



CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE  
MAYOR

MINUTES  
Regular Meeting  
May 4, 2026

2:00 p.m.  
Room 400, CITY HALL  
1 Dr. Carlton B. Goodlett Place

This meeting will be held in person at the location listed above. Members of the public may attend the meeting to observe and provide public comment at the physical meeting location listed above or by calling (415) 655-0001 and entering meeting id #2660 288 0677. Instructions for providing remote public comment are below.

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DANIEL LURIE, MAYOR

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JACQUELINE MINOR  
Vice President  
THERESA M. LEE  
VITUS LEUNG  
ADAM WOOD

SANDRA ENG  
Executive Officer

The public is encouraged to submit comments in advance of the meeting by email at [civilservice@sfgov.org](mailto:civilservice@sfgov.org), or by voicemail message at the CSC Office main line at (628) 652-1100. Comments submitted by 5:00 pm the Friday before the meeting will be included in the record. **Effective January 1, 2025, public comment received by email or voicemail at least three hours prior to the start of a meeting will be provided to the members of the Civil Service Commission and will be included in the record on the Civil Service Commission website. These public comments will no longer be read aloud at meetings.** During commission meetings, members of the public may use the Civil Service Commission's dedicated public comment line (415) 655-0001, Access Code #2660 288 0677.

CALL TO ORDER

2:00 p.m.

ROLL CALL

President Kate Favetti	Present
Vice President Jacqueline P. Minor	Present
Commissioner Theresa M. Lee	Present
Commissioner Vitus Leung	Present
Commissioner Adam Wood	Present

President Kate Favetti presided.

REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA (Item No. 2)

**Claudio Escobar**, I am a member of the public and was concerned when I read the SF Standard article (<https://sfstandard.com/2025/10/15/san-francisco-daniel-lurie-ned-segal-opengov-technology-contract/>) about the city's inappropriate contract deal with a tech company that has ties to Trump loyalists including Joe Lonsdale and Marc Andreessen. In case you don't know, Joe Lonsdale's previous ventures include Palantir, an AI software being used by ICE to track, target, and deport immigrants. I read up on standard contracting procedures for significant city vendors, and I was shocked at how policies to prevent corruption had been bypassed. Please consider asking the following questions:

1. How were standard contracting procedures circumvented when contracting with a new, unvetted company? Has this been investigated by the Controller or the Ethics Commission? If so, what was the justification?
2. Why did they select a vendor that was more expensive and proprietary, especially when staff advised against it?
3. How do the professional services needed compare to the other options being considered?
4. In the article, OpenGov spokesperson Danielle Hoffman responded, "Our product meets the City and County of San Francisco's needs today, and it will in the future." Has that turned out to be true from the perspective of staff and customers (not the people who chose the product)?
5. If this product is so proprietary, how do we know it will not be used for evil purposes like Palantir? (statement sent to CSC email May 1, 2026 @ 3:42 p.m.)

**Mark Langan**, I'm writing to express my deep concerns regarding the proposed contract renewal for the OpenGov software product. This software's original purchase did not follow the established procedures for purchases that are in our City Charter, and it is clear that its establishment is intended to privatize functions performed by City IT staff. It is also clear that its closed and inaccessible data structure will prevent City staff from responding to Sunshine requests that are required under the Brown Act. (statement sent to CSC email May 3, 2026 @ 2:34 p.m.)

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of April 20, 2026 – 2:00 p.m.

**Action:** Adopt the Minutes as amended. (Vote of 5 to 0)

ANNOUNCEMENTS (Item No. 4)

Announcement of changes to the agenda.

None.

Other announcements.

None.

Items severed from the Ratification Agenda:

- PSC #DHRPSC0006112 v0.01 from the Airport
- PSC #DHRPSC0006234 v0.01 from the Department of Building Inspection
- PSC #DHRPSC0006154 v0.01 from the Department of Public Works
- PSC #DHRPSC0001895 v1.02 from the Department of Public Health
- PSC #DHRPSC0004099 v1.01 from the Human Services Agency

Items severed from the Consent Agenda:

Item No. 8 Report Back on Personal Services Contract #DHRPSC0002658 v1.01 (Formerly 45988-23/24) from the Department of Public Works.

Public comment, including public comment on any additional Ratification or Consent items that the public would like severed from the agenda.

**Emily Wallace**, IFPTE Local 21 has comments on PSC #DHRPSC0006234 v0.01 from the Department of Building Inspection.

HUMAN RESOURCES DIRECTOR'S REPORT (Item No. 5)

None.

EXECUTIVE OFFICER'S REPORT (Item No. 6)

None.

(0084-26-8) Review of Request for Approval of Proposed Personal Services Contracts.  
(Item No. 7)

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006112 - v0.01	Airport	\$3,000,000	The Contractor will provide third-party review and support SFO in maintaining compliance with FAA Part 139 by updating key regulatory documents, preparing the Airport for annual FAA inspections, and developing strategic plans to address inspection findings. Core services include annual updates to the Airport Certification Manual and Safety Management System Manual, pre-inspection assessments, and post-inspection strategic planning. As-needed services may also be requested, such as conducting safety risk assessments, evaluating airport operations and programs, reviewing airfield infrastructure, and providing recommendations aligned with regulatory requirements and industry best practices.	New	60 Months
DHRPSC 0006234 - v0.01	Building Inspection	\$6,500,000	This request formalizes and expands the professional services framework for PermitSF Portal, the City's enterprise-wide permitting and licensing initiative powered by the OpenGov Cloud platform. OpenGov is a specialized, proprietary Software-as-a-Service (SaaS) "Public Service Platform" designed specifically for government agencies to replace fragmented legacy systems with a unified, digital "front door" for residents and businesses. Following an initial pilot phase that successfully launched the first five permit types (e.g., door/window replacements and fire alarms), the Department is now transitioning to a long-term implementation model. Services will be managed via a new Task Order process, where each departmental engagement is treated as a discrete phase following a hybrid agile-waterfall process. The immediate priority is the Construction Permitting phase, involving complex technical discovery and the migration of high-impact engineering workflows.	New	72 months
DHRPSC 0006145 - v0.01	Public Health	\$4,431,540	Provide as needed, non-emergency ambulance transport (basic life support, advanced life support, critical care transport) needs to be readily available to support safe interfacility transfers and safe discharges. Services will include both transportation and medical monitoring and care during transport. Transport companies should be able to bill third party (health insurance) for payment, as available and appropriate.	New	60 months
DHRPSC 0006148 - v0.01	Public Health	\$3,605,377	Provide as-needed wheelchair van transport service for wheelchair bound patients at Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital (LHH), DPH Community Clinics or DPH contracted service providers. Transportation will be for discharge to patient's home or to another facility, for medical appointments, radiation, dialysis or other medically necessary procedures. Transport service provider will be providing door to door services for patients to their destinations. Services must be available for at least 12 consecutive hours, each day.	New	60 months
DHRPSC 0006154 - v0.01	Public Works	\$2,750,000	Citywide Tree-related Sidewalk Damage Assessment: Survey, document and assess sidewalk damage beneath street trees in San Francisco's public right-of-way.	New	36 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006170 - v0.01	Public Utilities Commission	\$500,000	The scope of work includes a comprehensive review and formalization of the department's information technology design standards, policies, and procedures. The contractor will conduct stakeholder interviews, document existing practices, perform gap analyses against recognized industry standards, and develop updated policies and standard operating procedures. Services include technical documentation related to remote access, device management, cybersecurity controls, access governance, and system architecture standards. The contractor will also assess current disaster recovery and business continuity capabilities, identify deficiencies, and develop actionable recommendations and an implementation roadmap. Work includes knowledge transfer to ensure internal staff can sustain and maintain the documentation and processes moving forward.	New	24 months
DHRPSC 0006249 - v0.01	Treasurer & Tax Collector	\$465,000	The Contractor shall provide an off the shelf banking and investment product to support the Kindergarten to College (K2C) Program. Professional services include: -Full extraction, cleaning, validation, and migration of historical data from the legacy system. -System configuration tailored to K2C rules, workflows, account structures, and operational needs. -Mock conversions, end to end testing, and coordinated fund migration with the legacy bank. -Final cutover with postmigration monitoring and documented procedures.	New	60 months
DHRPSC 0002626 – v2.01	Public Health	Current Approved Amount \$500,000 Increase Amount Requested \$392,010 New Total Amount Requested \$892,010	The Department of Justice (DOJ) of the State of California has awarded a contract for prescription data collection services for the Controlled Substance Utilization Review System (CURES). Specifically, the contractor will provide their Prescription Drug Monitoring Clearinghouse solution gateway (PMP Gateway) and analytical reporting service (Narxcare) to The Department. This solution allows integration of DOJ’s CURES system with our hospital’s Electronic Health Records System, which will provide real time Prescription Drug Monitoring Program (PDMP) Data at the Point-of-Care, provide automated PDMP searches, one location queries for individual patients, multi-state PDMP data, and full transparency into prescription transactions. As the DOJ awarded contractor, supports these processes effectively through its proprietary solution, and helps our Department comply with the California Health & Safety Code section 11165(d).	Amendment	Increase months 14 Total months 74

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0001895 – v1.02	Public Health	Current Approved Amount \$55,874,000 Increase Amount Requested \$10,000,000 New Total Amount Requested \$65,874,000	The programs will provide specialized classroom training and employment support for over 150 consumers on an annual basis who wish to provide peer counseling services. Peers are defined as individuals with personal lived experience who are consumers of mental health services, former consumers, or family members of consumers. Peers utilize their lived experienced in peer counseling settings to benefit the wellness and recovery of the clients being served. These peers will provide peer counseling support to over 400 unduplicated clients in the mental health system. In collaboration with Behavioral Health Services (BHS) and consumers, the contractor will be responsible for the reorganization of the current peer-to-peer services and the implementation of a cohesive and collaborative peer-to-peer system. The contractor will be responsible for developing a peer-to-peer delivery system that promotes best practices, shared resources, and advancement opportunities for peers and quality-driven peer-to-peer services for behavioral health consumers. The contractor will also provide up-to-date and nationally recognized practices providing specialized curriculum in the field of peer counseling. The contractor will work in collaboration with BHS programs, the Department of Rehabilitation, other stakeholders and the broader Bay Area community.	Amendment	Increase months 6 Total months 180
DHRPSC 0004099 – v1.01	Human Services Agency	Current Approved Amount \$1,700,000 Increase Amount Requested \$2,917,929 New Total Amount Requested \$4,617,929	In recognition that people struggling with addiction to illegal drugs often need significant support to engage in treatment successfully, HSA seeks a contractor to provide end-to-end substance use treatment support services to ensure that clients subject to Prop F requirements remain eligible for CAAP benefits. These services include administering substance use assessments, providing individualized care coordination, and monitoring client participation in treatment. Individualized care coordination will ensure that those facing greater challenges in engaging and/or remaining engaged in treatment will receive increased levels of support, including regular outreach, motivational interviewing, peer support, and accompaniment of the client to treatment.	Amendment	Increase months 32 Total months 56

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0005938 – v1.01	Police	Current Approved Amount \$3,900,000 Increase Amount Requested \$100,000 New Total Amount Requested \$4,000,000	Scope includes the following: -- Planning an 18-month project that involves numerous stakeholders who are directly impacted by operational change of reporting incidents and arrests. -- Design and build through system configuration the Records Management System (RMS) that meets the requirements of the 120+ page Statement of Work with the vendor. -- Work with the RMS vendor to deliver enhancements according to the SOW and discovery process during implementation. -- Build 12+ interfaces that transfer data via export, import, or both bi-directional which requires working with multiple vendors. -- Build 2 data conversions where one is via documents and the other is via table fields. -- Validate the completion of design and build, interfaces, and data conversions via 3 phases of testing: functional acceptance testing, integration and conversion testing, and user acceptance testing. -- Develop and execute training plans that will train 2000+ officers and civilians for the new RMS that will replace the existing incident reporting system. -- Prepare cutover plans for Go-Live that will include a 60-day stabilization period of rapid support. -- Achieve California DOJ CIBRS certification which is required for crime data submittals to the FBI. ADDITIONAL SERVICES FOR PHASE 2/PSC MODIFICATION: PHASE 2: - Set configurations and create workflows in the new Digital Evidence Management System (DEMS) for SFPD business processes - Develop and execute training plan to train 2000+ officers and civilians on using the new DEMS - Migrate digital evidence data (849B copies, confidential personnel files, incidents, supplementals, dispositions etc. ) that is stored from Laserfiche into DEMS - Prepare cutover plans from Laserfiche to DEMS	Amendment	Increase months 6 Total months 66
DHRPSC 0001623 – v2.01	Police	Current Approved Amount \$1,000,000 Increase Amount Requested \$0 New Total Amount Requested \$1,000,000	The San Francisco Police Department (SFPD) Crime Lab requires a contractor to perform as-needed Y-Chromosome Short Tandem Repeat (Y-STR) testing on sexual assault kits to identify male suspects and other as-needed deoxyribonucleic acid (DNA) testing. A contractor will bridge the gaps when caseloads surge or there is insufficient staffing to meet state mandated turnaround time.	Amendment	Increase months 36 Total months 124

**Note:** *New Personal Services Contracts start date may not exceed eighteen (18) months after approval/commission meeting date.*

**Speakers:** Alfy Wong and Stephen Meder from the Airport spoke on PSC #DHRPSC0006112 v0.01.  
Rebecca Mayer and Stephanie Tsai from the Department of Building Inspection spoke on PSC #DHRPSC0006234 v0.01.  
David Moore and John Swae from the Department of Public Works spoke on PSC #DHRPSC0006154 v0.01.

0084-26-8 Continued

My Lan Do Nguyen and Tracey Helton from the Department of Public Health spoke on PSC #DHRPSC0001895 v1.02.

Leslie Lau and Jason Adamek from the Human Services Agency spoke on PSC #DHRPSC0004099 v1.01

- Action:**
1. Approved PSC #DHRPSC0006112 v0.01. (Vote of 5 to 0)
  2. Continued PSC #DHRPSC0006234 v0.01 to the meeting of May 18,2026.
  3. Approved PSC #DHRPSC0006154 v0.01. (Vote of 4 to 1; Commissioner Leung dissents)
  4. Approved PSC #DHRPSC0001895 v1.02 with the condition to report back to the Commission by December 31, 2026, with the progress on creating a new classifications. (Vote of 5 to 0)
  5. Approved PSC #DHRPSC0004099 v1.01. (Vote of 4 to 1; Commissioner Leung dissents)
  6. Adopted the report. Approved the remaining proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration.

- Public Comment:**
- Emily Wallace, IFPTE Local 21 spoke on PSC #DHRPSC006234 v0.01.
- Naj Daniels, SEIU Local 1021 spoke on PSC #DHRPSC0001895 v1.02 and PSC #DHRPSC0004099 v1.01.

(0085-26-8) Report Back on Personal Services Contract #DHRPS0002658 v1.01 (Formerly PSC 45988-23/24) from the Department of Public Works. (Item No. 8)

- Action:** Adopted the report. (Vote of 5 to 0)

(0086-26-8) Review of Request for Approval of Proposed Personal Services Contract #DHRPSC0006072 v0.01 from the Human Services Agency. (Item No. 9)

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006072 – v0.01	Human Services Agency	\$7,402,745	All services should be grounded in the Integrated Core Practice Model (ICPM), which promotes cross-system collaboration among child welfare, behavioral health, probation, and education partners to ensure holistic, family-centered support <a href="https://www.cdss.ca.gov/infore-sources/the-integrated-core-practice-model/about-icpm">https://www.cdss.ca.gov/infore-sources/the-integrated-core-practice-model/about-icpm</a> and focused on the four (4) pillars of education, employment, permanency, and independent living. All services are voluntary, trauma-informed, and culturally and socio-economically responsive. Contractor will use team-based and evidence-informed intervention strategies that support individualized and customized one-on-one engagement, including: Comprehensive initial and bi-annual psychosocial needs assessment Youth-directed goal setting Experiential and distance learning opportunities Bi-annual action planning Resource and referral coordination Service and team coordination Advocacy for youth needs and goals ILSP services must align with the National Youth in Transition Database (NYTD) <a href="https://acf.gov/cb/fact-sheet/about-nytd">https://acf.gov/cb/fact-sheet/about-nytd</a> and meet all applicable federal and state requirements. At a minimum, services shall include: Independent Living Needs Assessment Individualized assessment to identify strengths, needs, and goals. Education Support Academic assistance for secondary education completion. Post-secondary education support, including college or vocational training guidance. Financial aid navigation for scholarships, grants, and loans. Career Preparation & Employment Services Career exploration and job readiness training. Employment programs and vocational training opportunities. Financial Literacy & Resource Management Budgeting and money management skills. Consumer education and financial planning. Housing & Home Management Housing education and referral services. Training in home management and daily living skills. Room and board financial assistance, as applicable. Health Education & Risk Prevention Education on physical and mental health, wellness, and safety. Life Skills Development Time management and organizational skills. Social skills and interpersonal communication. Parenting skills and family support education. Healthy relationships and marriage education. Mentoring & Supportive Services Structured mentoring programs. Supervised independent living arrangements, where appropriate. Transportation Assistance Support for access to education, employment, and essential services. Financial Assistance Administration Provide and track financial assistance for education, room and board, and other approved supports in compliance with program requirements.	New	48 months

**April 20, 2026:** Postponed to the meeting of May 4, 2026, at the request of the Human Services Agency.

**Action:** Adopted the report. Approved the request for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

- (10) Review of Request for Approval of Proposed Personal Services Contract #DHRPSC0005899 v0.01 from the Department of Public Works. (File No. 0087-26-8) – Action Item

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0005899 – v0.01	Public Works	\$34,000,000	As-Needed Civil Engineering Services 2026: Provide specialized services in Civil Engineering. Work shall include roadway and sewer site improvement design, land surveying services, designing compliant curb ramps to applicable standards and Americans with Disabilities Act (ADA) requirements, collecting vehicle traffic information, and other civil engineering consultation services.	New	84 months

**April 6, 2026:** Continued to the meeting of May 4, 2026.

**Action:** Adopted the report. Approved the request for proposed Personal Services Contract; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 5 to 0)

- (11) Feasibility Study Report Back on Proposed Personal Services Contract #DHRPSC0005086 v0.01 from the Human Services Agency. (File No. 0088-26-8) – Action Item

**Action:** Adopt the report and present follow up joint report to the Commission from HSA and DPH in nine (9) months on the projection of staffing to bring the combined work in house. (Vote of 4 to 1; Commissioner Leung dissents)

COMMISSIONERS’ ANNOUNCEMENTS/REQUESTS (Item No. 12)

Commissioner Wood made a request prompted by the issue of the wrap around services that Commissioner Leung has brought up and the report from the departments that one piece of that puzzle, a peer support civil service classification exists in surrounding counties, makes me interested in what counties have that and what the job description is for that classification, so I don't necessarily want to burden staff with this, but I'd be willing actually to just do a quick survey of what job classifications exist for peer support and report it back to the commission through the executive director.

Kate Howard I've also was listening to the conversation with great interest, and I've asked our compensation and classification division to spend some time looking into this very question. How are other counties responding? Are there any models and to what extent are DPH and HSA already in conversation with them? So, we're happy to bring back a report. I can't give you a date yet.

ADJOURNMENT (Item No. 13)

The meeting was adjourned at 4:32 p.m. in memory of Larry Mazzola, Sr.

**Commissioner Lee**, as many of you know, Larry was an airport commissioner and for over 25 years, I believe. He was a unique individual, a giant among the labor community. And he was, the best, because he was the only president that I worked for. As the president of the airport commission, he knew the politics and he knew what he needed to do to protect SFO in terms of making sure we did everything we needed to do, to ensure that the airport was operating safely and efficiently. So, I will miss him and my condolences to his family.

**Commissioner Wood**, I just wanted to express my condolences to the Mazzola family, especially Larry Jr., and his family. They've been there for Larry Sr. who has been sick for some time, and they've spent a lot of time caring for him and I'm sure this is both a grievous time, but happy that he's at peace and I just want to pay tribute to the role that Larry Sr. Joe and Larry Jr. have played in building the UA local 38 as really one of the leading organizations in San Francisco's building trades representing their members and advocating on behalf of construction workers in particular throughout the entire city and state.

**Commissioner Leung**, I also want to send my condolences to the Mazzola family. I think I have the special privilege of working alongside Mazzola Sr. and working against him. So, I saw both sides of Mr. Mazzola Sr., and I can tell you, whatever he did, not only did for the good of the people that he represented, but also all San Franciscans. He also, deep inside, always had the city in mind in terms of what's best for the city. And for that I appreciated him. I will miss his old style of negotiating. Durind negotiations was one of the few that he actually kicked me out of his office, so I'm going to remember that in a good way.

**Vice President Minor**: Condolences to the family and to the overall union family. His leadership that will be missed.

**Laven Holmes**, Thank you President Favetti. I just wanted to share first my condolences to our business partner Larry Mazzola Jr. and the entire Mazzola family. My first experience in contract negotiations opposite Larry Mazzola Sr. in the plumbers' union, was when I was at PUC in the early 2000s. I don't remember the outcome, but I will never forget the impression he left on me as a Senior Labor Relations Analysts early in my career. He was a force to be reckoned with and a master negotiator. I had the pleasure honor or just the assignment of sitting at that really long Mahogany table in the plumbers' union hall over many rounds of negotiation during my time as Human Resources Director at the Port and learned so much about how to build consensus in that room. His presence in the labor community and, and labor relations in San Francisco will be missed. Thank you.

**President Favetti**, I worked with Larry primarily in negotiations on civil service rules. Very different for labor negotiations sort of, but he had always had the wellbeing of employees represented by local 38 at his heart, but he vigorously advocated to protect the merit system rights for all employees. He has made a positive difference and is highly respected in this regard. On behalf of the Civil Service Commission, we are sending our condolences to his family and adjourn this meeting of the Civil Service Commission on May 4, 2026, in his memory. Thank you very much for all your comments.