M E M O R A N D U M

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: March 20, 2013

SUBJECT: Update for March 2013 CGOBOC Meeting

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 Quarter 2, Fiscal year 2013, report on government/public service performance statistics—the Barometer. Quarter 2 highlights were:

    o The Department of Public Health's new patient wait time increased 17.3% from Q1. The recent increase is attributed to implementation of electronic medical records systems at primary care clinics. During the training and transitioning phase productivity levels decreased, however, the electronic medical records system is predicted to decrease wait times as the clinics and staff become proficient in its use;

    o 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 fewer calls regarding Muni service as smart phones and data sharing with 511 have made Muni information more easily available on mobile devices.

- CSA issued its Park Maintenance Standards Annual Report for FY 2011-12. On average, scores slightly increased from last year. Over half of all parks inspected had scores lower than in FY 20010-11, however 90 percent of parks still score above 80 percent in compliance with all standards. Parks in the southeastern neighborhoods continue to score lower than the average, though their overall scores improved this year. Disparities between districts are at the lowest level since the program began. Fay Park, Sunnyside Conservatory, and Beidman/O'Farrell Mini Park remain among the highest scoring parks in the City, while Park Presidio Boulevard, Pine Lake Park, and Randolph/Bright Mini Park are among the lowest.

- In February, CSA issued a benchmarking report comparing San Francisco's jail to population to that in seven counties: Alameda, Fresno, Los Angeles, Sacramento, San Diego, Santa Clara, and San Mateo. Highlights included:

    o San Francisco has the lowest percentage of misdemeanor offenders (2.2%) and the highest percentage of felony offenders (97.8%) as a percentage of the County's average daily jail population (ADP).
    o San Francisco's incarceration rate is 190 inmates for every 100,000 residents, equal to the average for other counties.
    o San Francisco spends approximately $63,000 per inmate in its jails, approximately $15,000 more than the average of other counties.
    o The mix of misdemeanor and felony inmates is a driver of the cost differences in the benchmark surveyed counties. San Francisco has a higher percentage of both maximum and medium security inmates (91.5%) than the average of the surveyed counties (77%).
    o The percentage of San Francisco's jail population that is not yet sentenced and is awaiting trial is higher than the survey average- 82.5% of inmates in San Francisco versus the 72.9% average for the surveyed jurisdictions.

- CSA issued a report on Public Safety Realignment that tracked AB109's impact in the first year. The analysis focused on three specific offender populations whose supervision has been transferred to San Francisco: County Jail Sentences and Split Sentences (§1170h), Post Release Community Supervision and State Parole Violators. The data shows that in the first year, the population served in San Francisco has exceeded the original state projections by roughly 70%. The original state projections did not include the state parole violators who now serve time in county jail. The ADP for this group grew from 25 to more than 200 on average following AB109. Additionally, the state under-estimated the impact of §1170h population in San Francisco, with the actual sentences exceeding state projections by 40%.

- At the request of the San Francisco Police Department's (SFPD) Performance staff analyzed the processes and requirements whereby the SFPD generates Uniform Crime Reports (UCR) from the Crime Data Warehouse (CDW) and multiple other sources in the Department. CSA's report issued in January provided the SFPD with 53 recommendations to improve CDW design and SFPD business processes to accurately collect the information required by UCR. It also provided 10 recommendations to improve data collection, accuracy and reporting within the UCR program.

    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
02/21/13	City Services Benchmarking Report: Jail Population
02/14/13	Government Barometer December 2012
02/08/13	Public Safety Realignment: Tracking the Impact in the First Year
01/24/13	San Francisco Park Maintenance Standards Annual Report FY 2011-12