Applicable to All Certification Rules**

**213.4.1** The Police Chief/Designee shall be responsible for establishing non-discriminatory selection procedures. Prior to the issuance of any job announcement, secondary criteria shall be presented to the Civil Service Commission for its approval in advance to ~~insure~~ ensure compliance with Civil Service Commission Rules and policy; and will be discussed in open session with all parties interested.

**213.4.2** Selection of an eligible within the certification shall be made under the authority and direction of the Police Chief/Designee.

**213.4.3** The Police Chief/Designee shall develop secondary criteria to guide the selection process following the certification of eligibles on the list of eligibles for the position who are available for appointment.

**213.4.4** Secondary criteria may include, but need not be limited to experience(s), training and employment history.

**213.4.5** Secondary criteria shall be job related.

**213.4.6** Secondary criteria shall not be based on relationship, race, religion, gender, national origin, ethnicity, age, disability, gender identity, political affiliation, sexual orientation, ancestry, marital status, color, medical condition, or other non-merit factors or otherwise prohibited nepotism or favoritism.

### **Sec. 213.5 Certification Rules – General Provisions Applicable to All Certification Rules**

If all eligibles at a score waive appointment or fail to respond within the time limits provided in these Rules, the appointing officer may request supplementary certification(s) from the next highest score(s).

### **Sec. 213.6 Certification of Entry Eligible List**

The entry level Certification Rule to be utilized shall be established and announced on the examination announcement. For entry level eligible lists, the Department of Human Resources shall certify to the Police Chief/Designee the names of eligibles available for appointment under the Rule of the List.

### **Sec. 213.7 Certification of Promotive Eligible List – Rule of Ten Scores**

For each referral from promotive eligible lists, the Certification Rule shall be the Rule of Ten Scores.

Rule 213

Certification of Eligibles - Police Department

### **Article III: Administration of Certification**

Applicability: Rule 213 shall apply to all classes of the Uniformed Ranks of the San Francisco Police Department

### **Sec. 213.8 Response Period**

#### **213.8.1 Notice of Inquiry**

1) Eligibles are required to respond in writing to the Department of Human Resources within a minimum period from ~~five (5) business days~~ of the date of such notice ~~not to be less than three (3) business days~~ as established by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of

technology to respond, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the selection procedures.

2) The Human Resources Director may authorize that eligibles be polled by telephone, provided however, that eligibles who cannot be reached by telephone shall not be penalized or adversely affected in any way.

### **213.8.2 Notice of Certification**

1) Eligibles are required to notify the Department of Human Resources/appointing officer or designated representative within a minimum period five (5) business days not to be less than three (3) business days after the date of such ~~Notice~~notice as determined by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to respond, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the selection procedures.

2) Eligibles are required to notify the Department of Human Resources as to their certification status within ~~seven (7) business days~~ a minimum period not to be less than three (3) business days after the Notice of Certification as determined by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to respond, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the selection procedures.

3) The Police Department is required to notify the Department of Human Resources of the results of a certification within twenty (20) business days after the date of the Notice of Certification.

### **213.8.3 Extensions**

Response period time limits may be extended by the Human Resources Director or his or her designee.

### **Sec. 213.9 Effect of Failure to Respond**

**213.9.1** An eligible who fails to respond within the time limits provided shall be placed under general waiver on the eligible list until such time as the waiver is withdrawn in accordance with these Rules.

**213.9.2** Except if the Human Resources Director determines that unusual circumstances exist which would create an undue hardship, the Police Department may be required to present the reasons for a delay in providing the results of the certification to the Civil Service Commission.

### **Sec. 213.10 Waivers**

**213.10.1 General Waivers**

An eligible may be placed in an inactive status under general waiver of certification of an eligible list as follows:

- 1) At the eligible's request. Such waivers shall be effective on the next business day.
- 2) For failure to respond to a Notice of Certification or Inquiry within the prescribed time limits.
- 3) For failure to notify the Department of Human Resources as to the eligible's status within seven (7) days following certification.
- 4) A person appointed to a permanent position shall be under general waiver for all appointments on all eligible lists for the same class. A person appointed to a temporary position shall be under general waiver for temporary appointment on all eligible lists for the same class. Such waiver may not be withdrawn unless ordered by the Human Resources Director or his or her designee.
- 5) For reasons prescribed elsewhere in these Rules.
- 6) An eligible under general waiver shall not be certified to any position on the eligible list until the eligible notifies the Department of Human Resources in writing to withdraw such waiver as prescribed in these Rules. General waivers imposed by the Human Resources Director or his or her designee may not be removed unless ordered by the Civil Service Commission, the Human Resources Director or his or her designee.

**213.10.2 Waiver of Part-Time Employment**

Any part-time position may be declared by the Human Resources Director to be under conditional waiver and eligibles may then waive certification without penalty for appointment to a full-time position. An eligible who accepts such appointment shall retain eligibility for appointment to a full-time position.

**213.10.3 Conditional Waivers**

Except as provided by the examination announcement, waiver of certification to positions with unusual employment circumstances or special conditions of employment may be imposed by:

- 1) the eligible to be effective the next business day;
- 2) the Civil Service Commission; or
- 3) the Human Resources Director or his or her designee.

Conditional waivers on an eligible list imposed by the eligible shall remain in force until withdrawn in accordance with these Rules.

**213.10.4 Effects of Waivers**

- 1) A general or conditional waiver of certification by an eligible having standing on more than one list in the same class shall apply to any existing list for the same class.
- 2) An eligible who waives certification to a position covered by conditional waivers shall not be certified to a position requiring those conditions from that list until such waiver is removed in accordance with the provisions of these Rules.
- 3) Unless otherwise provided in the examination announcement, eligibles may refuse consideration for temporary or permanent appointment from two (2) Notices of Certification. Refusal of consideration from the third (3rd) Notice of Certification shall result in removal of the eligible's name from that eligible list and all other lists in that class. The non-selection by the department of an available eligible shall not be recorded as a refusal.
- 4) Unless otherwise ordered by the Human Resources Director, if one (1) Notice of Certification is issued for more than one (1) department or position and the eligible refuses a position not previously waived, a refusal shall be recorded against the eligible's name on the list.

### **213.10.5 Withdrawal of Waivers**

- 1) Withdrawal of general or conditional waivers imposed by the eligible must be filed in writing with the Department of Human Resources.
- 2) Such requests must be received in Department of Human Resources offices before the close of business on the third (3rd) Friday of the month to be effective the first (1st) business day of the following month. In the event the third (3rd) Friday is a legal holiday, such requests must be received by the close of business on the next business day.
- 3) Withdrawal of waivers which have been imposed by the Civil Service Commission or the Human Resources Director or his or her designee may be authorized at any time and become effective the first business day of the following month unless specifically ordered otherwise.
- 4) Withdrawal of waivers shall not interfere with nor affect the rights of eligibles next in line for certification to whom the Notices of Certification have already been mailed and who have been or may be appointed in response to such notices.
- 5) Immediate withdrawal of waiver may be authorized by the Human Resources Director or his or her designee, if it is determined that such immediate withdrawal of waiver is in the best interests of the Service.

### **Sec. 213.11 Change of Address**

In all cases of change of address, the Department of Human Resources must be notified in writing separately for each class involved. Notice of changes of address to the Post Office and/or the employee's current department only shall not be a reasonable excuse for special consideration in cases of failure to respond to any notice within the time limits.

## Attachment D

### Rule Revisions Amended

**Deletions in ~~strikethrough~~ – Additions in underline**

#### Rule 302 Definitions

Applicability: Rule 302 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

**Sec. 302.1 Appointment**

**Sec. 302.2 Appointing Officer**

**Sec. 302.3 Appointment Date**

**Sec. 302.4 Bulletin Board / [City Website](#)**

**Sec. 302.5 Certification Date**

**Sec. 302.6 Charter**

**Sec. 302.7 City**

**Sec. 302.8 Civil Service Department**

**Sec. 302.9 Class**

**Sec. 302.10 Classification Plan**

**Sec. 302.11 Classified Service**

**Sec. 302.12 Commission**

**Sec. 302.13 Commissioner**

**Sec. 302.14 Department**

**Sec. 302.15 Department of Human Resources**

**Sec. 302.16 Eligible**

**Sec. 302.17 Eligible List**

**Sec. 302.18 Executive Session**

**Sec. 302.19 Human Resources Director**

**Sec. 302.20 Layoff**

**Sec. 302.21 Near List**

**Sec. 302.22 Part-Time Employment**

**Sec. 302.23 Position**

**Sec. 302.24 Post**

**Sec. 302.25 Seniority**

**Sec. 302.26 Service**

**Sec. 302.27 Start Work Date**

**Sec. 302.28 Time Periods**

**Sec. 302.29 Validation Date****Rule 302  
Definitions**

Applicability: Rule 302 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

Unless otherwise required by the context, the words listed below and as used in these Rules have the following meanings:

**Sec. 302.1 Appointment****302.1.1 Permanent Civil Service**

An appointment made as a result of a certification from an eligible list to a permanent position or to a position declared permanent.

**302.1.2 Probationary**

Status of civil service employees during a trial period following permanent appointment.

**302.1.3 Temporary Civil Service**

An appointment made to a temporary position as a result of certification from an eligible list

**302.1.4 Provisional**

An appointment to a permanent or temporary position in the absence of an available eligible or in an emergency which in either case, is time limited as provided elsewhere in these Rules.

**302.1. Exempt**

An appointment to a permanent or temporary position exempt from being filled from an eligible list in accordance with the provisions of Section 10.104 of the Charter.

**Sec. 302.2 Appointing Officer**

The head of an organizational unit having appointive authority within the organizational unit and the powers of a department head as defined by former Charter Section 3.501 as enacted into ordinance under Charter Section 18.103.

**Sec. 302.3 Appointment Date**

The date on which an appointing officer notifies the Department of Human Resources of his or her selection from a list of eligibles certified by the Department of Human Resources.

### **Sec. 302.4 Bulletin Board**

The official bulletin boards, so designated, at the Civil Service Department and Department of Human Resources, used for posting of examinations and public announcements of the Commission and Department of Human Resources.

#### **Sec 302.4.1 City Website**

The City's official employment opportunity website, so designated used for posting of examinations, recruitments, and public announcements of the Department of Human Resources.

### **Sec. 302.5 Certification Date**

The date on which the Department of Human Resources notifies an appointing officer of the name of eligible from which appointment may be made to fill a position.

### **Sec. 302.6 Charter**

The Charter of the City and County of San Francisco.

### **Sec. 302.7 City**

The City and County of San Francisco.

### **Sec. 302.8 Civil Service Department**

The administrative office of the Commission under the direction of the Executive Officer.

### **Sec. 302.9 Class**

A position or group of positions for which a common descriptive job title may be used.

### **Sec. 302.10 Classification Plan**

All the classes which have been established, the procedures for maintaining the plan, and the specifications or descriptions of each of the classes.

### **Sec. 302.11 Classified Service**

Includes all positions in the City service subject to competitive examination.

**Sec. 302.12 Commission**

The administrative body of Civil Service Commissioners empowered to enforce the civil service provisions of the Charter.

**Sec. 302.13 Commissioner**

A member of the Civil Service Commission of the City and County of San Francisco, appointed by the Mayor.

**Sec. 302.14 Department**

Organizational unit or units under one appointing officer.

**Sec. 302.15 Department of Human Resources**

The Department charged with administering the policies, Rules, and procedures of the Civil Service Commission and performing such other duties and functions as set forth in the Charter.

**Sec. 302.16 Eligible**

A person who has standing on an eligible list.

**Sec. 302.17 Eligible List**

A list of names of persons who have passed a civil service examination.

**Sec. 302.18 Executive Session**

A meeting or part of a meeting of the Commission legally held in private or with the general public excluded.

**Sec. 302.19 Human Resources Director**

Director of the Department of Human Resources.

**Sec. 302.20 Layoff**

Separation from a position because of economy, lack of funds, or lack of work.

**Sec. 302.21 Near List**

An eligible list or a holdover roster in a class similarly related to a class for which there is no eligible list from which the Human Resources Director may authorize the certification of eligibles for temporary civil service appointment.

### **Sec. 302.22 Part-Time Employment**

Part-time employment is regularly scheduled, less than full-time, permanent or temporary appointment to a permanent or temporary position.

### **Sec. 302.23 Position**

Duties and responsibilities assigned by an appointing officer to be performed by one employee.

#### **302.23.1 Permanent**

A collection of duties, regardless of the source and nature of the funds, performed by one individual, which represent the ongoing work of the City and County. Such position(s) may be either:

- 1) enumerated in the Annual Salary Ordinance for which funds have been provided on a continuing basis; or
- 2) a position declared to be permanent by action of the Human Resources Director.

#### **302.23.2 Temporary**

A position in which the duties and responsibilities exist for a maximum duration of 1040 hours except in the case of a special project, defined elsewhere in these Rules, for up to a maximum duration of 2080 hours.

#### **302.23.3 Part-Time**

Positions less than the established full-time normal schedule of hours per day or days per week.

#### **302.23.4 Exempt**

Temporary or permanent positions excluded from civil service hiring and removal procedures in accordance with the provisions of Section 10.104 of the Charter.

#### **302.23.5 As-Needed**

A temporary or provisional appointment on either a full-time or part-time work schedule against a temporary requisition designated as as-needed to cover peak workloads, emergency extra workloads, necessary relief, and other situations involving a fluctuating staff.

### **Sec. 302.24 Post**

To place on the official Bulletin Board. [To place on the official Bulletin Board or to publish on the City's official website.](#)

### **Sec. 302.25 Seniority**

#### **302.25.1 Civil Service - Permanent**

Seniority shall be determined by the date of certification which resulted in a permanent appointment to a position in a class in a department. In the event of identical dates, seniority shall be determined by rank on the eligible list, the higher eligible being the senior. Employees who resign or are terminated and subsequently are reappointed shall have their seniority determined by their new certification date following separation.

#### **302.25.2 Civil Service - Temporary (from eligible list)**

Seniority shall be determined by the date of certification which resulted in a temporary appointment to a temporary position in a class in a department. In the event of identical dates, seniority shall be determined by rank on the eligible list, the higher eligible being the senior.

#### **302.25.4 Departmental**

Seniority for shift and work assignments, vacation or holiday schedule is determined by the appointing officer and is not within the authority of the Civil Service Commission or the Department of Human Resources.

### **Sec. 302.26 Service**

The City and County of San Francisco government service, including the classified positions in the School Districts.

### **Sec. 302.27 Start Work Date**

The date on which an appointee is first reported on the timeroll as working.

### **Sec. 302.28 Time Periods**

Reference to time periods, such as one week or one month, etc., shall mean calendar days unless the Rule specifically refers to business days.

**Sec. 302.29 Validation Date**

The date on which the Department of Human Resources notifies an appointing officer that it has approved an appointment.

## **Rule 310 Examination Announcements and Applicants**

Applicability: Rule 310 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

### **Article I: Equal Employment Opportunity Policy**

### **Article II: Applications and Notice of Examinations**

### **Article III: Qualifications of Applicants**

## **Rule 310 Examination Announcements and Applicants**

### **Article I: Equal Employment Opportunity Policy**

Applicability: Article I, Rule 310 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

### **Sec. 310.1 Civil Service Commission Equal Employment Opportunity Policy Related to Examination Announcements and Application Procedures**

It is the goal and policy of the Civil Service Commission to provide equal employment opportunity for all persons, regardless of race, color, religion, creed, sex, national origin, ethnicity, age, disability or medical condition, political affiliation, sexual orientation, ancestry, marital or domestic partner status, parental status, or other non-merit factors prohibited by law.

The Human Resources Director shall conduct outreach for the purpose of announcing upcoming examinations. Outreach shall include such procedures among others as periodic mailings, job fairs, and presentations to inform the public of the employment opportunities and the examination process within the civil service merit system.

# Rule 310

## Examination Announcements and Applicants

### Article II: Applications and Notice of Examinations

Applicability: Article II, Rule 310 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### Sec. 310.2 Examination Announcement

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

#### Sec. 310.3 Protests and Appeals of Examination Announcements

Protests concerning the provisions of an announcement must be received by the Department of Human Resources within a minimum period as determined by the Human Resources Director not to be less than three (3) business days. ~~seven (7) business days from the issuance date.~~ In establishing the minimum period, the Human Resources Director shall consider, among other factors, ensuring reasonable access to the job ad, and stability and reliability of the messaging platform in sending and receiving notifications. The Human Resources Director will rule upon protests and notify petitioners in writing. This decision is subject to appeal to the Civil Service Commission as provided elsewhere in these Rules.

#### Sec. 310.4 Reissuance of Examination Announcements

After considering protests submitted in accordance with this Rule, the Human Resources Director may reissue the announcement. When reissued, an examination announcement is not subject to the protest or appeal procedure.

#### Sec. 310.5 Official Time Periods

Examination announcements shall set forth time limits for determination of the qualifications of applicants.

#### Sec. 310.6 Qualifications of Applicants

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

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

**310.6.2** Except with permission of the Human Resources Director, no employee may participate in an entrance examination carrying a lower salary schedule than that of the employee's current class. No employee may participate in an examination for a class in which the employee has current permanent appointment status except with the approval of the Human Resources Director.

### **Sec. 310.7 Application Time Periods**

**310.7.1** An applicant is a person who has filed an application for examination within the time limits specified and under the conditions specified on the examination announcement for that rank.

**310.7.2** Verification shall be the official time receipt of the Examination Unit of the Fire Department or of the Department of Human Resources. Examination announcements shall not be distributed after the end of the filing period.

### **Sec. 310.8 Notice of Examinations**

Official notice of entrance and promotional examinations will be posted ~~on at the Fire Department Examination Unit bulletin board at the Fire Department Headquarters and~~ the Department of Human Resources [employment opportunities website](#) and copies sent to affected employee organizations. A copy of the posting shall be provided to the certified bargaining representative.

**310.8.1** Notice of promotional examinations will be posted for a minimum period ~~not to be less than three (3) business days as determined by the Human Resources Director of ten (10) calendar days. In establishing the minimum period, the Human Resources Director shall consider, among other factors, number of vacancies, turn over in the classification, stability and reliability of the messaging platform in sending and receiving notifications, and equal employment opportunity and racial equity goals.~~ The Fire Department will also issue a General Order notifying uniformed members of the promotional opportunity.

**310.8.2** Requests for notice of filing dates for entrance examinations may be filed online through the Department of Human Resources website. Notifications shall be emailed at the inquirer's risk. Failure to receive a requested notification shall not result in any special consideration or remedy related to the examination process.

### **Sec. 310.9 Application Custody**

Applications and supporting documents become the property of the Department of Human Resources when received. Return of such documents shall require the approval of the Human Resources Director.

**Sec. 310.10 False Statements by Applicants**

Significant false statements, whether intentional or unintentional, made or permitted by any applicant on the application or in the selection process shall be good cause for the exclusion by the Human Resources Director of such person from any examination, the removal by the Human Resources Director of the applicant's name from the eligible list, and other action under the jurisdiction of the Human Resources Director. Such action may be appealed to the Civil Service Commission. Significant false statements shall be good cause for a recommendation by the Human Resources Director to the Fire Chief for action up to and including discharge from the City and County service.

**310.10.1** In accordance with its Charter authority, the Civil Service Commission may act on charges against an entry-level applicant when the appointing officer neglects or refuses to act.

**Sec. 310.11 Names Not to Be Made Public**

The names of applicants for any examination shall not be made public prior to announcement of the results of the examination. Names of participants who fail in any examination shall not be made public.

**Sec. 310.12 Change of Address**

In all cases of change of address after having filed an application for an examination, the Examination Unit of the Fire Department must be notified in writing separately for each class involved. Notice of change of address to the Post Office, the Department of Human Resources, the employee's current department and/or the Fire Department Assignment Office will not be a reasonable excuse for special consideration in case of failure to respond to any notice within time limits.

**Sec. 310.13 Correction of Clerical Errors in Examination Announcements**

Examination announcements may be corrected with respect to clerical errors, misprints and incorrect wording by the Human Resources Director, by posting notice of such corrections next to the original examination announcement. The issuance of examination announcements corrected under the provisions of this section shall not allow additional time for appeal of the substantive provisions contained in the original examination announcement.

# **Rule 310**

## **Examination Announcements and Applicants**

### **Article III: Qualifications of Applicants**

Applicability: Article III, Rule 310 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Sec. 310.14 Application for Examination**

Any person having the qualifications prescribed by these Rules and the terms of the examination announcement may submit himself or herself for any examination under conditions established by the Department of Human Resources.

#### **Sec. 310.15 Applicants for Entrance Positions**

Applicants for entrance positions shall be a minimum of nineteen (19) years of age at the time of the close of the application filing period, and a minimum of twenty (20) years of age at the time of appointment.

#### **Sec. 310.16 Recruitment of Candidates**

Recruitment shall be conducted to attract qualified applicants and to ensure equal employment opportunity for all persons regardless of race, color, religion, creed, sex, national origin, ethnicity, age, disability or medical condition, political affiliation, sexual orientation, ancestry, marital or domestic partner status, parental status, or other non-merit factors prohibited by law. Where appropriate or needed, the Human Resources Director shall conduct outreach and recruitment programs, including cooperative efforts with community organizations, to attract qualified applicants. When there is underrepresentation of historically disadvantaged groups for a specific class or occupational category, the Human Resources Director shall review the pool of qualified applicants. Where the pool of applicants does not reflect the demographics of the relevant labor market, and upon consideration of factors such as the number of anticipated vacancies and the level of underrepresentation, the Human Resources Director may take such action as appropriate and legal.

#### **Sec. 310.17 Promotional Applicants**

Applicants for promotional examinations shall meet the requirements of the examination announcement under which they apply and be eligible to participate in an examination on a promotive basis as defined by the examination announcement.

## **Rule 311 Examinations**

Applicability: Rule 311 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

### **Article I: Examination General Principles**

### **Article II: Examination Process**

### **Article III: Inspection and Appeal Procedure**

### **Article IV: Veterans Preference in Examinations**

## **Rule 311 Examinations**

### **Article I: Examination General Principles**

Applicability: Article I, Rule 311 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Sec. 311.1 Charter Authority**

The examination program shall be in accordance with the provisions of the Charter.

#### **Sec. 311.2 General Provisions Governing Promotional Examinations**

1. Except as specifically provided in this or other sections of these Rules, all promotions in the Uniformed Ranks of the Fire Department shall be made from the next lower permanent civil service rank or ranks attained by examination and reflected in the San Francisco Fire Department career track as outlined in the examination announcement.

**311.2.2** All promotive examinations in the Fire Department shall be job-related, valid, and consistent with State and Federal laws that promote the non-discrimination policies of the City and County of San Francisco.

#### **Sec. 311.3 Frequency of Promotional Examinations**

The Civil Service Commission shall provide for promotion in the Fire Department on the basis of examinations and tests at least once every five (5) years for each promotive position or rank in the

Fire Department. However, if a test is due and there are no vacancies or anticipated vacancies in a rank, the Human Resources Director may postpone the administration of an examination in said class until such time as vacancies are anticipated.

### **Sec. 311.4 Human Resources Director Empowered to Act**

**311.4.1** The Human Resources Director shall rule on all matters concerning the examination program in accordance with these Rules. The decisions of the Human Resources Director may be appealed to the Civil Service Commission unless specifically noted otherwise in these Rules. The decision of the Civil Service Commission is final and not subject to reconsideration.

**311.4.2** Subject to the approval of the Civil Service Commission, the Human Resources Director shall judge the adequacy of the tests to rate the capacity of the applicants to perform service for the City and County.

**311.4.3** Except for reasons beyond the Human Resources Director's control, the Department of Human Resources shall immediately commence to conduct an examination whenever a provisional appointment is made to a permanently budgeted position.

**311.4.4** Except for reasons beyond the Human Resources Director's control, the Department of Human Resources will, on a priority basis, commence to conduct examinations at least sixty (60) days prior to expiration of an eligible list where there is a demonstrated need for continuing appointments to such class.

## **Rule 311 Examinations**

### **Article II: Examination Process**

Applicability: Article II, Rule 311 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

### **Sec. 311.5 Examination of Applicants**

#### **311.5.1 Requirement for Competitive Examinations**

All applicants for positions in the classified service shall submit to examinations which shall be competitive provided, however, that no examination shall be deemed to be competitive unless three (3) or more persons shall participate. However, any such examination may be held for less than three (3) qualified applicants with the approval of the Human Resources Director, after a finding that reasonable publicity of the proposed examination has been given.

#### **311.5.2 Examination without Charge**

**311.5.2.1** Such examinations shall be without charge to the applicants.

**311.5.2.2** Pilot Exception to the Requirement that Examinations be without Charge

1) Notwithstanding Section 311.5.2.1 above, on a pilot basis for a period not to exceed thirty-six (36) months from the date of adoption, November 18, 2013, applicants for the entry-level firefighter classification may be charged a fee by an outside vendor to take a City-approved examination that is administered by that vendor. Such fee may be waived for financial hardship.

2) The decision to deny an applicant's request for fee waiver based on financial hardship may be protested to the Human Resources Director within five (5) calendar days from the date of the notice of such denial. A day the Department of Human Resources is closed shall not be counted as the fifth (5th) calendar day. The Human Resources Director's decision to deny a request for fee waiver based on financial hardship shall be appealable to the Civil Service Commission in accordance with Civil Service Rule 305.12.1 - Appeal of Human Resources Director's and Executive Officer's Action, Examination Matters.

3) The Department of Human Resources shall provide the Civil Service Commission with reports on a semiannual basis on those examinations for which applicants were charged a fee pursuant to this Section 311.5.2.2. Such reports shall include, but not be limited to, the following information for each examination: the number of applicants; the number of fee waiver requests, denials, protests and appeals; no-show rates; and available statistical information on the sex, race or ethnic group of applicants and eligibles.

4) This Section 311.5.2.2 shall become inoperable and removed on November 15, 2016 unless otherwise authorized by action of the Commission. The Rule shall be recorded and retained as part of the permanent Civil Service Commission records.

### **311.5.3 Examination Control and Employment of Examiners**

The Human Resources Director shall control all examinations and may employ suitable persons in or out of the public service to act as examiners.

### **311.5.4 Type of Examinations**

The examinations used shall measure the relative capacities of the persons examined to perform the functions, duties, and responsibilities of the class to which they seek appointment. Examinations shall consist of selection techniques which will test fairly the relative qualifications, merit and fitness of the applicants for the position to be filled. Examinations shall be used to measure job-related aptitude, knowledge, skills, and ability.

### **311.5.5 Non-Discrimination in Examinations**

During the examination, no applicant for public employment shall be questioned as to political views, religious beliefs, labor or political affiliations, race, national origin, ethnicity, age, gender

identification, sexual orientation, ancestry, marital status, medical conditions or disabilities, parental status, or other non-merit factors, nor will such factors be utilized in establishing minimum qualifications requirements and developing examinations. Nepotism and otherwise prohibited favoritism shall be prohibited.

### **Sec. 311.6 Means of Identification**

The Human Resources Director shall determine the method of candidate identification to be used in all entry-level and promotional examinations and shall ensure candidate confidentiality for the purposes of scoring.

### **Sec. 311.7 Examination Misconduct**

#### **311.7.1 Cheating or Fraud in Examinations**

It is the policy of the Civil Service Commission that examinations shall be conducted in a fair and impartial manner in order to test fairly the relative qualifications, merit, and fitness of applicants. Any person cheating, attempting to cheat, or assisting other persons in cheating in any phase of the examination process shall be prosecuted to the full extent of the Rules, the Charter and other laws. Actions to be taken by the Human Resources Director include elimination from the examination process, recommendation for dismissal and recommendation of ineligibility for future employment. Cheating shall include the use or attempted use of materials not authorized by the scheduling notice to candidates to report for the examination. Significant false statements by applicants on the application or during the selection process shall be good cause for the exclusion of such person from the examination and such other appropriate action as may be recommended by the Human Resources Director.

#### **311.7.2 Aid, Hindrance, Fraud and Collusion in Examinations**

No person or officer shall, by himself/herself or in cooperation with other persons, defeat, deceive or obstruct any person in respect to his or her right of examination; or falsely mark, grade, estimate or report upon the examination or proper standing of any person examined hereunder, or aid in so doing; or make any false representations concerning the same, or concerning the person examined; or furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person of being appointed, employed or promoted.

If any eligible secures standing on a list by fraud, concealment of fact or violation of Civil Service Commission Rules, the Human Resources Director may remove the eligible from such list and if certified, remove from certification; and if assigned to a position, shall recommend removal therefrom.

#### **311.7.3 Confidentiality of Examination Questions**

Examination questions are confidential information. Breaching this confidentiality is prohibited. Examples of breaching confidentiality include, but are not limited to the following:

- 1) The copying of examination questions or the taking of unauthorized notes or outlines during the examination.
- 2) The use of a personal tape recorder during the examination.
- 3) Dissemination of examination information including verbal dissemination of examination questions or topics.

Any person caught breaching this confidentiality shall be prosecuted to the full extent of these Rules, the Charter and other laws. Actions which may be taken by the Human Resources Director include elimination from the examination process, recommendation for dismissal, and recommendation of ineligibility for future employment.

#### **4) Appeals**

An action by the Human Resources Director on examination misconduct matters may be appealed to the Civil Service Commission as provided elsewhere in these Rules.

#### **Sec. 311.8 Qualifications Appraisal Interview - Procedures**

A Qualifications Appraisal Board is a panel of subject matter experts convened to rate candidate responses to questions that comprise an oral interview/performance examination.

**311.8.1** The orientation of the Qualifications Appraisal Board may include a presentation by the department head or departmental representative which includes a description of the class for which the examination is being held, the setting of the class in the department, the essential knowledge, skills and abilities needed by employees in this class, and other job-related information. The department head or representative shall not discuss any candidate with any member or members of the Qualifications Appraisal Board at this time or any other time prior to the completion of the examination.

**311.8.2** No fraternal rings, organization pins, or insignia of any kind shall be displayed by the board members in any qualification appraisal interview. Nor shall such rings, pins, or insignia be worn by any candidate who appears before such a board.

**311.8.3** No board member shall rate a candidate who is related to that person or rate a candidate if any strong personal or working association exists between that candidate and the board member so that it would be difficult to make an impartial rating or that it would create an appearance of impropriety.

**311.8.4** No candidate shall discuss her/his candidacy or any relationship thereto with the qualifications appraisal board members prior to the completion of all parts of the examination(s) and the final adoption of the list(s) of eligibles resulting therefrom.

**311.8.5** No letters of reference or recommendation shall be presented to the qualification appraisal board.

**311.8.6** The board may only consider relevant documents as specified in the scheduling notice. The scheduling notice is a letter sent to candidates that contains relevant examination information, such as test appointment times and dates, and test locations.

**311.8.7** The same rating standards shall apply to all candidates who appear for a qualification appraisal interview for a particular examination.

**311.8.8** The minimum passing or qualifying rating must be related to a class, not to a specific position within a class.

**311.8.9** Recordings of qualifications appraisal interviews shall be retained only until all ratings become final and any timely litigation based thereon has been resolved. A defective recording shall not invalidate the interview unless the Human Resources Director finds the omitted or unintelligible material critically relevant to the case, in which event the Human Resources Director may authorize a second interview or order a new examination.

### **Sec. 311.9 Passing Marks**

For examinations that require the use of passing marks or qualifying scores, the Human Resources Director shall establish the passing mark. No changes in the passing mark shall be made once those taking an examination have been identified by name.

## **Rule 311 Examinations**

### **Article III: Inspection and Appeal Procedure**

Applicability: Article III, Rule 311 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

### **Sec. 311.10 Rating Keys**

Rating keys shall not be available for review or inspection, except as otherwise provided in Section 311.10.1. Protests of questions or answers on any examination shall not be allowed.

#### **311.10.1 Release of Examination Questions and Rating Key**

Notwithstanding any other provision of this Rule 300 series, the test questions, rating keys, and similar information pertaining to the H-50 Assistant chief examination administered in 2010 may be disclosed by the Director of Human Resources subject to Civil Service Commission approval,

on a nondiscriminatory basis to persons scheduled to take a subsequent H-50 Assistant Chief examination to be administered following adoption of this provision.

### **Sec. 311.11 Protests and Appeals – Examination Administration**

**311.11.1** All protests regarding the administration of an examination component must be filed in writing with the Fire Department Examination Unit within seven (7) calendar days of the administration of that specific examination component. A day the Examination Unit is closed shall not be counted as a calendar day. Protests shall be limited to allegations of bias, malfeasance, or misfeasance by exam administrators.

**311.11.2** All protests properly filed under this section shall be resolved in accordance with the provisions of these Rules. The decision of the Human Resources Director on these protests may be appealed to the Civil Service Commission. Appeals of the Human Resources Director's decisions must be filed as provided elsewhere in these Rules.

### **Sec. 311.12 Qualifications Appraisal Board Interview – Challenges**

#### **311.12.1 In the Event of Challenge**

In the event of any challenge of a board member or any ratings in qualification appraisal interviews, all other candidates whose standing in the examination may be affected shall be notified of the challenge.

#### **311.12.2 Challenge of Board Members**

1) A board member may excuse herself or himself from rating any candidate when, in the judgment of the board member, it would be difficult to rate the candidate impartially. If possible, the excused board member shall be replaced by an alternate with the same qualifications.

2) Any challenge as to personal bias or competence of a person serving as a board member in the qualifications appraisal interview based upon prior knowledge of or acquaintance with a board member shall be made by a candidate to the representative of the Department of Human Resources or authorized representative immediately prior to participation in this phase of the examination. The candidate shall then proceed with the interview. If such challenge is sustained by action of the Civil Service Commission following denial by the Human Resources Director, the rating by the challenged board member shall not be computed in the final rating of the candidate and the rating of the candidate shall be that of the remaining members of the examining board.

If more than one-half of the board members are successfully challenged, then the Human Resources Director shall cancel this session and a new board shall be constituted, unless more than one board has been convened for the examination, in which case the candidate shall be examined by an alternate board of equal number.

3) Any challenge of the conduct of the qualifications appraisal board based on a claim of bias, malfeasance, or misfeasance of board members must be made in writing and submitted to the Fire Department Examination Unit within three (3) business days from when the qualifications appraisal interview was held. Challenges based on bias, malfeasance or misfeasance not filed in this two (2) day period cannot be considered. Such challenges must state the specific grounds upon which the challenge is based. Failure to state the specific grounds for the challenge shall nullify the challenge. All challenges properly filed under this section shall be resolved by the Human Resources Director in accordance with the provisions of these Rules before the examinations of the participants are scored. The protest time periods in Section 311.11 do not apply to this section.

All challenges properly filed under this section shall be resolved by the Human Resources Director in accordance with the provisions of these Rules before the examinations of the participants are scored. The protest time periods in Section 311.11 do not apply to this section.

4) The Civil Service Commission, in acting on an appeal of the qualification appraisal board, shall consider only the applications, records, tape recordings, and questions and answers which constitute the record of the qualification appraisal board interview. The Civil Service Commission will sustain challenges only when the candidate presents evidence that clearly substantiates a charge of bias, malfeasance, or misfeasance.

5) The decision of the Civil Service Commission on this subject shall be final.

6) In absence of a challenge under this section or upon a decision by the Civil Service Commission under this section, later challenges shall be precluded.

### 311.12.3 ~~Inspection-Review~~ of Ratings in Qualifications Appraisal Board Interviews by Participants

1) After the qualifications appraisal interviews for an examination are scored, the ratings shall be available for a minimum period not to be less than three (3) business days as determined~~of three (3) business days following the completion of the scoring for all participants or for some other two (2) day period set~~ by the Human Resources Director, provided that the candidates are advised of the dates, during which period each participant may inspect-review their own ratings. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, type of exam, number of eligibles, stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings. During the ~~inspection-review~~ period, participants will be able to determine how their final score was computed. The identity of the board member giving any mark or grade in a qualification appraisal interview shall not be disclosed.

2) Any challenges shall be filed in writing within the inspection period and shall be limited to:

- failure of the qualifications appraisal board to apply uniform standards; and

- any questions propounded by the board which occur during a qualifications appraisal interview which require an answer in conflict with any Federal, State, or City and County laws, rules, or regulations which apply to the government of the City and County of San Francisco, the Department of Human Resources, and/or the Civil Service Commission.

3) All challenges properly filed under this section shall be resolved in accordance with the provisions of these Rules. The Human Resources Director shall not consider challenges merely because candidates believe they are entitled to a higher score. The Human Resources Director will not substitute her/his judgment for the judgment of the qualification appraisal interviewers. Ratings by a qualification appraisal board of less than the minimum passing score shall not be raised to more than the minimum passing score.

4) No evidence or documents supportive of qualifications shall be presented to the Human Resources Director which were not presented to the qualifications appraisal board unless the candidate was denied the opportunity to do so.

5) The decision of the Human Resources Director on this subject shall be final.

6) In the absence of a challenge under this section or upon a decision by the Human Resources Director under this section, later challenges shall be precluded.

## **Rule 311**

### **Examinations**

#### **Article IV: Veterans Preference in Examinations**

Applicability: Article IV, Rule 311 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

##### **Sec. 311.13 Definition of Veteran for Purposes of Entitlement Under This Rule**

The term “veteran” as used in this Rule shall be as defined under Cal. Gov’t Code §18540.4, which at the time of amendment of this Rule stated: Any person who has served full time in the armed forces in time of national emergency or state military emergency or during any expedition of the armed forces and who has been discharged or released under conditions other than dishonorable.

##### **Sec. 311.14 Definition of Disabled Veteran for Purposes of Entitlement Under This Rule**

**311.14.1** For purposes of this Rule, the term “disabled veteran” shall mean any veteran as defined in Sec. 311.13, who has suffered a permanent service-connected disability that is of record in the United States Veterans Administration.

**311.14.2** Notwithstanding any preference allowed under this Rule, disabled veterans as defined above shall be afforded all rights under the Americans with Disabilities Act, including any reasonable accommodation if appropriate.

**Sec. 311.15 Veterans Entitlement**

**311.15.1 Veteran, Widow or Widower, or Domestic Partner**

A veteran as defined above in Sec. 311.13, or a widow or widower of such veteran, or, to the extent allowed by law, a person who was a domestic partner of such veteran at the time of death of the veteran, who becomes eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination or process, shall be entitled to an additional credit of five percent (5%) toward his/her entrance qualifying score.

**311.15.2 Spouse or Domestic Partner of Disabled Veteran**

Spouse or registered domestic partner of a one hundred percent (100%) disabled veteran as defined above in Sec. 311.14, who becomes eligible for certification from an eligible for certification from an eligible list by attaining a passing score on an entrance qualifying examination process, shall be entitled to an additional credit of ten percent (10%) toward his/her entrance qualifying score.

## **Rule 312**

### **Eligible Lists - Fire Department**

Applicability: Rule 312 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Article I: Eligible Lists - General Provisions**

#### **Article II: Protest of Tentative Eligible List**

#### **Article III: Holdover Rosters and Return to Duty**

## **Rule 312**

### **Eligible Lists - Fire Department**

#### **Article I: Eligible Lists - General Provisions**

Applicability: Article I, Rule 312 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

##### **Sec. 312.1 Establishment of Eligible Lists**

**312.1.1** The Human Resources Director may, for each examination, establish a passing mark or may determine the total number of persons who shall constitute the list of eligibles.

**312.1.2** Qualified participants successfully passing all phases of the examination shall be ranked on an "Eligible List" in the order of their total score.

##### **Sec. 312.2 Discrete Eligible Lists**

Discrete eligible lists are lists derived from examinations which are open for filing for a specific time period and in which the selection procedure is administered on a specific date or dates.

##### **Sec. 312.3 Continuous Eligible Lists**

A continuous eligible list may be used for a class after the Human Resources Director has designated the class as a "continuous list class." Each time an examination for such a class is given, the names of the eligibles resulting from the examination shall be added to the existing eligible list, ranked by the eligible's score on the examination taken. For eligibles with the same score, names shall be listed alphabetically.

##### **Sec. 312.4 Duration of Eligibility on Continuous Lists**

Each examination announcement for a continuous list class shall state the time period during which the names of eligibles successfully passing the examination will remain on the continuous list. This time period will be referred to as the "eligibility period." An eligible's name shall be removed from a continuous list at the end of the eligibility period.

##### **Sec. 312.5 Priority of Eligible Lists**

The order of priority of eligible lists regardless of adoption dates is as follows:

- 1) Promotive lists
- 2) Combined promotive and entrance lists
- 3) Entrance lists

Within each category, earlier lists have priority over later lists.

### **Sec. 312.6 Maintenance of Eligibility**

**312.6.1** Except as otherwise provided in these Rules, eligibles who fail to possess and maintain the qualifications required by law and by the terms of the examination announcement under which they participated will forfeit their eligibility.

**312.6.2** Except for persons designated as "holdovers" (see Holdover Roster and Return to Duty section of this Rule), eligibles on a promotive only eligible list who are separated from the City and County service shall be removed from such eligible list. If re-employed and if the eligible list has not expired, upon written request and with the approval of the Human Resources Director, the person may be returned to the eligible list with previous rank on the list restored.

**312.6.3** The Human Resources Director is authorized to remove eligibles from an eligible list in accordance with the conditions described above.

### **Sec. 312.7 Adoption of Eligible List**

**312.7.1** Pending the official adoption of an eligible list, a tentative eligible list shall be posted. Any protests must be filed in the office of the Department of Human Resources during the posting period. After the posting period and in the absence of protests, tentative eligible lists shall automatically become official as posted.

**312.7.2** If protests are received during the applicable filing period under these Rules, the investigation and action of the Human Resources Director shall be expedited so that final adoption of the eligible list is not delayed beyond sixty (60) days after the date of posting, except for reasons beyond the control of the Human Resources Director.

**312.7.3** The Human Resources Director may adopt an eligible list pending the resolution of any protest or appeal. Eligibles who would be reachable regardless of the outcome of the protest or appeal may be certified.

**312.7.4** Changes in an eligible list because of clerical errors or computation errors shall not change the date of adoption of the eligible list.

### **Sec. 312.8 Duration of Eligible Lists and Eligibility**

The Human Resources Director may provide in the examination announcement that the eligible lists secured thereby shall automatically expire at a date not less than two (2) or more than four (4) years after the adoption of such list.

If the expiration date falls on a Saturday, Sunday or legal holiday, the removal of all names shall be effective at the close of business on the following business day.

### **Sec. 312.9 Extension of Eligibility**

The Human Resources Director may extend an eligible list or eligibility period for up to one (1) additional year up to and not to exceed a total of four (4) years. Eligibles shall be notified of the extension or any change in the expiration of their eligibility.

**Sec. 312.10 Cancellation of Entrance Eligibility**

The Human Resources Director may cancel an entrance eligible list after the minimum duration of six (6) months. In canceling an eligible list, the Human Resources Director shall consider, among other factors, the number of eligibles remaining, the length of time since the selection procedures were administered, the Equal Employment Opportunity Policy, and labor market availability. Eligibles and the recognized employee organization representing the affected class shall be notified.

**Sec. 312.11 Merging of Entrance Eligible Lists**

**312.11.1** The Human Resources Director may authorize the merging of an earlier list in a class with a later eligible list in the same class.

**312.11.2** The names of eligibles from the earlier eligible list shall be interpolated with the names of eligibles on the later eligible list by score. Eligibles with the same score shall be listed in alphabetical order.

**312.11.3** The duration of the merged eligible lists shall be established as provided elsewhere in these Rules and eligibles from the earlier eligible list shall have their eligibility extended accordingly.

## Rule 312

### Eligible Lists - Fire Department

#### Article II: Protest of Tentative Eligible List

Applicability: Article II, Rule 312 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

##### **Sec. 312.12 Posting of Tentative Eligible List**

Following the completion of any examination, a tentative eligible list shall be posted for the inspection of the public and of participants. The tentative eligible list shall be posted at the Department of Human Resources and the Fire Department Examination Unit bulletin board at Fire Department headquarters.

##### **Sec. 312.13 Duration of Tentative Eligible List Posting Period**

The posting period shall be for for a minimum period as determined by the Human Resources Director not to be less than three (3) business days :

~~1) three (3) business days for entrance, examinations; or~~  
~~2) five (5) business days for promotional or combined entrance and promotional examinations.~~ In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to facilitate the review of ratings, technology or method used for scoring, type of exam, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the examination ratings.

##### **Sec. 312.14 Documents Included in Inspection and Maintenance of Anonymity of Examiners**

Inspection during the posting period of the tentative eligible list shall include the eligible's application, documents supporting qualifications to participate in the examination, rating sheets and other papers needed to verify accuracy of scores. Neither the identity of the examiner giving any mark or grade in an examination nor the questions or answers shall be provided.

##### **Sec. 312.15 Inspection Restricted to Examination Participants**

Only participants in the examination may review the examination documents during the posting period.

##### **Sec. 312.16 Protest Procedures**

During this posting period, participants shall be allowed to file protests allowed by this Rule. The inspection of the tentative eligible list, the candidate's scores and examination papers shall commence with the posting of the tentative eligible list. Allowable protests of the tentative eligible list and/or scoring shall be filed within four (4) business days after the initial date of posting. Protests shall be limited to scoring miscalculations, typographical errors, computational

errors in scoring, and the listing on a tentative eligible list of a person or persons allegedly ineligible for promotion. No protests shall be permitted that were or could have been raised at an earlier stage. The Human Resources Director shall not consider challenges merely because candidates believe they are entitled to a higher score. The decisions of the Human Resources Director on all matters related to this section shall be final and not subject to appeal to the Civil Service Commission.

## **Rule 312**

### **Eligible Lists - Fire Department**

#### **Article III: Holdover Rosters and Return to Duty**

Applicability: Article III, Rule 312 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Sec. 312.17 Holdover Status and Return to Duty**

##### **312.17.1 Holdover Roster - General Requirements**

- 1) Subject to the provisions of this Rule, permanent or probationary civil service appointees who are laid off or placed on an involuntary leave of absence shall be designated as holdovers.
- 2) The names of holdovers shall be ranked on a holdover roster for the class or classes from which layoff occurs and in the order of total seniority in the class in the City and County service. Seniority prior to resignation or termination shall not be used in determining holdover rights in a class.
- 3) Holdovers shall be returned to duty in rank order from holdover rosters.
- 4) Holdovers shall, for a period of five (5) years from the date of layoff, have preference for appointment over eligibles on civil service lists, or employees requesting transfer, reinstatement, or reappointment. The Human Resources Director, upon review of all the circumstances, may extend the holdover status for such specified period of time as he/she may deem proper.
- 5) Holdover rosters shall be canvassed in the following order: first, permanent holdover rosters; then, temporary holdover rosters.
- 6) Permanent holdovers shall be returned to duty in temporary positions before temporary holdovers. Permanent holdovers shall displace any temporary or part-time exempt appointee in the same class in any City and County department. Permanent holdovers returned to duty in temporary positions shall retain their status on the permanent holdover roster. In the event of a displacement, the least senior temporary or part-time exempt appointee in the City and County service shall be laid off first.
- 7) Permanent holdovers in classes with citywide seniority for layoff purposes shall be entitled to displace only the least senior permanent employee in that class in City service. Holdovers who waive such appointment shall remain on the holdover list for subsequent permanent appointment to vacant positions, but may accept a temporary position in the class, if available.
- 8) Exceptions to Return to Duty in Rank Order

If two (2) or more approved requisitions are on file, the Human Resources Director may permit holdovers in line for appointment, and in accordance with their standing on the roster, to select from the available requisitions the positions to which they desire appointment. In cases where there are holdovers on rosters who would be reached for appointment on requisitions, the Human Resources Director may consult with appointing officers and employees involved, and if it is in the best interest of the service, may offer said positions to holdovers so as to make it possible for them to return to duty in the department from which laid off.

**9)** Holdovers who are notified that they are being returned to duty are required to respond to the Department of Human Resources within five (5) business days of the date of notification. The Human Resources Director may extend the time response period beyond five (5) business days. Failure of a holdover to respond within the time limits shall be considered a refusal of the offer and forfeiture of holdover rights.

**10)** Except as otherwise provided in these Rules, holdovers who fail to possess and maintain the qualifications required by law and by the terms of the examination announcement under which they participated shall forfeit their eligibility.

**11)** In all cases of change of address, the Department of Human Resources must be notified in writing separately for each class involved. Notice of change of address to the Post Office and/or the employee's current department only, shall not be a reasonable excuse for special consideration in case of failure to respond to notice of return to duty within time limits.

**12)** Except as otherwise directed by the Human Resources Director, holdovers being returned to duty shall not be required to pass a new medical examination.

**13)** A properly completed copy of the designated report of layoff or involuntary leave of absence form shall be forwarded to the Department of Human Resources as soon as possible (in advance of the action if possible) so that the Department of Human Resources may record the action and place the employee's name on a holdover roster for immediate consideration for return to duty.

**14)** Late reports of layoff shall not interfere with nor affect the rights of holdovers to whom notices of return to duty have already been mailed and who have been or may be returned to duty in response to such notices.

**15)** If there is no holdover roster for a class or if the holdover roster is exhausted, the Human Resources Director may authorize that a holdover be returned to duty from another holdover roster deemed suitable to temporarily provide the required service. If no other roster is available, the position shall be offered to eligibles on regular civil service eligible lists or to individuals requesting transfer, reinstatement or reappointment.

**16)** Holdovers returned to duty shall be reinstated with accrued compensatory time, if any, and with their original anniversary date for the purposes of computing sick leave and vacation benefits.

### **312.17.2 Holdover - Temporary Appointees**

- 1) Appointees certified from an eligible list who have satisfactorily served under temporary appointment shall upon expiration of the list be designated a "temporary holdover."
- 2) Resignation from temporary appointment from a holdover roster or refusal of temporary appointment from a holdover roster cancels all temporary holdover rights in that class.

### **312.17.3 Holdover - Permanent and Probationary Appointees**

- 1) A permanent or probationary appointee to a promotional or entrance position who is laid off shall be designated a "permanent holdover" and shall be returned to duty in a position in the class from which laid off from a holdover roster as provided in this Rule.
- 2) A permanent holdover returned to duty on a permanent basis in a department other than the one from which laid off shall serve a new probationary period.
- 3) Return to duty of a permanent holdover to a position in the class from which laid off shall be subject to the following conditions:
  - a) Permanent Vacancy - A permanent holdover who refuses an offer to return to duty on a permanent basis in the department from which laid off shall forfeit all holdover rights in that class, and shall be removed from all rosters for that class. Such refusal of return to duty shall be deemed a resignation.
  - b) Temporary Vacancy - Permanent holdovers may refuse an offer to return to duty on a temporary basis in the department from which laid off without affecting future offers to be returned to duty. Waiver of temporary appointment shall not be removed without the permission of the Human Resources Director.
  - c) Permanent holdovers may refuse an offer to return to duty on a permanent or temporary basis in a department other than the department from which laid off without affecting future offers to be returned to duty. Such departmental waivers shall not be withdrawn without the approval of the Human Resources Director.
  - d) A permanent holdover who was laid off during the probationary period and who is returned to duty in the department from which laid off shall complete the remaining period of probationary service.
- 4) Transferees who are laid off during the probationary period shall be ranked on the permanent holdover roster for the class in accordance with their seniority in the class in the City and County service.
- 5) Permanent holdovers who resign or are released during the probationary period may be returned to the holdover roster from which appointed subject to the provisions of these Rules. Such holdovers shall not displace any current permanent or probationary employees, but shall remain

on the list for subsequent permanent appointment to vacant positions and may accept a temporary position in the class, if available.

## **Rule 313**

### **Certification of Eligibles - Fire Department**

Applicability: Rule 313 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Article I: Personnel Requisitions**

##### **Sec. 313.1 Personnel Requisitions**

#### **Article II: Certification Rules - Entry and Promotive**

##### **Sec. 313.2 Certification of Eligibles – General Policy**

##### **Sec. 313.3 Certification Rules**

##### **Sec. 313.4 Certification Rules – General Provisions Applicable to All Certification Rules**

##### **Sec. 313.5 Certification of Entry Eligible List**

##### **Sec. 313.6 Certification of Promotive Eligible List – Statistically Valid Grouping**

#### **Article III: Administration of Certifications**

##### **Sec. 313.7 Response Period**

##### **Sec. 313.8 Effect of Failure to Respond**

##### **Sec. 313.9 Waivers**

##### **Sec. 313.10 Change of Address**

# Rule 313

## Certification of Eligibles - Fire Department

### Article I: Personnel Requisitions

Applicability: Article I, Rule 313 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Sec. 313.1 Personnel Requisitions**

##### **313.1.1 Requirement for Personnel Requisitions**

Whenever a position is to be filled, the appointing officer shall issue a personnel requisition on the prescribed form. Fully approved personnel requisitions shall immediately be time stamped in the order of receipt in the Department of Human Resources.

##### **313.1.2 Separate or Group Personnel Requisitions**

A separate personnel requisition shall be made for each permanent position to be filled. Group personnel requisitions may only be made for temporary positions.

##### **313.1.3 Cancellation of Personnel Requisitions**

Upon written request by the appointing officer indicating good cause, cancellation of a personnel requisition may be allowed by the Human Resources Director.

##### **313.1.4 Priority of Personnel Requisitions**

Except as otherwise provided in these Rules, certification shall be made in accordance with priority of approval of the personnel requisition in the Department of Human Resources or the date to report to duty, whichever is later.

##### **313.1.5 Tenure of Temporary Appointments**

1) Temporary employments may be requisitioned for a period not to exceed twelve (12) months.

#### **Sec. 313.1 Personnel Requisitions (cont.)**

##### **313.1.5 Tenure of Temporary Appointments (cont.)**

2) Original personnel requisitions for less than twelve (12) months may be extended from the date of appointment but may not exceed the maximum allowable personnel requisition time. Upon completion of the allowable maximum time, the temporary appointment(s) may be extended when funds are available and when the employee continues to have standing on an eligible list for that class.

**3)** Beginning on the effective date of this Rule, the Department of Human Resources shall keep records of the number of temporary employments extended as provided in this Rule. On July 30, 1977, and each July 30 thereafter, a list of extended temporary employments for the past fiscal year shall be made available for public inspection.

#### **313.1.6 Flexible Staffing Personnel Requisitions**

A personnel requisition for a permanent vacancy filled by an appointee in accordance with the flexible staffing authority of the Salary Ordinance shall also be valid for subsequent certification for appointment of the same eligible, when qualified, to the class designated on the personnel requisition.

## **Rule 313**

### **Certification of Eligibles - Fire Department**

#### **Article II: Certification Rules - Entry and Promotive**

Applicability: Article II, Rule 313 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Sec. 313.2 Certification of Eligibles – General Policy**

**313.2.1** The Civil Service Commission endorses and supports the broadening of the Rules governing the certification of eligibles from civil service eligible lists and considers this broadening as an increase in opportunities for appointing officers to select employees who are best suited to perform the duties of specific positions and to ensure equal employment opportunity to all persons. Selection of employees from eligible lists shall be based on merit and fitness without regard to relationship, race, religion, sex, national origin, ethnicity, age, disability, gender identity, political affiliation, sexual orientation, ancestry, marital status, color, medical condition or other non-merit factors or otherwise prohibited nepotism or favoritism. Appointing officers and their designees shall be responsible for establishing non-discriminatory selection procedures which may include scheduling each interested eligible for interview, conducting interviews by a diverse panel, asking job-related questions, maintaining documentation of selection criteria, and reviewing the proposed selection with the department's Equal Employment Opportunity Officer or with the Department of Human Resources Equal Employment Opportunity Unit. Unless otherwise instructed by the Civil Service Commission, the Fire Department shall annually report to the Civil Service Commission on the selection process. In addition to the annual reports, the Department shall make regular reports as requested by the Civil Service Commission on merit system issues such as recruitment, examination, and certification and selection procedures. For further clarification, prior to the issuance of any job announcement, secondary criteria shall be presented to the Civil Service Commission for its approval in advance and will be discussed in open session with all parties interested.

#### **313.2.2 In implementing this Rule, the Human Resources Director shall:**

- adhere to all rules, policies, procedures, and directives of the Civil Service Commission and all relevant Charter provisions of the City & County of San Francisco, and
- ensure that such rules, policies, procedures, directives, and Charter provisions are adhered to by all decentralized units as delegated by the Human Resources Director, and
- take any action necessary to ensure compliance with federal, state and local anti-discrimination laws, ordinances or regulations.

#### **Sec. 313.3 Certification Rules**

##### **313.3.1 Rule of Three Scores**

- 1) The Department of Human Resources shall certify to the appointing officer the names of eligibles with the three highest scores on the list of eligibles for the position who are available for appointment.
- 2) Except as otherwise may be provided, when there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus two scores. An eligible list adopted under the Rule of Three Scores shall in all cases be exhausted when eligibles standing at less than three (3) scores are available. Use of the eligible list when there is less than the minimum certification available shall be at the discretion of the appointing officer.

### **313.3.2 Rule of Three or More Scores**

- 1) The names of all eligibles standing at a specified number of scores with a minimum of at least those eligibles with the three highest scores shall be certified to each available position.
- 2) Except as otherwise may be provided, when there are two (2) or more approved personnel requisitions on file for the same class, the number of scores certified shall be equal to the number of positions to be filled plus the number of scores in the certification rule applicable to the eligible list being certified minus one.

### **Sec. 313.3.3 Rule of the List**

- 1) The names of all eligibles on the eligible list shall be certified to each available position.
- 2) An eligible list adopted under the Rule of the List shall be exhausted when there are less than one third of the number of eligibles on the original list still available, provided however, if the original list had nine (9) or fewer eligibles, at least three (3) eligibles must be available. In the event that application of the one-third formula specified above results in a fraction, the next highest number shall be used. Use of the list when there is less than the minimum certification available shall be at the discretion of the appointing officer.

### **Sec. 313.3.4 Statistically Valid Grouping (Sliding Band)**

- 1) The Department of Human Resources shall certify to the appointing officer the names of eligibles that are within a statistically valid grouping/sliding band of scores (“grouping”).
- 2) The grouping shall be determined through the standard error of the difference (SED) of the examination multiplied by a confidence factor of 1.96. Eligibles within the grouping are considered to be of comparable knowledge, skills and abilities with respect to the areas tested on the examination.
- 3) If at any time, the highest score in the grouping is exhausted, the grouping will slide so that its upper limit rests on the highest score remaining on the list. Any additional eligibles whose scores fall within the new grouping shall be certified to available positions. The grouping shall also slide

if all eligibles at the highest score waive or fail to respond within the time limits provided in this Rule.

- 4) Charter Section 10.101 provides that the minimum rule for the certification of eligibles shall be the Rule of Three Scores. Therefore, if at any time the grouping includes fewer than three scores, then the Department of Human Resource shall certify to the appointing officer the names of eligibles with the three highest scores as described in Section 313.3.1 of this Rule.
- 5) Selection of an eligible within the grouping shall be made under the authority and direction of the appointing officer.
- 6) The appointing officer shall develop secondary criteria to guide the selection process.
- 7) Secondary criteria may include but need not be limited to experience(s), training and employment history.
- 8) Secondary criteria shall be job related.
- 9) Secondary criteria shall not be based on relationship, race, religion, gender, national origin, ethnicity, age, disability, gender identity, political affiliation, sexual orientation, ancestry, marital status, color, medical condition, or other non-merit factors or otherwise prohibited nepotism or favoritism.

#### **Sec. 313.4 Certification Rules – General Provisions Applicable to All Certification Rules**

**313.4.1** If all eligibles at a score waive appointment or fail to respond within the time limits provided in these Rules, the appointing officer may request supplementary certification(s) from the next highest score(s).

**313.4.2** The Certification Rule established at the time of the announcement may be appealed to the Civil Service Commission provided such appeal is received by the Executive Officer by close of business on the fifth (5<sup>th</sup>) working day (excluding Saturdays, Sundays, and holidays) following the postmarked mailing date of notification to the appellant. Such appeals shall be limited to an expansion of the Certification Rule beyond the Rule of Three Scores. The decision of the Civil Service Commission shall be final and no reconsideration shall be allowed. Use of the Statistically Valid Grouping under Section 313.3.4 of this Rule applied to a promotive eligible list shall not be subject to appeal.

#### **Sec. 313.5 Certification of Entry Eligible List**

The entry level Certification Rule to be utilized shall be established and announced on the examination announcement. For entry level eligible lists, the Department of Human Resources shall certify to the appointing officer the names of eligibles available for appointment under the Rule of Three Scores, Rule of Three or More Scores, Statistically Valid Grouping, or Rule of the List.

**Sec. 313.6 Certification of Promotive Eligible List – Statistically Valid Grouping**

For a promotive eligible list, the Department of Human Resources shall certify to the appointing officer the names of eligibles available for appointment in the Statistically Valid Grouping under Section 313.3.4 of this Rule.

# Rule 313

## Certification of Eligibles - Fire Department

### Article III: Administration of Certifications

Applicability: Article III, Rule 313 shall apply to all classes of the Uniformed Ranks of the San Francisco Fire Department.

#### **Sec. 313.7 Response Period**

##### **313.7.1 Notice of Inquiry**

1) Eligibles are required to respond in writing to the Department of Human Resources within a minimum period from ~~five (5) business days~~ of the date of such notice ~~not to be less than three (3) business days~~ as established by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to respond, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the selection procedures.

##### **313.7.2 Notice of Certification**

1) Eligibles are required to respond to the appointing officer or designated representative within ~~five (5) business days~~ a minimum period not to be less than three (3) business days as established by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to respond, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the selection procedures.

2) Eligibles are required to notify the Department of Human Resources as to their certification status within ~~seven (7) business days~~ a minimum period not to be less than three (3) business days after the date of the Notice of Certification as established by the Human Resources Director. In establishing the minimum period, the Human Resources Director shall consider, among other factors, availability of technology to respond, number of eligibles, the stability and reliability of the messaging platform in sending and receiving notifications, and complexity of the selection procedures.

3) Departments are required to notify the Department of Human Resources of the results of a certification within twenty (20) business days after the date of the Notice of Certification.

##### **313.7.3 Extensions**

Response period time limits may be extended by the Human Resources Director.

#### **Sec. 313.8 Effect of Failure to Respond**

**313.8.1** An eligible who fails to respond within the time limits provided shall be placed under general waiver on the eligible list until such time as the waiver is withdrawn in accordance with these Rules.

**313.8.2** Except if the Human Resources Director determines that unusual circumstances exist which would create an undue hardship, a department that fails to respond within the time limits provided may be required to present the reasons for the delay to the Commission.

### **Sec. 313.9 Waivers**

#### **313.9.1 General Waivers**

An eligible may be placed on an inactive status under general waiver of certification on an eligible list as follows:

- 1) At the eligible's written request. Such waivers shall be effective on the next business day.
- 2) For failure to respond to a Notice of Certification or Inquiry within the prescribed time limits.
- 3) For failure to notify the Department of Human Resources as to the eligible's status within seven (7) days following certification.
- 4) A person appointed to a permanent position shall be under general waiver for all appointments on all eligible lists for the same class. A person appointed to a temporary position shall be under general waiver for temporary appointment on all eligible lists for the same class. Such waiver may not be withdrawn unless ordered by the Human Resources Director.
- 5) For reasons prescribed elsewhere in these Rules.
- 6) An eligible under general waiver shall not be certified to any position on the eligible list until the eligible notifies the Department of Human Resources to withdraw such waiver in writing as prescribed in these Rules. General waivers imposed by the Commission or Human Resources Director may not be removed unless ordered by the Civil Service Commission or Human Resources Director.

#### **313.9.2 Waiver of Part-Time Employment**

Any part-time position may be declared by the Human Resources Director to be under conditional waiver and eligibles may then waive certification without penalty for appointment to a full-time position. An eligible who accepts such appointment shall retain eligibility for appointment to a full-time position.

#### **313.9.3 Conditional Waivers**

Except as provided by the examination announcement, waiver of certification to positions with unusual employment circumstances or special conditions of employment may be imposed by:

- 1) the eligible to be effective the next business day;
- 2) the Civil Service Commission; or
- 3) the Human Resources Director.

Conditional waivers on an eligible list imposed by the eligible shall remain in force until withdrawn in accordance with these Rules.

### **313.9.4 Effects of Waivers**

- 1) A general or conditional waiver of certification by an eligible having standing on more than one list in the same class shall apply to any existing list for the same class.
- 2) An eligible who waives certification to a position covered by conditional waivers shall not be certified to a position requiring those conditions from that list until such waiver is removed in accordance with the provisions of these Rules.
- 3) Unless otherwise provided in the examination announcement, eligibles may refuse consideration for temporary or permanent appointment from two (2) Notices of Certification. Refusal of consideration from the third (3<sup>rd</sup>) Notice of Certification shall result in the removal of the eligible's name from that eligible list and all other lists in that class. The non-selection by the department of an available eligible shall not be recorded as a refusal.
- 4) Unless otherwise ordered by the Human Resources Director if one (1) Notice of Certification is issued for more than one (1) department or position and the eligible refuses a position not previously waived, a refusal shall be recorded against the eligible's name on the list.

### **313.9.5 Withdrawal of Waivers**

- 1) Withdrawal of general or conditional waivers imposed by the eligible must be filed in writing with the Department of Human Resources.
- 2) Such requests must be received in Department of Human Resources offices before the close of business on the third (3<sup>rd</sup>) Friday of the month to be effective the first (1<sup>st</sup>) business day of the following month. In the event the third (3<sup>rd</sup>) Friday is a legal holiday, such requests must be received by the close of business on the next business day.
- 3) Withdrawal of waivers which have been imposed by the Commission or the Human Resources Director may be authorized at any time and become effective the first (1<sup>st</sup>) business day of the following month unless specifically ordered otherwise.
- 4) Withdrawal of waivers shall not interfere with nor affect the rights of eligibles next in line for certification to whom Notices of Certification have already been mailed and who have been or may be appointed in response to such notices.

5) Immediate withdrawal of waiver may be authorized by the Human Resources Director, if it is determined that such immediate withdrawal of waiver is in the best interests of the Service.

**Sec. 313.10 Change of Address**

In all cases of change of address, the Department of Human Resources must be notified in writing separately for each class involved. Notice of change of address to the Post Office and/or the employee's current department only shall not be a reasonable excuse for special consideration in case of failure to respond to any notice within time limits.

Organization	Website
A Philip Randolph Institute SF	<a href="http://www.aprif.org/">http://www.aprif.org/</a>
Alive & Free	<a href="https://stayaliveandfree.org/">https://stayaliveandfree.org/</a>
America Works	<a href="https://www.americaworks.com/">https://www.americaworks.com/</a>
American Red Cross	<a href="https://www.redcross.org/">https://www.redcross.org/</a>
APA Family Support Services	<a href="https://www.apafss.org/">https://www.apafss.org/</a>
Arriba Juntos	<a href="http://www.arribajuntos.org/">http://www.arribajuntos.org/</a>
Asian Women's Shelter (AWS)	<a href="https://www.sfaws.org/">https://www.sfaws.org/</a>
Aspiranet	<a href="https://www.aspiranet.org/">https://www.aspiranet.org/</a>
Athletic Scholars Advancement Program	<a href="https://missionasap.org/">https://missionasap.org/</a>
Bay Area Career Center	<a href="http://bayareacareercenter.com/">http://bayareacareercenter.com/</a>
Bay Area Community Resources	<a href="https://www.bacr.org/">https://www.bacr.org/</a>
Bay Area Community Services	<a href="https://www.bayareacs.org/">https://www.bayareacs.org/</a>
Bayview Beacon @ Burton High	<a href="https://burtonhighschool.net/departments/beacon.html">https://burtonhighschool.net/departments/beacon.html</a>
Berkeley Community Media	<a href="http://www.BETV.org">www.BETV.org</a>
Berkeley Food and Housing Project	<a href="https://bfhp.org/">https://bfhp.org/</a>
Berkeley Lab	<a href="https://www.lbl.gov/">https://www.lbl.gov/</a>
Bernal Heights Neighborhood Center	<a href="http://bernalheights.kamermans.org/adult-employ.html">http://bernalheights.kamermans.org/adult-employ.html</a>
Bill Sorro Housing Program - BiSHoP	<a href="https://bishopsf.org/">https://bishopsf.org/</a>
Brilliant Corners	<a href="https://brilliantcorners.org/">https://brilliantcorners.org/</a>
Bucklew Programs	<a href="https://bucklew.org/">https://bucklew.org/</a>
BVHP- Young Community Developers	<a href="http://www.ycdjobs.org/">http://www.ycdjobs.org/</a>
California Academy of Sciences	<a href="https://www.calacademy.org/">https://www.calacademy.org/</a>
California Department of Corrections and Rehabilitation	<a href="https://www.cdcr.ca.gov/">https://www.cdcr.ca.gov/</a>
Catholic Charities Of Santa Clara County	<a href="https://www.catholiccharitiescc.org/">https://www.catholiccharitiescc.org/</a>
Catholic Charities San Francisco	<a href="https://www.catholiccharitiesssf.org/">https://www.catholiccharitiesssf.org/</a>
Center for Employment Opportunities	<a href="https://ceoworks.org/">https://ceoworks.org/</a>
CHALK - Communities in Harmony Advocating for Learning and Kids	<a href="https://chalk.org/">https://chalk.org/</a>
Charity Cultural Services Center	<a href="https://www.sfccsc.org/">https://www.sfccsc.org/</a>
Chinatown Community Development Center	<a href="https://www.chinatowncdc.org/">https://www.chinatowncdc.org/</a>
Chinatown-Self help for the Elderly	<a href="https://www.selfhelpelderly.org/">https://www.selfhelpelderly.org/</a>
Chinese for Affirmative Action	<a href="https://caasf.org/">https://caasf.org/</a>
Chinese Progressive Association	<a href="https://cpasf.org/">https://cpasf.org/</a>

Christian Church Homes	<a href="https://www.cchnc.org/">https://www.cchnc.org/</a>
City Career Fair	<a href="https://citycareerfair.com/">https://citycareerfair.com/</a>
Code Tenderloin	<a href="https://www.codetenderloin.org/">https://www.codetenderloin.org/</a>
Collective Impact	<a href="https://www.collectiveimpact.org/">https://www.collectiveimpact.org/</a>
Community Youth Center	<a href="https://www.cycsf.org/">https://www.cycsf.org/</a>
Compass Community Service	<a href="https://www.facebook.com/CompassFamilyServices/">https://www.facebook.com/CompassFamilyServices/</a>
Compass Family Services	<a href="https://www.compass-sf.org/">https://www.compass-sf.org/</a>
Computer Technologies Program	<a href="https://www.ctpberk.org/">https://www.ctpberk.org/</a>
Covenant House California	<a href="https://covenanthousecalifornia.org">https://covenanthousecalifornia.org</a>
Covenant House California	<a href="https://covenanthousecalifornia.org/">https://covenanthousecalifornia.org/</a>
Defy Ventures, Inc. NorCal	<a href="https://defyventures.org/">https://defyventures.org/</a>
Denmark Technical College	<a href="https://www.denmarktech.edu/">https://www.denmarktech.edu/</a>
Dev/Mission	<a href="https://devmission.org/">https://devmission.org/</a>
Downtown Streets Team	<a href="https://streetsteam.org/">https://streetsteam.org/</a>
East Bay Economic Development Alliance	<a href="https://eastbayeda.org/">https://eastbayeda.org/</a>
East Oakland Community Project	<a href="https://www.eocp.net/">https://www.eocp.net/</a>
Employee Services Agency - County of Santa Clara	<a href="https://employeeservices.sccgov.org/home">https://employeeservices.sccgov.org/home</a>
Enterprise for Youth	<a href="https://enterpriseforyouth.org/">https://enterpriseforyouth.org/</a>
Episcopal Community Services	<a href="https://ecs-sf.org/">https://ecs-sf.org/</a>
EvoLibri	<a href="https://evolibri.com/">https://evolibri.com/</a>
Excelsior Works	<a href="https://www.excelsiorworks.org/">https://www.excelsiorworks.org/</a>
Faces SF	<a href="https://facesf.org/">https://facesf.org/</a>
Family Housing and Adult Resources, Inc.	<a href="http://www.fhar.org/">http://www.fhar.org/</a>
First Place for Youth	<a href="https://www.firstplaceforyouth.org/">https://www.firstplaceforyouth.org/</a>
Five Keys Charter School	<a href="https://www.fivekeyscharter.org/">https://www.fivekeyscharter.org/</a>
Friendship House	<a href="https://www.friendshiphousesf.org/">https://www.friendshiphousesf.org/</a>
GLIDE	<a href="https://www.glide.org/">https://www.glide.org/</a>
Goodwill Industries of the Greater East Bay	<a href="https://eastbaygoodwill.org/">https://eastbaygoodwill.org/</a>
GradPrentice	<a href="https://gradprentice.co.uk/">https://gradprentice.co.uk/</a>
Grip Community	<a href="https://gripcares.org/">https://gripcares.org/</a>
Ground Floor Public Affairs	<a href="https://gfpublicaffairs.com/team/">https://gfpublicaffairs.com/team/</a>
Hamilton Families	<a href="https://www.hamiltonfamilies.org/">https://www.hamiltonfamilies.org/</a>
Home Rise	<a href="https://homerisesf.org/">https://homerisesf.org/</a>

Homeless Action Center	<a href="http://homelessactioncenter.org">http://homelessactioncenter.org</a>
Homeless Church-Grace Healing Home	<a href="https://homelesschurch.org/about-us">https://homelesschurch.org/about-us</a>
Hope San Francisco	<a href="https://www.hope-sf.org/">https://www.hope-sf.org/</a>
Hospitality House	<a href="https://www.hospitalityhouse.org/">https://www.hospitalityhouse.org/</a>
Housing Authority of the County of Alameda	<a href="https://www.haca.net/">https://www.haca.net/</a>
Hunter Point Family	<a href="https://www.hunterspointfamily.org/">https://www.hunterspointfamily.org/</a>
ICA Cristo Rey Academy	<a href="https://www.icacristorey.org/">https://www.icacristorey.org/</a>
Institute on Aging	<a href="https://www.ioaging.org/">https://www.ioaging.org/</a>
Irvine Unified School District	<a href="https://iusd.org/">https://iusd.org/</a>
IUOE Stationary Engineers, Local 39	<a href="https://www.local39training.org/index.html">https://www.local39training.org/index.html</a>
Japanese Community Youth Council (JCYC)	<a href="https://www.jcyc.org/">https://www.jcyc.org/</a>
Japantown Task Force	<a href="https://www.japantowntaskforce.org/">https://www.japantowntaskforce.org/</a>
Jefferson Union High School District	<a href="https://www.juhsd.net">https://www.juhsd.net</a>
Jewish Family Community Services - East Bay	<a href="https://jfccs-eastbay.org/">https://jfccs-eastbay.org/</a>
Jewish Vocational Agency	<a href="https://www.jvs.org/">https://www.jvs.org/</a>
Kai Ming	<a href="https://kaiming.org/">https://kaiming.org/</a>
La Casa de Las Madres	<a href="https://www.lacasa.org/">https://www.lacasa.org/</a>
Larkin Street Youth Center	<a href="https://larkinstreetyouth.org/">https://larkinstreetyouth.org/</a>
Life After Next	<a href="https://www.lifeafternext.org/">https://www.lifeafternext.org/</a>
Life Long Academy	<a href="http://www.llasf.org/">http://www.llasf.org/</a>
Mercy High School	<a href="https://www.mercyhs.org/">https://www.mercyhs.org/</a>
Mission Hiring Hall	<a href="https://missionhiringhall.org/">https://missionhiringhall.org/</a>
Mission Language and Vocational School (MLVS)	<a href="https://www.mlvschool.org/">https://www.mlvschool.org/</a>
Mission Neighborhood Centers	<a href="https://mnscsf.org">https://mnscsf.org</a>
Mission Neighborhood Centers Inc.	<a href="https://mnscsf.org/">https://mnscsf.org/</a>
Mission Valley ROP	<a href="https://www.mvrop.org/mvrop">https://www.mvrop.org/mvrop</a>
Mission- Meda	<a href="https://medasf.org/">https://medasf.org/</a>
New Door	<a href="https://www.newdoor.org/">https://www.newdoor.org/</a>
Next Door Shelter - - Episcopal Community Service	<a href="https://ecs-sf.org/">https://ecs-sf.org/</a>
NOVAworks Job Center	<a href="https://novaworks.org/">https://novaworks.org/</a>
Oakland Housing Authority	<a href="http://www.oakha.org/Pages/default.aspx">http://www.oakha.org/Pages/default.aspx</a>
Oakland Private Industry Council, Inc	<a href="https://www.oaklandpic.org/">https://www.oaklandpic.org/</a>
OMI Job Center	<a href="https://www.yccjobs.org/">https://www.yccjobs.org/</a>
On Lok PACE Gee Center	<a href="https://onlok.org/">https://onlok.org/</a>

OTTP-SF	<a href="http://ottp-sf.org/">http://ottp-sf.org/</a>
Pacific Center	<a href="https://www.pacificcenter.org/">https://www.pacificcenter.org/</a>
Pacific Resource Center	<a href="https://www.pacresourcecenter.org/">https://www.pacresourcecenter.org/</a>
Peninsula Library System	<a href="https://plsinfo.org/">https://plsinfo.org/</a>
Poder	<a href="https://www.podersf.org/">https://www.podersf.org/</a>
Project Homeless Connect	<a href="https://www.projecthomelessconnect.org/">https://www.projecthomelessconnect.org/</a>
Providence Church Shelter	<a href="https://www.providencebaptistchurchsf.org/">https://www.providencebaptistchurchsf.org/</a>
RAMS Inc.	<a href="https://ramsinc.org/">https://ramsinc.org/</a>
Restorative Justice Ministry	<a href="https://svdpsm.org/programs/restorative-justice-ministry/">https://svdpsm.org/programs/restorative-justice-ministry/</a>
Richmond Neighborhood Center	<a href="https://richmondssf.org/">https://richmondssf.org/</a>
Rosalie House Emergency Shelter	<a href="https://svdp-sf.org/rosalie-house/">https://svdp-sf.org/rosalie-house/</a>
Rubicon Programs	<a href="https://rubiconprograms.org/">https://rubiconprograms.org/</a>
San Francisco Bike Coalition	<a href="http://www.sfbike.org">www.sfbike.org</a>
San Francisco Clean City Coalition	<a href="https://www.sfcleancity.com/">https://www.sfcleancity.com/</a>
San Francisco Community Health Center	<a href="https://sfcommunityhealth.org/">https://sfcommunityhealth.org/</a>
San Francisco Conservation Corps	<a href="https://www.sfcc.org/">https://www.sfcc.org/</a>
San Francisco Human Services Network	<a href="https://www.sfnhsn.org/">https://www.sfnhsn.org/</a>
San Francisco Lesbian Gay Bisexual Transgender (LGBT) Community Center	<a href="https://www.sfcenter.org/">https://www.sfcenter.org/</a>
San Francisco Unified School District	<a href="https://www.sfusd.edu/">https://www.sfusd.edu/</a>
San Francisco Youth Commission	<a href="https://sfgov.org/youthcommission/">https://sfgov.org/youthcommission/</a>
San Francisco YouthWorks	<a href="https://www.jcycworkhub.org/programs/youthworks">https://www.jcycworkhub.org/programs/youthworks</a>
San Mateo Office of Community Affairs	<a href="https://cmo.smcgov.org/community-affairs">https://cmo.smcgov.org/community-affairs</a>
Saved by Grace	<a href="https://www.savedbygracesf.org/what-we-do">https://www.savedbygracesf.org/what-we-do</a>
Self-Help for the Elderly	<a href="https://www.selfhelpelderly.org/">https://www.selfhelpelderly.org/</a>
Seneca Family of Agencies	<a href="https://senecafoa.org/">https://senecafoa.org/</a>
Senior and Disability Action	<a href="https://sdaction.org/">https://sdaction.org/</a>
Sequoia Union High School District	<a href="https://www.seg.org/">https://www.seg.org/</a>
Service Employees International Union (SEIU)	<a href="https://www.seiu1021.org/">https://www.seiu1021.org/</a>
Service League of San Mateo County	<a href="https://serviceleague.org/">https://serviceleague.org/</a>
Seven Tepees Youth Program	<a href="https://www.seventepees.org/">https://www.seventepees.org/</a>
SF Card	<a href="https://www.sfcard.org/">https://www.sfcard.org/</a>
SF Goodwill	<a href="https://sfgoodwill.org/">https://sfgoodwill.org/</a>
Soma Comprehensive Job Center-Goodwill	<a href="https://sfgoodwill.org/jobs/career-center/">https://sfgoodwill.org/jobs/career-center/</a>

Sonic	<a href="https://www.sonic.com/">https://www.sonic.com/</a>
Southeast Asian Community Center	<a href="http://www.seaccusa.org/">http://www.seaccusa.org/</a>
Southeast Asian Development Center	<a href="https://seadcenter.org/">https://seadcenter.org/</a>
St. Anthony's Foundation	<a href="https://www.stanthonyssf.org/">https://www.stanthonyssf.org/</a>
Stepping Stone Growth Center	<a href="http://steppingstonesgrowth.org/">http://steppingstonesgrowth.org/</a>
Streets Team	<a href="https://www.streetssteam.org/">https://www.streetssteam.org/</a>
Success Centers	<a href="https://successcenters.org/">https://successcenters.org/</a>
Tenderlion Housing Clinic	<a href="https://www.thclinic.org/">https://www.thclinic.org/</a>
Tenderloin -Hospitality House	<a href="https://www.hospitalityhouse.org/">https://www.hospitalityhouse.org/</a>
Tenderloin Nighborhood Development Corporation	<a href="https://www.tndc.org/about/team">https://www.tndc.org/about/team</a>
The California Wellness Foundation	<a href="https://www.calwellness.org/">https://www.calwellness.org/</a>
The Salvation Army	<a href="https://westernusa.salvationarmy.org/">https://westernusa.salvationarmy.org/</a>
The San Francisco African American Chamber of Commerce	<a href="https://www.sfaacc.org/">https://www.sfaacc.org/</a>
The San Francisco Clean City Coalition	<a href="https://www.sfcleancity.com/employment-training-1">https://www.sfcleancity.com/employment-training-1</a>
The Superior Court of California - County of San Francisco	<a href="https://www.sfsuperiorcourt.org/">https://www.sfsuperiorcourt.org/</a>
Treasure Island Development Authority	<a href="https://sftreasureisland.org">https://sftreasureisland.org</a>
Upwardly Global	<a href="https://www.upwardlyglobal.org/">https://www.upwardlyglobal.org/</a>
Vietnamese American Community Center of the East Bay	<a href="https://www.vacceb.net/">https://www.vacceb.net/</a>
Vietnamese Youth Development Center	<a href="http://www.vydc.org">www.vydc.org</a>
Visitacion Valley - Faces SF	<a href="https://facesf.org/">https://facesf.org/</a>
Wardrobe for Opportunity	<a href="https://www.wardrobe.org/">https://www.wardrobe.org/</a>
WeHope	<a href="https://www.wehope.org/">https://www.wehope.org/</a>
Western Addition - Success Center	<a href="https://successcenters.org/">https://successcenters.org/</a>
Women's Daytime Drop-In Center	<a href="https://www.womensdropin.org/">https://www.womensdropin.org/</a>
Wu Yee Children's Services	<a href="https://www.wuyee.org/">https://www.wuyee.org/</a>
YMCA of San Francisco (BVHP)	<a href="https://www.ymcasf.org/">https://www.ymcasf.org/</a>
YMCA of San Francisco (BVHP) - Workforce Development	<a href="https://www.ymcasf.org/bvhp-workforce-development">https://www.ymcasf.org/bvhp-workforce-development</a>
YMCA of San Francisco (Embarcadero) - Human Resources	<a href="https://www.ymcasf.org/locations/embarcadero-ymca">https://www.ymcasf.org/locations/embarcadero-ymca</a>
Young Community Developers	<a href="https://www.ycdjobs.org/">https://www.ycdjobs.org/</a>
Young Women Freedom Center	<a href="https://www.youngwomenfree.org/">https://www.youngwomenfree.org/</a>