



Meeting Date: April 20, 2026

To: Sanitation and Streets Commission

Through: Carla Short, Public Works Director
DiJaida Durden, Deputy Director of Operations

From: Maura Wayne, Superintendent of Bureau of Building and Street Repair

Subject: Performance Measures Presentation and Report: Bureau of Building and Street Repair

Director's Recommendation: Receive and discuss the informational presentation.

Executive Summary:

This presentation and report provide performance measures as of April 1, 2026, for the Bureau of Building and Street Repair. The presentation will cover performance measures for public pothole service level agreement (SLA) response and proactive pothole sweeps, the annual volume of pothole requests received, the number of potholes repaired, the number of blocks paved by Street Repair (as a part of the Street Resurfacing Program), the annual area of patch pave repairs, the annual area of voids and depressions repaired, the annual area of block paving, the annual number of corrective and project requests received by building repair, the number of requests received from the servicing shop, the number of requests completed for each client in FY2026, and the percentage of estimates from outside agencies that are converted into projects. The Performance Measure Report provides performance measures related to these services.

Attachments:

- Attachment 1: PowerPoint Presentation
- Attachment 2: Performance Measure Report

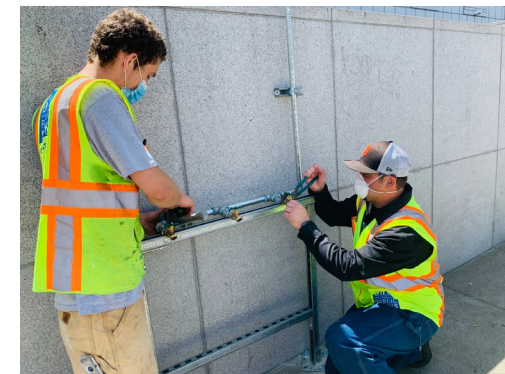


April 20, 2026

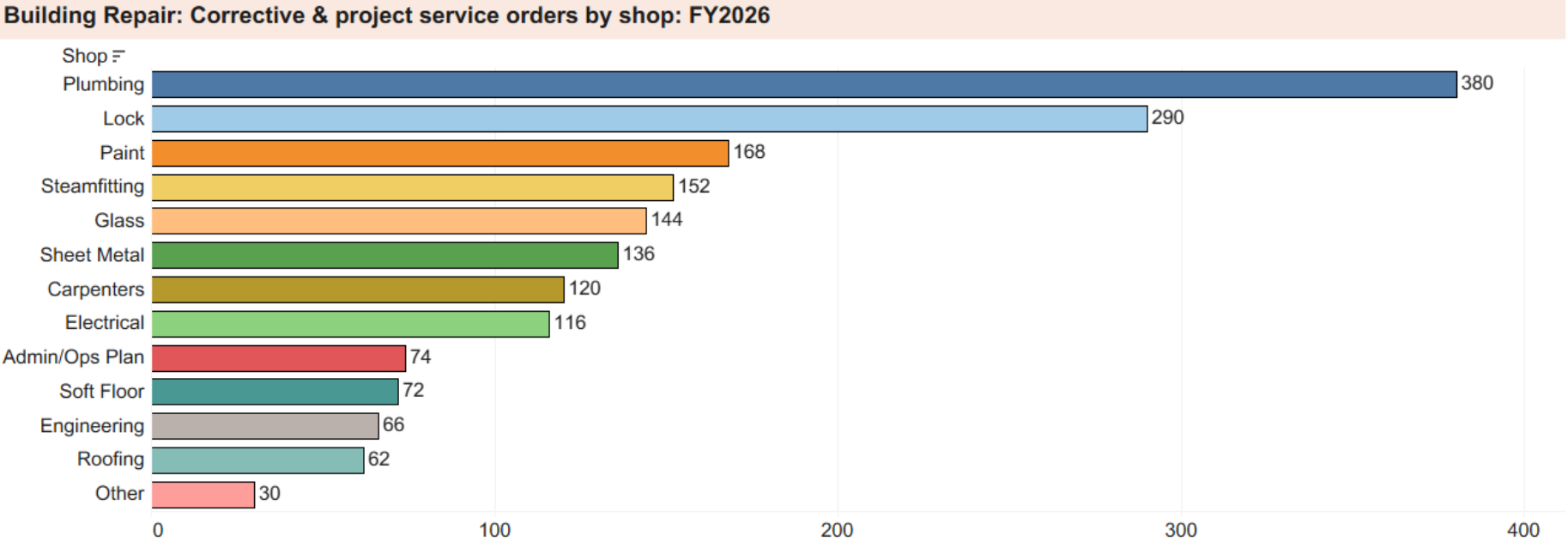
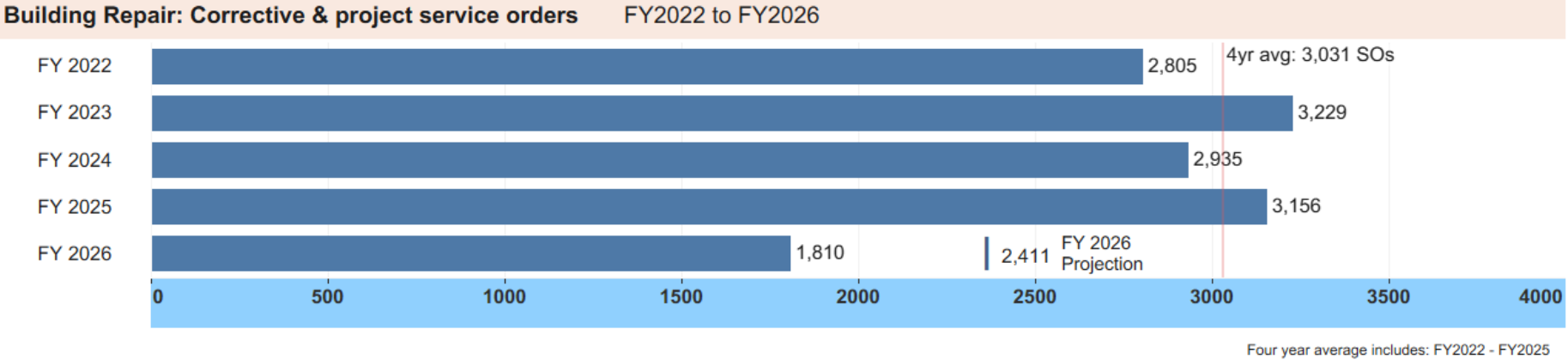
Performance and Data Evaluation: Bureau of Building and Street Repair

Maura Wayne

Superintendent of Bureau of Building and Street Repair



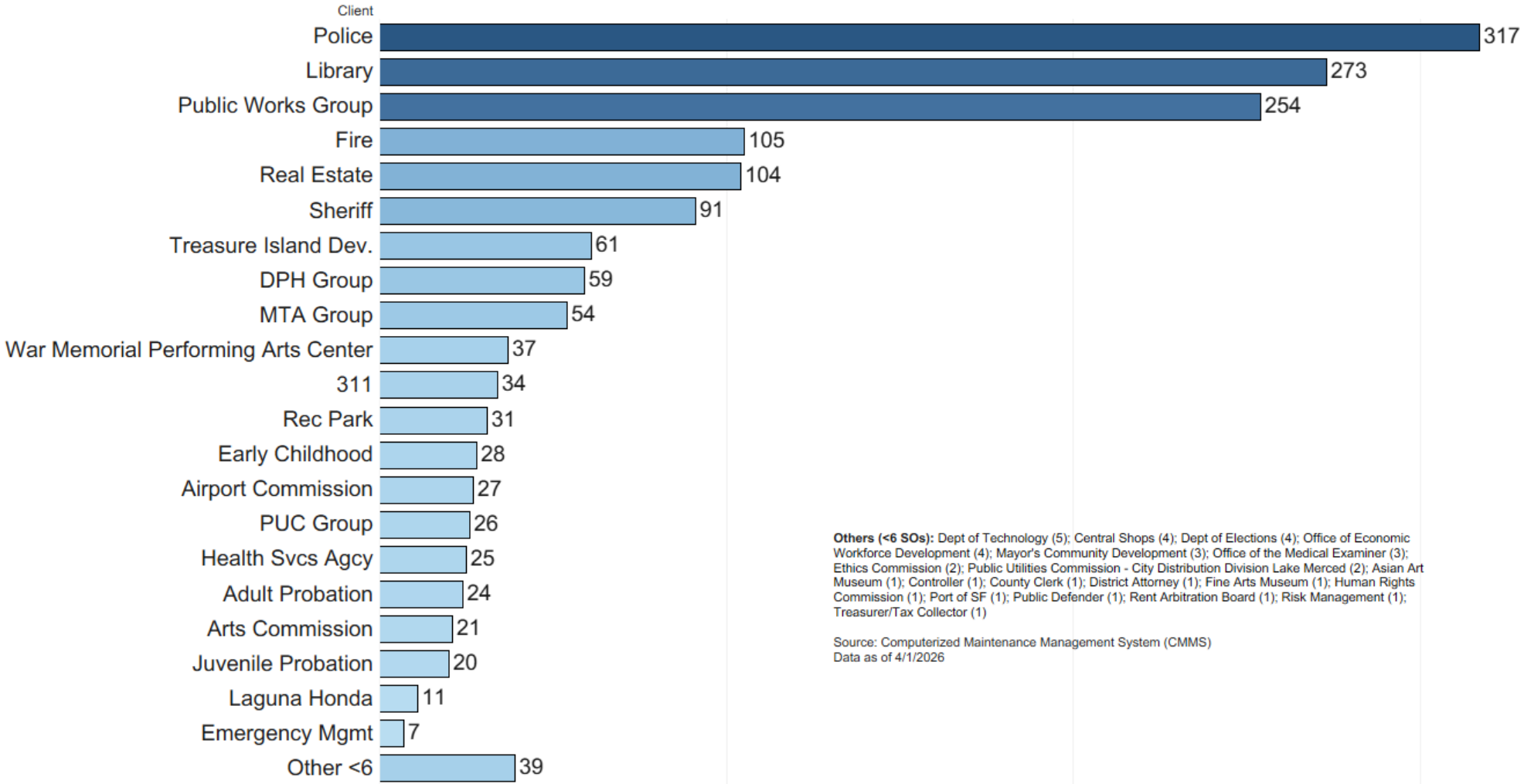
Building Repair: Total requests received by year and by shop in FY2026



Source: Computerized Maintenance Management System (CMMS)
Data as of 4/1/2026

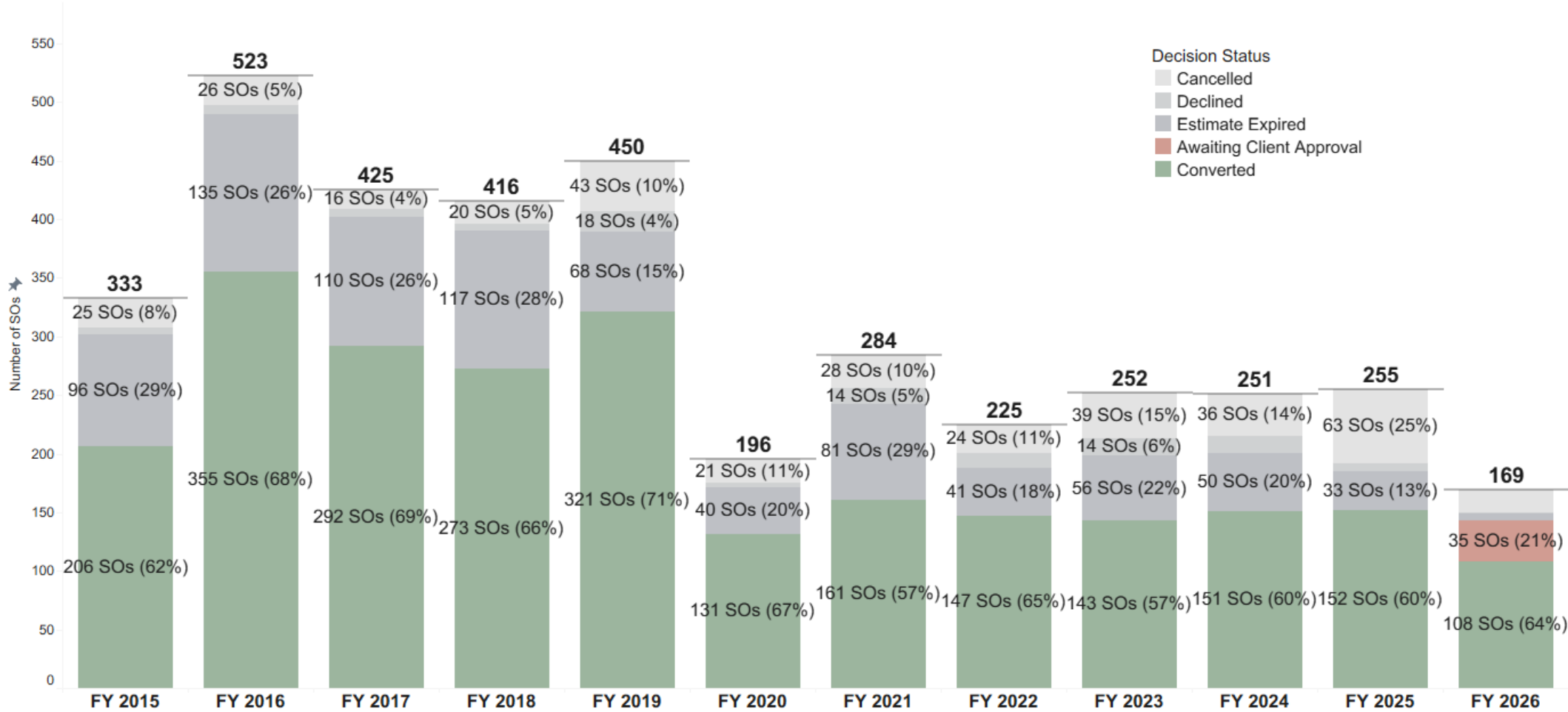
Building Repair: Total requests completed per client in FY2026

Building Repair: Corrective & project service orders completed by client
FY2026



Building Repair: Annual conversion count and conversion rate

**Building Repair: Annual conversion rate of non-Public Works estimates to projects
FY2015 to FY2026**

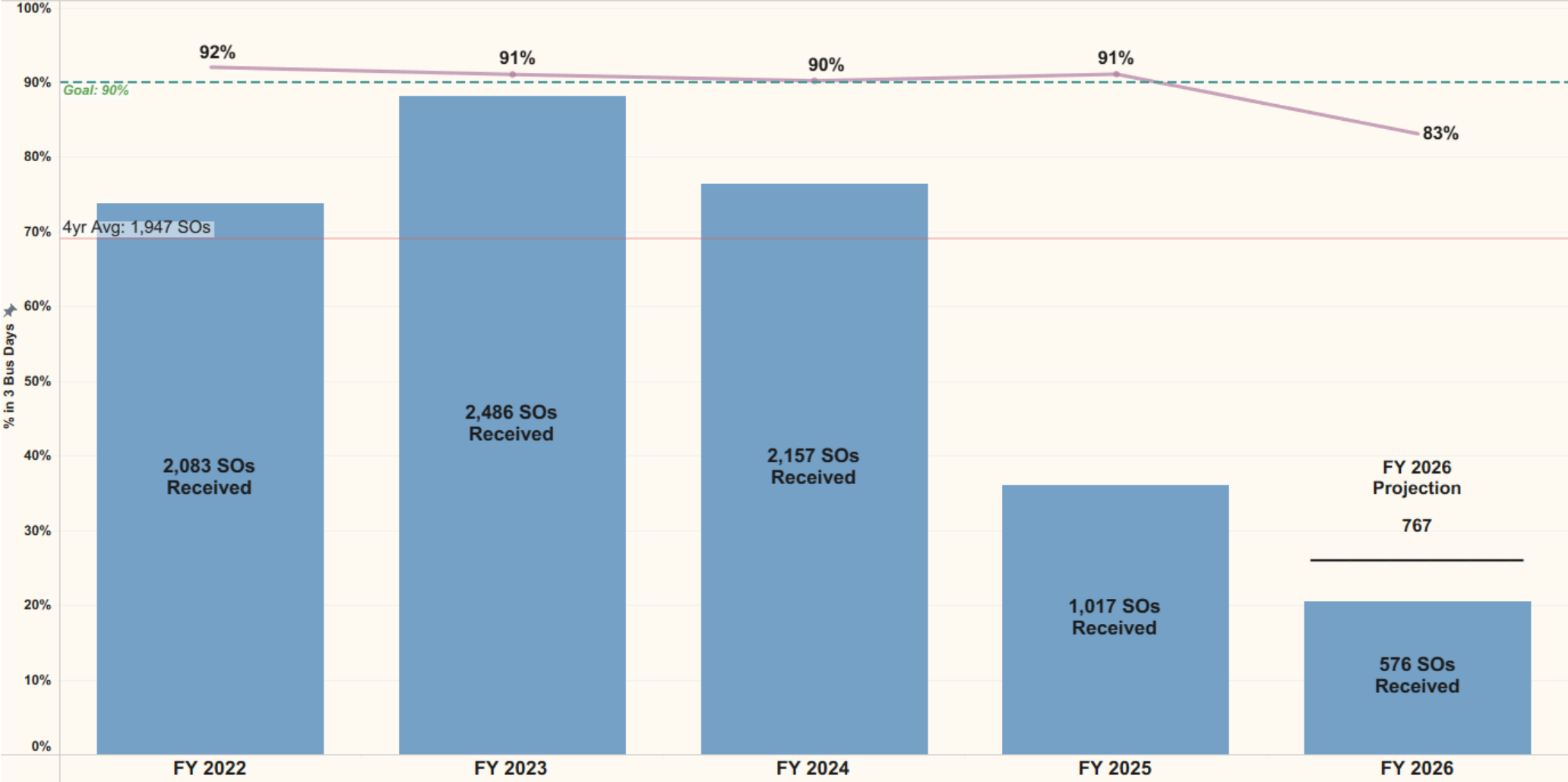


Estimate was sent to the client. Estimates that were originated by Public Works are excluded.

Source: Computerized Maintenance Management System (CMMS)
Data as of 4/1/2026

Annual count of pothole service orders and response rate within three business days

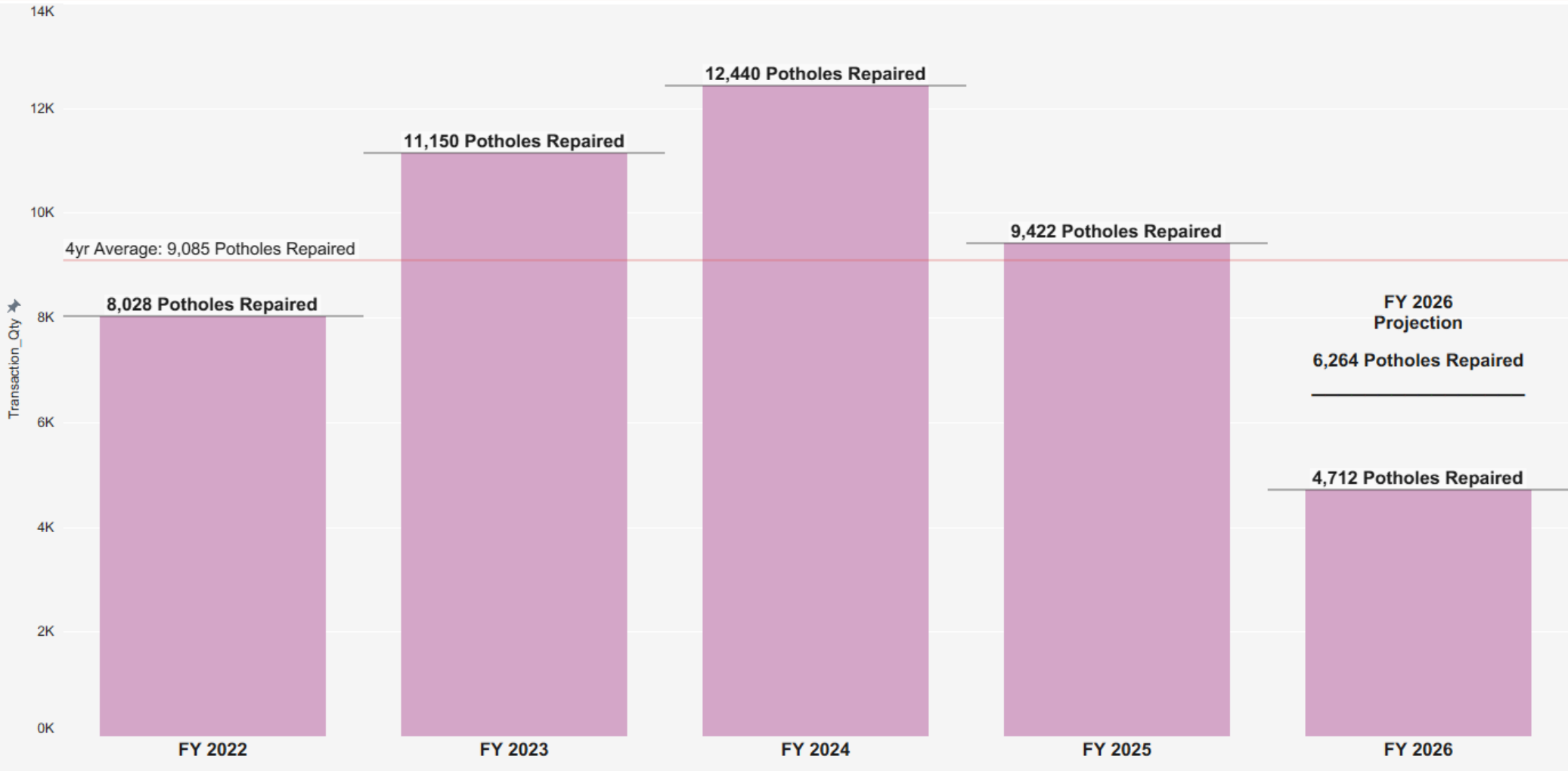
Roadway Repair: Volume repaired and percentage response within three business days: FY2022 to FY2026
 Source: 311/Lagan -- Computerized Maintenance Management System (CMMS)



Source: Computerized Maintenance Management System (CMMS)
 Data as of 4/1/2026

Annual quantity of potholes repaired

Roadway Repair: Total potholes repaired annually: FY2022 to FY2026
 Source: Computerized Maintenance Management System (CMMS)

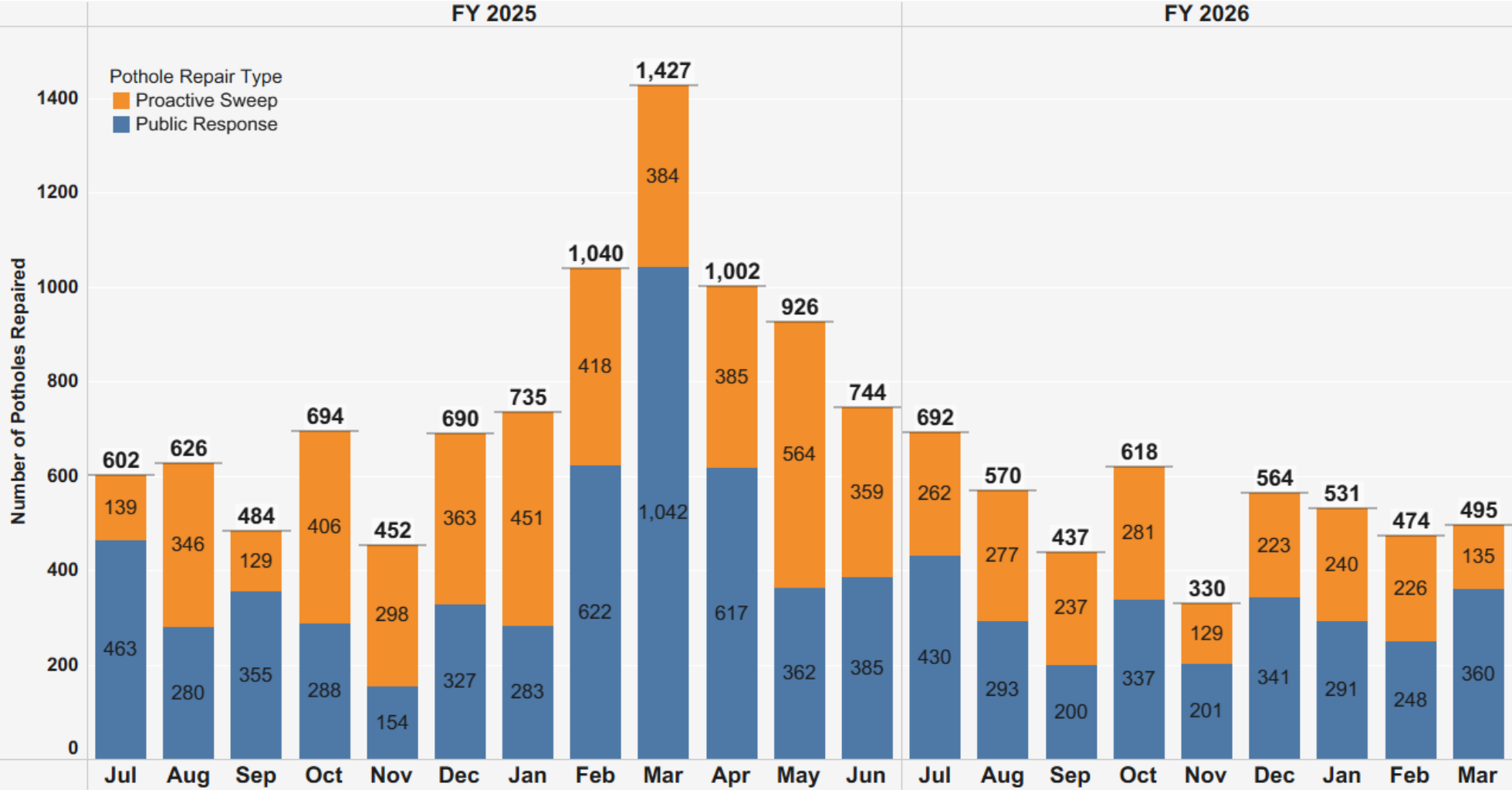


Source: Computerized Maintenance Management System (CMMS)
 Data as of 4/1/2026

Pothole repair: public response vs. proactive pothole sweeps

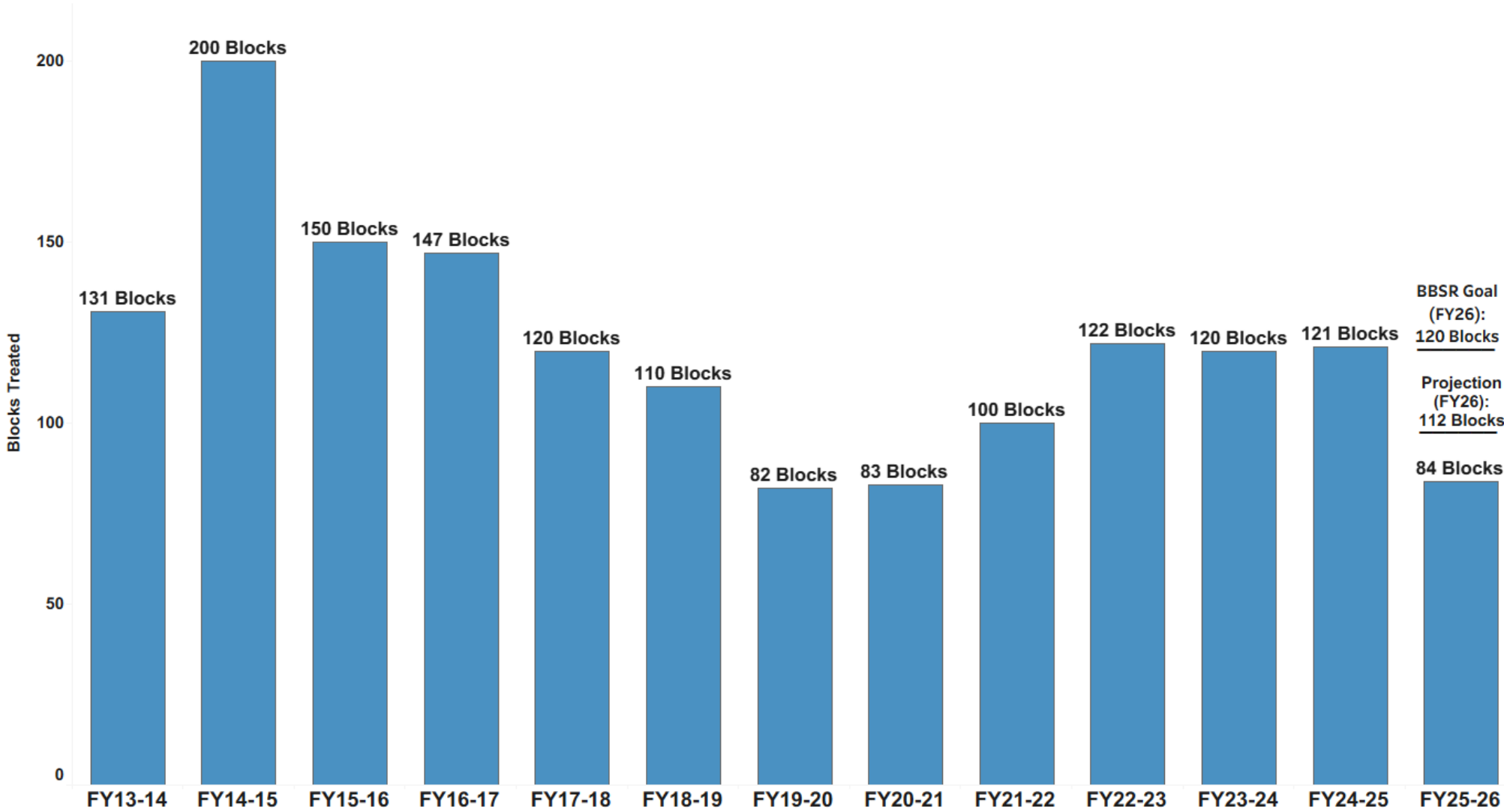
Roadway Repair: Potholes -- public response vs. proactive sweep FY 2025 and FY 2026

In FY 2025 and FY 2026, proactive sweeps accounted for 6,253 or 44% of the total potholes repaired.



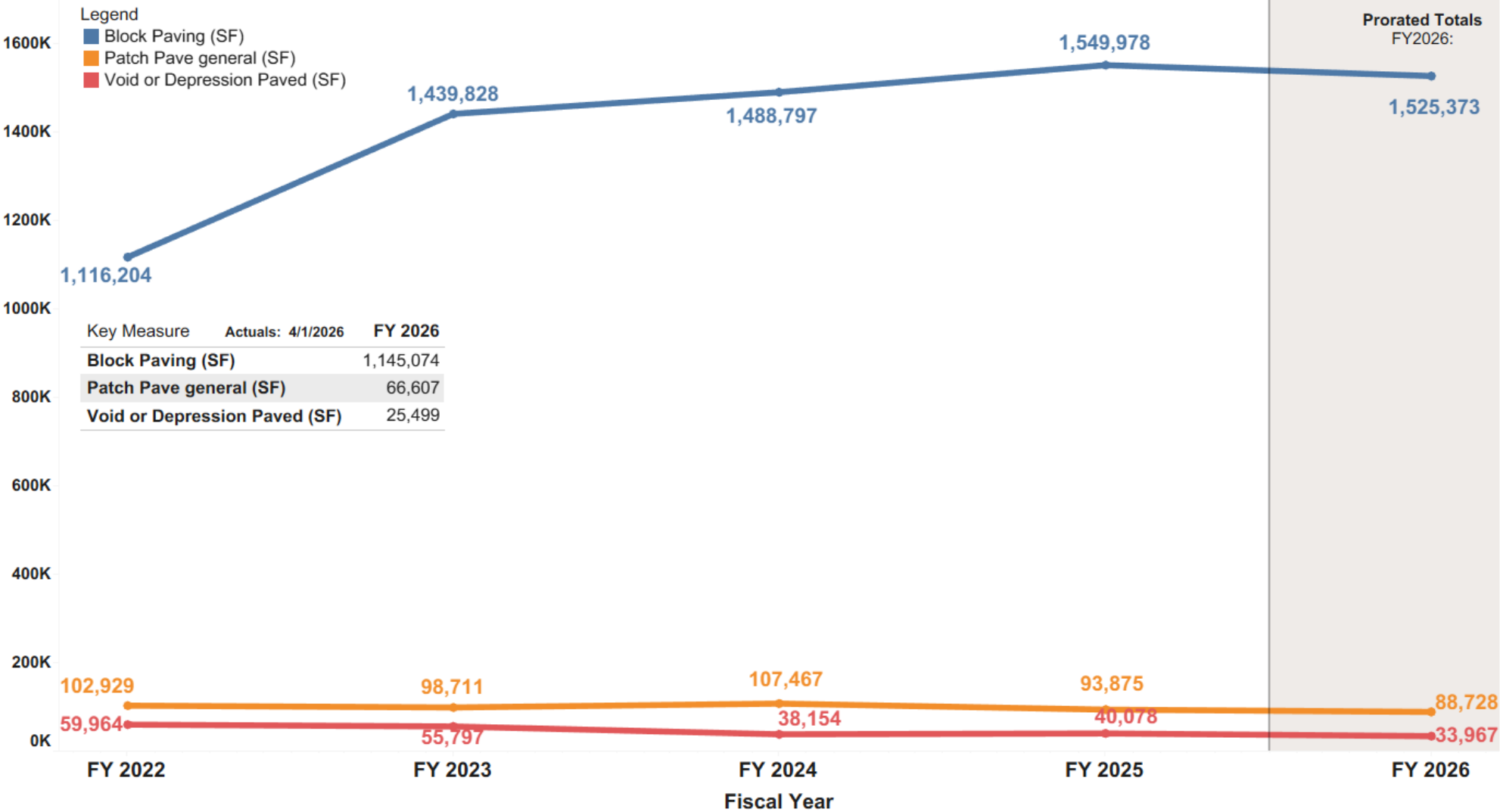
Source: Computerized Maintenance Management System (CMMS)
Data as of 4/1/2026

Block paving: repaired or resurfaced as part of the street resurfacing program FY2014 to FY2026 (to date)



Source: SF Public Works Street Resurfacing Program
Data as of 4/1/2026

Other key measures: patch pave, voids & depressions and block paving



Source: Computerized Maintenance Management System (CMMS)
Data as of 4/1/2026



QUESTIONS?

Performance Measure Report - Building and Street Repair

Bureau	Metric Name	FY26 Metric Value	FY26 Prorated Projection	4 year Average (FY22 to FY25)	Service Level Agreement/Goal	Projected Change from Average/SLA	Period
Building and Street Repair	Key Measure - Building Repair: Corrective requests & projects	1,810	2,411	3,031		-20.5%	FY 2026
	Other Measure - Building Repair: Number of estimated converted to projects (non-DPW)	108	144	148		-3.0%	FY 2026
	Other Measure - Building Repair: Conversion rate of estimates to projects (non-DPW)	64%		60.5%		0.6%	FY 2026
	Key Measure - Roadway: Public requests (311 & 28 Clean): Total pothole service orders	576	767	1,936		15.4%	FY 2026
	Key Measure - Roadway: Public requests (311 & 28 Clean): Pothole response rate	83%		91%	90%	-8%	FY 2026
	Key Measure - Roadway: Total potholes repaired	4,712	6,277	10,260		-38.8%	FY 2026
	Key Measure - Roadway: Blocks treated as part of the street resurfacing program	84	112	116	120	-6.8%	FY 2026
	Other Measure - Roadway: Total block paving area (sf)	1,145,074	1,525,373	1,398,702	1,200,000	27.1%	FY 2026
	Other Measure - Roadway: Total voids & depressions area (sf)	25,499	33,967	48,498		-42.8%	FY 2026
	Other Measure - Roadway: Total patch pave area (sf)	66,607	88,728	100,746		-13.5%	FY 2026

Notes: These metrics have been traditionally reported out on. The Planning & Performance Unit will continue working to incorporate other metrics as data is reviewed. Other metrics and topics will be added to the reports for future meetings. The most recent complete fiscal year is shown for the Period; this may change for future meetings.