NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 62
Fiscal Year: 2014/2015
Posted Date: 05/07/2015
Reposted Date: 05/14/2015

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item</th>
<th>Job Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>9144</td>
<td>Investigator, Taxi &amp; Accessible Services</td>
</tr>
</tbody>
</table>

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


cc: All Employee Organizations
    All Departmental Personnel Officers
    DHR – Class and Comp Unit
    DHR – Client Services Unit
    DHR – Employee Relations Unit
    DHR – Recruitment and Assessment Unit
    DHR – Client Services Support Services
    Micki Callahan, DHR
    Michael Brown, CSC
    Sandra Eng, CSC
    Linda Cosico, DHR
    Maria Newport, SFERS
    Risa Sandler, Controller/Budget Division
    Devin Macaulay, Controller/ Budget Division
    Theresa Kao, Controller/ Budget Division
    Drew Murrell, Controller/ Budget Division
    Alex Koskinen, Controller/ Budget Division
    E-File
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Investigator, Taxi & Accessible Services
Job Code: 9144

INTRODUCTION

Under direction of the Deputy Director of the Division, performs professional level investigative work to evaluate, monitor and report on compliance with laws, regulations, policies and procedures by motor-vehicle-for-hire permit holders. Makes recommendations on possible disciplinary actions for regulatory violations by permit holders, including assessment of administrative penalties and suspension or revocation of permits, if applicable. Investigates and compiles information to support criminal prosecution of illegal motor-vehicle-for-hire operators. Interfaces with community groups, internal and external customers, representatives of the regulated industry, representatives of other city departments and agencies. Performs related duties as required.

DISTINGUISHING FEATURES

Class 9144 Investigator, Taxi and Accessible Services is distinguished from other journey level City investigator classifications by the broader scope of duties. Investigator, Taxi and Accessible Services performs investigations of suspected legal and regulatory violations by San Francisco individual and corporate taxi permit holders, and investigates and compiles information to support criminal and administrative prosecutions of illegal motor-vehicle-for-hire operators within the City and County of San Francisco.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109 and 409, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1) Performs field investigations, and surveillance and enforcement; including possible sting operations; researches and identifies permit holder violations and illegal motor vehicle for hire operators; mediates conflicts and disputes in the field; works directly with law enforcement personnel/policemen and Parking Control Officers.

2) Visits and conducts surveys, and patrols of taxi company premises to evaluate and enforce compliance with laws, regulations, permit conditions, and established policies and procedures; and confirms licensure and qualifications of operators permit holders and applicants for permits.

3) Conducts interviews with permittees, industry representatives, witnesses, and others to gather data and to monitor and report on compliance with pertinent laws, regulations, permit conditions, and established policies and procedures.

4) Investigates and drafts responses to complaints from the general public regarding matters related to the mission of the Division; makes routine and special investigations when appropriate; by interviewing complainants, witnesses, and experts to gather information for analysis and resolution of complaints.
Title: Investigator, Taxi & Accessible Services  
Job Code: 9144

5) Analyzes information and evidence resulting from research and investigative activities; prepares and presents findings and recommendations; makes recommendations as to potential improvements to investigation and enforcement procedures, and assists with the development and implementation of improved investigation and enforcement mechanisms and procedures; assists in developing policies or modifications to rules and regulations.

6) Prepares accurate and detailed investigative reports based on observations of site visits; and prepares correspondence, and memoranda, and/or presentations.

7) Assists with production of monthly and annual reports on compliance and enforcement; summarizes and advises management of investigation results; assists with developing and making presentations to the San Francisco Municipal Transportation Agency Board of Directors; advises management on training priorities to address regulatory compliance problems. Responds to alerts indicating violation of laws, rules, and regulations and to requests for assistance with escalating incidents; refers to emergency contact when appropriate.

8) Tracks and monitors notices, actions and collection of fines.

98) Counsels permit holders on regulatory compliance and may question members of the general public on matters related to the mission of the Division; records and explains actions taken pertaining to enforcement and discipline; advises management on training priorities.

109) Prepares declarations and testifies about results of investigations at administrative, union and judicial hearings; assists with document and witness preparation for evidence to be presented at administrative and judicial hearings.

110) Assists in developing plan for periodic audits for four separate classes of motor vehicle for hire permit holders: drivers, taxi medallion permit holders, color scheme businesses permit holders and dispatch service permit holders; performs field audits of facilities, vehicles and procedures.

124) Prepares cease and desist notices, notices of violation, and issues administrative citations to illegal operators and permit holders in violation of laws, regulations and permit conditions; tracks and monitors notices and actions; maintains electronic data in spreadsheets and database assists with appeals by researching, documenting, and drafting responses.

132) Issues parking citations to vehicles of permit holders and members of the public for violations of Transportation Codes Sections 7.2.27 (regulating parking in white zones), 7.2.38 (prohibiting unauthorized vehicles from parking in stands), 7.2.39 (prohibiting vehicles from parking in transit-only areas), 7.2.80 (regulating parking of vehicles for hire in residential zones) and 7.2.86 (regulating idling of commercial vehicles).

143) Issues administrative citations to operators of illegal motor-vehicles-for hire and may order the removal of any vehicle, inactive vehicle permits or transponders to the extent authorized by law.

154) Fosters and maintains inter-agency contact by acting as a liaison between San Francisco Municipal Transportation Agency Taxi Services and the San Francisco Police Department, California Public Utilities Commission, San Francisco International Airport, other state and local agencies, and
Title: Investigator, Taxi & Accessible Services
Job Code: 9144

the general public.

165) Interacts with and maintains good working relationships with other City, state and federal agencies and stakeholders.

176) Supports customer service staff as needed during peak filing periods.

187) Performs other related duties as required.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: pertinent state and local laws and regulations pertaining to motor vehicle for hire permits; principles and practices in investigative activities; interview methods and techniques; and procedures for gathering, documenting, and analyzing evidence and information.

Ability to: prioritize ongoing investigations and special assignments to ensure maximum productivity and timely completion of all work activities based on departmental needs; identify, gather, review and analyze quantitative and qualitative information from a variety of sources; develop sound conclusions and logical recommendations; identify and apply correct standards and rules to the facts found in investigations; create and maintain a wide variety of complex and detailed electronic and paper documents, reports, files, and spreadsheets; conduct surveys and perform routine research; assist in preparation of various reports, proposals, and correspondence; utilize a computer for internet research, email and correspondence.

Skills to: deal tactfully and diplomatically with co-workers, contractors, permit holders, and difficult, emotionally distressed or hostile individuals; establish and maintain cooperative and effective working relationships with those contacted in the course of work; work effectively in an objective and impartial manner; exercise understanding and sensitivity to various groups of people; speak clearly, concisely and effectively; listen and ask questions to elicit needed information; and make judgments and recommendations based upon factual information.

MINIMUM QUALIFICATIONS

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

Education:

1) Possession of A baccalaureate degree from an accredited college or university.

Experience:

2) Two years of full-time verifiable paid or unpaid public or community service; AND

3a) One (1) year of full-time verifiable experience investigating compliance with laws and/or regulations for enforcement purposes; or
Title: Investigator, Taxi & Accessible Services  
Job Code: 9144

3b) Two (2) years of full-time verifiable experience performing complex research, analytical tasks and report drafting in a professional field such as law, media/journalism, public health/welfare, human/civil rights, business (e.g. finance, insurance), education, social sciences, public policy/government or a related field; or

3c) an equivalent combination of 3a and 3b

License and Certification:

Possession of a valid California driver’s license.

Substitution:

One (1) year of full-time verifiable experience investigating compliance with laws and/or regulations for enforcement purposes may be substituted for the two (2) years of professional experience as described above.

Possession of a law degree may be substituted for one (1) year of professional experience as described above.

SUPPLEMENTAL INFORMATION

Working Conditions:

The performance of the essential functions of the class may occasionally require working a flexible schedule, holidays or weekends and overtime. Some daytime and nighttime field work is required. Some field work may require wearing safety equipment and clothing for extended periods. May include mediating and resolving confrontational situations between the public, stakeholders and permit holders.

PROMOTIVE LINES

ORIGINATION DATE: 08/24/2009

AMENDED DATE: 07/01/2011; 07/19/2012

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

BUSINESS UNIT(S): COMMN, SFMTA
Title: Investigator, Taxi & Accessible Services
Job Code: 9144