



CITY AND COUNTY OF SAN FRANCISCO
OFFICE OF THE CONTROLLER

Ben Rosenfield
Controller

Monique Zmuda
Deputy Controller

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CONTACT: Mary Ellen Carroll, 415- 554-7526

CITIZEN OPINION OF GOVERNMENT PERFORMANCE
IMPROVES, SURVEY SHOWS

SAN FRANCISCO – City Controller Ben Rosenfield today released the City Survey 2009 report. The survey measures San Franciscans’ opinions about public services they experience every day— streets, parks, Muni, libraries, public safety, and schools —and other characteristics of the City’s quality of life, such as access to computers and the Internet.

This year’s survey found that more San Franciscans give local government a favorable grade of “A” or “B” on overall services— 43%, up from 40 % in 2007 and 36% in 2005. The overall report card for all public services remained at “C+” but ratings improved across the board for individual service areas, including public transportation, streets and sidewalks, safety and parks and recreation. Among the most striking findings are:

- More families with children under the age of 18 are more likely to stay in San Francisco than ever before, and appear to be making increasing use of a variety of support services for their children.
- Muni ratings held steady for convenience and improved in all other areas this year, including fares, safety, courtesy, timeliness and reliability , communication and cleanliness.
- A majority of residents now report feeling safe walking alone in their neighborhood during the day and at night, a 4 % increase since 2007, although residents in the Southeastern part of the City continue to feel less safe than residents of other areas.
- Positive ratings for City parks and recreation programs improved in every category measured.
- Library ratings improved in all categories and the frequency of visits is up.
- Sixty-four percent of residents have access to a green curbside recycling cart and 90% of residents with access to carts put them to use.

City Controller Ben Rosenfield noted, “The survey allows us to hear from the residents of San Francisco and to see how the City is performing from their perspective.” Over 2,700 residents were polled via mail, phone and Internet between January and March 2009, with sampling techniques used to make the survey reflective of the City’s population as a whole.

This is the twelfth year the Controller’s Office has conducted the survey, which is used by City departments as part of their performance measurement and planning. The Controller’s Office City Services Auditor Division (CSA) leads the City Survey project. CSA is tasked with reporting on the level and effectiveness of San Francisco’s public services. CSA also produces annual reports on performance standards for Parks and Streets and Sidewalks.

City Survey 2009 on the web: www.sfgov.org/citysurvey