



Meeting Date: July 17, 2023

To: Sanitation and Streets Commission

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

From: Matt Naclerio, 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 provides performance measures through June 30, 2023 for the Bureau of Building and Street Repair. The presentation will cover performance measures for public pothole response and proactive pothole sweeps, the annual volume of pothole requests received, 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 by both client and servicing shop in FY2023, 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:

1. PowerPoint Presentation
2. Performance Measure Report

Performance Measure Report - Building and Street Repair

Bureau	Metric Name	Metric Value	Goal	Service Level Agreement	Change from prior year	Period
Building and Street Repair	Key Measure - Building Repair: Corrective requests & projects	3,024			15.5%	FY 2023
	Other Measure - Building Repair: Number of estimated converted to projects (non-DPW)*	130			-5.1%	FY 2023
	Other Measure - Building Repair: Conversion rate of estimates to projects (non-DPW)*	52%			-19.9%	FY 2023
	Key Measure - Roadway: Public requests (311 & 28 Clean): Total pothole service orders	2,349			15.4%	FY 2023
	Key Measure - Roadway: Public requests (311 & 28 Clean): Pothole response rate	91.4%	90.0%	90.0%	-0.9 pct pt	FY 2023
	Key Measure - Roadway: Total potholes repaired	11,150			38.9%	FY 2023
	Key Measure - Roadway: Blocks treated as part of the street resurfacing program	122	120		22.0%	FY 2023
	Other Measure - Roadway: Total block paving area (sf)	1,439,828	1,200,000		29.0%	FY 2023
	Other Measure - Roadway: Total voids & depressions area (sf)	56,667			-6.5%	FY 2023
	Other Measure - Roadway: Total patch pave area (sf)	99,350			-3.9%	FY 2023

* 20% of the estimates for FY2023 are still awaiting client decision. The count converted and the percentage converted can only increase.

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.

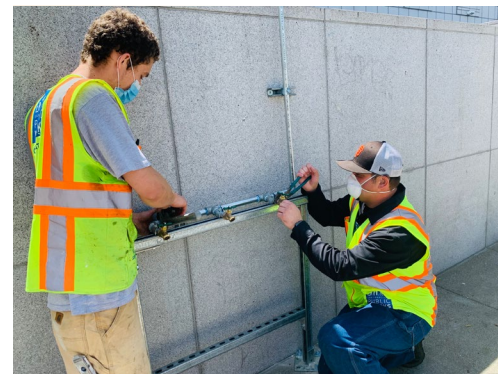


July 17, 2023

Performance and Data Evaluation: Bureau of Building and Street Repair

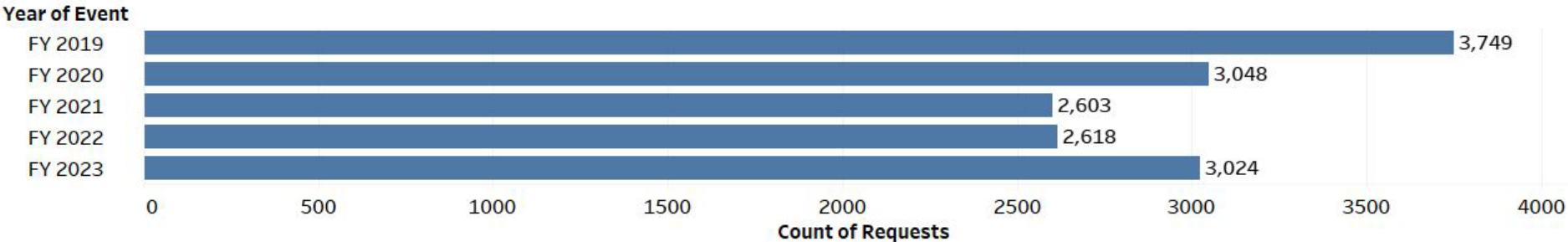
Matt Naclerio

Superintendent of Bureau of Building and Street Repair

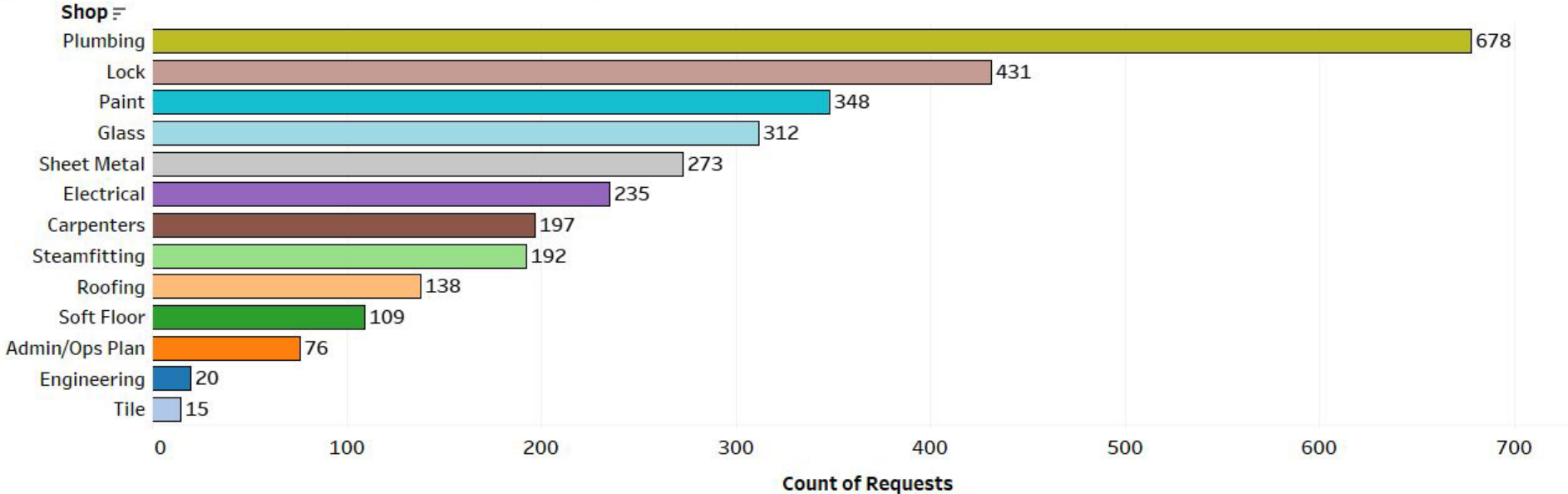


Building Repair: Total requests by year and per shop in FY2023

Building Repair: Corrective & project service orders FY2019 to FY2023

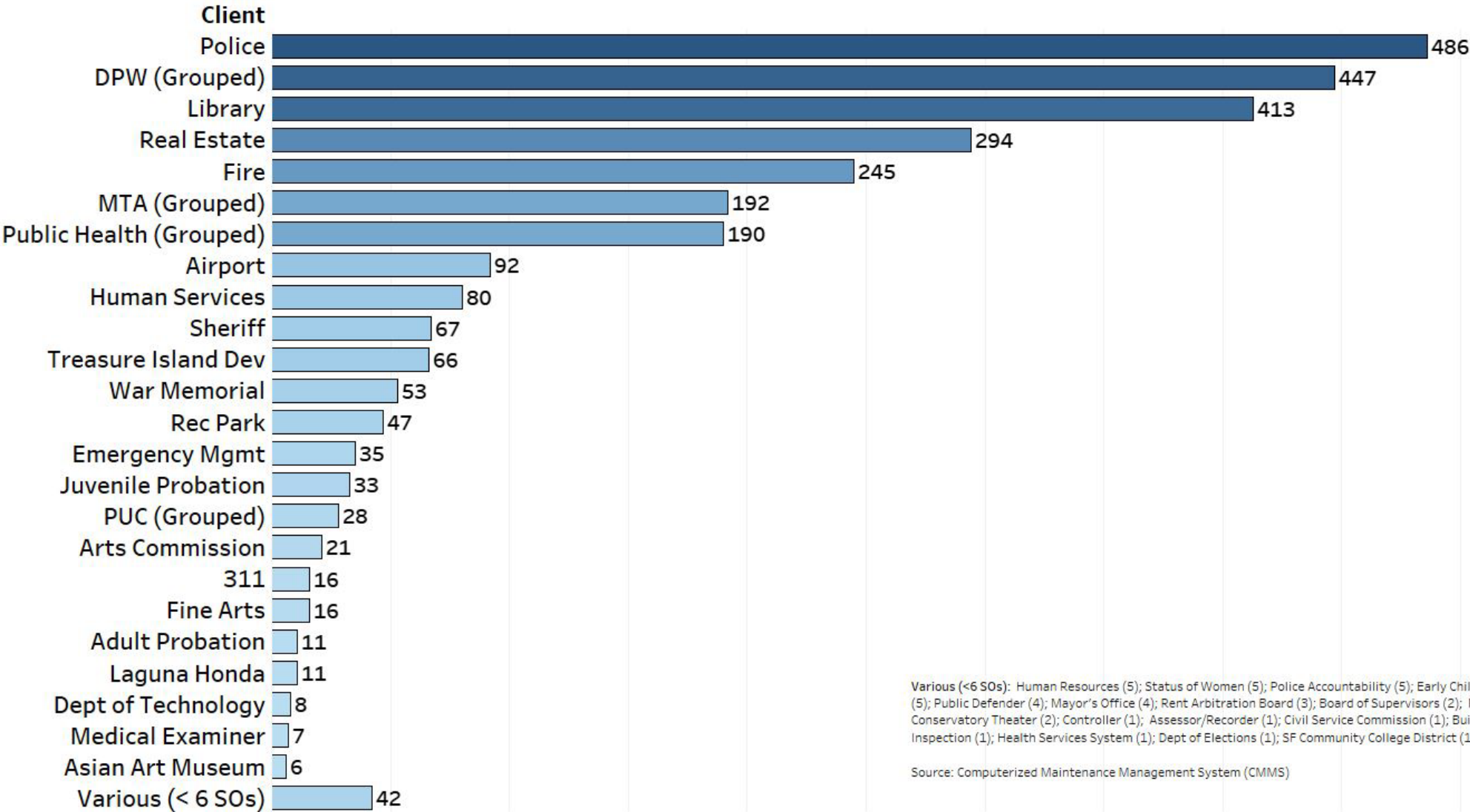


Building Repair: Corrective & project service orders by shop FY2023



Source: Computerized Maintenance Management System (CMMS)

Building Repair: Total requests per client in FY2023

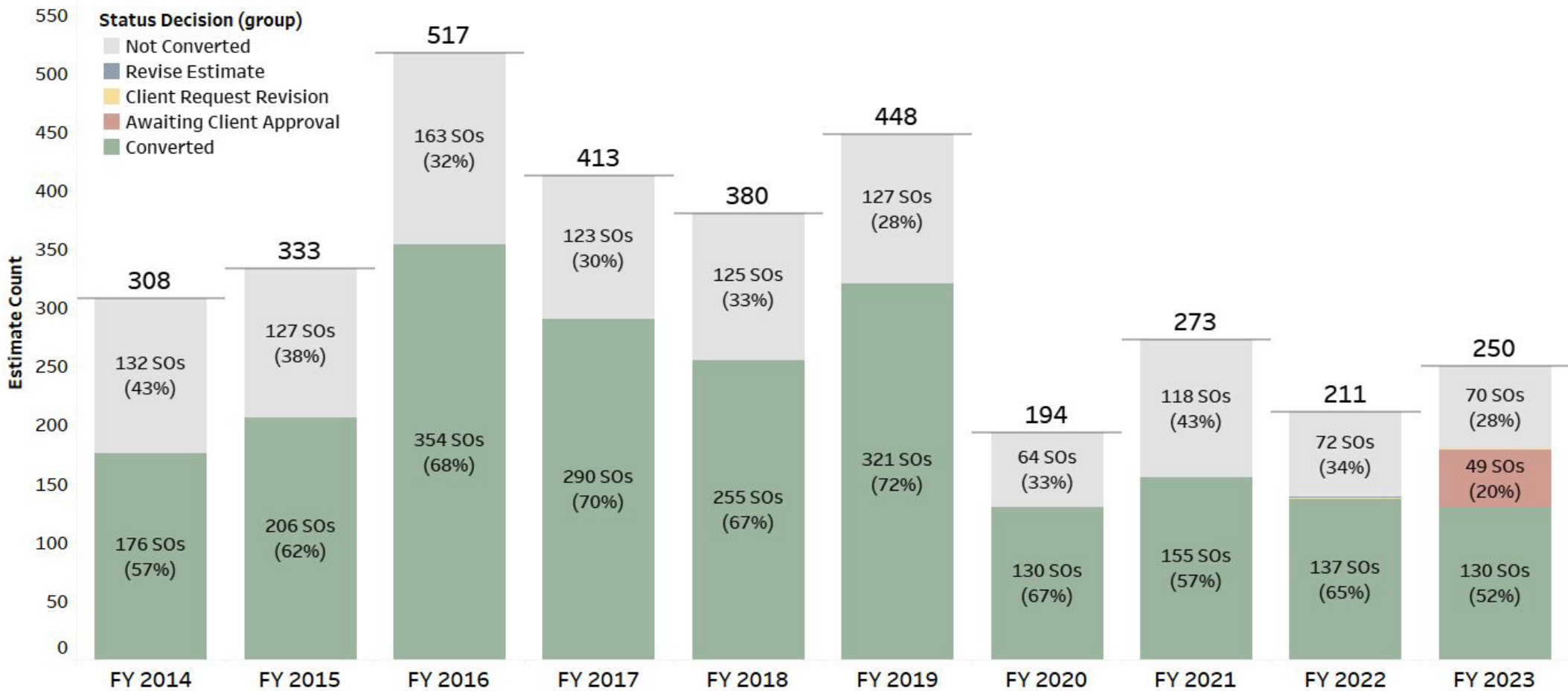


Various (<6 SOs): Human Resources (5); Status of Women (5); Police Accountability (5); Early Childhood (5); Public Defender (4); Mayor's Office (4); Rent Arbitration Board (3); Board of Supervisors (2); New Conservatory Theater (2); Controller (1); Assessor/Recorder (1); Civil Service Commission (1); Building Inspection (1); Health Services System (1); Dept of Elections (1); SF Community College District (1)

Source: Computerized Maintenance Management System (CMMS)

Building Repair: Annual conversion count and conversion rate

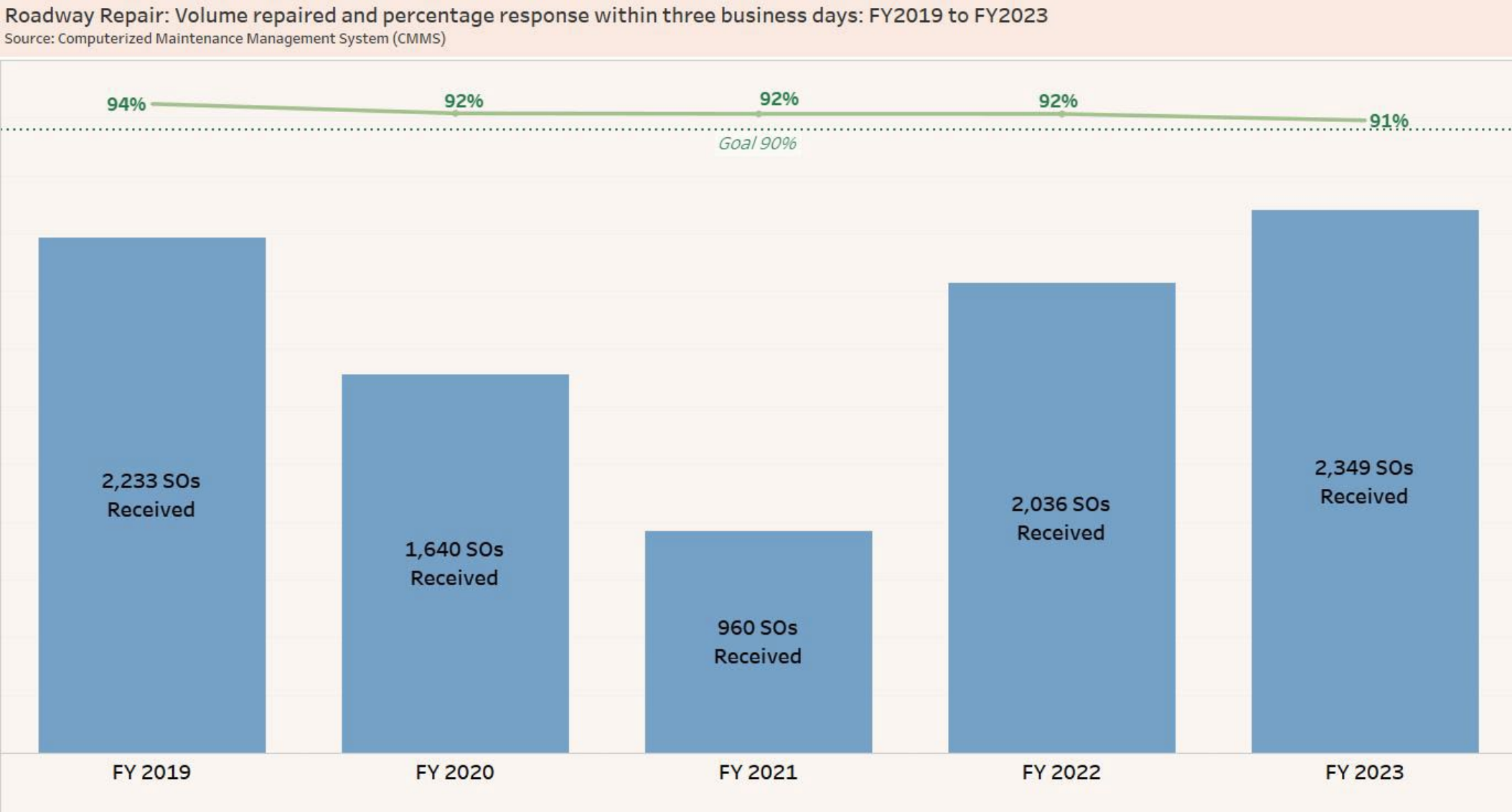
Building Repair: Annual conversion rate of non-Public Works estimates to projects
FY2014 to FY2023



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

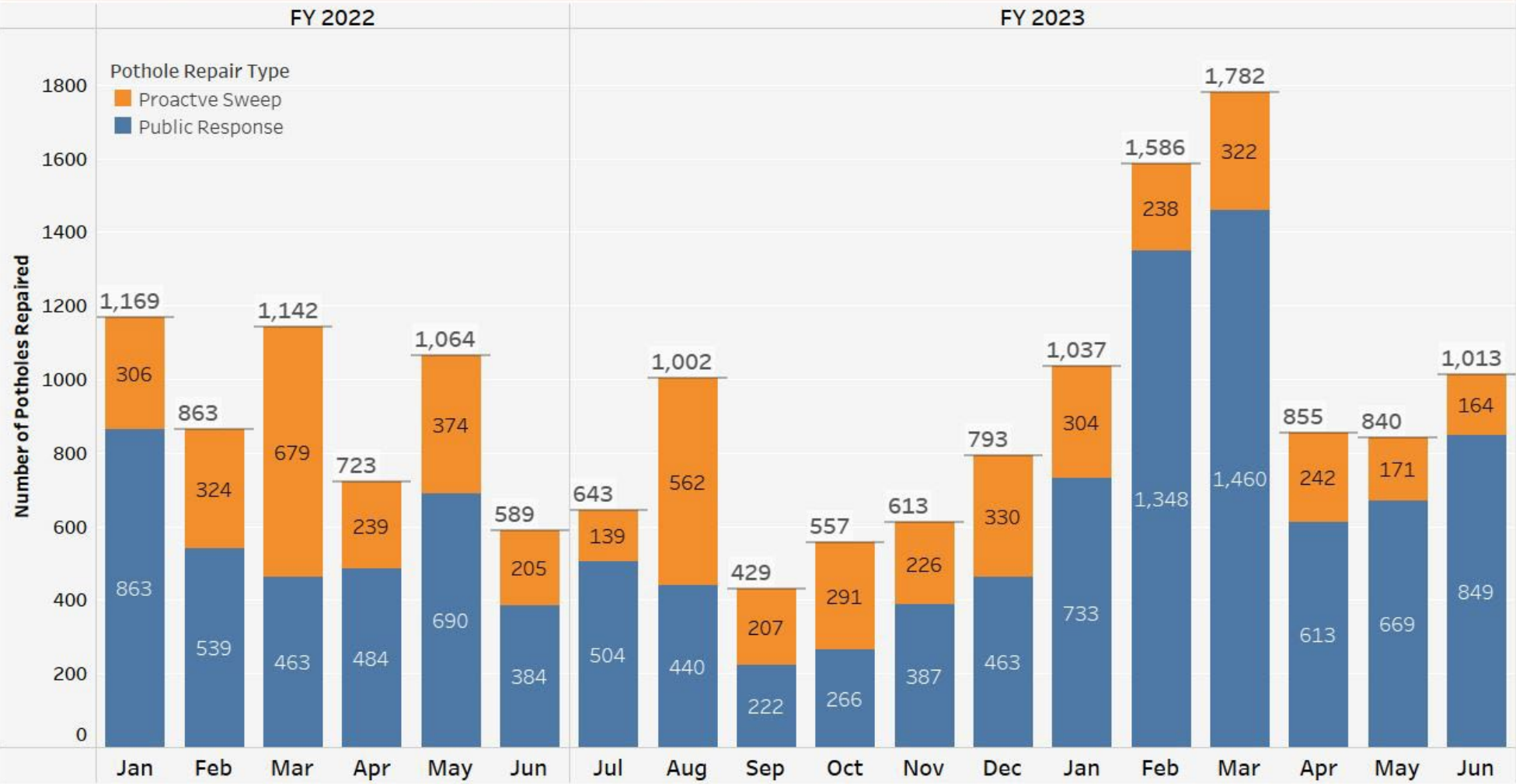
Source: Computerized Maintenance Management System (CMMS)

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



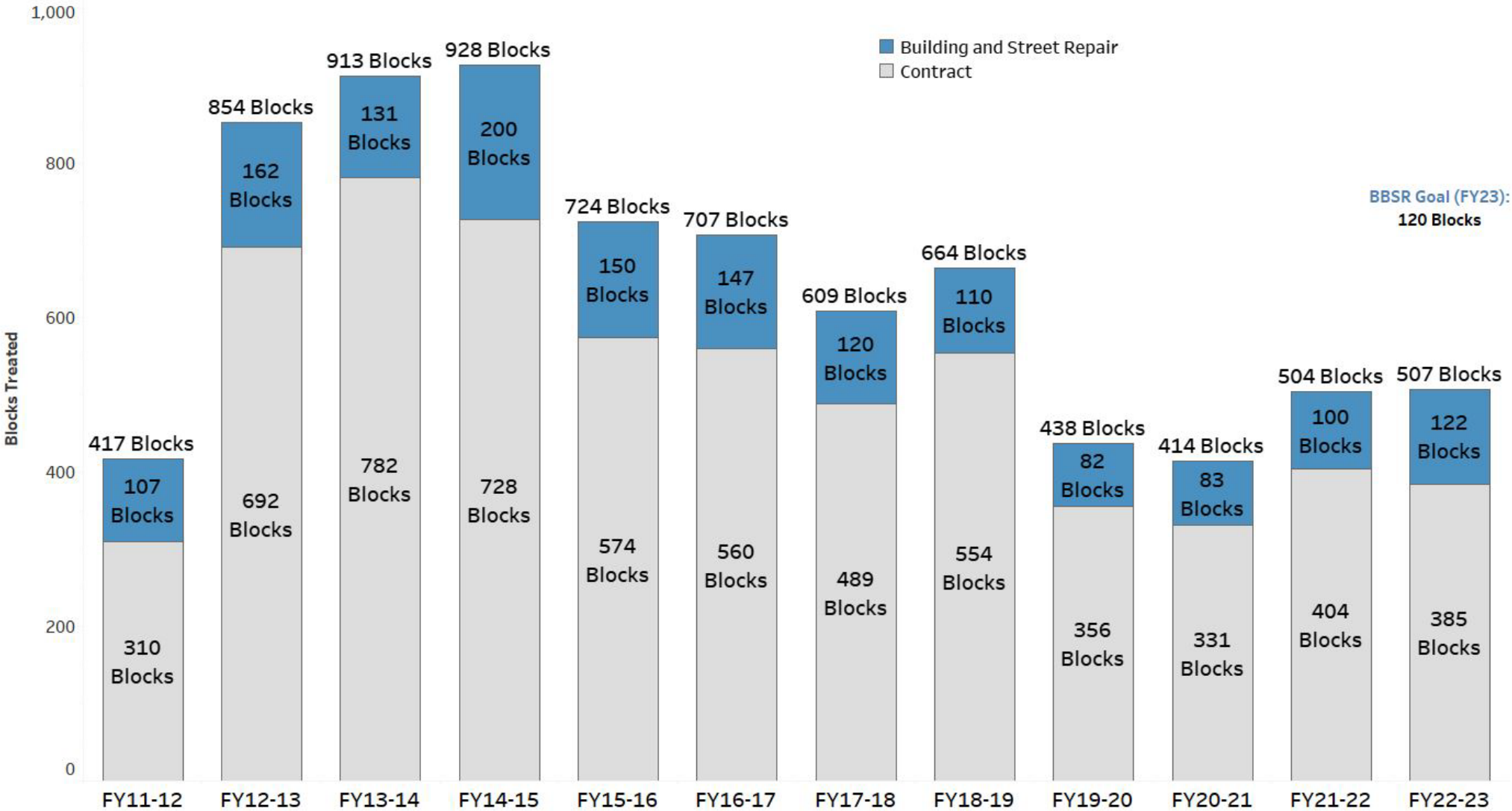
Pothole repair: public response vs. proactive pothole sweeps

Roadway Repair: Potholes -- public response vs. proactive sweep (January 2022 to June 2023)
 In Fiscal Year 2023, proactive sweeps account for 3,196 (28.7%) of the 11,150 potholes repaired. Proactive sweeps have been done in each district.



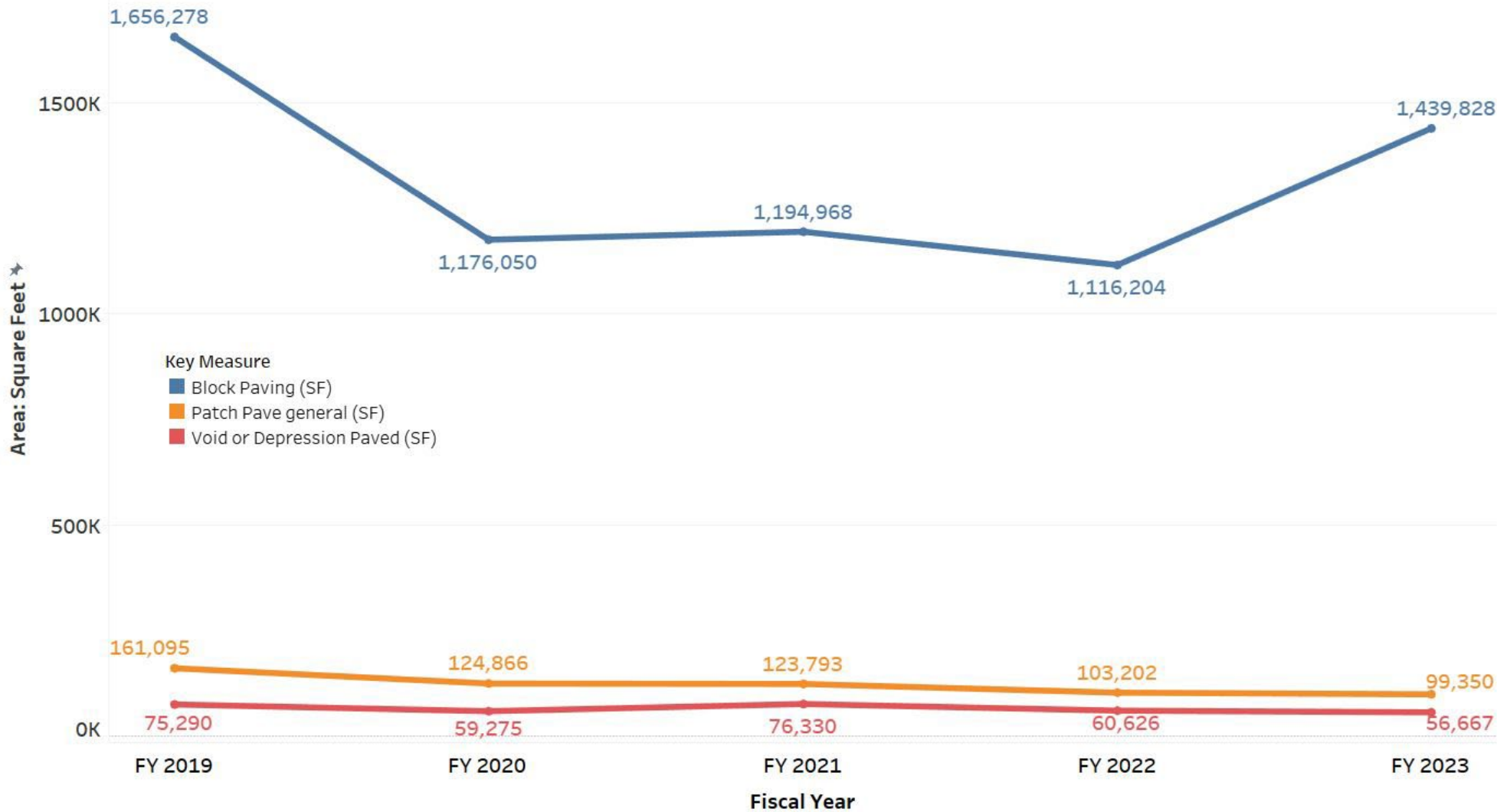
Source: Computerized Maintenance Management System (CMMS)

Block paving: repaired or resurfaced as part of the street resurfacing program FY2012 to FY2023



Source: SF Public Works Street Resurfacing Program

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



Source: Computerized Maintenance Management System (CMMS)



QUESTIONS?