

**Meeting Date:** April 24, 2025

**To:** Sanitation and Streets Commission

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

**From:** Nicholas Crawford, Acting Superintendent of Bureau of Urban Forestry

**Subject:** Performance Measures Presentation and Report: Bureau of Urban Forestry  
Performance Measures

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

**Executive Summary:** This presentation and report provide performance measures through April 7, 2025 for the Bureau of Urban Forestry. The presentation will cover annual performance measures for total public requests, total public request completions, total trees planted, tree maintenance by personnel, trees inspection counts, area of sidewalk fixed, and linear feet of curb repaired. The Performance Measure Report provides performance measures related to these services.

This presentation and report also provide updated measures for the Bureau of Urban Forestry's StreetTreeSF program to reflect fiscal-year-end-totals. This program was formed as a result of the passing of Proposition E on November 8, 2016. The measure shifted responsibility for the maintenance of approximately 125,000 trees along public streets and surrounding sidewalks from public property owners to the City of San Francisco

**Attachments:**

- PowerPoint Presentation
- Performance Measure Report

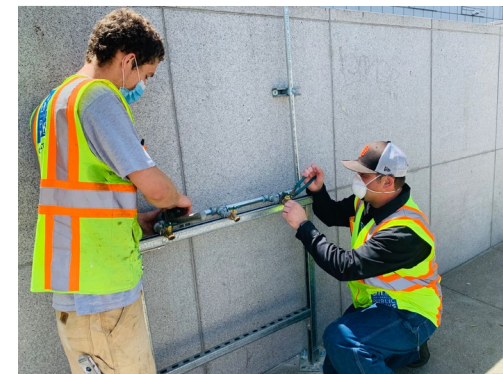


April 24, 2025

# Performance and Data Evaluation: Urban Forestry

Nicholas Crawford

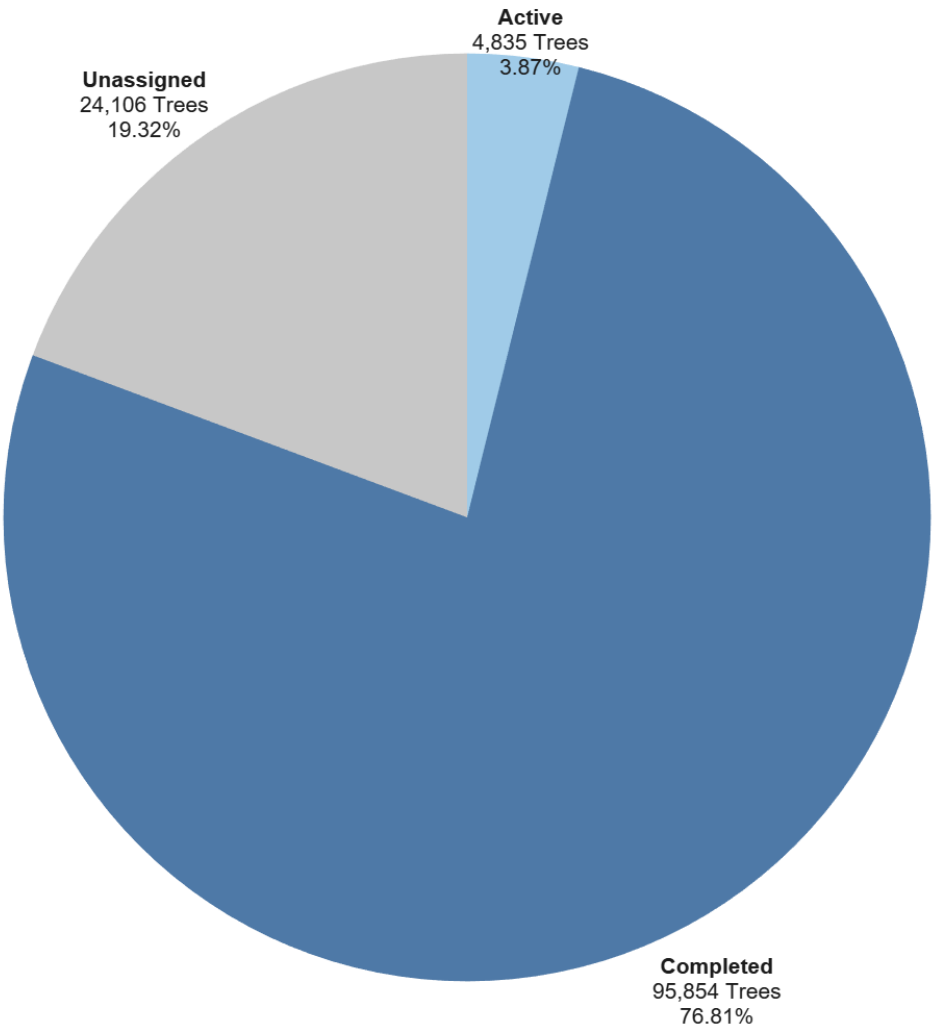
Acting Superintendent of Bureau of Urban Forestry



# Performance and Data Evaluation: StreetTreeSF

StreetTreeSF: Progress Status

Status  
Active  
Completed  
Unassigned



Totals as of: Apr 01, 2025

Sources: Progress or work internally tracked by Bureau of Urban Forestry.  
Tree census obtained by using ArborPro (2017)

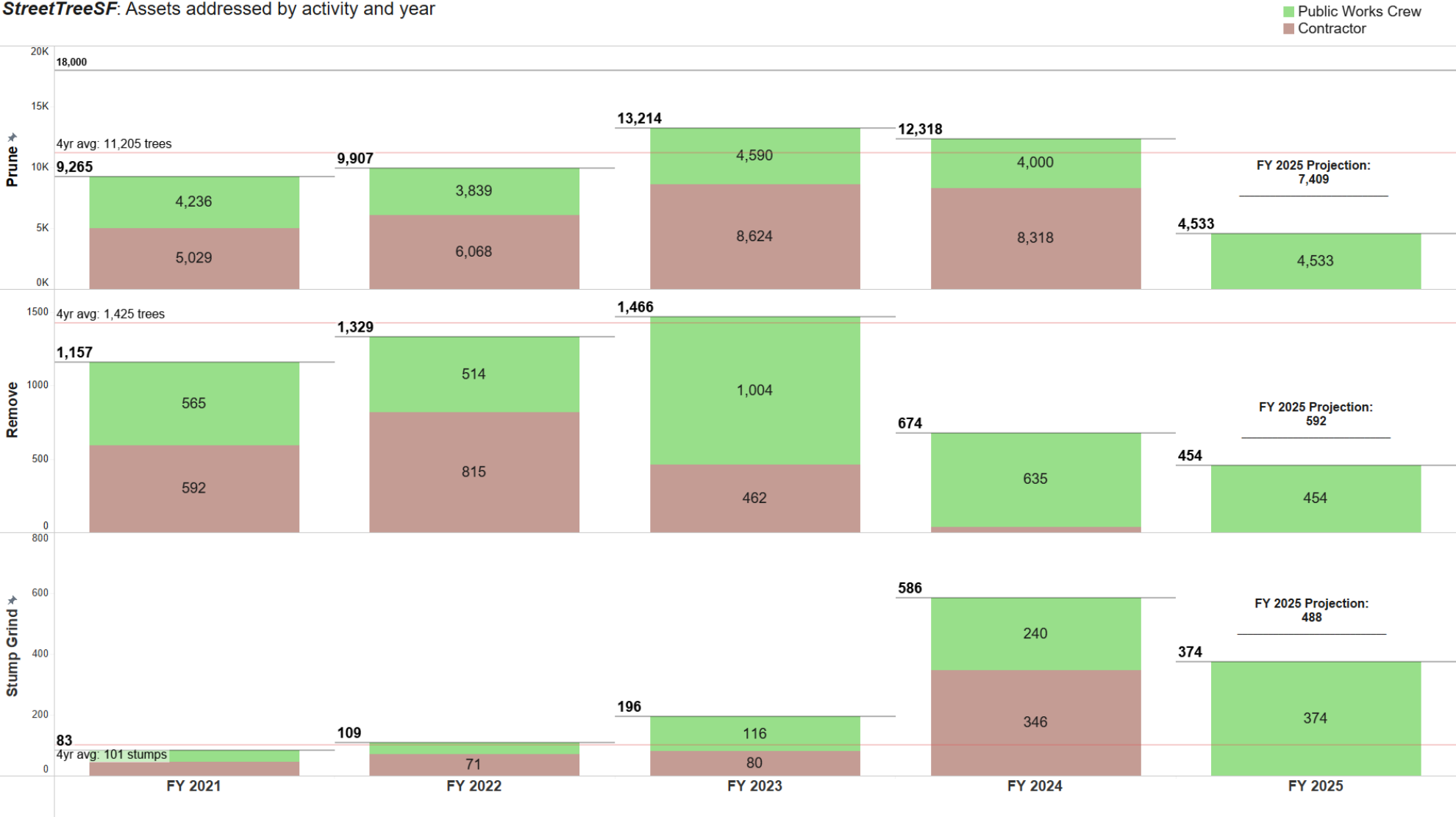


Disclaimer: Reports are subject to change. Public Works does not guarantee the accuracy or completeness of any information provided.



# Performance and Data Evaluation: StreetTreeSF

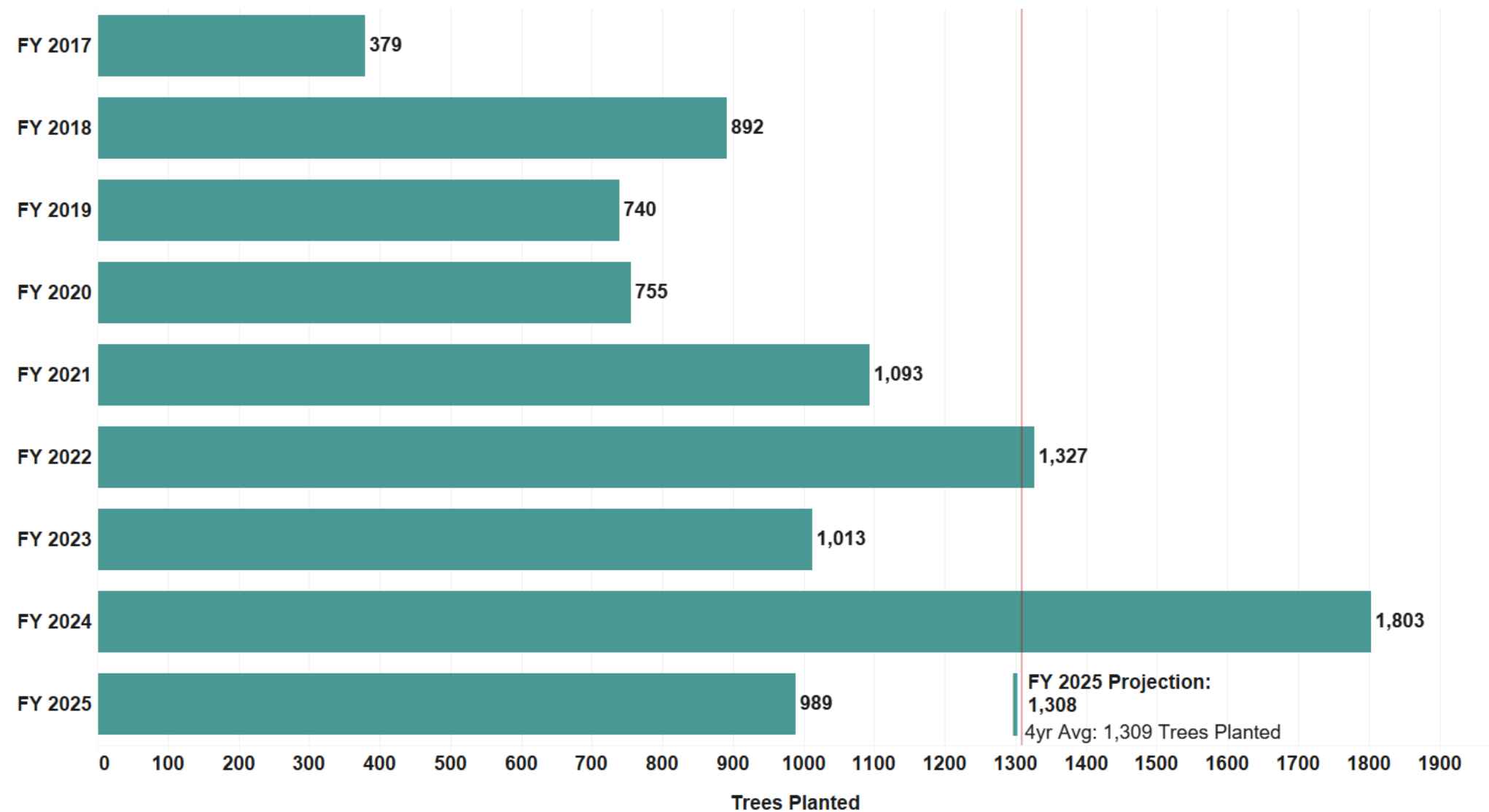
StreetTreeSF: Assets addressed by activity and year



Please note: there is a difference in axis scale for each activity

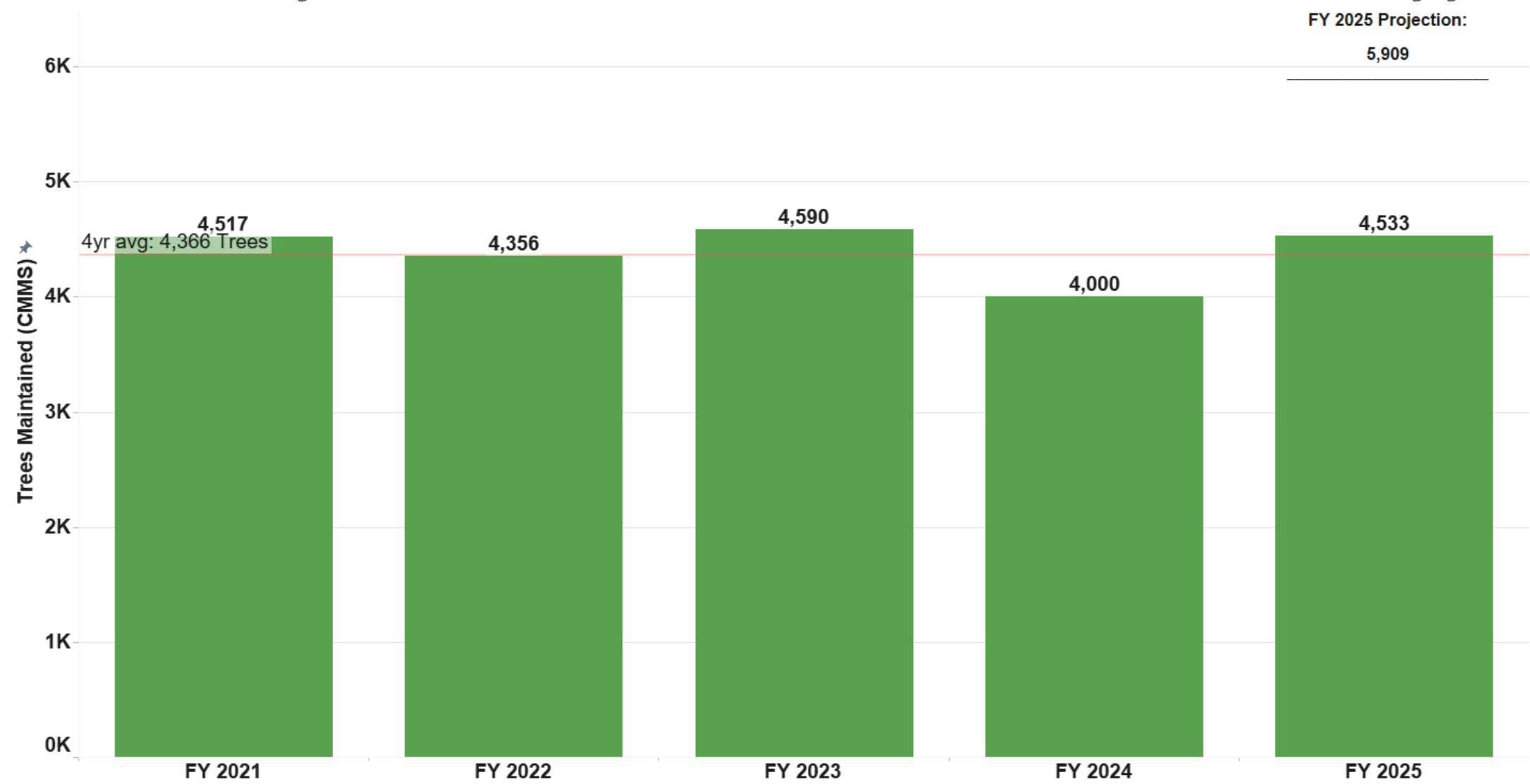
Sources: Progress or work internally tracked by Bureau of Urban Forestry.  
Tree census obtained by using ArborPro (2017)  
Four year average includes: FY2021-FY2024  
Data as of: Apr 01, 2025

# Number of trees planted by fiscal year



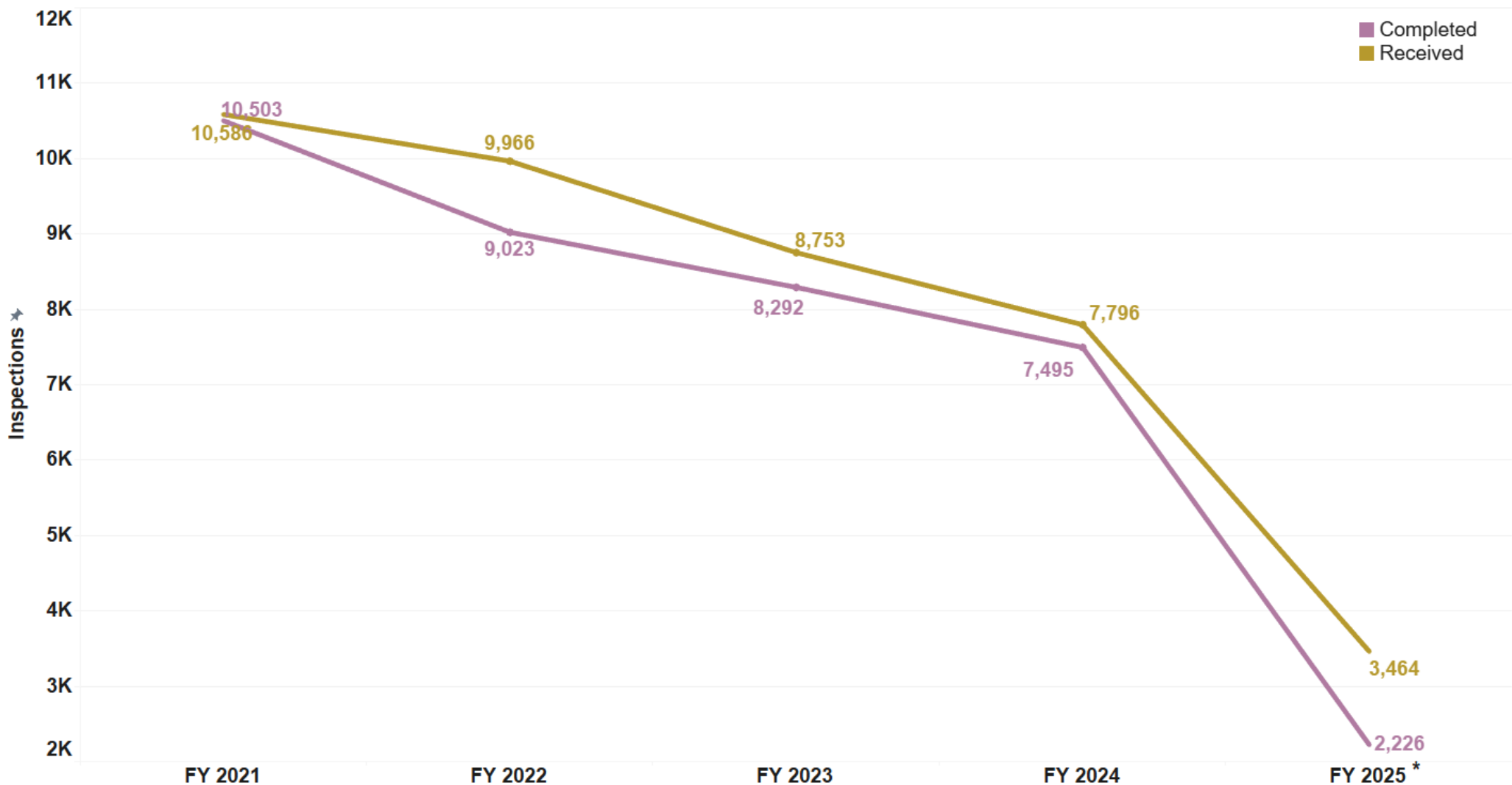
Source: BUF Tree Database  
Four year average includes: FY2021- FY2024  
Data as of: April 3, 2025

# Tree Maintenance by Sanitation & Street Crews: Count of trees maintained by year



Source: Computerized Maintenance Management System (CMMS)  
Four year average includes: FY2021- FY2024  
Data as of: Apr 07, 2025

# Tree and Site Inspections: Volume received and completed by year

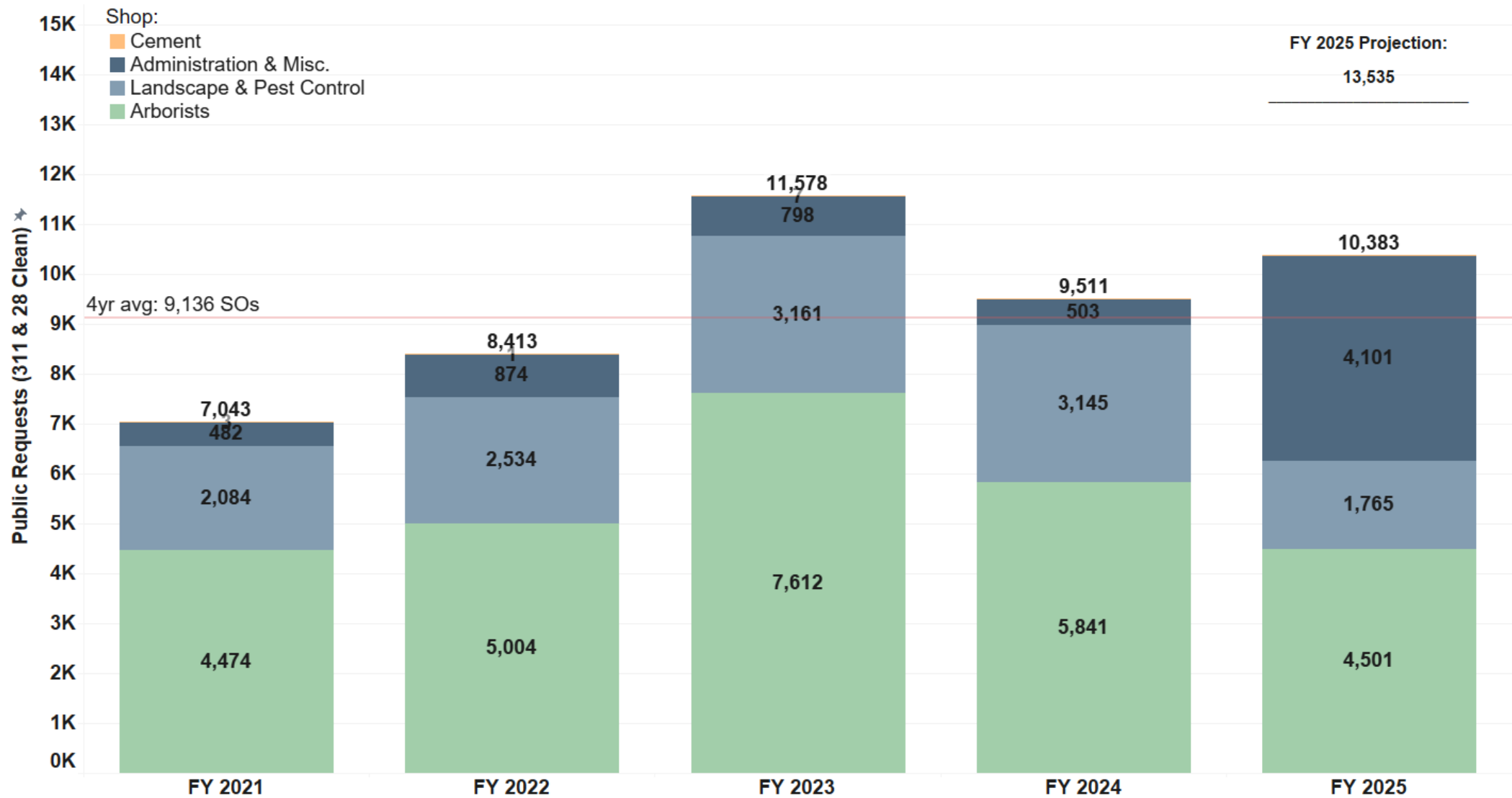


Please note: inspections axis begins at 2000

Source: 28Clean and Tree database; Public and Internal source

\* Data is as of December 11, 2024 and does not yet include post-migration volume from CMMS.

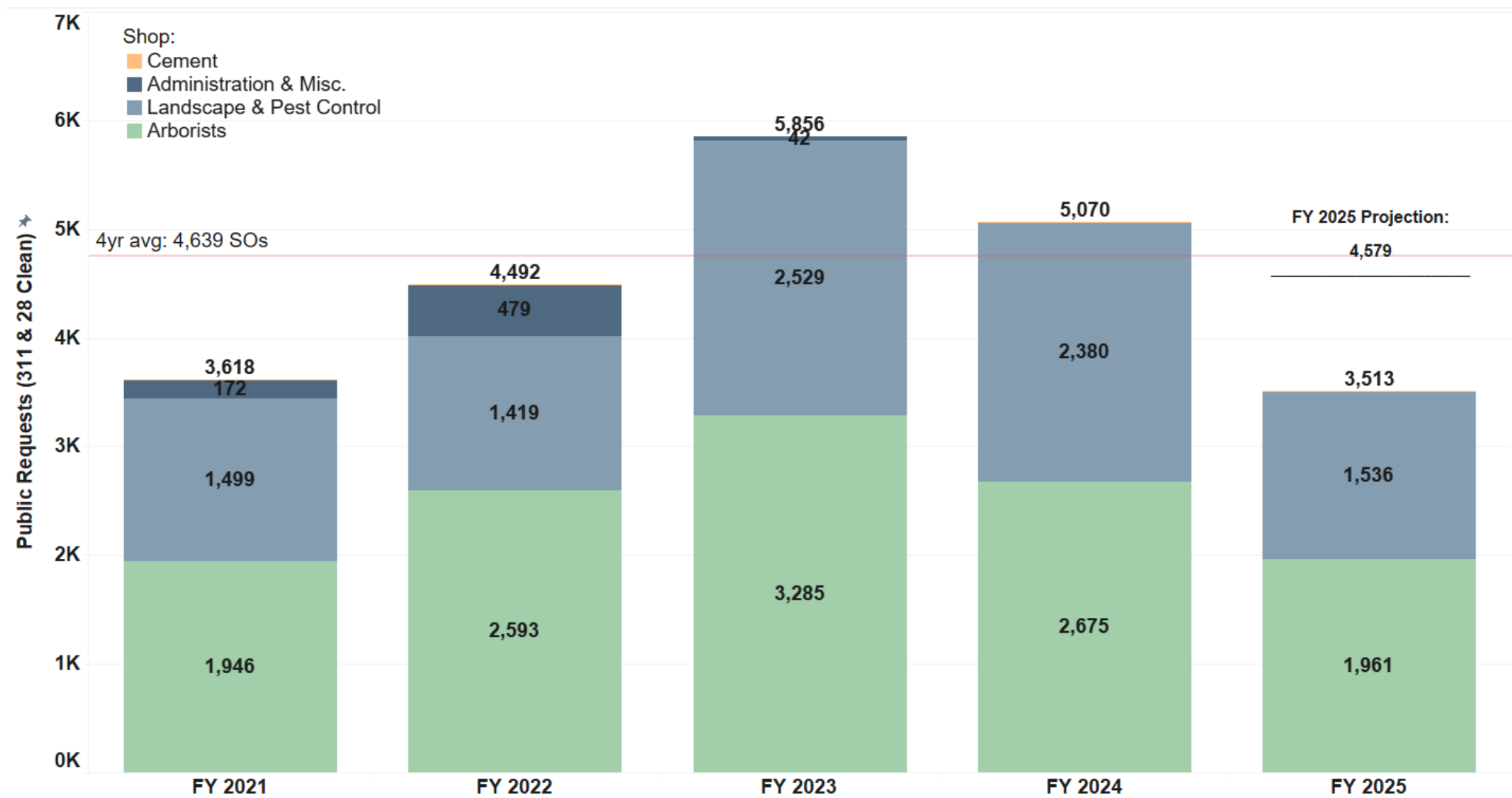
# Annual count of public requests by shop (via 311 and 28Clean)



Source: Computerized Maintenance Management System (CMMS)  
Four year average includes: FY2021- FY2024  
Data as of: Apr 07, 2025



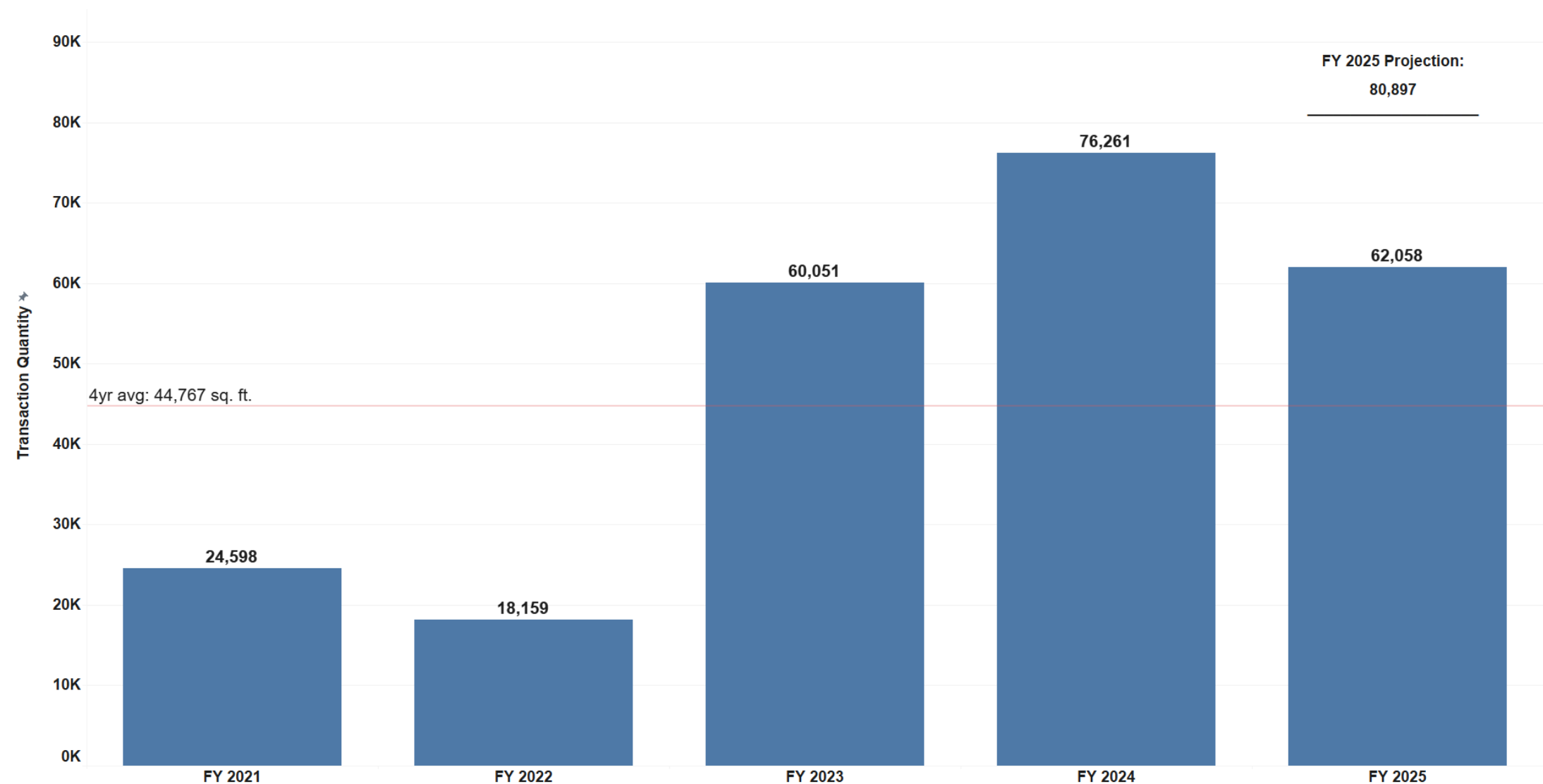
# Annual count of completed public requests by shop (via 311 and 28Clean)



Please note: Increasingly, the work that is performed by the cement shop is predominantly internally generated (e.g. x1104) and not from public requests.

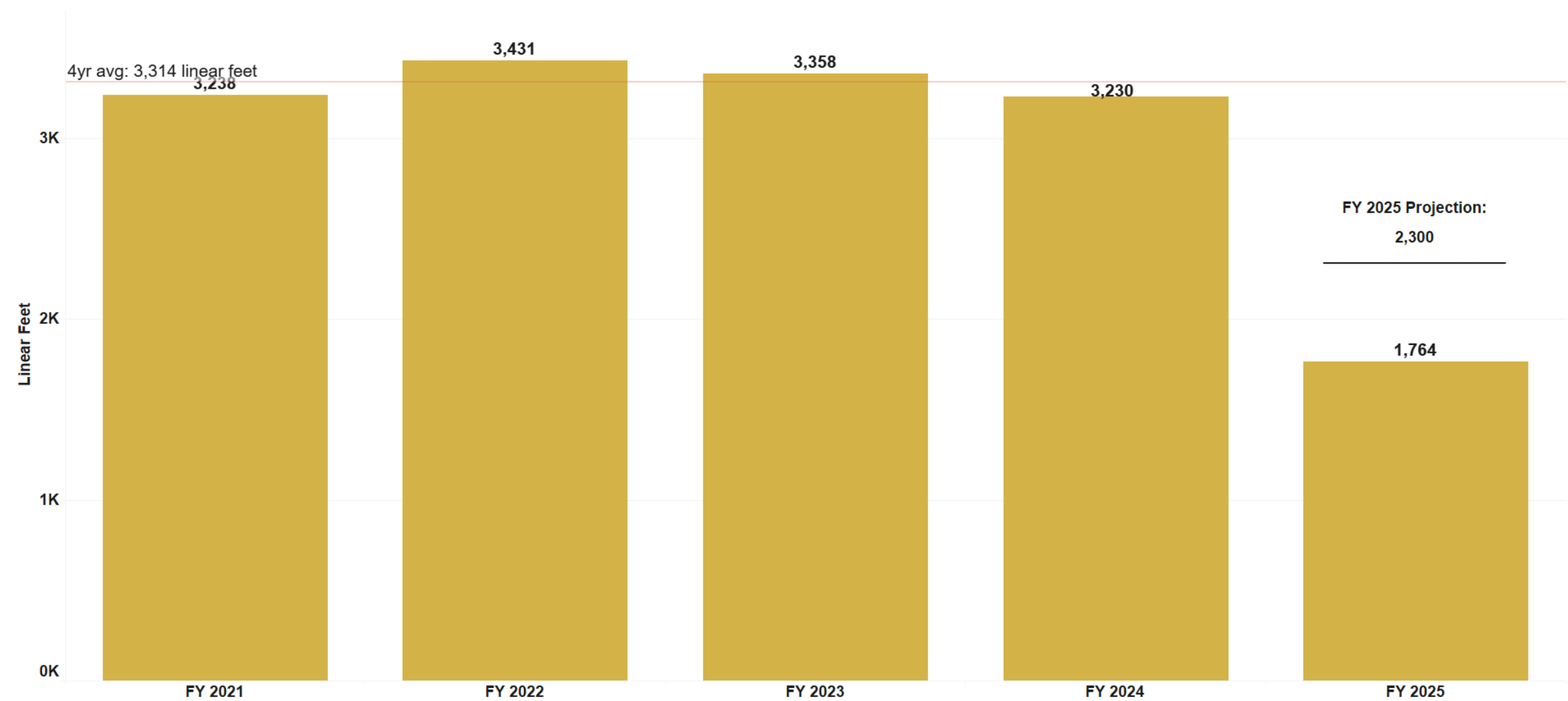
Source: Computerized Maintenance Management System (CMMS)  
Four year average includes: FY2021- FY2024  
Data as of: Apr 07, 2025

# Square feet of sidewalk repaired by fiscal year



Source: Computerized Maintenance Management System (CMMS)  
Four year average includes: FY2021- FY2024  
Data as of: Apr 07, 2025

# Linear feet of curb repaired by fiscal year



Source: Computerized Maintenance Management System (CMMS)  
Four year average includes: FY2021- FY2024  
Data as of: Apr 07, 2025



**QUESTIONS?**

## Performance Measure Report - Urban Forestry

Bureau	Metric Name	FY 2025 Totals	FY2025 Projection	Four Year Average (FY2021 - FY2024)	Period
Urban Forestry	Public Requests (311 & 28 Clean): Total Corrective Service Orders Received	10,383	13,535	9,136	FY 2025
	Public Requests (311 & 28 Clean): Arborists	4,501	5,867	5,733	FY 2025
	Public Requests (311 & 28 Clean): Landscape & Pest Control	1,765	2,301	2,731	FY 2025
	Public Requests (311 & 28 Clean): All others (Admin, Cement & Other)	4,117	5,367	673	FY 2025
	Public Requests (311 & 28 Clean): Total Corrective Service Orders Completed	3,513	4,579	4,759	FY 2025
	Public Requests (311 & 28 Clean): Arborists	1,961	2,556	2,625	FY 2025
	Public Requests (311 & 28 Clean): Landscape & Pest Control	1,536	2,002	1,957	FY 2025
	Public Requests (311 & 28 Clean): All others (Admin, Cement & Other)	16	21	177	FY 2025
	StreetTreeSF: Prune	4,533	5,909	11,118	FY 2025
	StreetTreeSF: Remove	454	592	1,323	FY 2025
	StreetTreeSF: Stump Grind	374	488	100	FY 2025
	StreetTreeSF: Percentage of trees maintained to date	76.81%			FY18 - FY25
	Public Works: Trees Planted	989	1,308	1,309	FY 2025
	Public Works: Trees Maintained	4,533	5,909	4,366	FY 2025
	Public Works: Trees Inspected	2,226	3,385	8,848	FY 2025
	Square Footage of Sidewalk Repaired	62,058	80,897	44,767	FY 2025
	Linear Feet of Curb Repaired	1,764	2,300	3,314	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