

Meeting Date: April 24, 2025

To: Sanitation and Streets Commission

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

From: Maura Wayne, Acting 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 informational presentation.

Executive Summary: This presentation and report provide performance measures through April 6, 2025, 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 FY2025, 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

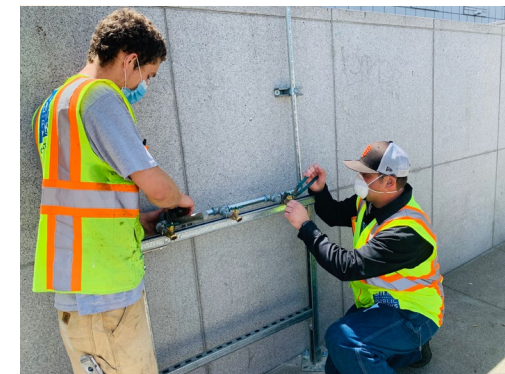


April 24, 2025

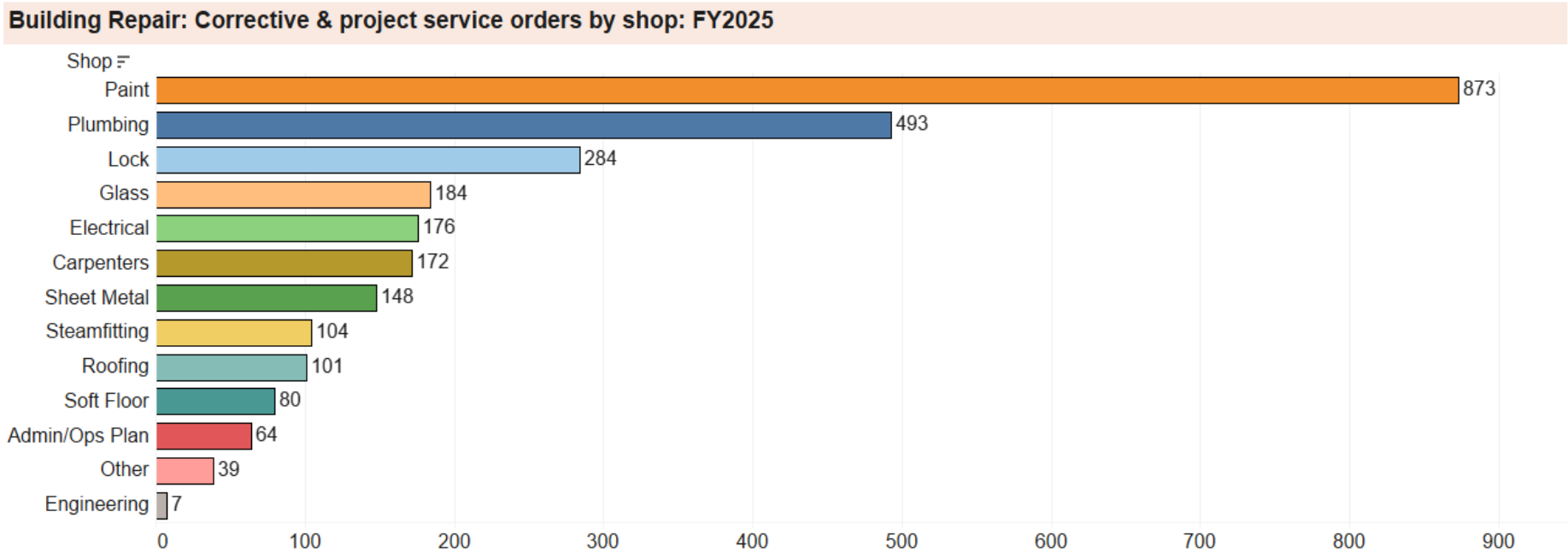
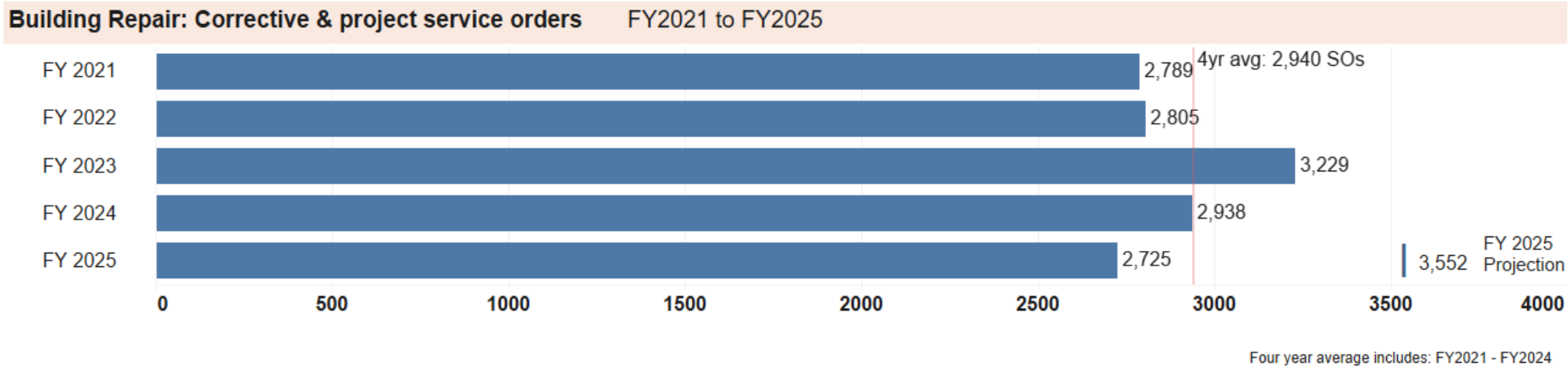
Performance and Data Evaluation: Bureau of Building and Street Repair

Maura Wayne

Acting Superintendent, Bureau of Building and Street Repair



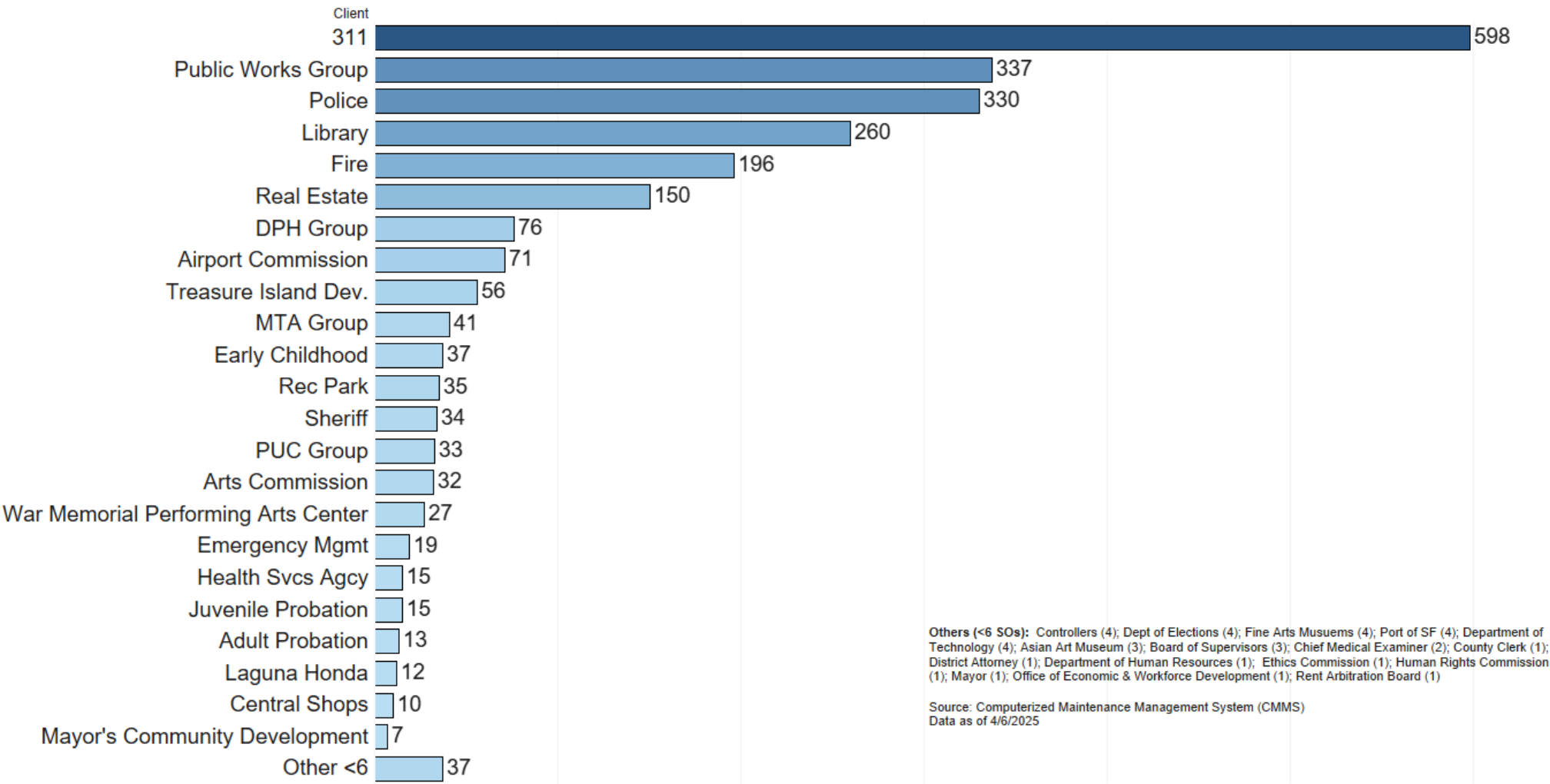
Building Repair: Total requests received by year and by shop in FY2025



Source: Computerized Maintenance Management System (CMMS)
Data as of 4/6/2025

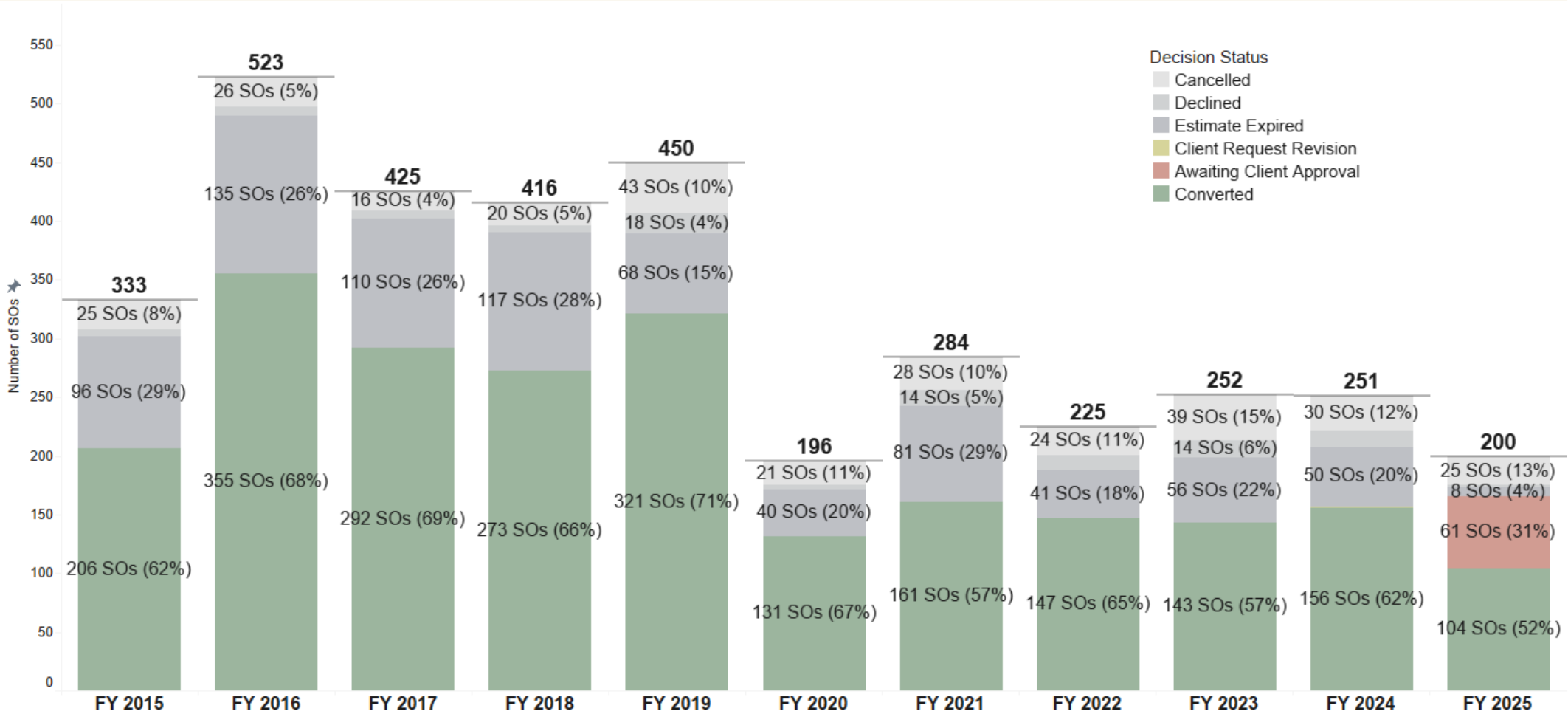
Building Repair: Total requests completed per client in FY2025

Building Repair: Corrective & project service orders completed by client
FY2025



Building Repair: Annual conversion count and conversion rate

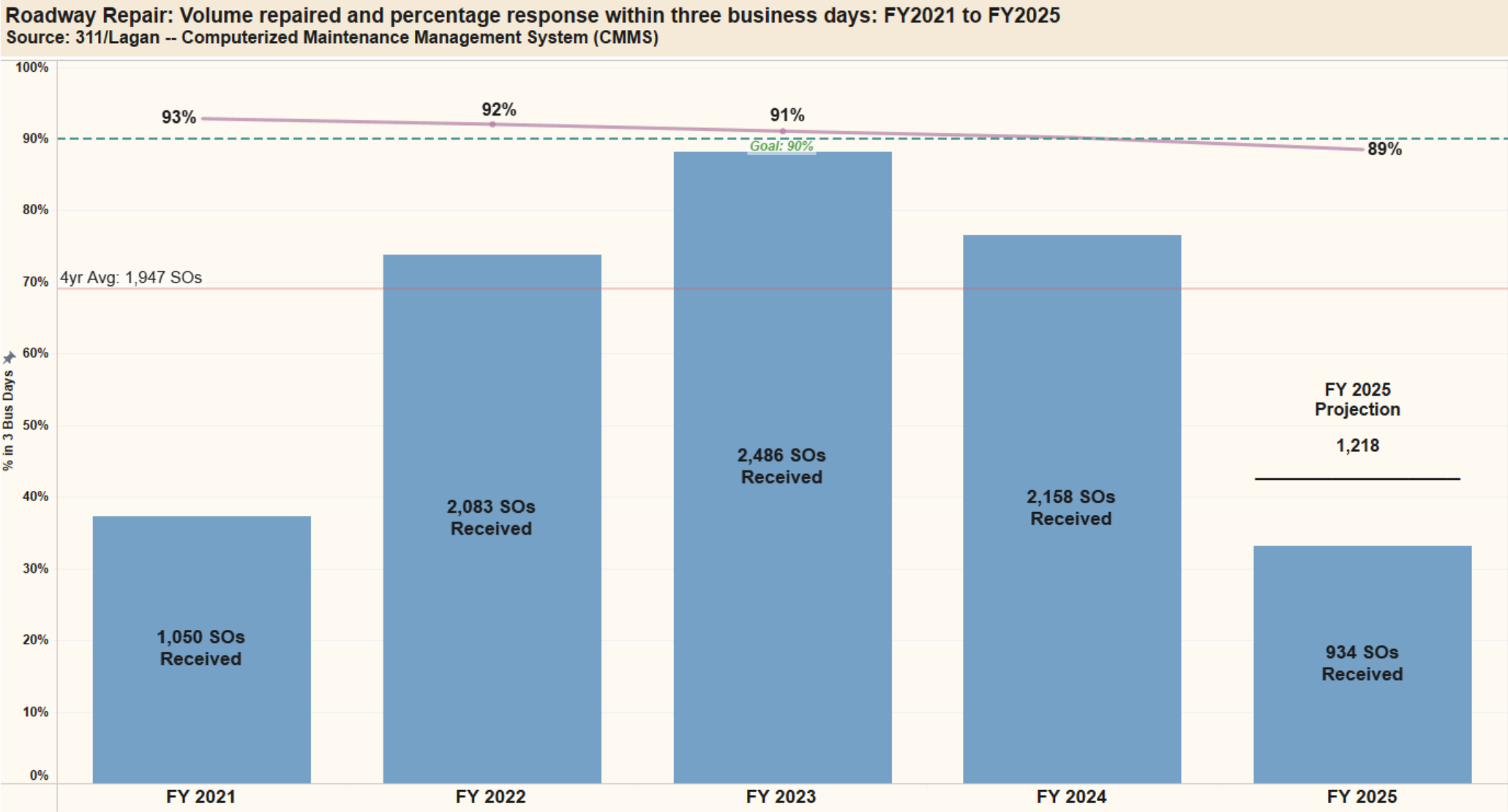
Building Repair: Annual conversion rate of non-Public Works estimates to projects
FY2015 to FY2025



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

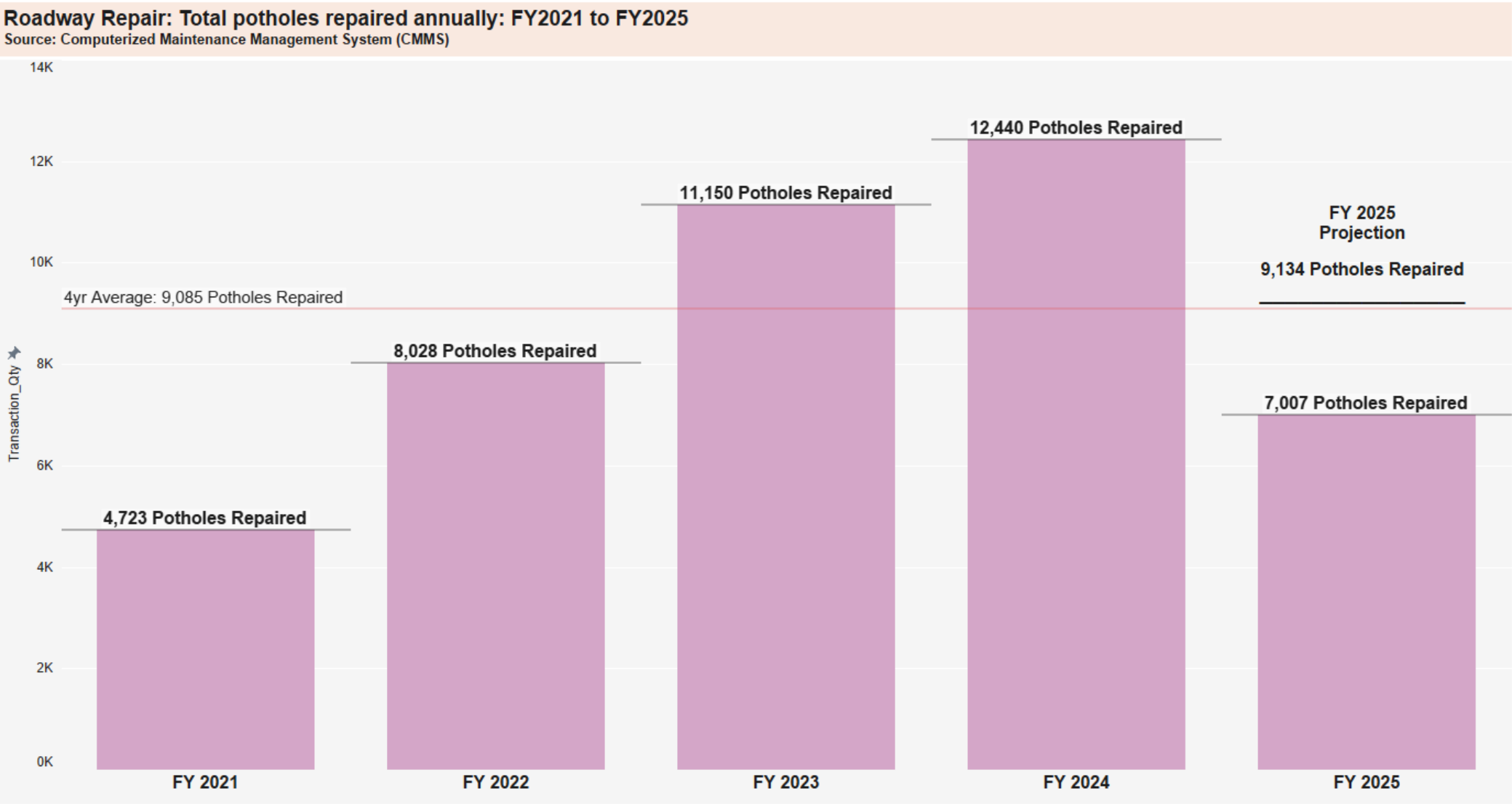
Source: Computerized Maintenance Management System (CMMS)
Data as of 4/6/2025

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



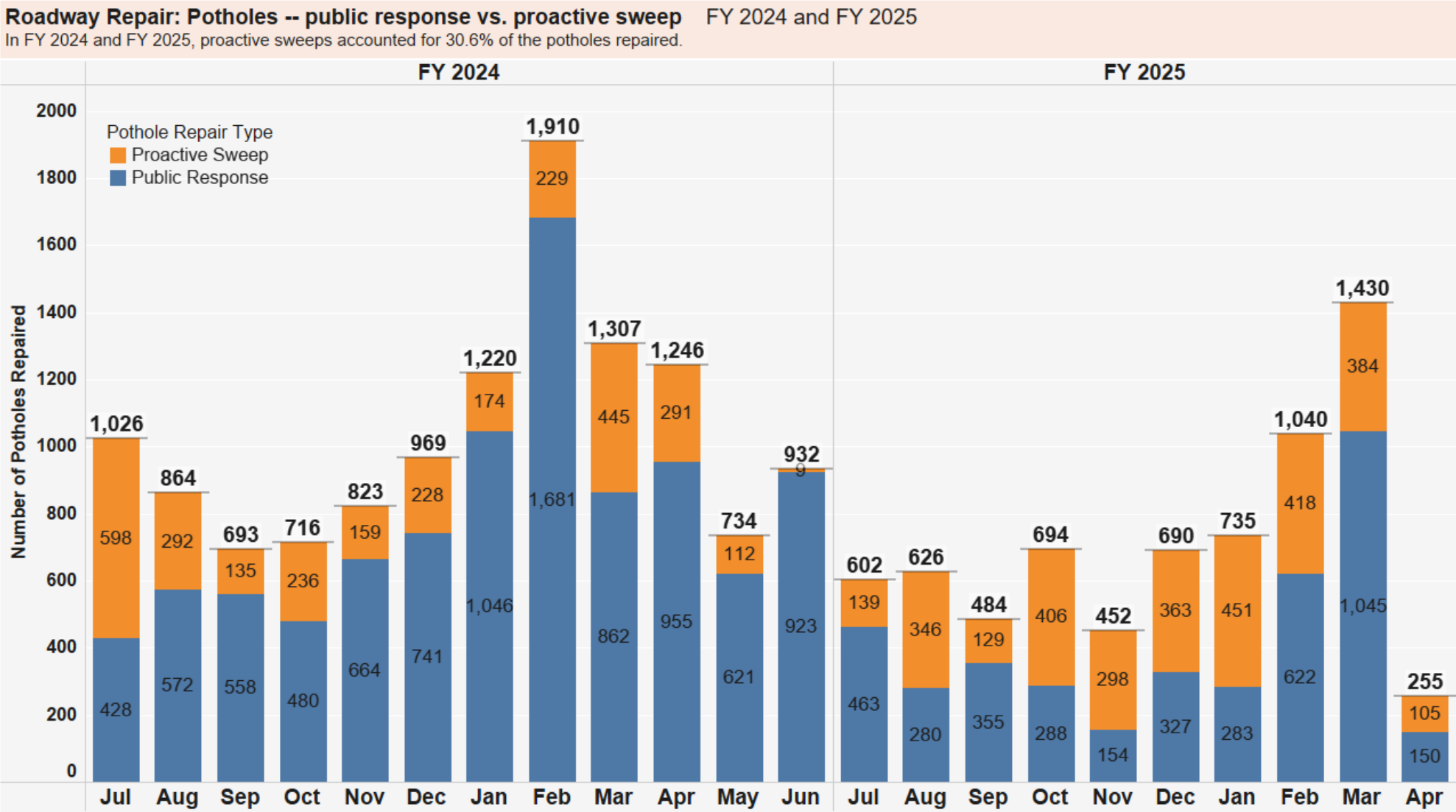
Source: Computerized Maintenance Management System (CMMS)
Data as of 3/31/2025

Annual quantity of potholes repaired



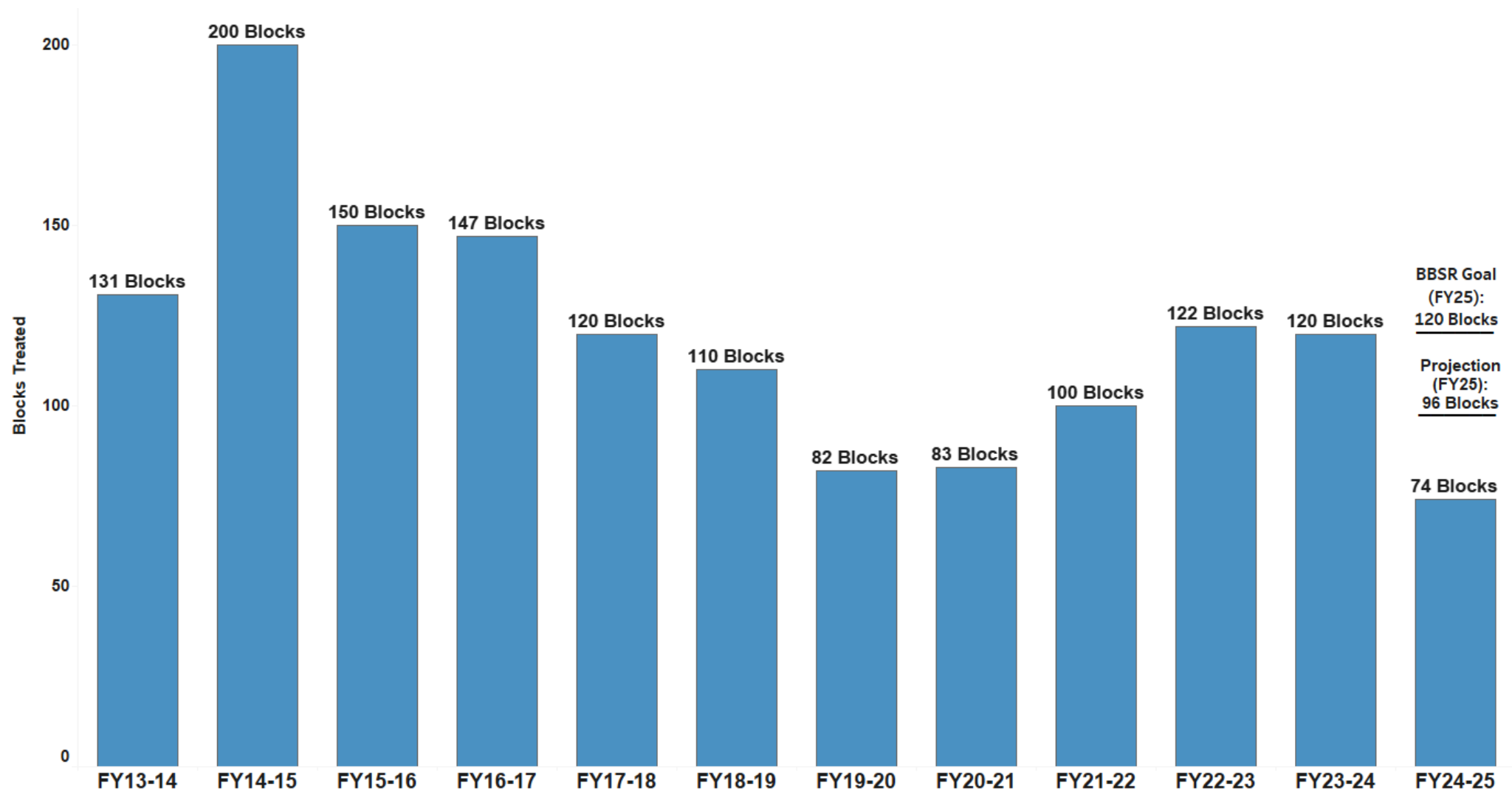
Source: Computerized Maintenance Management System (CMMS)
Data as of 4/6/2025

Pothole Repair: Public response vs. proactive pothole sweeps



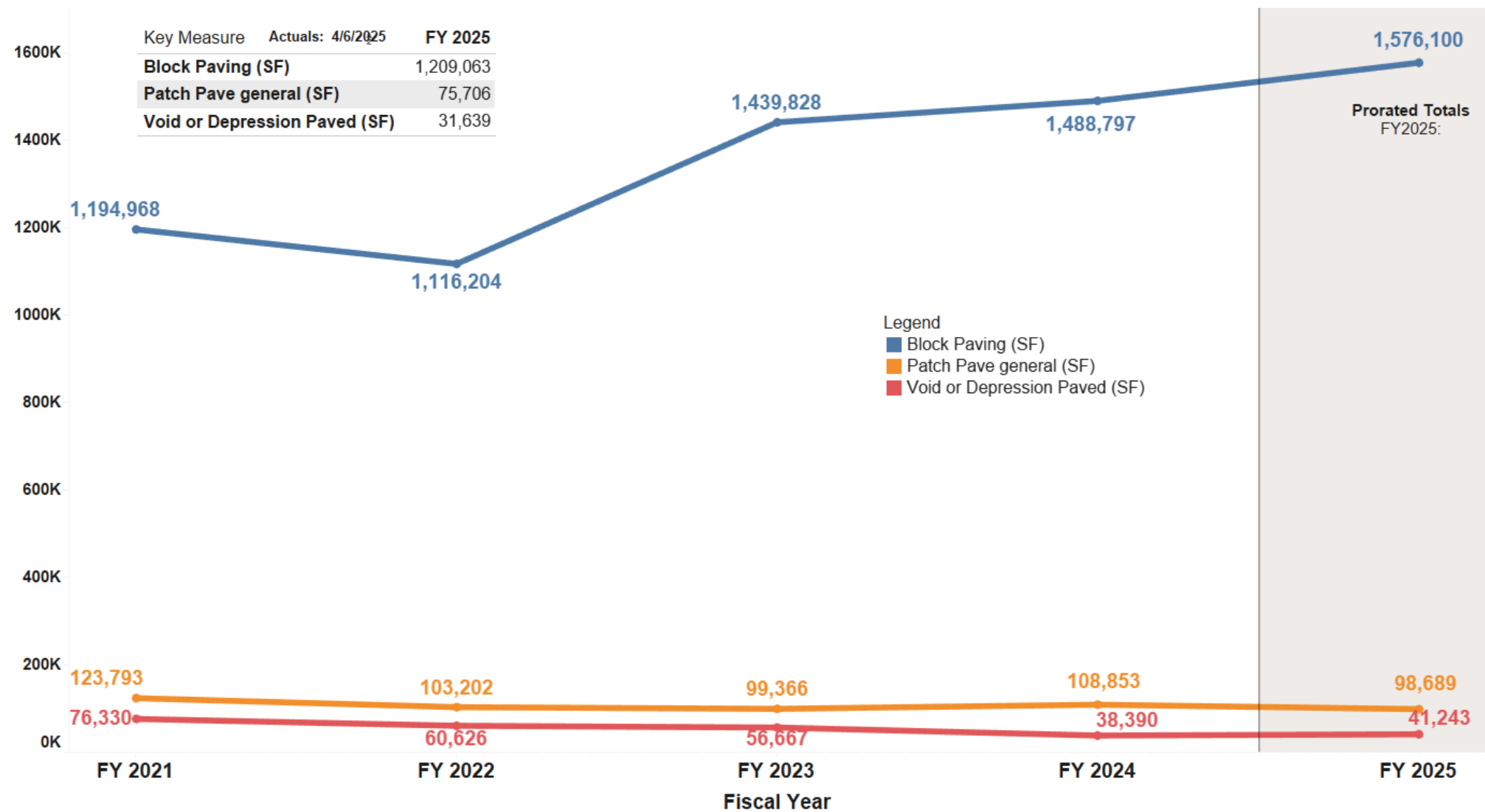
Source: Computerized Maintenance Management System (CMMS)
Data as of 4/6/2025

Block Paving: Repaired or resurfaced as part of the street resurfacing program FY2014 to FY2025 (to date)



Source: SF Public Works Street Resurfacing Program
Data as of 4/6/2025

Other Key Measures: Patch pave, voids and depressions and block paving



Source: Computerized Maintenance Management System (CMMS)
Data as of 4/6/2025



QUESTIONS?

Performance Measure Report - Building and Street Repair

| Bureau | Metric Name | FY25 Metric Value | FY25 Prorated Projection | 4 year Average (FY21 to FY24) | Service Level Agreement/ Goal | Change from Average/S LA | Period |
|-------------------------------|---|-------------------------|--------------------------------|--|-------------------------------------|-----------------------------------|---------|
| Building and Street Repair | Key Measure - Building Repair: Corrective requests & projects | 2,725 | 3,552 | 2,940 | | 20.8% | FY 2025 |
| | Other Measure - Building Repair: Number of estimated converted to projects (non-DPW) | 89 | 116 | 152 | | -23.7% | FY 2025 |
| | Other Measure - Building Repair: Conversion rate of estimates to projects (non-DPW) | 52% | | 60.5% | | 0.6% | FY 2025 |
| | Key Measure - Roadway: Public requests (311 & 28 Clean): Total pothole service orders | 934 | 1,218 | 1,947 | | 15.4% | FY 2025 |
| | Key Measure - Roadway: Public requests (311 & 28 Clean): Pothole response rate | 89% | | 91% | 90% | -100% | FY 2025 |
| | Key Measure - Roadway: Total potholes repaired | 7,007 | 9,134 | 9,085 | | 0.5% | FY 2025 |
| | Key Measure - Roadway: Blocks treated as part of the street resurfacing program | 74 | 96 | 106 | 120 | -19.6% | FY 2025 |
| | Other Measure - Roadway: Total block paving area (sf) | 1,209,063 | 1,576,100 | 1,309,949 | 1,200,000 | 31.3% | FY 2025 |
| | Other Measure - Roadway: Total voids & depressions area (sf) | 31,639 | 41,244 | 58,003 | | -40.6% | FY 2025 |
| | Other Measure - Roadway: Total patch pave area (sf) | 75,706 | 98,688 | 108,804 | | -10.2% | FY 2025 |

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.