



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: Christopher McDaniels, Superintendent of Bureau of Street Environmental Services

Copy: Alexandra Bidot, Planning & Performance Manager

Subject: Performance Measures Presentation and Report: Street Environmental Services

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

Executive Summary: This presentation and report introduces performance measures for Street Environmental Services. The presentation will cover performance measures for Street and Environmental Services including Street and Sidewalk Cleaning and Graffiti services. The Performance Measure Report provides performance measures related to the Street Environmental Services street and sidewalk cleaning operations as well as its graffiti operations.

Attachments:

- 1) Presentation
- 2) Performance Measure Report

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	178,171			FY 2022
	Street and sidewalk cleaning response rate	82%	95%	48 hours	FY 2022
	Graffiti service order volume on public property	34,172			FY 2022
	Graffiti response rate on public property	28%	95%	48 hours	FY 2022
	Graffiti service order volume on private property	13,033			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.

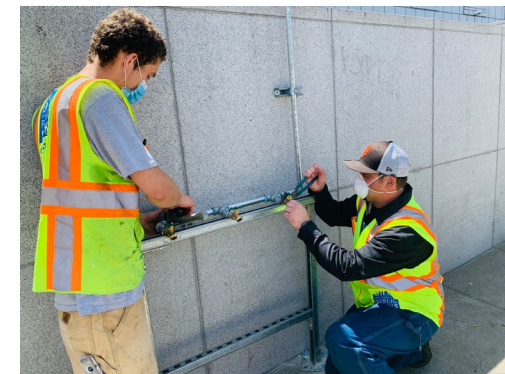


October 17, 2022

Performance and Data Evaluation: Street Cleaning & Graffiti

Christopher McDaniels

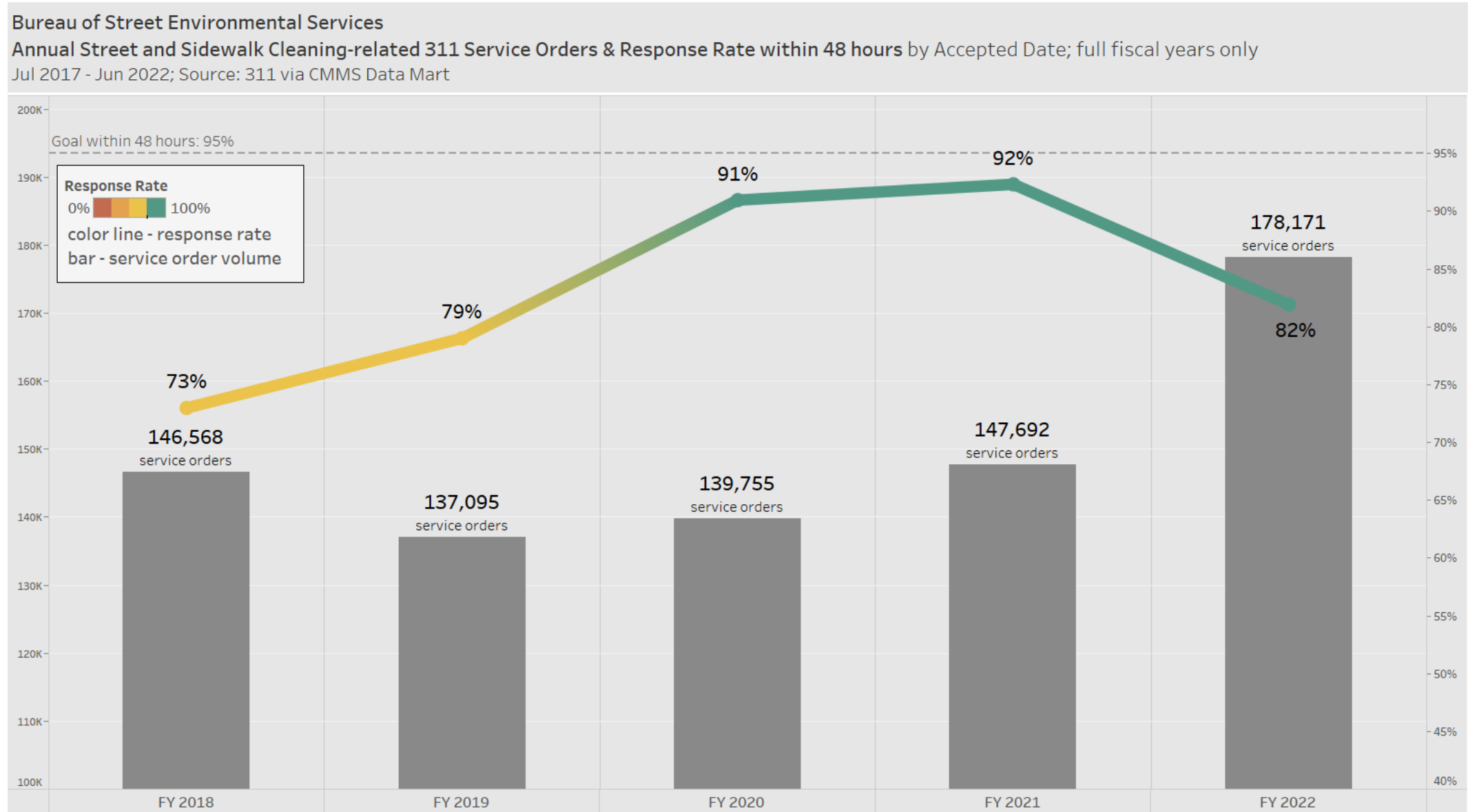
Superintendent of Bureau of Street Environmental Services



Performance and Data Evaluation: Street Cleaning

Annual street and sidewalk cleaning requests

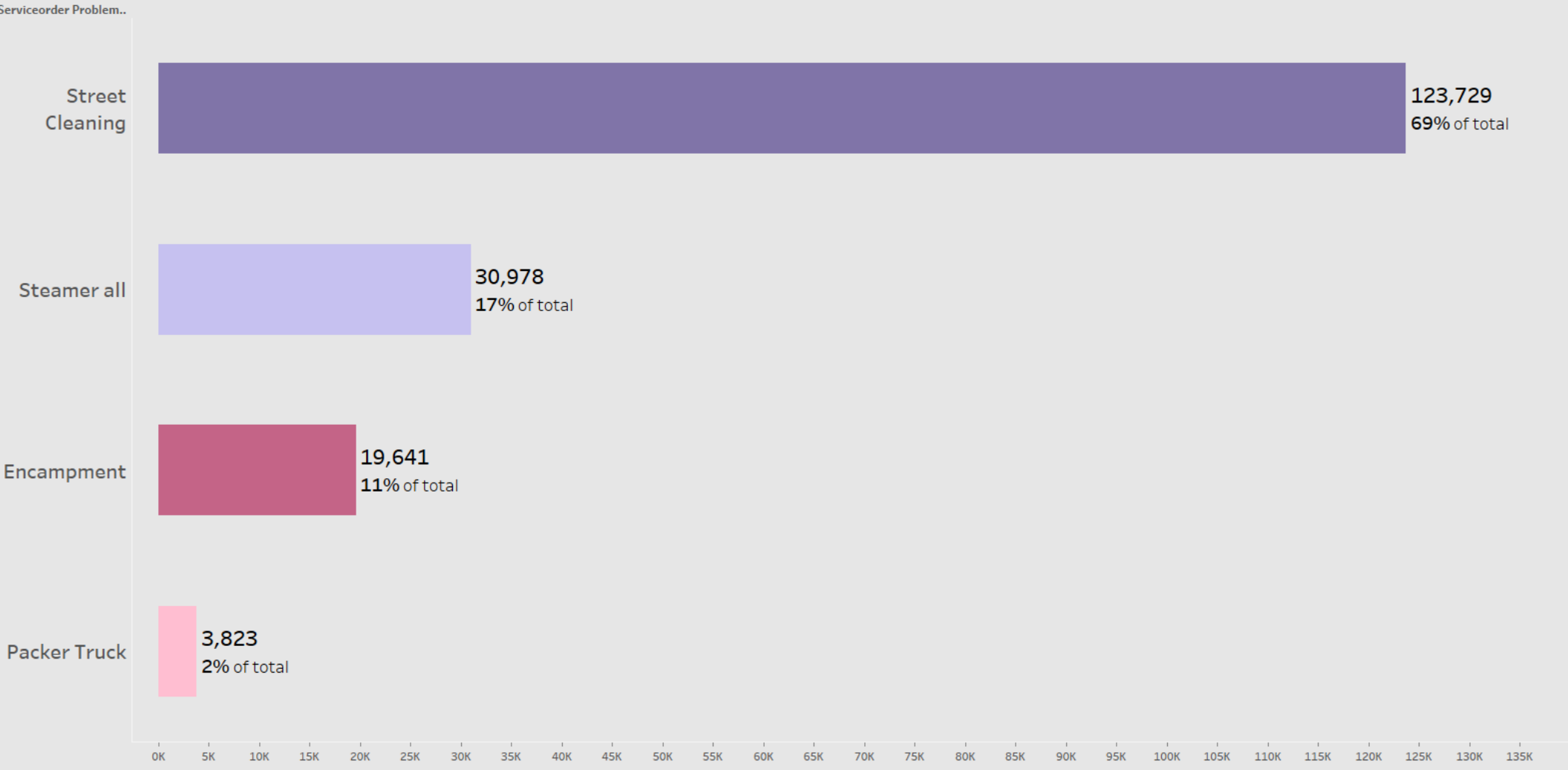
Annual percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)



Performance and Data Evaluation: Street Cleaning

Breakdown of street and sidewalk cleaning requests by problem description

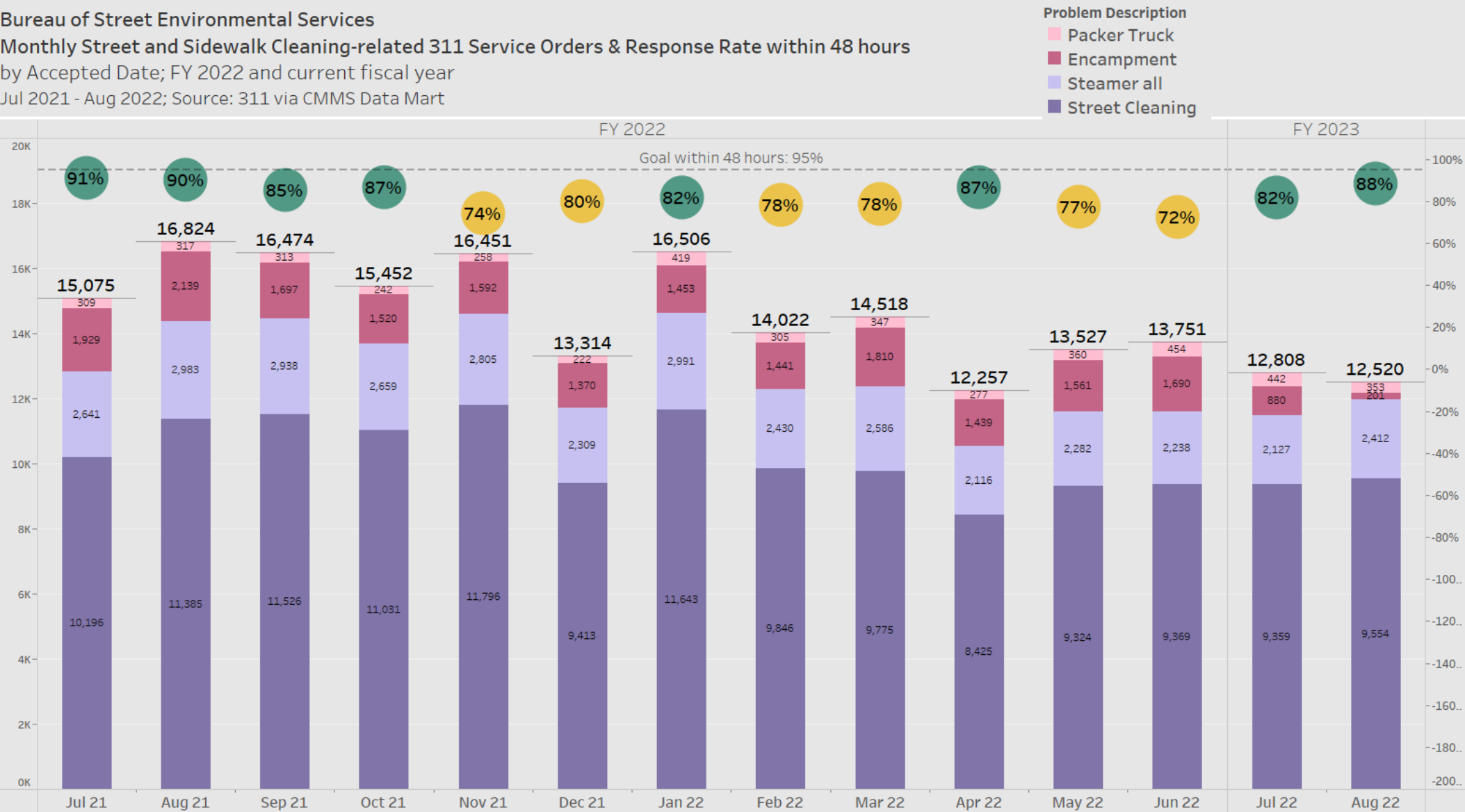
Bureau of Street Environmental Services
Street and Sidewalk Cleaning-related 311 Service Orders Problem Description Breakdown; FY 2022 only
Jul 2021 - Jun 2022; Source: 311 via CMMS Data Mart



Performance and Data Evaluation: Street Cleaning

Monthly street and sidewalk cleaning requests

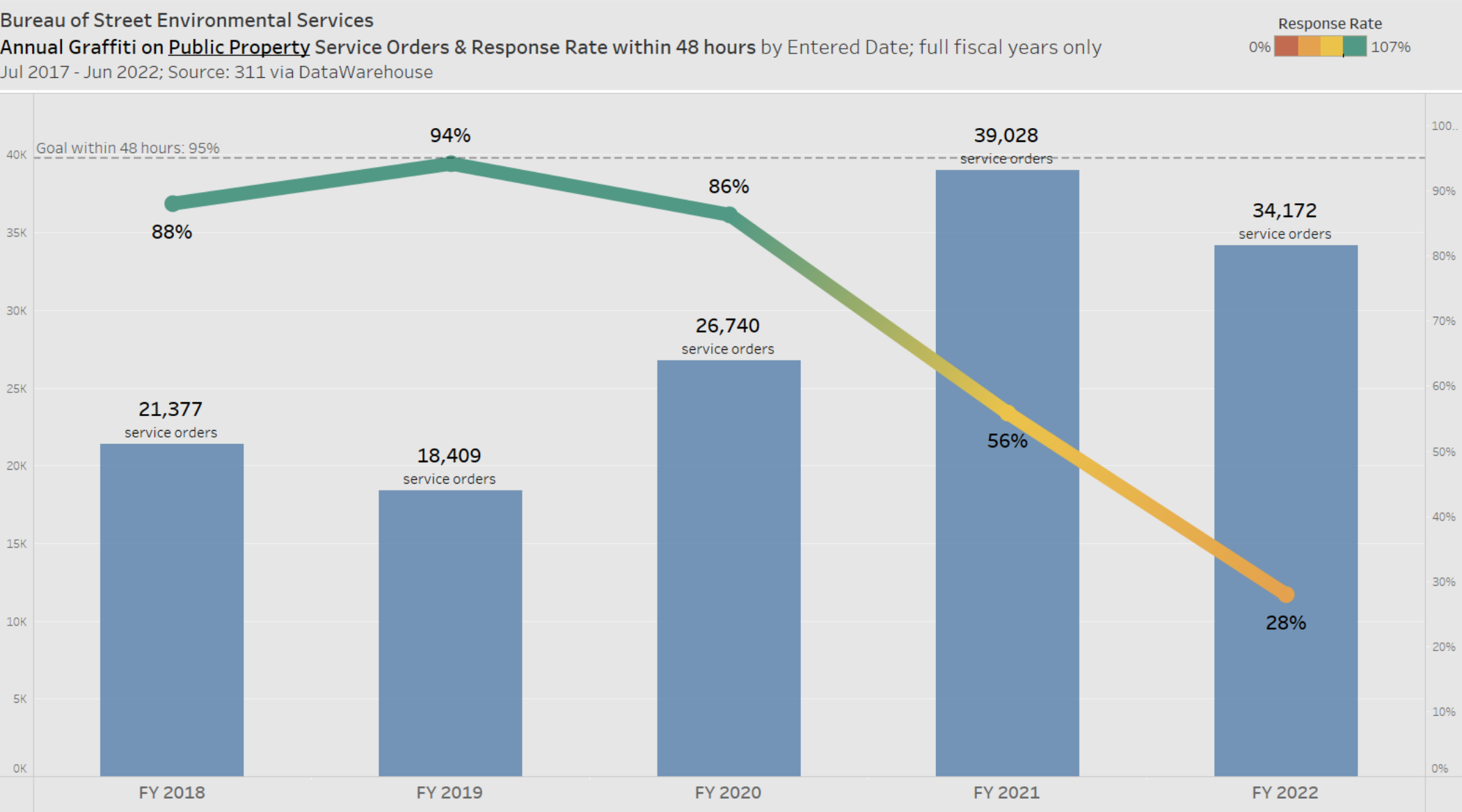
Monthly percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)



Performance and Data Evaluation: Graffiti

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

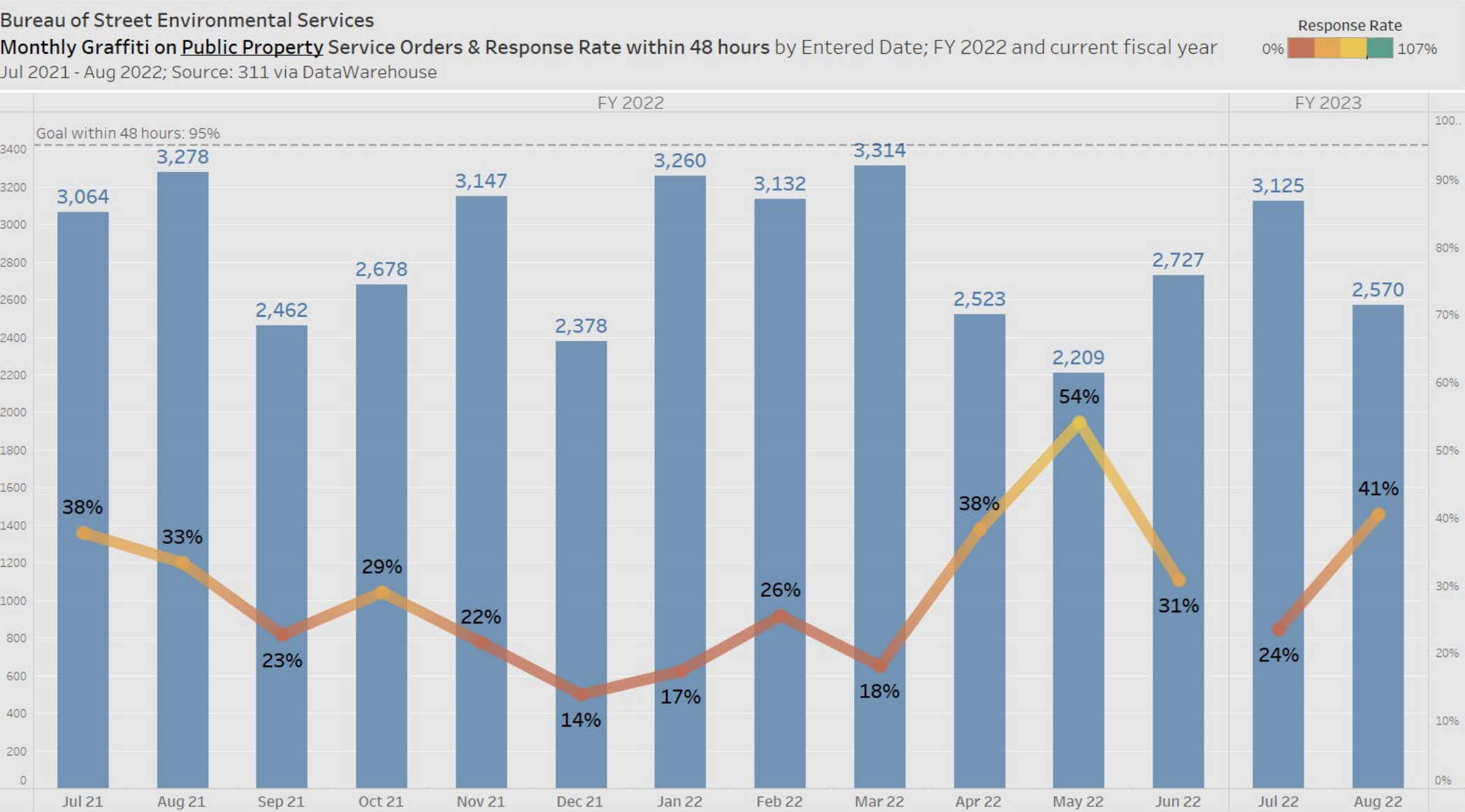
Annual percent of graffiti on [public property](#) requests responded to within service level agreement (48 hours)



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)



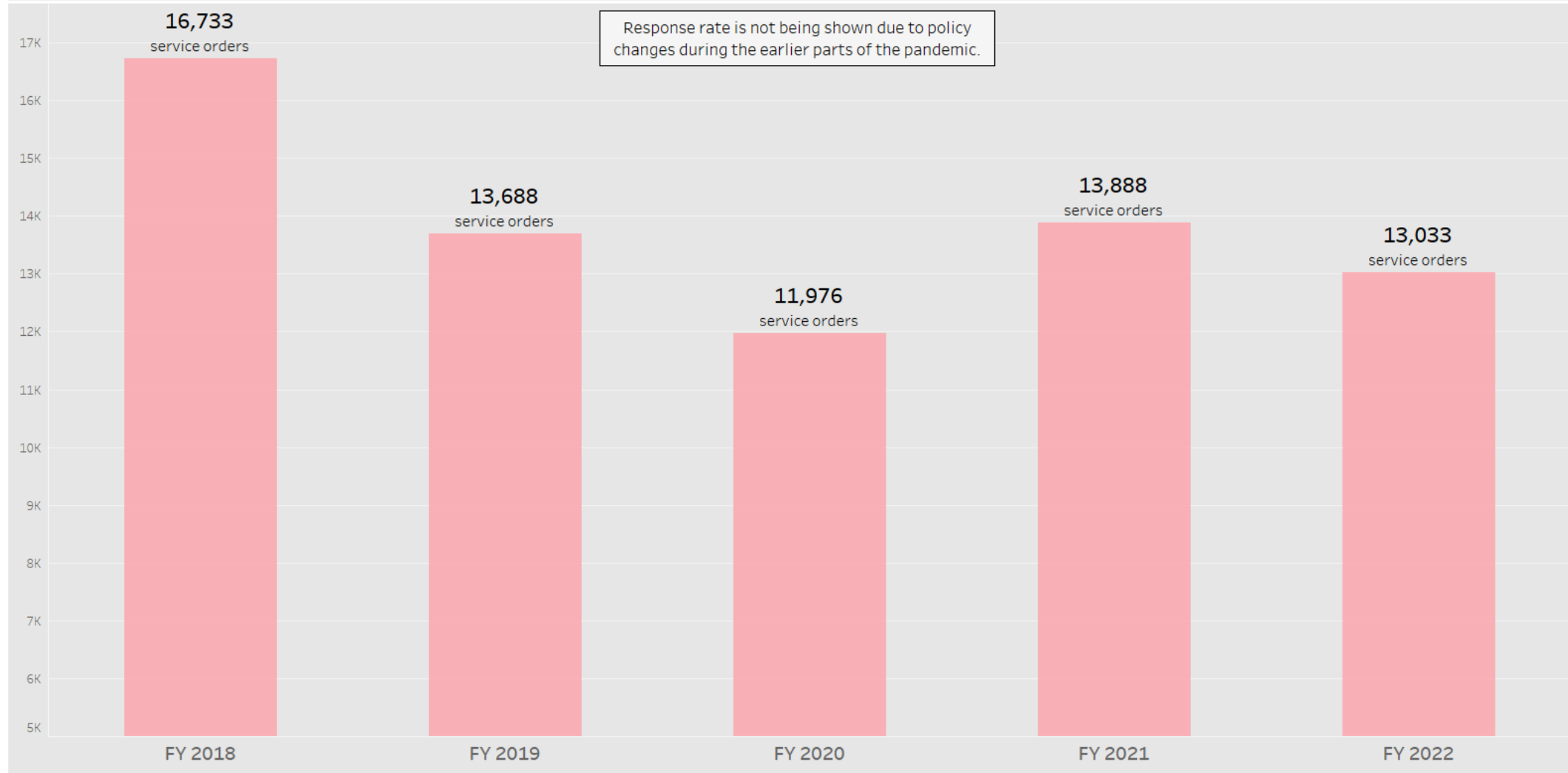
Performance and Data Evaluation: Graffiti

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

Bureau of Street Environmental Services

Annual Graffiti on Private Property Service Orders by Entered Date; full fiscal years only

Jul 2017 - Jun 2022; Source: 311 via DataWarehouse



Performance and Data Evaluation: Graffiti

Breakdown of annual graffiti service orders on public and private property

Bureau of Street Environmental Services

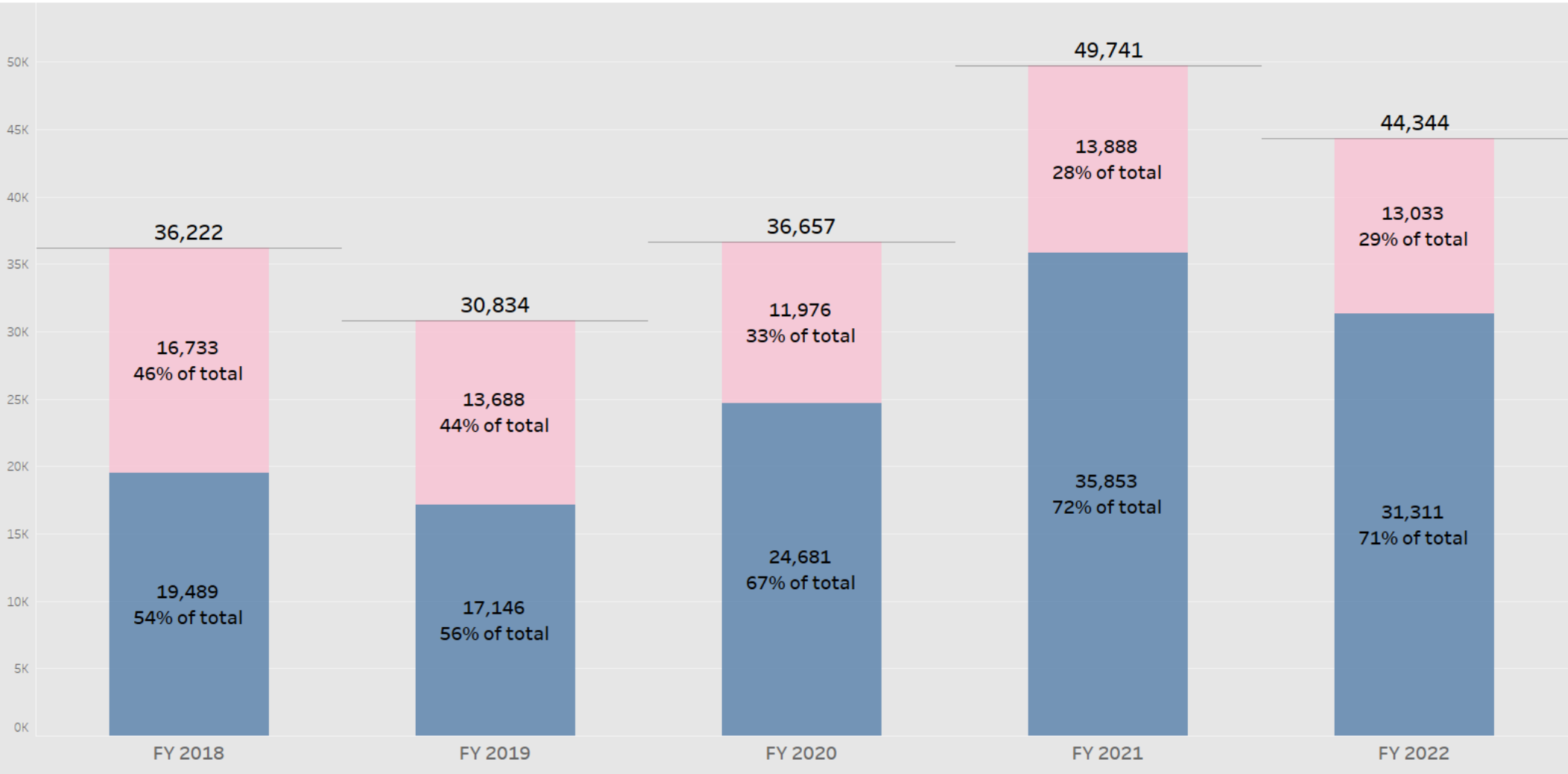
Annual Graffiti on Public and Private Property Service Orders by Entered Date; full fiscal years only

Jul 2017 - Jun 2022; Source: 311 via DataWarehouse

Property Type

Private

Public





QUESTIONS?