



CIVIL GRAND JURY | 2016-2017
CITY AND COUNTY OF SAN FRANCISCO

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PRESS RELEASE

NON-PARTISAN BLUEPRINT TO BOOST SF GOVERNMENT PERFORMANCE & ACCOUNTABILITY PROPOSED BY CIVIL GRAND JURY

8 FINDINGS & 14 RECOMMENDATIONS STRENGTHENING PERFORMANCE REPORTING BY THE MAYOR & CONTROLLER'S OFFICE

San Francisco, June 5, 2017 – The 2016-2017 Civil Grand Jury (CGJ) urges City and County elected officials to set a new standard of responsive and accountable government by helping the public better see the impact of government services.

San Franciscans are frustrated. According to credible polls, in recent years a near majority believe the City is headed in the wrong direction. Explaining this frustration, a reasonable San Franciscan would likely point to a housing affordability crisis that has resulted in the highest rents of any major US city, a property crime rate that appears to be the highest of any major US city, and a homelessness situation that has, by the City's own metrics, worsened even while the San Francisco Government (SFG) spends approximately \$250 million a year on related programs.

The underlying paradox: while San Franciscans are frustrated, the SFG budget has increased by roughly 100% over the last ten years -- and the City now reportedly spends more per capita than *any other* major US city.

The CGJ addressed this context with the objective of improving the focus, accountability and transparency of the SFG's performance in the areas of greatest concern to the people of San Francisco. Through an extensive investigation drawing on dozens of interviews with SFG representatives, as well as reference to other leading US cities, two overarching findings result: (1) the SFG's operational focus, in terms of tracking or measuring progress on the public's gravest concerns, can be improved; and (2) the SFG can substantially improve communicating *what* and *how* it is doing.

"We looked carefully at how the City tracks progress on the most sensitive public issues and how that's reported to the people" said Lawrence Groo, the Chair of the CGJ's Government Performance Committee. "The Mayor and the Board of Supervisors are pushing in many areas, spending has increased significantly, and yet the public barely knows what's happening, what's improving, and by how much. This needs to change."

The 14 recommendations that follow from these findings are grouped in two categories:

- Recommendations ensuring the SFG achieves *parity* with other leading US cities; and
- Recommendations enabling the SFG to *set a new national standard* for responsive government.

The findings and recommendations collectively represent a **non-partisan blueprint** for the Mayor and Board of Supervisors to measurably enhance and accelerate the SFG's response to the public's well documented frustration. The public can review the report here: <http://civilgrandjury.sfgov.org/report.html>

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