



Meeting Date: October 21, 2024

To: Sanitation and Streets Commission

Through: Carla Short, Public Works Director
DiJaida Durden, Deputy Director of Operations

From: Jonathan Vaing, Acting Superintendent of Bureau of Street Environmental Services

Subject: Presentation and Report on Bureau of Street Environmental Services Performance Measures

Director's Recommendation: Receive and discuss informational presentation.

Executive Summary: This presentation and report details 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:

- Attachment 1: Power Point Presentation
- Attachment 2: Performance Measure Report

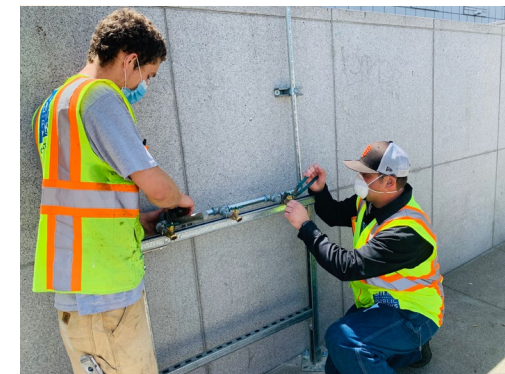


Oct 21, 2024

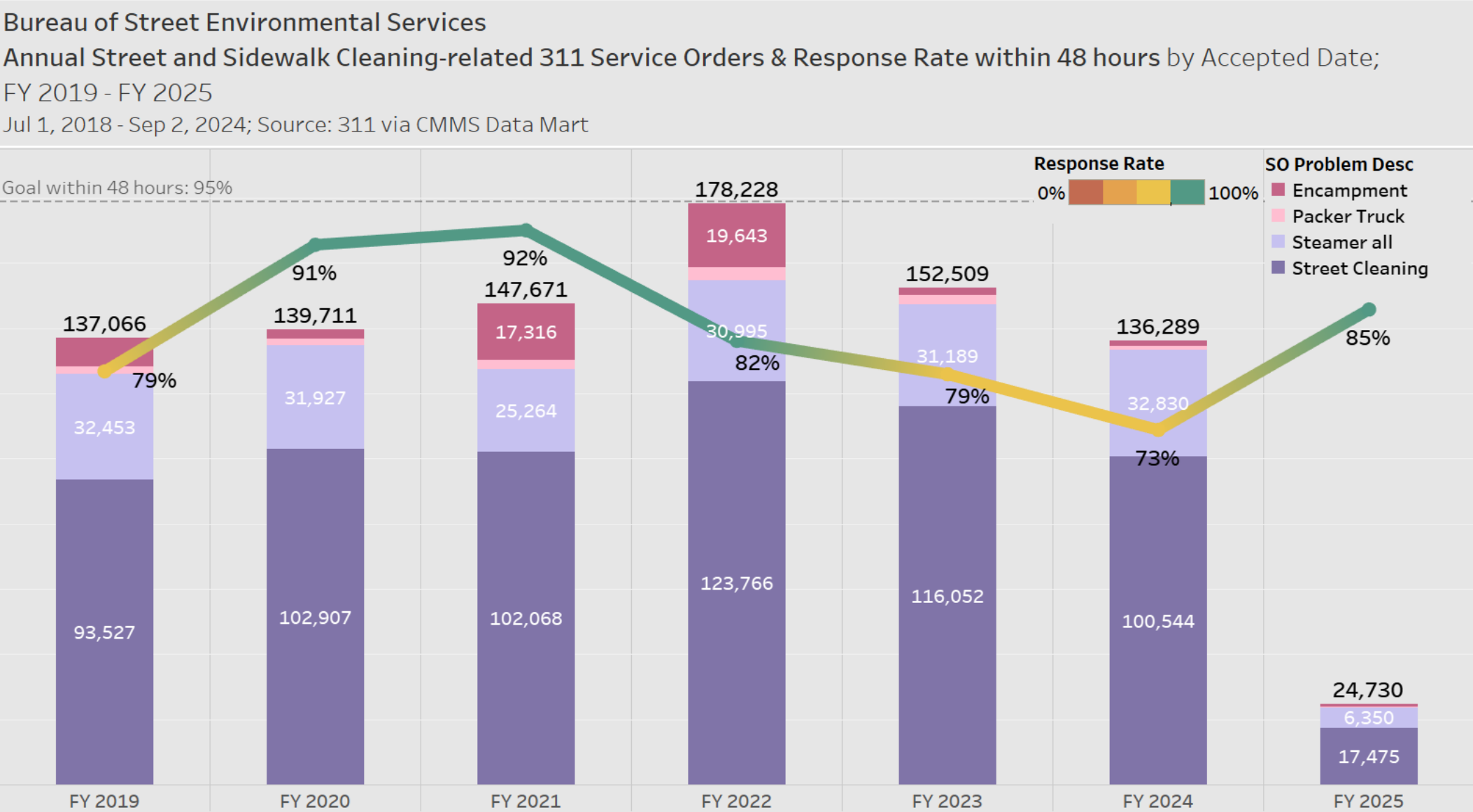
Performance and Data Evaluation: Street Cleaning & Graffiti

Jonathan Vaing

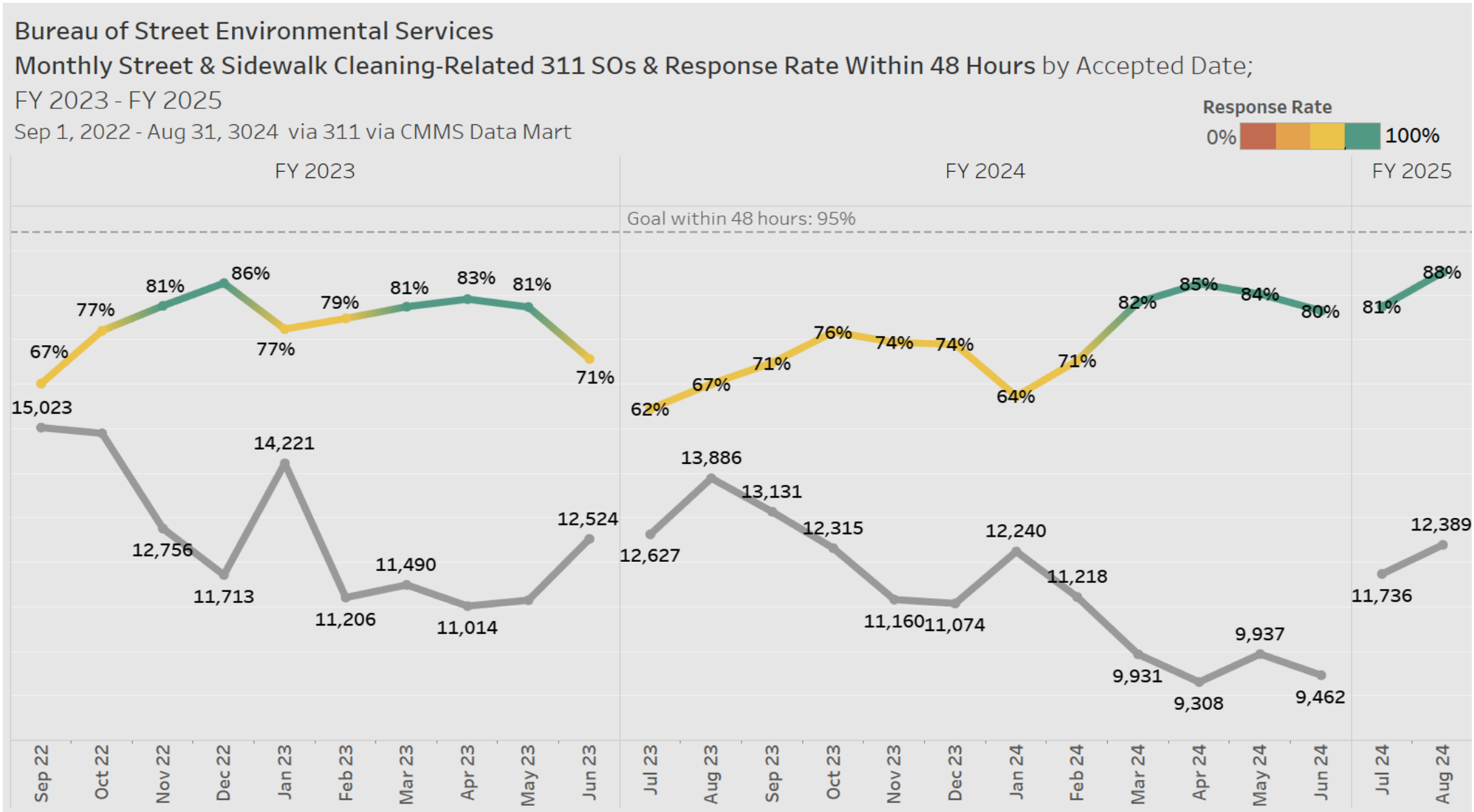
Acting Superintendent of Bureau of Street Environmental Services



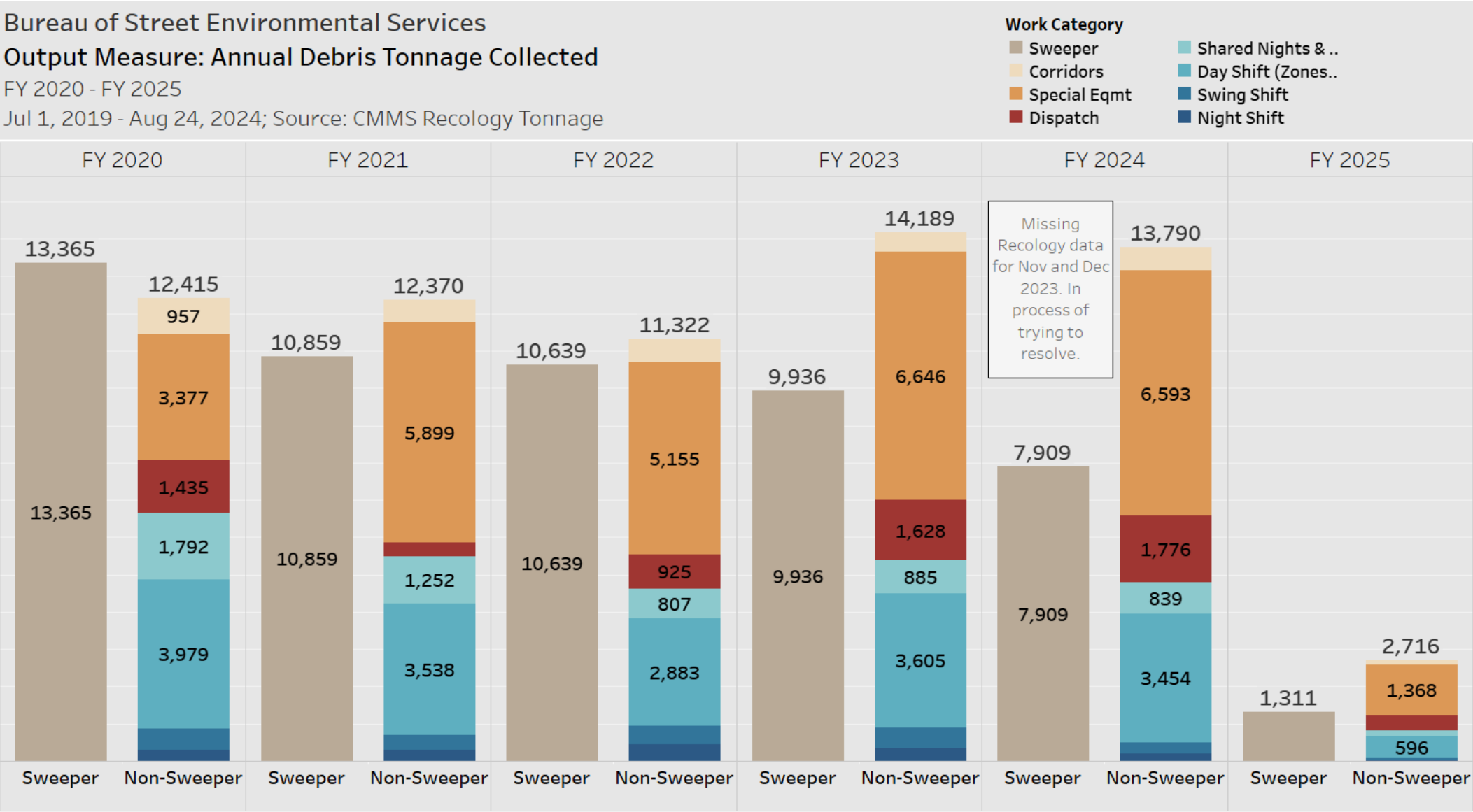
Annual street and sidewalk cleaning requests



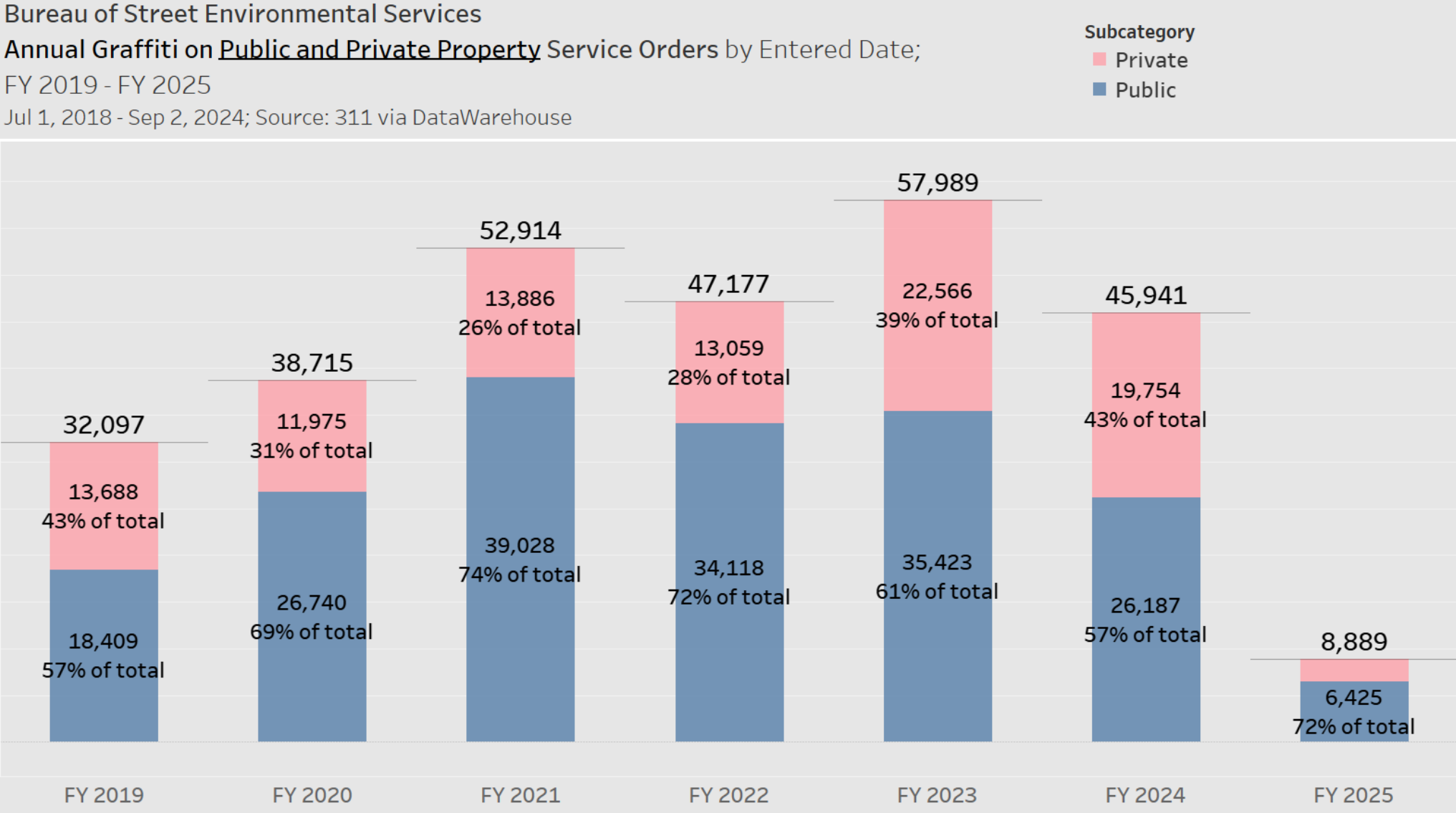
Monthly street and sidewalk cleaning requests



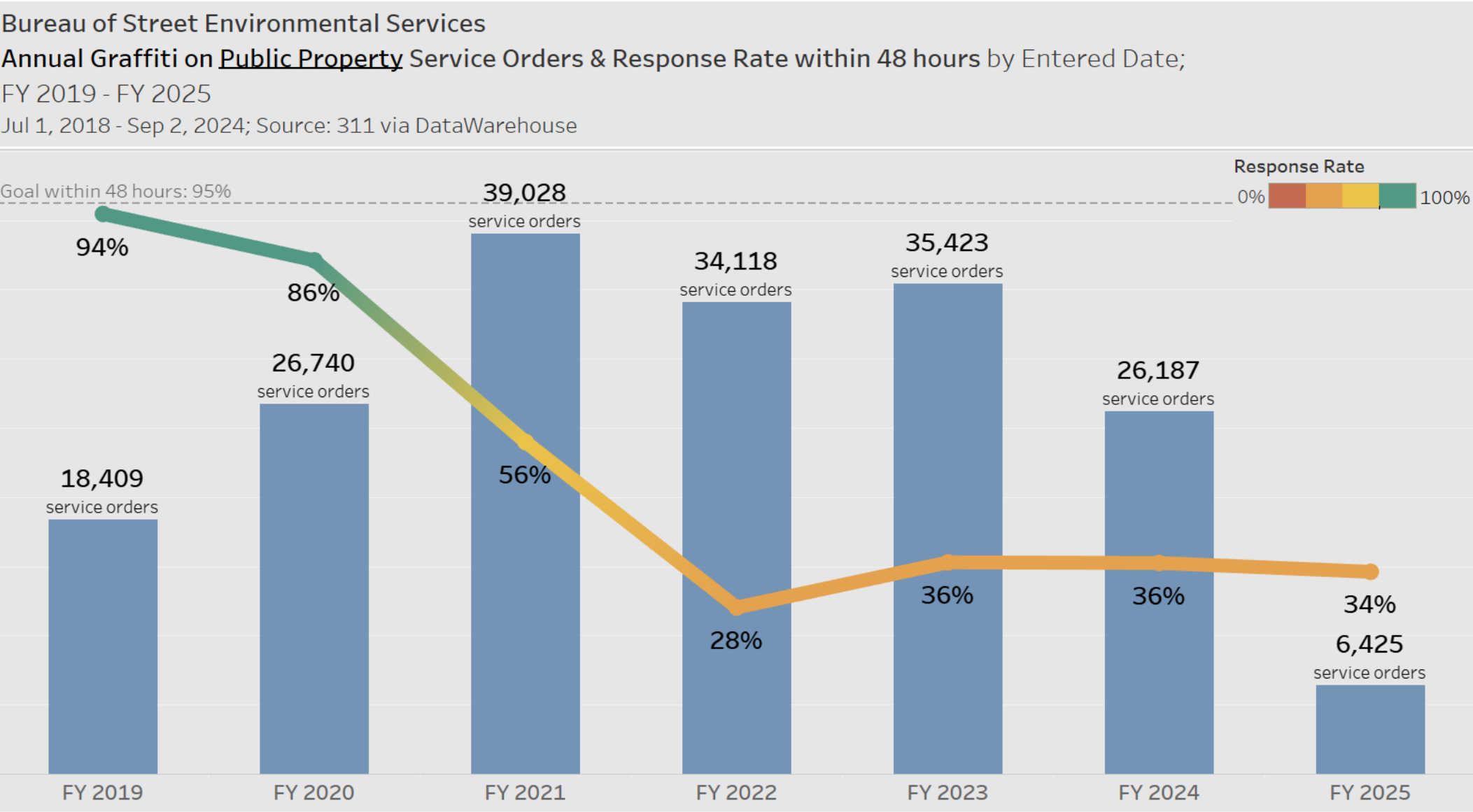
Annual amount of debris tonnage collected for sweeper and non-sweeper categories



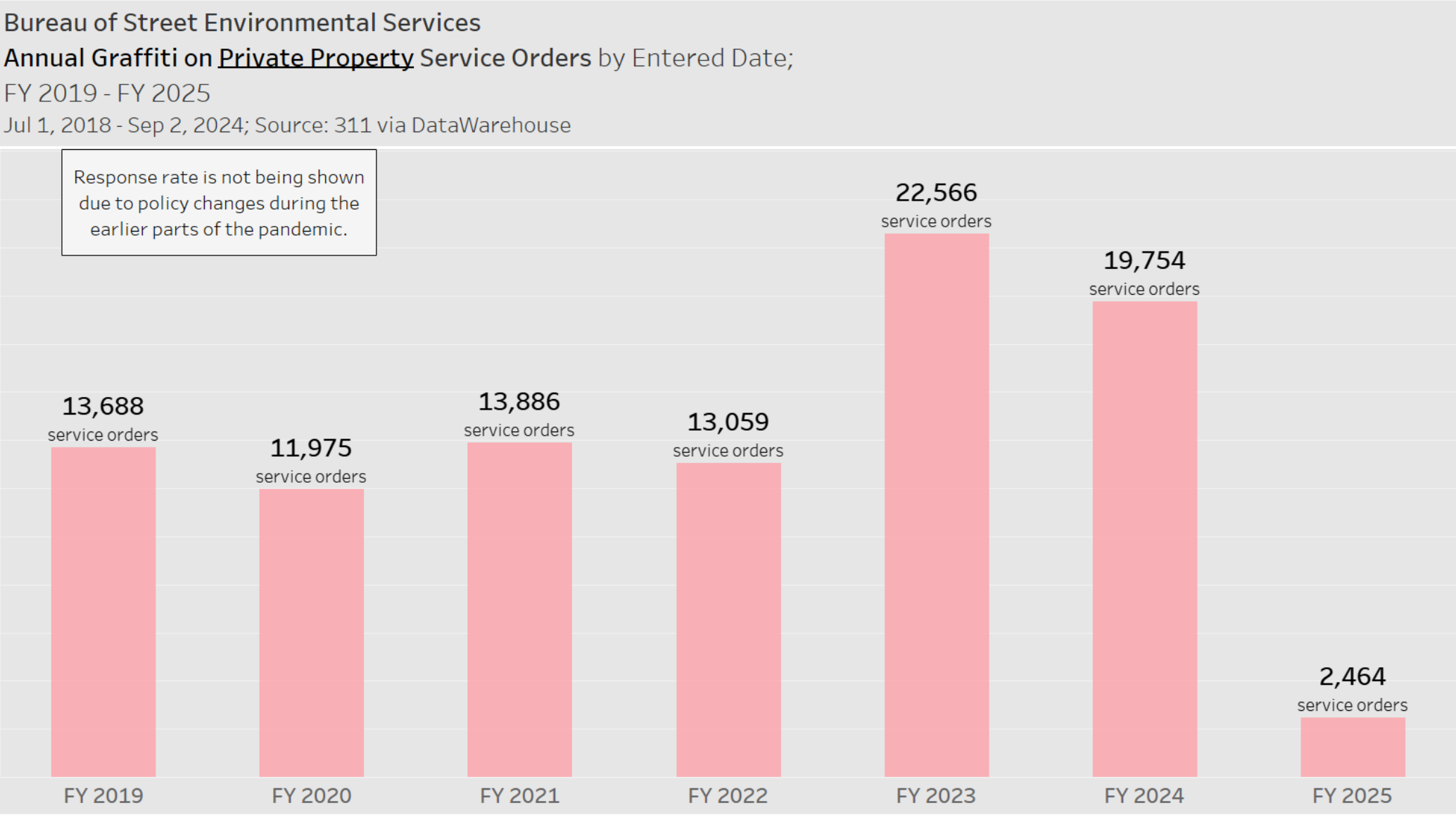
Breakdown of annual graffiti service orders on public and private property



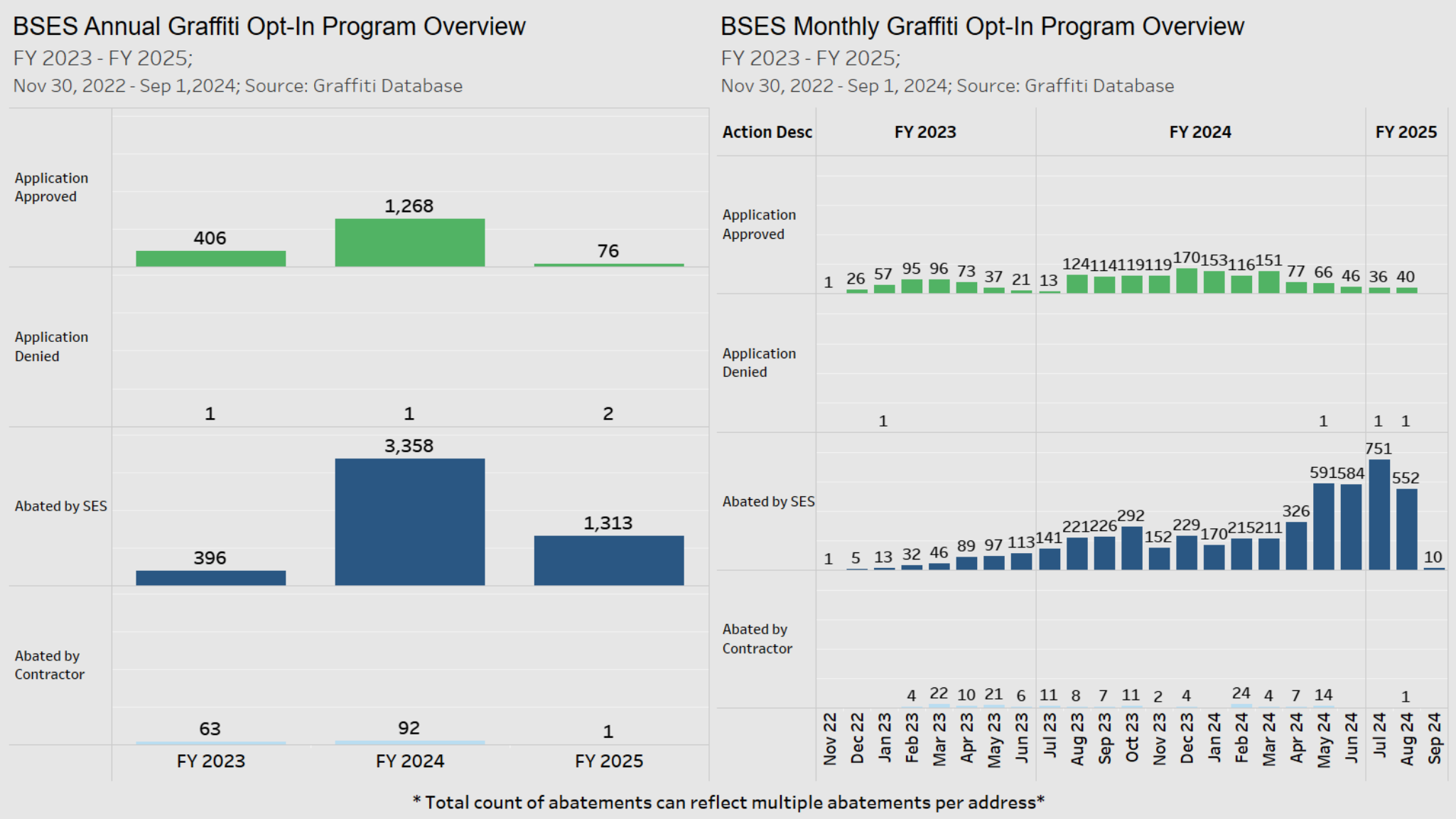
Annual graffiti service orders on public property



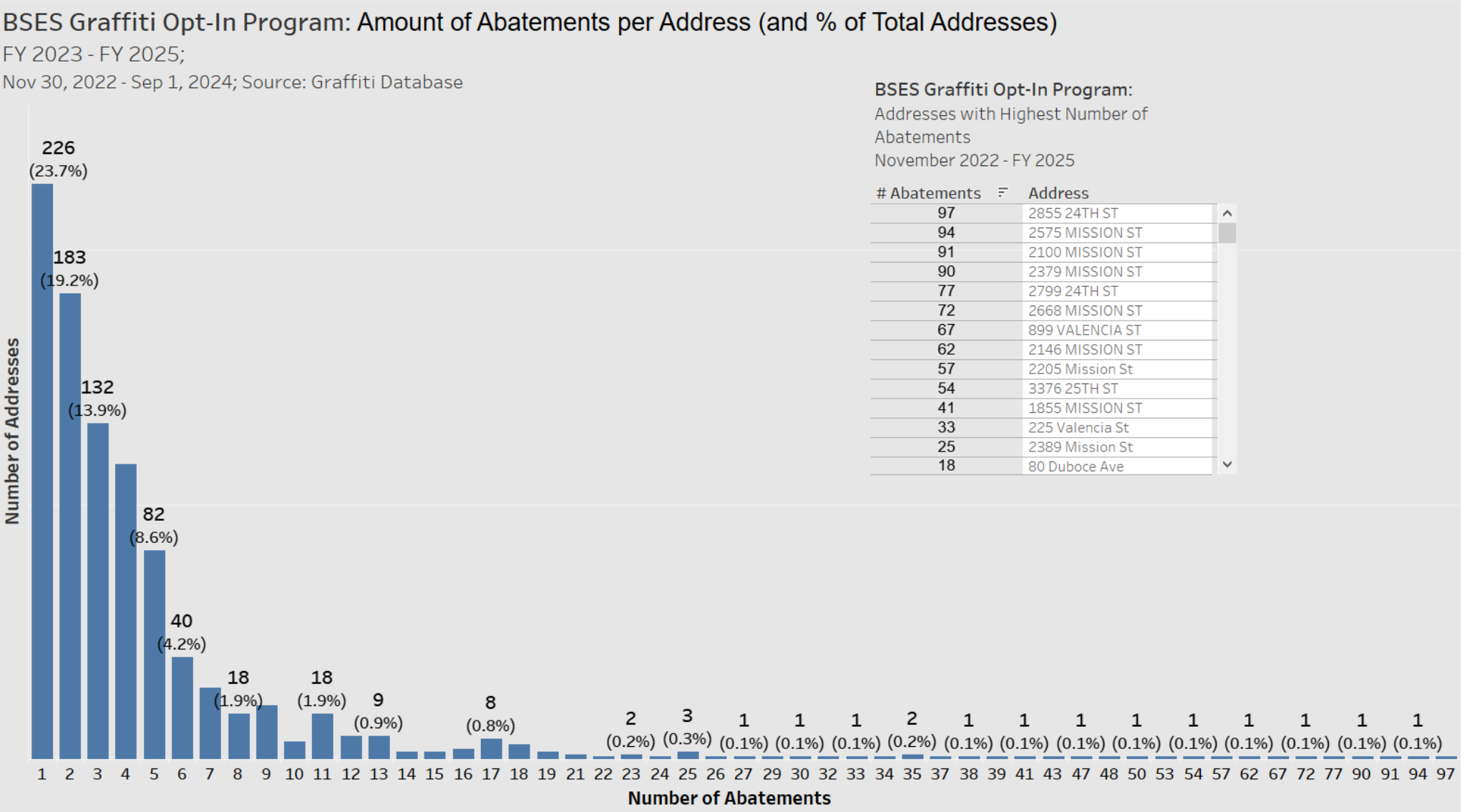
Annual graffiti service orders on private property



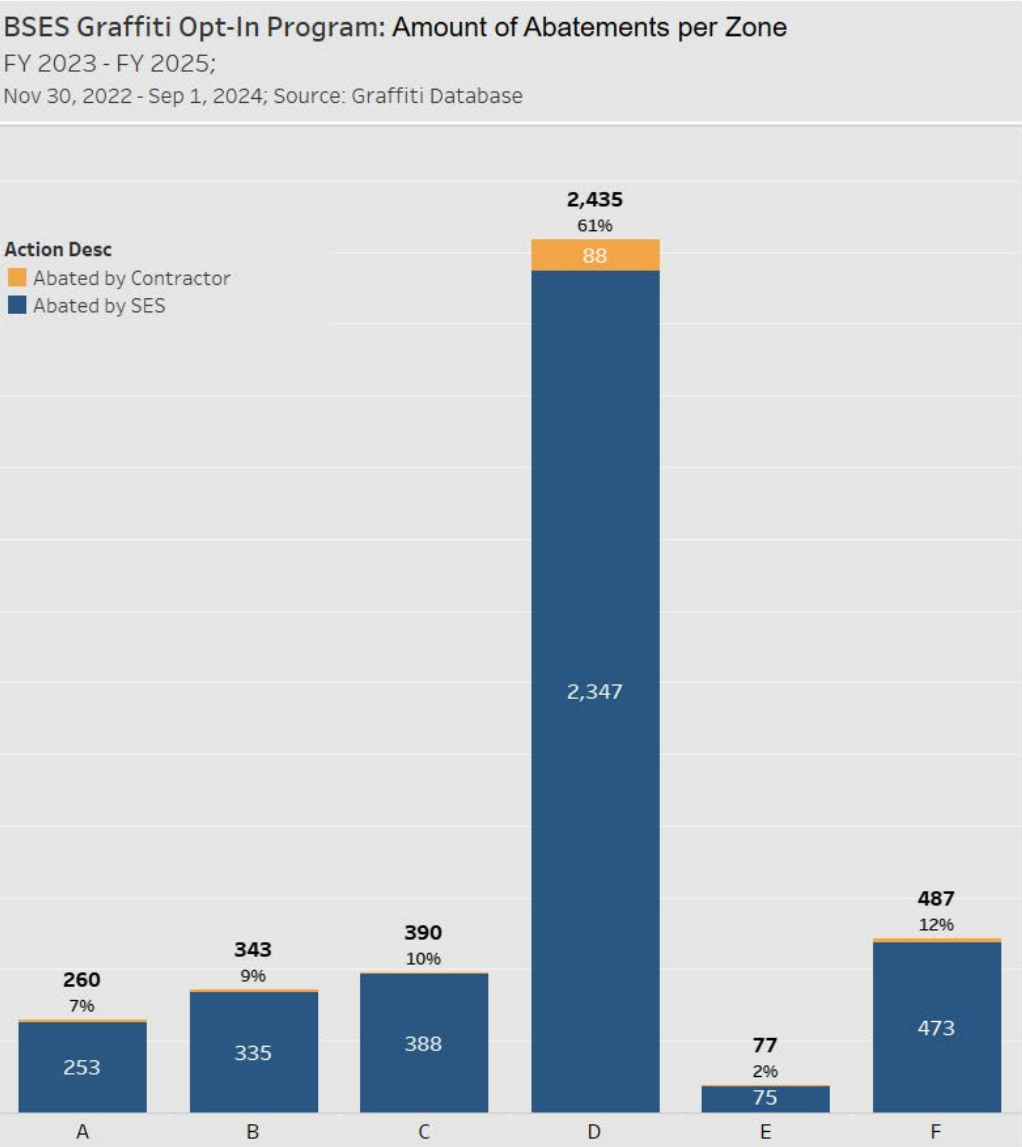
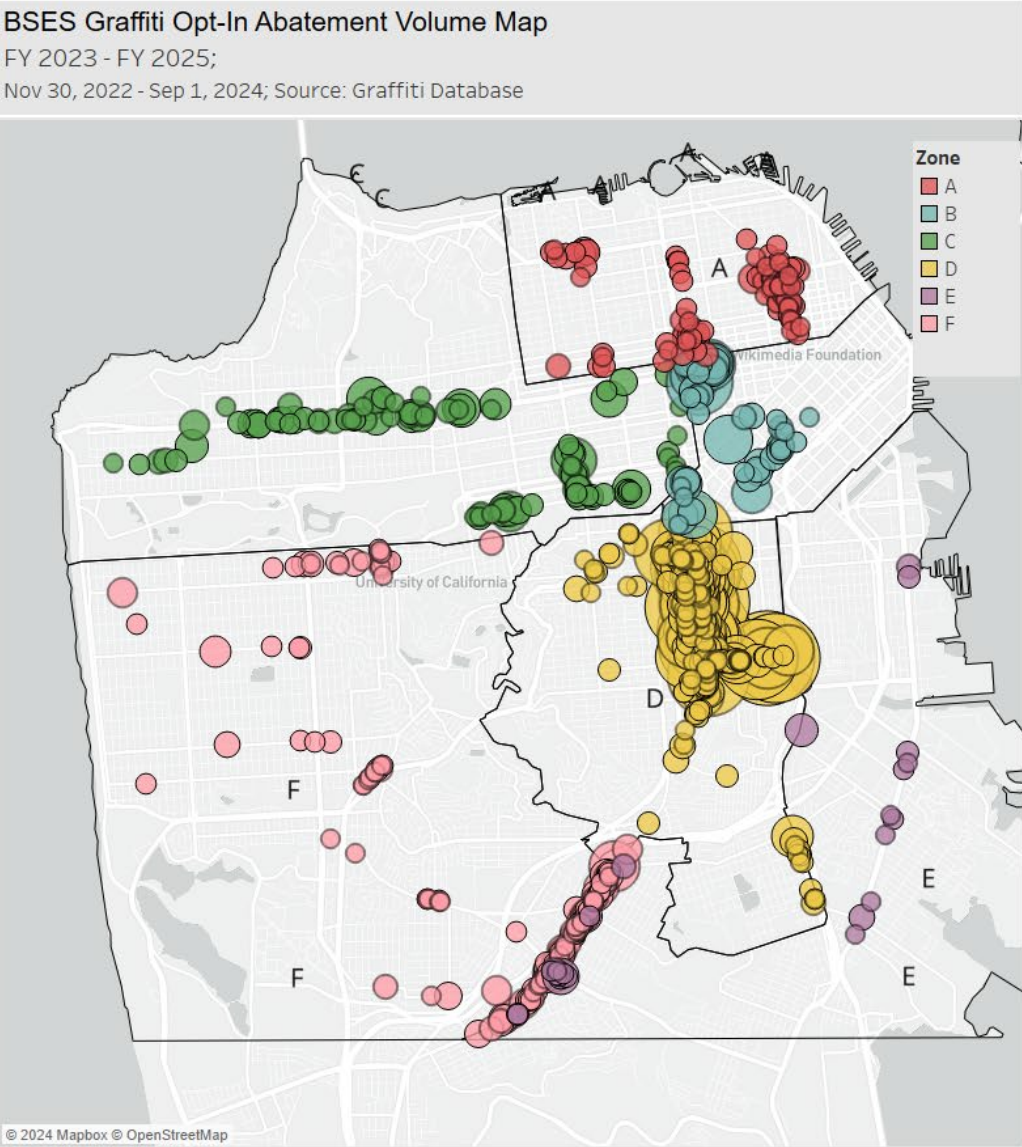
Graffiti private Opt-In Program



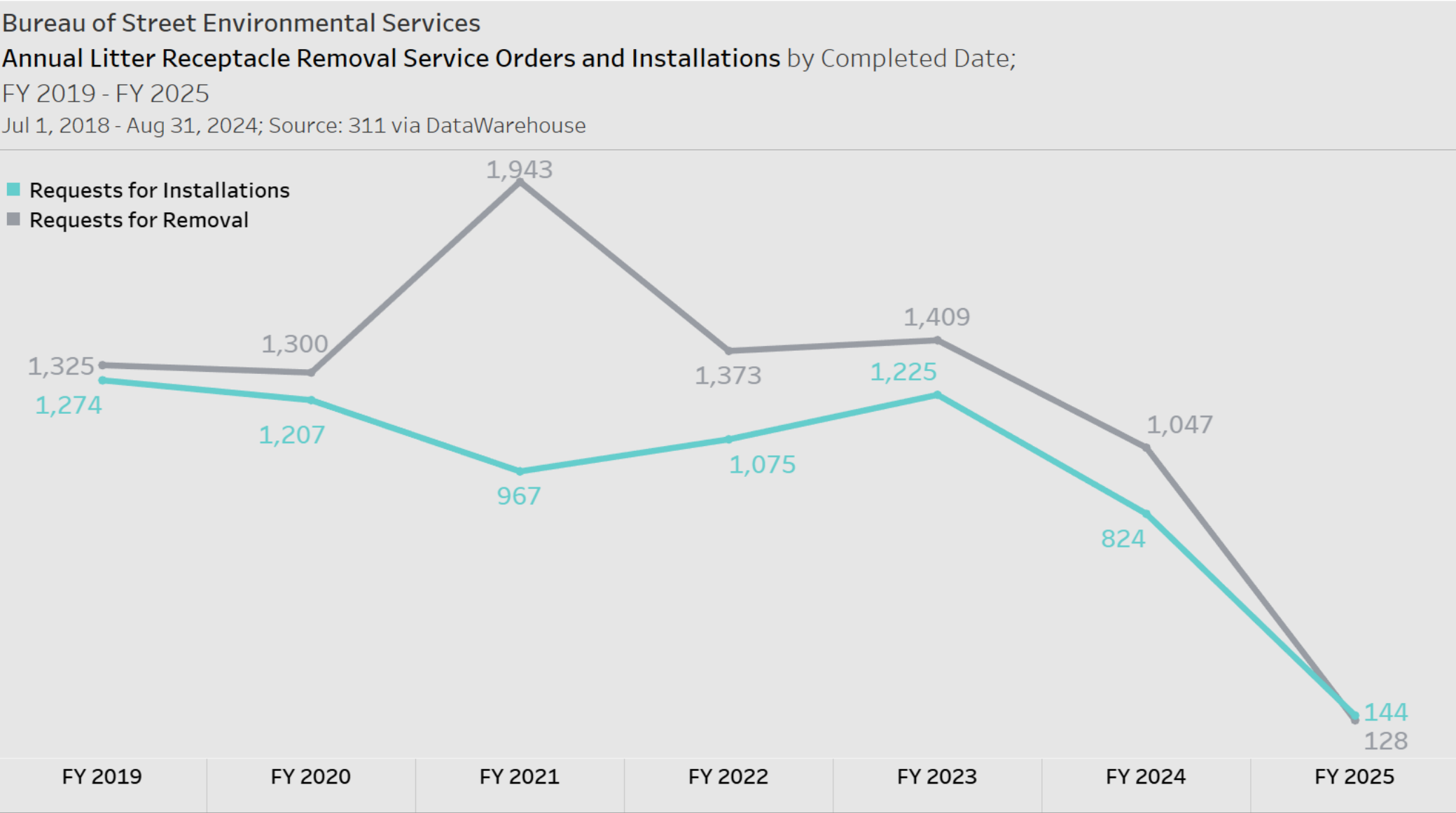
Breakdown of the number of abatements on private property per address



Breakdown of the amount of service orders resulting in abatement on private property per zone



Breakdown of annual litter receptacle removal service orders and installations





QUESTIONS?

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	24,125			Jul 1, 2024 - Aug 31, 2024
	Street and sidewalk cleaning response rate	85%	95%	48 hours	Jul 1, 2024 - Aug 31, 2024
	Graffiti service order volume on public property	6,311			Jul 1, 2024 - Aug 31, 2024
	Graffiti response rate on public property	33%	95%	48 hours	Jul 1, 2024 - Aug 31, 2024
	Graffiti service order volume on private property	2,405			Jul 1, 2024 - Aug 31, 2024
	Litter receptacle removal service order volume	128			Jul 1, 2024 - Aug 31, 2024
	Litter receptacle installation service order volume	144			Jul 1, 2024 - Aug 31, 2024

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.