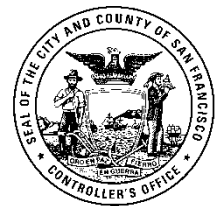


STREET AND SIDEWALK MAINTENANCE

6-MONTH REPORT FY 2009-10

**Commercial and residential routes
both met street and sidewalk
cleanliness standards during the
first half of FY 2009-10**



March 2, 2010

**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.

Project Team: Peg Stevenson, Director
Andrew Murray, Deputy Director
Keith DeMartini, Performance Analyst
CSA Performance and Audit Staff



City and County of San Francisco

Office of the Controller - City Services Auditor

Street and Sidewalk Maintenance 6-Month Report FY 2009-10

March 2, 2010

Purpose of the Report

The City Services Auditor Charter Amendment requires that the Controller's Office and the Department of Public Works (DPW) develop and implement standards for street and sidewalk maintenance. The Charter Amendment mandates that the City Services Auditor (CSA) issue a report of the City's performance under the standards, with geographic detail.

This report provides the results of street and sidewalk inspections conducted in the first half of fiscal year (FY) 2009-10 and discusses relevant street and sidewalk maintenance efforts.

Inspection Highlights:

- Street litter ratings improved during the first half of FY 2009-10, and now meet the cleanliness standard.
- Sidewalk litter ratings improved during the first half of FY 2009-10, and now meet the cleanliness standard.
- In July 2009, Clean Corridor routes passed the street cleanliness standard for the first time since November 2007. DPW has focused cleaning and enforcement efforts on these routes during FY 2008-09 and FY 2009-10.
- Counts of graffiti on private property are the highest among all types of graffiti and are the highest they have been since inspections began in FY 2006-07. During the first half of FY 2009-10, an average of 16.6 instances of graffiti were noted per route.
- Trash receptacle and tree and landscaping ratings are the highest, on average, they have been since the inception of the program in FY 2006-07.
- Results from both CSA and DPW inspections are analyzed in this report. A total of 214 inspections were performed during the first half of FY 2009-10, and more than 1,000 inspections have been conducted over the past four fiscal years.

Copies of the full report may be obtained at:

Controller's Office • City Hall, Room 316 • 1 Dr. Carlton B. Goodlett Place • San Francisco, CA 94102 • 415.554.7500
or on the Internet at <http://www.sfgov.org/controller>

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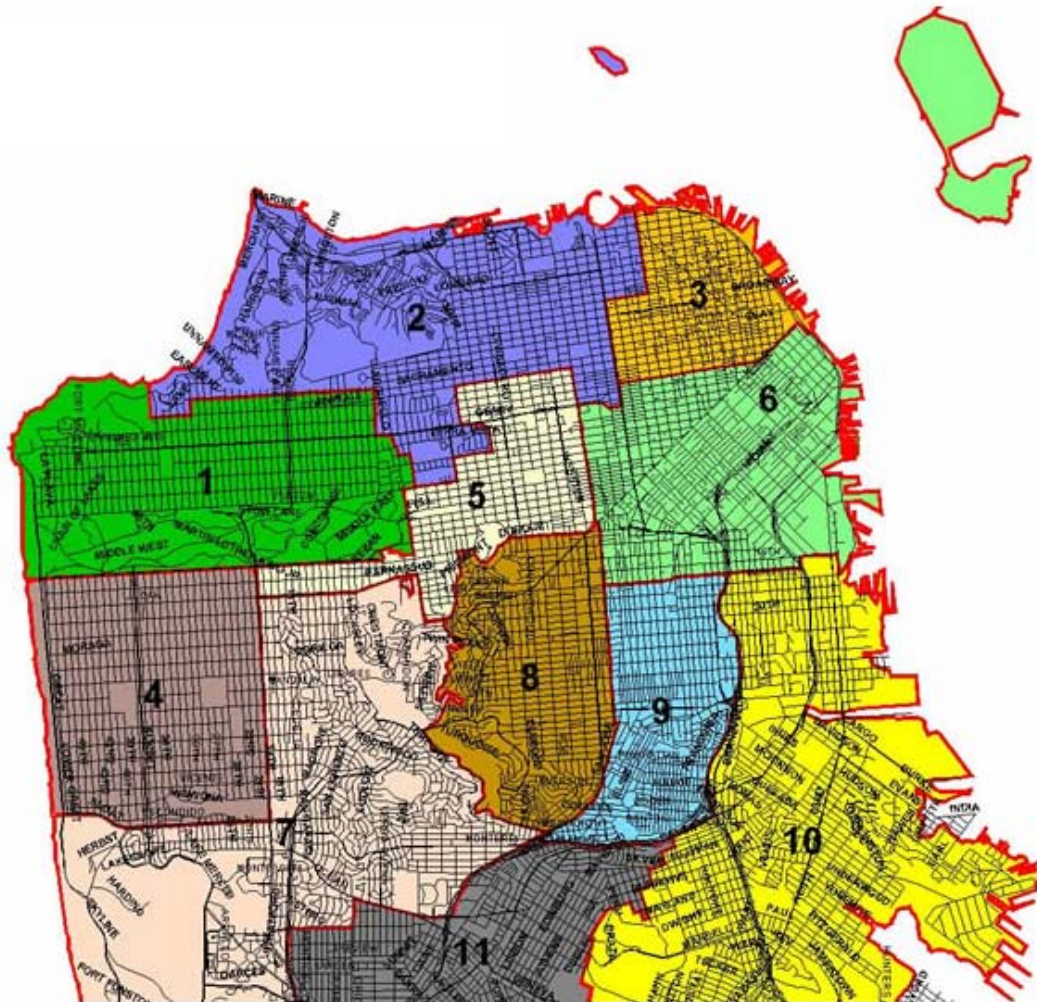
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LIST OF ACRONYMS

Acronym	Description
CC	Clean Corridors (Community Corridors Partnership Program)
CSA	City Services Auditor
DPW	Department of Public Works
FY	Fiscal Year
MNC	Mission Neighborhood Centers
Prop C	Proposition C (City Charter Amendment, Passed November 2003)

SAN FRANCISCO SUPERVISORIAL DISTRICT MAP



BACKGROUND

Mandate

In November 2003, San Francisco voters passed Proposition C (Prop C), amending the City Charter to mandate that the City Services Auditor (CSA) division of the Controller's Office work with the Department of Public Works (DPW) in three ways: to develop objective and measurable standards for street maintenance; to establish publicly posted street maintenance and staff schedule compliance reports; and to issue an annual report on the state of the City's streets and sidewalks as measured by inspections.

Specifically, the annual report shall:

- (1) Include quantifiable, measurable, objective standards for street and sidewalk maintenance, reporting on the condition of each geographic portion of the City;
- (2) To the extent that standards are not met, assess the causes of such failure and make recommendations that will enhance the achievement of those standards in the future;
- (3) Monitor compliance with street maintenance schedules, and regularly publish data showing the extent to which the department has met its published schedules; and
- (4) Furnish recommendations for making the information public regarding the timing, amount and kind of services provided.

This report provides the results of street and sidewalk inspections conducted during the first half of fiscal year (FY) 2009-10.

Methodology

DPW uses a contracted organization, Mission Neighborhood Centers (MNC), to inspect, while CSA uses City staff to perform inspections

CSA and DPW inspect streets and sidewalks on a quarterly and monthly basis, respectively. DPW uses a contracted organization, Mission Neighborhood Centers (MNC), to conduct inspections, while CSA uses its own staff. Inspections generally cover five continuous city blocks.

Nineteen quantifiable standards are rated in five different street and sidewalk categories: street litter; sidewalk litter; graffiti on public and private property; trash receptacles; and trees and landscaping.

DPW operates a Maintenance Schedules and Standards website¹ containing maintenance schedules, but not inspection results. CSA inspections in FY 2005-06 and FY 2006-07 found that DPW was complying with street sweeping schedules; therefore, compliance with street sweeping schedules was not evaluated in FY 2007-08 or FY 2008-09. CSA confirmed that street cleaning schedules are still posted on the aforementioned website during FY 2009-10.

A list of the inspection standards is provided in Exhibit 1.

EXHIBIT 1	
Street and Sidewalk Inspection Standards	
Feature	Standard
Street Cleaning	<p>Streets shall be free of litter and will be rated on a scale of 1 to 3.</p> <ul style="list-style-type: none"> ▪ 1 = Acceptably clean, less than 5 pieces of litter per 100 curb feet examined. ▪ 2 = Not acceptably clean, 5-15 pieces of litter per 100 curb feet examined. ▪ 3 = Very Dirty, over 15 pieces of litter per 100 curb feet examined. <p>A final average rating of less than 2 must be attained to meet the standard for the route.</p>
Sidewalk Cleaning	<p>Sidewalk shall be free of litter and will be rated on a scale of 1 to 3 (same as above).</p> <ul style="list-style-type: none"> ▪ 90% of sidewalk shall be free of grime, leaks and spills. ▪ 100% of sidewalk shall be free of graffiti. ▪ 100% of sidewalk shall be free of illegal dumping. ▪ 100% of sidewalk shall be free of feces, needles, broken glass and condoms.
Graffiti	<p>100% of the street surface, public and private structures, buildings and sidewalks must be free of graffiti. The following categories are rated:</p> <ul style="list-style-type: none"> ▪ DPW public property (street surfaces, city trash receptacles). ▪ Non-DPW public property (street signs, meters, mailboxes, etc). ▪ Private property.
Trash Receptacles	<ul style="list-style-type: none"> ▪ Trash receptacle is clean and not overflowing. ▪ No more than 5 pieces of litter in the area around the receptacle. ▪ Structure must have a uniform coat of paint. ▪ Structure must be free of large cracks or damage that affects use. ▪ The door must be closed.

¹ Schedules and standards are available at the following website:
http://www.sfgov.org/site/sfdpw_page.asp?id=79573

Trees and Landscaping	<ul style="list-style-type: none">▪ 90% of trees, tree wells and planters shall be free of litter.▪ 90% of trees are free of damage or hanging limbs; no tree is dead.▪ 90% of tree wells and planters are free of weeds and vines.▪ 90% of trees with limbs and foliage provide clearance over the sidewalk and street.
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Route Selection

CSA inspected routes in December of FY 2009-10 for a total of 22 inspections. Routes that CSA inspected in FY 2009-10 were the same as in the prior fiscal year, and chosen in consultation with DPW to represent residential and commercial streets throughout the 11 Supervisorial Districts in the City.

CSA inspected 22 routes while DPW inspected 192 routes

DPW conducted 192 inspections on two different sets of routes during the year. One set of routes replicates CSA inspection routes, and the other set includes streets in the Community Corridors Partnership Program, "Clean Corridors." For DPW, a dedicated contractor performed inspections on a monthly basis. Inspection results from July 2009 through December 2009 are included in this report.

Analysis

CSA and DPW used the same inspection methodology and covered many of the same routes. All inspections were conducted at the midpoint, or middle, of a street sweeping schedule for each route, which is the same as in prior fiscal years. Inspection results for the two groups are analyzed together; therefore, inspection results are based on 214 inspections.

DPW results include inspections of Clean Corridor routes

Beginning in December of FY 2009-10, both CSA and MNC inspectors began counting litter on streets and sidewalks instead of simply scoring litter on a scale of 1 to 3. Results will inform the planned FY 2010-11 standards revision.

Quality Control

Quality control inspections help ensure the maintenance standards are applied consistently across all street inspections. Three quality control inspections were conducted in the first half of FY 2009-10, and the findings will be used by DPW and CSA to clarify the standards, ensure proper inspection training, and clarify the inspection methodology.

Reporting Major Incidents

Beginning in June of 2009, CSA inspectors were directed to call 311, San Francisco's 24-hour customer service center, if a major incident was observed, such as illegal dumping. This process was implemented in response to a recommendation from the FY 2007-08 annual report. Since then, four 311 calls have been placed, and all service requests have been closed.

FY 2006-07 TO Q2 FY 2009-10 RESULTS SUMMARY

Exhibit 2 compares inspection results between FY 2006-07 and Q2 of FY 2009-10.

EXHIBIT 2 Average Inspection Scores From FY 2006-07 to Q2 FY 2009-10					
Criteria	n=44	n=393	n=428	n=214	Trend
	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	
1.0 Street Cleanliness					
1.1 Score (1 = acceptably clean to 3 = very dirty)	n/a	2.07	2.37	1.96	Positive
2.0 Sidewalk Cleanliness					
2.1 Litter (1 = acceptably clean to 3 = very dirty)	1.76	1.83	2.07	1.88	Positive
2.2 Grime, leaks, spills (% of sidewalk free)	97.4%	96.7%	96.7%	97.8%	Positive
2.3 Graffiti (# on sidewalk)	0.3	0.3	0.1	0.2	Negative
2.4 Percentage of inspections with no illegal dumping	70.0%	40.8%	60.0%	81.3%	Positive
2.5 Percentage of inspections with no feces, needles, broken glass and condoms	61.0%	18.1%	29.2%	59.3%	Positive
3.0 Graffiti - Average number of incidents per block					
3.1 DPW	0.9	0.5	0.2	0.4	Negative
3.2 Non-DPW public	4.1	6.1	11.3	9.1	Positive
3.3 Private	4.2	14.0	15.3	16.6	Negative
4.0 Trash Receptacles – Percent that meet the standard					
4.1 Fullness	88.0%	94.5%	95.3%	99.2%	Positive
4.2 Cleanliness of trash receptacles	88.1%	93.8%	95.7%	98.3%	Positive
4.3 Cleanliness around trash receptacles	80.5%	82.1%	85.2%	97.5%	Positive
4.4 Painting	88.5%	99.2%	98.8%	99.7%	Positive
4.5 Structural integrity and function	90.4%	97.3%	96.5%	99.6%	Positive
4.6 Doors	89.4%	99.5%	99.4%	99.5%	Positive
5.0 Trees and Landscaping - Percent that meet the standard					
5.1 Cleanliness	54.9%	71.8%	78.8%	93.2%	Positive
5.2 Appearance	94.8%	77.4%	82.8%	99.1%	Positive
5.3 Weediness	68.7%	92.0%	96.3%	96.0%	Negative
5.4 Clearance	92.7%	96.1%	98.4%	98.6%	Positive
Positive 1-year trend (Getting Cleaner)		Negative 1-year trend (Getting Dirtier)		Neutral 1-year trend (No Change)	

STREETS AND SIDEWALKS

Street and Sidewalk Litter

Inspectors score streets and sidewalks for the presence of litter along the route, scoring 1 if the street and sidewalk averages less than 5 pieces of litter per 100 curb feet, 2 for averages of 5-15 pieces per 100 curb feet, and 3 for averages of more than 15 pieces per 100 curb feet. Scores of less than 2 are considered passing.

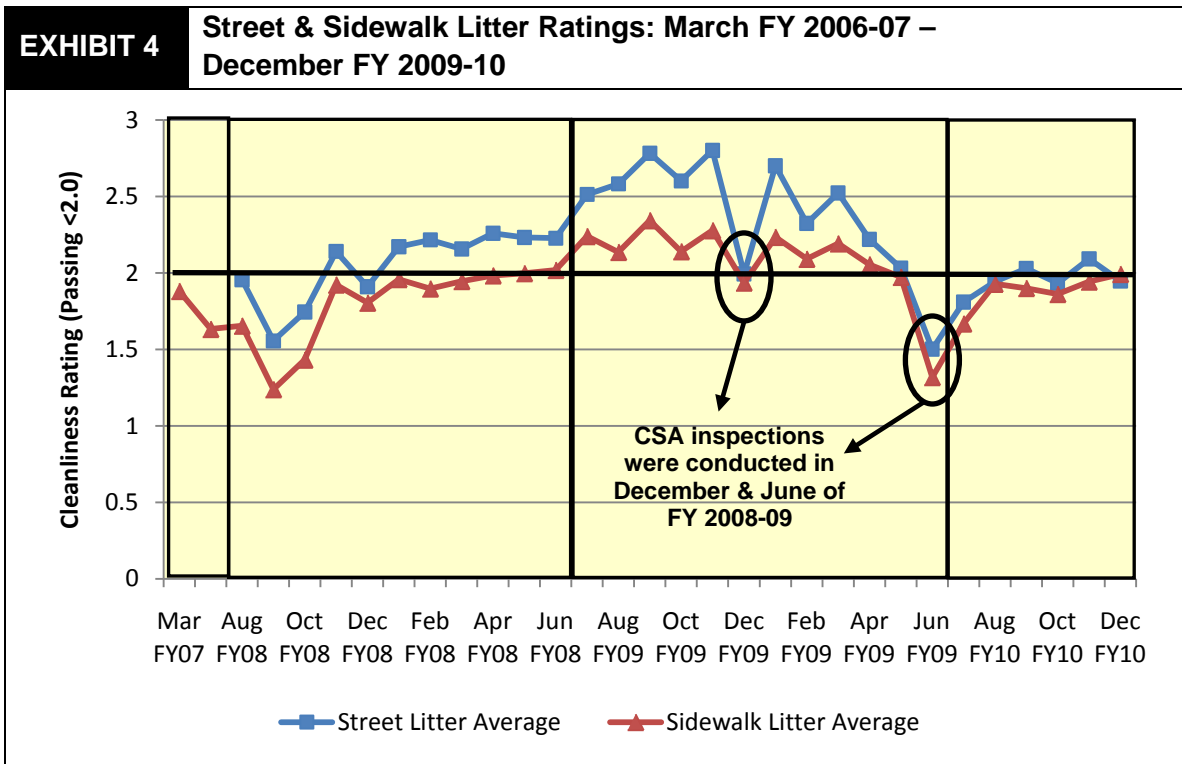
The sidewalk litter score in District 4 declined (more litter) to 1.94 in FY 2009-10 from 1.85 in FY 2008-09

Street litter ratings improved during the first half of FY 2009-10, from an average of 2.37 in FY 2008-09 to 1.96 in FY 2009-10. Sidewalk litter ratings improved during the first half of FY 2009-10, from an average of 2.07 in FY 2008-09 to 1.88 in FY 2009-10. Street litter ratings improved in all Districts, while sidewalk litter ratings improved in all but one District. Street and sidewalk litter ratings in FY 2009-10 are more in line with ratings in FY 2007-08 compared to FY 2008-09. CSA is working with DPW to interpret the changes in ratings to determine the causes and look for opportunities to extend gains.

Exhibit 3 shows the street and sidewalk average cleanliness ratings by Supervisorial District during the first half of FY 2009-10 and the percentage change from FY 2008-09.

EXHIBIT 3 Street & Sidewalk Average Cleanliness Ratings by Supervisorial District											
Criteria	Supervisorial District										
	1	2	3	4	5	6	7	8	9	10	11
Street Cleanliness	1.77	1.73	2.08	1.95	1.90	2.14	1.78	1.95	2.08	1.98	2.08
% Change from FY 2008-09	24%	25%	15%	12%	22%	15%	17%	8%	17%	18%	12%
Sidewalk Cleanliness	1.74	1.71	1.96	1.94	1.84	2.01	1.62	1.85	2.07	1.87	1.94
% Change from FY 2008-09	12%	14%	12%	-5%	12%	10%	13%	2%	4%	13%	6%

Exhibit 4 shows street and sidewalk litter ratings from March 2007 through December 2009.

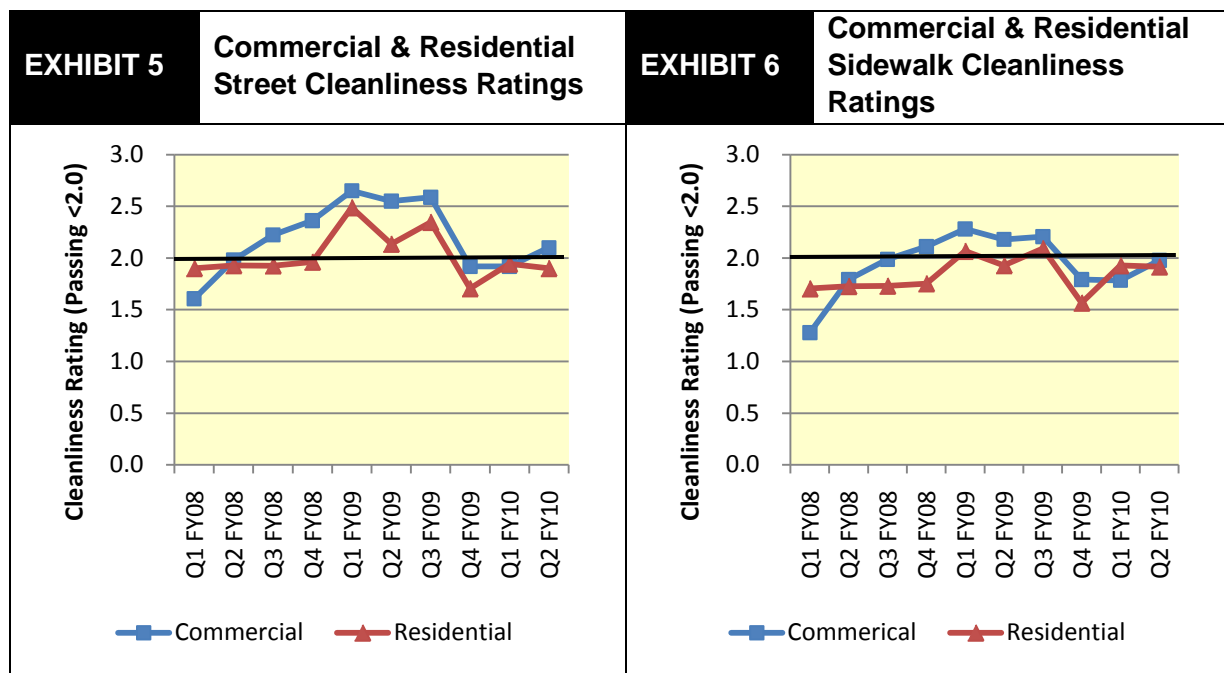


Between September 2007 through November of 2008, street and sidewalk cleanliness ratings had steadily worsened (more litter). Ratings in December 2008 and June 2009 improved (less litter) mainly due to the inclusion of CSA inspection results, which tend to be more positive. Cleanliness ratings between January 2009 and June 2009 improved (less litter) mainly due to the improved ratings on Clean Corridor routes.

Commercial versus Residential Routes

Street and sidewalk litter ratings, on average, are worse (more litter) on commercial routes than residential routes. Commercial litter ratings on streets and sidewalks were better compared to residential ratings in only 2 of the last 10 fiscal quarters. Both street and sidewalk litter ratings for the first half of FY 2009-10 improved from FY 2008-09. Significant litter rating improvements were noted on commercial routes for both streets and sidewalks, likely due to DPW's cleaning and enforcement efforts on the Clean Corridor routes.

Exhibits 5 and 6 show street and sidewalk cleanliness rating trends on commercial and residential routes.



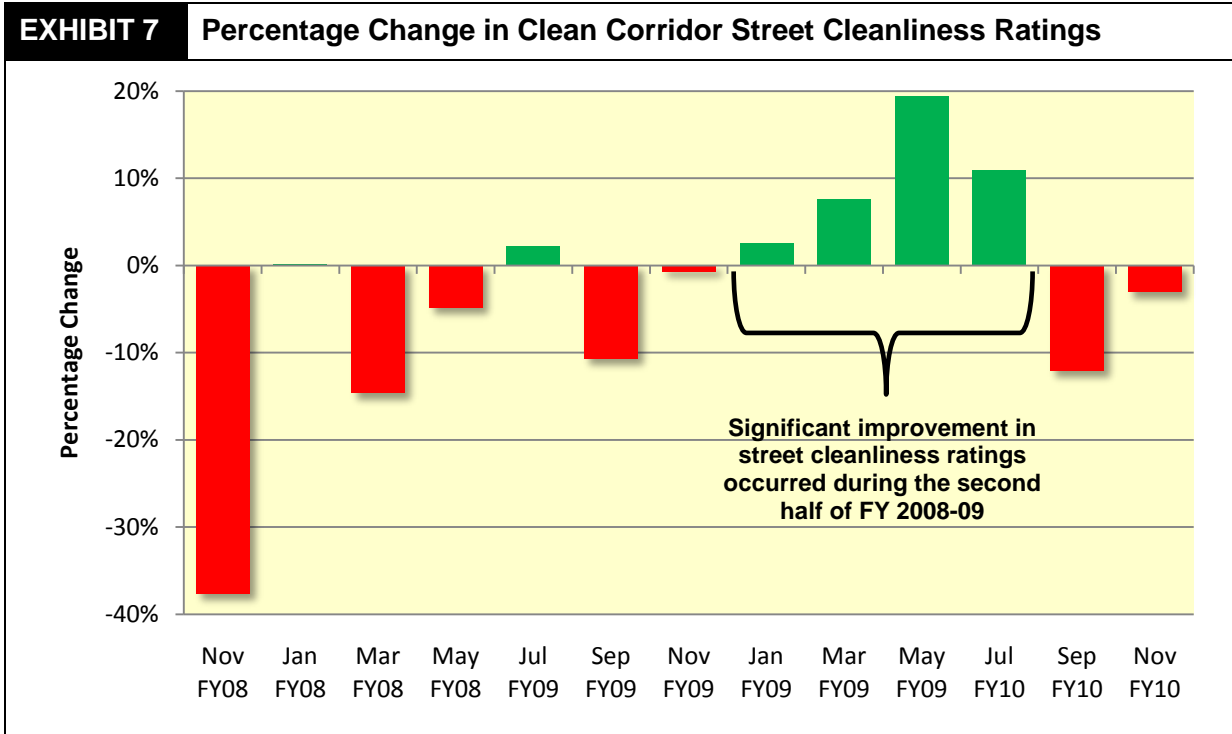
Clean Corridors

Clean Corridor routes recently passed the street cleanliness standard in July 2009

59 percent of inspections in the first half of FY 2009-10 were conducted on Clean Corridor routes. These routes are more trafficked commercial corridors with worse (more litter) street and sidewalk cleanliness ratings compared to other commercial routes. Since November of FY 2007-08, average street cleanliness ratings on Clean Corridor routes did not pass the standard of less than 15 pieces of litter per 100 feet until July 2009. Throughout FY 2008-09 and the first half of FY 2009-10, DPW has focused cleaning and enforcement efforts on these routes and more recently has been citing property owners for excessive litter and instances of graffiti.

Cleanliness ratings improved significantly over the past fiscal year, from a high of 2.78 in November of FY 2008-09 to a low of 1.81 in July of FY 2009-10. Although street cleanliness ratings on Clean Corridor routes got slightly worse in September and November of FY 2009-10 with scores of 2.03 and 2.09, respectively, ratings are still lower than the average street cleanliness rating of 2.30 on Clean Corridor routes since the beginning of the program.

Exhibit 7 shows the percentage change in Clean Corridor street cleanliness ratings from the prior month in which Clean Corridor routes were inspected.



CSA and MNC Inspections

Street cleanliness rating differences exist between CSA and MNC inspections. CSA inspected residential and commercial routes in all Supervisorial Districts twice in FY 2008-09 and once so far in FY 2009-10. When comparing CSA street cleanliness inspection ratings to non-Clean Corridor MNC inspection ratings during those same months, CSA ratings show lower scores (less litter) compared to MNC ratings. In December of FY 2009-10, for example, the CSA street cleanliness rating was 1.82 while the MNC rating was 2.08 (the average rating of all inspections was 1.96).

Although the maintenance standards are used on both CSA and MNC inspections, standards interpretation and inspection methodology may vary slightly. Three quality control inspections have been conducted comparing CSA and MNC ratings over the past year. The results of these comparisons have shown slight differences in counting smaller litter and estimating lengths of route segments, which may impact standard ratings. The maintenance standards and methodology

will be clarified before FY 2010-11 to address these differences.

DPW Operational Changes

During FY 2008-09, DPW adjusted the frequency of sweeping on many residential streets from weekly to twice a month.² Also, DPW experienced a reduction to their street cleaning workforce. In FY 2009-10, additional street cleaning broom support reductions have occurred and 68 trash receptacles have been removed in various locations throughout the City. These operational changes do not appear to have impacted the street and sidewalk cleanliness ratings in the first half of FY 2009-10.

Sidewalk Dumping and Feces, Needles, Broken Glass and Condoms

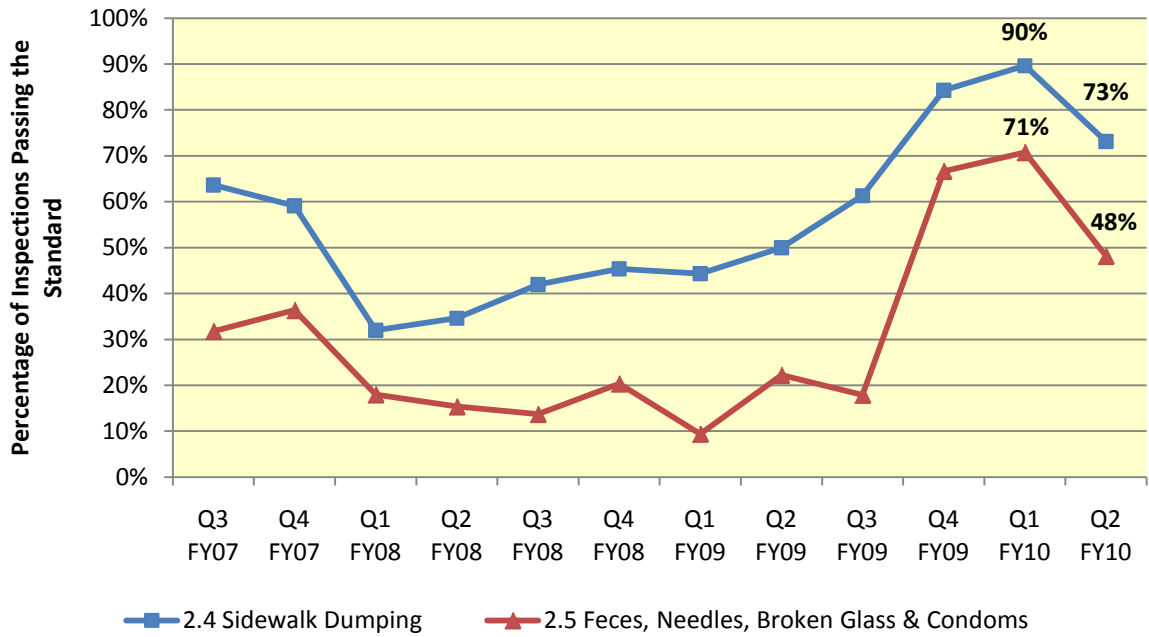
The standard for a route to pass the inspection on sidewalk dumping and feces, needles, broken glass and condoms is no instances of either along the route. Ratings for both standards in the first half of FY 2009-10 are the highest they have been in the past two fiscal years, with 81.3 percent of inspections passing the sidewalk dumping standard and 59.3 percent of inspections passing the feces, needles, broken glass and condoms standard.

The percent of inspections passing both standards declined from quarter (Q) 1 to Q2 in FY 2009-10. The percent of CSA inspections passing the sidewalk dumping standard was 45.5 percent, which is significantly less than 85.4 percent of MNC inspections. Similarly, the percent of CSA inspections passing the feces, needles, broken glass and condoms standard was 13.6 percent, which is significantly less than 64.6 percent of MNC inspections. DPW continues to focus cleaning and enforcement efforts on Clean Corridor routes, which may result in improved scores.

Exhibit 8 shows the average trend of inspections that pass the sidewalk dumping and feces, needles, broken glass and condoms standards from Q3 of FY 2006-07 through Q2 of FY 2009-10.

² Information regarding the Mechanical Street Sweeping changes in FY 2008-09 is available at the following website: http://www.sfgov.org/site/sfdpw_page.asp?id=81930

EXHIBIT 8 Average Trend of Inspections Passing Standards 2.4 & 2.5



GRAFFITI

Exhibit 9 shows the graffiti summary results from FY 2006-07 to Q2 of FY 2009-10.

EXHIBIT 9 Graffiti Summary From FY 2006-07 to Q2 FY 2009-10					
Criteria	Average				Trend
	n=44	n=393	n=428	n=214	
3.0 Graffiti Average number of incidents per block	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	
3.1 DPW property (street surfaces, city trash receptacles)	0.9	0.5	0.2	0.4	Negative
3.2 Non-DPW public property (street signs, meters, mailboxes, etc)	4.1	6.1	11.3	9.1	Positive
3.3 Private property	4.2	14.0	15.3	16.6	Negative
Positive 1-year trend (Getting Cleaner)		Negative 1-year trend (Getting Dirtier)		Neutral 1-year trend (No Change)	

Graffiti is noted separately on DPW property, non-DPW public property, and privately maintained property during inspections. Non-DPW public maintained property is defined as any street and sidewalk feature that DPW or private property owners do not hold responsibility for maintaining. These include street signs, meters, mailboxes, bus stops, and other types of property. The citywide standard for graffiti is zero instances, as set by Mayor's policy. Only three inspections met this standard for all property types (DPW, non-DPW public, and private).

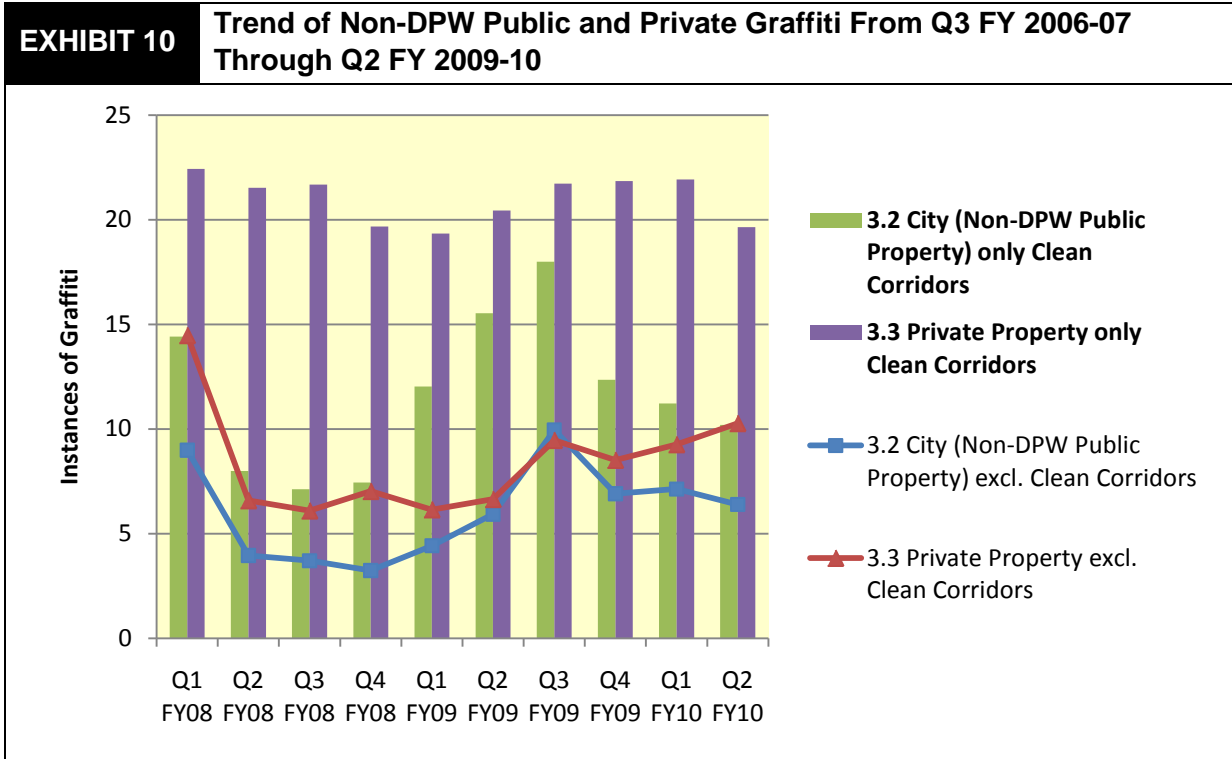
Graffiti on DPW Property

Graffiti on DPW property averaged less than one incident per route. Results for this standard had steadily improved from FY 2006-07 through FY 2008-09 to a low of 0.2 instances in FY 2008-09, until it increased to 0.4 for the first half of FY 2009-10.

Graffiti on Non-DPW Public and Private Property

The average number of instances of graffiti per block on non-DPW public property declined slightly from 11.3 in FY 2008-09 to 9.1 in FY 2009-10. Counts of graffiti on private property are the highest of all types of graffiti. The average number of instances of private graffiti increased slightly to 16.6 from 15.3 in the prior fiscal year.

Exhibit 10 shows the trend of graffiti on non-DPW public and private property from Q3 of FY 2006-07 through Q2 of FY 2009-10.



Graffiti is more prevalent on Clean Corridor routes

There was an average of 10.2 instances of non-DPW public graffiti and 19.6 instances of private graffiti noted on Clean Corridor routes in Q2 of FY 2009-10, while 6.4 and 10.3 instances were noted on non-Clean Corridor routes on non-DPW public and private property, respectively, as shown in Exhibit 10. In general, inspections performed by DPW noted much higher levels of graffiti than CSA inspections, most significantly on Clean Corridor routes.

Much less graffiti is found on residential routes compared to commercial routes over the past 10 fiscal quarters. Non-DPW public graffiti was frequently found on parking meters and signs. Private graffiti was frequently found on newspaper racks, store fronts, and awnings.

TRASH RECEPTACLES AND TREES AND LANDSCAPING

Exhibit 11 shows the trash receptacle average summary ratings from FY 2006-07 through Q2 of FY 2009-10.

EXHIBIT 11 Trash Receptacle Summary From FY 2006-07 to Q2 FY 2009-10					
Criteria	Average				Trend
	n=44	n=393	n=428	n=214	
<u>4.0 Trash Receptacles</u>	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	
4.1 Fullness	88.0%	94.5%	95.3%	99.2%	Positive
4.2 Cleanliness of trash receptacles	88.1%	93.8%	95.7%	98.3%	Positive
4.3 Cleanliness around trash receptacles	80.5%	82.1%	85.2%	97.5%	Positive
4.4 Painting	88.5%	99.2%	98.8%	99.7%	Positive
4.5 Structural integrity and function	90.4%	97.3%	96.5%	99.6%	Positive
4.6 Doors	89.4%	99.5%	99.4%	99.5%	Positive
Positive 1-year trend (Getting Cleaner)		Negative 1-year trend (Getting Dirtier)		Neutral 1-year trend (No Change)	

Trash Receptacles

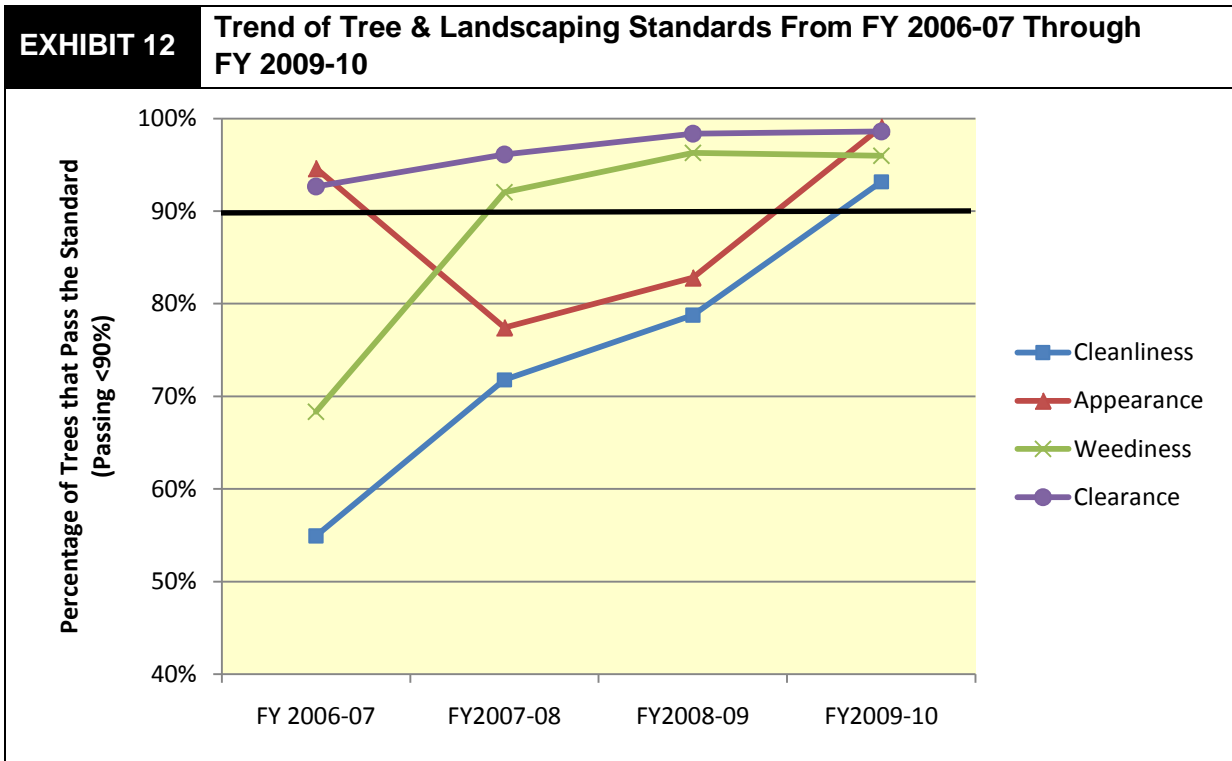
Each DPW trash receptacle on a route is evaluated for fullness; surface cleanliness; surrounding cleanliness; uniformity of painting; structural integrity; and doors. The number of receptacles passing on each of these measures is then divided by the total number of receptacles on a route to calculate the percentage that pass. An entire route is considered to have passed if at least five of the six measures scored 90 percent or above.

Ratings for all standards improved in the first half of FY 2009-10 from FY 2008-09, and all exceeded the standard of greater than 90 percent. The cleanliness around trash receptacles standards experienced the greatest improvement with a percentage change of 14 percent from FY 2008-09 to FY 2009-10.

Trees and Landscaping

Tree cleanliness, appearance, weediness, and clearance are measured during inspections. 90 percent compliance is required to meet the standard for each element. Ratings for the cleanliness and appearance standards improved significantly in the first half of FY 2009-10 from FY 2008-09, by 18.3 and 19.7 percent respectively. For the first time in the past four fiscal years, all tree and landscaping ratings exceeded the standard of greater than 90 percent. On Clean Corridor routes, cleanliness ratings improved to 98 percent in the first half of FY 2009-10 compared to 79 percent in FY 2008-09, possibly due to DPW's increased focus on these routes. CSA and DPW will conduct follow-up research to better understand the cause of the improvement in FY 2009-10.

Exhibit 12 shows the trend of tree and landscaping standards from FY 2006-07 through the first half of FY 2009-10.



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APPENDIX A: STATUS OF FY 2008-09 RECOMMENDATIONS

Some of the recommendations made in the FY 2008-09 annual report are being implemented during FY 2009-10. Exhibit 13 lists recommendations from FY 2008-09 and actions taken towards implementing them in FY 2009-10.

EXHIBIT 13 Recommendations From the FY 2008-09 Annual Report and Actions Taken	
Recommendation	Action Taken
1. Revise inspection standards to clarify and perhaps modify based on results from the upcoming Street and Sidewalk Perception Study and findings from quality control inspections.	A Street and Sidewalk Perception Study will occur in FY 2009-10, the results of which will be used to revise the inspection standards. In December 2009, inspectors began counting litter on streets and sidewalks. Quality control inspections continue to inform consistent inspection methodology and interpretation of standards.
2. Develop a database to assemble and analyze inspection results and expand data analyses to include more granular trending and statistical analyses.	The development of a database is on hold this fiscal year. Historical inspection results have been consolidated and verified against prior annual reports in order to allow for more trending analysis, some of which is included in this report.
3. Continue to expand public outreach and education.	DPW continues to conduct Eco Blitzes and Night Walks to educate property owners and the public on keeping the sidewalks safe, clean and litter-free. DPW began a new campaign aimed at getting smokers to properly dispose of cigarette butts and packaging.
4. Publicly report inspection results more frequently, including posting reports to the DPW website, requesting a Board of Supervisors hearing, and making inspection data available on DataSF.	To date, quarterly inspection reports posted to the DPW website and a Board of Supervisor hearing have not occurred. Inspection data has been consolidated for DataSF, but is awaiting final approval from DPW before posting.
5. Use all available data sources to support operational decision making.	No update available at this time.
6. Assess the effectiveness of litter and graffiti enforcement programs.	No update available at this time.