

** As of 3/06/2024

Board of Supervisors Civic Bridge resolutions

2024-xx-xx Resolution No. xx

Submitted for Board approval

- The Department of Public Health received from ZS Associates an overdose responder journey map for the City's SORT, POET & HOPE teams, and support developing a series of rapid iteration interventions to coordinate a data driven system of care for survivors of non-fatal overdoses that reduces barriers to substance use services for \$149,760.
- The San Francisco Fire Department received from Adobe a logic model and set of recommended key performance indicators (KPIs) for its EMS6 program for \$149,7600.
- The Department of Emergency Manage received from US Digital Response an updated intake form for its Healthy Streets Operation Center's Client Log Process for \$2,688

2023-xx-xx Resolution No. xx

Submitted for Board approval

- San Francisco International Airport received from Adobe a strategic plan to improve SFO customer's awareness and access to the wide range of existing entertainment and experiential opportunities SFO offer to improve satisfaction, loyalty, and non-aeronautical revenue generation for \$149,760.
- The Planning Department received from Accenture a blueprint for the City's Shared Spaces Program database to integrate interagency data from sources such as Shared Spaces applications, permits, inspections, violations & enforcements, communications, and staff time information for \$149,760.
- Office of Economic & Workforce Development received from ZS Associates support developing a second iteration of the City's economic recovery dashboards for \$149,760.
- The Planning Department received from US Digital Response support in identifying a set of key performance indicators (KPIs) for the City's Tenderloin Community Action

Plan (TCAP), and an implementation guide for the City to measure the KPIs over time for \$93,600.

- The Mayor's Office of Housing & Community Development received from Slalom an operationalization strategy for the Department's Digital Skills and Entrepreneurship Playbook for \$140,400.

2022-xx-xx Resolution No. xx

Submitted for Board approval

- The Office of Economic & Workforce Development received from Harvard Business School Community Partners a theory of change model to support the identification of top execution initiatives/goals and related services & programs to drive an equitable small business recovery in response to the COVID pandemic for \$149,760.
- The Department of Police Accountability received from ZS Associates a tech tool to allow residents to look up their police complaint case status and information for \$99,840.
- The Department on the Status of Women received from Zendesk a strategic roadmap for a centralized data system to monitor gender-based program performance and improve service delivery worth \$99,840.

2021-xx-xx Fall Resolution No. xx

Submitted for Board approval

- Assessor-Recorder received from Mapbox an analysis of new construction assessment data and peer review of other assessor's offices worth \$99,840.
- The Department of Emergency Management received from Mapbox assistance in transitioning the City's Emergency Shelter Database to a user friendly platform with enhanced functionality worth Mapbox \$99,840.
- The Department Human Resources (DHR) received from Adobe assistance in developing user friendly tools to better support City employees who are new parents locate appropriate benefits worth \$62,400.
- DHR received from Zendesk user research and recommendations for improving the City's job applicant experience worth \$99,840.

- The Human Rights Commission (HRC) received assistance from Accenture in measuring the impact of the Dream Keeper Initiative for San Francisco's Black communities by supporting development of a public facing Dream Keeper Initiative dashboard that captures the impact of the initiative worth \$99,840.
- The Human Services Agency received assistance from ZS Associates in creating an outreach plan to better connect older people and adults with disabilities to City services \$99,840.
- The Office of Economic and Workforce Development (OEWD) received assistance from Harvard Business School (HBS) Community Partners in creating a small business service framework that will inform the OEWD's approach toward supporting the sector's economic recovery and building a strong foundation for equitable growth after the COVID-19 pandemic worth \$124,880.
- OEWD received from Salesforce assistance in developing a branding and marketing strategy to better communicate economic and workforce development services to San Franciscans \$97,500.
- The Human Rights Commission's Office of Racial Equity will receive from Adobe assistance in designing and building the City's first citywide Racial Equity Index worth \$62,400.
- Municipal Transportation Agency (MTA) received assistance from ZS Associates with development of the data design and structure for data submitted by Transportation Network Companies worth \$99,840.
- The Office of Contract Administration (OCA) received assistance from Zendesk in developing a strategic plan worth \$99,840.
- Department of Children Youth and Families (DCYF) received assistance from Adobe for developing a strategy for a more effective resident feedback loop and recommendations for redesign of the Community Needs Assessment portion of the Department website worth \$62,400.
- DCYF received from Salesforce a needs analysis and a communications strategy, content calendar, and partner engagement tracker and toolkit to promote awareness of children's rights at a value of \$97,500.
- Homelessness and Supportive Housing (HSH) received assistance from Zendesk in helping produce an educational awareness campaign to educate San Franciscans about the crisis of homelessness and the solutions worth \$99,840.

- The Police Department received from Accenture LLP assistance in developing its strategic plan worth \$185,000.

2020-xx-xx Spring Resolution No. xx

Submitted for Board approval

- Adobe (Dept. of Homelessness and Supportive Housing): Adobe has partnered with the Dept. of Homelessness and Supportive Housing to provide services valued at \$76,800. Such services include developing a public messaging campaign to educate San Franciscans about the crisis of homelessness and the solutions.
- Civic Consulting USA (Office of Economic and Workforce Development): Civic Consulting USA has partnered with the Office of Economic and Workforce Development to provide services valued at \$100,000. Such services include developing and implementing a Small Business Agenda (Vision and Mission).
- Civic Consulting USA (Rent Board): Civic Consulting USA has partnered with the Rent Board to provide services valued at \$76,800. Such services include conducting user research, and creating a communications and content strategy to help make services more user-friendly and accessible for residents.
- fuseproject (The Recreation and Parks Dept.): fuseproject has partnered with the Recreation and Parks Dept., to provide services valued at \$96,800. Such services include developing a Smart Parks Strategic Plan to declare priorities, focus its efforts, and engage its stakeholders.
- M. Arthur Gensler Jr. & Associates, Inc. (Treasure Island Development Authority): Gensler has partnered with the Treasure Island Development Authority to provide services valued at \$76,800. Such services include developing a programming and design space tailored to replace current residential treatment beds and transitional housing, as provided by HealthRIGHT360, on one of TISDA's affordable housing parcels.
- Slalom (Mayor's Office of Housing and Community Development): Slalom has partnered with the Mayor's Office of Housing and Community development to provide services valued at \$192,000. Such services include making access to housing resources more racially equitable through a racial equity focused review of their affordable housing application data and policies to determine if they are creating barriers for African American applicants.

- Accenture (San Francisco International Airport): Accenture has partnered with the San Francisco International Airport to provide services valued at \$99,840. Such services include designing a framework to improve and streamline communication with and amongst frontline workers.
- Adobe (Office of Transgender Initiatives): Adobe has partnered with the Office of Transgender Initiatives to provide services valued at \$62,400. Such services include developing a communications strategy to improve City and nonprofit partners' communications with the transgender and gender nonconforming community.
- Salesforce (Mayor's Office of Housing and Community Development): Salesforce has partnered with the Mayor's Office of Housing and Community Development to provide services valued at \$97,500. Such services include developing a digital and e-commerce curriculum for low-income housing residents.
- Civic Consulting Alliance (Office of Racial Equity): Civic Consulting Alliance has partnered with the Office of Racial Equity to provide services valued at \$99,840. Such services include developing a meaningful set of indicators for San Francisco Citywide racial equity index.

2019-10-01 Fall Resolution No. 433-19

- Adobe (Office of Civic Innovation): Adobe has partnered with The Office of Civic Innovation, where they will provide consulting services valued at \$76,800. Such services include creating a repeatable process to share and replicate innovations developed through OCI programs.
- Adobe (DataSF): Adobe has partned with DataSF, where they will provide services valued at \$76,800. Such services include improving the department's approach to data sharing, providing case studies, and suggesting architectural principles for data infrastructure.
- Civic Consulting USA (Mayor's Office of Housing and Community Development): Civic Consulting USA has partnered with the Mayor's Office of Housing and Community Development, where they will provide services valued at \$80,000. Such services include assisting in determining how to ensure that all tenants receive free legal counsel in accordance with the "No Eviction Without Representation Act" of 2018, through the co-design of a referral system.

- Civic Consulting USA (Office of Transgender Initiatives): Civic Consulting USA has partnered with the Office of Transgender Initiatives, where they will provide services valued at \$80,000. Such services include improving access to services by helping create a more user-centric manual, translating that manual into four languages, and furthering a digital outreach.
- Cosine Collective (Marty Low Associates) (Dept. of Emergency Management): Cosine Collective has partnered with the Dept. of Emergency Management, where they will provide services valued at \$80,000. Such services include determining the viability of the nurse-triage concept to more effectively and efficiently handle medical calls that do not require ambulance assistance.
- Digitalist (Public Works Pit Stop Program): Digitalist has partnered with the Public Works Pit Stop Program, where they will provide services valued at \$80,000. Such services include developing operating procedures, establish locations, and collect and present data that will enable the program to expand efficiently and effectively.
- fuseproject (Dept. of Public Health Street Medicine Program): fuseproject has partnered with the Dept. of Public Health's Street Medicine Program, where they will provide services valued at \$76,800. Such services include sharing the program's learnings with a larger community of public health providers looking for innovative harm reduction programs to address the opioid epidemic.
- Harvard Business School (Dept. of Public Works): Harvard Business School has partnered with the Dept. of Public Works, where they will provide services valued at \$80,000. Such services include analyzing peer cities and developing recommendations for improving street cleanliness.
- Slalom LLC (Dept. of Police Accountability): Slalom, LLC has partnered with the Dept. of Police Accountability, where they will provide services valued at \$120,000. Such services include defining the process for filing and processing citizen complaints, exchanging information, and tracking cases.

2019-12-17 Fall Resolution No. 548-19

- Google (Planning Dept. & Dept. of Building Inspection): Google, Inc., has partnered with The Planning Department and Department of Building Inspection, where they will provide consulting services valued at \$750,000 for the 12/20/2019 for one year. Such services include analyzing the City's pre-approval, permitting, and development processes, and recommending business process improvements to accelerate the production of housing in San Francisco.

2019-04-16 Spring Resolution No. 185-19

- City Innovate (Dept. of Technology): City Innovate, a project of The Giving Back Fund, has partnered with the Department of Technology, where they will provide consulting services valued at \$125,000 for the time period of 2018-2023.