



City of San Diego  
Civil Service Commission

**CLOSED SESSION AGENDA**

Sunday Gover, President  
Nicolaz Portillo, Vice President  
Samuel Merrill, Commissioner  
Will Moore, Commissioner  
Trang Pham, Commissioner

Thursday, May 2, 2024, at 12:00 p.m.  
Civil Service Commission Room  
Civic Center Plaza  
1200 Third Avenue, Suite 300  
San Diego, California 92101

Virtual Participation: <https://sandiego.zoomgov.com/j/1602402238>

To join by telephone: Dial 1-669-254-5252. When prompted, input Webinar ID: 160 240 2238#

**Public Comment and Phone-In Testimony During Civil Service Commission Meetings:**

Members of the public may participate in Civil Service Commission meetings in person or virtually using the Zoom Webinar platform (please note, virtual participation is limited to 100 participants). Members of the public can offer public comment on agenda items or during Non-Agenda Public Comment by accessing the meeting online using a desktop computer, laptop, tablet, or Smartphone, or by calling into the meeting using a Smartphone, cellular phone, or land line. **To raise your hand via a phone-in, please press \*9 and unmute when called upon by pressing \*6.** If you are participating via the webinar platform, please press the raise your hand icon and the unmute button when prompted.

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**CLOSED SESSION**

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***NOTE: The Commission will convene at 12:00 p.m. to hear public comment of the Closed Session Agenda. Public testimony for the Closed Session Agenda will be taken before adjourning into closed session. At the close of public comment, the Commission will adjourn the public session and go into closed session. The regular meeting will begin at 1:00 p.m.***

The Commission will meet in Closed Session with the following agenda:

1. PUBLIC EMPLOYEE: Deliberation on disciplinary appeal pursuant to California Government Code Section 54957 – Erek Estrada
2. PUBLIC EMPLOYEE: Deliberation on disciplinary appeal pursuant to California Government Code Section 54957 – Luis Ojeda
3. PUBLIC EMPLOYMENT – Appeal of employment disqualifications pursuant to California Government Code section 54957(b)(1):  
Douglass L. Chancey III, appealing their conviction record disqualification for the position of Laborer.
4. PUBLIC EMPLOYMENT – Appeal of employment disqualifications pursuant to California Government Code section 54957(b)(1):  
Fernando D. Denogean, appealing their conviction record disqualification for the position of Grounds Maintenance Worker II.
5. PUBLIC EMPLOYMENT – Appeal of employment disqualifications pursuant to California Government Code section 54957(b)(1):  
Cristian O. Ortiz, appealing their conviction record disqualification for the position of Laborer.



City of San Diego  
Civil Service Commission

**AGENDA**

Sunday Gover, President  
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Trang Pham, Commissioner

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**ITEMS FOR ACTION**

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**INTRODUCTION**

**ACTION TAKEN/PENDING**

1. Roll Call.

**NON-AGENDA PUBLIC COMMENT**

This portion of the agenda provides an opportunity for members of the public to address the Commission on items of interest within the jurisdiction of the Commission. (Comments relating to items on today's docket are to be taken at the time the item is heard.)

Time allotted to each speaker is determined by the Chair. Comments are limited to no more than five (5) minutes **total per subject** regardless of the number of those wishing to speak. Pursuant to the Brown Act, no discussion or action, other than a referral, shall be taken by the Commission on any issue brought forth under "Non-Agenda Public Comment."

**CONSENT AGENDA (Items 2 through 15 can be approved with one motion.)**

2. Approval of the minutes for the regular meeting and closed session meeting of April 4, 2024.
3. Approval of Exceptional Merit Increase for Carrie Ann Carranza, Golf Operations Assistant.
4. Approval of Exceptional Merit Increase for Christopher D. Miller, Code Compliance Officer.
5. Approval of Exceptional Merit Increase for Ravin S. Pacheco, Administrative Aide II.

6. Angela R. Linneman, City Attorney Investigator II, Office of the City Attorney, for a three-month special leave without pay ending June 11, 2024, with their job to be saved.  
Hire Date: June 12, 2023  
Reason: Medical.  
Department Recommendation: Approval.
7. Diana Penaloza, Dispatcher II, Police Department, for a one-year special leave without pay ending May 7, 2025, with their name to be placed on the eligible list for Dispatcher II.  
Hire Date: October 12, 2015  
Reason: Personal.  
Department Recommendation: Approval.
8. DaShawn A. Peterson, Utility Worker I, Transportation Department, for a two-month special leave without pay ending July 1, 2024, with their job to be saved.  
Hire Date: April 20, 2019  
Reason: Personal.  
Department Recommendation: Approval.
9. Arthur Ray Sesma Jr., Cement Finisher, Transportation Department, for a three-month special leave without pay ending June 1, 2024, with their job to be saved.  
Hire Date: January 11, 2010  
Reason: Loss of Class C driver license.  
Department Recommendation: Approval.
10. Monzerrat Tavera Perez, Office Support Specialist, Police Department, for a one-year special leave without pay ending May 14, 2025, with their name to be placed on the eligible list for Office Support Specialist.  
Hire Date: January 9, 2021  
Reason: Military enlistment.  
Department Recommendation: Approval.
11. Brent R. Duclos, Supervising Management Analyst, Department of Information Technology, for a leave of absence from the Classified Service effective August 7, 2023, while temporarily filling an unclassified position with their job to be saved. If selected for permanent appointment, this leave will be modified from job saved to name on eligible list.

12. Nicole N. McNeil, District Manager, Parks and Recreation Department, for a leave of absence from the Classified Service effective February 3, 2024, while filling an unclassified position with their name to be placed on the appropriate eligible list.
13. Request from the Interim Personnel Director to merge the current Legislative Recorder I eligible list (T11449) with the new Legislative Recorder I eligible list (T11858).
14. Request from the Interim Personnel Director to merge the current Legislative Recorder II eligible list (T11450) with the new Legislative Recorder II eligible list (T11859).
15. Request from the Interim Personnel Director to merge the current Senior Wastewater Plant Operator eligible list (T11313) with the new Senior Wastewater Plant Operator eligible list (T11856).

**LEAVES OF ABSENCE WITHOUT PAY – DISCUSSION**

16. Hanadi A. Arjan, Customer Services Representative, Public Utilities Department, for a six-month (second extension) special leave without pay ending September 19, 2024, with their job to be saved.  
Hire Date: May 27, 2014  
Reason: Childcare.  
Department Recommendation: Modification to name on eligible list.
17. Luis A. Carrillo, Parking Enforcement Officer I, Police Department, for a one-year special leave without pay ending April 11, 2025, with their job to be saved.  
Hire Date: December 3, 2018  
Reason: Outside employment.  
Department Recommendation: Modification to name on eligible list.

18. Angela M. Shelton, Recreation Center Director II, Parks and Recreation Department, for a one-year (second extension) special leave without pay ending March 21, 2025, with their name to be placed on the eligible lists for Recreation Center Director II, Recreation Center Director I, Assistant Recreation Center Director, Recreation Leader II, and Recreation Leader I.  
Hire Date: March 19, 2015  
Reason: Family care and maintain employment eligibility.  
Department Recommendation: Approval.

### **POLICY ITEMS – DISCUSSION**

19. Staff recommendations on overtime eligibility for new classifications.

#### **Eligible for Premium Rate Overtime**

- 1) Associate Emergency Services Coordinator
- 2) Insurance Analyst I
- 3) Insurance Analyst II
- 4) Supervising Polygrapher

#### **Not Eligible for Overtime**

- 1) Principal Planner

### **INFORMATIONAL ITEMS**

20. Report on limited and restricted appointments and special shift differential positions for CY 2023.
21. Request from Commissioner Moore for a report from the Interim Personnel Director.
22. Request from Commissioner Moore inviting the Chief Operating Officer, or their designee, to address the Civil Service Commission.

### **UNFINISHED BUSINESS**

23. Requests from the Performance and Analytics Department to exempt two Program Coordinator positions from the Classified Service.

### **NEW BUSINESS**

**CITY OF SAN DIEGO  
MINUTES OF THE MEETING OF THE  
CIVIL SERVICE COMMISSION**

Thursday, April 4, 2024, at 1:00 p.m.  
Council Closed Session Room – 12<sup>th</sup> Floor  
City Administration Building  
202 C Street  
San Diego, California 92101

- A. The regular business meeting of the Civil Service Commission was called to order by Vice President Nicolaz Portillo at 1:00 p.m. Also present were Commissioner Sam Merrill and Commissioner Will Moore. President Sunday Gover and Commissioner Trang Pham were absent.
  
- B. The staff was represented by Interim Personnel Director David Dalager, Assistant Personnel Director Anne Lamén Aban, and Assistant to the Director Saba O’Neal. Serving as legal advisor to the Commission was Deputy City Attorney David Karlin.





City of San Diego  
Civil Service Commission

**MINUTES**

Sunday Gover, President  
Nicolaz Portillo, Vice President  
Samuel Merrill, Commissioner  
Will Moore, Commissioner  
Trang Pham, Commissioner

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**ITEMS FOR ACTION**

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**INTRODUCTION**

1. Roll Call.

**ACTION TAKEN/PENDING**

**NON-AGENDA PUBLIC COMMENT**

This portion of the agenda provides an opportunity for members of the public to address the Commission on items of interest within the jurisdiction of the Commission. (Comments relating to items on today’s docket are to be taken at the time the item is heard.)

MEA Labor Relations Manager Nick Wright spoke about the exemption of positions from the Classified Service.

Time allotted to each speaker is determined by the Chair. Comments are limited to no more than five (5) minutes **total per subject** regardless of the number of those wishing to speak. Pursuant to the Brown Act, no discussion or action, other than a referral, shall be taken by the Commission on any issue brought forth under “Non-Agenda Public Comment.”

**CONSENT AGENDA (Items 2 through 18 can be approved with one motion.)**

2. Approval of the minutes for the regular meeting and closed session meeting of March 7, 2024.

Commissioner Moore made a motion to approve Items 2 through 18, except Item 15, which was pulled from the consent agenda.  
Commissioner Merrill seconded the motion.  
Approved 3-0.
3. Approval of Exceptional Merit Increase for Timothy M. Anderson, Senior Planner (Option Class: Code Enforcement Coordinator).
4. Approval of Exceptional Merit Increase for Elizabeth Brennan, Senior Planner (Option Class: Code Enforcement Coordinator).
5. Approval of Exceptional Merit Increase for Christopher N. Cardwell, Senior Planner (Option Class: Code Enforcement Coordinator).
6. Approval of Exceptional Merit Increase for Gilbert C. Gomez, Building Service Technician.
7. Approval of Exceptional Merit Increase for Jerry Jakubauskas, Project Officer II.
8. Approval of Exceptional Merit Increase for Wei Liu, Public Information Clerk.
9. Jeffrey L. Nary, Library Assistant I, Library Department, for a one-year special leave without pay ending March 15, 2025, with their name to be placed on the eligible list for Library Assistant I.  
Hire date: April 1, 2023  
Reason: Medical.  
Department Recommendation: Approval.
10. Ryan Barbrick, Supervising Management Analyst, Parks and Recreation Department, for a leave of absence from the Classified Service effective February 3, 2024, while filling an unclassified position with their name to be placed on the appropriate eligible list.

11. Tanner L. French, Senior Traffic Engineer, Development Services Department, for a leave of absence from the Classified Service effective September 1, 2023, while temporarily filling an unclassified position with their job to be saved. If selected for permanent appointment, this leave will be modified from job saved to name on eligible list.
12. Victor P. Nava, District Manager, Parks and Recreation Department, for a leave of absence from the Classified Service effective September 9, 2023, while temporarily filling an unclassified position with their job to be saved. If selected for permanent appointment, this leave will be modified from job saved to name on eligible list.
13. Request from the Engineering and Capital Projects Department to exempt three Assistant Deputy Director positions from the Classified Service.
14. Request from the Office of the City Attorney to exempt a Program Manager position from the Classified Service.
15. Requests from the Performance and Analytics Department to exempt two Program Coordinator positions from the Classified Service.
16. Request from the San Diego City Employees' Retirement System to exempt a Program Coordinator position from the Classified Service.
17. Request from the Interim Personnel Director to merge the current HVACR Technician (T10048) eligible list with the new HVACR Technician (T11848) eligible list.

Commissioner Moore made a motion to continue this item to the May 2, 2024, meeting.  
Commissioner Merrill seconded the motion.  
Approved 3-0.  
Speaking for staff was Rachel McDonald-Hernandez.  
Speaking for MEA was Nick Wright.  
Speaking for the Performance and Analytics Department was Kirby Brady.

18. Request from the Interim Personnel Director to merge the current Disposal Site Representative (T10692) eligible list with the new Disposal Site Representative (T11847) eligible list.

**LEAVES OF ABSENCE WITHOUT PAY – DISCUSSION**

19. Matthew J. Noakes, Wastewater Plant Operator, Public Utilities Department, for a one-year special leave without pay ending February 28, 2025, with their job to be saved.  
Hire Date: September 25, 2017  
Reason: Medical.  
Department Recommendation: Modification to name on eligible list.
20. John B. Sullivan, Police Sergeant, Police Department, for a one-year special leave without pay ending March 1, 2025, with their job to be saved.  
Hire Date: October 19, 2007  
Reason: Family care.  
Department Recommendation: Modification to name on eligible list.

Commissioner Moore made a motion to approve the request with modification to name on eligible list. Commissioner Merrill seconded the motion.  
Approved 3-0.  
Speaking for staff was Jennifer Lamas-Villanueva.

Commissioner Moore made a motion to approve the request with modification to name on eligible list. Commissioner Merrill seconded the motion.  
Approved 3-0.  
Speaking for staff was Jennifer Lamas-Villanueva.

**POLICY ITEMS – DISCUSSION**

21. Vote to authorize job description and proposed salary range for Personnel Director for recruiting purposes.
22. Vote to authorize Ad Hoc Committee on Personnel Director recruitment to continue in service and manage the next stage of the search and interview process for a Personnel Director as follows:
  - a) Direct the Human Resources (HR) Department to post job announcements (see proposed job announcement) in such places as satisfy City requirements and that HR and the Ad Hoc Committee feel would result in the best applicant pool;

Commissioner Moore made a motion to authorize the Ad Hoc Committee to work with the Human Resources Department to determine a salary range for the position and to include in the job description a commitment to diversity, equity, and inclusion.  
Vice-President Portillo seconded the motion.  
Approved 3-0.

Commissioner Moore made a motion to approve the agenda item with some modifications: revise subsections a and b to replace “direct” with “authorize” as it relates to the Human Resources Department; and add a statement regarding a commitment to diversity, equity, and inclusion in the job announcement.  
Commissioner Merrill seconded the motion.

- b) Direct Human Resources to collect responses from applicants and compile the top 5 to 15 applications for review by the Ad Hoc Committee;
- c) Authorize the Ad Hoc Committee to interview such selection of applicants (but no fewer than three) as the Ad Hoc Committee deems appropriate based on the written applications;
- d) Authorize the Ad Hoc Committee to report to the Civil Service Commission a summary of its work and the results of the interviews, and a recommendation for hiring.

Approved 3-0.  
Speaking for the Human Resources Department was Julie Rasco.

**INFORMATIONAL ITEMS**

23. Request from Commissioner Moore for a report from the Interim Personnel Director.

Information item only. Memo was sent to department heads and posted on the Personnel Department's intranet site formalizing how to request a new recruitment when the eligible list has been exhausted; how to increase the number of vacancies on a certification list when the eligible list has expired; and how to submit requisitions for future vacancies. Senior staff in Personnel have been making presentations to hiring departments regarding peer-sourced process improvements, technology improvements, and future improvements. Request to fill process by City Administration will extend hiring timelines. The vacancy rate for the Classified service was down to 12.5% as of March 2024. Speaking for staff was David Dalager.

24. Request from Commissioner Moore inviting the Chief Operating Officer, or their designee, to address the Civil Service Commission.

No report.

**NEW BUSINESS**

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**ADJOURNMENT**

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At 1:00 p.m., the meeting commenced.

There being no further business, the meeting was adjourned at 1:35 p.m.

Nicolaz Portillo, Vice President



THE CITY OF SAN DIEGO

## M E M O R A N D U M

DATE: April 26, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Exceptional Merit Increase for Carrie Ann Carranza, Golf Operations Assistant

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The Parks and Recreation Department is requesting an Exceptional Merit Increase be granted in conjunction with a regular merit increase for Carrie Ann Carranza, Golf Operations Assistant, effective November 11, 2023, from "C" step (\$21.38/hr.) to "E" step (\$23.38/hr.).

Staff has reviewed this request in accordance with Personnel Manual Index Code H-8 and recommends approval.

A handwritten signature in blue ink that reads "David Dalager".

David Dalager  
Interim Personnel Director

DD:DD:es

Attachment: 1. Request for Exceptional Merit Increase

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**REQUEST FOR EXCEPTIONAL MERIT INCREASE**

INSTRUCTIONS: PROVIDE ALL INFORMATION REQUESTED BELOW AND FORWARD ORIGINAL TO THE PERSONNEL DEPARTMENT. SUBMITTING DEPARTMENTS SHOULD KEEP A COPY OF THIS FORM FOR THEIR RECORDS.

EMPLOYEE NAME: CARRIE ANN CARRANZA ✓	EMPLOYEE PERNR:	JOB: GOLF OPERATIONS ASSISTANT ✓
DEPARTMENT NAME: PARKS AND RECREATION	LAST PERFORMANCE EVALUATION: 6/29/2023	PREVIOUS EXCEPTIONAL MERIT INCREASES GRANTED TO EMPLOYEE IN HIS/HER PRESENT JOB:
PERSONNEL AREA NO: 4714 2410	DATE: 2/14/2023-	FROM _____ STEP TO _____ STEP
TOTAL CITY SERVICE: YEARS: 1 MONTHS: 34	OVERALL EVALUATION: MEETS STANDARD	DATE(S):
RECOMMENDED STANDARD RATE NUMBER AND STEP: 1480/E \$23.30	PRESENT STANDARD RATE NUMBER AND STEP: 1480/DC \$21.30	DATE REGULAR MERIT INCREASE IS DUE: 11/9/2024-11/11/23
EFFECTIVE DATE OF RECOMMENDED INCREASE: 2/23/2024 11/11/2023 ✓	IS EXCEPTIONAL MERIT INCREASE TO BE GRANTED IN CONJUNCTION WITH REGULAR MERIT INCREASE?	<input checked="" type="radio"/> YES <input type="radio"/> NO

EXPLAIN THE REASONS FOR THE EXCEPTIONAL MERIT INCREASE THOROUGHLY AND COMPLETELY IN THE SPACE PROVIDED BELOW. AS A MINIMUM, (1) DESCRIBE THE SPECIFIC EXCEPTIONAL ACCOMPLISHMENTS OF THE EMPLOYEE, (2) DESCRIBE IN WHAT WAY THE EMPLOYEE HAS BEEN OUTSTANDING IN RELATION TO OTHERS IN THE SAME JOB AND, AS APPROPRIATE, (3) LIST ANY WORK-SIMPLIFICATION OR SAFETY IDEAS PROPOSED BY THE EMPLOYEE WITH AN ESTIMATE OF THE AMOUNT SAVED.

This merit step increase request acknowledges Carrie Ann Carranza's exceptional performance within the Golf Operations Division.

Carrie Ann's contributions have been instrumental in driving significant increases in customer participation and satisfaction. Moreover, she has taken on the additional responsibility of learning the role of tournament coordinator and has been proactive in managing the division's general inquiry email account, further supporting the division's operations.

This merit step increase request also recognizes Carrie Ann's exemplary ability to foster positive relationships with her colleagues within the Golf Operations Division. Her collaborative approach and strong interpersonal skills have contributed to a harmonious work environment, enhancing team cohesion and effectiveness. Carrie Ann's supportive attitude and willingness to assist her fellow staff members exemplify her commitment to the success of the entire team.

The management team unanimously agrees that Carrie Ann's outstanding performance merits this step increase. We wholeheartedly request approval for this well-deserved achievement and look forward to celebrating this well-deserved achievement with Carrie Ann.

Please check this box to indicate that as an appointing authority you have considered the financial impact of this request.

APPOINTING AUTHORITY SIGNATURE <i>John Howard</i>	TITLE Deputy Director	DATE 3/14/24
DEPARTMENT DIRECTOR SIGNATURE <i>Ande Fiel</i>	TITLE Director	DATE 3/15/24
MAYORAL APPROVAL (MAYORAL DEPARTMENTS ONLY) Kristina Peralta <i>Kristina Peralta</i>	TITLE DCOO	DATE 03/20/2024
DATE APPROVED BY CIVIL SERVICE COMMISSION		





THE CITY OF SAN DIEGO

**M E M O R A N D U M**

DATE: April 26, 2024  
TO: Civil Service Commission  
FROM: David Dalager, Interim Personnel Director  
SUBJECT: Exceptional Merit Increase for Christopher D. Miller, Code Compliance Officer

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The Environmental Services Department is requesting an Exceptional Merit Increase be granted to Christopher D. Miller, Code Compliance Officer, effective February 17, 2024, from "C" step (\$28.73/hr.) to "D" step (\$30.02/hr.).

Staff has reviewed this request in accordance with Personnel Manual Index Code H-8 and recommends approval.

A handwritten signature in blue ink, appearing to read "David Dalager".

David Dalager  
Interim Personnel Director

DD:JC:es

Attachment: 1. Request for Exceptional Merit Increase

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CITY OF SAN DIEGO  
CIVIL SERVICE COMMISSION

**REQUEST FOR EXCEPTIONAL MERIT INCREASE**

CHRISTOPHER D. MILLER

INSTRUCTIONS: PROVIDE ALL INFORMATION REQUESTED BELOW AND FORWARD ORIGINAL TO THE PERSONNEL DEPARTMENT. SUBMITTING DEPARTMENTS SHOULD KEEP A COPY OF THIS FORM FOR THEIR RECORDS.

EMPLOYEE NAME: Christopher Miller	EMPLOYEE PERNR:	JOB: Code Compliance Officer 1350
DEPARTMENT NAME: Environmental Services	PERFORMANCE EVALUATION: 6/21/23	PREVIOUS EXCEPTIONAL MERIT INCREASES GRANTED TO EMPLOYEE IN HIS/HER PRESENT JOB:
PERSONNEL AREA NO: 2110	DATE: <del>4/10/2023</del>	FROM <u>A</u> STEP TO <u>C</u> STEP
TOTAL CITY SERVICE: YEARS: 0 MONTHS: 11	OVERALL EVALUATION: ME	DATE(S): 7/22/2023
RECOMMENDED STANDARD RATE NUMBER AND STEP: Step D - \$30.02	PRESENT STANDARD RATE NUMBER AND STEP: Step C - \$28.73	DATE REGULAR MERIT INCREASE IS DUE: <del>6/8/2024</del> 7/20/2024
	EFFECTIVE DATE OF RECOMMENDED INCREASE: <del>2/24/2024</del> 2/17/24	IS EXCEPTIONAL MERIT INCREASE TO BE GRANTED IN CONJUNCTION WITH REGULAR MERIT INCREASE? <input type="radio"/> YES <input checked="" type="radio"/> NO

EXPLAIN THE REASONS FOR THE EXCEPTIONAL MERIT INCREASE THOROUGHLY AND COMPLETELY IN THE SPACE PROVIDED BELOW. AS A MINIMUM, (1) DESCRIBE THE SPECIFIC EXCEPTIONAL ACCOMPLISHMENTS OF THE EMPLOYEE, (2) DESCRIBE IN WHAT WAY THE EMPLOYEE HAS BEEN OUTSTANDING IN RELATION TO OTHERS IN THE SAME JOB AND, AS APPROPRIATE, (3) LIST ANY WORK-SIMPLIFICATION OR SAFETY IDEAS PROPOSED BY THE EMPLOYEE WITH AN ESTIMATE OF THE AMOUNT SAVED.

Code Compliance Officer Chris Miller has consistently demonstrated exemplary dedication in his role, showcasing leadership qualities that stand out not only within our department but across various interactions with the public and other City departments. Even though Chris has been with the City for less than a year, he has taken his responsibility as a role model very seriously, striving each day to lead by example.

Chris has been instrumental in helping develop a program for the donation of bicycles that would otherwise be destroyed. Implementing this program not only promotes recycling and environmental stewardship, but also serves the community's needs and enhances the City's climate initiatives. Chris has also been instrumental in helping update the departments impound policy.

Chris' collaboration extends beyond our division; the ESD Safety Team sought his assistance in developing signage to enhance bystander safety around our packers. The Safety Team appreciated his contribution and looks forward to his continued involvement in developing additional safety measures.

Chris has quickly become a key asset to our team and the City, demonstrating exceptional leadership and initiative in environmental and safety initiatives despite his short tenure. We look forward to seeing the additional contributions and achievements he will bring to the ESD team.

Please check this box to indicate that as an appointing authority you have considered the financial impact of this request.

APPOINTING AUTHORITY SIGNATURE 	TITLE Deputy Director	DATE 2/27/24
DEPARTMENT DIRECTOR SIGNATURE 	TITLE Assistant Director	DATE 2/28/24
MAYORAL APPROVAL (MAYORAL DEPARTMENTS ONLY) 	TITLE DCOO	DATE 03.13.2024
DATE APPROVED BY CIVIL SERVICE COMMISSION		



ITEM 5

THE CITY OF SAN DIEGO

**M E M O R A N D U M**

DATE: April 26, 2024  
TO: Civil Service Commission  
FROM: David Dalager, Interim Personnel Director  
SUBJECT: Exceptional Merit Increase for Ravin S. Pacheco, Administrative Aide II

---

The San Diego City Employees' Retirement System is requesting an Exceptional Merit Increase be granted to Ravin S. Pacheco, Administrative Aide II, effective March 16, 2024, from "C" step (\$31.75/hr.) to "D" step (\$33.37/hr.).

Staff has reviewed this request in accordance with Personnel Manual Index Code H-8 and recommends approval.

A handwritten signature in blue ink, appearing to read "David Dalager".

David Dalager  
Interim Personnel Director

DD:JC:es

Attachment: 1. Request for Exceptional Merit Increase

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CITY OF SAN DIEGO  
CIVIL SERVICE COMMISSION

**REQUEST FOR EXCEPTIONAL MERIT INCREASE**

RAVIN S. PACHECO

INSTRUCTIONS: PROVIDE ALL INFORMATION REQUESTED BELOW AND FORWARD ORIGINAL TO THE PERSONNEL DEPARTMENT. SUBMITTING DEPARTMENTS SHOULD KEEP A COPY OF THIS FORM FOR THEIR RECORDS.

EMPLOYEE NAME: RAVIN PACHECO	EMPLOYEE PERNR: /	JOB: ADMINISTRATIVE AIDE II
DEPARTMENT NAME: / SDCERS	PERFORMANCE EVALUATION: / DATE: 8/11/2023	PREVIOUS EXCEPTIONAL MERIT INCREASES GRANTED TO EMPLOYEE IN HIS/HER PRESENT JOB: FROM _____ STEP TO _____ STEP
PERSONNEL AREA NO: 3230	OVERALL EVALUATION: Meets Standards	DATE(S):
TOTAL CITY SERVICE: / YEARS: 7 MONTHS: 9	PRESENT STANDARD RATE NUMBER AND STEP: 1107 C \$31.75	DATE REGULAR MERIT INCREASE IS DUE: 11/27/2024 11/20/24
RECOMMENDED STANDARD RATE NUMBER AND STEP: 1107 D \$ 33.37	EFFECTIVE DATE OF RECOMMENDED INCREASE: <del>3/18/2024</del> 3/16/2024	IS EXCEPTIONAL MERIT INCREASE TO BE GRANTED IN CONJUNCTION WITH REGULAR MERIT INCREASE? <input checked="" type="radio"/> YES <input type="radio"/> NO

EXPLAIN THE REASONS FOR THE EXCEPTIONAL MERIT INCREASE THOROUGHLY AND COMPLETELY IN THE SPACE PROVIDED BELOW. AS A MINIMUM, (1) DESCRIBE THE SPECIFIC EXCEPTIONAL ACCOMPLISHMENTS OF THE EMPLOYEE, (2) DESCRIBE IN WHAT WAY THE EMPLOYEE HAS BEEN OUTSTANDING IN RELATION TO OTHERS IN THE SAME JOB AND, AS APPROPRIATE, (3) LIST ANY WORK-SIMPLIFICATION OR SAFETY IDEAS PROPOSED BY THE EMPLOYEE WITH AN ESTIMATE OF THE AMOUNT SAVED.

SDCERS is responsible for processing healthcare for City retirees. The retiree healthcare benefits consist of 15 separate tiers with different benefit levels, and 21 healthcare plans with 106 separate premiums. City retirees may also submit for reimbursement of privately secured healthcare plan premiums. This process requires SDCERS staff to calculate the reimbursement amount based on direction provided by the City to determine the total amount reimbursable to the retiree after any dependent costs, subsidies or employer offsets are deducted. The retiree healthcare program requires complex analysis of Municipal Code provisions and City policies.

Ms. Pacheco moved from the SDCERS Call Center to the retiree healthcare team in 2022. She quickly became an invaluable asset to the team. She quickly learned the rules and policies associated with healthcare reimbursements and enrollments. Since November 2023, Ms. Pacheco has been solely responsible for handling the most complex calculations, escalated member complaints and healthcare premium reconciliations.

In November 2023, SDCERS managed the annual Retiree Open Enrollment. Ms. Pacheco was the lead for that project, managing staff workloads and scheduling, responding to retiree inquiries and requests and processing enrollments. These tasks are normally split between three to four employees. Due to staff shortages, Ms. Pacheco essentially processed Retiree Open Enrollment single-handedly, with only limited support. In February 2024, she assumed supervisory responsibility for the one other staff member assigned to the retiree healthcare team.

Not only does Ms. Pacheco continue to impress her supervisors with her hard work and dedication, but she regularly goes above and beyond without being asked while maintaining a positive attitude.

Please check this box to indicate that as an appointing authority you have considered the financial impact of this request.

Proposed by: APPOINTING AUTHORITY SIGNATURE <i>Colin Brazile</i>	TITLE SDCERS HR Director	DATE 3/20/2024
Discussed by: DEPARTMENT DIRECTOR SIGNATURE <i>[Signature]</i>	TITLE Chief Executive Officer	DATE 3/18/2024
MAYORAL APPROVAL (MAYORAL DEPARTMENTS ONLY)	TITLE	DATE
DATE APPROVED BY CIVIL SERVICE COMMISSION		



## THE CITY OF SAN DIEGO

## M E M O R A N D U M

DATE: April 26, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Merger of Legislative Recorder I (T11449 and T11858) Eligible Lists

---

Civil Service Rule IV, Section 1(2) requires the approval of the Civil Service Commission prior to the merger of any eligible lists. In accordance with this rule, staff is requesting that the current Legislative Recorder I (T11449) eligible list be merged with the new Legislative Recorder I (T11858) eligible list open for recruitment as of April 19, 2024.

The recruitment for Legislative Recorder I (T11858) reopened to accommodate a change to the minimum qualifications.

By merging the lists, the new eligible list will be available for certification and candidates on the current eligible list will continue to maintain their eligibility until that list expires. All current eligibles may extend their eligibility period by applying during the new Legislative Recorder I (T11858) recruitment.

If this request is approved, the Personnel Department will notify all eligibles on the current list of the merger, as required by Civil Service Rule IV, Section 1(2).

A handwritten signature in blue ink, appearing to read "David Dalager".

David Dalager  
Interim Personnel Director

DD:MD:es

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THE CITY OF SAN DIEGO

M E M O R A N D U M

DATE: April 26, 2024  
TO: Civil Service Commission  
FROM: David Dalager, Interim Personnel Director  
SUBJECT: Merger of Legislative Recorder II (T11450 and T11859) Eligible Lists

---

Civil Service Rule IV, Section 1(2) requires the approval of the Civil Service Commission prior to the merger of any eligible lists. In accordance with this rule, staff is requesting that the current Legislative Recorder II (T11450) eligible list be merged with the new Legislative Recorder II (T11859) eligible list open for recruitment as of April 19, 2024.

The recruitment for Legislative Recorder II (T11859) reopened to accommodate a change to the minimum qualifications.

By merging the lists, the new eligible list will be available for certification and candidates on the current eligible list will continue to maintain their eligibility until that list expires. All current eligibles may extend their eligibility period by applying during the new Legislative Recorder II (T11859) recruitment.

If this request is approved, the Personnel Department will notify all eligibles on the current list of the merger, as required by Civil Service Rule IV, Section 1(2).

David Dalager  
Interim Personnel Director

DD:MD:es



THE CITY OF SAN DIEGO

M E M O R A N D U M

DATE: April 26, 2024  
TO: Civil Service Commission  
FROM: David Dalager, Interim Personnel Director  
SUBJECT: Merger of Senior Wastewater Plant Operator (T11313 and T11856) Eligible Lists

---

Civil Service Rule IV, Section 1(2) requires the approval of the Civil Service Commission prior to the merger of any eligible lists. In accordance with this rule, staff is requesting that the current Senior Wastewater Plant Operator (T11313) eligible list be merged with the new Senior Wastewater Plant Operator (T11856) eligible list open for recruitment as of April 12, 2024.

The recruitment for Senior Wastewater Plant Operator (T11856) reopened to accommodate a change to the minimum qualifications.

By merging the lists, the new eligible list will be available for certification and candidates on the current eligible list will continue to maintain their eligibility until that list expires. All current eligibles may extend their eligibility period by applying during the new Senior Wastewater Plant Operator (T11856) recruitment.

If this request is approved, the Personnel Department will notify all eligibles on the current list of the merger, as required by Civil Service Rule IV, Section 1(2).

A handwritten signature in blue ink, appearing to read "David Dalager".

David Dalager  
Interim Personnel Director

DD:MD:es



THE CITY OF SAN DIEGO

MEMORANDUM

DATE: April 26, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Request for Special Leave Without Pay (second extension) for Hanadi A. Arjan, Customer Services Representative

Hanadi A. Arjan, Customer Services Representative, is requesting a six-month (second extension) special leave without pay ending September 19, 2024, with their job to be saved.

Hanadi A. Arjan is requesting this extension for childcare. Due to a bad experience, they are no longer comfortable using a babysitter and need additional time to care for their children. They plan to return to work once their youngest is old enough to attend school. The Public Utilities Department is recommending modification of this request to name on eligible list, indicating that due to a new three-month Customer Services Representative (CSR) training class, Arjan Hanadi's return date would need to coincide with the beginning of a CSR training class.

This request is brought to the attention of the Commission because this extension request, if approved, would continue Hanadi A. Arjan's eligibility beyond the two-year limit that the Commission has used as a general guideline for the maximum length of special leaves.

Hanadi A. Arjan has been employed with the City since May 27, 2014, and has been on special leave without pay continuously since May 20, 2022. Their leave history is summarized below.

<u>Leave Dates</u>	<u>Special Leave Without Pay</u>
05-20-22 to 05-10-23	Original request – Job Saved
05-11-23 to 03-15-24	1 <sup>st</sup> Extension – Job Saved

Hanadi A. Arjan's last performance evaluation was "Meets Standards."

In a letter dated June 6, 2023, Hanadi A. Arjan was advised that "The Commission stated that any future request for leave extension with job saved or name on appropriate eligible list will be evaluated very closely on a case-by-case basis."



David Dalager  
Interim Personnel Director

DD:CR:es





THE CITY OF SAN DIEGO

**M E M O R A N D U M**

DATE: April 26, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Request for Special Leave Without Pay for Luis A. Carrillo, Parking Enforcement Officer I

---

Luis A. Carrillo, Parking Enforcement Officer I, is requesting a one-year special leave without pay ending April 11, 2025, with their job to be saved.

Luis A. Carrillo is requesting this leave to work as a Police Officer with the Sycuan Tribal Police Department. Luis A. Carrillo indicates that if the new position is not what they expected, they would like the opportunity to return to the department. The Police Department is recommending modification of this request to name on eligible list, indicating that holding the position would prevent them from filling a revenue-generating vacancy which would be a hardship for the department.

This request is being brought to the Commission's attention since the reason for the leave is outside employment.

Luis A. Carrillo has been employed with the City since December 3, 2018. Their most recent performance evaluation was "Meets Standards."

A handwritten signature in blue ink that reads "David Dalager".

David Dalager  
Interim Personnel Director

DD:EW:es

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THE CITY OF SAN DIEGO

MEMORANDUM

DATE: April 26, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Request for Special Leave Without Pay (second extension) for Angela M. Shelton, Recreation Center Director II

Angela M. Shelton, Recreation Center Director II, is requesting a one-year (second extension) special leave without pay ending March 21, 2025, with their name to be placed on the eligible lists for Recreation Center Director II, Recreation Center Director I, Assistant Recreation Center Director, Recreation Leader II, and Recreation Leader I.

Angela M. Shelton is requesting this extension to maintain their employment eligibility while caring for their father who has medical issues. The Parks and Recreation Department is recommending approval of this request.

This request is brought to the attention of the Commission because this extension request, if approved, would continue Angela M. Shelton’s eligibility beyond the two-year limit that the Commission has used as a general guideline for the maximum length of special leaves.

Angela M. Shelton has been employed with the City since March 19, 2015, and has been on special leave without pay continuously since March 22, 2022. Their leave history is summarized below.

Leave Dates

Special Leave Without Pay

03-22-22 to 03-21-23

Original request – Name on Eligible List

03-22-23 to 03-21-24

1<sup>st</sup> Extension – Name on Eligible List

Angela M. Shelton’s last performance evaluation was “Meets Standards.”

In a letter dated April 11, 2023, Angela M. Shelton was advised that “The Commission stated that any future request for leave extension with job saved or name on appropriate eligible list will be evaluated very closely on a case-by-case basis.”

David Dalager  
Interim Personnel Director

DD:DD:es



THE CITY OF SAN DIEGO

M E M O R A N D U M

DATE: April 26, 2024  
TO: Civil Service Commission  
FROM: David Dalager, Interim Personnel Director  
SUBJECT: Staff Recommendations on Overtime Eligibility for New Classifications

---

At the October, November, and December 2023 and February and March 2024 Civil Service Commission meetings, the Commission reviewed staff's recommendations on special salary adjustments, new classifications, classification deletions, and title changes for Fiscal Year 2025. The annual Salary Ordinance provides that the Civil Service Commission designate classifications that are entitled to receive overtime compensation, with such determination approved by Council Resolution prior to being designated in the Personnel Manual. Indicated below are the new classifications approved by the Commission along with staff's recommendations for overtime eligibility.

Group B – Premium Rate Overtime

Supervising Polygrapher

Group C – Premium Rate Overtime

Associate Emergency Services Coordinator  
Insurance Analyst I  
Insurance Analyst II

Group F – Not Eligible For Overtime

Principal Planner

David Dalager  
Interim Personnel Director

DD:RMH:es



THE CITY OF SAN DIEGO

M E M O R A N D U M

DATE: April 26, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Report on Limited and Restricted Appointments and Special Shift Differential Positions for CY 2023

The following information item is an annual report identifying the total number of limited status City employees on active duty as required by Civil Service Rule VII, Section 3; the total number of restricted appointments required by Civil Service Rule VII, Section 7; and the total number of positions designated to receive a special shift differential as authorized by Personnel Manual Index Code H-6, Section III, C.

<b>TOTAL LIMITED APPOINTMENTS:</b>	<b>1,127</b>
Students, Library, and Recreation	629
Employee Pools	298
Limited with Benefits (Positions filled on a limited basis are usually due to grant funded programs or to replace sick, injured, and leave of absence employees)	84
Special Projects/Programs (e.g., Emergency Medical Services Programs and Police special events)	116
<b>RESTRICTED APPOINTMENTS:</b>	<b>0</b>
<b>SPECIAL SHIFT DIFFERENTIAL:</b>	<b>0</b>

David Dalager  
Interim Personnel Director

DD:CR:es



THE CITY OF SAN DIEGO

**M E M O R A N D U M**

DATE: April 26, 2024  
TO: Civil Service Commission  
FROM: David Dalager, Interim Personnel Director  
SUBJECT: Request from Commissioner Moore for a Report from the Interim Personnel Director

---

This is an information item only. Staff will report on current and future plans for improvement of personnel processes.

A handwritten signature in blue ink that reads "David Dalager".

David Dalager  
Interim Personnel Director

DD:SO:es

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THE CITY OF SAN DIEGO

**M E M O R A N D U M**

DATE: April 26, 2024  
TO: Civil Service Commission  
FROM: David Dalager, Interim Personnel Director  
SUBJECT: Request from Commissioner Moore Inviting the Chief Operating Officer, or their Designee, to Address the Civil Service Commission

---

This is an information item only. Deputy Chief Operating Officer Alia Khouri will report on the priority needs of the served departments.

A handwritten signature in blue ink that reads "David Dalager".

David Dalager  
Interim Personnel Director

DD:SO:es

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## THE CITY OF SAN DIEGO

## M E M O R A N D U M

DATE: April 26, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Requests to Exempt Two Program Coordinator Positions from the Classified Service

---

At the April 4, 2024, Civil Service Commission meeting, the Municipal Employees Association (MEA) requested that the requests from the Performance and Analytics Department to exempt two Program Coordinator positions from the Classified Service be continued to the May meeting to provide MEA an opportunity to meet with the Performance and Analytics Department to discuss the positions' duties and responsibilities. The Commission granted MEA's request to continue this item.

After discussion with the Performance and Analytics Department Director, MEA has withdrawn their opposition to these exemption requests. The Performance and Analytics Department submitted a revised memo for one of their Program Coordinator positions. Staff's original recommendation to approve these two exemption requests remains the same. Both memos submitted by the department have been included as attachments (Attachment 1).

A handwritten signature in blue ink that reads 'David Dalager'.

David Dalager  
Interim Personnel Director

DD:RMH:es

Attachments: 1. Memos from Performance and Analytics Department  
2. Staff Recommendation from April 4, 2024, CSC Meeting

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THE CITY OF SAN DIEGO

## M E M O R A N D U M

DATE: April 9th, 2024

TO: Civil Service Commission  
via David Dalager, Personnel Director *DD*

FROM: Kirby Brady, Chief Innovation Officer & Director, Performance & Analytics  
Department *KB*

SUBJECT: Exemption of 1.00 Program Coordinator Position from the Classified Service –  
ESD Customer Service Billing Technical Project Manager

---

Pursuant to Article VIII, Section 117(a) 17 of the City Charter, the Performance & Analytics Department is requesting to exempt one position from the Classified Service. This position will provide technical project management related to the development, deployment, and ongoing operation of a new customer service system to support the Environmental Services Department's (ESD) billing initiative. This will be done in coordination with modifications to the Get It Done system, leveraging the City's investment in the Salesforce platform. Responsibilities and tasks will include, but is not limited to the following:

- Formulate and administer the Digital Customer Experience program; ensure that this initiative adheres to the Core Values and implements the Guiding Principles, with alignment to address both customer and employee requirements.
- Identify all workstreams that impact the program; then implement comprehensive tracking to actively manage work related to the development and deployment of the ESD customer service billing initiative.
- Orchestrate and oversee cross-departmental collaboration and management of tasks.
- Formulate highly detailed technical system requirements.
- Monitor project timelines and identify critical paths for optimal program execution.
- Identify stakeholders and provide appropriate updates to address concerns.
- Integrate industry-leading Project Management Professional (PMP) methodologies endorsed by the Project Management Institute.
- System administrator for ESD instance of Salesforce Platform
- Systematically identify, monitor, and assess risks, employing strategic evaluation and mitigation techniques for negative risks while actively recognizing potential opportunities.
- Ensure ESD has processes and procedures in place to support equitable access to services.

As the City embarks on customer service billing-related activities across departments, it is



Page 2  
Civil Service Commission  
via David Dalager, Personnel Director  
April 9<sup>th</sup>, 2024

critical that effective technical project management be provided to ensure that user (customer and employee) and business requirements are met and that the project is effectively managed to meet project milestones and effectively utilize resources.

Charter Section 117 states that the Unclassified Service shall include "managerial employees having significant responsibilities for formulating or administering departmental policies and programs. Each such position shall be exempted from the Classified Service by ordinance, upon the initiation of the appropriate appointing authority and after receiving the advisory review and comment of the Civil Service Commission and the approval of the City Council."

I respectfully request the Civil Service Commission's support to exempt this position from the Classified Service.

Thank you for your consideration.

cc: Eric Dargan, Chief Operating Officer  
Matt Vespi, Chief Financial Officer  
Julie Perez-Rasco, Human Resources Director  
Rolando Charvel, Department of Finance Director and City Comptroller  
Nicholas O'Donnell, Principal Accountant, Department of Finance



THE CITY OF SAN DIEGO

MEMORANDUM

DATE: March 6th, 2024

TO: Civil Service Commission  
via David Dalager, Personnel Director *DD*

FROM: Kirby Brady, Chief Innovation Officer & Director, Performance & Analytics  
Department *KB*

SUBJECT: Exemption of 1.00 Program Coordinator Position from the Classified Service

---

Pursuant to Article VIII, Section 117(a) 17 of the City Charter, the Performance & Analytics Department is requesting to exempt one position from the Classified Service. This position will manage the Salesforce program supporting customer service billing for the Public Utilities Department. Responsibilities will include, but are not limited to, the following:

- Manage and monitor Salesforce Energy and Utilities (EU) cloud and administration of OmniScripts.
- Analyze options and recommend technical development approaches, considering the City's technical platform environment, goals, and objectives.
- Configuration, customization, and administration of Salesforce platform's features and capabilities. Design and implement custom objects, fields, and page layouts to tailor Salesforce to specific organizational needs.
- Utilize Salesforce Object Query Language (SOQL) and Salesforce Object Search Language (SOSL) for data retrieval and manipulation.
- Create and maintain workflow rules, process builder flows, and validation rules to automate business processes and enforce data integrity.
- Use Apex programming to develop triggers, classes, and batch processes for complex business logic implementation.
- Design Lightning pages and implement Lightning components for enhanced user interfaces.
- Integrate Salesforce with external systems through REST and SOAP APIs, ensuring seamless data flow between Salesforce and other applications; experience with Mulesoft.
- Utilize version control systems such as Git for efficient collaboration and code management in a development environment.
- Utilize deployment tools like Salesforce DevOps Center and handle the end-to-end deployment process across different environments.
- Troubleshoot and debug issues within the Salesforce platform, ensuring optimal performance and user satisfaction.

Page 2  
Civil Service Commission  
via David Dalager, Personnel Director  
March 6<sup>th</sup>, 2024

The City has made investments in the Salesforce platform to improve customer service. It is essential to have in-house technical development capabilities to ensure successful day-to-day operation of the technology and provide capacity for system enhancements.

Charter Section 117 states that the Unclassified Service shall include "managerial employees having significant responsibilities for formulating or administering departmental policies and programs. Each such position shall be exempted from the Classified Service by ordinance, upon the initiation of the appropriate appointing authority and after receiving the advisory review and comment of the Civil Service Commission and the approval of the City Council."

I respectfully request the Civil Service Commission's support to exempt this position from the Classified Service.

Thank you for your consideration

cc: Eric Dargan, Chief Operating Officer  
Matt Vespi, Chief Financial Officer  
Julie Perez-Rasco, Human Resources Director  
Rolando Charvel, Department of Finance Director and City Comptroller  
Nicholas O'Donnell, Principal Accountant, Department of Finance



## THE CITY OF SAN DIEGO

## M E M O R A N D U M

DATE: March 29, 2024

TO: Civil Service Commission

FROM: David Dalager, Interim Personnel Director

SUBJECT: Requests to Exempt Two Program Coordinator Positions from the Classified Service

---

Attached are requests from the Performance and Analytics Department to exempt two Program Coordinator positions from the Classified Service.

The first Program Coordinator position will manage the Salesforce Program which supports customer service billing for the Public Utilities Department. This position will be responsible for managing and monitoring Salesforce Energy and Utilities cloud and the administration of OmniScripts; designing, implementing, and integrating Salesforce platform features; creating and maintaining workflow rules, process flows, and validation rules to automate business processes and enforce data integrity; and developing and administering policies to include data privacy and security protocols, data retention and integration, system updates and maintenance, and user access and permission.

The second Program Coordinator position will provide technical project management for a new customer service system to support the Environmental Services Department's billing initiative. This position will be responsible for the development, deployment, and operation of the new customer service system; formulating and administering the Digital Customer Experience Program; formulating technical system requirements; serving as system administrator for the Salesforce Platform; and developing and administering policies to include data privacy and security protocols, customer service standards, and procedures for access to service.

Charter Section 117 states that the Unclassified Service shall include "managerial employees having significant responsibilities for formulating or administering departmental policies and programs. Each such position shall be exempted from the Classified Service by ordinance, upon the initiation of the appropriate appointing authority and after receiving the advisory review and comment of the Civil Service Commission and the approval of the City Council."

Upon review of the duties and responsibilities of these positions, staff finds that they meet the intent of Charter Section 117. Therefore, it is recommended that these requests be approved.

A handwritten signature in blue ink that reads "David Dalager".

David Dalager  
Interim Personnel Director

DD:RMH:es

Attachments: 1. Exemption of a Program Coordinator Position Request  
2. Exemption of a Program Coordinator Position Request

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THE CITY OF SAN DIEGO

## MEMORANDUM

DATE: March 6th, 2024

TO: Civil Service Commission  
via David Dalager, Personnel Director *DD*

FROM: Kirby Brady, Chief Innovation Officer & Director, Performance & Analytics  
Department *KB*

SUBJECT: Exemption of 1.00 Program Coordinator Position from the Classified Service

---

Pursuant to Article VIII, Section 117(a) 17 of the City Charter, the Performance & Analytics Department is requesting to exempt one position from the Classified Service. This position will manage the Salesforce program supporting customer service billing for the Public Utilities Department. Responsibilities will include, but are not limited to, the following:

- Manage and monitor Salesforce Energy and Utilities (EU) cloud and administration of OmniScripts.
- Analyze options and recommend technical development approaches, considering the City's technical platform environment, goals, and objectives.
- Configuration, customization, and administration of Salesforce platform's features and capabilities. Design and implement custom objects, fields, and page layouts to tailor Salesforce to specific organizational needs.
- Utilize Salesforce Object Query Language (SOQL) and Salesforce Object Search Language (SOSL) for data retrieval and manipulation.
- Create and maintain workflow rules, process builder flows, and validation rules to automate business processes and enforce data integrity.
- Use Apex programming to develop triggers, classes, and batch processes for complex business logic implementation.
- Design Lightning pages and implement Lightning components for enhanced user interfaces.
- Integrate Salesforce with external systems through REST and SOAP APIs, ensuring seamless data flow between Salesforce and other applications; experience with Mulesoft.
- Utilize version control systems such as Git for efficient collaboration and code management in a development environment.
- Utilize deployment tools like Salesforce DevOps Center and handle the end-to-end deployment process across different environments.
- Troubleshoot and debug issues within the Salesforce platform, ensuring optimal performance and user satisfaction.

Page 2  
Civil Service Commission  
via David Dalager, Personnel Director  
March 6<sup>th</sup>, 2024

The City has made investments in the Salesforce platform to improve customer service. It is essential to have in-house technical development capabilities to ensure successful day-to-day operation of the technology and provide capacity for system enhancements.

Charter Section 117 states that the Unclassified Service shall include "managerial employees having significant responsibilities for formulating or administering departmental policies and programs. Each such position shall be exempted from the Classified Service by ordinance, upon the initiation of the appropriate appointing authority and after receiving the advisory review and comment of the Civil Service Commission and the approval of the City Council."

I respectfully request the Civil Service Commission's support to exempt this position from the Classified Service.

Thank you for your consideration


cc: Eric Dargan, Chief Operating Officer  
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Julie Perez-Rasco, Human Resources Director  
Rolando Charvel, Department of Finance Director and City Comptroller  
Nicholas O'Donnell, Principal Accountant, Department of Finance




THE CITY OF SAN DIEGO

## MEMORANDUM

DATE: March 6th, 2024

TO: Civil Service Commission  
via David Dalager, Personnel Director 

FROM: Kirby Brady, Chief Innovation Officer & Director, Performance & Analytics  
Department 

SUBJECT: Exemption of 1.00 Program Coordinator Position from the Classified Service –  
ESD Customer Service Billing Technical Project Manager

---

Pursuant to Article VIII, Section 117(a) 17 of the City Charter, the Performance & Analytics Department is requesting to exempt one position from the Classified Service. This position will provide technical project management related to the development, deployment, and ongoing operation of a new customer service system to support the Environmental Services Department's (ESD) billing initiative. This will be done in coordination with modifications to the Get It Done system, leveraging the City's investment in the Salesforce platform. Responsibilities and tasks will include, but is not limited to the following:

- Formulate and administer the Digital Customer Experience program; ensure that this initiative adheres to the Core Values and implements the Guiding Principles, with alignment to address both customer and employee requirements.
- Identify all workstreams that impact the program; then implement comprehensive tracking to actively manage work related to the development and deployment of the ESD customer service billing initiative.
- Orchestrate and oversee cross-departmental collaboration and management of tasks.
- Formulate highly detailed technical system requirements.
- Monitor project timelines and identify critical paths for optimal program execution.
- Identify stakeholders and provide appropriate updates to address concerns.
- Integrate industry-leading Project Management Professional (PMP) methodologies endorsed by the Project Management Institute.
- System administrator for ESD instance of Salesforce Platform
- Systematically identify, monitor, and assess risks, employing strategic evaluation and mitigation techniques for negative risks while actively recognizing potential opportunities.
- Manage procurement and contractor/vendor management activities.
- Ensure ESD has processes and procedures in place to support equitable access to services.

Page 2  
Civil Service Commission  
via David Dalager, Personnel Director  
March 6<sup>th</sup>, 2024

As the City embarks on customer service billing-related activities across departments, it is critical that effective technical project management be provided to ensure that user (customer and employee) and business requirements are met and that the project is effectively managed to meet project milestones and effectively utilize resources.

Charter Section 117 states that the Unclassified Service shall include "managerial employees having significant responsibilities for formulating or administering departmental policies and programs. Each such position shall be exempted from the Classified Service by ordinance, upon the initiation of the appropriate appointing authority and after receiving the advisory review and comment of the Civil Service Commission and the approval of the City Council."

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