Civil Grand Jury reports

Consolidated Mayor & Department responses

2024-2025

Capacity to Serve: Non-Profits

Nonprofit capacity-building efforts are insufficient given the scale and complexity of services.

Departments are streamlining funding and contracting processes and coordinating capacity-building resources beginning in FY 2025-26.

Grant procurement is overly complex and delays service delivery.

The Controller's Office is preparing a procurement guide for release by June 30, 2026, and departments are implementing operational improvements to shorten timelines.

Process complexity — not lack of skill — is the primary barrier for procurement staff.

The City Administrator's Office will launch a Procurement Academy in FY 2025-26 and expand staff training resources.

Monitoring identifies issues and supports correction, though complex cases can take longer.

The City is strengthening risk assessment tools and oversight protocols in FY 2025-26.

City granting processes are complex, causing challenges for city employees and non-profit staff alike.

"Failed Vision": Safer Streets

SFPD deprioritized traffic safety enforcement, and enforcement levels dropped.

Low staffing has required prioritization and tradeoffs. SFPD is rebuilding staffing, and revising the 2025 Traffic Enforcement Plan to strengthen expectations for traffic enforcement.

Outdated technology hampers enforcement and collision reporting.

MBO and PD will review enforcement tools to modernize software and equipment in the upcoming budget.

SFMTA conducts proactive, area-based planning and does not narrowly scope interventions.

SFMTA is implementing a data-driven, proactive traffic-calming program by December 2026 while continuing standard, area-based planning methods.

SFMTA delivers sustained, neighborhood-focused outreach, and will deepen it.

SFMTA is expanding outreach through community workshops, 311 routing, and the “Traffic Safety Requests” page launched in July 2025.

Education drives safer behavior.

SFMTA is developing a citywide street-safety education campaign, scheduled for launch by March 31, 2026.

The City advances Vision Zero through the Safe Systems model — Safe Streets, Safe People, Safe Vehicles, and Data Systems — and shifts from reactive fixes to proactive, data-driven investments.

"Techs in the City": AI in SF

The City has been cautious in exploring AI technologies.

Departments are expanding adoption beyond pilots into broader operations.

Microsoft Copilot Chat now serves ~30,000 employees, and pilots in 311 response times and language translation are running as of mid-2025.

Governance of emerging technologies is fragmented and hampers coordination.

The Emerging Technology Office is now leading coordination.

The Mayor's Office is leading a review to consolidate IT resources and update processes, with recommendations due by Spring 2026.

Procurement and policy frameworks are outdated for AI oversight.

The City is preparing updated procurement guidelines for release by June 30, 2026.

Procurement leads are meeting in regular forums, and DT / OCA are developing vendor standards for AI.

COIT members have the necessary expertise and commitment, and more process may not improve outcomes

Additional reporting requirements to COIT will not meaningfully add to implementation across departments.

The Mayor's Office plans to add a permanent seat for the Emerging Technologies Director on COIT.

SF has been cautious on AI implementation, but is laying a groundwork for safe and thoughtful adoption.

Thank you.