

BOARD of SUPERVISORS



City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco 94102-4689
Tel. No. (415) 554-5184
Fax No. (415) 554-5163
TDD/TTY No. (415) 554-5227

MEMORANDUM

TO: Nancy Alfaro, Director, 3-1-1
Harvey Rose, Budget and Legislative Analyst

FROM: John Carroll, Assistant Clerk, Government Audit and Oversight Committee,
Board of Supervisors

DATE: August 3, 2021

SUBJECT: LEGISLATION INTRODUCED

The Board of Supervisors' Government Audit and Oversight Committee has received the following hearing request, introduced by Supervisor Haney on July 20, 2021:

File No. 210843

Hearing on the performance of San Francisco's primary customary service response center, 311, and plans to address inefficiencies and improve coordination with City departments, community stakeholders and services, and the public, and how this relates to the Shine on SF Partnership; and requesting 311 and the Office of the Budget and Legislative Analyst to report.

If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

c: Offices of Chair Preston and Supervisor Haney
Andy Maimoni, 3-1-1
Severin Campbell, Office of the Budget and Legislative Analyst
Menard Nicholas, Office of the Budget and Legislative Analyst
Amanda Guma, Office of the Budget and Legislative Analyst

Introduction Form

By a Member of the Board of Supervisors or Mayor

Time stamp
or meeting date

I hereby submit the following item for introduction (select only one):

- 1. For reference to Committee. (An Ordinance, Resolution, Motion or Charter Amendment).
- 2. Request for next printed agenda Without Reference to Committee.
- 3. Request for hearing on a subject matter at Committee.
- 4. Request for letter beginning : "Supervisor inquiries"
- 5. City Attorney Request.
- 6. Call File No. from Committee.
- 7. Budget Analyst request (attached written motion).
- 8. Substitute Legislation File No.
- 9. Reactivate File No.
- 10. Topic submitted for Mayoral Appearance before the BOS on

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- Small Business Commission
- Youth Commission
- Ethics Commission
- Planning Commission
- Building Inspection Commission

Note: For the Imperative Agenda (a resolution not on the printed agenda), use the Imperative Form.

Sponsor(s):

Haney

Subject:

Hearing - 311 performance data, and plans for improving responsiveness and coordination

The text is listed:

A hearing on the performance of San Francisco's primary customer service response center: 311, and plans to address inefficiencies and improve coordination with city departments, community stakeholders and services, and the public; and how this relates to the Shine on SF Partnership. Calling on 311 and the BLA to report.

Signature of Sponsoring Supervisor:

For Clerk's Use Only