



Meeting Date: October 21, 2024

To: Sanitation and Streets Commission

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

From: Jonathan Vaing, Acting Superintendent of Bureau of Street Environmental Services

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

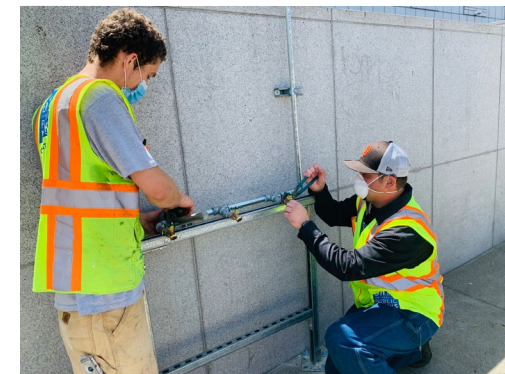


Oct 21, 2024

Performance and Data Evaluation: Street Cleaning & Graffiti

Jonathan Vaing

Acting Superintendent of Bureau of Street Environmental Services

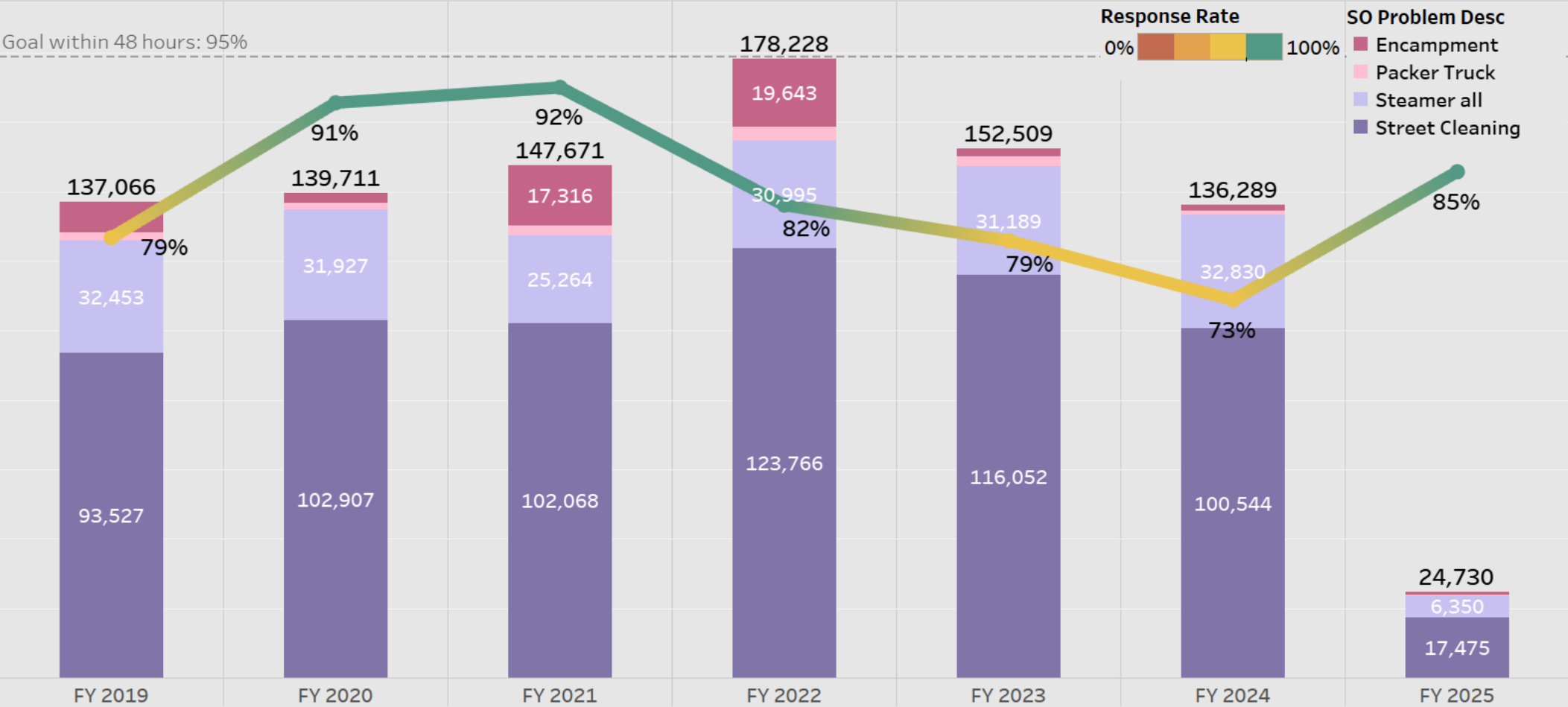


Annual street and sidewalk cleaning requests

Bureau of Street Environmental Services

Annual Street and Sidewalk Cleaning-related 311 Service Orders & Response Rate within 48 hours by Accepted Date;
FY 2019 - FY 2025

Jul 1, 2018 - Sep 2, 2024; Source: 311 via CMMS Data Mart



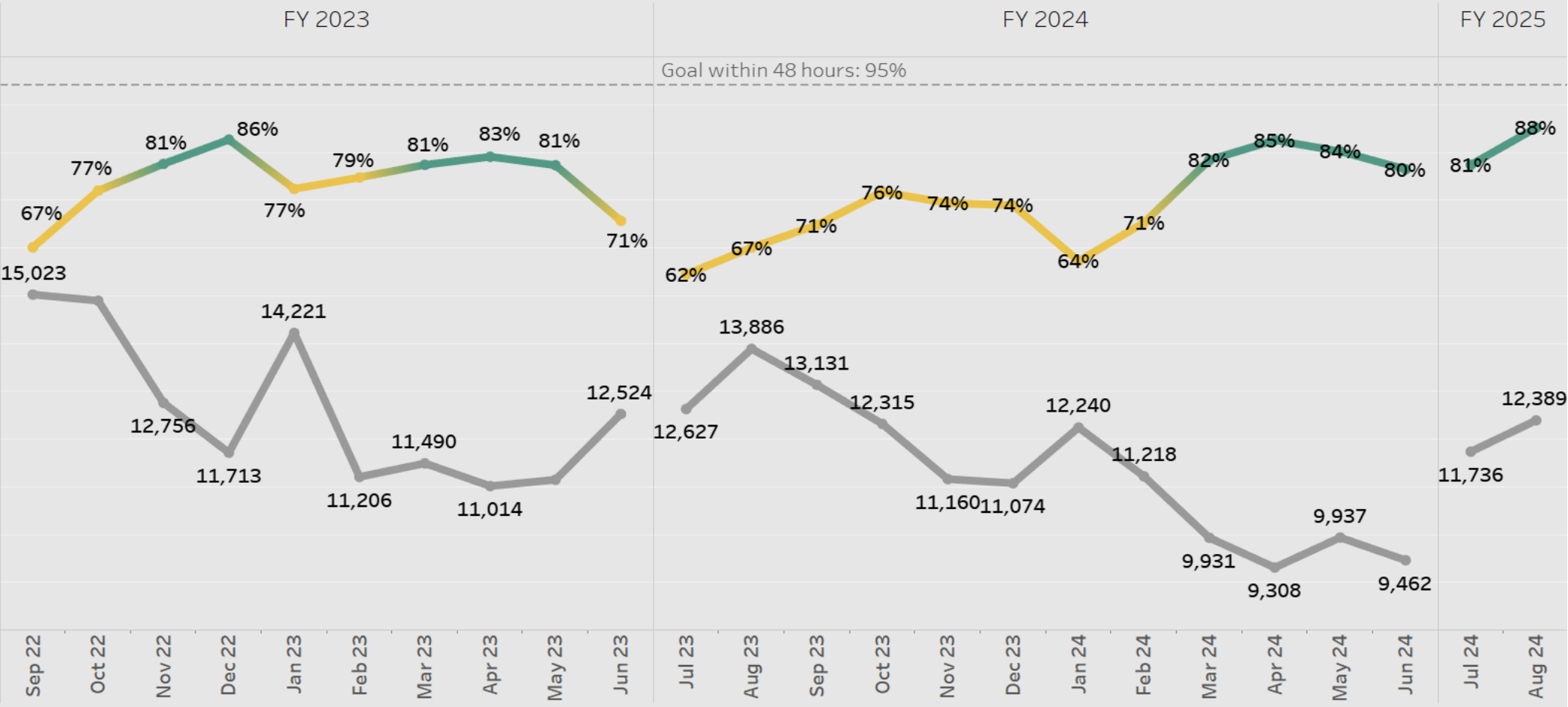
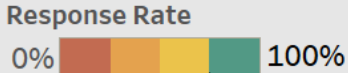
Monthly street and sidewalk cleaning requests

Bureau of Street Environmental Services

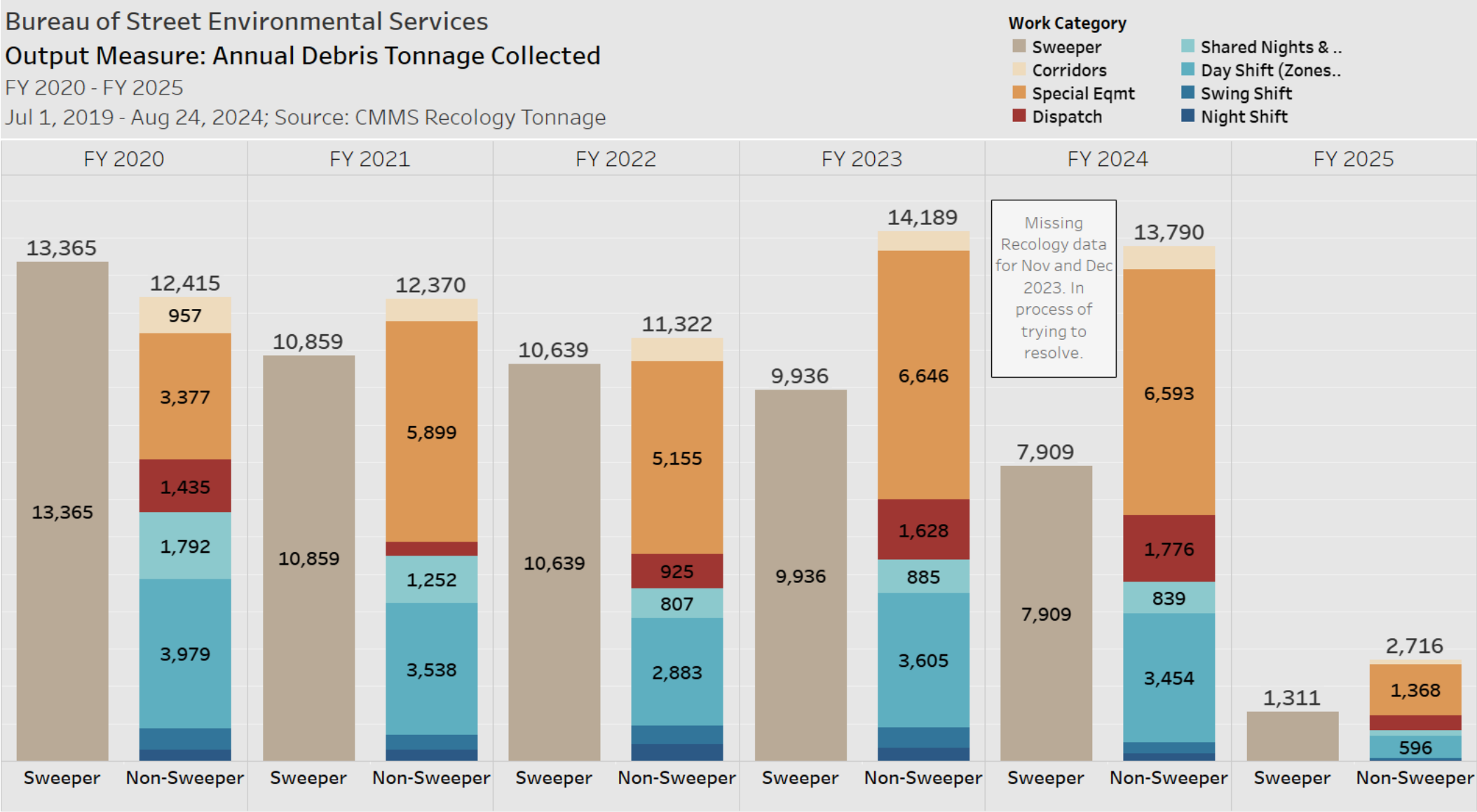
Monthly Street & Sidewalk Cleaning-Related 311 SOs & Response Rate Within 48 Hours by Accepted Date;

FY 2023 - FY 2025

Sep 1, 2022 - Aug 31, 2024 via 311 via CMMS Data Mart



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



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;

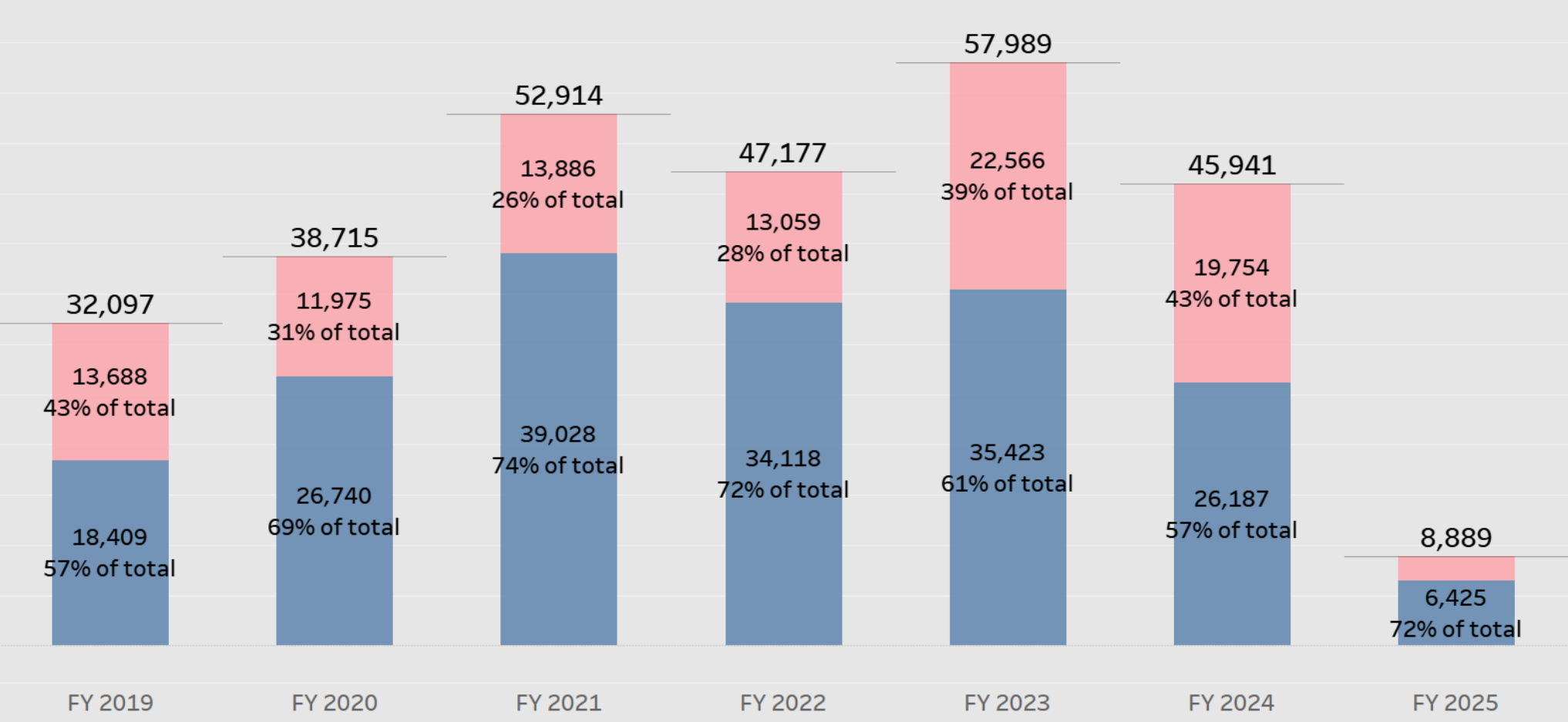
FY 2019 - FY 2025

Jul 1, 2018 - Sep 2, 2024; Source: 311 via DataWarehouse

Subcategory

Private

Public



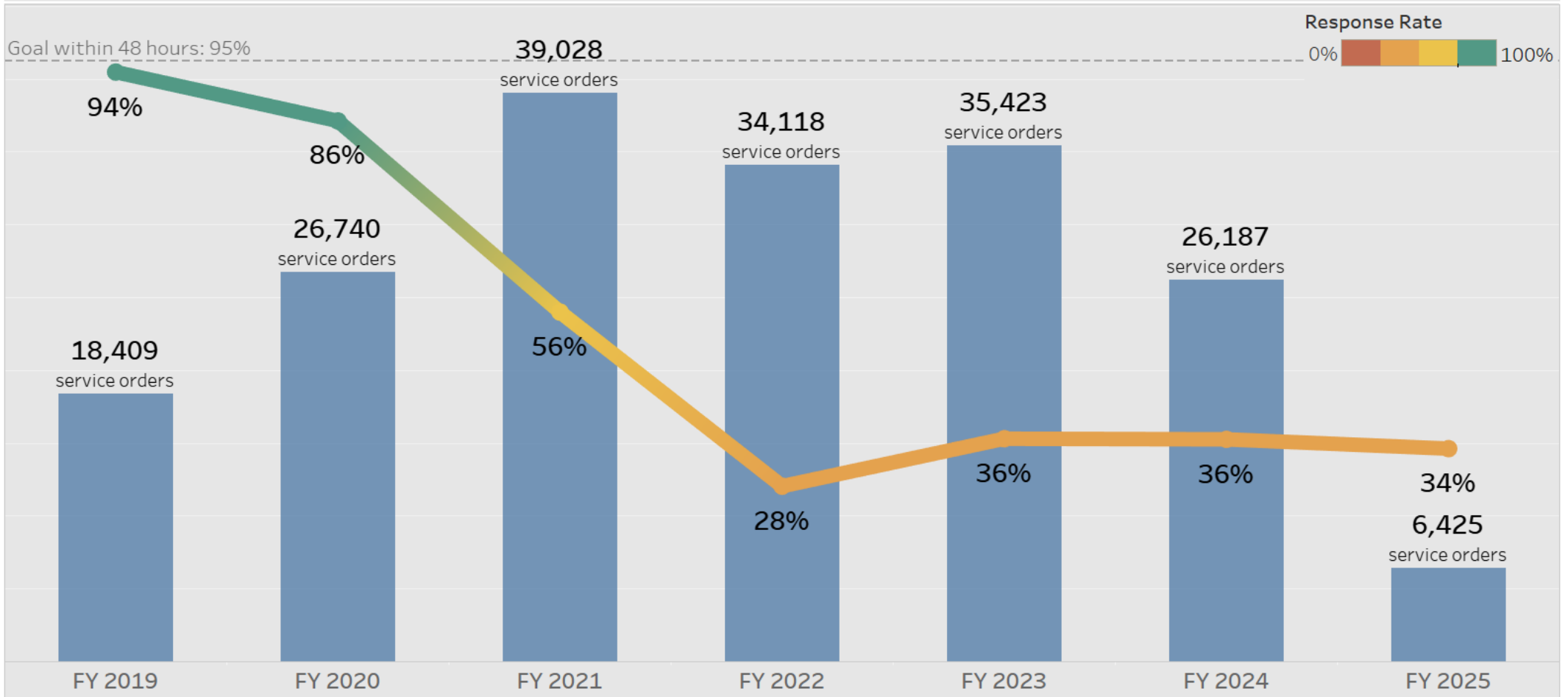
Annual graffiti service orders on public property

Bureau of Street Environmental Services

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

FY 2019 - FY 2025

Jul 1, 2018 - Sep 2, 2024; Source: 311 via DataWarehouse



Annual graffiti service orders on private property

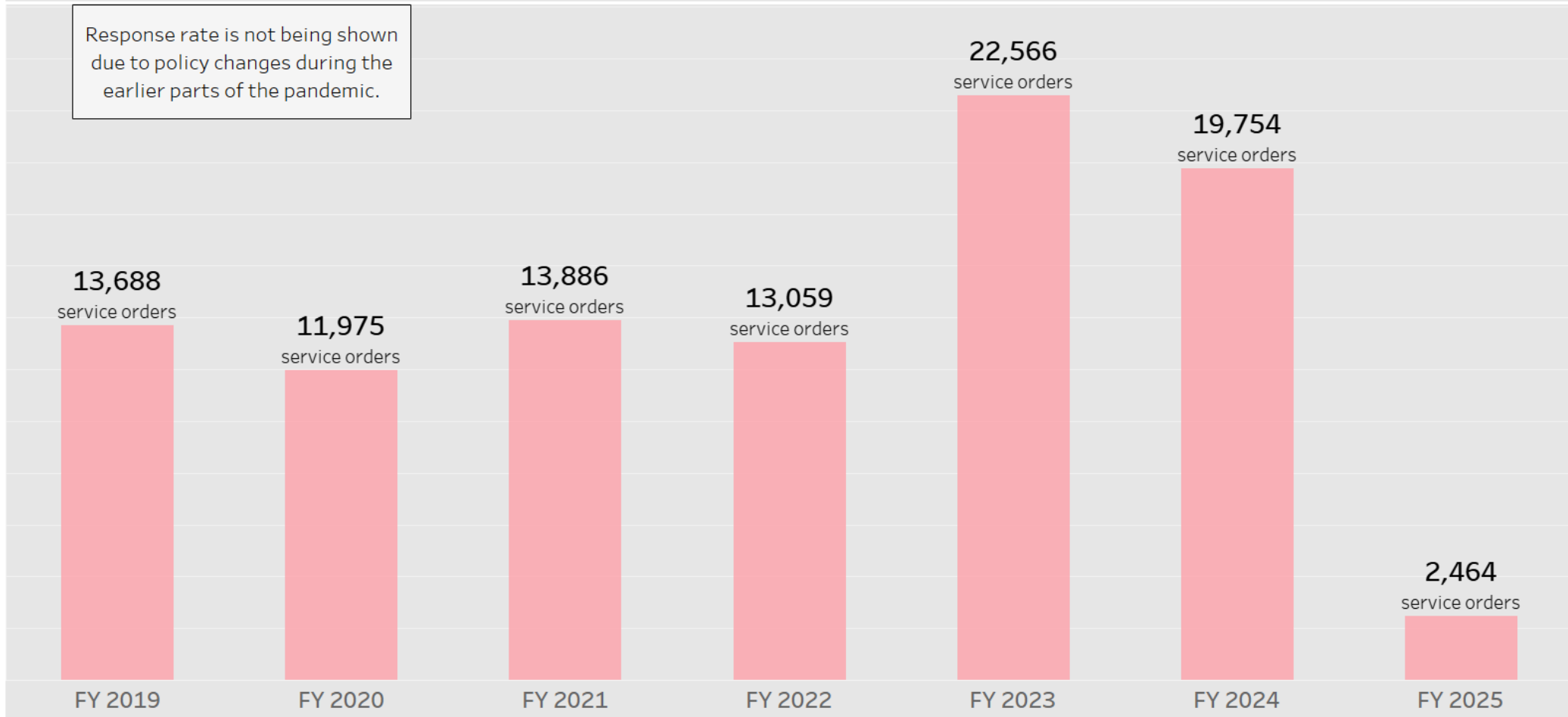
Bureau of Street Environmental Services

Annual Graffiti on Private Property Service Orders by Entered Date;

FY 2019 - FY 2025

Jul 1, 2018 - Sep 2, 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

BSES Annual Graffiti Opt-In Program Overview

FY 2023 - FY 2025;

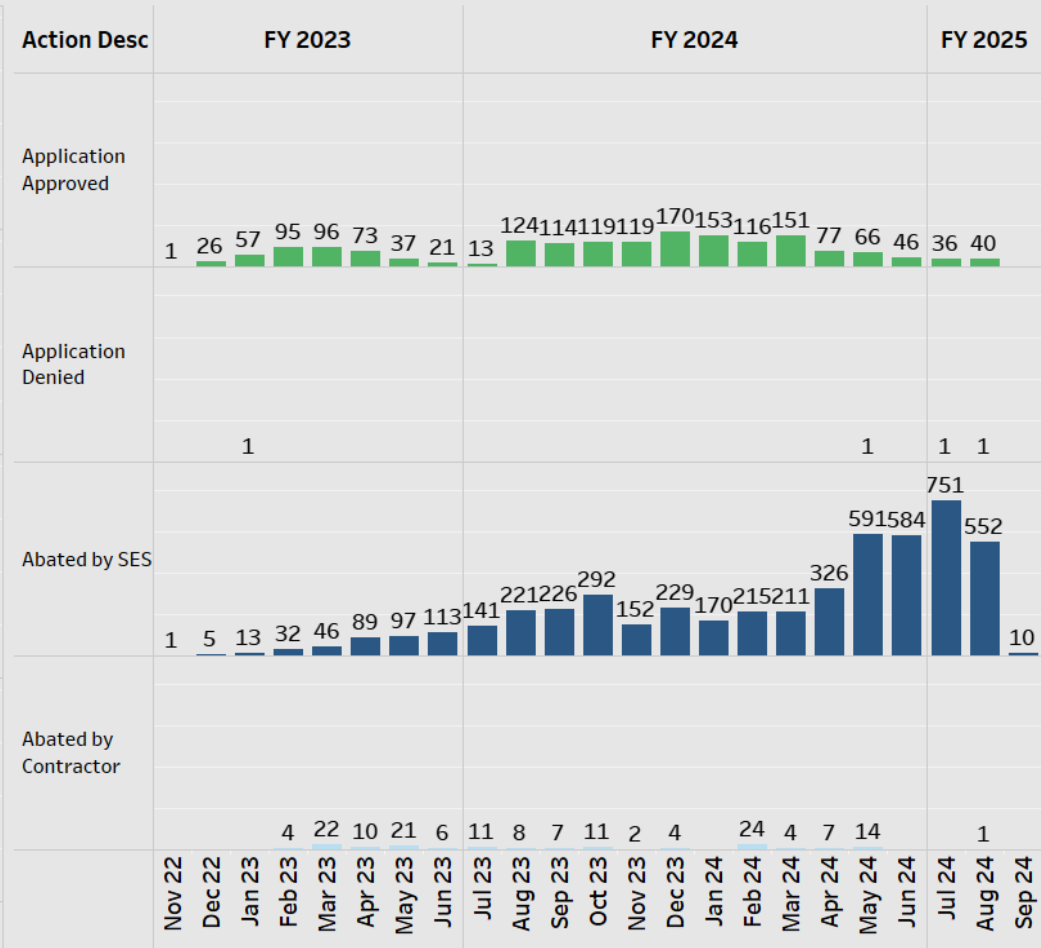
Nov 30, 2022 - Sep 1, 2024; Source: Graffiti Database



BSES Monthly Graffiti Opt-In Program Overview

FY 2023 - FY 2025;

Nov 30, 2022 - Sep 1, 2024; Source: Graffiti Database



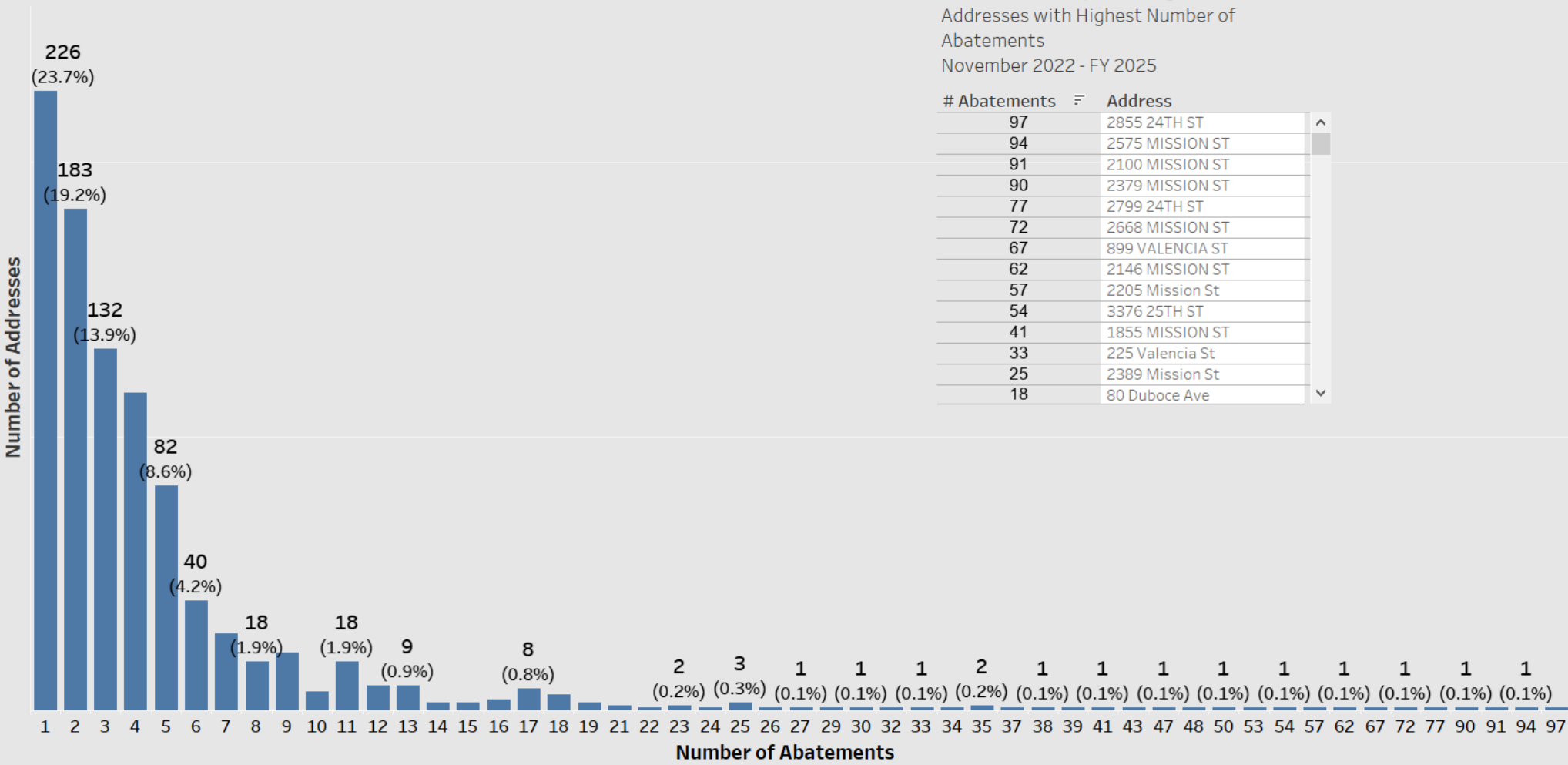
* Total count of abatements can reflect multiple abatements per address*

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 2025;

Nov 30, 2022 - Sep 1, 2024; Source: Graffiti Database

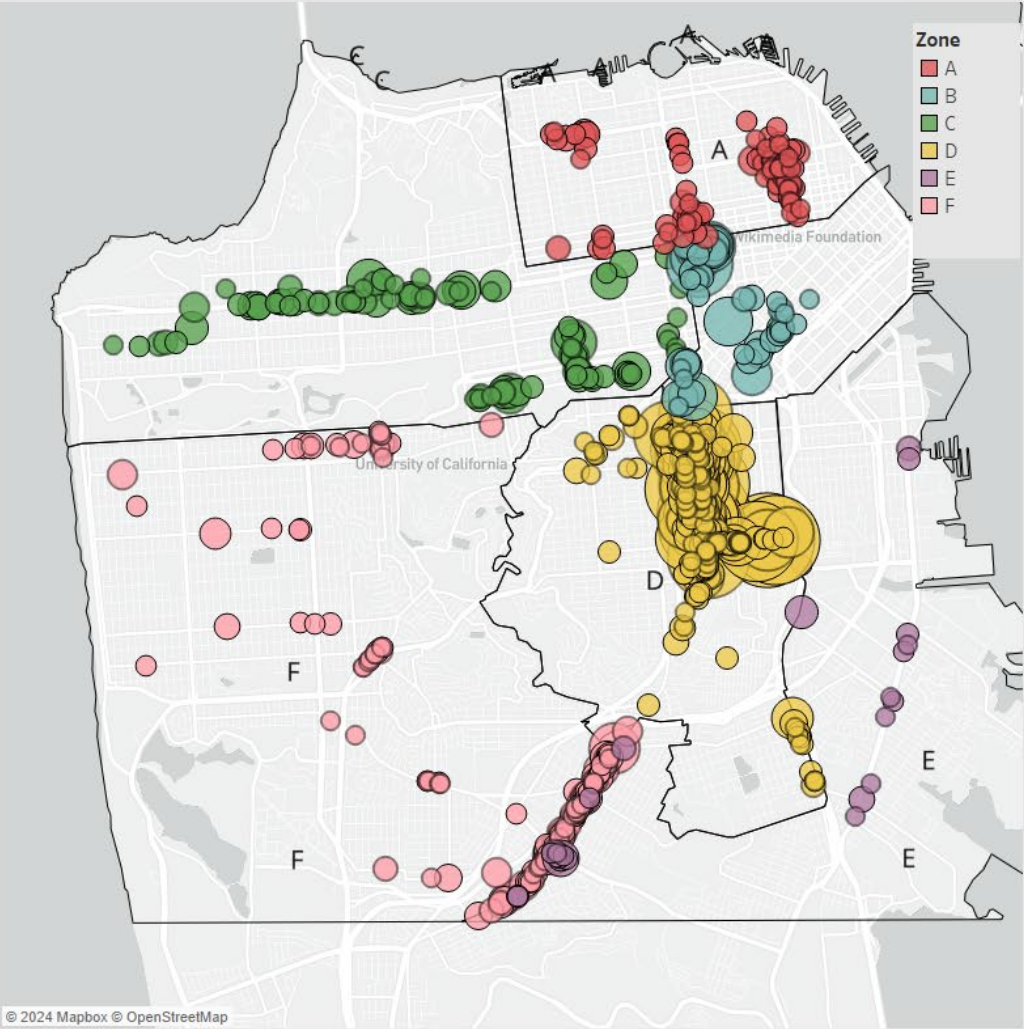


BSES Graffiti Opt-In Program: Addresses with Highest Number of Abatements November 2022 - FY 2025

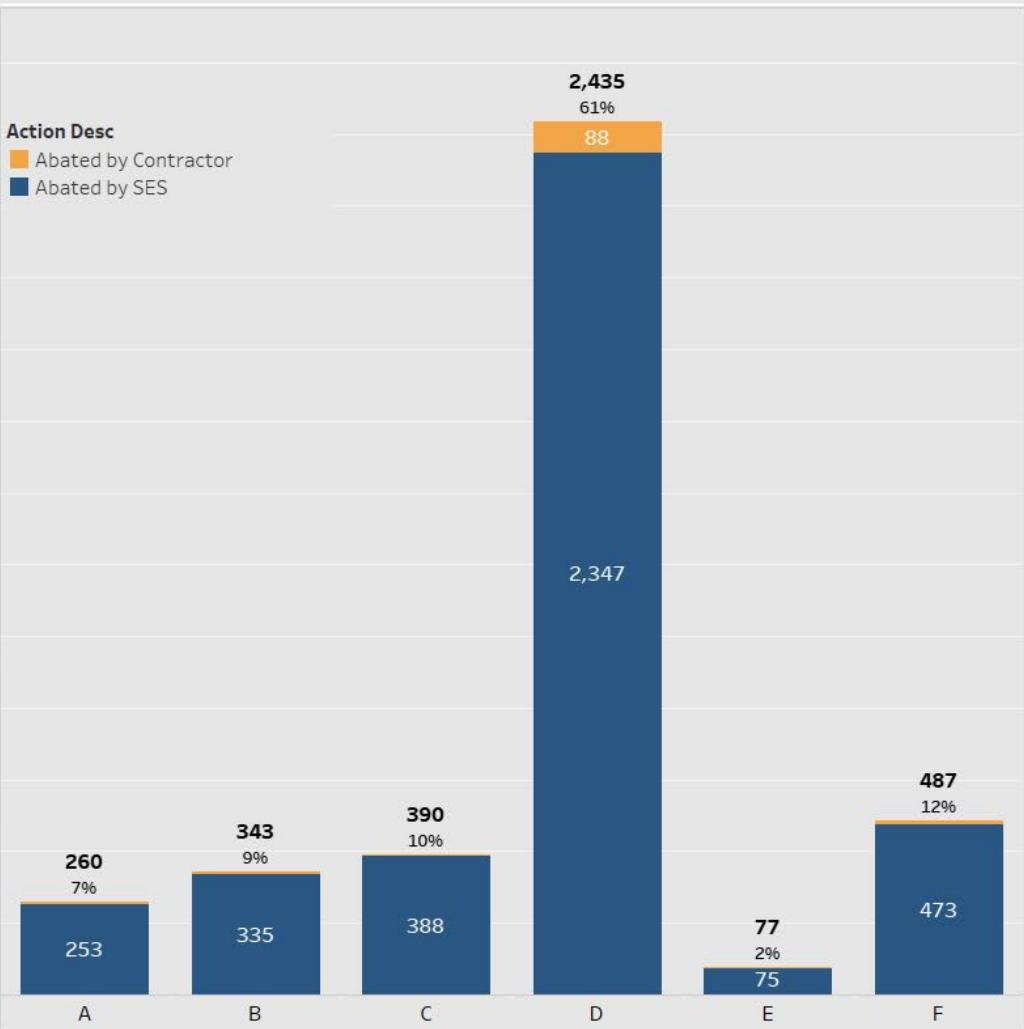
# Abatements	Address
97	2855 24TH ST
94	2575 MISSION ST
91	2100 MISSION ST
90	2379 MISSION ST
77	2799 24TH ST
72	2668 MISSION ST
67	899 VALENCIA ST
62	2146 MISSION ST
57	2205 Mission St
54	3376 25TH ST
41	1855 MISSION ST
33	225 Valencia St
25	2389 Mission St
18	80 Duboce Ave

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 2025;
 Nov 30, 2022 - Sep 1, 2024; Source: Graffiti Database



BSES Graffiti Opt-In Program: Amount of Abatements per Zone
 FY 2023 - FY 2025;
 Nov 30, 2022 - Sep 1, 2024; Source: Graffiti Database



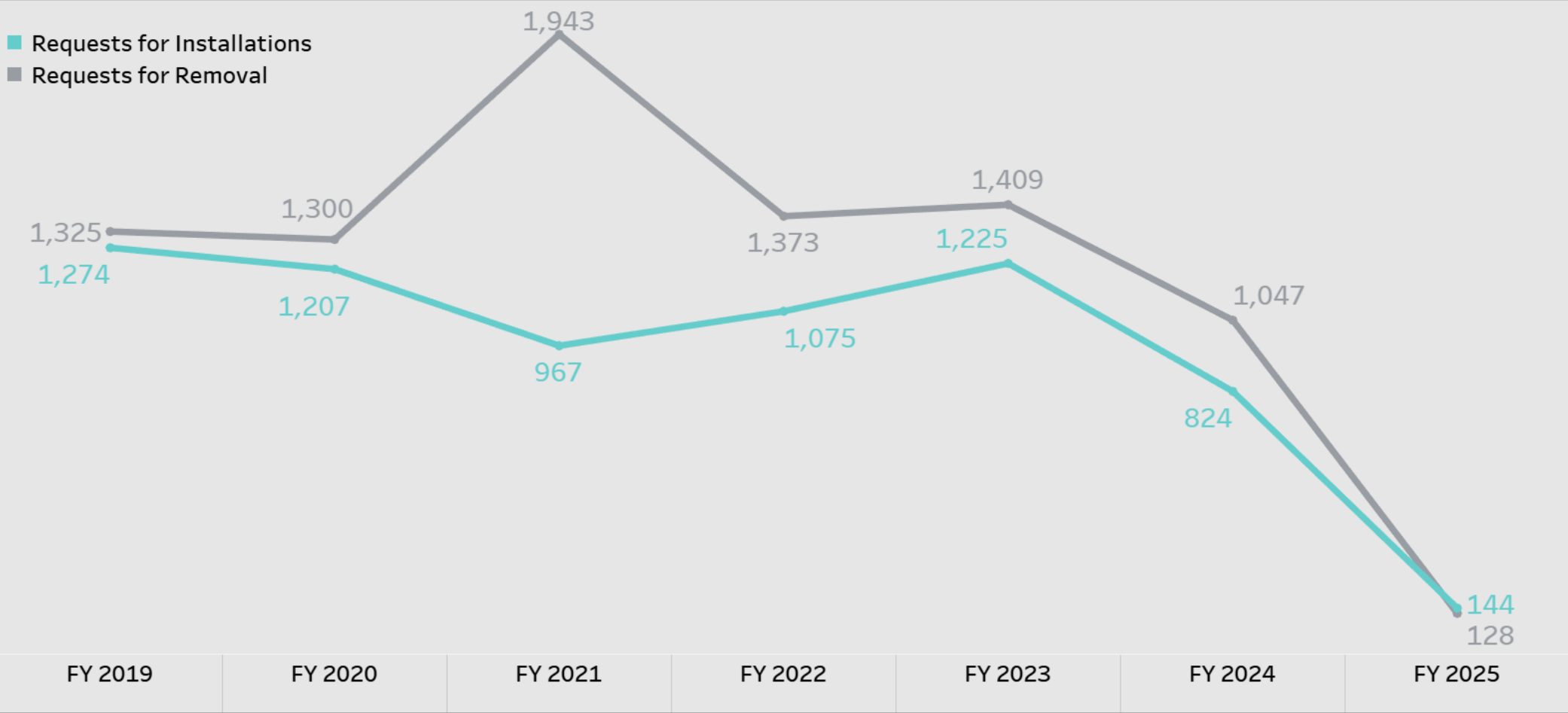
Breakdown of annual litter receptacle removal service orders and installations

Bureau of Street Environmental Services

Annual Litter Receptacle Removal Service Orders and Installations by Completed Date;

FY 2019 - FY 2025

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





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	24,125			Jul 1, 2024 - Aug 31, 2024
	Street and sidewalk cleaning response rate	85%	95%	48 hours	Jul 1, 2024 - Aug 31, 2024
	Graffiti service order volume on public property	6,311			Jul 1, 2024 - Aug 31, 2024
	Graffiti response rate on public property	33%	95%	48 hours	Jul 1, 2024 - Aug 31, 2024
	Graffiti service order volume on private property	2,405			Jul 1, 2024 - Aug 31, 2024
	Litter receptacle removal service order volume	128			Jul 1, 2024 - Aug 31, 2024
	Litter receptacle installation service order volume	144			Jul 1, 2024 - Aug 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.