			Respondent		
Report Title [Publication Date]	F#	Finding	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]		well-received by small businesses and	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		`	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		provisions of Proposition H (as	Office of the Mayor [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		•	Office of the Mayor [August 20, 2023]		

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F9	Despite recent reforms, there	Office of the		
Business: San		remains a prevalent perception that	Mayor		
Francisco's Plan to		San Francisco is inhospitable to small	[August 20, 2023]		
Save its Small		businesses, and City agencies have			
Businesses [June		not deployed the resources required			
21, 2023]		to effectively counter that			
		norcontian			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R1	By November 30, 2023, the Mayor	Office of the		
Business: San	[for F1]	and Board of Supervisors should take	Mayor		
Francisco's Plan to		the legislative and budgetary steps	[August 20, 2023]		
Save its Small		necessary to make First Year Free a			
Businesses [June		permanent program.			
Taking Care of	R3	By January 1, 2024, the Mayor should	Office of the		
Business: San	[for F3]	direct that the Office of Treasurer	Mayor		
Francisco's Plan to		and Tax Collector, the Planning	[August 20, 2023]		
Save its Small		Department, the Department of			
Businesses [June		Building Inspection, the Department			
21, 2023]		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			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of		By November 30, 2023, the Mayor, in	Office of the		
Business: San	[for F4]	consultation with the Office of the	Mayor		
Francisco's Plan to		City Administrator, should convene a	[August 20, 2023]		
Save its Small		working group of all departments and			
Businesses [June		agencies involved in assisting small			
21, 2023]		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.			
Taking Care of	R6	By November 30, 2023, the Mayor	Office of the		
Business: San	[for F6]	should establish an inter-	Mayor		
Francisco's Plan to		departmental working group, chaired	[August 20, 2023]		
Save its Small		by the Office of Small Business, with			
Businesses [June		membership from City departments			
21, 2023]		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.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R7	By March 1, 2024, the Mayor and	Office of the		
Business: San	[for F7]	Board of Supervisors should take the	Mayor		
Francisco's Plan to		legislative and budgetary steps	[August 20, 2023]		
Save its Small		necessary for the City to implement a			
Businesses [June		cross-departmental technology			
21, 2023]		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.			
Taking Care of	R8.1	By December 31, 2023, OSB, in	Office of the		
Business: San	[for F8]	consultation with OEWD and other	Mayor		
Francisco's Plan to		departments responsible for small	[August 20, 2023]		
Save its Small		business assistance programs, with			
Businesses [June		the participation of the San Francisco			
21, 2023]		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			

Report Title [Publication Date]			Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of		, ,	Office of the		
Business: San	[for F8]	ļ	Mayor		
Francisco's Plan to		• •	[August 20, 2023]		
Save its Small		electronic format describing First			
Businesses [June		Year Free and streamlined permit			
21, 2023]		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.			
Taking Care of	R8.3	By February 1, 2024, OSB should	Office of the		
Business: San	[for F8]	develop and regularly update a public	Mayor		
Francisco's Plan to		dashboard or scorecard that	[August 20, 2023]		
Save its Small		demonstrates the impact of San			
Businesses [June		Francisco's small business assistance			
71 2023 Taking Care of	R8.4	By November 30, 2023, OEWD should	Office of the		
Business: San		l ·	Mayor		
Francisco's Plan to	ارانا دی	-	[August 20, 2023]		
Save its Small		year regarding developments,	[August 20, 2025]		
Businesses [June		practices, trends, initiatives,			
21, 2023]		investments and potential or			
21, 2023]		proposed policies or legislation			
		affecting San Francisco's small			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R9	By January 31, 2024, the Mayor and	Office of the		
Business: San	[for F9]	Board of Supervisors, in consultation	Mayor		
Francisco's Plan to		with OSB, should approve funding	[August 20, 2023]		
Save its Small		sufficient to develop and launch a			
Businesses [June		sophisticated marketing campaign to			
21, 2023]		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.			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F1	First Year Free has been generally	Board of		
Business: San		well-received by small businesses and	Supervisors		
Francisco's Plan to		City agencies, but due to its limited	[September 19,		
Save its Small		scope when first adopted and its	2023]		
Businesses [June		status as a temporary pilot program,			
21, 2023]		its financial benefits to small			
		businesses have been more modest			
Taking Care of	F9	Despite recent reforms, there	Board of		
Business: San		remains a prevalent perception that	Supervisors		
Francisco's Plan to		San Francisco is inhospitable to small	[September 19,		
Save its Small		businesses, and City agencies have	2023]		
Businesses [June		not deployed the resources required			
21, 2023]		to effectively counter that			

Report Title [Publication Date]			Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of		By November 30, 2023, the Mayor	Board of		
Business: San	-	and Board of Supervisors should take	l '		
Francisco's Plan to		the legislative and budgetary steps	[September 19,		
Save its Small		necessary to make First Year Free a	2023]		
Businesses [June		permanent program.			
Taking Care of		l ·	Board of		
Business: San	[for F5]	Supervisors should resolve to allow	Supervisors		
Francisco's Plan to		an additional period of three years	[September 19,		
Save its Small		(from December 2023 through	2023]		
Businesses [June		December 2026) before initiating or			
21, 2023]		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			
Taking Care of	R7	By March 1, 2024, the Mayor and	Board of		
Business: San	[for F7]	Board of Supervisors should take the	Supervisors		
Francisco's Plan to		legislative and budgetary steps	[September 19,		
Save its Small		necessary for the City to implement a	2023]		
Businesses [June		cross-departmental technology			
21, 2023]		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.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R8.5	By December 31, 2023, each member	Board of		
Business: San	[for F8]	of the Board of Supervisors should	Supervisors		
Francisco's Plan to		conduct meetings on at least a	[September 19,		
Save its Small		quarterly basis with small businesses	2023]		
Businesses [June		and merchants' associations within			
21, 2023]		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.			
Taking Care of	R9	By January 31, 2024, the Mayor and	Board of		
Business: San	[for F9]	Board of Supervisors, in consultation	Supervisors		
Francisco's Plan to		with OSB, should approve funding	[September 19,		
Save its Small		sufficient to develop and launch a	2023]		
Businesses [June		sophisticated marketing campaign to			
21, 2023]		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.			

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]		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	Collector [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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]		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]		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]		

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F7	The computer systems of City	Office of the		
Business: San		departments involved in business	Treasurer and Tax		
Francisco's Plan to		registration, planning and permitting	Collector		
Save its Small		are not adequately integrated, and	[August 20, 2023]		
Businesses [June		there is a growing need for these			
21, 2023]		departments to conduct their			
		operations on a federated computer			
		system that will improve efficiency			
		and cross-departmental			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of		By November 30, 2023, the Mayor	Office of the		
Business: San	[for F1]	and Board of Supervisors should take	Treasurer and Tax		
Francisco's Plan to		the legislative and budgetary steps	Collector		
Save its Small		necessary to make First Year Free a	[August 20, 2023]		
Businesses [June		permanent program.			
Taking Care of	R2	By January 1, 2024, the Office of	Office of the		
Business: San	[for F2]	Treasurer and Tax Collector should	Treasurer and Tax		
Francisco's Plan to		prepare a "master list" of all fees	Collector		
Save its Small		subject to waiver under the First Year	[August 20, 2023]		
Businesses [June		Free program, which should be			
21, 2023]		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.			
Taking Care of	R3	By January 1, 2024, the Mayor should	Office of the		
Business: San	[for F3]	direct that the Office of Treasurer	Treasurer and Tax		
Francisco's Plan to		and Tax Collector, the Planning	Collector		
Save its Small		Department, the Department of	[August 20, 2023]		
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
		husinoss			

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]		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.	n/a		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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		

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R4	By November 30, 2023, the Mayor, in	Office of the City		
Business: San	[for F4]	consultation with the Office of the	Administrator		
Francisco's Plan to		City Administrator, should convene a	[August 20, 2023]		
Save its Small		working group of all departments and			
Businesses [June		agencies involved in assisting small			
21, 2023]		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.			
Taking Care of		By March 1, 2024, the Mayor and	Office of the City		
Business: San		Board of Supervisors should take the			
Francisco's Plan to		legislative and budgetary steps	[August 20, 2023]		
Save its Small		necessary for the City to implement a			
Businesses [June		cross-departmental technology			
21, 2023]		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.			

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]		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 Small Business [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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 Small Business [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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]		

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]		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 Small Business [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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 Small Business [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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 Small Business [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	Office of Small Business [August 20, 2023]		

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R6	By November 30, 2023, the Mayor	Office of Small		
Business: San	[for F6]	should establish an inter-	Business		
Francisco's Plan to		departmental working group, chaired	[August 20, 2023]		
Save its Small		by the Office of Small Business, with			
Businesses [June		membership from City departments			
21, 2023]		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.			
Taking Care of	R8.1	By December 31, 2023, OSB, in	Office of Small		
Business: San	[for F8]	consultation with OEWD and other	Business		
Francisco's Plan to		departments responsible for small	[August 20, 2023]		
Save its Small		business assistance programs, with			
Businesses [June		the participation of the San Francisco			
21, 2023]		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			

Report Title [Publication Date]	R# [for F#]		Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		prepare a user-friendly guide for	Office of Small Business [August 20, 2023]		
Taking Care of	R8.3	Permit Center and to San Francisco merchants' associations.	Office of Small		
Business: San Francisco's Plan to Save its Small Businesses [June		develop and regularly update a public dashboard or scorecard that demonstrates the impact of San Francisco's small business assistance			
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		Board of Supervisors, in consultation	Office of Small Business [August 20, 2023]		

Report Title [Publication Date]	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]	City departments responsible for promoting First Year Free and	Office of Economic and Workforce Development [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	San Francisco is inhospitable to small	Office of Economic and Workforce Development [August 20, 2023]		

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of		By December 31, 2023, OSB, in	Office of		
Business: San	[for F8]	consultation with OEWD and other	Economic and		
Francisco's Plan to		departments responsible for small	Workforce		
Save its Small		business assistance programs, with	Development		
Businesses [June		the participation of the San Francisco	[August 20, 2023]		
21, 2023]		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			
Taking Care of	R8.4	By November 30, 2023, OEWD should	Office of		
Business: San	[for F8]	commit to report at Small Business	Economic and		
Francisco's Plan to		Commission meetings at least once a	Workforce		
Save its Small		year regarding developments,	Development		
Businesses [June		practices, trends, initiatives,	[August 20, 2023]		
21, 2023]		investments and potential or			
		proposed policies or legislation			
		affecting San Francisco's small			
Taking Care of	R9	By January 31, 2024, the Mayor and	Office of		
Business: San	[for F9]	Board of Supervisors, in consultation	Economic and		
Francisco's Plan to		with OSB, should approve funding	Workforce		
Save its Small		sufficient to develop and launch a	Development		
Businesses [June		sophisticated marketing campaign to	[August 20, 2023]		
21, 2023]		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.			

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]	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.	Planning Department [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	Planning Department [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]	F6	departmental meetings focused on	Planning Department [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]			Planning Department [August 20, 2023]		

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F8	Substantial outreach efforts by the	Planning		
Business: San		City departments responsible for	Department		
Francisco's Plan to		promoting First Year Free and	[August 20, 2023]		
Save its Small		Proposition H have not yet fully			
Businesses [June		informed small businesses and			
21, 2023]		merchants' associations, because			
		those efforts have not been			
		sufficiently comprehensive and			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R3	By January 1, 2024, the Mayor should	Planning		
Business: San	[for F3]	direct that the Office of Treasurer	Department		
Francisco's Plan to		and Tax Collector, the Planning	[August 20, 2023]		
Save its Small		Department, the Department of			
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
		husinoss			

Report Title [Publication Date]			Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of		By November 30, 2023, the Mayor, in	_		
Business: San	[for F4]		Department		
Francisco's Plan to		City Administrator, should convene a	[August 20, 2023]		
Save its Small		working group of all departments and			
Businesses [June		agencies involved in assisting small			
21, 2023]		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.			
Taking Care of		By November 30, 2023, the Mayor	Planning		
Business: San	[for F6]	should establish an inter-	Department		
Francisco's Plan to		departmental working group, chaired	[August 20, 2023]		
Save its Small		by the Office of Small Business, with			
Businesses [June		membership from City departments			
21, 2023]		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.			

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]			Department of Building Inspection [August 20, 2023]		
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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.			
Taking Care of Business: San Francisco's Plan to Save its Small Businesses [June 21, 2023]		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]		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]		

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F7	The computer systems of City	Department of		
Business: San		departments involved in business	Building		
Francisco's Plan to		registration, planning and permitting	Inspection		
Save its Small		are not adequately integrated, and	[August 20, 2023]		
Businesses [June		there is a growing need for these			
21, 2023]		departments to conduct their			
		operations on a federated computer			
		system that will improve efficiency			
		and cross-departmental			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R3	By January 1, 2024, the Mayor should	Department of		
Business: San	[for F3]	direct that the Office of Treasurer	Building		
Francisco's Plan to		and Tax Collector, the Planning	Inspection		
Save its Small		Department, the Department of	[August 20, 2023]		
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
		husings			

Report Title [Publication Date]			Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of		By November 30, 2023, the Mayor, in	I		
Business: San	[for F4]		Building		
Francisco's Plan to		City Administrator, should convene a	Inspection		
Save its Small		working group of all departments and	[August 20, 2023]		
Businesses [June		agencies involved in assisting small			
21, 2023]		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.			
Taking Care of		By November 30, 2023, the Mayor	Department of		
Business: San	[for F6]	should establish an inter-	Building		
Francisco's Plan to		departmental working group, chaired			
Save its Small		by the Office of Small Business, with	[August 20, 2023]		
Businesses [June		membership from City departments			
21, 2023]		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.			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F3	Businesses enrolled in First Year Free	n/a		
Business: San		have been charged fees that should			
Francisco's Plan to		have been waived, which imposes			
Save its Small		burdens on the City personnel who			
Businesses [June		must manually correct such errors			
21, 2023]		and on the small businesses whose			
		waivers have been delayed.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R3	By January 1, 2024, the Mayor should	Department of		
Business: San	[for F3]	direct that the Office of Treasurer	Public Health		
Francisco's Plan to		and Tax Collector, the Planning	[August 20, 2023]		
Save its Small		Department, the Department of			
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
		husinoss			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F3	Businesses enrolled in First Year Free	n/a		
Business: San		have been charged fees that should			
Francisco's Plan to		have been waived, which imposes			
Save its Small		burdens on the City personnel who			
Businesses [June		must manually correct such errors			
21, 2023]		and on the small businesses whose			
		waivers have been delayed.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R3	By January 1, 2024, the Mayor should	Department of		
Business: San	[for F3]	direct that the Office of Treasurer	Public Works		
Francisco's Plan to		and Tax Collector, the Planning	[August 20, 2023]		
Save its Small		Department, the Department of			
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
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Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F3	Businesses enrolled in First Year Free	n/a		
Business: San		have been charged fees that should			
Francisco's Plan to		have been waived, which imposes			
Save its Small		burdens on the City personnel who			
Businesses [June		must manually correct such errors			
21, 2023]		and on the small businesses whose			
		waivers have been delayed.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R3	By January 1, 2024, the Mayor should	Entertainment		
Business: San	[for F3]	direct that the Office of Treasurer	Commission		
Francisco's Plan to		and Tax Collector, the Planning	[August 20, 2023]		
Save its Small		Department, the Department of			
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
		husinoss			

Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F3	Businesses enrolled in First Year Free	n/a		
Business: San		have been charged fees that should			
Francisco's Plan to		have been waived, which imposes			
Save its Small		burdens on the City personnel who			
Businesses [June		must manually correct such errors			
21, 2023]		and on the small businesses whose			
		waivers have been delayed.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R3	By January 1, 2024, the Mayor should	San Francisco Fire		
Business: San	[for F3]	direct that the Office of Treasurer	Department		
Francisco's Plan to		and Tax Collector, the Planning	[August 20, 2023]		
Save its Small		Department, the Department of			
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
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Report Title [Publication Date]	F#	Finding	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/ Disagree)	Finding Response Text
Taking Care of	F3	Businesses enrolled in First Year Free	n/a		
Business: San		have been charged fees that should			
Francisco's Plan to		have been waived, which imposes			
Save its Small		burdens on the City personnel who			
Businesses [June		must manually correct such errors			
21, 2023]		and on the small businesses whose			
		waivers have been delayed.			

Report Title [Publication Date]	R# [for F#]	Recommendation	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Taking Care of	R3	By January 1, 2024, the Mayor should	San Francisco		
Business: San	[for F3]	direct that the Office of Treasurer	Police		
Francisco's Plan to		and Tax Collector, the Planning	Department		
Save its Small		Department, the Department of	[August 20, 2023]		
Businesses [June		Building Inspection, the Department			
21, 2023]		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			
		husinoss			