

**Meeting Date:** November 20, 2023

**To:** Sanitation and Streets Commission

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

**From:** Warren Hill, Manager of Central Operations

**Copy:** Alexandra Bidot, Planning & Performance Manager

**Subject:** Performance Measures Presentation: Central Operations Bureau

---

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

**Executive Summary:** The presentation details the performance measures for the Central Operations Bureau. This presentation will cover performance measures for key services, including apprenticeships, workforce development grant programs, community engagement volunteer programs, and inspection and code enforcement programs.

**Attachments:**

- Attachment 1: PowerPoint Presentation



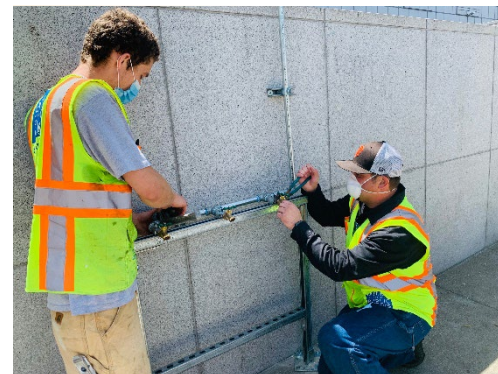
November 20, 2023

# Performance and Data Evaluation: Central Operations

Warren Hill, Manager – Central Operations

Ramses Alvarez, Acting Manager – Central Operations

Tanika Gaines, Pit Stop Coordinator – Central Operations





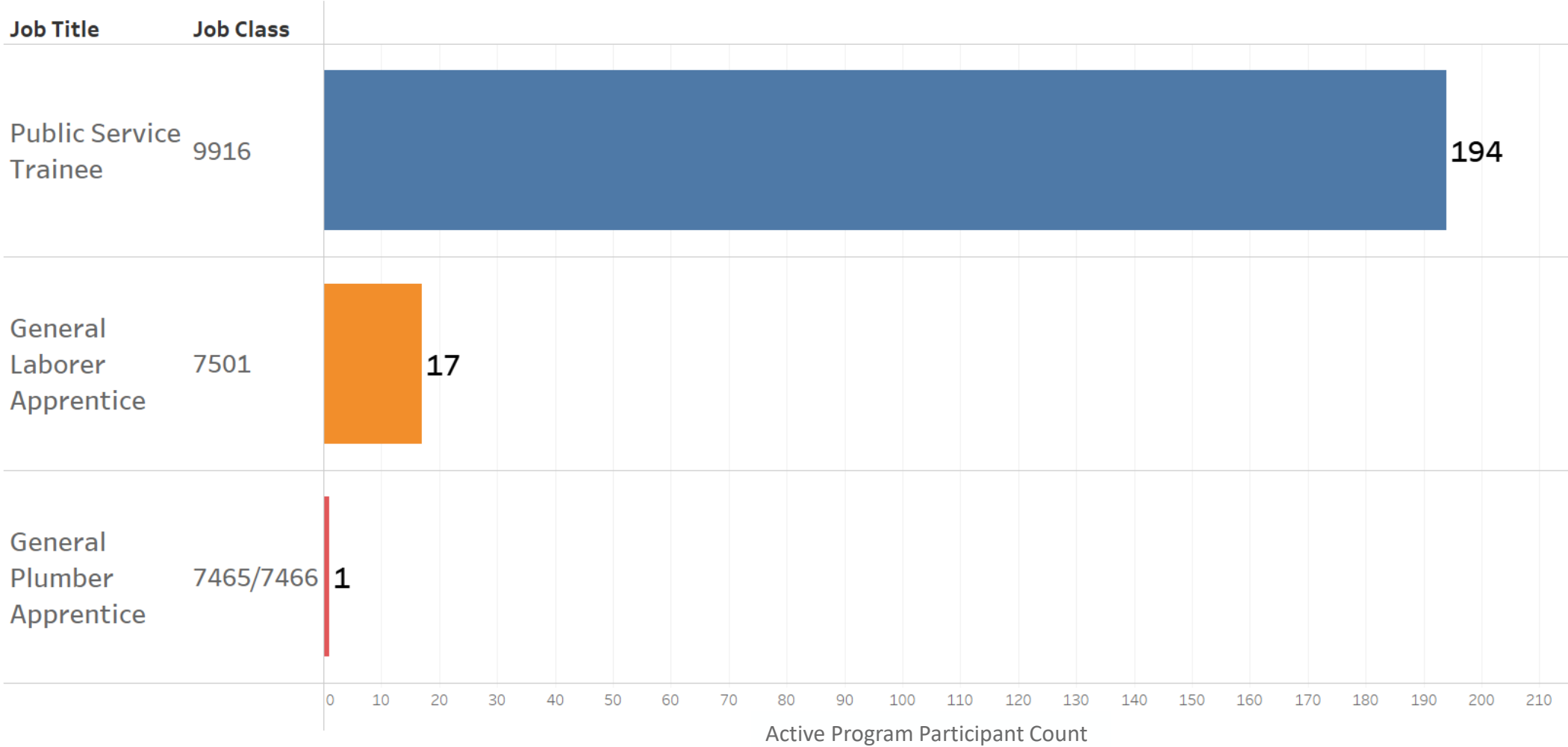
## Workforce Development Programs

# Public Works Apprenticeship Programs

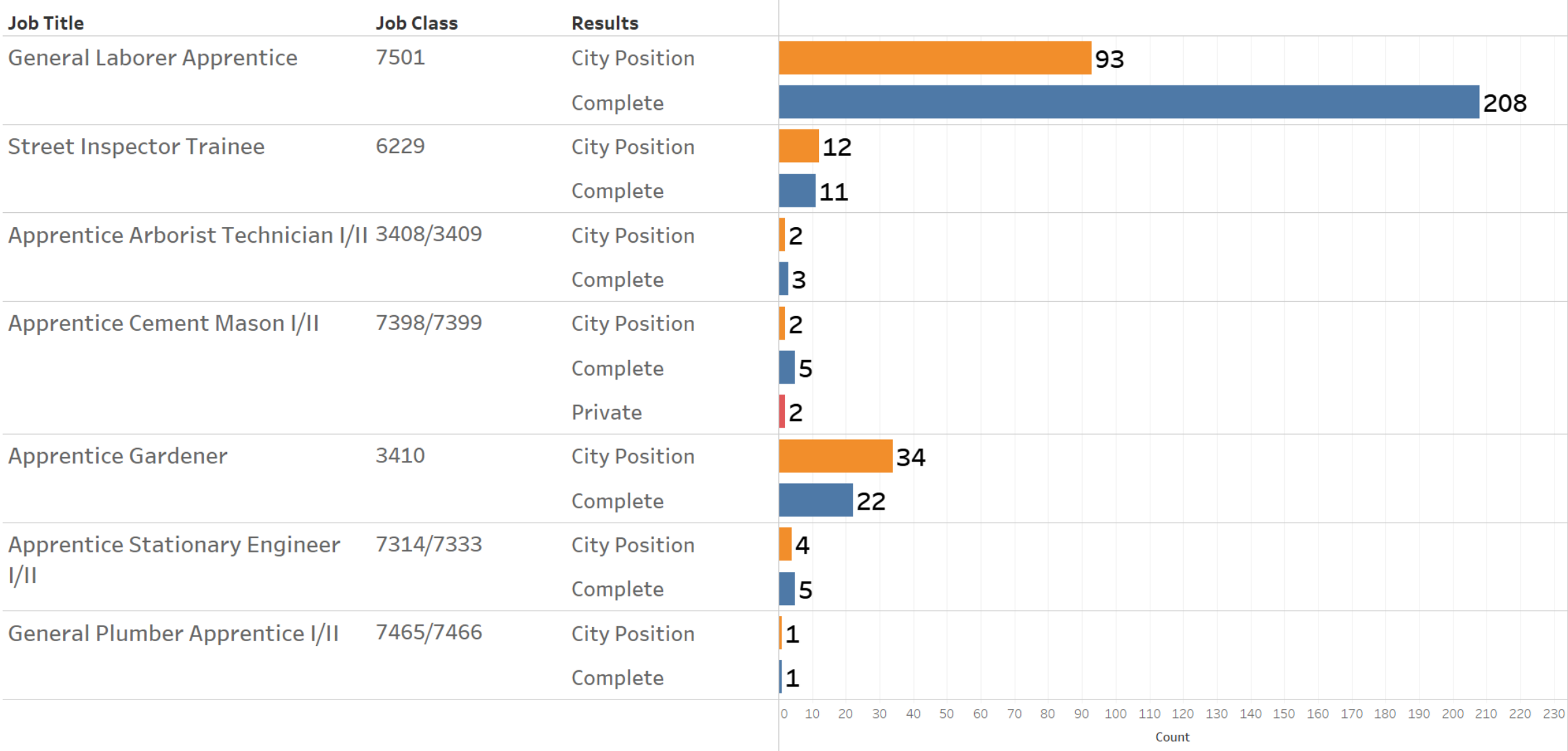
Central Operations

Current Workforce Development Employment Data

As of Apr 30, 2023

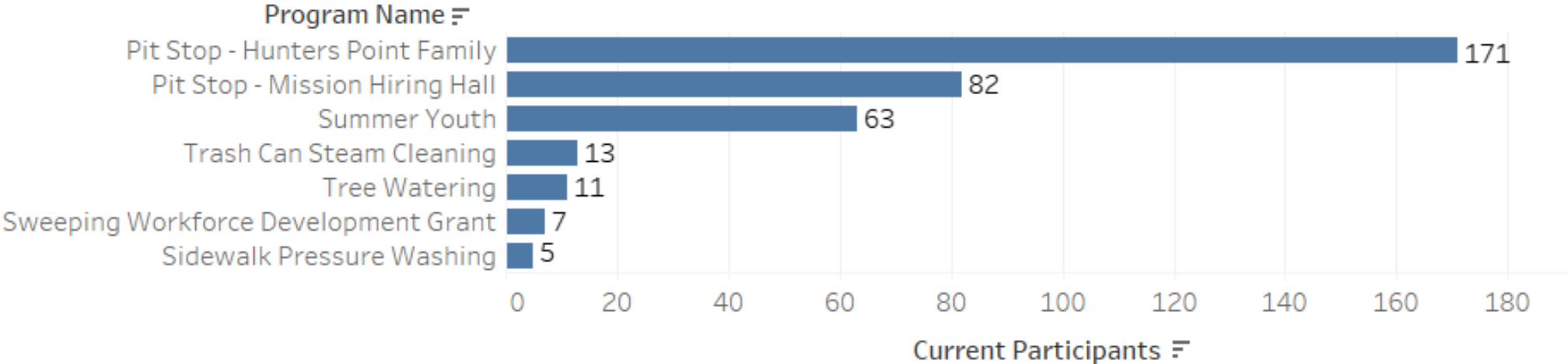


# Public Works Apprenticeship Program Participant Conversion



Count of lifetime participants since program inception

# Grant-Funded Program Participants/Staffing

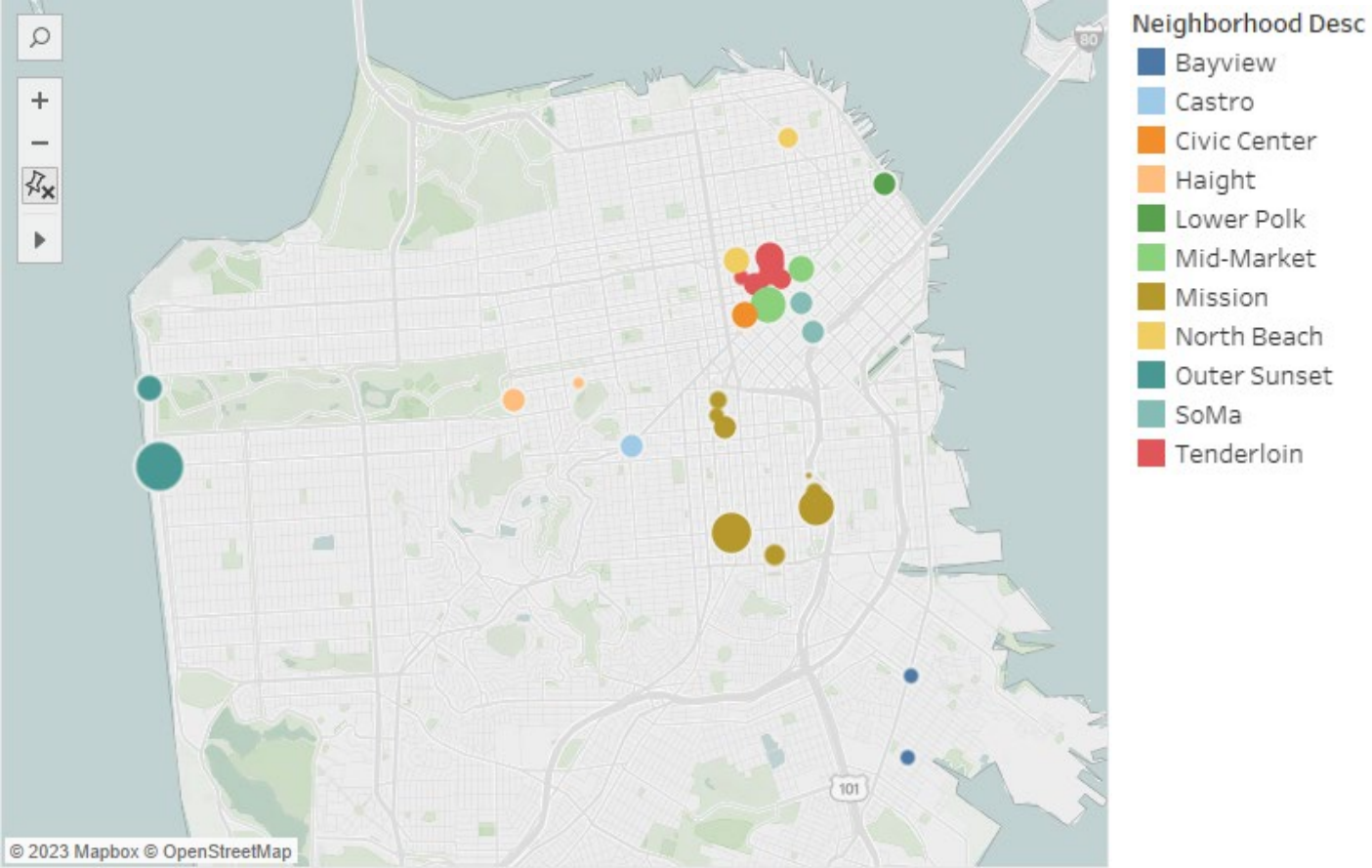


# Program Highlight: Pit Stop Program

Visitor Usage by Location (Aug-Oct 2023)

30 locations around San Francisco

More info:  
[sfpublicworks.org/pitstop](https://sfpublicworks.org/pitstop)



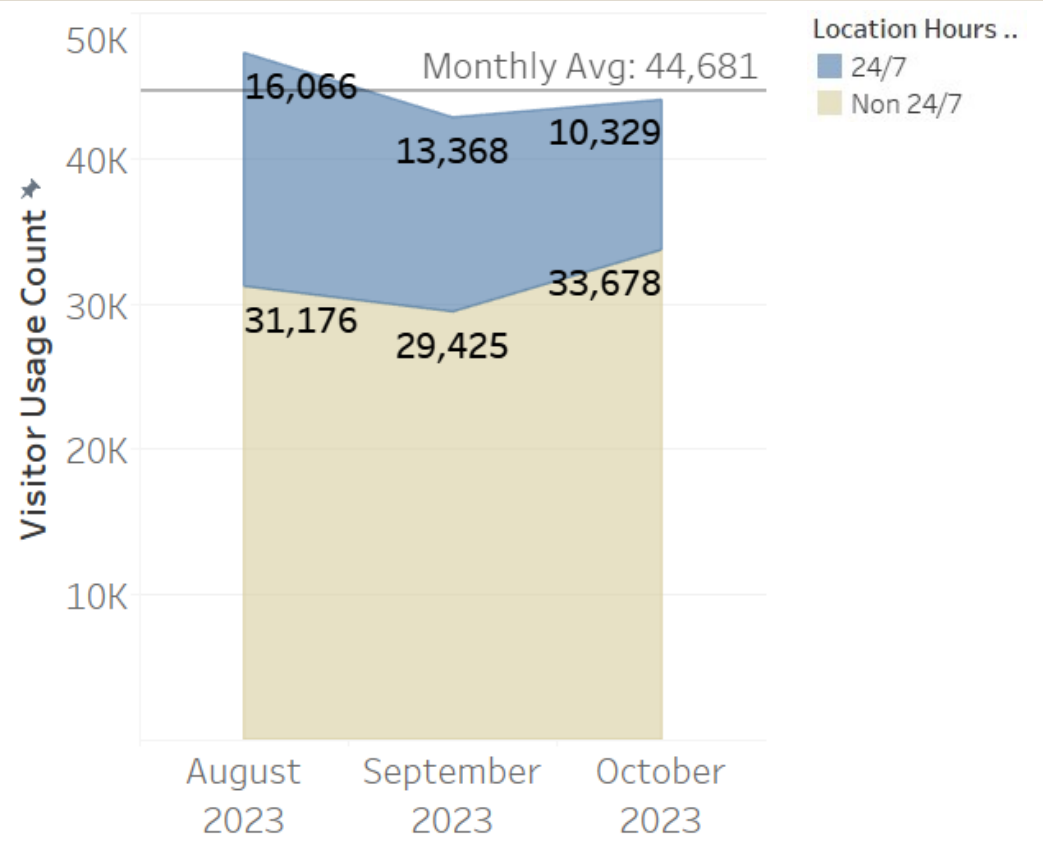


## Program Highlight: Pit Stop Public Toilet Program

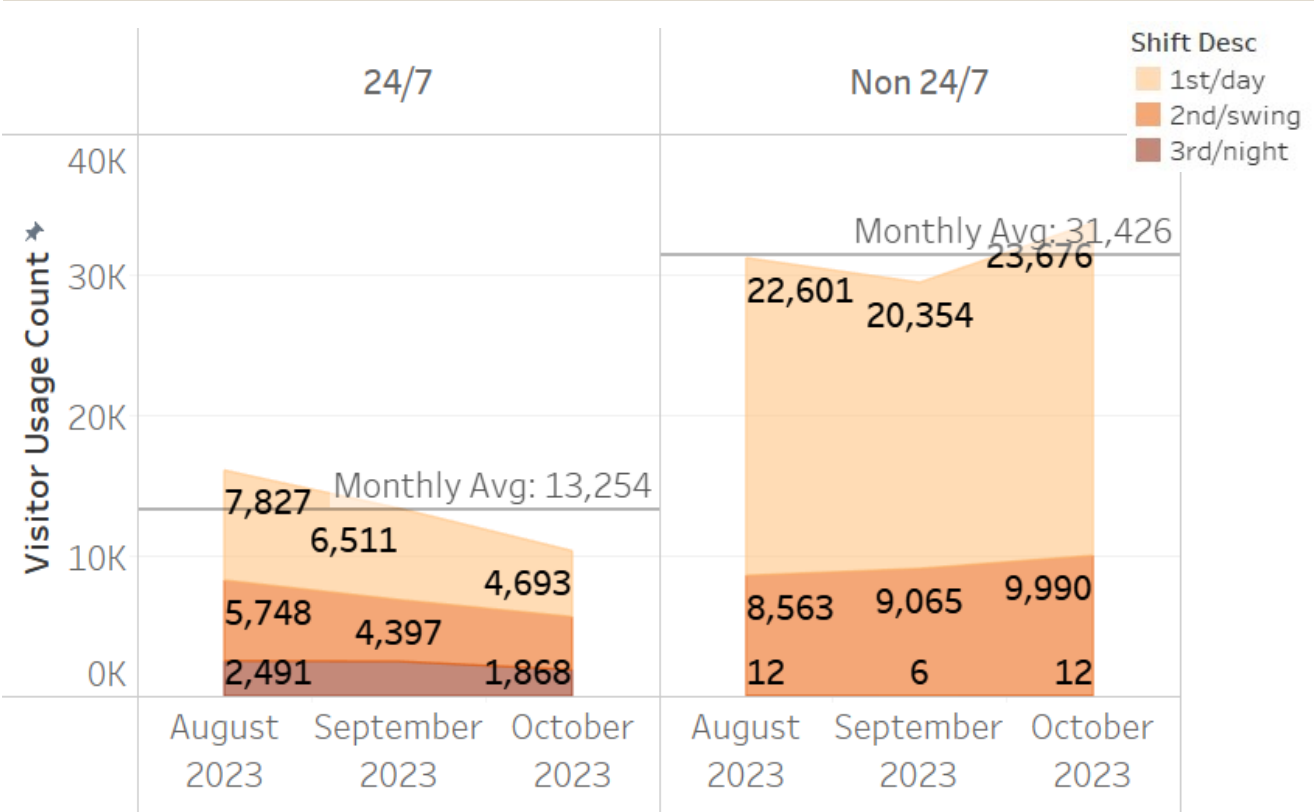


# Program Highlight: Pit Stop Program

Visitor Usage Monthly Trend

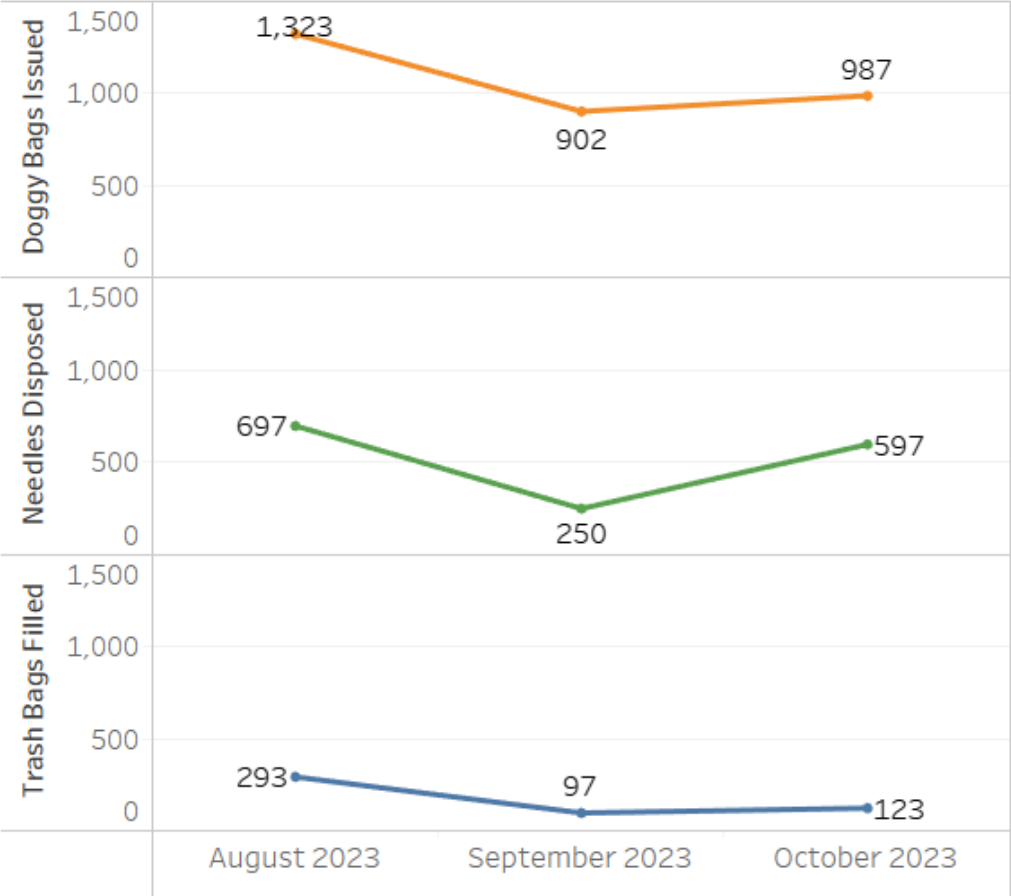


Visitor Usage Monthly Trend by Shift: 24/7 vs. Non 24/7 locations



# Program Highlight: Pit Stop Program

Doggy Bag Issued, Needles Disposed and Trash Bags Issued Monthly Trend



# Program Highlight: Pit Stop Program

Three Month Visitor Usage Count by Neighborhood and Shift

Location Hour..	Neighborhood..	1st/day	2nd/swing	3rd/night	Grand Total
24/7	Bayview	1,554	1,175	192	2,921
	Castro	1,902	1,338	480	3,720
	Mid-Market	5,530	3,580	862	9,972
	Mission	2,157	1,045	441	3,643
	Tenderloin	7,888	6,775	4,844	19,507
	<b>Total</b>	<b>19,031</b>	<b>13,913</b>	<b>6,819</b>	<b>39,763</b>
Non 24/7	Civic Center	3,487	1,369		4,856
	Haight	2,884	1,808		4,692
	Lower Polk	2,880	978		3,858
	Mid-Market	3,558	1,287		4,845
	Mission	23,008	9,274	17	32,299
	North Beach	4,384	3,671	5	8,060
	Outer Sunset	15,596	6,119		21,715
	SoMa	5,965	1,396		7,361
	Tenderloin	4,869	1,716	8	6,593
	<b>Total</b>	<b>66,631</b>	<b>27,618</b>	<b>30</b>	<b>94,279</b>
<b>Grand Total</b>	<b>85,662</b>	<b>41,531</b>	<b>6,849</b>	<b>134,042</b>	

Three Month Visitor Usage Distribution by Neighborhood and Shift

Location Hou..	Neighborhood..	1st/day	2nd/swing	3rd/night	Grand Total
24/7	Bayview	53%	40%	7%	100%
	Castro	51%	36%	13%	100%
	Mid-Market	55%	36%	9%	100%
	Mission	59%	29%	12%	100%
	Tenderloin	40%	35%	25%	100%
	<b>Total</b>	<b>48%</b>	<b>35%</b>	<b>17%</b>	<b>100%</b>
Non 24/7	Civic Center	72%	28%		100%
	Haight	61%	39%		100%
	Lower Polk	75%	25%		100%
	Mid-Market	73%	27%		100%
	Mission	71%	29%	0%	100%
	North Beach	54%	46%	0%	100%
	Outer Sunset	72%	28%		100%
	SoMa	81%	19%		100%
	Tenderloin	74%	26%	0%	100%
	<b>Total</b>	<b>71%</b>	<b>29%</b>	<b>0%</b>	<b>100%</b>
<b>Grand Total</b>	<b>64%</b>	<b>31%</b>	<b>5%</b>	<b>100%</b>	



## Community Engagement: Volunteers

# Volunteer Neighborhood Cleaning and Greening Programs

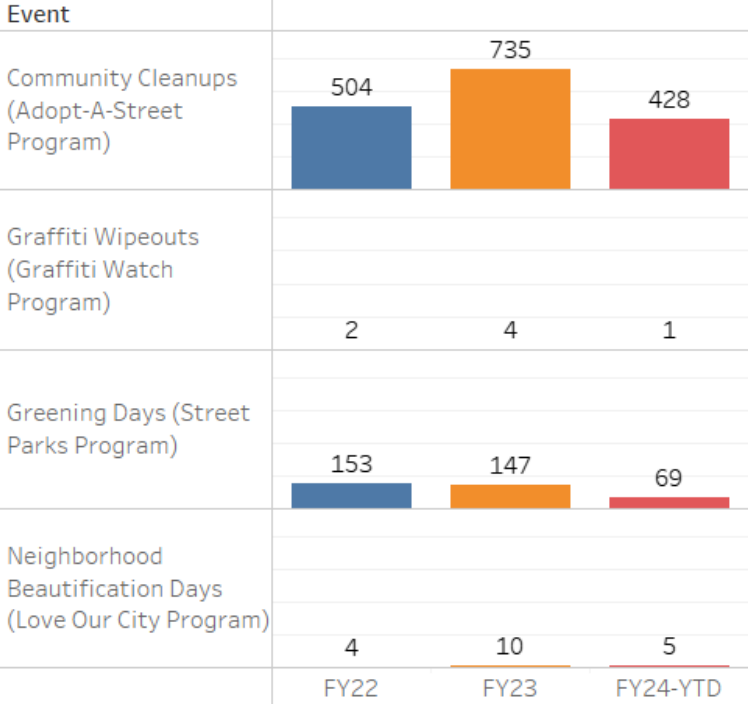


PUBLIC WORKS NEIGHBORHOOD BEAUTIFICATION DAYS!



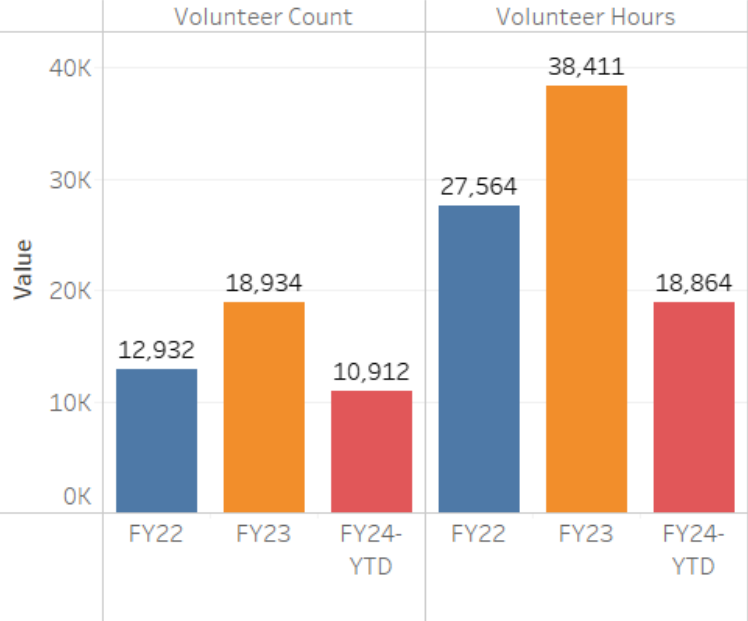
# Community Programs – Data

## Volunteer Events

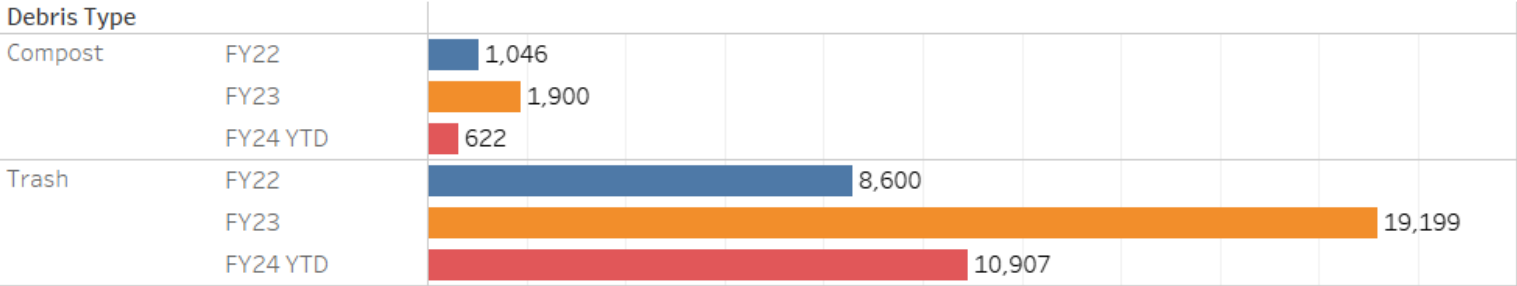


## Volunteer Count and Hours

Volunteer count is number of people attending volunteer events. Volunteer hours is determined by number of people attending volunteer events multiplied by the duration of the event.



## Volunteer Litter Removal Performance (# of Bags)





## Community Engagement: Outreach and Enforcement (OnE) Team – Inspection and Code Compliance

# Outreach and Enforcement (OnE) Team – Inspection and Code Compliance



The OnE Team does not cite violators right away.

1. **Outreach.** We conduct outreach via mailed letters and pamphlets. When possible, we try to speak to constituents in-person and answer any questions they may have.

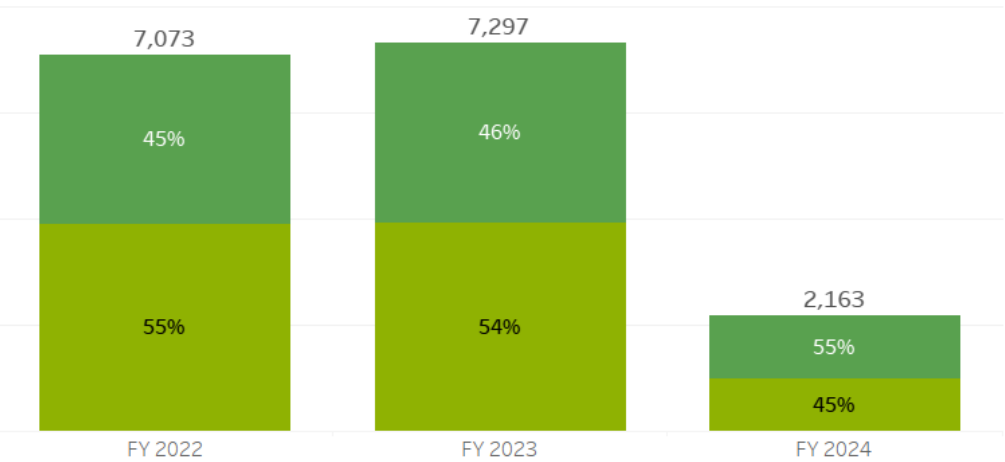
2. **Notice of Violation.** If the violation persists at the next site inspection, the OnE Team issues a Notice of Violation. This is the last chance for the constituent to fix the problem.

3. **Citation.** If the issue persists at the re-inspection, then a citation is sent to the constituent and they are asked to pay a fee for the code violation. They may request a hearing to challenge the fee and citation.

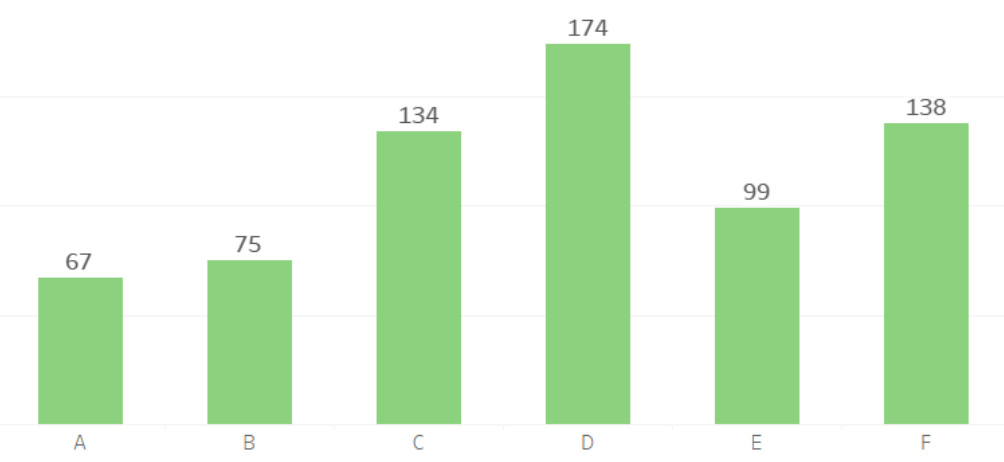


# Outreach and Enforcement (OnE) Team – Inspection and Code Compliance

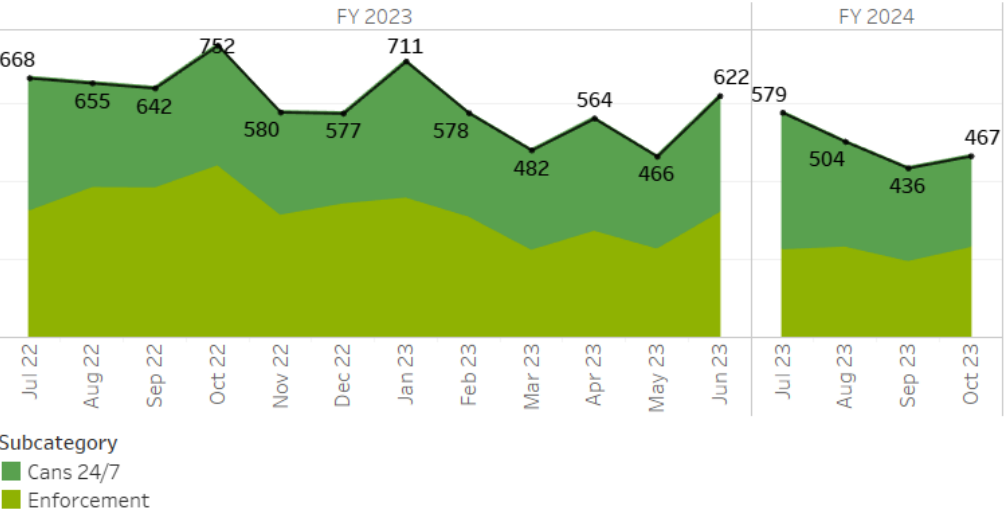
311 Service Orders Received



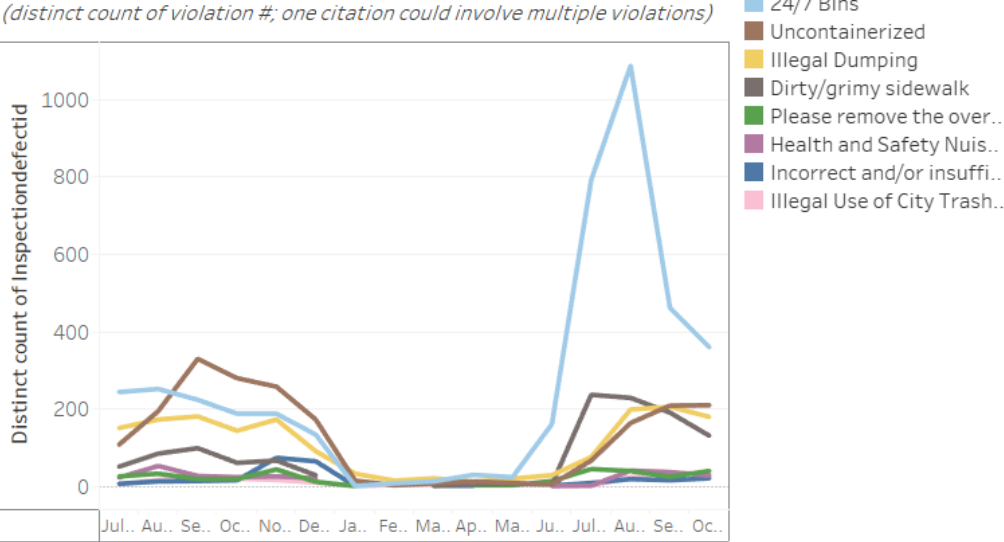
311 Service Orders Received by Zone (current FY)



311 Service Orders Received - monthly

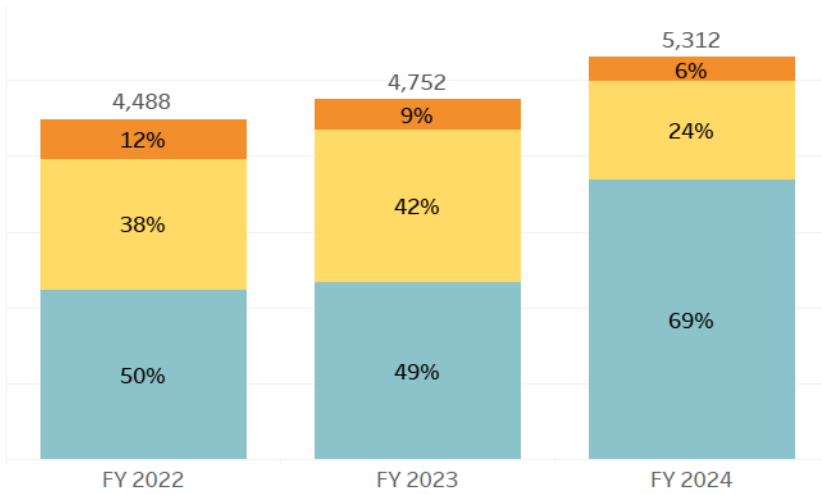


Top Code Violations - Trends

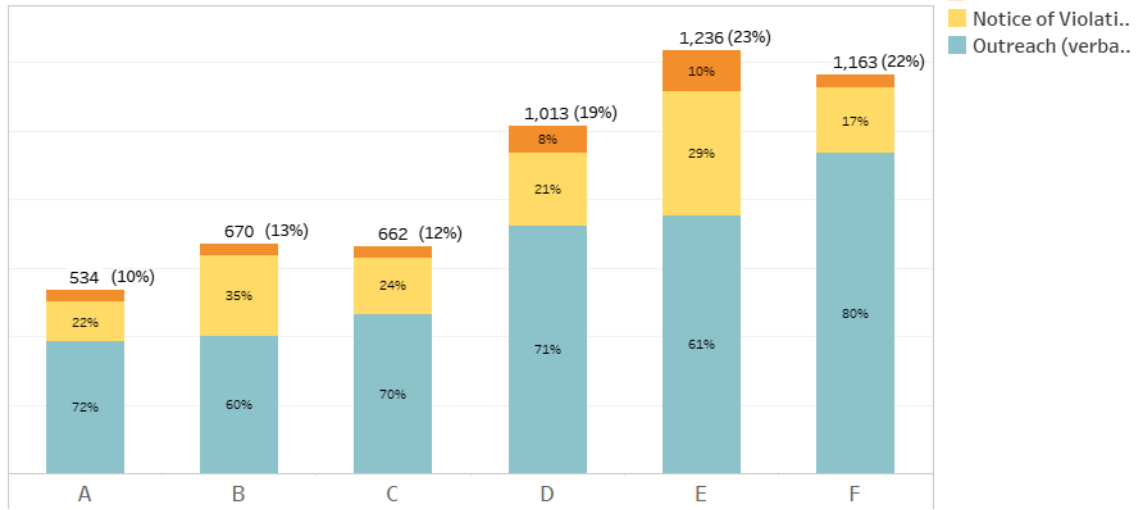


# Outreach and Enforcement (OnE) Team – Inspection and Code Compliance

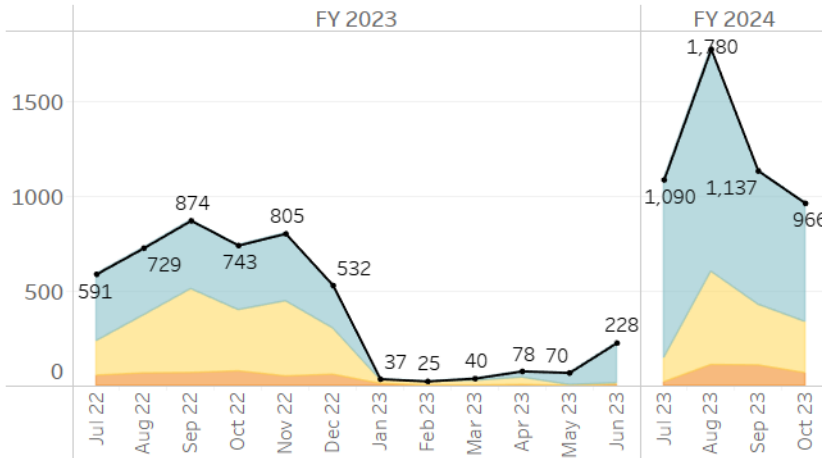
Annual Total Actions by Type



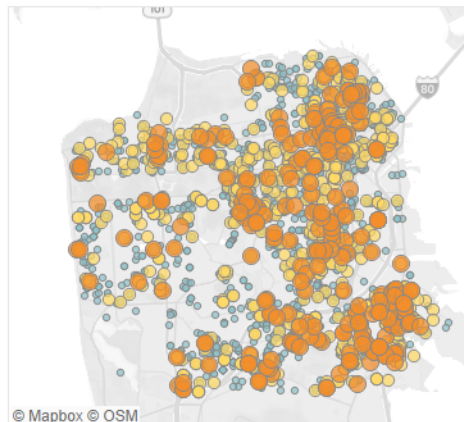
Total Actions by Type and Zone (current FY)



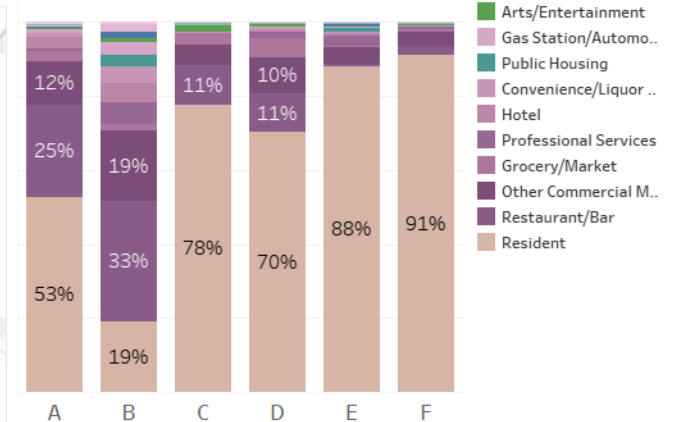
Monthly Trends for Total Actions by Type



Map of Actions by Type FY 2024 (sized by Type)



Current FY Total Actions by Property Type and Zone





**QUESTIONS?**