

OFFICE OF THE MAYOR
SAN FRANCISCO



EDWIN M. LEE
MAYOR

January 8, 2015

Angela Calvillo, Clerk of the Board of Supervisors
Attn: Government Audit and Oversight Committee
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102

Dear Ms. Calvillo,

Attached please find summary updates of the status of recommendations for the following Civil Grand Jury recommendations:

- 2014-2015 Civil Grand Jury Report, *CleanPowerSF – At Long Last*
Recommendation 4;
- 2014-2015 Civil Grand Jury Report, *San Francisco's City Construction Program: It Needs Work*
Recommendations 6, 8, and 9; and
- 2014-2015 Civil Grand Jury Report, *Unfinished Business: A Continuity Report on the 2011-12 Report, Déjà Vu All Over Again*
Recommendations 3, 4, and 5.

Please include the status of recommendations summary in the official legislative file for consideration by the Government Audit and Oversight Committee.

Sincerely,

A handwritten signature in black ink, appearing to read "Kate Howard".

Kate Howard
Mayor's Budget Director

STATUS OF RECOMMENDATIONS: 2014-15 CIVIL GRAND JURY REPORTS

Prepared for January 7, 2016 Board of Supervisors Government Accountability and Oversight hearing

| Report Title | Recommendation | Response Required | Response | Response Text |
|--|---|--------------------|---|--|
| CleanPowerSF – At Long Last | 4 That SFPUC integrate the GoSolarSF program into CleanPowerSF to take advantage of their complementary relationship. | BOS, MYR, PUC | The recommendation has not been implemented, but will be implemented in the future. | SFPUC continues to work toward its goal of integrating GoSolarSF with CleanPowerSF by May 2017, one year after its rollout in the spring of 2016. |
| San Francisco's City Construction Program: It Needs Work | 6 The BOS should request the BLA or CSA to benchmark the City's design and engineering workforce organizational structure against comparable cities and issue a report. | BOS, MYR, CON, DPW | The recommendation will not be implemented because it is not warranted. | The departments participating in this response defer to the Board of Supervisors with respect to involvement of the Board's Legislative Analyst, and the Office of the Controller will consult with the Board regarding which, if any, office performs the analysis. A benchmarking analysis could provide important and helpful insight into best practices for how to improve the organizational structure of the City's design and engineering workforce, and merits further consideration. |
| San Francisco's City Construction Program: It Needs Work | 8 The BOS should either request the CSA or BLA, or retain an outside firm, to benchmark the independent construction management structure of other cities and develop recommendations applicable to San Francisco. | BOS, MYR, CON | The recommendation will not be implemented because it is not warranted. | The City has developed a coordinated capital planning and budgeting process to review and prioritize capital budget requests, coordinate funding sources and uses, and provide citywide policy analysis and reporting on interagency capital planning efforts. Oversight bodies, including general obligation and revenue bond oversight committees, as well as departmental commissions, routinely review and monitor activities related to the City's capital and construction projects under their purview. The departments participating in this response defer to the Board of Supervisors with respect to involvement of the Board's Legislative Analyst, and the Office of the Controller will consult with the Board regarding which, if any, office performs the analysis. |
| San Francisco's City Construction Program: It Needs Work | 9 The BOS should require all City departments to issue final project construction reports within nine months of project completion for all construction projects and for the reports to be posted on each department's website. | BOS, MYR, CON | The recommendation will not be implemented because it is not warranted. | City departments report on projects—especially those funded via the General Obligation bond program, which includes mandatory reporting procedures before, during, and after construction. In addition, Chapter 6 departments must prepare closeout and acceptance documents that must be executed per Administrative Code Section 6.22(k). The departments participating in this response defer to the Board of Supervisors with respect to involvement of the Board regarding construction completion reporting requirements, if any. |
| Unfinished Business: A Continuity Report on the 2011-12 Report, Déjà Vu All Over Again | 3 A user satisfaction survey should be sent to all DT clients, before the end of 2015 and later in six months after the reorganization, to assess whether the new accountability structure is making a difference for clients. | BOS, MYR, TIS | Recommendation has been implemented. | On December 23, 2015, the Department of Technology sent a user satisfaction survey to all clients. The survey, which will remain open until January 15, 2016, will help the department assess its effectiveness, and a follow up survey will be sent within 6 months of the current survey's closing date. |
| Unfinished Business: A Continuity Report on the 2011-12 Report, Déjà Vu All Over Again | 4 The Office of the Controller should develop the skills inventory capability in the eMerge PeopleSoft system to update IT employee skills by the end of FY15-16. | BOS, MYR, TIS, CON | Recommendation has not been, but will be, implemented in the future. | <p>The Office of the Controller is advancing the skills inventory capability through the eMerge PeopleSoft system, which includes functionality to house a skills inventory and link those skills to job classifications, positions, and employees- successful implementation is dependent on citywide departmental engagement and adoption. At the center of this functionality is the use of "competencies," which in PeopleSoft are used to define skills and levels of proficiency expected for job classifications and positions. By properly using the competency and performance appraisal features in the ePerformance module in PeopleSoft, the City could develop skills inventory capability.</p> <p>The current ePerformance Pilot Project is implementing competency and skills assessment for the FY 2015-16 performance appraisal period. The pilot project includes 41 job classifications and 595 employees at the Airport Commission, Controller's Office, Department of Public Health, and Public Utilities Commission. The Controller's Office and its eMerge Division are soliciting additional departments to leverage the ePerformance module for FY 2016-17 performance appraisals. The Office of the Controller will work with the Department of Human Resources and Department of Technology toward citywide deployment after the pilot is successfully concluded.</p> |

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| <p>Unfinished Business: A Continuity Report on the 2011-12 Report, Déjà Vu All Over Again</p> | <p>5 DHR should publicly present the results of its pilot IT hiring process to the Mayor and the Board of Supervisors before the end of CY 2015.</p> | <p>BOS, MYR, DHR</p> | <p>Recommendation has been implemented.</p> | <p>DHR presented the results of its original 1053/1054 Expedited IT Hiring Project (online, on-demand exam for 1053 IS Business Analyst - Senior & 1054 IS Business Analyst- Principal) at the October 15, 2015 GAO hearing.</p> <p>The Project launched January of 2015 with goal of testing effectiveness of online, on-demand examination for permanent civil service hires conducted for IT business analysts. Four departments participated over six months (DPH, TTX, DEM, and City Planning), and eight positions went through pilot and six hires were made that we know—lists borrowed by other departments so may have resulted in additional hires. The time from opening announcement to establishing eligible list ranged between 32 and 37 days.</p> <p>With the implementation of the Project, the timeline for creating eligible list shortened considerably, and the majority of applicants found it convenient and easy to use and felt it helped them see DHR as innovative and forward thinking. Departments found process convenient and effective—especially those at the end of the pilot. Only addresses one component of the hiring process.</p> <p>At the Oct. 15 hearing, DHR advised the GAO that it has expanded on this pilot to a much more holistic and comprehensive approach to IT hiring. On November 19, 2015, DHR presented the expanded pilot and its status to the Committee on Information Technology (COIT), which includes representatives of both the Mayor's Office and the Board of Supervisors.</p> <p>The presentation can be found at this address (beginning on slide 19): http://sfcoit.org/modules/showdocument.aspx?documentid=2271</p> |