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 $149,760.

- 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 partnered 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.