



Edwin M. Lee, Mayor  
Amy L. Brown, Acting  
City Administrator

# OFFICE OF THE CITY ADMINISTRATOR



## RISK MANAGEMENT DIVISION

August 29, 2011

The Honorable Katherine Feinstein  
Presiding Judge  
Superior Court of California  
400 McAllister Street, Department 206  
San Francisco, CA 94102

Subject: "Continuity Reports Reviewing the State of Prior Recommendations"

Dear Judge Feinstein:

Thank you for your work on "Continuity Reports Reviewing the State of Prior Recommendations" and for the opportunity to provide comment. Pursuant to 2010-2011 San Francisco Civil Grand Jury Foreperson Linda A. Clardy's written request, we are pleased to respond on behalf of the Risk Management Division and City Administrator's Office to the findings and subject recommendations from this report.

Findings:

1. "An appropriate Risk Management Program, based on the ISO 31000, has been formulated."

**Risk Management Comment:**

We agree with this finding.

2. "The implementation of the Risk Management Program at PUC and Port of San Francisco is a good first step towards city-wide implementation."

**Recommendation:** "Because of the long term nature of this implementation, the Risk Management Division should aggressively pursue single high risk situations in other divisions, departments, and agencies for possible solutions in the short term."

**Risk Management Comment:**

We agree with this finding.

3. "A single risk situation at the MTA was adequately addressed."

**Risk Management Comment:**

We agree with this finding.

4. "The success/benefit of implementing the Risk Management Program isn't being measured."

**Recommendation:** "The Risk Management Division should establish baseline measures that will allow some gauge of success."

**Risk Management Comment:**

We respectfully disagree with this finding. The Risk Management Program has established baseline measures to gauge progress and maturity within the Program.

5. "The implementation of the ISO-based risk management program is a time-consuming process, and with the limitation of staff and other resources, the city-wide implementation should be viewed as a long-term project."

**Recommendation:** "Based on those measurements, the Risk Management Division should consider the value of adding implementation resources."

**Risk Management Comment:**

We agree with this finding.

Thank you again for your work on this report.

Sincerely,



Amy Brown  
Acting City Administrator



Matt Hansen  
Director, Risk Management Division

Cc: Linda A. Clardy, Foreperson, 2010-2011 San Francisco Civil Grand Jury