



**Meeting Date:** February 13, 2023

**To:** Sanitation and Streets Commission  
Maryo Mogannam, Chair  
Ike Kwon, Vice Chair  
Thomas Harrison  
Kimberlee Hartwig-Schulman  
Christopher Simi

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

**From:** Darlene Frohm, Assistant Deputy Director for Operations

**Copy:** Alexandra Bidot, Planning & Performance Manage

**Subject:** Presentation and Report on Central Operations Performance Measures

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

**Executive Summary:** This presentation and report introduces performance measures for Central Operations. The presentation will cover performance measures for Central Operations including Outreach and Enforcement operations. The Performance Measure Report provides performance measures related to the Central Operations' Outreach and Enforcement Team.

**Attachments:**

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

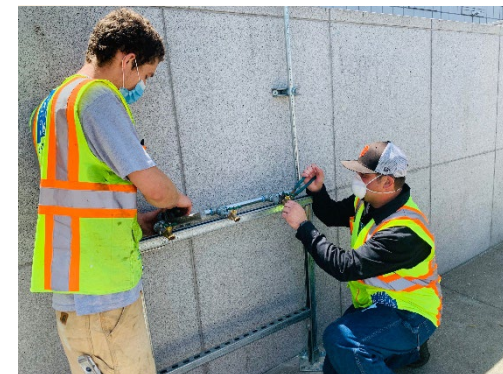


February 13, 2023

# Performance and Data Evaluation: Central Operations

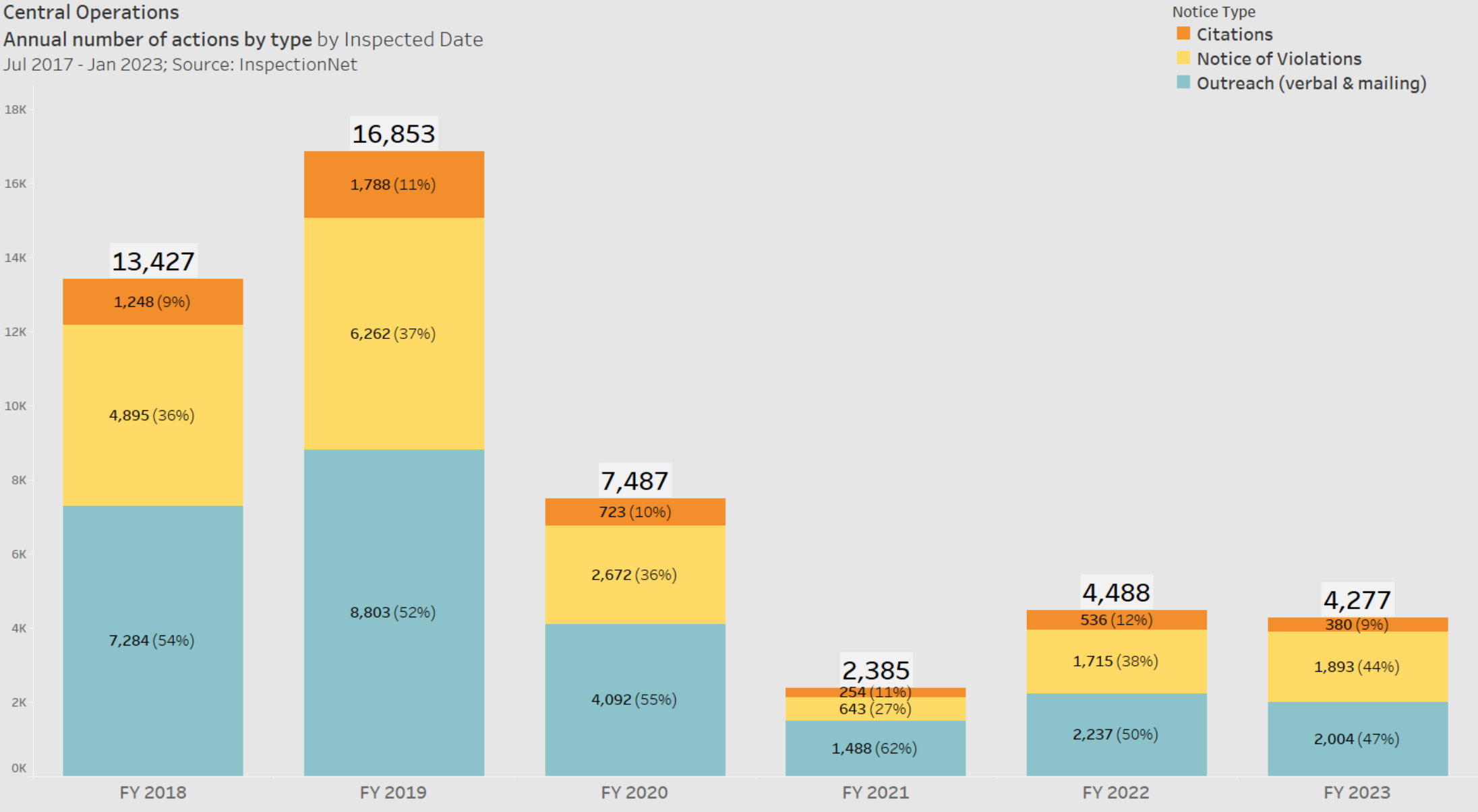
Darlene Frohm; Traci Lawrence

Assistant Deputy Director for Operations; Program Support Manager



# Performance and Data Evaluation: Central Operations

## Outreach and Enforcement - Annual number of actions by type



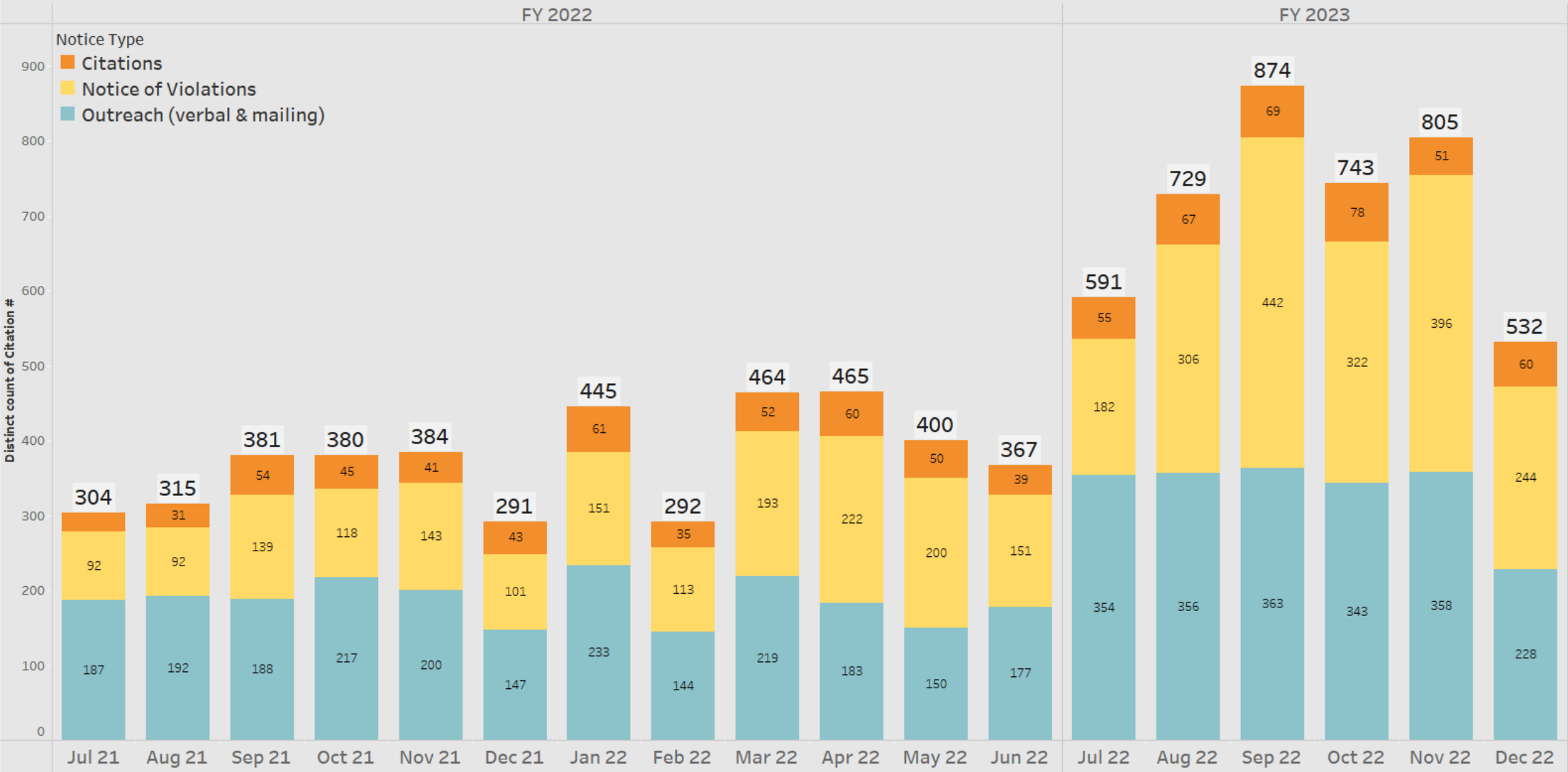


# Performance and Data Evaluation: Central Operations

## Outreach and Enforcement – Monthly number of actions by type

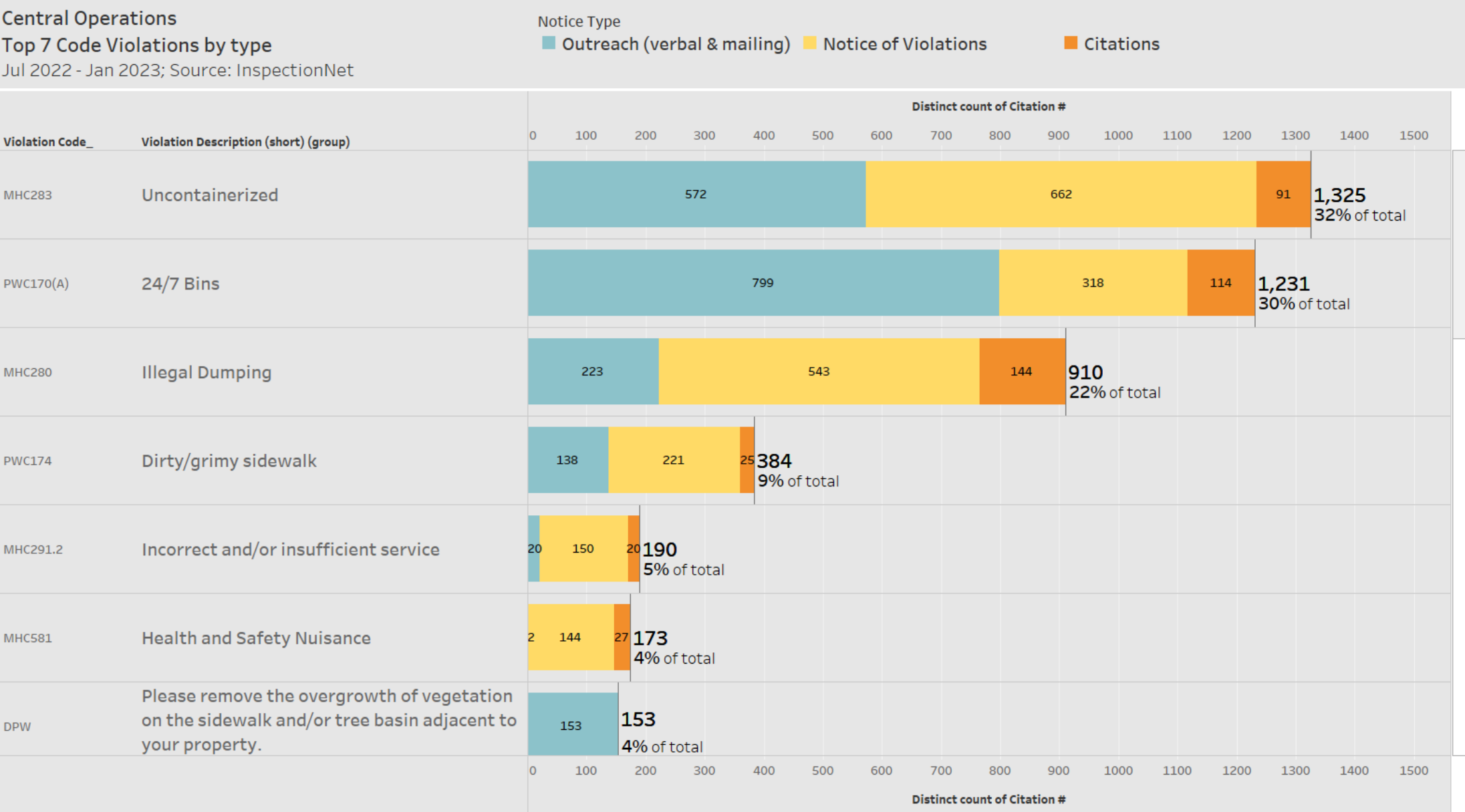
### Central Operations

Monthly number of actions by type by Inspected Date; FY 2022 and current fiscal year  
 July 2021 - December 2022; Source: InspectionNet



# Performance and Data Evaluation: Central Operations

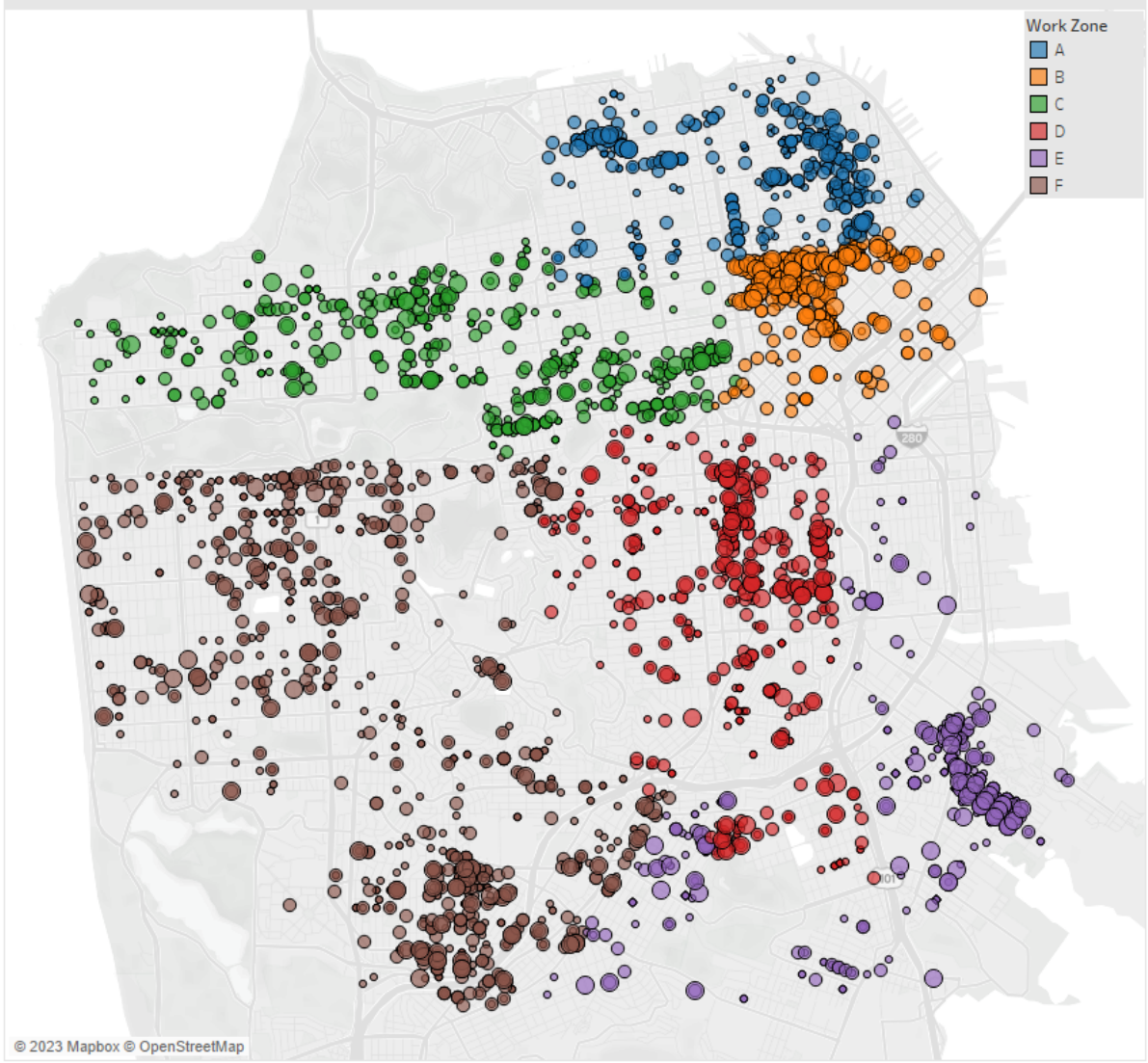
## Outreach and Enforcement – Top code violations by type



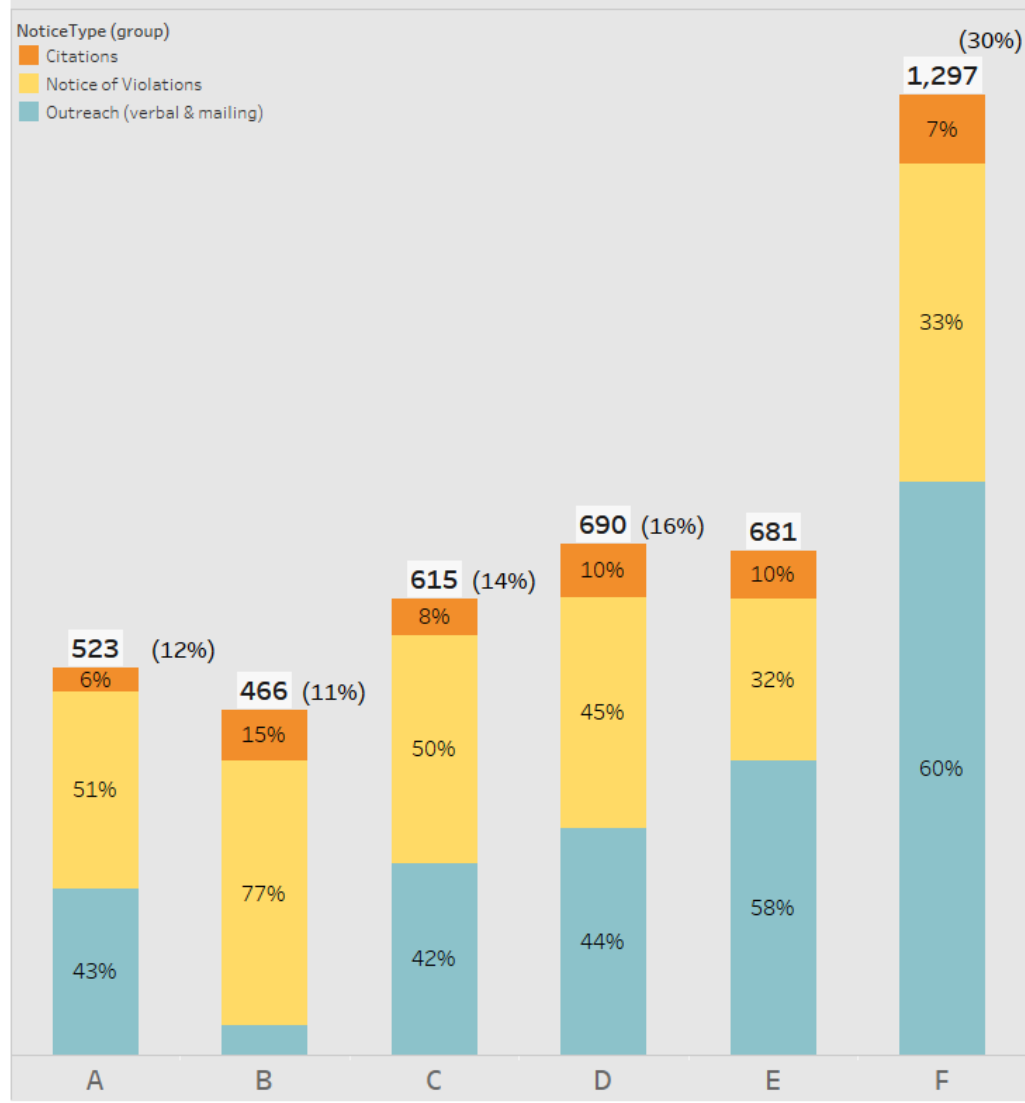
# Performance and Data Evaluation: Central Operations

## Outreach and Enforcement – Map and Actions by Work Zone

**Central Operations**  
**Map of Actions by Work Zone**  
 Jul 2022 - Jan 2023; Source: InspectionNet



**Central Operations**  
**Actions by Work Zone and Type**  
 Jul 2022 - Jan 2023; Source: InspectionNet





**QUESTIONS?**

## Performance Measure Report - Central Operations

Bureau	Metric Name	Metric Value	Goal	Service Level Agreement	Period
Central Operations	Outreach and Enforcement - Citations	380			Jul 1, 2022 - Jan 16, 2023
	Outreach and Enforcement - Notice of Violation	1,893			Jul 1, 2022 - Jan 16, 2023
	Outreach and Enforcement - Outreach (verbal & written)	2,004			Jul 1, 2022 - Jan 16, 2023

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.