

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

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



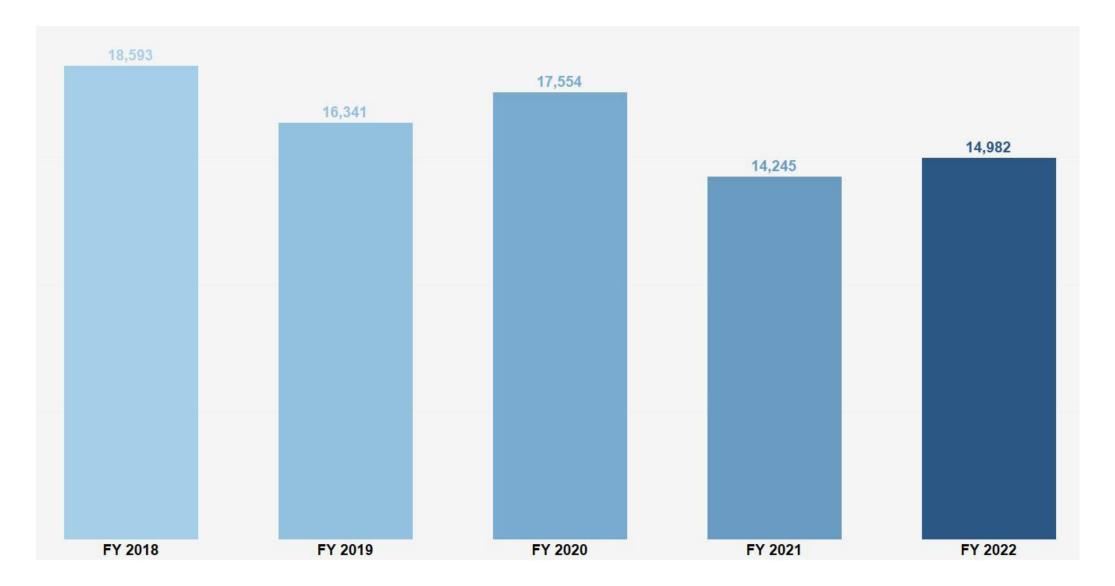


February 3, 2023 **Performance and Data Evaluation: Bureau of Street-Use and Mapping**

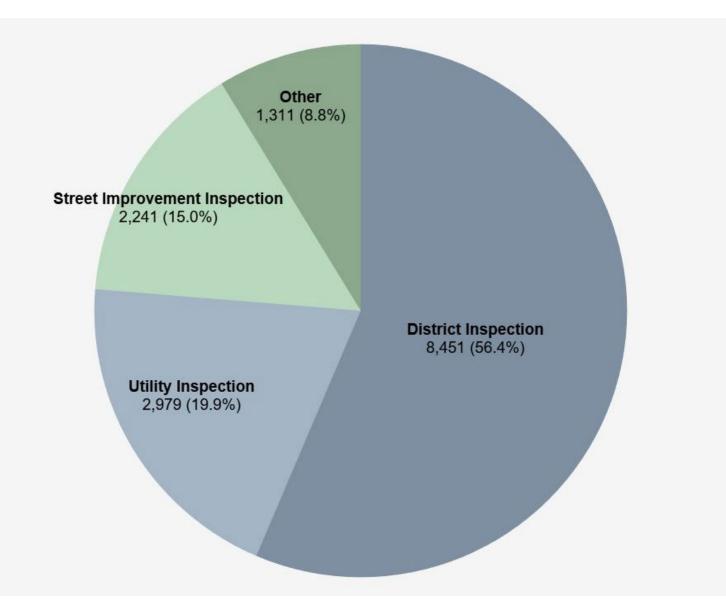
Nicolas Huff, Manager of Bureau of Street-Use and Mapping



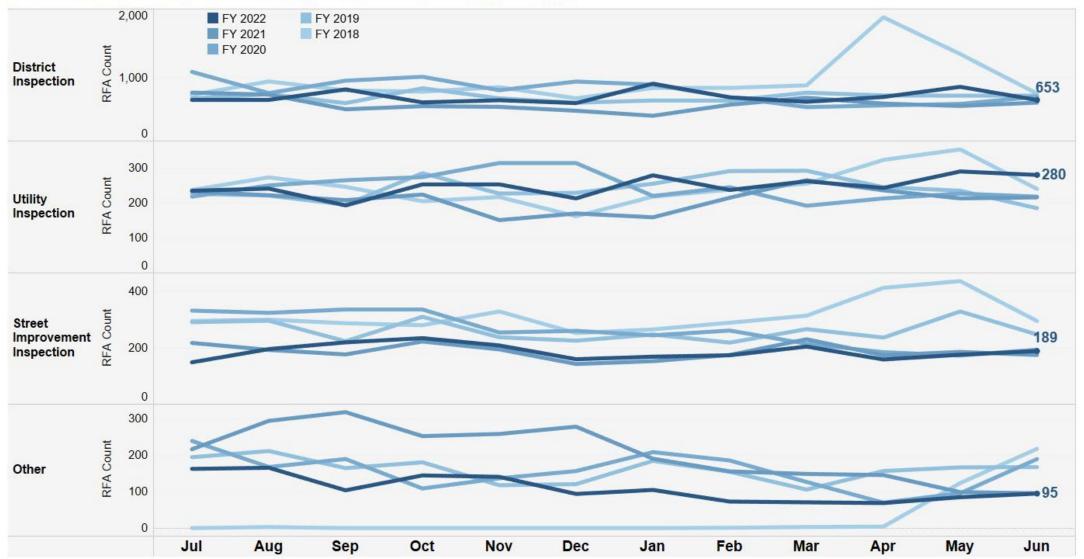
Right-of-way Inspections: annual count of public requests received



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

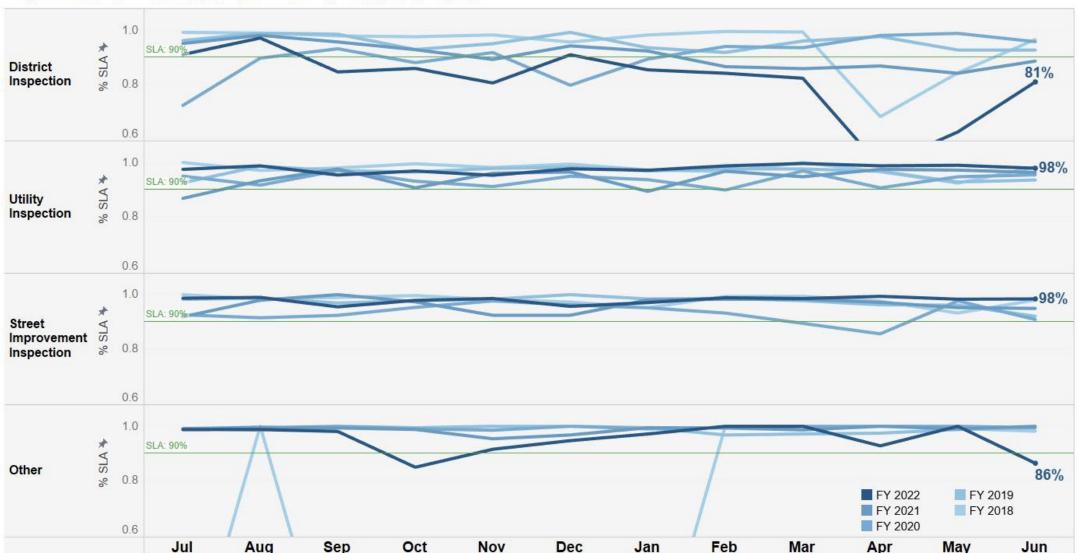


Right-of-way Inspection: trend of public requests received by category grouping



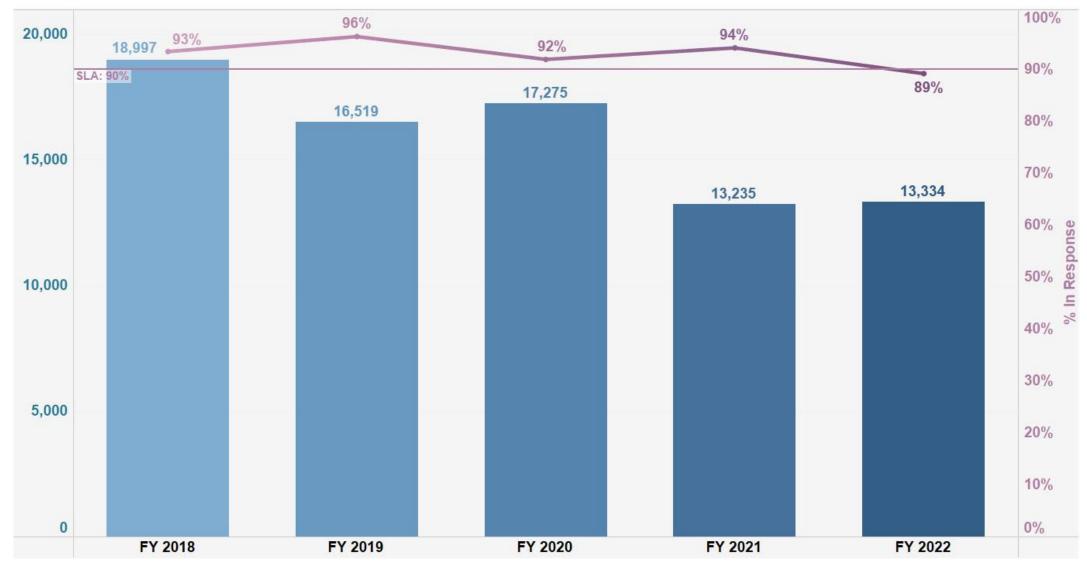
Inspection Trends: monthly count of requests received by category grouping

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



Inspection Trends: monthly response rate by category grouping

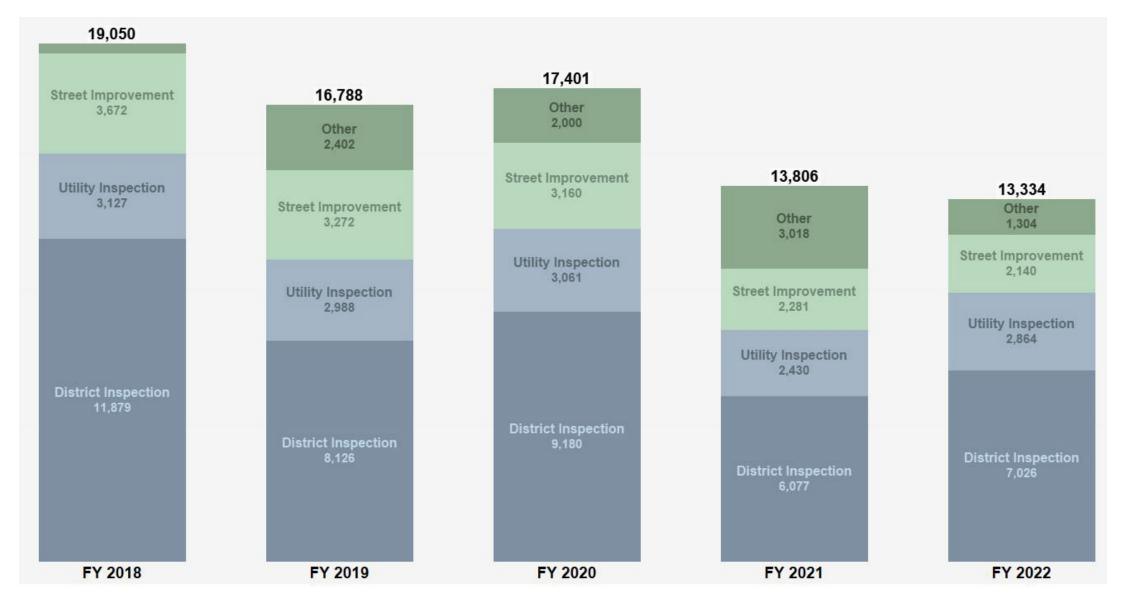
Right-of-way Inspections: annual count of public inspections performed & the rate of response with service level agreement



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

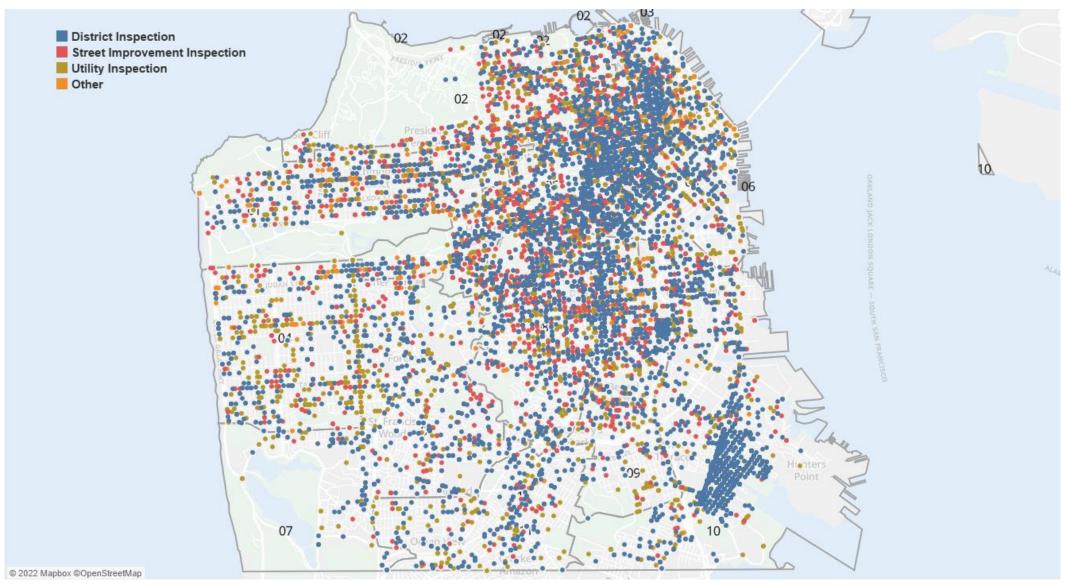
Sub Category (group) 1	SLA Aging (group)		Lon mathalian
UTILITY COVERS (ROADWAY) & UTILITY COVERS (SIDEWALK)	0 - 5 Business Days		3,444
SIDEWALK DEFECT	0 - 5 Business Days		3,197
ROADWAY UNDER CONSTRUCTION	0 - 5 Business Days	1,348	
CURB DEFECT	0 - 5 Business Days	1,237	
NEWSRACKS	0 - 2 Business Days	1,223	
SIDEWALK OBSTRUCTION	0 - 3 Business Days	689	
BUILDING CONSTRUCTION	0 - 5 Business Days	590	
PORT-A-POTTY	0 - 5 Business Days	477	
NO PERMIT (Various)	0 - 5 Business Days	451	
ROADWAY DEFECT	0 - 5 Business Days	410	
BARRICADES	0 - 5 Business Days	312	
ROADWAY OBSTRUCTION	0 - 3 Business Days	288	
EXPIRED PERMITS (Various)	0 - 5 Business Days	201	
SIDEWALK UNDER CONSTRUCTION	0 - 5 Business Days	141	
TRENCHES UNDER CONSTRUCTION (ROADWAY & SIDEWALK)	0 - 5 Business Days	120	
STREET STRUCTURES	0 - 5 Business Days	103	
CURB RAMPS (DEFECT)	0 - 5 Business Days	99	
FENCES	0 - 5 Business Days	88	
DEBRIS BOXES	0 - 3 Business Days	85	
SCAFFOLDING	0 - 5 Business Days	83	
DISPLAY MERCHANDISE	0 - 5 Business Days	78	
KIOSKS	0 - 2 Business Days	72	
VEGETATION	0 - 5 Business Days	71	
BANNERS	0 - 5 Business Days	58	
Other: Less than 50 Requests	0 - 5 Business Days	137	Count of Inspections
	0 - 7 Business Days	26	1 3,44
	0 - 2 Business Days	1	

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



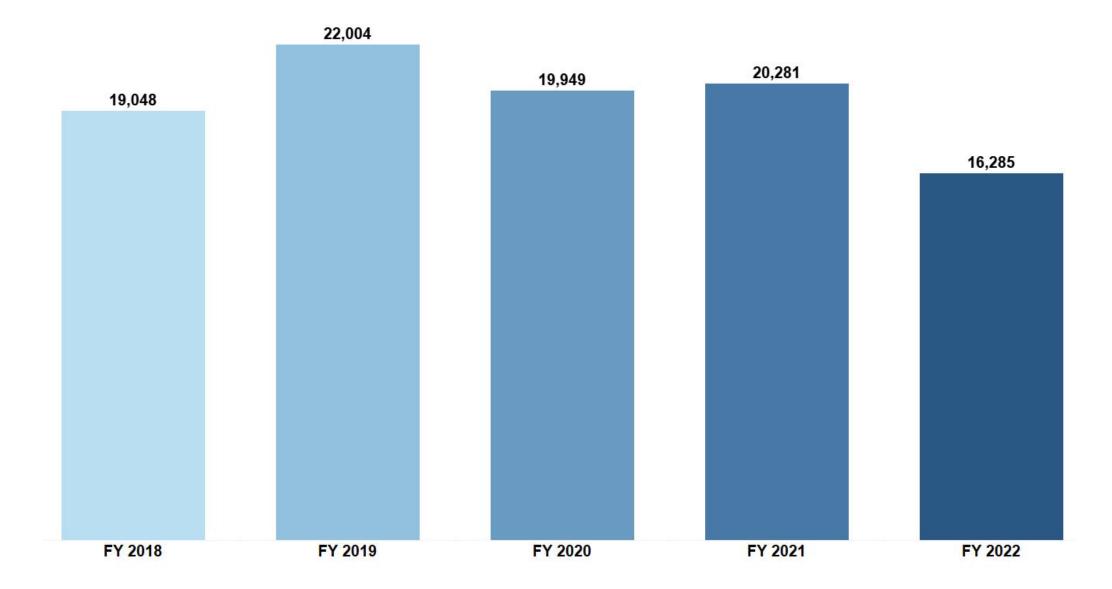
Performance and Data Evaluation: Street-Use & Mapping | Nicolas Huff

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

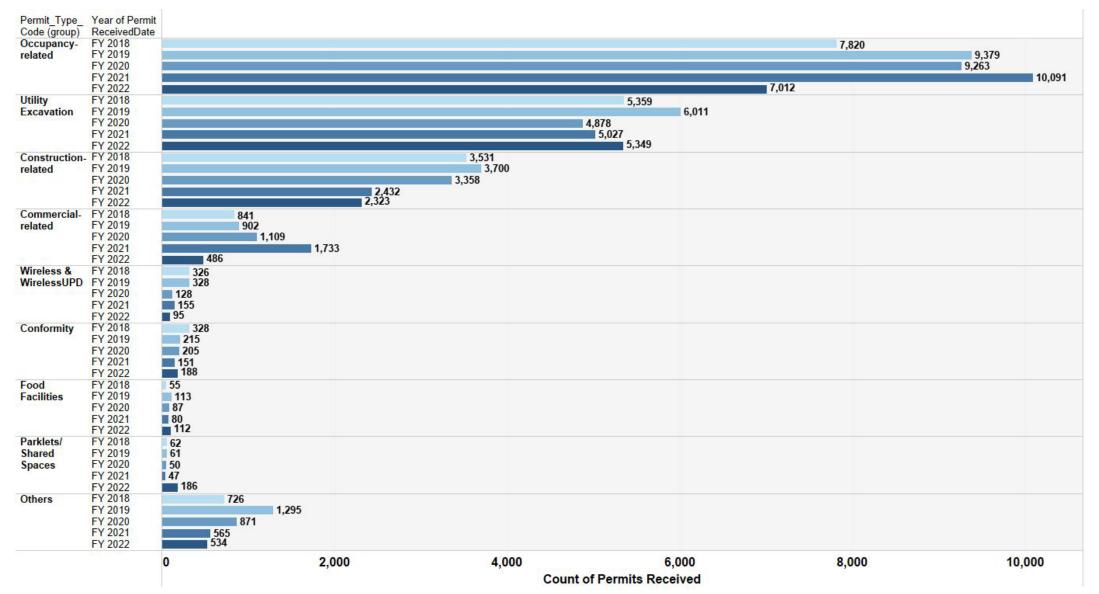


By Date Completed [Source: BSM Inspections; Source Group: Public (311, Claims & Complaints)]

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



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

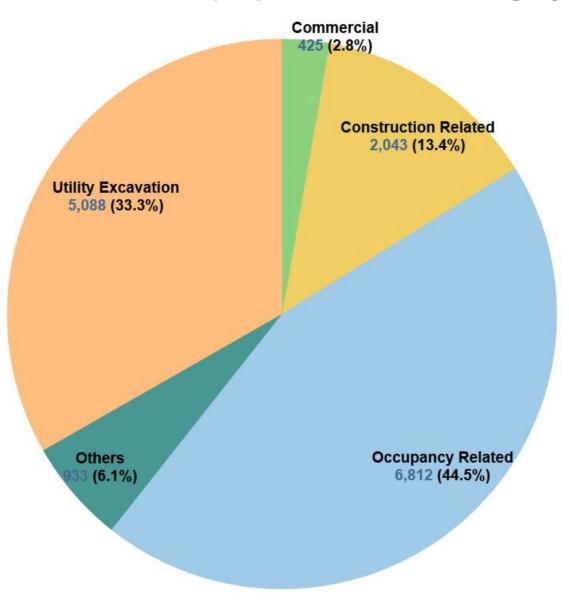


Right-of-way Permits: performance by permit type grouping:

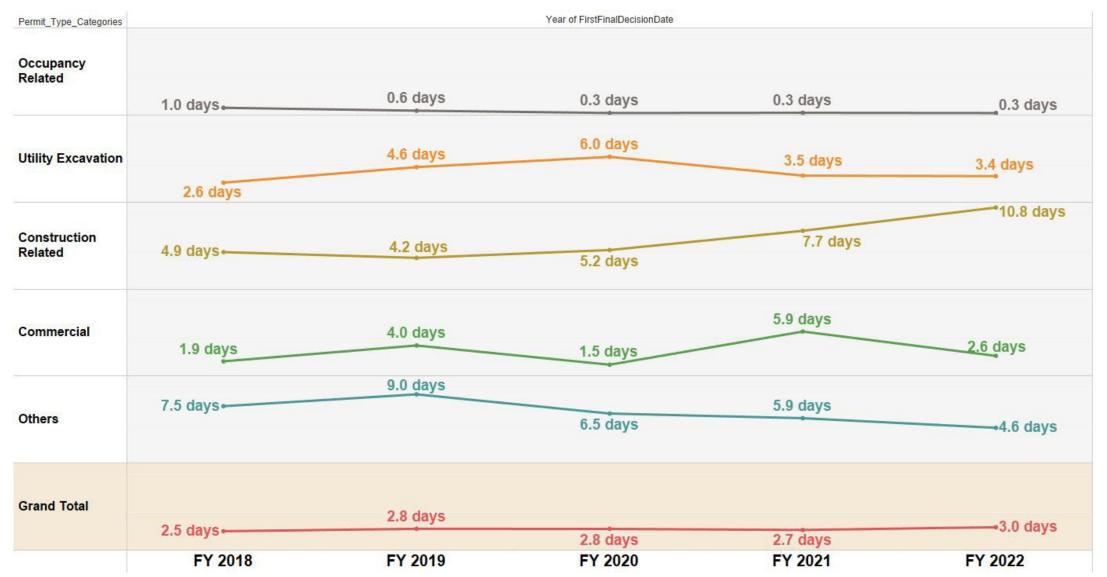
Count of permits that reached 1st final decision (percentage increase/decrease from previous year) -- BSM duration only

Permit_Type_Categories			Year of FirstFinalDecisionDate		
Occupancy Related	7,643 permits (15%)	9,200 permits (20%)	9,094 permits (-1%)	9,896 permits (9%)	6,812 permits (-31%)
Utility Excavation	4,868 permits (-19%)	5,598 permits (15%)	4,600 permits (-18%)	4,752 permits (3%)	5,088 permits (7%)
Construction Related	3,077 permits (2%)	3,260 permits (6%)	2,920 permits (-10%)	2,135 permits (-27%)	2,043 permits (-4%)
Commercial	775 permits (17%)	885 permits (14%)	704 permits (-20%)	2,080 permits (195%)	425 permits (-80%)
Others	836 permits (0%)	763 permits (-9%)	573 permits (-25%)	487 permits (-15%)	498 permits (2%)
Grand Total	17,199 permits (0%)	19,706 permits (15%)	17,891 permits (-9%)	19,350 permits (8%)	14,866 permits (-23%)
	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022

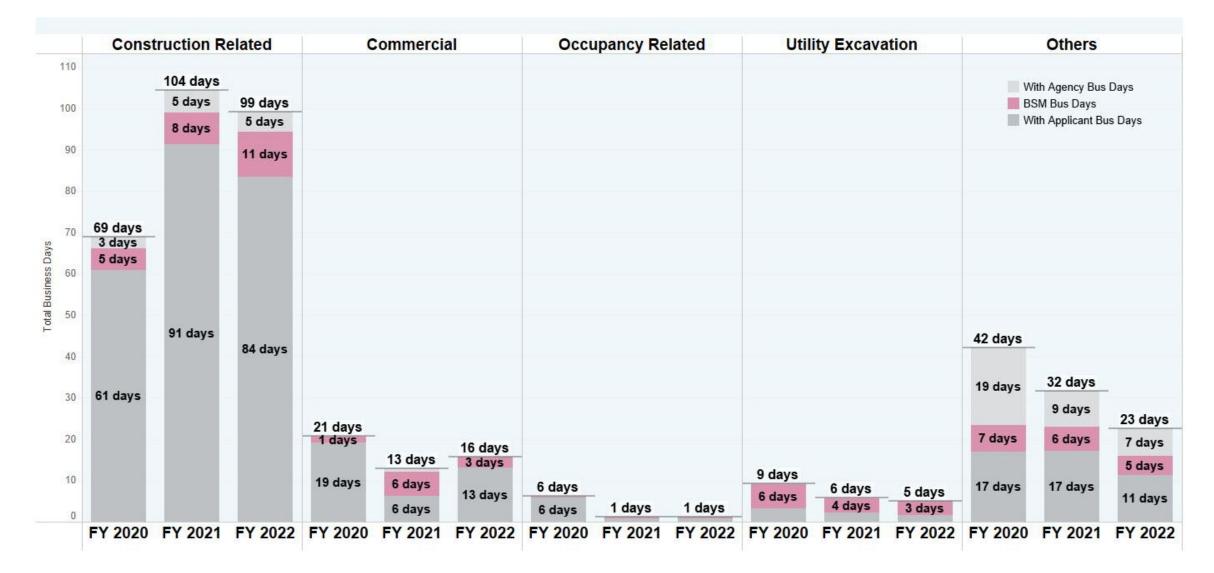
Right-of-way Permits: FY2022 count and proportion of each category - 1st final decision



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



Right-of-way Permits: performance by permit type grouping: Average business days to process 1st approval: BSM as a part of entire process duration





QUESTIONS

Performance Measure Report - Bureau of Street-Use and Mapping

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
ingite of way inspections	Public response rate within service level agreement	88%	90%	FY 2022
Duran of Church Line and Manufacture	Permit applications received	16,285		FY 2022
Bureau of Street-Use and Mapping: Right-of-way Permits	Permit applications reaching first final decision	14,866		FY 2022
inglit of way remits	Average business days to process 1st final approval	3 business days		FY 2022

1/20/2023 Public Works Commission Meeting

Notes: These metrics have been traditionally reported out on. The Planning & Performance Unit will continue working to incorporate other metrics as data is