



Meeting Date: October 17, 2022

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: Darlene Frohm, Assistant Deputy Director for Operations

Copy: Alexandra Bidot, Planning & Performance Manager

Subject: Performance Measures Presentation and Report: Central Operations

Director's Recommendation: Informational item only. Receive and discuss.

Executive Summary: This presentation and report introduces performance measures for Central Operations. The presentation will cover performance measures for Central Operations including Workforce Development, Community Programs, Outreach and Enforcement, and Fleet operations. The Performance Measure Report provides performance measures related to the Central Operations' Outreach and Enforcement Team.

Attachments:

- 1) Presentation
- 2) Performance Measure Report

Performance Measure Report - Central Operations

Bureau	Metric Name	Metric Value	Goal	Service Level Agreement	Period
Central Operations	Outreach and Enforcement - Citations	536			FY 2022
	Outreach and Enforcement - Notice of Violation	1,715			FY 2022
	Outreach and Enforcement - Outreach (verbal & written)	2,237			FY 2022

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. The most recent complete fiscal year is shown for the Period; this may change for future meetings.

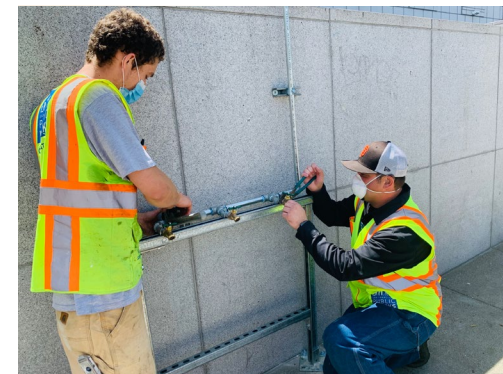


October 17, 2022

Performance and Data Evaluation: Central Operations

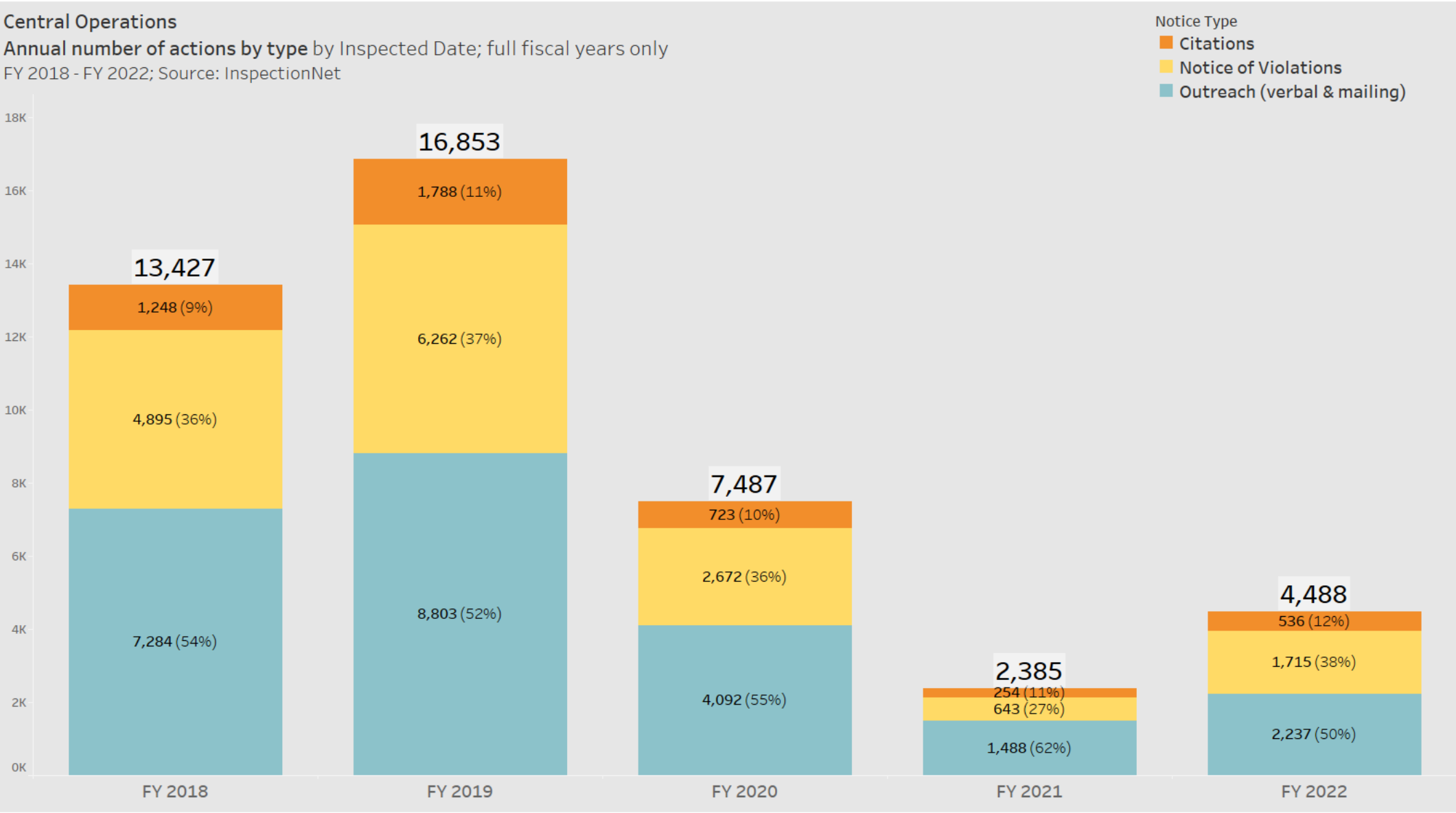
Darlene Frohm

Assistant Deputy Director for Operations



Performance and Data Evaluation: Central Operations

Outreach and Enforcement - Annual number of actions by type



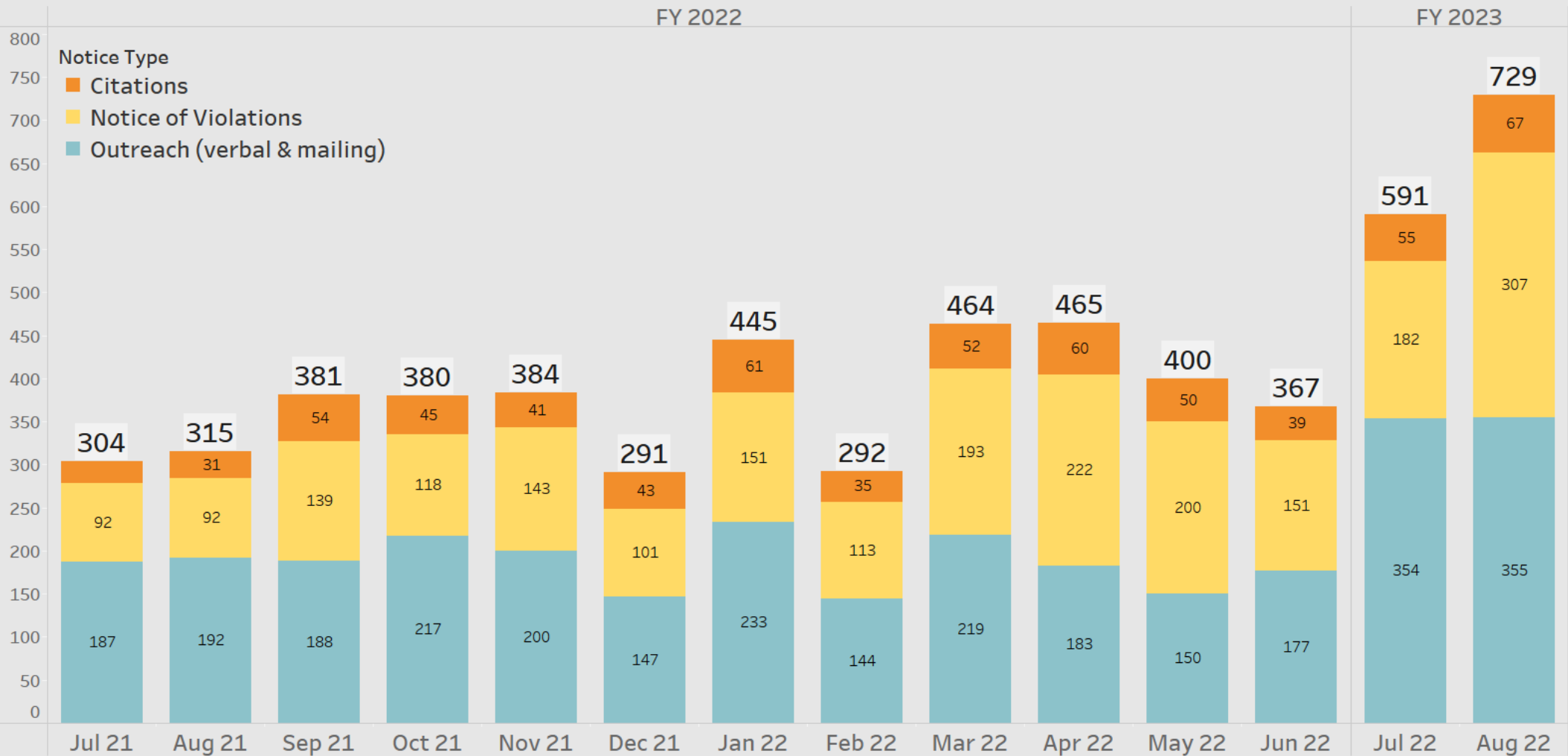
Performance and Data Evaluation: Central Operations

Outreach and Enforcement – Monthly number of actions by type

Central Operations

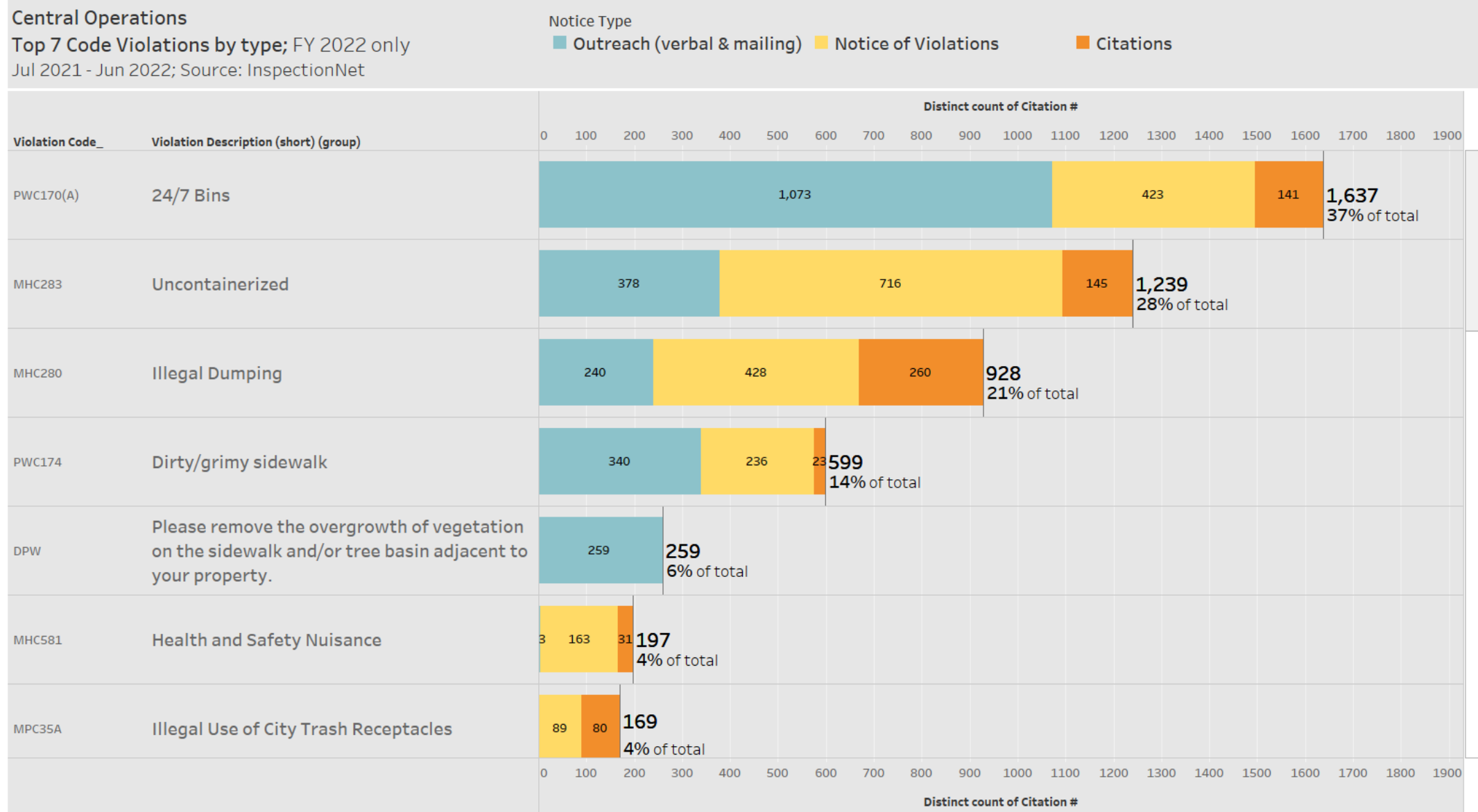
Monthly number of actions by type by Inspected Date; FY 2022 and current fiscal year

July 2021 - August 2022; Source: InspectionNet



Performance and Data Evaluation: Central Operations

Outreach and Enforcement – Top code violations by type



Performance and Data Evaluation: Central Operations
Central Operations by the Numbers

Workforce Development

Apprentices Hired
(2004 - present)

460

Apprentices Graduated
(2004 - present)

244

Pit Stop Uses
(Sep 2021– Jun 2022)

386,921

Community Programs

Jan – Jul 2022

Events Held & Supported

516

Number of
Volunteers

10,204

Volunteer Hours

22,266

Outreach & Enforcement

Jul 2021 – Jun 2022

Citations

536

Notices of Violation

1,715

Outreach

2,237

Fleet Equipment

as of August 2022

40%

of equipment is over
20 years old and
should be replaced

Equipment by Bureau

BSES – 41%

BUF – 27%

BBR – 18%

SSR – 14%