

FILE NO. 031196

RESOLUTION NO. 695-03

1 [CitiStat Management Strategy]

2
3 **Resolution urging the Department of Telecommunications and Information Services to**
4 **investigate the feasibility of implementing a CitiStat management strategy for the City**
5 **and County of San Francisco.**

6
7 WHEREAS, San Franciscans deserve a city government that is effective, cost-efficient,
8 responsive to their needs and one that best utilizes state of the art technology and
9 management; and,

10 WHEREAS, CitiStat, a performance management strategy, is such a product of the
11 powerful combination of technology and management. CitiStat integrates database,
12 spreadsheet, and mapping software in order to collect and report essential data about the
13 delivery of city services; and,

14 WHEREAS, In 2000, the City of Baltimore, Maryland implemented its CitiStat program
15 and has since experienced a dramatic improvement in the performance of its city agencies,
16 has saved the city millions of dollars, and has assisted the city government to become more
17 efficient and effective; and,

18 WHEREAS, CitiStat would allow for city agencies of San Francisco to collect
19 information and evaluate performance of a wide variety of city functions and concerns, such
20 as crime fighting, lead paint violations, vacant buildings, food inspections, pothole repair, and
21 summer recreation programs; and,

22 WHEREAS, San Francisco's Department of Telecommunications and Information
23 Services already possesses the basic technology architecture and expertise needed to
24 implement CitiStat; and,

1 WHEREAS, Regular CitiStat meetings would enable the mayor and department heads
2 to review departmental data, identify problem areas, share information and ideas, develop
3 plans to address those problems, review actions taken since previous meetings, and
4 ultimately measure results; and,

5 WHEREAS, The key tenants of CitiStat are accurate and timely intelligence, effective
6 tactics and strategies, rapid response, and relentless follow-up; and,

7 WHEREAS, Baltimore found that after implementing CitiStat, reduction in chronic
8 absenteeism among city employees saved the city \$6 million per year, the number of illegal
9 dumping sites in the city fell from 2,700 to fewer than 200, and 97 percent of all potholes were
10 filled in within 48 hours of a citizen phoning to report them; and,

11 WHEREAS, With an initial investment of \$20,000 to purchase software and renovate a
12 room at City Hall, combined with an estimated annual operating expense of \$400,000, CitiStat
13 has already saved Baltimore more than \$43 million in the first two years of its operation; and,

14 WHEREAS, CitiStat would utilize data from the same customer relationship
15 management database as a new non-emergency 311 system currently under consideration by
16 several city agencies and city officials in San Francisco to track citizen requests and provide
17 them with information on how quickly and effectively city agencies are responding; now,
18 therefore, be it

19 RESOLVED, That the Board of Supervisors of the City and County of San Francisco
20 does hereby urge the Department of Telecommunications and Information Services to
21 investigate the feasibility of implementing a CitiStat management strategy for the City and
22 County of San Francisco.



City and County of San Francisco

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

Tails
Resolution

File Number: 031196

Date Passed:

Resolution urging the Department of Telecommunications and Information Services to investigate the feasibility of implementing a CitiStat management strategy for the City and County of San Francisco.

October 7, 2003 Board of Supervisors — ADOPTED

Ayes: 10 - Daly, Dufty, Gonzalez, Hall, Ma, Maxwell, McGoldrick, Newsom, Peskin, Sandoval

Absent: 1 - Ammiano

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I hereby certify that the foregoing Resolution was ADOPTED on October 7, 2003 by the Board of Supervisors of the City and County of San Francisco.

[Handwritten signature of Gloria L. Young]

Gloria L. Young
Clerk of the Board

[Blank line for Date Approved]

Date Approved

[Blank line for Mayor Willie L. Brown Jr.]

Mayor Willie L. Brown Jr.

Date: October 17, 2003

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter.

[Handwritten signature of Gloria L. Young]

Clerk of the Board

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