



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: January 19, 2012

SUBJECT: Update for January 2012 CGOBOC Meeting

The following are highlights of the City Services Auditor (CSA), City Performance unit's performance and technical assistance activity since the last CGOBOC meeting.

- Performance staff compiled and issued the October bimonthly reports of government/public service performance statistics—the Barometer. October highlights were:
 - The total number of Healthy San Francisco participants decreased by 18.3 percent from October 2010 primarily due to a transition in July 2011 of over 10,000 Healthy San Francisco participants to San Francisco Provides Access to Healthcare (SF PATH), a new federally-supported health access program that provides affordable health care services for some low income people living in San Francisco. Correcting for this transition, Healthy San Francisco enrollment is continuing to increase, but at a lesser pace;
 - The Food Stamp caseload increased by 17.1 percent from October 2010. The increase is likely due to the continuing economic downturn and the Food Stamp Program's aggressive enrollment of eligible participants, in order to meet the nutritional needs of San Franciscans;
 - The percentage of street cleaning requests responded to within 48 hours remains around 87% even as the volume of street cleaning service requests has increased.
- On November 29, 2011, CSA issued the Annual Year-End Performance Measurement Report Fiscal Year 2010 11. The goal of the Controller's Office's Citywide Performance Measurement (PM) Program is to increase the use of performance measurement to help drive more efficient, effective, and thoughtful operations and allocation of resources. The report has data for all measures currently in the Citywide Performance Measurement System—over 1,000 measures covering all City departments. The report also summarizes the Citywide Performance Measurement Program's ongoing work—efforts to train city staff in performance measurement, validate data in the Citywide system, and improve the data with new benchmarking, effectiveness and efficiency measures.

- CSA issued its Park Maintenance Standards Annual Report for FY 2010-11. On average, scores decreased slightly from last year, but remain higher than prior years. Over half of all parks inspected had scores lower than in FY 2009-10, but 88 percent of parks still score above 80 percent. All features (e.g., lawns, children’s play areas, trees, athletic fields, etc.) scored above 85 percent on average. Restrooms scores continue to improve over time, particularly in comparison to initial scores in FY 2005-06. Parks in Districts 10 and 11 continue to score relatively poorly.
- CSA completed its Mental Health Medi-Cal (MH-MC) Revenue Enhancement Project. The Controller’s Office and the Department of Public Health (DPH) partnered to identify, document and streamline the processes that enable County-funded Agencies that provide mental health services to achieve Medi-Cal certification. Providers and DPH can now embark on MH-MC certification with the support and confidence needed to succeed. This will allow DPH to increase provider participation in the Medi-Cal program, decrease reliance on the General Fund, and allow providers to access new revenue.
- CSA and the city’s Film Office reviewed Ordinance 205-11; the San Francisco Film Rebate Program. The Film Rebate Program was created in 2006 in the context of declining employment in film production in San Francisco. Findings from the memorandum include:
 - Since the Film Rebate Program was created in 2006, eight productions have received rebates from the City totaling \$1.5 million. Together, these productions are estimated to have spent \$40 million locally.
 - Rebated productions represent nine percent of all filming permitted by the San Francisco Film Office.
 - The wages paid to San Francisco residents by rebated productions represent roughly three percent (\$12.5 million) of total wages in the San Francisco film production industry.
 - Employment in the San Francisco film production industry overall has grown significantly since 2006; however, it is unlikely that the Film Rebate Program has played a central role in this growth.
 - Filmmakers receiving rebates overwhelmingly report that the Film Rebate has been a key factor in choosing San Francisco as their production location.
- I am available to answer questions as needed. A table listing performance reports issued since CGOBOC’s last meeting is below.

Date Issued	Report Title
01/10/12	Mental Health Medi-Cal (MH-MC) Revenue Enhancement Project
12/22/11	Government Barometer October 2011
11/29/11	Annual Year-End Performance Measurement Report Fiscal Year 2010-11
11/17/11	Park Maintenance Standards Annual Report FY 2010-11