



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: January 15, 2014

SUBJECT: Update for January 2014 CGOBOC Meeting

Highlights of the City Services Auditor's (CSA) performance and technical assistance work in the period are:

- In December 2013, CSA issued the City Services Performance Measure Report for FY 2012-13. The report provides data for all measures in the Citywide Performance Measurement System—over 1,000 measures covering all City departments. A couple of highlights are:
 - Average daily population at San Francisco General Hospital continued to decline in FY2013 ending the year at 360 patients. This measure peaked in March 2008 and has slowly declined since, in part attributable to San Francisco's improving economy and changing patient demographics.
 - Muni on-time performance was consistent over FY2013 with vehicles achieving on-time performance only approximately 59 percent of the time, compared to the target of 85 percent.
 - San Francisco Airport's domestic and international air passenger volumes for FY2013 increased by 4.2 and 3.2 percent respectively.
- CSA is nearing completion of the first phase of assisting the Department of Public Health with local implementation of the Affordable Care Act (ACA). The ACA will have a sizable impact on the City's health access program—Healthy San Francisco (HSF). Under the major provisions that became effective nationwide on January 1, 2014, many HSF participants became eligible for Medi-Cal or financial assistance through Covered California and are no longer be eligible for HSF and will transition to insurance. HSF will continue to operate for some low-income San Francisco residents ages 18-64. DPH is working on increasing access to primary care and other critical changes to become a 'provider of choice' in the ACA environment.
- San Francisco General Hospital (SFGH) requested the assistance of City Performance to understand how its peer safety net hospitals utilized secondary group purchasing organizations (GPOs). CSA performed a benchmark analysis of peer hospitals in order to assess current medical supplies purchasing trends and use of secondary GPOs. CSA found that this practice is not common and does not appear to save public hospitals money uniformly across all purchase categories. Thus, CSA recommended SFGH fully utilize its current Novation vendor contracts to achieve maximum pricing and market share discounts.

- CSA published its FY 12-13 summary of results from the Citywide Nonprofit Monitoring and Capacity Building Program. In this program, ten City departments that share contractors conduct fiscal and compliance monitoring on those agencies jointly in order to ensure efficiency and consistency in standards and methods. Additionally, the program identifies nonprofits in need of technical assistance or coaching, and provides consulting services to help those organizations improve their fiscal health and comply with City standards. We continued to see steady improvement in the ability of most non-profits to comply with the City's requirements over the last two fiscal years. The requirements focus on budgeting, financial reporting, tax and payroll standards, transparency, and other basic measures of sound non-profit management.
- CSA issued the next in a series of benchmarking reports with a focus on Recreation and Parks. Utilizing publicly available data for 2012 from the National Recreation and Parks Association, Park and Recreation Operating Ratio and Geographic Information System (PRORAGIS), the City & County of San Francisco is compared to Austin, TX; Denver, CO; San Diego, CA; Tucson, AZ; Washington, DC; Cleveland, OH; Los Angeles, CA; and St. Louis, MO. Among the findings is that with less land area, San Francisco parks tend to be smaller in size than those in its peer group. However San Francisco has more parks (4.5) and park acres (69) per square mile of the city compared to the peer group. In this way, as a measure of accessibility, San Francisco compares favorably with the peer group.
- CSA issued the first annual San Francisco Public Utilities Commission (PUC) Ratepayer Assurance Scorecard. The PUC provides drinking water to a population of approximately 2.6 million. A Ratepayer Assurance Policy was adopted in 2012 seeks to ensure measureable, verifiable, wise use of ratepayer resources for all enterprises—Water, Power, and Sewer. The scorecard provides useful and graphical information to the ratepayers and the Commission. Each measure addresses one of the policy categories of Asset Management, Mission Management & Sustainability, and Personnel Management. The FY12-13 SFPUC Ratepayer Assurance Scorecard received an overall rating of A-. We are looking at this simple graphical format as an example of a product that other City agencies might be interested in for public presentation of their performance results.

I am available to answer questions as needed. A table listing performance reports issued since CGOBOC's last meeting is below.

1/8/2014	San Francisco Public Utilities Commission Ratepayer Assurance Scorecard
12/18/2013	Controller's Office City Services Benchmarking: Recreation and Parks
12/17/2013	FY 12-13 State of Nonprofit Organizations in the Citywide Nonprofit Monitoring and Capacity Building Program
12/11/2013	City Services Performance Measure Report - Fiscal Year 2012-13
12/10/2013	Utility of Secondary Group Purchase Organizations - A Preliminary Assessment
11/19/2013	Controller's Office Government Barometer – Quarter 1, Fiscal Year 2014