

1 [Charter Amendment - Public Advocate]

2

3 **Describing and setting forth a proposal to the voters, at an election to be held on**
4 **November 8, 2016, to amend the Charter of the City and County of San Francisco to:**
5 **1) create the Office of the Public Advocate; 2) set the Public Advocate’s powers and duties;**
6 **3) authorize the Public Advocate to review the administration of City programs, including**
7 **programs for transmitting information to the public, and to receive, investigate, and**
8 **attempt to resolve complaints regarding City services and programs; 4) authorize the**
9 **Public Advocate to receive and investigate specified whistleblower complaints; 5) establish**
10 **an Office of Labor Standards Enforcement and authorize the Public Advocate to appoint**
11 **and remove the director of the Office; 6) authorize the Public Advocate to appoint the**
12 **Director of the Office of Citizen Complaints; 7) provide for the Public Advocate’s election,**
13 **removal, and salary; and, 8) set City policy regarding sufficient funding and minimum**
14 **staffing for the Office of the Public Advocate; and setting an operative date.**

15

16 Section 1. The Board of Supervisors hereby submits to the qualified voters of the City
17 and County, at an election to be held on November 8, 2016, a proposal to amend the Charter of
18 the City and County by revising Sections 4.127, 6.100, 10.104, 13.101, 13.101.5, 13.102, 15.105,
19 A8.409-1, F1.102, F1.107, and F1.114, adding Sections 6.107 and 8C.101 through 8C.107, and
20 deleting Section F1.108, to read as follows:

21 NOTE: **Unchanged Charter text and uncodified text** are in plain font.
22 **Additions** are *single-underline italics Times New Roman font*.
23 **Deletions** are *strike-through italics Times New Roman font*.
Asterisks (* * * *) indicate the omission of unchanged Charter
24 subsections.
25

1 **SEC. 6.100. DESIGNATION OF OTHER ELECTIVE OFFICERS.**

2 In addition to the officers required to be elected under other Articles of this Charter, the
3 following shall constitute the elective officers of the City and County: the Assessor-Recorder,
4 City Attorney, District Attorney, Public Defender, Sheriff, *and* Treasurer, *and Public Advocate*.
5 Each such officer shall be elected for a four-year term and shall serve full time.

6 The City Attorney shall be licensed to practice law in all courts of the State of California
7 and shall have been so licensed for at least ten years next preceding his or her election. The
8 District Attorney and Public Defender shall each be licensed to practice law in all courts of the
9 State of California and shall have been so licensed for at least five years next preceding his or her
10 election. Such officers shall not engage in the private practice of law during the period they
11 serve as elective officers of the City and County.

12 Subject to the powers and duties set forth in this Charter, the officers named in this
13 section shall have such additional powers and duties prescribed by state laws for their respective
14 office. The terms of office in effect for these officers on the date this Charter is adopted shall
15 continue.

16
17 **SEC. 6.107. PUBLIC ADVOCATE.**

18 (a) There shall be a Public Advocate for the City and County of San Francisco. The
19 functions, powers, and duties of the Public Advocate are set forth in Article VIII C.

20 (b) The Public Advocate shall appoint a Chief Deputy Public Advocate and at least two
21 Assistant Public Advocates, who shall serve at the pleasure of the Public Advocate, and may
22 have such other staff as provided according to the budgetary and fiscal provisions of the
23 Charter. The position of Chief Deputy Public Advocate shall be exempt from competitive civil
24 service selection, appointment, and removal procedures under Section 10.104(2), and the
25 position of Assistant Public Advocate shall be exempt under Section 10.104(14).

1 (c) The City Attorney shall be the attorney for the Public Advocate.

2 (d) The Public Advocate shall have an office in City Hall.

3 (e) During his or her tenure, the Public Advocate shall not contribute to, solicit
4 contributions to, publicly endorse or oppose or urge the endorsement of or opposition to or
5 otherwise participate in a campaign for a candidate for City elective office, other than himself or
6 herself, or be an officer, director, or employee of or hold a policy-making position in an
7 organization that makes political endorsements regarding candidates for City elective office.

8
9 **ARTICLE VIII C: OFFICE OF THE PUBLIC ADVOCATE**

10 **SEC. 8C.101. PUBLIC ADVOCATE—GENERAL POWERS AND DUTIES.**

11 (a) Access to City Records. Except as provided below, the Public Advocate shall have
12 timely access to all records in the possession of City officers and agencies that the Public
13 Advocate deems necessary to complete the investigations, inquiries, and reviews required of him
14 or her by the Charter or other City law, and if necessary may issue subpoenas to enforce his or
15 her right of access to such records. The Public Advocate shall not have a right of access to
16 records the disclosure of which is forbidden by state or federal law, or records protected from
17 disclosure by privileges under federal, state, or local law, or other confidentiality provisions the
18 existence of which is derived from some source of state law other than the Public Records Act,
19 including, but not limited to, criminal investigation and prosecution files. The Public Advocate
20 may not disclose records that the City officer or agency possessing the records may decline to
21 disclose under the Public Records Act and the Sunshine Ordinance, as amended, or any
22 successor legislation, if the officer or agency declines to disclose such records.

23 (b) Access to Third-Party Witnesses and Records. In performing his or her duties, the
24 Public Advocate may administer oaths, take testimony, and, if necessary to complete the
25 investigations, inquiries, and reviews required of him or her by the Charter, issue subpoenas to

1 require witnesses to appear and produce evidence. The Public Advocate may seek enforcement
2 of such subpoenas in the manner prescribed by law.

3 (c) **Introduce Legislation.** The Public Advocate may introduce legislation at the Board
4 of Supervisors to address any matter within the Public Advocate's jurisdiction. The Public
5 Advocate may not introduce legislation addressing specific contract or personnel decisions
6 unless those contracts or personnel decisions involve the Office of the Public Advocate.

7 (d) **Non-Interference.** The Public Advocate shall not have any power or authority over,
8 nor shall the Public Advocate dictate, suggest or interfere with any appointment, promotion,
9 compensation, disciplinary action, contract or requisition for purchase or other administrative
10 actions or recommendations of an elected official, the Controller, or the City Administrator, or
11 of department heads under the Mayor, the City Administrator or under a board or
12 commission. The Public Advocate shall not have any power or authority over, nor shall the
13 Public Advocate dictate, suggest, or interfere with, any criminal investigation or prosecution.

14 (e) **Hearings.** The Public Advocate may hold public hearings in the course of fulfilling
15 the requirements of this Article VIII C.

16 (f) **Confidentiality of Records.** The Public Advocate may, to the extent permitted by
17 state law, designate the records of any investigation, including but not limited to information that
18 would reveal the identity of complainants and witnesses, as confidential information. It shall be
19 official misconduct for any person to disclose information about any such investigation, except
20 as necessary to conduct the investigation, or with proper authorization, or as required by law or
21 lawful process. The Public Advocate may disclose confidential information to the District
22 Attorney to initiate or assist in a criminal investigation or prosecution. The unauthorized
23 release of confidential information shall be sufficient grounds for the termination of any
24 employee.

1 (g) Reports. The Public Advocate may issue reports relating to the operations or
2 activities of any City officer or agency, including recommendations for administrative or
3 legislative changes. The Public Advocate may, to the extent permitted by state law, designate
4 any portion of any draft, preliminary, or final report as confidential information. Before making
5 public any portion of any draft, preliminary, or final report, the Public Advocate shall send a
6 copy of the report to any officer, and to the head of any agency, discussed in such report and
7 provide the officer and agency, in writing, with a reasonable deadline for their review and
8 response. The Public Advocate shall include in any report, or portion thereof, that is made
9 public a copy of all such officer and agency responses, after redacting any information
10 contained in such responses that is confidential under state law.

11 (h) Annual Report. Not later than December 1 of each year, the Public Advocate shall
12 present to the Board of Supervisors, the Mayor, the City Administrator, and the Controller a
13 report on the activities of the office during the preceding fiscal year. The report may include:

14 (1) A statistical summary of the complaints received during such fiscal year,
15 categorized by agency, type of complaint, agency response, mode of resolution, and such other
16 factors as the Public Advocate deems appropriate;

17 (2) An analysis of recurring complaints and complaints raising systemic or
18 citywide issues and the Public Advocate's recommendations for administrative, legislative, or
19 budgetary actions to resolve the underlying problems causing the complaints;

20 (3) A summary of the findings and recommendations of the agency program
21 reviews conducted during the fiscal year and a summary of each agency's responses to such
22 findings and recommendations; and

23 (4) Legislative proposals to improve the provision of City services and programs.

24 The Public Advocate may include in this report an assessment of the fiscal implications of
25 any recommendations presented in the report.

1 (i) **Outside Experts.** Notwithstanding any other provision of this Charter or any
2 ordinance or regulation of the City, the Public Advocate may contract with outside, independent
3 experts to assist in performing the requirements of this Article VIII C. In doing so, the Public
4 Advocate shall make good faith efforts to comply with the provisions of Chapters 12 et seq. of the
5 Administrative Code, as amended, or any successor legislation, but shall not be subject to the
6 approval processes of other City agencies. The Public Advocate shall submit an annual report
7 to the Board of Supervisors summarizing any contracts issued pursuant to this Section and
8 discussing the Public Advocate's compliance with Chapters 12 et seq. Contracts issued by the
9 Public Advocate pursuant to this Section shall be subject to the requirements of Sections 6.102
10 and 9.118.

11 No outside expert or firm shall be eligible to participate or assist in an audit or
12 investigation of any issue, matter, or question as to which that expert or firm has previously
13 rendered compensated advice or services to any individual, corporation, or other entity, or City
14 official or department. The Public Advocate shall adopt appropriate written regulations
15 implementing this prohibition, and shall incorporate this requirement in all written contracts
16 with outside experts and firms utilized pursuant to this subsection (i).

17
18 **SEC. 8C.102. PUBLIC ADVOCATE—REVIEW OF CITY PROGRAMS.**

19 (a) The Public Advocate may review the administration of City programs by City
20 agencies. Such reviews may include, but not be limited to, evaluations of: (1) the distribution of
21 City programs and services throughout the City; (2) the effectiveness of the public information
22 and service complaint programs of City agencies; and (3) the responsiveness of City agencies to
23 individual and group requests for data or information regarding the agencies' structure,
24 activities, and operations. The Public Advocate shall submit any reports documenting or
25 summarizing such reviews to the Board of Supervisors, the Mayor, and the appropriate agency.

1 and shall include in such reports his or her recommendations for addressing the problems
2 identified and, if appropriate, the fiscal implications of such recommendations.

3 (b) The Public Advocate may review the management and employment practices of City
4 officers and departments, including City policies and MOU provisions, that promote or impede
5 the effective and efficient operation of City government, including management of workers'
6 compensation claims and overtime expenditures.

7 (c) The Public Advocate may review the City's contracting procedures and compliance
8 with contracting rules and standards.

9 (d) The Public Advocate may conduct performance audits of City departments, services,
10 programs, and other activities. Nothing in this Section 8C.102 shall affect the powers or duties
11 of the Controller acting as City Services Auditor under Charter Section F1.104, and the Public
12 Advocate may coordinate with the City Services Auditor when both officers decide to conduct a
13 performance audit of the same City department, service, program, or activity.

14
15 **SEC. 8C.103. PUBLIC ADVOCATE—INDIVIDUAL COMPLAINTS.**

16 (a) The Public Advocate may receive, investigate, and attempt to resolve complaints
17 from members of the public concerning City services, programs, or activities, except for those
18 that:

19 (1) another City agency is required by law to adjudicate;

20 (2) may be resolved through a grievance mechanism established by collective
21 bargaining agreement or contract; or,

22 (3) involve allegations of conduct that may constitute a violation of criminal law.

23 If the Public Advocate receives a complaint that involves conduct of a City employee that
24 could lead to discipline, the Public Advocate shall consult with and, where appropriate, refer the
25 matter to, the Department of Human Resources. If the Public Advocate receives a complaint that

1 is subject to a procedure described in items (1) or (2) of this subsection (a), the Public Advocate
2 shall advise the complainant of the appropriate procedure for the resolution of such complaint.
3 If the Public Advocate receives a complaint of the type described in item (3) of this subsection,
4 the Public Advocate shall promptly refer the matter in accordance with subsection (c).

5 (b) The Public Advocate shall establish procedures for receiving and processing
6 complaints, responding to complainants, conducting investigations, and reporting findings, and
7 shall inform the public about such procedures. Upon an initial determination that a complaint
8 may be valid or that the Public Advocate is not in a position to judge whether it may be valid, the
9 Public Advocate shall refer the complaint to the appropriate agency for resolution. If such
10 agency does not resolve the complaint in a manner that is satisfactory to the Public Advocate
11 within a reasonable time, the Public Advocate may conduct an investigation and make specific
12 recommendations to the agency for resolution of the complaint. If, within a reasonable time
13 after the Public Advocate has completed an investigation and submitted recommendations to the
14 agency, such agency has failed to respond to the recommendations in a manner that is
15 satisfactory to the Public Advocate, the Public Advocate may issue a report to the Board of
16 Supervisors, the Mayor, and the agency. Such report shall describe the conclusions of the
17 investigation and make such recommendations for administrative, legislative, or budgetary
18 action, together with their fiscal implications, as the Public Advocate deems necessary to resolve
19 the complaint or to address the underlying problems discovered in the investigation. In
20 exercising its functions under this subsection (b), the Public Advocate may treat related
21 complaints together.

22 (c) If the Public Advocate receives a complaint alleging conduct that may constitute a
23 violation of conflict of interest or governmental ethics laws, he or she shall promptly refer the
24 complaint to the Ethics Commission and the City Attorney. If the Public Advocate receives a
25 complaint alleging conduct that may constitute a violation of criminal law, he or she shall

1 promptly refer the complaint and information in his or her possession regarding the alleged
2 violation to the District Attorney.

3 If during the conduct of any investigation, inquiry, or review authorized by this section,
4 the Public Advocate discovers that the matter involves conduct that may constitute a violation of
5 conflict of interest or governmental ethics laws, he or she shall take no further action but shall
6 promptly refer the matter to the Ethics Commission and the City Attorney. If during the conduct
7 of any investigation, inquiry, or review authorized by this section, the Public Advocate discovers
8 that the matter involves conduct that may constitute a violation of criminal law, he or she shall
9 take no further action but shall promptly refer the matter and information in his or her
10 possession to the District Attorney.

11 Before making a determination whether alleged conduct may constitute a violation of
12 conflict of interest or governmental ethics laws, the Public Advocate shall consult with the City
13 Attorney. Before making a determination whether alleged conduct may constitute a violation of
14 criminal law, the Public Advocate shall consult with the District Attorney.

15
16 **SEC. 8C.104. PUBLIC ADVOCATE—OFFICE OF LABOR STANDARDS**
17 **ENFORCEMENT.**

18 There shall be an Office of Labor Standards Enforcement to enforce the City's laws
19 relating to labor and employment standards. The Office's specific functions and duties shall be
20 set by ordinance. The Public Advocate shall appoint the director of the Office of Labor
21 Standards Enforcement, who shall serve at the pleasure of the Public Advocate.

22
23 **SEC. 8C.105. PUBLIC ADVOCATE—WHISTLEBLOWERS.**

24 (a) The Public Advocate shall have the authority to receive complaints by members of
25 the public concerning: incorrect, unreasonable, or unfair decisions or rulings of City officers or

1 agencies; inconsistent enforcement, or failure to enforce, laws, rules or regulations; poor or
2 inadequate service delivery or treatment; poor communication, including unreasonably long
3 response or wait times and unreasonable response delays; or inequitable or inefficient provision
4 of City services. The Public Advocate shall investigate and otherwise attempt to resolve such
5 individual complaints except for those that:

6 (1) another City agency is required by federal, state, or local law to adjudicate,

7 (2) may be resolved through a grievance mechanism established by collective
8 bargaining agreement or contract,

9 (3) involve allegations of conduct that may constitute a violation of criminal law,

10 (4) are assigned to the Controller under Section F1.107; or

11 (5) are subject to an investigation by the District Attorney, the City Attorney, or
12 the Ethics Commission, where either official or the Commission states in writing that
13 investigation by the Public Advocate would substantially impede or delay his, her, or its own
14 investigation of the matter.

15 If the Public Advocate receives a complaint described in items (1), (2), (3), or (4) of this
16 subsection (a), the Public Advocate shall advise the complainant of the appropriate procedure
17 for the resolution of such complaint.

18 (b) If the Public Advocate receives a complaint alleging conduct that may constitute a
19 conflict of interest or governmental ethics law, he or she shall promptly refer the complaint to
20 the Ethics Commission and the City Attorney. If the Public Advocate receives a complaint
21 alleging conduct that may constitute a violation of criminal law, he or she shall promptly refer
22 the complaint and information regarding the alleged violation to the District Attorney. Nothing
23 in this Section 8C.105 shall preclude the Public Advocate from investigating whether any alleged
24 criminal conduct also violates any civil or administrative law, statute, ordinance, resolution, or
25 regulation.

1 Within 10 working days after receipt of the complaint and information, the City Attorney
2 or the District Attorney shall inform the Public Advocate in writing regarding whether either
3 office has initiated or intends to pursue an investigation of the matter. If either office informs the
4 Public Advocate in writing that the office will pursue the case, the Public Advocate shall
5 suspend its own investigation.

6 Before making a determination whether alleged conduct may constitute a violation of
7 conflict of interest or governmental ethics laws, the Public Advocate shall consult with the City
8 Attorney. Before making a determination whether alleged conduct may constitute a violation of
9 criminal law, the Public Advocate shall consult with the District Attorney.

10
11 **SEC. 8C. 106. PUBLIC ADVOCATE—CUSTOMER SERVICE PLANS.**

12 The Public Advocate shall assess the progress of City departments' compliance with
13 Charter Section 16.120 and any implementing ordinances requiring City departments to prepare
14 effective customer service plans. The Public Advocate shall make recommendations to
15 departments to improve the effectiveness of such plans, or to the Mayor and the Board of
16 Supervisors regarding improvements in such plans generally. The Public Advocate shall report
17 to the Board of Supervisors and Mayor the failure of any department to comply substantially
18 with the Public Advocate's recommendations regarding customer service plans.

19
20 **SEC. 8C.107. PUBLIC ADVOCATE—POLICY REGARDING FUNDING AND STAFFING.**

21 The voters declare that it shall be the policy of the City and County of San Francisco to
22 provide sufficient funding and administrative support for the Office of the Public Advocate to
23 perform its functions, and recommend that the Office have at least one staff member per
24 Supervisory district to perform constituent services and at least one staff member per
25 Supervisory district to perform investigations. The Public Advocate may request a

1 determination from the Ethics Commission whether the Office's funding is sufficient for these
2 purposes.

3
4 **SEC. 10.104. EXCLUSIONS FROM CIVIL SERVICE APPOINTMENT.**

5 All employees of the City and County shall be appointed through competitive
6 examination unless exempted by this Charter. The following positions shall be exempt from
7 competitive civil service selection, appointment and removal procedures, and the person serving
8 in the position shall serve at the pleasure of the appointing authority:

9 * * * *

10 2. All elected officers of the City and County and their chief deputies or chief assistants;

11 * * * *

12 14. The law librarian, assistant law librarians, bookbinder of the Law Library,
13 purchaser, curators, Assistant Sheriff, Deputy Port Director, Chief of the Bureau of Maritime
14 Affairs, Director of Administration and Finance of the Port, Port Sales Manager, Port Traffic
15 Manager, Chief Wharfinger, Port Commercial Property Manager, Actuary of the Employees'
16 Employee's Retirement System, Director of the Zoo, Chief Veterinarian of the Zoo, Director of
17 the Arboretum and Botanical Garden, Director of Employee Relations, Health Service
18 Administrator, Executive Assistant to the Human Services Director, Assistant Public Advocate,
19 and any other positions designated as exempt under the 1932 Charter, as amended;

20 * * * *

21
22 **SEC. 13.101. TERMS OF ELECTIVE OFFICE.**

23 (a) Except in the case of an appointment or election to fill a vacancy, the term of office
24 of each elected officer shall commence at ~~12:00~~ noon on the eighth day of January following the
25 date of the election.

1 (b) Subject to the applicable provisions of Section 13.102, the elected officers of the City
2 and County shall be elected as follows:

3 (1) At the general municipal election in 1995 and every fourth year thereafter, a
4 Mayor, a Sheriff and a District Attorney shall be elected.

5 (2) At the general municipal election in 1996 and every fourth year thereafter,
6 four members of the Board of Education and four members of the Governing Board of the
7 Community College District shall be elected.

8 (3) At the general municipal election in 2013, and at the general municipal
9 election in 2015 and every fourth year thereafter, a City Attorney and a Treasurer shall be
10 elected. Notwithstanding any other provision of this Charter including Section 6.100, the term of
11 office for the person elected City Attorney or Treasurer at the general municipal election in 2013
12 shall be two years.

13 (4) At the general municipal election in 2006 and every fourth year thereafter, an
14 Assessor-Recorder and Public Defender shall be elected.

15 (5) At the general municipal election in 1998 and every fourth year thereafter,
16 three members of the Board of Education and three members of the Governing Board of the
17 Community College District shall be elected.

18 (6) At the first Citywide general or special municipal election occurring after
19 January 1, 2017, a Public Advocate shall be elected. Thereafter, at the general municipal
20 election in 2020 and every fourth year thereafter, the Public Advocate shall be elected.
21 Notwithstanding any other provision of this Charter including Section 6.100, the term of office
22 for the person elected Public Advocate at the first Citywide general or special municipal election
23 after January 1, 2017, shall expire at noon on January 8, 2021.

24 (7) (6) The election and terms of office of members of the Board of Supervisors
25 shall be governed by Section 13.110.

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SEC. 13.101.5. VACANCIES.

(a) If the office of Assessor-Recorder, City Attorney, District Attorney, Public Defender, Sheriff, Treasurer, or Member of the Board of Supervisors, Board of Education, or Governing Board of the Community College District becomes vacant because of death, resignation, recall, permanent disability, or the inability of the respective officer to otherwise carry out the responsibilities of the office, the Mayor shall appoint an individual qualified to fill the vacancy under this Charter and state laws. If the office of Public Advocate becomes vacant because of death, resignation, recall, permanent disability, or the inability of the incumbent to otherwise carry out the responsibilities of the office, the Chief Deputy Public Advocate shall serve as Public Advocate until a successor is selected pursuant to subsection (c).

(b) If the Office of Mayor becomes vacant because of death, resignation, recall, permanent disability, or the inability to carry out the responsibilities of the office, the President of the Board of Supervisors shall become Acting Mayor and shall serve until a successor is appointed by the Board of Supervisors by motion.

(c) Any person filling a vacancy pursuant to subsection (a) or (b) of this Section shall serve until a successor is selected at the next election occurring not less than 120 days after the vacancy, at which time an election shall be held to fill the unexpired term, provided that (1) if an election for the vacated office is scheduled to occur less than one year after the vacancy, the appointee shall serve until a successor is selected at that election or (2) if an election for any seat on the same board as the vacated seat is scheduled to occur less than one year but at least 120 days after the vacancy, the appointee shall serve until a successor is selected at that election to fill the unexpired term.

~~(d) If no candidate receives a majority of the votes cast at an election to fill a vacated office, the two candidates receiving the most votes shall qualify to have their names placed on~~

1 ~~the ballot for a municipal runoff election at the next regular or otherwise scheduled election~~
2 ~~occurring not less than five weeks later. If an instant runoff election process is enacted for the~~
3 ~~offices enumerated in this Section, that process shall apply to any election required by this~~
4 ~~Section.~~

5
6 **SEC. 13.102. INSTANT RUNOFF ELECTIONS; RANKED-CHOICE VOTING**
7 **ELECTIONS.**

8 (a) For the purposes of this ~~Section section~~: (1) a candidate shall be deemed "continuing"
9 if the candidate has not been eliminated from further rounds of tabulation; (2) a ballot shall be
10 deemed "continuing" if it is not exhausted; and (3) a ballot shall be deemed "exhausted," and not
11 ~~included counted~~ in further stages of the tabulation, if all of the choices have been eliminated or
12 there are no more choices indicated on the ballot. If a ranked-choice ballot gives equal rank to
13 two or more candidates, the ballot shall be declared exhausted when such multiple rankings are
14 reached. If a voter casts a ranked-choice ballot but skips a rank, the voter's vote shall be
15 transferred to that voter's next ranked choice.

16 (b) The Mayor, Sheriff, District Attorney, City Attorney, Treasurer, Assessor-Recorder,
17 Public Defender, Public Advocate, and members of the Board of Supervisors shall be elected
18 using a ranked-choice, ~~or "instant runoff,"~~ ballot. The ballot shall allow voters to rank a number
19 of choices in order of preference equal to the total number of candidates for each office;
20 provided, however, that if the voting system, vote tabulation system, or similar or related
21 equipment used by the City and County cannot feasibly accommodate choices equal to the total
22 number of candidates running for each office, then the Director of Elections may limit the
23 number of choices a voter may rank to no fewer than three. The ballot shall in no way interfere
24 with a voter's ability to cast a vote for a write-in candidate.

1 (c) If a candidate receives a majority of the first choices, that candidate shall be declared
2 elected. If no candidate receives a majority, the candidate who received the fewest first choices
3 shall be eliminated from further rounds of tabulation and each vote cast for that candidate shall
4 be transferred to the next ranked candidate on that voter's ballot. If, after this transfer of votes,
5 any candidate has a majority of the votes from the continuing ballots, that candidate shall be
6 declared elected.

7 (d) If no candidate receives a majority of votes from the continuing ballots after a
8 candidate has been eliminated from further rounds of tabulation and his or her votes have been
9 transferred to the next-ranked candidate, the continuing candidate with the fewest votes from the
10 continuing ballots shall be eliminated from further rounds of tabulation. All votes cast for that
11 candidate shall be transferred to the next-ranked continuing candidate on each voter's ballot.
12 This process of eliminating candidates from further rounds of tabulation and transferring their
13 votes to the next-ranked continuing candidates shall be repeated until a candidate receives a
14 majority of the votes from the continuing ballots.

15 (e) If the total number of votes of the two or more candidates credited with the lowest
16 number of votes is less than the number of votes credited to the candidate with the next highest
17 number of votes, those candidates with the lowest number of votes shall be eliminated from
18 further rounds of tabulation simultaneously and their votes transferred to the next-ranked
19 continuing candidate on each ballot in a single counting operation.

20 (f) A tie between two or more candidates shall be resolved in accordance with State law.

21 (g) The Department of Elections shall conduct a voter education campaign to familiarize
22 voters with the ranked-choice ~~or, "instant runoff,"~~ method of voting.

23 (h) Any voting system, vote tabulation system, or similar or related equipment acquired
24 by the City and County shall have the capability to accommodate this system of ranked-choice,
25 ~~or "instant runoff,"~~ balloting.

1 (i) ~~Ranked choice, or "instant runoff," balloting shall be used for the general municipal~~
2 ~~election in November 2002 and all subsequent elections. If the Director of Elections certifies to~~
3 ~~the Board of Supervisors and the Mayor no later than July 1, 2002 that the Department will not~~
4 ~~be ready to implement ranked choice balloting in November 2002, then the City shall begin~~
5 ~~using ranked choice, or "instant runoff," balloting at the November 2003 general municipal~~
6 ~~election.~~

7 ~~If ranked choice, or "instant runoff," balloting is not used in November of 2002, and no~~
8 ~~candidate for any elective office of the City and County, except the Board of Education and the~~
9 ~~Governing Board of the Community College District, receives a majority of the votes cast at an~~
10 ~~election for such office, the two candidates receiving the most votes shall qualify to have their~~
11 ~~names placed on the ballot for a runoff election held on the second Tuesday in December of~~
12 ~~2002.~~

13
14 **SEC. 15.105. SUSPENSION AND REMOVAL.**

15 (a) ELECTIVE AND CERTAIN APPOINTED OFFICERS. Any elective officer other
16 than the Mayor, and any member of the Airport Commission, Asian Art Commission, Civil
17 Service Commission, Commission on the Status of Women, Golden Gate Concourse Authority
18 Board of Directors, Health Commission, Human Services Commission, Juvenile Probation
19 Commission, Municipal Transportation Agency Board of Directors, Port Commission, Public
20 Utilities Commission, Recreation and Park Commission, Fine Arts Museums Board of Trustees,
21 ~~Taxi Commission~~, War Memorial and Performing Art Center Board of Trustees, Board of
22 Education or Community College Board is subject to suspension and removal for official
23 misconduct as provided in this section. Such officer may be suspended by the Mayor and the
24 Mayor shall appoint a qualified person to discharge the duties of the office during the period of
25 suspension. Upon such suspension, the Mayor shall immediately notify the Ethics Commission

1 and Board of Supervisors thereof in writing and the cause thereof, and shall present written
2 charges against such suspended officer to the Ethics Commission and Board of Supervisors at or
3 prior to their next regular meetings following such suspension, and shall immediately furnish a
4 copy of the same to such officer, who shall have the right to appear with counsel before the
5 Ethics Commission in his or her defense.

6 The Ethics Commission shall hold a hearing not less than five days after the filing of
7 written charges. After the hearing, the Ethics Commission shall transmit the full record of the
8 hearing to the Board of Supervisors with a recommendation as to whether the charges should be
9 sustained. If, after reviewing the complete record, the charges are sustained by not less than a
10 three-fourths vote of all members of the Board of Supervisors, the suspended officer shall be
11 removed from office; if not so sustained, or if not acted on by the Board of Supervisors within 30
12 days after the receipt of the record from the Ethics Commission, the suspended officer shall
13 thereby be reinstated.

14 Notwithstanding any other provision of this Section 15.105, the Mayor may file written
15 charges of official misconduct against the Public Advocate and those charges shall be heard and
16 acted on by the Ethics Commission and the Board of Supervisors in the same manner as other
17 charges of official misconduct, but the Mayor shall have no power to suspend the Public
18 Advocate prior to the determination of those charges by the Board of Supervisors.

19 * * * *

20
21 **SEC. 4.127. POLICE DEPARTMENT.**

22 The Police Department shall preserve the public peace, prevent and detect crime, and
23 protect the rights of persons and property by enforcing the laws of the United States, the State of
24 California and the City and County.

25 The Chief of Police may appoint and remove at pleasure special police officers.

1 The Chief of Police shall have all powers which are now or that may be conferred upon a
2 sheriff by state law with respect to the suppression of any riot, public tumult, disturbance of the
3 public peace or organized resistance against the laws or public authority.

4 * * * *

5 OFFICE OF CITIZEN COMPLAINTS. The Public Advocate ~~Mayor~~ shall appoint a
6 nominee of the Police Commission as the director of the Office of Citizen Complaints, subject to
7 confirmation by the Board of Supervisors. The director shall serve at the pleasure of the Police
8 Commission. If the Board fails to act on the appointment within 30 days, the appointment shall
9 be deemed approved. In the event the office is vacant, until the mayor makes an appointment and
10 that appointment is confirmed by the Board, the Police Commission shall appoint an interim
11 director who shall serve at the pleasure of the Police Commission. The appointment shall be
12 exempt from the civil service requirements of this Charter. The director shall never have been a
13 uniformed member or employee of the department. The director of the Office of Citizen
14 Complaints shall be the appointing officer under the civil service provisions of this Charter for
15 the appointment, removal or discipline of employees of the Office of Citizen Complaints.

16 * * * *

17
18 **SEC. A8.409-1. EMPLOYEES COVERED.**

19 * * * *

20 Except as otherwise provided by this Charter, the Civil Service Commission shall set the
21 wages and benefits of all elected officials of the City and County of San Francisco as follows:
22 The Commission shall conduct a salary survey of the offices of chief executive officer, county
23 counsel, district attorney, public defender, assessor-recorder, treasurer, and sheriff, in the
24 counties of Alameda, Contra Costa, Marin, San Mateo, and Santa Clara. The Commission shall
25 then average the salaries for each of those offices to determine respectively the base five-year

1 salaries for the Mayor, City Attorney, District Attorney, Public Defender, Assessor-Recorder,
2 Treasurer, and Sheriff.

3 If any of the aforementioned counties do not have an office of public defender, that
4 county shall be omitted from the salary survey for purposes of determining the base five-year
5 salary of the Public Defender. Among the aforementioned counties, any freestanding county
6 assessor's office or any county office in which the assessor's function is combined with other
7 county functions, shall be deemed comparable to the office of Assessor-Recorder for purposes of
8 determining the base five-year salary of the Assessor-Recorder. If any of the aforementioned
9 counties do not have a comparable county office of treasurer, the county office whose functions
10 most closely resemble the Treasurer's functions in San Francisco shall be deemed comparable to
11 the office of Treasurer for purposes of determining the base five-year salary of the Treasurer.

12 The initial base five-year salary determination for the respective salaries of the Mayor,
13 City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff
14 shall apply to the period from July 1, 2007 through June 30, 2012. Subsequent base five-year
15 salary determinations for those offices shall apply to subsequent five-year periods, for example,
16 July 1, 2012 through June 30, 2017.

17 For the second, third, fourth, and fifth years of the period for which any base five-year
18 salary has been set, the Commission shall annually adjust the respective salaries of the Mayor,
19 City Attorney, District Attorney, Public Defender, Assessor-Recorder, Treasurer, and Sheriff, to
20 account for upward annual movement in the Consumer Price Index during the prior calendar
21 year; provided, that whenever the upward movement in the Consumer Price Index during the
22 prior calendar year exceeds 5%, the cost-of-living adjustment shall not be the actual increase in
23 the Consumer Price Index for the prior calendar year but instead shall be 5%. The annual cost-
24 of-living adjustment shall take effect July 1 of the second, third, fourth, and fifth years of the
25 period for which the base five-year salary has been set.

1 The Civil Service Commission shall set the salary of the Public Advocate every five years
2 based on a salary survey of comparable offices, or using such other methodology as the
3 Commission deems appropriate.

4 Except as noted below, in setting the initial and subsequent base five-year salary
5 determinations for the offices of Mayor, City Attorney, District Attorney, Public Defender,
6 Assessor-Recorder, Treasurer, and Sheriff, the Commission may not reduce the respective
7 salaries of any of those offices. If implementation of the process for setting the base five-year
8 salary would otherwise result in a salary reduction for any of those offices, the base five-year
9 salary for the affected office or offices shall be the existing salary for the office.

10 If the City and County of San Francisco and employee organizations agree to amend the
11 compensation provisions of existing memoranda of understanding to reduce costs, the
12 Commission shall review and amend the respective salaries of the Mayor, City Attorney, District
13 Attorney, Public Defender, Assessor-Recorder, Treasurer, ~~and~~ Sheriff, and Public Advocate as
14 necessary to achieve comparable cost savings in the affected fiscal year or years.

15 The Commission shall annually set the benefits of elected officials, to take effect July 1
16 of each year. Benefits of elected officials may equal but may not exceed those benefits provided
17 to any classification of miscellaneous officers and employees as of July 1 of each year, except,
18 after January 7, 2012, the City and County shall not pay the required employee contributions of
19 said officials into the San Francisco Employees' Retirement System trust fund or into the Retiree
20 Health Care Trust Fund.

21 In addition, subject to the approval or disapproval of the Board of Supervisors, the Mayor
22 may create, for employees designated as management, a management compensation package that
23 recognizes and provides incentives for outstanding managerial performance contributing to
24 increased productivity and efficiency in the work force. In formulating such a package, the
25

1 Mayor shall take into account data developed in conjunction with the civil service commission
2 regarding the terms of executive compensation in other public and private jurisdictions.

3
4 **F1.102. STREET, SIDEWALK, AND PARK CLEANING AND MAINTENANCE.**

5 (a) The Services Audit Unit shall conduct annually a performance audit of the City's
6 street, sidewalk, and public park maintenance and cleaning operations. The annual audit shall:

7 (1) Include quantifiable, measurable, objective standards for street, sidewalk, and
8 park maintenance, to be developed in cooperation and consultation with the Department of
9 Public Works and the Recreation and Park Department;

10 (2) Based upon such measures, report on the condition of each geographic
11 portion of the City;

12 (3) To the extent that standards are not met, assess the causes of such failure and
13 make recommendations of actions that will enhance the achievement of those standards in the
14 future;

15 (4) Ensure that all bond funds related to streets, parks and open space are spent in
16 strict accordance with the stated purposes and permissible uses of such bonds, as approved by the
17 voters.

18 Outside of the audit process, the City departments charged with cleaning and maintaining
19 streets, sidewalks, and parks shall remain responsible for addressing individual complaints
20 regarding specific sites, ~~although the Controller may receive and investigate such complaints~~
21 ~~under Section F1.107.~~

22 (b) In addition, all City agencies engaged in street, sidewalk, or park maintenance shall
23 establish regular maintenance schedules for streets, sidewalks, parks and park facilities, which
24 shall be available to the public and on the department's website. Each such department shall
25 monitor compliance with these schedules, and shall publish regularly data showing the extent to

1 which the department has met its published schedules. The City Services Audit Unit shall audit
2 each department's compliance with these requirements annually, and shall furnish
3 recommendations for meaningful ways in which information regarding the timing, amount and
4 kind of services provided may be gathered and furnished to the public.

5
6 **F1.107. CITIZENS' COMPLAINTS; WHISTLEBLOWERS.**

7 (a) The Controller shall have the authority to receive and investigate individual
8 complaints concerning: the misuse of City funds by officers or employees; the use of City
9 equipment or time for personal purposes; the purchase of unneeded supplies or equipment;
10 nonperformance, or inadequate performance of, contractually-required services; or, improper or
11 wasteful activities by City officers or employees. ~~the quality and delivery of government~~
12 ~~services, wasteful and inefficient City government practices, misuse of City government funds,~~
13 ~~and improper activities by City government officers and employees.~~ When appropriate, the
14 Controller shall investigate and otherwise attempt to resolve such individual complaints except
15 for those which:

16 (1) another City agency is required by federal, state, or local law to adjudicate,

17 (2) may be resolved through a grievance mechanism established by collective
18 bargaining agreement or contract,

19 (3) involve allegations of conduct which may constitute a violation of criminal
20 law,

21 (4) are assigned to the Public Advocate under Section 8C.105; or

22 (5) (4) are subject to an existing, ongoing investigation by the District Attorney,
23 the City Attorney, or the Ethics Commission, where either official or the Commission states in
24 writing that investigation by the Controller would substantially impede or delay his, her, or its
25 own investigation of the matter.

1 If the Controller receives a complaint described in items (1), (2), (3), or (4) of this
2 paragraph, the Controller shall advise the complainant of the appropriate procedure for the
3 resolution of such complaint.

4 (b) If the Controller receives a complaint alleging conduct that may constitute a violation
5 of criminal law or a governmental ethics law, he or she shall promptly refer the complaint
6 regarding criminal conduct to the District Attorney or other appropriate law enforcement agency
7 and shall refer complaints regarding violations of governmental ethics laws to the Ethics
8 Commission and the City Attorney. Nothing in this Section shall preclude the Controller from
9 investigating whether any alleged criminal conduct also violates any civil or administrative law,
10 statute, ordinance, or regulation.

11 (c) Notwithstanding any provision of this Charter, including, but not limited to
12 Section C3.699-11, or any ordinance or regulation of the City and County of San Francisco, the
13 Controller shall administer a whistleblower and citizen complaint hotline telephone number and
14 website and, together with the Public Advocate, publicize the hotline and website through press
15 releases, public advertising, and communications to City employees. The Controller shall
16 receive and track calls and emails related to complaints about the quality and delivery of
17 government services, wasteful and inefficient City government practices, misuse of government
18 funds and improper activities by City government officials, employees and contractors and shall
19 route these complaints to the appropriate agency subject to subsection (a) of this Section. The
20 Board of Supervisors shall enact and maintain an ordinance protecting the confidentiality of
21 whistleblowers, and protecting City officers and employees from retaliation for filing a
22 complaint with, or providing information to, the Controller, Ethics Commission, District
23 Attorney, City Attorney or a City department or commission about improper government activity
24 by City officers and employees. The City may incorporate all whistleblower functions set forth
25 in this Charter or by ordinances into a unified City call center, switchboard, or information

1 number at a later time, provided the supervision of the whistleblower function remains with the
2 Controller and its responsibilities and function continue unabridged.

3 (d) The Controller shall on a quarterly basis prepare summaries of all complaints
4 received by the Controller's whistleblower program and transmit those summaries to the Public
5 Advocate. The Public Advocate shall review the summaries by complaint type, department
6 involved, and other factors to identify trends in complaints and prepare recommendations for the
7 improvement of City controls and services. To the extent permitted by state law, the City shall
8 keep these summaries confidential.

9 (e) The Public Advocate and the Controller may from time to time and by written
10 agreement shift between themselves jurisdictional responsibilities for investigation and reporting
11 types of whistleblower complaints established in the Charter. The Public Advocate and the
12 Controller shall submit a copy of any such agreement to the Mayor and the Board of
13 Supervisors, and make the agreement available to the public.

14
15 ~~**F1.108. CUSTOMER SERVICE PLANS.**~~

16 ~~The Controller shall assess the progress of City departments' compliance with Charter~~
17 ~~Section 16.120 and any implementing ordinances requiring City departments to prepare effective~~
18 ~~customer service plans. The Controller shall make recommendations to departments to improve~~
19 ~~the effectiveness of such plans. The Controller shall report to the Board of Supervisors and~~
20 ~~Mayor the failure of any department to comply substantially with the Controller's~~
21 ~~recommendations regarding customer service plans.~~

22
23 ~~**SEC. F1.114. OPERATIVE DATE; SEVERABILITY.**~~

24 ~~(a) This charter amendment shall be operative on July 1, 2004. This amendment shall~~
25 ~~not affect the term or tenure of the incumbent Controller.~~

1 ~~(b)~~ If any section, subsection, provision or part of this Appendix F charter amendment or
2 its application to any person or circumstances is held to be unconstitutional or invalid, the
3 remainder of Appendix F the amendment, and the application of such provision to other persons
4 or circumstances, shall not be affected.

5
6 Section 2. Except for the provisions relating to the election of the Public Advocate which
7 shall become operative on the effective date of the charter amendment, the provisions of this
8 charter amendment shall become operative at the date and time that the first Public Advocate
9 takes office.

10
11
12 APPROVED AS TO FORM:
13 DENNIS J. HERRERA, City Attorney

14
15 By: _____
16 THOMAS J. OWEN
17 Deputy City Attorney

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