



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Services Auditor Director

DATE: June 26, 2009

SUBJECT: Quarterly Update for July 2009 Meeting

The following are highlights of City Services Auditor (CSA) performance and technical assistance activity since your last meeting in April 2009:

- At the end of April we issued the 12th Controller's City Survey which measures San Franciscans' opinions about public services they experience every day—streets, parks, libraries, and others. More citizens—43% of us, gave local government and overall favorable grade (A or B) – up from 40% in 2007 and 36% in 2005, however the aggregate grade for all public services remained at the C+ level. Scores for libraries and parks improved considerably, which in my opinion is in part due to the investments of bond funds that the City has made in these facilities in recent years.
- CSA's annual report of street standards inspections and compliance was issued in May. Street cleanliness scores declined somewhat from the prior year; however sidewalk cleanliness earned a passing score in 10 of 11 supervisorial districts. This report includes both elements that are the responsibility of City agencies and contractors (street sweeping and trash collection) and elements that are the responsibility of private property owners (sidewalk conditions and graffiti on private property). We are in discussion with the Department of Public Works on how to make this work more useful and informative for their operations in FY09-10.
- We are completing the CSA audit and project planning process for FY09-10 and will share a summary view of the work plan with you at the July meeting. We welcome the committee's suggestions at any time. There are many exciting projects with important opportunities for budget savings, improvements to services or both. Among other themes, we will be assisting some city departments with their performance measures and we will begin to better use the new dashboarding and other capabilities of the Budget and Performance Management (BPMS) system that the Controller's Office has developed.
- Implementation of recommendations from the Police Effectiveness Review, which has been one of our major analytical efforts over the last 18 months, is going ahead. At Ingleside Station under Captain Lazar, the Police Department is well underway with new tools and strategies using crime statistics and reporting for problem-solving and investigations at the station level. We are very encouraged by the focus and attention that the SFPD and Police Commission have given to this work.
- A list of CSA technical and analytical reports issued since your last meeting is on the reverse side. I am available to answer any questions about these or other CSA matters.

Date Issued	Report Title
6/23/2009	Inquiry into the Office of the Public Defender Budget
6/17/2009	Public Education Enrichment Fund: Annual Report for FY 2009-10
5/6/2009	Street and Sidewalk Maintenance Annual Report: Less litter on the sidewalks, more on the streets and more graffiti on private property during 2007-08 street and sidewalk inspections
4/30/2009	City Survey 2009