

GOVERNMENT BAROMETER: Quarter 2, Fiscal Year 2013 CITY AND COUNTY OF SAN FRANCISCO

OFFICE OF THE CONTROLLER

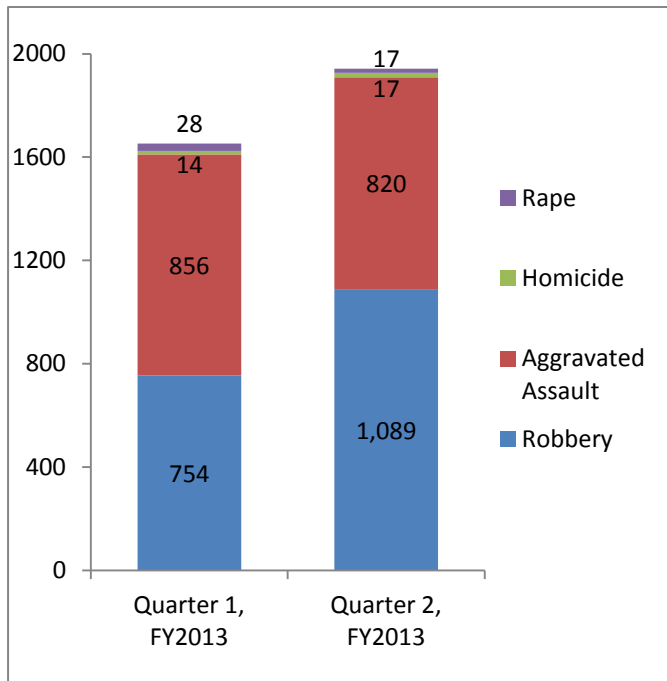
February 14, 2013

Summary

The Office of the Controller’s Citywide Performance Measurement Team collects performance data from City departments on a quarterly basis in order to increase transparency, create dialogue, and build the public’s confidence regarding the City’s management of public business. Measures are listed according to major service areas, such as public safety, health and human services, streets and public works, public transit, recreation, environment, and customer service. Select measures of interest are highlighted below.

Measure Highlights—Crimes Reported

Each Government Barometer contains the measures “Total number of serious violent crimes reported” and “Total number of serious property crimes reported (per 100,000 population).” Both measures increased by over ten percent since the last reporting period. To better understand the increases in both violent and property crime, breakdowns of the crime types are highlighted below.

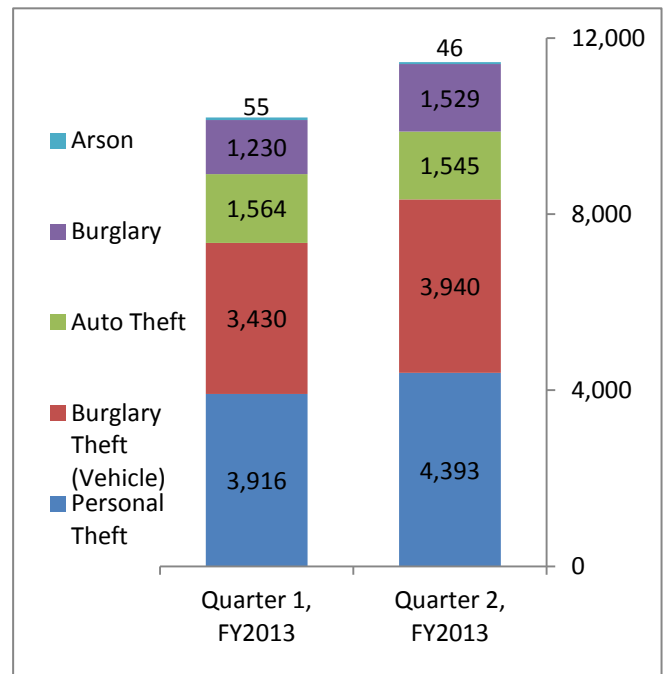


Violent Crimes

The total number of serious violent crimes reported has increased by 17.6% since the previous quarter to a total of 1,943 instances. Robbery and Homicide offenses increased by the greatest margins, 27.2% and 21.4% respectively. Rape offenses reported decreased by 39.3% since the previous quarter. Of all violent crimes reported this quarter, robbery constitutes 56%, aggravated assault constitutes 42%, and homicide and rape each constitute 1%.

Property Crimes

The total number of serious property crimes reported between October and December of 2012 totals 11,454 offenses, an increase of 12.4% since the previous quarter. Personal/Other Theft comprises the largest proportion of total property crimes at 38% and has grown by 12.2% since the previous quarter. Burglary offenses have risen by the greatest amount at 24.3% and constitute 13% of the total. Arson constitutes the smallest portion of property crimes at 0.4% and has decreased by 16.4% since the previous quarter.



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Activity or Performance Measure	Rolling Yearly Average	Prior Period Average	Current Period Average	Period-to-Period		Year-to-Year	
				% Change	Trend	% Change	Trend
Public Safety							
Total number of serious violent crimes reported (homicide, forcible rape, robbery, and aggravated assault, per 100,000 population)	68.6	65.4	76.9	17.6%		7.5%	
Total number of serious property crimes reported (burglary, larceny-theft, motor vehicle theft, and arson, per 100,000 population)	389.6	403.3	453.1	12.4%		28.8%	
<p>→ The total number of serious property crimes reported (burglary, larceny-theft, motor vehicle theft, and arson, per 100,000 population) has increased by 12.4% from the previous quarter and 28.8% from the same quarter the previous year.</p>							
Average daily county jail population	1,553	1,531	1,510	-1.4%		0.0%	
Total active probationers	5,959	5,925	5,758	-2.8%		-6.6%	
<p>→ The total number of active probationers decreased by 6.6% compared to the same quarter the previous year. Although the Public Safety Realignment Act of 2011 led to an increase in a portion of the probation population; the overall probationer population has decreased due to several factors including reduced crime levels and diversion programs that keep offenders off probation.</p>							
Percentage of 9-1-1 calls answered within 10 seconds	88%	88%	87%	-1.1%		-2.6%	
Average 9-1-1 daily call volume	1,513	1,520	1,562	2.8%		6.9%	
<p>→ The average 9-1-1 daily call volume has increased by 2.8% from the previous quarter and 6.9% from the same quarter the previous year. A abnormally large concentration of events in October 2012 (The World Series, Fleet Week, America's Cup) resulted in an increased request for additional dispatch radio channels for both the police and fire departments.</p>							
Percentage of fire/medical emergency calls responded to within 5 minutes	89.7%	91.1%	90.2%	-1.0%		-2.2%	
Health and Human Services							
Average daily population of San Francisco General Hospital	385	374	362	-3.2%		-10.5%	
<p>→ The average daily population of San Francisco General Hospital has decreased by 3.2% since the previous quarter and by 10.5% compared to the same quarter the previous year.</p>							
Average daily population of Laguna Honda Hospital	753	757	755	-0.3%		0.9%	
Total number of Healthy San Francisco participants	46,482	47,705	45,199	-5.3%		0.0%	

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Activity or Performance Measure	Rolling	Prior	Current	Period-to-Period		Year-to-Year	
	Yearly	Period	Period	% Change	Trend	% Change	Trend
	Average	Average	Average				
New patient wait time in days for an appointment at a DPH primary care clinic	26	27	32	17.3%		33.8%	
<p>→ Department of Public Health (DPH) new patient wait time increased 17.3% from the previous quarter. The recent increase in patient wait time is a result of the implementation of electronic medical records systems at primary care clinics. During the training and transitioning phase, physician productivity levels decreased. Nonetheless, the electronic medical records system is predicted to decrease wait times for patients in the long term.</p>							
Current active CalWORKs caseload	4,562	4,540	4,488	-1.1%		-5.4%	
Current active County Adult Assistance Program (CAAP) caseload	6,927	6,822	6,735	-1.3%		-6.4%	
Current active Non-Assistance Food Stamps (NAFS) caseload	27,706	27,761	27,579	-0.7%		-1.4%	
Percentage of all available homeless shelter beds used	96%	97%	96%	-1.0%		-0.3%	
Average nightly homeless shelter bed use	1,088	1,096	1,090	-0.5%		-0.2%	
Total number of children in foster care	1,088	1,096	1,097	0.1%		-1.9%	

Streets and Public Works

Volume of graffiti (public)	856	955	496	-48.0%		-55.8%	
<p>→ The volume of graffiti reported on public property has declined by 48% since the previous quarter and by 55.8% since the same period of the previous year. Improved performance by the Graffiti Unit and a subsequent increase in graffiti abatement contribute to a decrease in volume of public graffiti reported. It has also been posited by the Department of Public Works that if graffiti is removed faster, graffiti artists may be less likely to tag. Graffiti is reported via 311 and the Bureau of Street Environmental Services' 28 Clean access number.</p>							
Volume of graffiti (private)	1,083	995	1,074	8.0%		0.7%	
<p>→ The volume of graffiti reported on private property increased by 8% since the previous quarter. This increase may be due to a shift by taggers from public property to private property as it takes longer for graffiti to be removed from private property.</p>							
Volume of street cleaning requests	5,201	5,737	5,397	-5.9%		5.3%	
Percentage of street cleaning requests responded to within 48 hours	89.6%	81.7%	90.2%	10.5%		1.0%	

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				% Change	Trend	% Change	Trend
Percentage of graffiti requests on public property responded to within 48 hours	90.7%	95.9%	93.3%	-2.7%		28.4%	

→ The average percentage of graffiti requests on public property responded to within 48 hours has decreased by 2.7% since the previous quarter. Requests have increased incrementally by 2% per month beginning in October and by 28.4% since the same period of the previous year.

Public Transit

Percentage of Muni buses and trains that adhere to posted schedules	60.2%	58.7%	58.2%	-0.9%		-19.2%	
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→ The percentage of Muni buses and trains that adhere to posted schedules demonstrates a decline of 0.9% from the previous quarter and 19.2% since the same quarter the previous year.

Average daily number of Muni customer complaints regarding safety, negligence, discourtesy, and service delivery	43.7	48.0	39.5	-17.8%		-3.7%	
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→ The average daily number of customer complaints regarding safety, negligence, discourtesy, and service delivery provided by SFMTA has decreased by 17.8% since the last quarter.

Recreation, Arts, and Culture

Average score of parks inspected using park maintenance standards	90.5%	91.2%	91.3%	0.0%		0.0%	
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Total number of individuals currently registered in recreation courses	10,616	11,936	8,535	-28.5%		-2.7%	
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→ The total number of individuals currently registered in recreation courses has decreased by 28.5% since the previous quarter. Registration for recreation courses follows a seasonal trend with registration always highest July-September. Compared to the same quarter of the previous year, registration has decreased by 2.7%.

Total number of park facility (picnic tables, sites, recreation facilities, fields, etc.) bookings	6,175	6,265	5,545	-11.5%		5.4%	
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→ The total number of park facility (picnic tables, sites, recreation facilities, fields, etc) bookings have decreased by 14.6% since the last quarter. The change is likely due to timing of registrations or seasonality factors.

Total number of visitors at public fine art museums (Asian Art Museum, Legion of Honor, and de Young)	136,573	143,790	113,177	-21.3%		-12.2%	
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Total circulation of materials at main and branch libraries	930,521	970,323	891,293	-8.1%		0.1%	
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Environment, Energy, and Utilities							
Average monthly energy usage per SFPUC street light (in million kilowatt hours)	52.3	51.1	56.6	10.6%		N/A	
Per capita water sold to San Francisco residential customers (gallons per capita per day)	50.3	50.6	49.9	-1.4%		0.3%	
Average monthly water use by City departments (in millions of gallons)	117.8	128.1	102.6	-19.9%		-10.2%	
Average monthly energy usage by City departments (in million kilowatt hours)	72.3	72.1	71.9	-0.3%		-1.1%	
Average workday tons of trash going to primary landfill	1400.5	1438.7	1349.9	-6.2%		-5.8%	
<p>→ Average workday tons of trash going to primary landfill has decreased by 6.2%, or 88.8 tons, since the last quarter and 5.8%, or 82.79 tons, since the same quarter the previous year.</p>							
Percentage of curbside refuse diverted from landfill	59.4%	59.9%	59.1%	-1.4%		0.0%	
<p>→ The percentage of curbside refuse diverted from landfill has decreased by 1.4%. A decrease in the tonnage of City garbage cans during the month of November is a contributing factor to the increase of curbside refuse sent to landfills.</p>							
Permitting and Inspection							
Value (estimated cost, in millions) of construction projects for which new building permits were issued	\$123.7	\$227.4	\$43.6	-80.8%		-26.1%	
<p>→ The value (estimated cost, in millions) of construction projects for which new building permits were issued decreased by 80.8% since the previous quarter and by 26.1% since the same quarter of the previous year. The total value average of construction projects in the current period is \$43.6 million.</p>							
Percentage of all building permits involving new construction and major alterations review that are approved or disapproved within 90 days	63%	66%	55%	-17.1%		-18.5%	
Percentage of categorical exemptions (California Environmental Quality Act) reviewed within 45 days	84%	N/A	87%	6.6%		N/A	

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Percentage of life hazard or lack of heat complaints responded to within one business day	96%	100%	98%	-1.7%		6.5%	
Percentage of customer-requested construction permit inspections completed within two business days of requested date	98%	98%	97%	-1.4%		0.7%	
Customer Service							
Average daily number of 311 contacts, across all contact channels	6,126	5,667	5,396	-4.8%		-23.5%	
<p>→ The average daily number of 311 contacts, across all contact channels, decreased for the ninth consecutive month. Since the previous quarter, the average daily number of contacts has decreased by 4.8 percent. This decrease can be attributed to the decrease in calls regarding Muni service as smart phones and increased data sharing with 511 has made Muni arrival time more widely available.</p>							
Percentage of 311 calls answered by call takers within 60 seconds	72%	70%	70%	-0.8%		-9.4%	

Notes:

Beginning in July 2012, the Government Barometer will be issued four times a year. Each report will include new data from the prior three months. The Rolling Yearly Average is the average of monthly values for the most recent month and 11 months prior (e.g., the average of January 2011 to December 2012). The Prior Period Average value reflects the average of the three months prior to the Current Period (e.g. for the December 2012 report, July, August and September 2012). The year-to-year change reflects the change since the same period last year (e.g., Oct-Dec 2012 compared to Oct-Dec 2011). Trend lines are made up of monthly data provided by departments. The scale of the trend lines can give the appearance of major changes to small fluctuations. For additional detail on measure definitions and department information, please review the Government Barometer Measure Details on the Controller's Office website. Values for prior periods (e.g. July-September 2012) may be revised in this report relative to their original publication.

To prepare this report, the Citywide Performance Measurement Program has used performance data supplied by City Departments. The Departments are responsible for ensuring that such performance data is accurate and complete. Although the Citywide Performance Measurement Program has reviewed the data for overall reasonableness and consistency, the Program has not audited the data provided by the Departments.

**CONTROLLER'S OFFICE
CITY SERVICES AUDITOR**

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.

About the Government Barometer:

The purpose of the Government Barometer is to share key performance and activity information with the public in order to increase transparency, create dialog, and build the public's confidence regarding the City's management of public business. The report lists measures in major service areas. This is a recurring report. The March 2013 report is scheduled to be issued in late April 2013.

For more information, please contact the Office of the Controller, City Services Auditor Division.

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