

Meeting Date: September 16, 2024

To: Sanitation and Streets Commission

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

From: Maura Wayne, Acting 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 provide performance measures through June 30, 2024, for the Bureau of Building and Street Repair. The presentation will cover performance measures for public pothole service level agreement (SLA) response and proactive pothole sweeps, the annual volume of pothole requests received, the number of potholes repaired, 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 received from the servicing shop, the number of requests completed for each client in FY2024, 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

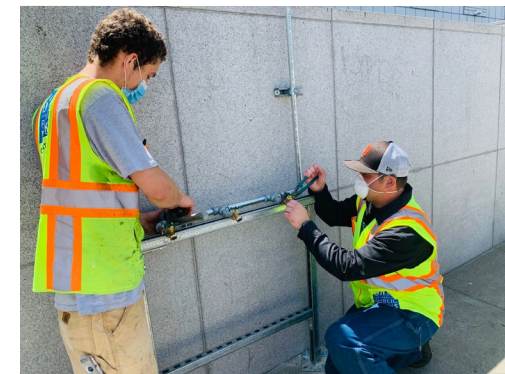


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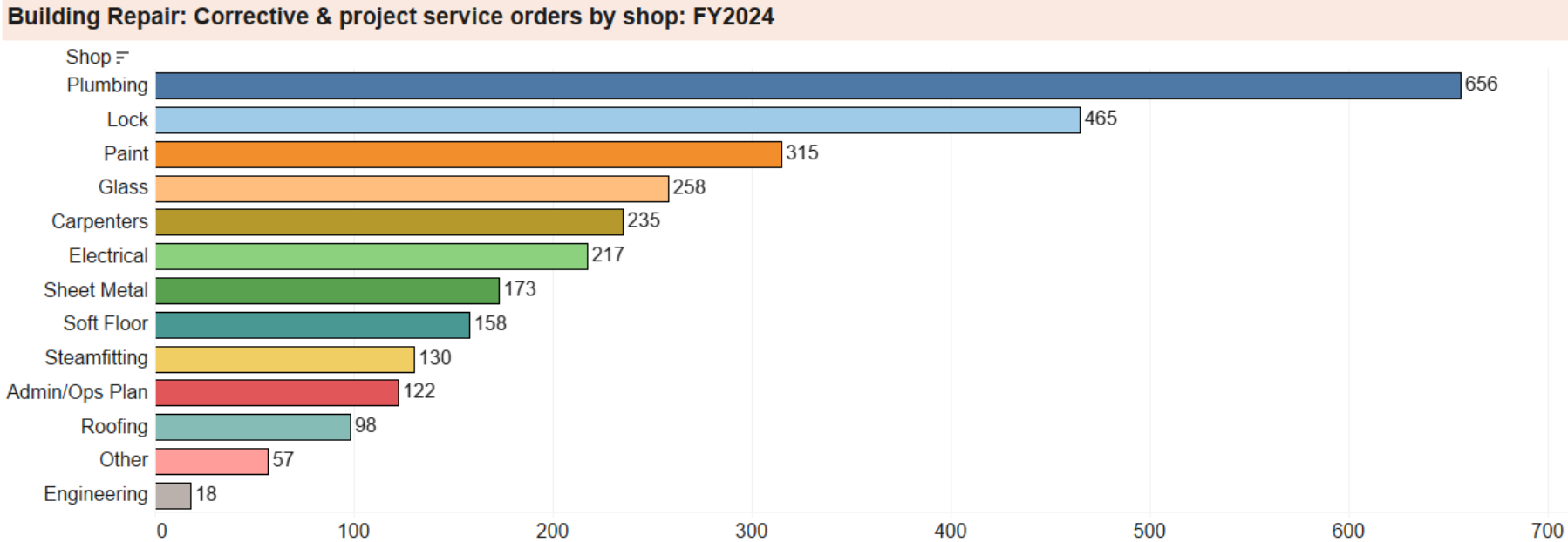
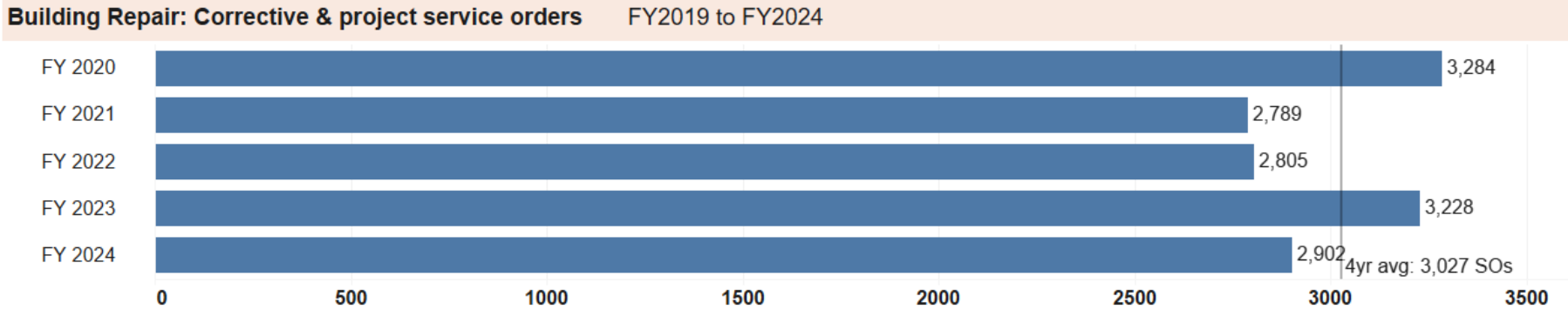
Performance and Data Evaluation: Bureau of Building and Street Repair

Maura Wayne

Acting Superintendent of Bureau of Building and Street Repair



Building Repair: Total requests received by year and by shop in FY2024

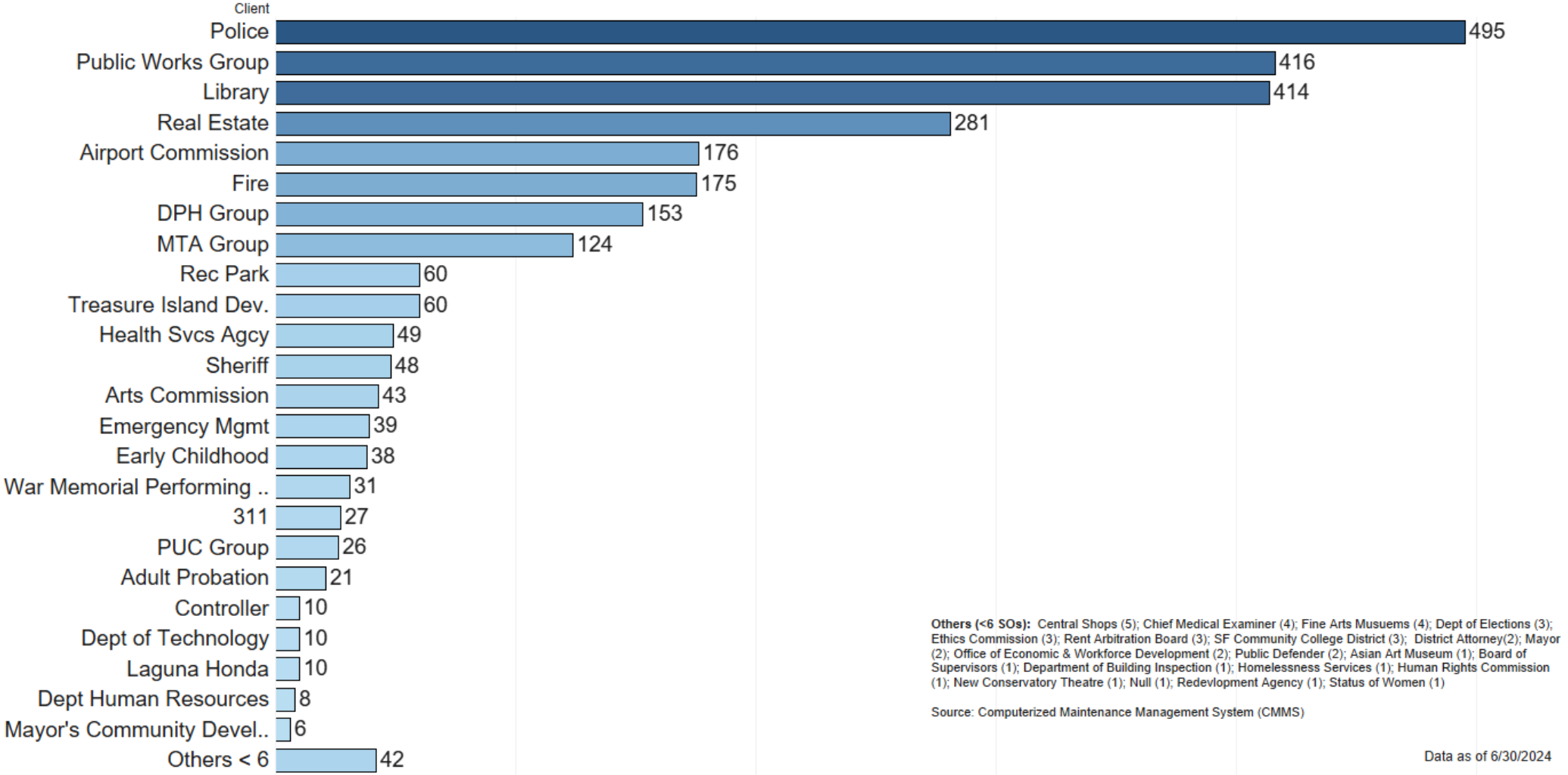


Source: Computerized Maintenance Management System (CMMS)

Data as of 6/30/2024

Building Repair: Total requests completed per client in FY2024

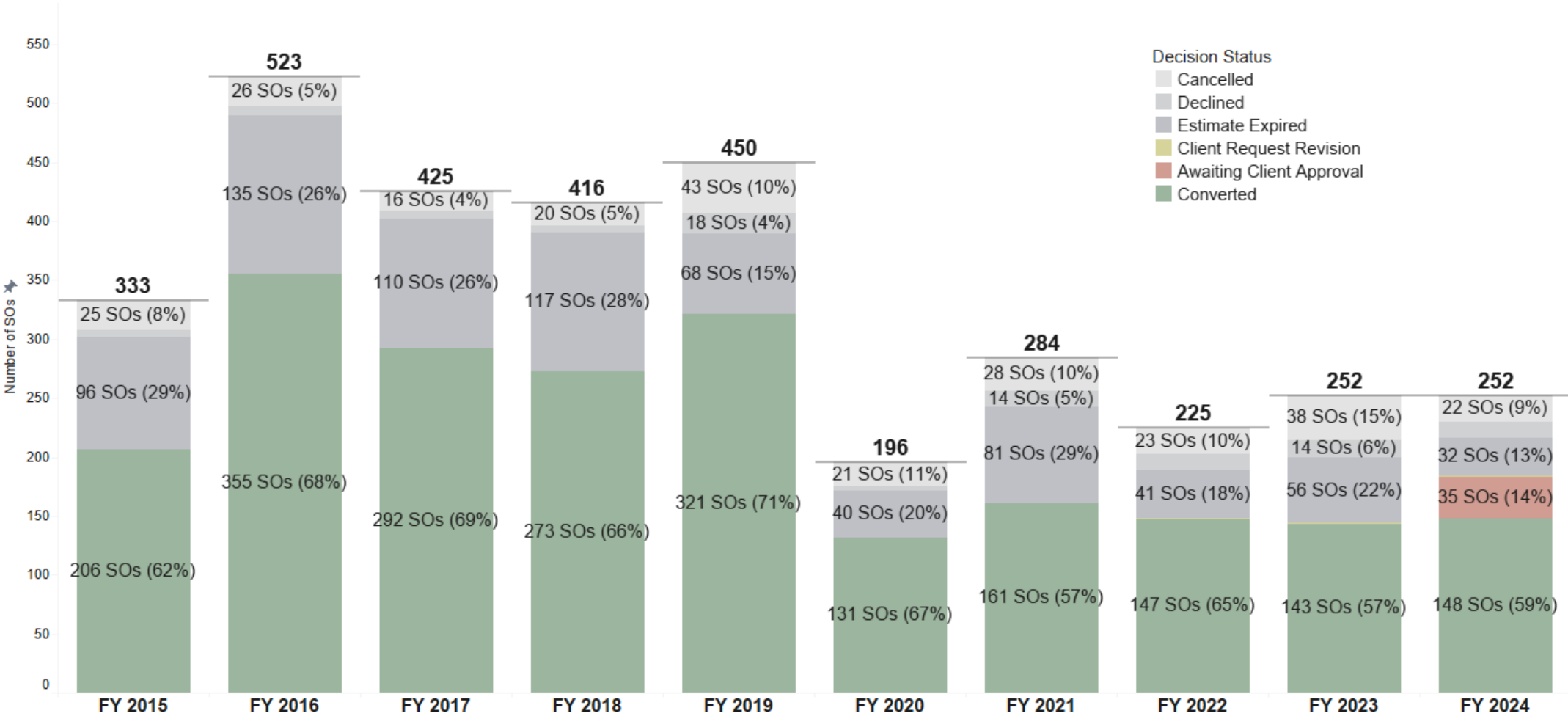
Building Repair: Corrective & project service orders completed by client
FY2024



Building Repair: Annual conversion count and conversion rate

**Building Repair: Annual conversion rate of non-Public Works estimates to projects
FY2015 to FY2024**

Data as of 6/30/2024

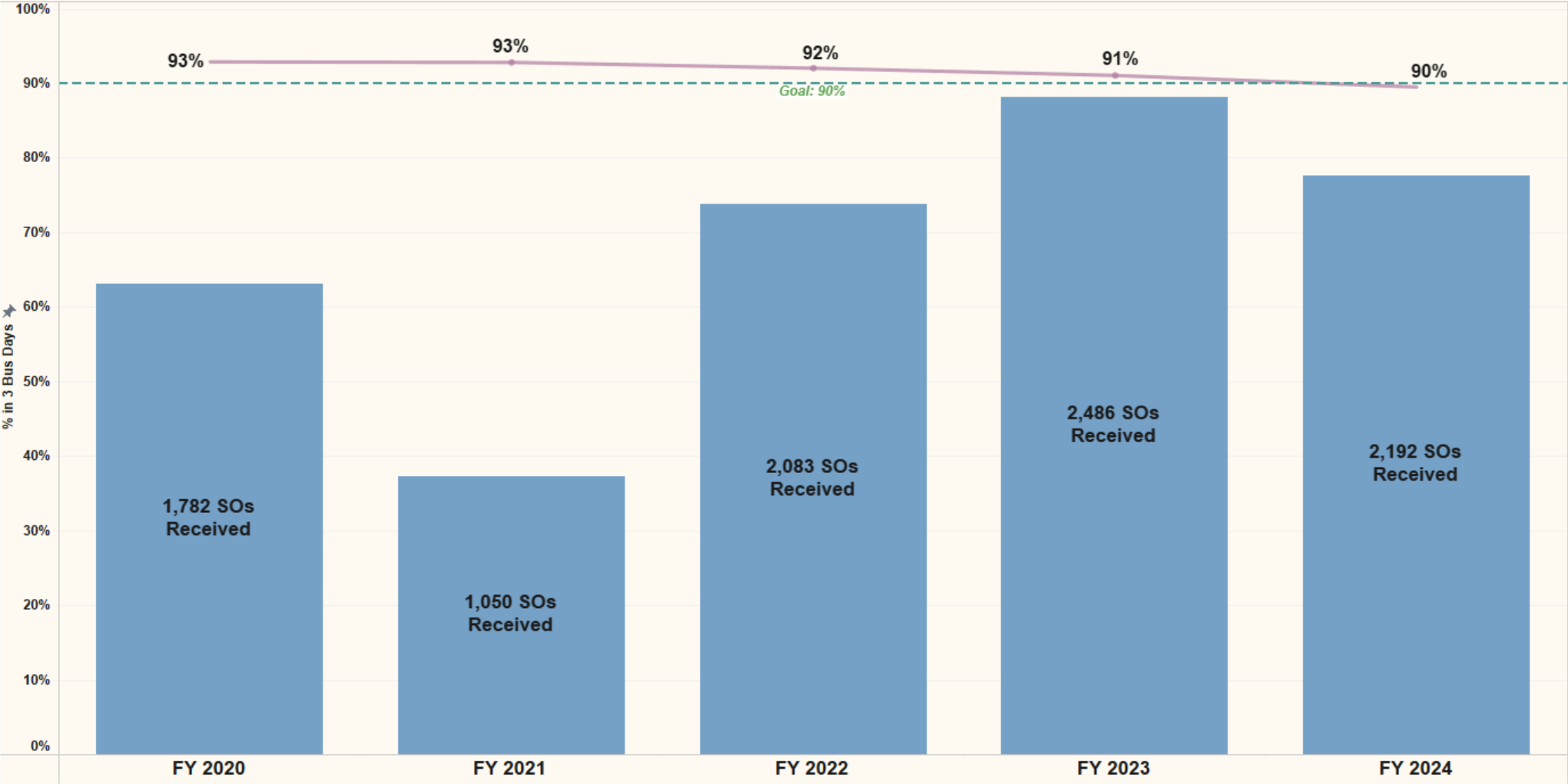


Estimate was sent to the client. Estimates that were originated by Public Works are excluded.

Source: Computerized Maintenance Management System (CMMS)

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

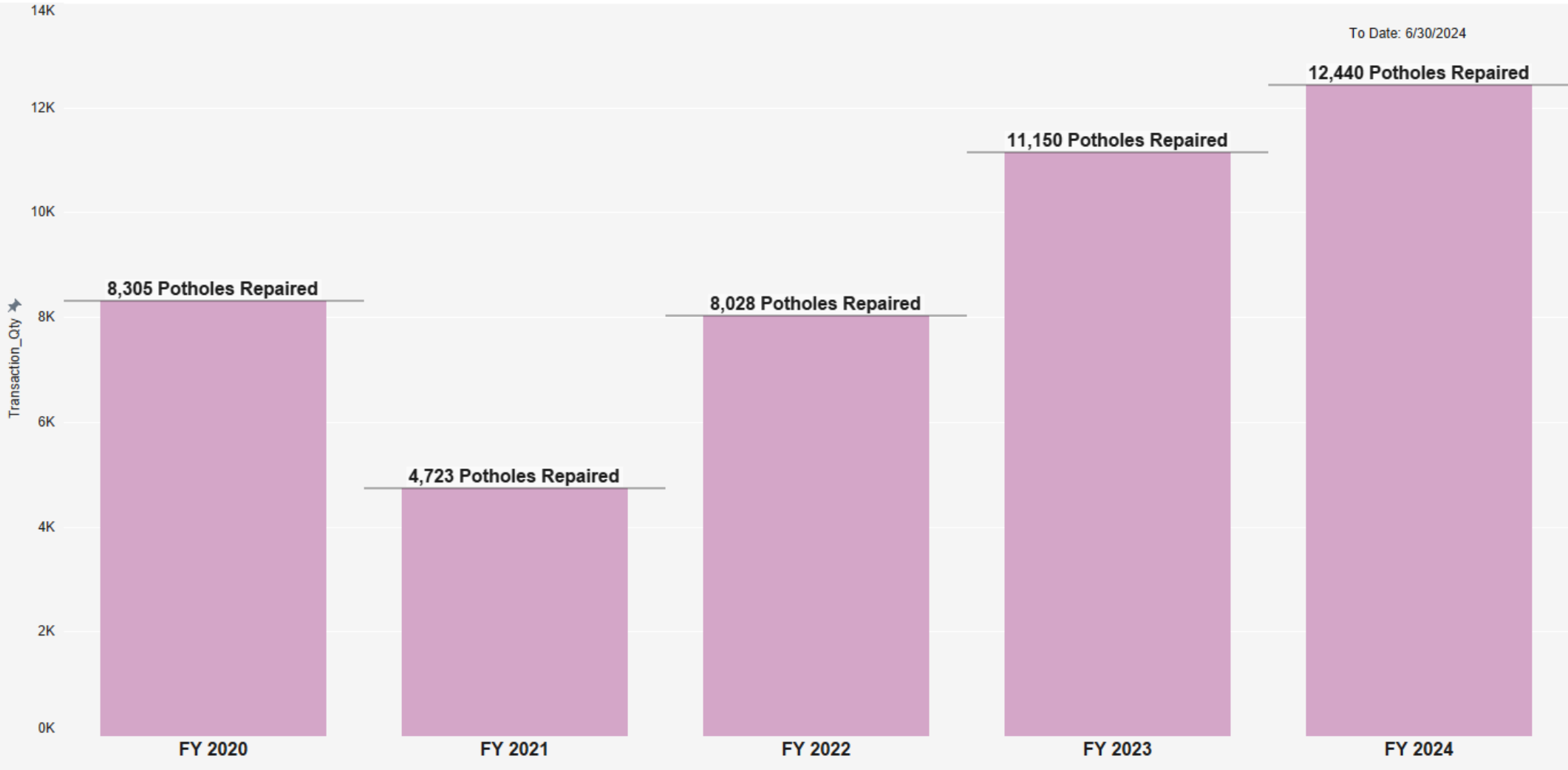
Roadway Repair: Volume repaired and percentage response within three business days: FY2020 to FY2024
 Source: 311/Lagan -- Computerized Maintenance Management System (CMMS)



Source: Computerized Maintenance Management System (CMMS)
 Data as of 6/30/2024

Annual quantity of potholes repaired

Roadway Repair: Total potholes repaired annually: FY2020 to FY2024
Source: Computerized Maintenance Management System (CMMS)

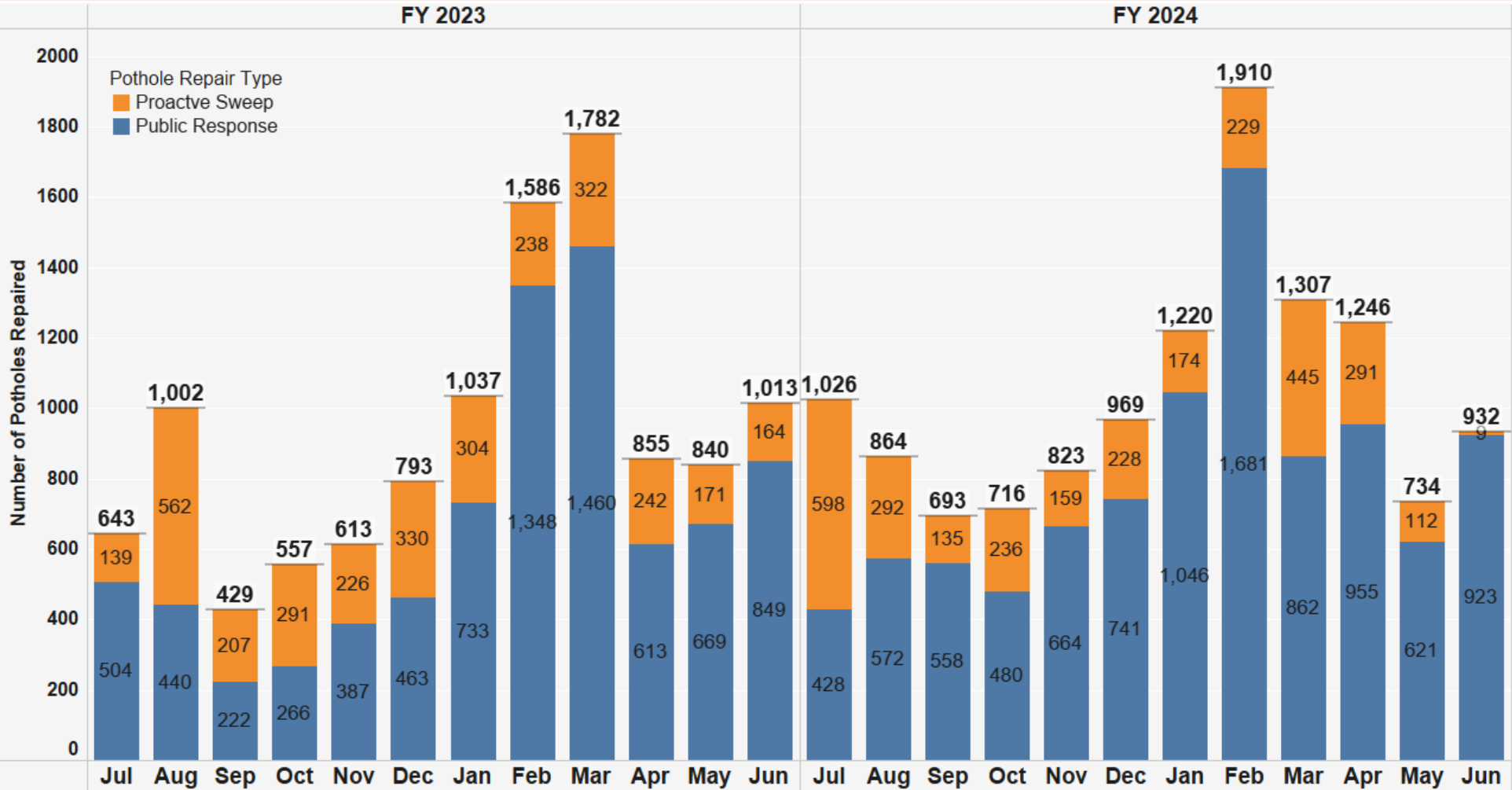


Source: Computerized Maintenance Management System (CMMS)

Pothole Repair: Public response vs. proactive pothole sweeps

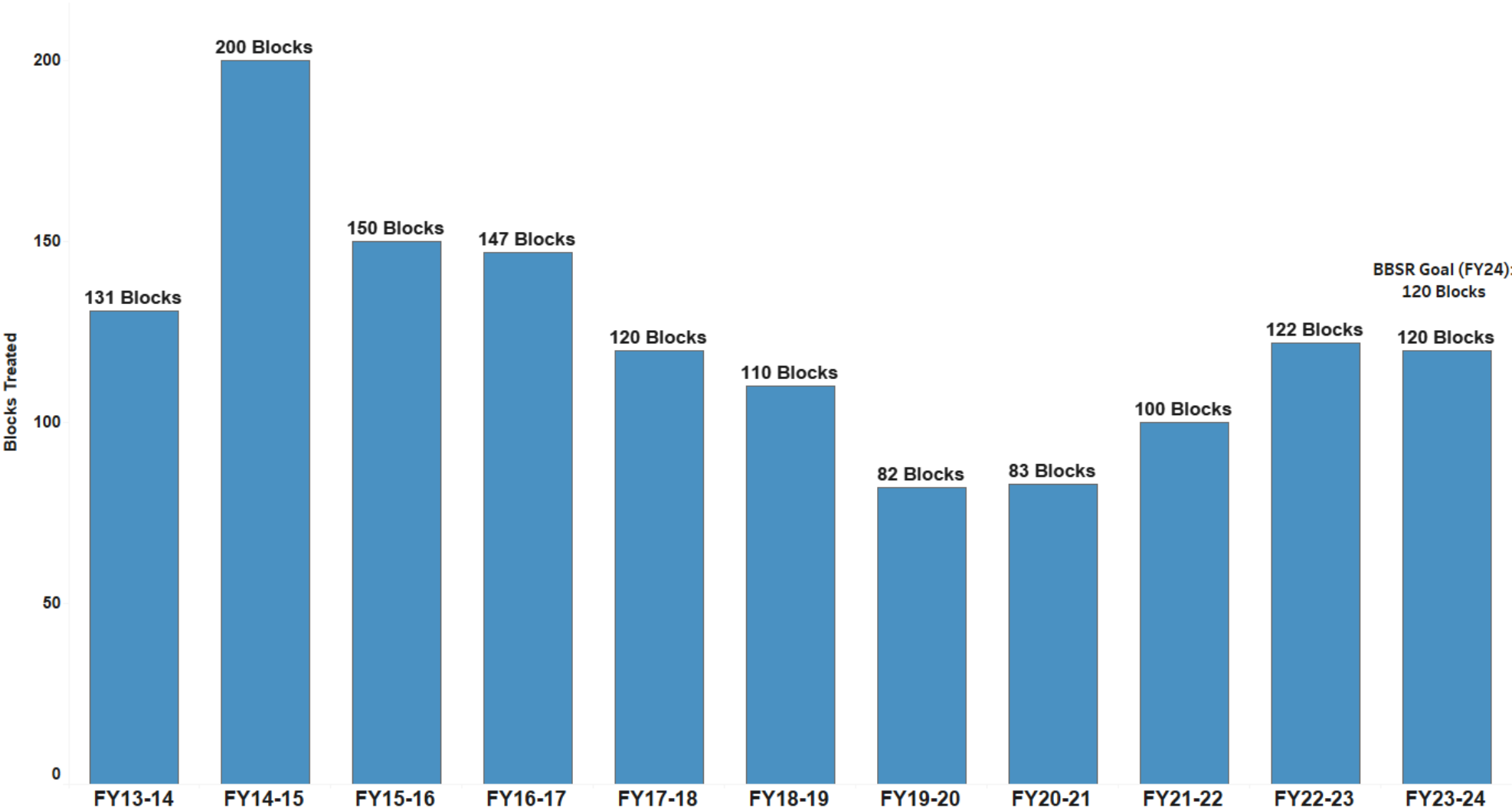
Roadway Repair: Potholes -- public response vs. proactive sweep FY 2023 and FY 2024

In FY 2023 and FY 2024, proactive sweeps accounted for 25.9% of the potholes repaired.



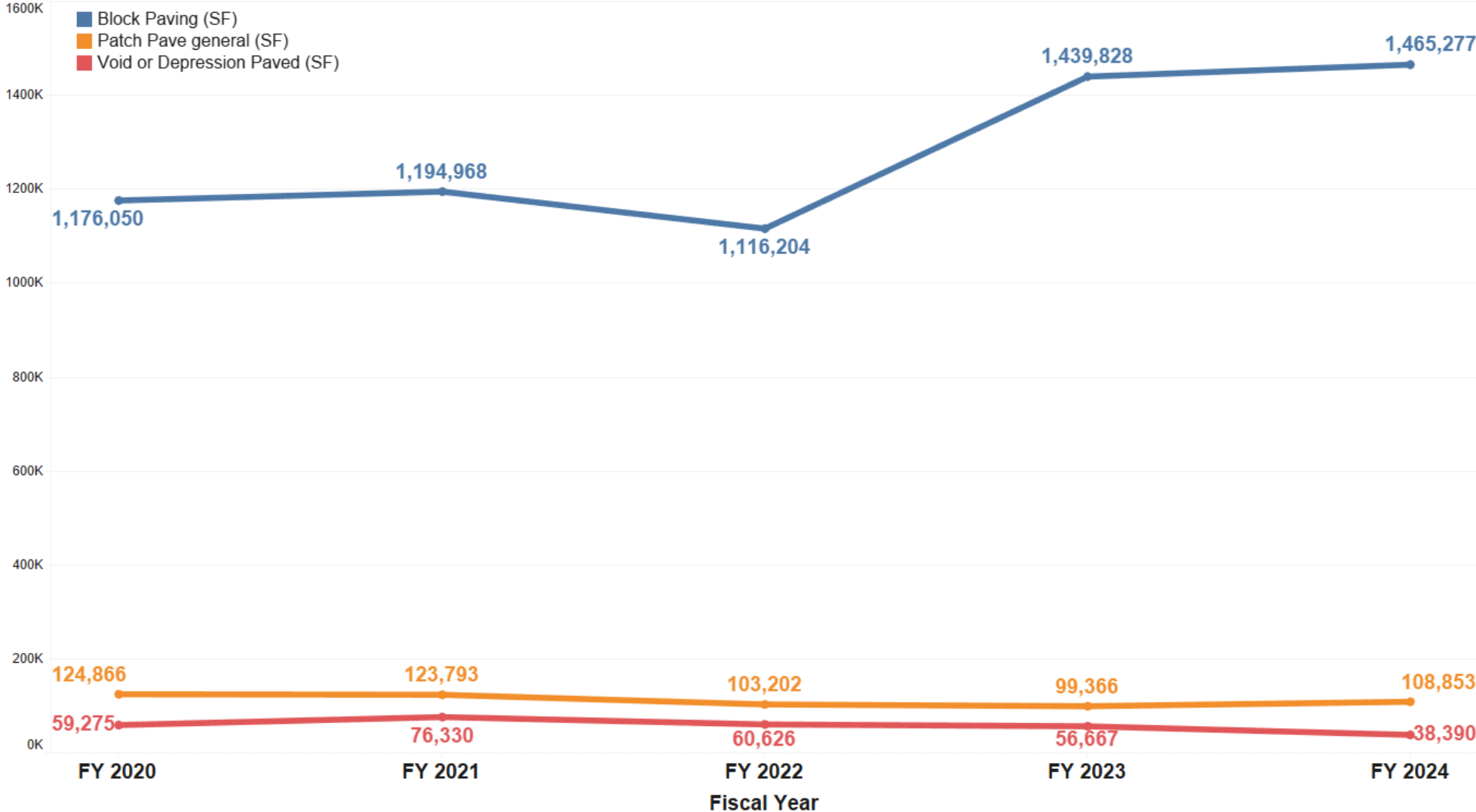
Source: Computerized Maintenance Management System (CMMS)
Data as of 6/30/2024

Block Paving: Repaired or resurfaced as part of the street resurfacing program FY2014 to FY2024 (to date)



Source: SF Public Works Street Resurfacing Program
Data as of 6/30/2024

Other Key Measures: Patch pave, voids and depressions and block paving



Source: Computerized Maintenance Management System (CMMS)
Data as of 6/30/2024



QUESTIONS?

Performance Measure Report - Building and Street Repair

Bureau	Metric Name	FY24 Metric Value	FY24 Prorated Projection	4 year Average (FY20 to FY23)	Service Level Agreement/Goal	Projected Change from Average/SLA	Period
Building and Street Repair	Key Measure - Building Repair: Corrective requests & projects	2,902	2,902	3,026		-4.1%	FY 2024
	Other Measure - Building Repair: Number of estimated converted to projects (non-DPW)	148	148	146		1.4%	FY 2024
	Other Measure - Building Repair: Conversion rate of estimates to projects (non-DPW)	59%	59%	61.8%		0.6%	FY 2024
	Key Measure - Roadway: Public requests (311 & 28 Clean): Total pothole service orders	2,192	2,192			15.4%	FY 2024
	Key Measure - Roadway: Public requests (311 & 28 Clean): Pothole response rate	90%	90%		90%	0%	FY 2024
	Key Measure - Roadway: Total potholes repaired	12,440	12,440	8,052		54.5%	FY 2024
	Key Measure - Roadway: Blocks treated as part of the street resurfacing program	120	120		120	0.0%	FY 2024
	Other Measure - Roadway: Total block paving area (sf)	1,465,277	1,465,277		1,200,000	22.1%	FY 2024
	Other Measure - Roadway: Total voids & depressions area (sf)	38,390	38,390	63,225		-64.7%	FY 2024
	Other Measure - Roadway: Total patch pave area (sf)	108,853	108,853	112,807		-3.6%	FY 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. The most recent complete fiscal year is shown for the Period; this may change for future meetings.