

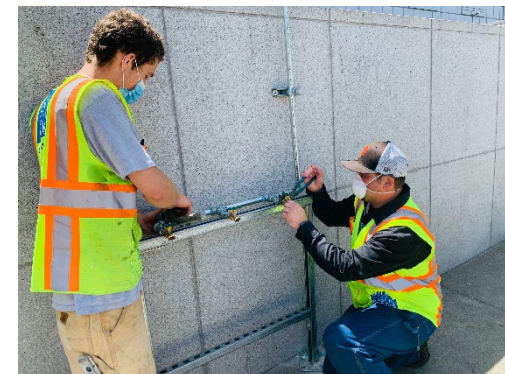


February 13, 2023

# Customer Service Requests

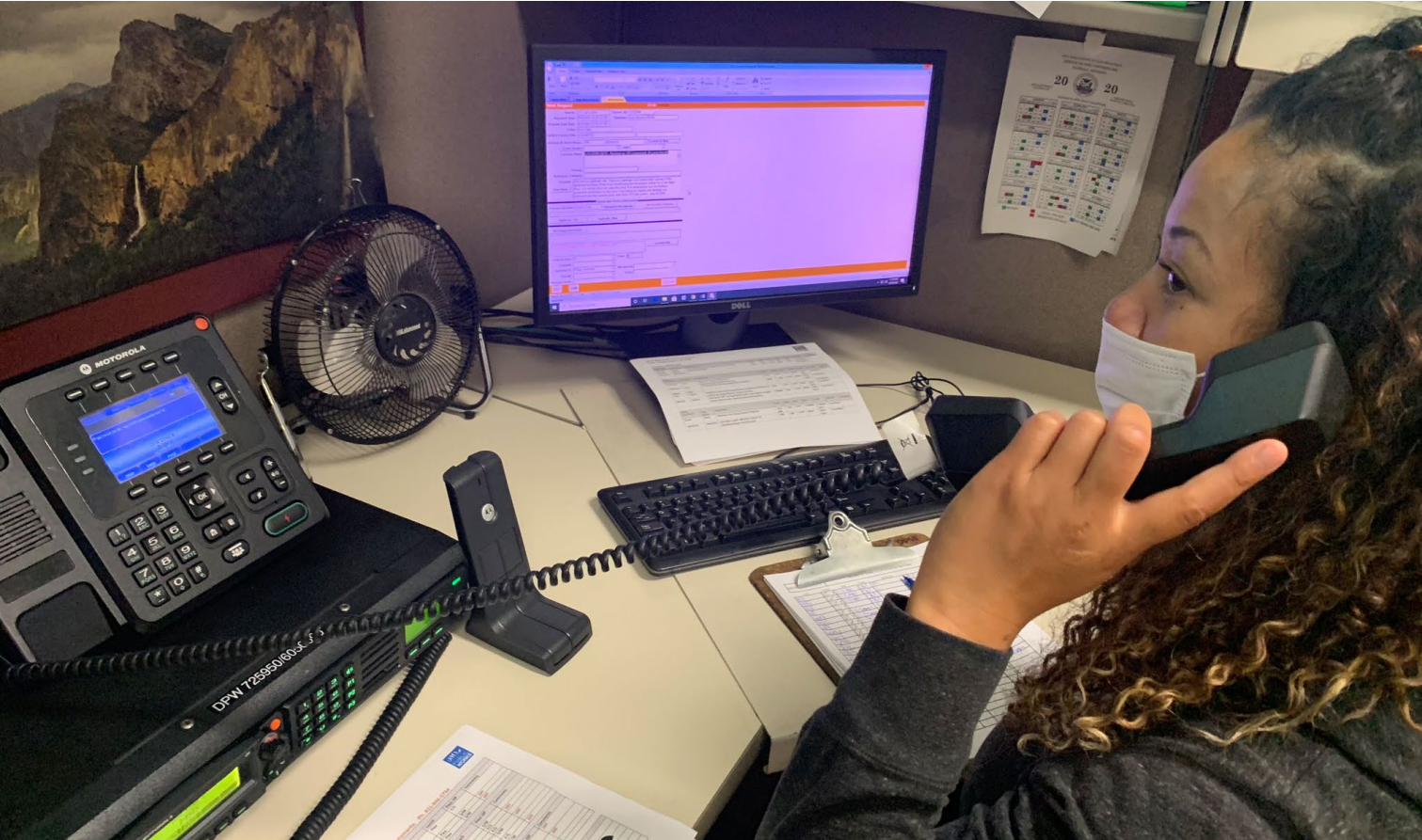
Chris McDaniels

Superintendent of Bureau of Street Environmental Services





# Customer Service Requests



- Bureau of Street Environmental Services operates 24/7
- More than 10,000 requests a month
- Receive requests through 311 and staff field reports via our Radio Room
- Customers can contact 311 by phone, mobile app, social media or online to report issues
- Action plan developed for projects that require more time to address



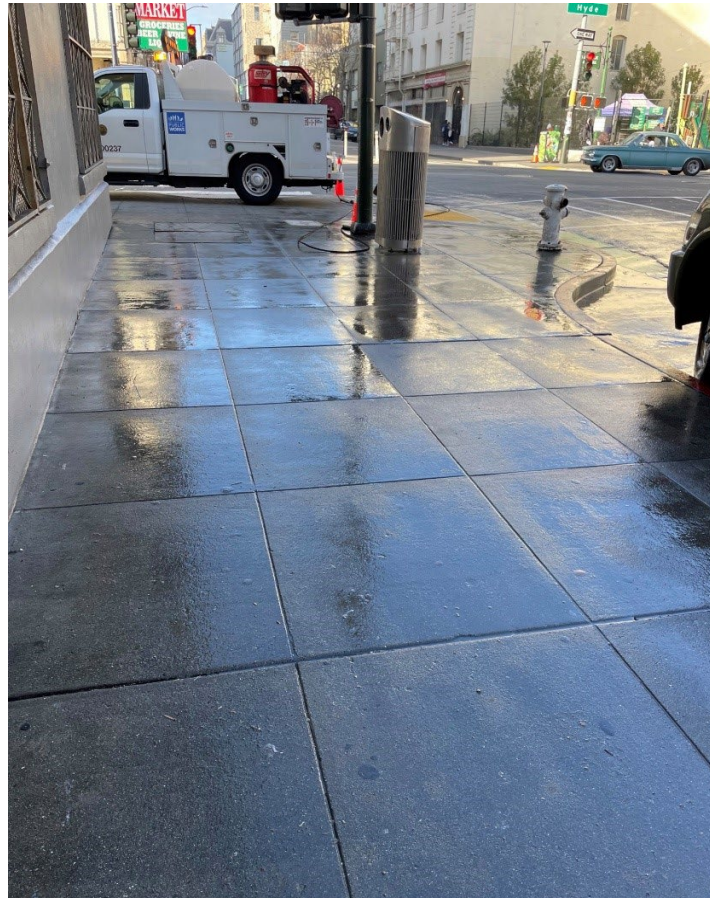
# Street Cleaning – Litter Pickup



- Bureau of Street Environmental Services goal: Achieve 48-hour response time goal more than 90% of the time
- Exceeds American Public Works Association's 72-hour goal



# Street Cleaning – Power Washing/Steam Cleaning



- Prioritize service requests to address human waste on sidewalks and in other public spaces
- Deploy steam-cleaning/power-washing crews to address



# Street Cleaning – Illegal Dumping



- Abate illegal dumping and address large piles of debris using heavy equipment
- Proactive operation four days a week in the Bayview to clean up known hot spots



# Street Cleaning – Graffiti Abatement



- Public Works paints out graffiti on public property
- We notify other agencies and private property owners so they can quickly remove it
- New opt-in program along commercial corridors to request free-of-charge abatement by our crews

# Street Cleaning – Encampments



- Public Works collaborates with multiple City agencies to clean around encampments
- Encampment resolutions currently restricted due to federal court order



# Street Cleaning – Clearing Catch Basins



- Crews clear catch basins to minimize localized flooding



# Street Cleaning – Emergencies



Public Works responds to emergency service orders:

- some hazardous, such as oil spills in the roadway
- some unusual, such as thousands of feathers scattered on a public staircase





**THANK YOU  
ANY QUESTIONS?**