



Meeting Date: July 20, 2026

To: Sanitation and Streets Commission

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

From: Jonathan Vaing, Acting Superintendent of Bureau of Street Environmental Services

Subject: Presentation and Report on Bureau of Street Environmental Services Performance Measures

Director's Recommendation: Receive and discuss informational presentation.

Executive Summary: This presentation and report details performance measures for Street Environmental Services. The presentation will cover performance measures for Street and Environmental Services including street and sidewalk cleaning and graffiti services. The performance measure report provides performance measures related to the Street Environmental Services street and sidewalk cleaning operations as well as its graffiti operations.

Attachments:

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

[Insert staff report subject]

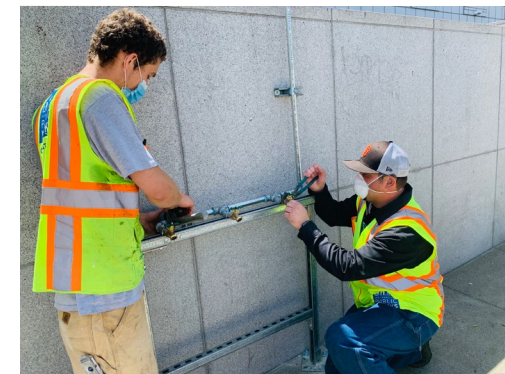
Sanitation and Streets Commission Meeting: [Insert date]



July 20, 2026

Performance and Data Evaluation: Street Cleaning & Graffiti

Jonathan Vaing, Acting Superintendent of Bureau of Street Environmental Services
Woojoo Chung, Street Inspection Supervisor



Performance and Data Evaluation: Street Cleaning

Annual street and sidewalk cleaning requests

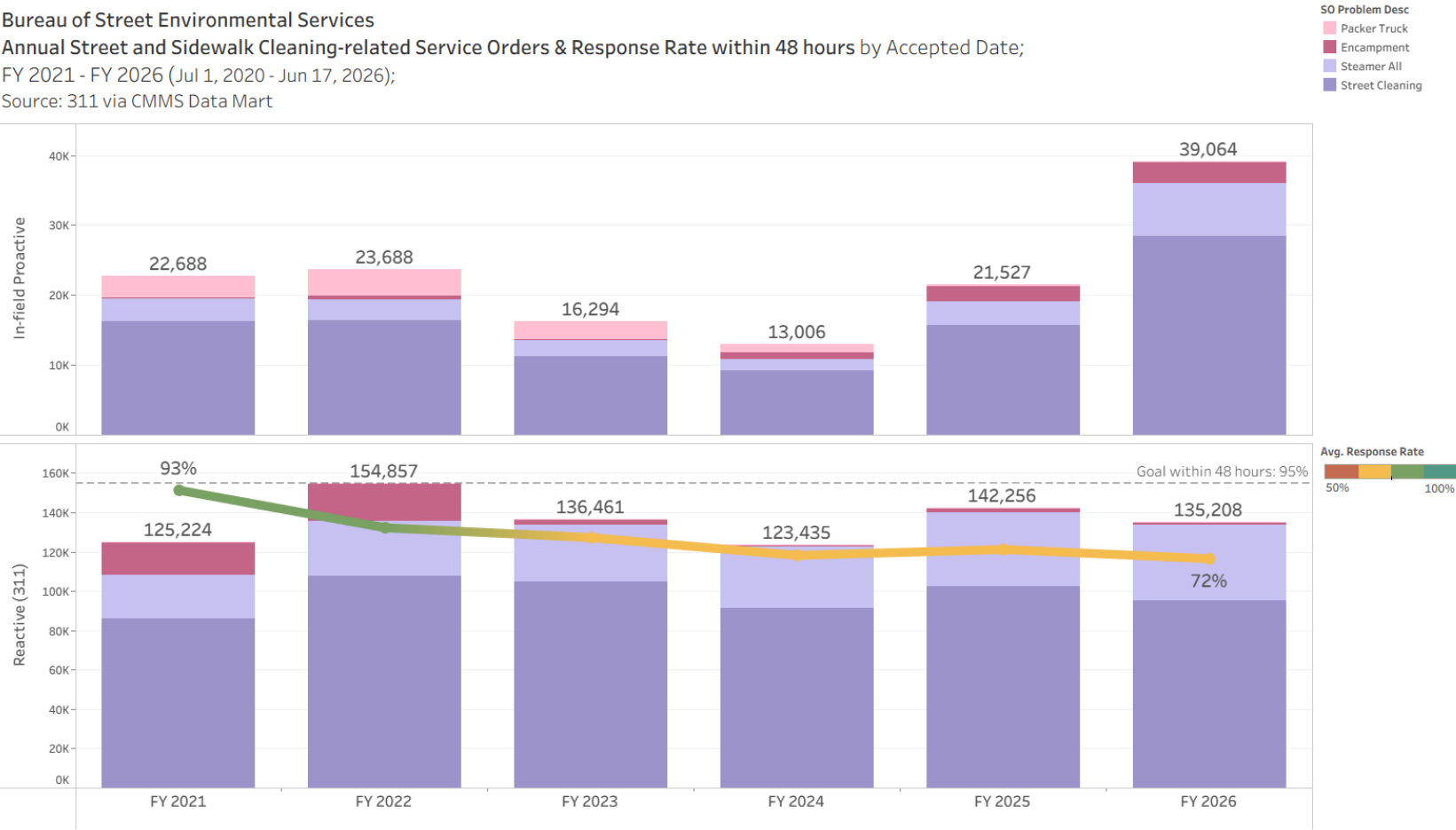
Annual percent of reactive (311) street & sidewalk cleaning requests responded to within service level agreement (48 hrs)

Bureau of Street Environmental Services

Annual Street and Sidewalk Cleaning-related Service Orders & Response Rate within 48 hours by Accepted Date;

FY 2021 - FY 2026 (Jul 1, 2020 - Jun 17, 2026);

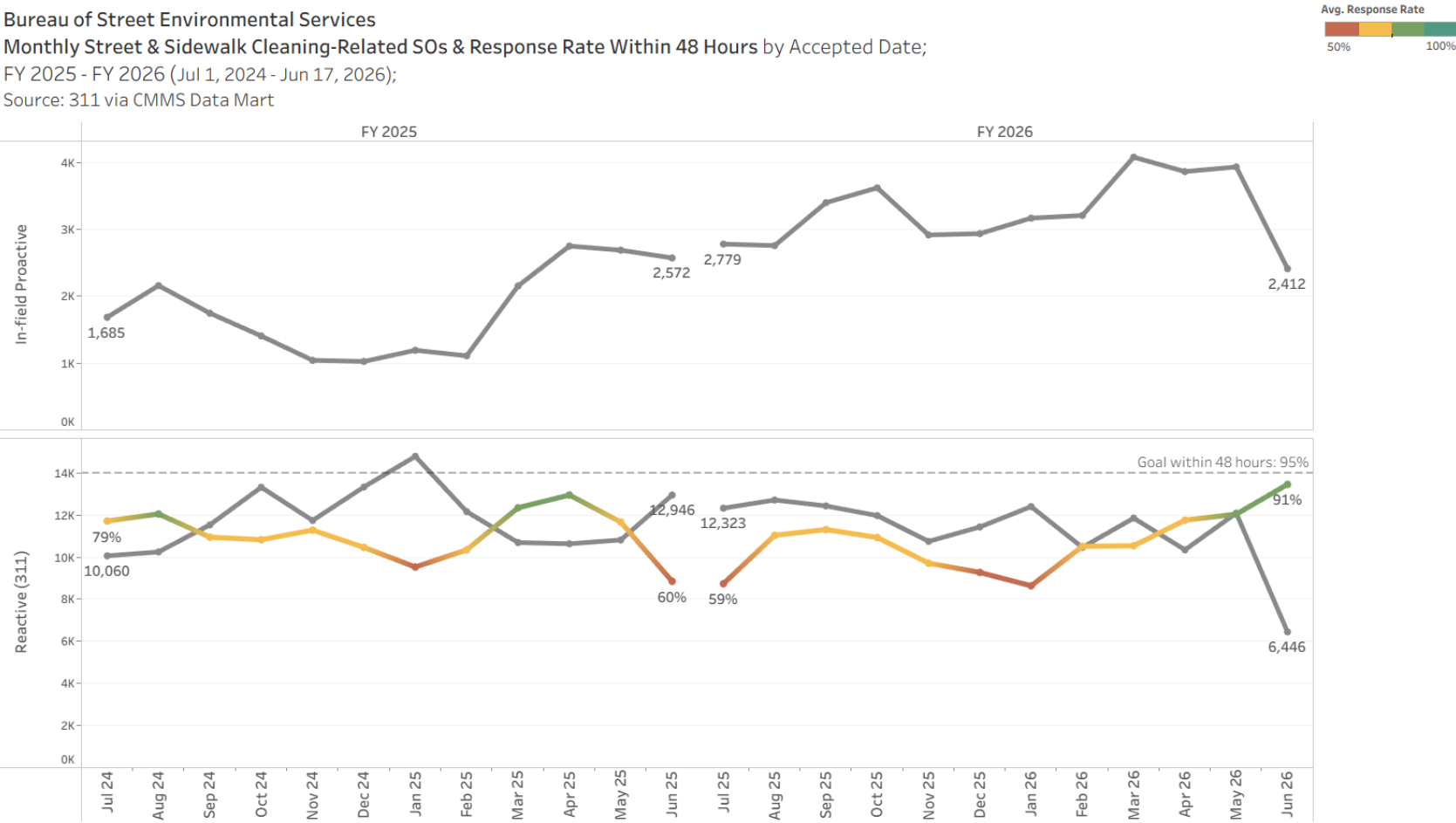
Source: 311 via CMMS Data Mart



Performance and Data Evaluation: Street Cleaning

Monthly street and sidewalk cleaning requests

Monthly percent of reactive (311) street & sidewalk cleaning requests responded to within service level agreement (48 hrs)



Performance and Data Evaluation: Debris Tonnage Collected

Annual amount of debris tonnage collected for sweeper and non-sweeper categories

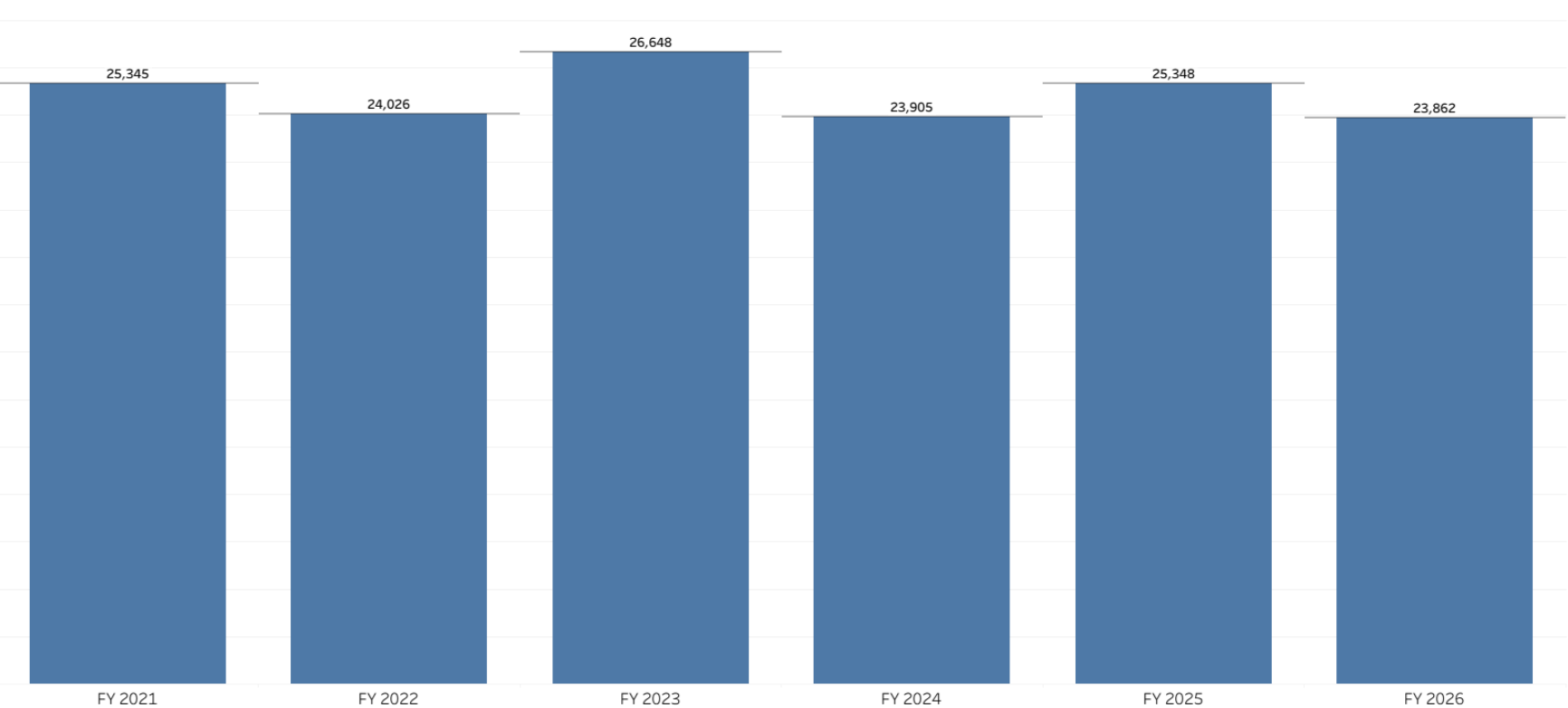
Bureau of Street Environmental Services
Output Measure: Annual Debris Tonnage Collected by Category
FY 2021 - FY 2026 (Jul 1, 2020 - Jun 6, 2026);
Source: CMMS Recology Tonnage



Performance and Data Evaluation: Debris Tonnage Collected

Annual amount of debris tonnage collected for sweeper and non-sweeper categories

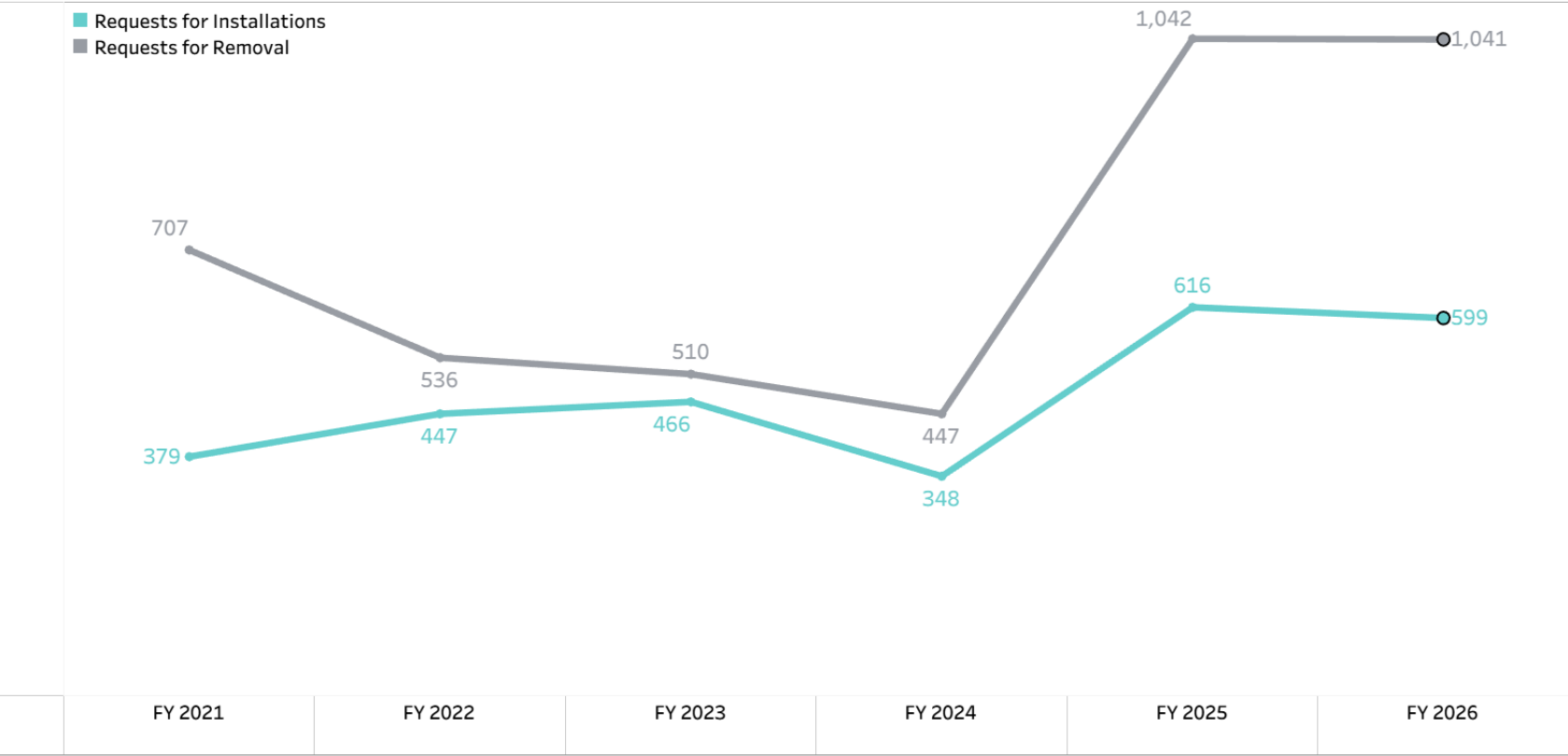
Bureau of Street Environmental Services
Output Measure: Annual Debris Tonnage Collected Combined
FY 2021 - FY 2026 (Jul 1, 2020 - Jun 6, 2026);
Source: CMMS Recology Tonnage



Performance and Data Evaluation: Litter Receptacles

Breakdown of annual **service orders received** for litter receptacle removals and installations

Bureau of Street Environmental Services
Annual **Service Orders Received** for Litter Receptacle Removals and Installations by Completed Date;
FY 2021 - FY 2026 (Jul 1, 2020 - Jun 17, 2026);
Source: 311 via DataWarehouse



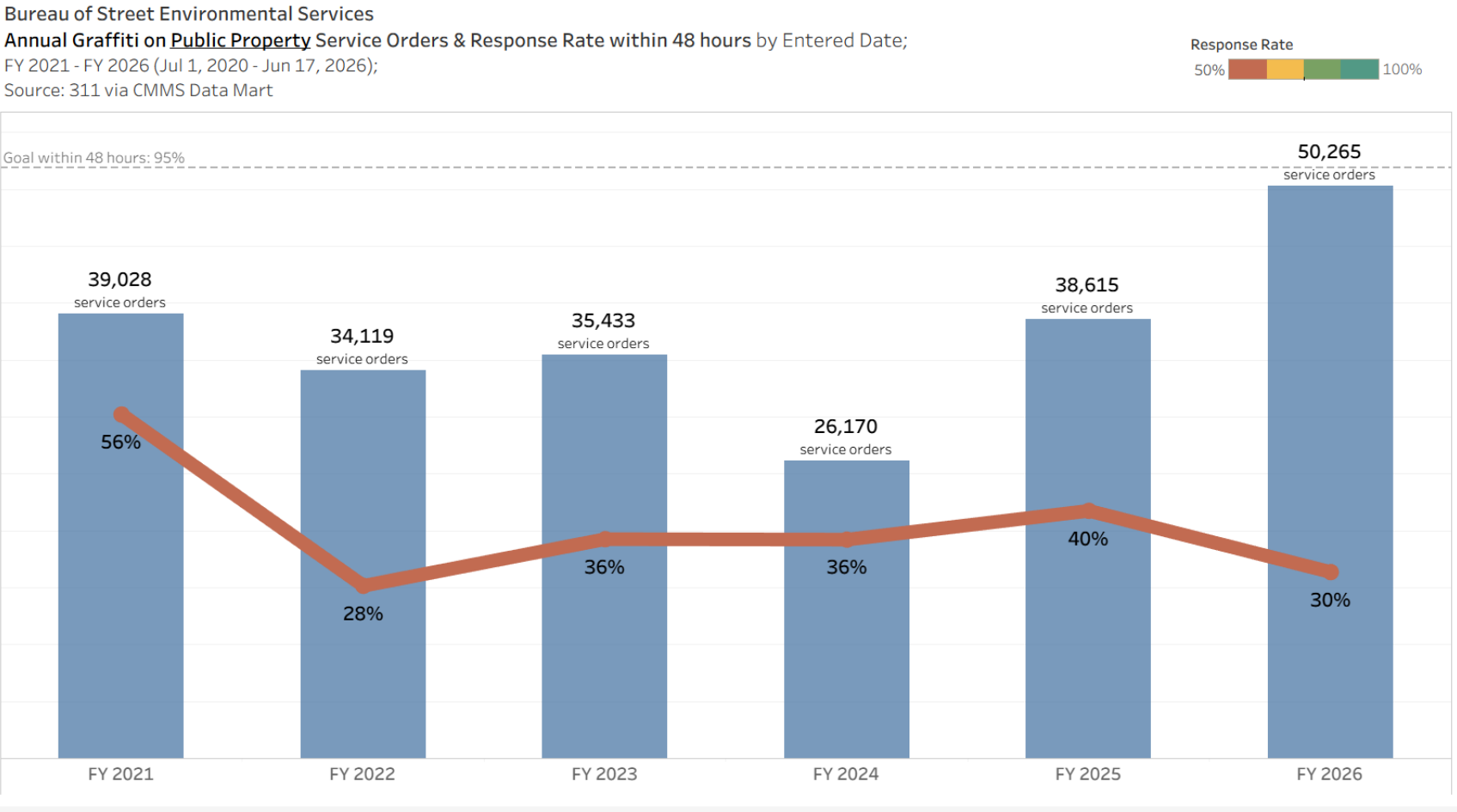
Amounts reflect Service Order volume, not actions taken by SES. Some SOs may have been closed with no removal or installation, if established criteria was not met.

Working with the Planning & Performance team to develop additional visualizations.

Performance and Data Evaluation: Graffiti

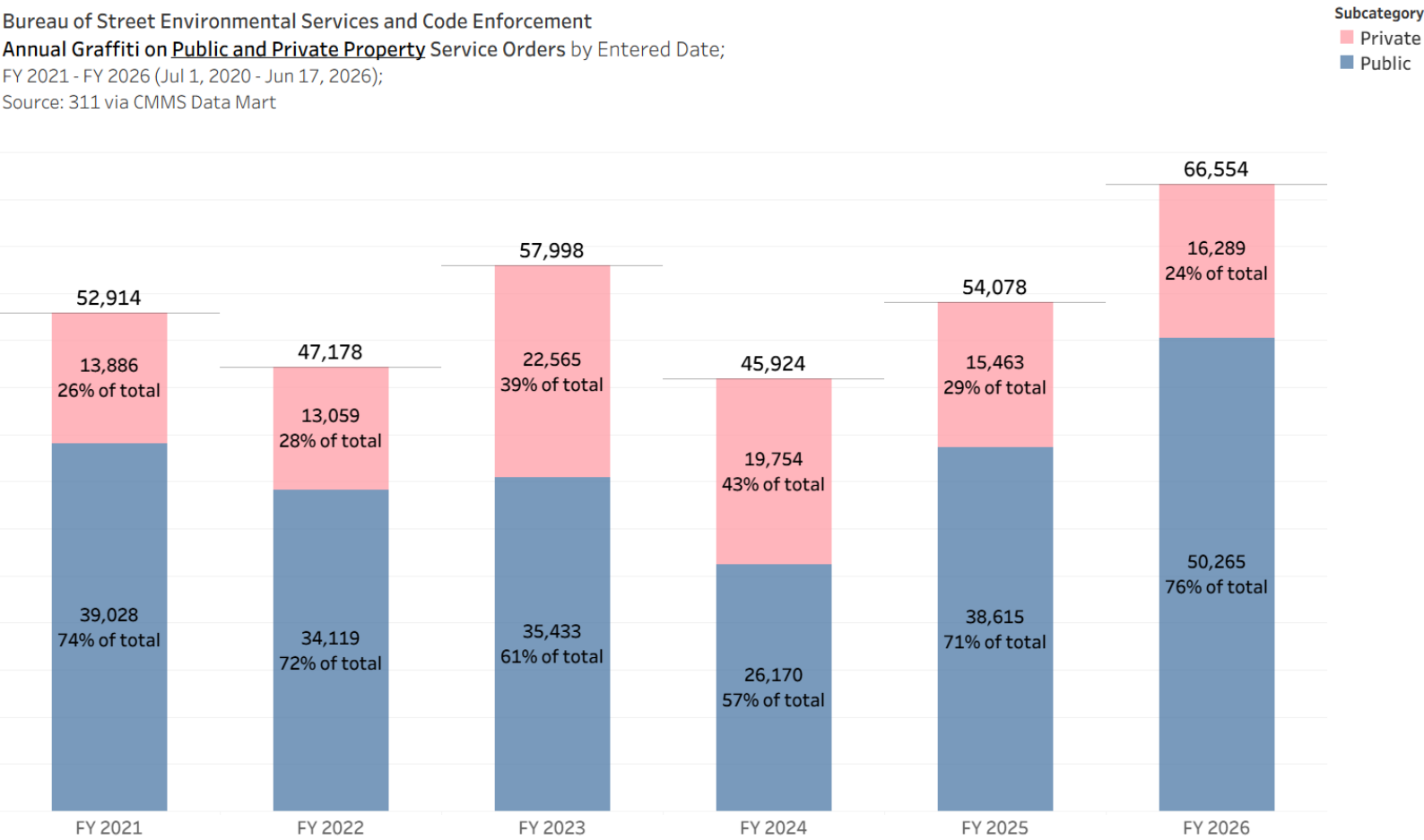
Annual graffiti service orders for public property

Annual percent of graffiti for public property requests responded to within service level agreement (48 hours)



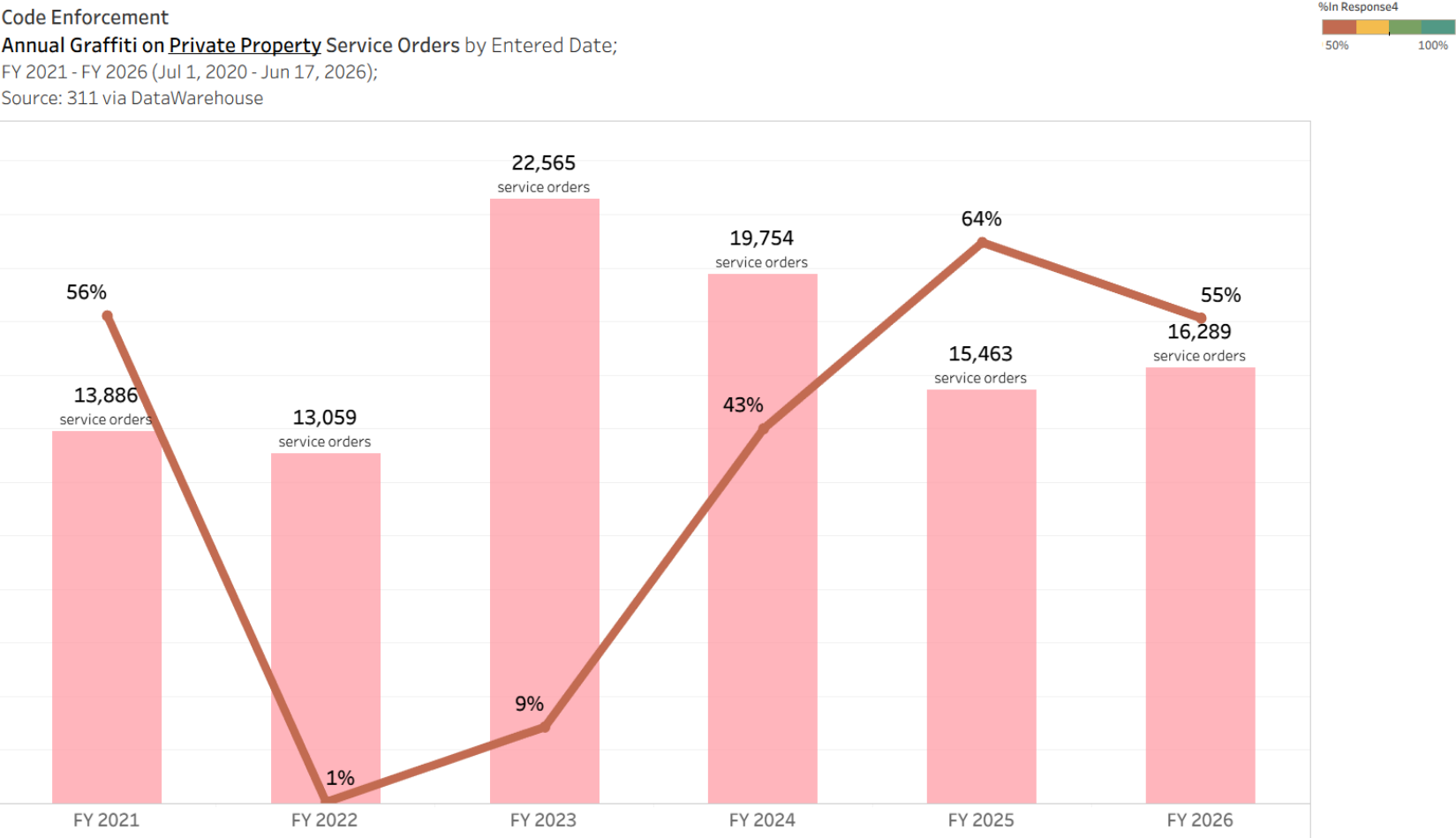
Performance and Data Evaluation: Graffiti

Breakdown of annual graffiti service orders for public and private property



Performance and Data Evaluation: Graffiti

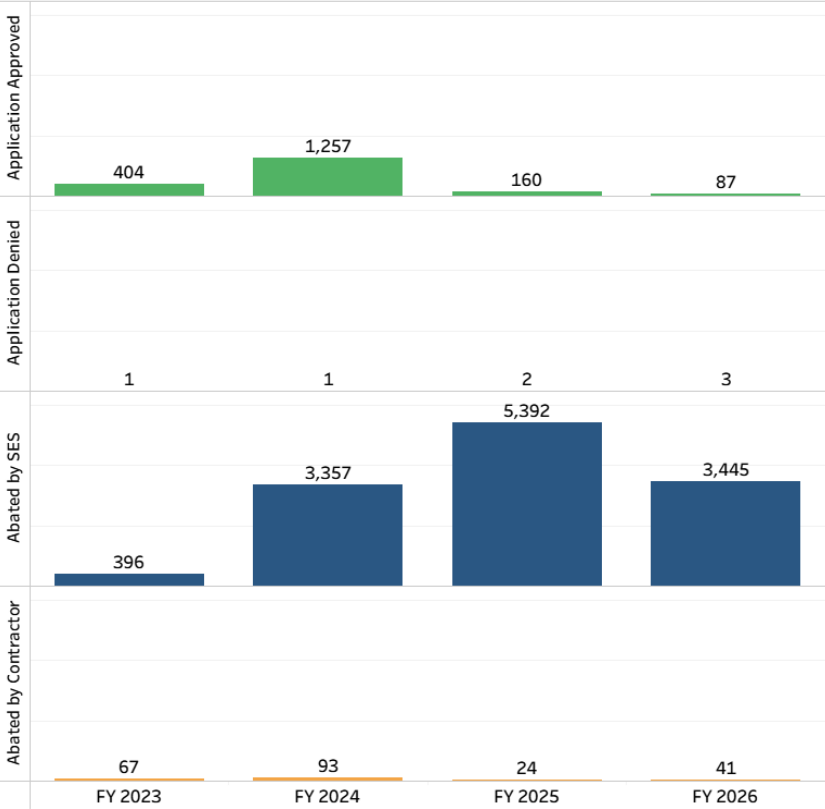
Annual graffiti service orders for private property



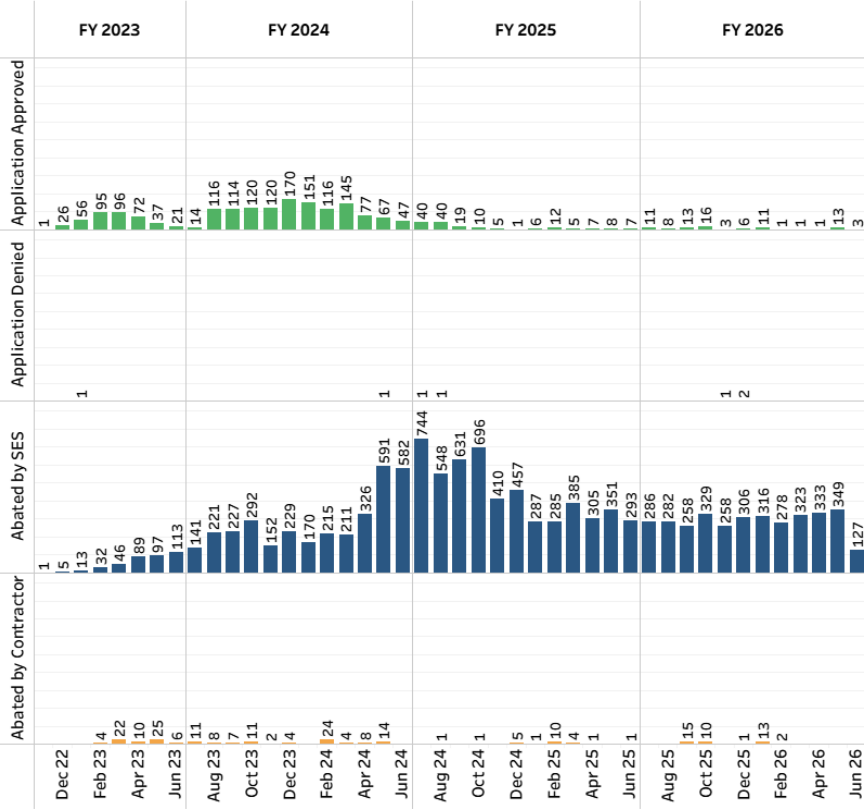
Performance and Data Evaluation: Graffiti Private Opt-In Program

Breakdown of the number of actions on [private property](#)

Code Enforcement, Graffiti Opt-In Program
FY 2023 - FY 2026 (Nov 30, 2022 - Jun 17, 2026);
Source: Graffiti Database



Code Enforcement, Graffiti Opt-In Program
FY 2023 - FY 2026 (Nov 30, 2022 - Jun 17, 2026);
Source: Graffiti Database



* Total count of abatements can reflect multiple abatements per address*

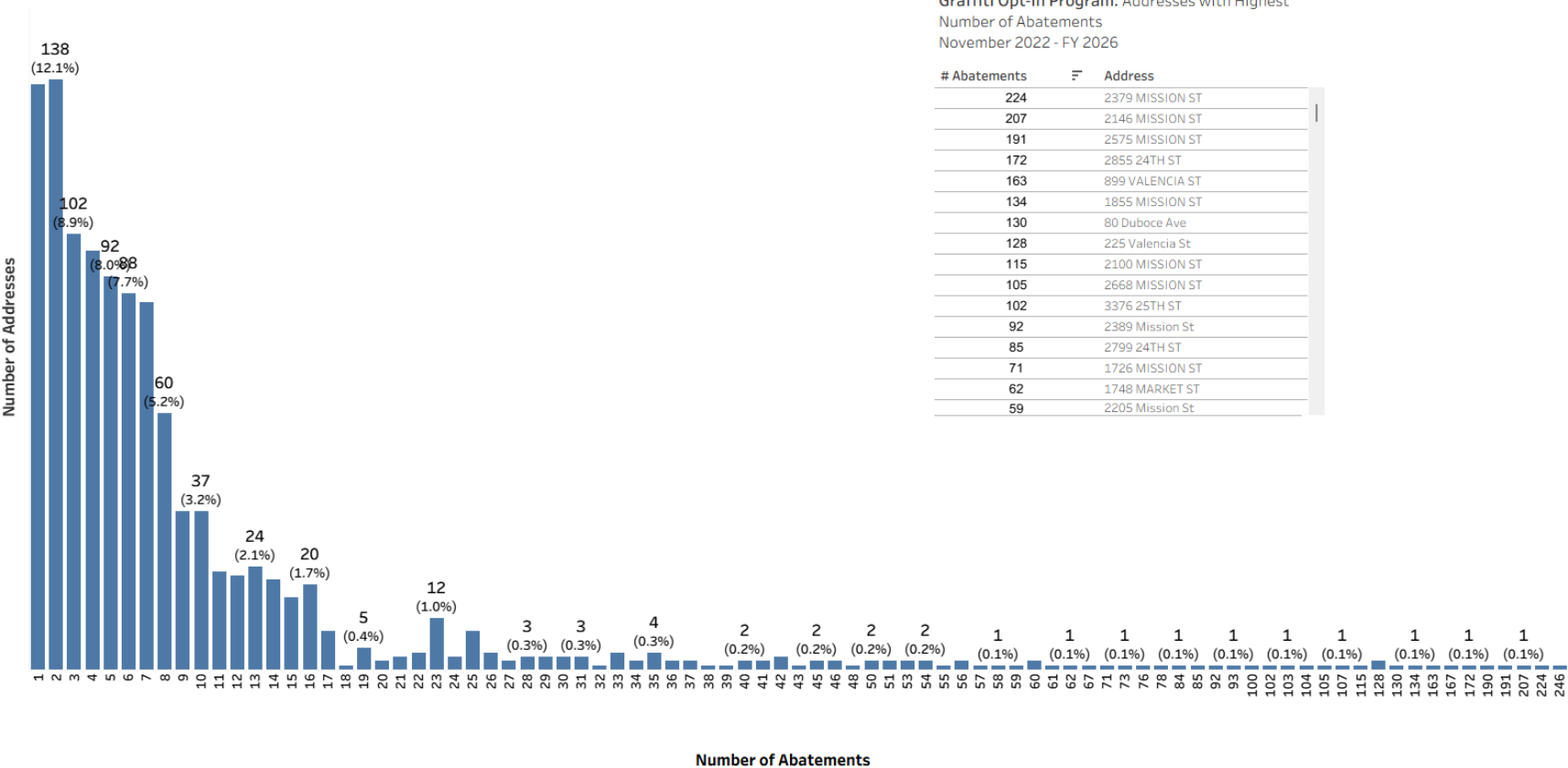
Performance and Data Evaluation: Graffiti Private Opt-In Program

Breakdown of the number of abatements on private property per address

Graffiti Opt-In Program: Amount of Abatements per Address (and % of Total Addresses)

FY 2023 - FY 2026 (Nov 30, 2022 - Jun 17, 2026);

Source: Graffiti Database



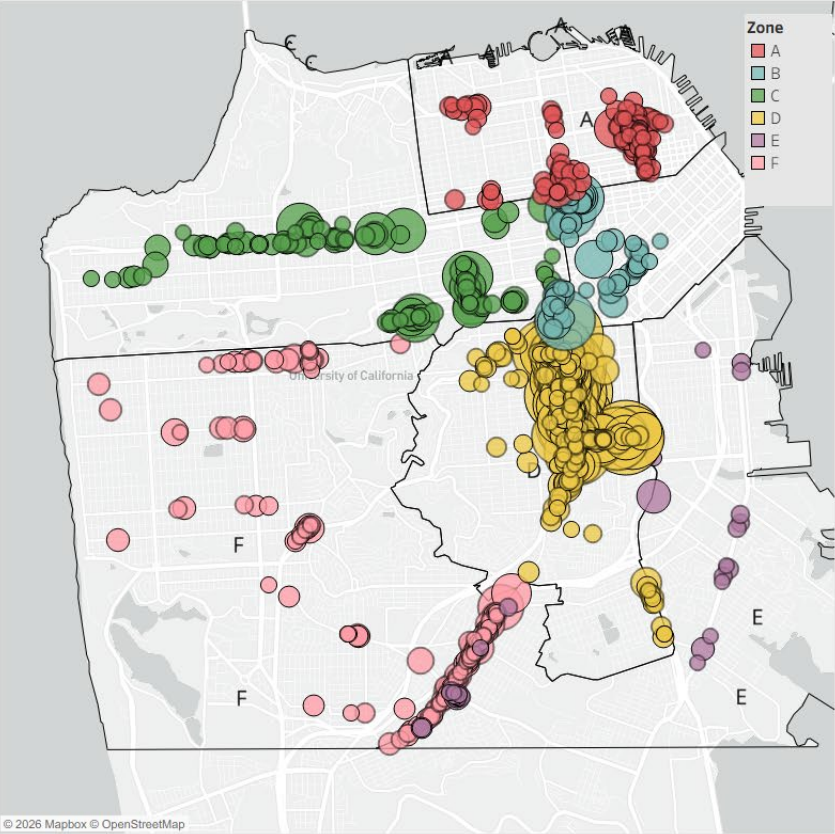
Graffiti Opt-In Program: Addresses with Highest Number of Abatements
November 2022 - FY 2026

# Abatements	Address
224	2379 MISSION ST
207	2146 MISSION ST
191	2575 MISSION ST
172	2855 24TH ST
163	899 VALENCIA ST
134	1855 MISSION ST
130	80 Duboce Ave
128	225 Valencia St
115	2100 MISSION ST
105	2668 MISSION ST
102	3376 25TH ST
92	2389 Mission St
85	2799 24TH ST
71	1726 MISSION ST
62	1748 MARKET ST
59	2205 Mission St

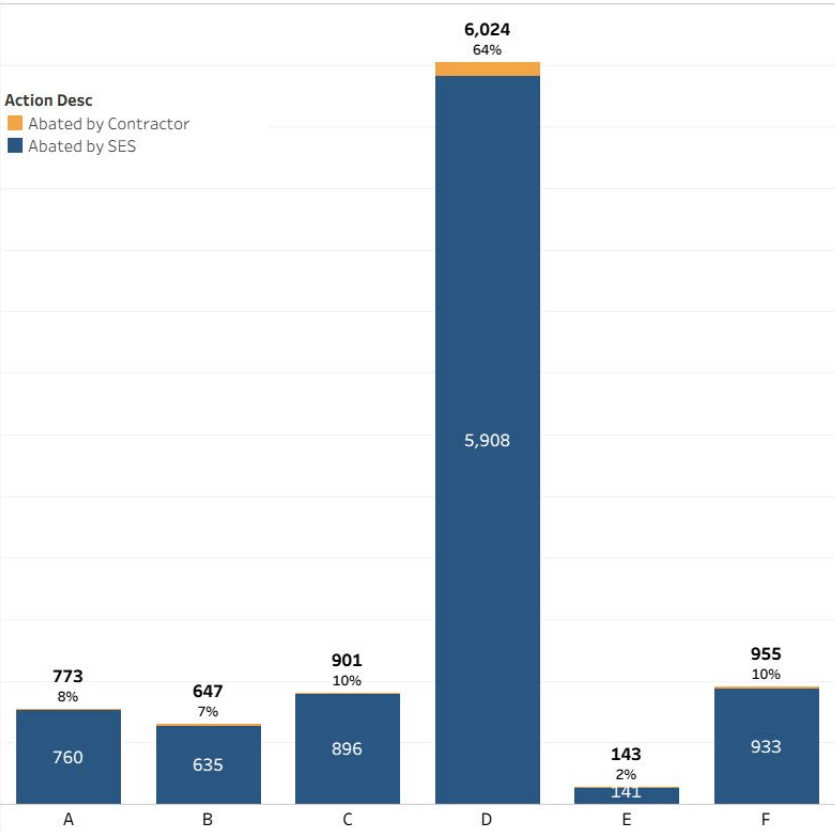
Performance and Data Evaluation: Graffiti Private Opt-In Program

Breakdown of the amount of service orders resulting in abatement on private property per zone

Graffiti Opt-In Abatement Volume Map
FY 2023 - FY 2026 (Nov 30, 2022 - Jun 17, 2026);
Source: Graffiti Database



Graffiti Opt-In Program: Amount of Abatements per Zone
FY 2023 - FY 2026 (Nov 30, 2022 - Jun 17, 2026);
Source: Graffiti Database





QUESTIONS?

Performance Measure Report - Street and Environmental Services

Bureau	Metric Name	Metric Value	Goal	Service Level Agreement	Period
Bureau of Street Environmental Services	Street and sidewalk cleaning service order volume (311 and proactive)	174,272			Jul 1, 2025 - Jun 17, 2026
	Street and sidewalk cleaning response rate (311)	72%	95%	48 hours	Jul 1, 2025 - Jun 17, 2026
	Graffiti service order volume on public property	50,265			Jul 1, 2025 - Jun 17, 2026
	Graffiti response rate on public property	30%	95%	48 hours	Jul 1, 2025 - Jun 17, 2026
	Graffiti service order volume on private property	16,289			Jul 1, 2025 - Jun 17, 2026
	Graffiti response rate on private property	55%			Jul 1, 2025 - Jun 17, 2026
	Litter receptacle removal request service order volume	1,041			Jul 1, 2025 - Jun 17, 2026
	Litter receptacle installation request service order volume	599			Jul 1, 2025 - Jun 17, 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.