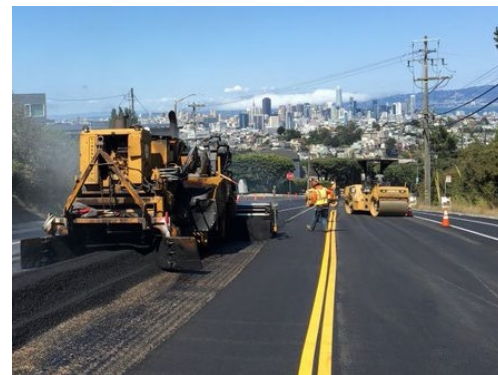
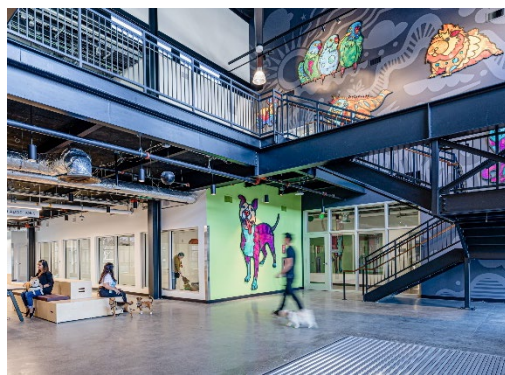
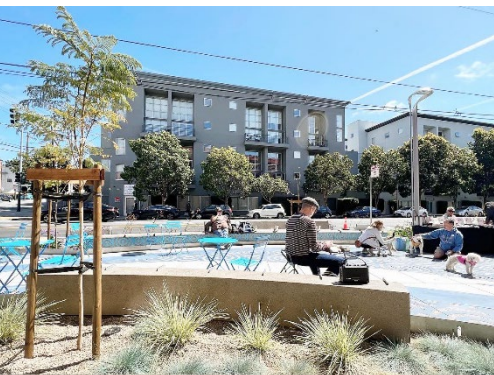


February 26, 2024

Overview of Public Works & 311 Collaboration

Jonathan Vaing

Assistant Superintendent, Bureau of Street Environmental Services



Agenda

- Overview of 311
- General process flow for 311 service requests (SRs)
- 311 vs. Public Works categories
- Key factors of our collaboration

What is SF311?

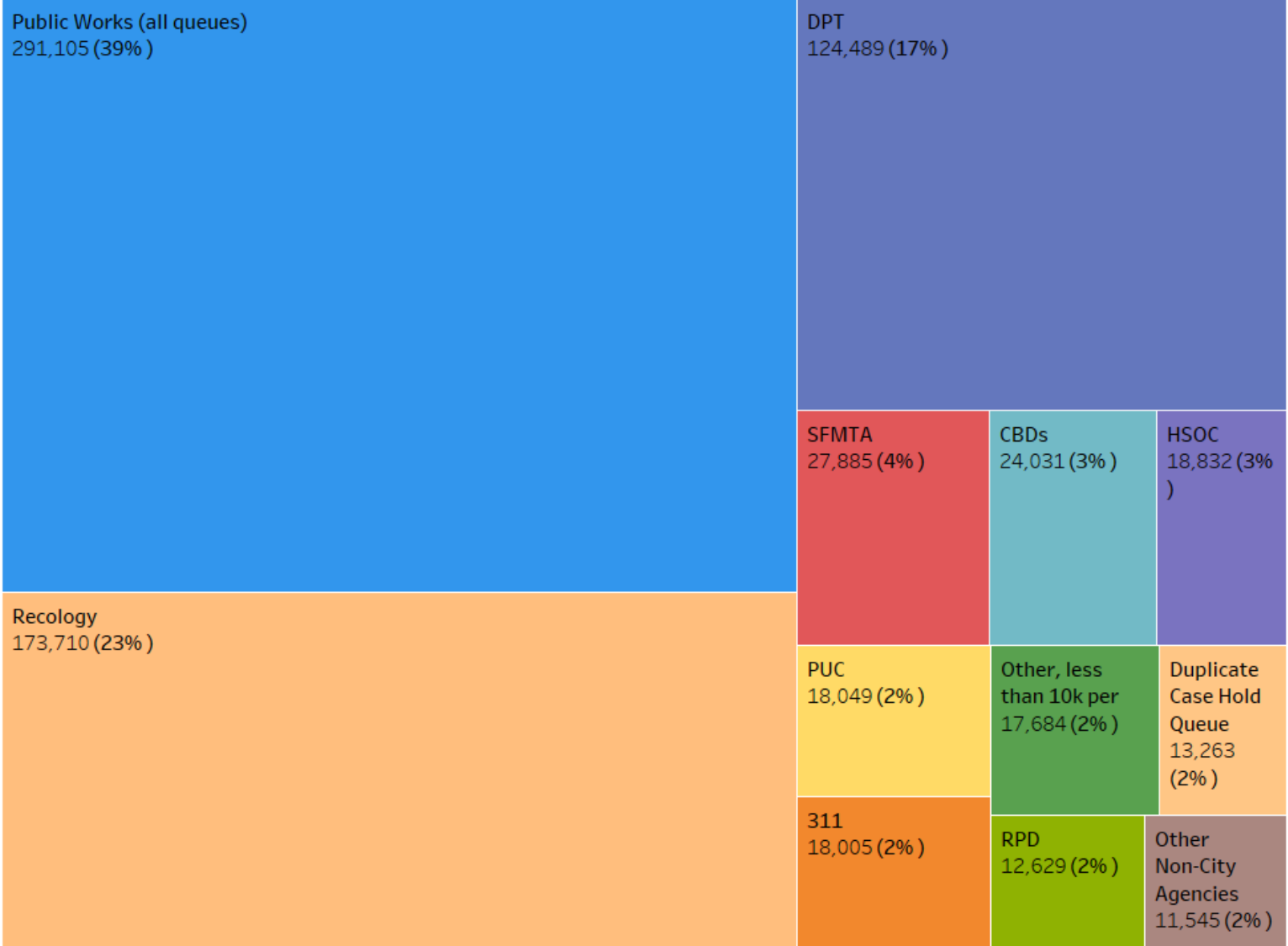
The City and County of San Francisco established SF311 to provide an easy-to-remember telephone number that connects residents, businesses, and visitors to Customer Service Representatives ready to help with general government information and services in 2007.

General Process Flow for 311 Service Requests



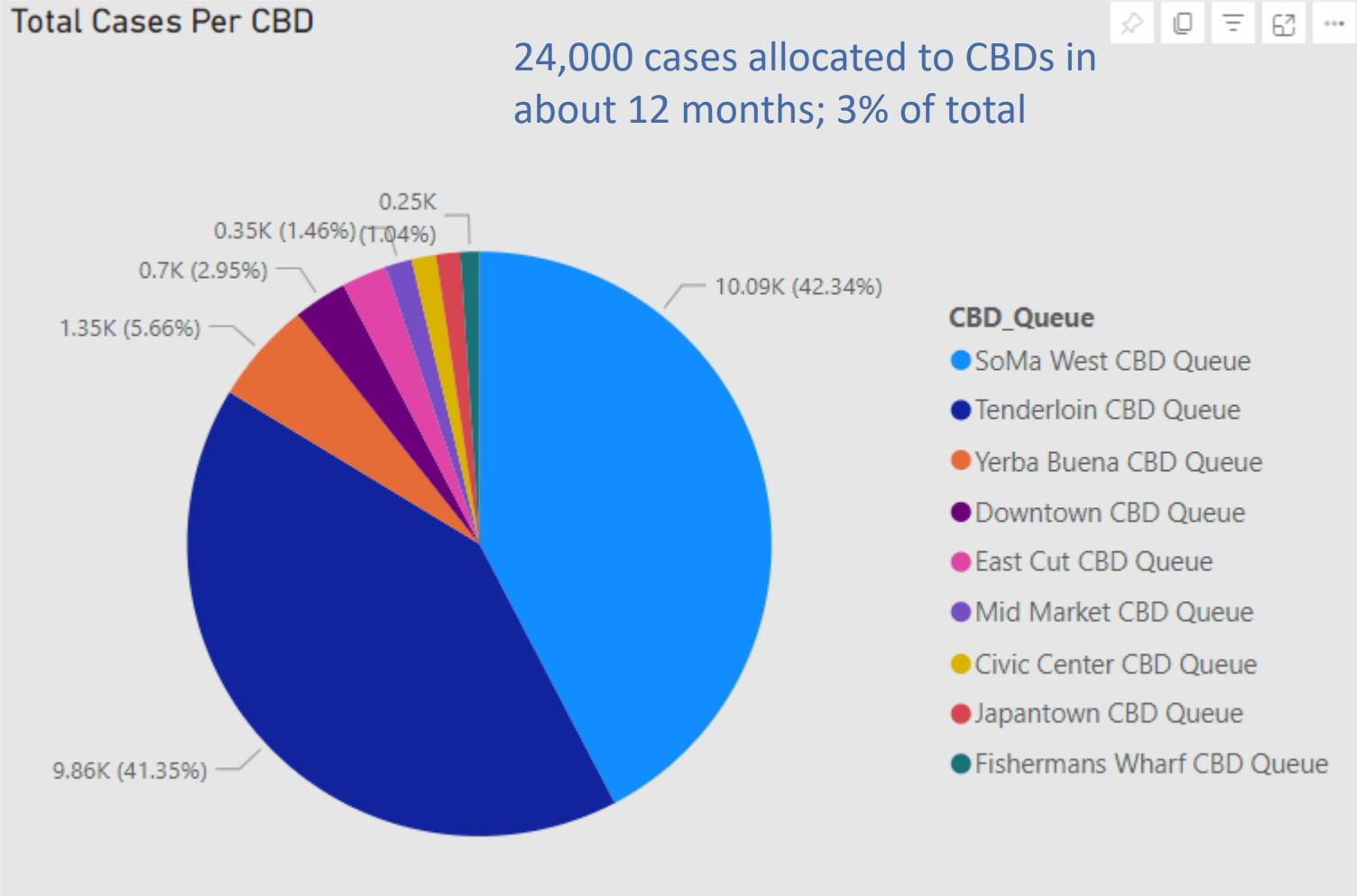
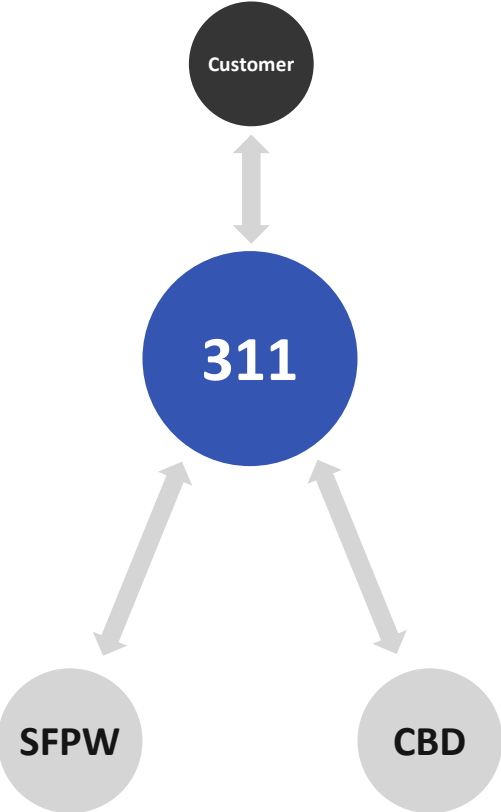
311 Service Requests by Responsible Agency

751,227 - total of service requests received in FY2023



311 sends select service requests to Community Benefit Districts (CBDs) and reassigns some to Public Works if they exceed service level agreement.

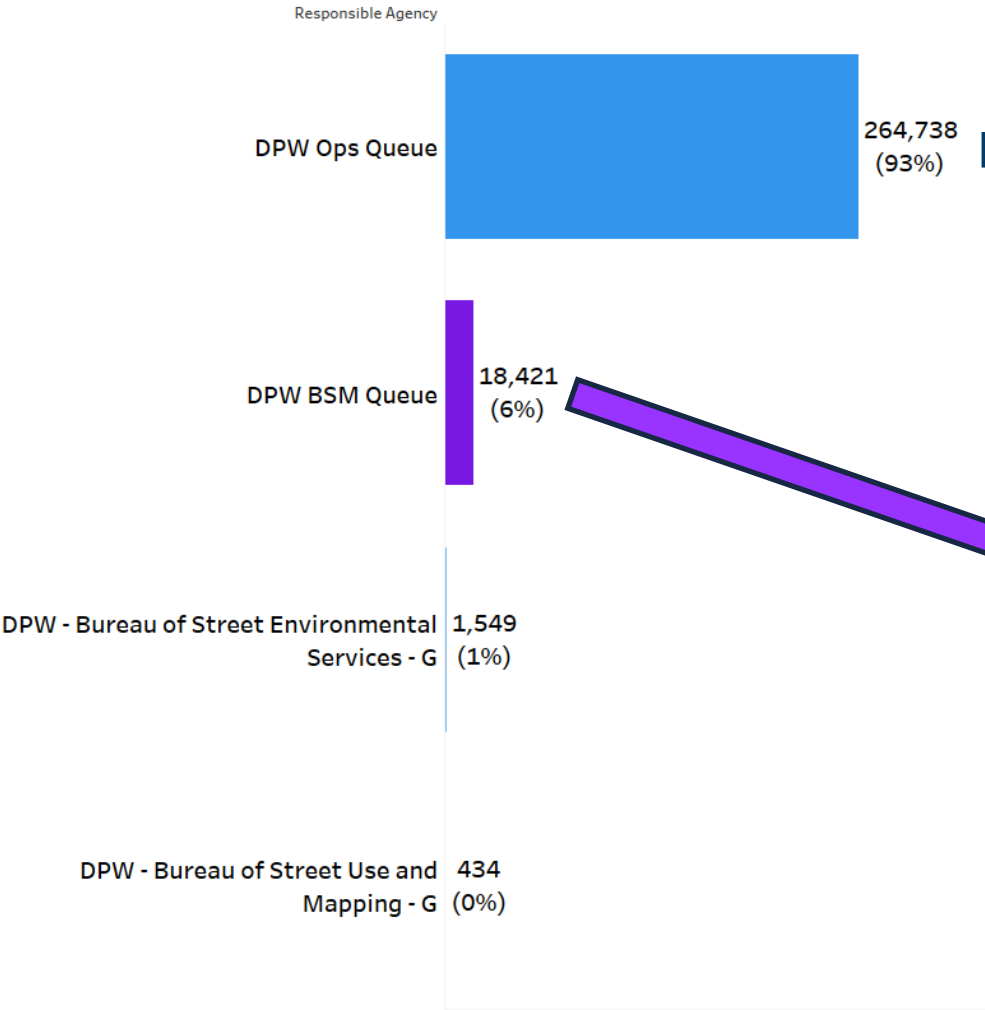
Process Flow of 311 Service Requests for CBDs



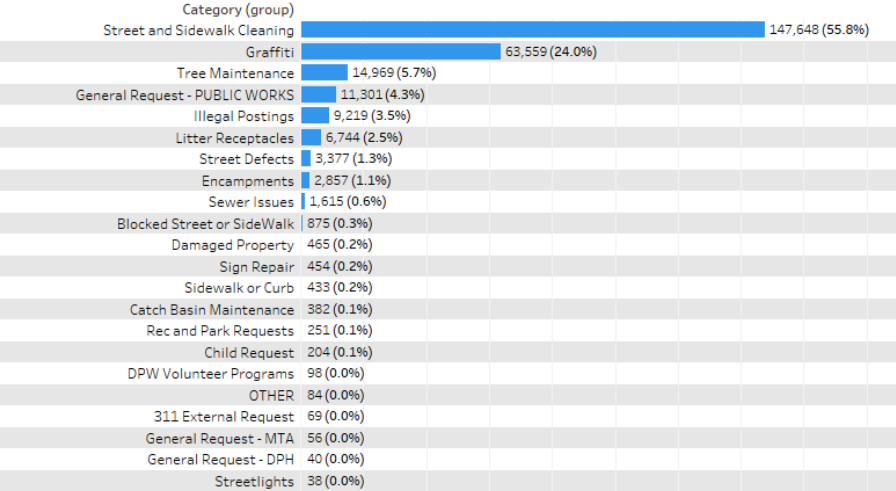
Source: 311 (3/1/23-2/14/24)

Summary of 311 queues: Most service requests go to the Operations Division of Public Works and some go to the Bureau of Street-use and Mapping

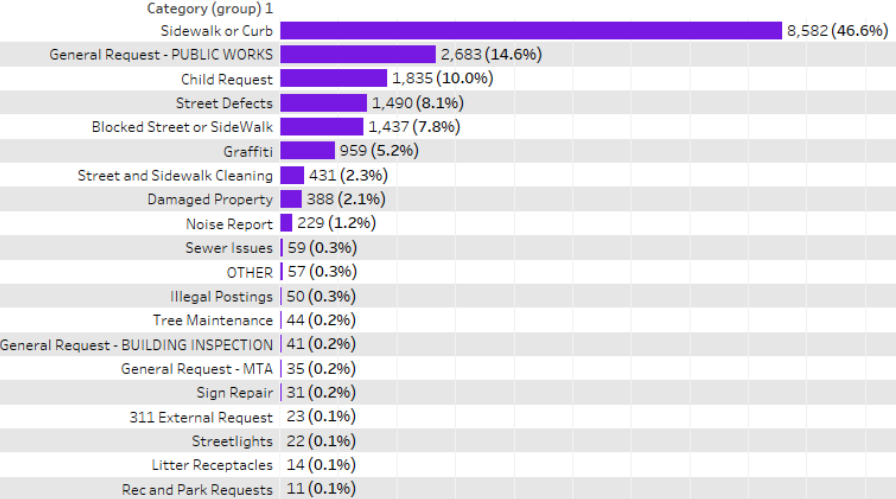
311 Service Orders Sent to Public Works in FY 2023 (July 2022 - June 2023)



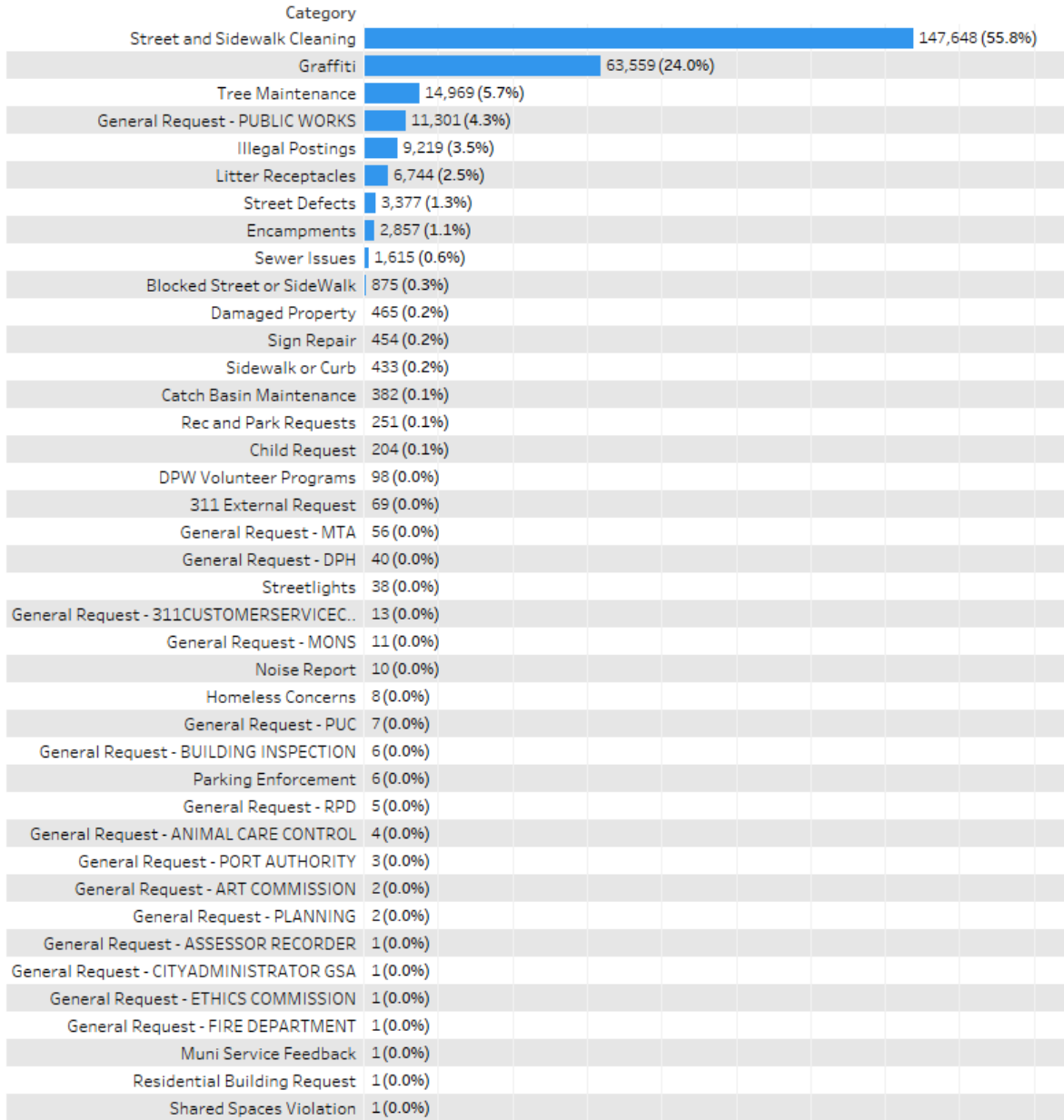
311 Service Orders Sent to DPW Ops Queue in FY 2023 (July 2022 - June 2023)



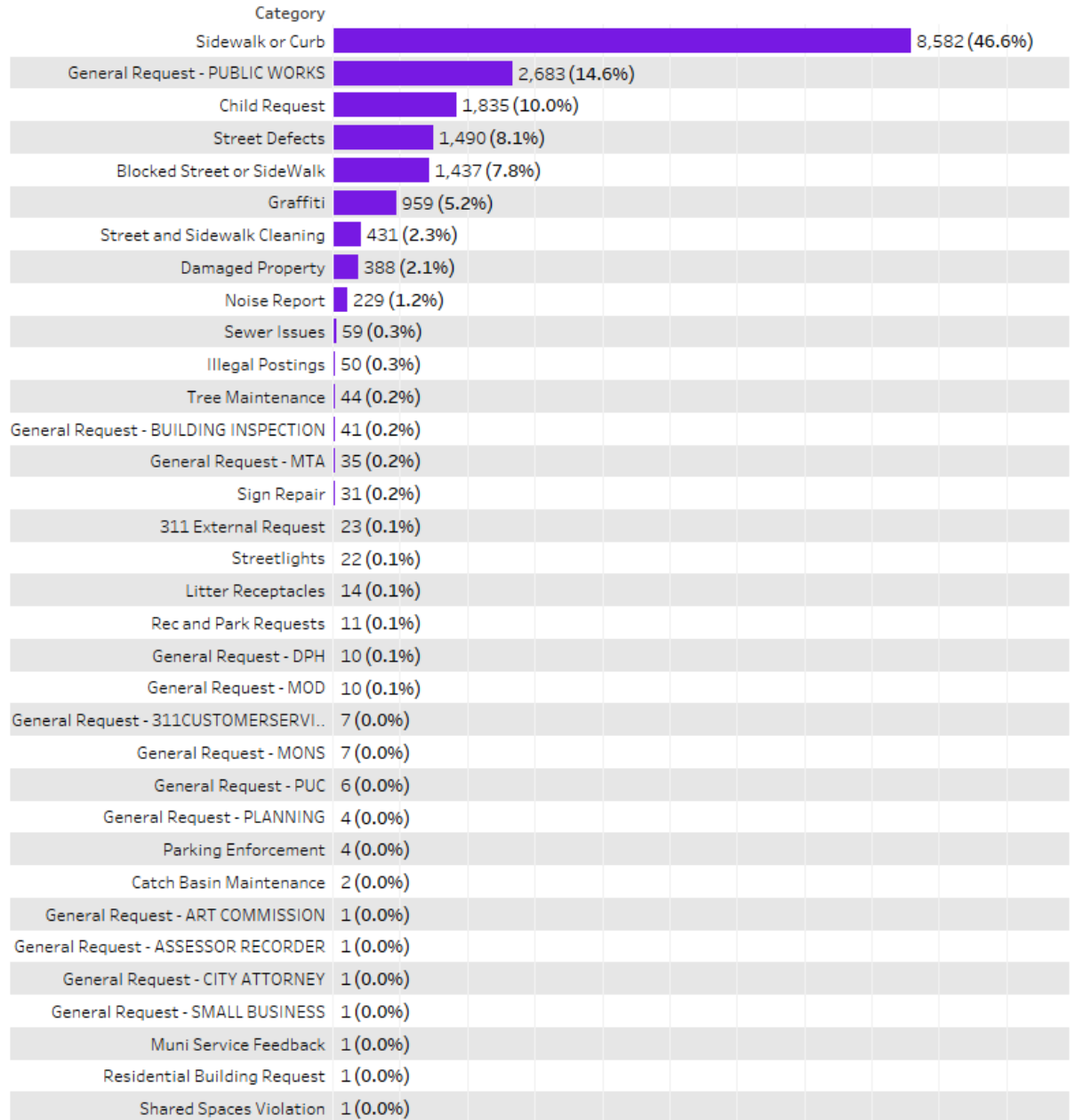
311 Service Orders Sent to DPW BSM Queue in FY 2023 (July 2022 - June 2023)



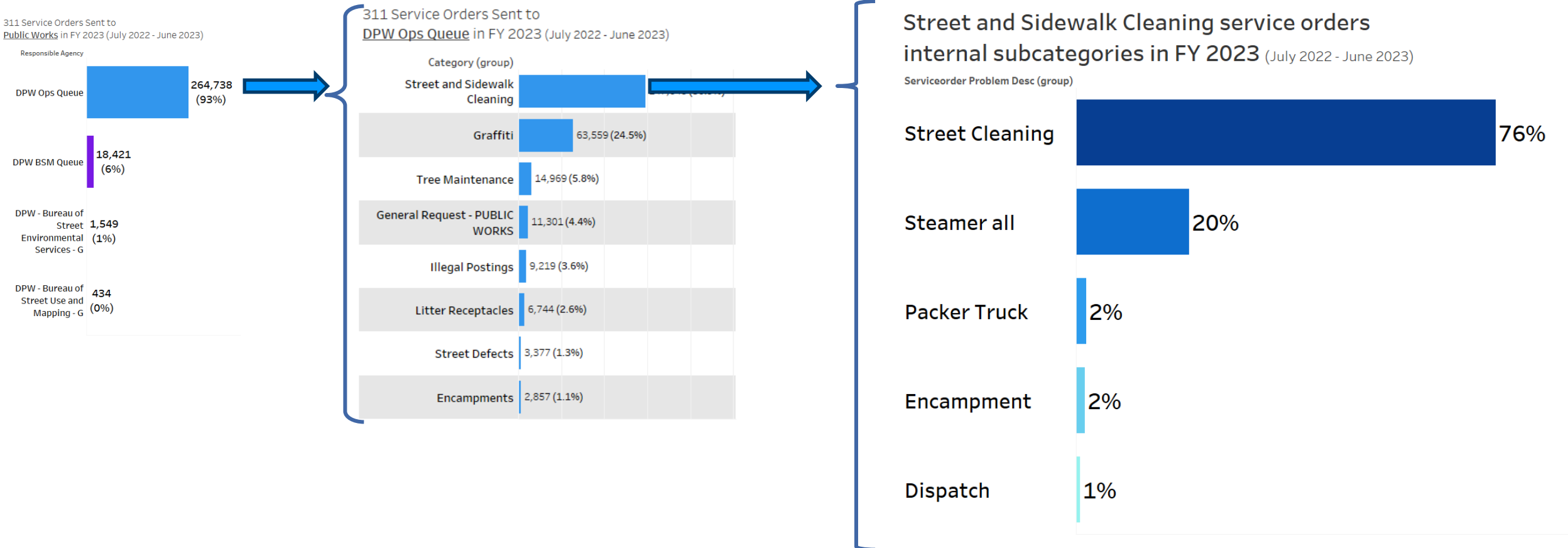
311 Service Orders Sent to DPW Ops Queue in FY 2023 (July 2022 - June 2023)



311 Service Orders Sent to DPW BSM Queue in FY 2023 (July 2022 - June 2023)



Public Works dispatches 311 service requests internally to the right staff with the right equipment.



Source: 311

Source: Public Works CMMS System

Litter Patrol (street cleaning) - sample

2226244	Street Cleaning - Other loose garbage debris yard waste	Status: In Progress Priority: 4 - Non Urgent	Asset Description: ALAMEDA ST / VERMONT ST Roadway
2226195	Street Cleaning - Other loose garbage debris yard waste	Status: In Progress Priority: 4 - Non Urgent	Asset Description: HWY 101 NORTHBOUND / I-80 TO HWY 101 RAMP Roadway
2226169	Encampment	Status: In Progress Priority: 4 - Non Urgent	Asset Description: SAN BRUNO AVE: 15TH ST - 16TH ST Roadway
2226163	Encampment	Status: In Progress Priority: 4 - Non Urgent	Asset Description: SAN BRUNO AVE: ALAMEDA ST - 15TH ST Roadway
2226150	Street Cleaning - Oil paint other liquid spill wet	Status: In Progress Priority: 4 - Non Urgent	Asset Description: 289 POTRERO AVE Address
2226144	Street Cleaning - Other loose garbage debris yard waste	Status: In Progress Priority: 4 - Non Urgent	Asset Description: 289 POTRERO AVE Address
2225517	Street Cleaning - Other loose garbage debris yard waste	Status: In Progress Priority: 4 - Non Urgent	Asset Description: 121 WISCONSIN ST Address
2225484	Street Cleaning - Other loose garbage debris yard waste	Status: In Progress Priority: 4 - Non Urgent	Asset Description: 121 WISCONSIN ST Address



Comments

HUB Integration (HUB) 02/14/2024 09:22
 Street Cleaning - Other loose garbage debris yard waste: Trash Info from 311 Call Center - Feb 14 2024 9:14AM: The following information was provided: Submitted photo: <https://spot-sf-res.cloudinary...>

HUB Integration (HUB) 02/14/2024 09:22
 Location Information: Vermont St: Alameda St - LOCATION DESC: Intersection of Vermont St & Alameda St

← 2226244 - Street Cleaning - Other loose garbage debris yard waste

Service Order

Service Order
2226244
*
Street Cleaning - Other loose garbage debris yard waste

Asset
RWY-23865000
ALAMEDA ST / VERMONT ST | Roadway
*

Type
Corrective

Safety

SO Maintenance Department
DPW-BSES
DPW - Bureau of Street and Environmental Services

Priority
4 - Non Urgent

COMPLETION

Completion Reason

Action Code

Problem Code
STCLN
Street Cleaning

SERVICE ORDER DETAILS

Service Order Template
DPW-BSES-ZONE-ALL
DPW-BSES Zone (All Activities - 311) (Charge to Parent SO 1403554 Only)

Date Reported
02/14/2024 09:22

Service Order Lead
BSES_DAY_ZE_LP2
BSES Day Zone E LP2

Status
In Progress

Failure Code

Graffiti on public property - sample



8:47

SR-sdwk new 2872148 704 14th St: Church St

Info Update Location Caller info History 311 Photos Done

311 Call Center 02/14/2024

LOCATION DESC: 704 14 Th St

Request

neglect, which is unacceptable to allow to continue. We need reliable services and enforcement.
 Info from 311 Call Center - Feb 14 2024 7:37AM: The following information was provided: Submitted photo:
<https://spot-sf-res.cloudinary.com/image/upload/v1707924998/san-francisco/production/so9wjgewm6f0vqtstpm.jpg#spot=fb7cad2a-8b91-4963-b5e0-947a40428749>

Action Taken

Zone Supervisor [Redacted] D

Truck Assign To [Redacted]

Change Category [Redacted] Graffiti - Steamer

Priority [Redacted] Normal

To Close SR Select Resolution: [Redacted] Select From List

Add Photos Show Photos

8:43

Work Queue Count = 94

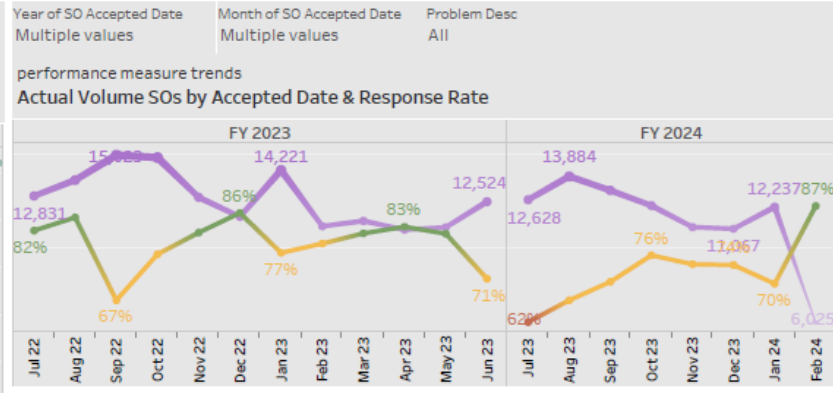
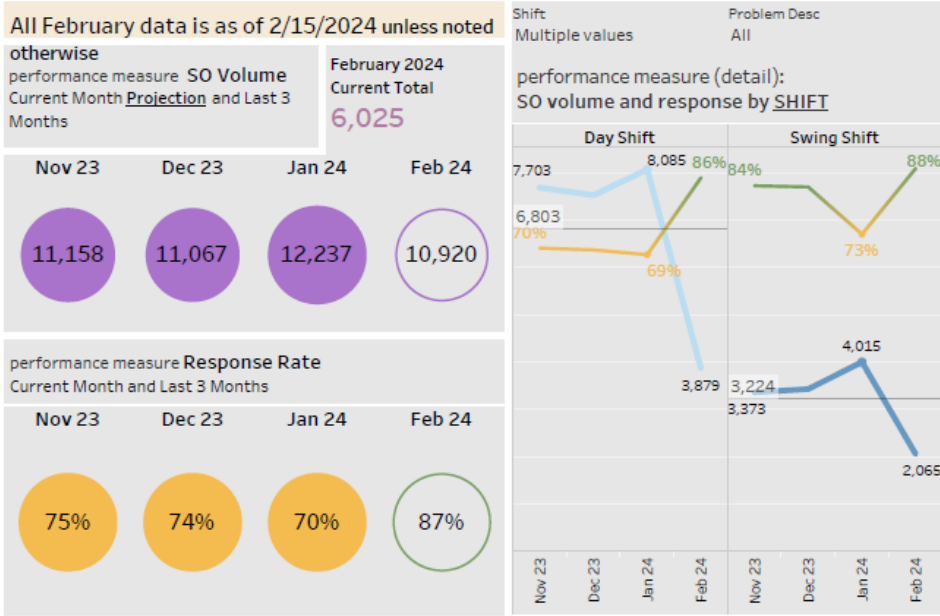
Queue Nearby Map Daily Work Set Location Setup

194 Stonecrest Dr at Broadmoor Dr / Winston Dr	Day: 8	Select
SR-graff 2870233 Graffiti - BSES :: F		
99 VICENTE ST at VICENTE ST	Day: 6	Select
SR-graff 2870831 Graffiti - BSES :: F		
1150 Sloat Blvd at Forest View Dr	Day: 3	Select
SR-graff 2871353 Graffiti - BSES :: F		
207 Carl St at Stanyan St	Day: 3	Select
SR-graff sdwk 2871312 Graffiti - Steamer :: F		
2 Pinehurst Way at Ocean Ave	Day: 3	Select
SR-graff 2871396 Graffiti - BSES :: F		
50 Geneva Ave at Frida Kahlo Way / Howth St	Day: 3	Select
SR-graff 2871416 Graffiti - BSES :: F		
2 Howth St at Ocean Ave	Day: 1	Select
SR-graff new 2871809 Graffiti - BSES :: F		
755 Ocean Ave / Howth St	Day: 1	Select
SR-graff new 2871810 Graffiti - BSES :: F		
755 Ocean Ave / Howth St	Day: 1	Select
SR-graff new 2871811 Graffiti - BSES :: F		
3690 19th Ave at Wyton Ln / Holloway Ave	Day: 1	Select
SR-graff new 2871805 Graffiti - BSES :: F		
757 Brotherhood Way at Brotherhood Way	Day: 1	Select
SR-graff new 2871826 Graffiti - BSES :: F		
2638 Irving St at 27th Ave / 28th Ave	Day: 1	Select
SR-sdwk new 2871873 Graffiti - Steamer :: F		
1560 Noriega St at 22nd Ave / 23rd Ave	Day: 1	Select
SR-graff new 2872097 Graffiti - BSES :: F		
1398 19th Ave at Irving St / Judah St	Day: 1	Select
SR-graff new 2872033 Graffiti - BSES :: F		
Ocean Ave at Howth St	Day: 1	Select

Public Works establishes and tracks Service Level Agreements (SLAs) for most of its services.

Sample Public Works street cleaning dashboard reviewing volume and response time by month, shift and work zone.

SLA is 48 hours for most of street cleaning requests.

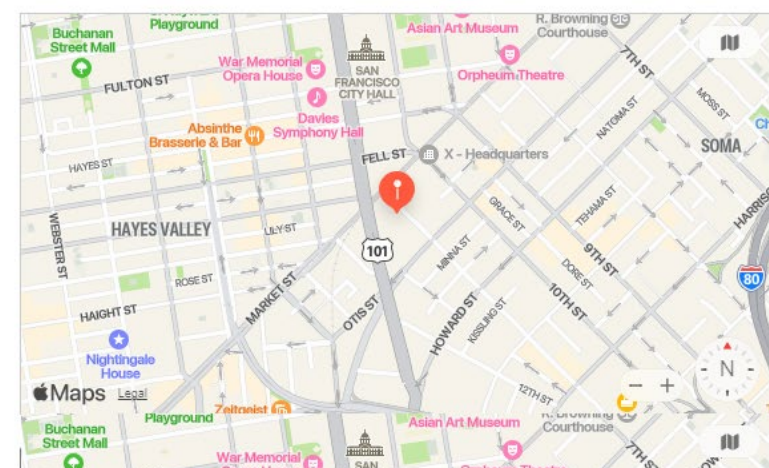


SF311 View Requests Learn More

Submit Street or Sidewalk Cleaning Request

Location

Enter street address to search.
Long-click and hold on map pin, then drag to adjust location.



Street or Sidewalk Cleaning

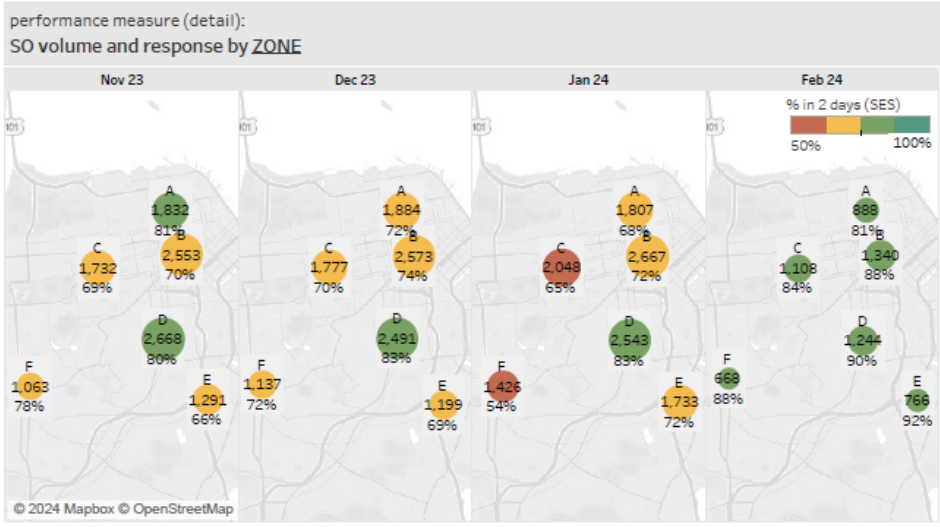
Expected Response Time

Transit Shelter/Platform	3 calendar day(s)
Electronics/Appliance	4 business hour(s)
Furniture	4 business hour(s)
Human / Animal Waste	12 to 24 hour(s)
Mattress	4 business hour(s)
Medical Waste	12 to 24 hour(s)
Neglected Building (Blight)	21 calendar day(s)
Oil / Paint / Other Spil	8 hour(s)
Overflowing Public Garbage Can	2 hour(s)
Overgrown Lot (Blight)	21 calendar day(s)
Shopping Cart	4 business day(s)
Other Loose Garbage/Debris	24 to 48 hour(s)
Other Contained Garbage	4 business hour(s)

Instructions

Describe the issue you wish to report including a photo and/or a description.
* Indicates a required field.

Hint: Drag the pin to the location of the service request



Key factors of Public Works and 311 successful collaboration:

- Adaptive Communication - 311 supports Public Works' communication with the public pertaining to requests, expectations of services, compliments, distribution of information for projects or initiatives (e.g., StreetTreeSF).
- Technology - The Hub is key for integrating 311 system with our systems. Data can be sent to our staff via our systems using tablets, and data is available for reporting.
- Ensure appropriate triage - 311 cases go to right jurisdiction.
- Prevent escalation of issues through regular meetings and communication with staff.
- Effective problem-solving through timely communication and review of cases; utilize the process to review if cases are taking a long time; 311 contacts Public Works' supervisors directly if immediate attention is needed.
- Significant enhancements over time that impacted our response to cases:
 - Location – to ensure staff is sent to the right place the first time
 - Pictures – document before and after the service request is closed
 - Duplicate cases – created ways to identify and reduce the number of duplicate SRs sent to Public Works

Challenges:

- Keeping up with technology
- 311 use and equity – While 311 has helped Public Works with transparency, accountability and service delivery – it is one of many inputs we use to plan our work and review our performance
- Ensuring baselines of service are not reduced, while working with CBDs on 311 requests
- Duplicates
- Jurisdictions
- Public expectations



Contact 311 - 24x7

- Mobile App (sf311.org/mobile)
- Website (sf311.org)
- Dial 3-1-1 or (415) 701-2311



QUESTIONS