

<b>Department</b>	<b>Title</b>	<b>Service Description</b>	<b>Weekly In Person Volume (high)</b>	<b>Delivered Online</b>	<b>Digital Maturity</b>
Academy of Sciences	Academy Relief Fund			Online option available	
Academy of Sciences	Membership			Online option available	
Academy of Sciences	Tickets			Online option available	
Adult Probation	Behavioral Health Services: 1:1 Therapy	CASC DPh Therapists who provide 1:1 therapy to clients of the Adult Probation Department		Cannot complete online	3
Adult Probation	Behavioral Health Services: Residential Treatment Harbor Lights	Residential Treatment for Substance Use Disorder		Cannot complete online	3
Adult Probation	Behavioral Health Services: Residential Treatment HR360	Residential Treatment		Cannot complete online	3
Adult Probation	CASC: Reentry Center	the CASC is a behavioral health focused, one-stop, multi-services reentry center		Cannot complete online	3
Adult Probation	Case Management: Mentoring Mens Movement (M3)	Reentry case management services to clients of the Adult Probation Department		Cannot complete online	3
Adult Probation	Case Management: Senior Ex-Offender Program	Reentry case management services to clients of the Adult Probation Department		Cannot complete online	3
Adult Probation	Case Management: UCSF/Citywide	Clinical and reentry case management for clients of the Adult Probation Department		Cannot complete online	3
Adult Probation	Containment Model Services: HOPE Program	Containment model services for those mandated by the court		Cannot complete online	3

Adult Probation	Containment Model Services: SFFI (Blue Rock)	Containment model services for those mandated by the court	Cannot complete online	3
Adult Probation	Education: Because Black Is Still Beautiful - Just Say Know	A women's educational achievement program for justice-involved women who seek academic advancement	Cannot complete online	3
Adult Probation	Education: Five Keys Schools and Program	Educational services for justice-involved adults	Cannot complete online	3
Adult Probation	Electronic Monitoring	The Department installs electronic monitoring ankle bracelet that monitors wearers location and/or alcohol consumption.	70 Cannot complete online	2
Adult Probation	Employment Services: CASC/Goodwill Employment Services Program	Employment placement and retention program for justice-involved adults who live in San Francisco	Cannot complete online	3
Adult Probation	Employment Services: Interrupt, Predict, and Organize (IPO)	12 month subsidized employment program for justice-involved adults between the ages of 18-35	Cannot complete online	3
Adult Probation	Employment Services: Renaissance Entrepreneurship Program	Entrepreneurship training for justice-involved adults who live in San Francisco	Cannot complete online	3
Adult Probation	Firearms Relinquishment (Prop 63)	Department provides the court with an accurate investigation of firearms own by prohibit persons and locates and confiscates firearms.	25 Cannot complete online	2

Adult Probation	Housing Services: CJCJ Cameo House Women's Gender Responsive Housing Program	Transitional housing program for clients of the Adult Probation Department and justice-involved women who live in San Francisco	Cannot complete online	3
Adult Probation	Housing Services: CW Hotel Stabilization Program	Stabilization housing for justice-involved adults released from jail prior to having their criminal case adjudicated	Cannot complete online	3
Adult Probation	Housing Services: Hart Hotel Transitional Housing	Transitional housing program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Housing Services: New Roads Rental Subsidy Program	A rental subsidy program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Housing Services: Norma Hotel Transitional Housing Program	Transitional housing program for clients of the Adult Probation Department or other justice-involved individuals between the ages of 18-35	Cannot complete online	3
Adult Probation	Housing Services: Phatt Chance	Transitional housing program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Housing Services: RSN CW Hotel Transitional Housing	Transitional housing program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Housing Services: SFGH Emergency Housing Program	Emergency housing program for clients of the Adult Probation Department who are case managed by UCSF/Citywide	Cannot complete online	3

Adult Probation	Housing Services: Shahil Hotel	Transitional housing program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Housing Services: St. Moritz Hotel	Emergency housing for clients of the Pretrial Diversion Project	Cannot complete online	3
Adult Probation	Housing Services: Step Up To Freedom	Three-year rental subsidy program for justice-involved individuals under parole or PRCS supervision who are between the ages of 18-35	Cannot complete online	3
Adult Probation	Housing Services: THC Broadway Hotel Transitional Housing	Transitional housing program at the Broadway Hotel for clients of the Collaborative Courts.	Cannot complete online	3
Adult Probation	Housing Services: Westside "Our House"	Transitional housing program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Housing Services: RSN CW Hotel CCP Emergency Stabilization Units	Emergency stabilization housing program for justice-involved adults released from jail before their case is adjudicated	Cannot complete online	3
Adult Probation	Housing Services: THC New Horizons Transitional Housing Program	Transitional housing program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Mentoring: Mentoring Men's Movement	A mentoring program for justice-involved adults who live in San Francisco	Cannot complete online	3

Adult Probation	Pre-Release Services: Reentry Pod	Pre-release services for clients of the Adult Probation Department and other justice-involved adults who are in the San Francisco County Jail	Cannot complete online	3
Adult Probation	Probation Services	The Probation Department prepares a pre-sentence investigation report before people awaiting sentencing decisions from the court.	3 Cannot complete online	1
Adult Probation	Probation Supervision	Probation Department provides the court ordered services and supervision of the terms and conditions of clients under our supervision.	274 Cannot complete online	1
Adult Probation	Probation Supervision	Probation Department provides the court ordered services and supervision of the terms and conditions of my probation.	150 Cannot complete online	1
Adult Probation	Probation Supervision, Post-Release Community Supervision, and Mandatory Supervision	To support, assist, and empower a client with the necessary tools they need to positively realign their lives into the community.	55 Online option available	1
Adult Probation	Restitution	Outreach to victims of crime to determine restitution requests and, if applicable assist in submitting the request to court.	300 Cannot complete online	2

Adult Probation	Supportive Service: Fathers Matter (Fatherhood Program)	A fatherhood program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Supportive Service: Glorias Gift Life Skills Program	A life skills program for justice-involved individuals between the ages of 18-35	Cannot complete online	3
Adult Probation	Supportive Service: Healing Circles for Soul Support	Healing Circles for Soul Support promotes sharing, healing, education, and action for survivors of homicide and victims of violence	Cannot complete online	3
Adult Probation	Supportive Service: Mothers Matter (Motherhood Program)	A motherhood program for clients of the Adult Probation Department	Cannot complete online	3
Adult Probation	Supportive Service: Sisters Circle Process Group	A women's gender-responsive support group	Cannot complete online	3
Adult Probation	Supportive Service: Solutions for Women	A women's gender-responsive support group	Cannot complete online	3
Adult Probation	Supportive Service: Total Women Empowerment Life Coaching	A women's gender-responsive support group	Cannot complete online	3
Adult Probation	Supportive Services: Welcome Home Reentry Events	Reentry events and support for justice-involved individuals	Cannot complete online	3
Airport	Donating	Provide information about how to donate aviation materials to the Museum collection	10 Online option available	2
Airport	Education Program	Set up a guided tour for students	10 Online option available	2
Airport	Fine Arts Photography	Submission of photographs to be considered for exhibition	5 Online option available	4

Airport	Flight Status	Check the status of a flight	100000 Online option available	4
Airport	Hold your Event at SFO	Reserve the Museum for an event	Online option available	1
Airport	Image requests	Request the ability/rights to use an image from the aviation collection or an exhibition in digital or physical print	3 Cannot complete online	2
Airport	Information Services	Accessing Information about the airport while in the terminals	60000 Cannot complete online	1
Airport	Investigate Noise Events	Report noise issues from aircraft	Online option available	4
Airport	Lost and Found - Bus to Long Term Parking or Rental Car Center	For items left on board the bus to Long-Term Parking or the Rental Car Center	0 Cannot complete online	1
Airport	Lost and Found - Security Checkpoints	For items left at security checkpoints in the Airport	0 Online option available	1
Airport	Lost and Found -Public Areas	Find an item lost in the public areas (Airport Terminals, garages, AirTrain) of the Airport	0 Cannot complete online	1
Airport	M Badge	Access to art and exhibitions located behind security checkpoints	5 Online option available	2
Airport	Research Services	Schedule a research appointment at the Aviation Library and Archive Collective	5 Online option available	1
Airport	Student Art	Submit a proposal to exhibit student art at the Airport	3 Online option available	4
Airport	Travelers Information Volunteer Onboarding	Applying to be a Travelers Information Volunteer	2 Online option available	4

Airport	Video Arts	Service to allow artists to submit video work to be exhibited in Museum's Video Arts gallery	3 Online option available	3
Airport	Volunteering	Learn about volunteering opportunities at the Aviation Library and Museum	5 Cannot complete online	1
Arts Commission	Apply for a License (Art Vendor)	Apply for an art vendors sell your work in designated spaces in San Francisco's most visited areas.	1 Online option available	3
Arts Commission	Calls for Artist		Online option available	1
Arts Commission	Civic Design Review	The review process ensures that each project's design is appropriate to its context in the urban environment, and that structures of the highest design quality reflect their civic stature	Cannot complete online	1
Arts Commission	Grant Appeals		Cannot complete online	1
Arts Commission	Grants		Online option available	1
Arts Commission	Lottery & Selling Locations		Online option available	1
Arts Commission	Panelist Application		Online option available	1
Arts Commission	Renew Your License (Street Artist's)		Online option available	1
Asian Art Museum	Adult and Family Public Programs	Provides programming featuring local creatives in a variety of formats (lecture, demonstrations, art-making activities, performances)	75000 Online option available	4



Asian Art Museum	Community Access Tickets	Provides access to the museum collection and special exhibits and events to low income organizations and individuals	1000 Online option available	4
Asian Art Museum	Cortex Digital Asset Management	Provides access to high resolution images of objects in the museum's collection for a variety of uses.	50 Online option available	4
Asian Art Museum	eMuseum online collection	Provides online access to our collection.	1200 Online option available	4
Asian Art Museum	Facility Rental	Provides rental of museum spaces to the general public and other organizations for events.	1153 Online option available	4
Asian Art Museum	Free access to preK through College School Groups	Provides access to the museum collection and special exhibits and events to SFUSD and other schools	49996 Online option available	3
Asian Art Museum	Membership	Provides museum membership to the general public.	40 Online option available	4
Asian Art Museum	Museum Website	Provides access to educational and cultural resources.	10000 Online option available	4
Asian Art Museum	PreK through College Admissions	Provides programming featuring local creatives in a variety of formats (lecture, demonstrations, art-making activities, performances)	50000 Online option available	3
Asian Art Museum	Public Wi-Fi	Internet connection for museum visitors	Cannot complete online	1
Asian Art Museum	Research Library	Provides access to scholarly materials to researchers.	10 Online option available	4

Asian Art Museum	Retail Store	Provides goods for sale to the general public.	3200 Online option available	4
Asian Art Museum	Tickets	Member of the community can purchase tickets to receive access to the museum collection, exhibits, and events.	2000 Online option available	4
Assessment Appeals Board	Agent Authorization Form	Designate an agent with the Assessment Appeals Board and the Assessor-Recorder's Office	50 Online option available	2
Assessment Appeals Board	Filing a Formal Appeal	File an appeal for your property tax assessment	50 Online option available	3
Assessment Appeals Board	Hearing Postponement Request	Request to postpone your assessment hearing	60 Cannot complete online	2
Assessment Appeals Board	Penalty of Perjury Declaration	An appellant filing a supplemental assessment appeal with the tax bill	10 Online option available	2
Assessment Appeals Board	Waiver Agreement	Agree to waive the 2 year time limit for an assessment hearing	80 Online option available	2
Assessment Appeals Board	Withdrawal of Assessment Appeal Application	Withdraw your appeal	100 Online option available	2
Assessor-Recorder	571-L Business Property Statement	Personal Property Statement	50 Online option available	3
Assessor-Recorder	571-R Business Apartment Statement	Assessed value of Apartments for Business	50 Online option available	3
Assessor-Recorder	Change in Ownership Statement	Change owner of assessed property	Online option available	3
Assessor-Recorder	Change in Ownership Statement, Death of Real Property Owner	Record a change in ownership because of death of owner	10 Online option available	3
Assessor-Recorder	Change of Mailing Address	Record a new mailing address	10 Online option available	3

Assessor-Recorder	Church Exemption	File a tax emption for a church	5 Online option available	3
Assessor-Recorder	Claim for New Construction Exclusion from Supplemental Assessment	File a claim to be excluded from supplementals for new constructions	10 Online option available	3
Assessor-Recorder	Claim for Reassessment Exclusion for Transfer Between Parent and Child	File for an exclusion for assessment when transferring property from parent to child	5 Online option available	3
Assessor-Recorder	Claim for Seismic Safety Construction Exclusion from Assessment	File for an exclusion from assessment because of earthquick retrofit	5 Online option available	3
Assessor-Recorder	Claim for Veterans' Organization Exemption	File a claim to be exempt because it is a veterans related service.	5 Online option available	3
Assessor-Recorder	Commercial Fishing Boat Exemption	If you own a Commercial Fishing Boat, you may be eligible for a 96% reduced assessment	2 Online option available	3
Assessor-Recorder	Disabled Persons Claim for Exclusion of New Construction and Certificate of Disability	Certain construction or modifications of existing single- or multiple- family dwellings can be excluded from increases in property taxation if the work is performed to make the dwelling more accessible to a severely and permanently disabled person.	2 Online option available	3

Assessor-Recorder	Disabled Property Tax Assistance	Disabled Property Tax Assistance is available for property owners who are blind, disabled, or at least 62 years old that have an annual household income of \$35,500 or less and 40% equity in their homes to apply to defer payment of property taxes on their principal residence	5 Online option available	3
Assessor-Recorder	Disabled Veterans' Property Tax Exemption	Disabled veterans of military service may be eligible for up to a \$214,910 exemption towards their property's assessment	5 Online option available	3
Assessor-Recorder	Disaster Relief Application	Typical misfortunes or calamities which may qualify for reduced assessment include fire, flood, or earthquake damage	100 Online option available	3
Assessor-Recorder	Exemption for Property Used by a Free Public Library or Free Museum	Property, whether owned or leased, which as of the lien date (January 1), is used for libraries and museums that are free and open to the public	1 Online option available	3
Assessor-Recorder	Form 576-D Vessel Property Statement	A report on BOE-576-D is required of you by section 441(a) of the Revenue and Taxation Code (Code	2 Online option available	3

Assessor-Recorder	Homeowners' Exemption Claim Form, English Version	If you own a home and occupy it as your principal place of residence on January 1, you may apply for an exemption of \$7,000 from the home's assessed value, which reduces your property tax bill.	10 Online option available	3
Assessor-Recorder	Initial Purchaser Claim for Solar Energy System New Construction	In order to qualify for this reduction, this claim form must be completed and signed by the buyer and filed with the Assessor	5 Online option available	3
Assessor-Recorder	Marriage Certificate - Obtain a Copy of Your Marriage Certificate	Obtain a copy of your marriage certificate.	Online option available	1
Assessor-Recorder	Marriage Certificate - Record Your Public Marriage License	After completion of the ceremony, the marriage license shall be signed by all interested parties and returned to our main office by drop box or by mail within ten (10) days after the ceremony.	50 Cannot complete online	3
Assessor-Recorder	Non-Profit Exemption	Before the Assessor can approve the exemption, the organization must apply for and BOE must issue an Organization Clearance Certificate.	10 Online option available	3
Assessor-Recorder	Obtain Copies of Recorded Documents or Recorded Document Request by Mail	Obtain Copies of Recorded Documents	Cannot complete online	1

Assessor-Recorder	Preliminary Change of Ownership Report	State law requires the property owner of real property to file a Preliminary Change of Ownership Report when recording certain documents.	10 Online option available	3
Assessor-Recorder	Reappraisal Exclusion from Grandparent to Grandchild	Proposition 193 allows the new property owners to avoid property tax increases when acquiring property from their grandparents.	10 Online option available	3
Assessor-Recorder	Recording a Document	Official recording of over 400 document types	Online option available	3
Assessor-Recorder	Religious Exemption Claim	Areas used for worship activities and are not living quarters are eligible for exemption	10 Online option available	3
Assessor-Recorder	Request an Informal Assessment Review	You can request an informal assessment review before your formal assessment is due	25 Online option available	3
Assessor-Recorder	Request for Translated Notice	People who would like to receive notices from our office in a language other than English can fill out an online request form.	10 Online option available	3
Assessor-Recorder	Request to Remove Homeowners' Exemption	If the property is receiving the Homeowners' Exemption, but the property owner has moved, it is the property owner's responsibility to notify the Assessor to remove the exemption.	5 Online option available	3

Assessor-Recorder	Residential Construction Project Information Form, English Version	Each year the Assessor-Recorder is required by the State of California to value all in-progress new construction	Online option available	3
Assessor-Recorder	Transfer of Assessment to a Replacement Property by Senior Citizens	On November 4, 1986, the voters of California passed Proposition 60 to provide qualified homeowners the transfer of the base-year value of their principal residence to a replacement dwelling located in the same county, under certain circumstances.	10 Online option available	3
Assessor-Recorder	Transfer of Property Tax Base for Severely and Permanently Disabled Owners	Proposition 110 provides property tax relief for severely and permanently disabled claimants when they sell an existing home and buy or build another	10 Online option available	3
Assessor-Recorder	Transfer Tax Affidavit	Transfer tax is a transaction fee imposed on the transfer of land or real property from one person (or entity) to another.	5 Online option available	3
Board of Appeals	Appeal Process	Guide on how to file an Appeal and how to prepare for and what to expect during the Appeals process.	Online option available	3
Board of Appeals	Hearing Date Rescheduling Request	Form to request for an Appeal hearing date rescheduling.	Online option available	3

Board of Appeals	Penalty Appeal	Form to appeal the amount of a penalty imposed for work done with out a permit.	Cannot complete online	1
Board of Appeals	Withdraw Request	Form is to be used by appellants who wish to withdraw their appeal.	Cannot complete online	3
Board of Supervisors	ADA Accessibility Request	The ADA and City policy require that people with disabilities have equal access to all City services, activities, and benefits. People with disabilities must have an equal opportunity to participate in the programs and services offered through the City and County of San Francisco.	Online option available	4
Board of Supervisors	Customer Satisfaction Survey	Customer satisfaction questionnaire	Online option available	4
Board of Supervisors	District Supervisors Contact Form to Facilitate Constituent Services	The Board serves to protect the public ensuring key City services, as approved through the City budget, are reviewed and monitored.	Online option available	2
Board of Supervisors	Filing a Complaint with the Sunshine Ordinance Task Force	Form to register complaint regarding compliance with the Sunshine Ordinance, the Public Records Act or the Ralph M. Brown (Public Meetings) Act.	Online option available	2



Board of Supervisors	Filing and Inquiries Monitoring Compliance with State regulation and local laws for the Board of Supervisors	Administrative Code Regulation, Ethics Code, and Compliance inquiries to attention of the department. Monitor compliance with Charter and Administrative code. Intake and filing of Ethic's Forms, Sole Source, Behest Payments, and Gifts memos.	Online option available	2
Board of Supervisors	Information Request Form	Form to submit a public records request(s) to the Board of Supervisors, Office of the Clerk of the Board, and to receive Board of Supervisors information and City Department communication or reports filed with the Board of Supervisors	Online option available	4
Board of Supervisors	Inquiries received in response to Official Advertising	Facilitating Inquiries through Official Advertising for the date time and place for Civic Engagement	Online option available	2
Board of Supervisors	Inquiries received in response to Outreach Advertising	Facilitation of information to encourage the public to participate in various City Services Outreach Advertising	Online option available	2
Board of Supervisors	Inquiries to Civil Grand Jury Report Review Approval Process		Online option available	2

		Intake and civic engagement of Board's Legislative Process. Including but not limited to, Agenda, public noticing, and Minutes, outreach noticing, file review		
Board of Supervisors	Intake of Civic Engagement of Board Legislative Process		Online option available	2
Board of Supervisors	Language Access Request		Cannot complete online	2
		Online legislative research center to search and track current and pending legislation by assigned committee, sponsor, department, date introduced, and other additional criteria.		
Board of Supervisors	Legislative Research Center		Online option available	4
	Liquor License, Public Convenience or Necessity Applications		Cannot complete online	3
Board of Supervisors	Project Appeal Fee Waivers		Online option available	3
Board of Supervisors	Project Appeals		Cannot complete online	3
		Public nonprofit board meeting notices in accordance with Administrative Code, Section 12L.4		
Board of Supervisors	Public Nonprofit Board Meeting Notice Submissions		Cannot complete online	2
	Receives and reviews plans describing project or items to bear the City Seal	Receives and reviews plans describing project or items to bear the City Seal	Online option available	2
	San Francisco Youth Commission Application	Page hosts a link to the SF Youth Commission application & information about the commission and application process.	Online option available	4

Board of Supervisors	Service of Process on behalf of the City		Cannot complete online	1
Board of Supervisors	Status and Inquiries for Board of Supervisors Election Calendar for all Clients, (constituents, Departments and Board Members)		Online option available	3
Board of Supervisors	Vacancy Applications for Boards & Commissions	Vacancy applications to Boards, Commissions & Task Forces. Report pursuant to the Maddy Act, Government Code Section 54972.	Cannot complete online	3
Board of Supervisors	Volunteer Request Form	Sign up for volunteer and internship opportunities with the Board of Supervisors	Cannot complete online	4
Board of Supervisors	Youth Development Intake	Youth outreach and services provided by Youth Commission	Online option available	2
Building Inspection	3R Report	Get a Report of Residential Building Record	Online option available	4
Building Inspection	Boiler Permit to Operate	Get a boiler permit	Online option available	4
Building Inspection	Building Permit	Get a building permit	500 Online option available	3
Building Inspection	Electrical Permit	Get an electrical permit	Online option available	4
Building Inspection	Filing a Complaint	File a complaint to the Department	Online option available	4
Building Inspection	Plumbing and Mechanical Permit	Get a plumbing and mechanical permit	Online option available	4
Building Inspection	Records Request	Obtain any building permit related records	Online option available	3
Building Inspection	Residential Hotel Unit		Cannot complete online	2
Building Inspection	Vacant Buildings and Storefronts	Register your vacant building with DBI	Online option available	3

Child Support Services	Enforce child support and medical support orders, enforce spousal support orders in conjunction with child support orders	Nearly free-of-charge services to parents or guardians who need help the enforcement of their child support or medical support orders.	125 Online option available	2
Child Support Services	Establish paternity and parentage	Provides the administrative and judicial establishment of paternity and parentage for the children of unwed parents.	125 Online option available	2
Child Support Services	FL-679 Request for Telephone Appearance (Governmental)	Form to request to appear for a child support hearing via telephone.	125 Online option available	2
Child Support Services	Modification of child support orders	CSS assists parents and other jurisdictions with the modification of child support and or medical support orders to meet the parent's and the families' current ability and financial circumstances.	125 Online option available	2
Child Support Services	Online application for child support services "VIOLA"	Customers may request child support services remotely by accessing the VIOLA application.	125 Online option available	2
Child Support Services	Receipt, tracking and processing of child support payments	Provides an overview of all of the payment options available and instructions for how to pay online, by phone, or in person. Online options are linked to the CA State Disbursement Unit's site.	125 Online option available	2

Child Support Services	The location of parents paying support	Child Support Services provides services to locate parents to establish, enforce or modify child support order and/or medical support orders.	125 Online option available	2
Children and Families Commission	First 5 San Francisco website	An online service directory that connects San Francisco's children, youth and their families to local family resource centers	Online option available	3
Children, Youth & Their Families	Application for Consulting from DCYF Organizational Sustainability Initiative	Form for DCYF grantees to apply for one-on-one consulting engagements as part of DCYF's Organizational Sustainability Initiative.	Online option available	1
Children, Youth & Their Families	Citywide Mapping Tool for Summer Camp	Resource for parents/guardians to find summer camps/programs for San Francisco kids (age 5 - 17)	Cannot complete online	1
Children, Youth & Their Families	CNAP Interest Form (for DCYF grantees)	Interest form for DCYF grantees to apply to participate in the Certified Nonprofit Accounting Professionals course.	Online option available	1
Children, Youth & Their Families	Coaching	Application for free coaching opportunities DCYF offers to all our funded grantees who serve youth K-12th grade and transitional-age youth.	Online option available	1

Children, Youth & Their Families	Core Competencies and Toolkit	Core Competencies and Educational Toolkits available for download.	Online option available	1
Children, Youth & Their Families	DCYF Opportunity Fund	Application for the DCYF Opportunity Fund, which is to address unexpected, unbudgeted CBO needs that arise during the course of the normal funding cycle. For Grantees only.	Online option available	1
Children, Youth & Their Families	DCYF Organizational Sustainability Initiative	Informational page about DCYF's Organizational Sustainability Initiative hosted on the FMA partner website.	Online option available	1
Children, Youth & Their Families	DCYF Supper and Snack Program	Resource page for to any youth 18 and under in high need areas in San Francisco to apply for nutritional plans sponsored by DCYF.	Online option available	1
Children, Youth & Their Families	Expanded Learning Collaborative Policy Council Application	Service hasn't been updated since 2013	Cannot complete online	1
Children, Youth & Their Families	Grants	Application page to apply for 'addback' funds available to community-based organizations and public agencies to provide services to children, youth and families.	Online option available	1
Children, Youth & Their Families	Organizational Sustainability Initiative Application	Application for Grantees to apply to joining DCYF's Organizational Sustainability Initiative program.	Online option available	1

Children, Youth & Their Families	RFP and RFQ Appeals	Page provides general information about the Appeals Process that will be used by DCYF in response to their FY19/20 Request for Proposals and Qualifications.	Online option available	1
Children, Youth & Their Families	Technical Assistance and Capacity Building	Resource page training workshops, cohorts, conferences and more hosted by DCYF for all of their grantees.	Online option available	1
Children, Youth & Their Families	Training Workshops	DCYF's training offerings to promote and embed the knowledge, experience, and tools developed by DCYF and their collaborators.	Online option available	1
City Administrator	12B Equal Benefits Program	Certify compliance with the Equal Benefits provision of Chapter 12B	Cannot complete online	
City Administrator	Access Plan Review Forms/MOD's Project Review Process/Architectural Access & Plan Check		Cannot complete online	
City Administrator	ADA Complaint / Assistance Form		Cannot complete online	
City Administrator	ADA Complaint / Request for Assistance		Cannot complete online	
City Administrator	ALEMANY FLEA MARKET – SELLER'S INFORMATION SHEET		Cannot complete online	
City Administrator	Appeals Process		Cannot complete online	

City Administrator	Apply for a cannabis business permit	You need a cannabis business permit if you want to sell, deliver, manufacture, cultivate, distribute, or test cannabis in San Francisco.	10 Online option available	4
City Administrator	Apply to become a DreamSF Fellow	The DreamSF Fellowship is a paid leadership and professional development program for immigrants in the Bay Area.	Cannot complete online	
City Administrator	Assistive Listening Device (ALD) Loan Policy		Cannot complete online	
City Administrator	Authentication for Apostilles	Certification of local health officers/registrars/notaries.	Cannot complete online	2
City Administrator	Billiard Parlor Permit		Cannot complete online	
City Administrator	California Environmental Quality Act	File CEQA documents, Notice of Determination, Notice of Exemption, No Effect Determination	5 Cannot complete online	2
City Administrator	City Hall Tours	Take a tour of City Hall	Cannot complete online	
City Administrator	CMD Mentor Protege Program	Match Micro LBE with a Prime Consultant or Contractor in the same field	Cannot complete online	
City Administrator	Commercial Dog Walker Permit (Initial)	Get approved for a commercial dog walker permit	10 Cannot complete online	1
City Administrator	Commercial leasing		Cannot complete online	
City Administrator	Community Ambassador Program		Cannot complete online	
City Administrator	Community Challenge Grants	Apply for a Community Challenge Grant to make physical improvements in your neighborhood	Cannot complete online	
City Administrator	Construction Hotline		Cannot complete online	



		Help for small or micro LBE contractors to increase their bonding and financing capacity		
City Administrator	Contractor Development and Bonding Program		Cannot complete online	
City Administrator	Create Account		Cannot complete online	
		San Francisco Animal Care and Control cares for owned animals in need due to situations like: owner died; owner hospitalized; owner incarcerated; SAFE Pets program for victims of domestic violence; displaced due to fire or other disasters; cruelty or neglect investigations; vicious and dangerous dog cases or SFPD evidence.		
City Administrator	Custody Animals		8 Cannot complete online	1
City Administrator	Customer Satisfaction Survey		Cannot complete online	
City Administrator	Deputy Marriage Commissioner for a Day	Get appointed as a deputy marriage commissioner	Cannot complete online	2
		For verification of a Bail License Agent and Admitted Surety Insurer		
City Administrator	DOI Certificates of Authority		Cannot complete online	2
City Administrator	Domestic Partnership	Declare or end a local domestic partnership.	25 Cannot complete online	2
		Make an appointment for a domestic partnership ceremony		
City Administrator	Domestic Partnership Ceremony		Cannot complete online	2
		Apply for an Eastern Neighborhoods Area Plan Grant for a capital project in your neighborhood		
City Administrator	Eastern Neighborhoods Area Plan Grants		Cannot complete online	

City Administrator	Events	Book City Hall for an event	Cannot complete online	
City Administrator	Extended Hours Premises Permit		Cannot complete online	
City Administrator	Fair Chance Ordinance (FCO)		Cannot complete online	
City Administrator	Fictitious Business Name Filing/Renewal/Abandonment/Withdrawal/Proofs of Publication	Change or renew your Fictitious Business Name	150 Cannot complete online	2
City Administrator	File a Complaint		Cannot complete online	
City Administrator	File a complaint - Minimum Wage Ordinance	Report a violation of the Minimum Wage Ordinance	Cannot complete online	
City Administrator	File Your Quarterly Report		Cannot complete online	
City Administrator	Film & Photo Production		Cannot complete online	
City Administrator	Find immigration legal help		Cannot complete online	
City Administrator	Formula Retail Employee Rights Ordinances	Report a violation of the Formula Retail Employee Rights Ordinances	Cannot complete online	
City Administrator	Found Wildlife	Report wildlife in distress	20 Cannot complete online	1
City Administrator	General Operating Support: Arts		Cannot complete online	
City Administrator	General Operating Support: Parades and Festivals		Cannot complete online	
City Administrator	Get help paying for an immigration application	Get a loan to help with your immigration application fee.	Cannot complete online	
City Administrator	Get verified as an Equity Applicant	Equity Applicants must be verified by the Office of Cannabis before applying for a cannabis business permit.	7 Online option available	5
City Administrator	Give2SF		Cannot complete online	
City Administrator	Grantee Services		Cannot complete online	
City Administrator	Health Care Security Ordinance (HCSO)		Cannot complete online	
City Administrator	How to Adopt a Pet	Adopt a pet from the shelter	20 Cannot complete online	3

City Administrator	How to Foster Animals	Foster an animal from the shelter	50 Cannot complete online	3
City Administrator	How to Obtain Copies of Marriage Certificate	Get a copy of your confidential marriage certificate	Cannot complete online	2
City Administrator	Humane Euthanasia	Make an appointment for euthanasia	Cannot complete online	
City Administrator	Index to Records		Cannot complete online	
City Administrator	LAO Complaint Process		Cannot complete online	
City Administrator	LBE Certification	Become certified as a Local Business Enterprise	Cannot complete online	
City Administrator	Lease Application		Cannot complete online	
City Administrator	Legal Document Assistant	Register as a legal document assistant	1 Cannot complete online	2
City Administrator	Limited Live Performance Permit		Cannot complete online	
City Administrator	Living on Treasure Island / Welcome to villages		Cannot complete online	
City Administrator	Lost and Found Pets	Report a found pet to the shelter	Online option available	3
City Administrator	Make a Donation	Donate to the shelter	Cannot complete online	3
City Administrator	Markets - Open Air		Cannot complete online	
City Administrator	Marriage License	Make an appointment to get your marriage license	300 Cannot complete online	2
City Administrator	Marriage: Civil Ceremony	Make an appointment for a civil marriage ceremony	200 Cannot complete online	2
City Administrator	Mechanical Amusement Device Permit		Cannot complete online	
City Administrator	Notary Public Registration and Public Journals	To file an oath and bond for the purpose of registering as a notary public.	35 Cannot complete online	2
City Administrator	Oaths of Office/Affirmation/Loyalty/Disaster Service Worker	To administer or file an Oath of Office	Cannot complete online	2

		The primary impact of COVID on OCA's in-person communication with the business community is that we no longer hold in-person pre-proposal meetings or bid openings.		
City Administrator	OCA Public Pre-Proposal Meetings & Bid Openings		5	Online option available 3
City Administrator	One Time Indoor Entertainment Event Permit			Cannot complete online
City Administrator	One Time Outdoor Amplified Sound Permit (No Entertainment Furnished)			Cannot complete online
City Administrator	One Time Outdoor Entertainment Event Permit			Cannot complete online
City Administrator	Pet Licensing and Registration	License your pet		Online option available 3
City Administrator	Place of Entertainment Permit			Cannot complete online
City Administrator	Process Server	Register as a process server	1	Cannot complete online 2
City Administrator	Professional Photocopier	Register as a professional photocopier	1	Cannot complete online 2
City Administrator	Rabies and Microchip Clinic	Get your pet a rabies vaccine and microchipped		Cannot complete online 1
City Administrator	Register as a Host			Cannot complete online
City Administrator	Register as a promoter			Cannot complete online
City Administrator	Register as an Equity Incubator   Office of Cannabis	Equity Incubators must support Equity Applicants with technical help or rent free space for 3 years, in exchange for receiving a cannabis business permit.	3	Online option available 5
City Administrator	Re-Granting			Cannot complete online
City Administrator	Reimbursement Guidelines	Submit expenses for reimbursement		Cannot complete online

City Administrator	Renewing your certification		Cannot complete online	
City Administrator	Report a Dog Bite or Aggressive Animal	Report a dog bite to the Vicious & Dangerous Dog Unit	Cannot complete online	3
City Administrator	Report a venue or event for a sound issue	Report a venue or event for a sound issue	Cannot complete online	
City Administrator	Report illegal cannabis activity	Anonymously tell the Office of Cannabis about cannabis activity you think might be illegal.	0 Online option available	4
City Administrator	Request for City Services - 311 Online Form		Cannot complete online	
City Administrator	Roster of Public Agencies/Statement of Facts	To file a public agency	Cannot complete online	2
City Administrator	San Francisco's Seismic Retrofit Financing	Get financing for earthquake retrofit construction	Cannot complete online	
City Administrator	Search Unidentified Persons		Cannot complete online	
City Administrator	SF City ID Card	To serve as proof of identity and residency for all San Francisco residents.	40 Cannot complete online	2
City Administrator	SF Event Promoters		Cannot complete online	
City Administrator	SF311 Mobile App		Cannot complete online	
City Administrator	Slavery Era Disclosure Affidavit (San Francisco Administrative Code Chapter 12Y)		Cannot complete online	
City Administrator	Sound Truck Permit		Cannot complete online	
City Administrator	South East Community Center Event/"One Night Dance" Permit		Cannot complete online	

		Spay/Neuter services are provided for animals in the care of San Francisco Animal Care and Control prior to adoption, transfer or redemption	
City Administrator	Spay & Neuter		Cannot complete online
City Administrator	Special Events		Cannot complete online
City Administrator	Special Projects and Unexpected Needs		Cannot complete online
City Administrator	Stop Hosting Short-Term Rentals		Cannot complete online
City Administrator	Surrender a Pet	Give your pet to the shelter	Cannot complete online
City Administrator	Tell the City you want to be an Equity Incubator	When you tell the City you want to be an Equity Incubator, the Office of Cannabis will post some of your information on our website.	Cannot complete online
City Administrator	Track Service Requests - User Service Requests Log in		Cannot complete online
City Administrator	Translation Certificate	To verify the certification of a court interpreter or an accredited translator.	Cannot complete online
City Administrator	Treasure Island Homelessness Development Initiative		Cannot complete online
City Administrator	Undue Burden Documentaiton		Cannot complete online
City Administrator	Unlawful Detainer Assistant		Cannot complete online
City Administrator	Upcoming Employer Training Webinars		Cannot complete online
City Administrator	Urban Watershed Stewardship Grants	Other	Cannot complete online

City Administrator	Vital Records: Birth and Death Certificate	Request a copy of a birth certificate for anyone over age 3 or death certificate for events 3 years or older	Online option available	2
City Administrator	Volunteer	Resident	Cannot complete online	
City Administrator	Workshops		Cannot complete online	
City Attorney	File a claim for injury, property damage or loss against the City and County of San Francisco	Filing a claim for injury, property damage or loss against the City and County of San Francisco.	50 Cannot complete online	2
City Attorney	Tax Claims	Filing a claim for tax refund against the City and County of San Francisco.	10 Cannot complete online	2
City Planning	Calculate my fees	Form to help calculate the fees for Planning Department to process applications.	Online option available	3
City Planning	Contracting and Bid Opportunities	Contracting opportunities with the Planning Department	Cannot complete online	2
City Planning	Development Review Services (Review/Approval of Permits, Entitlements and CEQA Applications)	Submit applications for building permits, land use entitlements or CEQA review	135 Online option available	3
City Planning	Filing a Complaint	Responding to Planning Code violation complaints	25 Online option available	3
City Planning	Public Information Services	walk in, phone, email public information services	350 Cannot complete online	1
City Planning	Registration and Licensing Services	Registration for General Sign Advertising Program and Short Term Rentals	70 Online option available	3
City Planning	Zoning Administrator Determinations	Respond to requests for clarity and classification under the Planning Code	5 Cannot complete online	2

Civil Service Commission	Appealing the decision on the Human Resources Director/designee or the Director of Transportation on discrimination matters within the hiring process.	Decisions made by the Human Resources Director/designee or the Director of Transportation/designee on discrimination complaints in the hiring process are appealable to the Civil Service Commission.	5 Cannot complete online	2
Civil Service Commission	Appealing the decisions of the Human Resources Director/designee or the Director of Transportation/designee.	Applicants may appeal the disqualification from participating in the certain types of examinations for a permanent civil service position.	7 Cannot complete online	2
Civil Service Commission	Inspection Service Requests	Complainants may submit Inspection Service Requests regarding any appointments, unfair hiring processes, out-of-class assignments, and other Merit System matters.	8 Cannot complete online	2
Controller	Administrative Hearings - Controller's Payment Offset, OSLE Penalty Appeal, Supplier Debarment Appeal & Other SF Admin. Code Fine Appeal	An appellant can file an appeal via email and conduct a hearing virtually.	1 Cannot complete online	3



Controller	Electronic Supplier Invoice Submission	City-received paper Supplier invoices and migrating to PDF attachments to centralized departmental email boxes or better yet to full digital, including Supplier input (copy and paste from the Receiving Document and/or PO) via the SFCityPartner Supplier portal's eSettlements link	0 Cannot complete online	5
Controller	File a Stop Payment Notice Lien	The stop notice lien provides a remedy to subcontractors for nonpayment of goods and/or services provided or performed to support delivery of an existing City contract with a prime contractor.	5 Cannot complete online	2
Controller	File a Whistleblower Report	Complaint intake	2 Online option available	3
Controller	Public Information Requests on Post-Award Bid Submissions	After a competitive bid solicitation, bidders and others members of the public may request proposals (including the redacted proposal from the winning bidder).	1 Online option available	4

District Attorney	Advocacy Program / Victim Services	Victim Advocates provide crisis support, criminal justice system navigation and information, access to services and resources, court accompaniment and victims rights to victims of violent crime.	300 Online option available	3
District Attorney	Auto Burglary Tip Line	On Line Reporting of auto burglaries from the public	1 Online option available	3
District Attorney	Bad Check Enforcement Unit	If a business receives a "bad" or returned check due to NSF or closed account, and the check writer fails to make good on the payment due or respond to the merchant, the DA's Office's Bad Check Enforcement Unit will assist the merchant with the recovery of the funds.	3 Online option available	2
District Attorney	California Victim Compensation Program	The California Victim Compensation Program provides financial resources to victims of violent crime to cover medical, mental health, dental, relocation, funeral and burial, income loss and crime scene clean up expenses.	300 Online option available	3
District Attorney	Consumer Mediation Unit/Consumer Protection Unit	Evaluate and assist in resolution of consumer complaints	Online option available	1
District Attorney	Fraud Hotline	Hotline to report suspected fraud	Cannot complete online	2

District Attorney	Hate Crime Reporting	Phone based tip line for reporting of hate crime incidents	1 Cannot complete online	2
District Attorney	Law Enforcement Accountability Referral/Contact	We investigate instances of law enforcement misconduct and file criminal charges when necessary.	Online option available	3
District Attorney	Neighborhood Courts	Neighborhood volunteers hear cases and respond to inquiries regarding status of cases, program processes and volunteer opportunities.	50 Cannot complete online	3
District Attorney	Register Your Camera	The San Francisco District Attorney's Office invites you to register your security camera with our office. The goal of the program is to deter crime and promote public safety through collaboration between the San Francisco District Attorney's Office and the communities we serve. Please complete and submit all fields required, and carefully review the Policy & Terms of Use.	Online option available	3

The Subpoena Unit processes all witness subpoenas for SFDA's Office, staffs the witness telephone line to provide case status and updates, maintains website for civilian and law enforcement check-in, and updates website for case status and cancellations.

District Attorney	Subpoena Information	Online option available	2
Economic & Workforce Development	Bayview Women	Cannot complete online	
Economic & Workforce Development	Bid Opportunities	Cannot complete online	
Economic & Workforce Development	Business Development	Cannot complete online	
Economic & Workforce Development	Business Services Team	Cannot complete online	
Economic & Workforce Development	Central Market Street and Tenderloin Area Payroll Expense Tax Exclusion	Cannot complete online	
Economic & Workforce Development	Central Subway Project Construction Mitigation Program	Cannot complete online	
Economic & Workforce Development	Clean Technology Payroll Expense Tax Exclusion	Cannot complete online	

Economic & Workforce Development	Contact a Business Counselor	One-to-one case management assistance including information on required license and permits, technical assistance, financing options, and other business resources to help businesses start, grow, and thrive	Cannot complete online
Economic & Workforce Development	Contact Us Intake Form	The Office of Small Business (OSB) functions as the City's central point of information and referral for entrepreneurs and small businesses located in the City and County of San Francisco	Cannot complete online
Economic & Workforce Development	Disaster Relief	When a disaster occurs, OEWD work with individual businesses to determine the resources and support they might need	Cannot complete online
Economic & Workforce Development	Established Women		Cannot complete online
Economic & Workforce Development	First Source Hiring	The First Source Hiring Program requires that developers, contractors, and employers utilize good faith efforts toward employing economically disadvantaged San Franciscan residents for entry-level positions on applicable projects.	Cannot complete online

Economic & Workforce Development	Free training programs for job seekers		Cannot complete online
Economic & Workforce Development	Get a Permit		Cannot complete online
Economic & Workforce Development	La Cocina Incubator Program		Cannot complete online
Economic & Workforce Development	Legacy Business Program Rent Stabilization Grant - Initial Grant Application	Grants to landlords that enter into agreements with Legacy Businesses in order to promote the long-term stability of Legacy Businesses and help Legacy Businesses remain in the city.	Cannot complete online
Economic & Workforce Development	Legacy Business Program Rent Stabilization Grant - Re-Application	Grants to landlords that enter into agreements with Legacy Businesses in order to promote the long-term stability of Legacy Businesses and help Legacy Businesses remain in the city.	Cannot complete online
Economic & Workforce Development	Legacy Business Registry	The registry is open to businesses that are 30 years or older, have been nominated by a member of the Board of Supervisors or Mayor and, in a hearing before the Small Business Commission, prove they have made a significant impact on the history or culture of their neighborhood.	Cannot complete online

Economic & Workforce Development	Open in San Francisco	Open in San Francisco aims to improve the level of service for small food businesses through the permitting process	Cannot complete online
Economic & Workforce Development	Property Owner Information Request Sheet		Cannot complete online
Economic & Workforce Development	Real Estate		Cannot complete online
Economic & Workforce Development	San Francisco Women's Entrepreneurship Fund		Cannot complete online
Economic & Workforce Development	Scene in San Francisco Rebate Program	Qualifying productions are eligible for a refund of all payroll tax and city fees up to \$600,000 per production	Cannot complete online
Economic & Workforce Development	SF Shines	THE SF Shines program provides grants, design assistance and project management to improve storefront façades and business interiors.	Cannot complete online
Economic & Workforce Development	Specialized job seeker services		Cannot complete online
Economic & Workforce Development	Stock Based Compensation Payroll Tax Exclusion		Cannot complete online
Economic & Workforce Development	Tech SF		Cannot complete online
Economic & Workforce Development	The Americans with Disabilities Act (ADA) Certified Access Specialist (CASp) Small Business Assessment Program		Cannot complete online
Economic & Workforce Development	Workforce Services		Cannot complete online

Economic & Workforce Development	Wu Yee Children's Services - Family Child Care Small Business Development Program		Cannot complete online	
Elections	Ambassador application	Allows high school students to engage with elections processes and to increase elections awareness in schools and communities.	25 Cannot complete online	1
Elections	Application for appointment to elections observer panel	The Department provides the ability to observe the election process	Online option available	2
Elections	Application for voter registration information	The Department provides voter registration information for qualified individuals	Cannot complete online	3
Elections	Ballot Argument Assignment Form	The Department provides the forms necessary to place arguments in the Voter Information Pamphlet	Online option available	2
Elections	Ballot Argument Consent Form	The Department provides the forms necessary to place arguments in the Voter Information Pamphlet	Online option available	2
Elections	Ballot argument Control Sheet A	The Department provides the forms necessary to place arguments in the Voter Information Pamphlet	Online option available	2
Elections	Ballot argument Control Sheet B	The Department provides the forms necessary to place arguments in the Voter Information Pamphlet	Online option available	2
Elections	Candidates	Candidates file for elective office with Department	30 Cannot complete online	3



Elections	Language Preference Update Tool	Allows voters to request translated election materials in their preferred language.	5000 Online option available	4
Elections	Locate my polling place	Allows voters to locate their assigned polling place based on their residential address.	5000 Online option available	4
Elections	Notification of deceased voter	Allows individuals to notify the Department of Elections that a voter is deceased.	5000 Online option available	4
Elections	Online campaign services appointment form	Individuals can make appointments to file paperwork with Department	20 Online option available	1
Elections	Online review quiz	Allows poll workers to test their knowledge prior to serving voters at the polls on Election Day.	2500 Online option available	4
Elections	Online vote-by-mail application	All San Francisco voters will be mailed ballots for the November 3, 2020 election; through this service, voters may request a replacement vote-by-mail ballot packet.	5000 Online option available	4
Elections	Participate in Advisory Committees	Allows to engage with San Francisco voters and involve community members in the design, delivery, and evaluation of elections services.	5000 Cannot complete online	4
Elections	Poll Worker Training Class and Resources: Training Videos	Allows poll workers to gain the necessary knowledge prior to serving voters at the polls on Election Day.	2500 Online option available	4

Elections	Polling place profile	Allows polling place hosts to access their personalized election information and schedule appointments for equipment delivery.	588 Online option available	4
Elections	Pollworker online profile	Allows poll workers to access their personalized election information.	50 Online option available	4
Elections	Provisional ballot status lookup	Allows voters who cast provisional ballots at a polling place or voting center to check the status of their ballot.	5000 Online option available	4
Elections	Registration	Allows eligible residents to register to vote online or by filling out an affidavit of registration.	Online option available	4
Elections	Request to cancel voter registration	Allows voters to request to cancel their voter registration in San Francisco	5000 Online option available	4
Elections	Request to stop or resume mailing of your voter information pamphlet and sample ballot	Allows voters to request to stop or resume mailing of their voter information pamphlet and sample ballot.  Voters who opt out of the mailings receive these materials by email instead.	Online option available	4
Elections	San Francisco Department of Elections Online Polling Place Application	Allows members of the public and public and private organizations to provide their facilities to serve as polling places on Election Day.	20 Online option available	4

Elections	San Francisco Department of Elections: Language Accessibility Advisory Committee (LAAC) Interest Form	Provides input on the Department's services and programs in languages other than English and assists with developing messages and materials to increase voter education for minority-language communities throughout San Francisco.	5000 Cannot complete online	4
Elections	San Francisco Department of Elections: Online Poll Worker Application	Allows members of the public to apply to be a poll worker on Election Day.	50 Online option available	4
Elections	San Francisco Department of Elections: Voting Accessibility Advisory Committee (VAAC) Interest Form	Provides input on accessibility issues and recommendations for improving access to voting and election materials for voters with disabilities and voters who are elderly.	5000 Cannot complete online	4
Elections	Third-Party Voter Registration Notification	Allows individuals to notify the Department of Elections about voters who have moved.	5000 Online option available	4
Elections	Update my registration: Update your registration	Allows registered voters to update various information in their voter registration record, including address, contact information, and preferences for election materials.	5000 Online option available	3

Elections	Voter Portal	Allows voters to view their registration information, ballot status, and elected officials. Through the Portal, voters can also request replacement ballots, find locations of in-person voting sites, download sample ballots, and update their preference for election materials.	5000 Online option available	4
Elections	Voter Registration Card Request	All voters are mailed Voter Notifications Cards within 2-3 weeks of registering; this service allows voters to request a replacement Voter Notification Card.	5000 Online option available	3
Elections	Voter registration status lookup tool	Allows voters to view their registration information, ballot status, and elected officials. Through the Portal, voters can also request replacement ballots, find locations of in-person voting sites, download sample ballots, and update their preference for election materials.	5000 Online option available	4
Emergency Management	911		Cannot complete online	3
Emergency Management	ACS Radio Nets		Cannot complete online	4

		AlertSF is the City's official text and email alert system. Residents may opt in to receive emergency alerts, notifications and warnings based on geographic preference.		
Emergency Management	AlertSF		100000	Online option available
Emergency Management	Courses			Cannot complete online
		Members of the public may request identifiable Public records in written and electronic formats that pertain to the conduct of the public's business.		
Emergency Management	Custodian of Records		0	Cannot complete online
Emergency Management	Medical Plans for Special Events			Cannot complete online
		This is an online form stakeholders may use to request a meeting with specific DEM divisional staff.		
Emergency Management	Request for DEM Meeting		6	Online option available
		Online form for people to use when asking to interview DEM staff		
Emergency Management	Request for Interview		4	Online option available
		Online request form for printed 911 and/or emergency preparedness materials.		
Emergency Management	Request for Materials		30	Online option available
Emergency Management	Request for Speaker			Cannot complete online
Emergency Management	Request for Table Display			Cannot complete online

Environment	Carbon Fund	This is an ongoing grant program for eligible organizations that are seeking to reduce greenhouse gas emissions and related activities.	Cannot complete online	3
Environment	Checkout/Precheckout Bags, Foodware and Other Packaging Zero Waste Ordinances Compliance	Provide information and assistance for subject businesses to be in compliance with ordinances regarding checkout and precheckout bags, foodware and other packaging.	20 Online option available	2
Environment	Construction & Demolition (C&D) Debris Recovery Ordinance (No. 27-06) (i.e., Ch. 14 Environment Code)	By law, C&D debris removed from a project must be recycled or reused and this service offers guidance, tools, and resources for debris generators (i.e., projects), transporters, and recycling facilities who must comply with rules and regulations established under the city's C&D Debris Recovery Ordinance (No. 27-06).	5 Online option available	3

Environment	Emergency Ride Home (ERH) Program	The Emergency Ride Home (ERH) program will reimburse the cost of a taxi ride home up to \$150 for employees who work in San Francisco and commute via a sustainable mode that experience a personal emergency while at work.	0 Cannot complete online	4
Environment	Energy Efficiency Programs	Program rebates and consultations for energy efficiency equipment and installation.	20 Online option available	4
Environment	Environmental Education Presentations	Free resources, support, and environmental education presentations	1000 Cannot complete online	3
Environment	Essential Worker Ride Home (EWRH) Program	The Essential Worker Ride Home (EWRH) program is an expansion of the City's existing Emergency Ride Home program. The EWRH program reimburses taxi rides home from work for essential employees commuting to and within San Francisco who have been impacted by public transit reductions, up to ten (10) rides per month, per person, and up to \$70 per ride.	0 Cannot complete online	4

Environment	Event Ordinances Compliance	Technical assistance (e.g. zero waste plan for events, virtual zero waste trainings, support for understanding ordinances) to ensure proper source separation and adherence to the law	6 Cannot complete online	1
Environment	Healthy Nail Salon Recognition Program	Provide assistance to nail salons to reduce the use of toxic chemicals, offer safer products and practices, and then provide recognition and marketing to those that have completed a checklist of measures.	20 Online option available	3
Environment	Mandatory Recycling and Composting Compliance	Technical assistance (site and materials assessment, virtual zero waste trainings, property plans) to ensure adequate service and proper source separation and compliance with Mandatory Recycling and Composting Ordinance.	30 Cannot complete online	2



Environment	Refuse Separation Compliance Ordinance	Refuse Separation Compliance Ordinance (RSO) requires that accounts that fail an audit complete a Refuse Separation Compliance Ordinance Plan (RSCOP). Our department reviews and approves the RSCOP, providing assistance to ensure a complete and thorough plan for compliance.	5 Online option available	2
Environment	Safe Medicine Disposal	approx 45 kiosks across city where residents may dispose of unwanted/leftover medicine safely and securely	Online option available	1
Environment	San Francisco Green Business Recognition Program	Provide free business assistance program to help businesses save money and reduce their environmental impact.	20 Online option available	3
Environment	SF Recycles	Recycle or safely dispose of light bulbs, batteries, mattresses, and more.	1200 Online option available	3
Ethics Commission	Apply for Public Financing	Candidates running for SF Mayor or Board of Supervisors elective office can apply to receive public financing.	0 Online option available	4
Ethics Commission	File a Complaint	File a complaint alleging violations of the SF campaign and governmental conduct code.	5 Cannot complete online	2

Ethics Commission	File disclosure forms	File campaign finance, campaign consultant, lobbyist, conflict of interest, major developer, and permit consultant disclosure forms.	20 Online option available	4
Ethics Commission	Obtain advice	Obtain advice about complying with government ethics laws and campaign finance activity.	20 Cannot complete online	3
Ethics Commission	Pay registration fees, late fees, and administrative penalties	Pay registration fees, late fees, and administrative penalties through the City's online payment portal	25 Online option available	4
Ethics Commission	Search disclosure records and data	Search databases containing filed disclosure forms and reports and download parsed data	5 Online option available	4
Fine Arts Museums	Become a Member		Cannot complete online	
Fine Arts Museums	Buy Tickets		Cannot complete online	
Fine Arts Museums	Donate Online		Cannot complete online	
Fine Arts Museums	Volunteer Application		Cannot complete online	
Fire Department	Application for Permits	Apply for a permit for use of hazardous materials or procedures	Cannot complete online	
Fire Department	Arson Tip Hotline	Report information about arson	Cannot complete online	
Fire Department	Billing Record	Get a copy of your medical bill from the Fire Department	Cannot complete online	2
Fire Department	Financial Hardship Program	Apply for financial assistance from the Fire Department if your ambulance services are not covered by insurance	Cannot complete online	

Fire Department	Fire Reports	Get a copy of your Fire Incident or Fire Investigation Report	Cannot complete online
Fire Department	How to File a Complaint with the SFFD	File a complaint with the Fire Department	Cannot complete online
Fire Department	How to Thank the SFFD	Thank the Fire Department	Cannot complete online
Fire Department	Lost and Found	Contact the Fire Department if you lost an item during an emergency service	Cannot complete online
Fire Department	Neighborhood Emergency Response Team (NERT)	Get training in disaster response and preparedness	Cannot complete online
Fire Department	Patient Request for Medical Record	Get a copy of your medical record if you were treated by the Fire Department	Cannot complete online
Fire Department	Plan Check	Get your construction plans checked	Cannot complete online
Fire Department	Referral Inspection Request Form	Request a fire inspection	Cannot complete online
Fire Department	Report a Fire Safety Concern	Report a concern with your building	Cannot complete online 3
Fire Department	Report a Leaking Fire Hydrant	Report a leaking fire hydrant	Cannot complete online
Fire Department	Request for a Fire Department Observation of Fire Evacuation/Drill	Request a Fire Department visit to observe your fire drill	Cannot complete online
Fire Department	Request SFFD Participation at a Community Event	Request a Fire Department visit to a community event	Cannot complete online
Fire Department	Request SFFD to Visit Your School	Request a Fire Department visit to your school	Cannot complete online 3
Fire Department	San Francisco Fire Permits Data Map	View property inspection records, violation, and permit history	Cannot complete online

Fire Department	Schedule a Group Fire Station Tour	Visit your local fire station with an educational or community group	Cannot complete online	4
Fire Department	Subpoena Services	Subpoena the Fire Department to testify about a fire or medical incident	Cannot complete online	
Fire Department	Youth Firesetter Prevention & Intervention Program	Contact the Fire Department for help if you are concerned about your child's fire setting	Cannot complete online	
Health Service System	employee health benefits	SFHSS administers employee group health benefits including eligibility and enrollment.	800 Online option available	3
Homelessness and Supportive Housing	Adult Coordinated Entry, Access Points	Adult Coordinated Entry, Access Points are designed to provide access, determine eligibility, conduct problem solving and assessments, and perform housing referrals for San Francisco adults experiencing homelessness.	750 Cannot complete online	3
Homelessness and Supportive Housing	Coordinated Entry For Youth, Access Points	Access Points for Youth are designed to provide access, determine eligibility, conduct problem solving and assessments, and perform housing referrals for San Francisco youth experiencing homelessness.	100 Cannot complete online	3

Homelessness and Supportive Housing	COVID-19 Alternative Housing System: Safe Sleep	Safe Sleep programs are low-barrier and COVID-informed, have 24/7 access, and connect people experiencing homelessness to resources and services to help them safely shelter in place during the COVID-19 crisis and provides a connection to the Homelessness Response System to work toward an exit to homelessness. No walk-ins are permitted.	156 Cannot complete online	3
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Homelessness and Supportive Housing	COVID-19 Alternative Housing System: Shelter in Place (SIP) Hotels	COVID-19 asymptomatic people experiencing homelessness who are 60 or older or have been diagnosed with a COVID-vulnerable medical condition are prioritized for placement into a hotel room to safely shelter in place. Referrals are made through identified sources, no walk-ins permitted.	2300 Cannot complete online	3
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Homelessness and Supportive Housing	Family Coordinated Entry, Access Points	Family Coordinated Entry Access Points are designed to assess, prioritize, and match families experiencing homelessness to housing problem solving, shelter, housing opportunities, and other services in San Francisco.	Cannot complete online	3
Homelessness and Supportive Housing	Housing Ladder	The Housing Ladder offers opportunities for residents of Permanent Supportive Housing or Rapid Rehousing to move outside of the Homelessness Response System- making their unit available for other people experiencing homelessness	5 Online option available	1
Homelessness and Supportive Housing	Problem Solving (Access Points)	Problem Solving is an umbrella term for an array of services and support that seek to quickly resolve housing crises and prevent the need for any, or additional, Homelessness Response System interventions.	Online option available	3

Homelessness and Supportive Housing	Problem Solving (Homeward Bound)	The Homeward Bound program is designed to help reunite people experiencing homelessness in San Francisco with family and friends willing and able to offer ongoing support to end the cycle of homelessness.	45 Online option available	3
Homelessness and Supportive Housing	Street Outreach (Homeless Outreach Team)	San Francisco Homeless Outreach Team (SFHOT) connects unsheltered San Franciscans with services, medical care, and shelter to help them move off the streets and stabilize their lives.	4500 Cannot complete online	4
Homelessness and Supportive Housing	Supportive Housing (Adults, Families, and Transitional Aged Youth)	HSH administers locally and federally funded supportive housing to provide long-term affordable housing with on-site social services to people exiting chronic homelessness.	160 Online option available	3
Homelessness and Supportive Housing	Supportive Services for Veterans Experiencing Homelessness	HSH and its partners provide supportive housing and services for chronically homeless veterans.	Online option available	3
Homelessness and Supportive Housing	Temporary Shelter (Emergency Shelters and Navigation Centers)	Temporary Shelter System provides short-term emergency shelter for people (Adults, Families, TAY or minors) experiencing homelessness in San Francisco.	3000 Cannot complete online	4

Homelessness and Supportive Housing	Transitional Housing Programs	Transitional Housing provides people with significant barriers to housing stability with a place to live and intensive social services for up to two years while they work toward self-sufficiency and housing stability.	Cannot complete online	4
Human Resources	Access to City Employment (ACE)	The Access to City Employment (ACE) Program provides an alternative route towards permanent City employment for qualified *disabled individuals.	40 Cannot complete online	4
Human Resources	ApprenticeshipSF	ApprenticeshipSF is offering quality apprenticeship programs for the City & County of San Francisco, allowing apprentices to earn competitive wages while you get the training and experience you need to become a certified professional.	300 Cannot complete online	4
Human Resources	Diversity Recruiting	Diversity Recruitment Program highly qualified...	20 Cannot complete online	1
Human Resources	Job Opportunities and Application Processing	DHR lists current job openings with the City and interested individuals can apply online.	10 Online option available	4



Human Resources	Personal Services Contracts (PSC) Database	Database where departments request, and stakeholders can view, permission from the Civil Service Commission for service contracts.	15 Online option available	4
Human Resources	Walk-in Applicant Assistance	DHR provides computers and in-person technical assistance for individuals applying for City jobs; we also provide limited over-the-phone support.	30 Cannot complete online	1
Human Rights Commission	Diversity, Sensitivity & Cultural-Competency Training		Cannot complete online	
Human Rights Commission	File Allegations of Discrimination with the Discrimination Division		Cannot complete online	
Human Rights Commission	Grant Funding Opportunity and Request for Proposal ("RFP")		Cannot complete online	
Human Rights Commission	How to file a Sanctuary City Ordinance Complaint		Cannot complete online	
Human Rights Commission	Internship opportunities		Cannot complete online	
Human Services Agency	Apply for CAAP	CAAP offers cash assistance and employment services to low-income adults with no dependent children and to qualifying immigrants.	150 Online option available	2

Human Services Agency	Apply for CalFresh	CalFresh helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.	2000 Online option available	3
Human Services Agency	Apply for CalWORKs	CalWORKs qualifies families and expectant mothers to benefits program together with a variety of temporary assistance, such as employment, housing, and education services.	1700 Online option available	3
Human Services Agency	Apply for Medi-Cal	Individuals or families can apply for Medi-Cal year-round. Eligibility can take up to 45 days to determine and 90 days to determine for disabled individuals.	2100 Online option available	3
Human Services Agency	Apply for Money Management	Representative Payee Program provides money management services for those who need support with budgeting and check disbursements.	0 Online option available	1

		For anyone interested in providing a home that can make lasting changes in the life of a foster child or non-minor dependent. Applicants are required to successfully complete the Resource Family Approval process. Information about the RFA process is available thru the FCS Recruitment Hotline 415 558-2200 or website <a href="http://www.foster-sf.org">www.foster-sf.org</a>		
Human Services Agency	Become a Foster Parent		12 Online option available	4
		Help parents, providers, and local communities find, plan for, and provide affordable, quality child care. OECE doesn't provide direct service. OECE contracts with 2 CBOs to delivery service.		
Human Services Agency	Child Care Resource and Referral Agencies		280 Online option available	3
		If you are a veteran or a dependent of a veteran, you may be entitled to benefits from the U.S. Department of Veterans Affairs; we're here to help you get those benefits by managing your entire claim process. We also serve as your advocate with government agencies and help obtain your military records if needed.		
Human Services Agency	County Veterans Service Office		160 Cannot complete online	1

Human Services Agency	DAS Benefits and Resource Hub	<p>One stop assistance for Aging and Disability services, the Hub serves as the hotline for Adult Protective Services reports and completes intake applications for several services, including the Community Living Fund, In-Home Supportive Services (IHSS), our Home Delivered Meals Program, the Community Case Management Program, and individuals can apply for and renew CalFresh benefits (food stamps) and Medi-Cal benefits along with accessing information and referrals for community based services.</p>	155 Cannot complete online	1
Human Services Agency	Families Rising	<p>Families Rising is a Home Visiting Program for eligible families to support positive health, development and well-being outcomes for pregnant and parenting individuals, families, and infants born into poverty.</p>	Online option available	1
Human Services Agency	Free Tax Filing	<p>Get free help with filing your taxes</p>	200 Online option available	1

Human Services Agency	IHSS Online Referral for Recipients	Low-income older adults and people with disabilities may receive home care services to support them living safely in the community.	450 Online option available	1
Human Services Agency	IHSS Providers Health and Dental Benefits	Qualifying IHSS Independent Providers are eligible for medical and dental benefits through the SF Public Authority.	32 Cannot complete online	1
Human Services Agency	IHSS Providers Orientation and Enrollment	Interested persons can become IHSS Independent Providers, or caregiver, by going through a State mandated enrollment process.	450 Online option available	2
Human Services Agency	IHSS Recipients and Providers Electronic Timesheets Enrollment	The State is requiring all IHSS recipients and Providers to be enrolled in an electronic timesheet system by 12/31/20.	0 Cannot complete online	4
Human Services Agency	JobsNOW! for Employers	Get a wage subsidy for hiring qualified candidates	15 Online option available	4
Human Services Agency	JobsNOW! for Job-Seekers	Referrals to employers and assistance with job applications and career advancement	200 Online option available	1
Human Services Agency	Referral for Conservatorship	SF Public Guardian provides probate conservatorship services for both person and estate issues.	0 Cannot complete online	3

Human Services Agency	Report Adult Abuse	Report abuse of an older adult or person with a disability	1 Online option available	4
Human Services Agency	Report Child Abuse	Child abuse investigation, family reunification and maintenance.	2500 Cannot complete online	2
Human Services Agency	Workforce Development Centers	In person access to computers for online job applications and connection to available jobs and employment specialist staff	200 Online option available	1
Juvenile Probation	Complaints	Complaints about Department personnel or treatment of youth in Juvenile Hall or while on Probation may be reported by phone, email or by use of the JPD Complaint Form located on the JPD Website.	4 Online option available	2
Juvenile Probation	Juvenile Criminal Records Check	Investigate/Provide Records or information to Law enforcement agencies; Review folders and provide documentation to Clients of any existing criminal history.	10 Cannot complete online	
Juvenile Probation	Marriage consent	Assist Clients in processing application to obtain permission to marry an individual under the age of the majority	-1 Cannot complete online	1

Juvenile Probation	Sealing records	Process applications to have San Francisco Juvenile criminal records permanently sealed pursuant to Welfare and Institution code 781; Process Juvenile Records ordered sealed by the Court pursuant to 786 and 786.5 for in-County and Out of County clients; Notify arresting agencies and the Department of Justice of orders to Seal records.	20 Cannot complete online	2
Juvenile Probation	Stepparent adoption	Investigate and Process client applications to formerly adopt a minor	8 Cannot complete online	1
Law Library	Application for Premium and Premium Plus membership	The law library offers value added services to members for resource & reference information including all of a firm's offices if they choose that option. It is voluntary for legal practitioners or firms and there is no charge for firms with 10 or less attorneys.	Online option available	1
Law Library	AskNow Live Help	This service allows people to obtain online, real-time and email legal information & it provides a link to the services	0 Online option available	1

Law Library	Conference Room Rental Agreement	Legal organizations, law firms, schools, individuals, attorneys book conference rooms for meetings, seminars, educational programs etc.	Online option available	3
Law Library	Donate - Make on-going and year-end contributions	People may make a financial contribution to the library if they choose. Completely voluntary.	Online option available	1
Law Library	Find a Lawyer or Resolve a Dispute with your Lawyer	Resource list, urls, phone numbers when applicable for people to self access	Online option available	4
Law Library	Legal Databases	Extensive access to many expensive legal databases for free in the library on public access PCs and online	Online option available	1
Law Library	Library Card Application	Library Cards that entitle people to check out materials are available to attorneys with offices or who reside in San Francisco, anyone can use services in library	Online option available	2
Law Library	Premium Services membership - see entries for Premium Services Applications	See premium services application entries in this survey, which covers all this information you request.	Cannot complete online	1
Law Library	Reference Services Online	The library's website has extensive legal information, resources, guides, and direct services by email during COVID	Online option available	1
Law Library	Speaker Proposal form		Cannot complete online	3



Law Library	View or Renew Borrowing Account Online	For patrons who have library cards, they may self update or renew their account information online or in the library or by phone or email.	Online option available	3
Mayor	Affordable housing project owner asset management information/directory	This is a single webpage that contains any content used externally by MOHCD's Asset Management Team	300 Online option available	4
Mayor	Apply for Certificate of Preference	A Certificate of Preference helps qualified applicants have a benefit in their ranking in housing lotteries.	20 Online option available	3
Mayor	Apply for Displaced Tenant Housing Preference	How to apply to the Displaced Tenant Housing Preference Program.	10 Online option available	2
Mayor	Apply for downpayment assistance	Down payment assistance for first time homebuyers for market rate properties up to \$375,000 city share appreciation	Online option available	2
Mayor	Apply for help with housing costs related to COVID-19 pandemic	City-funded programs at nonprofits that provide financial assistance to cover housing costs (rent, mortgage, security deposit, etc.). Some programs are administered directly by MOHCD (housing programs for people with HIV, Season of Sharing, COVID-19 HELP, etc.)	25 Online option available	4

Mayor	Avoid displacement or eviction by turning your building into affordable housing (Small Sites Program)	If your apartment building is being sold, your building can be preserved as permanent affordable housing.	0 Online option available	1
Mayor	City Second Loan Program	Assistance with the resale and purchase of a City Second Loan Program property with a recorded Grant Right of First Refusal	0 Online option available	2
Mayor	Community Development grantee grants management system	Grantee interface for completing all contracting, reporting and invoicing	Online option available	3
Mayor	Community Development grantee partner resources directory	Provides information and resources to Community Development's nonprofit grantees	50 Online option available	4
Mayor	Current homeowner resources directory	Financial Assistance Loans for Current San Francisco Homeowners.	0 Online option available	3
Mayor	Digital access during COVID-19 pandemic directory	There are two separate, but related services here. The "Get online during the coronavirus" webpage provides information on affordable Internet options for families, seniors, and low-income residents generally. It also links to onboarding information and instructions for residents at City Fiber to Housing locations, which is a separate, but much more involved service.	0 Cannot complete online	2

Mayor	Eviction prevention resources directory	Resources directory of eviction prevention resources	0 Online option available	1
Mayor	Find and apply for affordable housing (rental and ownership)	Search, complete and submit Lottery Applications for available affordable housing opportunities monitored by MOHCD.	0 Online option available	4
Mayor	General renter services directory	Information about tenant protections and assistance programs.	0 Online option available	3
Mayor	Homeownership lenders and housing counselors resources directory	Provide annual lender training and lender test to new and current loan officers; provide access to DAHLIA and help troubleshoot; (annual) lender agreement(s) renewal; maintain the MOHCD-approved lender list and training web pages up to date; respond to inquiries and concerns about programs or specific units/clients; download applications/lender packages/subordination packages/MCC applications, communicate the receipt, missing items and and status after review and processing; respond to lenders' inquiries about becoming a MOHCD partner	0 Online option available	1

Mayor	Internship program		Cannot complete online	
		Developers interface with MOHCD to provide on-site inclusionary and below market rate housing units in satisfaction of Planning Code Section 415 and other local and state programs. After affordable units are restricted, MOHCD coordinates the pricing and marketing of those units. For rental units, MOHCD provides support to developers during applicant review for eligibility and lease up; for ownership units; MOHCD facilitates the transaction as well, including ensuring applicants are qualified.		
Mayor	Market rate housing developer information/directory		10 Online option available	2
Mayor	Mayoral Appointments	Every year the Mayor has the authority to make numerous appointments to various boards, commissions, task forces, and committees	Cannot complete online	
Mayor	Mortgage Credit Certificate	A Mortgage Credit Certificate (MCC) gives homebuyers in San Francisco a tax credit of 15% their mortgage interest.	2 Online option available	3

Mayor	Post-purchase services for MOHCD program homeowners	Homeowners who have purchased a below market rate home and/or a market rate unit with City assistance will need to seek City approval prior to certain transactions. These transactions include a first mortgage refinance, title change, insurance claim, loan release, capital improvements claim, and loan payoff.	140 Online option available	2
Mayor	Reselling your below market rate (BMR) home	Provides information on the resale process for existing BMR homeowners.	50 Online option available	3
Mayor	Suggestion box for Mayor's Office of Education		Cannot complete online	
Municipal Transportation Agency	Adult School Crossing Guard Request Form & Evaluation Sheet	Request for evaluation at San Francisco Schools for Crossing Guard placement. Requests must be submitted by school principal only. Locations that meet the qualifications during the survey process will be ranked and placed on a waiting list for guard placement.	1 Online option available	2
Municipal Transportation Agency	Bike Rack Request	Residents and/or businesses can request installation of bike racks to facilitate easier and safer bike parking	20 Online option available	4

Municipal Transportation Agency	Caregiver Application	Customer's applying for annual parking permits specific to child, medical, or caregivers use this form to upload a copy of the children's birth certificate to prove the permit is for a child caregiver	15000 Cannot complete online	3
Municipal Transportation Agency	Childcare Affidavit	Customer's applying for annual parking permits specific to child caregivers use this form to upload a copy of the children's birth certificate to prove the permit is for a child caregiver	15000 Cannot complete online	2
Municipal Transportation Agency	Citation Overpayment Claim Form	For those who have overpaid a citations and would like a refund	15000 Cannot complete online	2
Municipal Transportation Agency	Citation Payment and Inquiry	Pay parking /transit citations or look into the status of a protest	15000 Online option available	4
Municipal Transportation Agency	Community Service Application	This is a payment alternative for people who want to do community service rather than pay for a citation	15000 Cannot complete online	4
Municipal Transportation Agency	Construction Tow-Away Zone registration		Cannot complete online	1
Municipal Transportation Agency	Contest a Citation	For customers who want to contest their citation because they think the citation is invalid	15000 Online option available	4

Municipal Transportation Agency	Contractor Parking Permit Application Form	Construction contractors who need to apply for a parking permit that gives them access to free parking at meters and in residential zones.	15000 Cannot complete online	2
Municipal Transportation Agency	Contractor Permit Replacement Form	contractor permit holders who purchase a vehicle and want to transfer the permit they have to a new vehicle	15000 Cannot complete online	1
Municipal Transportation Agency	Enforcement Requests	Notice a vehicle parked in one location for more than 72 hours? Car blocking your driveway or the sidewalk? Report it here, and we'll do our best to take care of it.	0 Cannot complete online	
Municipal Transportation Agency	Find SFMTA-owned garages, lots & bike-parking locations	Use SFMTA website to locate city-owned parking garages and lots and to see how much, and what type of, bike parking is provided at each location.	Online option available	3
Municipal Transportation Agency	Get Muni Forward alerts by email or text		Cannot complete online	
Municipal Transportation Agency	Income Verification Form	Those seeking fare or citation discount. Use this form to prove income level	15000 Online option available	3
Municipal Transportation Agency	LIC 500 or Personnel Report		Cannot complete online	
Municipal Transportation Agency	Medical Affidavit	Customer's applying for annual parking permits specific to medical caregivers use this form to apply for their annual permit	Cannot complete online	2

Municipal Transportation Agency	Moratorium Survey Form	contractor that need to work during holidays	Cannot complete online	2
Municipal Transportation Agency	My Public Records Requests	services need to be described from customers perspective	3 Cannot complete online	4
Municipal Transportation Agency	New Color Curb	To apply for a new Color Curb Zone (Driveway Red Zones, Blue, Green, White or Yellow zones)	Online option available	4
Municipal Transportation Agency	Online Complaint Form		Cannot complete online	
Municipal Transportation Agency	Parking Enforcement concerns	Concerns about enforcement, lack of enforcement or officer demeanor.	1 Cannot complete online	1
Municipal Transportation Agency	Parking meter card		Cannot complete online	
Municipal Transportation Agency	Pay a Parking Ticket or Transit Citation online	Paying a parking or transit violation	15000 Online option available	4
Municipal Transportation Agency	Payment Plan Application	For customers who want to enroll their citations in a monthly payment plan	15000 Cannot complete online	4
Municipal Transportation Agency	Proof of Correction Form	Those who get a ticket for no front plate, missing registration, etc. These customers can fix the issue and pay a \$10 fee rather than the full citation fee.	15000 Online option available	4
Municipal Transportation Agency	Public Records Request		Cannot complete online	
Municipal Transportation Agency	Rail Clearance Permit Application		Cannot complete online	
Municipal Transportation Agency	Report a Blocked Sidewalk or Driveway	Reporting a vehicle blocking a driveway or sidewalk	3000 Online option available	4



Municipal Transportation Agency	Report Abandoned Vehicles	Reporting vehicles in violation of parking over 72 hours	5000 Online option available	4
Municipal Transportation Agency	Report bike rack graffiti and/or other damage to rack	Report bike rack graffiti and/or other damage to rack	5 Online option available	4
Municipal Transportation Agency	Report Damaged Shelter (Includes: Broken Classes or Other Potential Hazards)		Cannot complete online	
Municipal Transportation Agency	Report Faded Pavement Markings	311 service	Online option available	4
Municipal Transportation Agency	Report Graffiti on a Transit Shelter		Cannot complete online	
Municipal Transportation Agency	Request Transit shelter/Transit Platform Cleaning		Cannot complete online	
Municipal Transportation Agency	Request Transit Shelters		Cannot complete online	
Municipal Transportation Agency	Residential Parking Permit Application for Business Owners (English)	Business owners in RPP zones who need to park on the street	Online option available	4
Municipal Transportation Agency	Residential Parking Permit Application for Permanent Residents (English)	Residents who live in a residential parking permit area and want to park on the street.	15000 Online option available	4

Municipal Transportation Agency	Residential Traffic Calming Program	The SFMTA's Traffic Calming Program is a resident-directed, application-based program to address mid-block speeding on residential streets in San Francisco. The program seeks to enhance neighborhood livability by reducing the adverse impacts of vehicular traffic on residential streets and creating safer and more comfortable streets for people walking, bicycling, and driving alike.	3 Online option available	2
Municipal Transportation Agency	San Francisco Municipal Transportation Agency Title VI Complaint Form	For customers who feel they've been discriminated against based on their race, color or national origin in the provision of our transit service.	Online option available	2
Municipal Transportation Agency	Search for your towed vehicle		Cannot complete online	
Municipal Transportation Agency	Smart City Partner Application		Cannot complete online	
Municipal Transportation Agency	Smart City SF Survey		Cannot complete online	

Municipal Transportation Agency	Special Event Street Closures Application.	The first step to holding your block party, festival, farmers' market, street fair, athletic event or other fun activity on the streets of San Francisco is a Temporary Street Closure Application.	Online option available	4
Municipal Transportation Agency	Special Traffic Permit Application	Permits to work on the street	Online option available	3
Municipal Transportation Agency	Submit Parking & Traffic Sign Repair Request	repair traffic signs	Online option available	4
Municipal Transportation Agency	Temporary Signage	Temporary no parking signs are required to inform the public that vehicles parked in the posted no parking spaces, reserved by the sign's dates and times, will be towed to clear the space required for the event.	350 Online option available	4
Municipal Transportation Agency	Temporary Tow-Away Signage online portal		Cannot complete online	
Police	Auxiliary Law Enforcement Response Team (ALERT)	Civilian Volunteers trained to assist SFPD during natural, manmade disasters or anytime when needed.	2000 Cannot complete online	4
Police	Carrying a Concealed Weapon (CCW)		Cannot complete online	

Police	Community Police Academy	Community members participate in classroom lectures, scenario training, and interactive discussions, so that there is greater transparency, accountability, input, and dialogue related to police procedures and practices.	5 Cannot complete online	1
Police	File a Police Report or Supplemental Report		Cannot complete online	
Police	Lost and Found: Property Control Division	Storage and security of items seized by SFPD and allied agencies. Release and disposal of items which no longer have evidentiary value.	Cannot complete online	1
Police	Obtain a letter of Clearance		Cannot complete online	
Police	Obtain a Police Report or Traffic Collision Report	The SFPD Crime Information Services Unit (CISU) is responsible for processing incident report requests from the public, law enforcement agencies and other authorized organizations.	799 Cannot complete online	4

		Customer who is starting a new business requiring a permit (i.e.-running parking lot/garage, pedicab driver/owner, tow car firm owner/operator etc) or customer that needs to renew an existing permit soon to expire brings in application for review, pays fees and then appears in a hearing for granting of permit.		
Police	Permit for a business		Cannot complete online	1
Police	Permit for parade or other public event		Cannot complete online	
Police	Police Commendation		Cannot complete online	
Police	Police Complaint	Allows individuals to file complaints against police officers.	Online option available	4
Police	Towed Vehicle Information	Vehicle releases and tow hearings	150 Cannot complete online	2
Police Accountability	File a Complaint of Police Misconduct	Report complaint to a civilian oversight regarding any police misconduct	15 Online option available	4
Police Accountability	Mediation	Mediation services may be offered for any complaints on police misconduct	5 Cannot complete online	1

Port	Building Permit Group	Business Permit Groups offers applications for building and encroachment permits, communicates Port policies/ codes, assists with permit research, coordinates with various city agencies for review and regulatory compliance.	25 Cannot complete online	3
Port	Hyde Street & Fishermans Wharf Harbor	Hyde Street Harbor & Fisherman's Wharf Harbor offer permanent and transient berthing for commercial fishing vessels and limited berthing for recreational vessels. We also offer our berth holders limited parking, lockers, tide books, key fobs, public bathrooms/showers, account/billing information & the ability to pay bills thru our credit card terminal	25 Cannot complete online	1
Port	Lease port property	This department offers leasing of commercial spaces along the Port of SF.	1 Online option available	2
Port	Parks and Open Spaces	This department offers landscape maintenance, site cleaning, trash pickup, repairs, and minor facility improvements	15000 Cannot complete online	2

Port	South Beach Harbor	The services include berthing spaces and office spaces for temporary or long term stays	100 Online option available	2
Port	Special Events at the Port / Permit services	This department offers facilities to hold special events.	1 Online option available	3
Public Defender	Clean Slate Program Application	Clear convictions and arrest information for employment purposes.	30 Online option available	3
Public Defender	Intern Application	Person wants to volunteer at the Office.	150 Online option available	4
Public Health	24/7 Disease Reporting, Confidential Morbidity Report (CMR) Form		Cannot complete online	
Public Health	AITC Immunization & Travel Clinic		Cannot complete online	
Public Health	AOA System of Care Behavioral Health	Provides behavioral health services to Medi-Cal, Healthy San Francisco, and indigent uninsured adult and older-adult residents of San Francisco county.	4500 Cannot complete online	1
Public Health	Application for a Chlorofluorocarbon Recycling Permit		Cannot complete online	
Public Health	Application for Death-Related Purchases		Cannot complete online	
Public Health	Application for Permit to Operate Alternate Water Source System		Cannot complete online	
Public Health	Apply for a vendor ID to do business with the City and County of San Francisco		Cannot complete online	

Public Health	Assisted Outpatient Treatment (AOT)		Cannot complete online	
Public Health	Assisted Outpatient Treatment and BHS SIP Hotel Work	low threshold access to BHS services	3000 Online option available	3
Public Health	Asthma Home Visiting Program		Cannot complete online	
Public Health	Authorization to Disclose Health Information		Cannot complete online	
Public Health	Backflow Prevention Tester Certification		Cannot complete online	
Public Health	Behavioral Health Services - TAY System of Care	Behavioral health services (therapy, case management, medication support) for 16-24 year olds.	50 Cannot complete online	2
Public Health	Behavioral Health Services- Community wellness virtual work	Community wellness webinars on mental health and wellness and cultural-specific healing practices during COVID.	20 Cannot complete online	4
Public Health	Behavioral Health Services: Children, Youth, & Families System of Care	Behavioral health and substance use services for children and youth - Medi-Cal/EPSDT Funded	Cannot complete online	
Public Health	BHS-Medical	Psychiatric medication support services	Cannot complete online	
Public Health	Black Infant Health Program: Afrocentric parenting classes		Cannot complete online	
Public Health	Black Infant Health Program: Life Planning		Cannot complete online	
Public Health	Black Infant Health Program: Prenatal Sessions, Post-partum Sessions		Cannot complete online	



Public Health	Black Infant Health Program: Sister Cricle	Cannot complete online
Public Health	Blood Testing	Cannot complete online
Public Health	California Children Services (CCS) Program	Cannot complete online
Public Health	Certified Farmers' Market (CFM) Permit	Cannot complete online
Public Health	CFM Permits: Certified Farmer's Market - Retail Food Vendor Permit	Cannot complete online
Public Health	Changing medical homes	Cannot complete online
Public Health	Child Health & Disability Prevention Nutrition Services	Cannot complete online
Public Health	Childhood Lead Prevention Program	Cannot complete online
Public Health	Cities Readiness Initiative	Cannot complete online
Public Health	Clinic Visit Registration Form	Cannot complete online
Public Health	Community Advisory Group	Cannot complete online
Public Health	Cottage Food Program	Cannot complete online
Public Health	CRM Permits: Temporary Food Facilities (TFFs) at Special Events	Cannot complete online
Public Health	Dental Services	Cannot complete online
Public Health	Do you need a dentist	Cannot complete online
Public Health	Early Start Program	Cannot complete online
Public Health	Emergency Financial Assistance	Cannot complete online
Public Health	EMT Application	Ability to complete application online Vs in person or via USPS 30 Online option available

Public Health	Family Planning & Preconception Health Program	Cannot complete online
Public Health	Food Bank/Home-Delivered meals	Cannot complete online
Public Health	Food Safety Manager Certification	Cannot complete online
Public Health	Food Safety Program: Caterers	Cannot complete online
Public Health	Food Safety Program: Mobile Food Facilities (MFF)	Cannot complete online
Public Health	Hazardous Materials & Waste Program: Aboveground Petroleum Storage	Cannot complete online
Public Health	Hazardous Materials & Waste Program: Chlorofluorocarbon Recovery and Recycling	Cannot complete online
Public Health	Hazardous Materials & Waste Program: Complaints	Cannot complete online
Public Health	Hazardous Materials & Waste Program: Hazardous Materials Registration	Cannot complete online
Public Health	Hazardous Materials & Waste Program: Hazardous Materials Renewal	Cannot complete online
Public Health	Hazardous Materials & Waste Program: Hazardous Waste Generation	Cannot complete online
Public Health	Hazardous Materials & Waste Program: Hazardous Waste Tiered Permitting	Cannot complete online

Public Health	Hazardous Materials & Waste Program: Medical Waste Generation		Cannot complete online
Public Health	Hazardous Materials and Waste Program: Underground Storage Tanks		Cannot complete online
Public Health	Health Alerts		Cannot complete online
Public Health	Healthy San Francisco		Cannot complete online
Public Health	HIV Consumer Advocacy Project		Cannot complete online
Public Health	HIV Early Care, Post-Exposure Prevention (PEP), Pre-Exposure Prevention (PrEP)		Cannot complete online
Public Health	HIV Partner Counseling and Referral Services (PCRS)		Cannot complete online
Public Health	HIV TESTING	HIV testing	Cannot complete online
Public Health	Home/Community Based Health Care		Cannot complete online
Public Health	Hospital Discharge of Tuberculosis Patients and Suspects		Cannot complete online
Public Health	Hotel & Emergency Shelter Program - Permit to Operate or Certificate of Sanitation		Cannot complete online
Public Health	Incident Reporting, Exception, Commendation & Sentinel Event Reporting:		Cannot complete online
Public Health	Interval Medical History Form		Cannot complete online
Public Health	Knowledge Sharing & Collaboration		Cannot complete online

Public Health	Laundry and Pet Facility Permits	Cannot complete online	
Public Health	Legal Services	Cannot complete online	
Public Health	Low cost vaccines	Cannot complete online	
Public Health	Make a donation to your local food bank	Cannot complete online	
Public Health	Massage Establishment License Forms	Cannot complete online	
Public Health	Medical Cannabis: Voluntary Identification Card Program	Cannot complete online	
Public Health	Medical Case Management	Cannot complete online	
Public Health	Medical Waste Facility Application Packet	Cannot complete online	
Public Health	Medicare Status Declaration Form	Cannot complete online	
Public Health	Meetings	Cannot complete online	
Public Health	MyChart	MyChart is the extension of the Epic electronic Health where patients/clients can communicate with their healthcare provider securely, review test results, schedule appointments, and manage medications. In 2021 patients/clients will be able to engage in video visits with their providers from desktop and mobile platforms.	Cannot complete online
Public Health	Nurse-Family Partnership Program	Cannot complete online	
Public Health	Obtaining a Tobacco Permit	Cannot complete online	
Public Health	Oral Health Care	Cannot complete online	

	Outcall Massage Service	
Public Health	License Forms	Cannot complete online
Public Health	Paramedic Application	Cannot complete online
Public Health	Past Agendas	Cannot complete online
Public Health	Permit to Operate a Public Swimming Pool or Spa	Cannot complete online
Public Health	Permits for Restaurants, Retail Markets, Bars, Bakeries, Catering Facility/Commissaries, and Cafeterias	Cannot complete online
Public Health	Practitioner License Forms	Cannot complete online
Public Health	Practitioner's Change of Address/Employer	Cannot complete online
Public Health	Preauthorized Healthcare Payment Form	Cannot complete online
Public Health	Pregnancy care	Cannot complete online
Public Health	Presumptive Eligibility	Cannot complete online
Public Health	Primary Care San Francisco	Cannot complete online
Public Health	Primary Medical Care	Cannot complete online
Public Health	Psychiatric Emergencies, ZSFG Psychiatric Emergency Services	Cannot complete online
Public Health	Public Health Field Nursing Program	Cannot complete online
Public Health	Public Health Nursing Foster Care Unit	Cannot complete online
Public Health	Records, Permits & Licensing, Vital Records	Cannot complete online
Public Health	Register your home birth	Cannot complete online
Public Health	Services for Businesses	Cannot complete online
Public Health	SHARP (Summer HIV/AIDS Research Program)	Cannot complete online
Public Health	Shingles Vaccine	Cannot complete online

Public Health	Specimen and Culture Submission		Cannot complete online	2
Public Health	STD services	Comprehensive clinical STD/HIV prevention, diagnosis and treatment services	Cannot complete online	4
Public Health	Substance Abuse Services		Cannot complete online	
Public Health	Tattoo, Body Piercing and Permanent Cosmetics Program: Permit for business owner/operator		Cannot complete online	
Public Health	Tattoo, Body Piercing and Permanent Cosmetics Program: Permit for practitioners		Cannot complete online	
Public Health	Tattoo, Body Piercing and Permanent Cosmetics Program: Temporary permits		Cannot complete online	
Public Health	TB (tuberculosis) Testing		Cannot complete online	
Public Health	Tele-behavioral Health		Cannot complete online	
Public Health	Telehealth	Connecting with Behavioral Health provider through Telehealth (ie Zoom)	Cannot complete online	
Public Health	TRANS HEALTH		Cannot complete online	
Public Health	Tuberculosis Clinic Referrals Criteria		Cannot complete online	
Public Health	UST Closure Application		Cannot complete online	
Public Health	UST Installation/Modification Application		Cannot complete online	
Public Health	Volunteer		Cannot complete online	

Public Health	Weights & Measures: Automated Point of Sale (POS) Station Registration		Cannot complete online	
Public Health	Weights & Measures: Removal of Weighing and/or Measuring Device from Commercial Use by Owner		Cannot complete online	
Public Health	Weights & Measures: Weighing and Measuring Device Permit Application		Cannot complete online	
Public Health	Weights and Measures:Out of Business Form		Cannot complete online	
Public Health	Well Program: Permit to Construct/Destruct		Cannot complete online	
Public Health	Well Program: Permit to Operate		Cannot complete online	
Public Health	Women, Infants & Children Supplemental Nutrition Program (WIC)		Cannot complete online	
Public Health	WOMEN'S HEALTH SERVICES		Cannot complete online	
Public Health	Zuckerberg General Hospital Volunteers Needed		Cannot complete online	
Public Library	Ask a Librarian	The public can receive reference and library-related information via website FAQs (sfpl.org), email, and telephone.	303 Online option available	4
Public Library	Career Online High School	Adults 19 and older earn an accredited high school diploma through an online program.	55 Online option available	4

Public Library	FOG Readers	Children grades 1-4 receive Orton-Gillingham-based reading remediation 1:1 from a library-trained volunteer.	250 Cannot complete online	2
Public Library	Homework Help	online tutoring services / homework help provided by Brainfuse	738 Online option available	4
Public Library	Job Support	Resources for job seekers, workshops, classes, trainings, expert support	700 Online option available	3
Public Library	Library by Mail	Delivery of books and DVDs to my home, as a person who cannot leave my home to go to the library due to long-term or permanent disability.	35 Cannot complete online	2
Public Library	Library Cards	Library cards allow patrons to check out physical and digital resources from San Francisco Public Library.	1410 Cannot complete online	4
Public Library	Library on Wheels	Bookmobile service to senior centers and other nonprofit organizations	Cannot complete online	1
Public Library	Meeting Rooms	Municipal and community group use of library meeting rooms	52 Online option available	3



Public Library	Mobile Outreach & Redistribution Services	Mobile Outreach staff offer library services to people of all ages and abilities throughout the City of San Francisco for their recreational, educational and lifelong learning needs regardless of physical, economic, social, and geographic or other barriers. Redistribution gives withdrawn books a second life with CBOs like schools, community groups, homeless shelters and prisons.	1831 Cannot complete online	4
Public Library	Reserve Computers	San Francisco Public Library cardholders can use Internet computers for up to 2 hours per day, per library.	18720 Cannot complete online	4
Public Library	SFPL To Go	contact-free curbside pickup of physical items reserved by library patrons	21976 Online option available	5
Public Library	Talking Books and Braille Center	I receive Talking Books by Mail, download digital books from BARD, and access assistive technology for the blind through SFPL and the National Library Service for the Blind and Print Disabled (NLS)	250 Online option available	3

Public Library	Volunteer Services	Volunteer Services provides opportunities for adults and youths to connect with their community through volunteer service.	20 Cannot complete online	2
Public Utilities Commission	Adopt a Drain SF	The Program enables San Francisco residents to "adopt" one of the City's 25,000 storm drains, keeping it free of debris. While helping to reduce localized flooding, the program also fosters community engagement by encouraging San Franciscans to take an active role in improving their neighborhood.	20 Online option available	3
Public Utilities Commission	Blueprint for Savings Program Forms	The program is a SFPUC nonresidential, new construction energy efficiency program for Hetch Hetchy Power customers. It encourages energy-efficient building design and construction practices. It offers up-front design assistance and financial incentives for new buildings and major renovations that exceed California Code of regulations Title 24 standards for energy efficiency.	1 Online option available	3

CleanPowerSF is San Francisco's official Community Choice Energy program. CleanPowerSF buys electricity from renewable sources like solar and wind, and puts that clean electricity on the power grid for everyone. That electricity is delivered to your home or business through PG&E's existing power lines. All other aspects of your electricity service remain the same: PG&E continues to send you a monthly bill, operate and maintain the electrical grid, and respond to outages. Any customer with a PG&E electric account is eligible for CleanPowerSF. Choose CleanPowerSF to support clean energy and local investment.

380000 Online option available

Public Utilities Commission	Commercial Customer Assistance for COVID-19 Application	The Commercial Customer Assistance Program for COVID-19 Relief provides utility bill discounts for small businesses and nonprofits with fewer than 50 employees before the start of shelter-in-place (March 16, 2020) who have lost revenues due to COVID-19 or the shelter-in-place orders. Qualified customers can receive 20% savings on their water and wastewater bill.	20 Online option available	4
Public Utilities Commission	Commercial Fats, Oils & Grease (FOG) Control	The FOG Control Ordinance requires San Francisco restaurants and other food service establishments that cook food, and therefore have grease in their wastewater discharges, to install grease capturing equipment (i.e. traps or interceptors).	2 Online option available	3
Public Utilities Commission	Commercial High-Efficiency Clothes Washer Rebate	The Commercial HEW Rebate Program is for the purchase and installation of commercial grade common area clothes washers only. Residential grade machines are not eligible to receive a rebate through this program.	12 Online option available	4

Public Utilities Commission	Community Assistance Program-Water and Sewer	Discounts for low income residential customers	20 Online option available	4
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Public Utilities Commission	Contracting Opportunities	SFPUC offers many contracting opportunities for construction and professional services firms. Please use the tabs below to access these contracting opportunities.	1 Online option available	4
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San Francisco is poised to invest billions of dollars into the City's aging public infrastructure - water, sewer, roads, and transit systems. Local and small businesses will need tools and resources to adequately get access to, compete for, and perform on these contracting opportunities.

The Contractors Assistance Center will help businesses take advantage of these opportunities. Offering a range of services, from technical assistance and classroom training to networking events and one-on-one counseling, the Center tailors its offerings to the specific needs of new and existing business owners.

Public Utilities Commission	Contractors Assistance Center		20 Online option available	4
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<p>Public Utilities Commission Cross-Connection Control Program</p>	<p>The cross-connection control program to protect the City's drinking water distribution system from contamination caused by backflow.</p>	<p>40 Online option available</p>	<p>4</p>
<p>Public Utilities Commission Emergency Customer Assistance Application</p>	<p>The Emergency Customer Assistance Program for COVID-19 Relief provides utility bill discounts for customers who have lost income due to COVID-19 or the shelter-in-place order. Qualified customers can receive 15% savings per water bill, 35% savings per wastewater bill, and 30% savings per Hetch Hetchy power bill.</p>	<p>20 Online option available</p>	<p>4</p>

Following an earthquake, the San Francisco Emergency Firefighting Water System is vital for protecting against the loss of life, as well as the loss of homes and businesses by providing an additional layer of fire protection. The system is also used throughout the year for the suppression of multiple-alarm fires. The system delivers water at high pressure and includes two pump stations, two storage tanks, one reservoir, and approximately 135 miles of pipes. The system includes 52 suction connections along the northeastern waterfront, which allow fire engines to pump water from San Francisco Bay, and two fireboats that supply seawater by pumping into any of the five manifolds connected to pipes.

Emergency Firefighting  
Water System - Auxiliary

Public Utilities Commission Water Supply System

Cannot complete online

Public Utilities Commission	EZ-Pay Account	SFPUC Water and Wastewater Customers may make a one-time online payment with credit card (Visa or MasterCard), debit card, eCheck, or ecash at 7-Eleven via <a href="http://sfwater.org/waterezpay">sfwater.org/waterezpay</a> .	850 Online option available	3
Public Utilities Commission	Floodwater Management Grant Interest Form	Customers can be reimbursed for making property improvements that help protect against flooding. The SFPUC Floodwater Management Grant Assistance Program (“Grant Program”) was launched in 2013 to help property owners in San Francisco minimize the risk of flooding on their properties due to heavy rainstorms.	1 Online option available	3
Public Utilities Commission	- schedule a presentation	Free Classroom Presentation	1 Online option available	3



The SFPUC sponsors low-cost workshops at Garden for the Environment to help San Francisco residents create and maintain beautiful and water-efficient gardens. Garden for the Environment is a nationally acclaimed half-acre education and demonstration garden that supports small-scale urban ecological food production, organic gardening, composting, and low water-use landscaping. Workshops are hosted on Saturday mornings from 10am to noon at garden on the corner of Lawton Street and 7th Avenue.

This form is required because the cost per kilowatt for this project requesting a GoSolarSF incentive exceeds the high cost threshold, which is \$5,629/kW for Fiscal Year 2018-19. For more information please refer to the GoSolarSF Program Handbook, found on the website ([solarsf.org](http://solarsf.org)). Applications that exceed the high cost threshold must demonstrate that the high cost is supported by eligible project costs as described in the GoSolarSF Program Handbook. No projects will be awarded incentives without sufficient justification and a Host Customer (or Site Owner if rented) acknowledgment.

Public Utilities Commission	GoSolarSF Program	<p>To propel the City of San Francisco into the clean energy future, the City launched GoSolarSF, a program that provides a monetary incentive to help residents and businesses install solar panels on rooftops across San Francisco. GoSolarSF reduces participants' electricity bills and shrinks the City's carbon footprint. Whether you're a residential customer or commercial installer, we are here to assist you with the process.</p>	1 Online option available	3
Public Utilities Commission	<p>Hetch Hetchy Power Statement of Interest</p>	<p>Hetch Hetchy Power Statement of Interest</p>	1 Online option available	3
Public Utilities Commission	<p>Internships, Apprenticeships and Youth Employment / CityWorks</p>	<p>CityWorks, a paid internship program, provides interns aged 16-19 years old from San Francisco's Southeast neighborhoods with work-based learning and mentorship opportunities through summer jobs with the San Francisco Public Utilities Commission and private engineering firms working with our Sewer System Improvement Program (SSIP).</p>	2 Online option available	3

Public Utilities Commission	Join Our Community of Rain Guardians!	The San Francisco Public Utilities Commission (SFPUC) Rain Guardians Program is a community of volunteers who adopt a rain garden and keep them free of trash and debris. It's easy to become a rain guardian, just select a rain garden on the map below and adopt today!	Online option available	4
Public Utilities Commission	Landscape Technical Assistance Program (LTAP) Application	The SFPUC can help retail water users identify water saving opportunities in their landscape that can reduce water use and costs.	1 Online option available	2
Public Utilities Commission	Language Access Complaint Form - English	It is our policy to provide Limited English Proficient (LEP) San Francisco residents with timely and effective access to agency services and programs. LEP refers to those people who have a limited ability to read, speak, write or understand English. All LEP ratepayers conducting business with or receiving services from the SFPUC will be provided free interpretive services by bilingual staff or through one of our translation consultants.	2 Online option available	3

Public Utilities Commission Modeling for Savings Forms	<p>An energy efficiency program for nonresidential new construction Projects which are less than 50,000 square feet. For Hetch Hetchy Power electric customers. It helps customers design and construct highly energy efficient buildings and rewards them for exceeding performance standards.</p>	1 Online option available	4
<p>Public Utilities Commission New Fire Service Connections</p>	<p>Fire service connections supply a building's fire suppression system from the SFPUC water distribution system. To determine if the water distribution system has sufficient hydraulic capacity to support the new fire service connection, a hydraulic analysis of the water distribution system in the vicinity of the project will be performed. If existing water distribution system pressures and flow are inadequate, the Project Sponsor will be responsible for system improvements required to meet the project's demands.</p>	10 Online option available	3

Public Utilities Commission	Plumbing Fixture Replacement Program (PREP) - New Applicants	To help residents replace old, water-wasting fixtures, the San Francisco Public Utilities Commission (SFPUC) is offering a limited-duration program that provides free toilets and urinals with free installation by licensed plumbers to qualifying sites.	7 Online option available	4
Public Utilities Commission	Power Account Services - Online Account Management for Hetch Hetchy power customers	Power Account Services - Online Account Management for Hetch Hetchy power customers including Bill Pay, efficiency, request services and payment locations	3000 Online option available	4

The purpose of this grant program is to ensure that San Francisco youth and young adults have access to employment and education opportunities and are positioned for success to move into environmental and utility careers. Building on the success of previous Project Learning Partnership grant cycles, the grant program supports summer or academic year programs that provide environmental education, leadership development, and job skills to youth and young adults. This program serves as a gateway for the next generation of environmental stewards to be prepared for employment opportunities with the City, the SFPUC, and in the utility sector.

Project Pull is committed to diversifying the San Francisco City and County workforce so that it reflects the San Francisco community. Through mentoring and work experience, local youth learn skills and values in leadership, teamwork, integrity, creativity, community service and self-empowerment. Their achievements provide the foundation necessary for future success in college and career.



Public Utilities Commission	Project Pull Team Leader or Mentor's Assistant Internship Program	<p>the primary point of contact for the program's student interns. Team Leaders are the liaison between the interns, mentors (full time City employees) and Project Pull Director. Team Leaders maintain a caseload of 25-50 interns and mentors and are responsible monitoring and supporting both during the internship. Team Leaders will also serve as a "role model," display professionalism and diligence at all times.</p> <p>Project Pull Mentor Assistants complete assigned projects and tasks from designated departments; providing direction and support to youth program participants within same department; program-related communications with staff and intern partners; recording youth program-related data; assist with implementation of</p>	0 Online option available	3
Public Utilities Commission	Rainwater Harvesting Permit Rebate Application	<p>Rainwater harvesting is the practice of collecting and using rainwater from hard surfaces such as roofs for landscape irrigation or toilet flushing.</p>	30 Online option available	3

Public Utilities Commission	Report a Problem - Clogged Catch Basins	Report a Problem - Clogged Catch Wastewater Basins	5 Online option available	4
Public Utilities Commission	Report a Problem - Flooding	Report a Problem - Flooding	5 Online option available	5
Public Utilities Commission	Report a Problem - Issues with Taste, Odor or Color of Your Water	Report a Problem - Issues with Taste, Odor or Color of Your Water	10 Online option available	5
Public Utilities Commission	Report a Problem - Low water pressure	Report a Problem - Low water pressure	10 Online option available	5
Public Utilities Commission	Report a Problem - No Water Service	Report a Problem - No Water Service	8 Online option available	5
Public Utilities Commission	Report a Problem - Power Outages	Report a Problem - Power Outages	1 Online option available	5
Public Utilities Commission	Report a Problem - Sewer Backups	Report a Problem - Sewer Backups	5 Online option available	5
Public Utilities Commission	Report a Problem - Streetlight Outages	Report a Problem - Streetlight Outages	10 Online option available	5
Public Utilities Commission	Report a Problem - Wastewater Odors	Report a Problem - Wastewater Odors	10 Cannot complete online	5
Public Utilities Commission	Report Incidences/Violaters of Water Waste	Report Incidences/Violaters of Water Waste	2 Online option available	5
Public Utilities Commission	Residential Clothes Washer Rebates	SFPUC customers can qualify to receive a rebate of up to \$100 for the purchase and installation of a 2020-21 Energy Star Most Efficient (ESME) high-efficiency clothes washer included in the program's Qualifying Product List.	15 Online option available	4

Public Utilities Commission	Residential Graywater Permit Rebate Application	<p>The San Francisco Public Utilities Commission (SFPUC) is offering up to \$225 to help cover the cost of obtaining a plumbing permit from the Department of Building Inspections (DBI) for the installation of a graywater system in a residential home.</p>	5 Online option available	3
Public Utilities Commission	Residential Water Submetering	<p>In September 2016, Governor Jerry Brown signed into law Senate Bill 7 (SB 7), which requires new multi-family residential buildings in California constructed after January 1, 2018 to include a submeter for each dwelling unit and to bill tenants in apartment buildings accordingly for their water use. To implement this law in San Francisco, the SFPUC, in coordination with the Department of Building Inspection (DBI) and Department of Public Health (DPH), is required to ensure that new multi-family residential buildings are submetered before receiving water service.</p>	Online option available	3

		Garden for the Environment maintains a nationally acclaimed half-acre education and demonstration garden in the Inner Sunset neighborhood of San Francisco. The garden, founded in 1990 and cultivated on land owned by the SFPUC, supports small-scale urban ecological food production, organic gardening, composting, and low water-use landscaping.	10	Online option available	4
Public Utilities Commission	Schedule a field trip to the Garden for the Environment				
Public Utilities Commission	SFPUC BillPay	Sign up with SFPUC BillPay service by logging onto MyAccount	850	Online option available	3
Public Utilities Commission	SFPUC Hetch Hetchy Power	Hetch Hetchy Power is San Francisco's full-service, publicly owned electric utility providing an independent alternative to PG&E and Direct Access.	3000	Online option available	4

The Mission of our Wastewater Enterprise (WWE) is to operate and maintain the City's water pollution control plants, pumping stations and collection system in full compliance with our Discharge Permits to protect public health and the environment. The WWE maintains 1,900 miles of sewer mains and lateral and 27 pump stations that collect sewage and storm water, moving the wastewater to the three treatment plants for treatment and discharge to the San Francisco Bay and Pacific Ocean.

900000 Online option available

Serving 2.7 million residential, commercial and industrial customers

We manage a complex water supply system stretching from the Sierra to the City and featuring a complex series of reservoirs, tunnels, pipelines, and treatment systems.

We are the third largest municipal utility in California, serving 2.7 million residential, commercial, and industrial customers in the Bay Area. Approximately one-third of our delivered water goes to retail customers in San Francisco, while wholesale deliveries to 27 suburban agencies in Alameda, Santa Clara, and San Mateo counties comprise the other two-thirds.

2700000 Online option available

4

Public Utilities Commission SFPUC Wholesale and Retail Water services

Improve your block and meet your neighbors by installing a sidewalk garden with Friends of the Urban Forest!

3 Online option available

3

Public Utilities Commission Sidewalk Landscaping

Managing stormwater, which may otherwise wash pollutants into our waterways or overwhelm our sewer system, is critical to protecting water quality, wildlife, and public health. Like many California municipal agencies, the SFPUC administers a stormwater management program developed in accordance with the Clean Water Act. Effective May 22, 2010 and updated in 2016, the San Francisco Stormwater Management Ordinance (SMO) requires new and redevelopment projects to manage stormwater using green infrastructure (i.e. stormwater controls or best management practices) and to maintain that green infrastructure for the lifetime of the project.

Public Utilities Commission	Third Party Notification Form bills.	SFPUC Water and Wastewater Customers who are Senior Citizen or dependent adult customers may choose a person or an organization as their designated "third party", who will be notified of overdue bills.	850 Online option available	3
Public Utilities Commission	Update Your Account Information	SFPUC Water and Wastewater Customers may update their account/personal information by phone, email, traditional mail or by creating an account through MyAccount-Water.	850 Online option available	3
Public Utilities Commission	Upgrade for Savings	Terms and Conditions with Signature Pages for Non-Rental   SF Water	1 Online option available	4
Public Utilities Commission	Wastewater Treatment Plant Tours - SFPUC Sign up	Due to extensive construction underway at our treatment plants, including the Westside Enhanced Recycled Water Recycling Facility and \$2 billion being invested in our Southeast Treatment Plant upgrades, our public tours are on hold to ensure public and worker safety.	15 Online option available	3



Public Utilities Commission	Water Account Services - Start or Stop Service	SF Resident, Business Owners or Property Owners may request to Start or Stop their Water and/or Wastewater Services	850 Online option available	3
Public Utilities Commission	Water Conservation Assistance Portal - Sign In	For help with Water Conservation fill out the form	3 Online option available	3
Public Utilities Commission	Water Efficient Equipment Rebates	We are offering a rebate program for non-residential retail water service customers who can significantly reduce their use of potable water through upgrade or replacement of existing onsite indoor water using equipment.	6 Online option available	4
Public Utilities Commission	Water Efficient Equipment Retrofit Grant Program Guidelines & Application	We are offering a rebate program for non-residential retail water service customers who can significantly reduce their use of potable water through upgrade or replacement of existing onsite indoor water using equipment.	2 Online option available	3

For smaller landscape projects, compliance with the Water Efficient Landscape Ordinance requires a simple checklist application. Your project qualifies as a Tier 1 project if it:

- Includes 1,000 - 2,500 square feet of modified landscape
- Is designed to include at least 75% low water use plants
- Has less than 25% turf area

1 Online option available

For new and modified landscape projects over 500 square feet, compliance with the Water Efficient Irrigation Ordinance requires professional documentation to be submitted to assure that your landscape is planned and maintained to meet water and irrigation efficiency standards. Your project qualifies as a Tier 2 project if it:

Includes a new landscape area at least 500 square feet or a modified landscape area at least 2,500 square feet  
OR

Is Tier 1 but includes less than 75% low water use plants and/or more than 25% turf

Water Efficient Irrigation  
Public Utilities Commission Ordinance Tier 2 Projects

1 Online option available

3

Public Utilities Commission Water Well Use	<p>To ensure that local groundwater resources designated for beneficial uses will not be polluted, the City and County of San Francisco established soil boring and well regulations. These regulations, found in Article 12B of the San Francisco Health Code, define minimum requirements for (1) construction, modification, and destruction of wells and other perforations of the water table; and (2) operation of such wells.</p>	1 Online option available	3
Public Utilities Commission and Future Opportunities	<p>Women on the Rise Program Increasing Women in the Construction Trades</p>	1 Online option available	3
Public Utilities Commission YouthWorks	<p>For about 20 years, YouthWorks, a paid after-school and summer internship program, has provided San Francisco high school students with an interest in public service with job opportunities at SFPUC and more than 30 other City departments like the Department of Health and District Attorney's Office.</p>	20 Online option available	3

Public Works	Adopt-A-Street Program	Groups or individuals agree to adopt an area and take responsibility for keeping the street, sidewalk, and storm drain clean.	30 Cannot complete online	3
Public Works	Community Clean Team	Community Clean Team is San Francisco Public Works' longest-running and largest volunteer program that keeps San Francisco beautiful through landscaping and gardening projects, graffiti removal and litter cleanup in our neighborhoods.	300 Cannot complete online	1
Public Works	Contracts and Grants	Opportunities for vendors and contractors to bid on and receive Public Works contracts and grants.	Online option available	3
Public Works	Curb Ramp Program	The objective of the Curb Ramp Program is to provide accessible path of travel for all public sidewalks throughout San Francisco through the installation of curb ramps.	5 Online option available	3
Public Works	Gigantic 3 Recycling Program	In conjunction with our Clean Team volunteer events, the Gigantic 3 recycling program allows residents to dispose of unwanted large items.	100 Cannot complete online	1

Public Works	Graffiti Watch	<p>Graffiti Watch is a partnership between the City and its residents to keep graffiti off our streets and sidewalks for a safer and cleaner San Francisco. Graffiti Watch empowers individuals or groups to take ownership of a heavily-tagged four-block area in their neighborhood and remove graffiti from public property such as utility poles, mailboxes, trash receptacles and other street furniture. In return, we provide training and tools.</p>	0 Cannot complete online	3
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Public Works	Inspection and Enforcement	<p>The Bureau of Street Use and Mapping (BSM) Inspection and Enforcement Division strives to ensure the safe passage of the public right of way through superior and enduring quality inspection, education of both contractors and the public as well as fair enforcement of the public ordinances and permit requirements of the City and County of San Francisco.</p>	250 Online option available	3
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Public Works	Litter Receptacles	Public Works maintains about 3,000 public trash cans. We accept requests for service, installation or removal via 311.	0 Online option available	3
Public Works	Permits	Public Works issues permits to help residents and businesses activate their sidewalks and storefronts and to ensure the safety of the City's right of way during construction.	250 Online option available	2
Public Works	Pit Stop	San Francisco Public Works' pioneering Pit Stop program provides clean and safe public toilets, as well as used-needle receptacles and dog waste stations, in San Francisco's most impacted neighborhoods. All the Pit Stop facilities are staffed by paid attendants who help ensure that the bathrooms are well maintained and used for their intended purpose.	0 Cannot complete online	1

Public Works	Potholes	Pothole repair is an ongoing operation of Public Works' street and sewer repair program. Repairs include the patching of potholes, depressions, bumps, and other defects on city streets. Sometimes other agencies, such as the San Francisco Public Utilities Commission or private utility companies, are responsible for repairing potholes and other street defects resulting from inadequately restored utility cuts.	0 Online option available	4
Public Works	Public Records Request	The San Francisco Public Works public records request process is structured in accordance with the SF Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) and the California Public Records Act (California Govt. Code § 6250 et seq).	5 Online option available	4
Public Works	Sandbag Distribution in Wet Weather	Public Works will provide San Francisco residents and businesses up to 10 free sandbags leading up to and during severe rainstorms.	Cannot complete online	1



Public Works	Street Cleaning	Public Works is out cleaning the streets 24/7 to keep them safe, clean and beautiful.	0 Online option available	4
Public Works	Subdivisions and Mapping	Public Works' mapping division processes and reviews all subdivision projects that occur in San Francisco, including all condominium conversions. We also provide surveying services for all city agencies.	50 Online option available	3
Public Works	Tree Maintenance	Public Works, Bureau of Urban Forestry provides routine, proactive tree maintenance throughout the city on regular cycles. Our crews maintain street trees on a block-by-block basis, ensuring that all street trees are inspected and pruned on a regular basis.	0 Cannot complete online	3
Public Works	Urban Harvesting	We are working with San Francisco residents and businesses to help collect and distribute food grown from trees and community gardens for distribution at shelters, food banks and other places of need.	0 Online option available	3
Recreation and Parks	Aquatics Passes	Purchase a pass allowing access to a pool for recreational or lap swimming	15 Online option available	4

Recreation and Parks	Athletic Fields	Permit to use an athletic field for games or practices. Usually issued for a 10 week cycle by season but can also be a one time use	40 Online option available	3
Recreation and Parks	Camp Mather Summer Camp Lottery	Apply to enter a lottery for the right to reserve for one week a cabin or tent at Camp Mather. Camp Mather is a summer family camp in the High Sierra that offers activities, dining, and entertainment for campers of all ages.	15 Online option available	4
Recreation and Parks	Class and Camp Registrations	Register yourself or a family member to participate in a recreation class or day camp.	20 Online option available	4
Recreation and Parks	Community Garden Plot Sign Up	Sign up for a community garden plot to grow in.	1300 Online option available	3
Recreation and Parks	License to Offer Small Group Fitness Class in Parks	This is an annual card that allows a fitness instructor to provide services to the public	0 Online option available	3
Recreation and Parks	Partnership Opportunities	Partner with the department on a project	3 Cannot complete online	1
Recreation and Parks	Public Recreation	Permits for Use of Parks for Family Events such as picnics and indoor rentals	10 Online option available	3
Recreation and Parks	Resident Golf Cards	This is a bi-annual card that provides SF residents a discount when playing golf on City Courses	20 Online option available	3

Recreation and Parks	Special Events	Permits for Use of Parks for Complex Events Like Festivals, Walks, Protests, Concerts, Film for a large gathering or fundraiser	10 Online option available	3
Recreation and Parks	Tennis Court Reservations	Permits for Use of Neighborhood Tennis Courts	0 Online option available	4
Recreation and Parks	Volunteer Opportunities	Apply to volunteer within the department.	150 Online option available	3
Recreation and Parks	Workforce Development (External)	Apply for a workforce development opportunity such as Workreation, Gardener Apprentice Program, Youth Services Program (YSP), and Greenagers.	Online option available	4
Rent Arbitration Board	Appeal to the Board	Appeal to the Rent Board Commission any decision issued by Rent Board staff.	591 Cannot complete online	2
Rent Arbitration Board	Call Center	The Call Center provides counseling and information to San Francisco landlords, tenants, and other interested parties concerning the Rent Ordinance and related housing issues.	591 Cannot complete online	2
Rent Arbitration Board	Ellis Act Notice of Intent Petition	Notice filed by landlord to withdraw all units from rental housing use and evict all tenants through the Ellis Act.	591 Cannot complete online	2

Rent Arbitration Board	Ellis Notice of Interest in Renewed Accommodations	Notice filed by a tenant who is being evicted through the Ellis Act indicating they are interested in reoccupying if the unit is offered for rent.	591 Cannot complete online	2
Rent Arbitration Board	Ellis Request for Recission	Landlord petition to recsind an Ellis Act filing to remove all units from rental housing use.	591 Cannot complete online	2
Rent Arbitration Board	Eviction Notice Filing	Acceptance of eviction notices filed purusant to the law which requires most eviction notices to be filed withing 10 days of servie upon the tenant.	591 Cannot complete online	2
Rent Arbitration Board	Landlord Alternative Dispute Resolution (ADR)	Request for an alternative dispute resolution meeting to resolve problems through mutual consent.	591 Cannot complete online	2
Rent Arbitration Board	Landlord Capital Improvement Petition	Petition filed when landlord has spent money to perform capital improement work to the building to passthrough someof the cost on to applicable tenatns.	591 Cannot complete online	2
Rent Arbitration Board	Landlord Hardship Appeal	Appeal filed by a landlord or master-tenant who can not afford to pay the award to a tenant and to provide a payment plan.	591 Cannot complete online	2

Rent Arbitration Board	Landlord Operating & Maintenance Petition	Petition filed when landlord expenses for certain categories increase above the allowable increase amount to passthrough some of the cost on to applicable tenants.	591 Cannot complete online	2
Rent Arbitration Board	Landlord Petition - Other Ground	Landlord petition for unanticipated reasons.	591 Cannot complete online	2
Rent Arbitration Board	Landlord Special Circumstances - Comparable Rent Petition	Petition filed when landlord has a tenant whose rent was not established or not increased correctly due to special circumstances.	591 Cannot complete online	2
Rent Arbitration Board	Owner Move-In Request for Recission	Landlord petition to rescind an Owner Move-In or Relative Move-In eviction filing to evict a tenant.	591 Cannot complete online	2
Rent Arbitration Board	Owner Move-In Statement of Occupancy - Various Processes		591 Cannot complete online	2
Rent Arbitration Board	Petition for Determination Pursuant to Section 6.14/Costa-Hawkins	Petition filed by a landlord to ask the Rent Board to determine whether or not the "original" tenant still has permanently vacated the unit and if rent can be increased.	591 Cannot complete online	2

Rent Arbitration Board	Petition for Extension of Time to Complete Capital Improvements	Petition for Extension of Time to Complete Capital Improvements is filed when the landlord needs to evict the tenant for longer than 90 days to perform work in the building, or where they need an extension of a prior period to complete the work.	591 Cannot complete online	2
Rent Arbitration Board	Pre-Buyout Disclosure Form/Declaration and Buyout Filing	Process by which a landlord must notify tenants of their rights with respect to buyout agreements and file any buyout agreements with the Rent Board.	591 Cannot complete online	2
Rent Arbitration Board	RAD Tenant Petition (SFHA Relocation Grievance)	Petition for the Rent Board to review relocation claims from Current Households related to a Public Housing Development Project, and make advisory recommendations to the San Francisco Housing Authority.	591 Cannot complete online	2
Rent Arbitration Board	Request for Duplication	Request to duplicate records.	591 Cannot complete online	2
Rent Arbitration Board	Section 1.21 - Tenant in Occupancy Petition	Petition filed by a landlord to decontrol the rent amount because there is no tenant in occupancy and the unit is only used as a pied a terre.	591 Cannot complete online	2

Rent Arbitration Board	Substantial Rehabilitation Petition for Exemption	Petition filed when landlord has spent money substantially rehabilitating a delapidated building to exempt the building from price controls.	591 Cannot complete online	2
Rent Arbitration Board	Subtenant Petition	Petition filed by subtenants to reduce the rent because of a loss of housing services or because their rent is not proportional.	591 Cannot complete online	2
Rent Arbitration Board	Tenant Alternative Dispute Resolution (ADR) Request	Request for an alternative dispute resolution meeting to resolve problems through mutual consent.	591 Cannot complete online	2
Rent Arbitration Board	Tenant Financial Hardship Application	Application filed by a tenant who is not able to pay a passthrough the landlord is entitle to because of financial hardship.	591 Cannot complete online	2
Rent Arbitration Board	Tenant Petition	Petition can be filed by tenants to challenge a rent increase, request a determination of rent, or to reduce the rent because of reduction of housing services.	591 Cannot complete online	2
Rent Arbitration Board	Tenant Petition - Failure to Comply with Uniform Hotel Visitor Policy		591 Cannot complete online	2
Rent Arbitration Board	Tenant Report of Alleged Wrongful Eviction	Report filed by a tenant asking the Rent Board to investigate a wrongful attempt to evict.	591 Cannot complete online	2

Rent Arbitration Board	Tenant Report of Alleged Wrongful Severance	Report filed by a tenant asking the Rent Board to investigate a wrongful attempt to remove or sever a housing service.	591 Cannot complete online	2
Rent Arbitration Board	Tenant Report of Excessive Rent Increase under TPA	Report filed by a tenant asking the Rent Board to informt the landlord that a rent increase is in excess of the state law allowable amount.	591 Cannot complete online	2
Rent Arbitration Board	Tenant Summary Petition	Petition filed by tenants, usually processed without a hearing, to challenge an increase that is illegal on its face and has not been paid.	591 Cannot complete online	2
Rent Arbitration Board	Utility Passthroughs and worksheet	Petitions and worksheets filed by landrods to passthrough certain costs related to utilities which the landord pays for.	591 Cannot complete online	2
Sheriff	Buffin injunction.	This service provides an expediated own recognizance review for those persons who are arrested and booked into the county jail and who are eligible for pre-arraignment release.	52 Cannot complete online	2
Sheriff	Carry out a bank levy.	California law allows a creditor to garnish, or levy, a debtor's bank account to withdraw funds to pay off a debt	30 Cannot complete online	2



Sheriff	Carry out a keeper levy	California law allows a creditor to garnish, or levy, a debtor's business to pay off a judgment debt	2 Online option available	1
Sheriff	Claim of Right to Possession and Notice of Hearing	Recover possessions of the premises.	1 Online option available	2
Sheriff	Collect a judgment with an earnings withholding order	You can collect a judgment that is owed by getting an earnings withholding order from the court	20 Cannot complete online	2
Sheriff	Community Programs	Services include alternatives to incarceration for work alternatives and electronic monitoring, as well as Five Keys Charter School for educational classes, access to NoVA, and evidence based programmatic groups and individual sessions for justice involved persons.	120 Online option available	2
Sheriff	Declaring bankruptcy	Declaring bankruptcy may stop court-ordered levies. Please immediately notify the San Francisco Sheriff's Office of your bankruptcy filing to prevent further enforcement action.	30 Cannot complete online	2
Sheriff	Deposit money into an incarcerated person's account	Deposit up to \$100 each week into an incarcerated person's account.	Online option available	2

Sheriff	Discharge planning	The San Francisco Sheriff's Office Discharge Planning team helps people who are released from jail return to the community safely.	Cannot complete online	2
Sheriff	Enroll in No Violence Alliance Program (NoVA)	NoVA is a voluntary program which provides case management, wrap around services and temporary housing to persons involved in the criminal justice system.	120 Online option available	3
Sheriff	Evictions	By law, the Sheriff's Office is the only agency in San Francisco that may carry out court-ordered evictions.	35 Online option available	2
Sheriff	File a third-party claim	File a third-party claim through the San Francisco Sheriff's Office	2 Online option available	2
Sheriff	Find a person in jail	Find a person in jail	Online option available	4
Sheriff	Investigations into allegation of misconduct.	Investigations and timely disposition of allegations of misconduct by personnel and any policy violations.	Online option available	4
Sheriff	Oppose an earnings withholding order	You may oppose an earnings withholding order if it is incorrect or will cause you financial hardship	8 Online option available	2
Sheriff	Order commissary items for a person in jail	You may also order commissary items from the Sheriff's Office's approved online vendor and send them to a person in jail.	Online option available	4

Sheriff	Prejudgment Claim of Right to Possession	Recover possessions of the premises.	7 Online option available	2
Sheriff	Report a prisoner health emergency	Any person may report a health emergency for an incarcerated person.	Online option available	3
Sheriff	Schedule a visit with an incarcerated person.	Community members may schedule a visit with an incarcerated person.	Online option available	2
Sheriff	Send a care package	You may also order commissary items from the Sheriff's Office's approved online vendor and send them to a person in jail.	Online option available	
Sheriff	Send mail	You can send letters and printed material to a person in jail with some restrictions.	Cannot complete online	1
Sheriff	Serving court papers	This service is for filing a small claim.	15 Online option available	2
Sheriff	Survivor restoration program (SRP)	The San Francisco Sheriff's Office Survivor Restoration Program advocates for and supports survivors of domestic and random violence.	Cannot complete online	
Sheriff	Temporary Restraining Orders (TRO)	There are different types of Civil restraining orders, each with their own eligibility requirements and steps to obtain that restraining order.	60 Online option available	2
Sheriff	Visiting as an unaccompanied minor	If you are 16- or 17-years old, you can apply to visit an incarcerated parent or legal guardian by yourself.	Online option available	2

Status of Women	General Reports	The Department has the following reports available to the public: SF City Attorney and Department Human Resources: Incidents of Harassment Reports; Gender Analysis of Commissions & Boards, and City Departments reports; Family Violence in SF Report; Human Trafficking in SF report; Gender analysis of public art and spaces report.	5 Online option available	4
Status of Women	San Francisco SOL Collaborative	San Francisco SOL (Safety, Opportunity, Lifelong relationships) Collaborative: The California Department of Social Services (CDSS) has awarded a three-year grant to a collaborative led by the San Francisco Department on the Status of Women, to implement a new continuum of care for the benefit of San Francisco youth, especially those who have experienced or may experience commercial sexual exploitation.	2 Online option available	2
Status of Women	Social Services Directory	Online resource guides to civil government and community-based organizations offering services to the public.	5 Online option available	2

		Violence Against Women/Gender-Based Violence Grants Program: Currently funding 40 community based organizations/ programs focused on Gender-Based Violence serving San Francisco.		
Status of Women	VAW/GBV Grants Program		5 Online option available	2
Superior Court	Alternative Dispute Resolution Program (ADR Forms)		Cannot complete online	
Superior Court	Annulment/Nullity of Marriage		Cannot complete online	
Superior Court	Application to Provide Third Party Electronic Filing Services for Civil Case Types		Cannot complete online	
Superior Court	Child custody and visitation		Cannot complete online	
Superior Court	Child support		Cannot complete online	
Superior Court	Civil Grand Jury - Selection	Civil Grand Jurors are appointed by the Superior Court to serve a 1-year term, from July 1 through June 30.	Cannot complete online	
Superior Court	Civil Records Request Form		Cannot complete online	
Superior Court	Conservatorship Forms		Cannot complete online	
Superior Court	Conservatorships of Adults		Cannot complete online	
Superior Court	Criminal Records Request Form		Cannot complete online	
Superior Court	Dissolution of Marriage/Domestic Partnership		Cannot complete online	
Superior Court	Elder Abuse		Cannot complete online	

In order to evict a tenant, a landlord must first get a court order giving him/her the right to have the apartment or house back from the tenant.

Superior Court	Evictions (Residential)	Cannot complete online
Superior Court	File for a legal gender change	Cannot complete online
Superior Court	Find Probate case information online	Cannot complete online
Superior Court	Guardianship Forms	Cannot complete online
Superior Court	Guardianship of Children	Cannot complete online
Superior Court	Jury Commissioner (Jury Duty)	Cannot complete online
Superior Court	Jury duty	Cannot complete online
Superior Court	Language Access Customer Complaint Form	Cannot complete online
Superior Court	Legal Separation	Cannot complete online
Superior Court	Media Request to Photograph, Record, or Broadcast (form MC-500)	Cannot complete online
Superior Court	Mental Health Conservatorship	Cannot complete online
Superior Court	Name change	Cannot complete online
Superior Court	Order on Media Request to Permit Coverage (form MC-510)	Cannot complete online
Superior Court	Pay traffic citations	Cannot complete online
Superior Court	Release of Adoption Records Application	Cannot complete online
Superior Court	Request for New Trial	Cannot complete online
Superior Court	Request for Trial by Written Declaration (TR-205)	Cannot complete online
Superior Court	Restraining Orders	Cannot complete online

Superior Court	Search Civil Cases		Cannot complete online	
Superior Court	Search for Case calendars by Case Type and Date		Cannot complete online	
Superior Court	Small claims mediation		Cannot complete online	
Superior Court	Spousal support		Cannot complete online	
Superior Court	Step-parent adoptions		Cannot complete online	
Superior Court	Submit a complaint		Cannot complete online	
Superior Court	Temporary Judge Application		Cannot complete online	
Superior Court	Wills & Decedents' Estate Forms		Cannot complete online	
Technology	#SFWifi	Free public #SFWifi in 33 public parks and public spaces	0 Cannot complete online	5
Technology	Download Meetings	SFGovTV programs available for free online download	1 Online option available	4
Technology	SFGovTV LIVE Meeting Coverage and Video Production Services	SFGovTV provides live coverage of Board of Supervisors, Commission, and Town Hall meetings and Mayor's Press Conferences and video production services	0 Online option available	4
Technology	Viewer Feedback	Viewers are encouraged to complete a short survey to provide feedback for future services.	0 Online option available	4
Treasurer-Tax Collector	Access Line Tax	File statement and remit payment	661 Online option available	3
Treasurer-Tax Collector	Add DBA	Update Business Account Information.	661 Online option available	5
Treasurer-Tax Collector	Add location	Update Business Account Information.	661 Online option available	5

Treasurer-Tax Collector	Administrative Office Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Animal Care & Control	Pay dog license fee.	661 Online option available	3
Treasurer-Tax Collector	Annual Business Tax Return	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Business Personal Property Tax	Pay a bill	661 Online option available	5
Treasurer-Tax Collector	Cannabis	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Cigarette Litter Abatement Tax	File statement and remit payment	661 Online option available	4
Treasurer-Tax Collector	Close DBA	Update Business Account Information.	661 Online option available	5
Treasurer-Tax Collector	Close location	Update Business Account Information.	661 Online option available	5
Treasurer-Tax Collector	Commerical Rents Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Delinquent bills owed to the City	Pay delinquent bills owed to the City from SFGH, SFPUC, etc	Online option available	5
Treasurer-Tax Collector	Delinquent taxes	Pay delinquent tax bills	Online option available	5
Treasurer-Tax Collector	Early Care & Education Commercial Rents Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Emergency Alarm & False Alarm Tax	File statement and remit payment	661 Online option available	4
Treasurer-Tax Collector	Gross Receipts Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Homelessness Gross Receipts Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Parking Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Payroll Expense Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Public Auction	Purchase property	661 Online option available	4



Treasurer-Tax Collector	Quarterly (Prepayments)	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Redemption	Pay a bill	661 Online option available	5
Treasurer-Tax Collector	Registration Renewal	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Regulatory Licenses	Pay a bill for a license from the Department of Public Health, Fire Department, Entertainment Commission, Police Department, Office of Cannabis.	661 Online option available	4
Treasurer-Tax Collector	Secured Escape	Pay a bill	661 Online option available	5
Treasurer-Tax Collector	Secured Property	Pay a bill	661 Online option available	5
Treasurer-Tax Collector	Secured Supplemental	Pay a bill	661 Online option available	5
Treasurer-Tax Collector	Stadium Operator Admission Tax	File statement and remit payment	661 Online option available	3
Treasurer-Tax Collector	Sugary Drinks Tax	File statement and remit payment	661 Online option available	4
Treasurer-Tax Collector	Tax Certificate (Condo Conversion)	Pay a bill	661 Online option available	3
Treasurer-Tax Collector	Telephone Users Tax	File statement and remit payment	661 Online option available	3
Treasurer-Tax Collector	Traffic Congestion Mitigation Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Transient Occupancy Tax	File statement and remit payment	661 Online option available	5
Treasurer-Tax Collector	Unsecured Personal Property	Pay a bill	661 Online option available	5
Treasurer-Tax Collector	Unsecured Supplemental	Pay a bill	661 Online option available	5
Treasurer-Tax Collector	Update mailing address	Update Business Account Information.	661 Online option available	5
Treasurer-Tax Collector	Update Ownership Name/Tax Id number/Start or Closing date	Update Business Account Information.	661 Online option available	5

Treasurer-Tax Collector	Utility Users Tax	File statement and remit payment	661 Online option available	3
		Payment of or questions relating to secured property		
Treasurer-Tax Collector	View or Pay Property Tax Bill	tax bills	50 Online option available	3
War Memorial	Facility Rental	Rent a War Memorial venue	32 Cannot complete online	2
War Memorial	Lost and Found	Recover lost items	13 Cannot complete online	2