



To Whom It May Concern,

U.S. Digital Response is pleased to offer its in-kind services to San Francisco's Department of Emergency Management (DEM) through the Civic Bridge program, to support DEM's efforts to redesign the Healthy Streets Operation Center's client log process.

Civic Bridge is a pro-bono partnership program of the Mayor's Office of Innovation where teams of private sector employees leverage their professional skills and expertise to work on critical civic challenges for departments of the City & County of San Francisco (City). During the partnership engagement, teams of public and private volunteers work collaboratively to deliver real solutions that help make the San Francisco government more collaborative, inventive, and responsive to San Franciscans.

As a prior participant in the Program, U.S. Digital Response is excited about the opportunity to propose to donate its services to support DEM's client intake process redesign. Through this Project, U.S. Digital Response will 1) complete a user-research report on pain points from the existing interaction / form process; and 2) prototype a new intake form. With our staff's data architecture, operations/logistics, and user research and service design expertise, we think U.S. Digital Response is an excellent partner for this project.

Please accept this letter of intent for planning purposes. This in-kind donation will be memorialized through a Civic Bridge Donor Services Agreement directly with DEM. The value of this commitment is up to \$2,688 for the estimated cost of U.S. Digital Response staff working a total of 21 hours and managing up to 4 unpaid volunteers, working up to 10 hours per week over the program's 16-week timeline. U.S. Digital Response volunteers are not compensated for their time and thus are not part of our valuation. The \$128 per-hour valuation for U.S. Digital Response is based on the maximum hourly value of U.S. Digital Response staff supporting DEM's efforts to redesign the Healthy Streets Operation Center's client log process. This work will last for a 16-week period, beginning no sooner than February 26.

We look forward to the continued collaboration and partnership with the City.

Sincerely,

A handwritten signature in black ink that reads "Krista Canellakis". The signature is fluid and cursive, with the first name "Krista" and last name "Canellakis" clearly legible.

Krista Canellakis