



**Meeting Date:** April 15, 2024

**To:** Sanitation and Streets Commission

**Through:** Carla Short, 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

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

**Executive Summary:** This presentation and report provide performance measures through February 27, 2024, for the Bureau of Building and Street Repair. The presentation will cover performance measures for public pothole 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 (to date), 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

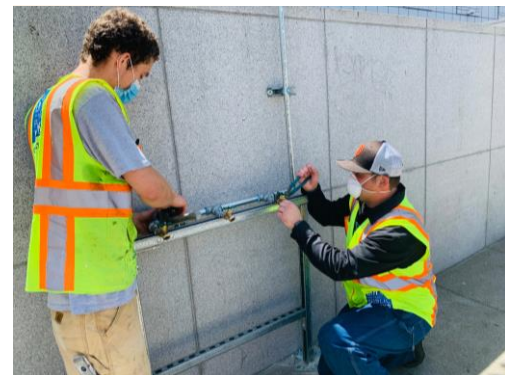


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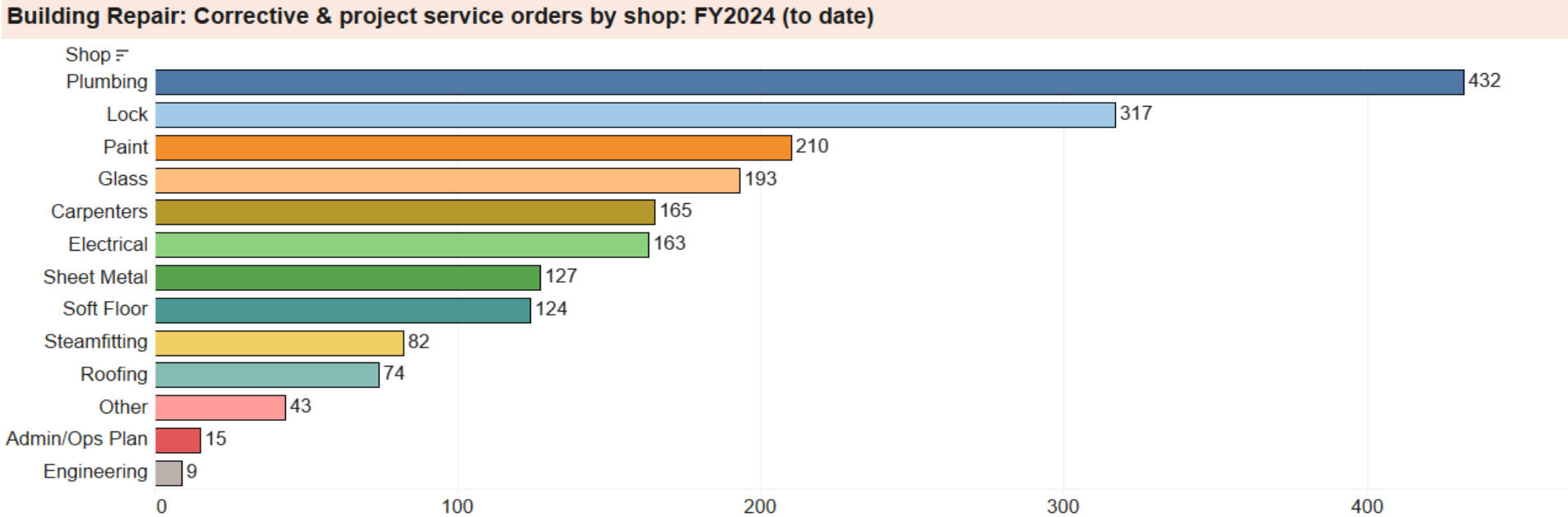
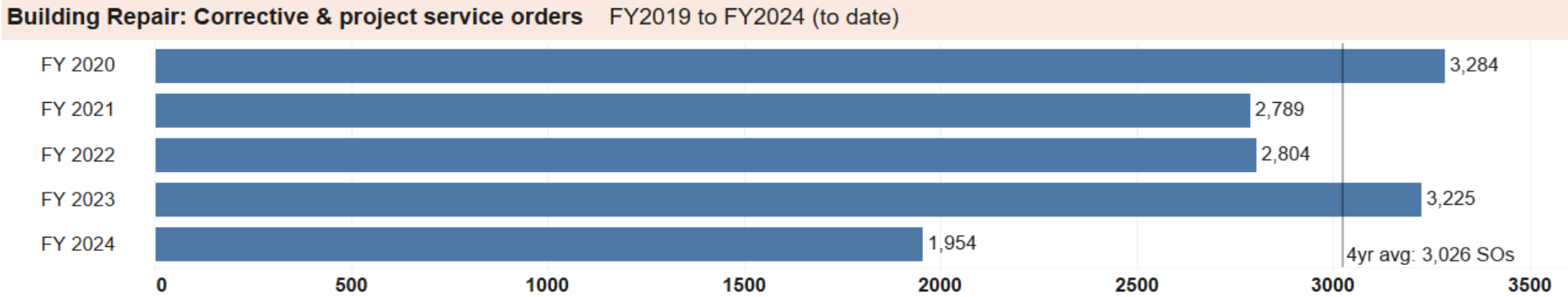
# Performance and Data Evaluation: Bureau of Building and Street Repair

Matt Naclerio

Superintendent of Bureau of Building and Street Repair



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

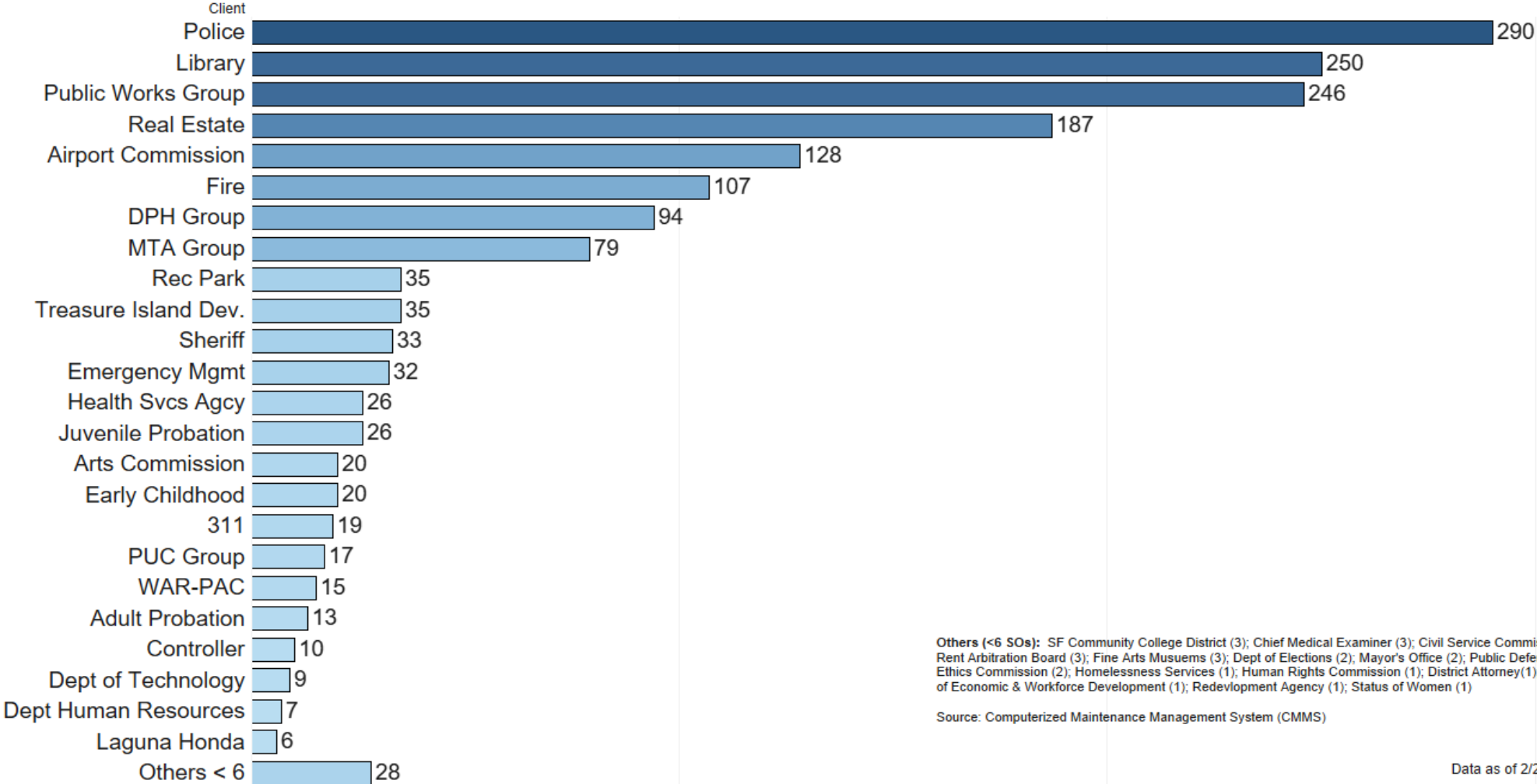


Source: Computerized Maintenance Management System (CMMS)

Data as of 2/27/2024

# Building Repair: Total requests completed per client in FY2023

**Building Repair: Corrective & project service orders completed by client**  
FY2024 (to date)



Others (<6 SOs): SF Community College District (3); Chief Medical Examiner (3); Civil Service Commission (3); Rent Arbitration Board (3); Fine Arts Musuems (3); Dept of Elections (2); Mayor's Office (2); Public Defender (2); Ethics Commission (2); Homelessness Services (1); Human Rights Commission (1); District Attorney(1); Office of Economic & Workforce Development (1); Redevelopment Agency (1); Status of Women (1)

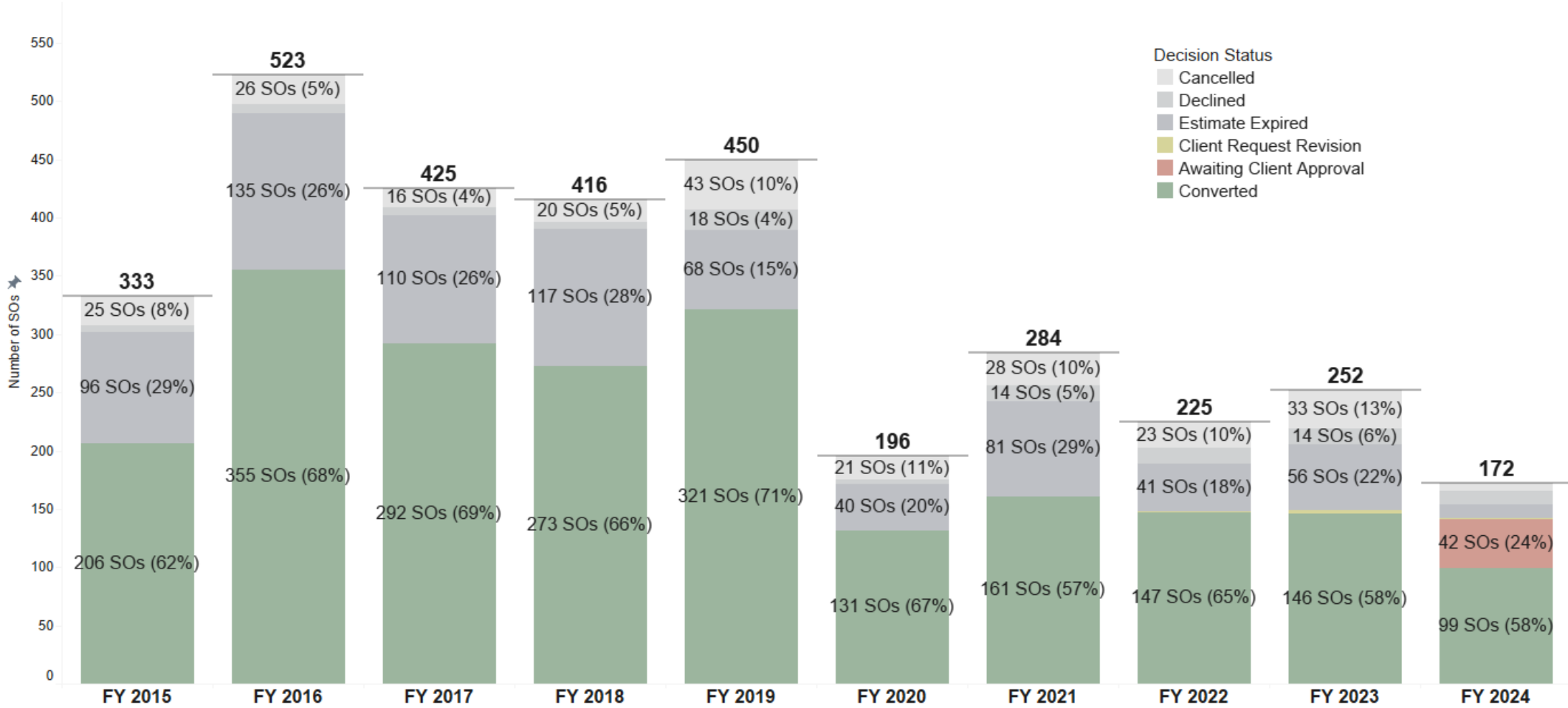
Source: Computerized Maintenance Management System (CMMS)

Data as of 2/27/2024

# Building Repair: Annual conversion count and conversion rate

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

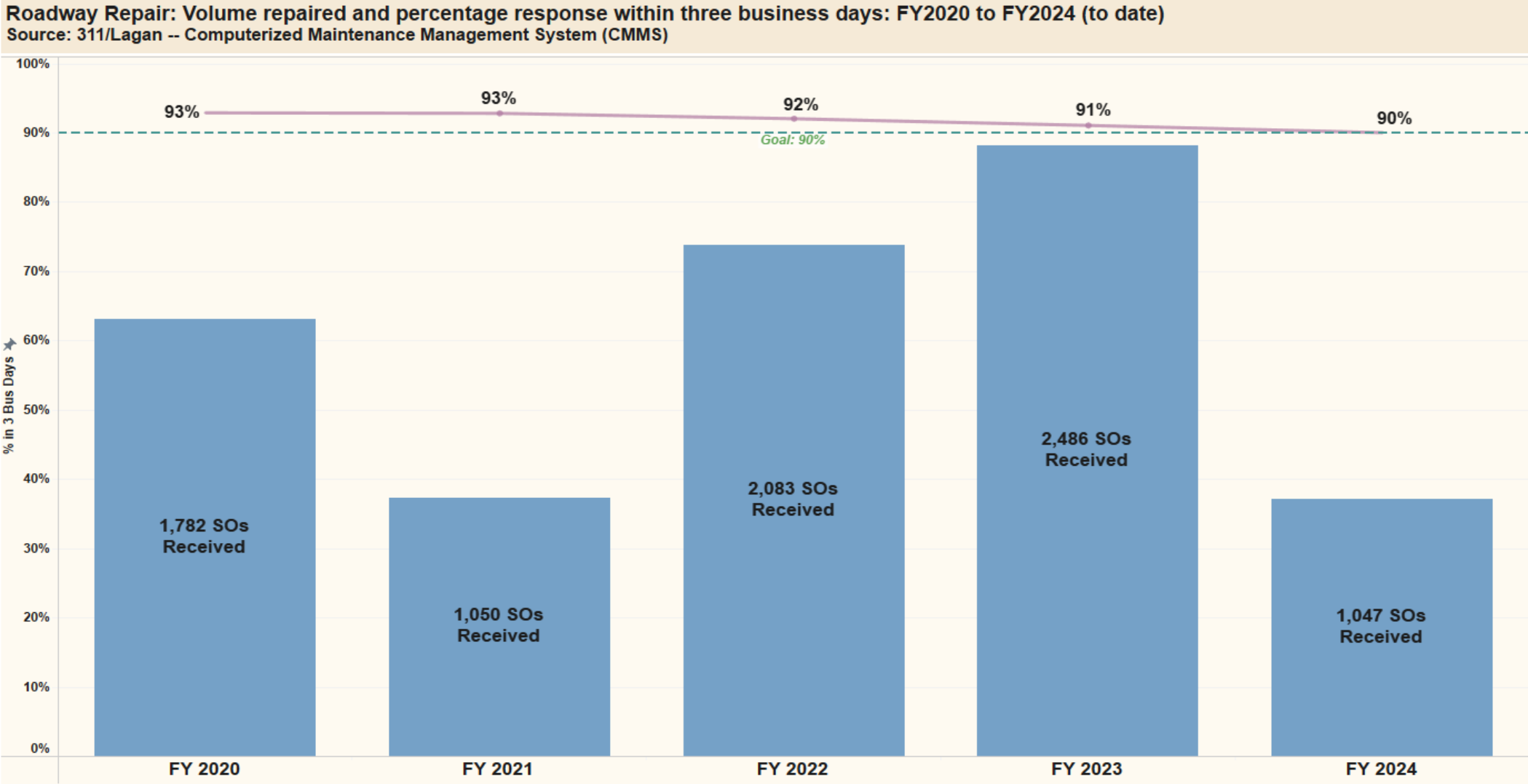
Data as of 2/27/2024



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

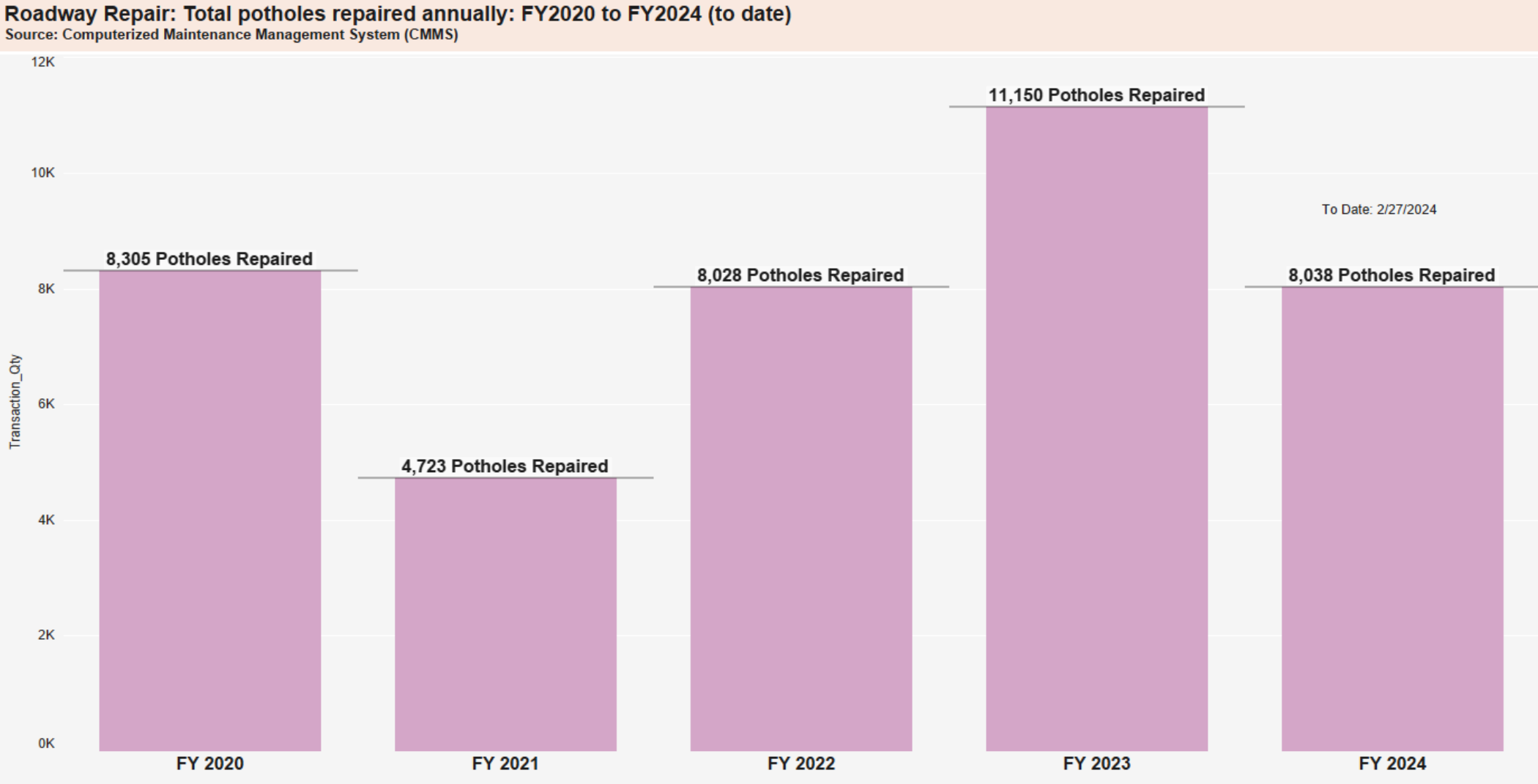
Source: Computerized Maintenance Management System (CMMS)

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



Source: Computerized Maintenance Management System (CMMS)  
 Data as of 2/27/2024

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

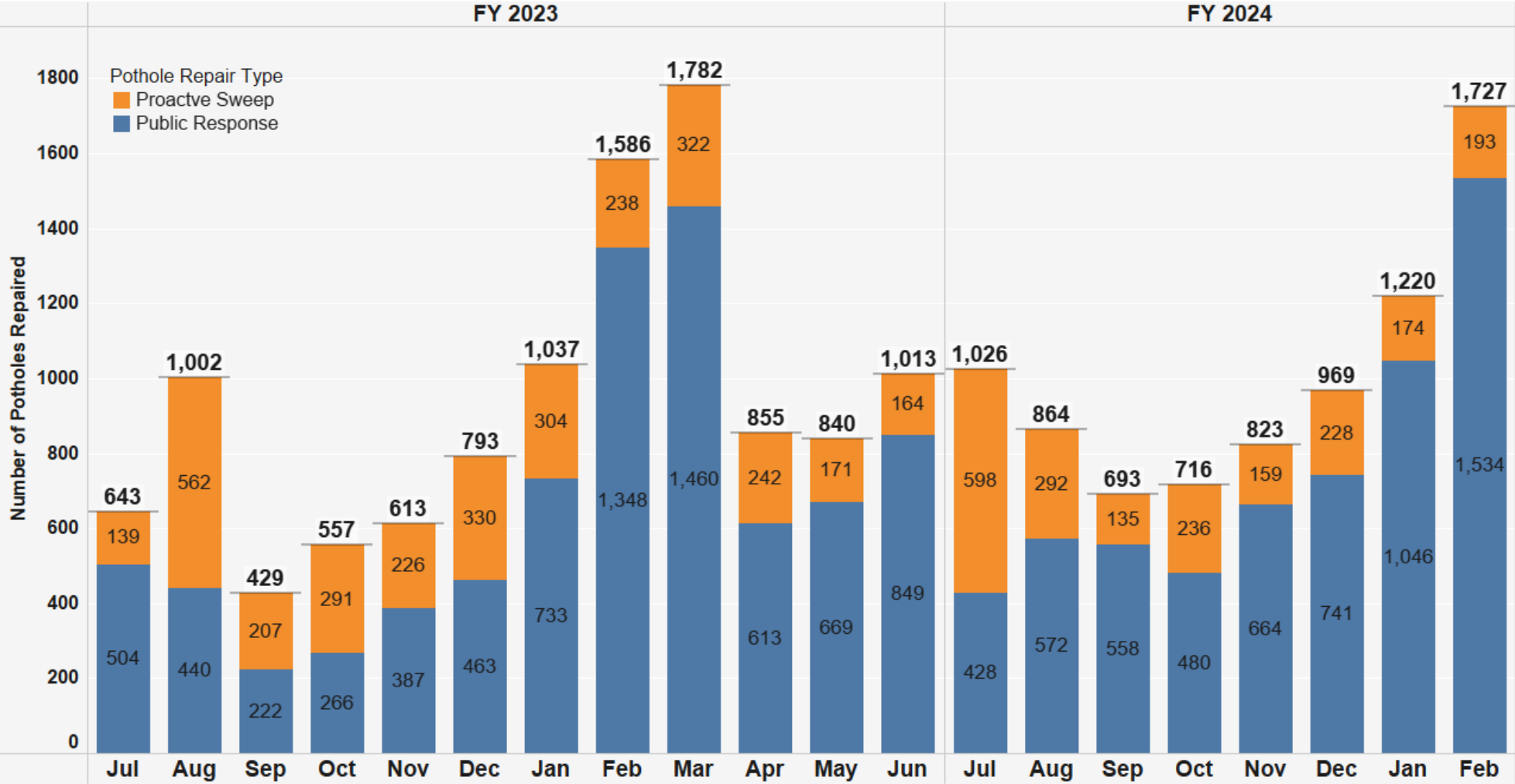


Source: Computerized Maintenance Management System (CMMS)

# Pothole Repair: Public response vs. proactive pothole sweeps

**Roadway Repair: Potholes -- public response vs. proactive sweep** FY 2023 and FY 2024 (to date)

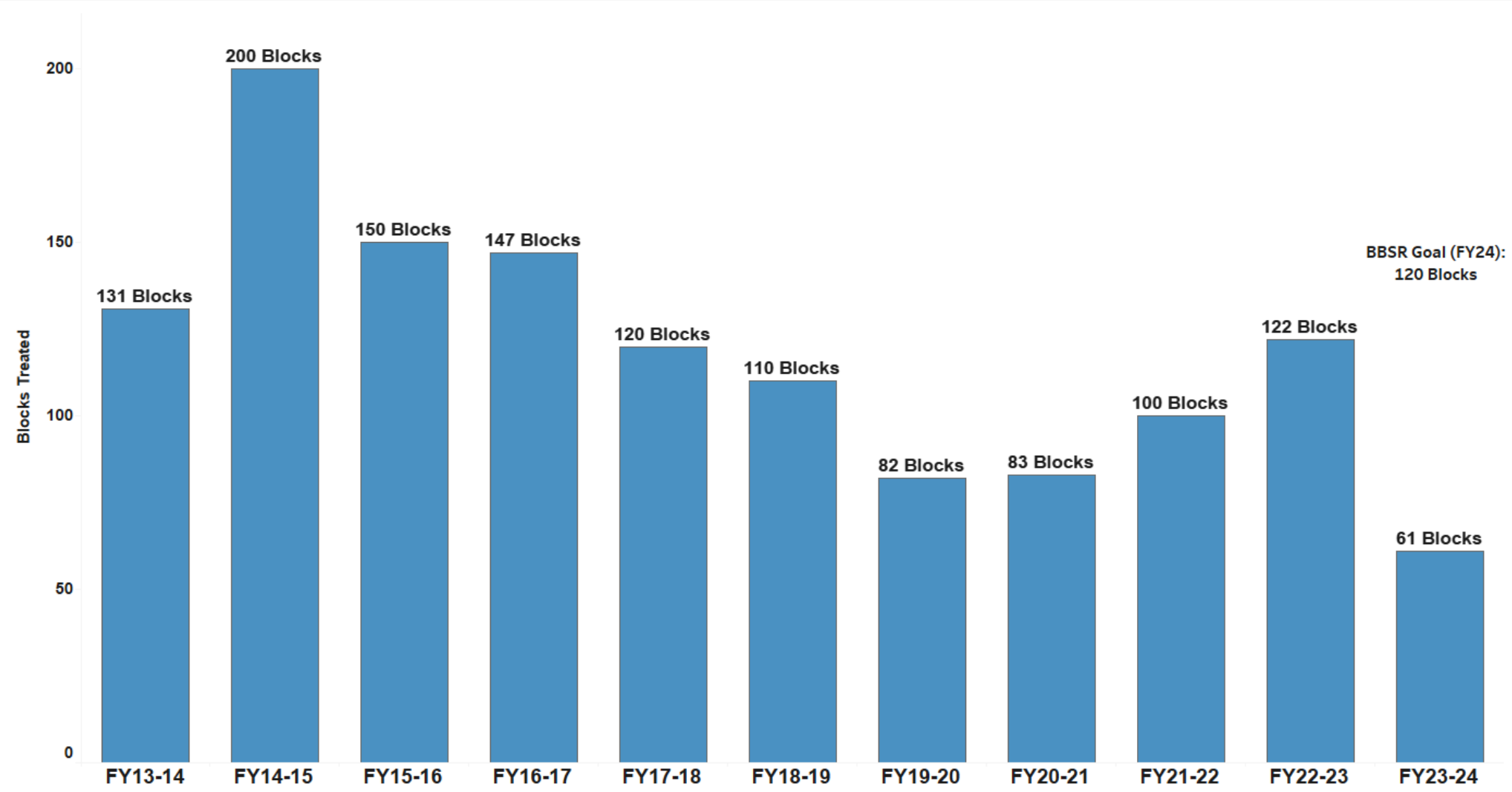
In FY 2023 and FY 2024 (to date), proactive sweeps accounted for 27.2% of the potholes repaired.



Source: Computerized Maintenance Management System (CMMS)  
Data as of 2/27/2024

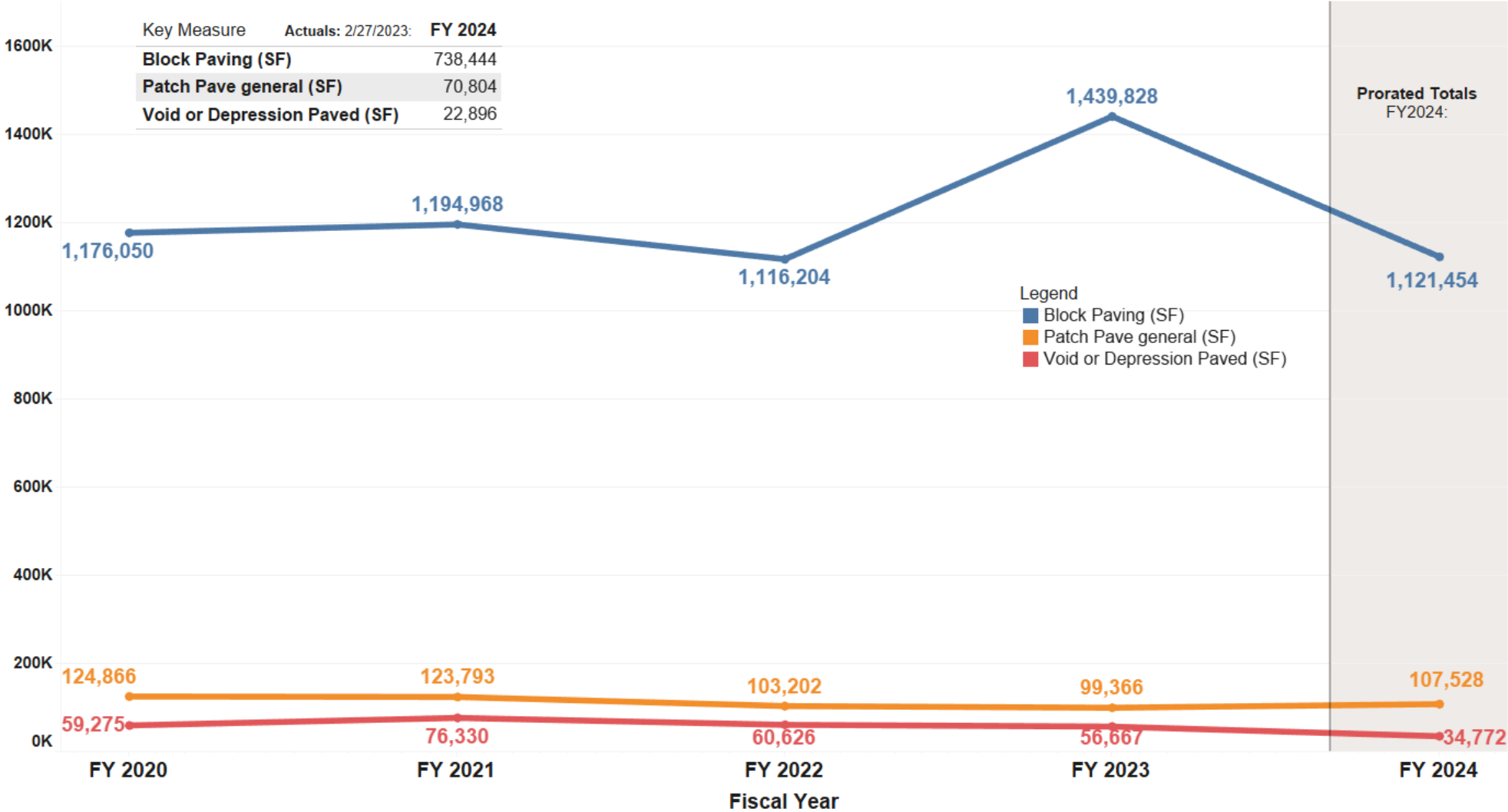


# Block Paving: Repaired or resurfaced as part of the street resurfacing program FY2014 to FY2024 (to date)



Source: SF Public Works Street Resurfacing Program  
Data as of 2/27/2024

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



Source: Computerized Maintenance Management System (CMMS)



**QUESTIONS?**

## Performance Measure Report - Btreet and Street Repair

Bureau	Metric Name	Metric Value	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	1,954	2,967	3,026		-1.9%	FY 2024
	Other Measure - Building Repair: Number of estimated converted to projects (non-DPW)*	99	150	146		3.0%	FY 2024
	Other Measure - Building Repair: Conversion rate of estimates to projects (non-DPW)*	57.6%	62.2%*	61.8%		0.6%	FY 2024
	Key Measure - Roadway: Public requests (311 & 28 Clean): Total pothole service orders	1,047	1,590			15.4%	FY 2024
	Key Measure - Roadway: Public requests (311 & 28 Clean): Pothole response rate	90.0%	90.0%		90%	0%	FY 2024
	Key Measure - Roadway: Total potholes repaired	8,038	12,207	8,052		51.6%	FY 2024
	Key Measure - Roadway: Blocks treated as part of the street resurfacing program	61	93		120	-22.8%	FY 2024
	Other Measure - Roadway: Total block paving area (sf)	738,444	1,121,454		1,200,000	-6.5%	FY 2024
	Other Measure - Roadway: Total voids & depressions area (sf)	22,896	34,772	63,225		-81.8%	FY 2024
	Other Measure - Roadway: Total patch pave area (sf)	70,804	107,528	112,807		-4.9%	FY 2024

\* 24% of the estimates for FY2024 are still awaiting client decision (2/27/2024). Assuming 20% of the outstanding estimates are converted.

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.