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MOTION

[Rebuttal Ballot Argument]

**AUTHORIZING REBUTTAL TO OPPONENT'S BALLOT ARGUMENT AGAINST
PROPOSITION "B", A CHARTER AMENDMENT CONCERNING CUSTOMER
SERVICE PLAN.**

IT IS HEREBY MOVED, That pursuant to Section 5.74.6 of the Administrative Code, the Board of Supervisors does hereby authorize a rebuttal to opponent's ballot argument against approval by the electorate of Proposition B, relating to customer service plan; and, be it

FURTHER MOVED, That the full text of said argument hereby authorize be as shown in the copy attached to this motion and is hereby declared to be a part hereof; and, be it

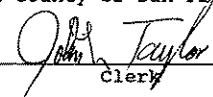
FURTHER MOVED, That the Director of Elections be and is hereby authorized and directed to include said argument in the pamphlet accompanying the sample ballots to be mailed to the voters of the City and County of San Francisco for the election to be held on Tuesday, November 3, 1998.

Adopted - Board of Supervisors, San Francisco August 24, 1998

Ayes: Supervisors Ammiano Bierman Brown Kaufman Leno Medina
Newsom Yaki Yee

Absent: Supervisor Katz Teng

I hereby certify that the foregoing motion was adopted by the Board of Supervisors of the City and County of San Francisco



Clerk

File No.
98-1368

Rebuttal

The Undersigned authors of this Ballot Argument: FOR or AGAINST, PROPOSITION B at the election to be held in San Francisco on November 3, 1998 hereby state that such argument is true and correct to the best of (his/her/their) knowledge and belief.

FILE NO. 98-1368

Style Notes B, I, or BI	KEEP TEXT WITHIN THESE VERTICAL LINES	# of words in each line
	Each person seeking the City's assistance deserves the respect of a timely and courteous response. City employees should make service their uppermost value,	13
	with clearly defined goals that achieve this value in their public interactions.	10
	These goals will act as a guidepost when reviewing whether the City is effectively responding to public needs.	12
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	Pro-active planning for successful public interactions will create dialogue between department managers and front-line workers. Our front-line workers are the ones best qualified to identify gaps in service and help the Board arrive at realistic steps for mending those gaps. These guidelines cannot be arrived at by taking a top-down approach but can best be arrived at by each department collectively deciding what works best.	9
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B	<u>Proposition B directs each City department to arrive at a plan which lists steps</u>	14
B	<u>necessary to provide the best possible service for the public.</u>	10
	Proposition B gives the Board of Supervisors oversight of these plans - one more safeguard that any proposed change is not haphazard. Each department will provide the Board with its Customer Service Plan. The plans will be submitted to and reviewed by the Board, with an opportunity for public	12
		11
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		12

	comment. The Board will then compare plans, set parameters, and suggest improvements to plans based on what is working well and what's not.	11
	Politicians may come and go, but, the needs of the public will remain.	12
		13
	For long-term goal setting based on the underlying value of providing quality service to you, the public, vote yes on Proposition B!	13
		10
I	<u>Board of Supervisors</u>	3
Total # of Words =		243