

1 [Legislative Analysts Performance and Review]

2 MOTIONING OUR LEGISLATIVE ANALYSTS TO PROVIDE STAFF SUPPORT FOR THE
3 PERFORMANCE AND REVIEW COMMITTEE BY HELPING PARTICIPATING DEPARTMENTS
4 FINALIZE THEIR EFFICIENCY PLANS.

5 WHEREAS, San Francisco is committed to departmental accountability and responsiveness, as
6 evidenced by the resounding support of the Customer Service Initiative on the November, 1998 ballot;
7 and,

8 WHEREAS, Governing Magazine recently audited 35 large cities on management practices,
9 giving San Francisco a rating of "C+"; and,

10 WHEREAS, In January, 2000, the Board of Supervisors passed the Performance and Review
11 ordinance, establishing a pilot project for at least six City departments to implement the Customer
12 Service initiative; and,

13 WHEREAS, This committee includes the Elections, Purchasing, Municipal Railway, Public
14 Works, and Recreation and Park Departments; the Treasurer and the Clerk of the Board of Supervisors;
15 and,

16 WHEREAS, The purpose of this committee is twofold: to act as a resource among its members
17 and to develop a template for all City departments to model in submitting their own annual Customer
18 Service plans; and,

19 WHEREAS, In developing final customer service templates, these seven departments will
20 require research assistance that the Office of Legislative Analysts is uniquely positioned to provide,
21 such as an analysis of efficiency plans and a sampling of innovative practices from other cities; now,
22 therefore, be it

23 MOVED, That the San Francisco Board of Supervisors does hereby motion our Office of
24 Legislative Analysts to provide staff support for the Performance and Review Committee by helping
25 departments finalize their efficiency plans.



City and County of San Francisco

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

Tails

Motion

File Number: 000261

Date Passed: February 14, 2000

Motion asking the Legislative Analysts to provide staff support for the Performance and Review Committee by helping participating departments finalize their efficiency plans.

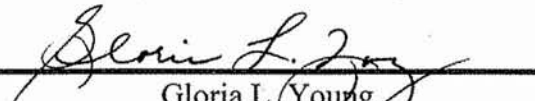
February 14, 2000 Board of Supervisors — APPROVED

Ayes: 10 - Ammiano, Becerril, Bierman, Brown, Katz, Kaufman, Leno, Newsom, Yaki, Yee

Absent: 1 - Teng

File No. 000261

I hereby certify that the foregoing Motion was APPROVED on February 14, 2000 by the Board of Supervisors of the City and County of San Francisco.


Gloria L. Young
Clerk of the Board