

MOTION

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M98-108

1 [Ballot Argument]  
 2 AUTHORIZING PROPONENT'S BALLOT ARGUMENT IN FAVOR OF PROPOSITION B,  
 3 A CHARTER AMENDMENT CONCERNING CUSTOMER SERVICE.

4 IT IS HEREBY MOVED, That pursuant to Section 540 of the  
 5 Municipal Elections Code, the Board of Supervisors does hereby  
 6 authorize a ballot argument in favor of Proposition B, a charter  
 7 amendment concerning customer service; and, be it

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

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

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Supervisor Newsom

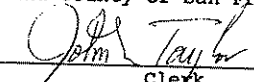
BOARD OF SUPERVISORS

Adopted - Board of Supervisors, San Francisco August 17, 1998

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

Absent: Supervisor 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.  
98-1306

The Undersigned authors of this Ballot Argument: X 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 their knowledge and belief.

FILE NO. 98-1306

Style Notes B, I, or BI	KEEP TEXT WITHIN THESE VERTICAL LINES	# of words in each line
	When San Francisco residents need to communicate with any City department	10
	they deserve courteous and helpful treatment and above all they deserve	11
	responsiveness. Regrettably this is not always so.	7
	Proposition B will require each City department to file an annual report stating	13
	quantifiable service goals. It will improve internal management of departments	10
	by establishing articulated, objective measurements of performance. This will	9
	create a level of accountability and responsiveness that has never been set in	13
	San Francisco. The Board of Supervisors will set parameters, monitor and	10
	review each department plan. This strategic plan for performance within	10
	departments will provide a vision for the future and allow departments and the	13
	Board of Supervisors to accurately gauge what works and what doesn't work.	12
	It is important that we challenge City departments to reflect the change in	13
	expectation of services provided by local government to the public. San	11
	Francisco has an impressive network of City services and departments that	10
	residents from every neighborhood utilize on a daily basis. Nothing makes a	12
	person who needs immediate assistance angrier than unresponsive bureaucracy,	9
	long ringing phones and letters that never get answered. San Francisco deserves	11

better.	1
While some departments have improved their responsiveness in recent years	10
there is no consistency. A pro-active Customer Service approach will put all of	13
City government on the same level playing field for the residents it serves - so	14
that the next time you have to deal with city government it is courteous, helpful	15
and responsive.	2
City Departments have a duty of responsibility. Passing Proposition B creates a	12
workable plan that will hold them accountable in dealing with the public. It is an	15
important step in the right direction of making local government more	11
responsive, a concept that every San Franciscan can agree on. Join us in voting	13
Yes on Proposition B!	4
Board of Supervisors	3
Total # of Words =	297