

2022-23 CIVIL GRAND JURY FINDINGS, RECOMMENDATIONS, AND RESPONSES TO FINDINGS AND RECOMMENDATIONS

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F1	First Year Free has been generally well-received by small businesses and City agencies, but due to its limited scope when first adopted and its status as a temporary pilot program, its financial benefits to small businesses have been more modest than initially expected.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F4	There is no mechanism (outside the Online Portal) that accurately tracks eligibility for, or compliance with, the 30-day permit processing provision of Proposition H (as defined in this report), so it is not possible to credibly assess whether Proposition H is achieving its intended goals.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F5	The statutory protection for the provisions of Proposition H (as defined in this report) regarding 30-day permit processing and the elimination of neighborhood notification will expire in December 2023, but reliable data to assess the effectiveness of these provisions is not expected to be available by that time.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F8	Substantial outreach efforts by the City departments responsible for promoting First Year Free and Proposition H have not yet fully informed small businesses and merchants' associations, because those efforts have not been sufficiently comprehensive and	Office of the Mayor [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F9	Despite recent reforms, there remains a prevalent perception that San Francisco is inhospitable to small businesses, and City agencies have not deployed the resources required to effectively counter that perception	Office of the Mayor [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2022]	R1 [for F1]	By November 30, 2023, the Mayor and Board of Supervisors should take the legislative and budgetary steps necessary to make First Year Free a permanent program.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R3 [for F3]	By January 1, 2024, the Mayor should direct that the Office of Treasurer and Tax Collector, the Planning Department, the Department of Building Inspection, the Department of Public Health, the Department of Public Works, the Entertainment Commission, the Fire Department, the Police Department, and any other City departments that impose fees covered by the First Year Free program, should implement procedures to ensure that fees are properly waived for all businesses enrolled in First Year Free, that any billing errors are promptly identified, and that any fees that are improperly charged are promptly refunded to the affected business without requiring any action by the affected business.	Office of the Mayor [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R4 [for F4]	By November 30, 2023, the Mayor, in consultation with the Office of the City Administrator, should convene a working group of all departments and agencies involved in assisting small businesses whose commercial projects are eligible for 30-day permit processing under Proposition H (as defined in this report), which will be tasked with promptly developing and implementing mechanisms and procedures to (a) accurately determine eligibility under Proposition H for 30-day permit processing; and (b) accurately and regularly track and publicly report the City's compliance with the 30-day timeline.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R6 [for F6]	By November 30, 2023, the Mayor should establish an inter-departmental working group, chaired by the Office of Small Business, with membership from City departments involved in small business registration, planning, and permitting, which shall hold regular cross-departmental meetings to collaborate on implementation and troubleshooting of programs to assist small businesses, including but not limited to First Year Free and Proposition H.	Office of the Mayor [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R7 [for F7]	By March 1, 2024, the Mayor and Board of Supervisors should take the legislative and budgetary steps necessary for the City to implement a cross-departmental technology integration strategy for the deployment of a federated computer system that will increase data visibility across all departments involved in business registration, planning, and permitting, for improved collaboration and to enable compilation of disparate system data into transparent and usable output for small business customers.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R8.1 [for F8]	By December 31, 2023, OSB, in consultation with OEWD and other departments responsible for small business assistance programs, with the participation of the San Francisco Chamber of Commerce and neighborhood merchants' associations, should schedule a public Small Business Summit, to be held on at least an annual basis, to promote small business assistance programs and to address obstacles faced by small businesses, and produce a public Summit report listing action	Office of the Mayor [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R8.2 [for F8]	By December 31, 2023, OSB should prepare a user-friendly guide for small businesses in paper and electronic format describing First Year Free and streamlined permit processing under Proposition H, including instructions regarding how to access these benefits and how to use the Online Portal. OSB should distribute this guide online, at the Permit Center and to San Francisco merchants' associations.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R8.3 [for F8]	By February 1, 2024, OSB should develop and regularly update a public dashboard or scorecard that demonstrates the impact of San Francisco's small business assistance programs.	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R8.4 [for F8]	By November 30, 2023, OEWD should commit to report at Small Business Commission meetings at least once a year regarding developments, practices, trends, initiatives, investments and potential or proposed policies or legislation affecting San Francisco's small	Office of the Mayor [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R9 [for F9]	By January 31, 2024, the Mayor and Board of Supervisors, in consultation with OSB, should approve funding sufficient to develop and launch a sophisticated marketing campaign to promote San Francisco as a welcoming and supportive environment for new small businesses to open, and to encourage support for existing small businesses, with reference as appropriate to programs such as First Year Free and Proposition H.	Office of the Mayor [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F1	First Year Free has been generally well-received by small businesses and City agencies, but due to its limited scope when first adopted and its status as a temporary pilot program, its financial benefits to small businesses have been more modest than initially expected.	Board of Supervisors [September 19, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F9	Despite recent reforms, there remains a prevalent perception that San Francisco is inhospitable to small businesses, and City agencies have not deployed the resources required to effectively counter that perception.	Board of Supervisors [September 19, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2022]	R1 [for F1]	By November 30, 2023, the Mayor and Board of Supervisors should take the legislative and budgetary steps necessary to make First Year Free a permanent program.	Board of Supervisors [September 19, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R5 [for F5]	By November 30, 2023, the Board of Supervisors should resolve to allow an additional period of three years (from December 2023 through December 2026) before initiating or considering proposals to delete or amend the provisions of Proposition H (as defined in this report) requiring 30-day permit processing and elimination of neighborhood notification for eligible commercial	Board of Supervisors [September 19, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R7 [for F7]	By March 1, 2024, the Mayor and Board of Supervisors should take the legislative and budgetary steps necessary for the City to implement a cross-departmental technology integration strategy for the deployment of a federated computer system that will increase data visibility across all departments involved in business registration, planning, and permitting, for improved collaboration and to enable compilation of disparate system data into transparent and usable output for small business customers.	Board of Supervisors [September 19, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R8.5 [for F8]	By December 31, 2023, each member of the Board of Supervisors should conduct meetings on at least a quarterly basis with small businesses and merchants' associations within his or her district, to address issues impacting small business formation and operation and potential solutions, and to disseminate information (with appropriate contact information for City personnel) regarding small business assistance programs such as First Year Free, Proposition H, and any materials developed in response to R8.2 and R8.3 above. Each Supervisor should include a summary report of each such meeting in any publication or newsletter issued by his or her office and provide a copy to OSB.	Board of Supervisors [September 19, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R9 [for F9]	By January 31, 2024, the Mayor and Board of Supervisors, in consultation with OSB, should approve funding sufficient to develop and launch a sophisticated marketing campaign to promote San Francisco as a welcoming and supportive environment for new small businesses to open, and to encourage support for existing small businesses, with reference as appropriate to programs such as First Year Free and Proposition H.	Board of Supervisors [September 19, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F2	The lack of a current published list of fees subject to waiver under the FYF program makes it difficult for eligible businesses to decide whether to participate in the program and hinders the City's ability to implement and promote its benefits.	Office of the Treasurer and Tax Collector [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F3	Businesses enrolled in First Year Free have been charged fees that should have been waived, which imposes burdens on the City personnel who must manually correct such errors and on the small businesses whose waivers have been delayed.	Office of the Treasurer and Tax Collector [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F6	The lack of regular cross-departmental meetings focused on small business issues between the Office of Small Business and City departments involved in business registration, planning and permitting hinders the development and implementation of coordinated approaches and solutions.	Office of the Treasurer and Tax Collector [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F7	The computer systems of City departments involved in business registration, planning and permitting are not adequately integrated, and there is a growing need for these departments to conduct their operations on a federated computer system that will improve efficiency and cross-departmental	Office of the Treasurer and Tax Collector [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2022]	R1 [for F1]	By November 30, 2023, the Mayor and Board of Supervisors should take the legislative and budgetary steps necessary to make First Year Free a permanent program.	Office of the Treasurer and Tax Collector [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R2 [for F2]	By January 1, 2024, the Office of Treasurer and Tax Collector should prepare a "master list" of all fees subject to waiver under the First Year Free program, which should be regularly updated and disseminated to the public, to the Office of Small Business and to all City agencies and departments that impose fees covered by the program.	Office of the Treasurer and Tax Collector [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R3 [for F3]	By January 1, 2024, the Mayor should direct that the Office of Treasurer and Tax Collector, the Planning Department, the Department of Building Inspection, the Department of Public Health, the Department of Public Works, the Entertainment Commission, the Fire Department, the Police Department, and any other City departments that impose fees covered by the First Year Free program, should implement procedures to ensure that fees are properly waived for all businesses enrolled in First Year Free, that any billing errors are promptly identified, and that any fees that are improperly charged are promptly refunded to the affected business without requiring any action by the affected business.	Office of the Treasurer and Tax Collector [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F7	The computer systems of City departments involved in business registration, planning and permitting are not adequately integrated, and there is a growing need for these departments to conduct their operations on a federated computer system that will improve efficiency and cross-departmental	n/a		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R7 [for F7]	By March 1, 2024, the Mayor and Board of Supervisors should take the legislative and budgetary steps necessary for the City to implement a cross-departmental technology integration strategy for the deployment of a federated computer system that will increase data visibility across all departments involved in business registration, planning, and permitting, for improved collaboration and to enable compilation of disparate system data into transparent and usable output for small business customers.	Office of the City Administrator [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F3	Businesses enrolled in First Year Free have been charged fees that should have been waived, which imposes burdens on the City personnel who must manually correct such errors and on the small businesses whose waivers have been delayed.	Office of Small Business [August 20, 2023]		
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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F5	The statutory protection for the provisions of Proposition H (as defined in this report) regarding 30-day permit processing and the elimination of neighborhood notification will expire in December 2023, but reliable data to assess the effectiveness of these provisions is not expected to be available by that	Office of Small Business [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R8.1 [for F8]	By December 31, 2023, OSB, in consultation with OEWD and other departments responsible for small business assistance programs, with the participation of the San Francisco Chamber of Commerce and neighborhood merchants' associations, should schedule a public Small Business Summit, to be held on at least an annual basis, to promote small business assistance programs and to address obstacles faced by small businesses, and produce a public Summit report listing action	Office of Small Business [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R8.3 [for F8]	By February 1, 2024, OSB should develop and regularly update a public dashboard or scorecard that demonstrates the impact of San Francisco's small business assistance programs.	Office of Small Business [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R9 [for F9]	By January 31, 2024, the Mayor and Board of Supervisors, in consultation with OSB, should approve funding sufficient to develop and launch a sophisticated marketing campaign to promote San Francisco as a welcoming and supportive environment for new small businesses to open, and to encourage support for existing small businesses, with reference as appropriate to programs such as First Year Free and Proposition H.	Office of Small Business [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R4 [for F4]	By November 30, 2023, the Mayor, in consultation with the Office of the City Administrator, should convene a working group of all departments and agencies involved in assisting small businesses whose commercial projects are eligible for 30-day permit processing under Proposition H (as defined in this report), which will be tasked with promptly developing and implementing mechanisms and procedures to (a) accurately determine eligibility under Proposition H for 30-day permit processing; and (b) accurately and regularly track and publicly report the City's compliance with the 30-day timeline.	Planning Department [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R6 [for F6]	By November 30, 2023, the Mayor should establish an inter-departmental working group, chaired by the Office of Small Business, with membership from City departments involved in small business registration, planning, and permitting, which shall hold regular cross-departmental meetings to collaborate on implementation and troubleshooting of programs to assist small businesses, including but not limited to First Year Free and Proposition H.	Planning Department [August 20, 2023]		

2022-23 CIVIL GRAND JURY FINDINGS, RECOMMENDATIONS, AND RESPONSES TO FINDINGS AND RECOMMENDATIONS

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F3	Businesses enrolled in First Year Free have been charged fees that should have been waived, which imposes burdens on the City personnel who must manually correct such errors and on the small businesses whose waivers have been delayed.	Department of Building Inspection [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F4	There is no mechanism (outside the Online Portal) that accurately tracks eligibility for, or compliance with, the 30-day permit processing provision of Proposition H (as defined in this report), so it is not possible to credibly assess whether Proposition H is achieving its intended goals.	Department of Building Inspection [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F5	The statutory protection for the provisions of Proposition H (as defined in this report) regarding 30-day permit processing and the elimination of neighborhood notification will expire in December 2023, but reliable data to assess the effectiveness of these provisions is not expected to be available by that	Department of Building Inspection [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F6	The lack of regular cross-departmental meetings focused on small business issues between the Office of Small Business and City departments involved in business registration, planning and permitting hinders the development and implementation of coordinated approaches and solutions.	Department of Building Inspection [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F7	The computer systems of City departments involved in business registration, planning and permitting are not adequately integrated, and there is a growing need for these departments to conduct their operations on a federated computer system that will improve efficiency and cross-departmental	Department of Building Inspection [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R3 [for F3]	By January 1, 2024, the Mayor should direct that the Office of Treasurer and Tax Collector, the Planning Department, the Department of Building Inspection, the Department of Public Health, the Department of Public Works, the Entertainment Commission, the Fire Department, the Police Department, and any other City departments that impose fees covered by the First Year Free program, should implement procedures to ensure that fees are properly waived for all businesses enrolled in First Year Free, that any billing errors are promptly identified, and that any fees that are improperly charged are promptly refunded to the affected business without requiring any action by the affected business.	Department of Building Inspection [August 20, 2023]		

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R6 [for F6]	By November 30, 2023, the Mayor should establish an inter-departmental working group, chaired by the Office of Small Business, with membership from City departments involved in small business registration, planning, and permitting, which shall hold regular cross-departmental meetings to collaborate on implementation and troubleshooting of programs to assist small businesses, including but not limited to First Year Free and Proposition H.	Department of Building Inspection [August 20, 2023]		

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2022-23 CIVIL GRAND JURY FINDINGS, RECOMMENDATIONS, AND RESPONSES TO FINDINGS AND RECOMMENDATIONS

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Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	R3 [for F3]	By January 1, 2024, the Mayor should direct that the Office of Treasurer and Tax Collector, the Planning Department, the Department of Building Inspection, the Department of Public Health, the Department of Public Works, the Entertainment Commission, the Fire Department, the Police Department, and any other City departments that impose fees covered by the First Year Free program, should implement procedures to ensure that fees are properly waived for all businesses enrolled in First Year Free, that any billing errors are promptly identified, and that any fees that are improperly charged are promptly refunded to the affected business without requiring any action by the affected business.	Entertainment Commission [August 20, 2023]		

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