



**Meeting Date:** February 3, 2023

**To:** Public Works Commission  
Lauren Post, Chair  
Fady Zoubi, Vice Chair  
Lynne Newhouse Segal  
Paul Woolford

**Through:** Carla Short, Interim Public Works Director  
Albert Ko, Deputy Director, City Engineer

**From:** Nicolas Huff, Manager of Bureau of Street-Use and Mapping

**Copy:** Alexandra Bidot, Planning and Performance Manager

**Subject:** Performance Measures Presentation and Report: Bureau of Street Use and Mapping

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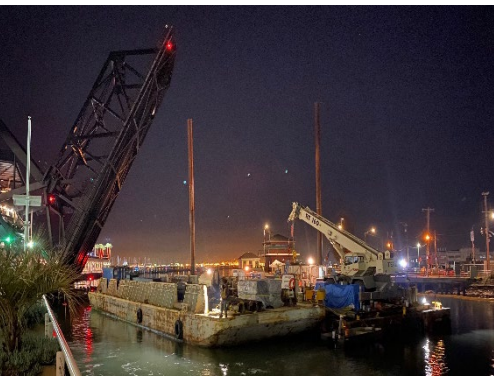
**Director's Recommendation:** Receive and discuss informational presentation.

**Executive Summary:** This presentation and report introduces performance measures for the Bureau of Street Use and Mapping. This presentation will cover the volume of street use complaints as well as the time-interval to address these complaints as compared to service level agreements. Inspection trends over the last five years will be shown. The presentation will also show the volume of inspections performed and where, in the last fiscal year, those inspections were performed. These volumes will also be shown by request category and subcategory.

The presentation will also cover performance measures for the volume of permits received, the volume of permits reaching decision, as well as the time-interval required to render decisions regarding permit applications as compared to service level agreements and the time-interval in relation to the entire approval process duration. These volumes will also be shown by permit type grouping. The Performance Measure Report provides performance measures related to these services.

**Attachments:**

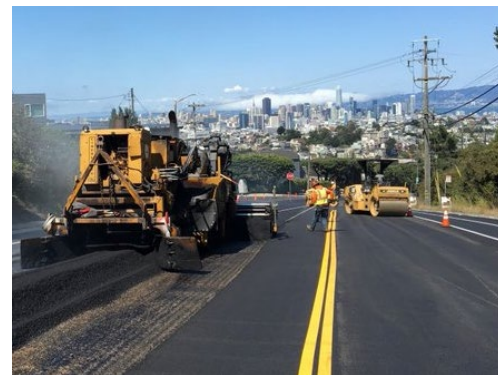
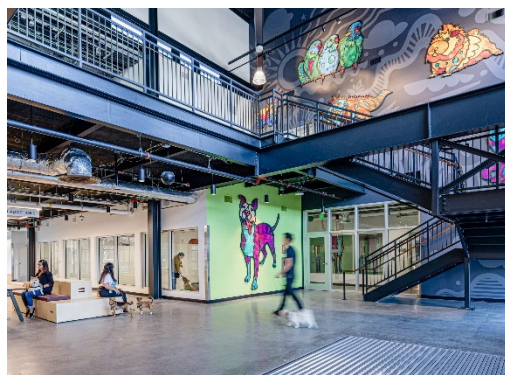
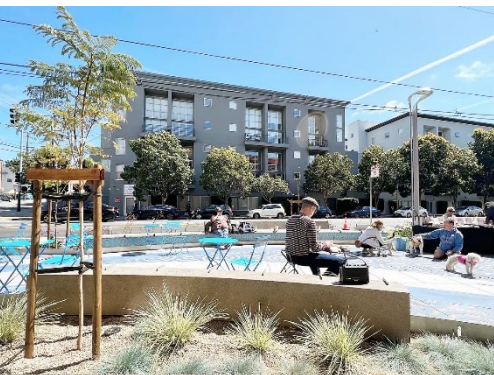
1. PowerPoint Presentation
2. Performance Measure Report



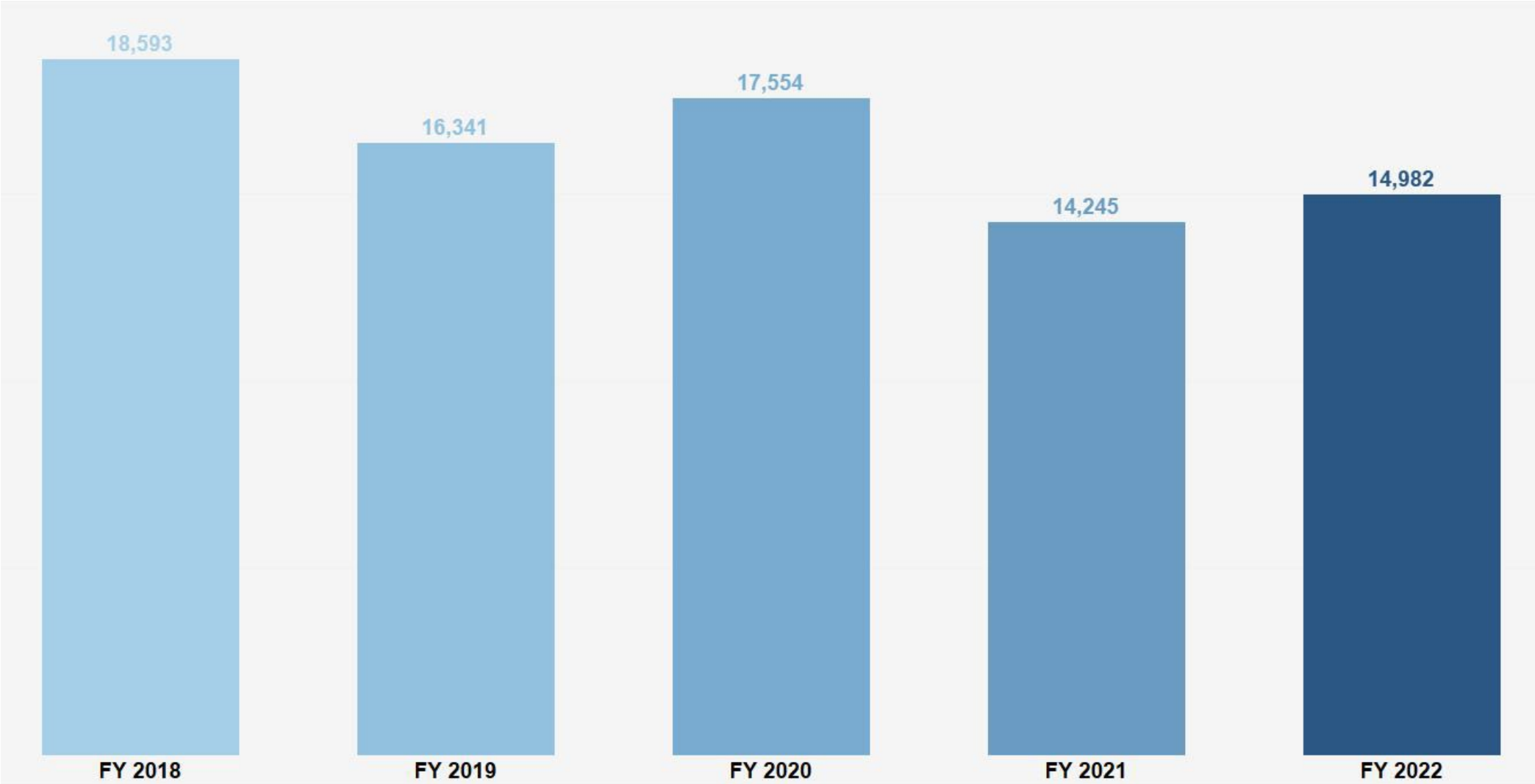
February 3, 2023

# Performance and Data Evaluation: Bureau of Street-Use and Mapping

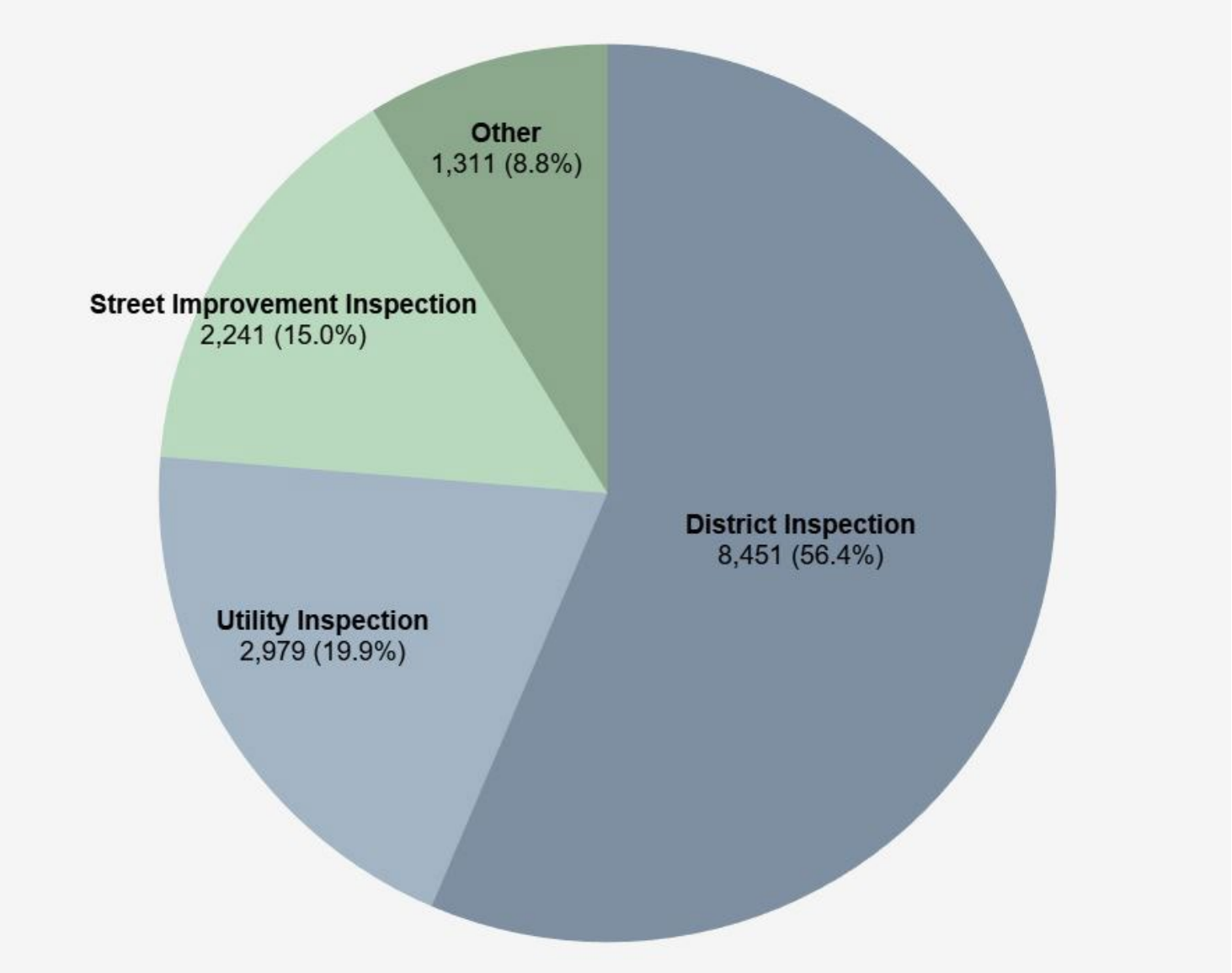
Nicolas Huff,  
Manager of Bureau of Street-Use and Mapping



# Right-of-way Inspections: annual count of public requests received

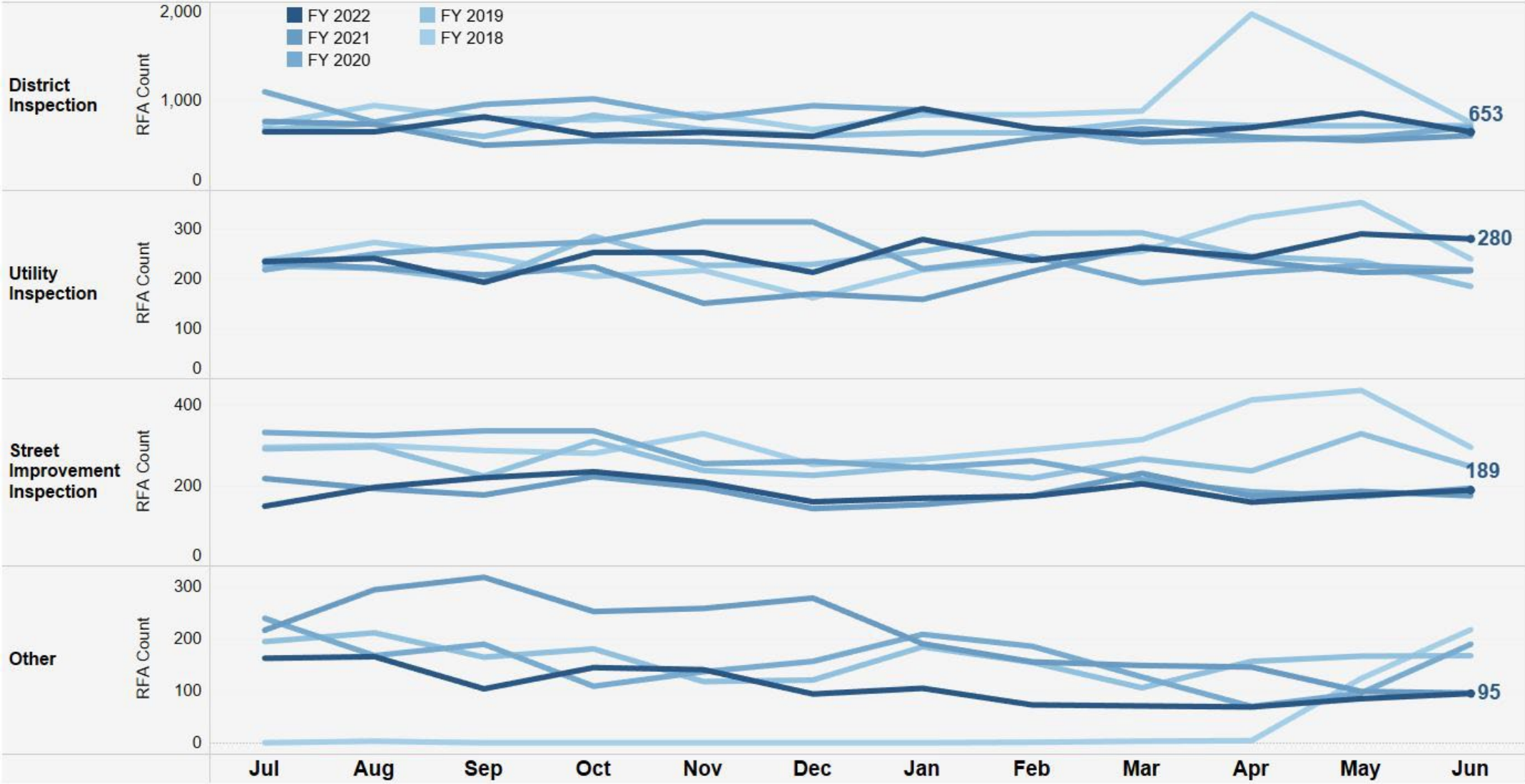


# Right-of-way Inspections: FY2022 public requests received by category grouping



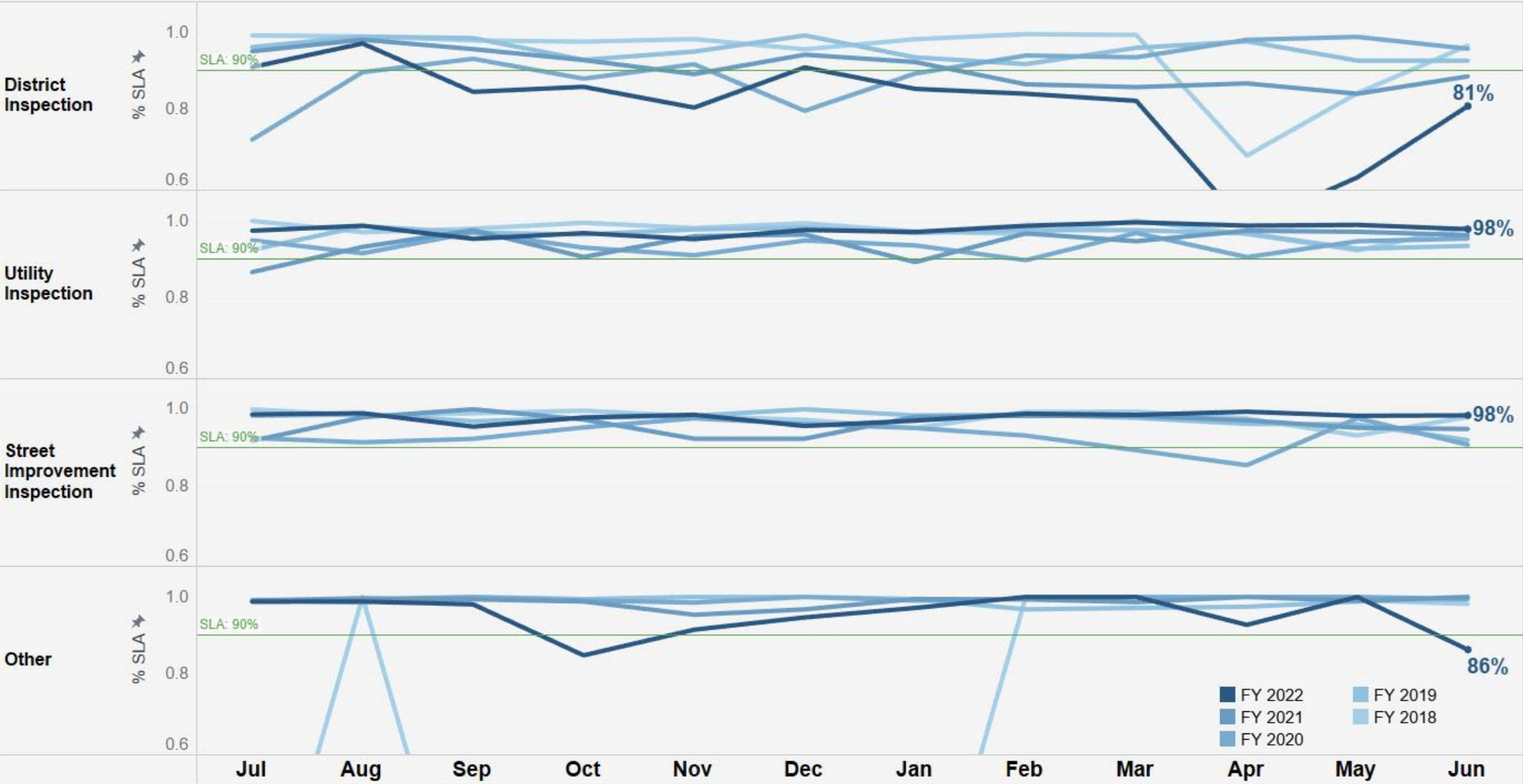
# Right-of-way Inspection: trend of public requests received by category grouping

Inspection Trends: monthly count of requests received by category grouping

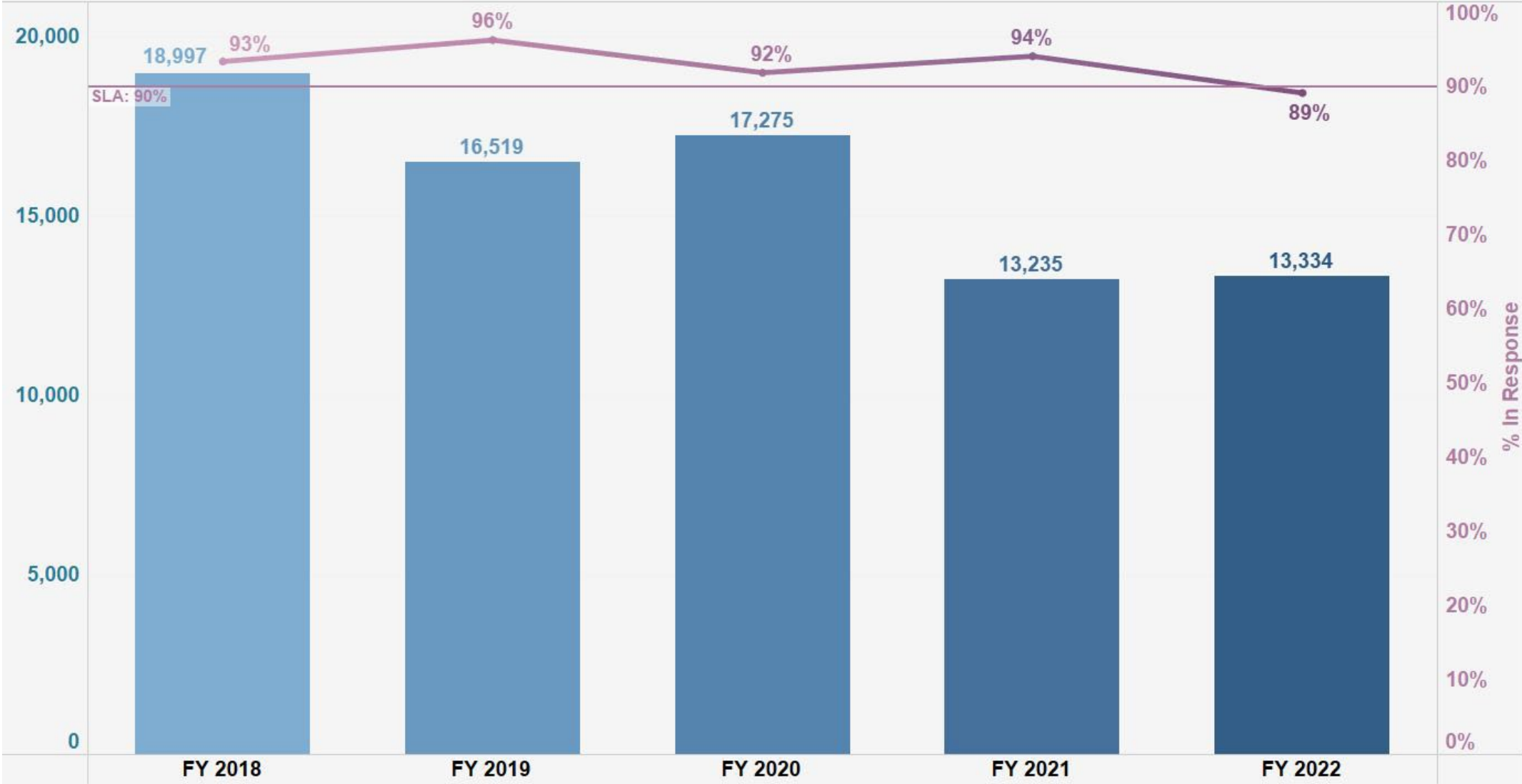


# Right-of-way Inspection: trend of public requests received by category grouping

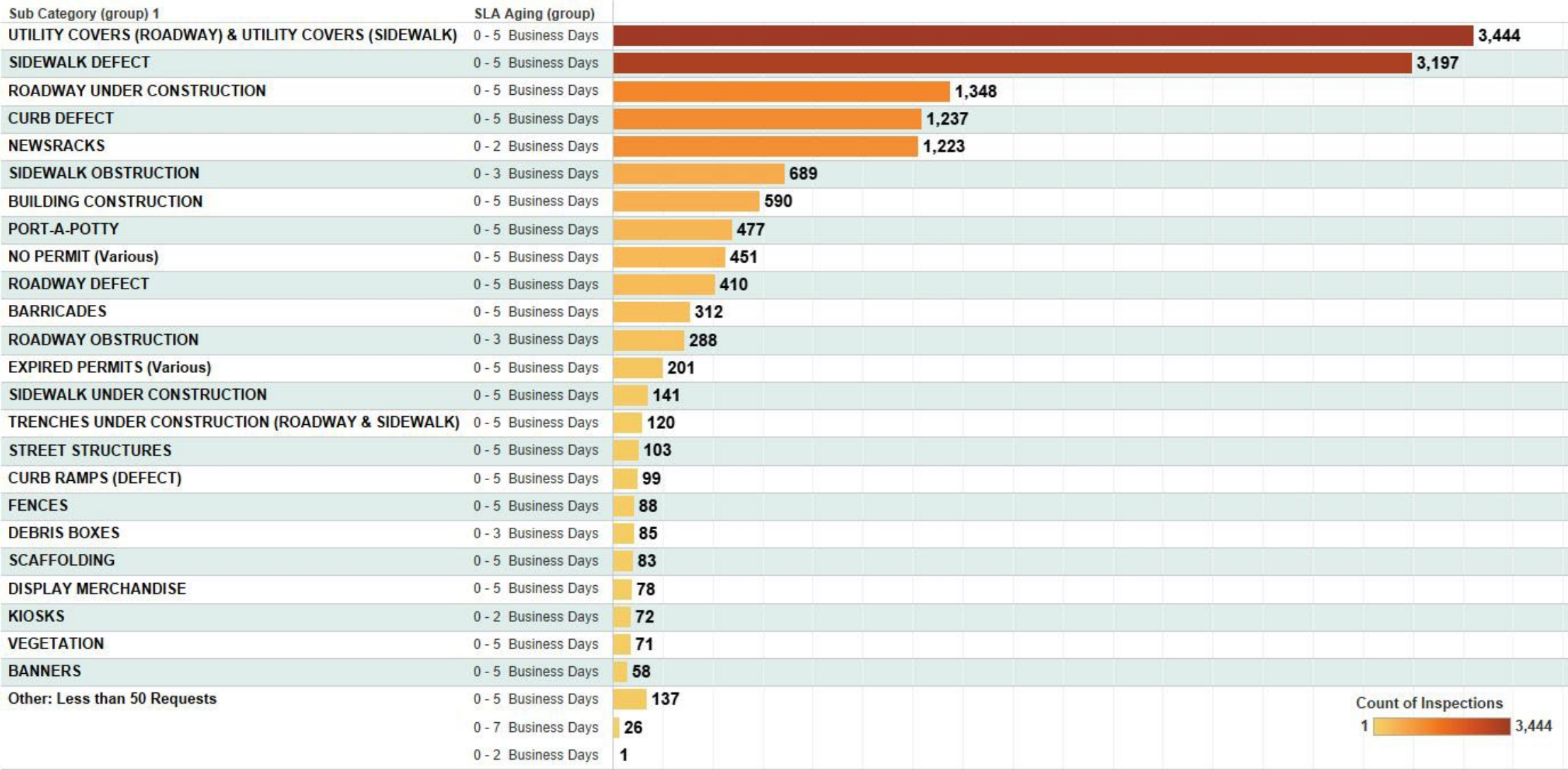
Inspection Trends: monthly response rate by category grouping



# Right-of-way Inspections: annual count of public inspections performed & the rate of response with service level agreement

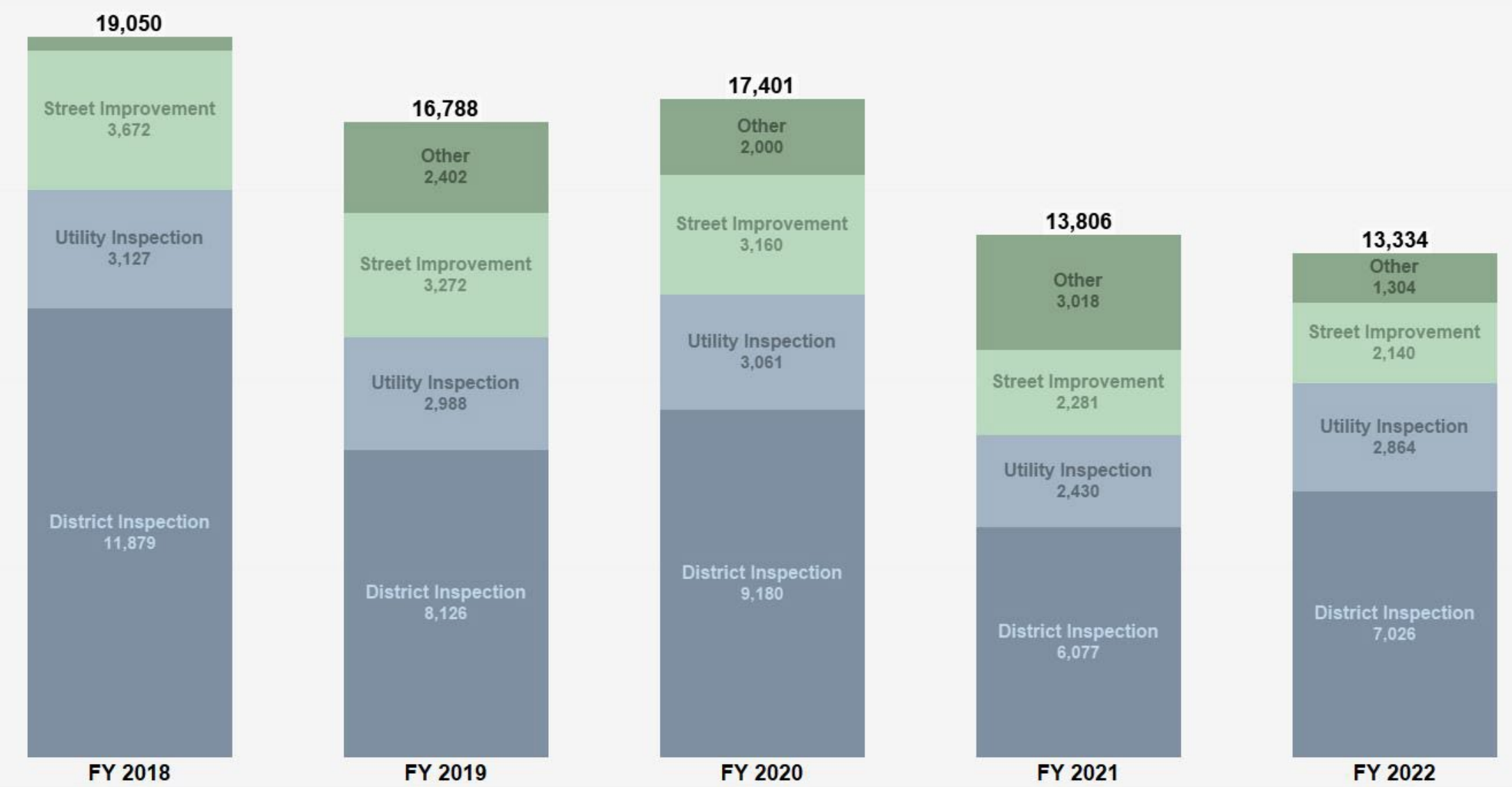


# Right-of-way Inspections: count of public inspections by subcategory

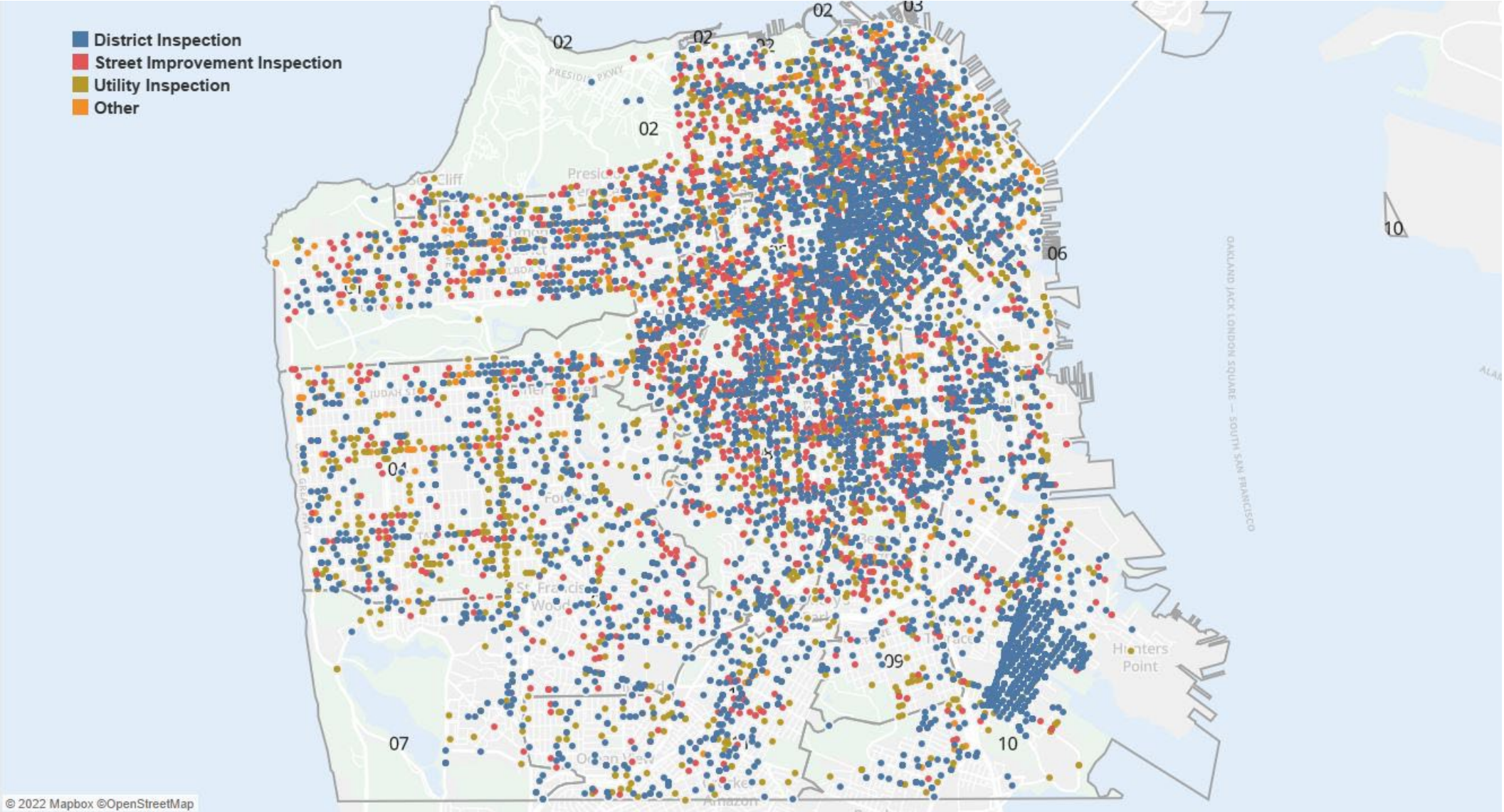




# Right-of-way Inspections: annual count of public inspections performed by category

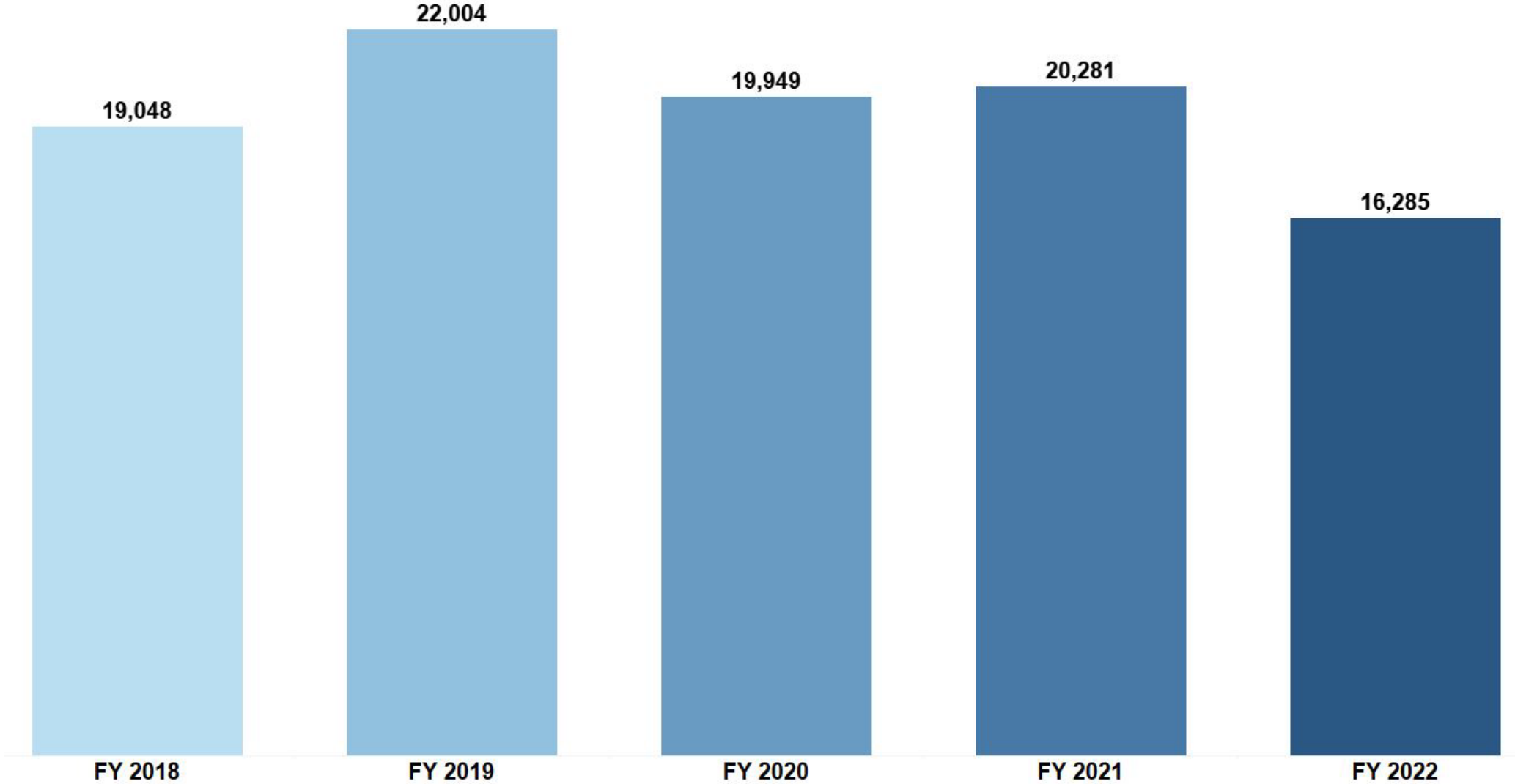


# Right-of-way Inspections: FY2022 map of completed public inspections by category

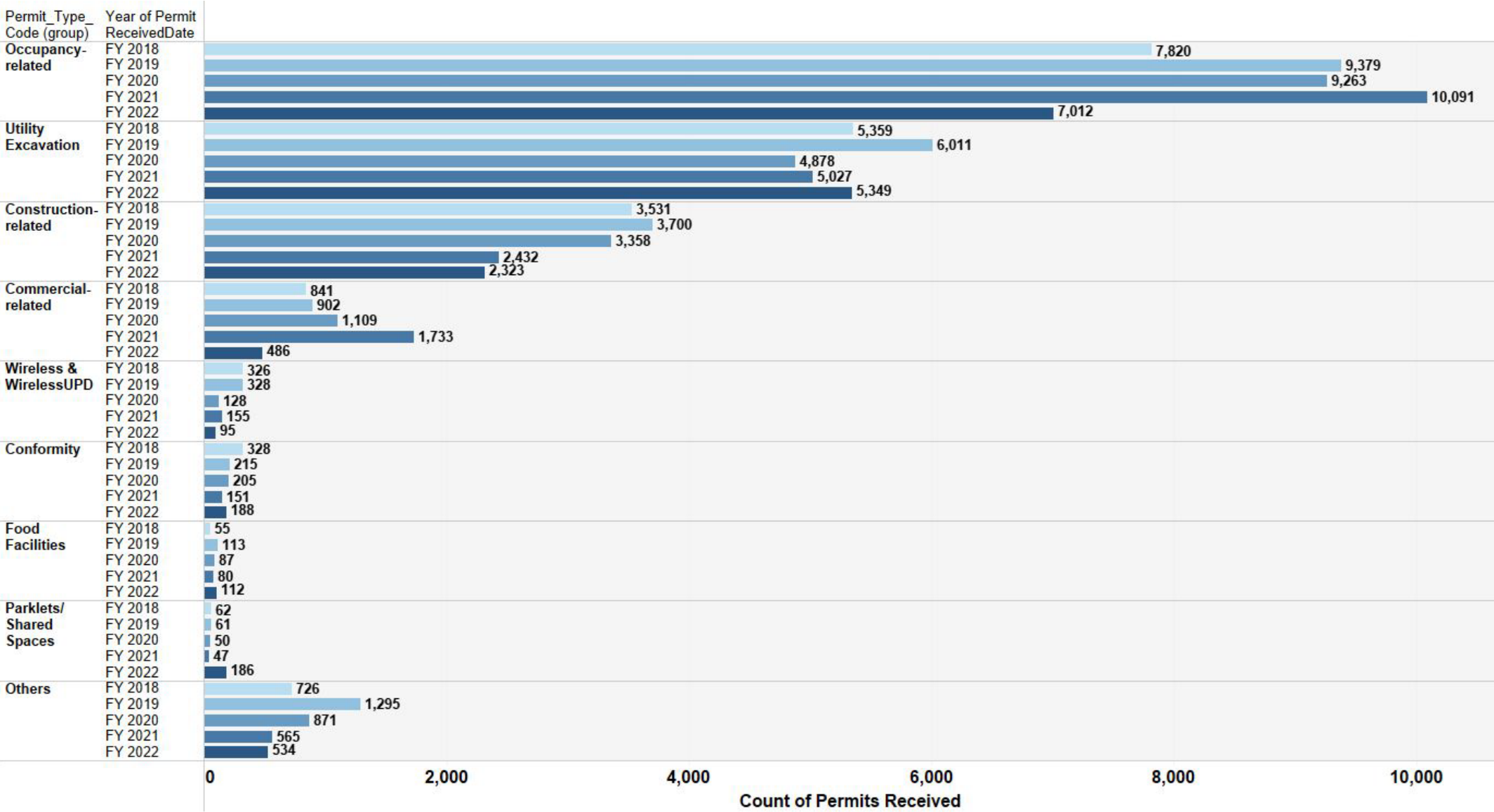


By Date Completed [Source: BSM Inspections; Source Group: Public (311, Claims & Complaints)]

# Right-of-way Permits: total permits applications received annually

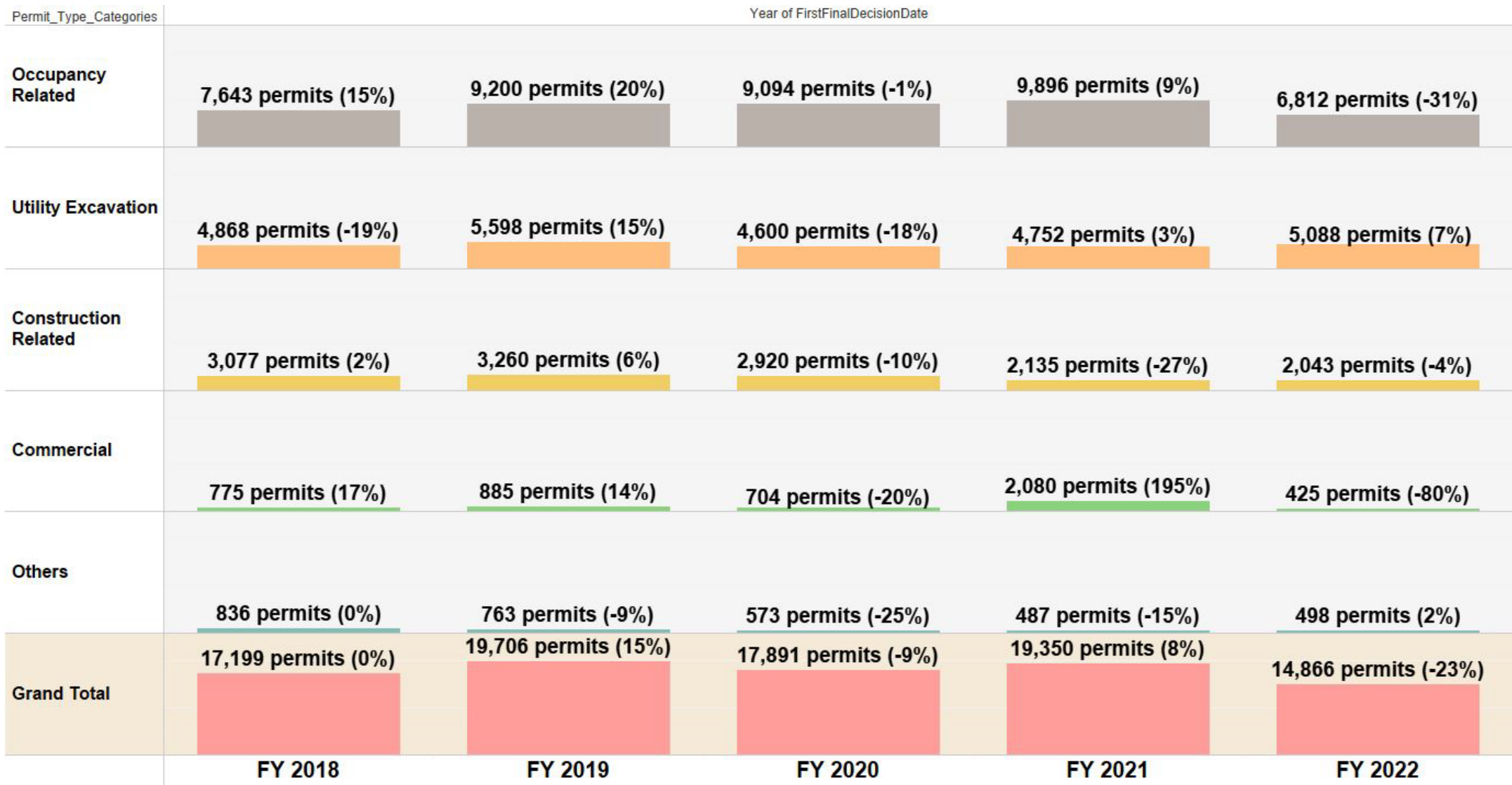


# Right-of-way Permits: total permits applications received by permit type group

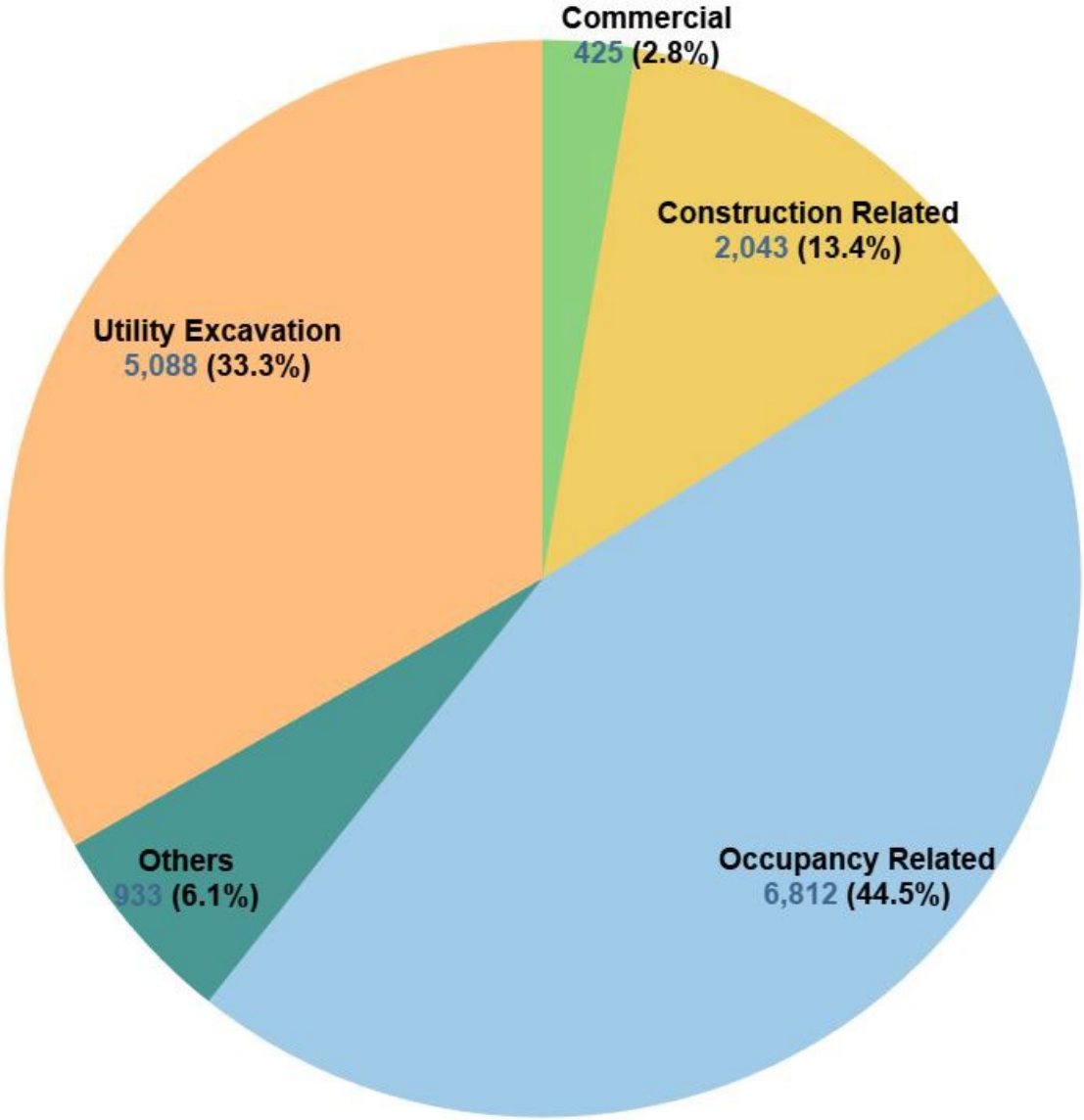


# Right-of-way Permits: performance by permit type grouping:

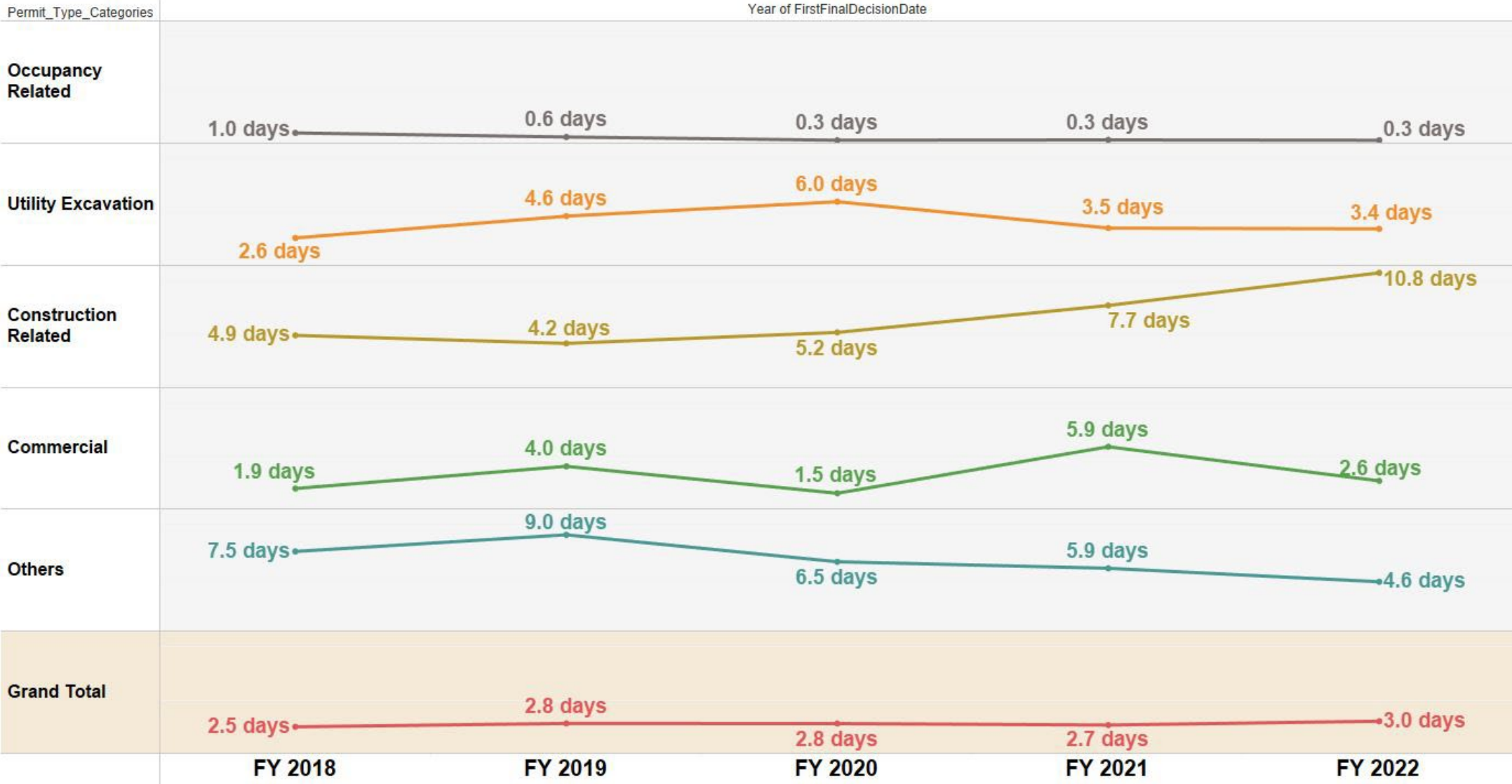
Count of permits that reached 1st final decision (percentage increase/decrease from previous year) -- BSM duration only



# Right-of-way Permits: FY2022 count and proportion of each category - 1st final decision

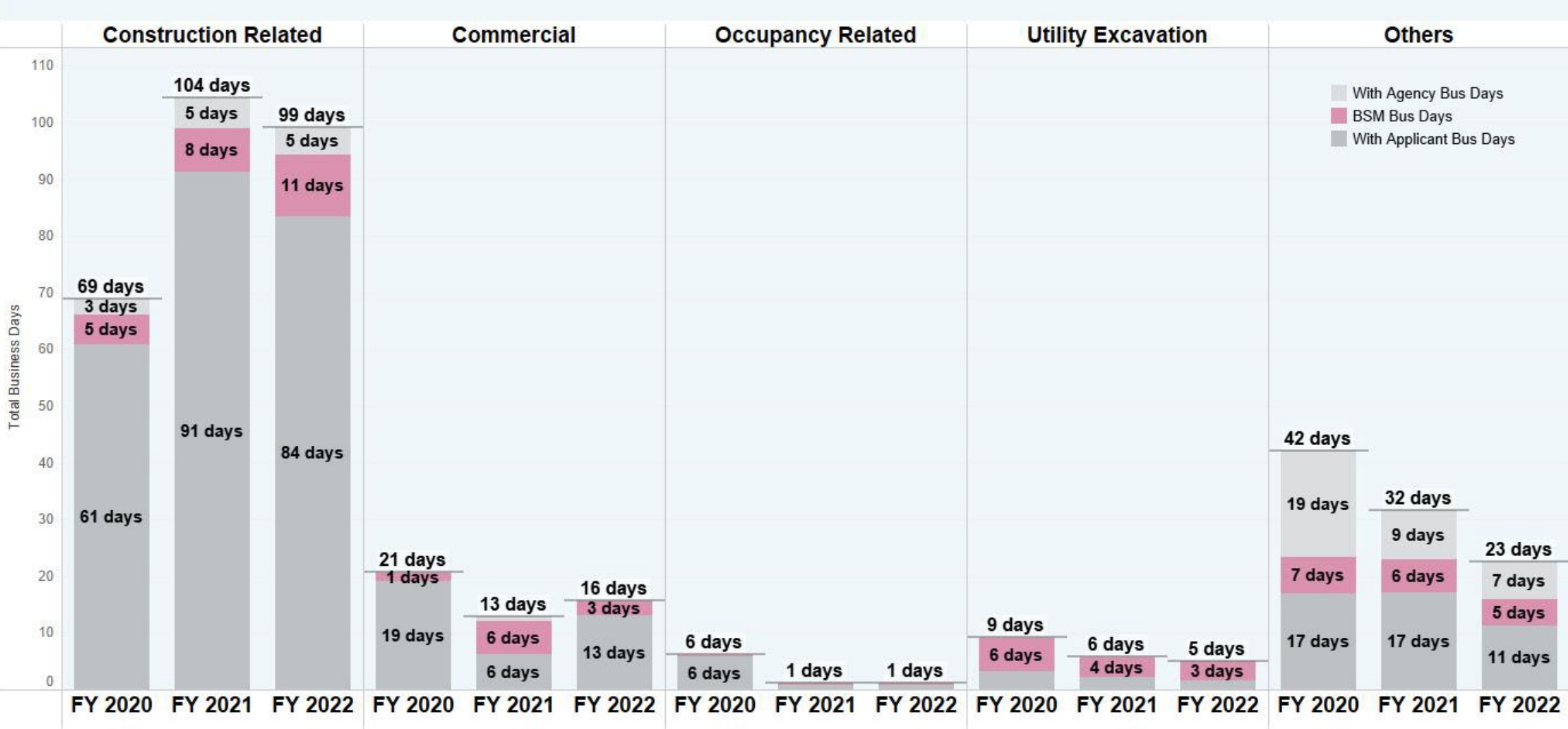


# Right-of-way Permits: performance by permit type grouping: Average business days to process 1<sup>st</sup> approval (BSM duration only)



# Right-of-way Permits: performance by permit type grouping:

Average business days to process 1<sup>st</sup> approval: BSM as a part of entire process duration







# QUESTIONS

## Performance Measure Report - Bureau of Street-Use and Mapping

### 1/20/2023 Public Works Commission Meeting

Organizational Unit	Metric Name	Metric Value	Goal	Period
Bureau of Street-Use and Mapping: Right-of-way Inspections	Public Inspection Requests	14,982		FY 2022
	Public Inspections Performed	13,334		FY 2022
	Public response rate within service level agreement	88%	90%	FY 2022
Bureau of Street-Use and Mapping: Right-of-way Permits	Permit applications received	16,285		FY 2022
	Permit applications reaching first final decision	14,866		FY 2022
	Average business days to process 1st final approval	3 business days		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