

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
Сору:	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**

SANITATION & STREETS

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

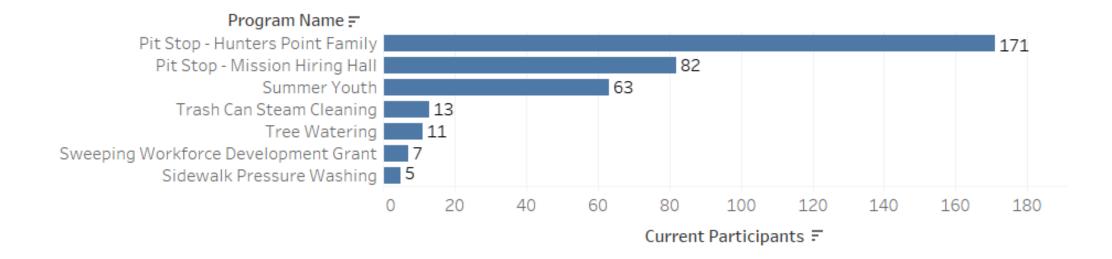
Job Title	Job Class															
Public Service Trainee	<sup>2</sup> 9916														1	94
General Laborer Apprentice	7501		17													
General Plumber Apprentice	7465/7466	1														
		0 10	20	30 4	10 50	0 60	70	80 Active	90 10 Program	120 pant Co	140 15	0 160	170	180	190	200 210

# **Public Works Apprenticeship Program Participant Conversion**

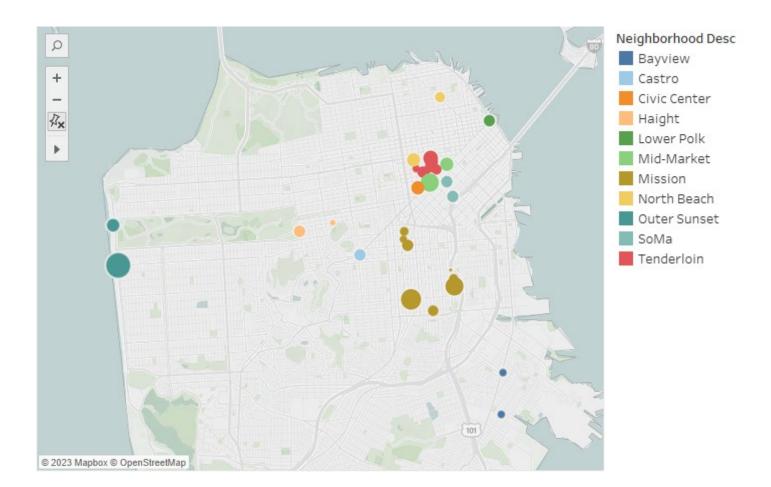
Job Title	Job Class	Results		
General Laborer Apprentice	7501	City Position	93	
		Complete	2	208
Street Inspector Trainee	6229	City Position	12	
		Complete	11	
Apprentice Arborist Technician I/	3408/3409	City Position	2	
		Complete	3	
Apprentice Cement Mason I/II	7398/7399	City Position	2	
		Complete	5	
		Private	2	
Apprentice Gardener	3410	City Position	34	
		Complete	22	
Apprentice Stationary Engineer	7314/7333	City Position	4	
I/II		Complete	5	
General Plumber Apprentice I/II	7465/7466	City Position	1	
		Complete	1	
			0 10 20 30 40 50 60 70 80 90 100 110 120 130 140 150 160 170 180 190 200 210 Count	) 220 23

Count of lifetime participants since program inception

### **Grant-Funded Program Participants/Staffing**



#### Visitor Usage by Location (Aug-Oct 2023)

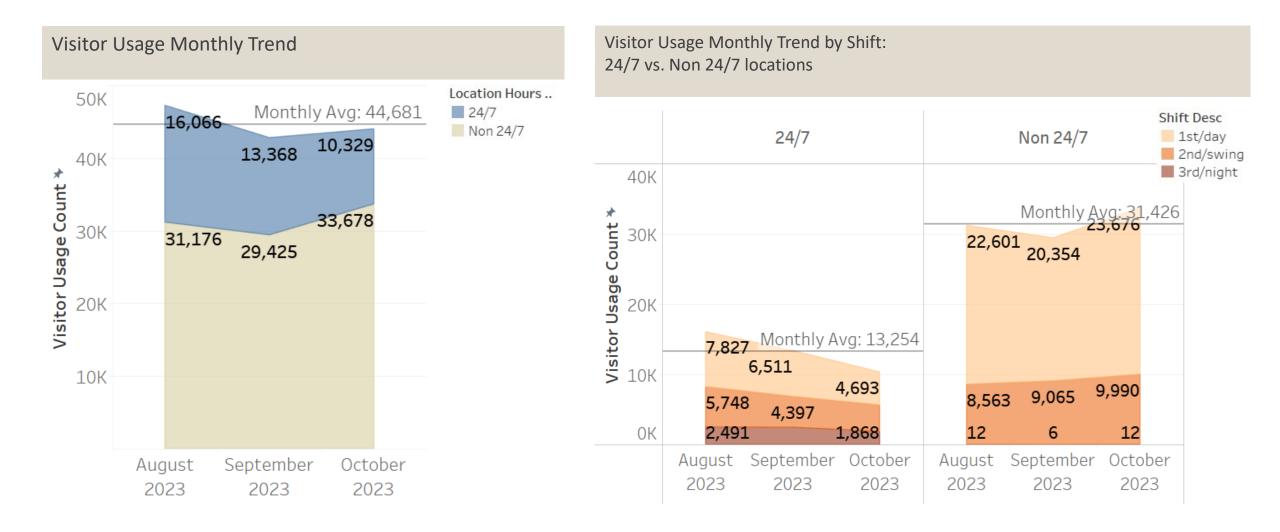


#### **30 locations around San Francisco**

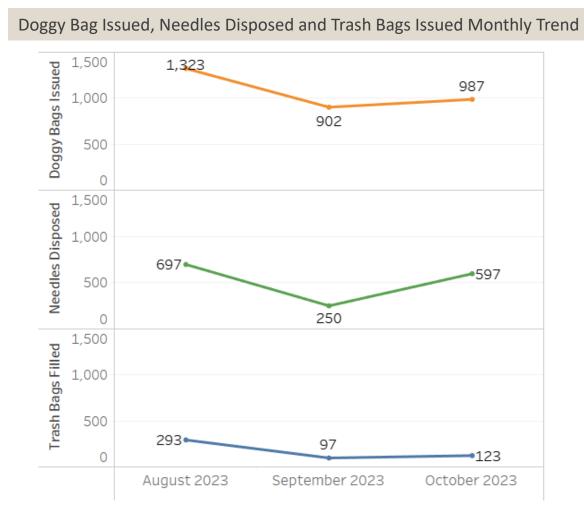
More info: sfpublicworks.org/pitstop



#### Program Highlight: Pit Stop Public Toilet Program



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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		
	Total	19,031	13,913	6,819	39,763		
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		
	Total	66,631	27,618	30	94,279		
Grand Total		85,662	41,531	6,849	134,042		

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

71%

64%

29%

31%

Total

Grand Total

#### Three Month Visitor Usage Distribution by Neighborhood and Shift

100%

100%

0%

5%



#### **Community Engagement:** Volunteers

## **Volunteer Neighborhood Cleaning and Greening Programs**





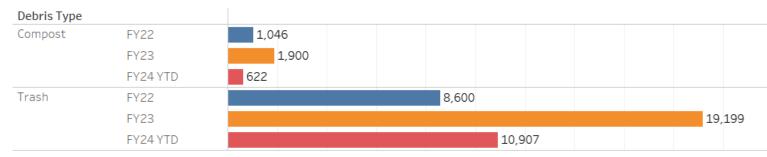
# **Community Programs – Data**

#### Volunteer Events

#### Volunteer count is number of people attending volunteer events. Volunteer Event hours is determined by number of people attending volunteer events 735 multiplied by the duration of the event. Community Cleanups 504 428 Volunteer Count Volunteer Hours (Adopt-A-Street Program) 38,411 40K Graffiti Wipeouts 30K (Graffiti Watch 27,564 Program) Value 20K 2 1 4 18,934 18,864 Greening Days (Street 12,932 Parks Program) 10.912 153 147 69 10K Neighborhood 0K Beautification Days (Love Our City Program) FY22 FY23 FY24-FY22 FY23 FY24-5 4 10 YTD YTD FY22 FY23 FY24-YTD

Volunteer Count and Hours

#### Volunteer Litter Removal Performance (# of Bags)



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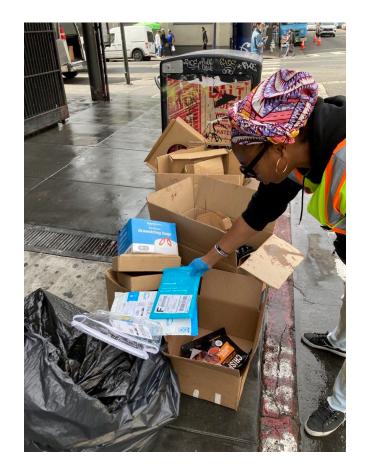


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Community Engagement: Outreach and Enforcement (OnE) Team – Inspection and Code Compliance

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





#### The OnE Team does not cite violators right away.

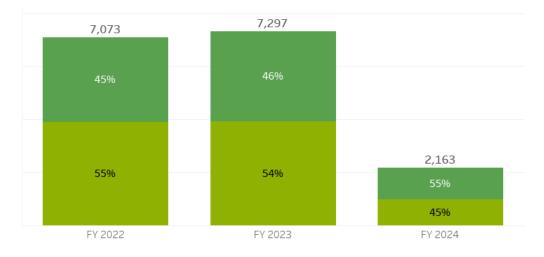
1. **Outreach**. We conduct outreach via mailed letters and pamphlets. When possible, we try to speak to constituents in-person and answer any questions they may have.

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 reinspection, 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

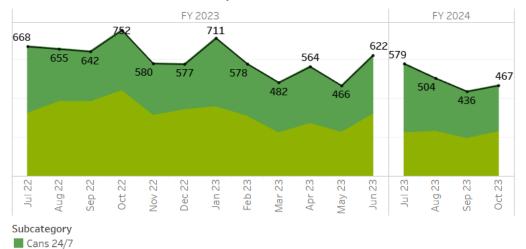


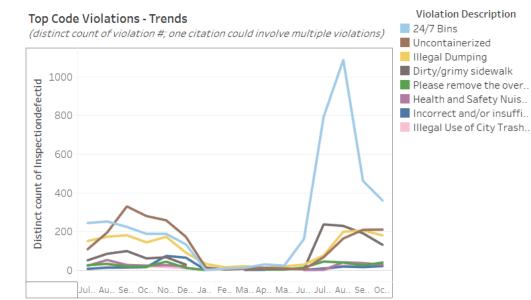
311 Service Orders Received by Zone (current FY)



311 Service Orders Received - monthly

Enforcement

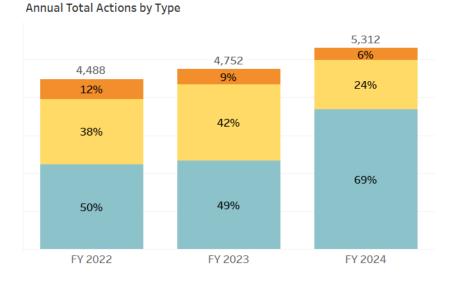


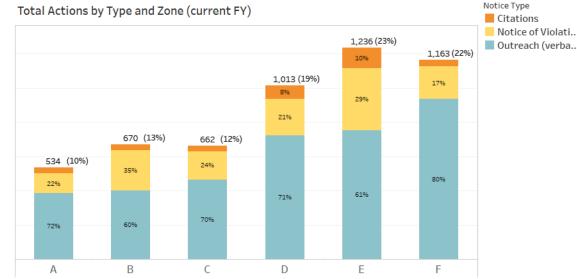


Performance and Data – Central Operations | Warren Hill & Ramses Alvarez & Tanika Gaines

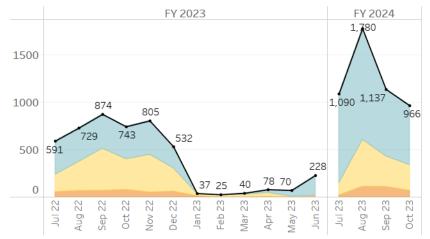
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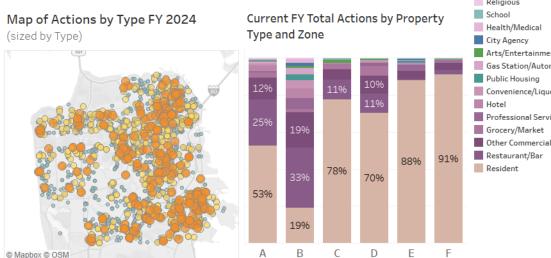
# **Outreach and Enforcement (OnE) Team – Inspection and Code Compliance**





Monthly Trends for Total Actions by Type





Propertytype Religious Arts/Entertainment Gas Station/Automo.. Convenience/Liquor ... Professional Services Other Commercial M.



#### **QUESTIONS?**