

**Meeting Date:** 1/23/2023

**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:** Matt Naclerio, Superintendent of Bureau of Building and Street Repair

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

**Subject:** Performance Measures Presentation and Report: Bureau of Street and Building Repair

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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 Building and Street Repair. The presentation will cover performance measures for public pothole response and proactive pothole sweeps, the annual volume of pothole requests received, the number of blocks paved by street repair (as a part of the Street Resurfacing Program), the annual area of patch pave repairs, the annual area of voids and depressions repaired, the annual area of block paving, the annual number of corrective and project requests received by building repair, the number of requests by both client and servicing shop in FY2022, and the percentage of estimates from outside agencies that are converted into projects. The Performance Measure Report provides performance measures related to these services.

**Attachments:**

1. PowerPoint Presentation
2. Performance Measure Report

## Performance Measure Report - Bureau of Building and Street Repair

12/19/22 Sanitation & Streets Commission Meeting

Organizational Unit	Metric Name	Metric Value	Goal	Period
Bureau of Building and Street Repair: Roadway Repair	Key Measure: Pothole Repair			
	Total service orders received	2037		FY 2022
	Total potholes repaired	8787		FY 2022
	Percent of pothole repair service orders completed within 3 business days	92%	90%	FY 2022
	Proactive sweep program - pothole count (11 months)	3549		Jan 2022 to Nov 2022
	Key Measure: Blocks paved as a part of the street resurfacing program	100	100	FY 2022
	Other Measures:			
	Block Paving (Area)	1,116,204 sq. ft.		FY 2022
	Patch Pave (Area)	103,202 sq. ft.		FY 2022
	Void/Depressions (Area)	60,626 sq. ft.		FY 2022
Bureau of Building and Street Repair: Building Repair	Total building repair service order requests received (correctives & projects)	2614		FY 2022
	Total of non-DPW estimates converted to projects	169		FY 2022
	Percentage of non-DPW estimates converted	64%		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.



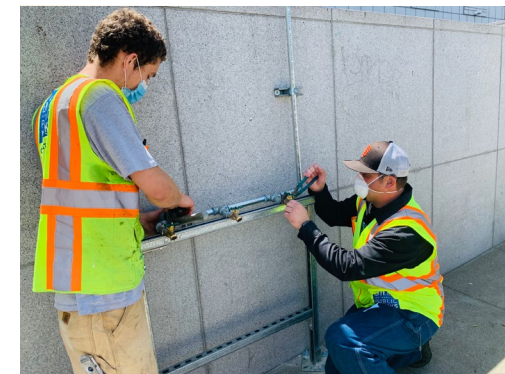


December 19, 2022

# Performance and Data Evaluation: Bureau of Building and Street Repair

Matt T. Naclerio

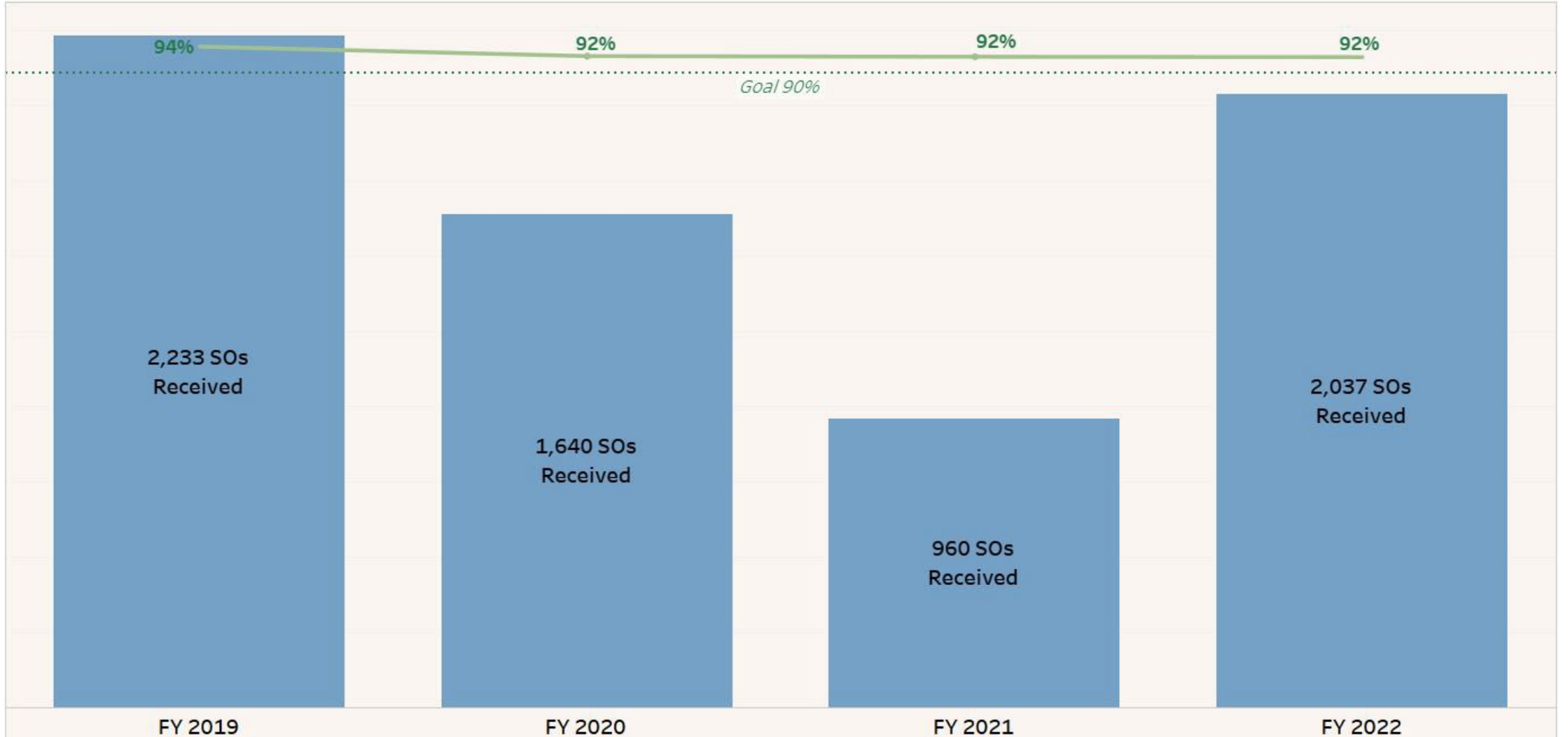
Superintendent of Bureau of Building and Street Repair



## Annual count of pothole service orders and response rate within three business days

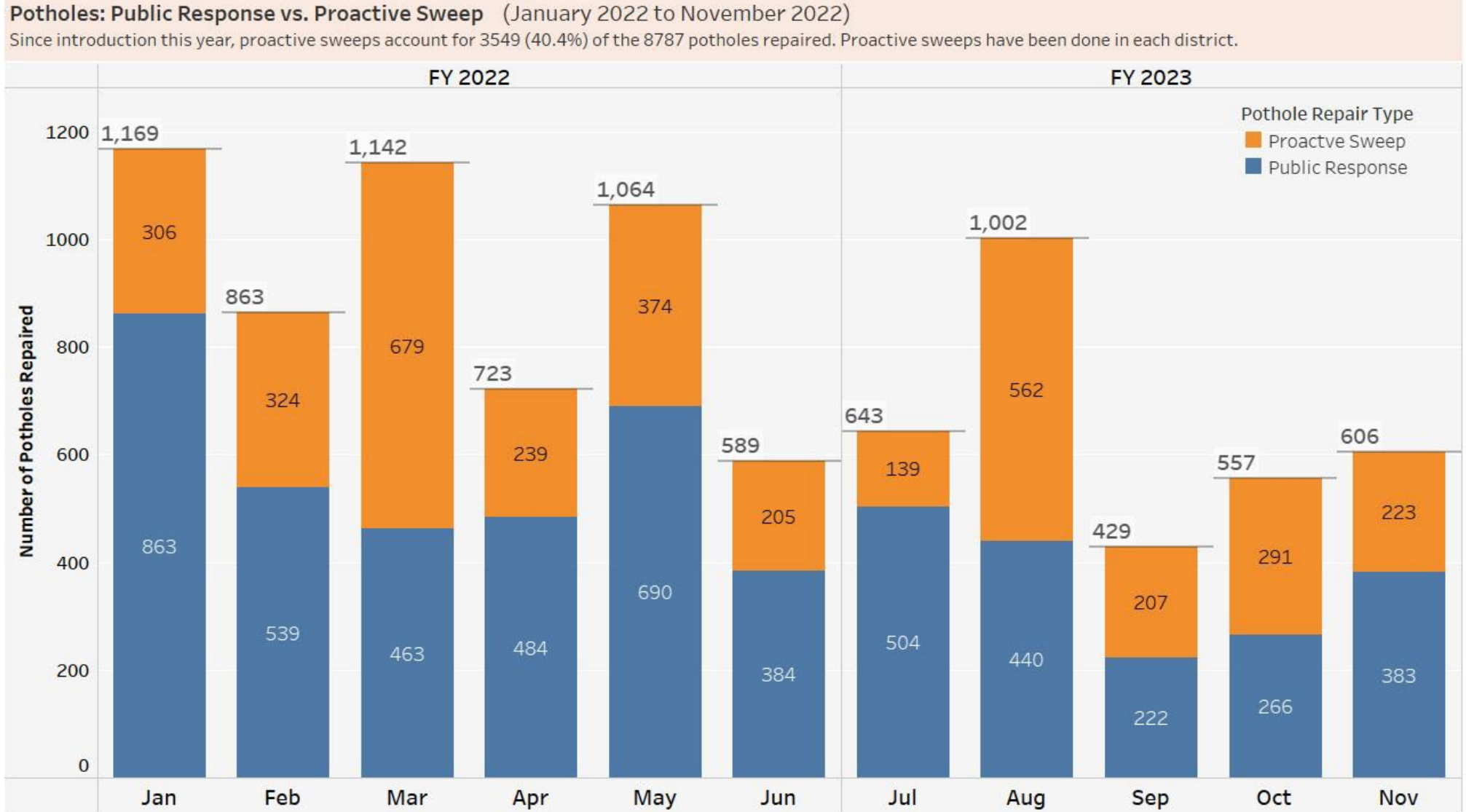
Volume repaired and percentage response within three business days: FY2019 to FY2022

Source: Computerized Maintenance Management System (CMMS)



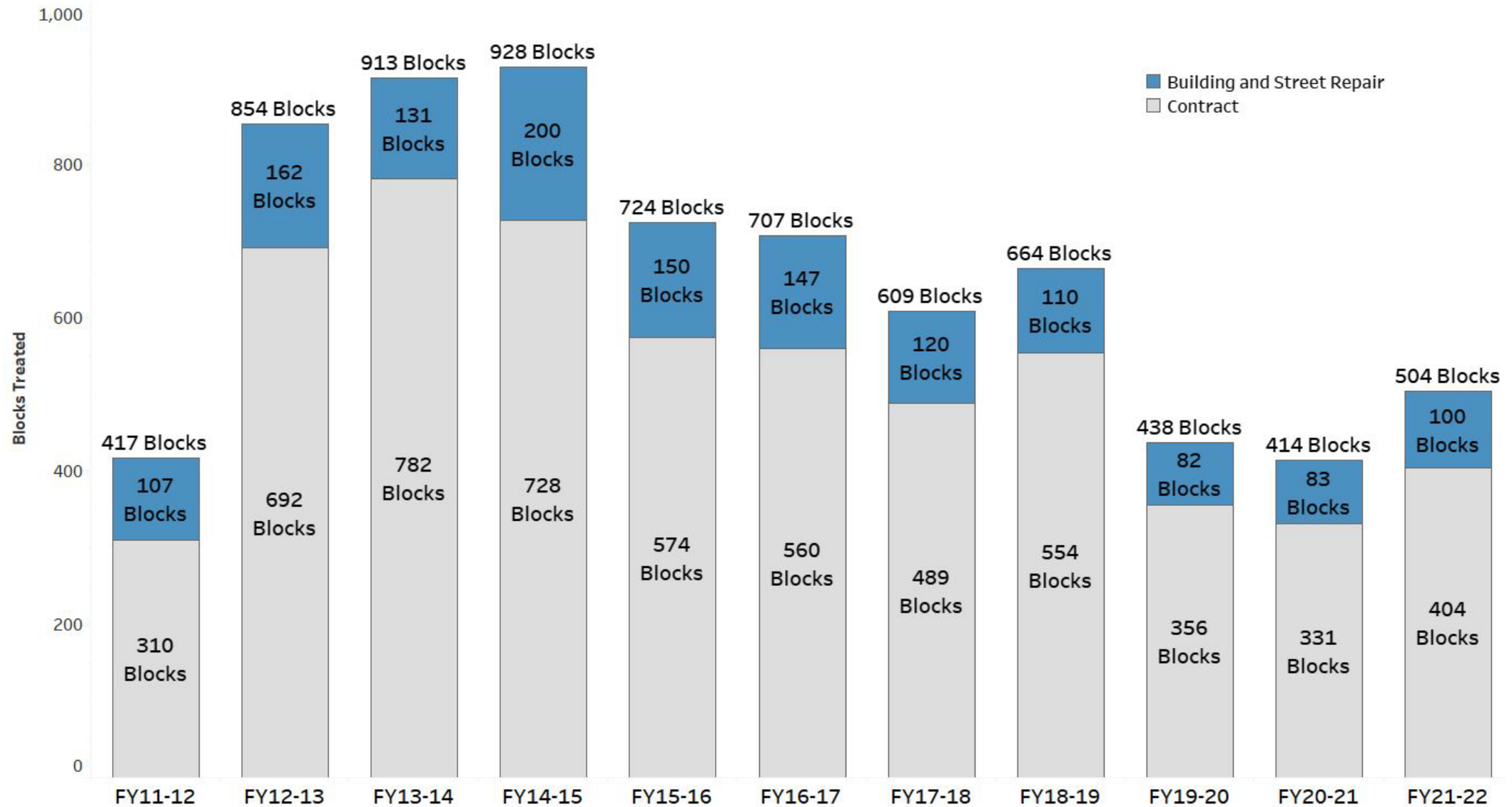


## Pothole Repair: Public Response vs. Proactive Sweeps



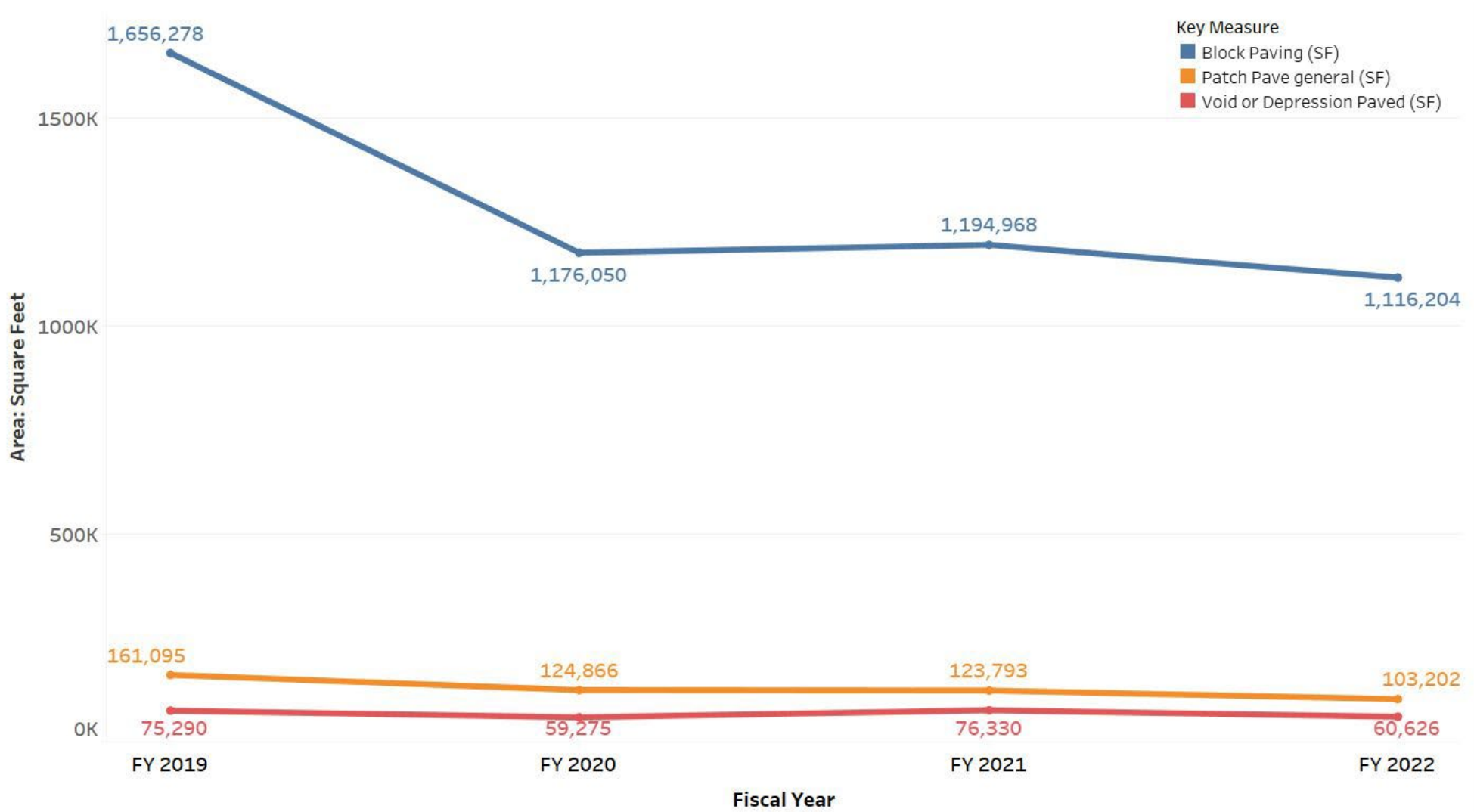
Source: Computerized Maintenance Management System (CMMS)

## Number of blocks repaired or resurfaced as part of the Street Resurfacing Program



Source: SF Public Works Street Resurfacing Program

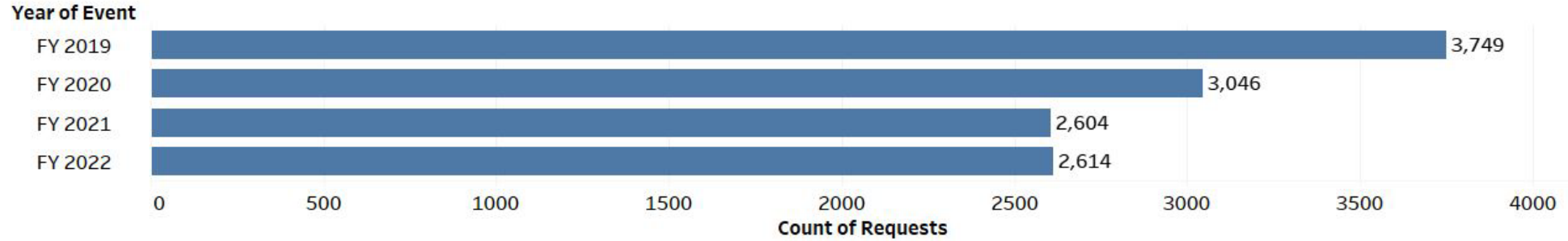
## Other measures: patch pave, voids & depressions and block paving totals and trends



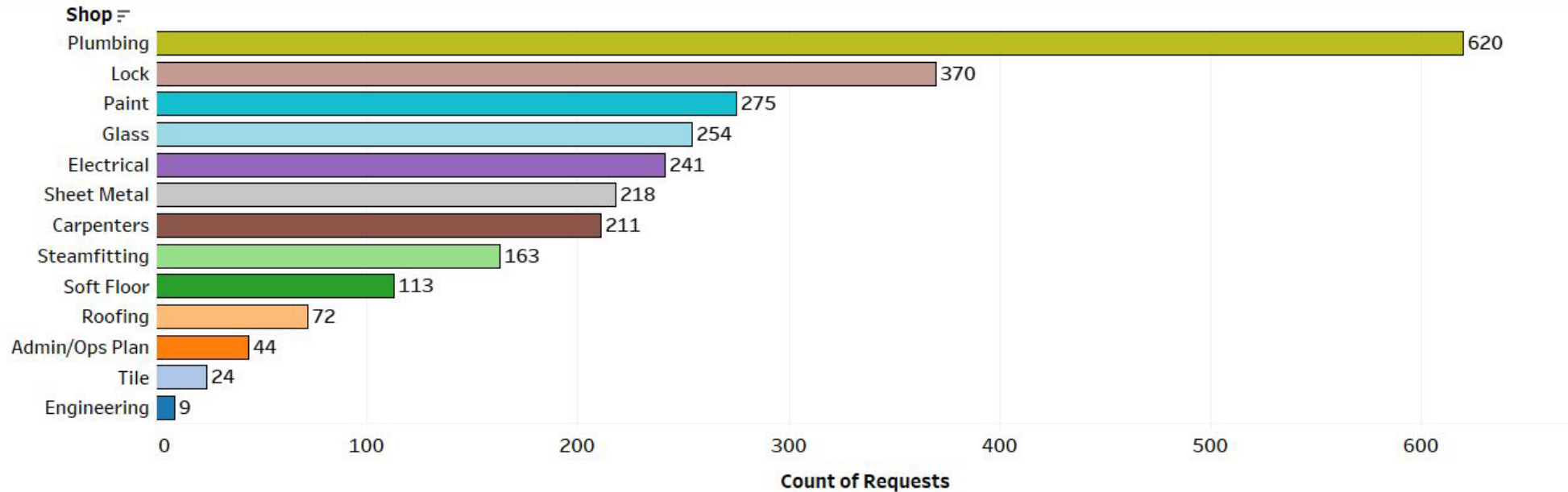
Source: Computerized Maintenance Management System (CMMS)

## Total requests of building repairs per fiscal year and per shop in FY2022

Building Repair: Corrective & Project Service Orders (FY2019 to FY2022)



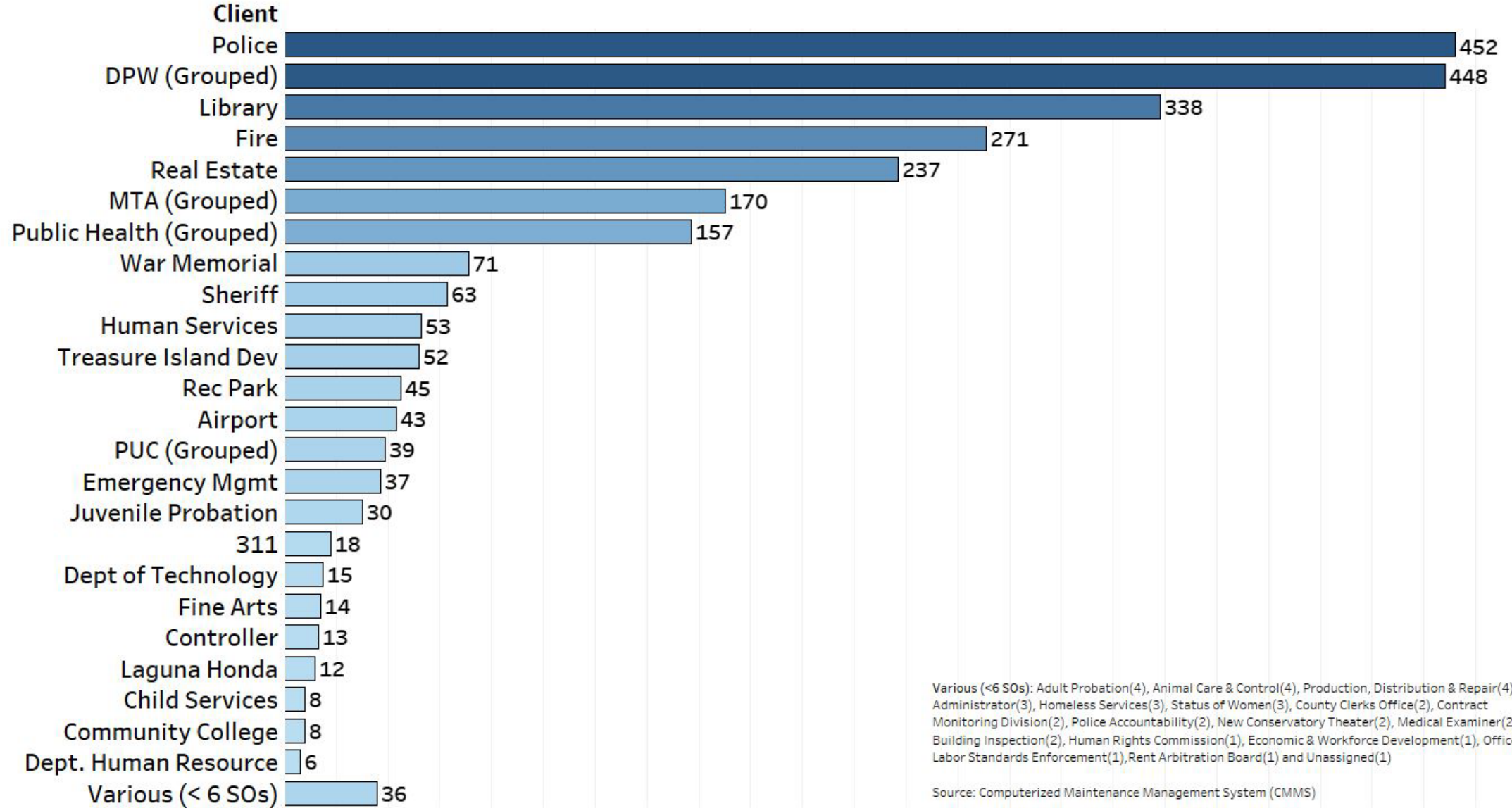
Building Repair: Corrective & Project Service Orders By Shop (FY2022)



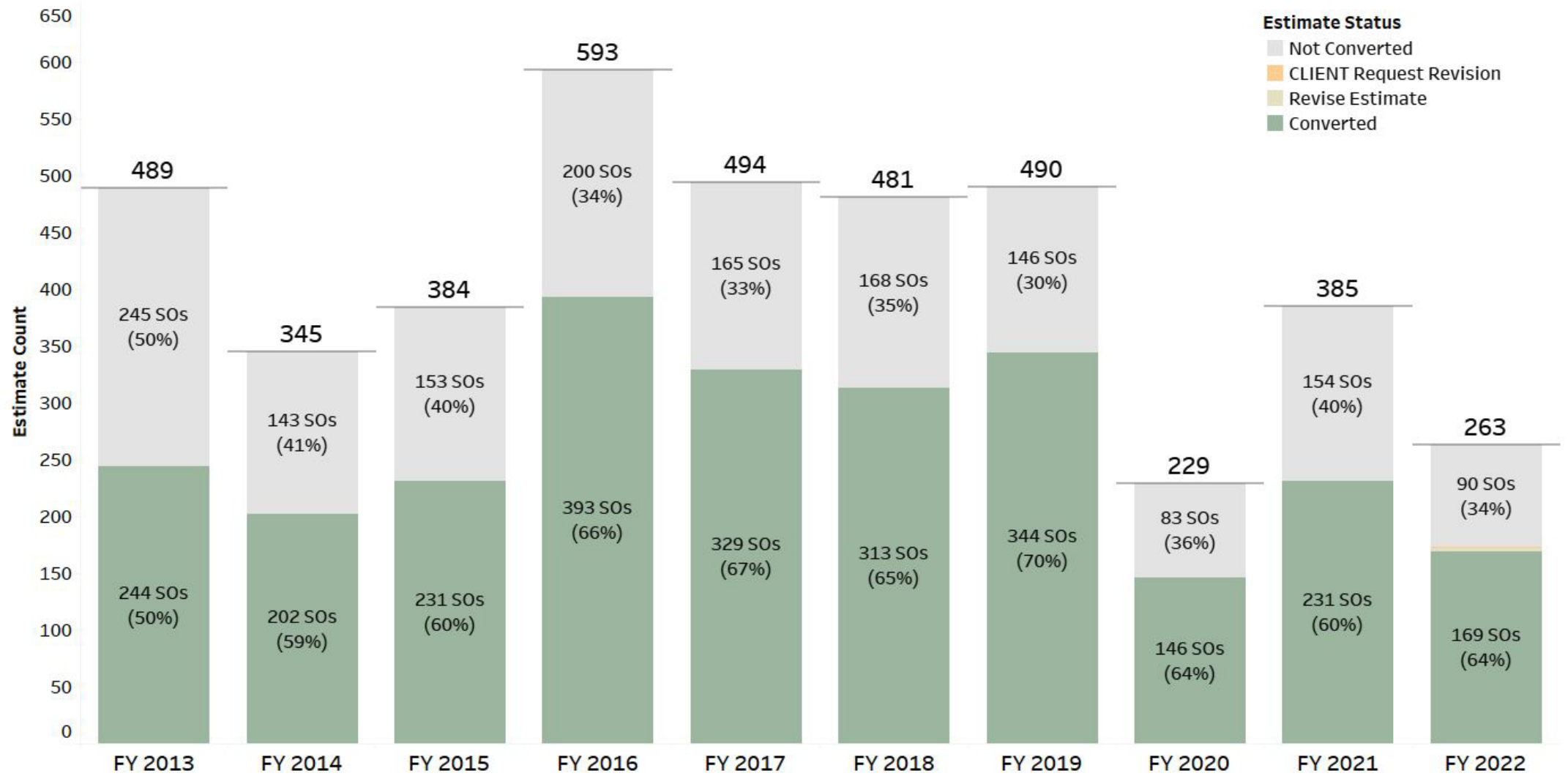
Source: Computerized Maintenance Management System (CMMS)



## Total of requests of building repairs per client in FY2022



## Annual conversion count and conversion rate of estimates into projects



Estimate was sent to the client. Estimates that were originated by Public Works are excluded.

Source: Computerized Maintenance Management System (CMMS)



**QUESTIONS?**