



# **City and County of San Francisco**

Office of the City Administrator

Committee on Information Technology

# **Committee on Information Technology**

## **Monthly Meeting**

**January 15, 2026**

# Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Meeting Minutes from December 18, 2025
5. Approve Draft SF.gov Subdomain Standard (Digital Services)
6. Update from Digital Services
7. Update from DataSF
8. Chair Update
9. Chief Information Officer Update
10. Adjournment

# Item Number 3

## General Public Comment

Discussion Item

# Item Number 4

Approval of Minutes from December 18, 2025

Action Item

# Item Number 5

Review Draft SF.gov Subdomain Standard (Digital Services)

Action Item

# Item Number 6

Update from Digital Services

Discussion Item

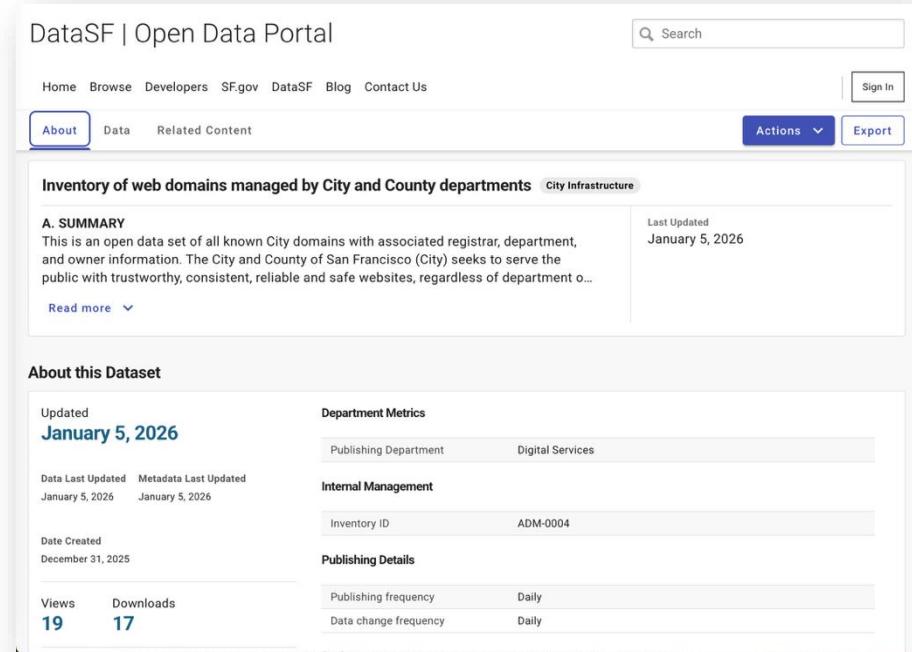


# DIGITAL SERVICES UPDATE

JANUARY 15, 2026

# DOMAIN MANAGEMENT POLICY

As required by COIT's domain management policy, we worked with COIT and DataSF to publish an inventory of all 436 public-facing, City-owned web domains on the open data portal in December.



The screenshot shows the DataSF Open Data Portal. The top navigation bar includes links for Home, Browse, Developers, SFgov, DataSF, Blog, and Contact Us. On the right, there are search, sign in, and actions/export buttons. The main content area is titled "Inventory of web domains managed by City and County departments" and includes a "City Infrastructure" link. A summary section states: "This is an open data set of all known City domains with associated registrar, department, and owner information. The City and County of San Francisco (City) seeks to serve the public with trustworthy, consistent, reliable and safe websites, regardless of department o...". Below this is a "Read more" link. The "About this Dataset" section provides details: Updated on January 5, 2026. It lists department metrics for Publishing Department (Digital Services), internal management (Inventory ID ADM-0004), and publishing details (frequency Daily). It also shows statistics for Views (19) and Downloads (17). The last updated date is January 5, 2026, for both data and metadata.

Updated	Department Metrics
January 5, 2026	Publishing Department: Digital Services
Data Last Updated	Internal Management
January 5, 2026	Inventory ID: ADM-0004
Metadata Last Updated	Publishing Details
January 5, 2026	Publishing frequency: Daily
	Data change frequency: Daily

Views: 19 Downloads: 17

## OUR CORE CX INFRASTRUCTURE



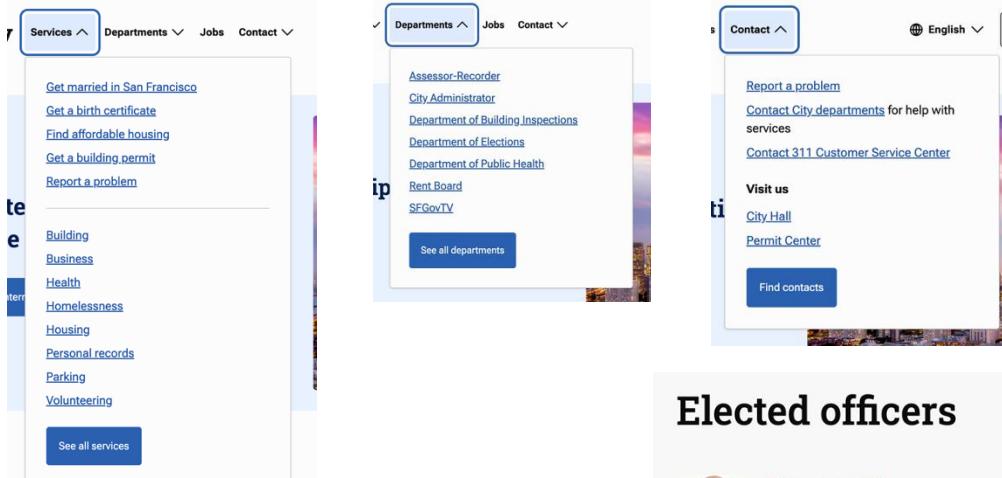
**Forms**  
on SF.gov

## NOW: HOW SF.GOV HELPS THE CITY



**Forms**  
on SF.gov

# LATEST UPDATES: MENUS & COMPACT PROFILE CARDS



The image displays three separate screenshots of the City of San Francisco's website navigation menus, arranged horizontally. Each screenshot shows a blue header bar with a magnifying glass icon and the city's name. Below the header are three main menu items: 'Services', 'Departments', and 'Contact', each with a dropdown arrow icon.

- Services:** This menu is currently active, indicated by a blue box around the 'Services' button. It lists several services: 'Get married in San Francisco', 'Get a birth certificate', 'Find affordable housing', 'Get a building permit', and 'Report a problem'. Below these are categories: 'Building', 'Business', 'Health', 'Homelessness', 'Housing', 'Personal records', 'Parking', and 'Volunteering'. At the bottom is a blue 'See all services' button.
- Departments:** This menu is shown with a blue box around the 'Departments' button. It lists various city departments: 'Assessor-Recorder', 'City Administrator', 'Department of Building Inspections', 'Department of Elections', 'Department of Public Health', 'Rent Board', and 'SFGovTV'. At the bottom is a blue 'See all departments' button.
- Contact:** This menu is shown with a blue box around the 'Contact' button. It lists ways to contact the city: 'Report a problem', 'Contact City departments for help with services', and 'Contact 311 Customer Service Center'. Below these are 'Visit us' links for 'City Hall' and 'Permit Center', and a blue 'Find contacts' button.

## Elected officers



**Manohar Raju**  
Public Defender



**Brooke Jenkins**  
District Attorney



**Paul Miyamoto**  
Sheriff



**José Cisneros**  
Treasurer



**Joaquín Torres**  
Assessor-Recorder



**David Chiu**  
San Francisco City Attorney

# LATEST UPDATES: SUPER BOWL & WORLD CUP

 SF.gov Services Departments Jobs Contact English Search

## Super Bowl LX 2026



**San Francisco Bay Area hosting Super Bowl LX on February 8**

San Francisco is proud to celebrate Super Bowl LX and the 2026 Pro Bowl Games. Find official information about events, transportation impacts, public safety, and how the City is preparing for a safe, fun week.



Get ready for an unparalleled blend of soccer, music, food, culture, and entertainment in the San Francisco Bay Area this June and July. Levi's Stadium is set to host 6 exciting FIFA World Cup 26™ matches.

**Transit and travel**  
You can get around SF by riding Muni, BART, Caltrain, driving, biking, or walking.

**Road impacts**  
Expect road closures in event areas. Check back closer to the event for the latest updates.

**Get event help**  
Contact 311 to report problems or get information. Help is available 24 hours a day, 7 days a week, in more than 160 languages.

**Get around San Francisco**

**Text SuperBowlSF to 888-777 for emergency alerts**  
Sign up to receive emergency alerts specifically for Super Bowl visitors.

**Opportunities for Small Businesses**

 SF.gov Services Departments Jobs Contact English Search

## FIFA World Cup 26™ SF Bay Area



### SF Bay Area to host FIFA World Cup 26™ matches next summer



Get ready for an unparalleled blend of soccer, music, food, culture, and entertainment in the San Francisco Bay Area this June and July. Levi's Stadium is set to host 6 exciting FIFA World Cup 26™ matches.

**Host nations and key dates**  
The United States, Mexico, and Canada are co-hosting the FIFA World Cup 26™ from June 11 to July 19.

**Transit and travel in SF**  
There are many ways you can get around San Francisco including Muni transit, BART, Caltrain, driving, biking, or walking.

**FIFA Fan Festival™ in SF**  
Come experience the best in soccer, music, entertainment, culture, food, and lifestyle at the FIFA Fan Festival™ in San Francisco.

**Expect road closures in event areas. Check back closer to the event for the latest transit information and updates.**

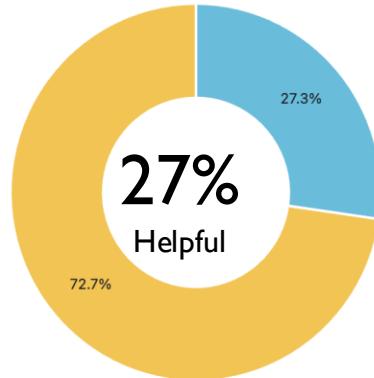
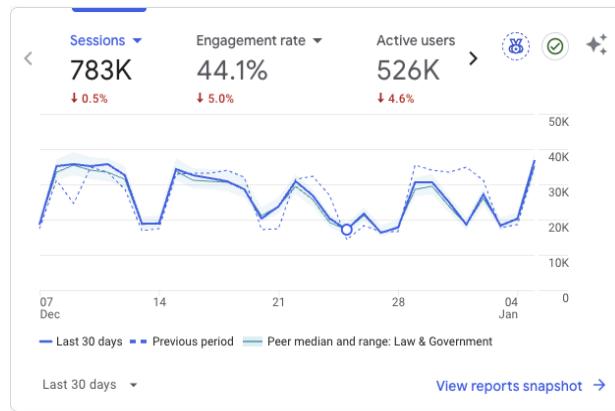
**Full tournament schedule**

**Get around San Francisco**

**FIFA Fan Festival™ is the perfect spot to catch live matches and soak up an electric atmosphere outside the stadium.**



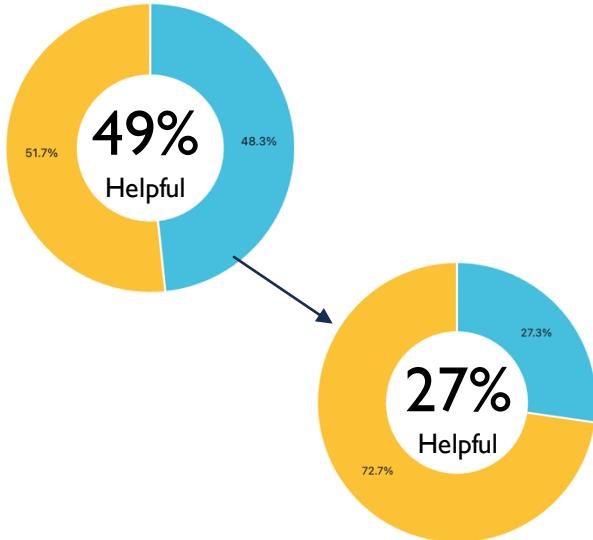
# SF.GOV IS CURRENTLY ~40% OF CITY WEB TRAFFIC



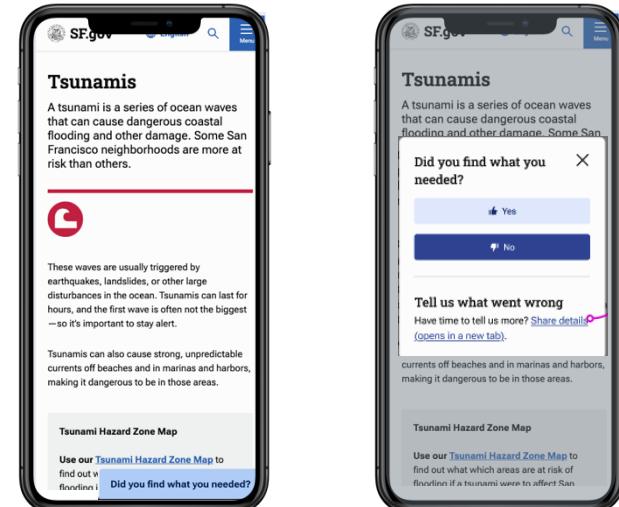
- >780K sessions a month (~40% of the city's web traffic\*)
- ~16M Google impressions in December
- 27% of feedback respondents found the last SF.gov page they visited “helpful”
- 44% engagement rate (in line with state & local govt peer benchmark)
- ~200+ monthly active editors adding & updating content for the public

# SF.GOV IS CURRENTLY ~40% OF CITY WEB TRAFFIC

What happened between  
Q3 and Q4 2025?

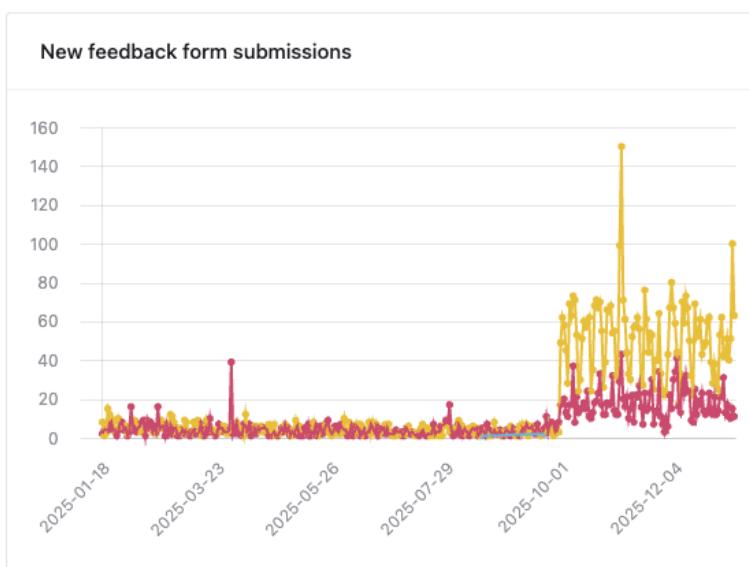


The website didn't change,  
our feedback button did



## MORE FEEDBACK!

Feedback volume is up



Feedback is available via Karl Jr, our first “labs” feature

Karl Jr.

Gender inclusion policy and tools

Helpful information for people who are going through a gender transition.

[Human Resources](#)

The City and County of San Francisco (City) wants to make sure that everyone who works here feels safe and respected, no matter how they identify themselves. This includes people who might be transgender, gender-nonconforming, gender-nonbinary, and gender-transitioning. The City has strict rules against mistreating people because of their gender or how they express it.

There are rules from the Mayor that say we should respect and include people of all genders. They also have a set of rules about making sure everyone feels comfortable at work.

138 TOTAL FEEDBACK 96% PAGE HELPFUL?

Apr 29, 2025

Issue: somethingWasBrokenOrDidntWorkAsExpected

Details: was broken

ID: 68114e4ebc47a28b1f1bab42

# ROADMAP: FIRST HALF OF 2026

## Features:

- SF.gov page "metadata" in the  UDP
- SF.gov-wide upcoming events calendar & more customizable calendar components on agency pages
- Private unpublished drafts, so you can work on sensitive content
- Embed more content: Animals for adoption, map support
- New agency and department options: department-wide announcements & more department branding features

## Site launches:

- War Memorial Board of Trustees
- Find Treatment
- Arts Commission
- Department of Early Childhood
- City Attorney

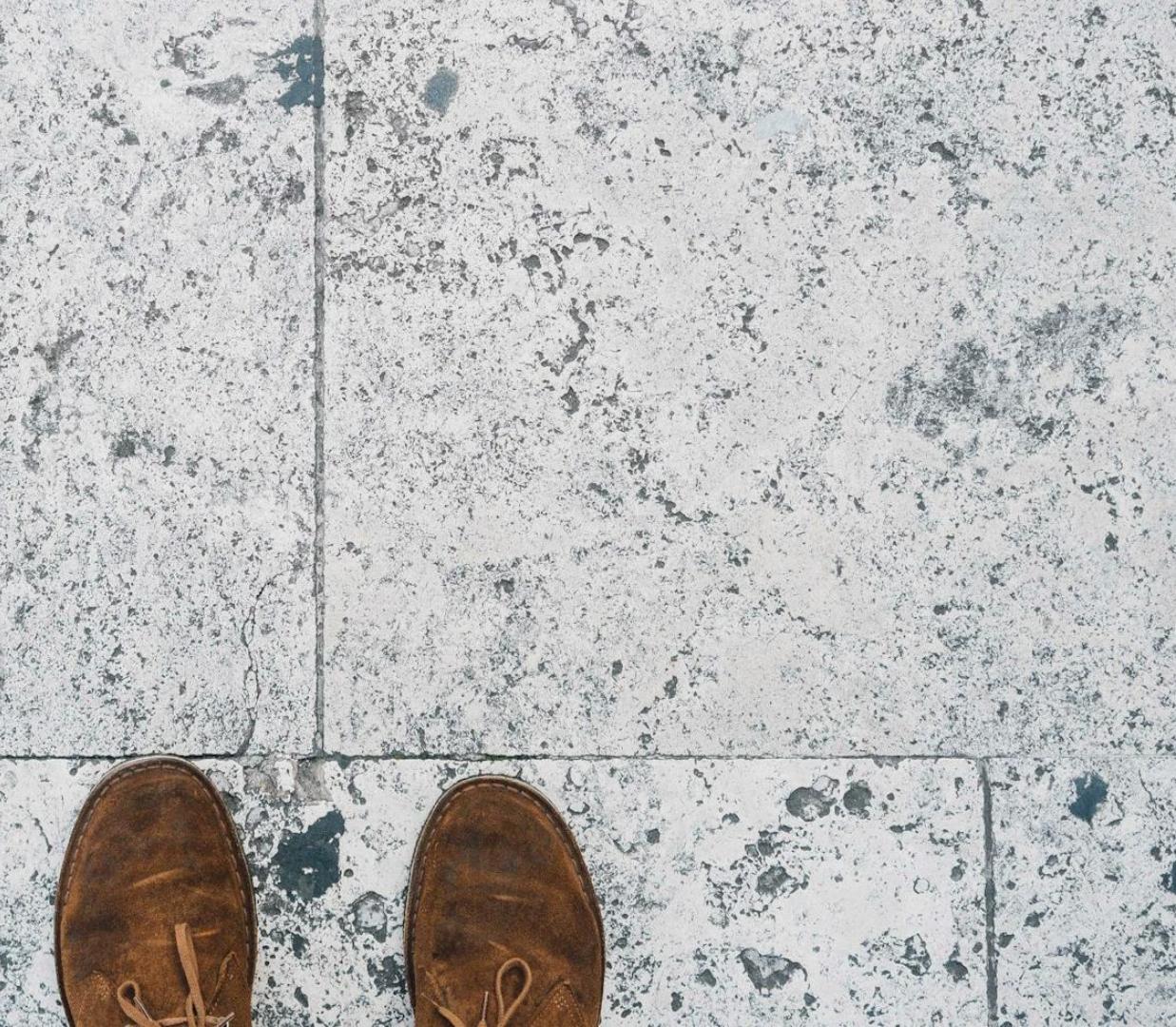
NEXT: FORMS ON SF.GOV



**Forms**  
on SF.gov

## NEW STRATEGY: “RAISING THE FLOOR”

- **Before:** Focus on complex forms with advanced technical requirements, like integration with a system of record
- **Now:** Shifting to the “long tail” of the thousands of city services without digital forms (PDF, paper, Word)
- **How:** A self-serve form tool that allows any department to quickly launch an accessible digital form



# NEW FORMS TOOL AVAILABLE: FILLOUT

- Fillout selected for:
  - Ease of use for form creators & submitters
  - Excellent translation support
  - Integrates with MSFT & other key city systems
  - AI-enabled import of PDF / Word forms
- Training available in January and February for departments interested in this new tool
- Early feedback suggests this could help replace the city's ~1000 PDF forms

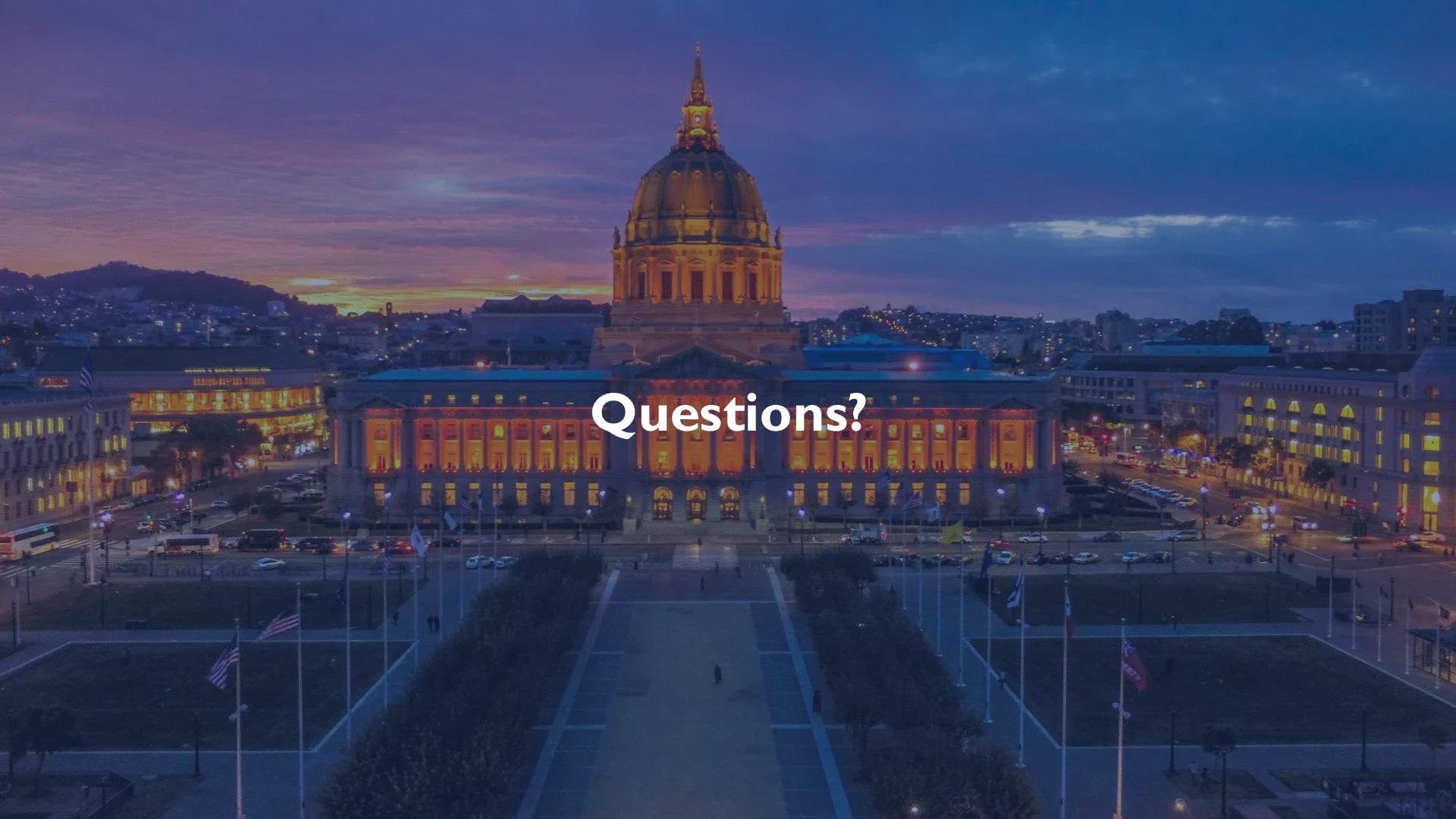
The screenshot shows the Fillout platform interface. At the top, there's a navigation bar with 'Edit', 'Integrate', 'Share', 'Results', and other buttons. The main area is titled 'SF Small Businesses Th...' and features a sidebar on the left with sections for 'Airtable fields' (Heading, Image, Divider, Banner, Video, Paragraph, Social media links), 'Choices' (Anchor Businesses, Application Status, Business Type, I acknowledge that I..., Is your business a Legacy Business, location, Non CDRG, Owner Preferred, Status), and 'Display elements' (H1, Image, Divider, Banner, Video, Paragraph). The main content area displays a form titled 'SF Thrives Grant' with the sub-instruction 'Fill out the eligibility verification form to be considered for this grant'. A 'Next' button is visible. A note at the bottom states 'Eligibility form closes on Friday, November 14th at 5:00PM'. The interface includes a 'Theme' editor, a language selector for 'English', and a 'Share' button. The bottom navigation bar includes 'Cover', 'About the grant', 'Map', 'BAN Lookup', 'Ending', and 'Logic' buttons.

# FORM MIGRATION ROADMAP

FEATURES	Pre-2025	2025	2026	2027	2028
.Migrations	50 services including AB1114 online permit application <input checked="" type="checkbox"/>	10 PDF or paper-based forms migrated to forms platform	100 high priority forms migrated All new forms on SF.gov platform, or of similar quality	200 more high priority forms	2028: 500 forms migrated

~5%  
of known city forms  
are digital\*

100%  
migration complete



Questions?

# Item Number 7

Update from DataSF

Discussion Item

# DataSF 2025: A Year of Foundational Infrastructure

## 1 Creating a Central Source of Truth (UDP)

**Goal:** Launched the Unified Data Platform (UDP) to address long-standing data silos.

2025 Adoption Metrics:

- 17 Participating Departments\*
- 518 Production Datasets
- 101 Active Users

## 2 Centralizing Data Management

- **Policy Update:** Refreshed the citywide Data Management Policy to enable data quality, consistency, and compliance—specifically designed to prepare departments for AI adoption.
- **Strategic Procurement:** Secured a new Snowflake Enterprise Agreement, locking in compute discounts and negotiating a 12% discount on professional services.

## 3 Building Citywide Architecture

- **Scalability:** Implemented high-performing cloud infrastructure tools (e.g., dbt, Azure Data Factory) to ensure future scalability and speed.



# Our Vision:

## Three Interconnected Pillars

### 1 Unified Data Platform

A modern, scalable, and secure cloud platform serving as the City's single, collaborative source of truth, eliminating data silos and enabling seamless data collaboration

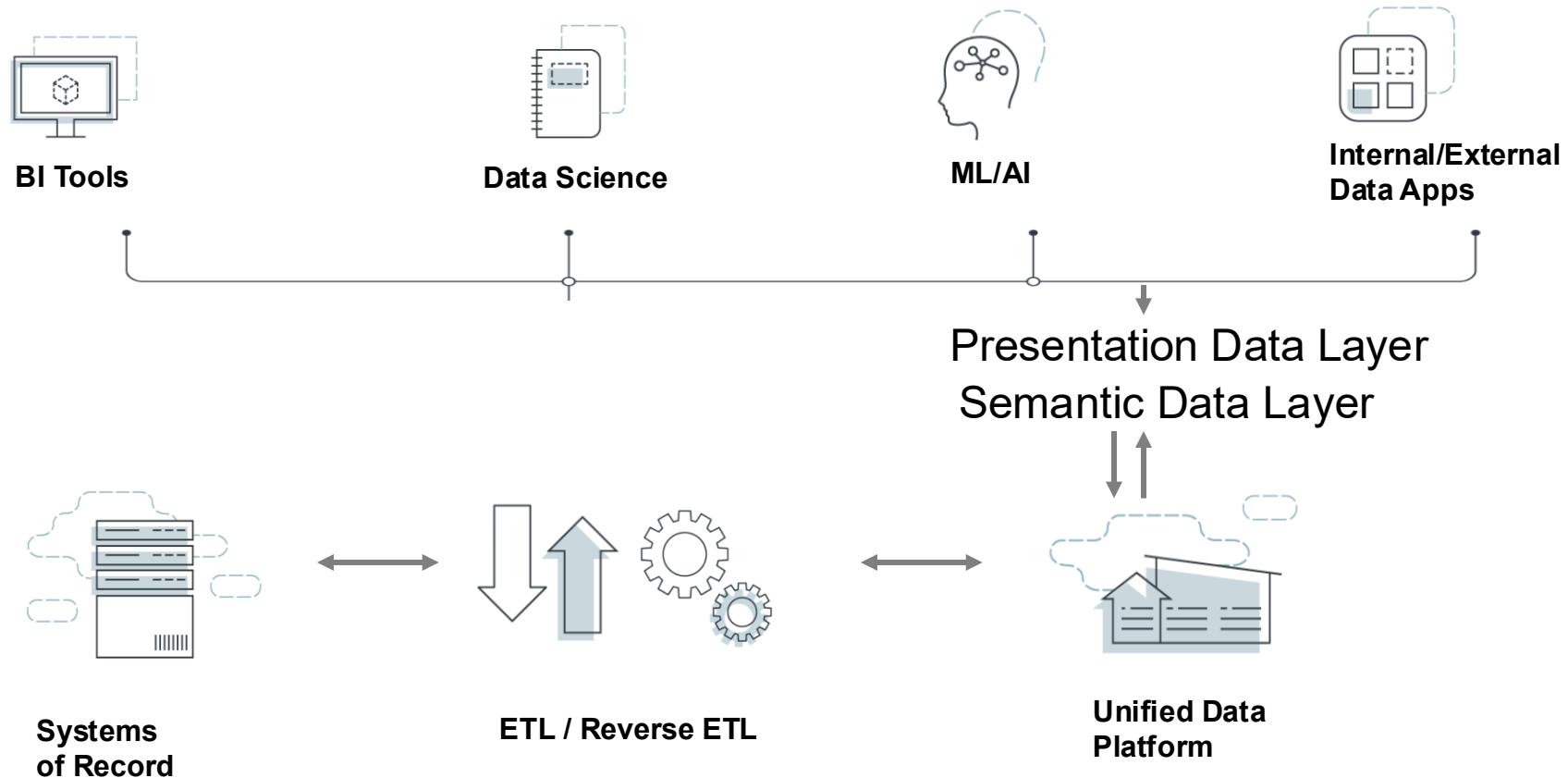
### 2 Data-as-a-Product Paradigm

Treating data not as a passive byproduct but as a reusable, governed, and valuable asset that empowers departments to become both producers and consumers of trustworthy information.

### 3 Data Management (Ex: Semantic Layer)

The governance framework, rules, and best practices that ensure data is accurate, trustworthy, secure, and interoperable across all city operations and services.

# Semantic Layer: Key to Unlocking Self-Service and Democratization



# Delivering Data Models and Source of truth

Q4 FY24-25

Q1 FY25-26

Q2 FY25-26

Q3 FY25-26

Q4 FY25-26

Mayoral Initiatives  
Initiatives

ASTRID –  
Street teams outreach

PermitSF 100 days

Large Vehicles - Outreach

Mayor Homelessness Initiative : Middleware etc.

PermitSF Open Gov Implementation

Peoplesoft Migration

Financial & Contracting Data (CON Systems)

DHR Peoplesoft data

Production Data  
(Citywide)

Making high value data available (BAU)

Transbase (Vision Zero Infra)

Platform Capabilities

Access & Security Upgrade

Completed

Ongoing

Not Started

# DataSF Core Functions

The DataSF team is pivotal in transforming San Francisco's data landscape, driving value from raw information to strategic civic assets. Our team manages the full lifecycle of data, from engineering pipelines to delivering actionable insights and maintaining robust governance.

## Data Engineering

- Build & maintain ETL pipelines
- Design data models & schemas

## Data Product Management

- Define data requirements & priorities
- Coordinate stakeholder alignment
- User pulse – capabilities, uses and enablement

## Data Science

- Analyze trends & patterns
- Build predictive models
- Program Evaluation

## Data Governance & Management

- Maintain data dictionaries & metadata
- Build policies for citywide data management
- Implement Governance via tools in UDP

## Open Data Program

- Identify datasets for public release
- Ensure anonymization & documentation

# Item Number 8

## Chair Update

Discussion Item

# Item Number 9

## Chief Information Officer Update

Discussion Item

# Adjournment

# Thank you!