

BOARD of SUPERVISORS



City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102-4689
Tel. No. (415) 554-5184
Fax No. (415) 554-5163
TDD/TTY No. (415) 554-5227

November 16, 2021

Mark Zuckerberg
Chief Executive Officer
Facebook
1 Hacker Way
Menlo Park, CA 94025

Re: Board of Supervisors Resolution No. 506-21

Dear Mr. Zuckerberg:

On October 26, 2021, the Board of Supervisors of the City and County of San Francisco adopted Resolution No. 506-21 (Urging Social Media Companies to Mitigate Harmful Effects and Improve Transparency), which was enacted on November 5, 2021.

The Board of Supervisors directs the Clerk of the Board to forward the following document to your attention:

- One copy of Resolution No. 506-21 (File No. 211106)

If you have any questions or require additional information, please contact the Office of the Clerk of the Board at (415) 554-5184, or by e-mail: board.of.supervisors@sfgov.org.

Sincerely,

A handwritten signature in blue ink that reads "Angela Calvillo".

f Angela Calvillo
Clerk of the Board

ll:jw:ams

- c. Members of the Board of Supervisors, Supervisors Rafael Mandelman, Catherine Stefani, Gordon Mar Tom Paulino, Mayor's Liaison to the Board of Supervisors
Eddie McCaffrey, Mayor's Manager of State and Federal Legislative Affairs
Andres Power, Mayor's Policy Director

1 [Urging Social Media Companies to Mitigate Harmful Effects and Improve Transparency]

2
3 **Resolution urging Facebook, Twitter, Google, and other social media platforms to take**
4 **responsibility for the harmful effects of their products and improve transparency by**
5 **publishing all internal research.**

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7 WHEREAS, On September 13, 2021, the Wall Street Journal released the first story in
8 an investigation titled “The Facebook Files”; and

9 WHEREAS, This investigation found, based on internal company documents and
10 research, that “Facebook Inc. knows, in acute detail, that its platforms are riddled with flaws
11 that cause harm”; and

12 WHEREAS, This investigation revealed that researchers inside Instagram found
13 “Thirty-two percent of teen girls said that when they felt bad about their bodies, Instagram
14 made them feel worse”; and

15 WHEREAS, Internal research also found that “among teens who reported suicidal
16 thoughts, 13% of British users and 6% of American users traced the desire to kill themselves
17 to Instagram”; and

18 WHEREAS, Facebook employees attempted to alert company leadership that human
19 traffickers, armed groups in Ethiopia, and other dangerous actors were utilizing the platform;
20 and

21 WHEREAS, A report by the Center for Countering Digital Hate titled “The
22 Disinformation Dozen,” concludes that Facebook, Google, and Twitter have all “failed to
23 satisfactorily enforce” policies intended to prevent the spread of vaccine misinformation; and
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1 WHEREAS, The Wall Street Journal found that Facebook “hasn’t fixed the systems
2 that allowed offenders to repeat the bad behavior. Instead priority is given to retaining users,
3 helping business partners and at times placating authoritarian governments”; and

4 WHEREAS, The Wall Street Journal found that Facebook has few employees who
5 speak the languages and dialects necessary to reign in harmful use of their platform in some
6 of the countries where it operates; and

7 WHEREAS, Last year the San Francisco Board of Supervisors, in a resolution on file
8 with the Clerk of the Board of Supervisors in File No. 201072, unanimously condemned social
9 media platforms for failing to intervene in antisemitic and homophobic attacks on Senator
10 Scott Wiener and protect their users from hate speech; and

11 WHEREAS, In spite of abundant research and numerous reports from employees
12 highlighting the harms of major social media platforms and the steps necessary to mitigate
13 them, their leadership has consistently chosen to prioritize profits at the cost of civil society,
14 youth mental health, and countless human lives; now, therefore, be it

15 RESOLVED, That the San Francisco Board of Supervisors hereby urges Facebook,
16 Twitter, and Google leadership to take responsibility for the harmful effects of their products;
17 and, be it

18 FURTHER RESOLVED, That the San Francisco Board of Supervisors hereby urges all
19 social media platforms to take additional steps to mitigate their harmful effects, including but
20 not limited to fully implementing the recommendations in the “Disinformation Dozen” report,
21 hiring additional staff to review content with a focus on global equity, and limiting the number
22 of hours users can spend on a platform per day; and, be it

23 FURTHER RESOLVED, That San Francisco Board of Supervisors hereby urges all
24 social media platforms to release all internal research so the public can engage in an informed
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FUTHER RESOLVED, That the San Francisco Board of Supervisors directs the Clerk of the Board to send a copy of this resolution to the Chief Executive Officers of Facebook, Twitter, YouTube, and Instagram upon its final adoption.



City and County of San Francisco

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Tails
Resolution

File Number: 211106

Date Passed: October 26, 2021

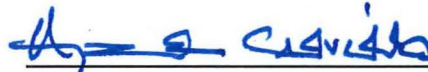
Resolution urging Facebook, Twitter, Google, and other social media platforms to take responsibility for the harmful effects of their products and improve transparency by publishing all internal research.

October 26, 2021 Board of Supervisors - ADOPTED

Ayes: 11 - Chan, Haney, Mandelman, Mar, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

File No. 211106

I hereby certify that the foregoing Resolution was ADOPTED on 10/26/2021 by the Board of Supervisors of the City and County of San Francisco.



Angela Calvillo
Clerk of the Board

Unsigned

London N. Breed
Mayor

11/05/2021

Date Approved

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, or time waived pursuant to Board Rule 2.14.2, became effective without her approval in accordance with the provision of said Section 3.103 of the Charter or Board Rule 2.14.2.



Angela Calvillo
Clerk of the Board

11/5/2021
Date

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November 16, 2021

Susan Wojcicki
Chief Executive Officer
Google LLC, D/B/A YouTube
901 Cherry Ave.
San Bruno, CA 94066

Re: Board of Supervisors Resolution No. 506-21

Dear Ms. Wojcicki:

On October 26, 2021, the Board of Supervisors of the City and County of San Francisco adopted Resolution No. 506-21 (Urging Social Media Companies to Mitigate Harmful Effects and Improve Transparency), which was enacted on November 5, 2021.

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16 thoughts, 13% of British users and 6% of American users traced the desire to kill themselves
17 to Instagram”; and

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19 traffickers, armed groups in Ethiopia, and other dangerous actors were utilizing the platform;
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22 Disinformation Dozen,” concludes that Facebook, Google, and Twitter have all “failed to
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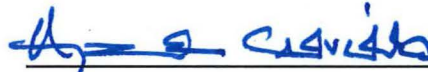
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October 26, 2021 Board of Supervisors - ADOPTED

Ayes: 11 - Chan, Haney, Mandelman, Mar, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

File No. 211106

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Angela Calvillo
Clerk of the Board


Unsigned

London N. Breed
Mayor

11/05/2021

Date Approved

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Angela Calvillo
Clerk of the Board

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November 16, 2021

Adam Mosseri
Head of Instagram
1 Hacker Way
Menlo Park, CA 94025

Re: Board of Supervisors Resolution No. 506-21

Dear Mr. Mosseri:

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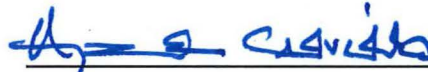
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October 26, 2021 Board of Supervisors - ADOPTED

Ayes: 11 - Chan, Haney, Mandelman, Mar, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

File No. 211106

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Angela Calvillo
Clerk of the Board

Unsigned

London N. Breed
Mayor

11/05/2021

Date Approved

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November 16, 2021

Jack Dorsey
Chief Executive Officer
Twitter
1355 Market Street, Suite 900
San Francisco, CA 94103

Re: Board of Supervisors Resolution No. 506-21

Dear Mr. Dorsey:

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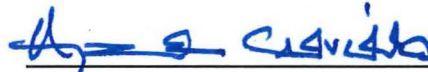
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