



# **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 displays the DataSF Open Data Portal interface. At the top, there is a search bar and navigation links for Home, Browse, Developers, SF.gov, DataSF, Blog, and Contact Us. A 'Sign In' button is located in the top right corner. Below the navigation bar, there are tabs for 'About', 'Data', and 'Related Content', with 'About' currently selected. To the right of these tabs are 'Actions' and 'Export' buttons. The main content area features the title 'Inventory of web domains managed by City and County departments' with a 'City Infrastructure' tag. Below the title is a summary section labeled 'A. SUMMARY' which describes the dataset as an open data set of all known City domains. A 'Read more' link is provided. To the right of the summary, it indicates the dataset was 'Last Updated January 5, 2026'. Below the summary is an 'About this Dataset' section. This section includes a table with the following information:

Updated	January 5, 2026
Data Last Updated	January 5, 2026
Metadata Last Updated	January 5, 2026
Date Created	December 31, 2025
Views	19
Downloads	17

To the right of this table, there are three sections: 'Department Metrics' showing 'Publishing Department' as 'Digital Services'; 'Internal Management' showing 'Inventory ID' as 'ADM-0004'; and 'Publishing Details' showing 'Publishing frequency' and 'Data change frequency' both as 'Daily'.



## OUR CORE CX INFRASTRUCTURE



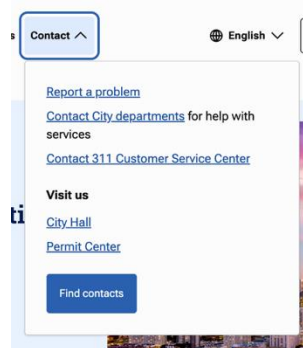
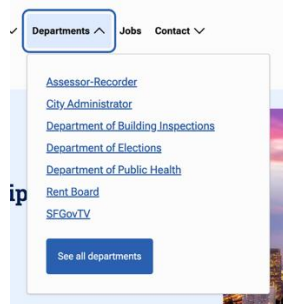
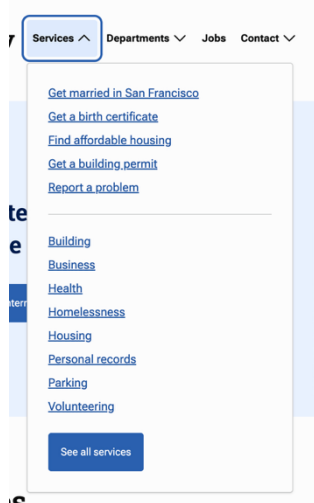
**Forms**  
on SF.gov

## NOW: HOW SF.GOV HELPS THE CITY



Forms  
on SF.gov

# LATEST UPDATES: MENUS & COMPACT PROFILE CARDS



## 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](#)




## 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.



#### Transit and travel


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

[Get around San Francisco](#)



#### 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.

### 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](#)



## 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**.

The San Francisco Bay Area will host **6 soccer matches** at Levi's Stadium (5 group stage and 1 knockout match) from **June 13 to July 1**.

[Full tournament schedule](#)

#### Transit and travel in SF

There are many ways you can get around San Francisco including Muni transit, BART, Caltrain, driving, biking, or walking.

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


[Get around San Francisco](#)

#### FIFA Fan Festival™ in SF

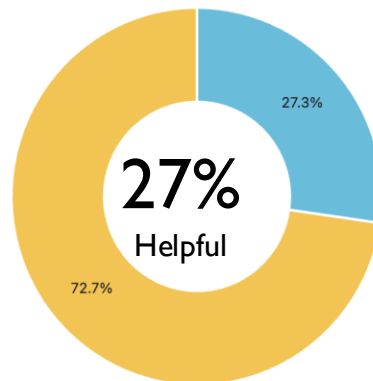
Come experience the best in soccer, music, entertainment, culture, food, and lifestyle at the FIFA Fan Festival™ in San Francisco.

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

More details to come!



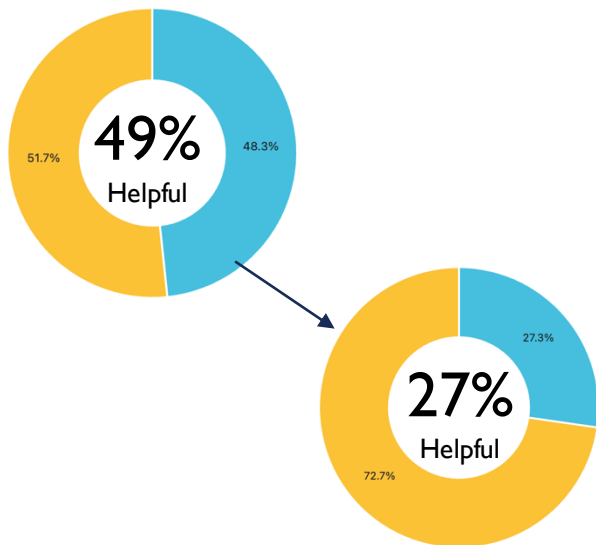
# SF.GOV IS CURRENTLY ~40% OF CITY WEB TRAFFIC



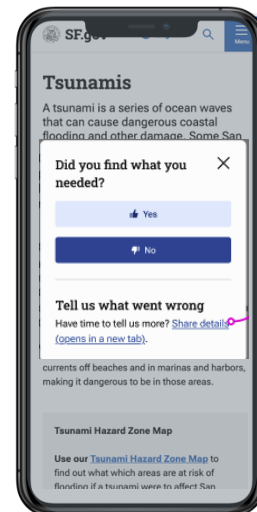
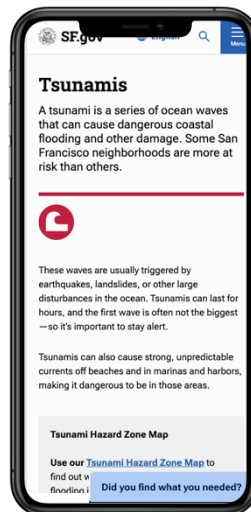
- >780K sessions a month (~40% of the city's web traffic\*)
- ~16M Google impressions in December
- 27% of feedback respondents found the last SF.gov page they visited "helpful"
- 44% engagement rate (in line with state & local govt peer benchmark)
- ~200+ monthly active editors adding & updating content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

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

What happened between Q3 and Q4 2025?

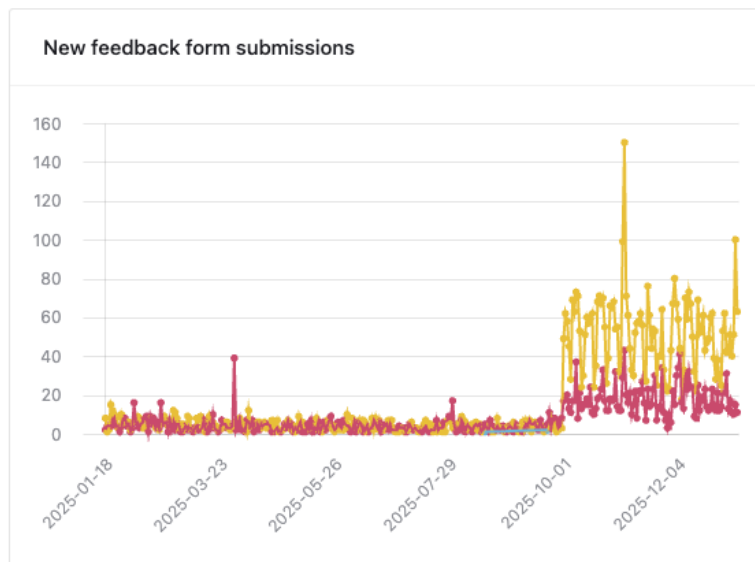


The website didn't change, our feedback button did



# MORE FEEDBACK!

Feedback volume is up



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

SF.gov

English

Menu

## 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.

Karl Jr.

### Gender inclusion policy and tools

[Edit on Karl](#)

#### User Feedback

Comments and ratings about this page from the public

**138** TOTAL FEEDBACK

**96%** PAGE HELPFUL?

Apr 29, 2025

[Not Helpful](#)


Issue: somethingWasBrokenOrDintWorkAsExpected

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 form builder interface for a form titled "SF Thrives Grant". The interface is divided into a left sidebar with various form elements and a main canvas for the form layout.

**Left Sidebar (Form Elements):**

- Airtable fields:** Search Airtable fields
- Display elements:** H1, Image, Divider, Banner, Video, Paragraph, Social media links
- Choices:** Anchor Businesses, Application Status, ban, Business Type, acknowledge that..., acknowledge that..., Is your business a..., Legacy Business, location, Non-CDBG, Owner Preferred, Status

**Main Canvas (Form Layout):**

- Title:** SF Thrives Grant
- Text:** Fill out the eligibility verification form to be considered for this grant
- Buttons:** Next →
- Alert:** Eligibility form closes on Friday, November 14th at 5:00PM
- Footer:** + Add page, Cover, About the grant, Map, BAN Lookup, Ending, Logic

# FORM MIGRATION ROADMAP

	Pre-2025	2025	2026	2027	2028
FEATURES	Launched Forms platform, learned bespoke forms won't scale ✓	<ul style="list-style-type: none"><li>Launch self-serve forms product ✓</li><li>AI-driven "form finder" for SF.gov so we can identify forms to migrate ✓</li></ul>	<ul style="list-style-type: none"><li>Select high usage forms to migrate</li><li>UDP / Snowflake integration</li><li>Insight into quality of customer experience for form users</li></ul>	<ul style="list-style-type: none"><li>AI form quality checker to help staff create forms that are easier for residents</li><li>Expanded integrations with MSFT workflow tools for staff</li></ul>	Tools to allow partners to move additional forms with minimal support
MIGRATIONS	50 services including AB1114 online permit application ✓	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



A wide-angle, high-angle photograph of the San Francisco State Capitol building at dusk. The building's central dome is illuminated with warm yellow lights, contrasting with the deep blue and purple twilight sky. The building's facade is also lit up, showing the numerous windows and classical architectural details. In the foreground, a large, paved plaza with a central walkway and flanking green spaces with trees and flagpoles leads towards the building. Several American flags are visible on the flagpoles. To the left, a hillside with residential lights is visible in the background. The overall scene is a mix of urban architecture and natural landscape under a dramatic evening sky.

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.

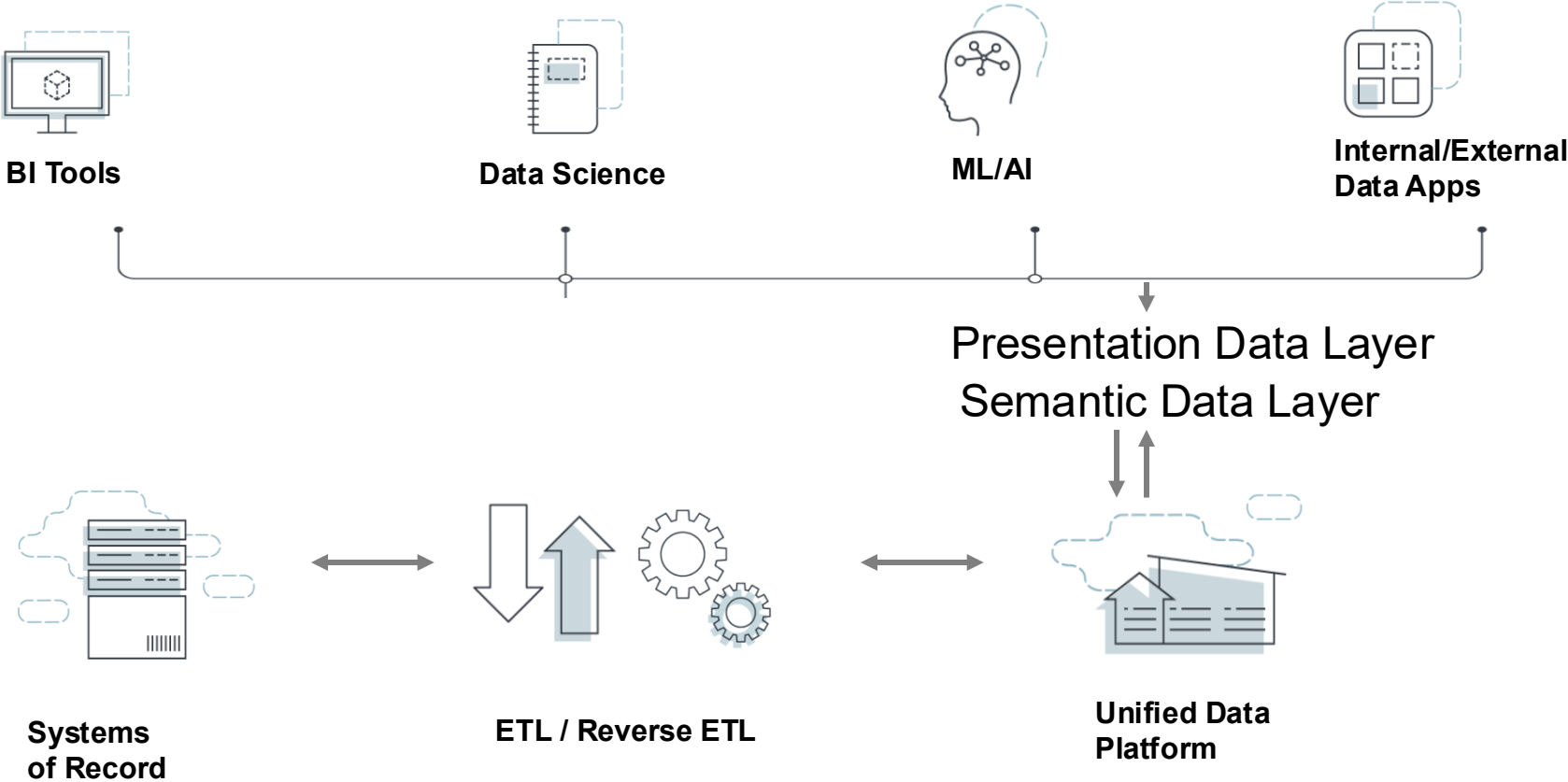
3

### Data Management (Ex: Semantic Layer)

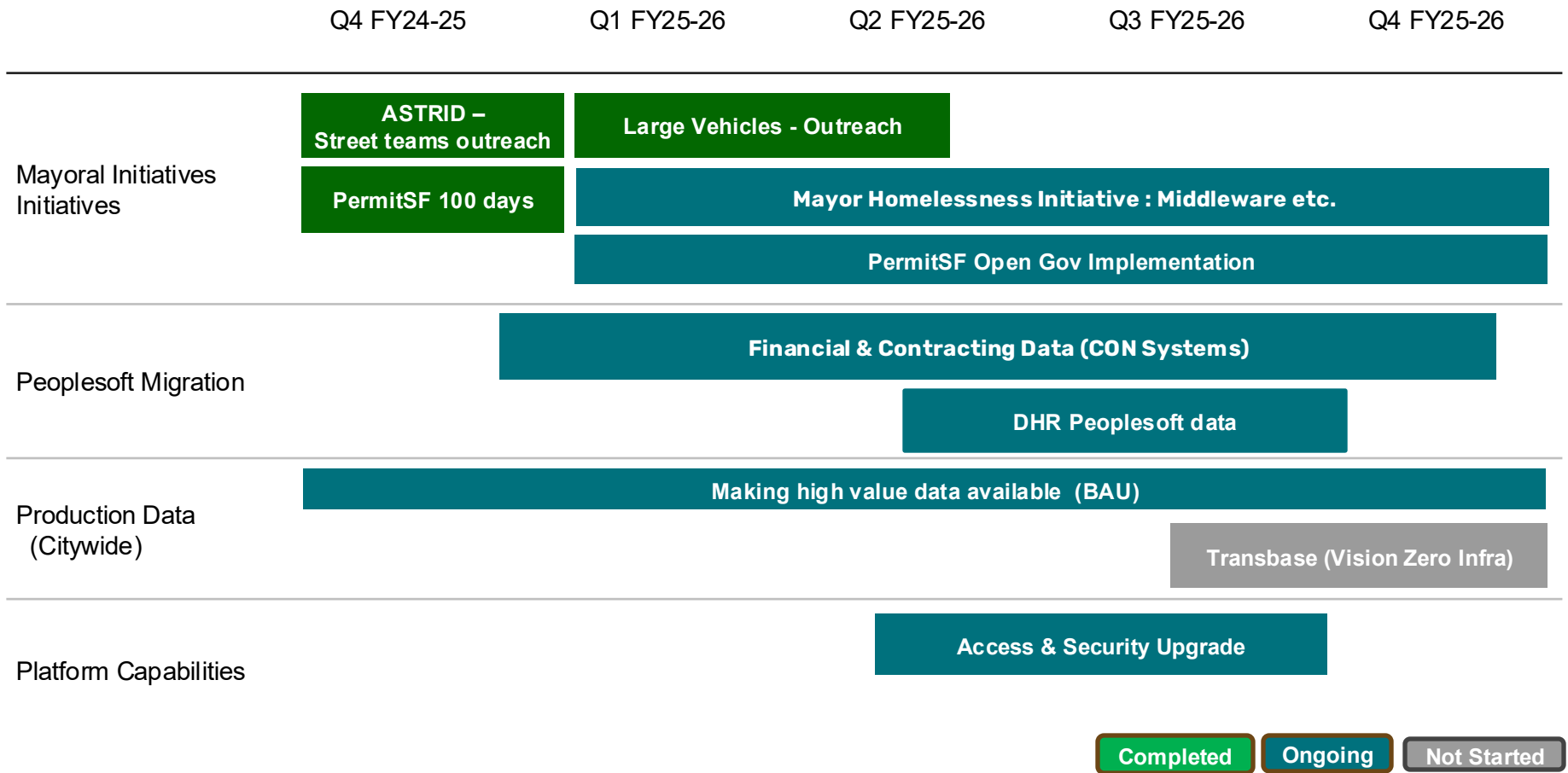
The governance framework, rules, and best practices that ensure data is accurate, trustworthy, secure, and interoperable across all city operations and services.



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



# Delivering Data Models and Source of truth



# 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!