MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: July 17, 2013

SUBJECT: Update for July 2013 CGOBOC Meeting

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

- ➤ CSA conducted and issued the City Survey, a biennial citywide survey asking San Francisco residents' opinions about services they experience every day streets, parks, MUNI, libraries, and schools and to measure perceptions of quality of life ranging from public safety to Internet access. The survey found that across most service areas evaluated, satisfaction levels increased from 2011. For the first time since the introduction of the City Survey in 1997, a majority of residents (52%) say local government is doing a "good" or "excellent" job. There have been consistent improvements in residents' perception of park and library facilities and programs—we believe that this is partly due to bond program spending in these two areas.
- ➤ Performance staff compiled and issued the Quarter 3, Fiscal year 2013, report on government/public service performance statistics—the Barometer. Among the highlights are that since March of 2004, permanent vote-by- mail (VBM) participation has grown over 250% and now accounts for nearly half of all registered voters in San Francisco. This poses a challenge for the Department of Elections as the need to provide polling places for in-person voting does not decrease even as voting by mail increases. The Department of Elections is incorporating mail scanning, sorting, and extraction technology to increase its ballot processing capacity. San Francisco experienced its highest registration record in its history during the November 2012 Presidential Election with voter registration peaking over 500,000. The Barometer has now been made available in an interactive web format that allows users to change time periods and other variables to create their own views and reports of the data.
- CSA issued its third in a series of benchmarking reports—Public Libraries. The purpose of the City Services Benchmarking Report is to share comparative city service data from San Francisco and other peer jurisdictions. Utilizing publicly available data for FY 2011 from the Public Library Data Service, an annual survey conducted by the Public Library Association, the City and County of San Francisco is compared to seven cities: Los Angeles, Oakland, San Jose, Boston, Washington D.C., Philadelphia and Seattle. Among the findings are that San Francisco is at the average for branch facilities per capita, but has the highest number of branches per square mile. The city spends more operating dollars per capita than average, but also has higher usage, circulation and program attendance.

- ➤ CSA Performance staff conducted a Cost Benefit Analysis (CBA) for the Juvenile Probation Department. The CBA considered the net cost or benefit to society of placing juveniles in each of four dispositions Log Cabin Ranch (LCR), Out-of-Home Placement (Placement), Community Supervision, and the California Division of Juvenile Justice (DJJ). CSA found that sending one additional juvenile to LCR, relative to sending that same juvenile to Placement, would cost the City an additional \$35,000. Sending a juvenile to Supervision (relative to Placement) would save the City \$82,000, while sending a juvenile to DJJ (relative to Placement) would cost the City an additional \$252,000. This analysis is one part of the Juvenile Probation Department's larger consideration on the future uses of Log Cabin Ranch and their programming priorities.
- CSA issued its annual report on the Public Education Enrichment Fund (PEEF) on June 11, 2013. The report provided an overview of the PEEF legislation and the Controller's review of the Children and Families Commission's and San Francisco Unified School District's expenditure plans, spending to date, and performance measures for fiscal year 2013-14. The report recommended Board of Supervisors' approval of First 5 San Francisco and the Unified School District's expenditure plans for FY 2013-14. The Unified School District introduced 12 new performance measures for two new PEEF-funded programs Science, Technology, Engineering, and Math and A-G Support: Additional Course Offerings for Off-Track Students. CSA recommended the new performance measures be tracked over multiple periods to better understand the performance impacts of policy and programmatic decisions.

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

Date	Title
7/15/2013	Juvenile Probation Department: Log Cabin Ranch Cost Benefit Analysis
6/27/2013	City Services Benchmarking Report: Public Libraries
6/11/2013	Public Education Enrichment Fund: Annual Report for FY 2013-14
5/20/2013	2013 City Survey Report
5/16/2013	Government Barometer – Quarter 3, Fiscal Year 2013