



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: January 12, 2011

SUBJECT: Update for January 2011 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 August and October bimonthly report(s) of government/public service performance statistics—the Barometer—that was developed in FY09-10. This report has contributed to better data quality and to public knowledge of some important public services. Each occurrence of the Barometer has triggered review of underlying data collected by the City, media inquiries, and a growing distribution list for the report.
- As reported to CGOBOC earlier, during the fall of 2010, we worked simultaneously on a Controller's analysis and report regarding the City's management of citations that was requested by the Board of Supervisors, and participated in a related working group regarding better handling of 'frequent flyers' in the traffic courts that was convened by the Mayor's Office. Our report on citations management was issued in December, and we will be moving ahead with interagency actions to improve the City's handling and processing and outcomes from issuing citations.
- CSA released its Fiscal Year 2009-10 Annual Report for park maintenance. Overall, parks have improved their scores and their performance to city standards steadily during the five year period. In FY05-06, 66 parks scored poorly—below 80% in meeting standards—by FY09-10, that number dropped to 14 parks. The number of parks scoring highly—above 90% in meeting standards—grew from 43 to 90 during the five year period.
- CSA released its Fiscal Year 2009-10 Annual Report for street and sidewalk maintenance and cleanliness. CSA's inspections cover litter on streets and sidewalks, trash pickup and receptacles, trees and tree basins, and graffiti. Some areas showed improvement over last year—litter has decreased, whereas graffiti on private property in particular increased. In FY2010-2011, we are analyzing other data collected by the Department of Public Works, and data from the 311 Call Center to better inform the City's street and sidewalk cleanliness efforts.
- I am available to answer questions as needed. A table listing performance reports issued since CGOBOC's last meeting is attached.

Date Issued	Report Title
12/21/2010	Fiscal and Governance Assessment of San Francisco Pride
12/21/2010	Traffic Citation Tracking and Reporting Process and Improvements
12/13/2010	Government Barometer October 2010
12/2/2010	Annual Year-End Performance Measure Report Fiscal Year 2009-10
11/10/2010	Resources for Improved Streetscape Design and Maintenance
11/4/2010	Government Barometer August 2010
11/3/2010	Parks Maintenance Standards Annual Report FY 2009-10 Citywide average score continues to increase for the fifth year in a row.
10/28/2010	Street and Sidewalk Maintenance Standards: Annual Report FY2009-10 Less litter on streets and sidewalks, less illegal dumping and cleaner trees during FY2009-10 street and sidewalk inspections.