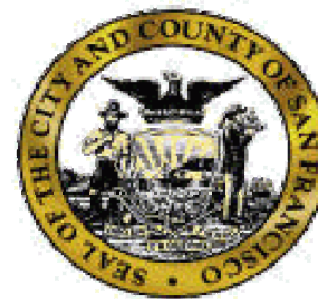# San Francisco Performance Report 2005

# INTRODUCTION

How do we know how well San Francisco is doing as a place to live, work and grow?

The City and County of San Francisco provides a wide variety of services to residents, workers and visitors.  What follows is a summary of some important City functions — addressing the problems of homelessness and crime, responding to emergency situations and health needs, and providing recreation and parks, public transportation, streets and libraries — with measures of the work the City does and, where possible, the results of that work.  This report includes measures of City services (shown in charts with a yellow background) and more general indicators of community well-being (shown in charts with a blue background).  For example, incidence of crime is a general indicator, while the rate at which the police solve the crimes ("clearance rate") is a performance measure.

San Francisco City departments have several ways of measuring and reporting on their performance.  Measures are published in the Mayor's proposed budget each year.  In addition, the City annually asks a random sample of City residents what they think — those results are published in the City Survey report.  Other performance efforts include monitoring of street, sidewalk and park maintenance, and the SFStat program, in which City departments present data quarterly.  The City Services Auditor collects and reports on the level and effectiveness of City services.  The purpose of this new report is to present a visually interesting picture of the City's performance using the information collected to date, and where trends can be observed in recent years.

We hope you will find this report interesting and informative about your City government and what it does for you.  Select any of the links below to see information for that topic.  If you are interested in knowing more about a particular department or program, you can follow the links on the topic pages of this report.   Click on "Performance Report 2005" in the right corner to return to the introduction and the list of topics.
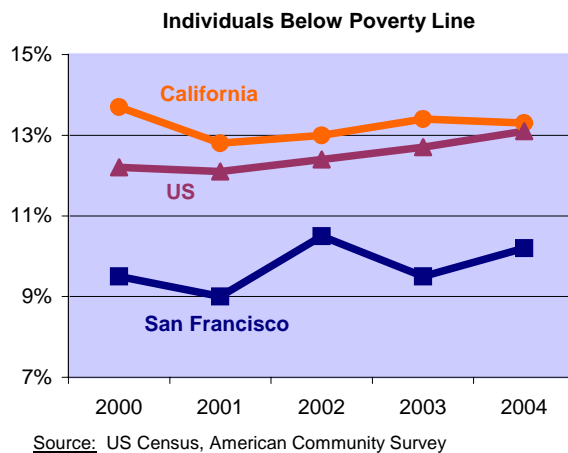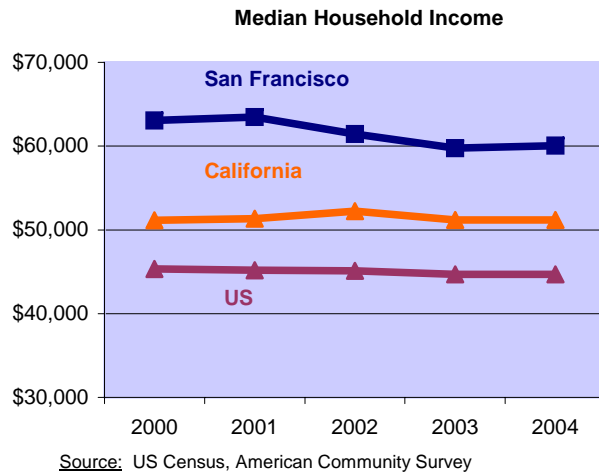
| Employment and Income | Economic Development | Housing | Homelessness |
|---|---|---|---|
| Crime | Emergency Response | Traffic Safety | Street Conditions | Public Transportation |
| Public Health | Air, Energy, Waste | Water | Parks and Recreation | Arts and Culture |

Your comments on the report are welcome.  Please send by email to performance.con@sfgov.org.

San Francisco has one of the highest median incomes per household in the U.S.  However, the unemployment rate in San Francisco remained above the national average in 2004 (5.9% vs. 5.5%), and about 10% of City residents are living below the poverty line.

**Median Household Income**



Source: US Census, American Community Survey

**Individuals Below Poverty Line**



Source: US Census, American Community Survey

The City's Department of Human Services (DHS) administers income assistance programs for families ("CalWORKS," funded primarily at the federal and state level) and for adults without children ("CAAP," County Adult Assistance Program, which is locally-funded).   The programs provide low-income people with cash payments and assist with housing, health care, and job search services.

The CalWORKS caseload in San Francisco has been stable over the past few years (since 2001) as the local economy has been slowly recovering.  Last year, 22% of CalWORKs families eligible for employment had jobs.  DHS has set up workgroups to increase employment rates.  The CAAP caseload has dropped significantly since May 2004, when the "Care Not Cash" Program was implemented.  DHS reports that this drop is due to a combination of homeless clients being housed by Care Not Cash, clients who found other housing, and other reasons not yet known but under study.

**CalWORKs Caseload 1998-2005**
**(Aid to Families)**
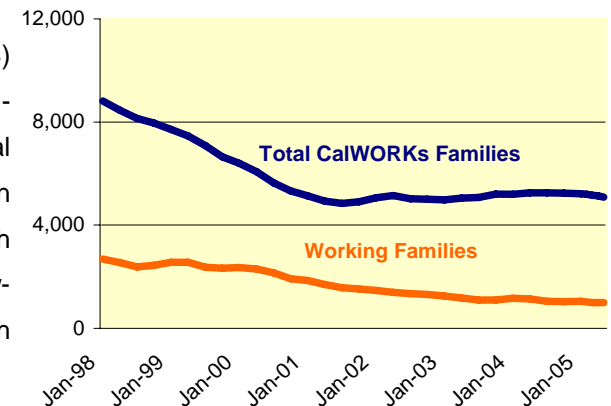


Source: SF Dept of Human Services (SFStat)

**CAAP Caseload 2003-2005**
**(Aid to Single Adults)**
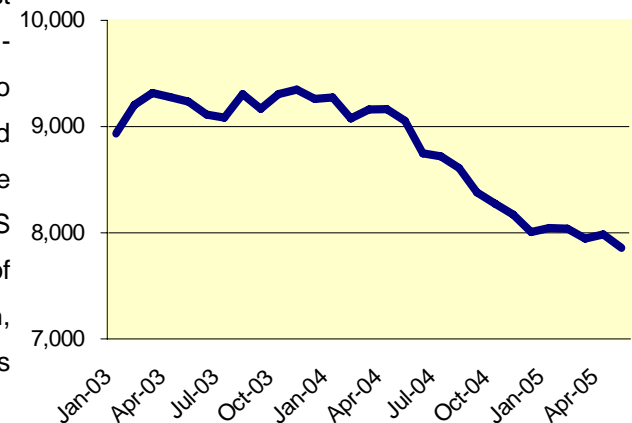


Source: SF Dept of  Human Services (SFStat)

For more information:
www.census.gov/acs/www/   (US Census)          www.sfgov.org/dhs  (SF Dept of Human Services)
www.calmis.ca.gov/   (CA Employment Development Dept)  www.bls.gov/data/    (US Dept of Labor)

# Economic Development                    *Performance Report  2005*

Through various agencies, the City provides assistance, outreach, and promotion to new and existing businesses.  More than 72,000 businesses are registered in the City of San Francisco.  Recently the City has focused on attracting businesses in key growth sectors such as life sciences.  In 2005, the City successfully competed for the location of the headquarters of the California Institute for Regenerative Medicine (Stem Cell Institute).

The San Francisco International Airport (SFO) and the Port of San Francisco are two departments that influence the City's economy, and that serve as indicators of its economic activity.  The airport accommodated over 32 million passengers last year, but is still recovering from  the aftermath of the economic downturn in 2000 and the 2001 terrorist attacks.  SFO's on-time departure rate has improved considerably since 2000 and is better than the national average.  On-time arrivals, although greatly improved, remain slightly below those of Oakland and San Jose airports.  SFO attributes this gap to restricted runway usage during certain bad weather conditions.

**% On-time Flight Departures**



Source:  SF Airport  (SFStat)
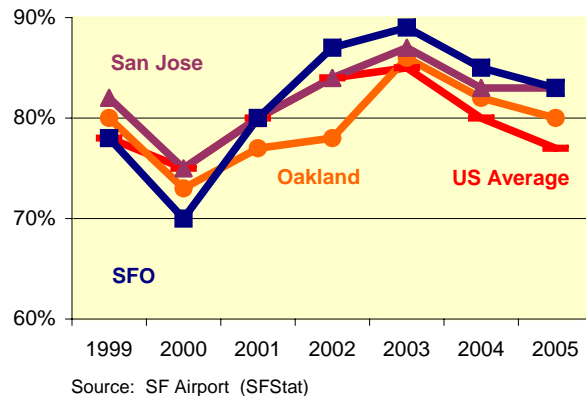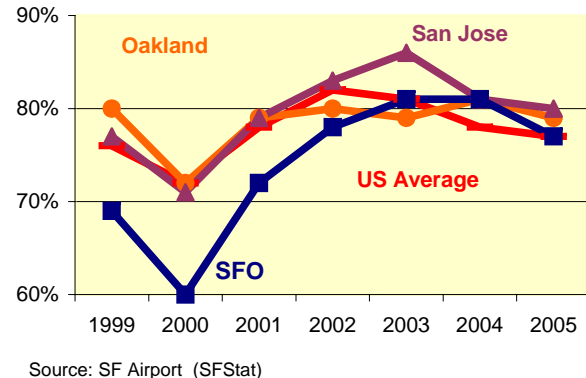
At the Port of San Francisco, the number of cruise passengers has tripled over three years to reach 200,000. A new passenger ship terminal now in development will increase the Port's cruise passenger capacity and double the number of berths.  Cargo activity has been flat in total tonnage and has dropped as a share of the Port's revenues.  Real estate rental revenues (mostly from commercial, industrial and parking sources) have remained stable and now represent two-thirds of the Port's operating revenues.

**Port of San Francisco**



Source: Port of SF (SFStat)

**% On-time Flight Arrivals**



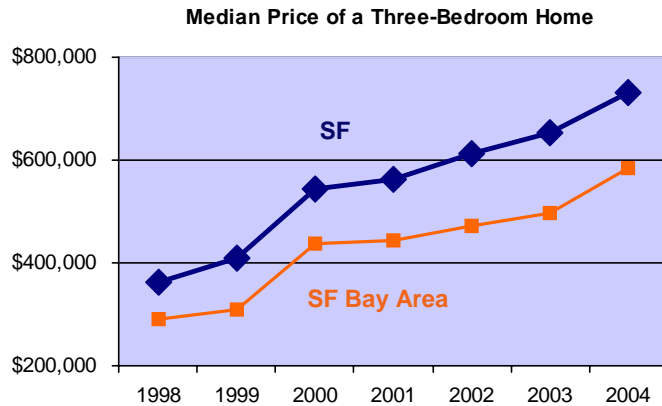Source: SF Airport  (SFStat)
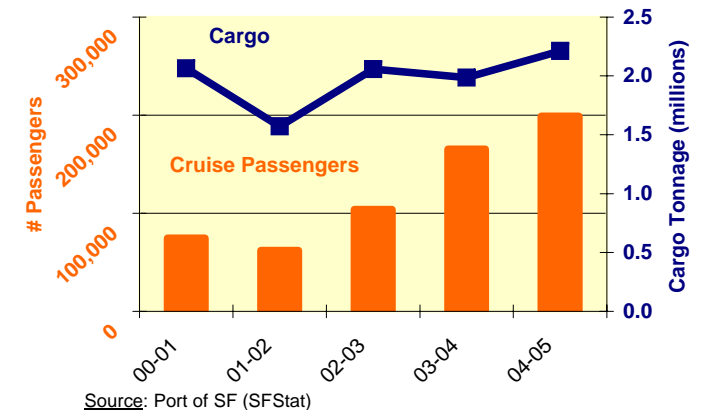
For more information:

www.sfgov.org/moed  (Mayor's Office of Economic and Workforce Development)
www.flysfo.com  (SF International Airport)
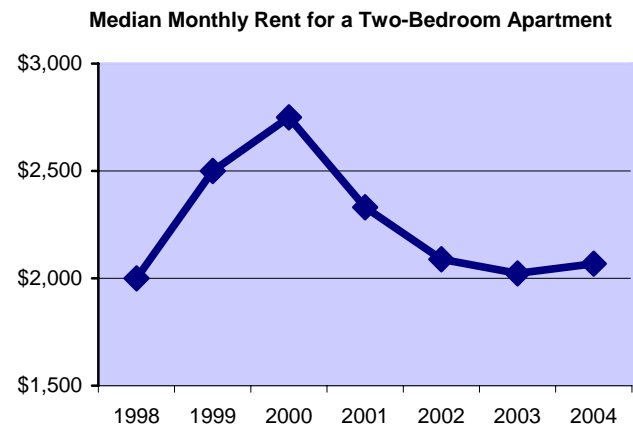www.sfport.com  (Port of SF)

# Housing

According to the Public Policy Institute of California, San Francisco is one of the counties with the greatest share of homeowners spending more than 30% of their income on housing. San Francisco's homeownership rate is only 38%, compared to a national average of 68% (US Census, American Community Survey). Between 1998 and 2004, the median price for a three-bedroom home increased by more than 100%. After peaking in 2000, the median monthly rent for a two-bedroom apartment returned to its 1998 level. According to the San Francisco Planning Department, the City's housing stock has expanded by only 3% since 1998.
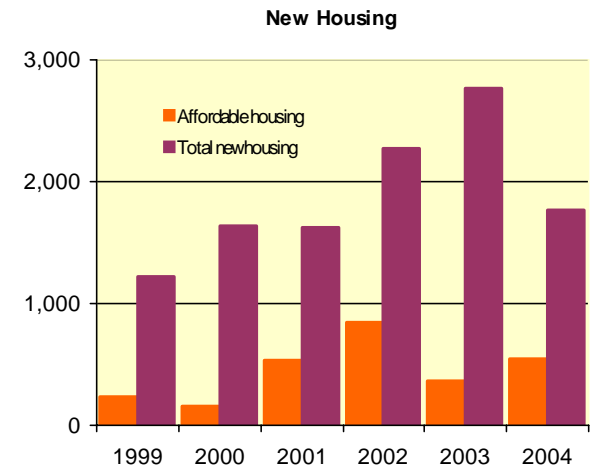
To help people who cannot afford market rates for housing, the City funds construction and rehabilitation of affordable housing for low- and moderate-income renters, as well as down-payment assistance for buyers.

Production of affordable housing declined in 2003 and increased in 2004. Affordable units accounted for more than 30% of total units produced in 2001, 2002 and 2004.
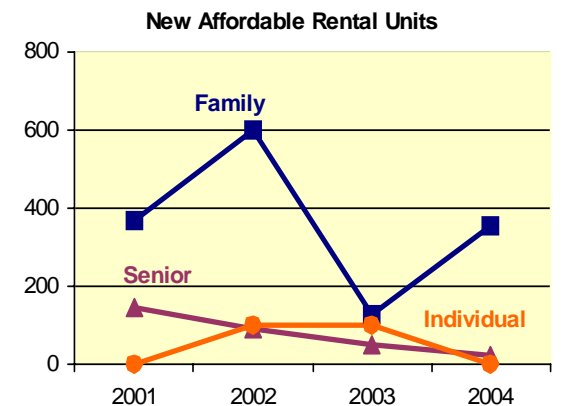
As of 2004, the City of San Francisco has approximately 354,000 total housing units, of which 10% are low or moderate income.

**Median Price of a Three-Bedroom Home**



Source: California Association of Realtors/SF Planning Dept

**Median Monthly Rent for a Two-Bedroom Apartment**



Source: SF Planning Dept

**New Housing**



Source: SF Planning Department

**New Affordable Rental Units**



Source: SF Planning Department
Notes: Most of these units are public finance assisted (95%). Family units have 2 or more bedrooms.

For more information:
www.sfgov.org/planning (SF Planning Department)
 www.sfgov.org/site/uploadedfiles/planning/Citywide/pdf/Housing%20inventory%2001-04.pdf
(SF Planning Dept Housing Inventory)
www.sfgov.org/moh  (SF Mayor's Office of Housing)
www.census.gov  (US Census)
www.ppic.org   (Public Policy Institute of California)
www.car.org   (California Association of Realtors)
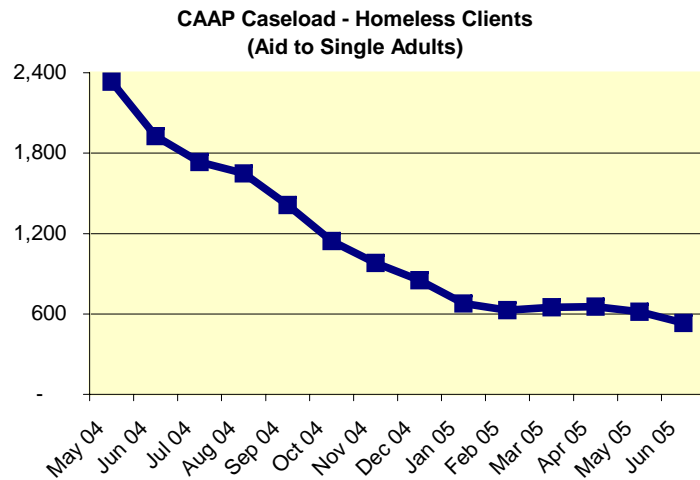
# Homelessness                    *Performance Report 2005*

The City's Department of Human Services estimates that there were 6,248 homeless people in San Francisco as of January 2005.  This represents a 28% decrease from the October 2002 estimate of 8,640 homeless people.  The number of people counted living on the street declined by 41%, DHS reported, while those in shelter or transitional housing dropped by smaller margins.
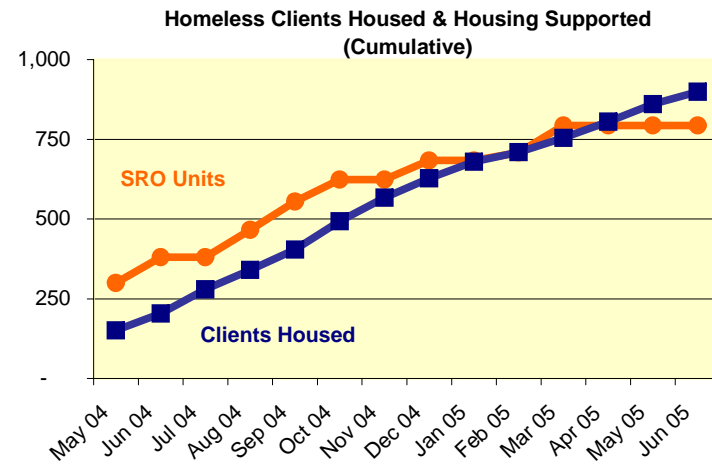
In November 2002, voters adopted the "Care Not Cash" initiative, whose stated goals were to reduce chronic homelessness and improve the health and welfare of the homeless persons receiving cash assistance through providing permanent housing opportunities and enhanced services.  Under Care Not Cash (CNC), homeless recipients in the County Adult Assistance Program (CAAP) are offered permanent housing as it becomes available and given temporary shelter in the interim period.  Cash assistance is reduced from $410 to $59 per month.

Implementation of the program started in May 2004.  In the preceding month, 2,497 CAAP recipients (35% of the adult assistance caseload) were reported to be homeless.  By June 2005, this number had decreased by almost 80%, to 533 homeless CAAP recipients.  DHS reports that 40% of this decline is the result of the City's "Housing First" policy that works towards improving shelters, increasing the number of single-room occupancy hotels and increasing the number of supportive housing units (permanent housing with on-site treatment services for mental illness, HIV/AIDS, and chronic disabilities).  In FY 2004-05, 413 additional housing units were supported by CNC and a total of 695 people were moved into housing.  DHS has 310 additional units becoming available early in FY 2005-06 and has funding for an additional 148 units.

For more information:  www.sfgov.org/homeless (SF Homeless Services)        www.sfgov.org/dhs  (SF Dept of Human Services)

**CAAP Caseload - Homeless Clients**
**(Aid to Single Adults)**

Source:  SF Department of Human Services

**Homeless Clients Housed & Housing Supported**
**(Cumulative)**

SRO Units

Clients Housed

Source:  SF Department of Human Services
Note: Homeless Clients under "Care Not Cash" Program.
"SRO" is Single-Room Occupancy housing units.

Police statistics reported to the FBI show a steady decrease in violent crime (murder, rape, robbery, and aggravated assault) in the last six years as well as in property crimes (burglary, larceny, motor vehicle theft, and arson).  Homicides dipped in Fiscal Year 2004-05 after an increase over a couple of years.  In the **2005 City Survey**, San Francisco residents reported feeling safer in their neighborhoods than in previous years.

"Clearing" a crime means an arrest is made, or there is an exception such as a statute of limitations or the death of a suspect.  The San Francisco Police Department (SFPD) cites several reasons for the increase in the percentage of violent crimes cleared in FY 2004-2005:  (1) enhanced tracking of violent crimes to compensate for flaws in the SFPD's records management system, (2) a change in methodology to include crimes that the SFPD considers cleared but that are not in the FBI's uniform crime reporting definitions, and (3) increased investigative activity and arrests.
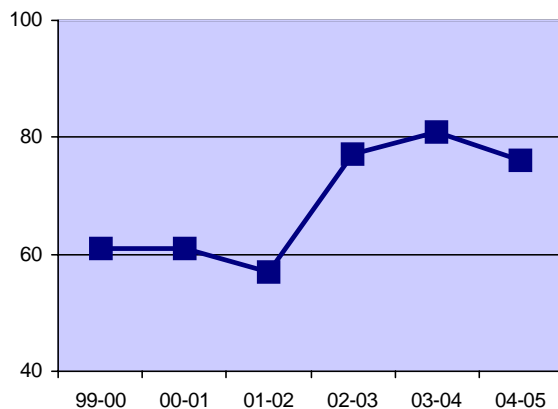
For more information:  www.sfgov.org/police (SF Police Department),
www.ag.ca.gov/cjsc/  (CA Dept of Justice)
www.fbi.gov/ucr/cius_04/index.html  (FBI)
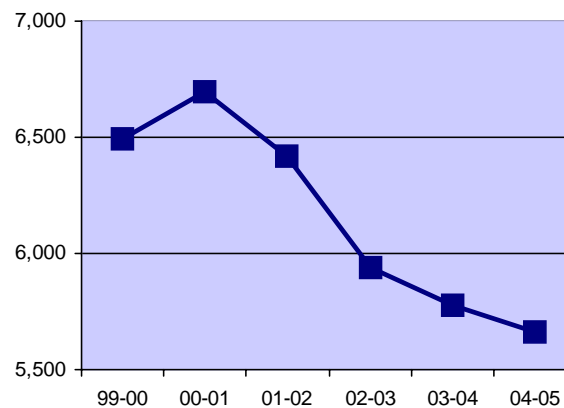
**SFPD Clearance Rates**
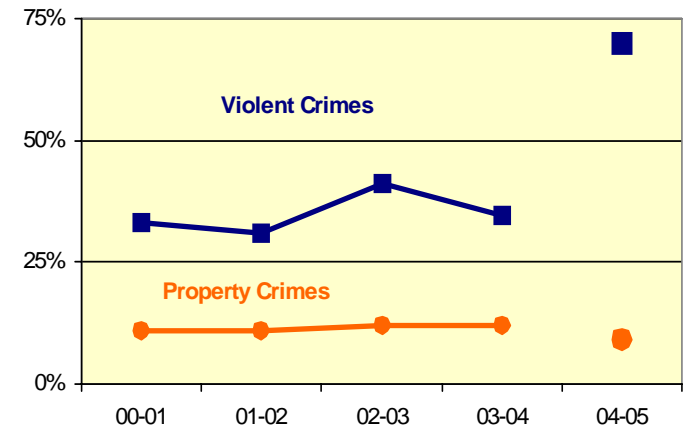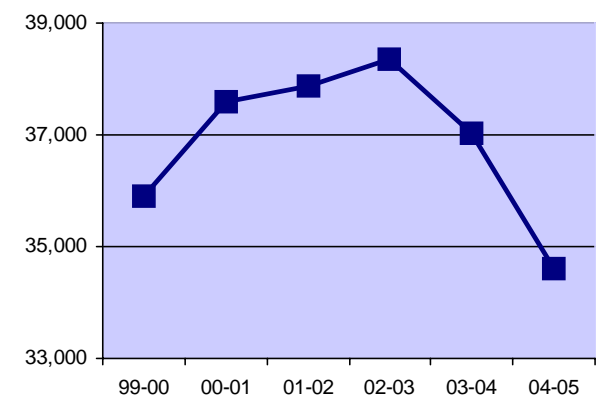


Source: SF Police Department, CABLE system

**Homicides**



Source: SF Police Department, CABLE system system

**Violent Crimes**



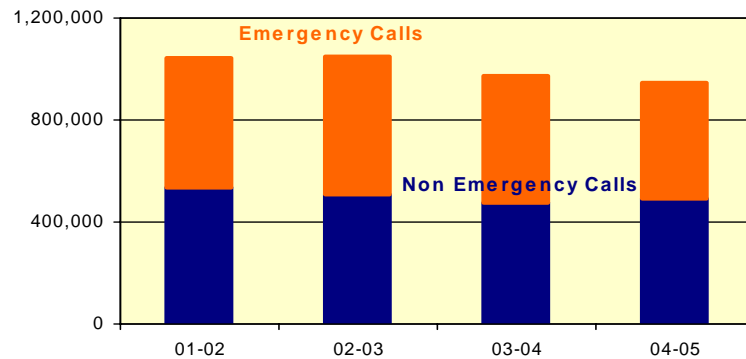Source: SF Police Department, CABLE system

**Property Crimes**



Source: SF Police Department, CABLE system

# Emergency Response

# *Performance Report 2005*

**Calls to the Emergency Communications (911) Center**

Emergency Calls

Non Emergency Calls

1,200,000

800,000

400,000

0

01-02    02-03    03-04    04-05
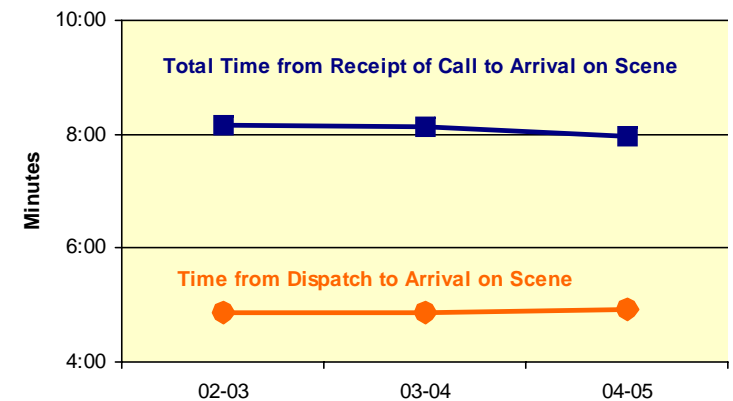
Source: SF Emergency Communications Department

San Francisco's emergency communications center receives almost 1,000,000 calls each year. Dispatchers at the center direct calls to the Police and Fire departments and provide advice and referrals. A public information campaign and increased false alarm fees have helped reduce the number of emergency calls in recent years.

The Fire Department responds to approximately 43,000 "presumed life-threatening" medical situations each year, and about 4,000 to 5,000 calls for serious fires, rescues, or hazardous materials emergencies. The National Fire Protection Association's standard is to respond to **90% of all calls** within five minutes from the time they are dispatched. The SF Health Department has set a target to respond to 90% of all emergency medical responses within 4.5 minutes. The chart at the upper right shows that 90% of the time, fire/paramedic responders arrive on scene in less than five minutes from dispatch, and within eight minutes from the time the 911 center receives the call. Response time has been stable over three years.
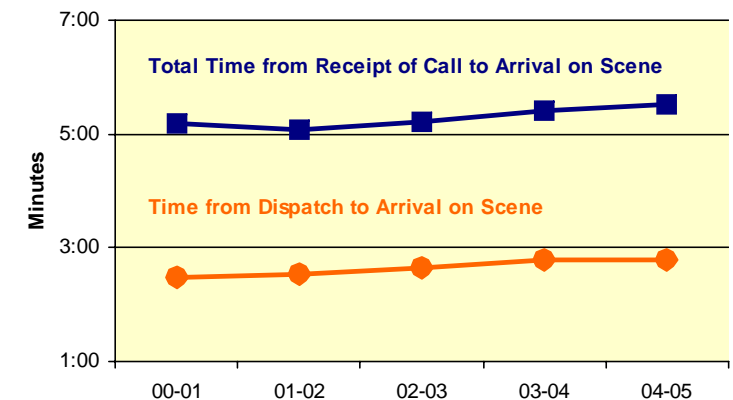
The Police Department responds to more than 70,000 "Priority A" calls each year. These may come by phone through 911 or from officers in the field. The chart at right shows that for **half of all calls** (median), officers arrive on scene within less than three minutes from dispatch (2.8 minutes in fiscal year 2004-05), and within about 5.5 minutes from receipt of a call. This time has risen slightly over the past few years. The Police Chief has stated her intention to balance response time with travel safety and reduced officer accidents.
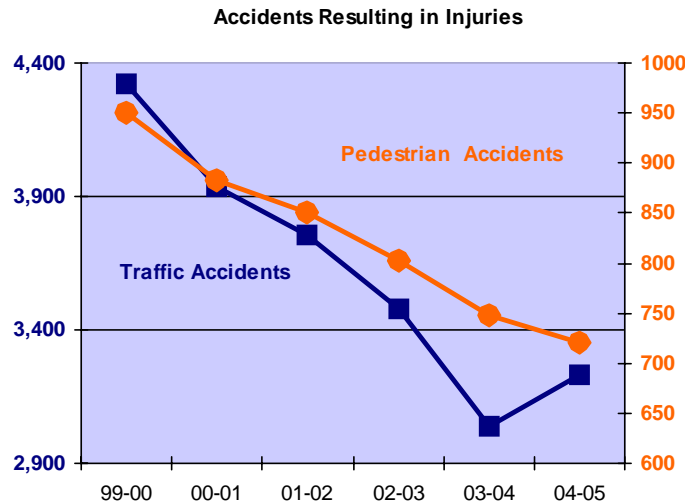
For more information: www.sfgov.org/ecd, www.sfgov.org/police, www.sfgov.org/fire, www.nfpa.org (National Fire Protection Association)

**Life-Threatening Emergencies (Fire/EMS) 90th Percentile Response Time**

10:00

Total Time from Receipt of Call to Arrival on Scene

8:00

Minutes

6:00

Time from Dispatch to Arrival on Scene

4:00

02-03    03-04    04-05

Source: SF Fire Department

**Top Priority Police Calls Median Response Time**

7:00

Total Time from Receipt of Call to Arrival on Scene

5:00

Minutes

Time from Dispatch to Arrival on Scene

3:00

1:00

00-01    01-02    02-03    03-04    04-05

Source: SF Police Department

# Traffic and Pedestrian Safety   *Performance Report  2005*

**Accidents Resulting in Injuries**
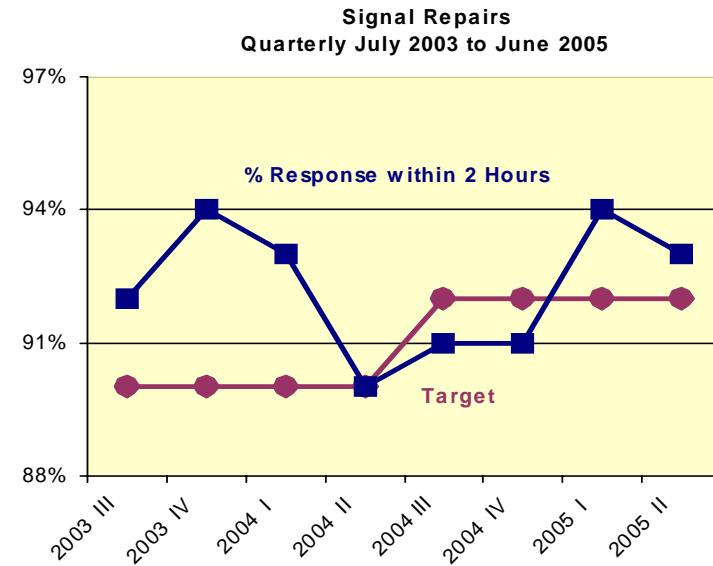


Pedestrian  Accidents

Traffic Accidents
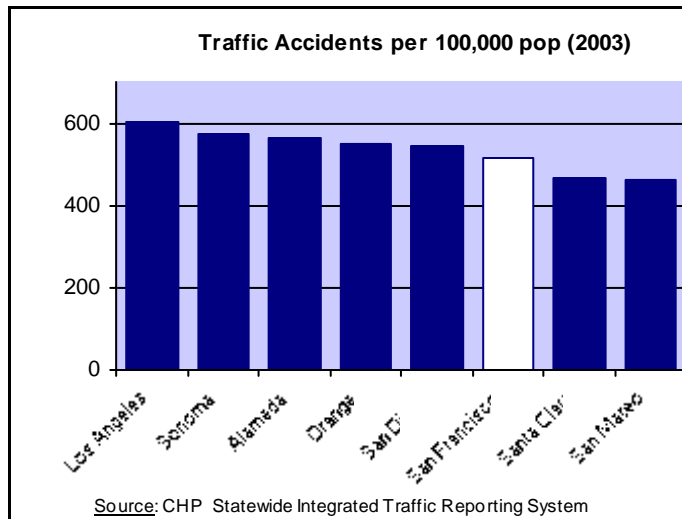
Sources: SF Police and Parking and Traffic Departments

In the **2005 City Survey,** half of respondents reported feeling safe or very safe crossing the street.

This is consistent with the decline in pedestrian accidents and traffic accidents resulting in injuries in recent  years.

These trends may reflect reduced flow of vehicles since the economic slowdown in 2001, as well as initiatives by the Parking and Traffic (DPT) and Police Departments (SFPD).  DPT's recent efforts to promote safety have emphasized engineering (e.g., countdown pedestrian signals, striping), enforcement (red light cameras, radar guns), and education (campaigns against drunk driving).

**Signal Repairs**
**Quarterly July 2003 to June 2005**



**% Response within 2 Hours**

**Target**

Source: SF DPT (SFStat)

**Traffic Accidents per 100,000 pop (2003)**



Source: CHP  Statewide Integrated Traffic Reporting System

San Francisco ranks below the state average In population-based rates of traffic accidents, with 515 accidents per 100,000 in the City. The California average is 567 accidents per 100,000 residents.
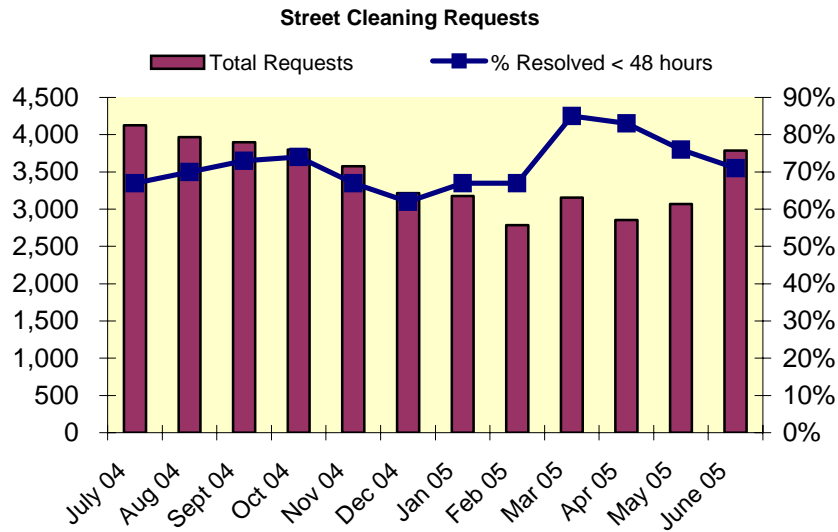
For more information:

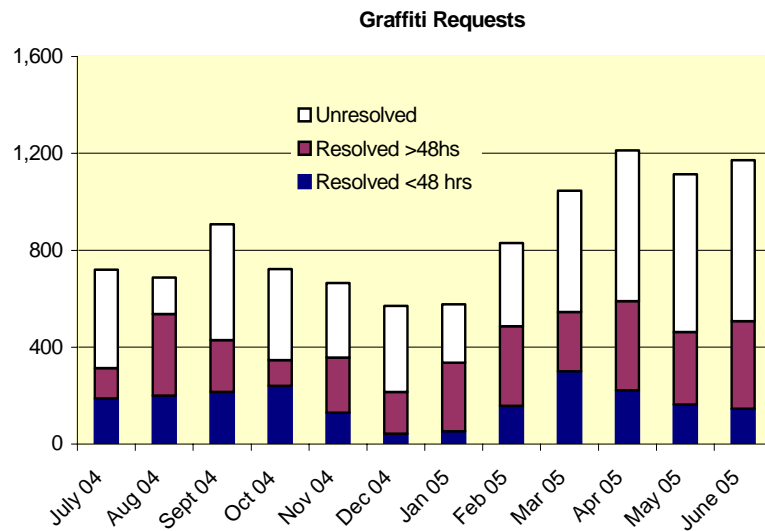www.chp.ca.gov/switrs
(California Highway Patrol)

Efforts by SFPD's Traffic Company  include the San Francisco Traffic Offender Program (STOP) which targets unlicensed drivers and unregistered vehicles; grant programs for driving under the influence (DUI) enforcement, pedestrian safety, and seat belt compliance; public awareness campaigns; and partnerships with DPT, the Health Department, schools, and seniors groups. Removal of freeways is reported by SFPD as resulting in faster driving on City streets and likely contributing to the increase in traffic accidents in FY 2004-05.

# Street Conditions

**Street Cleaning Requests**

Total Requests    ■ % Resolved < 48 hours



Source: DPW (SFStat)

**Graffiti Requests**

□ Unresolved
■ Resolved >48hs
■ Resolved <48 hrs



Source: DPW (SFStat)

The **2005 City Survey** revealed that citizen opinion ratings of street and sidewalk cleanliness have remained at about 50% favorable.

Requests for street cleaning and graffiti removal are centralized and dispatched from the City's 28-CLEAN call center (282-5326), run by the San Francisco Department of Public Works (DPW).

As shown on the graphs, the percentage of street cleaning requests resolved in 48 hours rose as the number of requests declined in the spring, averaging 78% for the 2004-05 fiscal year.  Graffiti reports increased significantly from January to June, and on average only 18% were resolved within 48 hours.  According to data tracked since March 2005, DPW's graffiti resolution rate was 75% for its own properties.  But for non-DPW property (such as mailboxes, street signs, bus stalls), other public agencies addressed only 32% of graffiti requests on their properties in 48 hours, and the resolution rate was only 23% for private property (when reported, private owners receive notices and have 30 days to comply).

The City previously lacked performance data on street conditions, street maintenance, and schedules.  Under Proposition C, approved by voters in November 2003, the Controller's Office and DPW developed and tested a set of standards in FY 2004-05.  DPW will begin implementation this year and report on results, with the first results to be posted by the end of 2005.  This monitoring system is expected to improve the efficiency and effectiveness of street sweeping, graffiti removal, and  trash can pick-up.

For more information:
www.sfgov.org/dpw   (SF Dept of Public Works)
www.sfgov.org/site/controller_index.asp?id=29122  (Prop C Street Standards—SF Controller)

# Public Transportation

# *Performance Report 2005*

Muni improved its timeliness and unscheduled absenteeism somewhat during Fiscal Year 2004-05.  However, public satisfaction with Muni in terms of routes, courtesy, timeliness, and cleanliness declined slightly.

Muni raised fares in late 2003 and again in September 2005 in order to decrease deficits in future years and keep pace with accelerating fuel and energy costs. The fare coverage of Muni's operating costs (23%) remains low compared to other public transit systems examined.  As of January 2005, public opinion of Muni fares remained relatively favorable in the annual **City Survey**.

Whereas the percentage of San Franciscans who say they ride Muni several times a week has remained stable since 1997, at just below 50%, the number of Muni boardings has decreased by 8% since 2000.  Muni has been facing a large operating deficit and has implemented service cuts and revenue measures, including fare evasion monitoring.  An upcoming analysis of the service network is planned to improve overall performance and promote long-term financial stability.

For more information:
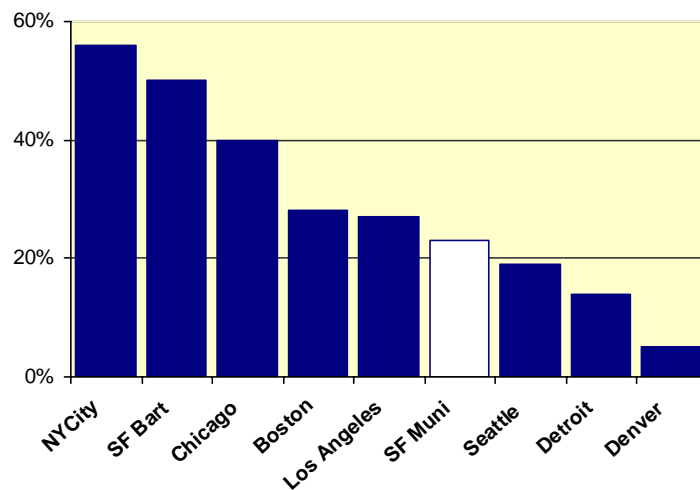www.sfmuni.com  (SF Municipal Transportation Agency)
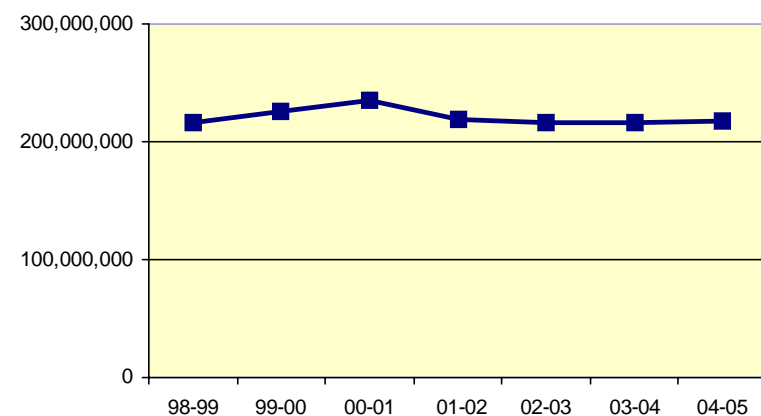www.governing.com  (Governing Magazine)

**Muni Reliability**



% Scheduled hours delivered

% On time

% Unscheduled absenteeism
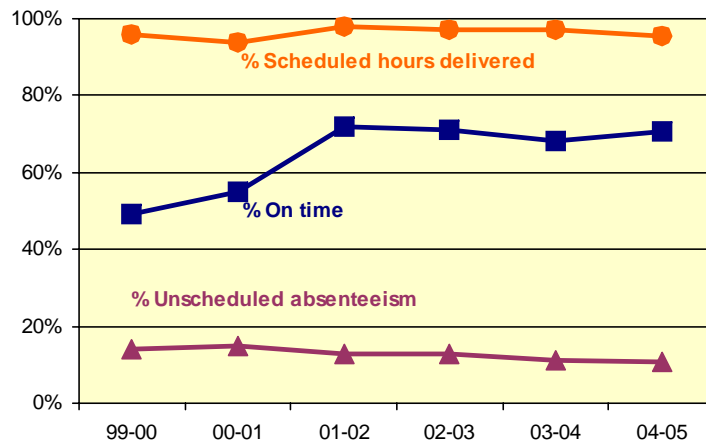
Source: SF Municipal Transportation Authority

**Fares as % of Total Operating Funds**



Source: Governing Magazine, 2005

**Number of Boardings**



Source: SF Municipal Transportation Agency

# Health Insurance, Care and Prevention    *Performance Report 2005*

According to the **2005 City Survey**, 74% of San Francisco residents are covered by private insurance, and 13% are covered by public programs such as Medi-Cal and Medicare.  However, 13% of adults and 6% of children have no health insurance at all.  As a response, the City and County of San Francisco has initiated health coverage programs to expand on the existing state and federal programs of Medi-Cal and Healthy Families.  Among them, the City's "Healthy Kids" program provides health coverage to children and young adults of working families who are not eligible for other programs.

**Substance Abuse Clients and Services**



**AIDS Cases and Mortality by Year, 1992-2004**
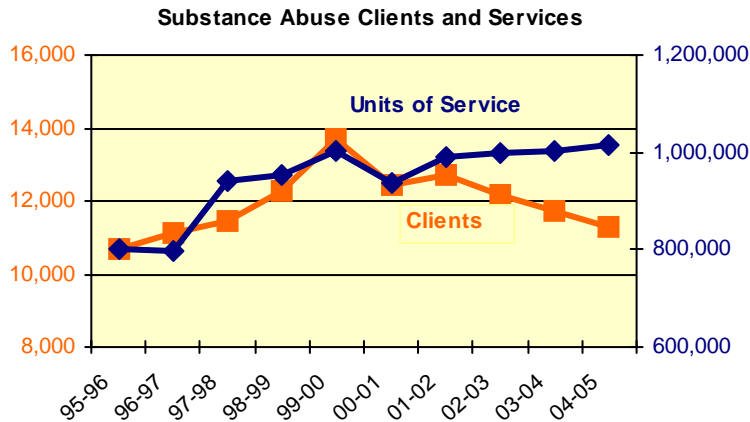
The Department of Public Health, with a budget of $1.1 billion, provides direct health care services at San Francisco General Hospital (SFGH), Laguna Honda Hospital (LHH), community health clinics, and the City's jails.  In FY 2004-05, DPH services included 77,000 days of inpatient care at SFGH and 370,000 days of long term care at LHH.   DPH is working to develop measures of service quality and effectiveness.

Through its own staff and contracts with community-based organizations, DPH provides substance abuse treatment and mental health programs.  In FY 2004-05, the City provided more than 1,000,000 units of substance abuse treatment to more than 11,000 clients.  The ratio of clients to the number of services received has changed in some programs.  Specifically, for outpatient substance abuse services and methadone maintenance, the number of visits per client has increased in the past five years.
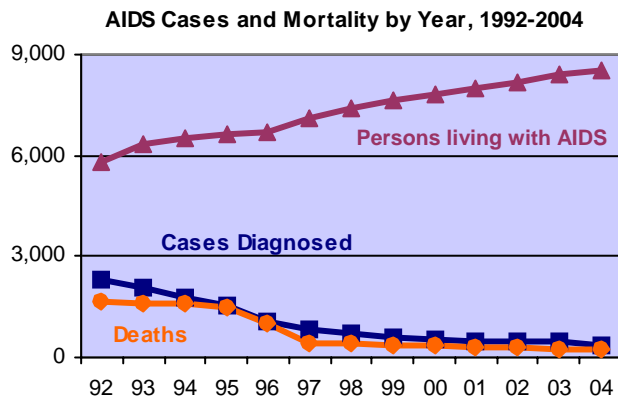
DPH also provides epidemiology, health promotion, and disease prevention through a large array of programs including HIV/AIDS programs, infectious disease control, and environmental health services.  The number of new AIDS cases diagnosed among San Francisco residents peaked in 1992.  By the end of 2004, over 8,500 San Franciscans were living with AIDS.  Deaths among persons with AIDS peaked in the years 1992-94 and declined thereafter, with the sharpest decline in 1995-97 reflecting the impact of new drug therapies.

For more information:
www.dph.sf.ca.us   (DPH),   www.healthpolicy.ucla.edu  (UCLA CHIS Survey)
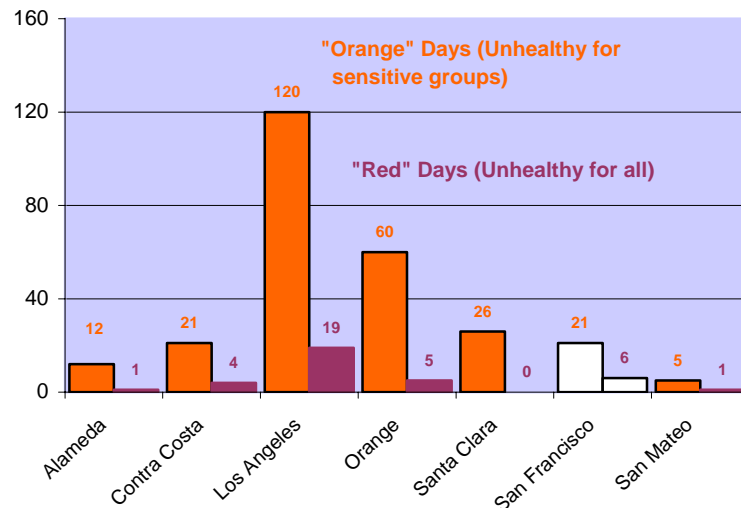www.chcf.org   (CA Health Care Foundation)
www.sfhp.org/about_us/programs.aspx  (SF Health Plan / Healthy Kids)

# Energy, Air, and Waste

Hydroelectric power is the principal source of energy provided by the Hetch Hetchy water and power system (77% in 2004). Managed by the San Francisco Public Utilities Commission (PUC), Hetch Hetchy provides power to municipal facilities such as City Hall, police and fire stations, clinics, and the Municipal Railway. In 2004, hydroelectric power represented about 12% of the total kilowatts delivered to all of San Francisco by Pacific Gas and Electric (PG&E). The PUC is currently developing other renewable sources of energy such as solar power, with new systems under design to be installed on the roofs of public facilities by the end of FY 2005-06.
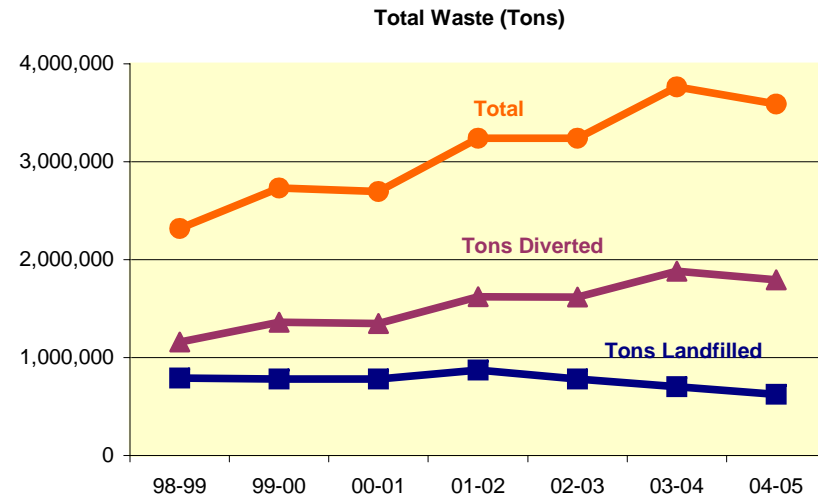
The City and County of San Francisco currently has 610 alternative fuel vehicles (electric, hybrid, propane gas), which represent about 15% of the City's fleet. San Francisco was among the first cities in the U.S. to acquire compressed natural gas vehicles.

**Total Waste (Tons)**



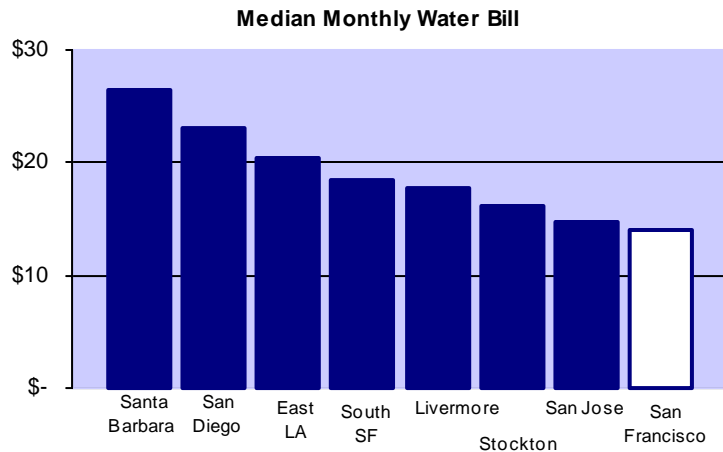Source: San Francisco Department of Environment.

State law requires California's cities and counties to divert from landfills at least 50% of the garbage generated by city businesses, residents, and visitors. San Francisco has met this goal and is pursuing the goal of 75% diversion by 2010, as adopted by the City's Board of Supervisors.

In FY 2004-05, San Francisco generated 1.8 million tons of waste material. Of this, 1.2 million tons were diverted from landfills, including 39,000 tons of collected biomass material (wood). This represented an overall rate of alternative waste treatment of 67%, compared to a rate of less than 50% statewide. This was accomplished through recycling, composting, reuse, and source reduction. The remaining 33% of waste went into landfills.

**Particle Air Pollution 2005**



Source: American Lung Association

For more information:  www.sfwater.org  (SF PUC Water Dept)
www.lungaction.org/reports/stateoftheair2005.html  (ALA)
www.sfenvironment.com  (SF Dept of the Environment)
www.sfenvironment.com/aboutus/energy/policy.htm  (SF's Electricity Resource Plan)
www.sfenvironment.com/aboutus/recycling/residential.htm  (SF Recycling Information)

# Water

Compared to the California cities and water districts below, the City's median monthly water cost for residential customers is low.  (Water and sewer bills are paid every two months in San Francisco). Primary reasons for the difference from other cities include the unusually pure source of water at Hetch Hetchy reservoir (reducing filtration costs) and the system's gravity-based transport system (reducing pumping costs).  Users currently pay $1.71 per unit of water (at an average of 5.5 units consumed per month), plus a fixed service charge to be hooked up to the system which equals $4.60 a month for most residents.  In 2002, San Francisco voters approved a $1.6 billion bond measure to finance the renovation of the water delivery system.  Rates are expected to increase over the next ten years as the San Francisco Public Utilities Commission (PUC) implements this 13-year Water Supply Improvement Program, which will replace aging infrastructure (pipelines, tunnels, reservoirs, etc.).  The PUC expects San Francisco rates to remain at or near the bottom of the range compared to similar utilities across the state, however.

**Service Line Leaks/Breaks**



Source: SF PUC (SFStat)

**Water Main Breaks**



Source: SF PUC (SFStat)

**Median Monthly Water Bill**



Source:
City and local water authorities websites, July 2005 data

For more information:
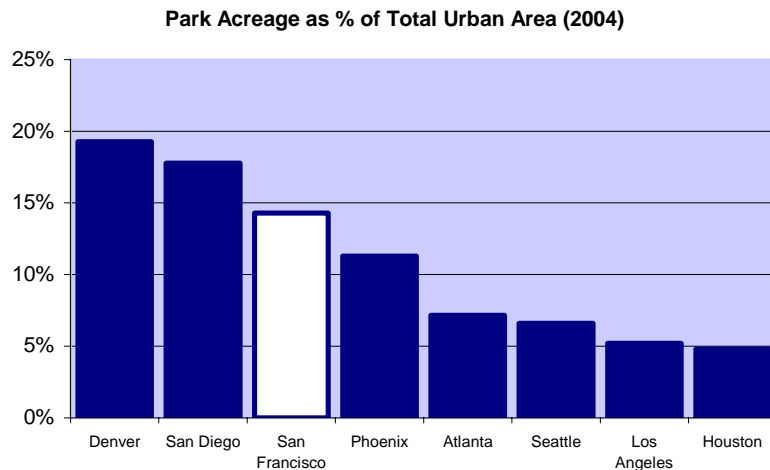www.sfwater.org    (SF PUC Water Dept)
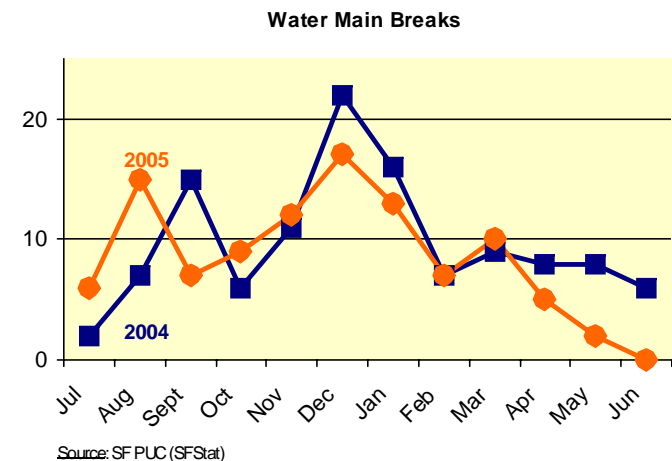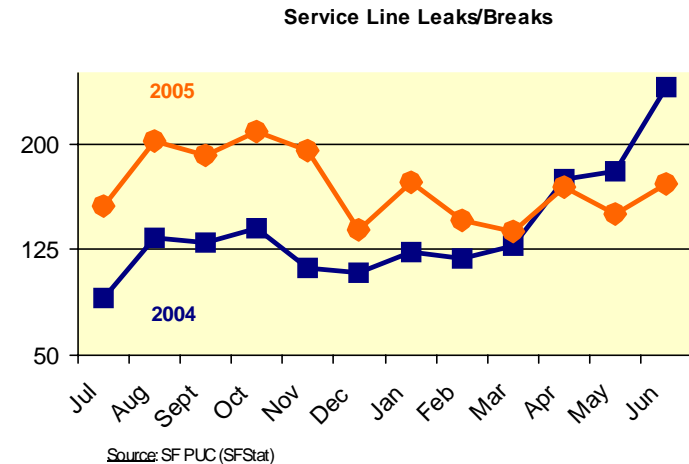
The number of leaks and breaks in service lines (from the main line to the buildings served) increased from FY 2003-04 to FY 2004-05.  This results from the age of the system and highlights the need for infrastructure improvement to the system.  Breaks in water mains stayed about the same in FY05, decreasing toward the end of the fiscal year.
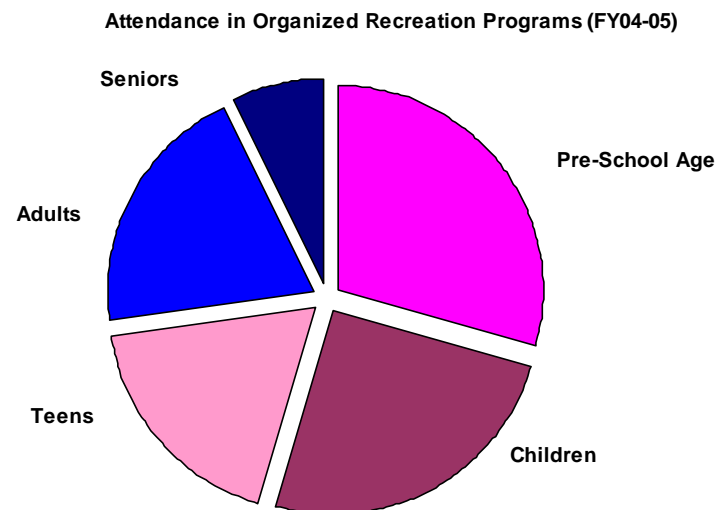
# Parks and Recreation Areas

# *Performance Report 2005*

San Francisco contains 3,430 acres of parks and recreational areas that cover 15% of the City's urban area.

**Park Acreage as % of Total Urban Area (2004)**

**Attendance in Organized Recreation Programs (FY04-05)**

Park maintenance is currently a priority in San Francisco, as expressed through citizen support for bond measures and recent budget proposals by City officials. New capital funds have been budgeted for facility improvements and a number of initiatives have been introduced to make the City cleaner and "greener." Spending on parks in San Francisco equaled $39 per capita in 2003; additional funding of $15 million will raise spending on parks to $60 per capita for FY 2005-06.

Participation in organized recreation programs is expected to rise this year. In light of current City demographics and the findings of the 2004 Recreation Assessment, the Recreation and Parks Department is reviewing program offerings, especially for adults and seniors. In FY 2004-05, 63% of attendance was by children and youth through the age of 19. The Department is also implementing new measures to improve the reporting of participation in recreation programs.

The Department previously lacked performance data on maintenance of its public spaces. As mandated under Proposition C, approved by voters in November 2003, the Controller's Office and the Recreation and Parks Department have developed **maintenance schedules and standards** to measure performance. The new standards define the desired conditions for park features and will be used for the first time this fiscal year to evaluate park conditions in all 11 supervisorial districts. First results will be posted by the end of the 2005, helping improve the quality of parks and the efficiency of their management.

For more information:
www.sfgov.org/recpark (SF Dept of Recreation and Parks)
www.sfgov.org/site/mayor_index.asp?id=27047 (SF Mayor's policy site)

# Arts and Culture

While traditional public library activity (book circulation) is slightly decreasing, program attendance and database searches have increased significantly. This trend accounts for the relative stability in the number of visits to the libraries since FY 2002-03 (close to 7 million). Public opinion of the library system remains generally positive, but ratings dropped from 2004 in the **2005 City Survey**.

A recent decline in library visits has resulted mainly from the Branch Library Improvement Program that has closed several neighborhood branches since 2003. Nineteen branches will be renovated within five years, while new branches will be built in Glen Park, Portola, Ingleside, and Visitacion Valley. During each renovation, branches will be closed for 12 to 24 months.
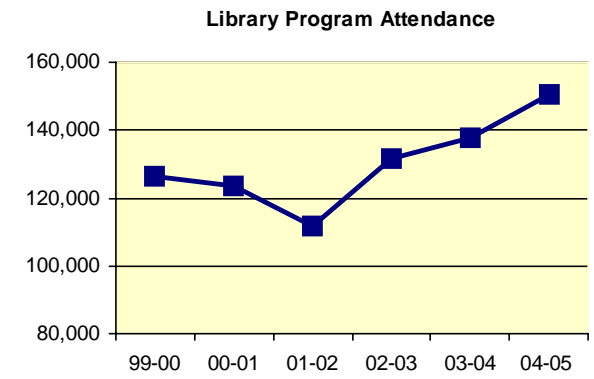
For more information:
www.sfpl.org   (SF Public Library)
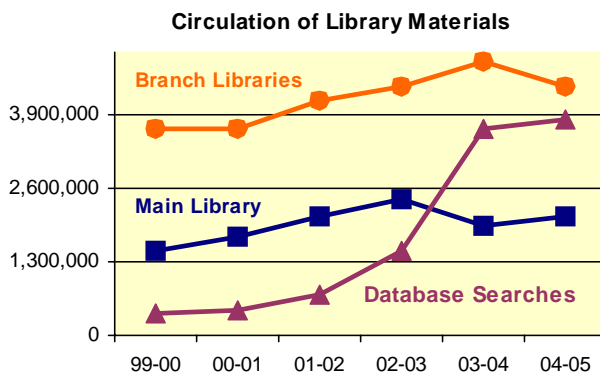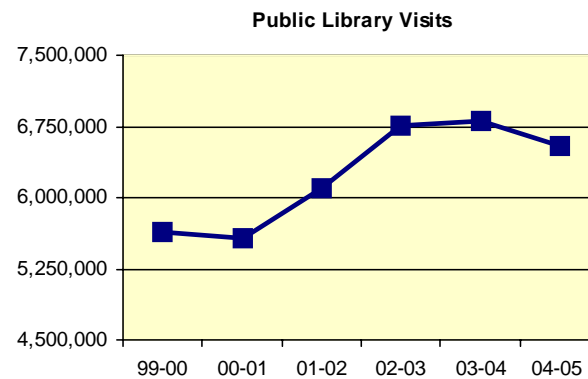
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The number of museum visitors has fluctuated over the past few years due to a large restoration program that led to temporary closures for some of the City's museums. Since reopening, the Asian Art Museum has steadily increased its visitor numbers. Since 2002, the Academy of Sciences has been relocated to a smaller temporary home so that construction of a new building can be completed more quickly. The new Academy facility is scheduled to open in late 2008. The De Young Museum has been closed for several years, but reopened in October 2005 (not shown on the graph).

**Museum Visitors**
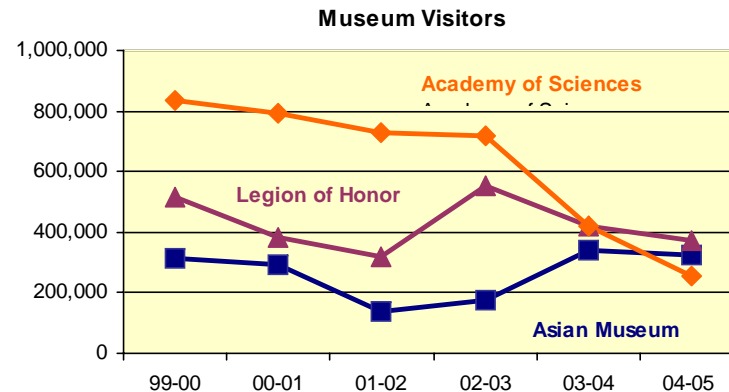


Source: San Francisco Departments

For more information:     www.sfgov.org/site/mainpages_index.asp?id=12800  (AAM)
www.sfgov.org/site/mainpages_index.asp?id=12805  (FAM)

The Palace of the Legion of Honor has accommodated a stable number of visitors, with a spike in FY 2002-03 due to the successful Leonardo Da Vinci exhibit.

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**Circulation of Library Materials**



Source: San Francisco Public Library

**Public Library Visits**



Source: San Francisco Public Library

**Library Program Attendance**



Source: San Francisco Public Library