



Meeting Date: November 20, 2023

To: Sanitation and Streets Commission

Through: Carla Short, Interim 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: Performance Measures Presentation and Report: Street Environmental Services

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:

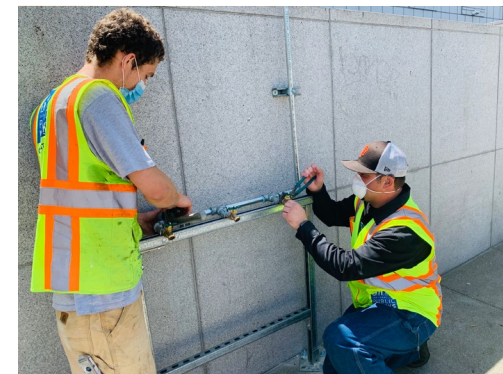
- Attachment 1: Power Point Presentation
- Attachment 2: Performance Measure Report



November 20, 2023

Performance and Data Evaluation: Street Cleaning & Graffiti

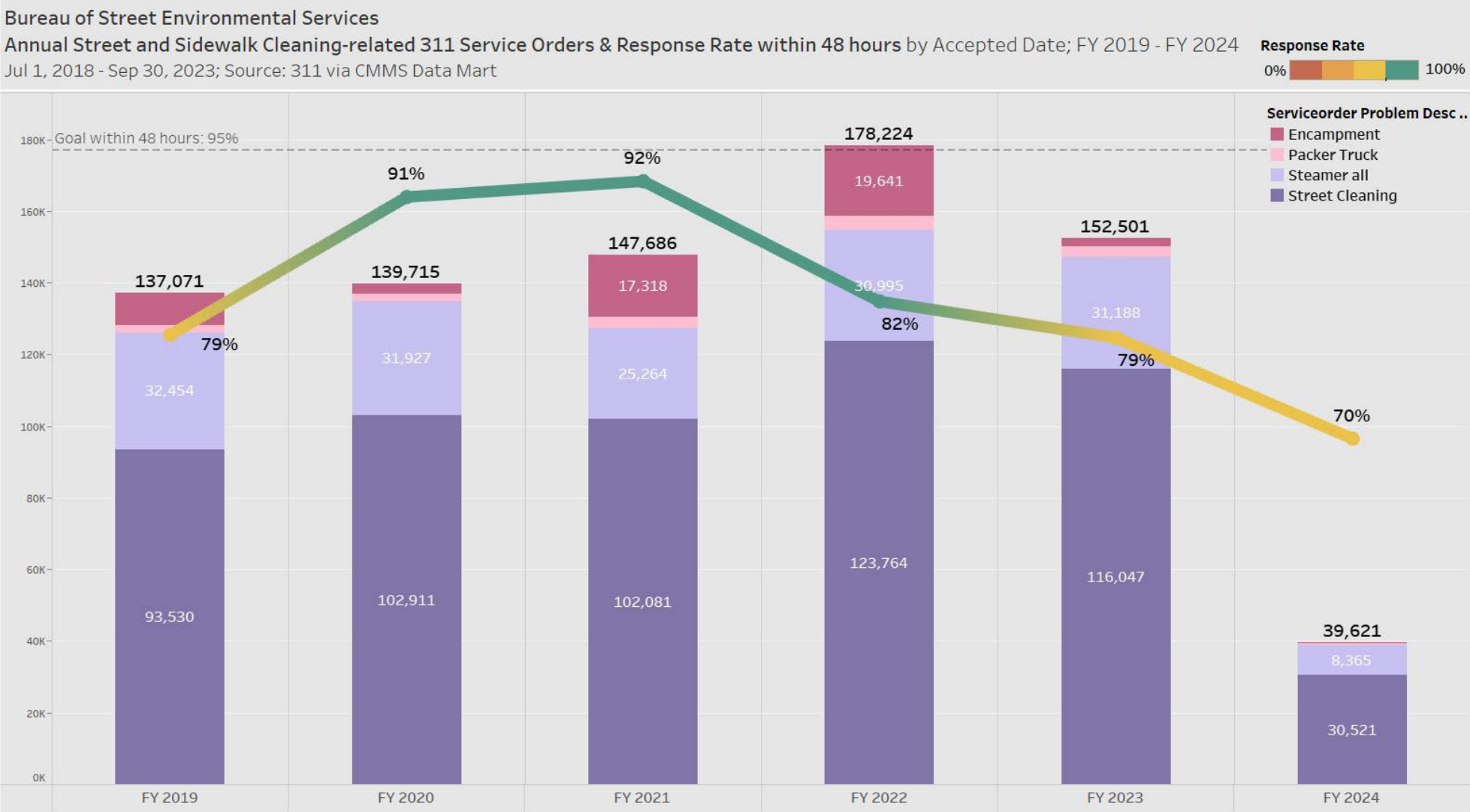
Christopher McDaniels, Superintendent of Bureau of Street Environmental Services



Performance and Data Evaluation: Street Cleaning

Annual street and sidewalk cleaning requests

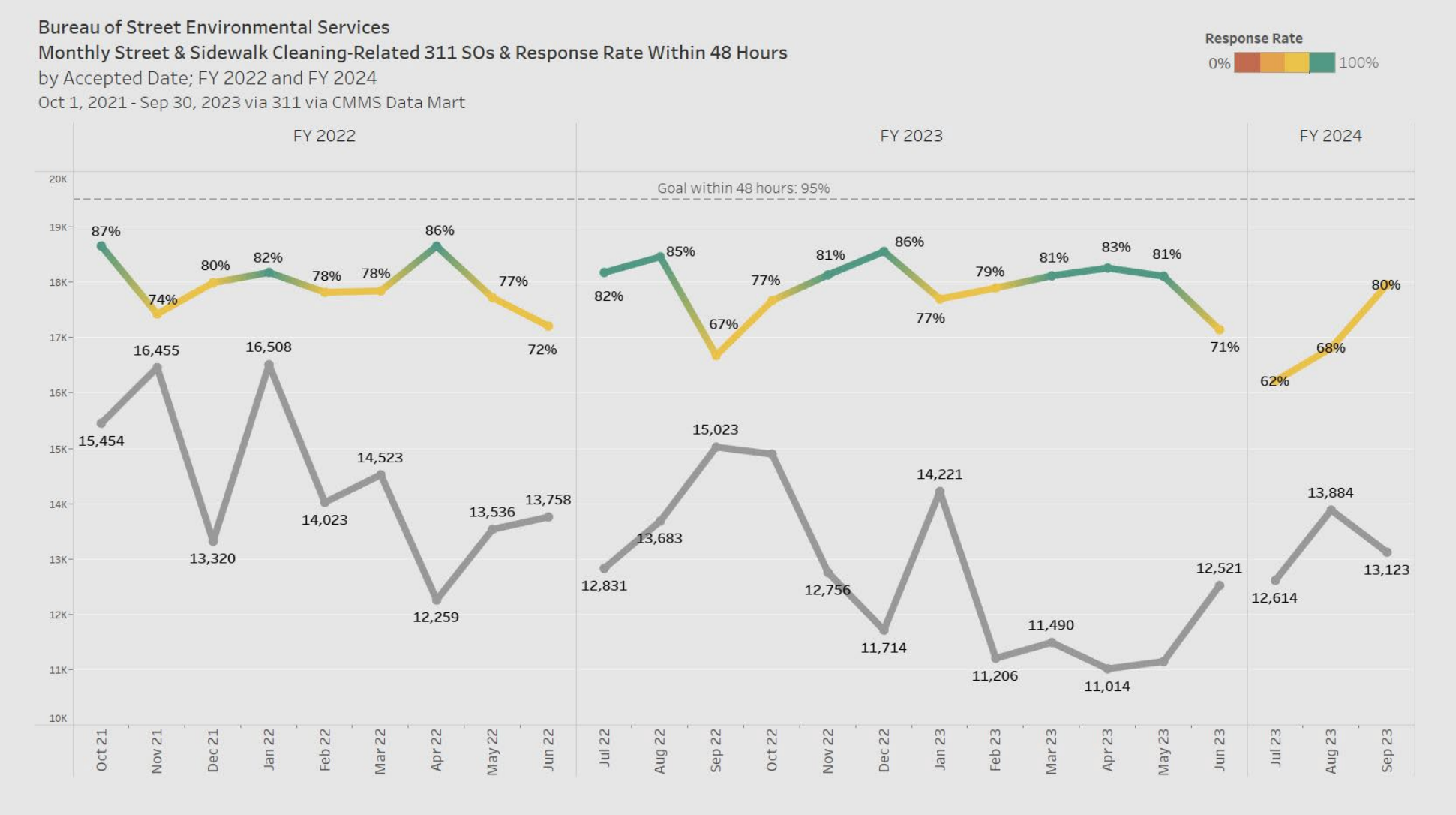
Annual percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)



Performance and Data Evaluation: Street Cleaning

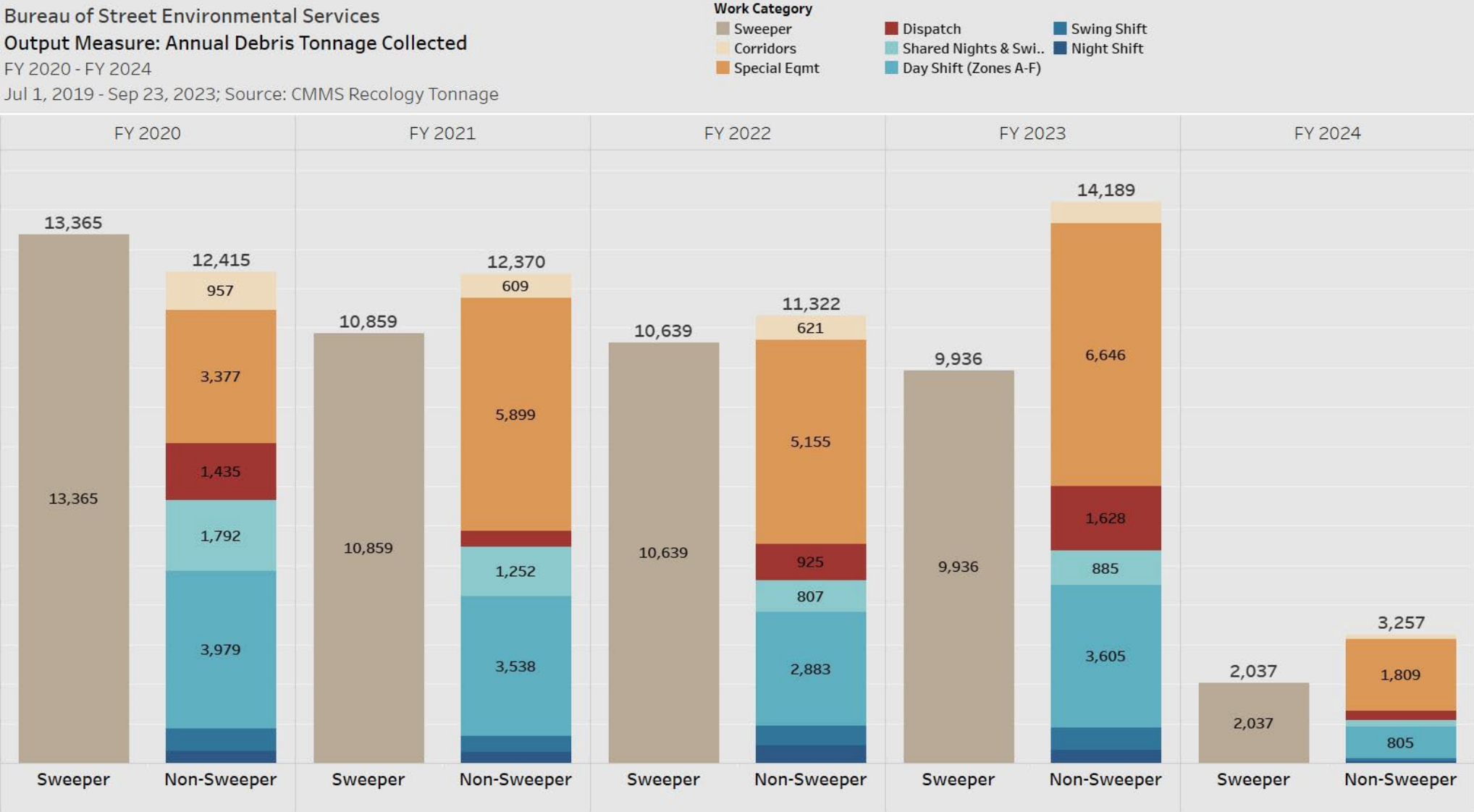
Monthly street and sidewalk cleaning requests

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



Performance and Data Evaluation: Debris Tonnage Collected

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



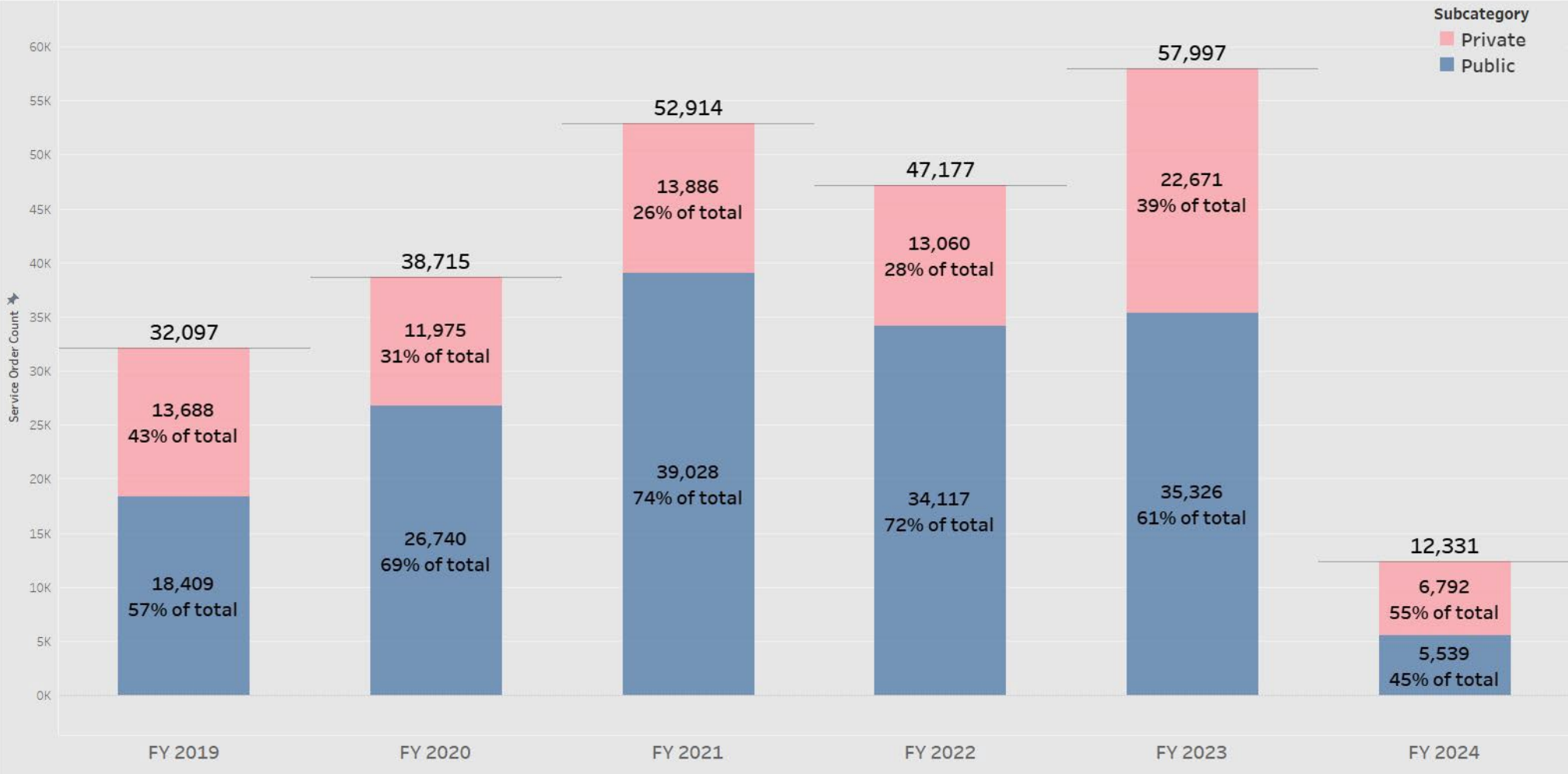
Performance and Data Evaluation: Graffiti

Breakdown of annual graffiti service orders on [public and private property](#)

Bureau of Street Environmental Services

Annual Graffiti on **Public and Private Property** Service Orders by Entered Date; FY 2019 - FY 2024

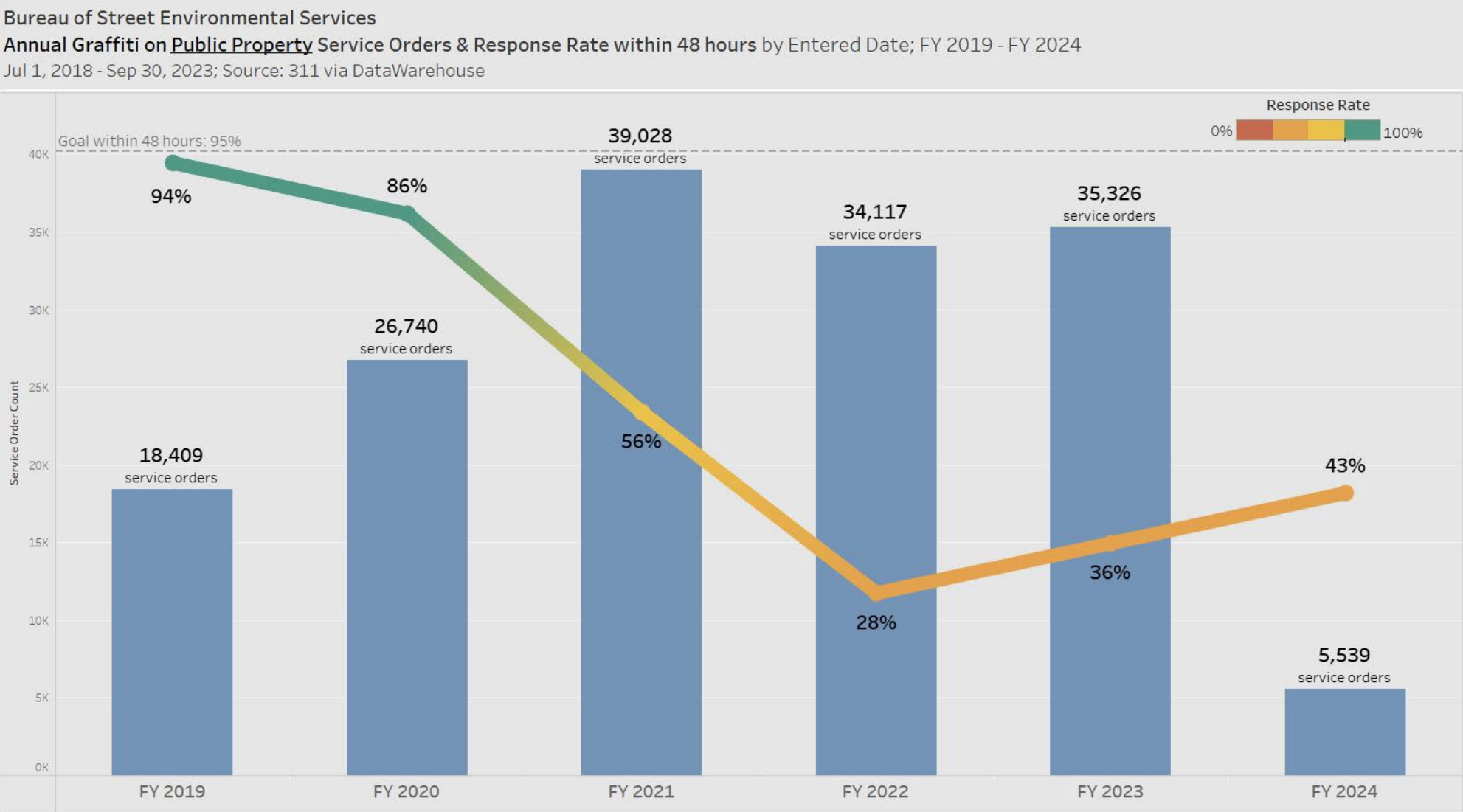
Jul 1, 2018 - Sep 30, 2023; Source: 311 via DataWarehouse



Performance and Data Evaluation: Graffiti

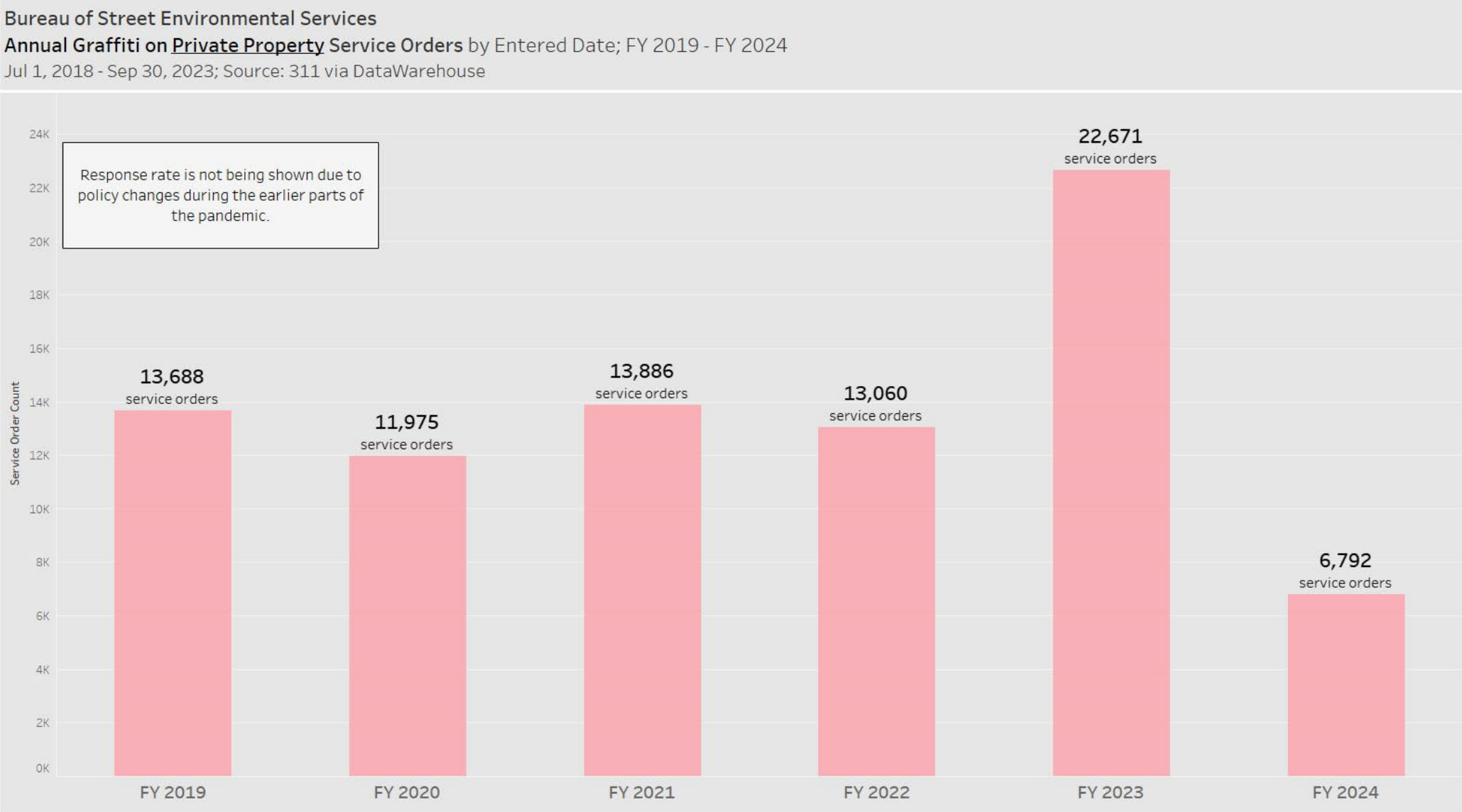
Annual graffiti service orders on public property

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



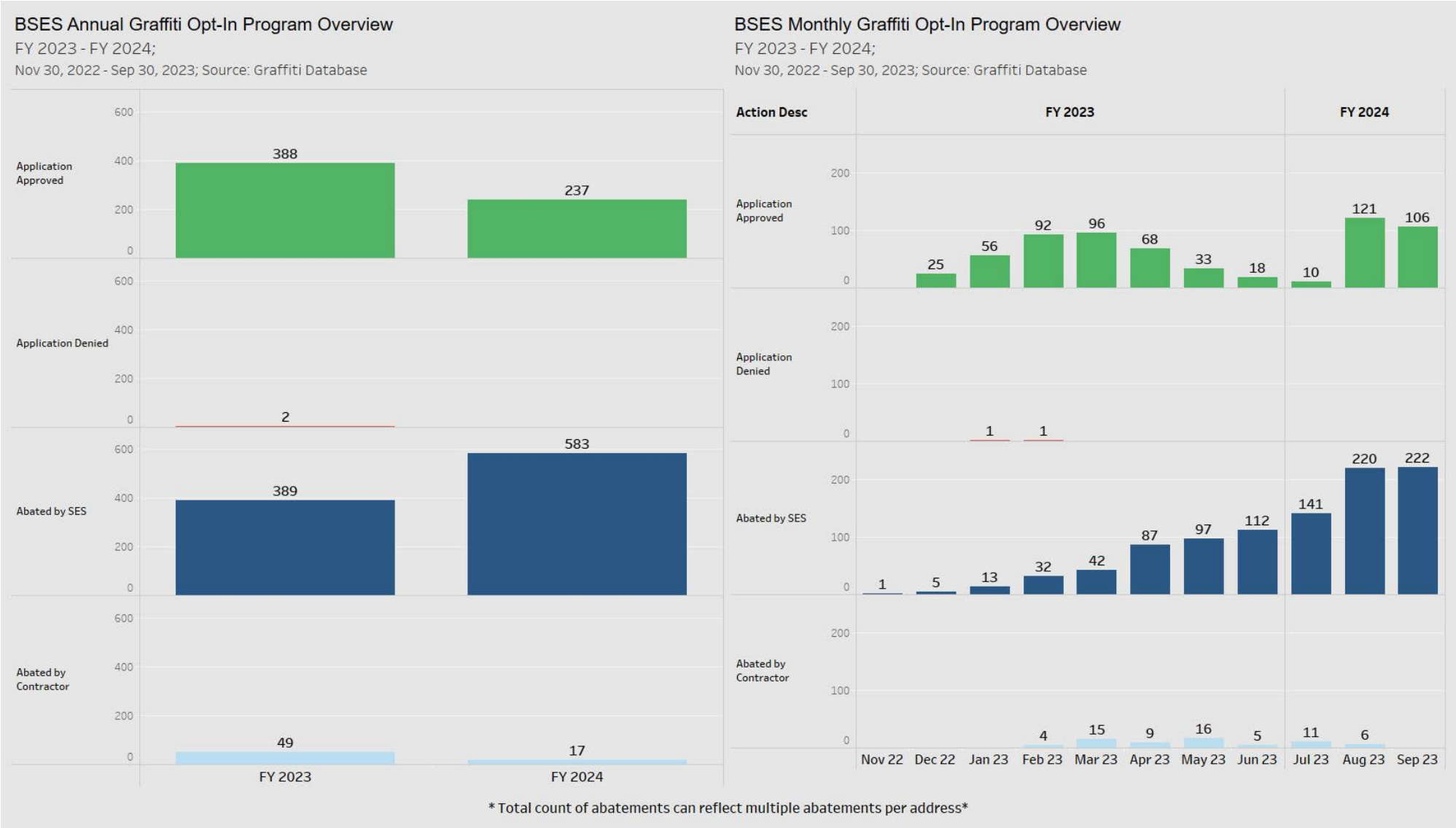
Performance and Data Evaluation: Graffiti

Annual graffiti service orders on private property



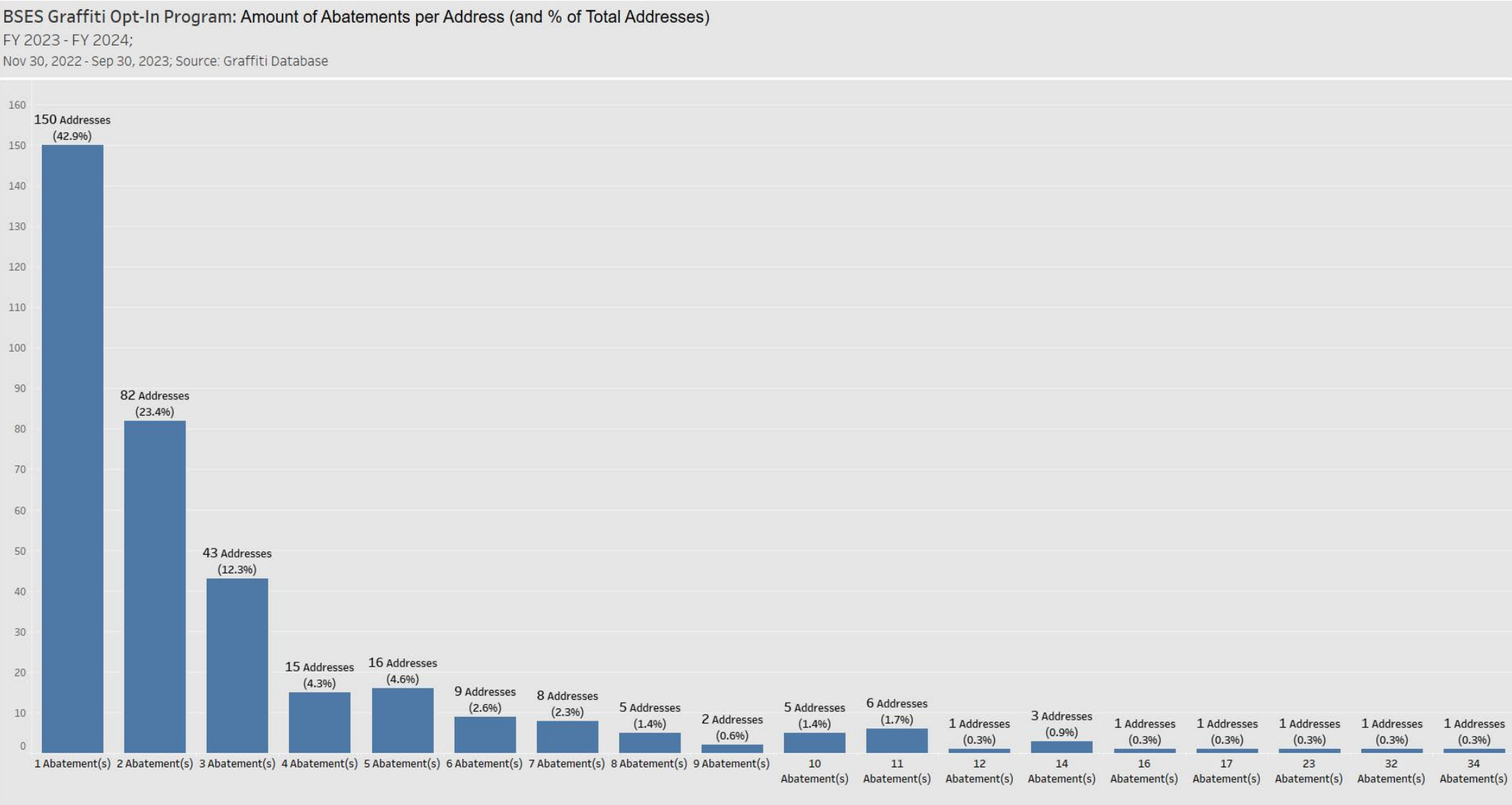
Performance and Data Evaluation: Graffiti Private Opt-In Program

Breakdown of the amount of service orders on [private property](#)



Performance and Data Evaluation: Graffiti Private Opt-In Program

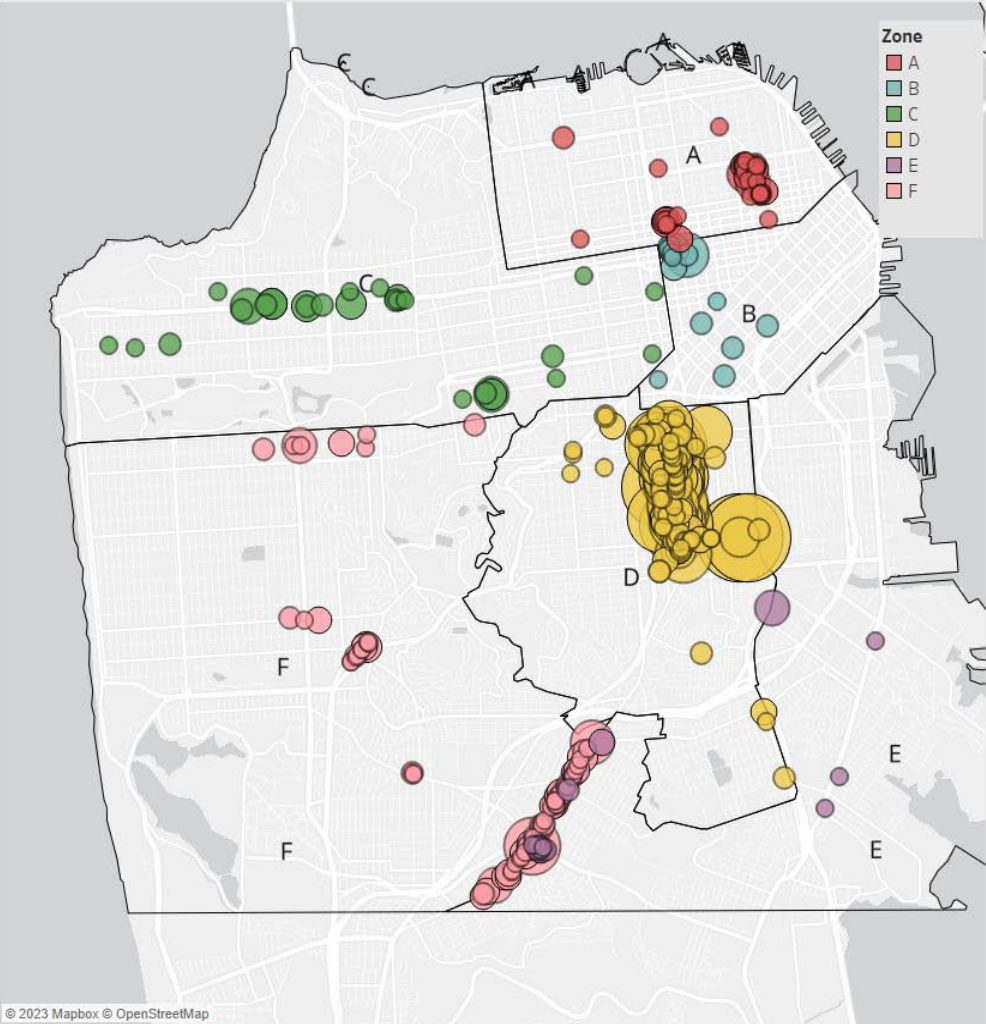
Breakdown of the number of abatements on private property per address



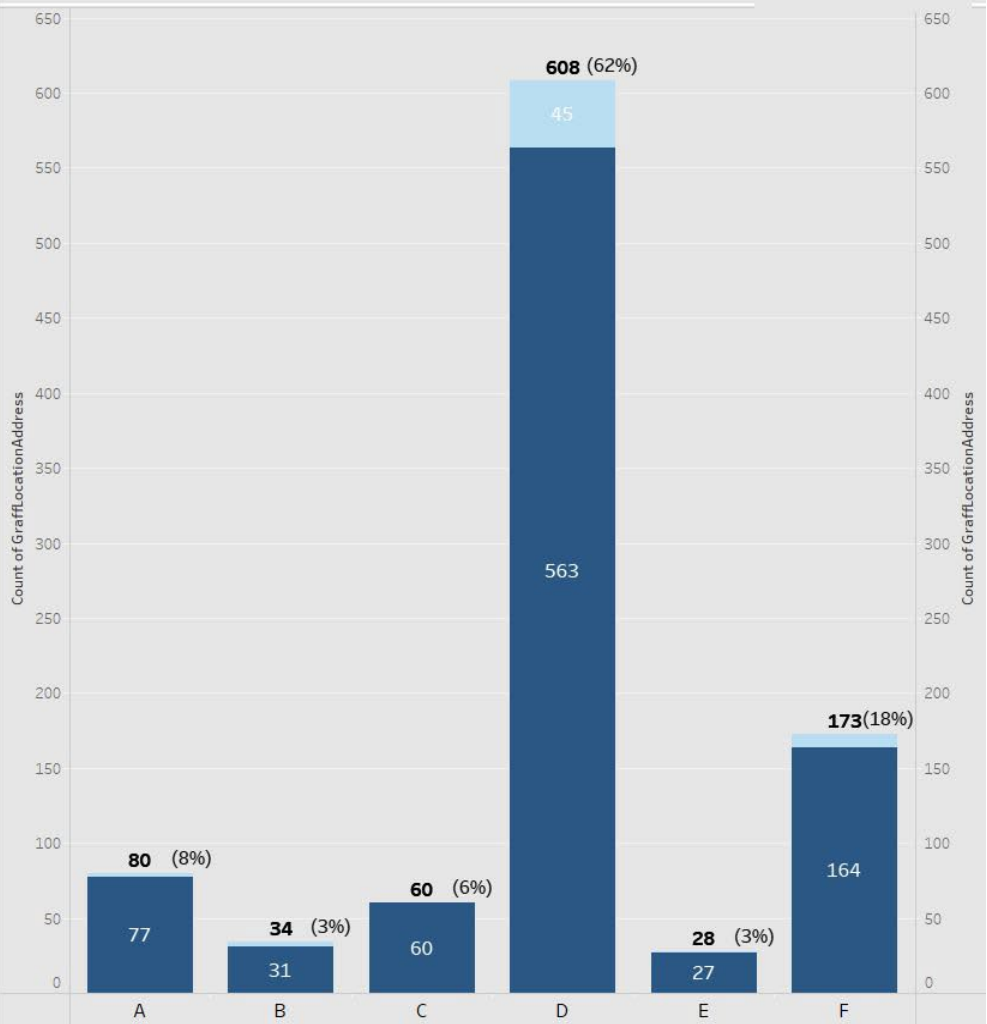
Performance and Data Evaluation: Graffiti Private Opt-In Program

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 - Sep 30, 2023; Source: Graffiti Database

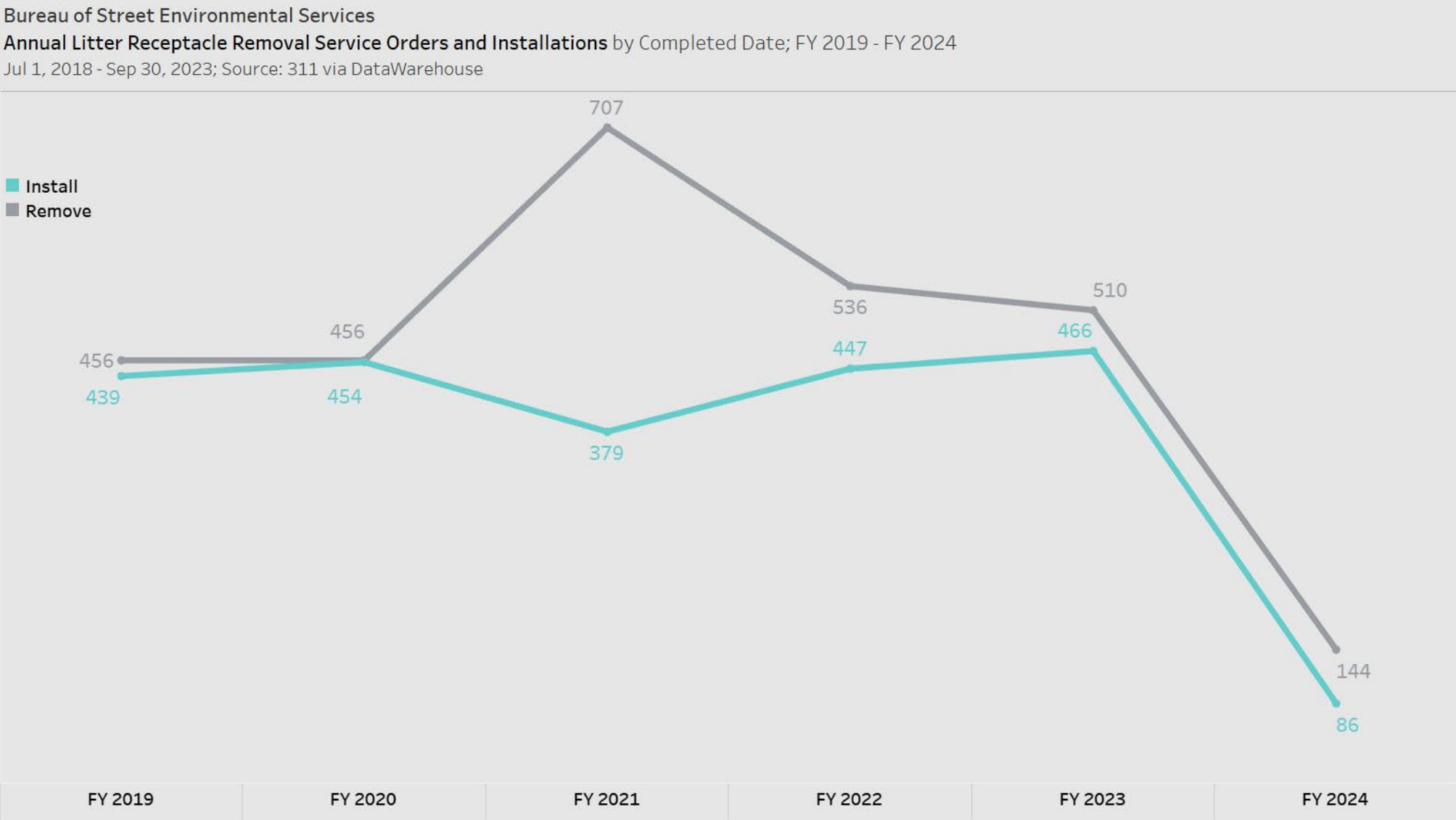


BSES Graffiti Opt-In Program: Amount of Abatements per Zone
 FY 2023 - FY 2024;
 Nov 30, 2022 - Sep 30, 2023; Source: Graffiti Database



Performance and Data Evaluation: Litter Receptacles

Breakdown of annual litter receptacle removal service orders and installations





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	39,621			Jul 1, 2023 - Sep 30, 2023
	Street and sidewalk cleaning response rate	70%	95%	48 hours	Jul 1, 2023 - Sep 30, 2023
	Graffiti service order volume on public property	5,539			Jul 1, 2023 - Sep 30, 2023
	Graffiti response rate on public property	43%	95%	48 hours	Jul 1, 2023 - Sep 30, 2023
	Graffiti service order volume on private property	6,792			Jul 1, 2023 - Sep 30, 2023
	Litter receptacle removal service order volume	144			Jul 1, 2023 - Sep 30, 2023
	Litter receptacle installations	86			Jul 1, 2023 - Sep 30, 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.