



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE
MAYOR

MINUTES
Regular Meeting
May 18, 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 #2662 583 5232. Instructions for providing remote public comment are below.

LISTEN/PUBLIC COMMENT CALL-IN
USA is (415) 655-0001 | Access Code: #2662 583 5232
Press # twice to listen to the meeting via audio conference
Dial *3 when you are ready to queue

DANIEL LURIE, MAYOR

COMMISSIONERS

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President

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, 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 #2662 583 5232.

CALL TO ORDER

2:00 p.m.

ROLL CALL

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

Vice President Jacqueline Minor 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)

Steve Zeltzer, My name is Steve Zelter, United Front Committee for a Labor Party, I'm here today to speak about the flagrant contracting out illegal changes in contracts, union busting that's going on in San Francisco. And we've all heard of Doche? In what this racist fascist must did. Well, that's starting to happen in San Francisco now. For decades, we've had a Civil Service Commission, we've had a right of city workers to go through a Civil Service Commission and abiding by a union contract. That is being ignored by the City and County of San Francisco and Mayor Lurie. And it's happening at the same time that this Commission is voting to give millions of dollars to contractors while you're laying off clinicians, shutting clinics, and you're spending millions of dollars, e.g., for marijuana training in San Francisco? Where are our priorities? We believe, and I believe that there has to be a halt, complete halt to contracting out in the City and County of San Francisco. In fact, there should be a charter amendment in San Francisco to eliminate contracting out. If you do public work, you should be a public worker. And what this Commission and the Mayor is now doing is saying they're going to contract out to their friends a billion dollar corporations, the tech barons, to get rid of public workers. That's outrageous and has to stop. And this is a threat not only to the workers who are here from IFPTE Local 21 and SEIU 1021, but every city worker. Because if they get away with it with these unions, they'll do every other union in San Francisco. So, this is where it leading? This is leading to a situation where the workers in San Francisco have to go out and strike massively. They have to shut the city down. We have to stop and defend civil service. We have to stop the attack on our union contracts. And politically we need working class candidates that are going to stand up against union busting because the Board of Supervisors is voting for this. They're voting for contracting out. We have to halt it, we have to unify the working people of San Francisco. The same workers that stood up during COVID and defended the people of San Francisco, their health services and made the city function are being laid off. After years decades of service to San Francisco, it's wrong, it's outrageous and it has to stop.

Orlando Tolbert, My name is Orlando Tolbert. I work at DPH. About a month ago, I received this notice saying that I am going to be reassigned. I was shocked when I received it. To this day I can't even think of a valid reason as to why I was selected. I've worked for the city of San Francisco for 32 years. I've worked at this mental health clinic for 25 years. And the entire time I've been the only black supervisor in the clinic. There's about eight people who supervise other staff. I'm not sure that's the reason but I feel like I've been singled out. This letter that I received from HR, doesn't state why I'm being reassigned to a different program is not clear, so I need some clarity on why was this reassignment made? It's mandatory. I don't know if proper notice was given, and I'm certain that seniority was not given because, like I said, I've been there for 25 years. If you look at the seniority list, I've been, you know, I'm number three in seniority. I would be number two, but my last name starts with a T, and I think that has something to do with the seniority. But in either case, there's about three or 400 other 1822 administrative analysts below me. It's my understanding that there was a hiring freeze, yet my program just brought in two new workers. If there was a hiring freeze and they were brought in towards the end of March. How is it that they were brought in and, you know, the position that I'm designated to fill was put on hold? Was it put on hold for me back in December last year? I don't know. The Civil Service rules that I think apply to my case are rule 314 civil service rule 121, 409, because I say that one because I may be working out a class and then some of the MOU rights are being violated. I just hope that this Civil Service Commission will take a look into what I just brought. Thank you very much for your attention.

Cheryl Thornton, My name is Cheryl Thornton. I'm speaking today regarding a serious concern surrounding the reassignments of permanent employees. I am currently the Community of Public Chapter President of Public Health, and several of my members are being reassigned and yet we have no clarity. It seems like they are not following the seniority protections and rules for Civil service, it seems like they're violating rule 121. Mr. Orlando Tolbert who's there today, is one of these employees who works for the Department of Public Health. He's an 1822, he's third on the seniority list, but somehow he received this notice of reassignment, and it seems arbitrary and I'm here at the Health Commission waiting now and I found another member in my chapter the same scenario. I won't say their name because I didn't talk to them yet, but they are being reassigned in the same way. So, these employees their lives have been uprooted. And they are facing a lot of stress and trauma, so we need to have clarity and transparency on how this process is occurring because it feels like it's Union busting. I mean, how is it that permanent employees have seniority. Seniority is totally being disregarded. I am employing the commission to look into these reassignments for these employees, and I want to also say that I represent, I am a SEIU member and I am on my lunch break, I don't want to face retaliation or anything like that for speaking publicly. Thank you very much.

APPROVAL OF MINUTES (Item No. 3)

Regular Meeting of May 4, 2026 – 2:00 p.m.

Action: Adopted the Minutes as amended. (Vote of 4 to 0)

ANNOUNCEMENTS (Item No. 4)

Announcement of changes to the agenda.

None.

Other announcements.

Sandra Eng, Executive Director, announced that Oscar Pena, appellant for Item #17 is requesting a second postponed to a future meeting.

Items severed from the Ratification Agenda.

PSC #DHRPSC0006227 v0.01 from the Department of Public Health

PSC #DHRPSC0006115 v0.01 from the Department of Public Health

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

None.

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

None.

EXECUTIVE OFFICER'S REPORT (Item No. 6)

None.

(0089-26-8) Review of Request for Approval of Proposed Personal Services Contracts.
(Item No. 7)

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006176 - v0.01	City Administrator	\$3,000,000	<p>The Department of Technology is partnering with GovOps, OCA and ADM to pilot a new, safer way for departments to experiment with emerging technologies such as AI. The City is pursuing this work because:</p> <p>The current City procurement process does not enable departments to quickly experiment in low-risk ways, which can lead to riskier, untested full-scale deployments. Many City staff haven't had an opportunity to build expertise and know-how in emerging technologies, making the City vulnerable to vendor-led, vendor-centered technology experimentation. Fragmented governance and lack of early visibility into AI procurements limit coordination, shared learning, and economies of scale and scope. This new pilot framework is a two-step approach for City departments: 1) competitively select from a new RFQ pool and enter into a short-term, limited scope engagement to safely vet and test the selected technology product and/or service [what is in-scope for this PSC]; if the test is successful, then 2) pursue a long-term contract for the selected product and/or service [not in scope for this PSC].</p> <p>Step 1: Short-term, limited scope engagements. For Step 1, the City is putting forward a citywide Request for Qualifications (RFQ) pool for firms who provide products, software, and services powered by emerging technologies such as AI. The objective of the pool is to create short-term, limited-scope engagements so departments can fully vet and test technology products before committing significant staff time and resources to products that may not ultimately serve department needs. This PSC will cover these short-term engagements from the RFQ pool, each of which we anticipate will be less than 1 year in length and less than \$230,000. These short-term engagements will allow departments to evaluate technical feasibility, usability, and performance against pre-established success criteria. Departments will be able to assess potential risk (to safety, privacy, security, and fairness) and review all necessary safeguards required in the early phases of the project's lifecycle. Deliverables resulting from these short-term engagements are expected to provide clear evidence and documentation to support departmental decision-making, including whether to proceed to a larger procurement and the technical, governance, safeguards, and transparency steps that would be required prior to any production deployment. City departments and vendors will only be able to test products in these short-term engagements using public or synthetic data and with no connection to City production systems, to reduce risk.</p> <p>Step 2: Long-term contracts for successful experiments. Should departments find products through Step 1 that have been proven to meet their needs, as well as satisfy predefined success criteria and performance metrics, departments may pursue their own direct contracts outside of the RFQ pool. Departments can begin this full contract work in parallel, allowing them to parallel track contracting work to save them months. This PSC will only cover the short-term engagement, not this Step 2 long-term contract. Departments will be required to secure their own PSC and Civil Service approval for their long-term contract, should they choose to move forward with a supplier from the pool.</p>	New	36 Months
DHRPSC 0006082 - v0.01	Public Works	\$2,400,000	<p>As-Needed Pavement Condition Assessment:</p> <p>Provide specialized professional services in pavement condition data collection and analysis to support the San Francisco Public Works Paving Program on an as-needed basis. Services shall be performed by consultants certified as pavement condition raters by the Metropolitan Transportation Commission (MTC) and shall include the inspection and rating of all accepted street segments citywide in accordance with applicable MTC standards. Work may include coordinating and conducting pavement condition surveys; collecting, verifying, and managing field data; and performing technical analysis of pavement condition. Deliverables may include technical memoranda, summary and detailed reports, tables, raw and processed data, and other supporting documentation necessary to support program planning, prioritization, and reporting.</p>	New	72 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006204 - v0.01	Homelessness and Supportive Housing	\$6,000,000	HSH requires professional consulting services to provide support with various projects and initiatives. 1. Justice Involved Project Evaluation: Support in the evaluation of time-limited, grant-funded initiatives targeting criminal justice involved populations to ensure evaluation methods are responsive to project needs in compliance with funding requirements. Specific projects include evaluation of the Just Home initiative that addresses housing instability and incarceration, and comprehensive program evaluation for the Housing, Expungement and Recovery through Treatment and Support Services (HEARTSS) project, focused on justice-involved individuals with mental health and/or substance use disorder. Services may include stakeholder coordination, data analysis, reporting, and recommendations to improve program effectiveness and outcomes. 2. People with Lived Experience (PWLE) Engagement: Design and implement a comprehensive framework for PWLE across HSH workstreams and divisional/population-specific initiatives to reduce barriers for those experiencing homelessness and housing instability in San Francisco. Specific activities include formation and governance of a PWLE Advisory Group with defined bylaws, term limits, and representation across designated populations in addition to ad-hoc engagements responsive to HSH needs. 3. Strategic Planning: Support in as-needed strategic planning through developing analytic models supporting the Homelessness Response System (HRS), facilitating planning processes, and providing implementation support. 4. Technical assistance for policy, program design, and funding strategies: Provide technical assistance to support policy development, program design, and funding strategies. 5. Program and Systems Evaluation: Support in designing and conducting evaluations to assess the effectiveness, equity, and impact of policies, programs, and/or systems.	New	60 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006220 - v0.01	Human Services Agency	\$510,000	Building on work completed through a research collaboration with the Department that began in 2022, the Department intends to engage a Contractor to further develop, test, and deploy a Risk Stratification Model and Supervision Tools using Human Services Agency - Family and Children's Services' data. In collaboration with Department staff, Contractor will support an on-premises deployment of this proprietary risk stratification solution within the Department's secure environment. The prior collaboration established foundational system components and configured the setup of Department's environment to support this implementation. These tools are intended to support Department staff's existing workflows. The implementation will include staff training and opportunities for feedback to ensure the tools are used effectively and in alignment with existing professional practices. Contractor will rearchitect, train, test, and deploy a Risk Stratification Model and Supervision Tools using Family and Children's Services' data. In collaboration with HSA Staff, Contractor will conduct on-premises deployment of the following deliverables for the Family and Child Services Division: 1. Core Deliverable: Risk Stratification Model for FCS and implementation of the Investigation Supervision Tool. This module gives fast oversight of all open investigations, organized by designation. Designations combine Predictive Risk Modeling scores with State-specified business rules, so supervisors can prioritize the small number of highly complex cases early in the process. 2. Open Cases Supervision Tool that provides supervisors with stratified overview of the caseworkers' open cases, both in-home and placements. 3. Hotline Call Screening Tool, Family Relationship Mapping, Caseworker Workload Management Tool, FFPSCA Pre-Candidacy. 4. Perform quarterly assessments of the performance of the tool to ensure it continues to meet expectations, and provide reports on tools usage, conduct refresher trainings for HSA staff, and rebuild and redeploy new versions of core deliverable, add-on tools and customizations to account for changes and enhancements implemented in response to user requests. 5. Implement any changes resulting from the transition to Child Welfare Services – California Automated Response and Engagement System (CWS – CARES) when the new system of record goes live. Such implementation is currently targeted for October 2026.	New	36 months
DHRPSC 0006227 - v0.01	Human Services Agency	\$1,200,000	As the Lead Community Pathway Liaison Coordination Agency, Contractor will provide an organized governance structure for a multi-ethnic network of community-based Family Resource Centers in various neighborhoods across the City. The Contractor will maintain an extensive Community Pathway procedure manual as well as infrastructural and data systems that cover the spectrum of Community Pathway services and lead agency responsibilities. Contractor will provide a Lead Community Pathway Liaison Coordinator who will support and be the central point of contact for HAS, First 5, Community Pathway stakeholders, and the Community Pathway liaisons that are providing Community Pathway services to families. The Coordinator is responsible for referral facilitation as well as triaging pool of providers, training, quality assurance, community convenings, case supervision, and reporting. The Lead Community Pathway Liaison Coordinator will also facilitate and coordinate a variety of meetings such as the monthly Differential Response Coordination team meetings, which include HSA and First 5, to provide oversight of the Differential Response processes.	New	36 months

<p>DHRPSC 0006115 - v0.01</p>	<p>Human Services Agency</p>	<p>\$5,200,000</p>	<p>This program will provide comprehensive visitation services for families referred by Child Welfare. The purpose of the service is for San Francisco to comply with visitation orders and mandates, utilize visitation as an opportunity to build parental capacity and strengthen family relationships, and increase successful reunification and permanency outcomes. The Visitation and Transportation Services Program is a partnership between the San Francisco Human Services Agency (HSA) and the awarded contractor. The purpose of this contract is to assist San Francisco County with the provision of comprehensive visitation and transportation services for families and children linked to Child Welfare Services who have been placed by FCS in San Francisco or neighboring cities. The Human Service Agency's goal is to comply with visitation court orders and mandates, utilize visitation as an opportunity to maintain family connections, build parental capacity, strengthen family relationships, and increase successful reunification and permanency outcomes. The contract has two parts. Part I is First Stop Visitation and Transportation Program, located in San Francisco. Part II is the East Bay Visitation Program, a site shared with Contra Costa County, located in Antioch. Both locations are safe, clean, and family-friendly sites where resource families, parents, caregivers and county staff may drop off and pick up children. This scope is for the First Stop Visitation Center, a program designed to support HSA in providing visitation supervision and transportation support for families to comply with court ordered visitation plans for San Francisco dependents. I. Description of Services A visitation is defined as a recurring appointment on a particular day and time or a non-recurring appointment that is scheduled and confirmed with all parties regardless of whether the visitation actually takes place. Services should be offered in a safe, neutral, non-judgmental environment. The provider should assist the family in maintaining familial bonds, improving parent/child relationships and the parent's ability to ensure child safety, and achieving good permanency and well-being outcomes for children and youth. Contractor shall provide the following services during the term of this agreement: A. First Stop Visitation Center: The First Stop site is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement. Contractor will offer direct visitation supervision and maintain a centralized referral tracking system for all referrals, including tracking the triaging of families to ongoing visitation services with an FRC or other visitation services as appropriate. The First Stop Visitation Coordinator and Program Supervisor will communicate regularly with the HSA scheduler to ensure that Visitation Counselors are assigned to support clients on a consistent basis. 2940 Protective Services Workers will be made aware of any concerns that occur immediately, and Contractor will provide support as soon as possible. Contractor will stay informed of current car seat safety laws and will abide by those laws. B. The contractor will manage and coordinate referrals seven (7) days per week. C. Visitation supervision and transportation services for court-ordered visitation for San Francisco dependents and their families shall be available seven (7) days per week. D. Visitation Counselors provide direct supervision of a family during a visit to maintain child safety, offer support to the child and parent, and promote the parent's ability to interact safely and appropriately with their child. The First Stop Visitation Program shall conform with visitation practices outlined in the FRC Visitation Guidebook or otherwise agreed upon with HSA, including but not limited to: documentation of visitation (including pre and post visit information, as well as documentation on collateral contacts), communication with the family and protective services staff as</p>	<p>New</p>	<p>48 months</p>
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		<p>placement. B. Manage and coordinate referrals seven (7) days per week, moving families from referral to active visits in a timely manner. C. Provide visitation supervision and transportation services for court-ordered visitation for San Francisco and Contra Costa dependents and their families seven (7) days per week. D. Accept all referrals for visitation based on designated criteria, to be determined by FCS. E. Provide qualified and trained staff, including language capacity, to offer services at the Visitation Center(s) during agreed upon hours of operation, seven (7) days per week. F. Provide a safe, family-friendly and culturally diverse site with adequate space to support contractor-supported visitation, as well as space for the following: 1. Drop off/pick up of children and visit participants. 2. Meetings with families, resource families, visitation partners, and staff as needed around the visitation process, including but not limited to Child and Family Team meetings. 3. Visits supervised by county or other partners as needed and mutually agreed. 4. Workspace/docking station for county staff who are transporting or otherwise involved with families to utilize during visits as appropriate. 5. Therapeutic visitation offered by designated clinicians to referred families. G. Provide a range of supervision services to build parenting capacity and remediate safety issues impacting reunification, including monitored, supervised, and virtual visits. H. Immediately report concerning observations to the 2940 Protective Services Workers regarding family interactions and progress utilizing agreed upon process. I. Ensure that visitation notes are provided to HSA within seven (7) calendar days from the date of the visit. Expedited requests for visitation notes will be directed to the Visitation Coordinator or the FCS Program Manager for resolution. J. Staff and maintain the Visitation Centers to the level of service and safety as required by the weekly scheduled workload. 1. Visits may be 1 to 3 hours in length depending on court requirements and the needs of the family. 2. Supervised visits should include no less than 60 minutes of parent-child interaction but may be shortened if parties are late, or if the quality of the visit would benefit from a shorter time schedule. K. The FCS Tech Scheduler will make requests for support with transportation directly to the Visitation Coordinator. L. Contractor will participate in all meetings as directed by FCS to review program and fiscal concerns. M. The Contractor's Visitation Coordinator and Supervisor will meet regularly with FCS staff, including the FCS Tech Scheduler and FCS Program Manager, to review and triage referrals for visitation and transportation services to ensure that all families are being served timely. II. Contractor Responsibilities Staff employed by Contractor are required to meet the following criteria in order to provide supervision, monitoring or transportation for a visit: A. California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check B. Have the ability to intervene as needed to keep the child safe C. Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent D. Have the ability to enforce visit rules, court orders, limitations and activities E. Keep all information confidential F. Reports timely observations to the 2940 Protective Services Workers regarding family interactions, progress and concerns G. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat) H. Always comply with court orders including restraining orders I. Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally based visitation plans and visitation notes J. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services</p>		
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PSC	Department	Amount	Type of Service	Type of Approval	Duration
			<p>(CPS), the contractor will contact FCS. K. Report all incidents of suspected child abuse and neglect as required by law. L. The Department is committed to a culture of inclusion in which our differences are celebrated. A guiding principle in our work is that everyone should have equitable access to what they need in order to thrive, no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. We believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. The Department is committed to addressing the disparate impact of historical limits on access to governmental services, advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. The Department expects the Contractor to share these commitments to ensuring access to services to all eligible people, including but not limited to those who have been historically underserved and who have faced challenges due to language, socioeconomic, gender, racial, ability, and other barriers. III. Shared Governance Model The EBVP is a collaborative model between the contractor, the City and County of San Francisco and Contra Costa County. As much as possible, services will align between the two counties. While separate agreements exist between contractor and each county, program and policy decisions will be developed jointly. All parties agree to meet at least quarterly to review programmatic and fiscal concerns on a mutually agreed upon schedule.</p>		
DHRPSC 0006243 - v0.01	Juvenile Probation	\$300,000	<p>The department will contract with qualified providers to deliver court-ordered psychological evaluations and treatment services for justice-involved individuals, including youth under 18, young adults (18–24), and adults. Services include: -Competency and fitness-to-proceed evaluations -Neuropsychological evaluations -Sex offender treatment -Other court-ordered psychological services</p>	New	62 months
DHRPSC 0005299 - v0.01	Public Utilities Commission	\$15,700,000	<p>This request is for a contract to purchase approximately 50,000 Meter Transmission Units (MTUs) and 50,000 water meters and to provide installation services to replace existing MTUs and water meters throughout the City. These components are part of the San Francisco Public Utilities Commission's Advanced Metering Infrastructure (AMI) system, which collects water usage data used for customer billing, system monitoring, and leak detection. Many of the currently installed MTUs are more than ten years old and nearing the end of their useful life. As these units age, battery degradation is increasing failure rates and reducing the reliability of the AMI system. Under this contract, the contractor will provide equipment, field labor, and related services to remove existing equipment, install new meters and MTUs, program and activate devices within the AMI system, and test the equipment to confirm proper operation. All work will be performed under the direction and oversight of SFPUC staff to ensure compliance with SFPUC operational and installation standards. This one-time effort will allow the SFPUC to proactively replace the highest-risk MTUs and maintain reliable meter data collection, accurate billing, and effective leak detection.</p>	New	24 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0006274 - v0.01	Sheriff	\$600,000	<p>The Sheriff's Office is proposing to enter into a new 3-year agreement with Contractor to continue maintenance and annual subscription to their proprietary policy and training management solution. Contract ID 1000008809 was awarded to Contractor following a formal solicitation (Sourcing Event #0000000322) issued on October 31, 2017. The awarded Contractor analyzed the Sheriff's Office policies, procedures, practices, culture, and training manuals for the three respective divisions of the SFSO; Administration and Programs, Field Operations, and Custody Operation. The Contractor worked collaboratively with SFSO to update policies and procedures consistent with emerging best practices and changes in case law, new legislation and statues. The Contractor then implemented a comprehensive policy management and training system that allows electronic modifications to policy manuals via Contractor's Knowledge Management System (KMS) for streamlining the approval and acknowledgement of updated policies and procedures. The policies are consolidated onto the KMS Platform accessible from multiple electronic locations/devices, easily searchable by keyword, with consistent structure, terminology and formatting across polices. In July of 2018, the Sheriff's Office began the migration of the policy and procedures to the Lexipol platform. Through a laborious and lengthy meet-and-confer process to transfer to the Cloud-based Policy and Training platform, the SFSO implemented the platform in April of 2023. On August 1, 2023, the Sheriff's Office entered into a 3-year agreement to renew the annual subscription with Contractor. The current contract will expire on July 31, 2026.</p>	New	36 months

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0001985 – v1.01	Public Health	Current Approved Amount \$7,590,000 Increase Amount Requested \$0 New Total Amount Requested \$7,590,000	<p>Previous scope of work: The initial engagement will be in support of a task force established by the Board of Supervisors in preparation for the possible legalization and regulation of adult use and possession of cannabis, the Cannabis State Legalization Task Force, begun in early 2016, to be active for a two-year period. The Task Force is comprised of 22 members, including non-voting representatives of City departments such Planning, Fire, Police, Building Inspection and Public Health and voting members from various sectors, including advocates, business and tourism sector representatives. Services will include assistance in planning; identifying best practices, legal mandates and other relevant information; determining the stakeholder needs; facilitating meetings and handling task force/project documentation and communications; development of findings and recommendations; and making large and small group presentations.</p> <p>New scope of work: The contractor will provide independent program evaluation, research, and technical assistance services to support behavioral health and substance use disorder initiatives administered by the Department of Public Health. Services may include development of evaluation plans, research design, creation of data collection tools, stakeholder engagement, facilitation of meetings and focus groups, qualitative and quantitative data collection, analysis of program and client data, and preparation of evaluation reports, briefs, and presentations. The contractor may also support program planning and continuous quality improvement activities by assisting the Department and its partners in interpreting evaluation findings and identifying opportunities to improve service delivery and program outcomes. Services may support a range of Department initiatives including behavioral health, substance use disorder treatment, justice-involved populations, and other public health programs requiring independent evaluation or research support.</p> <p>Summary of change: The original scope of work centered on a cannabis-focused project supporting a task force, while the new scope supports broad, ongoing evaluation and research across behavioral health and substance-use programs. The new scope shifts from policy planning and meeting facilitation to data collection, analysis, reporting, and continuous quality improvement. It also explicitly adds work supporting treatment services and efforts to reduce recidivism among justice-involved populations, which were not part of the original scope.</p>	Amendment	Increase months 0 Total months 147
DHRPSC 0003077 – v1.01	Juvenile Probation	Current Approved Amount \$99,999 Increase Amount Requested \$150,000 New Total Amount Requested \$249,999	JUV wishes to procure pre-employment background investigation services to support its hiring process. Contractor will provide “as needed” investigation services for the Department when potential conflicts of interest exist or the need is beyond the bandwidth of staffing levels. As-needed investigations services would include pre-employment background screening for sworn and non-sworn positions, alleged employee misconduct, potential ethical, policy and legal violations, or conduct unbecoming of a peace officer.	Amendment	Increase months 9 Total months 72

PSC	Department	Amount	Type of Service	Type of Approval	Duration
DHRPSC 0003095 – v1.01	Library Postponed to 6/1/26	Current Approved Amount \$5,000,000 Increase Amount Requested \$2,000,000 New Total Amount Requested \$7,000,000	Contractor is to provide and maintain the Integrated Library System (ILS) used by the Library to facilitate the distribution of all library materials. ILS is an enterprise resource planning system specific to the San Francisco Public Library. It is central to the library’s daily operations including circulation, acquisitions, cataloging, and online public catalog. It is used to track library collections, patron records and borrowing.	Amendment	Increase months 36 Total months 108
DHRPSC 0004590 – v1.01	Police	Current Approved Amount \$360,000 Increase Amount Requested \$495,000 New Total Amount Requested \$855,000	1.1. Assistance with Maintenance: ∞ Provide 24/7 support and maintenance services for the Automatic Biometric Identification System (ABIS). ∞ Address system issues promptly to ensure uninterrupted operations. ∞ Provide support and maintenance for new or replaced solutions. ∞ Has knowledge of the current San Francisco ABIS server implementation, workflows, interfaces, and workstations configurations. ∞ Provide insight into the status of the system's capacity and hardware configurations. ∞ Experience with the Hyper-V configuration on Windows Server 2016. ∞ Provide preventive maintenance to ensure maximum availability. ∞ Perform windows updates on a regular schedule as scheduled down time. ∞ Participate or perform testing of applications in the ABIS environment. 1.2. Implementation Support: ∞ Provide technical services to change the configuration of existing interfaces of the current AFIS to allow for implementation of dissimilar vendor's solutions. ∞ Ensure seamless deployment and integration with minimal disruption. ∞ Knowledge sharing about the use of the interfaces to third parties. ∞ Provide troubleshooting and feedback on tests of third-party implementations. 1.3. Consultation Services: ∞ Provide expert recommendations to improve system efficiency, security, and accuracy. ∞ Collaborate with our team to define objectives and requirements for new solutions. ∞ Data analysis to obtain information regarding the availability, accuracy, integrity, and reusability of the currently available data. ∞ Provide recommendations to improve and maintain data across solutions to improve accuracy, integrity, and availability. 1.4. Training ∞ Provide user tenprint training on Cogent AFIS 6.x. ∞ Provide user latent training on Cogent AFIS 6.x. ∞ Provide supervisor training on Cogent AFIS 6.x. ∞ Provide other training related to the ABIS in San Francisco.	Amendment	Increase months 36 Total months 72
DHRPSC 0004019 – v1.01	Technology	Current Approved Amount \$55,000,000 Increase Amount Requested \$0 New Total Amount Requested \$55,000,000	The Microsoft products consist of software, software maintenance, hardware and software-as-a-service (SaaS). There are no professional services or labor of any kind in the contract. The original request was submitted solely at the direction of the Civil Service Commission and OCA as it pertains to software maintenance, hardware maintenance and software-as-a-service. Subsequent to the original submission, CSC provided clarification and guidance on standard software support services and its applicability and need for CSC approval. Even though CSC approval is no longer required moving forward, DT is submitting this amendment to remain consistent with the original PSC which was identified in the enterprise agreement entered into with Zones, LLC.	Amendment	Increase months 37 Total months 73

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

(0089-26-8) Continued

Speakers: Elizabeth Leone and Denard Ingram from the Human Services Agency spoke on PSC #DHRPSC0006227 v0.01.
Elizabeth Leone and Jessica Mateu-Newsome from the Human Services Agency spoke on PSC #DHRPSC0006115 v0.01.

Action: 1. Approved PSC #DHRPSC0006227 v0.01. (Vote of 3 to 1; Commissioner Leung dissented)
2. Approved PSC #DHRPSC0006115 v0.01 with the understanding that DPH provide a feasibility study and cost savings analysis report to the Commission no later than June 30, 2028. (Vote of 3 to 1; Commissioner Leung dissented)
3. Adopted the report. Approved the remaining proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

Public Comment: Steve Zeltzer, United Front Committee for a Labor Party
Mr. Wright
Naj Daniels, SEIU Local 1021 for PSC # DHRPSC0006227 v0.01
Steve Zeltzer for PSC # DHRPSC0006227 v0.01
Steve Zeltzer for PSC #DHRPSC0006115 v0.01
Kristin Hardy, SEIU Local 1021 for PSC #DHRPSC0006115 v0.01
Nicole Termini Germain, SEIU Local 1021 for PSC #DHRPSC0006115 v0.01

(0090-26-3) Presentation from the Department of Human Resources on the Salary Survey for Registered Nurse Classifications (Charter Section A8.403), 2026-2027.
(Item No. 8)

Action: Adopted report; Certify to the Board of Supervisors for the Acute Care Nursing Classifications the highest prevailing salary schedules in the six Bay Area counties (Public & Private) in effect on April 15, 2026.
(Vote of 4 to 0)

(0091-26-1) Presentation from the Department of Human Resources on the Status of the Enhancing Employment Opportunities for City Employees Pilot Program.
(Item No. 9)

Action: Adopted the report. (Vote of 4 to 0)

(0092-26-8) Review of Request for Approval of Proposed Personal Services Contract #DHRPSC0006234 v0.01 from the Department of Building Inspection. (Item No. 10)

PSC	Department	Amount	Type of Service	Type of Approval	Duration
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

May 4, 2026: Continued to the meeting of May 18, 2026.

Speakers: Rebecca Mayer, Department of Building Inspection
 Emily Wallace, IFPTE Local 21
 Liz Watty, San Francisco Planning
 Chad Law, San Francisco Fire Department
 Carol Isen, Department of Human Resources
 Gustavo Bojorquez, San Francisco Planning

Action: Continue to a future meeting Special Meeting. (Vote of 4 to 0)

Public Comment:

Maggie Laush – My name is Maggie Laush. I’m with the Planning Department staff and I do the permitting. I am here on my own time today. I want to highlight three things. First, I understand that it is beyond the jurisdiction of this commission to deliberate between different software options. The reason you’re hearing from us today is because this is the first time we’ve been able to comment publicly on this matter and even to speak to the supervisors from within the department. I think you saw this in our submitted comments as well has everyone’s saying it’s been a huge success and how everyone loves how it’s going so far. Anything would be great compared to those F keys. It’s hard to say it’s been all together bad, but it feels crazy at 6 months of a pilot where we never actually compare the costs for different tools to be signing up for the next nine years of permitting software. We haven’t seen movement on this in 15 years. So, what’s another six months of being on the legacy system and two years to go through a contracting process to make the best choice that will preserve the most civil service positions in the long run. I don’t think we’ve really had the opportunity to compare and contrast. So, I would ask today that you vote No so that we can take a pause. I think two years in the history of permitting in the City is not that long for us to figure this out the right way.

Mark Leach – My name is Mark Leach. I am the representative for Teamster's 856 members and related to this particular topic, the building inspectors. I'm here to oppose further outsourcing. Today in the room right next door I wish I was two of me, I could split myself cause there's outsourcing conversations over there as well. The managed alcohol program is being sold to an outsourced company that's going to manage now a drunk tank. Maternal health and adolescent care is being sent down the road with reassignments like one of the people that was here in the meeting earlier mentioned. That situation was highlighted by a man that was standing here with the camera earlier. I wish he was still in the room. Today's topic in this room, please oppose further outsourcing. This city was created over many generations of construction. Every property is unique, and a one size fits all cookie cutter automated intelligence program is a recipe for disasters. The proposed system doesn't have the input of the people who do the actual field work. I'm talking about the people with dirt on their boots and people who visit the actual properties. The most senior of them have been highlighting to me, the shortcomings of the system and the fact that nobody is listening to them. Some of those shortcomings include: more sophisticated bigger construction firms will be able to assign staff to game the system while smaller companies, English as a second language contractors, smaller commercial property owners, and individual homeowners will not. When permit system becomes technologically difficult, time-consuming and expensive, some will simply avoid permitting. And that's what we have right now out there in this City. We have a lot of unpermitted stuff going on. The system currently is unable to monitor properties and companies that aren't in compliance with past notices of violation, but those are moving forward and those companies are moving forward on other projects. And to the demonizing of paper, paper-based systems like job site cards, those are the cards that are at the job site that literally keep the job site on the same page so that everybody knows how far along the project is. These job sites are not computerized. My membership believes the City is purchasing a product that isn't finished, wasn't asked for by employees and won't improve the process for every customer we oppose for their automation.

Kristin Hardy Kirstin Hardy SEIU 1021. I am here in support and in solidarity with our labor siblings at Local 21 to oppose this contract as me being a healthcare worker. I'm glad that Epic was brought up because I experienced the same thing in my department when Epic was rolled out. We have been on paper at San Francisco General for the last 80 something years. Epic was delayed a little bit. There was NO delay in patient care if getting it right and making sure that we're meeting and making sure that we're meeting with the appropriate people. This system, I need to make sure you as a Commission should definitely make sure that you are taking into account any and everything and all the meetings and all the characters that are in play that will be affected by this. This system when rolled out definitely will, even when the department does not want to admit it, shrink the need of actual workers in the department. San Francisco has been working on paper for years. These people that's applying for permits; they're used to waiting two years. Now, ok, they're going to wait five days. I mean, what's the extra six months to make sure we get it right. I just want to make sure that we are saving public services. This is part of the reason why none of a lot of POCs (person of color) and a lot of us labor unions represent cannot afford to stay here. We commute from San Francisco to provide services in San Francisco because we still care and we care about our

job. By you contracting out our services and our job, yes, you're going to be part of the problem of the gentrification that has been going on for umpteenth years. Vote NO on this and do it the right way. Save public services.

John Speer – My name is John Speer and I'm a proud local 21 member working as a principal business analyst at the San Francisco Planning Department. I joined the department in 2013 exclusively to help the go live of Plannings excel permitting system and continued to work with the system as an administrator after the go live, and also as the official like document management system-system administrator as well. Prior to joining Planning, I spent over a decade in the private sector where I worked as a systems analyst at a fortune 500 company and as an implementation specialist at a software developer specializing in enterprise permitting solutions. I personally implemented over a dozen successful permitting systems for cities and counties across the United States. In my 20 plus year career, I have never encountered a project as fraught with management issues as permanent SF's OpenGov implementation. Unfortunately, it is not surprising given the move fast break stuff culture fostered by permanent SF leadership. With many of the same deficiencies as OpenGov has today, there was another project named in Phila that resulted in inadequate software gaining vendor access to the City's official office space, accounts, and production systems at the direction of the same leadership and against the advice of business analysts. Instead of collaborating with technical staff, permanent SF leadership has established just a pattern of excluding subject matter experts by designating non IT leads with private vendors to work on unmanageable systems. They are understaffing and using technical infrastructure and administrative... They're basically using OpenGov to create system features that are inaccessible to our staff, where leadership will ultimately be ignoring the advice of subject matter experts and we're missing critical business features. It is in the best interest of the City and the Planning department itself for OpenGov contract to be denied.

Megan Wall Shui -My name is Megan Wall Shui. I am a proud Local 21 member here in my own time. I have worked for the City and County of San Francisco for 15 years. Ten as a senior epidemiologist at DPH and the last five as a principal data analyst and data and performance manager at DBI. I am also among the technical staff recently transferred to the planning department. These remarks reflect my own personal views and observations. I want to ask the commission to consider why leadership chose to avoid review by this body in the fall of 2025. After working closely on the OpenGov rollout for the past six months, I believe they knew the product would not hold up to scrutiny. I served on the core team as the reporting lead during the pilot phase. I had administrative access to the system and as able to evaluate what city staff would actually be able to do in this platform long term. What I found was a system with very limited back-end functionality and a heavy reliance on manual work. As a data analyst who supports compliance and operational improvement work, I have serious concerns about our ability to improve workflows and enforce requirements and adapt processes without depending on the vendor. Many things our own IT staff should be able to configure and approve, improve simply cannot be done in this system. You will hear today from unions representing inspectors and permit technicians, and they will tell you these concerns are already affecting frontline staff. While they noted that permit, we're holding

our permit time, I'm the one that creates the dashboards and I can tell you that it is taking longer in the system. This contract creates a pathway to de-skilling civil service. By that I mean taking skilled technical work away from city staff and placing long term control with a vendor instead. Modernization should strengthen the civil service, not make the city more dependent on outside contractors for core operations. I care deeply about this work and my colleagues, and I felt it was important to speak today despite concerns about retaliation. I urge you to think carefully about the long-term impact of this PSC and vote NO.

Ron Butler-My name is Ron Butler. I've been working as a 1043 Senior Engineer at the permit center now at planning for almost three years. I'm here as a proud union member, committed civil servant and concerned citizen speaking here in my own capacity. The last 25 years of my career have focused on managing enterprise technology. At different points I have been a customer, a vendor, a sales engineer, an implementation consultant, all on large enterprise projects. And this includes several cities including New York city in San Francisco for municipal projects specifically. I think that so many have joined the hearing today to contest the extension of what I believe is a NO bid contract for software that many staff consider to be both inadequate and overpriced vastly overpriced. Suggests the critical weakness in the city's procurement processes and procedures. In a normal software procurement RFP process, OpenGov likely would not have even been able to bid at all due to the minimum qualifications around functionality, their lack of consulting partners, and the size of their past implementations. In a normal professional services procurement, the city would choose from multiple consulting firms who would compete on price, experience, and availability. That is not the case with OpenGov. They are the only consultants who can implement and develop the product. We cannot even consider alternative partners. My understanding is the City is captive to OpenGov's pricing and staff availability for all development work moving forward. If that is correct, we should think carefully as if this is in the best interest of the City. This is a civil service specific concern because many of the system improvements which we must rely on OpenGov to develop are things that our more mature competing software, our staff would be able to support without engaging consultants and do so at a far lower cost. In this sense, OpenGov puts a very expensive and unnecessary toll road between technical staff and objectives which they should be self-sufficient on. Instead, it displaces that work to the private sector. It also removes any option to pick the best among the best of from among competing consulting firms should such contracts become necessary here in the future. If OpenGov professional services fail to deliver for any reason at any point in the future, we will have NO option but to wait for them and perhaps pay them even more. We cannot go to a computer competitor. Thank you for your time.

Teddy Sherban- My name is Teddy Sherban. I'm a proud Local 21 member, a business analyst with the Planning Department, and I'm here on my own time. I earned my Bachelors in computer science from the number three program in the nation, spent nearly a decade working as a software engineer at the top companies in Silicon Valley and pursued my Masters in public policy at the number one program across the Bay in Berkeley, where I collaborated with the San Francisco permit center on my thesis, which included the strategy for modernizing permitting systems here. I joined the

permit center team as a 1051 about three years ago where I used technology to improve the delivery of public services. And though I may be underclass, I love my job. My colleagues could share similar stories. This is the caliber of employees my leaders overlook when they outsource to private engineers rather than leveraging existing employees. I was leading a working group to develop shared technical language around permitting departments when Permit SF was announced. Though our goals were aligned, leaders asked that I discontinue the group. The work could have shown that OpenGov's data model covered only a fraction of our existing systems. Instead, it gathered dust through the RFI process. Over the years since I partnered with Public Works to prepare for the modernization push, we used existing resources to build a robust permit tracking application around streamlined business processes to help manage a subset of their permits from intake to issuance. At the same time, Public Works implemented a successful pilot of four high volume permits in Clariti, who we have a contract with. Staff at the permit center and Public Works have been involved in configuration and configuring these systems since day one. Now leadership is pressuring Public Works on to OpenGov two, but OpenGov cannot achieve The Parity with even the legacy public work system. To get close, we would need to transfer our street map into a proprietary OpenGov asset management product. I hope the teams at Public Works who do this work now have the chance to stand before you too before their jobs are handed over to OpenGov. I am now the addressing lead on the OpenGov project, and I've support and document and data accuracy and availability. Should you allow this contract to continue, I will continue working my hardest to ensure OpenGov delivers the quality service the city deserves, like I did when my leaders told me to move on from the original contract. But I have put my career opportunities and my future on this project at risk to be here to tell you that OpenGov is not the only option for this important undertaking. City staff are ready to do this work. We are already doing this work. Thank you.

Heather Samuels-My name is Heather Samuels. I am here on my own time and I'm from the Planning Department. I'm a Planner II and I've been working for the City for four years now. I think just very simply I want to point out the sheer number of us who have already spoken have provided you with letters and who may not be able to talk right now because they're concerned about their position and their ongoing service to the City. I think that it's really important for our managers to kind of take a look at these numbers and respond and be like, oh, maybe there is something else that we could be doing. Maybe there is a different software or even, maybe there is a different way to talk to OpenGov and talk about how we can make sure that we are protecting our employees, protecting our work and protecting the service and the technology that we are going to provide that directly to our citizens. All of these permits that we're processing on OpenGov could easily be done over the counter through the paper currently while we figure out the best technology or while we can figure out how we can make this specific contract better. But at this time, it's not providing the flexibility that we need or the answers to us. Also, I want to point out all of these door windows siting permits that are now online, we can use on OpenGov at the counter, but we have taken that service away from the counter. That seems like a really important place where we can directly serve people and have these conversations, but now a conversation about what window is appropriate for someone has to be taken over several days via chatting on and off on OpenGov rather than a 10 min conversation I can have with

someone over the counter building that relationship. I think this is something that we should be doing because we have already taken service away from our customers. Thank you.

Osha Ashworth - My name is Osha Ashworth. I'm an Assistant Business Manager with IBEW Local 6. I represent electrical inspectors at DBI among my bargaining unit and worked as a 6248 Electrical Inspector for about eight years. The software is not designed for use with the complexity of San Francisco. DBI attempted to replace the Oracle database once before with a similar supposed off the shelf product, Ascella, which I personally tested. When changes were made in Ascella, the system went haywire and ultimately costs the city without delivery of a usable product and it was irresponsible. Like OpenGov, Ascella was not designed for the complex issues of multiple districts and specialty inspection functions. The existing Oracle database produces usable reports and basic functions that this software does not. From everything reported to us from the electrical inspection division, this software is worse than the last attempt. If the city is going to invest in modifications, the end result needs to be usable both internally for staff and for contractors in the public. This is neither, on top of all of the other various concerns that have been raised. The current system permits online electrical permits to be pulled 24/7 by C10 contractors. It's not a paper system. Perhaps, it would be more efficient and cost effective to simply update the public facing user interface of the Oracle database. Oracle's still an industry leading database management system widely recognized as the gold standard for enterprise grade reliability and data security. Thank you.

Masoud Hamidi - My name is Masoud Hamidi. I work for I'm actually a permanent tech of DBI, I work the frontline. The reason so many of us at the frontline permit staff do not want you guys to allow this contract session to be approved is based on the erosion of civil service rules and long-term system vulnerability. Rather than adopting a traditional software as a service model where the vendor builds systems, trains internal IT, and hands over daily maintenance, OpenGov's contract structure keeps the vendor in permanent control of ongoing configuration, workflow updates, and system changes. This architecture locks the City into a continuous financial dependency. By bypassing and underutilizing the specialized existing technology staff, what then has merged room planning, building inspections and permits center bureaus, DBI creates an artificial operational bottleneck. Internal tech teams possess deep irreplaceable knowledge of the San Francisco building code, which is unique to the workflow. Outsourcing the day-to-day administration of the permit SF portal to prepare proprietary vendors, personally not only undermines the stability of the public sector but also strips the City of its internal technical oversight making in future systems modifications slower, more expensive and entirely reliant on an outside vendor. As the stewards of taxpayer money, what we recommend is to say NO on the vote on this extension.

Janae Brown - My name is Janae Brown. I am a permit technician with DBI, and I am Mas' colleague and I love my job. I come to work and I'm proud. I'm a San Francisco resident and I'm proud to facilitate and help customers and make a complicated process feel easier. I like to meet people where they're at. This software kind of, it completely eliminates that interpersonal thing, which is really important. But anyways, I

won't get into that, but I have been a huge part of the UAT testing, an implementation of this software. And kind of simply put, it feels like we are working for the system versus this system working for us. And I think none of us are opposed to a new system. I think we would like a new system. We would like an upgrade. We would like something that is more efficient, but this is not that. We have spent hours testing countless and logging documenting, and bringing up my concerns as well as many of my colleagues and we have more questions than answers. So, I would just like that to be considered that we're working in good faith and in collaboration in the hopes of getting something that works for us and for San Francisco and so I think I'm kind of here speaking. On behalf of the public too, as a San Francisco resident that we need to meet people where they're at, we need to consider the staff working with this software. We need to consider all of these things and we need more accountability, more transparency for these issues that are being brought up, and we're just not getting that. Things are changing daily. We're not being told. Our SOPs are changing and just concerns are not being addressed. So, I just hope that that's considered. Thank you.

Dylan Hamilton - My name's Dylan Hamilton. I'm staff at the Planning Department. I work on long range planning generally, so I don't use this software every day, but I wanted to speak to a couple of problematic things about this contract. First of all, I think this is being framed by the mayor and by Permit SF leadership as though this specific contract with OpenGov is the only way to improve our City's permitting system and that's not true. That's not accurate. We, as staff, desperately, want to serve the public in the best way possible. But this idea that it's either this contract with OpenGov or we go back to the old ways is a false dichotomy. That's not representative. Second thing I want to say. I want to respond to something that Liz Watty said a moment ago, which is that if we move off of this contract, we go back to square one. We lose two years of staff time. Firstly, that's a pretty specious claim that we should hear figures to back up and second of all, as Commissioner Wood already pointed out, OpenGov was selected under false pretense that they had a user ready product and that's not true. So, if there's a setback from as a result of correcting something that was done in the wrong way, then, that's not an excuse to continue doing something the wrong way. This body, this Commission is about doing things the right way. So, let's do that by voting NO on this contract. Thank you.

Jegy Sering – Jegy Sering, field representative from SEIU 1021. I do want to say, I'm in support of our brothers and sisters with Local 21, this is their work. This work should be done in house. It's not even as our other members, Local 21 have said, right? It's not even a ready-made product, right? And that's very concerning. I do want to say, you know, it's very disappointing to hear that there's this PSC, right? That was rolled out. Given the fact that we have management staff saying our own members have to work on this product and yet 1021 was not noticed at all about this. We have NO way of objecting to this other than what we're what we're going to be saying right now. So, we do want to say, we'd like to be. We be involved in the meetings as well, right? So, we could provide our input about the impacts on our members. We urge you to vote NO on this contract. There's a lot of work that needs to be done between the affected unions and the departments. Thank you.

David Hernandez Garcia - My name is David Hernandez Garcia. I'm on my own time as a long range planner at SF Planning focusing on our city's critical housing and climate policies and a Local 21 delegate. I urged the Civil Service Commission to reject the proposed OpenGov contract. I do not use this software daily, but my work depends entirely on the long-term integrity of our department's tools and institutional knowledge. And I defer to my colleagues who do work on this with this software and who after being trained and use the software have used in their professional expertise to determine that this is not the way. San Francisco is currently undertaking major generational regulatory reforms. The success of these initiatives relies on the clear, thoughtful, and nuanced review of trained, knowledgeable City staff, not automation or poorly executed private software. This contract represents a troubling model. We are effectively paying the private sector to develop a system using our own staff's expertise, which they will then resell to other municipalities for a profit, all while continuously hiking our own price tag. We should be investing in ourselves. Our internal staff has the capability, collaborative insight to build and refine a permitting system tailored to San Francisco's unique complexities. I urge the City to fund public work, research and internal development instead of outsourcing our core capabilities. Please do not accept this flawed costly deal for San Francisco's permitting and its people. Thank you.

Jeff Speirs - My name is Jeff Speirs. I'm a Planning Department staff here on my own time and also a member of Local 21. I've been a member or a staff at the Planning Department for twelve years, very familiar with the antiquated systems we have. I am not aware of any staff in the Planning Department, which I believe is the best Planning Department in the country to support this current, antiquated systems we have. No one wants that. No one wants to go back to what was prior to OpenGov. But if you listen to us, we have huge concerns about what's happening. So, that speaks volumes about why we would go against something that is providing change to the current permanent systems that we have. I think a lot more questions should be and an effort should be put in towards exploring other alternatives that don't take us back to square one. Let's look at options about how can we keep OpenGov just for Windows and stuff right now? Just keep the existing permanents and minimize the contract while we explore other options, other vendors, maybe altering what OpenGov can or cannot let us do with it, but I just really hope you guys take into account our IT staff, and our professionals on the subject matter. I work at the planning counter. I approve permits. I use all the software, but I'm not an IT professional. But I take the opinions of my colleagues very, very seriously and I hope you do too, and I hope you do not approve this contract as currently proposed. Thank you

Mr. Wright – I'm Mr. Wright. Item 10 actually tells on itself and shows why it shouldn't be approved. You look at the fine print, as I refer to it, it says proposed personal service contract. You're not supposed to be getting personal with the employees of the City and County of San Francisco, ok? When these employees fill out an application and sign that application and you approve it. That's a contract. Is that clear? That's a corporation contract between the employee and the City and County of San Francisco. You have obligation to provide equal opportunity employment to the employees. You reached that contract under corporation law when you contract their services, their jobs to an outside contractor. That's number one violation. That's a multi-million dollar lawsuit right

at the top. That's negligence, ok? And the fact that you're aware of what you're doing, that's serious and willful misconduct, that's an intentional talk. You can get punitive damages for that. And the speaker who spoke earlier about false pretenses, where these personal contractors are laying down a foundation of unsupported facts and letting time pass by and then make reference back to the original foundation of information that they laid down talking about the system is up and running and ready to be put in effect. When it's not, that's called false pretenses. You can get several years in a federal penitentiary under violation of federal criminal law of Title 18 for laying down a foundation of false pretenses. Now, this employment discrimination on contracts is undermining the employees further because when you do get an outside contractor, you get abused. Is that my time? You get 3 minutes? You guys are getting paid so much money. You going to tell us you going to cheat us out of a minute....There isn't pay? You guys don't get paid? Don't tell me you're volunteering?

Joseph Sacchi - My name is Joseph Sacchi. I'm a member of the Planning Department. I work as a senior planner. I've been there for about six years, but I'm here on my own time and speaking as an individual. I didn't want to speak today. I waited until the last minute and got the honor being the last speaker because of that. But the reason that I am is because I believe in the importance of deliberative decision making and participatory processes like this, and I think that's something that's sort of out of vogue these days. So, I was encouraged by your continuance last week to make sure that you had all the information needed to make an informed decision. I hope that the testimony that's been presented has provided you that additional information that you're looking for. The other reason I'm here or willing to speak is because I'm a member of Local 21, protected by a civil service union, and if you've heard how OpenGov is built differently than other products and kind of doesn't provide the same opportunities to City staff. I think it's worth interrogating why that is. If you look at the founders of OpenGov who are NO longer involved, one of whom is NO longer involved with the company, they're advancing an ideological project that's fundamentally hostile to public sector unions. They see the basis of power that we provide as a threat to their kind of model of doing business. So again, I don't want to sound kind of hysterical about a permitting process, but if you look at the Department of Government Efficiency efforts at the federal level, I think you can see how relatively unobjectionable values like efficiency and speed can be weaponized in a way that really undermine long standing institutions. So, thank you for your deliberative decision making. I appreciate the opportunity to speak today. Thank you.

Brenda Barros - I'm Brenda Barros. I work at San Francisco General and I'm with SEIU 1021. So, I just want to say that everything that I've been hearing based on the cuts they're making, based on all this other stuff and all these contracts and all this money and I've asked you guys this before. If there's NO money, where is the money coming from for all these contracts? That's what it feels like. So, I just have to say that. Thank you.

Michael Christiansen - My name is Michael Christianson, and I'm calling in to oppose this contract. Department leadership would like you to believe that this is the only option available to solve the City's permitting software issues. It is not. There are many other products available and currently in use that solve this exact same problem but do so in a way that protects civil service jobs and protects the employment of our civil service members and their positions in the department. The department even expressed today that this is the only project that has been successful in the last 15 years, just neglecting to mention the fact that Clarity successfully launched with Public Works this year, taking out a large portion of their permit volume. We've also launched OnBase and Bluebeam Salesforce. We have many other implementations that have been successfully done, but do so in a model that protects civil service jobs. We also have contracts with those other vendors, so if you were to deny this contract and the City needed to go and find a solution. It does not need to be a multiyear process to have a full open bid, you can pick one of the existing contracts and write off of it. I also would like to express the use of the metric of how long people are waiting in person is a little convenient given that you have precluded people from obtaining those services in person. If you say you can't come here and get this service anymore, you shouldn't be surprised that there's less people coming in person. But this was an important enough issue that I resigned from my job. I do not trust the department, and I do not trust this implementation, and I urge you to vote NO. Thank you

Note: The Commission took a 10 minute break at 5:30 p.m. and reconvened at 5:40 p.m.

(0095-26-3) Annual Salary Adjustment (3rd) Year of 5-Year Cycle of Salary for Board of Supervisors in Accordance with Charter Section 2.100 For Fiscal Year 2026-2027. (Item No. 11)

Speakers: Preeti Grewal, Civil Service Commission
Claire McCaleb, Department of Human Resources
Carol Isen, Department of Human Resources
Paul Zarefsky, Deputy City Attorney

Action: Approve the proposed salary adjustment for Members, Board of Supervisors effective July 1, 2026, for Fiscal Year 2026-2027 based on the CPI-U increase of 2.7%; and transmit your determination to the Controller for consideration of the Fiscal Year 2026-2027 budget. (Vote of 4 to 0)

(0096-26-3) Annual Salary Adjustment (5th) Year of 5-Year Cycle of Salary for Elected Officials (Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff) in Accordance with Charter Section A8.409-1 For Fiscal Year 2026-2027. (Item No. 12)

Speakers: Preeti Grewal, Civil Service Commission

Action: Approved the proposed salary adjustment for Elected Officials effective July 1, 2026, for Fiscal Year 2026-2027 based on the CPI-U increase of 2.7%; and transmit your determination to the Controller for consideration of the Fiscal Year 2026-2027 budget. (Vote of 4 to 0)

Public Comment:

Brenda Barros, My name is Brenda Barros. Based on the fact that the Mayor is not taking his wages anyway, he says, I don't understand why it's increasing. Number one, that money could be saved and used for regular employees to keep them hired. And the other question I have is, it seems pretty unfair on here. I don't know why the Treasurer is so much lower within these people. I think the function of the Treasurer is equally as valuable to the city as the rest of them. There's some unfairness in that as well, I think you need to look at increasing the treasurer to make it more equivalent to the rest of the people.

(0097-26-1) Annual Certification of Benefits for Elected Officials (Including Members of the Board of Supervisors) for Fiscal Year 2026-27 of the City and County of San Francisco in Accordance with Charter Section A8.409-1. (File No. 13)

Speakers: Preeti Grewal, Civil Service Commission
Paul Zarefsky, Deputy City Attorney
Carol Isen, Department of Human Resources

Action: Accepted the report; certify the benefits of elected officials (including Members of the Board of Supervisors) for Fiscal Year 2026-2027 in accordance with Charter Section A8.409-1 at the same level of benefits as those provided to covered employees of the Municipal Executive's Association (MEA) in effect on July 1, 2026. (Vote of 4 to 0)

(0093-26-5) Presentation from the Department of Human Resources on the Overview of Layoffs and Civil Service Commission Rules. (Item No. 14)

Speakers: Carol Isen, Department of Human resources
Anna Biasbas, Department of Human Resources
Shawn Sherburne, Department of Human Resources
Sandra Eng, Civil Service Commission
Naj Daniels, SEIU 1021
Ouma Fall, SEIU 1021
Brenda Barros, SEIU 1021

Action: Adopted the report. (Vote of 4 to 0)

Public Comment:

Oumar Fall, My name is Oumar Fall, San Francisco Field Director, by identifying those violations of the Civil Service Rules that we just presented. What is the Commission going to be doing for that in order to prevent the layoff from going forward? Because these are real violations. The meet and confer rules and the meet and confer is not effective because the decision makers are not at the table. We will get an answer, we will get back to you. This is what we're getting. That's the problem. We need to find, we need to talk about impact and alternative to layoffs to prevent those layoffs, but If NO one at the table can make a decision, it doesn't make sense to meet with them.

Public Comment on all matters pertaining to Item 17, including public comment on whether to hold Item 17 in closed session. (Item No. 15)

None. (Item #17 was postponed and the Commission did not go into Closed Session)

Vote on whether to hold Item 17 in closed session. (Item No. 16)

None.

(0256-25-7) Personnel Exception (Cal Gov. Code § 54957(b)(1), S.F. Admin. Code § 67.10(b)) - Request for a Hearing by Oscar Pena, former 2977 Education Integration Specialist in the San Francisco Unified School District, on their Future Employment Restrictions. (File No. 17)

March 16, 2026: Postponed to a future meeting in May 2026, at the request of the appellant.

Action: Postponed to the meeting of June 1, 2026, at the request of the appellant (second request). (Vote of 4 to 0)

Reconvene in Open Session. Vote to elect whether to disclose any or all discussions on Item 17 in closed session (S.F. Admin. Code §67.12 (a)) (Item No. 18)

Item #17 was postponed and the Commission did not go into Closed Session.

COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 19)

Commissioner Lee requested that we break the PSCs scope into paragraphs since they are hard to read on the Ratification Agenda.

Vice President Minor requested we speak to the departments regarding the scope of work on the Personal Services Contracts.

ADJOURNMENT (Item No. 20)

7:16 p.m.