

San Francisco's Citywide Microsoft 365 Copilot Rollout — From a 2,000-Employee Pilot to 30,000 City Workers

AI in the Public Sector · Good practice · United States of America

Quality score: 67/100

Evidence strength: Moderate

Summary

San Francisco scaled Microsoft 365 Copilot from a six-month, 2,000-employee pilot with self-reported productivity gains to nearly 30,000 city workers, logging over 1 million interactions by April 2026 - without independent verification of the productivity claims.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-13

[City and County of San Francisco — Office of the Mayor and Department of Technology, with Microsoft and InnovateUS](#) — accessed 2026-08-13

[GovTech coverage](#) — accessed 2026-08-13

[Official San Francisco announcement](#) — accessed 2026-08-13

[Smart Cities Dive coverage](#) — accessed 2026-08-13

[Cities Today coverage](#) — accessed 2026-08-13

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