



Meeting Date: July 21, 2025

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:

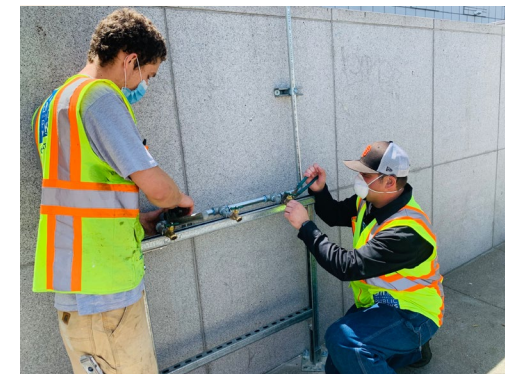
- Attachment 1: Presentation
- Attachment 2: Performance Measure Report



July 21, 2025

Performance and Data Evaluation: Street Cleaning & Graffiti

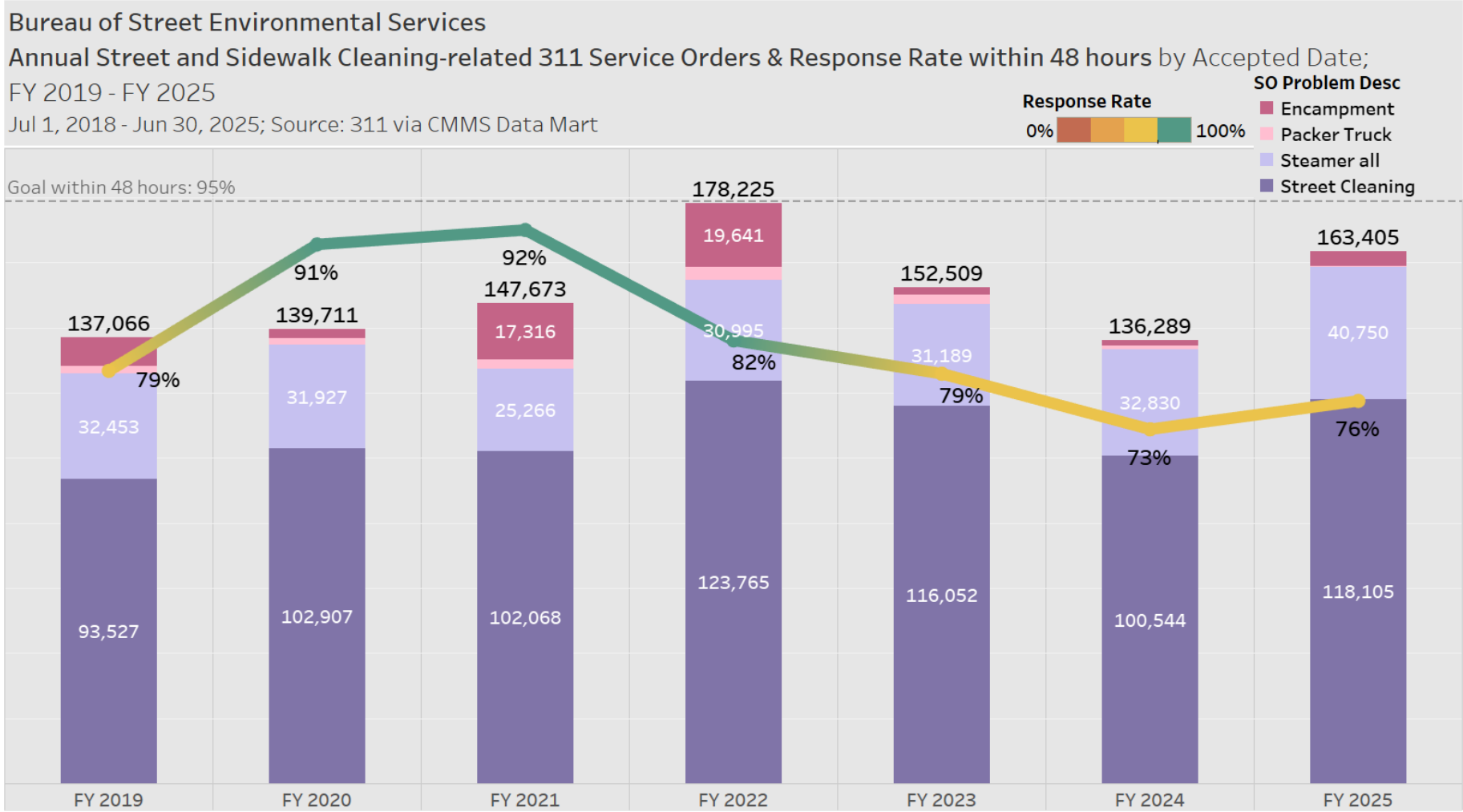
Jonathan Vaing, Acting Superintendent of Bureau of Street Environmental Services
Woojoo Chung, Street Inspection Supervisor



Performance and Data Evaluation: Street Cleaning

Annual street and sidewalk cleaning requests

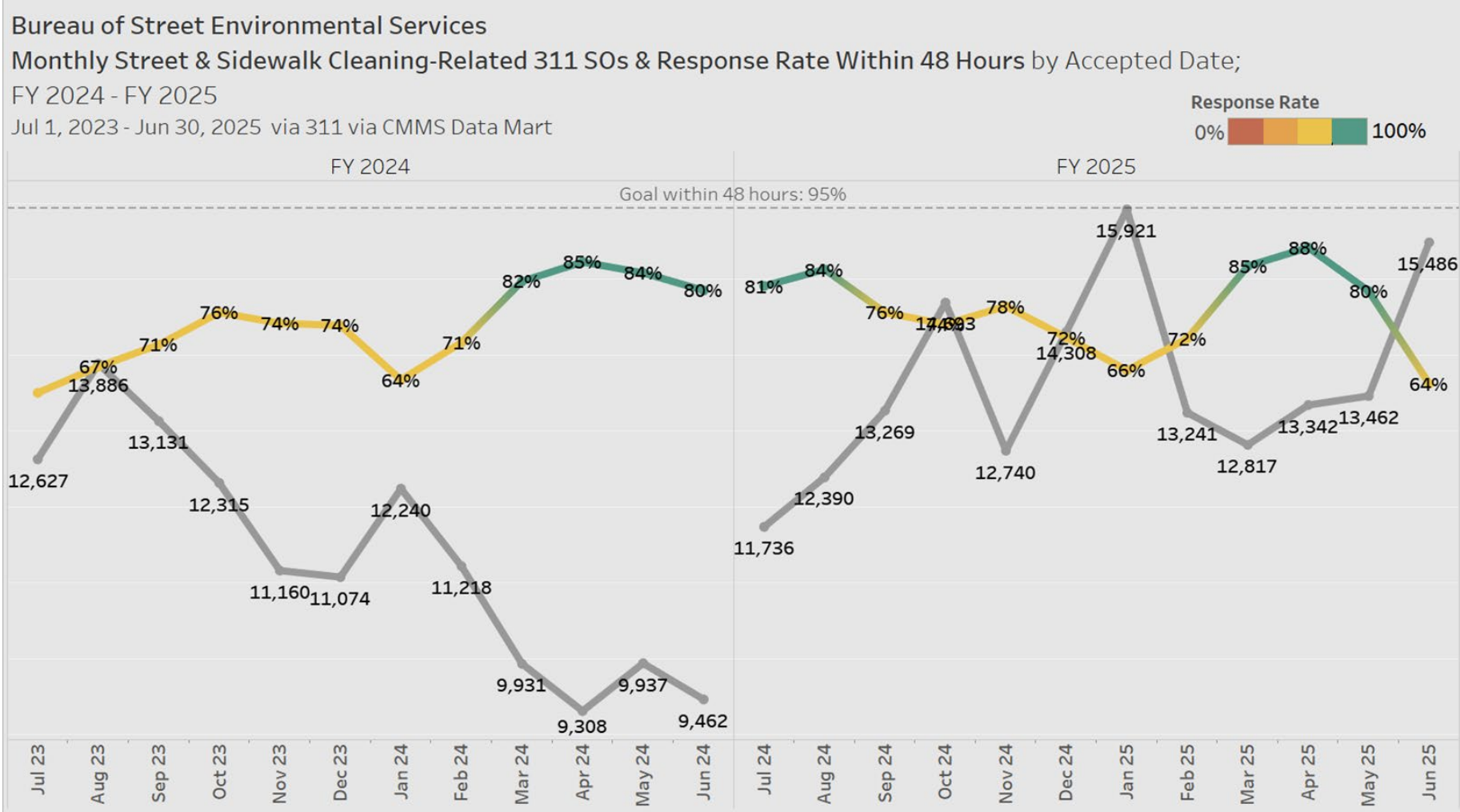
Annual percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)



Performance and Data Evaluation: Street Cleaning

Monthly street and sidewalk cleaning requests

Monthly percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)

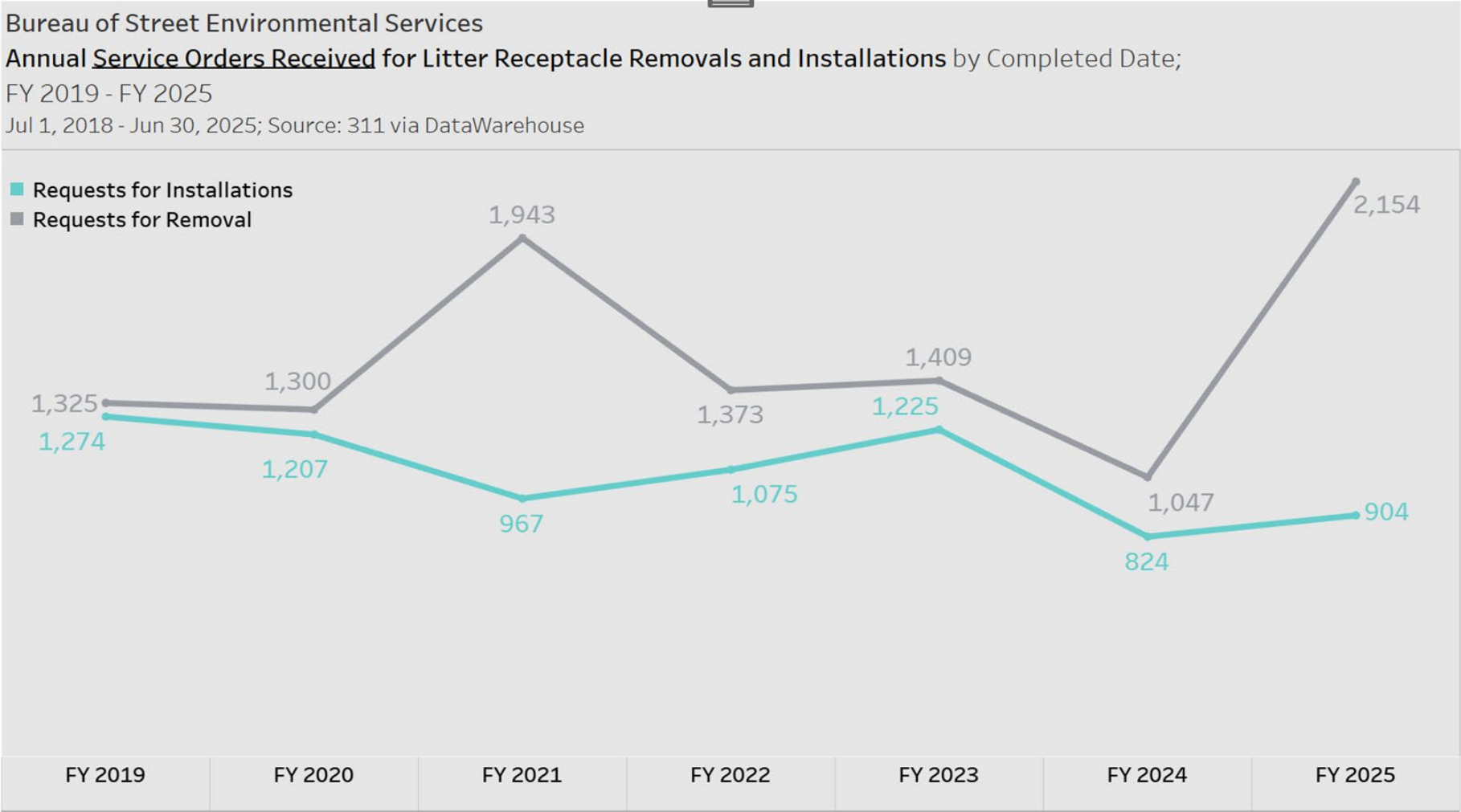


Annual amount of debris tonnage collected for sweeper and non-sweeper categories



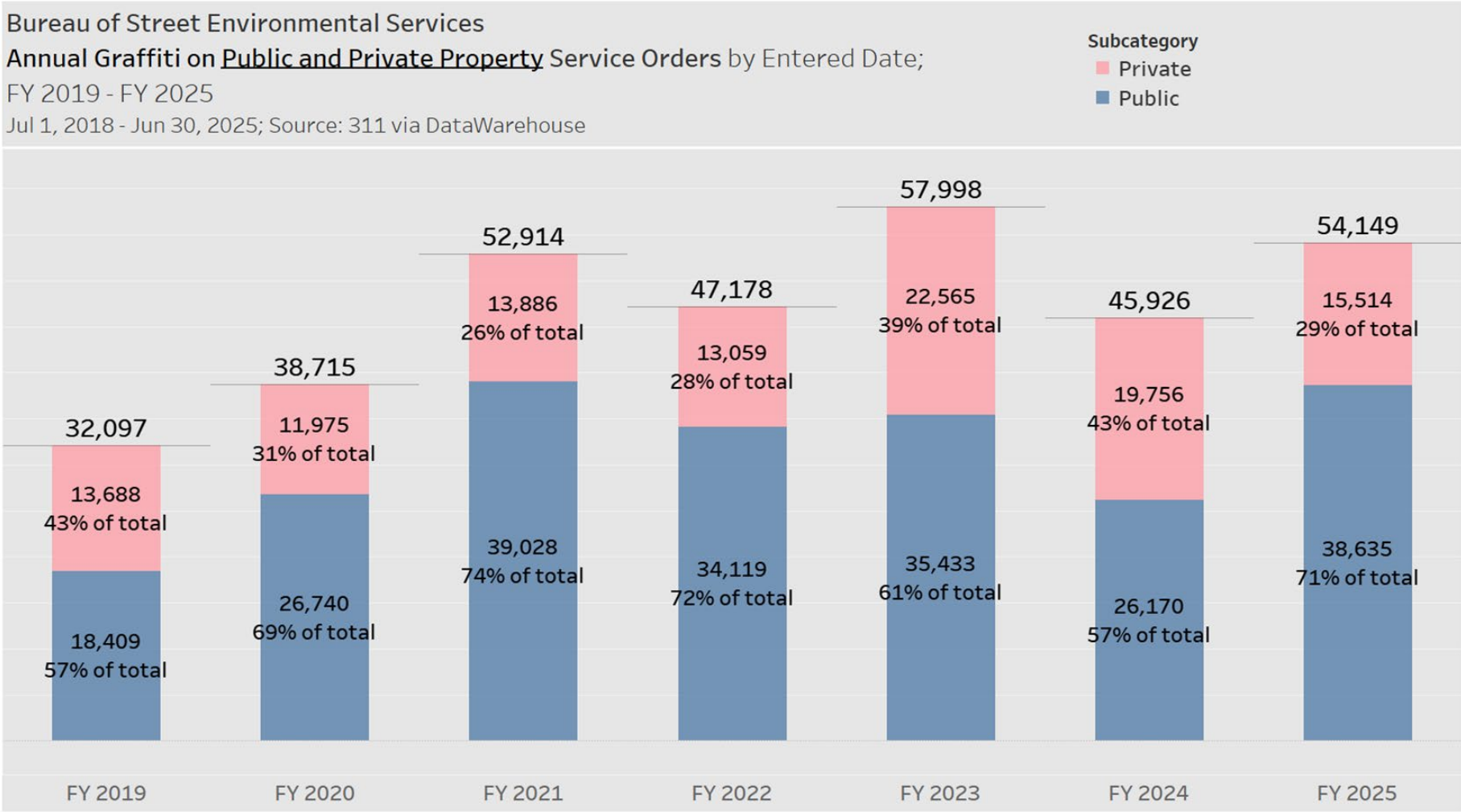
Performance and Data Evaluation: Litter Receptacles

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



Performance and Data Evaluation: Graffiti

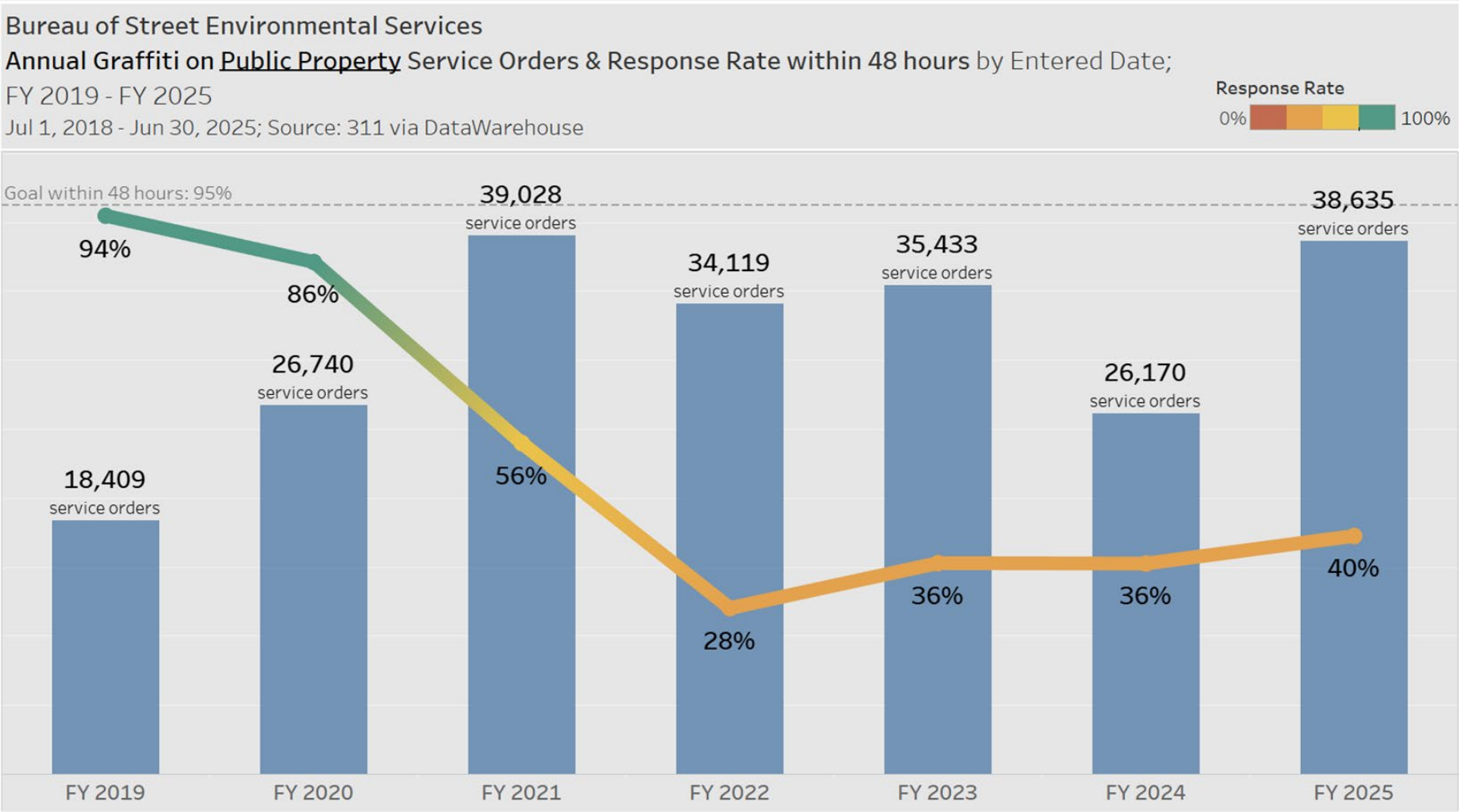
Breakdown of annual graffiti service orders on [public and private property](#)



Performance and Data Evaluation: Graffiti

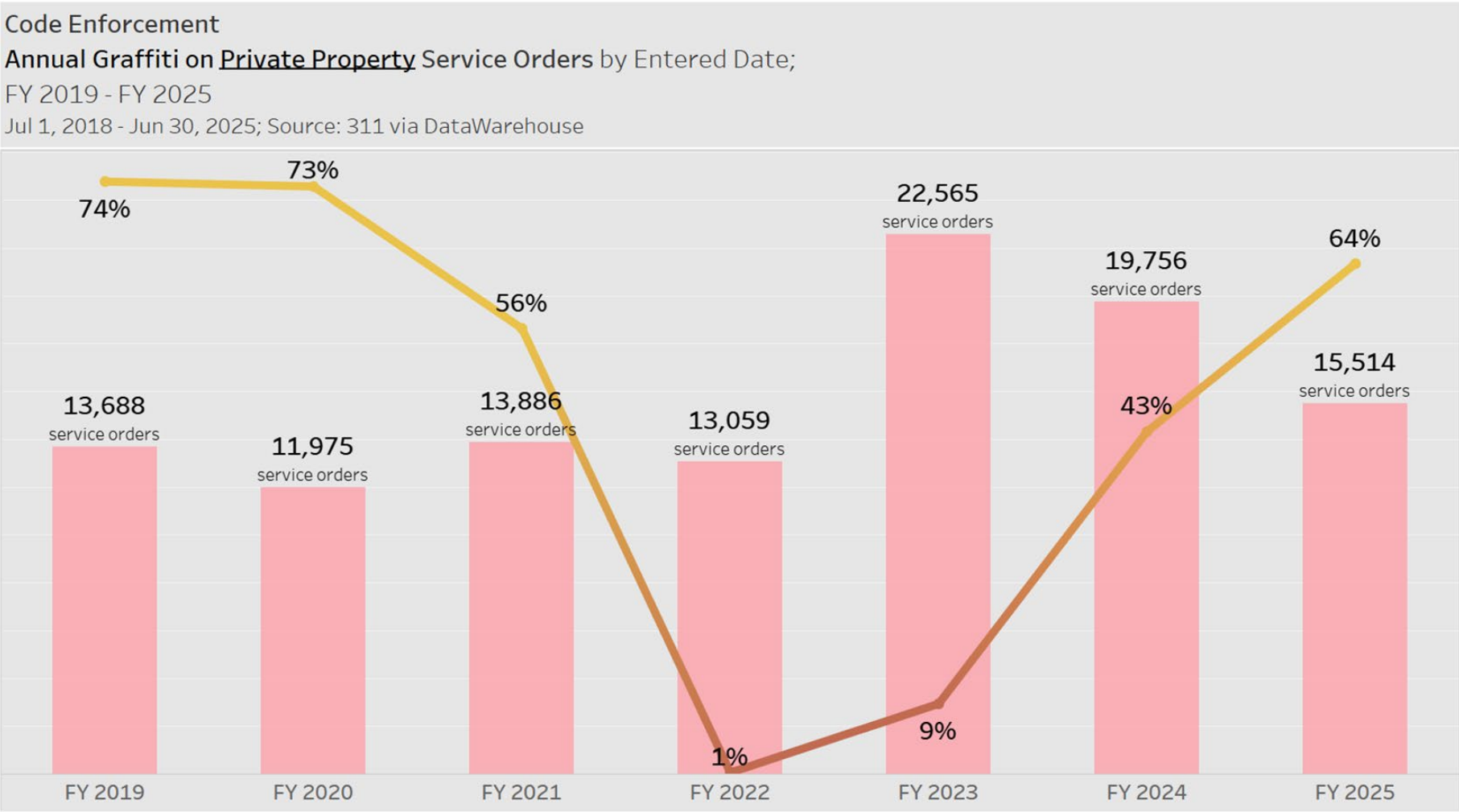
Annual graffiti service orders on [public property](#)

Annual percent of graffiti on [public property](#) requests responded to within service level agreement (48 hours)



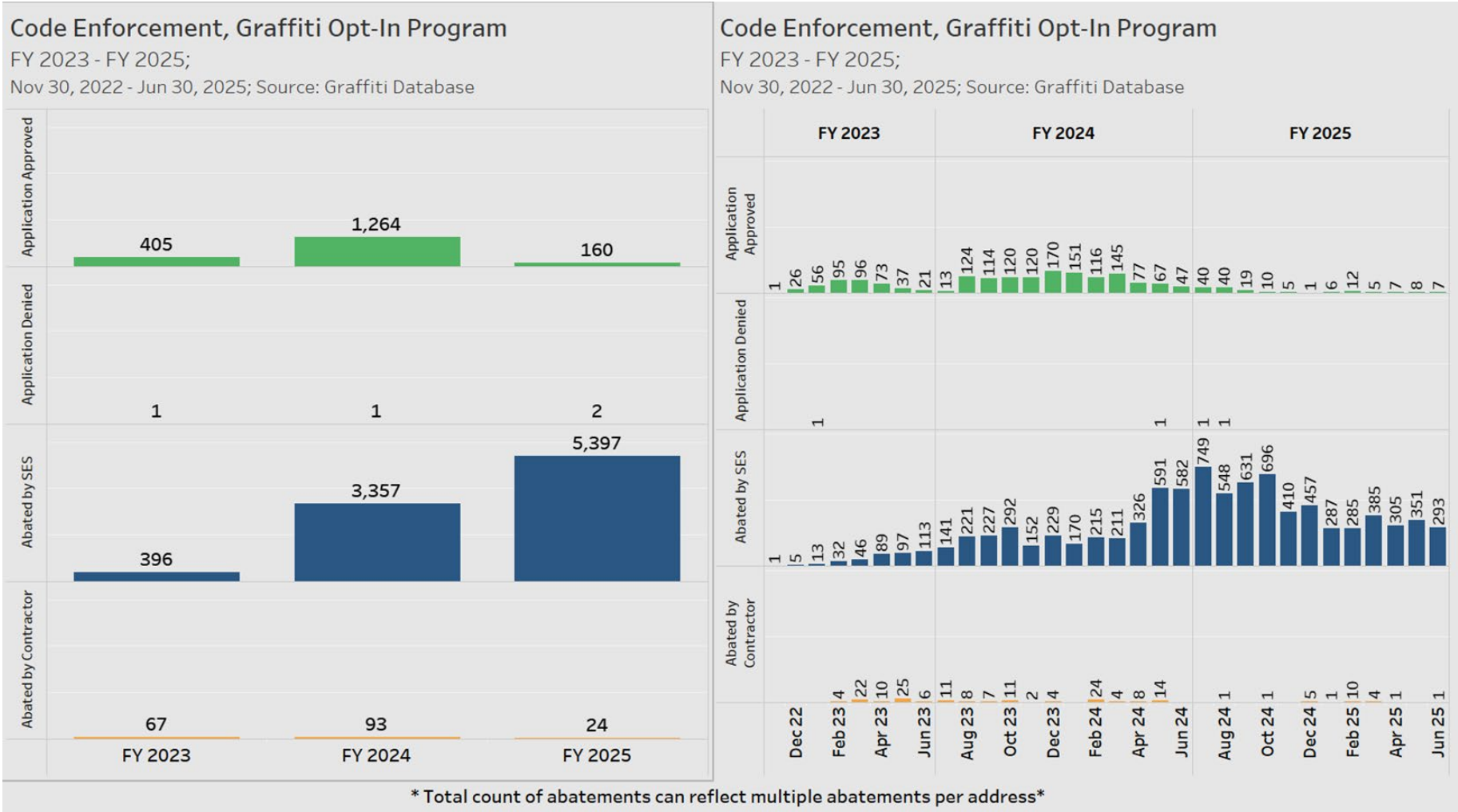
Performance and Data Evaluation: Graffiti

Annual graffiti service orders on [private property](#)



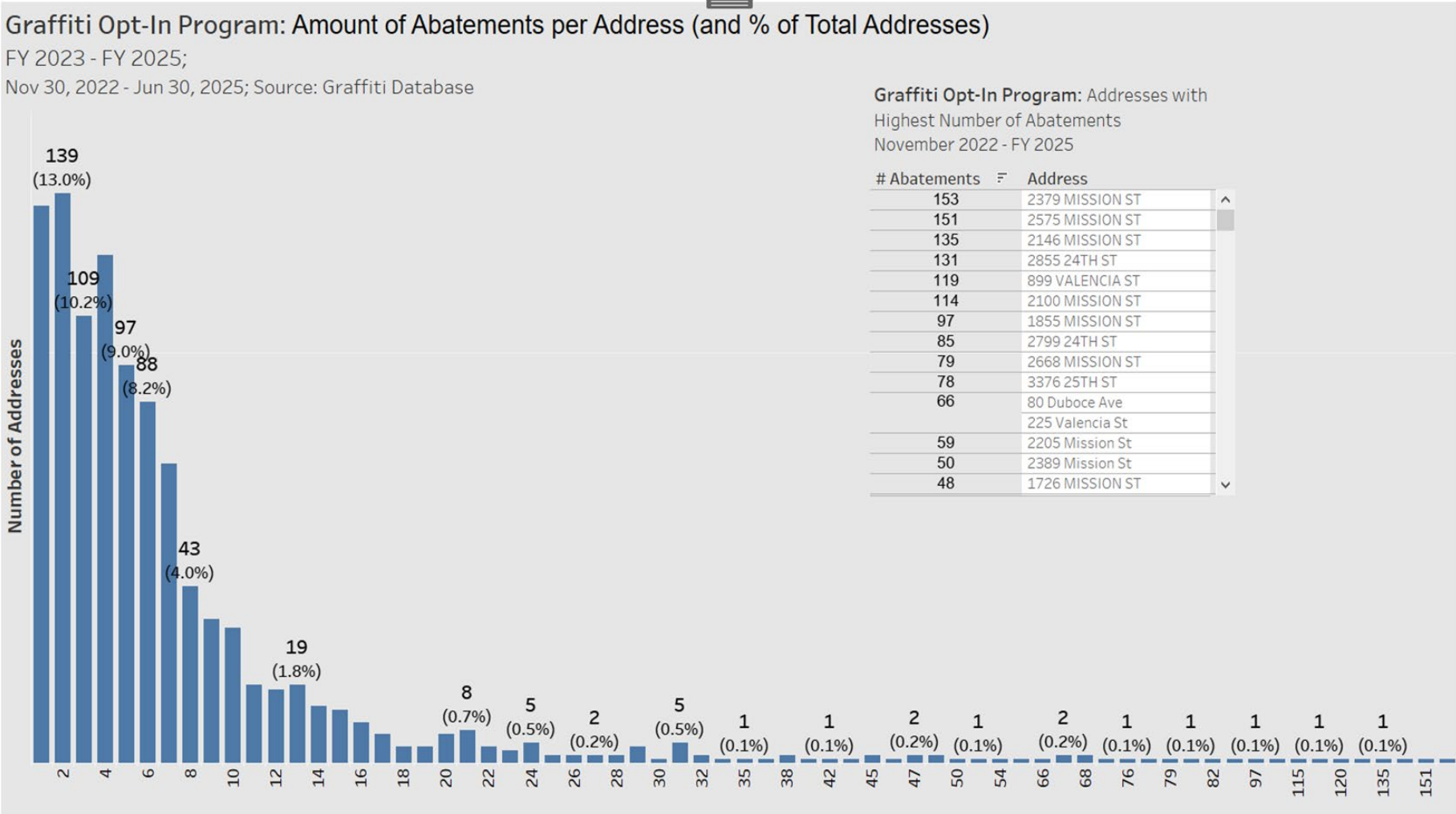
Performance and Data Evaluation: Graffiti Private Opt-In Program

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



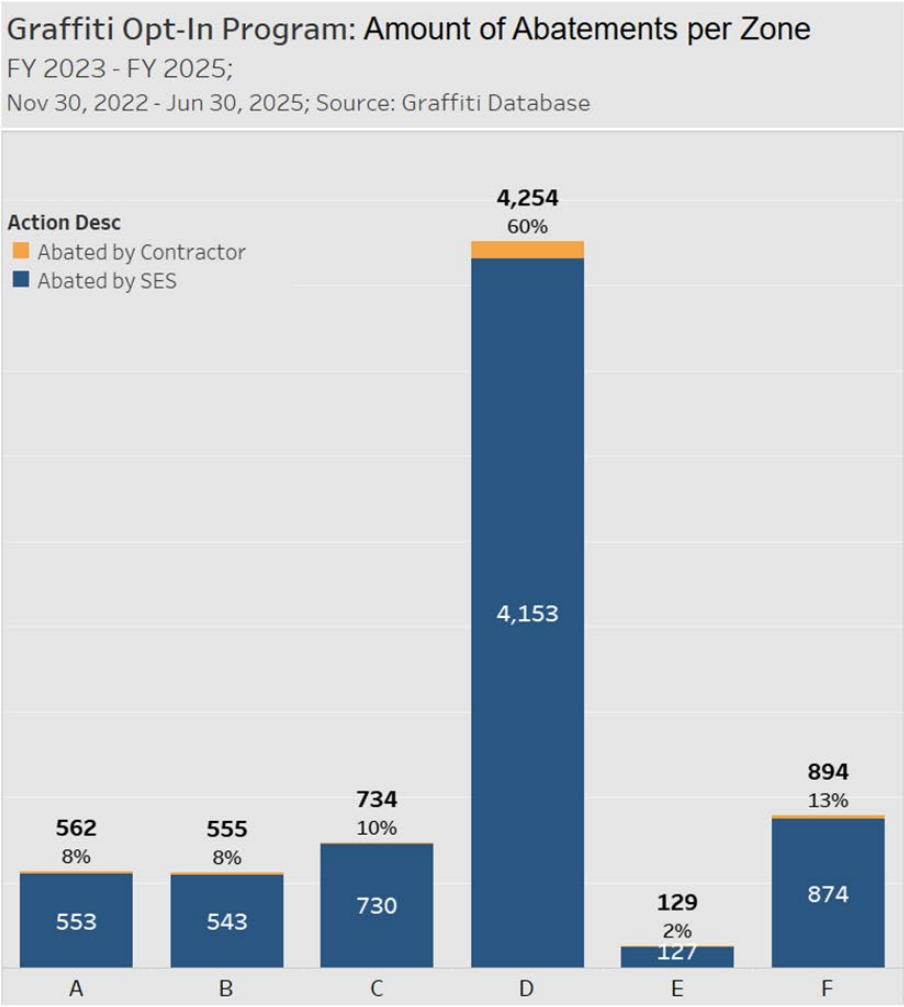
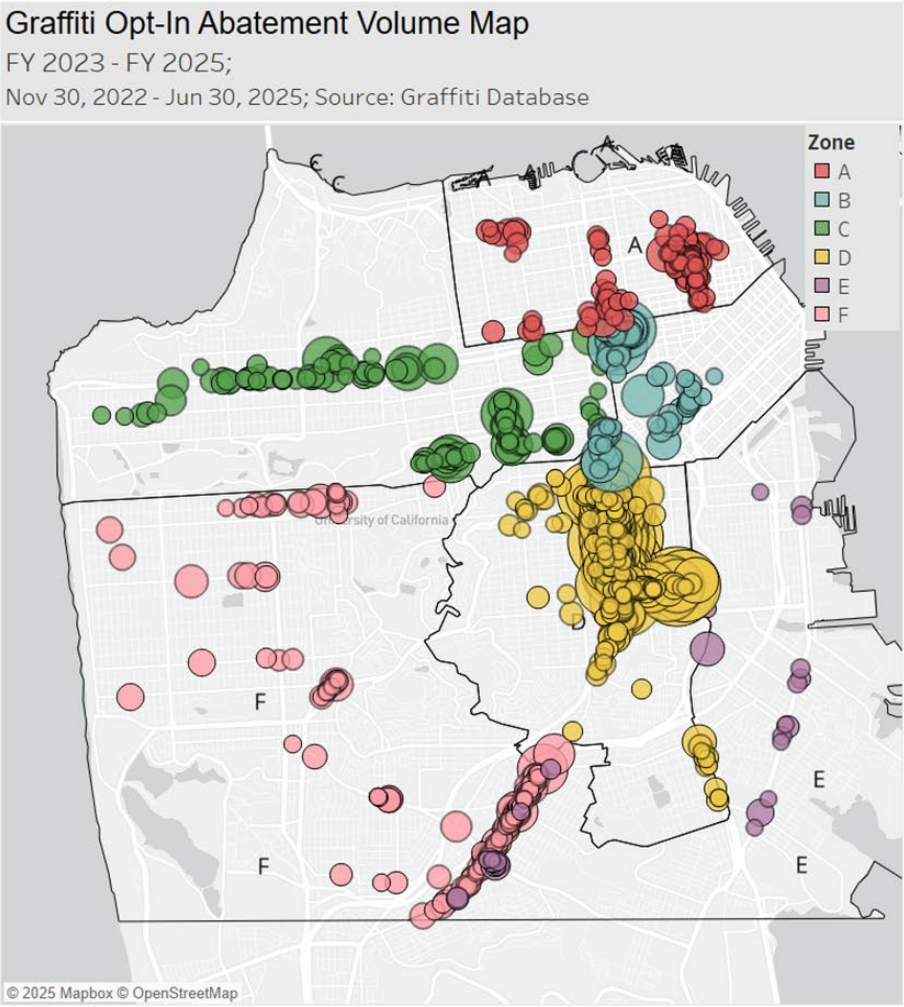
Performance and Data Evaluation: Graffiti Private Opt-In Program

Breakdown of the number of abatements on private property per address



Performance and Data Evaluation: Graffiti Private Opt-In Program

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





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	147,950			Jul 1, 2024 - May 31, 2025
	Street and sidewalk cleaning response rate	77%	95%	48 hours	Jul 1, 2024 - May 31, 2025
	Graffiti service order volume on public property	33,962			Jul 1, 2024 - May 31, 2025
	Graffiti response rate on public property	41%	95%	48 hours	Jul 1, 2024 - May 31, 2025
	Graffiti service order volume on private property	13,697			Jul 1, 2024 - May 31, 2025
	Litter receptacle removal request service order volume	1,752			Jul 1, 2024 - May 31, 2025
	Litter receptacle installation request service order volume	788			Jul 1, 2024 - May 31, 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.