

Petitions and Communications received from October 11, 2011, through October 17, 2011, for reference by the President to Committee considering related matters, or to be ordered filed by the Clerk on October 25, 2011.

Personal information that is provided in communications to the Board of Supervisors is subject to disclosure under the California Public Records Act and the San Francisco Sunshine Ordinance. Personal information provided will not be redacted.

*From Office of the Controller, submitting the 2011 San Francisco City Survey Report. (1)

*From Medical Cannabis Task Force, submitting the 2011 Annual Report. (2)

*From Department of Public Health, submitting the FY2010-2011 Deemed Approved Uses Ordinance Report. (3)

From Office of the Controller, submitting the FY2010-2011 review of Municipal Transportation Agency Work Orders. (4)

From Office of the Controller, submitting the Ferry Building Investors, LLC, audit report. (5)

*From Office of the Controller, regarding the San Francisco Emergency Aid Relief Program. (6)

*From Office of the Controller, submitting an audit report regarding the 2009 Proposition Q for ten selected organizations. (7)

*From Office of the Controller, submitting a report on the City's efforts and resources to house homeless individuals. (8)

From Bay Area Golf Club of Northern California, submitting support for Sharp Park Golf Course. File No. 110966, Copy: Each Supervisor (9)

From Office of the Sheriff, submitting request for waiver of Administrative Code Chapter 12B and 12C for VirTra Systems. (10)

From concerned citizens, submitting support for establishing standards for Bird-Safe Buildings. File No. 110785, 4 letters (11)

*From concerned citizens, regarding saving the Sharp Park Wetlands. File No. 110966, Copy: CONS Committee Clerk, Approximately 50 letters (12)

*From concerned citizens, submitting support for the Commission on Animal Control and Welfare's humane pet acquisition proposal in defense of animals. 29 letters (13)

From BART Government & Community Relations, regarding refunds to customers who were incorrectly overcharged for long term parking permits at the Airport. (14)

From concerned citizens, regarding the "OccupySF" peaceful protest and assembly. 3 letters (15)

From Supervisor Campos, submitting report from UNITE HERE Local 2 regarding San Francisco's Health Care Security Ordinance. File No. 110998 (16)

From concerned citizens, submitting support for a street name change on a portion of La Playa Street between Lawton Street and Kirkham Street to "Great Highway." File No. 110968, Copy: Supervisor Chu, 2 letters (17)

From Richard Skaff, regarding the City's response to public-right-of-way access complaints. (18)

From Office of the Treasurer and Tax Collector, submitting its Investment Report for the month of September 2011. (19)

From William Heaton, regarding the Blue Angels. (20)

From Olimpia Tovar Arreola, regarding her complaint against the Next Door homeless shelter. Copy: Each Supervisor (21)

From State Public Utilities Commission, submitting notification of PG&E's application for recovery of natural disaster-related costs in electric rates. (22)

From State Department of Fish and Game, submitting notice of proposed regulatory action relating to the Shared Habitat Alliance for Recreational Enhancement program. Copy: Each Supervisor (23)

From James Chaffee, regarding Assembly Bill 438 regarding the privatization of California's public libraries. File No. 111061 (24)

From concerned citizens, submitting opposition to proposed legislation concerning false advertising by limited services pregnancy centers. File No. 110899, 11 letters (25)

From Ron Wolter, regarding taxi credit card fees. File No. 110908 (26)

From Office of the Controller, submitting the August 2011 Government Barometer Report. (27)

*(An asterisked item represents the cover sheet to a document that exceeds 25 pages. The complete document is available at the Clerk's Office Room 244, City Hall.)

**Document is available
at the Clerk's Office
Room 244, City Hall**



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Issued: San Francisco City Survey 2011 Report

From: Controller Reports/CON/SFGOV
To: Angela Calvillo/BOS/SFGOV@SFGOV, Peggy Nevin/BOS/SFGOV@SFGOV,
BOS-Supervisors/BOS/SFGOV, BOS-Legislative Aides/BOS/SFGOV, Steve
Kawa/MAYOR/SFGOV@SFGOV, Rick Wilson/MAYOR/SFGOV@SFGOV, Christine
Falvey/MAYOR/SFGOV@SFGOV, Jason Elliott/MAYOR/SFGOV@SFGOV, Severin
Campbell/BudgetAnalyst/SFGOV@SFGOV, debra.newman@sfgov.org, sfdocs@sfpl.info,
CON-EVERYONE/CON/SFGOV, CON-CCSF Dept Heads/CON/SFGOV, CON-Finance
Officers/CON/SFGOV, Gloria.Chan@sfdpw.org, BlytheG@sfusd.edu
Date: 10/06/2011 11:36 AM
Subject: Issued: San Francisco City Survey 2011 Report
Sent by: Kristen McGuire

The Controller's Office has issued the San Francisco City Survey 2011 report. The City Survey is a biennial study of perceptions of the quality of City services that most residents experience, including streets and sidewalks, parks, libraries, and public transportation, among others.

In this year's survey, 34% of respondents gave the overall performance of local government a favorable rating of "good" or "excellent" while 15% gave an unfavorable rating of "poor" or "failing," with 50% providing a rating of "average." The percentage of San Franciscans who gave local government a favorable rating this year is down from 43% in 2009. This drop is consistent with changing opinions about government generally. For comparison, ratings of the performance of local government by a representative sample of Californians declined 11% over the same period.

While San Francisco's overall grade declined, we note that satisfaction is high and has improved in many areas where the City has made investments in recent years, including with Recreation and Parks buildings and neighborhood libraries.

An important overall finding is that some specific City services have a particularly strong influence on residents' overall satisfaction with local government. For example, resident satisfaction with streets, sidewalks, and infrastructure is most highly correlated with overall satisfaction, meaning that improvement in this one area will very likely increase the level of overall satisfaction.

The attached report summarizes the major findings of the City Survey, but a primary value of the work is the rich data set of responses from the 3,979 participants. The data file containing the anonymous responses to City Survey 2011 is available on the City's open data portal, www.DataSF.org.

City Survey 2011 was conducted in May and June 2011 on behalf of the Controller's Office by the public opinion research firm ETC Institute. Approximately 1,000 residents were randomly selected from each supervisorial district and 3,979 mail, phone, and web surveys were completed in English, Spanish, and Chinese, for a response rate of nearly 37%.

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Edwin M. Lee, Mayor

MEDICAL CANNABIS TASK FORCE



**Document is available
at the Clerk's Office,
Room 244, City Hall**

September 28th, 2011

Dear Board of Supervisors,

We hereby submit our 2011 Annual Report as called for under the legislation creating the body. After a great amount of dialogue and debate, we make a number of recommendations on most of the items we were tasked to address. For those items that we did not make recommendations, we have attached addenda that show the progress made and status of our deliberations. Given the challenges we have faced along the way, we have made marked progress on providing reasonable recommendations to the Board regarding effective regulation of medical cannabis in the City and County of San Francisco. We look forward to your review of the report and any feedback or questions you may have.

Respectfully submitted,
San Francisco Medical Cannabis Task Force members:

- Michelle Aldrich
- Albert Blais
- Maureen Burns
- Raymond Gamley
- Shona Gochenaur
- David Goldman
- Patrick Goggin
- Martin Olive
- Erich Pearson
- Kevin Reed
- Stewart Rhoads
- Mary Schroeder
- Sarah Shrader
- Stephanie Tucker

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To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Deemed Approved Uses Ordinance Report

From: Patricia Erwin/DPH/SFGOV
To: Angela Calvillo/BOS/SFGOV@SFGOV, Board of Supervisors/BOS/SFGOV@SFGOV
Cc: Barbara Garcia/DPH/SFGOV@SFGOV, Faye DeGuzman/DPH/SFGOV@SFGOV,
tomas.aragon@sfdph.org, Colleen Chawla/DPH/SFGOV@SFGOV, Jim
Soos/DPH/SFGOV@SFGOV, Dave Falzon/SFPD/SFGOV@SFGOV, Kenneth
Stocker/SFPD/SFGOV@SFGOV, Alex Tse/CTYATT@CTYATT, Yvonne
Mere/CTYATT@CTYATT, Richard Simon/TTX/SFGOV@SFGOV
Date: 10/04/2011 06:50 AM
Subject: Deemed Approved Uses Ordinance Report

Dear Clerk of the Board of Supervisors,

Attached please find a copy of the Deemed Approved Uses Ordinance report 2011 to the Board of Supervisors.

A hard copy has been hand delivered to your office.

Please contact me with any questions or comments.

Thank you, Patricia Erwin



DAO Report to the BOS-FY 10-11.pdf Cover Letter-BOS Report.pdf

Patricia Erwin, MPH
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San Francisco Department of Public Health
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To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Issued: Review of San Francisco Municipal Transportation Agency Fiscal Year 2010-11 Work Orders

From: Controller Reports/CON/SFGOV
To: Angela Calvillo/BOS/SFGOV@SFGOV, BOS-Supervisors/BOS/SFGOV, BOS-Legislative Aides/BOS/SFGOV, Steve Kawa/MAYOR/SFGOV@SFGOV, Rick Wilson/MAYOR/SFGOV@SFGOV, Christine Falvey/MAYOR/SFGOV@SFGOV, Jason Elliott/MAYOR/SFGOV@SFGOV, Francis Tsang/MAYOR/SFGOV@SFGOV, Jennifer Entine Matz/MAYOR/SFGOV@SFGOV, Severin Campbell/BudgetAnalyst/SFGOV@SFGOV, Debra Newman/BudgetAnalyst/SFGOV@SFGOV, sfdocs@sfpl.info, CON-EVERYONE/CON/SFGOV, CON-Finance Officers/CON/SFGOV, CON-CCSF Dept Heads/CON/SFGOV, Debra.Johnson@sfmta.com, mtaboard@sfmta.com, Sonali.Bose@sfmta.com, steven.lee@sfmta.com, Kathleen.Sakelaris@sfmta.com
Date: 10/04/2011 02:59 PM
Subject: Issued: Review of San Francisco Municipal Transportation Agency Fiscal Year 2010-11 Work Orders
Sent by: Richard Kurylo

The Controller's Office, City Services Auditor Division (CSA), reviewed the fiscal year 2010-11 work orders of the San Francisco Municipal Transportation Agency (SFMTA). The review found that SFMTA's written procedures and internal controls over work order processes are generally adequate. Further, SFMTA has established a memorandum of understanding (MOU) with each of the performing departments, as recommended in CSA's prior review. However, none of the MOUs and attachments containing dated signatures was signed in a timely manner. Of five departments' MOUs reviewed in detail, all of them adequately described the scope and time frame of the services to be provided by the performing departments. However, information about costs and billing procedures was insufficient in some cases. A sample of billings under five departments' MOUs found that SFMTA approved payment without receiving sufficient supporting documentation as required by the MOUs.

To view the full memorandum, please visit our website at:
<http://co.sfgov.org/webreports/details.aspx?id=1341>

This is a send-only email address.

For questions regarding the memorandum, please contact Tonia Lediju at tonia.lediju@sfgov.org or 415-554-5393, or the Controller's Office, Audits Unit at 415-554-7469.



MEMORANDUM

DATE: October 4, 2011

TO: Edward D. Reiskin, Director of Transportation
San Francisco Municipal Transportation Agency

FROM: Tonia Lediju, Director of Audits, City Services Auditor Division 

SUBJECT: Review of San Francisco Municipal Transportation Agency Fiscal Year
2010-11 Work Orders

SUMMARY OF RESULTS

The Controller's Office, City Services Auditor Division (CSA), presents the findings and recommendations of a review of work orders that the San Francisco Municipal Transportation Agency (SFMTA) had with other City and County of San Francisco (City) departments in the first half of fiscal year 2010-11. The review considered the implementation status of the general recommendations from an April 2010 CSA compliance review of SFMTA's work orders, and found that SFMTA has made progress, but has not fully implemented the recommendations. For example, as recommended in 2010, SFMTA entered into a memorandum of understanding (MOU) with each City department that provides services to SFMTA. However, some MOUs were not appropriately signed and dated, some MOUs did not include sufficient detail to provide criteria for SFMTA to use when reviewing work order billings, and some work order billings did not comply with MOU requirements. In fiscal year 2010-11, SFMTA had work orders with 25 other City departments covering \$60,442,663 of budgeted costs, of which the review considered work orders with budgets totaling \$32,722,312 (54 percent).

BACKGROUND, OBJECTIVES & METHODOLOGY

Background

On April 30, 2010, CSA released its report, *San Francisco Municipal Transportation Agency: A Compliance Review of the Agency's Work Orders for Fiscal Year 2008-09*. The report contained 38 recommendations related to findings concerning individual work orders that were reviewed, and 4 recommendations on general findings related to SFMTA's overall work order process.

According to SFMTA's financial services and revenue contracts manager, during fiscal year 2010-11, SFMTA executed MOUs with various departments that provide work order services to

SFMTA. The manager further explained that the MOUs are designed to incorporate the recommendations of the Controller's review and protect SFMTA's interests. As shown in Exhibit 1, SFMTA had work orders with 25 departments, several of them units of the General Services Agency (GSA), totaling \$60.4 million in fiscal year 2010-11.

Exhibit 1
SFMTA's Work Orders and Budgets
Fiscal Year 2010-11

Performing Department	Fiscal Year 2010-11 Original Budget
1. City Attorney	\$12,510,442
2. Police	12,254,666
3. Technology	6,177,908
4. Real Estate (GSA)	5,993,184
5. 311 Customer Service Call Center (GSA)	5,748,478
6. Public Utilities	5,109,744
7. Controller	2,806,982
8. Central Shops (GSA)	2,198,147
9. Risk Management (GSA)	2,093,480
10. Public Works	1,875,726
11. Human Services	821,990
12. Contract Administration (GSA)	573,681
13. Public Health	500,000
14. Treasurer and Tax Collector	375,000
15. Human Rights	244,140
16. Economic and Workforce Development	239,956
17. Human Resources	235,000
18. Mayor	181,110
19. Civil Service	140,000
20. Labor Standards Enforcement (GSA)	138,810
21. Planning	100,000
22. Building Inspection	43,257
23. Board of Supervisors	28,322
24. District Attorney	26,111
25. Environment	18,529
Grand Total	\$60,442,663

Source: SFMTA

SFMTA pays the majority of its expenses from the Municipal Transportation Fund, which San Francisco voters established in 1999 and amended in 2007. The fund is to be appropriated, expended, or used solely for SFMTA operations, capital improvements, management, supervision, maintenance, extension, and day-to-day operations. The fund may be used for any division subsequently created or incorporated into SFMTA that performs transportation-related functions. SFMTA's expenditures, including work order services purchased from other departments, are paid from the Municipal Transportation Fund.

Objectives

The objectives of the review were to determine whether SFMTA could show that it appropriately and accurately paid for services provided by other City departments, sometimes through contractors. The review considered work order activity from July 1 through December 31, 2010. The review is not an audit or attestation engagement as defined under generally accepted government auditing standards.

To maintain its independence, CSA did not review any MOUs or work orders between SFMTA and the Controller's Office. The review also did not consider the baseline level of General Fund support provided to the Municipal Transportation Fund, as was performed in the prior review.

Methodology

To conduct the review, the auditors:

1. Assessed SFMTA's internal controls over its work order processes.
2. Determined whether SFMTA has taken appropriate steps to implement the recommendations for the general findings made in the April 30, 2010, audit report.
3. Determined whether SFMTA has signed MOUs with performing departments for all work order activities.
4. Reviewed a sample of MOUs to ascertain whether the terms are appropriate for the services provided.
5. Reviewed a sample of work order billings to determine whether invoiced amounts are based on terms specified in the MOU and costs are properly supported.

RESULTS OF REVIEW

SFMTA significantly improved its work order procedures for fiscal year 2010-11. Since CSA's April 2010 audit report, SFMTA established written procedures over its work order processes that are generally adequate. SFMTA also established MOUs with all 25 City departments with which it has work orders.

I. GENERAL FINDINGS

1. SFMTA has taken appropriate steps to implement two of the four general recommendations in the Controller's April 2010 report. Those recommendations asked SFMTA to :

- Establish MOUs with each department with which it has a work order.
- Require written approval of changes to work order agreements.
- Monitor charges against work orders to ensure that they are appropriate.
- Not pay for costs without sufficient documentation.

Despite having less than three months to implement these recommendations before the new fiscal year began, SFMTA established an MOU with all 25 of the performing departments. A sample of five of those MOUs contained adequate descriptions of the scope and time frame of the services to be provided. SFMTA monitors certain charges against work orders to ensure that they are appropriate. When SFMTA identified charges that were not allowed under the MOU, SFMTA declined to pay those charges.

2. SFMTA's written internal control procedures over its work order processes are generally adequate. Since the April 2010 audit report, SFMTA developed written work order procedures that cover the initiation of a work order, the billing approvals, and the close-out or carry-forward of work orders.

3. Of the 25 departments' MOUs reviewed, 6 are not fully signed and dated, and those with dated signatures were not signed before their effective dates. All of the MOUs had at least one signature of an SFMTA representative and one of a performing department representative on either the MOU itself or an attachment. However:

- One MOU lacked a signature.
- More than half of the 11 MOU attachments containing signature fields were missing at least one signature.
- 78 percent of the signatures were not dated.

Of the 12 departments whose MOUs or MOU attachments contain at least one dated signature, all were signed after the MOU's effective date. All the SFMTA MOUs reviewed have an effective date of July 1, 2010, except for a multiyear MOU with the Police Department, which has an effective date of July 1, 2007. Of the 24 departments' MOUs reviewed, 23 of them were established as result of a

recommendation from CSA's April 2010 audit report. Consequently, SFMTA had less than three months to fully implement the recommendation. This short time frame contributed to SFMTA's inability to ensure that all MOUs were signed before the start of the following fiscal year.

Because many of SFMTA's MOUs are for ongoing services, the services were likely to have been rendered before the MOU was approved by both parties. For example, although the Department of Public Works (DPW) did not sign its MOU with SFMTA until December 9, 2010, all four billings to SFMTA for fiscal year 2010-11 that the auditors tested included costs for services rendered in July and August 2010.

Good business practice requires that MOUs be signed and dated by the requesting and performing departments before the effective date and start of services to ensure both parties agree to all terms. Without a documented understanding before services are rendered, SFMTA may incur obligations for services that it did not intend to have provided and may adversely impact its budget.

4. Billing cycles specified in MOUs are not always used. Although MOUs required quarterly billing, many of the bills prepared for work done under these MOUs that the auditors reviewed were for a single month or for a six-month period. If SFMTA expects quarterly billings, but receives them at different intervals, it may be less able to manage its budget.
5. The SFMTA Financial Services and Revenue Contracts unit's review of bills may be insufficient to ensure their accuracy and appropriateness. SFMTA's work order procedures specify that the Financial Services and Revenue Contracts unit is to spot check work order billings for discrepancies. However, the term "spot check" does not sufficiently guide staff on the level and type of reviews to be performed. The SFMTA's procedures also specify that the SFMTA requesting manager is responsible for verifying the billing. However, the auditors found instances where the requesting managers approved bills that did not include supporting documentation. That documentation would have allowed the SFMTA requesting manager to verify the billing for accuracy and compliance with the MOU. For example, one bill from DPW included a summary of invoice amounts without descriptions of costs.

RECOMMENDATIONS:

SFMTA should:

1. Ensure that signature requirements for its MOUs are consistently completed. Further, all MOUs should have a date block next to each signature block for the signer to specify the date signed. SFMTA should consult with the City Attorney on whether it should consistently have signature blocks on all attachments to MOUs, or have no signature blocks on attachments.

2. Ensure that MOUs are created and signed according to the deadlines specified in the MOUs, or before the start of the fiscal year to which they apply. Ensure that the MOU is amended and approved before a department renders services that are not specified in the MOU.
3. For any instance where SFMTA is unable to have a signed MOU before the start of the fiscal year, ensure that it has a signed MOU before a department renders services.
4. Review all of its MOUs to ensure that they include appropriate billing cycles.
5. Revise the Financial Services and Revenue Contracts unit's procedures to ensure that staff adequately reviews billings for accuracy and appropriateness. To best accomplish this, the Financial Services and Revenue Contracts unit should develop a checklist that specifies the tasks that staff is to perform in reviewing each work order billing. Specifically, unit staff should ensure that the SFMTA requesting manager obtained any supporting documentation required by the MOU before approving the billing for payment.

II. WORK ORDER SPECIFIC FINDINGS FOR FISCAL YEAR 2010-11

- A. Department: City Attorney
Purpose of MOU: Legal services performed for SFMTA
MOU Amount: \$12,510,442

The City Attorney's work order billings for legal services provided to the SFMTA's Transit Service unit often lacked key information. The City Attorney's bills did not list staff name, job classification, and hourly rates of those who did the work. The City Attorney also did not provide documentation to SFMTA that supported the charges included in the billings. Of a sample of \$1,410,203 of charges in City Attorney work order billings reviewed, only \$7,999 (0.6 percent) was found to be supported. The unsupported charges of \$1,402,204 consisted of \$1,320,200 in staff charges and \$82,004 in non-salaried expenses.

SFMTA's MOU with the City Attorney specifies that:

- The City Attorney is to provide quarterly invoices in a form agreed to by both parties.
- Invoices shall include appropriate supporting documentation describing the services rendered and associated costs.
- At a minimum, the information provided by the City Attorney must enable SFMTA to verify that the costs are billed appropriately.

The City Attorney's billing does not provide support for many line items. Each of these line items is designated with the term "summarized record" on the bill. According to a deputy city attorney and SFMTA staff, the City Attorney and SFMTA had a verbal understanding about the details that the City Attorney would provide in its billings, and that SFMTA understood that billings would not provide specifics regarding City Attorney efforts involving litigation or advice.

However, without key information such as the name, job classification, and pay rate of the City Attorney employees doing the work, SFMTA cannot verify whether the amount billed for staff time is accurate.

Recommendation:

6. SFMTA should modify the MOU to specify the information that the City Attorney will provide and any arrangements that SFMTA and the City Attorney make regarding confidential information. At a minimum, SFMTA should work with the City Attorney to identify the information that it will provide in each billing that will allow SFMTA to review bills for their accuracy and appropriateness. Specifically, SFMTA should consider having the City Attorney include at least the job classification and the pay rate of each employee whose time is billed.

SFMTA paid the City Attorney's bills without signed approvals from all SFMTA requesting managers that are designated to review and approve these billings. According to SFMTA's procedures for processing work order billings, they are to be approved by SFMTA's designated managers before payment. According to SFMTA, it designated a different manager to be responsible for the City Attorney's work order billing related to SFMTA's transit service, which delayed approval.

Recommendation:

7. SFMTA should ensure that staff approves City Attorney billings before paying them. If SFMTA's procedures are impractical, it should develop procedures that it can comply with and still protect its interests.

The City Attorney used some incorrect billing rates for services provided to SFMTA's Transit Service unit. For two of its staff, the City Attorney used billing rates that differed from the hourly billing rates listed in the MOU. For one employee, the rate billed exceeded the stated rate by \$6 per hour, and for the other staff, the rate billed was \$1 per hour less than the stated rate. As a result of these errors, the

City Attorney overbilled SFMTA by \$26 for services performed by these two attorneys for the Transit Service unit. Although this amount is insignificant, these errors indicate a risk of a more widespread problem that could result in significant errors.

Recommendation:

8. SFMTA should request the City Attorney to correct the existing billings for incorrect billing rates, and remind the City Attorney that it should bill at the hourly rates stated in the MOU for listed staff.

B. Department: San Francisco Police Department

Purpose of MOU: Public safety and the prevention, detection, and assisting in prosecution of criminal offenses on SFMTA transit systems and facilities

MOU Amount: \$12,254,666

SFMTA did not have an approved work order budget for the Police Department, contrary to a requirement in the fiscal year 2010-11 MOU. The MOU states that costs after fiscal year 2009-10 would be set forth in an "Approved Work Order Budget." According to the MOU, an approved work order budget is an annual budget for services provided by the Police Department, as approved by SFMTA's executive director (now director of transportation) and chief financial officer. SFMTA confirmed that it did not have a fiscal year 2010-11 work order budget for Police Department services. SFMTA staff explained that SFMTA's overall budget for the fiscal year included the budgeted amounts for the Police Department work orders. This budget was presented by SFMTA's chief financial officer (CFO) and approved by the SFMTA board, but was not signed and officially approved by the executive director and CFO as required by the MOU.

Recommendation:

9. SFMTA should ensure that an annual work order budget is developed and approved as specified in the Police Department MOU.

The MOU does not include sufficiently detailed cost information about the services the Police Department is to provide. The MOU specifies that costs for fiscal year 2010-11 would be set in an approved work order budget. The budget that SFMTA provided showed only total amounts for the work orders and did not include detailed cost information. Further, SFMTA staff stated that SFMTA did not have any

schedules of costs or labor rates for these recurring services. Such schedules would allow SFMTA staff to check whether billings complied with agreed-upon rates.

The MOU lays out the terms of the agreement between SFMTA and the Police Department. The MOU should include sufficient details to ensure that both parties understand the cost of the services to be provided. The MOU also should include sufficient details about the costs of services so that SFMTA staff can use it to verify that the Police Department's bills conform to the MOU. The lack of detailed budget and cost information in the MOU puts SFMTA at risk of receiving and paying for services that exceed the budgeted amount.

Recommendation:

10. SFMTA should include in its MOU with the Police Department cost details of what it expects the Police Department to provide, including hourly labor rates.

The SFMTA Financial Services and Revenue Contracts unit paid the first quarter billing of the Police Department's Traffic Company without obtaining all appropriate approvals. The Police Department submitted the billing and supporting documents on October 4, 2010. SFMTA paid the \$2.2 million billing on October 6, 2010. However, SFMTA Financial Services and Revenue Contracts staff did not obtain all required approvals for the billing until February 18, 2011.

SFMTA's work order procedures specify that SFMTA staff should gather supporting documents for work order billings immediately after seeing documents on the approval path and submit the billing with supporting documents to the SFMTA requesting manager. The SFMTA requesting manager is to verify and approve the billing. The procedures specify that the requesting manager has five days to return the approved billing to accounting staff. They then forward it to Financial Services and Revenue Contracts staff, who have another two days to approve the billing. SFMTA's work order procedures were established to help ensure that bills are reviewed and approved before payment. By not following its procedures, SFMTA is at greater risk for erroneous payments.

Recommendation:

11. SFMTA should ensure that staff approves billings before paying them. If SFMTA's procedures are impractical, it should consider developing procedures that it can comply with and that still protect its interests.

The pay rates the Police Department used in its billings may differ from actual pay rates. The Police Department MOU does not include specific employee pay rates. In May 2011, at SFMTA's request, the Police Department provided hourly rates of the job classifications of employees assigned to its Traffic Company. Of the billed hourly rates of 19 police officers reviewed, 12 (63 percent) were greater than the rates provided by the Police Department to SFMTA in May 2011.

The hourly rates the Police Department provided to SFMTA in May 2011 may be different than those that were in effect during August 2010, the month of the pay period tested for this review. It is unclear whether these rates were requested as part of the SFMTA verification process or due to CSA's review. In either case, without an understanding of the current rates, SFMTA cannot ensure the accuracy and appropriateness of the pay rates billed by the Police Department.

Recommendation:

12. SFMTA should modify its MOU with the Police Department to specify that the Police Department is to provide official employee pay rates to SFMTA before the Police Department submits its billings.

The Police Department underbilled SFMTA by \$1,293,635 for the first two quarters of fiscal year 2010-11. While SFMTA has MOUs with other departments that specify that the total amount paid will not exceed a specified amount for the year, SFMTA's MOU with the Police Department requires it to bill the full actual costs of the services requested by SFMTA. SFMTA's Financial Services and Revenue Contracts unit reviewed the supporting documentation of the full actual costs provided by the Police Department and identified some costs that were unallowable under the MOU. Even after removing these costs, the net actual costs exceeded the amount the Police Department billed SFMTA. Exhibit 2 on the next page shows the amount of actual costs, adjustments, billed costs and the amount the Police Department underbilled.

Exhibit 2
Underbilling of SFMTA by the Police Department
First Two Quarters of Fiscal Year 2010-11

	1st Quarter	2nd Quarter
Police Department actual costs	\$2,997,709	\$3,506,252
Less: Unallowable costs identified by SFMTA	(561,383)	(152,517)
<i>Total billable actual costs</i>	<i>\$2,436,326</i>	<i>\$3,353,735</i>
Less: Amount Police Department billed to SFMTA	2,248,213	2,248,213
<i>Difference (amount underbilled)</i>	<i>\$188,113</i>	<i>\$1,105,522</i>
Two quarter cumulative underbilled amount		\$1,293,635

Source: SFMTA Financial Services and Revenue Contracts unit.

Recommendation:

13. SFMTA should modify its billing procedures with the Police Department to ensure that it pays only for actual costs. Further, SFMTA should ensure that its MOU with the Police Department accurately reflects their current agreements.

C. Department: 311 Customer Service Call Center (311 Center)
 Purpose of MOU: Provide SFMTA customers with information on all SFMTA-related matters including parking, transit, and taxi services
 MOU Amount: \$5,748,478

The 311 Center submitted its billings late and the billings covered six months rather than three. The MOU requires that the 311 Center provide SFMTA with quarterly invoices no later than 30 days after the end of the fiscal quarter. The 311 Center was required to provide its invoices to SFMTA by October 30, 2010, for the first quarter billing and by January 31, 2011, for the second quarter billing. Rather than submitting quarterly invoices, the 311 Center billed \$3,018,807 for the first two quarters in a single billing. Further, the 311 Center did not submit this bill until March 4, 2011, which was 63 days after the close of the second quarter of fiscal year 2010-11. If SFMTA expects quarterly invoices, but receives semi-annual bills, it is less able to manage its resources effectively.

Recommendation:

14. SFMTA should request the 311 Customer Service Call Center to submit bills in accordance with the billing cycle and deadlines

specified in the MOU. If appropriate, SFMTA should modify the MOU to specify billing terms that both parties can comply with and still allow SFMTA to effectively manage its resources.

D. Department: Department of Public Works

Purpose of MOU: Street and platform cleaning, graffiti removal, street paving, building repair and improvements, hazardous material abatement, architectural services, and information technology services

MOU Amount: \$1,875,726

SFMTA and DPW use an automated process for some billings that is not specified in the MOU. Of 20 DPW bills to SFMTA for October 2010 chosen for review, 16 (80 percent), representing \$240,467 of costs, could not be tested because SFMTA did not have documentation to support the payments. According to an SFMTA employee, these transactions did not include supporting documents because they were billed through an automated billing process that is subject to several internal controls. The SFMTA employee further explained that the process allows SFMTA to request specific supporting documents from DPW, at which point, DPW is required to provide them. While this automated process may be an efficient and accurate method of processing certain work order billings, it is not included as an allowable billing method in the MOU.

Recommendation:

15. If it chooses to keep the automated billing process with DPW, SFMTA should modify its MOU with DPW to specify the expectations for this process. SFMTA should ensure that the MOU specifies the criteria for allowing a cost to be billed automatically, a description of the controls DPW is to maintain to ensure automated billings are accurate, and the procedures that SFMTA and DPW are to follow for requesting and providing supporting documents. In addition, SFMTA should develop procedures for periodically reviewing DPW's supporting documents that details the frequency and nature of the review. SFMTA should require DPW to comply with the billing procedures specified in the MOU.

One DPW bill for \$6,696 lacked appropriate support but SFMTA paid it. For this bill, for July and August 2010, DPW provided only a summary list of invoice amounts, but no actual invoices. The summary did not include a description of the costs or applicable rates. The MOU requires that billings include detailed non-labor costs and service descriptions, and that charges for the sidewalk inspection and repair

program be based on the applicable rate per square foot for sidewalk repair work on SFMTA property. In this case SFMTA did not request further documentation before approving payment. Without detailed documentation, SFMTA cannot assess whether DPW's billings are in accordance with the MOU.

Recommendation:

16. SFMTA should ensure that DPW provides sufficient documentation in accordance with the MOU requirement for detailed non-labor costs and services descriptions for each billing.

The supporting documents that DPW submitted for two bills did not include labor hourly rates as required by the MOU. One billing, for \$24,418, did not specify any detailed labor information such as hours worked or the labor hourly rate for the DPW employees. The other billing, for \$35,218, included a labor invoice that detailed the number of hours worked and the total actual cost, but did not specify the labor hourly rates. SFMTA cannot determine that billings are at the agreed upon rates specified in the MOU without sufficient supporting documentation.

Recommendation:

17. SFMTA should review with DPW the billing formats specified in their MOU to ensure they specify a level of detail that is both sufficient for SFMTA to review billings and practical for DPW to prepare billings. SFMTA should request DPW to submit billings in the agreed-upon format, including requirements to provide hourly labor rates.

For the \$35,218 bill mentioned above, the SFMTA requesting manager did not include a date of approval with his signature. SFMTA work order procedures require that billings be approved by the requesting manager before being paid. Without a date accompanying approval signatures, SFMTA cannot be assured that the requesting manager approved the bill before it was paid.

Recommendation:

18. SFMTA should ensure that the requesting manager dates approval of billings at the time of approval.

The DPW bill for \$24,418 mentioned above was for one month instead of a quarter. The MOU requires that DPW provide SFMTA with quarterly invoices no later than 30 days after the end of the fiscal

quarter. If SFMTA receives monthly bills instead of quarterly invoices, it is less able to manage its resources effectively, especially if billed amounts end up exceeding annual budgets.

Recommendation:

19. SFMTA should request DPW to submit bills in accordance with the billing cycle specified in the MOU. If appropriate, SFMTA should modify the MOU to specify billing terms that both DPW and SFMTA can comply with and that still allow SFMTA to effectively manage its resources.

E. Department: Office of the Treasurer and Tax Collector (Treasurer and Tax Collector)
Purpose of MOU: Selling transit items; operating the revenue control equipment program
MOU Amount: \$375,000

SFMTA did not amend the Treasurer and Tax Collector's MOU to change the services it covers. The itemized list of work to be performed in this MOU includes cost recovery of up to \$20,000 for the Treasurer and Tax Collector to collect taxi fees. However, according to SFMTA staff, SFMTA and the Treasurer and Tax Collector came to a verbal agreement in September 2010 that this service was no longer needed. However, the MOU was not modified to reflect this change, and the Treasurer and Tax Collector billed the \$20,000 budgeted amount for this fee in accordance with the MOU. SFMTA then appropriately identified the charge as unauthorized and did not pay it. The billing error may have been avoided if SFMTA had documented the change with an amendment to the MOU signed by both parties.

Recommendation:

20. SFMTA should ensure that its future MOUs with the Treasurer and Tax Collector include only the services and charges agreed to by both parties and do not include taxi fee collection services and associated charges.

The Treasurer and Tax Collector's bill covered six months rather than three months. The MOU requires that the Treasurer and Tax Collector provide SFMTA with quarterly invoices no later than 30 days after the end of the fiscal quarter. If SFMTA receives bills for six months' of services instead of quarterly invoices, it is less able to manage its resources effectively, especially if billed amounts end up exceeding annual budgets.

Recommendation:

21. SFMTA should request the Treasurer and Tax Collector to submit bills in accordance with the billing cycle specified in the MOU. If appropriate, SFMTA should modify the MOU to specify billing terms that both parties can comply with and still allow SFMTA to effectively manage its work orders.

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY RESPONSE

SFMTA | Municipal Transportation Agency

Edwin M. Lee | Mayor
Tom Nolan | Chairman
Jerry Lee | Vice-Chairman
Leona Bridges | Director
Cheryl Brinkman | Director
Malcolm Heinicke | Director
Bruce Oka | Director
Joel Damos | Director
Edward D. Reiskin | Director of Transportation

August 24, 2011

Tonia Lediju, Director of Audits
Controller's Office
City Hall, Room 476
1. Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Subject: Work Order Review for FY 2010 - 2011

Ms. Lediju:

Please find attached the completed Non-audit Services Recommendation and Response Form in connection with the Controller's Office review of San Francisco

in Agency Memorandum of Understanding for budgeted work
ous city agencies for fiscal year ending June 30, 2011.

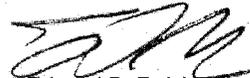
staff for their time and effort. If you have any questions or
ct Sonali Bose at 701.4617.

on

Municipal Transportati
order services with vari

Thank you and your s
concerns, please conta

Sincerely,



Edward D. Reiskin
Director of Transportati

cc: Sonali Bose, CFO

Attachment

ATTACHMENT: RECOMMENDATIONS AND RESPONSES

Recommendation	Response
<p>1. SFMTA should ensure that signature requirements for its MOUs are consistently completed. Further, all MOUs should have a date block next to each signature block for the signer to specify the date signed. SFMTA should consult with the City Attorney on whether it should consistently have signature blocks on all attachments to MOUs, or have no signature blocks on attachments.</p>	<p>Concur. All MOUs and/or attachments will be consistently completed with dated signature blocks.</p>
<p>2. SFMTA should ensure that MOUs are created and signed according to the deadlines specified in the MOUs, or before the start of the fiscal year to which they apply. Ensure that the MOU is amended and approved before a department rendering services that are not specified in the MOU.</p>	<p>Concur. Payments will not be made until MOUs and/or attachments are agreed upon and signed by both parties. The Controller's Office Accounting section should be advised of this finding and response.</p>
<p>3. For any instance where SFMTA is unable to have a signed MOU before the start of the fiscal year, ensure that it has a signed MOU before a department renders services.</p>	<p>Concur. See #2 above – except in the cases of emergency situations which require immediate safety or service attention.</p>
<p>4. SFMTA should ensure that all of its MOUs include appropriate billing cycles.</p>	<p>Concur, the standard will be quarterly billing unless there is a good reason why this cannot be the case for administrative efficiency.</p>

Recommendation	Response
<p>5. SFMTA should revise the Financial Services and Revenue Contracts unit's procedures to ensure that staff adequately reviews billings for accuracy and appropriateness. To best accomplish this, the Financial Services and Revenue Contracts unit should develop a checklist that specifies the tasks that staff is to perform in reviewing each work order billing. Specifically, unit staff should ensure that the SFMTA requesting manager obtained any supporting documentation required by the MOU before approving the billing for payment.</p>	<p>Concur. Revising procedures and preparing checklist to incorporate Controller's recommendations for appropriate levels of approval within current section capacity.</p>
<p>6. SFMTA should modify its MOU with the City Attorney to specify the information that the City Attorney will provide and any arrangements that SFMTA and City Attorney make regarding confidential information. At a minimum, SFMTA should work with the City Attorney to identify the information that it will provide in each billing that will allow SFMTA to review bills for their accuracy and appropriateness. Specifically, SFMTA should consider having the City Attorney include at least the job classification and the pay rate of each employee whose time is billed.</p>	<p>Concur – however this is subject to City Attorney agreement and compliance.</p>
<p>7. SFMTA should ensure that staff approves City Attorney billings before paying them. If SFMTA's procedures are impractical, it should develop procedures that it can comply with and still protect its interests.</p>	<p>Concur. The volume and details related to CAO billing are now provided electronically which is a significant improvement from past practices. SFMTA will review billings to make sure that the subject matter is associated with the SMFTA. The SFMTA cannot, however, determine the appropriateness of the level of effort expended to address legal issues nor the requirement for the need for legal services as these are under the jurisdiction of the City Attorney by Charter.</p>

Recommendation	Response
8. SFMTA should request the City Attorney to correct the existing billings for incorrect billing rates, and remind the City Attorney that it should bill at the hourly rates stated in the MOU for listed staff.	Concur – however, this is subject to the City Attorney agreement and compliance.
9. SFMTA should ensure that an annual work order budget is developed and approved as specified in the Police Department MOU.	Concur. The SFPD MOU specifies that both SFMTA and SFPD CFOs must agree to and sign the annual budgeted amounts (Attachment A) but given the two year budget, the agreement must be a bi-annual authority.
10. SFMTA should include in its MOU with the Police Department cost details of what it expects the Police Department to provide including hourly labor rates.	Partially concur. Rates should not be in the MOU but in Attachment A which is updated bi-annually as stated above.
11. SFMTA should ensure that staff approves billings before SFMTA pays them. If SFMTA's procedures are impractical, it should consider developing procedures that it can comply with and that still protect its interests.	Concur. This practice is already in effect. The Controller's Office Accounting section should be advised of this finding and response.
12. SFMTA should modify its MOU with the Police Department to specify that the Police Department is to provide official employee pay rates to SFMTA before the Police Department submitting its billings.	Partially concur. Rates should not be in the MOU but in Attachment A which is updated bi-annually as stated above. We are working with SFPD on receiving official pay rate information on a regular basis.
13. SFMTA should modify its billing procedures with the Police Department to ensure that it pays only for actual costs. Further, SFMTA should ensure that its MOU with the Police Department accurately reflects their current agreements.	Concur. However, in order to address this discrepancy, the Mayor's Budget Office and the Controller will need to be involved in the discussion.

Recommendation	Response
<p>14. SFMTA should require the 311 Customer Service Call Center to submit bills in accordance with the billing cycle and deadlines specified in the MOU. If appropriate, SFMTA should modify the MOU to specify billing terms that both parties can comply with and still allow SFMTA to effectively manage its resources.</p>	<p>See Response to 4.</p>
<p>15. If it chooses to keep the automated billing process with DPW, SFMTA should modify its MOU with DPW to specify the expectations for this process. SFMTA should ensure that the MOU specifies the criteria for allowing a cost to be billed automatically, a description of the controls DPW is to maintain to ensure automated billings are accurate, and the procedures that SFMTA and DPW are to follow for requesting and providing supporting documents. In addition, SFMTA should develop procedures for periodically reviewing DPW's supporting documents that details the frequency and nature of the review. SFMTA should require DPW to comply with the billing procedures specified in the MOU.</p>	<p>Partially Concur. SFMTA will modify MOU outline review procedures related to automated billing solely for capital projects. For the operating budget, work order billings will not automated and must comply with the procedures outlines in the MOU.</p>
<p>16. SFMTA should ensure that DPW provides sufficient documentation in accordance with the MOU requirement for detailed non-labor costs and services descriptions for each billing.</p>	<p>Concur. This issue has been addressed.</p>
<p>17. SFMTA should review with DPW the billing formats specified in their MOU to ensure it specifies a level of detail that is both sufficient for SFMTA to review billings and practical for DPW to prepare billings. SFMTA should request DPW to submit billings in the agreed upon format including requirements to provide hourly labor rates.</p>	<p>Concur. This has been addressed.</p>
<p>18. SFMTA should ensure that the requesting manager dates approval of billings at the time of approval.</p>	<p>Concur. This has been addressed.</p>

Recommendation	Response
<p>19. SFMTA should request DPW to submit bills in accordance with the billing cycle specified in the MOU. If appropriate, SFMTA should modify the MOU to specify billing terms that both DPW and SFMTA can comply with and that still allow SFMTA to effectively manage its resources.</p>	<p>Concur for operating work orders. The MOU does not apply to capital projects which are automatically billed.</p>
<p>20. SFMTA should ensure that its future MOUs with the Treasurer and Tax Collector include only the services and charges agreed to by both parties and do not include taxi fee collection services and associated charges.</p>	<p>Concur. The MOU was created during the transition period prior to Taxi Services fully merging into the SFMTA and has been corrected.</p>
<p>21. SFMTA should require the Treasurer and Tax Collector to submit bills in accordance with the billing cycle specified in the MOU. If appropriate, SFMTA should modify the MOU to specify billing terms that both parties can comply with and still allow SFMTA to effectively manage its work orders.</p>	<p>Concur. This has been corrected.</p>



To:
Cc:
Bcc:
Subject: Fw: Issued: Port Commission: Concession Audit of Ferry Building Investors, LLC

From: Controller Reports/CON/SFGOV
To: Angela Calvillo/BOS/SFGOV@SFGOV, BOS-Supervisors/BOS/SFGOV, BOS-Legislative Aides/BOS/SFGOV, Steve Kawa/MAYOR/SFGOV@SFGOV, Rick Wilson/MAYOR/SFGOV@SFGOV, Christine Falvey/MAYOR/SFGOV@SFGOV, Jason Elliott/MAYOR/SFGOV@SFGOV, Severin Campbell/BudgetAnalyst/SFGOV@SFGOV, debra.newman@sfgov.org, sfdocs@sfpl.info, CON-EVERYONE/CON/SFGOV, CON-CCSF Dept Heads/CON/SFGOV, CON-Finance Officers/CON/SFGOV, Monique Moyer/SFPORT/SFGOV@SFGOV, John Woo/SFPORT/SFGOV@SFGOV, Susan Reynolds/SFPORT/SFGOV@SFGOV, mary.case@mossadams.com, shannon.burrow@mossadams.com, paul.jockish@mossadams.com
Date: 10/05/2011 12:10 PM
Subject: Issued: Port Commission: Concession Audit of Ferry Building Investors, LLC
Sent by: Kristen McGuire

The Port of San Francisco (Port) coordinates with the Controller's Office, City Services Auditor Division (CSA), to periodically audit Port tenants. CSA has engaged Moss Adams LLP to audit Port tenants and concessionaires to determine whether they reported their revenues and paid rent in accordance with lease agreements.

CSA presents the report for the audit of Ferry Building Investors, LLC, prepared by Moss Adams LLP, covering January 1, 2008, through December 31, 2010. Ferry Building Investors, LLC, correctly reported gross revenues of \$40,703,218 and correctly paid rent of \$4,463,852 to the Port.

To review the full report, please visit our website at:
<http://co.sfgov.org/webreports/details.aspx?id=1342>

This is a send-only email address.

For questions regarding this report, please contact Tonia Lediju at tonia.lediju@sfgov.org or 415-554-5393, or the Controller's Office, CSA Audits unit, at 415-554-7469.

Thank you.

5

City and County of San Francisco

Office of the Controller – City Services Auditor

PORT COMMISSION:

**Concession Audit of
Ferry Building Investors, LLC**



October 5, 2011

**CONTROLLER'S OFFICE
CITY SERVICES AUDITOR**

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.

The audits unit conducts financial audits, attestation engagements, and performance audits. Financial audits address the financial integrity of both city departments and contractors and provide reasonable assurance about whether financial statements are presented fairly in all material aspects in conformity with generally accepted accounting principles. Attestation engagements examine, review, or perform procedures on a broad range of subjects such as internal controls; compliance with requirements of specified laws, regulations, rules, contracts, or grants; and the reliability of performance measures. Performance audits focus primarily on assessment of city services and processes, providing recommendations to improve department operations.

We conduct our audits in accordance with the Government Auditing Standards published by the U.S. Government Accountability Office (GAO). These standards require:

- Independence of audit staff and the audit organization.
- Objectivity of the auditors performing the work.
- Competent staff, including continuing professional education.
- Quality control procedures to provide reasonable assurance of compliance with the auditing standards.

CSA Audit Team: Helen Storrs, Audit Manager
Winnie Woo, Associate Auditor

Audit Consultants: Moss Adams LLP



CITY AND COUNTY OF SAN FRANCISCO
OFFICE OF THE CONTROLLER

Ben Rosenfield
Controller

Monique Zmuda
Deputy Controller

October 5, 2011

San Francisco Port Commission
Pier 1, The Embarcadero
San Francisco, CA 94111

Monique Moyer, Executive Director
Port of San Francisco
Pier 1, The Embarcadero
San Francisco, CA 94111

President, Members, and Ms. Moyer:

The Port of San Francisco (Port) coordinates with the Controller's Office, City Services Auditor Division (CSA), to periodically audit Port tenants and concessionaires. CSA has engaged Moss Adams LLP to perform these to determine whether the tenants reported their revenues and paid rent in accordance with lease agreements.

CSA presents the report for the audit of Ferry Building Investors, LLC, prepared by Moss Adams LLP.

Reporting Period: January 1, 2008, through December 31, 2010

Rent Paid: \$4,463,852

Results:

Ferry Building Investors, LLC, correctly reported gross revenues of \$40,703,218 and correctly paid rent to the Port.

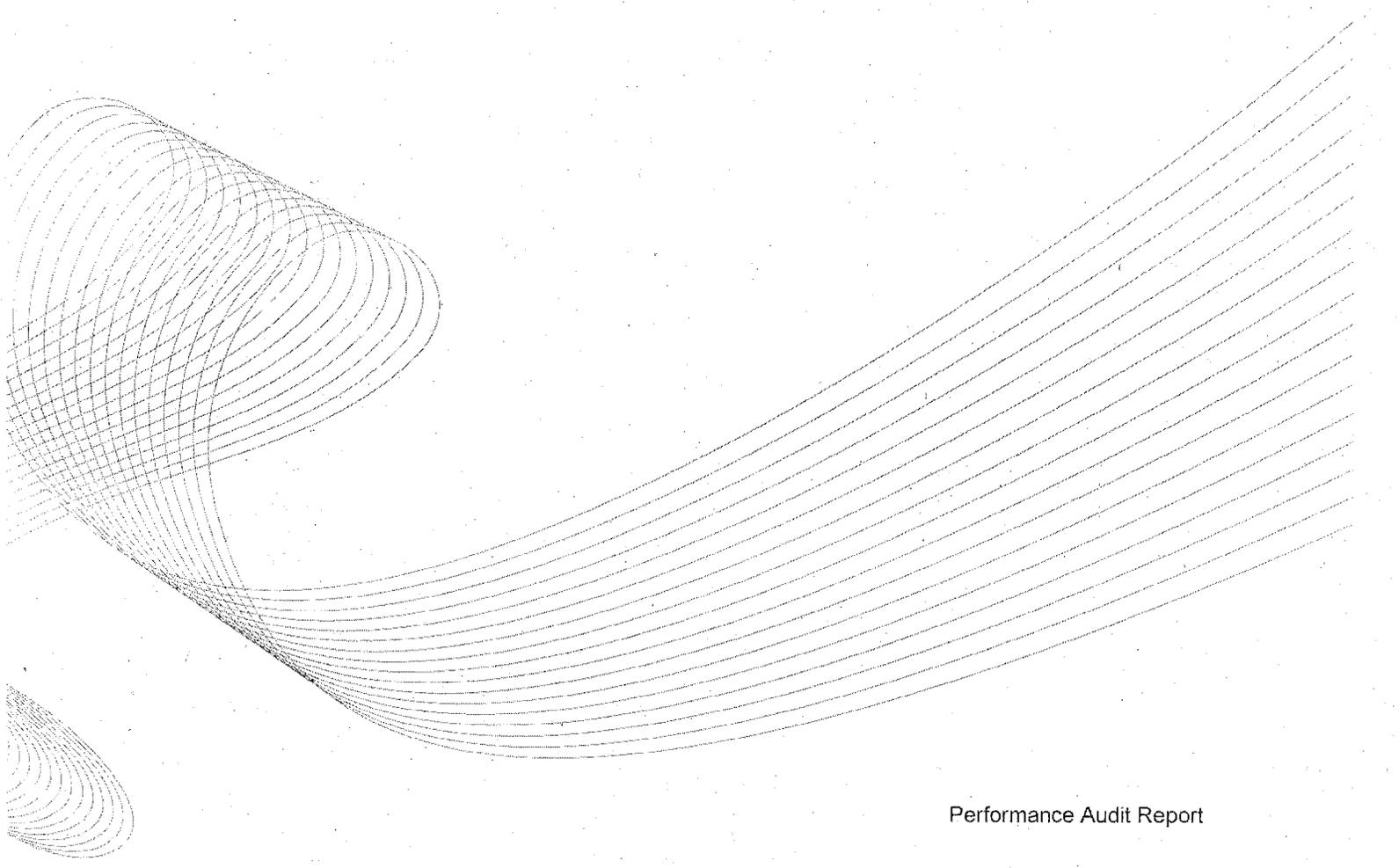
The responses from the Port and Ferry Building Investors, LLC, are attached to this report.

Respectfully,

Tonia Lediju
Director of Audits

cc: Mayor
Board of Supervisors
Civil Grand Jury
Budget Analyst
Public Library

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Performance Audit Report

Ferry Building Investors, LLC

MOSS ADAMS LLP

Certified Public Accountants | Business Consultants

Acumen. Agility. Answers.

PERFORMANCE AUDIT REPORT

September 21, 2011

San Francisco Port Commission
Port of San Francisco
Pier One
San Francisco, CA 94111

President and Members:

Moss Adams LLP presents its report concerning the performance audit of Ferry Building Investors, LLC, as follows:

Background

Ferry Building Investors, LLC (the "Tenant") has a ground lease agreement and a parking agreement (collectively "the agreements") with the Port Commission of the City and County of San Francisco, to lease and use property, including the Ferry Building and adjacent areas, in San Francisco, California. The initial terms of the ground lease agreement and parking agreement were for sixty-six and ten year periods, respectively, for which rent was due to the Port Department (the "Port"), and commenced on April 10, 2001. For the period of our performance audit, January 1, 2008 through December 31, 2010, the agreements required a monthly minimum rent, adjusted for the Consumer Price Index, as applicable, as well as participation rent. Participation rent was owed where the Tenant reached stabilization, which as defined by the lease, occurred when the gross revenues minus the gross adjustments to revenues (as defined and allowed by the lease) resulted in six consecutive months of profit. For the period of our performance audit, January 1, 2008 through December 31, 2010 stabilization did not occur.

Reporting period(s): January 1, 2008 through December 31, 2010
Leases: L-13221
 L-13483

Scope and Objectives

The purpose of this performance audit was to obtain reasonable assurance that the Tenant complied with the reporting, payment and other rent-related provisions of its agreements with the Port. Based upon the provisions of City and County of San Francisco contract number PSC# 4073-05/06 dated January 4, 2011, between Moss Adams LLP and the City and County of San Francisco, and per Appendix A therein, the objectives of our performance audit were to: verify that gross revenues for the audit period were reported to the Port in accordance with the lease and agreement provisions, and that such amounts agree with the underlying accounting records; identify and report the amount and cause of any significant error (over or under) in reporting, together with the impact on rent payable to the Port; and to identify and report any recommendations to improve record keeping and reporting processes of the Tenant relative to its ability to comply with lease and agreement provisions.

MOSS ADAMS LLP

Methodology

To meet the objectives of our performance audit, we performed the following procedures: reviewed the applicable terms of the agreements and the adequacy of the Tenant's procedures for collecting, recording, summarizing and reporting its gross revenues and adjustment to gross revenues and calculating its payments to the Port; selected and tested samples of revenues and adjustments; recalculated net income (as defined by lease) to determine if stabilization had occurred; recalculated monthly rent due; and verified the timeliness of reporting revenues and rent and submitting rent payments to the Port.

Audit Results

Based on the results of our performance audit for the period from January 1, 2008 through December 31, 2010, the Tenant reported gross revenues of \$40,703,218 and paid rent in the amount of \$4,463,852 to the Port in accordance with its agreements' provisions, and those amounts agreed to the underlying accounting records. We did not identify any significant errors in reporting which would impact the rent payable to the Port.

The table below shows the reported gross revenues and rent paid to the Port.

	January 1 to December 31, 2008	January 1 to December 31, 2009	January 1 to December 31, 2010	Total
<i><u>Gross revenues reported</u></i>				
Gross revenues reported by Tenant	\$ 13,423,421	\$ 13,504,909	\$ 13,774,888	\$ 40,703,218
Adjustments to gross revenues reported by Tenant	15,701,765	13,295,907	21,447,550	50,445,222
Net income (loss) as defined by lease	<u>\$ (2,278,344)</u>	<u>\$ 209,002</u>	<u>\$ (7,672,662)</u>	<u>\$ (9,742,004)</u>
<i><u>Rent reported and paid</u></i>				
Minimum rent stipulated by lease	\$ 1,400,000	\$ 1,400,000	\$ 1,400,000	\$ 4,200,000
Additional rent due as participation as defined by lease	-	-	-	-
Total parking rent due	100,046	81,740	82,066	263,852
Total rent due	1,500,046	1,481,740	1,482,066	4,463,852
Rent paid per tenant payments records	1,500,046	1,481,740	1,482,066	4,463,852
Difference	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>

Recommendations

We did not identify any recommendations for the Tenant to improve its record keeping and reporting processes relative to its ability to comply with lease and agreement provisions.

MOSS ADAMS_{LLP}

We conducted this performance audit in accordance with the provisions of our contract, as outlined in the scope and objectives section above, and in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. Our performance audit report is limited to those areas specified in the scope and objectives section of this report.

Sincerely,

A handwritten signature in black ink that reads "Moss Adams LLP". The signature is written in a cursive, flowing style.

San Francisco, California



September 21, 2011

Tonia Lediju, Director of Audits
City Hall, Room 477
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Re: Ferry Building Investors, LLC

Dear Ms. Lediju:

Thank you for the opportunity to review the performance audit report prepared by Moss Adams LLP for Port Lease Nos. L-13221 and L-13483 with Ferry Building Investors, LLC.

As requested by your office, we are writing to confirm acceptance of this performance audit report. Since no findings and recommendations are contained in the report, no response from the Port is necessary.

Sincerely,

John J. Woo
Fiscal Officer

Cc: Mary Case, Moss Adams LLP
Susan Reynolds, Director of Real Estate
Elaine Forbes, Director of Finance and Administration



Two North Riverside Plaza, Suite 2100
Chicago, Illinois 60606
phone 312.466.3300 fax 312.454.0332
www.equityoffice.com

September 21, 2011

Tonia Lediju
Office of the Controller, City Services Auditor Division
City Hall, Room 476
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

RE: Audit of Port Lease No. L-13221 and L-13483 ("Ferry Building Investors, LLC")

Dear Ms. Lediju,

Equity Office Properties, on behalf of Ferry Building Investors, LLC, has reviewed, and approves accordingly, the results of the September 2011 audit of the business records supporting the revenues reported and the rents paid by the tenant to the Port during the years 2008 to 2010.

We appreciate the manner in which Moss Adams LLP has conducted their audit in order to facilitate an efficient and timely completion and presentation of findings.

Sincerely,

A handwritten signature in cursive script that reads "B. A. Campbell".

Brian Campbell
Vice-President and Chief Accounting Officer

cc: P. Hennessy
L. Kerlin
L. Josefowicz

**Document is available
at the Clerk's Office
Room 244, City Hall**



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Terminal Narrative and Audited Finance Report

To: Members, Board of Supervisors

The Clerk's Office has received the attached report from the Filipino Community Center describing the detail of expenditures, the number of people positively impacted by the grant fund program, and benefit of the grant program on the community in accordance with the San Francisco Emergency Aid Relief Program of 2010.

From: Terry Valen <terrencevalen@yahoo.com>
To: "angela.calvillo@sfgov.org" <angela.calvillo@sfgov.org>, "monique.zmuda@sfgov.org" <monique.zmuda@sfgov.org>
Cc: Rosalinda CPDG <cpdg.org@gmail.com>, April SFCity <april.veneracion@sfgov.org>
Date: 10/11/2011 12:29 PM
Subject: Fwd: Terminal Narrative and Audited Finance Report

Dear Angela Calvillo and Monique Zmuda.

Apologies for the lateness of this email -- we had a family emergency in the past few weeks. We would have liked to submit the following by the end of September 2011.

This is Terrence Valen from the Filipino Community Center (FCC). In 2010, following the typhoon disasters in the Philippines, Samoa, and Indonesia in 2009, we facilitated the grant aid that went to the Philippines to the Council for People's Development and Governance (CPDG) for a rehabilitation and disaster preparedness project there.

They have completed the project, and we would like to submit the attached documents as the "Terminal Narrative and Audited Finance Report."

Please, let us know if you should need any further information or documentation of the project, and also that you have received this email as our final report.

Thank you very much for your assistance in this "City of San Francisco Emergency Aid Relied Program of 2010". The original award letter is also attached.

Sincerely,

Terrence A. Valen
Organizational Director
Filipino Community Center
4681 Mission Street
San Francisco, CA 94112
P: (415) 333-6267
F: (415) 333-6495
www.filipinocc.org

----- Forwarded message -----

From: **cpdg network** <cpdg.org@gmail.com>
Subject: terminal narrative and audited finance report

Dear Terry,

Warmest greetings!

6

Document is available
at the Clerk's Office
Room 244, City Hall



To:
Cc:
Bcc:
Subject: Fw: Results of Follow-up Review for Prop Q Audit of the Ten Selected Organizations Issued
in February 2009

From: Controller Reports/CON/SFGOV
To: Angela Calvillo/BOS/SFGOV@SFGOV, Steve Kawa/MAYOR/SFGOV@SFGOV, Rick
Wilson/MAYOR/SFGOV@SFGOV, Christine Falvey/MAYOR/SFGOV@SFGOV, Jason
Elliott/MAYOR/SFGOV@SFGOV, Severin Campbell/BudgetAnalyst/SFGOV@SFGOV,
debra.newman@sfgov.org, sfdocs@sfpl.info, Tara Collins/CTYATT@CTYATT,
CON-EVERYONE/CON/SFGOV, Vivian Day/DBI/SFGOV@SFGOV, Maria
Su/DCYF/SFGOV@SFGOV, Paul Henderson/MAYOR/SFGOV@SFGOV, William
Siffermann/JUV/SFGOV@SFGOV, Delene Wolf/RENT/SFGOV@SFGOV, Pamela J
Levin/DBI/SFGOV@SFGOV, Taras Madison/DCYF/SFGOV@SFGOV, Sarah
Luu/DBI/SFGOV@SFGOV, Catherine McGuire/JUV/SFGOV@SFGOV, Anabel
Simonelli/MAYOR/SFGOV@SFGOV, Theo Miller/MAYOR/SFGOV@SFGOV, Robert
Collins/RENT/SFGOV@SFGOV
Date: 08/24/2011 10:34 AM
Subject: Results of Follow-up Review for Prop Q Audit of the Ten Selected Organizations Issued in
February 2009
Sent by: Kristen McGuire

The Office of the Controller, City Services Auditor, has issued its audit follow-up memorandum, *Follow-up Review of 2009 Prop Q Audit of Ten Selected Organizations*.

The review indicates that, of the 12 recommendations in the audit report, 4 were fully implemented or are no longer applicable. Of the remaining 8 recommendations, all of which were directed at more than one department, the:

- Mayor's Office of Criminal Justice did not implement 3 recommendations and partially implemented 1 recommendation.
- Rent Board partially implemented 4 recommendations.
- Juvenile Probation Department did not implement 2 recommendations.

To view the full memorandum, please visit our website at:
<http://co.sfgov.org/webreports/details.aspx?id=1329>

For questions regarding the memorandum, please contact Irella Blackwood at:
Irella.Blackwood@sfgov.org or 415-554-7641, or the Controller's Office, Audit Division at
415-554-7469.

**Document is available
at the Clerk's Office
Room 244, City Hall**



To: BOS Constituent Mail Distribution,
Cc:
Bcc:

Subject: Issued: Human Services Agency and Department of Public Health: The City's Efforts and Resources to House Homeless Individuals Have Increased, but New Strategies Could Lead to Improved Program Effectiveness

From: Controller Reports/CON/SFGOV
To: Angela Calvillo/BOS/SFGOV@SFGOV, Peggy Nevin/BOS/SFGOV@SFGOV, BOS-Supervisors/BOS/SFGOV, BOS-Legislative Aides/BOS/SFGOV, Steve Kawa/MAYOR/SFGOV@SFGOV, Rick Wilson/MAYOR/SFGOV@SFGOV, Christine Falvey/MAYOR/SFGOV@SFGOV, Jason Elliott/MAYOR/SFGOV@SFGOV, Severin Campbell/BudgetAnalyst/SFGOV@SFGOV, debra.newman@sfgov.org, sfdocs@sfpl.info, CON-EVERYONE/CON/SFGOV, CON-CCSF Dept Heads/CON/SFGOV, CON-Finance Officers/CON/SFGOV, Trent Rhorer/DHS/CCSF@CCSF, Barbara Garcia/DPH/SFGOV@SFGOV, Louise Rainey/DHS/CCSF@CCSF, Mark Morewitz/DPH/SFGOV@SFGOV, Phil Arnold/DHS/CCSF@CCSF, Noelle Simmons/DHS/CCSF@CCSF, Marc Trotz/DPH/SFGOV@SFGOV, Margot Antonetty/DPH/SFGOV@SFGOV
Date: 10/13/2011 01:48 PM
Subject: Issued: Human Services Agency and Department of Public Health: The City's Efforts and Resources to House Homeless Individuals Have Increased, but New Strategies Could Lead to Improved Program Effectiveness
Sent by: Kristen McGuire

The Controller's Office, City Services Auditor Division (CSA), has completed an audit of the City's supportive housing programs for homeless single adults administered through the Human Services Agency and the Department of Public Health. These programs, which also include housing and services provided under the Care Not Cash initiative, have increased the number of housing units available from 1,595 units in fiscal year 2003-04 to 3,741 units in fiscal year 2010-11. During the same period, general fund spending has increased at a higher rate, from \$8.1 million in fiscal year 2003-04 to a projected \$38.3 million in fiscal year 2010-11.

To better manage costs, the Human Services Agency has analyzed its costs for supportive housing to prioritize funding. Similarly, the Department of Public Health has initiated efforts to increase state revenues that can be claimed for mental health services it provides for its supportive housing residents. Despite these efforts, San Francisco's homeless population remains high, and demand for supportive housing is expected to increase. Consequently, the audit further recommends new strategies to improve program effectiveness such as implementing a graduation program for residents to move out of supportive housing and improvements to outcome performance measures for better gauging program success.

To view the full audit, please visit our website at:
<http://co.sfgov.org/webreports/details.aspx?id=1346>

You can also access the report on the Controller's website (<http://www.sfcontroller.org/>) under the News & Events section.

This is a send-only email address.

8

BOS-11
cpage
File 110966

Bay Area Golf Club of Northern California
Nathaniel Jackson, President
407 Monticello Street, San Francisco, CA 94127
Telephone 415-407-7675 • Email: Njackson352@comcast.net

October 5, 2011

Congresswoman Jackie Speier
District Office
400 So. El Camino Real, #750
San Mateo, CA 94402

Hon. Ed Lee, Mayor
City and County of San Francisco
City Hall, Room 200
1 Dr. Carlton B. Goodlett Pl.
San Francisco, CA. 94104

San Francisco Board of Supervisors
David Chiu, President
Supervisor Sean Elsbernd
City Hall, Room 244
1 Dr. Carlton B. Goodlett Pl.
San Francisco, CA. 94104

San Mateo County Board of Supervisors
Carole Groom, President
400 County Center
Redwood City, CA. 94063

Hon. Mary Ann Nihart, Mayor
Members of the City Council
City of Pacifica
170 Santa Maria Ave.
Pacifica, CA. 94044

BAY AREA GOLF CLUB SUPPORTS SHARP PARK GOLF COURSE

Dear Congresswoman Speier, Mayors Lee and Nihart,
And San Francisco and San Mateo County Supervisors,

Sharp Park is well-known as “the People’s Golf Course,” a public course where racial minorities, retired seniors, school children; working men and women, and these days even the unemployed can play golf. Because of its modest fees, all of these groups play golf in large numbers at Sharp Park.

9

The Bay Area Golf Club represents such golfers. We are a mostly African-American club, formed in 1954 and based in San Francisco. We are a founding member club of the Western States Golf Association, one of America's oldest African-American golf organizations.

We were the host club for Western States' inaugural championship tournament in 1955, where the founding member clubs met and played golf together for the first time. That tournament was held at Sharp Park.

It is significant that Sharp Park was built by history's greatest golf architect, Alister MacKenzie. Most of MacKenzie's courses – including the most famous ones like Augusta National—the site of the annual Masters Tournament, and Cypress Point – are private and inaccessible to common people.

Sharp Park is part of San Francisco's egalitarian tradition of providing great classical architecture for its public places. This is the spirit of San Francisco's City Hall, with its golden cupola and soaring dome inspired by Michaelangelo's St. Peter's Basilica in Rome. This great public architecture is San Francisco's way of showing respect to its citizens, to help them respect themselves.

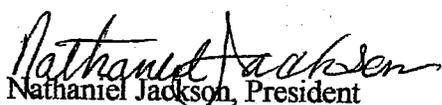
Our members, and all who play golf at Sharp Park know of its Alister MacKenzie heritage. It is important to them. If San Francisco were to destroy this golf course, the city would be telling our members and those other minority and working-class golfers that the city does not respect or care about them.

The tradition of African-American golf continues at Sharp Park. For over 20 years, Sharp Park has been the home of the annual Senior Swingers tournament, a largely but not exclusively African-American golf event to raise money for the Western Addition Senior Center. The tournament's founder, Riley Jameison, is an African-American golf pioneer, now over 90 years old, who joined the fight in the early 1950's against racial discrimination on the old Professional Golfers Association golf tour.

Today, Bay Area Golf Club members support the First Tee, which has a golf driving range and operates youth sports programs at the Visitation Valley Middle School in the Sunnydale neighborhood.

For these reasons, we thank you for your efforts to preserve the historic Alister MacKenzie golf course at Sharp Park. And we urge you to resist those who would destroy it.

Very truly yours,


Nathaniel Jackson, President

Bay Area Golf Club of Northern California

cc: Willie L. Brown, Jr.

City and County of San Francisco

OFFICE OF THE SHERIFF



Michael Hennessey
SHERIFF

(415) 554-7225

October 14, 2011

To: Angela Calvillo,
Clerk of the Board of Supervisors

CFO-2011-017

From: Maureen Gannon, CFO *meag*

Re: Waiver Request – VirTra System

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2011 OCT 14 PM 3:03
BY *le*

Pursuant to the San Francisco Administrative code Chapters 12B & 14B attached is a copy the Waiver Request Form (HRC Form 201) sent to the Human Right Commission on 10/13/2011.

The Sheriff's Department is requesting a waiver from Administrative Code Chapters 12B and 12C requirement for VirTra Systems.

VirTra Systems develops and produces a proprietary simulation system using multiple screens and real video for small arms and use of force training. VirTra Systems is the only manufacturer of firearms simulation equipment to incorporate real video seamlessly displayed across multiple screens.

In addition, VirTra Systems invented the Threat Fire® Device and is the only manufacturer of this equipment throughout the world, VirTra Systems has been awarded a US Patent (#8,016,594) for the Threat Fire® Device and is the only company that can produce or sell any device using electronic impulses to simulate consequences during simulation training.

If you have any questions about this request, please contact me at (415) 554-4316. Thank you for your consideration of this matter.

10

Sole Source Waiver Request

Administrative Code Section 21.5(b) provides that commodities or services available only from a sole source shall be procured in accordance with Purchaser's regulations. Purchaser's regulations provide that, "If a department needs a commodity or service which is unique and which is known to be provided by only one vendor, then only one price quotation is solicited from the single vendor. The requesting department must submit documentation to the Purchaser justifying the transaction as a sole source. From time to time, the Purchaser may conduct a formal bid to determine the continuing validity of the sole source determination." (Procurement Instruction 12.06, Exhibit A, Section IX.D, dated April 28, 1989)

Directions: Use this form to justify a sole source transaction. The department requestor must complete the information below and attach a written memo with appropriate supporting documentation to justify this request. The memo must provide specific and comprehensive information that explains why the requested transaction should be considered a sole source. Departments are encouraged to consult with the Human Rights Commission and the City Attorney prior to submitting this request.

Department: Sheriff Date Submitted: 10/14/11

Contact: Mylan Luong Phone: 554-7236

Vendor Name: VirTra System Vendor # 82911

Type of Contract: Commodity X Professional Service Non-Professional Service
Other

Amount: \$ 98,106 ADPICS Doc #:

Describe the product or service: VirTra Systems develops and produces a proprietary simulation system using multiple screens and real video for small arms and use of force training. VirTra Systems is the only manufacturer of firearms simulation equipment to incorporate real video seamlessly displayed across multiple screens. In addition, VirTra Systems invented the Threat Fire® Device and is the only manufacturer of this equipment throughout the world, VirTra Systems has been awarded a US Patent (#8,016,594) for the Threat Fire® Device and is the only company that can produce or sell any device using electronic impulses to simulate consequences during simulation training.

Has the Human Rights Commission granted a sole source waiver on this transaction? Pending
If yes, when was the sole source granted? Please attach a copy of the HRC Waiver.

Check the appropriate statement. Attach a memo and documentation to address the questions following each statement.

 X **Goods or services are available from only one source.**

Explain why this is the only product or service that will meet the City's needs. Why is this the only vendor or contractor that can provide the services or products? What steps were taken to verify that the goods or services are not available from another source? Explain what efforts were made to obtain the best possible price. Why do you feel the price to be fair and reasonable? How was this vendor chosen? How long has the vendor been providing goods or services for your department?

 Only one prospective vendor is willing to enter into a contract with the City.

Explain why no other vendors are willing to contract with the City. If there are compliance issues, what have you done to get other possible sources to become compliant? Have you contacted HRC? Have you received a waiver from HRC?

 Item has design and/or performance features that are essential to the department, and no other source satisfies the City's requirements.

Explain why the design/performance features are essential. Have you contacted other suppliers to evaluate items/services with similar features and capabilities? If no, explain why not. If yes, list the suppliers and explain why their goods or services do not meet the department's needs.

 Licensed or patented good or service.

Provide proof that the license or patent limits the availability of the product or service to only one source.

 Other:

INSTRUCTIONS:

The Sole Source request must be approved before the department makes a commitment to the vendor, and before funds are encumbered. If the Sole Source request is denied, the department will be advised to conduct a competitive process to select the vendor/contractor. If the Sole Source request is to extend an existing professional service contract, attach a copy of the original contract and any prior sole source determinations made by HRC or Purchasing. When processing professional service contracts and modifications for signature, attach the approved sole source waiver form to the contract documents.

This form is required for every transaction, contract, or contract modification that the department wishes to be treated as a sole source. For additional information call the Purchaser assigned to your department.

The Department Head must sign this request before it is sent to OCA-Purchasing.

This Sole Source request is being submitted by:

Department Head Signature: Michael Hennessey Date: 10/14/11
Michael Hennessey

Name of Department: Sheriff

OCA Review and Approval:

Sole Source Approved: _____ Sole Source Denied: _____

Reason for Determination

OCA Staff: _____ Date: _____

OCA Staff: _____ Date: _____

OCA Director: _____ Date: _____



Support Bird-Safe Building Standards
Lucian Grey to: Board of Supervisors
Sent by: **Defenders of Wildlife**
<ecommunications@defenders.org>
Please respond to Lucian Grey

10/11/2011 04:20 PM

Oct 11, 2011

Clerk of the Board of Supervisors

Dear Board of Supervisors,

As a San Francisco resident and a supporter of Defenders of Wildlife, I am writing today to urge you to support the Standards for Bird-Safe Buildings.

Tens of millions of birds are killed each year when they collide with buildings and windows. Many are night-migrating species that migrate from Central and South America to breeding grounds in the U.S. and Canada. These include federally listed species and birds of conservation concern.

Millions of birds depend on the San Francisco Bay estuary system, not only during migration but throughout the winter. San Francisco's Standards for Bird-Safe Buildings direct the most serious efforts to those areas that are most at risk.

The Standards for Bird-Safe Buildings are based on sound scientific research, are well founded and are strongly supported by many architects and other members of the construction industry.

These standards provide guidance to help make smart choices when it comes to designing buildings. They also offer guidance on other remedies such as window treatments, lighting design, and lighting operation.

Please support the Standards for Bird-Safe Buildings to prevent the deaths of thousands of migratory birds each year in the Bay Area.

Sincerely,

Mr. Lucian Grey
3451 21st St
San Francisco, CA 94110-2263

11



Support Bird-Safe Building Standards
Michael Carvalho to: Board.of.Supervisors
Sent by: Defenders of Wildlife
<ecomunications@defenders.org>
Please respond to Michael Carvalho

10/14/2011 01:59 PM

Oct 14, 2011

Clerk of the Board of Supervisors

Dear Board of Supervisors,

As a San Francisco resident and a supporter of Defenders of Wildlife, I am writing today to urge you to support the Standards for Bird-Safe Buildings.

Tens of millions of birds are killed each year when they collide with buildings and windows. Many are night-migrating species that migrate from Central and South America to breeding grounds in the U.S. and Canada. These include federally listed species and birds of conservation concern.

Millions of birds depend on the San Francisco Bay estuary system, not only during migration but throughout the winter. San Francisco's Standards for Bird-Safe Buildings direct the most serious efforts to those areas that are most at risk.

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These standards provide guidance to help make smart choices when it comes to designing buildings. They also offer guidance on other remedies such as window treatments, lighting design, and lighting operation.

Please support the Standards for Bird-Safe Buildings to prevent the deaths of thousands of migratory birds each year in the Bay Area.

Sincerely,

Mr. Michael Carvalho
42 Williamson Ave
Bloomfield, NJ 07003-5005



Support Bird-Safe Building Standards
Jennifer Heenan to: Board of Supervisors
Sent by: Defenders of Wildlife
<ecommunications@defenders.org>
Please respond to Jennifer Heenan

File 110785
10/14/2011 08:59 PM

Oct 14, 2011

Clerk of the Board of Supervisors

Dear Board of Supervisors,

As a San Francisco resident and a supporter of Defenders of Wildlife, I am writing today to urge you to support the Standards for Bird-Safe Buildings.

Tens of millions of birds are killed each year when they collide with buildings and windows. Many are night-migrating species that migrate from Central and South America to breeding grounds in the U.S. and Canada. These include federally listed species and birds of conservation concern.

Millions of birds depend on the San Francisco Bay estuary system, not only during migration but throughout the winter. San Francisco's Standards for Bird-Safe Buildings direct the most serious efforts to those areas that are most at risk.

The Standards for Bird-Safe Buildings are based on sound scientific research, are well founded and are strongly supported by many architects and other members of the construction industry.

These standards provide guidance to help make smart choices when it comes to designing buildings. They also offer guidance on other remedies such as window treatments, lighting design, and lighting operation.

Please support the Standards for Bird-Safe Buildings to prevent the deaths of thousands of migratory birds each year in the Bay Area.

Sincerely,

Miss Jennifer Heenan
537 Bastanchury Ave
Henderson, NV 89011-5360



Support Bird-Safe Building Standards

Aida Pazos to: Board of Supervisors

10/17/2011 06:06 PM

Sent by: Defenders of Wildlife
<ecommunications@defenders.org>

Please respond to Aida Pazos

Oct 17, 2011

Clerk of the Board of Supervisors

Dear Board of Supervisors,

As a San Francisco resident and a supporter of Defenders of Wildlife, I am writing today to urge you to support the Standards for Bird-Safe Buildings.

Tens of millions of birds are killed each year when they collide with buildings and windows. Many are night-migrating species that migrate from Central and South America to breeding grounds in the U.S. and Canada. These include federally listed species and birds of conservation concern.

Millions of birds depend on the San Francisco Bay estuary system, not only during migration but throughout the winter. San Francisco's Standards for Bird-Safe Buildings direct the most serious efforts to those areas that are most at risk.

The Standards for Bird-Safe Buildings are based on sound scientific research, are well founded and are strongly supported by many architects and other members of the construction industry.

These standards provide guidance to help make smart choices when it comes to designing buildings. They also offer guidance on other remedies such as window treatments, lighting design, and lighting operation.

Please support the Standards for Bird-Safe Buildings to prevent the deaths of thousands of migratory birds each year in the Bay Area.

Sincerely,

Ms. Aida Pazos
9700 Collins Ave
Bal Harbour, FL 33154-2208
(305) 401-7667



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: File 110966: Restore Sharp Park into a National Park

From: Board of Supervisors/BOS/SFGOV
To: Carmen Chu/BOS/SFGOV@SFGOV, David Campos/BOS/SFGOV@SFGOV, David Chiu/BOS/SFGOV@SFGOV, Eric L Mar/BOS/SFGOV@SFGOV, John Avalos/BOS/SFGOV@SFGOV, Ross Mirkarimi/BOS/SFGOV@SFGOV, Sean Elsbernd/BOS/SFGOV@SFGOV, Malia Cohen/BOS/SFGOV@SFGOV, Scott Wiener/BOS/SFGOV@SFGOV, Jane Kim/BOS/SFGOV@SFGOV, Mark Farrell/BOS/SFGOV@SFGOV
Date: 10/18/2011 12:13 PM
Subject: File 110966: Restore Sharp Park into a National Park

The Clerk's Office has received 50 form emails like the one below.

**Document is available
at the Clerk's Office
Room 244, City Hall**

Board of Supervisors
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102
(415) 554-5184
(415) 554-5163 fax
Board.of.Supervisors@sfgov.org

Complete a Board of Supervisors Customer Service Satisfaction form by clicking
<http://www.sfbos.org/index.aspx?page=104>

----- Forwarded by Board of Supervisors/BOS/SFGOV on 10/18/2011 12:12 PM -----

From: Phillip Rowland <philrowland23@yahoo.com>
To: Board.of.Supervisors@sfgov.org
Date: 10/17/2011 02:50 AM
Subject: Restore Sharp Park into a National Park
Sent by: Phillip Rowland <philrowland23@yahoo.com@change.org>

Greetings

Sharp Park Golf Course is owned by San Francisco but located in Pacifica, California. With a glut of golf courses around the Bay Area, we are working to transform Sharp Park from a money-losing, endangered species-killing golf course into a new National Park that provides recreational amenities everyone can enjoy. By partnering with the National Park Service, San Francisco can redirect the money it saves back to neighborhood parks and community centers, and we all get a new National Park! Let us collectively support the restoration of Sharp Park so valuable species can thrive and all people can enjoy the beautiful gifts nature has to offer.

Phillip Rowland
Valencia, California

Note: this email was sent as part of a petition started on Change.org, viewable at www.change.org/petitions/restore-sharp-park. To respond, email responses@change.org and include a link to this petition.

12



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Please Support Humane Pet Acquisition Proposal

The Clerk's Office has received 20 form emails like the one below

Board of Supervisors
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102
(415) 554-5184
(415) 554-5163 fax
Board.of.Supervisors@sfgov.org

**Document is available
at the Clerk's Office
Room 244, City Hall**

Complete a Board of Supervisors Customer Service Satisfaction form by clicking
<http://www.sfbos.org/index.aspx?page=104>

----- Forwarded by Board of Supervisors/BOS/SFGOV on 10/14/2011 05:51 PM -----

From: Kathryn Smith <kmsmith438@yahoo.com>
To: board.of.supervisors@sfgov.org
Date: 10/11/2011 06:12 PM
Subject: Please Support Humane Pet Acquisition Proposal
Sent by: In Defense of Animals <takeaction@idausa.org>

Oct 11, 2011

San Francisco Board of Supervisors

Dear Supervisors,

As a San Francisco voter and supporter of In Defense of Animals (IDA), I strongly encourage you to support San Francisco Animal Control and Welfare's Humane Pet Acquisition Proposal.

There is an oversupply of adoptable pets in the city, requiring ACC to unnecessarily euthanize many adoptable animals at taxpayers' expense. Meanwhile, "new" pets are bred in often horrible conditions and then sold in this city at pet stores and from small breeders, all for profit. This is grossly inconsistent with how the city of St. Francis of Assisi feels towards animals, yet most San Franciscans aren't aware of this when they decide to purchase a pet.

San Francisco Animal Control and Welfare's proposal focuses on having San Franciscans adopt our pets rather than purchasing them. This will result in:

- More adoptions and less euthanasia
- A decrease in cost for Animal Control and Welfare
- Pet stores as partners in reducing euthanasia
- Healthier pets with fewer behavioral problems

Sec. 48 of the San Francisco Health Code already prohibits the sale of rabbits and certain birds as pets. Other cities like Albuquerque, Austin, Los Angeles, and South Lake Tahoe have already prohibited the sale of dogs and cats. So San Francisco has several precedents that support strong and decisive action for all species.

Please support the San Francisco Humane Pet Acquisition Proposal and make San Francisco a leader in animal welfare.

Sincerely,

Ms. Kathryn Smith
70 Battery Pl Apt 602
New York, NY 10280-1511



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: BART Vendor to Refund Customers Incorrectly Overcharged for Parking

From: Molly M Burke <MBurke@bart.gov>
To: Molly M Burke <MBurke@bart.gov>
Date: 10/05/2011 03:00 PM
Subject: BART Vendor to Refund Customers Incorrectly Overcharged for Parking

BART Vendor issues refunds to customers who were incorrectly overcharged for

Airport/long term parking permits

The vendor contracted by BART to administer our Airport/Long Term Parking Permit program is refunding customers who were incorrectly overcharged. After being alerted by a customer, a BART investigation discovered a problem with the configuration of the billing software used by the contractor.

Some Customers Should Not Have Had Weekend Parking Charged
BART's contractor's software configuration incorrectly charged 16,054 customers over a 28 month period for parking on Saturdays, Sundays and some holidays when the customers should have received free parking. Under BART's Airport/Long Term Parking Permit policy, reservations with start or end dates occurring on Saturday or Sunday will not be charged for Saturday and Sunday. However, customers who make reservations for Airport/Long Term Parking which begin and end on weekdays must pay for the Saturdays and Sundays if those days occur within the reservation period.

Effort Underway to Notify Customers and Issue Refunds

Pacific Parking Management/ParkingCarma will be issuing refunds to the 16,054 affected customers within two weeks to distribute about \$202,000 in refunds. The company is contacting customers in the following ways:

- By issuing an immediate refund to the customer's credit card;
- If the credit card is no longer active, Pacific Parking Management/ParkingCarma will try to contact the customer by email, phone or mail to determine the method by which they wish to receive the refund;
- If a customer is not contacted regarding a refund but feels they are eligible to receive one, they may contact Pacific Parking Management/ParkingCarma by calling (877) 442 - 6717 or emailing bartrefund@parkingcarma.com

The BART Audit Department will review the parking permit vendor's accounting of the refunds to ensure that they are properly distributed.

For more information about BART's Airport/Long Term Parking Permit, go to www.bart.gov/parking --###--

Molly M. Burke
BART
Government & Community Relations
(510) 464-6172



Re: Disgusted and saddened by SFPD's strong-arm smackdown of the Occupy SF site last night

John Barry

to:

mattyjg@earthlink.net, Board.of.Supervisors@sfgov.org, mayoredwinlee@sfgov.org

10/06/2011 11:51 AM

Cc:

"John.Avalos@sfgov.org"

Please respond to John Barry

Show Details

History: This message has been forwarded.

I TOTALLY agree with my friend Matthew Gilreath,, how about moving the BEG-THUGS out, THAT should be our priority, WRITTEN AS A LIBERAL DEMOCRAT who's had it with them and the Homeless Industry.

John Barry,
1801 Gough St
#601,
SF,
CA, 94109
A voter.

From: "mattyjg@earthlink.net" <mattyjg@earthlink.net>
To: Board.of.Supervisors@sfgov.org; mayoredwinlee@sfgov.org
Cc: John.Avalos@sfgov.org
Sent: Thursday, October 6, 2011 10:44 AM
Subject: Disgusted and saddened by SFPD's strong-arm smackdown of the Occupy SF site last night

Dear Board of Supervisors and Mr. Mayor,

I have been following the exciting "Occupy" movement as it unfurls across America and the World, giving a collective free speech outlet for folks who feel our financial system is sorely broken. I was glad to see Occupy SF had recently gathered support in our own financial district here.

I don't need to remind you of SF's long history--and active present role--as a hub for free speech, freedom of expression, and civil protest.

I was shocked and dismayed to read last night, in real-time online, of the massive sweep orchestrated by the SFPD and SFPW to roust the peaceful OccupySF protesters from their camp in front of the Federal Reserve Bank on Market Street.

15

Surely, there must be a better way to accommodate in some way this growing free speech phenomenon?

As you know, SF has homeless people camped out all over town on a daily basis. Now, because a group of peaceful protesters are getting media attention, SF wants them gone? Even NYC is starting to work with the Occupy Wall Street groups. I realize you want to put a good face on for Fleet Week, but OccupySF can co-exist with that event as well.

I implore you to open a dialogue with the OccupySF protesters, by heading down there, and talking to them. I applaud SF Supervisor and Mayoral candidate John Avalos for going down to the Occupy SF site at midnight last night to see what was happening first hand, and to try to reason with police. He now gets my vote for Mayor.

Please step back and take in this possibly pivotal moment in history, and ask yourself: is the current official SF response to the OccupySF movement truly the way you wish to be perceived in the short or long run?

Sincerely,

Matthew Gilreath

Matthew J. Gilreath
2199 California Street, Apt 1
San Francisco, CA 94115
415-845-6928
mattyjg@earthlink.net
<http://twitter.com/mattysf1>



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Support OCCUPY SF

From: "Kathleen Burick" <kburick@ccsf.edu>
To: <board.of.supervisors@sfgov.org>
Date: 10/18/2011 10:29 AM
Subject: Support OCCUPY SF

Dear Members of the Board,

As the policy makers of the city, please, support OCCUPY SF. I visited Oakland's encampment last Saturday and it was beautiful - truly a community event of all ages and ethnicities. With the support of their city government, the occupiers have build a village complete with a center for cgildren's activities, a functional kitchen, wooden sidewalks and a real sense of focus on the common good with respect for all.

When I look at the repeated attempts by SFPD to close down the SF camp, I feel ashamed to be a San Franciscan. Our city occupation should be on the grass in Civic Center and as welcoming and supportive as Oakland's. Corporations spend millions every day to send out their messages. The people's right to peacefully assemble and protest injustice must be respected and upheld - hopefully by you.

Thank you for caring about our community,
Kathe Burick

Please Read -- "The HCSO Loophole: Steering SF Away from Universal Health Care"

Sheila Chung Hagen

to:

mayoredwinlee, BOS-Supervisors

10/13/2011 02:04 PM

Cc:

BOS-Legislative Aides, Steve Kawa, Jason Elliott, Board.of.Supervisors

Show Details

Mayor Lee and Supervisors,

Supervisor Campos has asked that I forward you "The HCSO Loophole: Steering SF Away from Universal Health Care," a document produced by the UNITE HERE! Local 2 Research Department outlining the key facts and issues underlying the HCSO loophole.

Sheila

.....
Sheila Chung Hagen

Legislative Aide

Supervisor David Campos

City Hall

1 Dr. Carlton B. Goodlett Place, Room 244

San Francisco, CA 94102-4689

Phone: 415-554-7739

Email: sheila.chung.hagen@sfgov.org

16

The HCSO Loophole

Steering SF Away from Universal Health Care

The Healthy San Francisco vision, and an unforeseen loophole

San Francisco's Health Care Security Ordinance was adopted unanimously by the Board of Supervisors in 2006. It had the explicit intent of providing all San Franciscans with timely and affordable health care, and preventing a "race to the bottom" in which competition from businesses that do not provide employer-paid health care would cause other businesses to drop their employer-sponsored health insurance. This dynamic threatened to drive increasing numbers of working people to resort to the City's taxpayer-funded safety net.

The HCSO permitted Health Reimbursement Arrangements (HRAs) to count toward an employer's spending requirement, in order to maximize the number of options available to businesses and minimize the potential disruption to existing health plans. In large part, this was a measure to provide the HCSO with added protection from challenges under the Employee Retirement Income Security Act (ERISA). What city leaders did not anticipate at the time, however, was the emergence of a whole new category of HRAs – designed specifically to help employers meet the letter of the HCSO law, yet still block most of employers' spending requirement from benefiting workers.

Undermining the law: the proliferation of HRAs

Historically, the vast majority of employer health spending on behalf of employees has been to provide them with insurance plans. To the extent that HRAs existed prior to the HCSO, they were designed as supplements to health insurance that would allow workers a tax-free way of saving for out-of-pocket expenses.

Since 2006, however, a new category of HRAs has proliferated: the "stand-alone HRA" in which employees periodically forfeit unused funds to their employer. Under these schemes, money is nominally allocated to worker accounts. But restrictions are placed on the kinds of medical expenses workers can pay for with these accountsⁱ, and unused balances revert to the employer each year. There is good evidence that the expenditure of funds from San Francisco stand-alone HRA plans is well below what would be expected given standard health care utilizationⁱⁱ. These kinds of stand-alone HRAs exist only in San Franciscoⁱⁱⁱ, and brokers promote them as a way for employers to recoup the money that the HCSO's drafters intended would be spent for employees' health care.

This loophole has resulted in a movement toward stand-alone HRAs. In 2008, just 9% of employers primarily met their HCSO requirement through HRAs. By 2010, this had grown to 13% - a 44% increase. This increase came at the expense of employer-sponsored health insurance, which dropped from 84% in 2008 to 80% in 2010.^{iv}

Officials at OLSE report a steady stream of inquiries in recent months from employers interested in shifting to HRAs and placing restrictions on employees' use of those HRAs, suggesting that this shift may have accelerated.^v In particular, recent publicity surrounding this loophole has raised the profile of HRAs. It is a reasonable assumption that failure to properly close the loophole will result in further erosion of health insurance in favor of HRAs.

The very thing the HCSO was designed to prevent – a race to the bottom in which workers lose meaningful employer-sponsored health coverage – has come to pass.

Stand-alone HRAs expose participants to the risk of devastating medical debt

Because of restrictions on the use of HRAs, the average San Francisco business using them distributes only 20% of the funds allocated, and the median business using HRAs distributes just 12%.^{vi} The balance reverts to employers on an annual basis. This leaves workers and their families unable to accumulate significant balances, and exposed to medical debt as if they had no health coverage at all.

A single day in a San Francisco hospital results in, on average, \$19,927 in charges (excluding physician services).^{vii} That is equivalent to over 4.5 years of accruals at the current HCSO rate for a 40-hour-a-week worker. A normal delivery and care for a newborn at San Francisco General results in \$16,097 in charges (again, excluding physician services) – over 3.5 years of accruals for a full-time worker.^{viii} (A part-time worker with a medium-sized firm accrues only \$1,400 a year, and so is at even greater risk of medical debt). Whereas health insurance or Healthy San Francisco enrolment would provide coverage for medical services, HRAs do not. And when workers cannot pay these extraordinary debts, it is the public health system (and ultimately taxpayers) that picks up the bill.

Billed charges at San Francisco General Hospital	Avg. Charge	Hours of work to pay for this service with an HRA	
		at \$1.37	at \$2.06
Emergency room visit ⁽¹⁾ <i>(moderate severity; does not include services provided, such as X-ray, etc.)</i>	\$ 1,673	1,221 hours (7 months)	812 hours (5 months)
MRI ⁽²⁾	\$ 7,875	5,748 hours (33 months)	3,823 hours (22 months)
Chest pain ⁽³⁾ <i>(does not include cardiac arrest, etc.)</i>	\$15,705	11,464 hours (66 months)	7,624 hours (44 months)
Normal delivery, plus care for newborn ⁽³⁾	\$16,097	11,750 hours (68 months)	7,814 hours (45 months)
Cesarean section ⁽³⁾	\$22,315	16,288 hours (94 months)	10,833 hours (62 months)
Treatment of pneumonia ⁽³⁾	\$23,141	16,891 hours (97 months)	11,233 hours (65 months)
Appendectomy without complication ⁽³⁾	\$35,510	25,920 hours (150 months)	17,238 hours (99 months)
Kidney stones & urinary tract infection ⁽³⁾	\$40,202	29,345 hours (169 months)	19,516 hours (113 months)

The HRA loophole also encourages retaliation against workers who use their benefits

In addition to leaving workers exposed to the full risk of medical debt, the loophole has created perverse employer incentives. There is a \$2.06 per hour cost differential to employers between a worker who has taken full advantage of her HRA (and whose claims the employer therefore has to pay) and a worker who has not spent those funds. This incentivizes employers to favor workers who do not use their HRA, by reallocating shifts away from workers who have done so – a phenomenon which is especially harmful for workers with the potential for significant health care needs (e.g. persons with disabilities, individuals suffering from chronic illnesses, and those of child-bearing age). Thus the HRA loophole not only undermines the intent of the HCSO, but has actually created *new* incentives to disfavor those who need health coverage the most, with profound implications for workers' health privacy.

Proposals to give the loophole official sanction (with a 12 or 18 month cap on accruals) will only enhance this incentive and exacerbate unscrupulous employers' bad behavior.

As the US moves forward toward health care reform, SF is moving backward

While the entire country prepares for a shift toward universal health insurance by 2014, under the Affordable Care Act (ACA), San Francisco is heading in the opposite direction. The ACA prohibits group health plans from imposing “annual limits on the dollar value of benefits for any participant or beneficiary”.¹ Recent guidance from the US Department of Health and Human Services^x states that agency’s position that HRAs, by their very nature, fall within those restricted annual limits: “all HRAs set limits on the amount that can be spent and, we believe, those limits would always be less than the applicable restricted annual limit amounts.”

While certain HRAs have been granted a blanket waiver from these “restricted annual limits” and others may apply for waivers individually, **the ACA does not permit waivers after 1/1/2014**. This stems from the fact that the ACA anticipates that HRAs will cease to be primary vehicles for employer health care spending from that date forward.

To date, the US Department of Health & Human Services has left open the question of how it will regulate stand-alone HRAs that require workers to forfeit their funds after 2014¹, but the general direction of federal policy is clear – stand-alone HRAs do not constitute the kind of coverage that the ACA is intended to promote.

The US Congress has taken steps to eliminate stand-alone HRAs. SF risks undercutting health care reform.

Where once San Francisco was a pioneer in enacting health care reform, by maintaining the HRA loophole, it now stands at risk of undercutting the more progressive direction of federal policy.

¹ Again, these stand-alone HRAs, in which workers forfeit their benefits, are unique to San Francisco, and as such appear not yet to have risen to the attention of federal regulators.

The \$30 Million scam

In 2007, San Francisco restaurants collected about **\$30 Million in surcharges**,^{xi} ostensibly to cover the cost of providing workers with health coverage (though this practice is not limited to the restaurant industry - the hairdresser chain SuperCuts, for example, imposes a similar fee).

Yet many of these companies exploit the HCSO loophole – meaning that funds collected from customers never go to the benefit of San Francisco workers. Those surcharges only go to padding the corporate bottom line.

For example^{xii}:

- **Fog City Diner** charges customers a 3% surcharge. Last year it “allocated” \$75,351 to HRAs for HCSO compliance. Workers were reimbursed a total of \$3,222 of this money.
- **Amici’s Pizzeria** charges customers a 4.85% surcharge. Last year it “allocated” \$125,763. Workers were reimbursed a total of \$1,995.
- **Pomodoro** charges a 4% surcharge. Last year it “allocated” \$223,602 to worker HRAs. *Workers did not receive a single penny in reimbursements.*

Far from promoting a “healthy San Francisco”, these companies are cynically using false pretenses to extract huge sums from restaurant-goers. Then they withhold health benefits from their own workers.

The bigger picture on jobs

The Office of Economic Analysis has stated that closing the loophole could result in “a maximum of 270 fewer jobs citywide in 2012 than there would be under the baseline projection, and an additional 105 fewer jobs in 2013”. Even by the OEA’s analysis, these 375 jobs are a minute fraction of the 36,000 jobs the OEA forecasts will be created over this time.^{xiii}

But the OEA analysis also omits several critical points. For instance, the OEA “baseline” does not contemplate the effect of HRAs being phased out by the Affordable Care Act.

Moreover, despite similar predictions at the time of the HCSO’s original passage, analysis has found **no evidence of negative employment effects**, either over time, or by comparison with neighboring counties.^{xiv} (Studies of a similar minimum spending requirement in Hawaii likewise found no negative employment effects).

As workers obtain meaningful health coverage, improved income security may actually result in *increased* economic activity. This is particularly likely since lower income families are more likely to spend locally.^{xv}

-
- ⁱ Documented restrictions include health insurance premiums, dental care, vision care, and in at least one case, prescription drugs. Brenda Munoz, "Strategies to Increase Stand-Alone HRA Reimbursement Rates and to Ensure that San Francisco Employees Can Access the Mandated Employer Health Care Expenditures," study conducted for the Office of Labor Standards Enforcement (OLSE), May 2010 [Munoz, 2010]. Transcript of testimony to Small Business Commission, 2011.
- ⁱⁱ Munoz, 2010
- ⁱⁱⁱ Munoz, 2010
- ^{iv} "Analysis of the Health Care Security Ordinance 2010 Annual Reporting Forms", Office of Labor Standards Enforcement, City & County of San Francisco, 6/6/2011. [OLSE 2011]
- ^v For example, Beneflex advertises that their plan is better than the City's Healthy San Francisco Program because "unused funds are forfeited back to the employer." <http://www.copower.com/products/pre-tax-plans/hra.php>
- ^{vi} OLSE 2011.
- ^{vii} Office of Statewide Health Planning and Development, Annual Financial Data (2009), San Francisco acute care hospitals.
- ^{viii} Office of Statewide Health Planning and Development, Patient Discharge Data (2008).
- ^{ix} Sec. 2711(a)(1)(b)].
- ^x CCIIO Supplemental Guidance 2011-1E, 8/19/2011
- ^{xi} The US Economic Census (2007) estimated total SF restaurant revenues at \$2.85 Billion. A study by the University of California found that 27% of restaurants collected such surcharges, at an average rate of 4% of revenues.
- ^{xii} Report produced by the Office of Labor Standards Enforcement, 9/21/2011.
- ^{xiii} "Amendments to the Health Care Security Ordinance: Economic Impact Report", Office of Economic Analysis, Office of the Controller, City and County of San Francisco, July 13, 2011. [OEA 2011]
- ^{xiv} Dube, Dow & Hoverman: "The Impact of San Francisco's Employer Health Spending Requirement", Institute for Research on Labor and Employment, University of California, August 2009. [IRLE 2009]
- ^{xv} Bernat & Johnson, "Distributional Effects of Household Linkages," American Journal of Agricultural Economics, Vol 73, No. 2, May 1991.

Produced by: **UNITEHERE! Local 2**
Research Department
209 Golden Gate Avenue
San Francisco, CA 94102
research@unitehere2.org

File 110968
c page, SupChm

October 9, 2011

Angela Calvillo, Clerk of the Board
Room 244, City Hall
1 Dr. Carlton Goodlett Place
San Francisco, CA 94102

Subject: File No. 110968. Resolution authorizing a street name change on a portion of La Playa Street between Lawton Street and Kirkham Street to "Great Highway" to correct a discrepancy in dual street names and eliminate confusion in delivering public services.

Written comment from Ellen Koivisto:

The building that I live in, 1556 Great Highway, has been on Great Highway since the 1960's for certain (as testified to by the owner, Freda Lutz at 650/873-7887). When we moved in twenty years ago, our lease said Great Highway (Gaetani Realty, ref. Noel at 668-1202), all our utilities and phone hook-up were Great Highway, and so all our personal and business information was changed to Great Highway, too: medical insurance, credit cards, etc.

Then suddenly, in 2008 and without any warning whatsoever, the postal service decided to change our block to La Playa without telling anyone. Suddenly, our junk mail was addressed to La Playa, and people weren't getting packages they'd ordered for Great Highway. This, despite a postal service address code affixed to the front door of our building (that they subsequently tore off after I sent in letters of complaint about the address change):

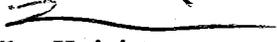


RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2011 OCT 12 PM 2:33
rc

and the decades of it being Great Highway.

This has created a terrible situation for the residents here and, given that this block has approximately 100 rental units on it, this situation affects a large number of people. Therefore I strongly urge you to finally, legally, assign us the name we've had all along – Great Highway – and right the record for all of us.

Thank you,


Ellen Koivisto
1556 Great Hwy #101
SF, CA 94122
415/564-0706
offstage@earthlink.net

File 110968

BOS-11

page

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BOARD OF SUPERVISORS
SAN FRANCISCO

2011 OCT 13 PM 3:41

BY R

MARTA LUTZ

1556 GREAT HIGHWAY #205
SF CA 94122

DEAR ANGELA CALVILLO,

My FAMILY HAS OWNED THIS BUILDING AT 1556 GREAT HIGHWAY SINCE 1963. I HAVE LIVED HERE SINCE 1995 AND HAVE ALWAYS KNOWN THIS ADDRESS TO BE 'GREAT HIGHWAY.'

My CALIFORNIA DRIVERS LICENSE, UNITED STATES PASSPORT, BANK ACCOUNTS, MAGAZINE SUBSCRIPTIONS AND PERSONAL CORRESPONDENCE HAVE ALWAYS USED 'GREAT HIGHWAY' FOR MY ADDRESS.

WHEN THE UNITED STATES POSTAL SERVICE CHANGED MY STREET ADDRESS A NUMBER OF YEARS AGO, WITHOUT NOTIFYING ME, CHAOS ENSUED. REAMS OF EXTRA JUNK MAIL WERE SENT TO ME FROM BUSINESSES, NON PROFITS, POLITICIANS, CATALOGUES, CREDIT CARD AND BANKING INSTITUTIONS. MY OWN BANK SENT ME OFFERS FOR NEW SERVICES TO MARTA LUTZ ON LA PLAYA. I HAVE SPENT HOURS, IF NOT DAYS, ON THE PHONE OVER THE LAST FEW YEARS TRYING TO SORT OUT THIS MESS.

I DID NOT CHANGE MY ADDRESS, MY NEIGHBOURS DID NOT CHANGE THEIR ADDRESSES, EVEN THE CITY OF SAN FRANCISCO DID NOT CHANGE OUR ADDRESS!

THIS HAS BEEN A YEARS LONG INCONVENIENCE AND IRRITATION TO ME. AS A NATIVE SAN FRANCISCAN WITH A LIFETIME CONNECTION TO THE GREAT HIGHWAY I ASK YOUR COMMITTEE TO RESTORE OUR ADDRESS, CORRECTLY, TO THE GREAT HIGHWAY.

THANK YOU!


MARTA LUTZ

RE: Response(s) to Two Complaints: 1) Barricades & Path of Travel at Park Emergency Hospital on Stanyan Street; and 2) Non-Compliant Scaffolding Fronting 3673 19th Street
Richard Skaff

to:

'Ed Lee', dpw, chiefsuhr, board.of.supervisors
10/10/2011 06:53 PM

Cc:

"Mizner, Susan", "Fraguli, Joanna", "Jensen, Kevin W", jul.parsons, f.ross.woodall, rabennin, hchiu6, tatianakostanian, mhonainternational, denisesadvocate, wendycjsfca, idellwilson2003, suilung, "David M. Capozzi", zita.johnson.betts, "Louis Verdugo Jr.", will.mcclure, mark.breckler

Please respond to richardskaff
Show Details

August 16, 2011

Mayor Edwin Lee
City and County of San Francisco
City Hall, Room 200,
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Mayor Lee,

It appears to take the 311 Office, the Mayor's Office on Disability and the San Francisco Department of Public Works street inspectors such a long time before they are able to inspect a site where an access complaint has been filed, that by the time the site is inspected, the violation has been removed!

The City's complaint resolution process is clearly not working and, DPW doesn't appear to have adequate inspection staff able to respond in a timely fashion (immediately?) to complaints like those I filed in March with the 311 Office. Because of the delay in getting an inspector to the sites, the scaffolding/construction barricade/path-of-travel violation that I experienced was removed by the property owner or contractor and as the inspectors investigating my complaint found when they got to the site in question a month or two after I had filed the complaint, the violation no longer exists! Based on my experience with the City's response to many of my complaints, specifically my public right-of-way access complaints, this is more typical than unusual and that's not acceptable.

This brings up another related issue - to date, I haven't had an acceptable response from the office of the Chief of Police, Director of the Department of Public Works (DPW) or your (the Mayor's) Office (and I've contacted each department head and the Mayor's Chief of Staff about this concern). Many years ago, when I was working for the Department of Public Works, there was a Police

Department program called "SPOT" which stood for "Safe Paths of Travel". Unfortunately (although those contractors that used to receive tickets from that program's officers because their construction project within the public right-of-way was in violation of access and safety rules, must be pleased!), the SPOT program has apparently been shut down. Although the SPOT program had a small number of trained police officers, in most cases, they were extremely effective and able to respond almost immediately to public right-of-way complaints for unsafe and non-complying barricades, non-complying temporary paths-of-travel in construction zones and non-complying scaffolding. The SPOT officers were able to either get the violations corrected immediately by the contractor while the officer was at the construction site, or, if the contractor wouldn't cooperate and immediately make the necessary corrections, ticket the contractor for being out of compliance with local, state and federal ordinances, codes and/or regulations. Apparently, the advocacy by those contractors who received the tickets from the SPOT program was so effective that SPOT was shut down. I believe that the only way that the contractors' advocacy could have been so effective was because they were able to get the Mayor's Office, in conjunction the Chief of Police, who at that time was Heather Fong, to close the program.

Since the SPOT program was closed, the public has ended up with a situation where someone (like me) files a complaint about a right-of-way violation (as I did on March 15, 2011), but a DPW sidewalk inspector doesn't do an inspection/ investigation of the complaint for days, or, again as in my case, weeks after DPW receives the complaint! When I discussed this with the Director of the Mayor's Office on Disability, I was told that the SPOT program was closed (and she agreed that it should be closed) because the program was supported with the use of Police Department overtime to pay for the SPOT officers. What about the funds the SPOT program brought in from the tickets written to contractors? How much did the program cost the City and how much was brought in by the officers because of tickets that were written by the officers? I've never received any documentation from the City indicating that the fines raised by the SPOT program were too little to cover the program's costs.

Now, without the SPOT program, the public faces days or weeks or even longer before a site where violations existed in the public right-of-way, that often create a dangerous condition, are inspected. I've seen sites where major access violations in the public right-of-way were allowed to remain in place for up to a month because the DPW sidewalk inspectors aren't available to inspect them in a timely fashion and get the violations corrected. This is an unacceptable and dangerous situation that needs your immediate attention.

I am "cc'ing" this email to the Chief of Police, the Director of Public Works and

look forward to a timely response from them. This email will also be "cc'd" to Susan Mizner at the Mayor's Office on Disability.

I look forward to your timely response.

Richard Skaff, Executive Director
Designing Accessible Communities
P.O. Box 2579
Mill Valley, CA 94942
Voice/Fax: 415-388-7206
Cell: 415-497-1091
Email: richardskaff@designingaccessiblecommunities.org
Web: www.designingaccessiblecommunities.org

CONFIDENTIALITY NOTICE

The information contained in this e-mail message and any attachments it contains, are intended only for the individual(s) to whom it is addressed and may contain information that is legally privileged, confidential, proprietary, or otherwise not allowed to be disclosed under applicable law. If you are not the intended recipient, any disclosure, copying, or distribution is strictly prohibited and may be unlawful. If you have received this e-mail in error, please notify me immediately by replying to this message and then permanently deleting the original email.

From: Santos, Edelmira [<mailto:Edelmira.Santos@sfdpw.org>]
Sent: Tuesday, August 16, 2011 2:51 PM
To: richardskaff@designingaccessiblecommunities.org
Cc: Mizner, Susan; Fraguli, Joanna; Jensen, Kevin W
Subject: Response(s) to Two Complaints: 1) Barricades & Path of Travel at Park Emergency Hospital on Stanyan Street; and 2) Non-Compliant Scaffolding Fronting 3673 19th Street

Dear Mr. Skaff:

This is in response to your subject complaints, both dated March 15, 2011, which the Mayor's Office on Disability (MOD), referred to us (from 311) on July 27th for follow-up.

1. Based on the inspection conducted by one of DPW Street Inspectors at the Park Emergency Hospital Station on the cited location on July 28, 2011, the area of which has been enclosed by construction barricade fence with pipe feet that protrude onto the sidewalk, and creating a tripping hazard – DPW Street Inspector reported that no such condition was found at the time of inspection. This was supported by photos taken on August 1st. Street Inspector spoke with contractor regarding your above-mentioned complaint.
2. On the issue of non-compliant scaffolding in front of 3673 19th Street, DPW Street Inspector has, likewise, stated non-existence of the condition, with photo taken, on the date of inspection (July 28, 2011).

In view of the foregoing report(s), we now consider the issues you brought up to our attention as having been addressed insofar as the Department of Public Works is concerned.

Should you have any questions pertaining to your subject complaints, you may contact the DPW ADA/Disability Access Coordinator through his Telephone No. (415) 557-4685, or email <mailto:Kevin.W.Jensen@sfdpw.org>">Kevin.W.Jensen@sfdpw.org.

Thank you for bringing these issues to our attention. Please let us know if we can be of further assistance.

Emy C. Santos
Department of Public Works
Infrastructure Design and Construction
Email: <mailto:Edelmira.Santos@sfdpw.org>">Edelmira.Santos@sfdpw.org
T – (415) 558-4526



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: CCSF Investment Report for the month of September 2011

From: Brian Starr/TTX/SFGOV
To: Brian Starr/TTX/SFGOV@SFGOV
Cc: Ben Rosenfield/CON/SFGOV@SFGOV, Board of Supervisors/BOS/SFGOV@SFGOV, cynthia.fong@sfcta.org, dgriffin@ccsf.edu, graziolij@sfusd.edu, Rick Wilson/MAYOR/SFGOV@SFGOV, Harvey Rose/BudgetAnalyst/SFGOV@SFGOV, Jose Cisneros/TTX/SFGOV@SFGOV, Michelle Durgy/TTX/SFGOV@SFGOV, ras94124@aol.com, sfdocs@sfpl.info, Tonia Lediju/CON/SFGOV@SFGOV, TRydstrom@sfgwater.org, Pauline Marx/TTX/SFGOV@SFGOV
Date: 10/14/2011 10:42 AM
Subject: CCSF Investment Report for the month of September 2011

All,

Attached please find the CCSF Investment Report for the month of September 2011.



CCSF Monthly Investment Report for 2011-Sept.pdf

Thank you,

Brian Starr
Investment Analyst
City and County of San Francisco
City Hall - Room 140
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4638
415-554-4487 (phone)
415-554-5660 (fax)
brian.starr@sfgov.org

SPECIAL NOTICE

The Office of the Treasurer & Tax Collector will have reduced services available on designated days in November and December. In addition to the following regularly scheduled legal holidays (when the office will be closed):

November 11, 24, 25; December 26; January 2

the following Minimum Service Days will result in decreased staffing and services:

November 23; December 27, 28, 29, 30

On these dates, our services will be limited to providing general information, accepting applications for business registration, and providing a drop box for City payments (by check or money order only). The Office's Passport Services Unit will NOT be available to accept applications.

* PLEASE NOTE: No cash payments or other over-the-counter cashing transactions will be processed on these dates.

The Office of the Treasurer & Tax Collector will resume full services on Tuesday, January 3, 2012. (City and County obligations with a delinquency date of December 31, 2011 will be considered on time if paid in full by 5:00pm on Tuesday, January 3, 2012.)

Office of the Treasurer & Tax Collector
City and County of San Francisco



José Cisneros, Treasurer

Pauline Marx, Chief Assistant Treasurer
Michelle Durgy, Chief Investment Officer

Investment Report for the month of September 2011

October 14, 2011

The Honorable Edwin M. Lee
Mayor of San Francisco
City Hall, Room 200
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4638

The Honorable Board of Supervisors
City and County of San Francisco
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4638

Ladies and Gentlemen,

In accordance with the provisions of California State Government Code Section 53646, we forward this report detailing the City's pooled fund portfolio as of September 30, 2011. These investments provide sufficient liquidity to meet expenditure requirements for the next six months and are in compliance with our statement of investment policy and California Code.

This correspondence and its attachments show the investment activity for the month of September 2011 for the portfolios under the Treasurer's management. All pricing and valuation data is obtained from Interactive Data Corporation.

CCSF Pooled Fund Investment Earnings Statistics

<i>(in \$ million)</i>	Current Month		Prior Month	
	Fiscal YTD	September 2011	Fiscal YTD	August 2011
Average Daily Balance	\$ 4,118	\$ 4,361	\$ 4,001	\$ 4,041
Net Earnings	13.29	4.67	8.62	4.40
Earned Income Yield	1.28%	1.30%	1.27%	1.28%

CCSF Pooled Fund Statistics

<i>(in \$ million)</i>	% of Portfolio	Book Value	Market Value	Wtd. Avg. Coupon	Wtd. Avg. YTM	WAM
Investment Type						
U.S. Treasuries	8.2%	\$ 351	\$ 357	1.42%	1.19%	941
Federal Agencies	69.3%	2,999	3,035	1.54%	1.42%	1,203
TLGP	14.9%	658	654	2.27%	1.48%	224
State & Local Agency Government Obligations	0.8%	33	33	2.00%	0.39%	247
Public Time Deposits	0.01%	0.4	0.4	0.50%	0.50%	286
Negotiable CDs	2.6%	112	112	0.40%	0.36%	238
Commercial Paper	2.3%	100	100	0.00%	0.05%	3
Medium Term Notes	2.1%	91	90	4.04%	0.65%	304
Totals	100.0%	\$ 4,343	\$ 4,381	1.63%	1.33%	958

In the remainder of this report, we provide additional information and analytics at the security-level and portfolio-level, as recommended by the California Debt and Investment Advisory Commission.

Very truly yours,

José Cisneros
Treasurer

- cc: Treasury Oversight Committee: Joe Grazioli, Don Griffin, Todd Rydstrom, Richard Sullivan
Ben Rosenfield, Controller, Office of the Controller
Tonia Lediju, Internal Audit, Office of the Controller
Cynthia Fong, Deputy Director for Finance & Administration, San Francisco County Transportation Authority
Harvey Rose, Budget Analyst
San Francisco Public Library

Portfolio Summary

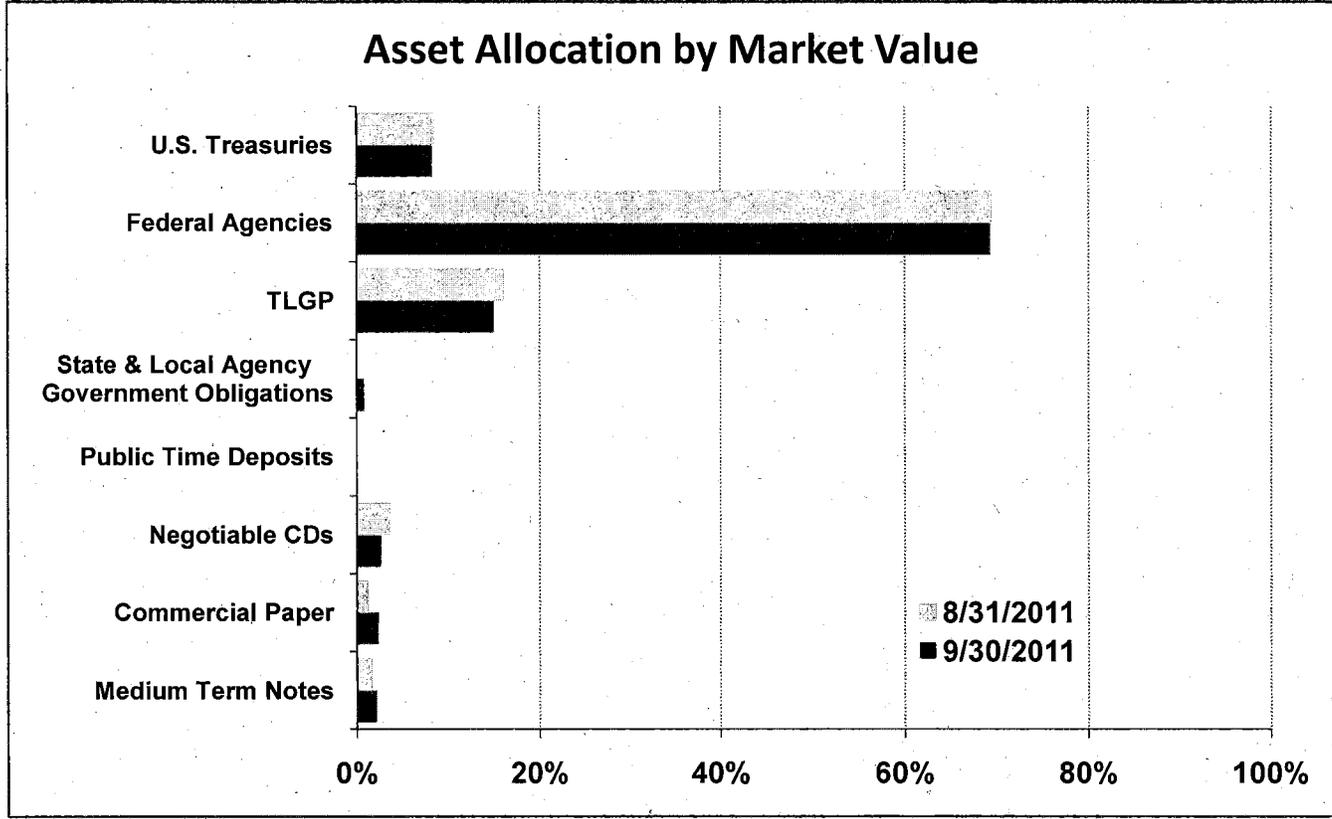
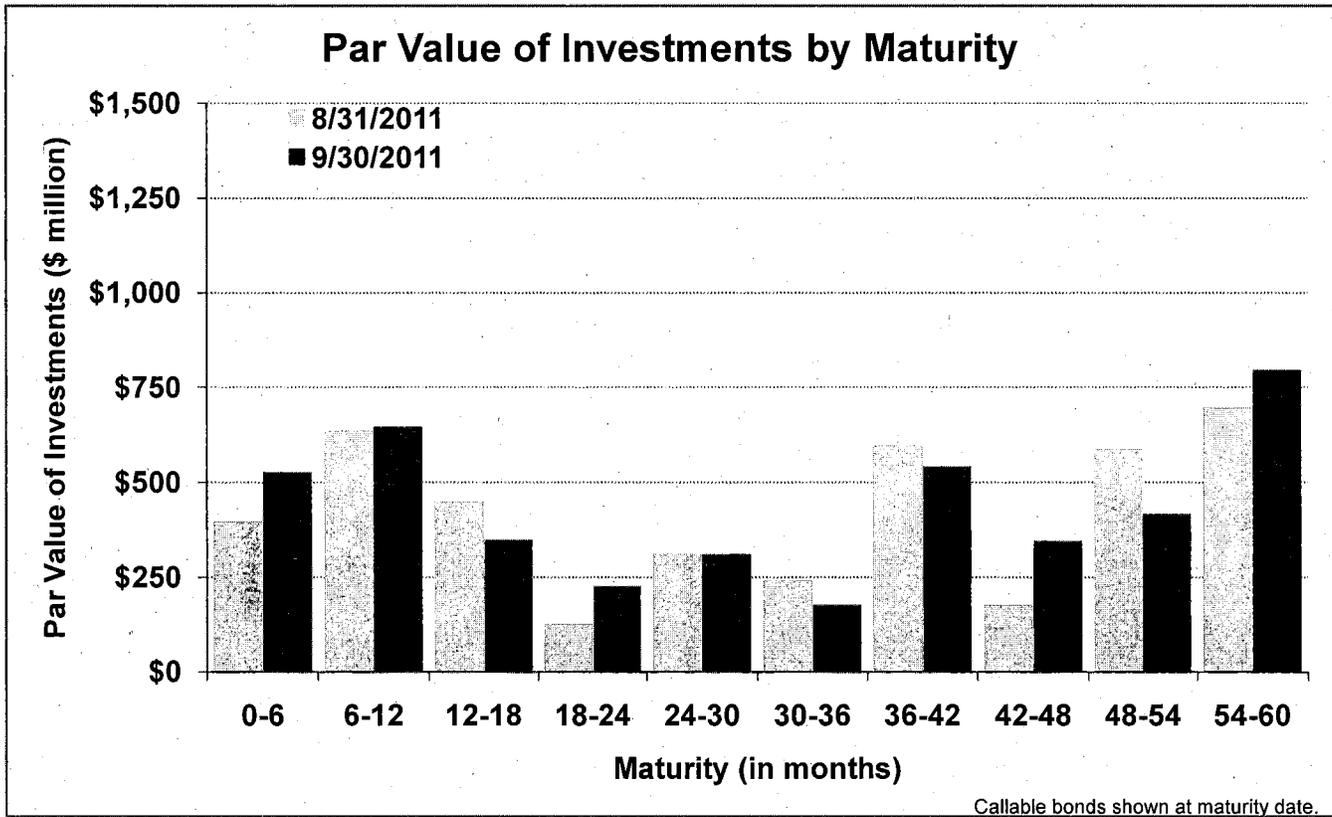
Pooled Fund

As of September 30, 2011

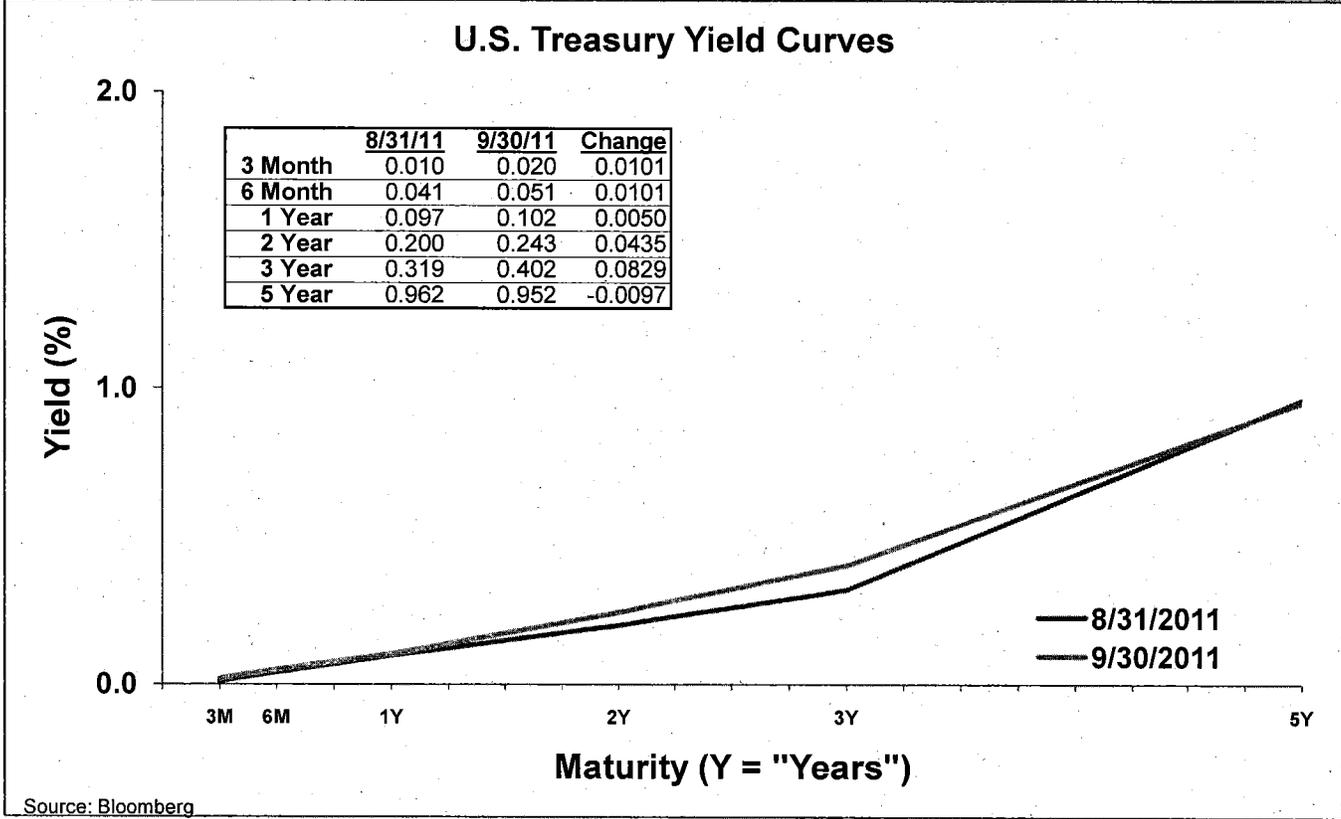
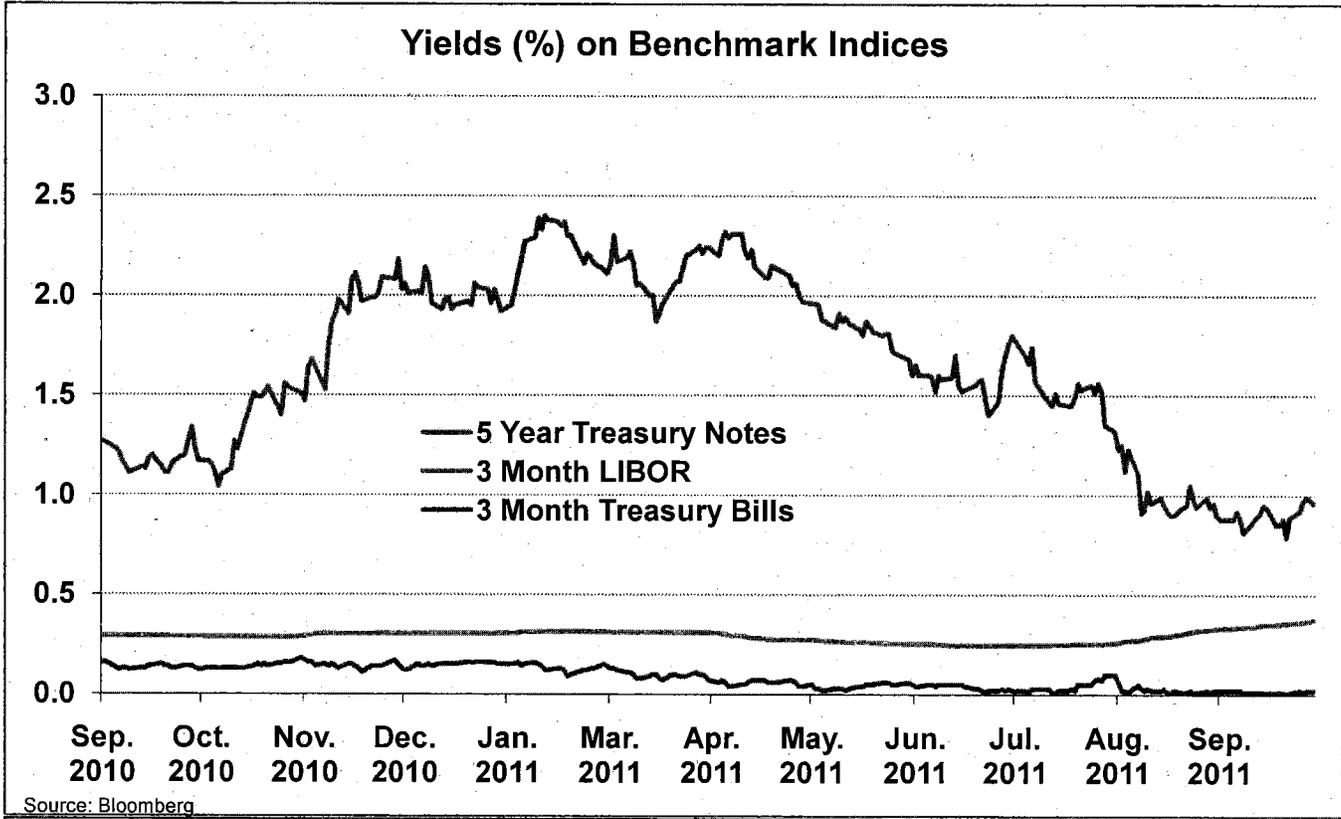
<i>(in \$ million)</i>								
Security Type	Par Value	Book Value	Market Value	Market/Book Price	Current % Allocation	Max. Policy Allocation	Compliant?	
U.S. Treasuries	\$ 350	\$ 351	\$ 357	101.86	8.16%	100%	Yes	
Federal Agencies	2,992	2,999	3,035	101.20	69.26%	70%	Yes	
TLGP	646	658	654	99.38	14.92%	30%	Yes	
State & Local Agency								
Government Obligations	33	33	33	-	0.75%	20%	Yes	
Public Time Deposits	0.4	0.4	0.4	100.00	0.01%	100%	Yes	
Negotiable CDs	112	112	112	99.98	2.56%	30%	Yes	
Bankers Acceptances	-	-	-	-	0.00%	40%	Yes	
Commercial Paper	100	100	100	100.00	2.28%	25%	Yes	
Medium Term Notes	88	91	90	-	2.06%	15%	Yes	
Repurchase Agreements	-	-	-	-	0.00%	100%	Yes	
Reverse Repurchase/ Securities Lending Agreements	-	-	-	-	0.00%	\$75mm	Yes	
Money Market Funds	-	-	-	-	0.00%	100%	Yes	
LAIF	-	-	-	-	0.00%	\$50mm	Yes	
TOTAL	\$ 4,321	\$ 4,343	\$ 4,381	100.87	100.00%	-	Yes	

Note: The full Investment Policy can be found at <http://www.sftreasurer.org/>, in the Investment Report section of the About Us menu.

Portfolio Analysis Pooled Fund



Yield Curves



Investment Inventory

Pooled Fund

As of September 30, 2011

Type of Investment	CUSIP	Issue Name	Settle	Maturity	Duration	Coupon	Par Value	Book Value	Amortized	
			Date	Date					Book Value	Market Value
U.S. Treasuries	912828KA7	US TSY NT	12/9/09	12/15/11	0.21	1.13	\$ 50,000,000	\$ 50,378,906	\$ 50,038,611	\$ 50,110,000
U.S. Treasuries	912828LB4	US TSY NT	3/23/10	7/15/12	0.79	1.50	50,000,000	50,441,406	50,150,444	50,520,000
U.S. Treasuries	912828QE3	US TSY NT	6/1/11	4/30/13	1.57	0.63	25,000,000	25,095,703	25,092,587	25,152,500
U.S. Treasuries	912828JT8	US TSY NT	6/1/11	11/30/13	2.12	2.00	25,000,000	25,851,563	25,739,138	25,900,000
U.S. Treasuries	912828PQ7	US TSY NT	6/1/11	1/15/14	2.27	1.00	25,000,000	25,226,563	25,197,740	25,372,500
U.S. Treasuries	912828LC2	US TSY NT	6/1/11	7/31/14	2.74	2.63	25,000,000	26,382,813	26,236,876	26,550,000
U.S. Treasuries	912828PJ3	US TSY NT	12/16/10	11/30/15	4.05	1.38	50,000,000	49,519,531	49,596,247	51,295,000
U.S. Treasuries	912828PJ3	US TSY NT	12/16/10	11/30/15	4.05	1.38	50,000,000	49,519,531	49,596,247	51,295,000
U.S. Treasuries	912828PJ3	US TSY NT	12/23/10	11/30/15	4.04	1.38	50,000,000	48,539,063	48,767,562	51,295,000
Subtotals					2.51	1.42	\$ 350,000,000	\$ 350,955,078	\$ 350,415,451	\$ 357,490,000
Federal Agencies	31344AJT2	FHLMC BONDS	6/10/10	1/15/12	0.29	5.75	\$ 20,000,000	\$ 21,479,608	\$ 20,268,559	\$ 20,325,000
Federal Agencies	31331JGD9	FFCB 2 YEAR BULLET FIXED	3/9/10	3/5/12	0.43	0.95	17,050,000	17,016,071	17,042,719	17,108,609
Federal Agencies	31331JGD9	FFCB 2 YEAR BULLET FIXED	3/9/10	3/5/12	0.43	0.95	58,000,000	57,893,860	57,977,224	58,199,375
Federal Agencies	880591DT6	TENN VALLEY AUTHORITY	8/4/10	5/23/12	0.63	6.79	20,500,000	22,725,275	21,294,741	21,352,031
Federal Agencies	31398A6V9	FNMA FRN QTR FF+20	12/21/10	12/3/12	1.17	0.28	50,000,000	50,000,000	50,000,000	50,000,000
Federal Agencies	31398A6V9	FNMA FRN QTR FF+20	12/23/10	12/3/12	1.17	0.28	50,000,000	50,000,000	50,000,000	50,000,000
Federal Agencies	31331G2R9	FFCB	3/26/10	12/7/12	1.17	1.88	37,000,000	37,333,370	37,146,250	37,670,625
Federal Agencies	31331JAB9	FFCB BULLET	4/16/10	12/24/12	1.22	1.63	50,000,000	50,048,500	50,022,202	50,781,250
Federal Agencies	3134G1U69	FHLMC FRN QTR FF+19	1/11/11	1/10/13	1.27	0.27	50,000,000	50,000,000	50,000,000	49,984,375
Federal Agencies	3134G1U69	FHLMC FRN QTR FF+19	1/12/11	1/10/13	1.27	0.27	50,000,000	49,989,900	49,993,530	49,984,375
Federal Agencies	3134G1U69	FHLMC FRN QTR FF+19	3/22/11	1/10/13	1.28	0.27	35,000,000	35,015,925	35,011,268	34,989,063
Federal Agencies	3137EABM0	FHLMC BONDS	5/13/11	6/28/13	1.69	3.75	25,000,000	26,608,250	26,316,405	26,484,375
Federal Agencies	31398AV90	FNMA CALL	7/16/10	7/16/13	1.78	1.30	25,000,000	24,987,500	24,992,541	25,164,063
Federal Agencies	31398AV90	FNMA CALL	7/16/10	7/16/13	1.78	1.30	50,000,000	49,975,000	49,985,082	50,328,125
Federal Agencies	3134G2B50	FHLMC FRN FF+23	9/1/11	9/3/13	1.92	0.31	50,000,000	49,979,500	49,980,339	49,968,750
Federal Agencies	3134G2K43	FHLMC FLT NT FF+21	9/13/11	9/13/13	1.95	0.29	50,000,000	49,969,500	49,970,668	49,937,500
Federal Agencies	31315PLT4	FARMER MAC	12/6/10	12/6/13	2.15	1.25	35,000,000	34,951,700	34,964,877	35,514,063
Federal Agencies	31331J6A6	FFCB	12/23/10	12/23/13	2.20	1.30	75,000,000	74,976,563	74,982,593	76,335,938
Federal Agencies	313371UC8	FHLB	11/18/10	12/27/13	2.22	0.88	75,000,000	74,865,000	74,902,705	75,656,250
Federal Agencies	3135G0AZ6	FNMA FRN QTR T-BILL+21	3/4/11	3/4/14	2.42	0.23	25,000,000	24,985,000	24,987,888	24,976,563
Federal Agencies	3135G0AZ6	FNMA FRN QTR T-BILL+21	3/4/11	3/4/14	2.42	0.23	25,000,000	24,992,500	24,993,944	24,976,563
Federal Agencies	31398A3R1	FNMA AMORT TO CALL	11/10/10	3/21/14	2.44	1.35	24,500,000	24,564,827	24,500,000	24,852,188
Federal Agencies	3133724E1	FHLB	12/31/10	6/30/14	2.71	1.21	50,000,000	50,000,000	50,000,000	50,812,500
Federal Agencies	3137EACU1	FHLMC BONDS	6/2/11	7/30/14	2.80	1.00	75,000,000	74,946,000	74,951,662	75,843,750
Federal Agencies	313370JS8	FHLB	12/8/10	9/12/14	2.90	1.38	26,095,000	26,129,068	26,121,704	26,641,364
Federal Agencies	313371CN4	FHLB AMORT TO CALL	11/4/10	10/21/14	2.99	1.35	45,525,000	45,598,751	45,581,880	45,553,453
Federal Agencies	3128X3L76	FHLMC BONDS	12/23/10	11/13/14	2.89	5.00	21,910,000	24,606,902	24,071,697	24,806,228
Federal Agencies	3128X3L76	FHLMC BONDS	12/23/10	11/13/14	2.89	5.00	1,000,000	1,123,090	1,098,663	1,132,188
Federal Agencies	31331J4S9	FFCB	12/16/10	12/8/14	3.12	1.40	27,000,000	26,986,500	26,989,185	27,565,313
Federal Agencies	31331J4S9	FFCB	12/8/10	12/8/14	3.12	1.40	19,000,000	18,956,680	18,965,486	19,397,813
Federal Agencies	313371PC4	FHLB	11/22/10	12/12/14	3.15	0.88	25,000,000	24,617,500	24,698,339	25,171,875
Federal Agencies	313371W51	FHLB	12/6/10	12/12/14	3.14	1.25	50,000,000	49,725,000	49,781,050	50,656,250
Federal Agencies	313371W51	FHLB	12/8/10	12/12/14	3.14	1.25	75,000,000	74,391,000	74,514,463	75,984,375
Federal Agencies	3133XVNU1	FHLB	11/23/10	12/12/14	3.07	2.75	25,400,000	26,848,308	26,542,989	26,987,500
Federal Agencies	3133XVNU1	FHLB	11/23/10	12/12/14	3.07	2.75	2,915,000	3,079,668	3,044,954	3,097,188
Federal Agencies	3133XVNU1	FHLB	12/8/10	12/12/14	3.07	2.75	25,000,000	26,332,000	26,061,963	26,562,500
Federal Agencies	3133XVNU1	FHLB	12/8/10	12/12/14	3.07	2.75	50,000,000	52,674,000	52,131,899	53,125,000
Federal Agencies	313371W93	FHLB	12/15/10	12/15/14	3.14	1.34	75,000,000	75,000,000	75,000,000	76,429,688

Investment Inventory Pooled Fund

Type of Investment	CUSIP	Issue Name	Settle	Maturity	Duration	Coupon	Par Value	Book Value	Amortized	
			Date	Date					Book Value	Market Value
Federal Agencies	31331J6Q1	FFCB	12/29/10	12/29/14	3.16	1.72	27,175,000	27,157,065	27,160,453	27,990,250
Federal Agencies	31331J6Q1	FFCB	12/29/10	12/29/14	3.16	1.72	70,000,000	69,988,800	69,990,916	72,100,000
Federal Agencies	3136FMA38	FNMA	6/25/10	6/25/15	3.60	2.50	49,080,000	49,018,650	49,034,206	49,754,850
Federal Agencies	3136FM6G4	FNMA	8/10/10	8/10/15	3.72	2.13	25,000,000	25,000,000	25,000,000	25,171,875
Federal Agencies	31331KTY6	FFCB CALL	8/10/11	8/10/15	3.76	1.44	100,000,000	100,000,000	100,000,000	100,093,750
Federal Agencies	3137EACM9	FHLMC BONDS	12/15/10	9/10/15	3.82	1.75	50,000,000	49,050,000	49,209,249	51,562,500
Federal Agencies	313370JB5	FHLB	12/15/10	9/11/15	3.83	1.75	75,000,000	73,587,000	73,823,724	77,250,000
Federal Agencies	31315PGT0	FARMER MAC	9/15/10	9/15/15	3.81	2.13	45,000,000	44,914,950	44,932,696	46,996,875
Federal Agencies	31398A4M1	FNMA	12/15/10	10/26/15	3.93	1.63	25,000,000	24,317,500	24,428,944	25,640,625
Federal Agencies	31398A4M1	FNMA	12/23/10	10/26/15	3.93	1.63	42,000,000	40,924,380	41,095,944	43,076,250
Federal Agencies	31398A4M1	FNMA	12/23/10	10/26/15	3.93	1.63	50,000,000	48,701,500	48,908,614	51,281,250
Federal Agencies	31331J2R3	FFCB	11/16/10	11/16/15	3.99	1.62	32,400,000	32,116,500	32,166,027	32,460,750
Federal Agencies	31331J2S1	FFCB	12/15/10	11/16/15	3.99	1.50	25,000,000	24,186,981	24,318,186	25,546,875
Federal Agencies	313371PL4	FHLB CALL NT	6/10/11	11/18/15	4.00	1.55	15,570,000	15,515,505	15,534,050	15,594,328
Federal Agencies	313371ZY5	FHLB	12/3/10	12/11/15	4.03	1.88	25,000,000	24,982,000	24,984,964	25,664,063
Federal Agencies	313371ZY5	FHLB	12/14/10	12/11/15	4.03	1.88	50,000,000	49,871,500	49,892,012	51,328,125
Federal Agencies	3135G0BH5	FNMA CALL NT	6/10/11	4/11/16	4.25	2.60	25,000,000	25,400,000	25,358,815	25,265,625
Federal Agencies	313373ZN5	FHLB	6/6/11	6/6/16	4.46	2.03	35,000,000	35,000,000	35,000,000	36,268,750
Federal Agencies	3135G0BK8	FNMA CALL NT	6/10/11	6/6/16	4.43	2.25	10,000,000	10,078,200	10,056,290	10,106,250
Federal Agencies	3134G2LW0	FHLMC CALL	7/26/11	6/29/16	4.53	2.00	27,345,000	27,358,673	27,396,988	27,515,906
Federal Agencies	31315PA25	FAMCA NT	7/27/11	7/27/16	4.61	2.00	15,000,000	14,934,750	14,937,107	15,243,750
Federal Agencies	3136FRA86	FNMA CALL	8/11/11	7/27/16	4.58	2.25	67,325,000	67,829,938	67,736,469	67,682,664
Federal Agencies	3134G2SP8	FHLMC CALL	7/28/11	7/28/16	4.61	2.00	50,000,000	50,022,500	50,019,841	50,609,375
Federal Agencies	3136FRJ95	FNMA CALL	8/15/11	8/15/16	4.66	2.01	100,000,000	100,000,000	100,000,000	100,968,750
Federal Agencies	31331KUB4	FFCB CALL	8/15/11	8/15/16	4.68	1.75	29,775,000	29,802,914	29,799,329	29,812,219
Federal Agencies	3134G2UT7	FHLMC STEP CALL	8/17/11	8/17/16	4.77	1.00	50,000,000	50,000,000	50,000,000	50,031,250
Federal Agencies	3134G2UT7	FHLMC STEP CALL	8/17/11	8/17/16	4.77	1.00	30,270,000	30,270,000	30,270,000	30,288,919
Federal Agencies	3134G2VB5	FHLMC CALL	8/24/11	8/24/16	4.66	2.20	25,000,000	25,066,406	25,052,692	25,140,625
Federal Agencies	3134G2WF5	FHLMC CALL	8/24/11	8/24/16	4.71	1.75	5,050,000	5,050,000	5,050,000	5,067,359
Federal Agencies	3134G2WJ7	FHLMC STEP CALL	8/24/11	8/24/16	4.74	1.50	25,000,000	25,000,000	25,000,000	25,054,688
Federal Agencies	3134G2VB5	FHLMC CALL	8/24/11	8/24/16	4.66	2.20	25,000,000	25,085,938	25,068,190	25,140,625
Federal Agencies	3134G2YE6	FHLMC CALL	8/24/11	8/24/16	4.74	1.50	50,000,000	50,000,000	50,000,000	49,812,500
Federal Agencies	3134G2YG1	FHLMC CALL	8/24/11	8/24/16	4.74	1.42	100,000,000	100,000,000	100,000,000	99,656,250
Federal Agencies	3134G2XB3	FHLMC CALL NT	8/24/11	8/24/16	4.70	1.80	25,000,000	25,000,000	25,000,000	25,164,063
Federal Agencies	3136FRQ55	FNMA STEP CALL	9/9/11	9/9/16	4.83	1.00	50,000,000	50,000,000	50,000,000	50,000,000
Federal Agencies	3136FR4T7	FNMA STEP NT	9/26/11	9/26/16	4.88	0.90	50,000,000	50,000,000	50,000,000	49,906,250
Subtotals					3.20	1.54	\$ 2,991,885,000	\$ 2,998,603,963	\$ 2,995,115,176	\$ 3,034,604,244
TLGP	36967HAD9	GENERAL ELECTRIC TLGP	7/30/09	12/9/11	0.19	3.00	\$ 50,000,000	\$ 51,602,500	\$ 50,128,274	\$ 50,265,625
TLGP	4042EPAA5	HSBC TLGP	9/16/09	12/16/11	0.21	3.13	50,000,000	51,969,550	50,182,321	50,312,500
TLGP	36967HAN7	GENL ELEC CAP CORP FDIC TLGP	3/24/09	3/12/12	0.45	2.25	35,000,000	35,185,150	35,027,841	35,328,125
TLGP	61757UAN0	MORGAN STANLEY FDIC GTD TLGP	3/19/09	3/13/12	0.45	0.54	25,000,000	25,040,325	25,006,067	25,035,156
TLGP	61757UAP5	MORGAN STANLEY TLGP	11/4/09	3/13/12	0.45	2.25	20,000,000	20,431,800	20,082,343	20,175,000
TLGP	61757UAP5	MORGAN STANLEY TLGP	11/6/09	3/13/12	0.45	2.25	50,000,000	51,084,000	50,207,198	50,437,500
TLGP	905266AA0	UNION BANK TLGP FLOAT	3/23/09	3/16/12	0.46	0.55	25,000,000	25,033,725	25,005,172	25,007,813
TLGP	064244AA4	BANK OF THE WEST TLGP	4/2/09	3/27/12	0.49	2.15	5,000,000	5,026,950	5,004,401	5,048,438
TLGP	064244AA4	BANK OF THE WEST TLGP	4/2/09	3/27/12	0.49	2.15	20,000,000	20,108,000	20,017,637	20,193,750
TLGP	90390QAA9	USSA CAPITAL CO	4/28/09	3/30/12	0.50	2.24	16,000,000	16,125,600	16,021,306	16,135,000
TLGP	17313UAE9	CITIGROUP TLGP	4/2/09	4/30/12	0.58	2.13	25,000,000	25,117,500	25,022,162	25,277,344
TLGP	06050BAG6	BANK AMERICA CORP TLGP	4/2/09	4/30/12	0.58	2.10	25,000,000	25,093,000	25,017,541	25,269,531

Investment Inventory Pooled Fund

Type of Investment	CUSIP	Issue Name	Settle	Maturity	Duration	Coupon	Par Value	Book Value	Amortized	
			Date	Date					Book Value	Market Value
TLGP	481247AK0	J P MORGAN CHASE TLGP	3/24/09	6/15/12	0.70	2.20	25,000,000	25,119,000	25,026,041	25,332,031
TLGP	38146FAA9	GOLDMAN SACHS TLGP	3/22/10	6/15/12	0.70	3.25	50,000,000	52,215,000	50,700,331	51,062,500
TLGP	481247AK0	J P MORGAN TLGP	4/21/10	6/15/12	0.70	2.20	50,000,000	51,097,500	50,360,248	50,664,063
TLGP	06050BAJ0	BANK AMERICA CORP TLGP	4/14/09	6/22/12	0.72	2.38	50,000,000	50,685,000	50,155,815	50,726,563
TLGP	36967HBB2	GENERAL ELECTRIC TLGP BULLET	3/22/10	9/28/12	0.99	2.00	25,000,000	25,366,000	25,144,254	25,421,875
TLGP	36967HBB2	GENERAL ELECTRIC TLGP BULLET	4/20/10	9/28/12	0.99	2.00	75,000,000	76,010,250	75,411,122	76,265,625
TLGP	36967HAV9	GENERAL ELECTRIC TLGP	11/6/09	12/21/12	1.21	2.13	25,000,000	25,253,750	25,099,410	25,542,969
Subtotals					0.61	2.27	\$ 646,000,000	\$ 657,564,600	\$ 648,619,484	\$ 653,501,406
State/Local Agencies	13063BLL4	CAL RANS SER A1	9/22/11	5/24/12	0.65	2.00	\$ 22,500,000	\$ 22,744,350	\$ 22,735,374	\$ 22,743,450
State/Local Agencies	13063BLK6	CAL RANS SER A2	9/22/11	6/26/12	0.74	2.00	10,000,000	10,121,400	10,117,470	10,119,500
Subtotals					0.68	2.00	\$ 32,500,000	\$ 32,865,750	\$ 32,852,844	\$ 32,862,950
Public Time Deposits		BANK OF SAN FRANCISCO CD	5/18/11	5/18/12	0.63	0.75	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000
Public Time Deposits		FIRST NAT. BANK OF NOR. CAL. PT	8/4/11	8/3/12	0.84	0.40	250,000	250,000	250,000	250,000
Subtotals					0.78	0.50	\$ 350,000	\$ 350,000	\$ 350,000	\$ 350,000
Negotiable CDs	78009J5E1	RBC FLT YCD 3ML+2	9/2/11	5/11/12	0.61	0.29	\$ 60,000,000	\$ 59,994,006	\$ 60,005,270	\$ 59,958,392
Negotiable CDs	06417DUP8	BK OF NOVA SCOTIA YCD FLT 3ML+	9/21/11	6/11/12	0.70	0.54	52,176,000	52,214,610	52,220,150	52,226,463
Subtotals					0.65	0.40	\$ 112,176,000	\$ 112,208,616	\$ 112,225,420	\$ 112,184,854
Commercial Paper	4042F1X38	HSBC FINANCE CORP CP	9/28/11	10/3/11	0.00	0.00	\$ 100,000,000	\$ 99,999,306	\$ 99,999,306	\$ 99,998,611
Subtotals					0.00	0.00	\$ 100,000,000	\$ 99,999,306	\$ 99,999,306	\$ 99,998,611
Medium Term Notes	36962G2L7	GE MTN	8/22/11	4/10/12	0.52	5.00	\$ 10,000,000	\$ 10,277,200	\$ 10,412,740	\$ 10,181,250
Medium Term Notes	073928X73	JPM MTN	9/6/11	8/10/12	0.85	6.95	9,317,000	9,855,429	9,862,488	9,775,571
Medium Term Notes	36962G4E1	GE MTN	8/24/11	8/13/12	0.86	3.50	55,750,000	57,282,568	57,178,140	56,978,242
Medium Term Notes	36962G4E1	GE MTN	9/7/11	8/13/12	0.86	3.50	8,370,000	8,590,047	8,594,090	8,554,402
Medium Term Notes	36962G4E1	GE MTN	9/14/11	8/13/12	0.86	3.50	4,700,000	4,819,239	4,827,335	4,803,547
Subtotals					0.82	4.04	\$ 88,137,000	\$ 90,824,483	\$ 90,874,794	\$ 90,293,012
Grand Totals					2.55	1.63	\$ 4,321,048,000	\$ 4,343,371,796	\$ 4,330,452,474	\$ 4,381,285,077

Monthly Investment Earnings

Pooled Fund

For month ended September 30, 2011

Type of Investment	CUSIP	Issue Name	Par Value	Coupon	YTM ¹	Settle	Maturity	Earned	Amort.	Realized	Earned Income
						Date	Date	Interest	Expense	Gain/(Loss)	/Net Earnings
U.S. Treasuries	912828KA7	US TSY NT	\$ 50,000,000	1.13	0.75	12/9/09	12/15/11	\$ 46,107	\$ (15,445)	\$ -	\$ 30,662
U.S. Treasuries	912828LB4	US TSY NT	50,000,000	1.50	1.11	3/23/10	7/15/12	61,141	(15,671)	-	45,470
U.S. Treasuries	912828QE3	US TSY NT	25,000,000	0.63	0.42	6/1/11	4/30/13	12,738	(4,107)	-	8,630
U.S. Treasuries	912828JT8	US TSY NT	25,000,000	2.00	0.62	6/1/11	11/30/13	40,984	(27,981)	-	13,002
U.S. Treasuries	912828PQ7	US TSY NT	25,000,000	1.00	0.65	6/1/11	1/15/14	20,380	(7,087)	-	13,293
U.S. Treasuries	912828LC2	US TSY NT	25,000,000	2.63	0.85	6/1/11	7/31/14	53,499	(35,886)	-	17,613
U.S. Treasuries	912828PJ3	US TSY NT	50,000,000	1.38	1.58	12/16/10	11/30/15	56,352	7,964	-	64,316
U.S. Treasuries	912828PJ3	US TSY NT	50,000,000	1.38	1.58	12/16/10	11/30/15	56,352	7,964	-	64,316
U.S. Treasuries	912828PJ3	US TSY NT	50,000,000	1.38	2.00	12/23/10	11/30/15	56,352	24,308	-	80,661
Subtotals			\$ 350,000,000					\$ 403,906	\$ (65,942)	\$ -	\$ 337,963
Federal Agencies	31344AJT2	FHLMC BONDS	\$ 20,000,000	5.75	1.07	6/10/10	1/15/12	\$ 95,833	\$ (76,007)	\$ -	\$ 19,826
Federal Agencies	31331JGD9	FFCB 2 YEAR BULLET FIXED	17,050,000	0.95	1.05	3/9/10	3/5/12	13,498	1,400	-	14,898
Federal Agencies	31331JGD9	FFCB 2 YEAR BULLET FIXED	58,000,000	0.95	1.04	3/9/10	3/5/12	45,917	4,380	-	50,297
Federal Agencies	880591DT6	TENN VALLEY AUTHORITY	20,500,000	6.79	0.72	8/4/10	5/23/12	115,996	(101,456)	-	14,540
Federal Agencies	31398A6V9	FNMA FRN QTR FF+20	50,000,000	0.28	0.28	12/21/10	12/3/12	12,403	-	-	12,403
Federal Agencies	31398A6V9	FNMA FRN QTR FF+20	50,000,000	0.28	0.28	12/23/10	12/3/12	12,403	-	-	12,403
Federal Agencies	31331G2R9	FFCB	37,000,000	1.88	1.53	3/26/10	12/7/12	57,813	(10,133)	-	47,680
Federal Agencies	31331JAB9	FFCB BULLET	50,000,000	1.63	1.59	4/16/10	12/24/12	67,708	(1,480)	-	66,228
Federal Agencies	3134G1U69	FHLMC FRN QTR FF+19	50,000,000	0.27	0.27	1/11/11	1/10/13	11,417	-	-	11,417
Federal Agencies	3134G1U69	FHLMC FRN QTR FF+19	50,000,000	0.27	0.29	1/12/11	1/10/13	11,417	416	-	11,832
Federal Agencies	3134G1U69	FHLMC FRN QTR FF+19	35,000,000	0.27	0.24	3/22/11	1/10/13	7,992	(724)	-	7,268
Federal Agencies	3137EABM0	FHLMC BONDS	25,000,000	3.75	0.69	5/13/11	6/28/13	78,125	(62,095)	-	16,030
Federal Agencies	31398AV90	FNMA CALL	25,000,000	1.30	1.32	7/16/10	7/16/13	27,083	342	-	27,425
Federal Agencies	31398AV90	FNMA CALL	50,000,000	1.30	1.32	7/16/10	7/16/13	54,167	684	-	54,851
Federal Agencies	3134G2B50	FHLMC FRN FF+23	50,000,000	0.31	0.33	9/1/11	9/3/13	13,083	839	-	13,922
Federal Agencies	3134G2K43	FHLMC FLT.NT FF+21	50,000,000	0.29	0.32	9/13/11	9/13/13	7,329	751	-	8,080
Federal Agencies	3134G2BC5	FHLMC STRNT	-	0.50	0.50	3/30/11	9/30/13	9,203	-	-	9,203
Federal Agencies	3136FPYX9	FNMA	-	0.50	0.50	12/3/10	12/3/13	1,389	-	-	1,389
Federal Agencies	31315PLT4	FARMER MAC	35,000,000	1.25	1.30	12/6/10	12/6/13	36,458	1,322	-	37,780
Federal Agencies	31331J6A6	FFCB	75,000,000	1.30	1.31	12/23/10	12/23/13	81,250	642	-	81,892
Federal Agencies	313371UC8	FHLB	75,000,000	0.88	0.93	11/18/10	12/27/13	54,688	3,568	-	58,256
Federal Agencies	3135G0AZ6	FNMA FRN QTR T-BILL+21	25,000,000	0.23	0.25	3/4/11	3/4/14	4,663	411	-	5,074
Federal Agencies	3135G0AZ6	FNMA FRN QTR T-BILL+21	25,000,000	0.23	0.24	3/4/11	3/4/14	4,663	205	-	4,868
Federal Agencies	313373WY4	FHLB CALL NT	-	1.15	1.09	6/13/11	3/13/14	5,597	20,567	(23,652)	2,512
Federal Agencies	31398A3R1	FNMA AMORT TO CALL	24,500,000	1.35	1.27	11/10/10	3/21/14	27,563	-	-	27,563
Federal Agencies	3133724E1	FHLB	50,000,000	1.21	1.21	12/31/10	6/30/14	50,417	-	-	50,417
Federal Agencies	3137EACU1	FHLMC BONDS	75,000,000	1.00	1.02	6/2/11	7/30/14	62,500	1,404	-	63,904
Federal Agencies	313370JS8	FHLB	26,095,000	1.38	1.34	12/8/10	9/12/14	29,901	(744)	-	29,157
Federal Agencies	31398A3Q3	FNMA AMORT TO CALL	-	1.50	1.31	11/4/10	9/23/14	25,149	178,965	(192,045)	12,068
Federal Agencies	313371CN4	FHLB AMORT TO CALL	45,525,000	1.35	1.31	11/4/10	10/21/14	51,216	(1,529)	-	49,687
Federal Agencies	3128X3L76	FHLMC BONDS	21,910,000	5.00	1.71	12/23/10	11/13/14	91,292	(56,937)	-	34,355
Federal Agencies	3128X3L76	FHLMC BONDS	1,000,000	5.00	1.71	12/23/10	11/13/14	4,167	(2,599)	-	1,568
Federal Agencies	31331J4S9	FFCB	27,000,000	1.40	1.41	12/16/10	12/8/14	31,500	279	-	31,779
Federal Agencies	31331J4S9	FFCB	19,000,000	1.40	1.46	12/8/10	12/8/14	22,167	890	-	23,056
Federal Agencies	313371PC4	FHLB	25,000,000	0.88	1.26	11/22/10	12/12/14	18,229	7,748	-	25,977

Monthly Investment Earnings Pooled Fund

Type of Investment	CUSIP	Issue Name	Par Value	Coupon	YTM ¹	Settle Date	Maturity Date	Earned Interest	Amort. Expense	Realized Gain/(Loss)	Earned Income /Net Earnings
Federal Agencies	313371W51	FHLB	50,000,000	1.25	1.39	12/6/10	12/12/14	52,083	5,624	-	57,707
Federal Agencies	313371W51	FHLB	75,000,000	1.25	1.46	12/8/10	12/12/14	78,125	12,471	-	90,596
Federal Agencies	3133XVNU1	FHLB	25,400,000	2.75	1.30	11/23/10	12/12/14	58,208	(29,358)	-	28,851
Federal Agencies	3133XVNU1	FHLB	2,915,000	2.75	1.31	11/23/10	12/12/14	6,680	(3,338)	-	3,342
Federal Agencies	3133XVNU1	FHLB	25,000,000	2.75	1.38	12/8/10	12/12/14	57,292	(27,276)	-	30,015
Federal Agencies	3133XVNU1	FHLB	50,000,000	2.75	1.37	12/8/10	12/12/14	114,583	(54,758)	-	59,826
Federal Agencies	313371W93	FHLB	75,000,000	1.34	1.34	12/15/10	12/15/14	83,750	-	-	83,750
Federal Agencies	31331J6Q1	FFCB	27,175,000	1.72	1.74	12/29/10	12/29/14	38,951	368	-	39,319
Federal Agencies	31331J6Q1	FFCB	70,000,000	1.72	1.72	12/29/10	12/29/14	100,333	230	-	100,563
Federal Agencies	3136FMA38	FNMA	49,080,000	2.50	2.53	6/25/10	6/25/15	102,250	1,008	-	103,258
Federal Agencies	3136FM6G4	FNMA	25,000,000	2.13	2.13	8/10/10	8/10/15	44,271	-	-	44,271
Federal Agencies	31331KTY6	FFCB CALL	100,000,000	1.44	1.44	8/10/11	8/10/15	120,000	-	-	120,000
Federal Agencies	3137EACM9	FHLMC BONDS	50,000,000	1.75	2.17	12/15/10	9/10/15	72,917	16,474	-	89,391
Federal Agencies	313370JB5	FHLB	75,000,000	1.75	2.17	12/15/10	9/11/15	109,375	24,489	-	133,864
Federal Agencies	31315PGT0	FARMER MAC	45,000,000	2.13	2.17	9/15/10	9/15/15	79,688	1,397	-	81,085
Federal Agencies	31398A4M1	FNMA	25,000,000	1.63	2.22	12/15/10	10/26/15	33,854	11,529	-	45,383
Federal Agencies	31398A4M1	FNMA	42,000,000	1.63	2.19	12/23/10	10/26/15	56,875	18,251	-	75,126
Federal Agencies	31398A4M1	FNMA	50,000,000	1.63	2.19	12/23/10	10/26/15	67,708	22,033	-	89,742
Federal Agencies	31331J2R3	FFCB	32,400,000	1.62	1.80	11/16/10	11/16/15	43,740	4,658	-	48,398
Federal Agencies	31331J2S1	FFCB	25,000,000	1.50	2.20	12/15/10	11/16/15	31,250	13,573	-	44,823
Federal Agencies	313371PL4	FHLB CALL NT	15,570,000	1.55	1.63	6/10/11	11/18/15	20,111	1,008	-	21,119
Federal Agencies	313371ZY5	FHLB	25,000,000	1.88	1.89	12/3/10	12/11/15	39,063	294	-	39,357
Federal Agencies	313371ZY5	FHLB	50,000,000	1.88	1.93	12/14/10	12/11/15	78,125	2,115	-	80,240
Federal Agencies	3135G0BH5	FNMA CALL NT	25,000,000	2.60	2.25	6/10/11	4/11/16	54,167	(39,216)	-	14,951
Federal Agencies	313373ZN5	FHLB	35,000,000	2.03	2.03	6/6/11	6/6/16	59,208	-	-	59,208
Federal Agencies	3135G0BK8	FNMA CALL NT	10,000,000	2.25	2.08	6/10/11	6/6/16	18,750	(6,481)	-	12,269
Federal Agencies	3134G2LW0	FHLMC CALL	27,345,000	2.00	1.99	7/26/11	6/29/16	45,575	(1,210)	-	44,365
Federal Agencies	31315PA25	FAMCA NT	15,000,000	2.00	2.09	7/27/11	7/27/16	25,000	1,071	-	26,071
Federal Agencies	3136FRA86	FNMA CALL	67,325,000	2.25	2.09	8/11/11	7/27/16	126,234	(89,634)	-	36,601
Federal Agencies	3134G2SP8	FHLMC CALL	50,000,000	2.00	1.99	7/28/11	7/28/16	83,333	(1,227)	-	82,106
Federal Agencies	3136FRJ95	FNMA CALL	100,000,000	2.01	2.01	8/15/11	8/15/16	167,500	-	-	167,500
Federal Agencies	31331KUB4	FFCB CALL	29,775,000	1.75	1.73	8/15/11	8/15/16	43,422	(2,288)	-	41,134
Federal Agencies	3134G2UT7	FHLMC STEP CALL	50,000,000	1.00	1.00	8/17/11	8/17/16	41,667	-	-	41,667
Federal Agencies	3134G2UT7	FHLMC STEP CALL	30,270,000	1.00	1.00	8/17/11	8/17/16	25,225	-	-	25,225
Federal Agencies	3134G2VB5	FHLMC CALL	25,000,000	2.20	2.14	8/24/11	8/24/16	45,833	(10,827)	-	35,006
Federal Agencies	3134G2WF5	FHLMC CALL	5,050,000	1.75	1.75	8/24/11	8/24/16	7,365	-	-	7,365
Federal Agencies	3134G2WJ7	FHLMC STEP CALL	25,000,000	1.50	1.50	8/24/11	8/24/16	31,250	-	-	31,250
Federal Agencies	3134G2VB5	FHLMC CALL	25,000,000	2.20	2.13	8/24/11	8/24/16	45,833	(14,012)	-	31,822
Federal Agencies	3134G2YE6	FHLMC CALL	50,000,000	1.50	1.50	8/24/11	8/24/16	62,500	-	-	62,500
Federal Agencies	3134G2YG1	FHLMC CALL	100,000,000	1.42	1.42	8/24/11	8/24/16	118,333	-	-	118,333
Federal Agencies	3134G2XB3	FHLMC CALL NT	25,000,000	1.80	1.80	8/24/11	8/24/16	37,500	-	-	37,500
Federal Agencies	3136FRQ55	FNMA STEP CALL	50,000,000	1.00	1.00	9/9/11	9/9/16	30,556	-	-	30,556
Federal Agencies	3136FR4T7	FNMA STEP NT	50,000,000	0.90	0.90	9/26/11	9/26/16	6,250	-	-	6,250
Subtotals			\$2,991,885,000					\$ 3,808,925	\$ (231,922)	\$ (215,697)	\$ 3,361,307
TLGP	61757UAF7	MORGAN STANLEY FDIC GTD TLG	\$ -	2.00	1.94	3/16/09	9/22/11	\$ 29,167	\$ (862)	\$ -	28,305
TLGP	36967HAD9	GENERAL ELECTRIC TLGP	50,000,000	3.00	1.61	7/30/09	12/9/11	125,000	(55,771)	-	69,229

Monthly Investment Earnings Pooled Fund

Type of Investment	CUSIP	Issue Name	Par Value	Coupon	YTM ¹	Settle Date	Maturity Date	Earned Interest	Amort. Expense	Realized Gain/(Loss)	Earned Income /Net Earnings
TLGP	4042EPA5	HSBC TLGP	50,000,000	3.13	1.34	9/16/09	12/16/11	130,208	(71,969)	-	58,239
TLGP	36967HAN7	GENL ELEC CAP CORP FDIC TLGP	35,000,000	2.25	2.07	3/24/09	3/12/12	65,625	(5,124)	-	60,501
TLGP	61757UAN0	MORGAN STANLEY FDIC GTD TLGP	25,000,000	0.54	0.22	3/19/09	3/13/12	10,470	(1,110)	-	9,360
TLGP	61757UAP5	MORGAN STANLEY TLGP	20,000,000	2.25	1.32	11/4/09	3/13/12	37,500	(15,063)	-	22,437
TLGP	61757UAP5	MORGAN STANLEY TLGP	50,000,000	2.25	1.31	11/6/09	3/13/12	93,750	(37,902)	-	55,848
TLGP	905266AA0	UNION BANK TLGP FLOAT	25,000,000	0.55	0.28	3/23/09	3/16/12	10,358	(929)	-	9,429
TLGP	064244AA4	BANK OF THE WEST TLGP	5,000,000	2.15	1.96	4/2/09	3/27/12	8,958	(742)	-	8,217
TLGP	064244AA4	BANK OF THE WEST TLGP	20,000,000	2.15	1.96	4/2/09	3/27/12	35,833	(2,972)	-	32,861
TLGP	90390QAA9	USSA CAPITAL CO	16,000,000	2.24	1.96	4/28/09	3/30/12	29,867	(3,531)	-	26,335
TLGP	17313UAE9	CITIGROUP TLGP	25,000,000	2.13	1.97	4/2/09	4/30/12	44,271	(3,136)	-	41,135
TLGP	06050BAG6	BANK AMERICA CORP TLGP	25,000,000	2.10	1.97	4/2/09	4/30/12	43,750	(2,482)	-	41,268
TLGP	481247AK0	J P MORGAN CHASE TLGP	25,000,000	2.20	2.05	3/24/09	6/15/12	45,833	(3,028)	-	42,805
TLGP	38146FAA9	GOLDMAN SACHS TLGP	50,000,000	3.25	1.23	3/22/10	6/15/12	135,417	(81,434)	-	53,983
TLGP	481247AK0	J P MORGAN TLGP	50,000,000	2.20	1.16	4/21/10	6/15/12	91,667	(41,889)	-	49,777
TLGP	06050BAJ0	BANK AMERICA CORP TLGP	50,000,000	2.38	1.93	4/14/09	6/22/12	98,958	(17,639)	-	81,319
TLGP	36967HBB2	GENERAL ELECTRIC TLGP BULLET	25,000,000	2.00	1.41	3/22/10	9/28/12	41,667	(11,922)	-	29,745
TLGP	36967HBB2	GENERAL ELECTRIC TLGP BULLET	75,000,000	2.00	1.44	4/20/10	9/28/12	125,000	(33,977)	-	91,023
TLGP	36967HAV9	GENERAL ELECTRIC TLGP	25,000,000	2.13	1.79	11/6/09	12/21/12	44,271	(6,672)	-	37,599
Subtotals			\$ 646,000,000					\$ 1,247,570	\$ (398,155)	\$ -	\$ 849,414
State/Local Agencies	13063BLL4	CAL RANS SER A1	\$ 22,500,000	2.00	0.38	9/22/11	5/24/12	\$ 11,250	\$ (8,976)	\$ -	\$ 2,274
State/Local Agencies	13063BLK6	CAL RANS SER A2	10,000,000	2.00	0.40	9/22/11	6/26/12	5,000	(3,930)	-	1,070
Subtotals			\$ 32,500,000					\$ 16,250	\$ (12,906)	\$ -	\$ 3,344
Public Time Deposits		BANK OF SAN FRANCISCO CD	\$ 100,000	0.75	0.75	5/18/11	5/18/12	\$ 62	\$ -	\$ -	\$ 62
Public Time Deposits		FIRST NAT. BANK OF NOR. CAL. PT	250,000	0.40	0.40	8/4/11	8/3/12	83	-	-	83
Subtotals			\$ 350,000					\$ 146	\$ -	\$ -	\$ 146
Negotiable CDs	78009JY90	RBC CAP MKTS NCD	\$ -	0.23	0.23	12/9/10	9/6/11	\$ 1,625	\$ -	\$ -	\$ 1,625
Negotiable CDs	25152XMF4	DEUTSCHE BANK NCD FRN QTR	-	0.35	0.35	12/28/10	9/28/11	26,010	-	-	26,010
Negotiable CDs	78009J5E1	RBC FLT YCD 3ML+2	60,000,000	0.29	0.30	9/2/11	5/11/12	13,939	690	-	14,629
Negotiable CDs	06417DUP8	BK OF NOVA SCOTIA YCD FLT 3ML	52,176,000	0.54	0.43	9/21/11	6/11/12	7,780	(1,463)	-	6,318
Subtotals			\$ 112,176,000					\$ 49,354	\$ (773)	\$ -	\$ 48,582
Commercial Paper	74977LWE3	RABOBANK CP	\$ -	0.00	0.04	9/13/11	9/14/11	\$ 111	\$ -	\$ -	\$ 111
Commercial Paper	74977LWF0	RABOBANK CP	-	0.00	0.04	9/14/11	9/15/11	111	-	-	111
Commercial Paper	74977LWG8	RABOBANK CP	-	0.00	0.04	9/15/11	9/16/11	111	-	-	111
Commercial Paper	22532CWK6	CREDIT AGRICOLE DISC CP	-	0.00	0.49	3/23/11	9/19/11	12,250	-	-	12,250
Commercial Paper	74977LWK9	RABOBANK CP	-	0.00	0.04	9/16/11	9/19/11	333	-	-	333
Commercial Paper	74977LWL7	RABOBANK CP	-	0.00	0.04	9/19/11	9/20/11	111	-	-	111
Commercial Paper	74977LWM5	RABOBANK CP	-	0.00	0.04	9/20/11	9/21/11	111	-	-	111
Commercial Paper	74977LWN3	RABOBANK CP	-	0.00	0.04	9/21/11	9/22/11	111	-	-	111
Commercial Paper	74977LWP8	RABOBANK CP	-	0.00	0.04	9/22/11	9/23/11	111	-	-	111
Commercial Paper	74977LWS2	RABOBANK CP	-	0.00	0.04	9/23/11	9/26/11	333	-	-	333
Commercial Paper	74977LWT0	RABOBANK CP	-	0.00	0.04	9/26/11	9/27/11	111	-	-	111
Commercial Paper	74977LWU7	RABOBANK CP	-	0.00	0.04	9/27/11	9/28/11	111	-	-	111
Commercial Paper	4042F1X38	HSBC FINANCE CORP CP	100,000,000	0.00	0.05	9/28/11	10/3/11	417	-	-	417
Subtotals			\$ 100,000,000					\$ 14,333	\$ -	\$ -	\$ 14,333

Monthly Investment Earnings Pooled Fund

Type of Investment	CUSIP	Issue Name	Par Value	Coupon	YTM ¹	Settle Date	Maturity Date	Earned Interest	Amort. Expense	Realized Gain/(Loss)	Earned Income /Net Earnings
Medium Term Notes	36962G2L7	GE MTN	\$ 10,000,000	5.00	0.61	8/22/11	4/10/12	\$ 41,667	\$ (35,845)	\$ -	\$ 5,822
Medium Term Notes	073928X73	JPM MTN	9,317,000	6.95	0.69	9/6/11	8/10/12	44,967	(39,707)	-	5,260
Medium Term Notes	36962G4E1	GE MTN	55,750,000	3.50	0.65	8/24/11	8/13/12	162,604	(129,513)	-	33,091
Medium Term Notes	36962G4E1	GE MTN	8,370,000	3.50	0.67	9/7/11	8/13/12	19,530	(15,487)	-	4,043
Medium Term Notes	36962G4E1	GE MTN	4,700,000	3.50	0.71	9/14/11	8/13/12	7,768	(6,069)	-	1,699
Subtotals			\$ 88,137,000					\$ 276,536	\$ (226,621)	\$ -	\$ 49,915
Grand Totals			\$ 4,321,048,000					\$ 5,817,021	\$ (936,319)	\$ (215,697)	\$ 4,665,004

¹ Yield to maturity is calculated at purchase

Investment Transactions

For month ended September 30, 2011

Transaction		Maturity												Transaction	
Type	Settle Date	Date	Type of Investment	Issuer Name	CUSIP	Par Value	Coupon	YTM	Price	Interest	Amount	Interest	Amount		
Purchase	9/1/2011	9/3/2013	Federal Agencies	FHLMC FRN FF+23	3134G2B50	\$ 50,000,000	0.32	0.34	\$ 99.96	\$ -	\$ -	\$ -	\$ 49,979,500		
Purchase	9/2/2011	5/11/2012	Negotiable CDs	RBC FLT YCD 3ML+2	78009J5E1	60,000,000	0.29	0.30	99.99	-	-	-	60,004,580		
Purchase	9/6/2011	8/10/2012	Medium Term Notes	JPM MTN	073928X73	9,317,000	6.95	0.69	105.78	-	-	-	9,902,196		
Purchase	9/7/2011	8/13/2012	Medium Term Notes	GE MTN	36962G4E1	8,370,000	3.50	0.67	102.63	-	-	-	8,609,577		
Purchase	9/9/2011	9/9/2016	Federal Agencies	FNMA STEP CALL	3136FRQ55	50,000,000	1.00	1.00	100.00	-	-	-	50,000,000		
Purchase	9/13/2011	9/13/2013	Federal Agencies	FHLMC FLT NT FF+21	3134G2K43	50,000,000	0.30	0.33	99.94	-	-	-	49,969,917		
Purchase	9/13/2011	9/14/2011	Commercial Paper	RABOBANK CP	74977LWE3	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/14/2011	8/13/2012	Medium Term Notes	GE MTN	36962G4E1	4,700,000	3.50	0.71	102.54	-	-	-	4,833,404		
Purchase	9/14/2011	9/15/2011	Commercial Paper	RABOBANK CP	74977LWF0	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/15/2011	9/16/2011	Commercial Paper	RABOBANK CP	74977LWG8	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/16/2011	9/19/2011	Commercial Paper	RABOBANK CP	74977LWK9	100,000,000	0.00	0.04	100.00	-	-	-	99,999,667		
Purchase	9/19/2011	9/20/2011	Commercial Paper	RABOBANK CP	74977LWL7	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/20/2011	9/21/2011	Commercial Paper	RABOBANK CP	74977LWM5	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/21/2011	6/11/2012	Negotiable CDs	BK OF NOVA SCOTIA YCD FL	06417DUP8	52,176,000	0.54	0.43	100.07	-	-	-	52,221,613		
Purchase	9/21/2011	9/22/2011	Commercial Paper	RABOBANK CP	74977LWN3	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/22/2011	5/24/2012	State/Local Agencies	CAL RANS SER A1	13063BLL4	22,500,000	2.00	0.38	101.09	-	-	-	22,744,350		
Purchase	9/22/2011	6/26/2012	State/Local Agencies	CAL RANS SER A2	13063BLK6	10,000,000	2.00	0.40	101.21	-	-	-	10,121,400		
Purchase	9/22/2011	9/23/2011	Commercial Paper	RABOBANK CP	74977LWP8	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/23/2011	9/26/2011	Commercial Paper	RABOBANK CP	74977LWS2	100,000,000	0.00	0.04	100.00	-	-	-	99,999,667		
Purchase	9/26/2011	9/26/2016	Federal Agencies	FNMA STEP NT	3136FR4T7	50,000,000	0.90	0.90	100.00	-	-	-	50,000,000		
Purchase	9/26/2011	9/27/2011	Commercial Paper	RABOBANK CP	74977LWT0	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/27/2011	9/28/2011	Commercial Paper	RABOBANK CP	74977LWU7	100,000,000	0.00	0.04	100.00	-	-	-	99,999,889		
Purchase	9/28/2011	10/3/2011	Commercial Paper	HSBC FINANCE CORP CP	4042F1X38	100,000,000	0.00	0.05	100.00	-	-	-	99,999,306		
Subtotals						\$ 1,567,063,000	0.22	0.16	\$ 100.08	\$ -	\$ -	\$ -	\$ 1,568,384,176		
Call	9/3/2011	12/3/2013	Federal Agencies	FNMA	3136FPYX9	50,000,000	0.50	0.50	100.00	-	-	-	50,000,000		
Call	9/13/2011	3/13/2014	Federal Agencies	FHLB CALL NT	313373WY4	14,600,000	1.15	1.09	100.16	-	-	-	14,600,000		
Call	9/23/2011	9/23/2014	Federal Agencies	FNMA AMORT TO CALL	31398A3Q3	27,435,000	1.50	1.31	100.70	-	-	-	27,435,000		
Call	9/30/2011	9/30/2013	Federal Agencies	FHLMC STRNT	3134G2BC5	22,850,000	0.50	0.50	100.00	-	-	-	22,850,000		
Subtotals						\$ 114,885,000	0.82	0.77	\$ 100.19	\$ -	\$ -	\$ -	\$ 114,885,000		
Maturity	9/6/2011	9/6/2011	Negotiable CDs	RBC CAP MKTS NCD	78009JY90	50,000,000	0.23	0.23	100.00	31,167	-	-	50,031,167		
Maturity	9/14/2011	9/14/2011	Commercial Paper	RABOBANK CP	74977LWE3	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/15/2011	9/15/2011	Commercial Paper	RABOBANK CP	74977LWF0	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/16/2011	9/16/2011	Commercial Paper	RABOBANK CP	74977LWG8	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/19/2011	9/19/2011	Commercial Paper	CREDIT AGRICOLE DISC CP	22532CWK6	50,000,000	0.00	0.49	99.76	122,500	-	-	50,000,000		
Maturity	9/19/2011	9/19/2011	Commercial Paper	RABOBANK CP	74977LWK9	100,000,000	0.00	0.04	100.00	333	-	-	100,000,000		
Maturity	9/20/2011	9/20/2011	Commercial Paper	RABOBANK CP	74977LWL7	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/21/2011	9/21/2011	Commercial Paper	RABOBANK CP	74977LWM5	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/22/2011	9/22/2011	TLGP	MORGAN STANLEY FDIC GTD	61757UAF7	25,000,000	2.00	1.94	100.15	250,000	-	-	25,250,000		
Maturity	9/22/2011	9/22/2011	Commercial Paper	RABOBANK CP	74977LWN3	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/23/2011	9/23/2011	Commercial Paper	RABOBANK CP	74977LWP8	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/26/2011	9/26/2011	Commercial Paper	RABOBANK CP	74977LWS2	100,000,000	0.00	0.04	100.00	333	-	-	100,000,000		
Maturity	9/27/2011	9/27/2011	Commercial Paper	RABOBANK CP	74977LWT0	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Maturity	9/28/2011	9/28/2011	Negotiable CDs	DEUTSCHE BANK NCD FRN QT	25152XMF4	100,000,000	0.35	0.35	100.00	85,250	-	-	100,085,250		
Maturity	9/28/2011	9/28/2011	Commercial Paper	RABOBANK CP	74977LWU7	100,000,000	0.00	0.04	100.00	111	-	-	100,000,000		
Subtotals						\$ 1,325,000,000	0.07	0.12	\$ 99.99	\$ 490,583	\$ -	\$ -	\$ 1,325,366,417		
Interest	9/3/2011	12/3/2013	Federal Agencies	FNMA	3136FPYX9	50,000,000	0.50	0.50	100.00	62,500	-	-	62,500		
Interest	9/3/2011	12/3/2012	Federal Agencies	FNMA FRN QTR FF+20	31398A6V9	50,000,000	0.49	0.49	100.00	36,569	-	-	36,569		
Interest	9/3/2011	12/3/2012	Federal Agencies	FNMA FRN QTR FF+20	31398A6V9	50,000,000	0.49	0.48	100.00	36,569	-	-	36,569		

Investment Transactions

Transaction Type	Settle Date	Maturity Date	Type of Investment	Issuer Name	CUSIP	Par Value	Coupon	YTM	Price	Interest	Transaction Amount
Interest	9/4/2011	3/4/2014	Federal Agencies	FNMA FRN QTR T-BILL+21	3135G0AZ6	25,000,000	0.23	0.25	99.94	15,882	15,882
Interest	9/4/2011	3/4/2014	Federal Agencies	FNMA FRN QTR T-BILL+21	3135G0AZ6	25,000,000	0.23	0.24	99.97	15,882	15,882
Interest	9/5/2011	3/5/2012	Federal Agencies	FFCB 2 YEAR BULLET FIXED	31331JGD9	17,050,000	0.95	1.05	99.80	80,988	80,988
Interest	9/5/2011	3/5/2012	Federal Agencies	FFCB 2 YEAR BULLET FIXED	31331JGD9	58,000,000	0.95	1.04	99.82	275,500	275,500
Interest	9/10/2011	9/10/2015	Federal Agencies	FHLMC BONDS	3137EACM9	50,000,000	1.75	2.17	98.10	437,500	437,500
Interest	9/11/2011	9/11/2015	Federal Agencies	FHLB	313370JB5	75,000,000	1.75	2.17	98.12	656,250	656,250
Interest	9/12/2011	3/12/2012	TLGP	GENL ELEC CAP CORP FDIC	36967HAN7	35,000,000	2.25	2.07	100.53	393,750	393,750
Interest	9/12/2011	9/12/2014	Federal Agencies	FHLB	313370JS8	26,095,000	1.38	1.34	100.13	179,403	179,403
Interest	9/13/2011	3/13/2012	TLGP	MORGAN STANLEY FDIC GTD	61757UAN0	25,000,000	0.45	0.15	100.16	28,718	28,718
Interest	9/13/2011	3/13/2012	TLGP	MORGAN STANLEY TLGP	61757UAP5	20,000,000	2.25	1.32	102.16	225,000	225,000
Interest	9/13/2011	3/13/2012	TLGP	MORGAN STANLEY TLGP	61757UAP5	50,000,000	2.25	1.31	102.17	562,500	562,500
Interest	9/13/2011	3/13/2014	Federal Agencies	FHLB CALL NT	313373WY4	14,600,000	1.15	1.09	100.16	41,975	41,975
Interest	9/15/2011	9/15/2015	Federal Agencies	FARMER MAC	31315PGT0	45,000,000	2.13	2.17	99.81	478,125	478,125
Interest	9/16/2011	3/16/2012	TLGP	UNION BANK TLGP FLOAT	905266AA0	25,000,000	0.45	0.20	100.13	28,447	28,447
Interest	9/21/2011	3/21/2014	Federal Agencies	FNMA AMORT TO CALL	31398A3R1	24,500,000	1.35	1.27	100.26	165,375	165,375
Interest	9/23/2011	9/23/2014	Federal Agencies	FNMA AMORT TO CALL	31398A3Q3	27,435,000	1.50	1.31	100.70	205,763	205,763
Interest	9/27/2011	3/27/2012	TLGP	BANK OF THE WEST TLGP	064244AA4	5,000,000	2.15	1.96	100.54	53,750	53,750
Interest	9/27/2011	3/27/2012	TLGP	BANK OF THE WEST TLGP	064244AA4	20,000,000	2.15	1.96	100.54	215,000	215,000
Interest	9/28/2011	9/28/2012	TLGP	GENERAL ELECTRIC TLGP BU	36967HBB2	25,000,000	2.00	1.41	101.46	250,000	250,000
Interest	9/28/2011	9/28/2012	TLGP	GENERAL ELECTRIC TLGP BU	36967HBB2	75,000,000	2.00	1.44	101.35	750,000	750,000
Interest	9/30/2011	3/30/2012	TLGP	USSA CAPITAL CO	90390QAA9	16,000,000	2.24	1.96	100.79	179,200	179,200
Interest	9/30/2011	9/30/2013	Federal Agencies	FHLMC STRNT	3134G2BC5	22,850,000	0.50	0.50	100.00	57,125	57,125
Interest	9/30/2011	5/18/2012	Public Time Deposits	BANK OF SAN FRANCISCO CD		100,000	0.75	0.75	100.00	192	192
Subtotals						\$ 856,630,000	1.35	1.24	\$ 100.13	\$ 5,431,961	\$ 5,431,961

Grand Totals	23	Purchases
	0	Sales
	19	Maturities / Calls
	4	Change in number of positions

C-Page



Request for City Services - Clerk of the Board

District 6

Enter Personal Details > Enter Service Request Details > Review & Submit > Attach Photo(s) / File(s) > Print & Track

Successfully Submitted

Thank you for your submission. You will receive an email confirmation with a link to follow the progress of your submission.

If you have any additional requests or questions, you can call us 7 days a week, 24 hours a day at 311 (for calls outside of San Francisco please dial (415)701-2311).

Your Tracking Number is: 978279

Oct 6 2011 1:44PM.

Please print a copy for your records. You may close your browser when done.

Location Information:

Location Description:

City of SF and whole Bay Area. Yet again I'm complaining about the Blue Angels. For a progressive city that supposedly prides itself on environmental issues, I really find it hard to believe that we let the Blue Angels let loose their decibel busting noise pollution, the air pollution and the INCREDIBLE amount of carbon emissions that they create. When will this idiotic hypocrisy end? When will we finally say "the environment can no longer sustain the massive amounts of pollution, noise and air and carbon (not to mention the damage to any animal with ears!), that this lame, unnecessary show-of-"supremacy"-and-"domination" extolls on the community and the environment"? Come on San Francisco, I thought we were more intelligent than that, had risen above such childish crap! I can't be the only one in this city that feels this way!

Request Details:

Category: Complaint
 Department: Board of Supervisors (BOS)
 Sub-Division: Clerk of the Board

Additional Information:

Additional Request Details: Blue Angels Noise/Air/Carbon Pollution

Customer Contact Information:

First Name: William
 Last Name: Heaton
 Primary Phone: 415.637.9157
 Alternate Phone: 415.637.9157
 Address Number: 168
 Street Name: Hyde Street 206
 City, State: San Francisco, CA
 ZIP Code: 94102
 Email: leobilly69@gmail.com

Customer requested to be contacted by the department servicing their request:



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BOS - 11 - Dave

October 12, 2011

To: All members of SF. Board of Supervisors

~~Attention: Francis and Erica Maybaum~~
Supervisor Avalos' Office
Board of Supervisors
1 Dr. Carton B. Goodlett Place, Room 273
San Francisco, CA 94102

Dear Francis and Erica:

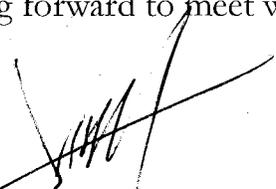
Last September 28, 2011 I faxed a thank you note and requested Erica to please tell you Francis that I have been facing very difficult situations, worse and continuous, at Next Door. The hostility, hatred actions, and harassment and neglect have been continuous and it is evident that management is neglecting correcting the extreme hostility for they let the abusers get away with everything they do to me, and not even document the violation, much less issue them notices, "write offs," as they say.

I really need help and would appreciate your attending my request to communicate with Supervisor Avalos and to have other needed urgent assistance. I will fax this letter again to expedite my request.

I do not have a telephone number but the mailing address I provided to Erica, 290 Turk Street, San Francisco, CA 94602, c/o Gordon Wong, Employment Case Manager.

I am looking forward to meet with you, Francis, soon.

Sincerely,


Olimpia Tovar Arreola

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2011 OCT 13 PM 3:45
BY 


OCTOBER 4, 2011
TO: STATE COUNTY AND CITY OFFICIALS

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2011 OCT -7 PM 4:55

NOTIFICATION OF PG&E'S APPLICATION FOR RECOVERY OF NATURAL DISASTER-RELATED COSTS IN ELECTRIC RATES

(A. 11-09-014)

On September 21, 2011, Pacific Gas & Electric Company ("PG&E") filed Application No. 09-11-014 with the California Public Utilities Commission ("CPUC"), in which PG&E seeks authorization to recover costs recorded in its Catastrophic Event Memorandum Account ("CEMA") that are associated with the following seven natural disasters: August 2009 Fires, October 2009 Storm, January 2010 Earthquake, January 2010 Storms, November 2010 Storm, December 2010 thru January 2011 Storms, and the March 2011 Storms (collectively, the "CEMA Events").

PG&E estimates that electric revenues to cover these costs will increase by \$32.44 million over a 1 year period beginning January 1, 2013.

What is CEMA and What Does It Do? CEMA stands for Catastrophic Event Memorandum Account. State law allows public utilities to seek recovery of the incremental costs of: (1) restoring utility services to its customers; (2) repairing, replacing or restoring damaged utility facilities; and (3) complying with government agency orders resulting from declared disasters. The CPUC requires that costs recorded in a utility's CEMA may be recovered in rates only after a request by the affected utility, a demonstration of their reasonableness, and approval by the CPUC.

What types of costs are included in PG&E's Application?

During the period from August 2009 through July 2011, PG&E incurred over \$225 million in costs from the CEMA Events across its service territory. However, consistent with CPUC requirements, PG&E is seeking recovery for damages incurred only in those counties that were declared a state of emergency. In its Application, PG&E requests authorization to recover \$32.44 million in revenue requirements associated with additional electric distribution, hydro generation, and customer contact center operations costs incurred as a result of the CEMA Events.

Does this mean rates will increase? Yes. If PG&E's application is approved, it would result in a change of less than one percent in PG&E's total annual revenue and a slight increase to electric rates for bundled service customers (customers who receive electric generation as well as transmission and distribution service from PG&E) and for customers who purchase electricity from other suppliers (direct access and community choice aggregation). The estimated system bundled average rate would increase by approximately 0.26% relative to current rates on January 1, 2013.

FOR FURTHER INFORMATION

To request a copy of the application and exhibits or for more details, call PG&E at 1-800-743-5000. For TDD/TTY (speech-hearing impaired), call 1-800-652-4712. Para más detalles llame al 1-800-660-6789 詳情請致電 1-800-893-9555

You may request a copy of the application and exhibits by writing to:

Pacific Gas and Electric Company
CEMA Application
P.O. Box 7442, San Francisco, CA 94120.

THE CPUC PROCESS

The CPUC's Division of Ratepayer Advocates (DRA) will review this application.

The DRA is an independent arm of the CPUC, created by the Legislature to represent the interests of all utility customers throughout the state and obtain the lowest possible rate for service consistent with reliable and safe service levels. The DRA has a multi-disciplinary staff with expertise in economics, finance, accounting and engineering. The DRA's views do not necessarily reflect those of the CPUC. Other parties of record may also participate.

The CPUC may hold evidentiary hearings where parties of record present their proposals in testimony and are subject to cross-examination before an Administrative Law Judge (ALJ). These hearings are open to the public, but only those who are parties of record may present evidence or cross-examine witnesses during evidentiary hearings. Members of the public may attend, but not participate in, these hearings.

After considering all proposals and evidence presented during the hearing process, the ALJ will issue a draft decision. When the CPUC acts on this application, it may adopt all or part of PG&E's request, amend or modify it, or deny the application. The CPUC's final decision may be different from PG&E's application.

If you would like to learn how you can participate in this proceeding or if you have comments or questions, you may contact the CPUC's Public Advisor as follows:

Public Advisor's Office
505 Van Ness Avenue
Room 2103
San Francisco, CA 94102

1-415-703-2074 or 1-866-849-8390 (toll free)
TTY 1-415-703-5282 or TTY 1-866-836-7825 (toll free)
Email to public.advisor@cpuc.ca.gov

If you are writing a letter to the Public Advisor's Office, please include the number of the application (11-09-014) to which you are referring. All comments will be circulated to the Commissioners, the assigned Administrative Law Judge and the Energy Division staff.

A copy of PG&E's CEMA Application and exhibits are also available for review at the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102, Monday-Friday, 8 a.m.-noon, and the CPUC's website at <http://www.cpuc.ca.gov/puc/>.

22



State of California -The Natural Resources Agency
 DEPARTMENT OF FISH AND GAME
 1416 9th Street
 Sacramento, CA 95814
<http://www.dfg.ca.gov>

(via email) BOS-11 - cpa4e
 EDMUND G. BROWN JR., Governor
 CHARLTON H. BONHAM, Director



RECEIVED
 BOARD OF SUPERVISORS
 SAN FRANCISCO
 2011 OCT 13 PM 3:41

COUNTY OF SAN FRANCISCO
 BOARD OF SUPERVISORS
 SAN FRANCISCO CITY HALL RM 244
 SAN FRANCISCO CA 94102

October 11, 2011

TO ALL INTERESTED AND AFFECTED PARTIES:

This is to provide you with a copy of the notice of proposed regulatory action relative to Section 602, Title 14, California Code of Regulations, relating to the SHARE Program, which will be published in the California Regulatory Notice Register on October 14, 2011.

Please note the dates of the public hearings related to this matter and associated deadlines for receipt of written comments.

Ms. Victoria Barr, SHARE Program Coordinator, Department of Fish and Game, phone (916) 445-4034, has been designated to respond to questions on the substance of the proposed regulations.

Sincerely,

Craig Stowers

Craig Stowers
 Senior Environmental Scientist

**Title 14. Department of Fish and Game
Notice published October 14, 2011**

NOTICE OF PROPOSED RULEMAKING

The Department of Fish and Game (Department) proposed to adopt the proposed regulations described below after considering all comments, objections, and recommendations regarding the proposed action.

PUBLIC HEARING

The Department will hold a public hearing starting at 10:00 a.m. on November 28, 2011, in the conference room at 1812 9th Street, Sacramento, California 95811. The conference room is wheelchair accessible. At the hearing, any person may present statements or arguments orally or in writing relevant to the proposed action described in the Informative Digest. The Department requests but does not require that the persons who make oral comments at the hearing also submit a written copy of their testimony at the hearing.

WRITTEN COMMENT PERIOD

Any interested person, or his or her authorized representative, may submit written comments relevant to the proposed regulatory action to the Department. All written comments must be received by the Department at this office no later than 5:00 p.m. on November 28, 2011. All written comments must include the true name and mailing address of the commenter.

Written comments may be submitted by mail, fax, or e-mail, as follows:

Department of Fish and Game
Wildlife Branch
Victoria Barr, SHARE Program Coordinator
1812 9th Street
Sacramento, CA 95811
Fax: (916) 445-4048
Email: vbarr@dfg.ca.gov

AUTHORITY AND REFERENCE

Fish and Game Code Section 1572 (b) authorizes the Department to adopt these proposed regulations. The proposed regulations implement, interpret, and make specific Sections 1570, 1573, and 1574 of the Fish and Game Code.

INFORMATIVE DIGEST/POLICY STATEMENT OVERVIEW

The regulations proposed in this rulemaking action clarifies and makes specific the landowner enrollment process, the public application and permit issuance process, and the general operating conditions for the Shared Habitat Alliance for Recreational Enhancement (SHARE) program.

Fish and Game Code Sections 1570-1574 also authorizes DFG to: 1) enter into contracts with private landowners, nonprofit organizations, governmental entities, or any other entities to provide payment for providing wildlife-dependant recreational activities on their property; 2) establish and impose user fees in an effort to fund the program appropriately; and 3) promulgate regulations to implement the program.

Specifically:

- 1) Section 602(a) defines what constitutes a SHARE program property;
- 2) Section 602(b) describes the landowner enrollment process;
- 3) Section 602(c) describes permitted uses allowed on a SHARE property;
- 4) Section 602(d) places responsibility on the permit holders to follow all state law and regulations governing the permitted activity;
- 5) Section 602(e and f) describes the public application and permit issuance process;
- 6) Section 602(g) describes access for law enforcement purposes;
- 8) Section 602(h) describes agreement cancellation.

DISCLOSURES REGARDING THE PROPOSED ACTION

The department has made the following initial determinations:

Mandate on local agencies or school districts: None.

Costs or savings to any state agency: None.

Cost to any local agency or school district which must be reimbursed in accordance with Government Code sections 17500 through 17630: None.

Other nondiscretionary cost or savings imposed on local agencies: None.

Costs or savings in federal funding to the state: None.

Significant, statewide adverse economic impact directly affecting business, including the ability of California businesses to compete with businesses in other states: None.

Cost impacts on a representative private person or business: The agency is not aware of any cost impacts that a representative private person or business would necessarily incur in reasonable compliance with the proposed action.

Adoption of these regulations will not:

- (1) create or eliminate jobs within California
- (2) create new businesses or eliminate existing businesses within California; or
- (3) affect the expansion of businesses currently doing business within California

Significant effect on housing costs: None.

Effect on Small Business

It has been determined that the adoption of these regulations may affect small business. The Commission has drafted the regulations in Plain English pursuant to Government Code sections 11342.580 and 11346.2(a)(1).

CONSIDERATION OF ALTERNATIVE

In accordance with Government Code Section 11346.5, subdivisions (a)(13), the Department must determine that no reasonable alternative it considered or that has otherwise been identified and brought to the attention of the Department would be more effective in carrying out the purpose for which this action is proposed or would be as effective and less burdensome to affected private persons than the proposed action.

The Department invites interested persons to present statements or arguments with respect to alternatives to the regulations at the scheduled hearing or during the written comment period.

CONTACT PERSONS

Inquiries or comments concerning the proposed rulemaking action may be addressed to:

Name: Victoria Barr
Address: 1812 Ninth Street
Sacramento, CA 95811
Telephone No.: 916-445-4034
Fax No.: 916-445-4048
E-Mail Address: vbarr@dfg.ca.gov

The backup contact person is:

Name: Craig Stowers
Address: 1812 Ninth Street
Sacramento, CA 95811
Telephone No.: 916-445-3553
Fax No.: 916-445-4048
E-Mail Address: cstowers@dfg.ca.gov

Website Access: Materials regarding this proposal can be found at:
www.dfg.ca.gov/news/pubnotice .

Please direct requests for copies of the proposed text (the “express terms”) of the regulations, the initial statement of reasons, the modified text of the regulations, if any, or other information upon which the rulemaking is based to Ms. Barr at the above address.

AVAILABILITY OF THE STATEMENT OF REASONS, TEXT OF PROPOSED REGULATIONS, AND RULEMAKING FILE

The Department will have the entire rulemaking file available for inspection and copying throughout the rulemaking process at its office at the above address. As of the date this notice is published, the rulemaking file consists of this notice, the proposed text of the regulations, and the initial statement of reasons. Copies may be obtained by contacting Ms. Barr.

AVAILABILITY OF CHANGED OR MODIFIED TEXT

After holding the hearing and considering all timely and relevant comments received, the Department may adopt the proposed regulations substantially as described in this notice. If the Department makes modifications which are sufficiently related to the originally proposed text, it will make the modified text (with the changes clearly indicated) available to the public for at least 15 days before the Department adopts the regulations as revised. Please send requests for copies of any modified regulations to the attention of Victoria Barr at the address indicated above. The Department will accept written comments on the modified regulations for 15 days after the date on which they are made available.

AVAILABILITY OF THE FINAL STATEMENT OF REASONS

Upon its completion, copies of the Final Statement of Reasons may be obtained by contacting Ms. Barr at the above address.

AVAILABILITY OF DOCUMENTS ON THE INTERNET

Copies of the Notice of Proposed Action, the Initial Statement of Reasons, and the text of the regulations in underline and strikeout can be accessed through our website at:
www.dfg.ca.gov/news/pubnotice .



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Please Support Humane Pet Acquisition Proposal

The Clerk's Office has received 10 form emails like the one below.

From: Olga Getsina <olga.getsina@gmail.com>
To: board.of.supervisors@sfgov.org
Date: 10/16/2011 07:52 PM
Subject: Please Support Humane Pet Acquisition Proposal
Sent by: In Defense of Animals <takeaction@idausa.org>

Oct 16, 2011

San Francisco Board of Supervisors

Dear Supervisors,

As a San Francisco voter and supporter of In Defense of Animals (IDA), I strongly encourage you to support San Francisco Animal Control and Welfare's Humane Pet Acquisition Proposal.

There is an oversupply of adoptable pets in the city, requiring ACC to unnecessarily euthanize many adoptable animals at taxpayers' expense. Meanwhile, "new" pets are bred in often horrible conditions and then sold in this city at pet stores and from small breeders, all for profit. This is grossly inconsistent with how the city of St. Francis of Assisi feels towards animals, yet most San Franciscans aren't aware of this when they decide to purchase a pet.

San Francisco Animal Control and Welfare's proposal focuses on having San Franciscans adopt our pets rather than purchasing them. This will result in:

- More adoptions and less euthanasia
- A decrease in cost for Animal Control and Welfare
- Pet stores as partners in reducing euthanasia
- Healthier pets with fewer behavioral problems

Sec. 48 of the San Francisco Health Code already prohibits the sale of rabbits and certain birds as pets. Other cities like Albuquerque, Austin, Los Angeles, and South Lake Tahoe have already prohibited the sale of dogs and cats. So San Francisco has several precedents that support strong and decisive action for all species.

Please support the San Francisco Humane Pet Acquisition Proposal and make San Francisco a leader in animal welfare.

Sincerely,

Ms. Olga Getsina
4315
Aurora, CO 80015



Please Support Humane Pet Acquisition Proposal
Lorraine Valente to: board.of.supervisors
Sent by: In Defense of Animals <takeaction@idausa.org>
Please respond to Lorraine Valente

10/14/2011 09:18 PM

Oct 14, 2011

San Francisco Board of Supervisors

Dear Supervisors,

As a San Francisco voter and supporter of In Defense of Animals (IDA), I strongly encourage you to support San Francisco Animal Control and Welfare's Humane Pet Acquisition Proposal.

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Sincerely,

Ms. Lorraine Valente
52 Sutton Dr
Manalapan, NJ 07726-8720



Please Support Humane Pet Acquisition Proposal
M. R. Coleman-Dion to: board.of.supervisors
Sent by: In Defense of Animals <takeaction@idausa.org>
Please respond to "M. R. Coleman-Dion"

10/15/2011 05:49 AM

Oct 15, 2011

San Francisco Board of Supervisors

Dear Supervisors,

As a San Francisco voter and supporter of In Defense of Animals (IDA), I strongly encourage you to support San Francisco Animal Control and Welfare's Humane Pet Acquisition Proposal.

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Sincerely,

Mrs. M. R. Coleman-Dion
8 Greenwood Village St
North Easton, MA 02356-2718



Please Support Humane Pet Acquisition Proposal
salvatore cento to: board.of.supervisors
Sent by: In Defense of Animals <takeaction@idausa.org>
Please respond to salvatore cento

10/15/2011 06:49 AM

Oct 15, 2011

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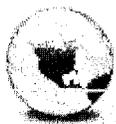
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Sincerely,

Mr. salvatore cento
2043 E 41st St
Brooklyn, NY 11234-2904



Please Support Humane Pet Acquisition Proposal
donna comney to: board.of.supervisors
Sent by: In Defense of Animals <takeaction@idausa.org>
Please respond to donna comney

10/15/2011 07:19 AM

Oct 15, 2011

San Francisco Board of Supervisors

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Sincerely,

Ms. donna comney
525 Audubon Ave Apt 1711
New York, NY 10040-3427



Please Support Humane Pet Acquisition Proposal

Alisa Cohan to: board.of.supervisors

Sent by: In Defense of Animals <takeaction@idausa.org>

Please respond to Alisa Cohan

10/15/2011 11:20 AM

Oct 15, 2011

San Francisco Board of Supervisors

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Sincerely,

Miss Alisa Cohan
00000000
Randolph, NJ 07869



Please Support Humane Pet Acquisition Proposal
Anthony Kerr to: board.of.supervisors
Sent by: In Defense of Animals <takeaction@idausa.org>
Please respond to Anthony Kerr

10/15/2011 05:50 PM

Oct 15, 2011

San Francisco Board of Supervisors

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Sincerely,

Dr. Anthony Kerr
1710 Yorktown Dr
Charlottesville, VA 22901-3034



Please Support Humane Pet Acquisition Proposal
Jacqueline Herder to: board.of.supervisors
Sent by: In Defense of Animals <takeaction@idausa.org>
Please respond to Jacqueline Herder

10/16/2011 06:21 AM

Oct 16, 2011

San Francisco Board of Supervisors

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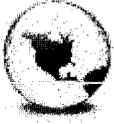
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Please support the San Francisco Humane Pet Acquisition Proposal and make San Francisco a leader in animal welfare.

Sincerely,

Mrs. Jacqueline Herder
Steenenkruisweg 28
Landgraaf, MO 63745



Please Support Humane Pet Acquisition Proposal
lisa salazar to: board.of.supervisors
Sent by: In Defense of Animals <takeaction@idausa.org>
Please respond to lisa salazar

10/16/2011 07:21 AM

Oct 16, 2011

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Sincerely,

Mrs. lisa salazar
1125 Balclutha Dr
Apt 107
Foster City, CA 94404-1733

111061

Assembly Bill 438 Signed by Governor -- To Stop the privatization of California's public libraries

Jim Kirwan

to:

James Chaffee, board.of.supervisors, Carmen.Chu, David Campos, David Chiu, Eric L. Mar, Jane Kim, John.Avalos, Malia Cohen, Mark Farrell, Ross.Mirkarimi, Scott Wiener, Sean.Elsbernd

10/17/2011 08:35 AM

Show Details

----- Original Message -----

From: James Chaffee

To: board.of.supervisors@sfgov.org ; Carmen.Chu@sfgov.org ; David Campos ; David Chiu ; Eric L. Mar ; Jane Kim ; John.Avalos@sfgov.org ; Malia Cohen ; Mark Farrell ; Ross.Mirkarimi@sfgov.org ; Scott Wiener ; Sean.Elsbernd@sfgov.org

Sent: Sunday, October 16, 2011 10:01 PM

Subject: Chaffee -- Assembly Bill 438 Signed by Governor -- To Stop the privatization of California's public libraries

Dear Friends,

I had not heard anything on the drums so I checked myself and Governor Brown signed Assembly Bill 438 -- designed to make it more difficult to privatize a public library -- was signed into law by the Governor on October 8.

The San Francisco Supervisors will decide whether to encourage him to do so on October 18.

How fascinating that the Board of Supervisors of the privatized City of San Francisco will 'decide' on anything to do with the public being "allowed" to retain their own "Public Library." When the Library Commission was created they changed the title of the Library from The San Francisco Free Public Library, to The San Francisco Public Library (SFPL). Now I suppose that our own fascist-leadership council will propose calling this public-failure: The PRIVATIZED-LIBRARY of San Francisco (PLSF)? Well that kind of has a nice communist ring to it don't you think: I mean 'communism' in the way that the private-corporations have chosen to keep any profits they make while sticking the public with all their debts whenever they FAIL, as they so often do.

The DEBTs of the private-corporations are (always) to be paid by those that will never share in any of the profits made from the use of the public's money - yeah that fits really well with the the entire history of the current library fiasco.

Only one day until the Supreme Council of Soviet San Francisco meets to advise the governor of their decision? I can hardly wait - will this too be held in the basement without a public audience? That was where the borard held its vote the last time I tried to attend one of their orchestrated charades; will it be any different this time. . .

(24)

kirwan

It is now codified as Education Code Sections 19104 and 19116.

Congratulations to all concerned.

James Chaffee

File 111061

Chaffee -- Assembly Bill 438 Signed by Governor -- To Stop the privatization of California's public libraries

James Chaffee

to:

board.of.supervisors, Carmen.Chu, David Campos, David Chiu, Eric L. Mar, Jane Kim, John.Avalos, Malia Cohen, Mark Farrell, Ross.Mirkarimi, Scott Wiener, Sean.Elsbernd

10/16/2011 10:01 PM

Show Details

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Congratulations to all concerned.

James Chaffee



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Vote NO on 110899 Administrative Code - False Advertising by Limited Services Pregnancy Centers

From: Audrey Richter <dreyrichter@gmail.com>
To: Board.of.Supervisors@sfgov.org
Date: 10/18/2011 07:20 AM
Subject: Vote NO on 110899 Administrative Code - False Advertising by Limited Services Pregnancy Centers

Dear Honorable Supervisors,

I am writing this morning to beg and urge you to vote NO on Administrative Code 110899 today at 1:30 pm.

As an uninsured mother when I was pregnant with my son, when not even MediCal or AIM (Access for Infants & Mothers) could offer me a thing, I received help from First Resort . First Resort offered me an ultrasound. An ultrasound is an extremely useful, and very much a clinical instrument. It is benign in the information it gives. It is not a respecter of pro-life women, nor pro-choice women. It simply shows a woman what is taking place inside of her womb when she is pregnant. Why should we attack a crisis pregnancy center when it is *helping* women, like myself, whom Malia Cohen professes she wants to help? This is a disgrace, and I am ashamed to call myself a constituent of the bay area because of it.

Please consider the sheer hypocrisy of this ordinance.

Humbly,

Drey Elizabeth Richter

25



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: File 110899: Letter to Scott Wiener re: Ordinance 110899

From: Linda Carlson <lcarlsonsf@yahoo.com>
To: "Board.of.Supervisors@sfgov.org" <Board.of.Supervisors@sfgov.org>
Date: 10/17/2011 11:46 PM
Subject: Letter to Scott Wiener re: Ordinance 110899

October 18, 2011

Dear Supervisor Scott Wiener:

I am a registered voter in San Francisco in District 8 and have been for more than thirty years. I join with many other citizens and respectfully request that you vote "NO" on the proposed ordinance 110899 which would amend the San Francisco Administrative Code by adding Chapters 93, Sections 93.1 through 93.5.

The primary reason I am encouraging you to vote "No" on the addition of Chapter 93 to the San Francisco Administrative Code is the vagueness of Sections 93.4(a) and (b). Section 93.4(a) is unclear on what activities would be considered misleading. Also vague are the reasons for which a limited services pregnancy center could be fined. Nowhere does the proposed ordinance say what should not be omitted and or when such information should be given to a prospective client. Section 93.4(b) is equally vague in that it offers no standard by which information given or omitted is understood to constitute a "part of a plan or scheme." Both parts of 93.4 are vague because the term "pregnancy-related services" has no definition in Section 93.3. These sections doom the proposed ordinance to be declared unconstitutionally vague under the lightest scrutiny.

You should vote "No" on the proposed ordinance because it would create an unfair government sponsored bias among groups and organizations that offer information about planned and unplanned pregnancies. By the definitions created in section 93.3, the only thing that would distinguish a "limited service pregnancy center" from a "pregnancy services center" is that it would not provide, or provide referrals for, abortions or emergency contraception. However section 93.3(g) which creates the definition for a "pregnancy services center" does not require it to offer either of these services. Therefore it would be possible for an organization to meet all the standards of definition (g) yet, by not offering abortions or emergency contraceptives, be saddled with the diminutive title of "limited." This would create a clear government-sponsored bias in favor of groups or organizations that offer abortions and emergency contraceptives.

You should vote "No" on the proposed ordinance because it offers a specific remedy for non-specific violations that are unequally applied. Section 93.5(b)(2) would require a so called "limited services pregnancy center" to post signs stating the presence of licensed medical staff and the availability of abortions or emergency contraceptives as a remedy for violating section 93.4. Yet Section 93.4 does not include the absence of these signs as a violation of the ordinance. How then can posting these signs remedy some unknown violation of section 93.4?

Section 93.5(b)(2) is unequal in its application because nowhere does it require "pregnancy services centers" to post similar signs. This is a clear violation of the equal protection clause

of the 14th Amendment to the United States Constitution.

You should vote "No" on the proposed ordinance because it would violate the First Amendment rights of so called "limited services pregnancy centers." Section 93.5(b)(1) would force these centers to re-advertise their services according to the vague standard set by 93.4. I know of no state or federal law that requires companies or organizations that are found guilty of violating existing false advertising laws to do anything other than to remove the false claim or advertising, and or pay a fine. However 93.5(b)(1) goes even further. It would require the group or organization to re-advertise stating that they had made a false claim. This would be equal to an act of public shaming. This punishment would effectually limit the public speech in which an organization could engage and would violate their first amendment protection to freedom of speech.

You should vote "No" on the proposed ordinance because the City and County of San Francisco should not use its limited resources to pass and defend constitutionally-suspect ordinances. Similar laws have already been struck down in New York, and Maryland and are under litigation in Texas. It is certain that if this ordinance passes, its constitutionality will be litigated and tried in the courts. There are serious problems of crime and injustice that our city should be addressing instead of this flawed legislation.

Please take my objections to 110899 seriously and vote "No." Thank you.

Sincerely,

Linda J. Carlson
465 Dolores Street, #2
San Francisco, CA 94110



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: File 110899: Vote No on "False Advertising by limited Services Pregnancy Centers"

From: "Talanda Barrett" <tbarrett@hisfo.com>
To: <Board.of.Supervisors@sfgov.org>
Date: 10/17/2011 09:29 AM
Subject: Vote No on "False Advertising by limited Services Pregnancy Centers"

Dear Supervisor:

Please vote no on the so-called "False Advertising by Limited Services Pregnancy Centers" ordinance introduced by Supervisor Malia Cohen on August 2, 2011. The item is scheduled for a vote on October 18, 2011.

The ordinance is unnecessary, improperly limits the constitutional free speech rights of pregnancy care centers in San Francisco, and is redundant of state laws.

EXPLANATION OF ALPHA PREGNANCY CENTER

Alpha Pregnancy Center is a family resource center that provides free pregnancy tests, and information on all of a persons choices when faced with an unplanned pregnancy. But they do not stop there. They work to improve the quality of life for all people in San Francisco. They have a positive impact on families by helping them raise their children in the city.

Any parent is welcome to receive free supplies that are needed for raising children, attend any of their eight free classes, and benefit from the case management and mentoring they provide. These services are offered to all families, not limited by them having their pregnancy test at Alpha Pregnancy Center, and regardless of their choice to carry a pregnancy to term, or terminate the pregnancy.

THE PROPOSED ORDINANCE VIOLATES FIRST AMENDMENT RIGHTS

Section 93.4 of the ordinance claims that an omission of information could be considered misleading or false. Who determines what information is required to be included or may be excluded from an organizations attempts of out reach? If a person asks about any of the services Alpha Pregnancy Center does or does not provide, they are upfront and honest. But, like most corporations, they prefer to inform people about what they do provide.

Section 93.5 item 2 indicates that this kind of omission could cause a pregnancy center to be forced to post signs on their premises stating what services are not available. Similar ordinances in three other cities (of the four who have passed them) have been found unconstitutional by the courts. I would be sad to see our city become embroiled in similar legal battles, wasting limited city resources in defense of an ordinance that would probably be found unconstitutional. Rather than using our city's resources and your time defending a new, unconsitutional ordinance, exisisting laws could be enforced to ensure there is no deceptive or misleading outreach from either of our city's pregnancy centers.

THE PROPOSED ORDINANCE HARMS SAN FRANCISCO RESIDENTS

This ordinance slows progress for the desires many of you express for community improvements . It makes it more difficult for San Francisco residents to learn about the helpful services available .

It keeps a woman who is picking soda cans from the neighborhood trash from hearing about Alpha Pregnancy Center's free food pantry, baby food, and formula that could help her care for her newborn. This ordinance closes a young father's career pathway because he won't hear that they can help him write a resume, prepare for interviews, and secure a job.

Supervisor John Avalos said he wants to think about homelessness in a compassionate way and help people have the resources they need to turn their lives around. But this ordinance will cause young pregnant girls to be left sleeping on the bus, rather than knowing Alpha Pregnancy Center can help them find safe housing. Supervisors, we can't be hindering programs that help a mother whose homeless get back on her feet.

Supervisor Eric Mar said he wants to ensure we advocate for good parenting support. The ordinance makes it harder for parents learn creative, budget friendly ways to care for a family in classes taught at Alpha Pregnancy Center by trained money management counselors, and receive private consultations from them after completing the class. It keeps moms from having a mentor when their teenager deals with unexpected challenges. New parents won't know they can turn to them to get free diapers and

nice children's clothing

In her video on the San Francisco Government website, Supervisor Malia Cohen says that she wants to educate people on a healthy diet, exercise, handling stress, and a healthy lifestyle. All of those things are taught in Alpha's Life Skills Class. She says she doesn't want the city's families to have to defend themselves. Alpha Pregnancy Center is defending families residing in not only her district but also throughout our city.

Ms. Cohen also said she wants to deal with facts, not politics. We have common goals. Supervisors, I hope you will not be drawn into the politics of this ordinance. Rather than working against Pregnancy Centers, I ask you to work with them to offer families a future and a hope.

Thank you for allowing me to share my concerns with you.

Respectfully Submitted,

Talanda S. Barrett
Senior Catering Sales Manager
Direct:650-873-3566
Fax:650- 873-7101



[Click Here](#) to view images of our banquet room and atrium [Banquet Menu](#)



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Item 110899 creating ordinance 93 is flawed, Vote No.

From: Eric <ericzandona@gmail.com>
To: Scott.Wiener@sfgov.org
Cc: Board.of.Supervisors@sfgov.org
Date: 10/15/2011 01:15 AM
Subject: Item 110899 creating ordinance 93 is flawed, Vote No.
Sent by: mrzandona@gmail.com

Dear Supervisor Wiener,

I am a voter in your district and I am writing to state my reasons for why you should vote NO on 110899 Administrative Code - False Advertising by Limited Services Pregnancy Centers.

The primary reason I am encouraging you to vote no on the addition of ordinance 93 to the San Francisco Administrative Code is the extreme vagueness of Section 93.4(a). This section is *nine line run on sentence* that is unclear on what activities would be considered misleading. Also the idea that that a so called "limited services pregnancy" could be fined for they omit is equally vague. Nowhere does the proposed ordinance say what should not be omitted and or when such information should be given to a perspective client. Section 93.4(b) is equally vague in that it offers no standard by which information given or omitted is understood to constitute a "part of a plan or scheme." Both parts of 93.4 are vague because it introduces the term "pregnancy-related services" that has no definition in Section 93.3. These sections doom the proposed ordinance to be declared unconstitutionally vague under the lightest scrutiny.

You should vote no on the proposed ordinance because it would create an unfair government sponsored bias among groups and organizations that offer information about planned and unplanned pregnancies. By the definitions created in section 93.3 the only thing that would distinguish a "limited service pregnancy center" from a "pregnancy services center" is they do not provide or provide referrals for: abortions or emergency contraception. However section 93.3(g) which creates the definition for a "pregnancy services center" does not require it to offer either of these services. Therefore it would be possible for an organization to meet all the standards of definition (g) yet by not offering abortions or emergency contraceptives be saddled with the diminutive title of "limited." This would create a clear government sponsored bias in favor of groups or organizations that offer abortions and emergency contraceptives.

You should vote no on the proposed ordinance because it offers a specific remedy for non-specific violations that are unequally applied. Section 93.5(b)(2) would require a so called "limited services pregnancy center" to post signs stating the presence of licensed medical staff and the availability of abortions or emergency contraceptives a remedy for violating section 93.4. Yet Section 93.4 does not include the absence of these signs as a violation of the ordinance. How then can posting these signs remedy some unknown violation of section 93.4.

Section 93.5(b)(2) is unequal in its application because nowhere does it require "pregnancy services centers" to post similar signs. This is a clear violation of the equal protection clause of the 14th Amendment to the United States Constitution.

You should vote no on the proposed ordinance because it would violate the First Amendment rights of so called "limited services pregnancy centers." Section 93.5(b)(1) would force publicly shame organizations by forcing them to re-advertise their services according to the vague standard set by 93.4. I know of no state or federal law that requires companies or organizations that are found guilty of violating existing false advertising laws to do anything other than requiring the removal of the false claim or ad and or a fine. However 93.5(b)(1) goes even further. It would require the group or organization to re-advertise saying that they had made a false claim. One cannot help but read this as anything but a City and County sponsored act of public shaming a la Hester Prynne's scarlet "A". This punishment would effectually limit the

types of public speech an organization could engage in which would violate their first amendment protection to freedom of speech.

You should vote no on the proposed ordinance because the City and County of San Francisco should not waist its limited resources on passing and defending constitutionally suspect ordinances. Similar laws have already been struck down in New York, and Maryland and is under litigation in Texas. It is certain that if this ordinance passes, its constitutionality will be litigated and tried in the courts, and at what expense to the city? Have you and the other supervisors taken into consideration what it will cost the City and County of San Francisco to defend such a suspect ordinance. I would much rather the City Attorney spending his time curbing gang violence in the city or going after illegal brothels that front themselves as "massage parlors" or "day spas."

Please take my objections to 110899 seriously and vote no.

Sincerely,

Eric Zandona.



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: File 110899: Pregnancy Center Legislation

From: Allison Howard <allison.m.howard@gmail.com>
To: Board.of.Supervisors@sfgov.org
Date: 10/14/2011 12:29 PM
Subject: Pregnancy Center Legislation

Dear Supervisor:

Please vote **no** on the so-called "False Advertising by Limited Services Pregnancy Centers" ordinance introduced by Supervisor Malia Cohen on August 2, 2011. The item is scheduled for a committee vote on September 26, 2011.

The ordinance is unnecessary, improperly limits the constitutional free speech rights of pregnancy care centers in San Francisco, and is redundant of state laws.

The targeting of First Resort by this ordinance and the City Attorney is based on a national campaign by NARAL to undermine a woman's right to choose the kind of support and counsel she would like to receive.

First Resort is a non-profit pregnancy counseling and licensed medical clinic providing free services for 27 years. Their trained counselors, registered nurses and OB/GYNs are committed to helping women make healthy, well-informed choices consistent with their own core values and beliefs. First Resort's communications with potential clients are not misleading; they are clear, honest and appropriate.

As a supporter of First Resort, I know they recognize a woman's legal right and personal freedom to choose abortion, and the heart of their approach is to always treat women with truthfulness, dignity and respect, whichever choice they make.

Vote NO on this unnecessary legislation.

Sincerely,

Allison Howard



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: File 110899: False Advertising ordinance

From: Gary Gin <gdginmd@aol.com>
To: Board.of.Supervisors@sfgov.org
Date: 10/16/2011 05:38 PM
Subject: False Advertising ordinance

To: The San Francisco Board of Supervisors

From: Gary D. Gin, MD

RE: False Advertising by Limited Services Pregnancy Center

Dear Board of Supervisors,

I urge you to vote NO on the above ordinance that was submitted by Supervisor Malia Cohen. I sent the letter below to Supervisor Cohen and Dennis Herrera stating my support for the Alpha Pregnancy Center.

I have not heard any valid arguments to support the necessity of this ordinance.

First Amendment concerns warrant important consideration.

During these challenging times for San Franciscans, it is important that the Board of Supervisors not focus on a divisive and unnecessary ordinance but work towards addressing more pressing concerns.

Thank you.

Gary D. Gin, MD, MPH

525 Spruce Street

San Francisco, California 94118

June 27, 2011

Dear Supervisor Cohen,

I am writing you regarding the San Francisco Chronicle article of June 4, 2011 that implies that crisis pregnancy centers in San Francisco are deceiving and misleading women and are doing them a disservice.

I have been an active supporter of the Alpha Pregnancy Center for 20 years. This organization has provided much needed services to women who are trying to deal with a major crisis in their lives. I have interacted with the staff and have never found them to be other than open about the services that they provide.

They provide pregnancy tests. They also provide maternity and children's clothes for the women who decide to continue their pregnancies. Free diapers and food are also available.

They also provide needed personal support. They have a mom to mom mentor program as well as classes on parenting, life skills, money management, and child behavior classes.

Through the years, I have heard vivid testimonies from their clients who have been so appreciative of Alpha Pregnancy Center's support. With their children by their side, their pride and confidence of motherhood shine through the stories that they share.

I am wondering about the basis of the legislation being proposed. Have women been coming to you with their children claiming that crisis pregnancy centers tricked them into having their children? Are these women claiming that if they had known better, they would have had an abortion?

We live in San Francisco, where abortion services are very available. People have the ability to make choices. I believe the proposed legislation is unnecessary and generates innuendoes about crisis pregnancy centers that are not true.

Thank you for your attention to my concerns.

Sincerely,

Gary D. Gin, MD

Cc Dennis Herrera, City Attorney



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: File 110899: "False Advertising by Limited Services Pregnancy Centers" ordinance

From: esther Chen <calter77@gmail.com>
To: Board.of.Supervisors@sfgov.org
Date: 10/15/2011 11:00 PM
Subject: "False Advertising by Limited Services Pregnancy Centers" ordinance

Dear Supervisor:

Please vote **NO** on the so-called "**False Advertising by Limited Services Pregnancy Centers**" ordinance introduced by Supervisor Malia Cohen on August 2, 2011. The item is scheduled for a vote on October 18, 2011. The ordinance is unnecessary, improperly limits the constitutional free speech rights of pregnancy care centers in San Francisco, and is redundant of state laws.

EXPLANATION OF ALPHA PREGNANCY CENTER

Alpha Pregnancy Center is a family resource center that provides free pregnancy tests, and information on all of a persons choices when faced with an unplanned pregnancy. But they do not stop there. They work to improve the quality of life for all people in San Francisco. They have a positive impact on families by helping them raise their children in the city.

Any parent is welcome to receive free supplies that are needed for raising children, attend any of their eight free classes, and benefit from the case management and mentoring they provide. These services are offered to all families, not limited by them having their pregnancy test at Alpha Pregnancy Center, and regardless of their choice to carry a pregnancy to term, or terminate the pregnancy.

THE PROPOSED ORDINANCE VIOLATES FIRST AMENDMENT RIGHTS

Section 93.4 of the ordinance claims that an omission of information could be considered misleading or false. Who determines what information is required to be included or may be excluded from an organizations attempts of out reach? If a person asks about any of the services Alpha Pregnancy Center does or does not provide, they are upfront and honest. But, like most corporations, they prefer to inform people about what they do provide.

Section 93.5 item 2 indicates that this kind of omission could cause a pregnancy center to be forced to post signs on their premises stating what services are not available. Similar ordinances in three other cities (of the four who have passed them) have been found unconstitutional by the courts. I would be sad to see our city become embroiled in similar legal battles, wasting limited city resources in defense of an ordinance that would probably be found unconstitutional. Rather than using our city's resources and your time defending a new, unconstitutional ordinance, existing laws could be enforced to ensure there is no deceptive or misleading outreach from either of our city's pregnancy centers.

THE PROPOSED ORDINANCE HARMS SAN FRANCISCO RESIDENTS

This ordinance slows progress for the desires many of you express for community improvements. It makes it more difficult for San Francisco residents to learn about the helpful services available. It keeps a woman who is picking soda cans from the neighborhood trash from hearing about Alpha Pregnancy Center's free food pantry, baby food, and formula that could help her care for her newborn.

This ordinance closes a young father's career pathway because he won't hear that they can help

him write a resume, prepare for interviews, and secure a job.

Supervisor John Avalos said he wants to think about homelessness in a compassionate way and help people have the resources they need to turn their lives around. But this ordinance will cause young pregnant girls to be left sleeping on the bus, rather than knowing Alpha Pregnancy Center can help them find safe housing. Supervisors, we can't be hindering programs that help a mother whose homeless get back on her feet.

Supervisor Eric Mar said he wants to ensure we advocate for good parenting support. The ordinance makes it harder for parents learn creative, budget friendly ways to care for a family in classes taught at Alpha Pregnancy Center by trained money management counselors, and receive private consultations from them after completing the class. It keeps moms from having a mentor when their teenager deals with unexpected challenges. New parents won't know they can turn to them to get free diapers and nice children's clothing

In her video on the San Francisco Government website, Supervisor Malia Cohen says that she wants to educate people on a healthy diet, exercise, handling stress, and a healthy lifestyle. All of those things are taught in Alpha's Life Skills Class. She says she doesn't want the city's families to have to defend themselves. Alpha Pregnancy Center is defending families residing in not only her district but also throughout our city.

Ms. Cohen also said she wants to deal with facts, not politics. We have common goals. Supervisors, I hope you will not be drawn into the politics of this ordinance. Rather than working against Pregnancy Centers, I ask you to work with them to offer families a future and a hope. Thank you for allowing me to share my concerns with you.

Respectfully Submitted,

Esther Chen

Agapeland Children's Program

(415)387-7204



To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: File 110899: Pregnancy Center

From: ritafreeman@comcast.net
To: Board.of.Supervisors@sfgov.org
Date: 10/15/2011 09:25 AM
Subject: Pregnancy Center

Dear Supervisor:

Please vote no on the so-called "False Advertising by Limited Services Pregnancy Centers" ordinance introduced by Supervisor Malia Cohen on August 2, 2011. The item is scheduled for a vote on October 18, 2011.

The ordinance is unnecessary, improperly limits the constitutional free speech rights of pregnancy care centers in San Francisco, and is redundant of state laws.

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Section 93.5 item 2 indicates that this kind of omission could cause a pregnancy center to be forced to post signs on their premises stating what services are not available. Similar ordinances in three other cities (of the four who have passed them) have been found unconstitutional by the courts. I would be sad to see our city become embroiled in similar legal battles, wasting limited city resources in defense of an ordinance that would probably be found unconstitutional. Rather than using our city's resources and your time defending a new, unconsitutional ordinance, exisisting laws could be enforced to ensure there is no deceptive or misleading outreach from either of our city's pregnancy centers.

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Ms. Cohen also said she wants to deal with facts, not politics. We have common goals. Supervisors, I hope you will not be drawn into the politics of this ordinance. Rather than working against Pregnancy Centers, I ask you to work with them to offer families a future and a hope.

Thank you for allowing me to share my concerns with you.

Respectfully Submitted,

Rita J Freeman RN

I support First Resort
Tony Rouse
to:
Board.of.Supervisors
09/20/2011 11:15 AM
Cc:
trouse221
Show Details

File 110899

History: This message has been forwarded.
Dear Supervisor,

I support First Resort. When my 16 year old daughter was pregnant they counseled us with both families present on our choices and our desire to help our daughter with her wish to keep the child. Today we have a five year old grandson Nicholas who we dearly love.

Tony Rouse



To: BOS Constituent Mail Distribution, Andrea Ausberry/BOS/SFGOV,
Cc:
Bcc:
Subject: File 110908: Taxi credit card fees

file 110908

From: Ron <ronwolter@earthlink.net>
To: board.of.supervisors@sfgov.org
Date: 10/15/2011 03:26 PM
Subject: Taxi credit card fees

Dear Supervisors,

I urge you to approve the resolution about Taxi credit card fees.

The MTA's action to charge a 5% fee to taxi drivers is wrong and excessive. Companies that install Verifone TV advertising in the Taxis are the companies that are able to pass this charge on to the drivers - that's just downright strange.

Thank you,
Ron Wolter
SF Taxi Driver

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To: BOS Constituent Mail Distribution,
Cc:
Bcc:
Subject: Government Barometer August 2011 - Internal Distribution

From: Performance Con/CON/SFGOV
To: Performance Con/CON/SFGOV@SFGOV
Date: 10/17/2011 08:00 AM
Subject: Government Barometer August 2011 - Internal Distribution
Sent by: Dennis McCormick

Colleagues,

This is an internal distribution to key City contacts of the Office of the Controller's August 2011 Government Barometer report (file attached). The report will be distributed to the public on **Tuesday August 18, 2011**.

The purpose of the report is to share key performance and activity information with the public in order to increase transparency, create dialog, and build the public's confidence regarding the City's management of public business. The report lists measures in major service areas, such as public safety, health and human services, streets and public works, public transit, recreation, environment, and customer service. This is a recurring report issued bimonthly. The report will be posted to the Controller's homepage and the Citywide Performance Measurement Program webpage.



Government Barometer 2011 Aug.pdf

Please let me know if you have any questions.

Dennis McCormick

City Services Auditor, Citywide Performance Measurement Program
General Support Phone: 415-554-7540
Email: Performance.CON@sfgov.org
Intranet: <http://budget.sfgov.org/>
Internet: www.sfgov.org/controller/performance

27

City and County of San Francisco

Office of the Controller – City Services Auditor

GOVERNMENT BAROMETER

August 2011



October 18, 2011

**CONTROLLER'S OFFICE
CITY SERVICES AUDITOR**

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.

About the Government Barometer:

The purpose of the Government Barometer is to share key performance and activity information with the public in order to increase transparency, create dialog, and build the public's confidence regarding the City's management of public business. The report lists measures in major service areas, such as public safety, health and human services, streets and public works, public transit, recreation, environment, and customer service. This is a recurring report. The October 2011 report is scheduled to be issued in late November 2011.

For more information, please contact the Office of the Controller, City Services Auditor Division.

Phone: 415-554-7463

Email: CSA.ProjectManager@sfgov.org

Internet: www.sfgov.org/controller/performance

Program Team:

Peg Stevenson, Director
Andrew Murray, Deputy Director
Sherman Luk, Project Manager
Dennis McCormick, Performance Analyst
Wylie Timmerman, City Hall Fellow
Richard Kurylo, Operations Analyst
Department Performance Measurement Staff

Government Barometer – August 2011

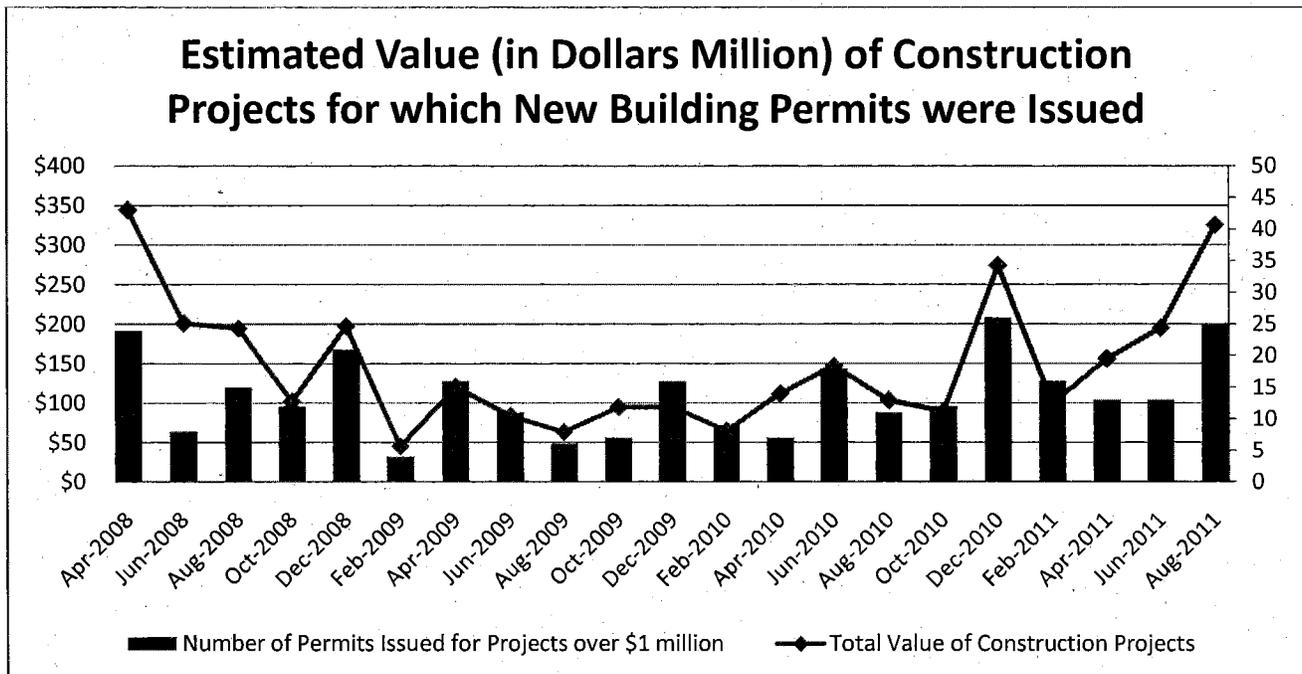
Summary

The Office of the Controller has issued the Government Barometer August 2011. Significant changes reported in August 2011 include the following:

- Violent crimes increased by 6.8 percent from June 2011 to August 2011 and by 5.2 percent since August 2010, property crimes increased by 5.5 percent and decreased by 6.9 percent during the same periods.
- The total number of Healthy San Francisco participants decreased by 12.5 percent from July 2011 because, effective July 1, 2011, over 10,000 Healthy San Francisco participants transitioned to San Francisco Provides Access to Healthcare (SF PATH): a new federally-supported health access program that provides affordable health care services for some low income people living in San Francisco. Beginning July 2011 Healthy SF program statistics will reflect this 10,000 participant reduction.
- The 22.7 percent increase in the total number of individuals currently registered in recreation courses is due to an increase in the number of day camps; 20 more camps were offered in summer 2011 than 2010.
- The total number of visitors at public fine art museums decreased by 40 percent from August 2010 to August 2011, due almost entirely to the popularity of 2010's Birth of Impressionism exhibition (August 2010 was the final full month of the exhibition's run and the de Young offered extended hours).
- Percentage of life hazard or lack of heat complaints responded to within one business day decreased from 100 percent in August 2010 to 87 percent in August 2011. This decrease in response time is partly attributable to staff reductions. A "response" consists of contacting the person making complaint and visiting the building, but the inspector is required to obtain permission from the property owner or tenant prior to entering their premises.

Measure Highlight – Value (estimated cost, in millions) of construction projects for which new building permits were issued

In August 2011 the Department of Building Inspection issued 2,617 new building permits with an estimated value of \$325 million. This marks the highest monthly estimated valuation since April of 2008, when the \$344 million of project permits were issued, and is significantly above the average (\$148 million) for the period. The monthly estimated value is driven in large measure by the number of permits issued for new project estimated at over \$1 million; in August 2011 25 such permits were issued, which is roughly the highest number since the start of 2008.



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City and County of San Francisco
 Controller's Office
 Government Barometer (August 2011)



Activity or Performance Measure	Prior Year	Prior Period	Current Period	Period-to-Period		Year-to-Year	
	Aug-2010	Jun-2011	Aug-2011	% Change	Trend	% Change	Trend
Public Safety							
Total number of serious violent crimes reported (homicide, forcible rape, robbery, and aggravated assault, per 100,000 population)	70.5	69.5	74.2	6.8%	Negative	5.2%	Negative
Total number of serious property crimes reported (burglary, larceny-theft, motor vehicle theft, and arson, per 100,000 population)	367.7	324.6	342.5	5.5%	Negative	-6.9%	Positive
Percentage of fire/medical emergency calls responded to within 5 minutes	87.7%	92.4%	91.1%	-1.4%	Negative	3.9%	Positive
Average daily county jail population	1,721	1,538	1,445	-6.0%	Positive	-16.0%	Positive
Percentage of 9-1-1 calls answered within 10 seconds	89%	90%	89%	-1.1%	Negative	0.0%	Neutral
Average 9-1-1 daily call volume	1,444	1,436	1,450	1.0%	Neutral	0.4%	Neutral
Health and Human Services							
Average daily population of San Francisco General Hospital	399	395	409	3.5%	Negative	2.5%	Neutral
Average daily population of Laguna Honda Hospital	758	747	750	0.4%	Neutral	-1.1%	Neutral
Total number of Healthy San Francisco participants	54,036	54,401	47,587	-12.5%	Negative	-11.9%	Negative
New patient wait time in days for an appointment at a DPH primary care clinic	31	33	31	-6.1%	Positive	0.0%	Neutral
Current active CalWORKs caseload	4,666	5,077	4,965	-2.2%	Positive	6.4%	Negative
Current active County Adult Assistance Program (CAAP) caseload	7,680	7,485	7,373	-1.5%	Positive	-4.0%	Positive
Current active Non-Assistance Food Stamps (NAFS) caseload	23,961	27,253	27,802	2.0%	Negative	16.0%	Negative
Percentage of all available homeless shelter beds used	94.0%	89.0%	94.0%	5.6%	Positive	0.0%	Neutral
Average nightly homeless shelter bed use	1,066	1,013	1,070	5.6%	Negative	0.4%	Neutral
Total number of children in foster care	1,317	1,215	1,175	-3.3%	Positive	-10.8%	Positive
Streets and Public Works							
Average score of streets inspected using street maintenance litter standards (1 = acceptably clean to 3 = very dirty)	1.94	N/A	N/A	N/A	N/A	N/A	N/A
Percentage of street cleaning requests responded to within 48 hours	90.8%	90.8%	86.0%	-5.3%	Negative	-5.3%	Negative
Percentage of graffiti requests on public property responded to within 48 hours	66.1%	46.9%	63.0%	34.3%	Positive	-4.6%	Negative
Percentage of pothole requests repaired within 72 hours	65.3%	81.5%	88.0%	8.0%	Positive	34.7%	Positive

City and County of San Francisco
 Controller's Office
 Government Barometer (August 2011)



Activity or Performance Measure	Prior Year	Prior Period	Current Period	Period-to-Period		Year-to-Year	
	Aug-2010	Jun-2011	Aug-2011	% Change	Trend	% Change	Trend
Public Transit							
Percentage of Muni buses and trains that adhere to posted schedules	73.7%	74.6%	74.2%	-0.5%	Neutral	0.7%	Neutral
Average daily number of Muni customer complaints regarding safety, negligence, discourtesy, and service delivery	43.6	46.2	47.2	2.2%	Negative	8.3%	Negative
Recreation, Arts, and Culture							
Average score of parks inspected using park maintenance standards	91.0%	91.7%	90.1%	-1.8%	Negative	-1.0%	Neutral
Total number of individuals currently registered in recreation courses	11,196	14,989	13,733	-8.4%	Negative	22.7%	Positive
Total number of park facility (picnic tables, sites, recreation facilities, fields, etc.) bookings	4,539	4,076	4,911	20.5%	Positive	8.2%	Positive
Total number of visitors at public fine art museums (Asian Art Museum, Legion of Honor, and de Young)	310,048	177,515	181,312	2.1%	Positive	-41.5%	Negative
Total circulation of materials at main and branch libraries	926,153	975,612	938,195	-3.8%	Negative	1.3%	Neutral
Environment, Energy, and Utilities							
Drinking water reservoirs storage as a percentage of normal for this month	105.1%	99.4%	105.1%	5.7%	Positive	0.0%	Neutral
Average monthly water use by City departments (in millions of gallons)	125.0	123.2	114.5	-7.1%	Positive	-8.4%	Positive
Average daily residential per capita water usage (in gallons)	50.6	50.2	49.8	-0.7%	Neutral	-1.6%	Positive
Average monthly energy usage by City departments (in million kilowatt hours)	72.0	72.3	72.4	0.1%	Neutral	0.6%	Neutral
Average daily tons of garbage going to landfill	1,072.5	1,021.7	1,081.9	5.9%	Negative	0.9%	Neutral
Percentage of total solid waste diverted from landfill through curbside recycling	57.0%	59.1%	59.1%	0.0%	Neutral	3.7%	Positive
Permitting and Inspection							
Value (estimated cost, in millions) of construction projects for which new building permits were issued	\$103.4	\$195.0	\$325.0	66.7%	Positive	214.3%	Positive
Percentage of all building permits involving new construction and major alterations review that are approved or disapproved within 60 days	58%	57%	57%	0.0%	Neutral	-1.7%	Neutral
Percentage of all applications for variance from the Planning Code decided within 120 days	33%	40%	45%	12.5%	Positive	36.4%	Positive
Percentage of life hazard or lack of heat complaints responded to within one business day	100.0%	95.0%	87.0%	-8.4%	Negative	-13.0%	Negative
Percentage of customer-requested construction permit inspections completed within two business days of requested date	95.0%	98.0%	98.0%	0.0%	Neutral	3.2%	Positive

City and County of San Francisco
 Controller's Office
 Government Barometer (August 2011)



Activity or Performance Measure	Prior Year	Prior Period	Current Period	Period-to-Period		Year-to-Year	
	Aug-2010	Jun-2011	Aug-2011	% Change	Trend	% Change	Trend
Customer Service							
Average daily number of 311 contacts, across all contact channels	7,860	8,449	8,088	-4.3%	Negative	2.9%	Neutral
Percentage of 311 calls answered by call takers within 60 seconds	66.2%	66.4%	70.1%	5.6%	Positive	5.9%	Positive

Notes:

The Government Barometer is currently issued every other month, covering even months.

The period-to-period change reflects the change since the last even month (e.g., for Aug 2011, change since June 2011).

The year-to-year change reflects the change since the same month last year (e.g., for Aug 2011, change since Aug 2010).

A period-to-period change of less than or equal to +/-1% and a year-to-year change of less than or equal to +/-3% is considered "Neutral."

Data reported for the most recent month is either data for that month or the most recent data available, please see the attached Government Barometer Measure Details for more information.

For additional detail on measure definitions and department information, please see the attached Government Barometer Measure Details.

Values for prior periods (e.g. June 2011 or Aug 2010) may be revised in this report relative to their original publication.

To prepare this report, the Citywide Performance Measurement Program has used performance data supplied by City Departments. The Departments are responsible for ensuring that such performance data is accurate and complete. Although the Citywide Performance Measurement Program has reviewed the data for overall reasonableness and consistency, the Program has not audited the data provided by the Departments.

City and County of San Francisco
 Controller's Office
 Government Barometer - Measure Details

Department	Activity or Performance Measure	Measure Description	Measure Technical Description
Public Safety			
Police	Total number of serious violent crimes reported (homicide, forcible rape, robbery, and aggravated assault, per 100,000 population)	Number of offenses divided by 100,000 population. Violent crimes: Homicide, forcible rape, robbery and aggravated assault.	Collection Method: Number of UCR Violent Part I crimes divided by current San Francisco population and multiplied by 100,000. Data source: COMPSTAT data extraction prepared weekly from the Incident Report System (IRS) and Homicide Detail and Sexual Assault Details. Population FY 2008: 829,848, FY 2009 & FY 2010: 842,625; Jan 1, 2010 pop estimate: 856,095. (CA Dept of Finance E-2 Report). Timing: Monthly.
Police	Total number of serious property crimes reported (burglary, larceny-theft, motor vehicle theft, and arson, per 100,000 population)	Number of crimes divided by 100,000 population. UCR Part I property crimes are burglary, larceny-theft, motor vehicle theft and arson.	Collection Method: Number of Part I Property crimes divided by current San Francisco population and multiplied by 100,000. Data source: COMPSTAT data extraction prepared weekly from the Incident Report System (IRS) and Homicide Detail and Sexual Assault Details. Population FY 2008: 829,848, FY2009 & FY2010: 842,625; Jan 1, 2010 pop estimate: 856,095. (Source: CA Department of Finance, E-2 Report). Timing: Monthly.
Fire	Percentage of fire/medical emergency calls responded to within 5 minutes	Percentage of all incidents responded to in under five minutes (total response time (RT) from dispatch to arrival on scene of first unit). Includes all calls the Department responds to with lights and sirens, not just those requiring possible medical care.	Raw data is stored at Department of Emergency Management and aggregated at Fire Department headquarters.
Sheriff	Average daily county jail population	Overcrowding creates security and safety issues for the Department and drives costs in many directions. Approximately 75% of those jailed are pretrial felony prisoners, who either cannot be released or cannot make bail. Housing such prisoners can require greater security precautions. An average daily population above the rated capacity can also drive demand for additional facilities.	Collection Method: Average Daily Population (ADP) is compiled by Sheriff's staff from reports issued daily from each jail. Records are located in City Hall, Room 456. Timing: Data available 5am daily. Population represents all in-custody people.
Emergency Management	Percentage of 9-1-1 calls answered within 10 seconds	The State of California 9-1-1 Office recommends that all 9-1-1 calls are answered within 10 seconds. There is no state or federal mandate. Our Center strives to answer 90% of all 9-1-1 calls within 10 seconds.	Collection Method: All calls introduced through the 9-1-1 State switch are captured in an automatic telephone call distribution system produced by Nortel Networks. This system analyzes the time it takes from the call to hit the message switch, then time it takes for our call takers to answer and process the call for service. All equipment housed at 1011 Turk.
Emergency Management	Average 9-1-1 daily call volume	This number represents the number of 9-1-1 telephone calls received and presented to the San Francisco Division of Emergency Communications on a daily basis.	Our statistics are continuously collected by our Nortel Network equipment. This information is collated daily and composed into weekly, monthly, and annual reports to reflect the call volume thus allowing us to allocate staff as needed.
Health and Human Services			
Public Health	Average daily population of San Francisco General Hospital	The daily count of patients at SFGH (aka: Average Daily Census or ADC) is the number of admitted inpatients at SFGH at approximately 12 midnight, when the census is taken. This measure totals the daily census for a month, divided by the number of days in the month. The measure separates the average monthly census by services (acute medical/surgical, acute psychiatry, skilled nursing, and long-term behavioral health) and also provides the total for the hospital.	The daily count is tracked by the Hospital's computer system - SMS Invision Clinical Data System; maintained by DPH Community Health Network/SFGH. The reporting database is updated monthly, within 10 days of the following month. The data is 99% reliable within one month. Reports are run on an ad hoc basis.
Public Health	Average daily population of Laguna Honda Hospital	Laguna Honda Hospital (LHH) is a long-term care facility that provides a residential setting for physically or cognitively impaired individuals who require continuous nursing assistance, rehabilitation services, medical care, and monitoring. LHH also offers acute care for those patients whose condition changes to require this level of care. The daily count of patients (aka: Average Daily Census or ADC) is the total number of residents in-house at LHH at the time the census is taken each day.	Admissions, discharges, and transfers (relocations) are entered into the Invision Clinical Data System when any of these activities occur. Reports for ADC data (from Invision) can be generated for daily, monthly and/or quarterly basis. Numbers are drawn from the Monthly Average Census Report, using the SNF Occupied + M7A + L4A columns.
Public Health	Total number of Healthy San Francisco participants	This number represents enrollees in the Healthy San Francisco program (HSF). HSF is a comprehensive health coverage program for uninsured San Francisco residents, age 18 through 64 years old. Enrollment first began in July 2007 for lower income residents and has grown as more health clinic sites joined and as enrollment requirements expanded. This measure was added to the system in January 2009.	The enrollment number is derived from the One-E-App program. One-E-App is a web-based eligibility and enrollment application and system of record for Healthy San Francisco. Reports are run monthly and ad hoc.
Public Health	New patient wait time in days for an appointment at a DPH primary care clinic	This measure shows the number of calendar days that a new patient would have to wait for a routine primary care appointment and/or examination. This assumes that the patient is not reporting any health issue and is not yet established with a primary care provider. The Healthy San Francisco program has set a goal of 60 calendar days for a new enrollee to wait for a primary care appointment.	This data is collected manually by a DPH staff person who searches the DPH computerized appointment system (Invision) for the first possible routine appointment at each primary care clinic or, if required, calls the clinic to inquire about next appointment availability for a new & routine patient appointment. The report represents a point in time, the day the report is done. To obtain one monthly number for the measure, the wait for each clinic is added together and divided by the number of clinics (13).
Human Services	Current active CalWORKs caseload	This measure is the number of CalWORKs cases that have received cash assistance (TANF) during the month for which the data is reported.	Data for this measure is obtained from a monthly extract generated by the CalWIN client tracking system.
Human Services	Current active County Adult Assistance Program (CAAP) caseload	This measure reflects the number of cases that are paid cash assistance during the month for which data has been reported.	Data for this measure is obtained from a monthly extract generated from the CalWIN client tracking system.

City and County of San Francisco
 Controller's Office
 Government Barometer - Measure Details

Department	Activity or Performance Measure	Measure Description	Measure Technical Description
Human Services	Current active Non-Assistance Food Stamps (NAFS) caseload	This is the total number of cases receiving non-assistance food stamps. Non-assistance food stamps cases do not include those cases which also receive other forms of public assistance (e.g. CalWORKs).	Collection Method: Data for this measure is tracked within the CalWIN system. A case file is opened at the point of intake and maintained while the case is active. Timing: The CalWIN data system is dynamic, and can be queried for current data. Historical data is stored in extracts that can also be queried for previous periods.
Human Services	Percentage of all available homeless shelter beds used	This is the average percentage of shelter beds (single adult) available that have been reserved and used on a nightly basis.	Data for this measure is derived from the CHANGES shelter bed reservation system.
Human Services	Average nightly homeless shelter bed use	The numbers reported here represent the average number of beds (single adult) used during the month.	Data for this measure is reported via the CHANGES system, but the actual number of beds available is based upon negotiated contracted obligations.
Human Services	Total number of children in foster care	This measure provides a count of the number of children with an open case in foster care at the end of each month that data is being reported.	The data source for this measure is the Child Welfare Services Case Management System (CWS/CMS). CWS/CMS is a longitudinal statewide database that can be queried for current and historical data.
Streets and Public Works			
Public Works	Average score of streets inspected using street maintenance litter standards (1 = acceptably clean to 3 = very dirty)	Average score of the inspection results of selected routes for the street cleanliness standard 1.1, which is based on a scale from 1 to 3. (For each 100 curb feet, 1 = under 5 pieces of litter; 2 = 5 - 15 pieces of litter; and 3 = over 15 pieces of litter). See maintenance standards manual for details.	For selected blocks, an inspector assigns a score from 1 to 3 to each 100 curb feet, for blocks of selected routes. Block and route averages are calculated. This measure provides the average of routes inspected for the selected time period. It includes only DPW inspections. Inspections were conducted on a combination of 11 residential and 11 commercial routes. Clean Corridors routes are excluded. Data collection: Data source are MNC Excel files, and summaries are generated by the Controller's Office. Data for these "district" inspections, are available every other month.
Public Works	Percentage of street cleaning requests responded to within 48 hours	DPW receives requests to address street cleaning issues primarily through 311. Our goal is to resolve these issues within 48 hours of receiving the request.	Collection Method: Dated services requests and action taken data is entered into the Bureau of Street Environmental Services' 28 Clean Access database. Timing: Data is available on a daily basis.
Public Works	Percentage of graffiti requests on public property responded to within 48 hours	DPW receives calls from the public to report graffiti, primarily through 311. DPW crews respond to these calls and abate the graffiti on public property. Our goal is to abate within 48 hours. If the graffiti is on private property, the property owner is notified to abate. This metric only measures abatements on public property.	Collection Method: Dated service requests and action taken data is logged into the Bureau of Street Environmental Services' 28 Clean Access database. Timing: Data is available on a daily basis.
Public Works	Percentage of pothole requests repaired within 72 hours	DPW receives calls from the public reporting potholes. Our goal is to repair these potholes within 72 hours.	Collection Method: Dated service requests and action taken data is entered into the Bureau of Street and Sewer Repair's Pothole database daily. Timing: Data is available on a monthly basis.
Public Transit			
Municipal Transportation Agency	Percentage of Muni buses and trains that adhere to posted schedules	Definition: Each line is checked at least once in each six month period. Such checks are conducted no less often than 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for such checks, or the measurement of any performance standard, such systems will be used.	Method: Check the designated lines using criteria of -1/+4 minutes. Periods of time includes morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour check at a point at mid-route during all four time periods stated above. Timeframe: Data is available approximately 60 days after each quarter closes. The annual goal for the forthcoming fiscal year is traditionally approved by the SFMTA Board of Directors in April or May. For the barometer report, data is reported on a quarterly basis.
Municipal Transportation Agency	Average daily number of Muni customer complaints regarding safety, negligence, discourtesy, and service delivery	Definition: Customers may provide feedback regarding Muni services through 311, sfmta.com, by mail, and by fax.	Method: Feedback data is pulled from the Trapeze system on a monthly basis and divided by the number of days in the month to come up with the average daily number of complaints.
Recreation, Arts, and Culture			
Recreation and Parks	Average score of parks inspected using park maintenance standards	The average rating for neighborhood parks category only (i.e. an average of the neighborhood parks' percentages for meeting parks standards). The ratings for Neighborhood Parks have been chosen to be included as a performance measure as they represent the majority of RPD property types, include almost all park features rated, and are geographically dispersed throughout the City	Collection Method: RPD staff conducts quarterly park evaluations. Hard copies turned in to clerical staff for data entry into Park Evaluations database. Hard copies kept on file by clerical staff. Data Location: Park Evaluations Database. "Neighborhood Parks" is an established category of City parks and broken out in the current database reports (BY PARK TYPE BY DISTRICT REPORT). Timing: This data is available quarterly, no more than 30 days after the previous quarter end. For the barometer report, data is reported on a quarterly basis and 1 month in arrears.

City and County of San Francisco
 Controller's Office
 Government Barometer - Measure Details

Department	Activity or Performance Measure	Measure Description	Measure Technical Description
Recreation and Parks	Total number of individuals currently registered in recreation courses	Measure indicates number of registered program participants for all age categories. It includes all recreation programs except aquatics programs. Please note that given a certain month, this number does not reflect all participants but rather those that registered in that given month.	Collection Method: CLASS recreation management software records all individuals (termed clients within the CLASS system) registered for any kind of program RPD offers. Timing: CLASS implementation launched in January 2007, with preliminary data available in May 2007. Data is now available monthly. Baseline data was captured in FY08 and FY09 and the Department began to set targets in FY10.
Recreation and Parks	Total number of park facility (picnic tables, sites, recreation facilities, fields, etc.) bookings	Measure indicates number of park facilities permits created.	Collection Method: CLASS recreation management software measures field permitting, picnic table rentals, indoor recreation center bookings, and other types of facility rentals.
Fine Arts Museums and Asian Art Museum	Total number of visitors at public fine art museums (Asian Art Museum, Legion of Honor, and de Young)	This measure aggregates data from 3 separate measures for the Asian Art Museum, Legion of Honor, and de Young Museum. Museum visitors includes all visitors to the 3 separate museums, including school children, business visitors, rental events, and other events, but excluding cafe and store visitors.	CON to manually calculate measure from data entered directly into PM system.
Public Library	Total circulation of materials at main and branch libraries	Number of items (books and other materials) circulated to the public (children, youth & adults) from all libraries.	Collection Method: Statistics generated from the Library's automated circulation system; Information Technology Division. Timing: Reports are generated monthly. For barometer, add both branch & main library measures together.
Environment, Energy, and Utilities			
Public Utilities Commission	Drinking water reservoirs storage as a percentage of normal for this month	Beginning of month total system storage (i.e. Hetch Hetchy, Cherry, Eleanor, Water Bank, Calaveras, San Antonio, Crystal Springs, San Andreas, Pilarcitos) as percentage of long-term median (water year 1968 to 2007).	The long-term median of total system storage at the beginning of the month was calculated using data stored in Form 11 for Hetch Hetchy Division and in WISKI database for Water Supply & Treatment Division for water years 1968 to 2007 (40-year period). 1968 was selected as the first year for the calculation to include San Antonio Reservoir. The current beginning of month total system storage is reported as a percentage of the long-term median.
Public Utilities Commission	Average monthly water use by City departments (in millions of gallons)	12-month rolling monthly average of total water use by City departments, in million gallons.	12-month rolling monthly average computed from total monthly amount of billed water usage for municipal departments per report 892-Monthly Sales and Revenue, converted to million gallons.
Public Utilities Commission	Average daily residential per capita water usage (in gallons)	Annual rolling average of daily residential water use per person.	Daily per capita usage computed using twelve months of city residential usage per report 892-Monthly Sales and Revenue, divided by 365 and estimated 2009 population of 818,887, the 2008 US Census number multiplied by the 2008 growth rate.
Public Utilities Commission	Average monthly energy usage by City departments (in million kilowatt hours)	Energy use by City departments in kilowatt hours (kWh) in millions for the month based on 12-month rolling average	Estimate of energy use by City departments in kilowatt hours (kWh) in millions for the month based on 12-month rolling average and maintained in our Electric Billing System.
Environment	Average daily tons of garbage going to landfill	Average daily tons of garbage going to landfill.	Total materials San Francisco sends to landfill, calculated by dividing the monthly tonnage by the number of days in the month. Universe is municipal, residential, commercial, industrial.
Environment	Percentage of total solid waste diverted from landfill through curbside recycling	Percentage of total solid waste diverted from landfill through curbside recycling.	Percentage of recycling (blue cart) and compostables (green cart) collected, factored against disposal tonnage (black cart). Universe is residential and small commercial customers.
Permitting and Inspection			
Building Inspection	Value (estimated cost, in millions) of construction projects for which new building permits were issued	The construction valuation is driven by customer demand, the number of projects approved for construction, major developments, and the overall economic climate. This construction valuation or number of permits issued for construction cannot be estimated.	Collection Method: This is a new measure for DBI. The data entered for April 2008 and April 2009 is actual data, not estimated cost as indicated on Column C. The data is collected through our automated Permit Tracking System and is based on the fees collected for permits issued. Timing: Available on a weekly/monthly basis.

City and County of San Francisco
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 Government Barometer - Measure Details

Department	Activity or Performance Measure	Measure Description	Measure Technical Description
Planning	Percentage of all building permits involving new construction and major alterations review that are approved or disapproved within 60 days	When a member of the public wants to conduct major physical improvements to existing construction or to develop property, the proposal comes to the Planning Department for review to ensure the project conforms with existing land use requirements as specified in the Planning Code.	Collection Method: Data is stored in the Department of Building Inspection's permit tracking database, housed at 1650 Mission Street. Timing: Data updates are available on a monthly basis.
Planning	Percentage of all applications for variance from the Planning Code decided within 120 days	A variance allowing a project to vary from the strict quantitative standards of the Planning Code may be granted after a public hearing before the Zoning Administrator. Variances are typically requested for projects that do not meet the Planning Code standards for rear yards, front setbacks, parking requirements, and open space requirements. The 4 month target is based on a reasonable time to complete the lowest priority applications.	Collection Method: Data stored in Department's case intake database, housed at 1650 Mission Street. Timing: Data updates are available on a monthly basis.
Building Inspection	Percentage of life hazard or lack of heat complaints responded to within one business day	This measure addresses response time for complaints received from the public regarding life hazards or lack of heat. Complaints are received in person, by phone, email, through the internet, and mail. Response consists of contacting person making complaint and visiting the building. Measure changed in FY 02-03 to reflect 24-hour turnaround instead of 48 hours, but the data reflecting the 24-hour target was reported for the first time in FY 07. Definition of life hazard includes abandoned buildings, which may not need an inspection.	Collection Method: Staff in Housing Inspection Services utilize the Complaint Tracking System to maintain a record of complaints received and responded to. Response data is compiled into monthly, quarterly and annual reports. Timing: Statistics are available two weeks after the end of the month (i.e., statistics for September will be available on October 15th.)
Building Inspection	Percentage of customer-requested construction permit inspections completed within two business days of requested date	Customers request inspection of construction to meet permit requirements. Customers contact inspection divisions via phone to set up appointments. Inspections are completed when inspectors visit sites to conduct inspection.	Collection Method: Daily logs are entered into Oracle database; this information is compiled into monthly, quarterly and annual reports. Timing: Statistics are available two weeks after the end of the month (i.e., statistics for September will be available on October 15th.)
Customer Service			
Administrative Services	Average daily number of 311 contacts, across all contact channels	The average daily number of calls and service requests and information accessed on-line, via self-service forms, Twitter, and Open311 applications. Calls received at 311 which includes those calls that were "answered" and those that were "abandoned" by the caller.	Calculation: The total number of calls (answered and abandoned), self-service requests, Open311 requests and website visits received divided by the number of days in that particular month. Sources: The CMS application is used to track the volume of calls, use of self-service forms, and Open 311 apps. Urchin Software is used to track the total number of visits to the website. Frequency: Call volumes are reported on a daily basis with data for the previous day.
Administrative Services	Percentage of 311 calls answered by call takers within 60 seconds	The percentage of calls answered within 60 seconds versus the total number of calls received on a monthly basis. This metric of answering 50% of calls in 60 seconds was developed in July 2008 as a performance measure for 311.	Calculation: The number of calls answered within 60 seconds divided by the total number of calls received during the measurement interval. Data Source: Avaya's Call Management System (CMS) will be utilized to determine the number of calls answered within 60 seconds and the total number of calls received. Frequency: Monthly.

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 The year-to-year change reflects the change since the same month last year (e.g., for Aug 2011, change since Aug 2010).
 A period-to-period change of less than or equal to +/-1% and a year-to-year change of less than or equal to +/-3% is considered "Neutral."
 Data reported for the most recent month is either data for that month or the most recent data available, please see the attached Government Barometer Measure Details for more information.
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