



Meeting Date: May 20, 2024

To: Sanitation and Streets Commission

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

From: Christopher McDaniels, Superintendent of Bureau of Street Environmental Services
Jonathan Vaing, Assistant Superintendent of Bureau of Street Environmental Services

Copy: Alexandra Bidot, Planning & Performance Manager

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: Power Point Presentation
- Attachment 2: Performance Measure Report

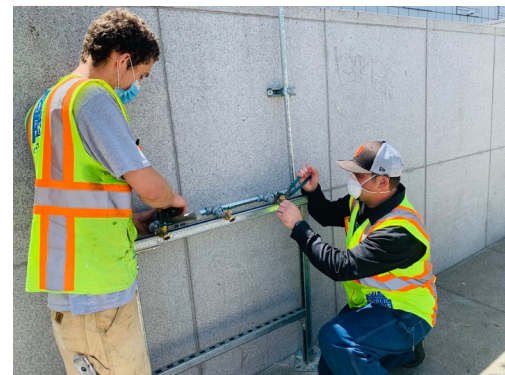


May 20, 2024

Performance and Data Evaluation: Street Cleaning & Graffiti

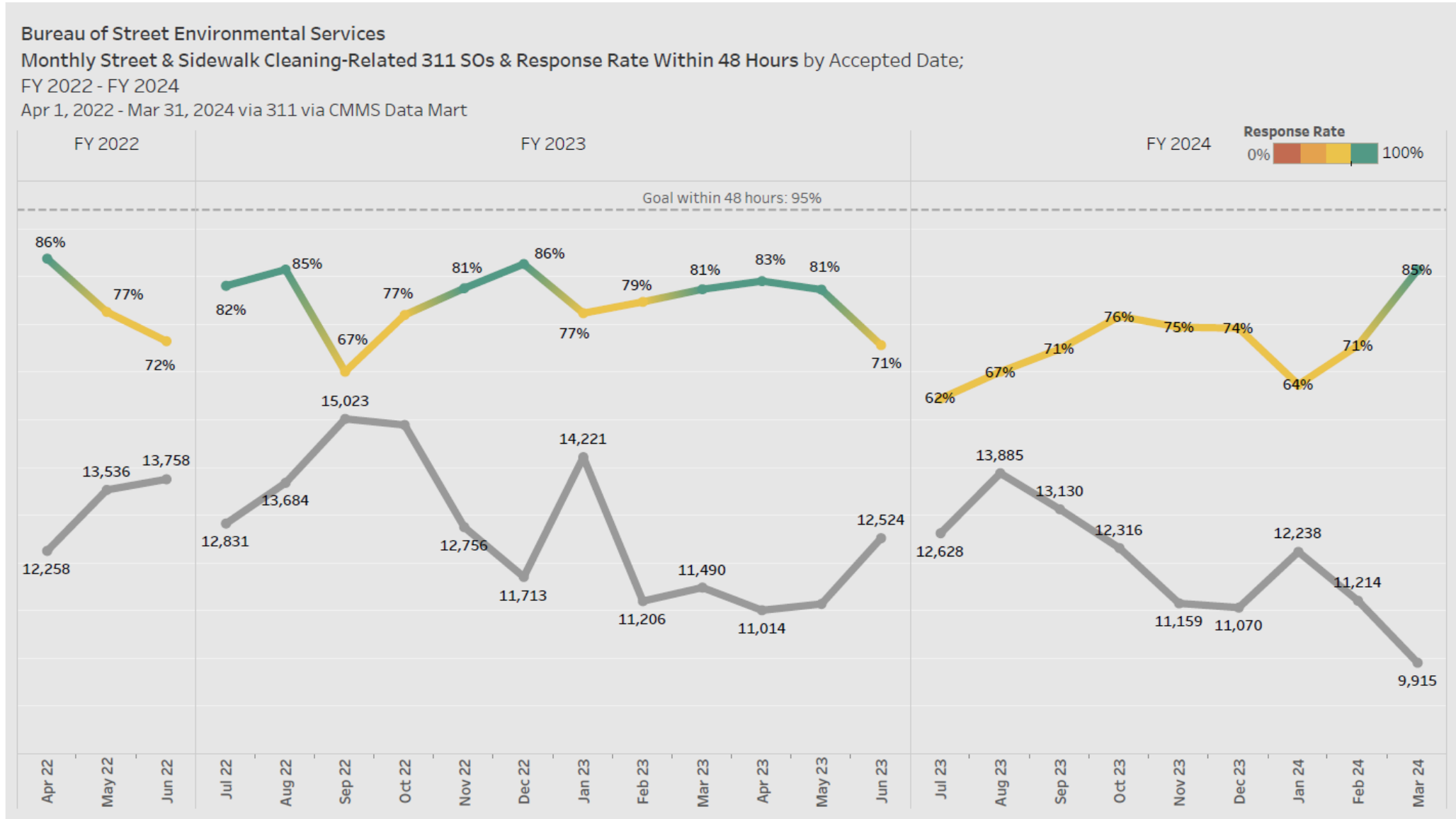
Christopher McDaniels

Superintendent of Bureau of Street Environmental Services



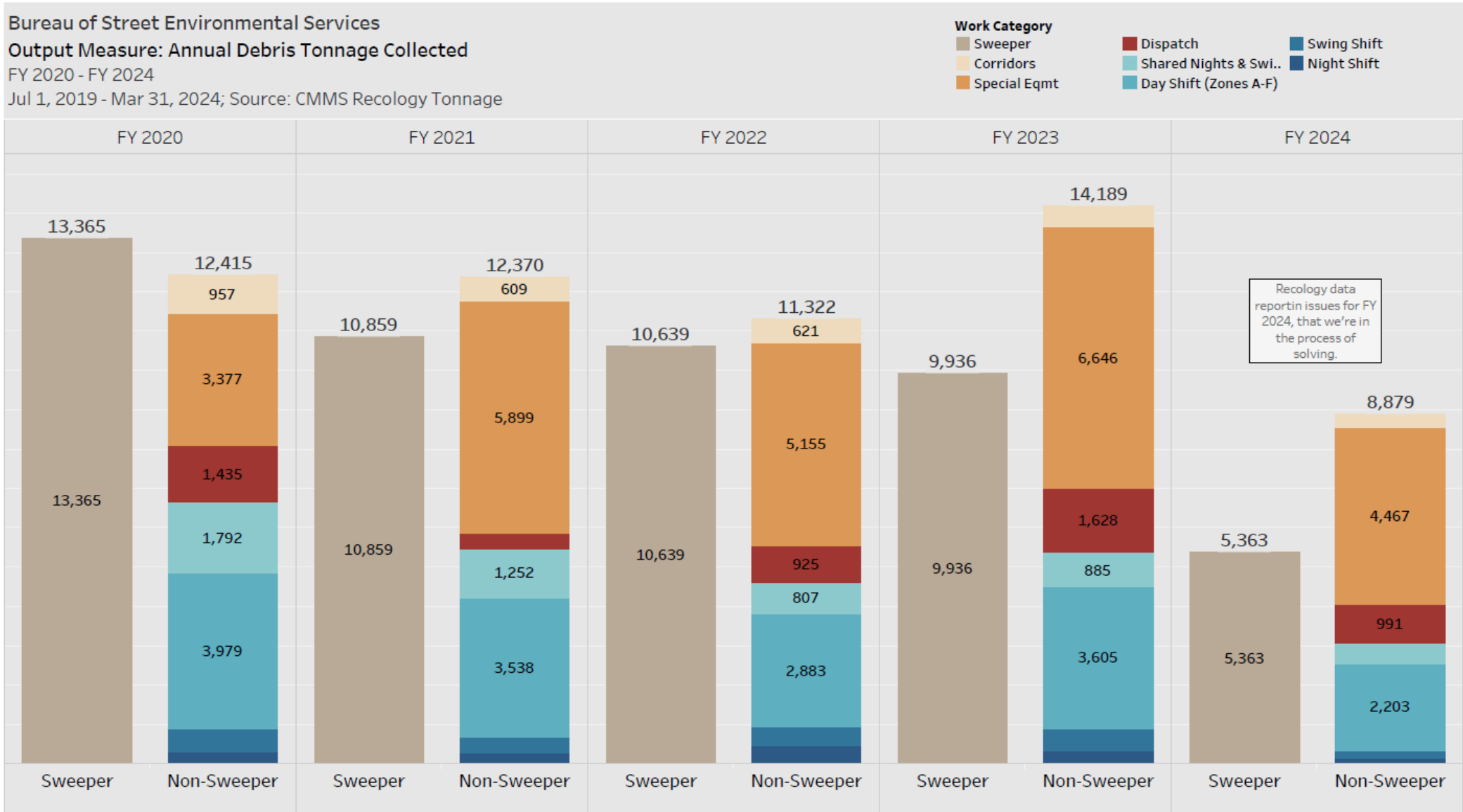
Monthly street and sidewalk cleaning requests

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



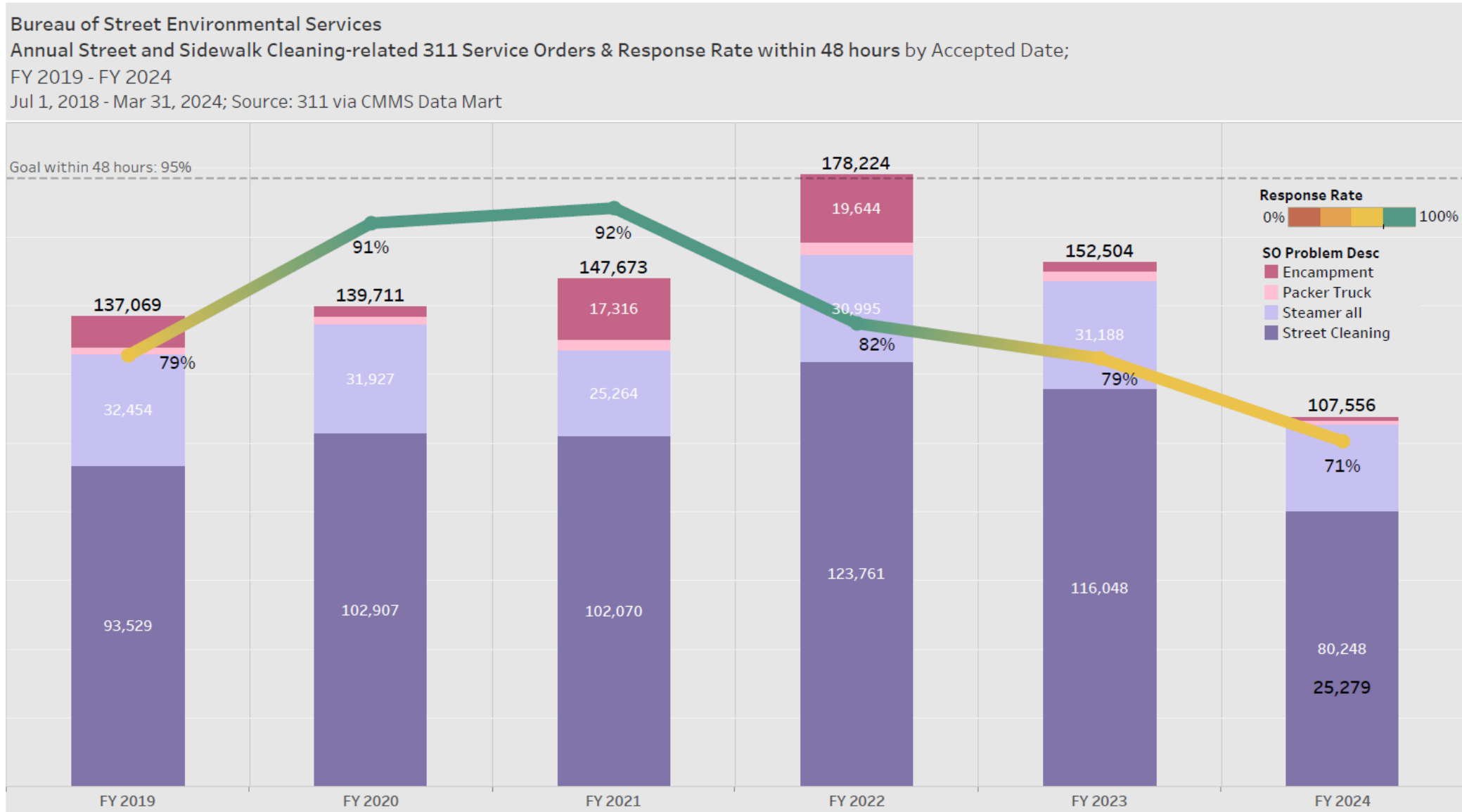
Debris tonnage collected

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



Annual street and sidewalk cleaning requests

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



Graffiti

Annual graffiti service orders on public property

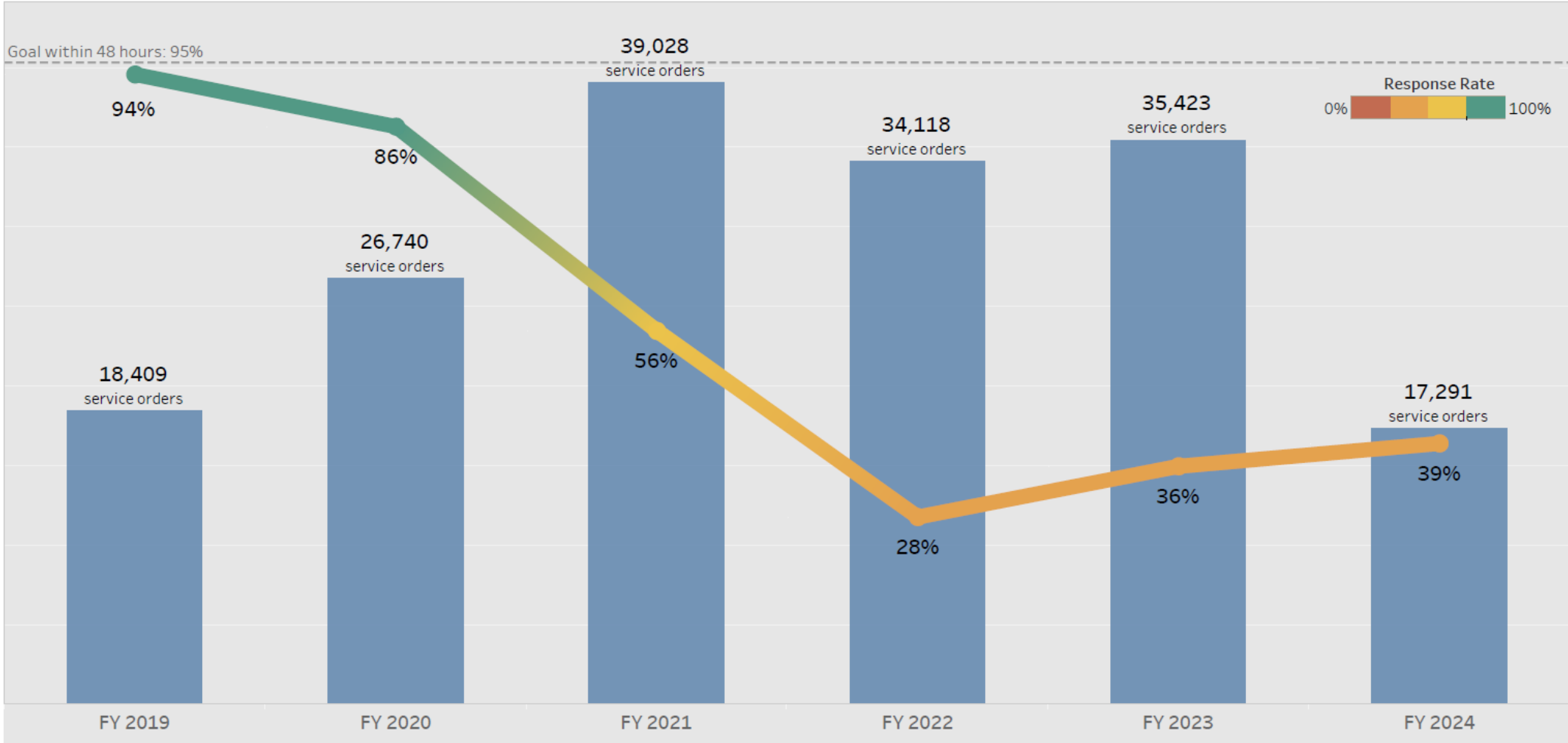
Annual percent of graffiti on public property requests responded to within service level agreement (48 hours)

Bureau of Street Environmental Services

Annual Graffiti on Public Property Service Orders & Response Rate within 48 hours by Entered Date;

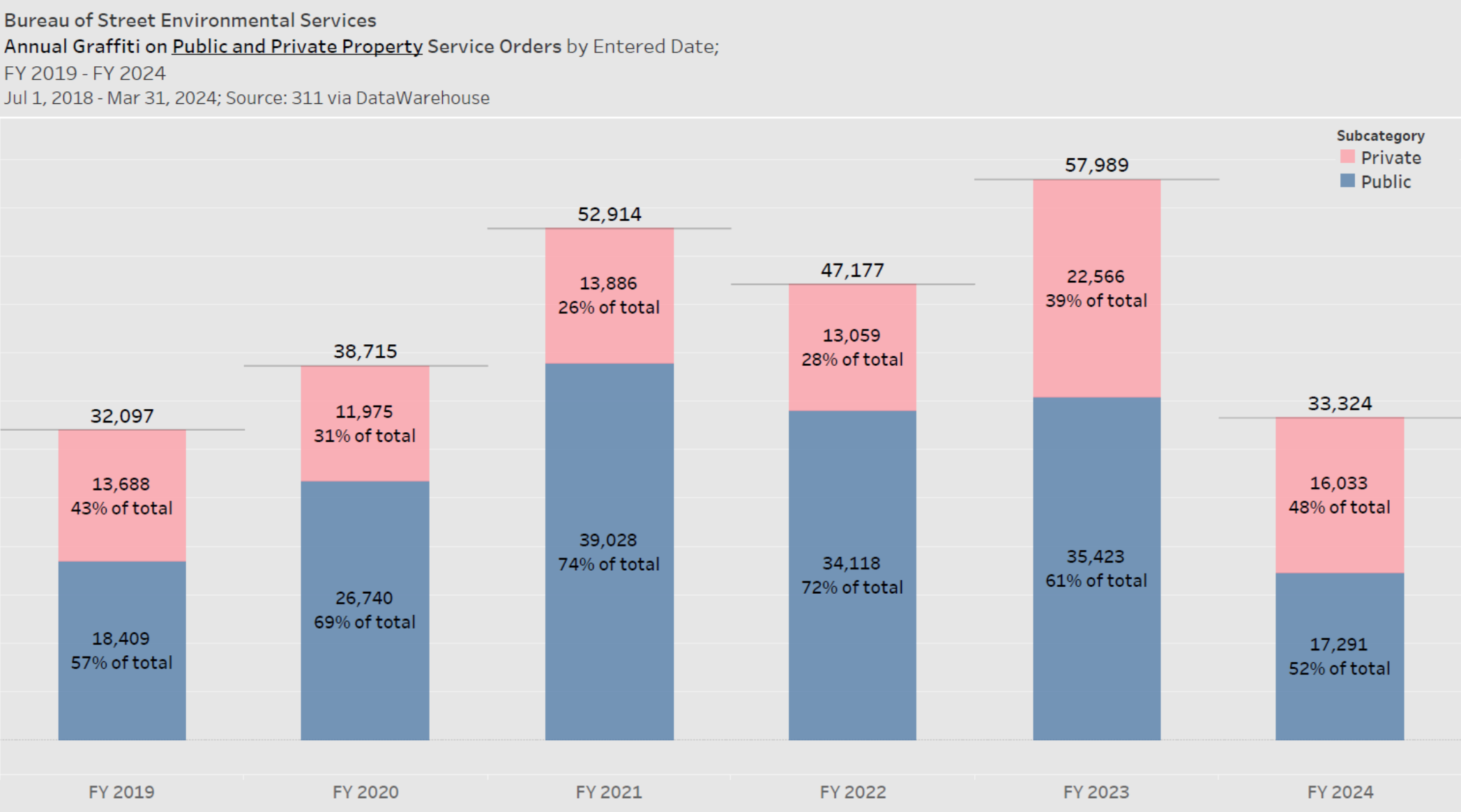
FY 2019 - FY 2024

Jul 1, 2018 - Mar 31, 2024; Source: 311 via DataWarehouse



Graffiti

Breakdown of annual graffiti service orders on public and private property

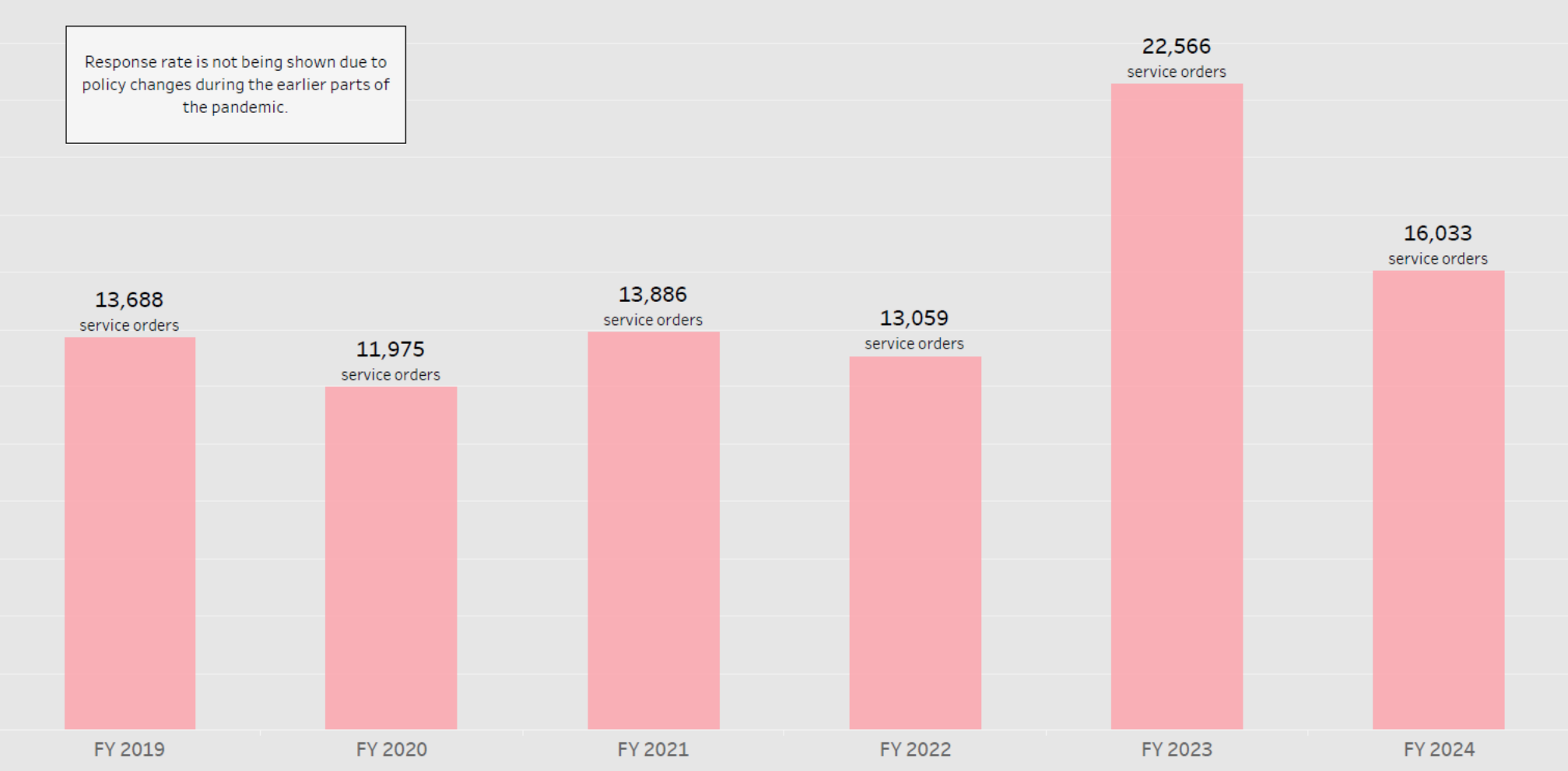


Graffiti

Annual graffiti service orders on private property

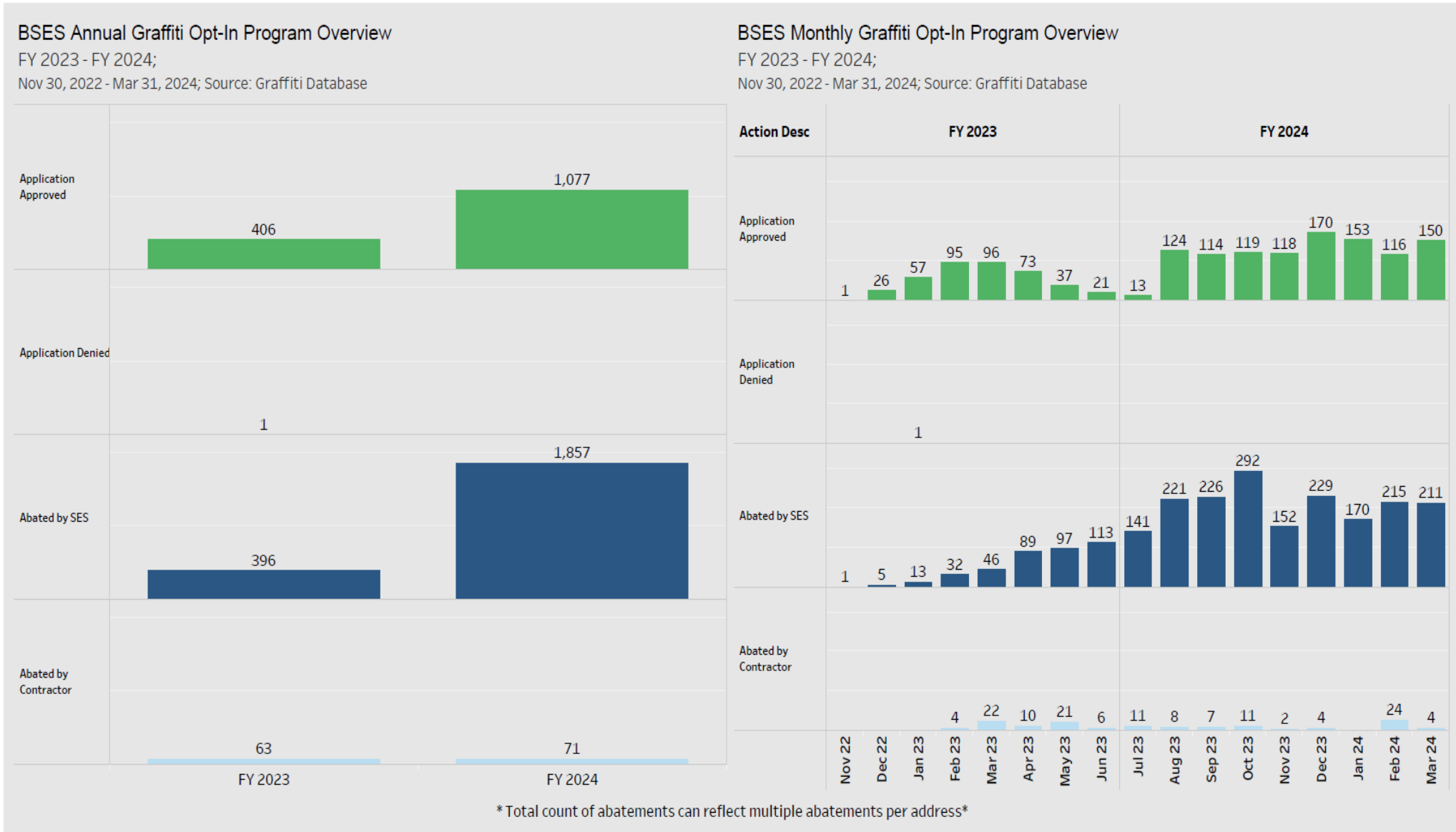
Bureau of Street Environmental Services
Annual Graffiti on Private Property Service Orders by Entered Date;
FY 2019 - FY 2024
Jul 1, 2018 - Mar 31, 2024; Source: 311 via DataWarehouse

Response rate is not being shown due to policy changes during the earlier parts of the pandemic.



Graffiti private opt-in program

Breakdown of the amount of service orders on private property



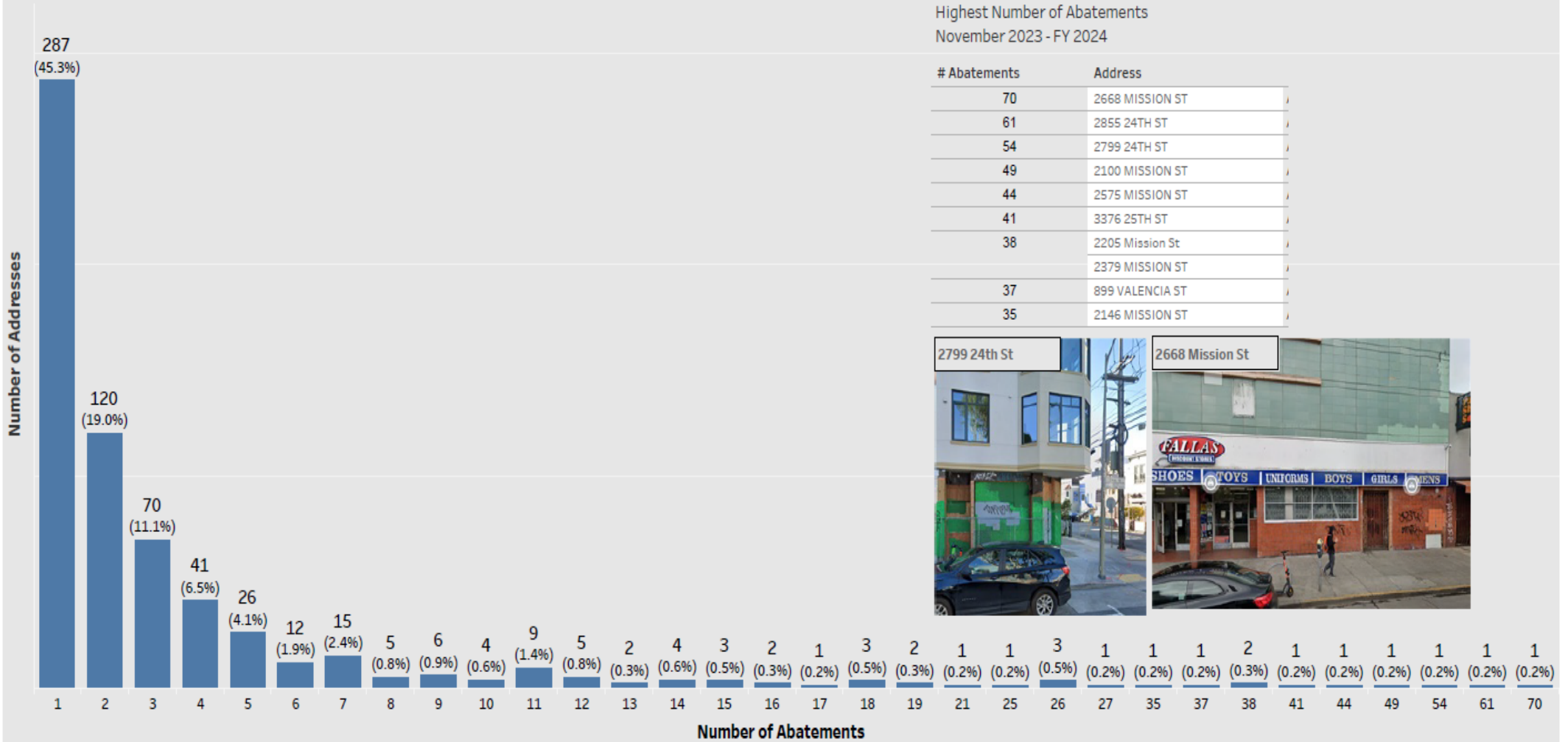
Graffiti private opt-in program

Breakdown of the number of abatements on private property per address

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

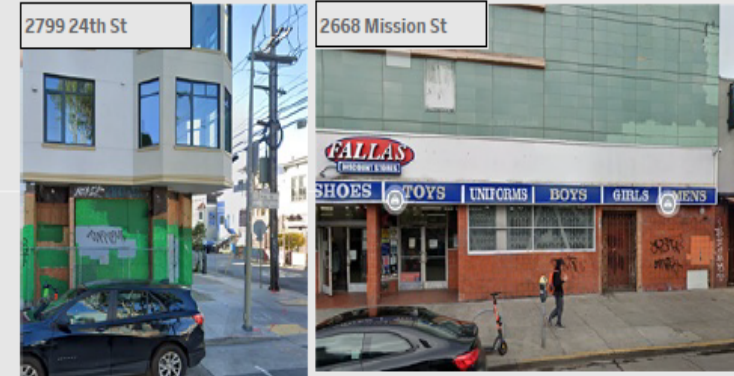
FY 2023 - FY 2024;

Nov 30, 2022 - Mar 31, 2024; Source: Graffiti Database



BSES Graffiti Opt-In Program: Addresses with Highest Number of Abatements
November 2023 - FY 2024

# Abatements	Address
70	2668 MISSION ST
61	2855 24TH ST
54	2799 24TH ST
49	2100 MISSION ST
44	2575 MISSION ST
41	3376 25TH ST
38	2205 Mission St
	2379 MISSION ST
37	899 VALENCIA ST
35	2146 MISSION ST

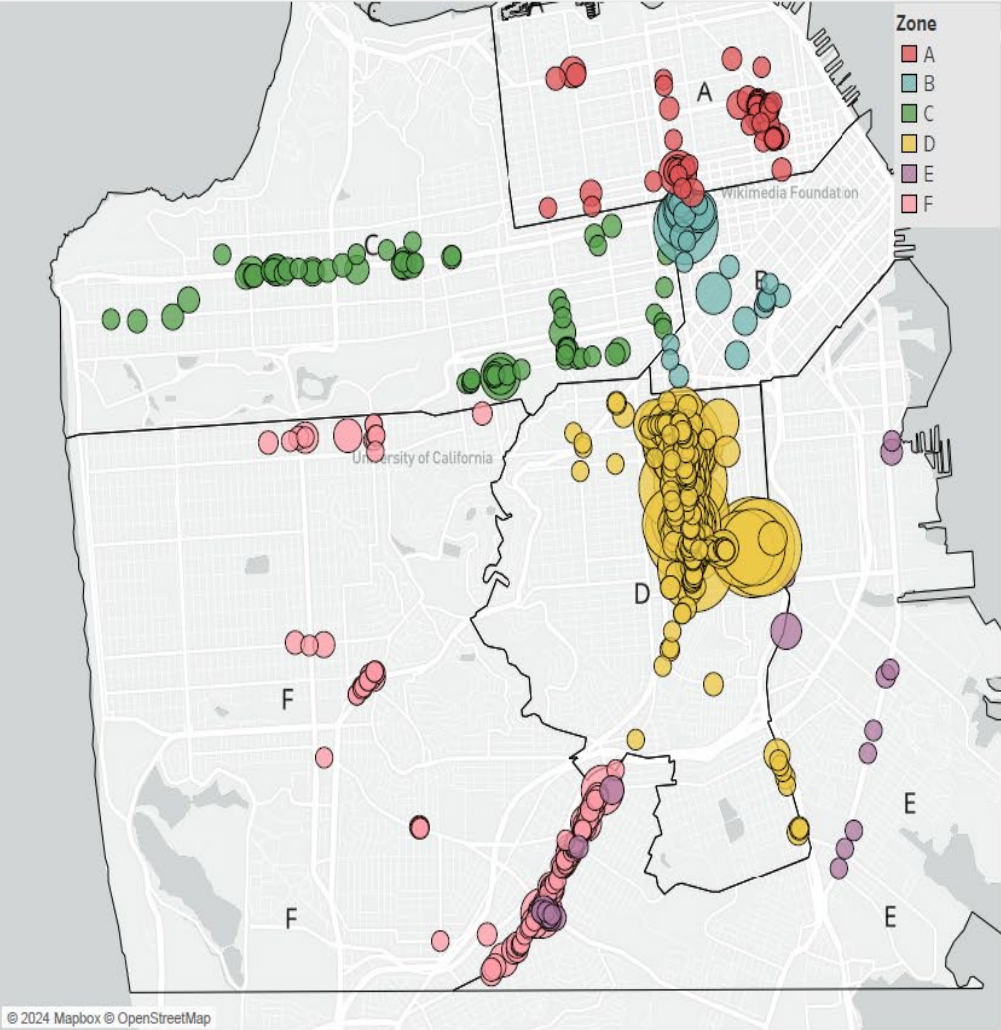


Graffiti private opt-in program

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

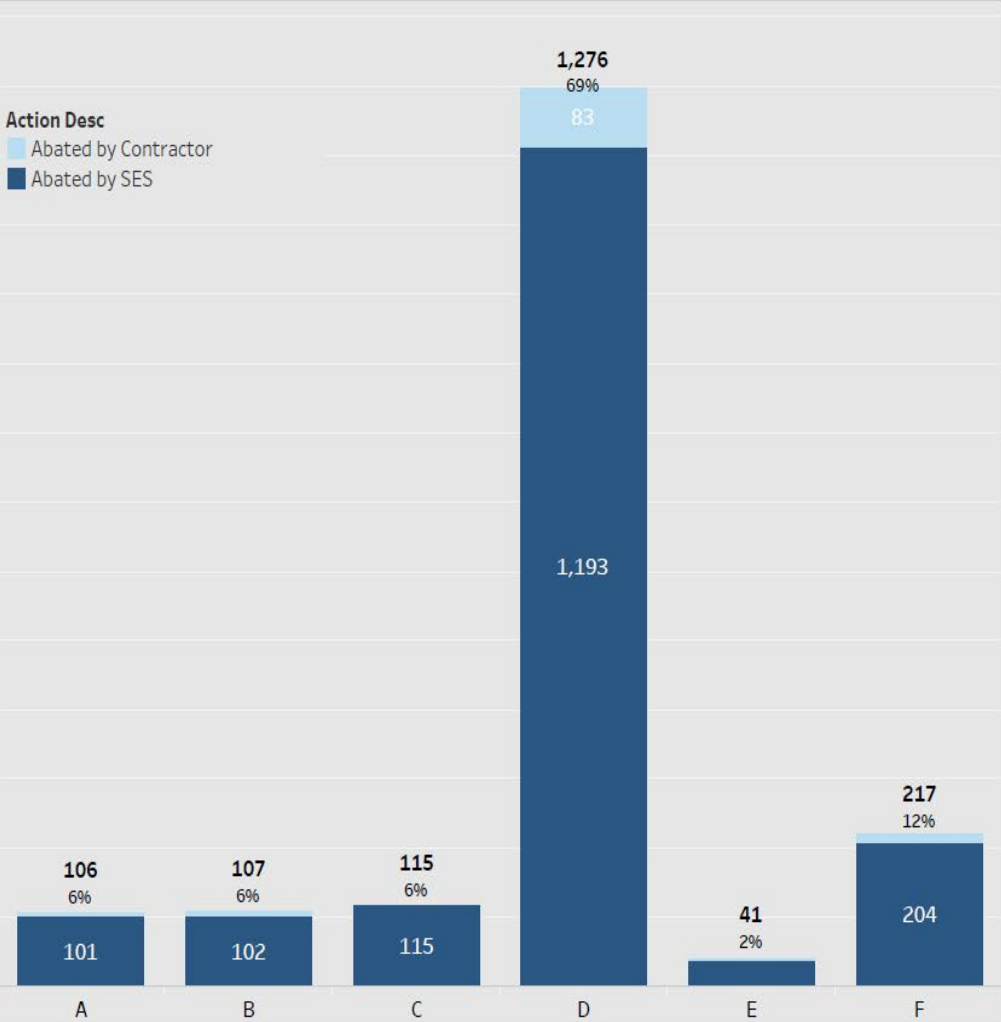
BSES Graffiti Opt-In Abatement Volume Map

FY 2023 - FY 2024;
 Nov 30, 2022 - Mar 31, 2024; Source: Graffiti Database



BSES Graffiti Opt-In Program: Amount of Abatements per Zone

FY 2023 - FY 2024;
 Nov 30, 2022 - Mar 31, 2024; 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	107,556			Jul 1, 2023 - Mar 31, 2024
	Street and sidewalk cleaning response rate	71%	95%	48 hours	Jul 1, 2023 - Mar 31, 2024
	Graffiti service order volume on public property	17,291			Jul 1, 2023 - Mar 31, 2024
	Graffiti response rate on public property	39%	95%	48 hours	Jul 1, 2023 - Mar 31, 2024
	Graffiti service order volume on private property	16,033			Jul 1, 2023 - Mar 31, 2024
	Litter receptacle removal service order volume	337			Jul 1, 2023 - Mar 31, 2024
	Litter receptacle installation service order volume	277			Jul 1, 2023 - Mar 31, 2024

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.