



Meeting Date: February 13, 2023

To: Sanitation and Streets Commission
Maryo Mogannam, Chair
Ike Kwon, Vice Chair
Thomas Harrison
Kimberlee Hartwig-Schulman
Christopher Simi

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

From: Christopher McDaniels, Superintendent of Bureau of Street Environmental Services

Copy: Alexandra Bidot, Planning & Performance Manager

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 reviews performance measures for Street Environmental Services. The presentation will cover performance measures for Street and Environmental Services including Street and Sidewalk Cleaning, Graffiti, and Litter Receptacle services. The Performance Measure Report provides performance measures related to the Street Environmental Services street and sidewalk cleaning operations, graffiti, and litter receptacle operations.

Attachments:

- Presentation
- Performance Measure Report

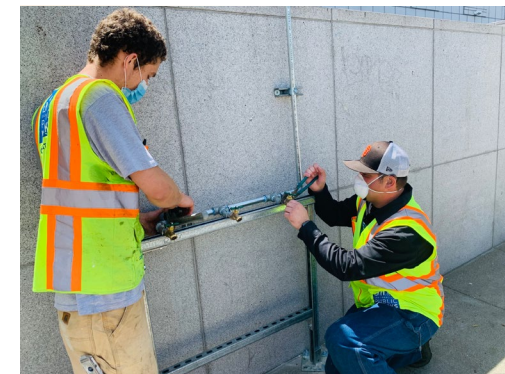


February 13, 2023

Performance and Data Evaluation: Street Cleaning & Graffiti

Christopher McDaniels

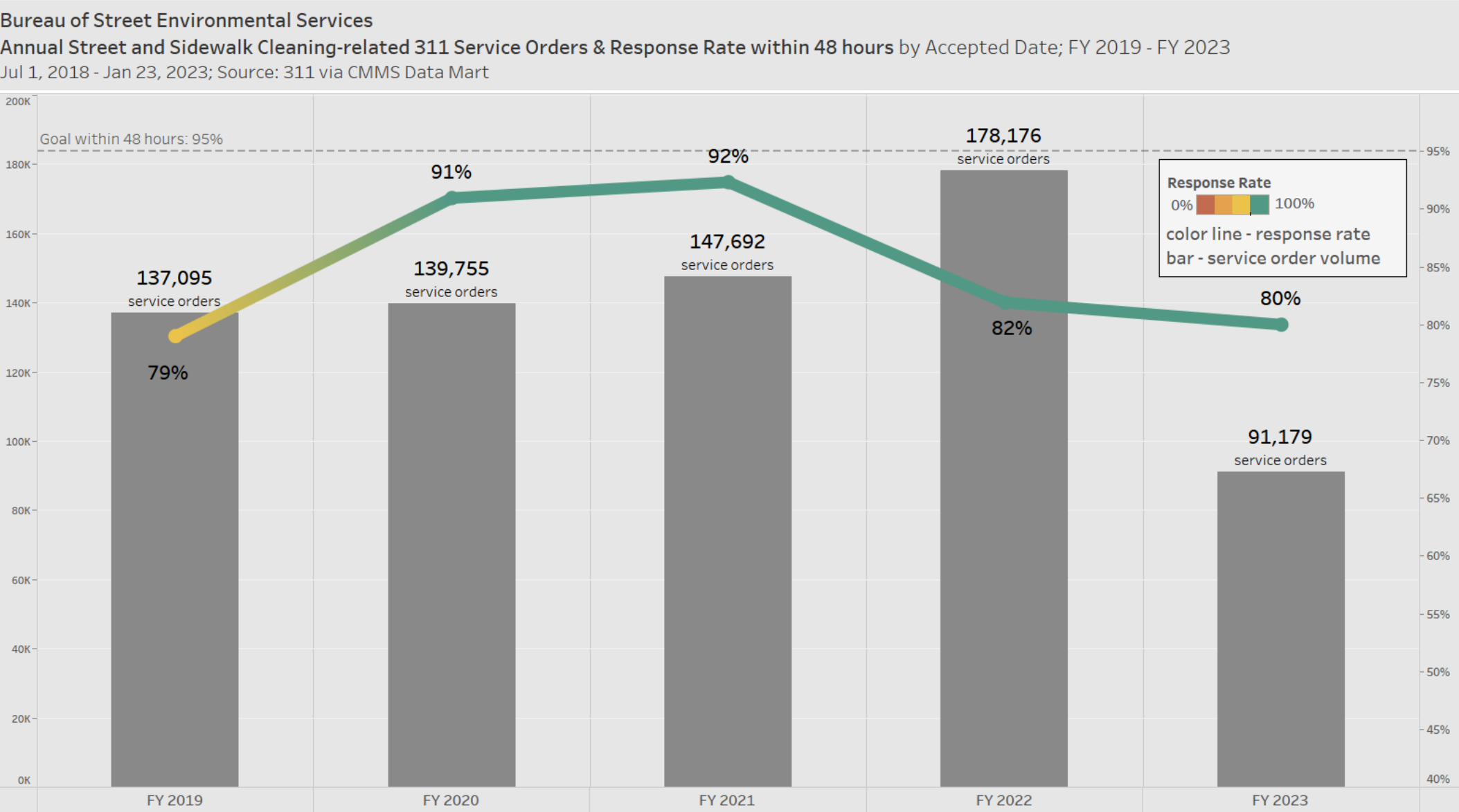
Superintendent of Bureau of Street Environmental Services



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)



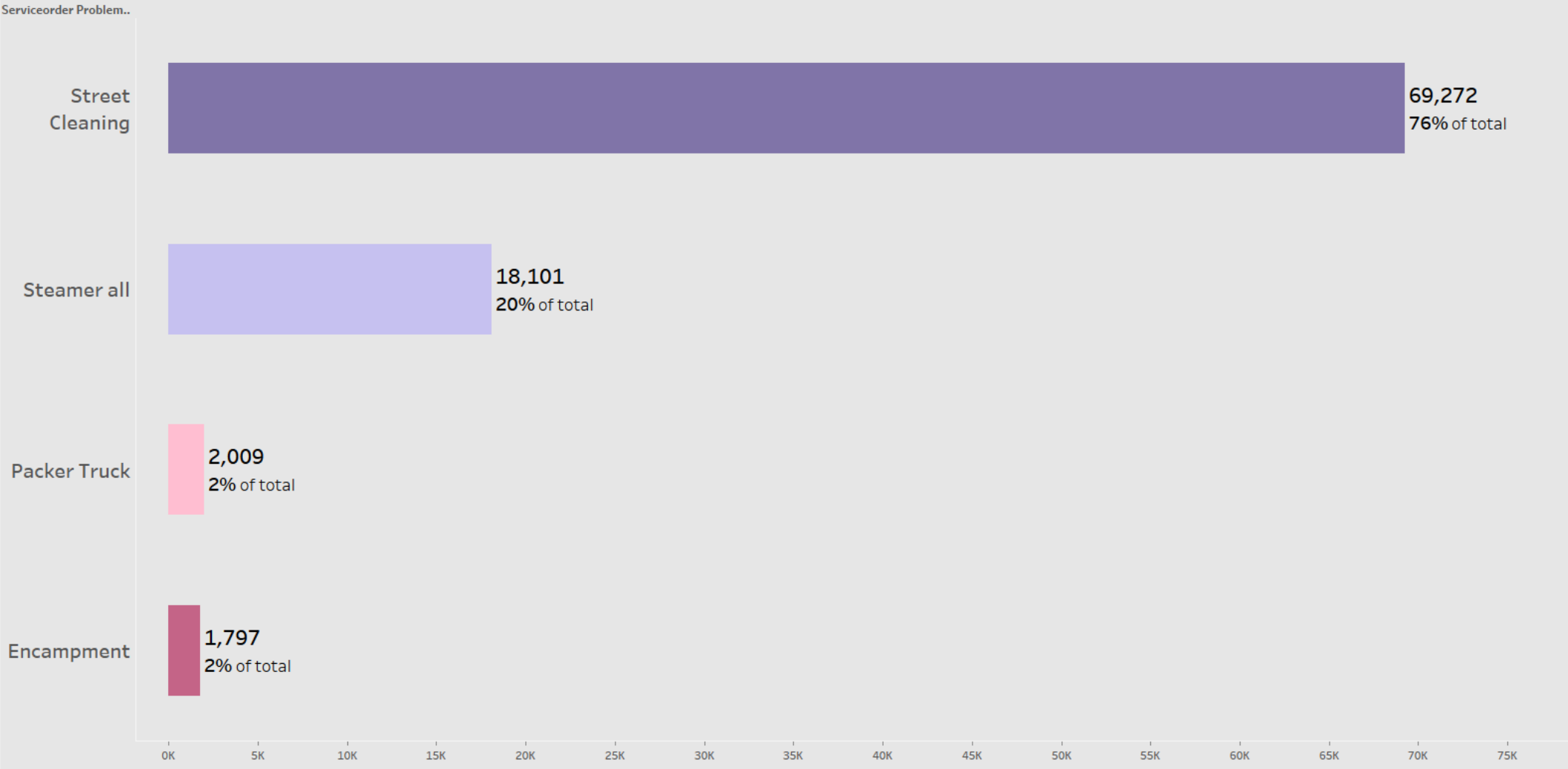
Performance and Data Evaluation: Street Cleaning

Breakdown of street and sidewalk cleaning requests by problem description

Bureau of Street Environmental Services

Street and Sidewalk Cleaning-related 311 Service Orders Problem Description Breakdown; FY 2023

Jul 1, 2022 - Jan 23, 2023; Source: 311 via CMMS Data Mart



Performance and Data Evaluation: Street Cleaning

Monthly street and sidewalk cleaning requests

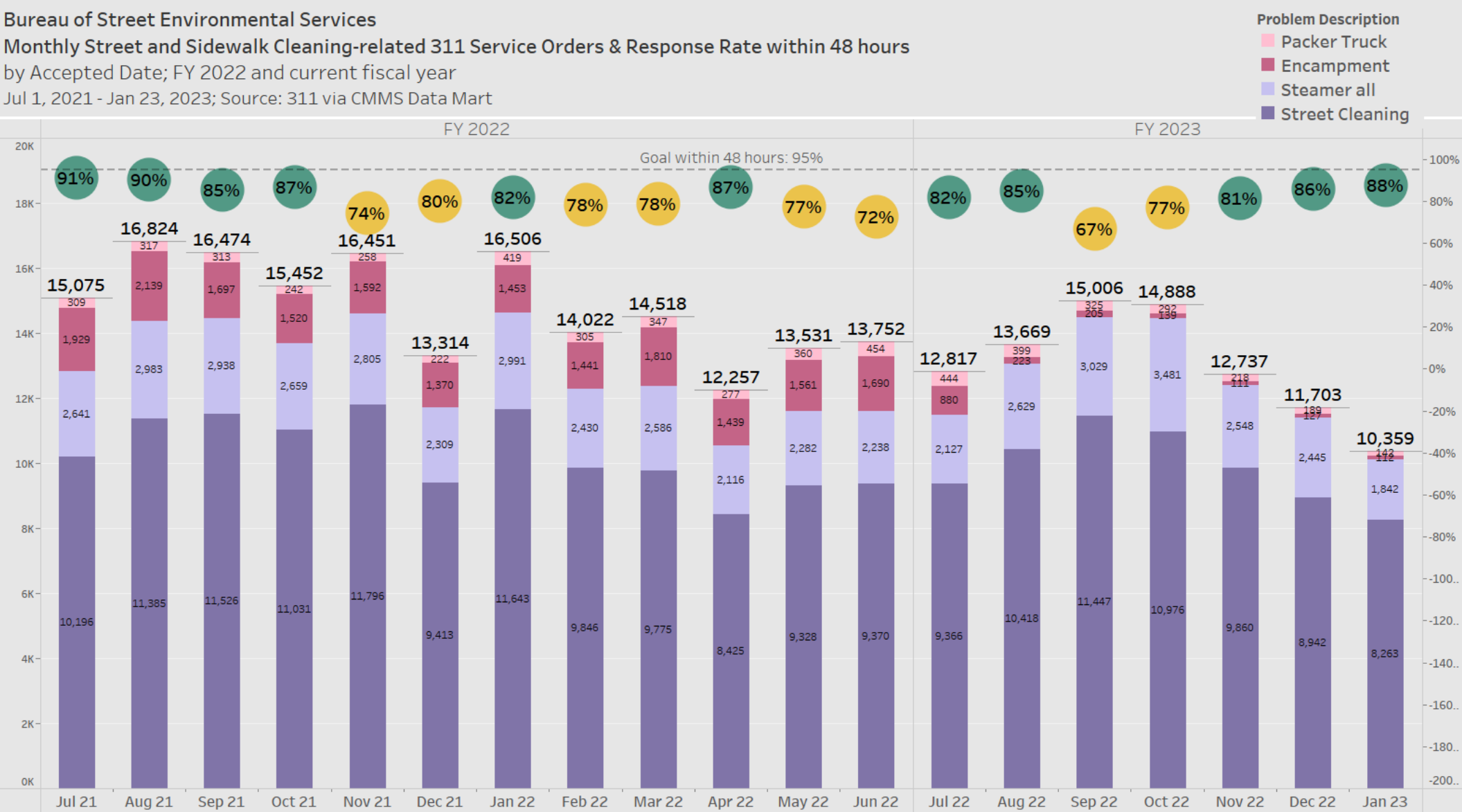
Monthly percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)

Bureau of Street Environmental Services

Monthly Street and Sidewalk Cleaning-related 311 Service Orders & Response Rate within 48 hours

by Accepted Date; FY 2022 and current fiscal year

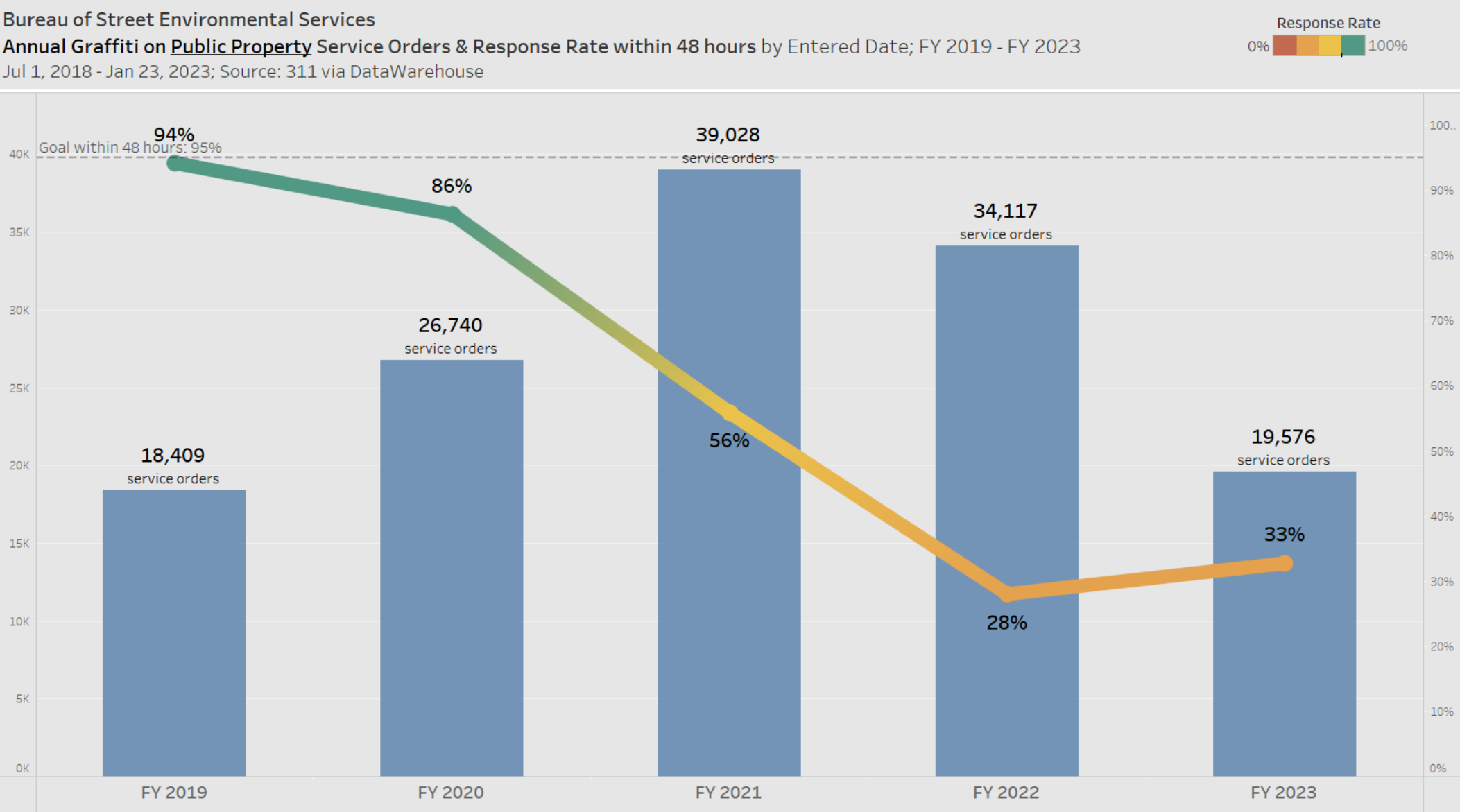
Jul 1, 2021 - Jan 23, 2023; Source: 311 via CMMS Data Mart



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

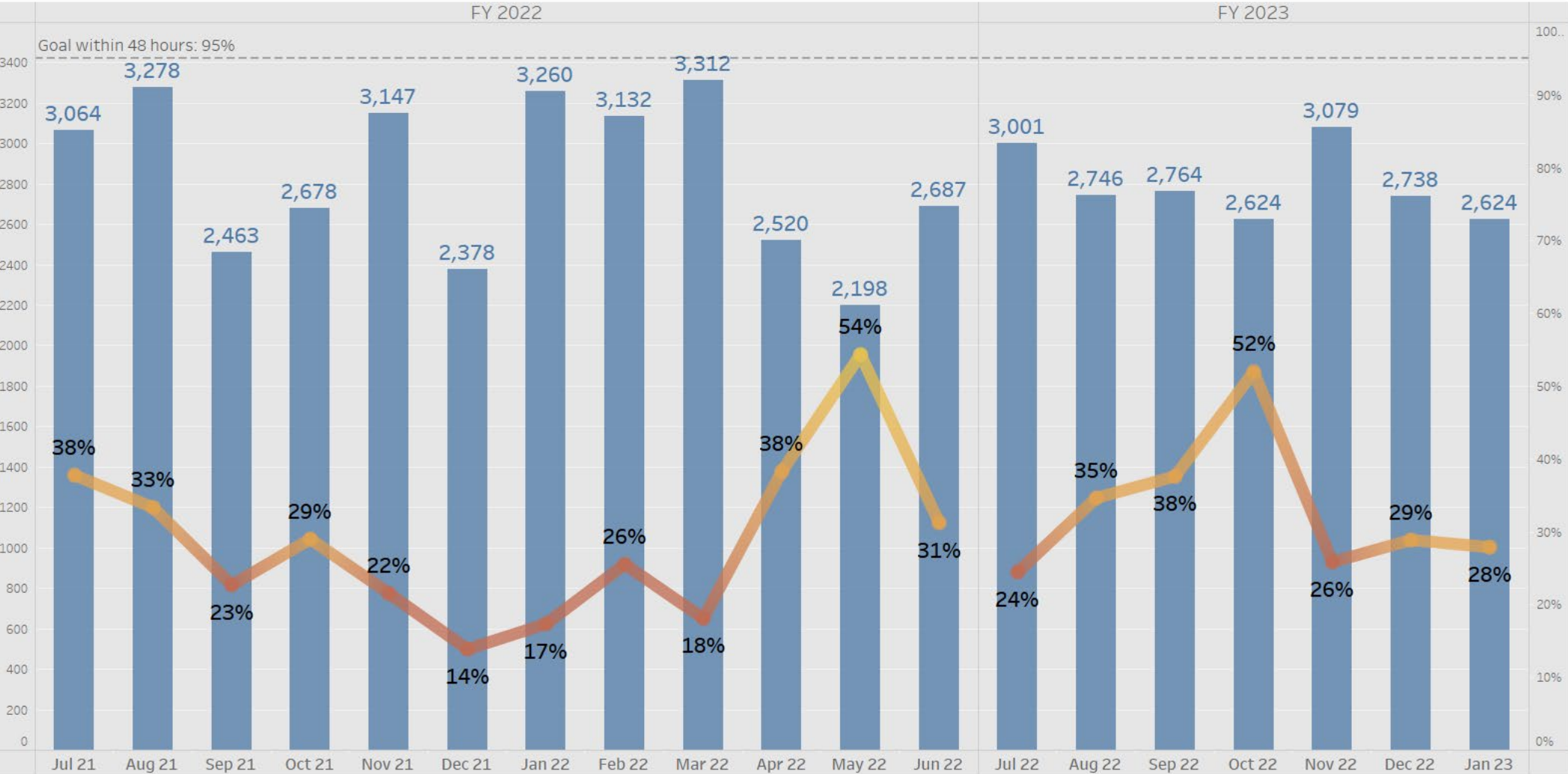
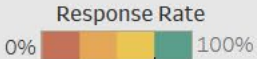
Monthly graffiti service orders on [public property](#)

Monthly percent of graffiti on [public property](#) requests responded to within service level agreement (48 hours)

Bureau of Street Environmental Services

Monthly Graffiti on Public Property Service Orders & Response Rate within 48 hours by Entered Date; FY 2022 and current fiscal year

Jul 1, 2021 - Jan 23, 2023; Source: 311 via DataWarehouse



Performance and Data Evaluation: Graffiti

Annual graffiti service orders on [private property](#)



Performance and Data Evaluation: Graffiti

Breakdown of annual graffiti service orders on public and private property

Bureau of Street Environmental Services

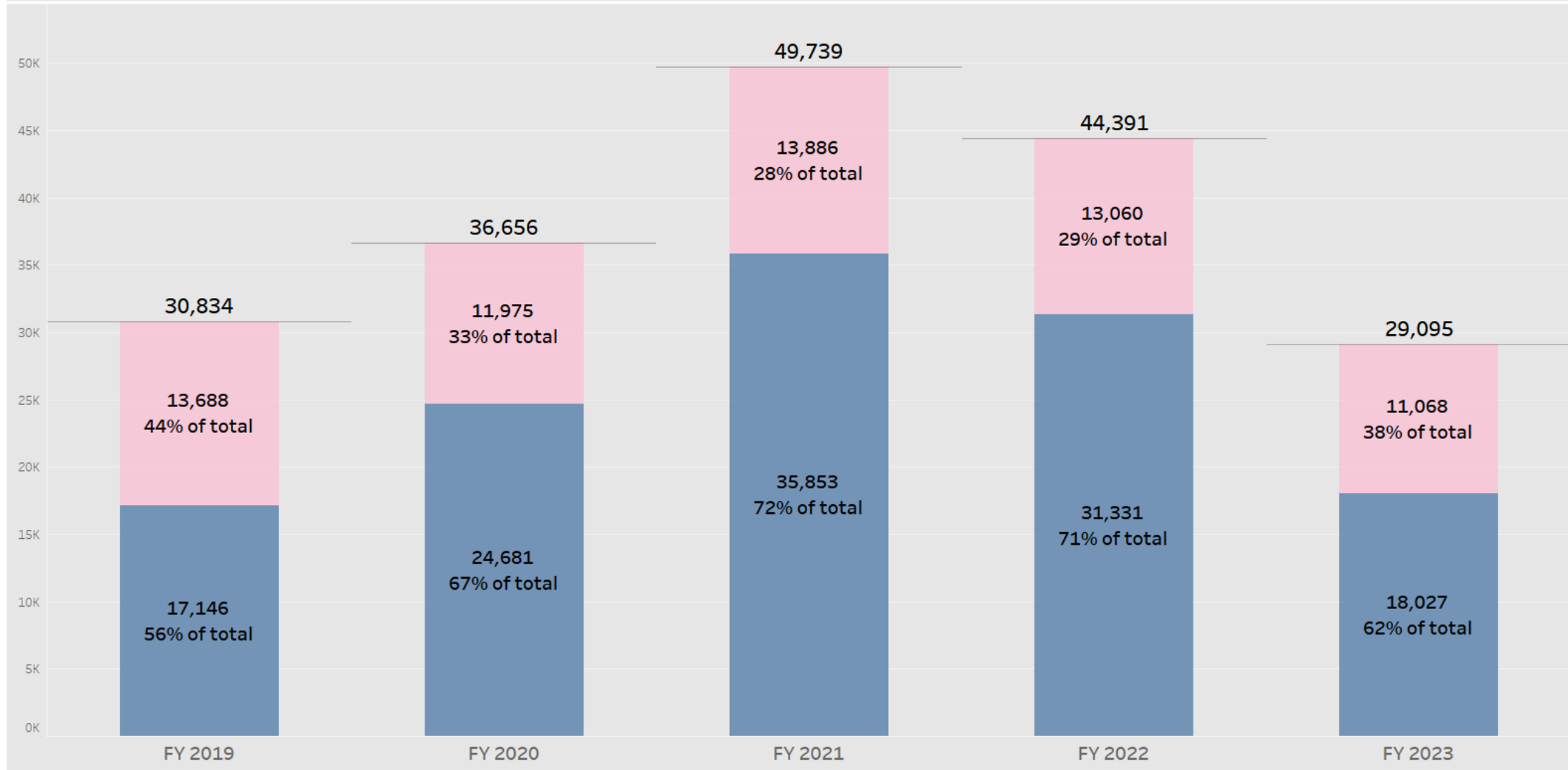
Annual Graffiti on Public and Private Property Service Orders by Entered Date; FY 2019 - FY 2023

Jul 1, 2018 - Jan 23, 2023; Source: 311 via DataWarehouse

Property Type

Private

Public



Performance and Data Evaluation: Litter Receptacles

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 2023

Jul 1, 2018 - Jan 23, 2023; Source: 311 via DataWarehouse



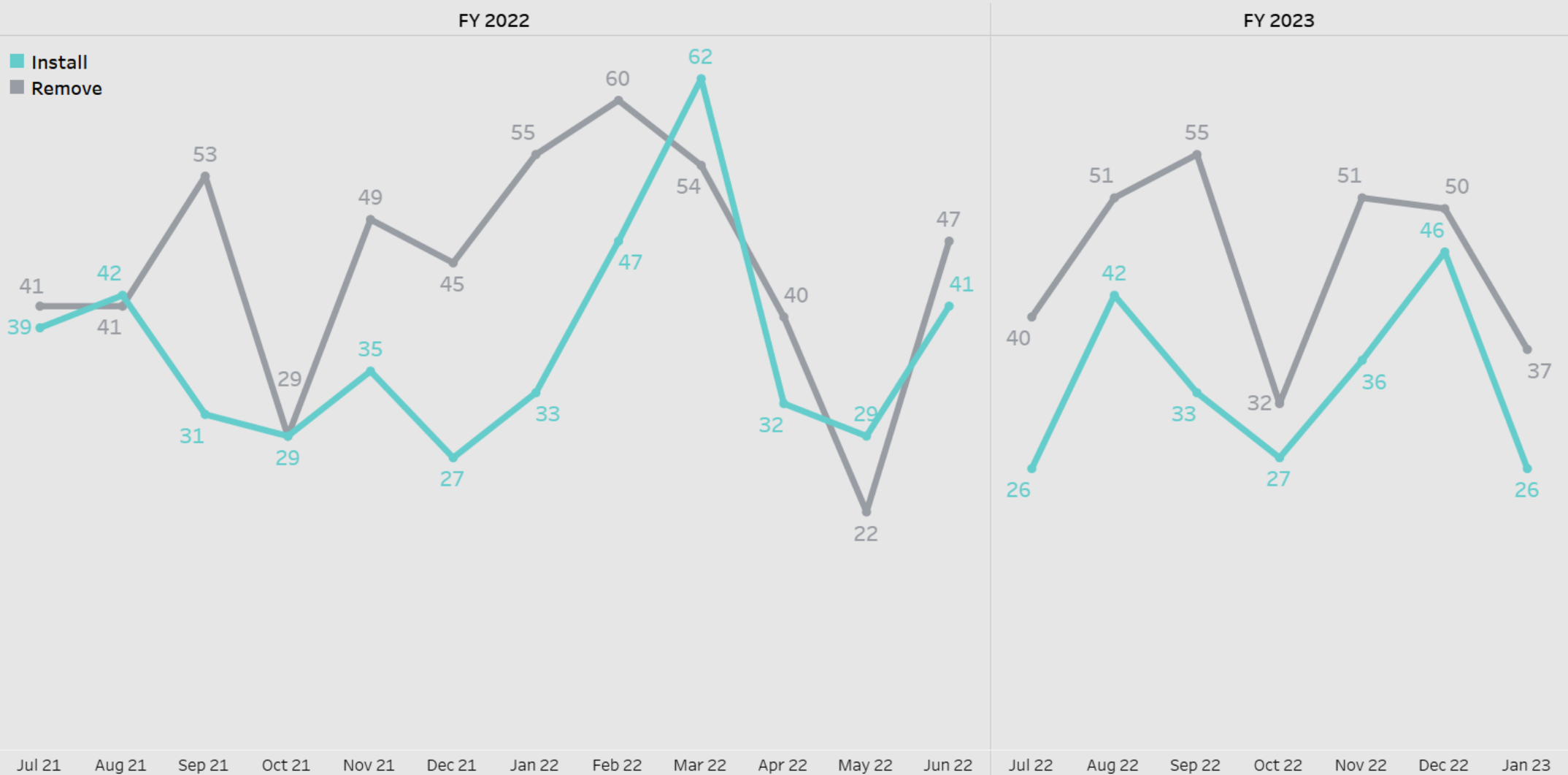
Performance and Data Evaluation: Litter Receptacles

Breakdown of annual litter receptacle removal service orders and installations

Bureau of Street Environmental Services

Monthly Litter Receptacle Removal Service Orders and Installations by Completed Date; FY 2022 and current fiscal year

Jul 1, 2021 - Jan 23, 2023; 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	91,179			Jul 1, 2022 - Jan 23, 2023
	Street and sidewalk cleaning response rate	80%	95%	48 hours	Jul 1, 2022 - Jan 23, 2023
	Graffiti service order volume on public property	19,576			Jul 1, 2022 - Jan 23, 2023
	Graffiti response rate on public property	33%	95%	48 hours	Jul 1, 2022 - Jan 23, 2023
	Graffiti service order volume on private property	11,068			Jul 1, 2022 - Jan 23, 2023
	Litter receptacle removal service order volume	316			Jul 1, 2022 - Jan 23, 2023
	Litter receptacle installations	236			Jul 1, 2022 - Jan 23, 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.