

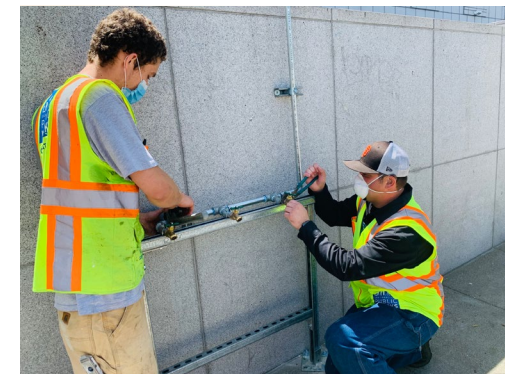


May 15, 2023

Performance and Data Evaluation: Street Cleaning & Graffiti

Christopher McDaniels

Superintendent of Bureau of Street Environmental Services



Performance and Data Evaluation: Street Cleaning

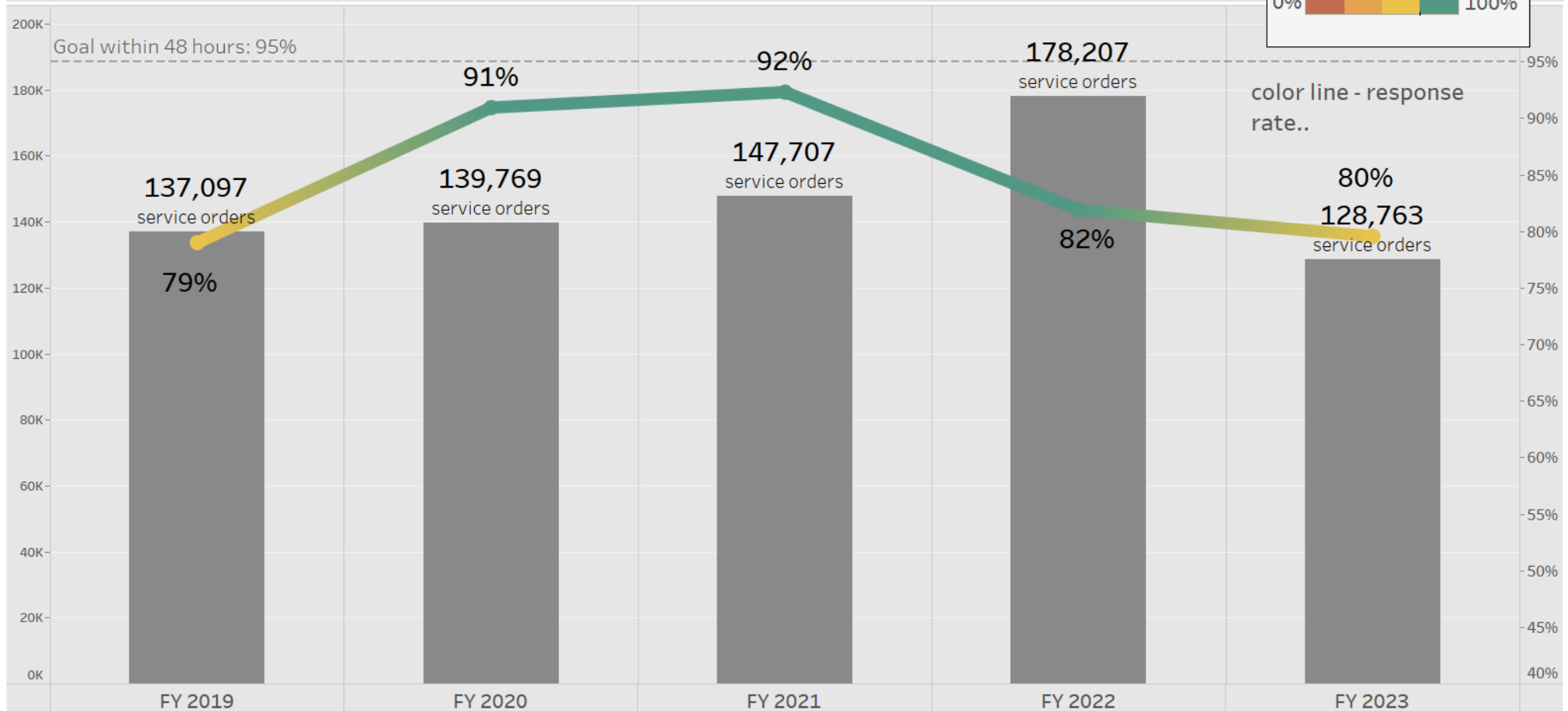
Annual street and sidewalk cleaning requests

Annual percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)

Bureau of Street Environmental Services

Annual Street and Sidewalk Cleaning-related 311 Service Orders & Response Rate within 48 hours by Accepted Date; FY 2019 - FY 2023

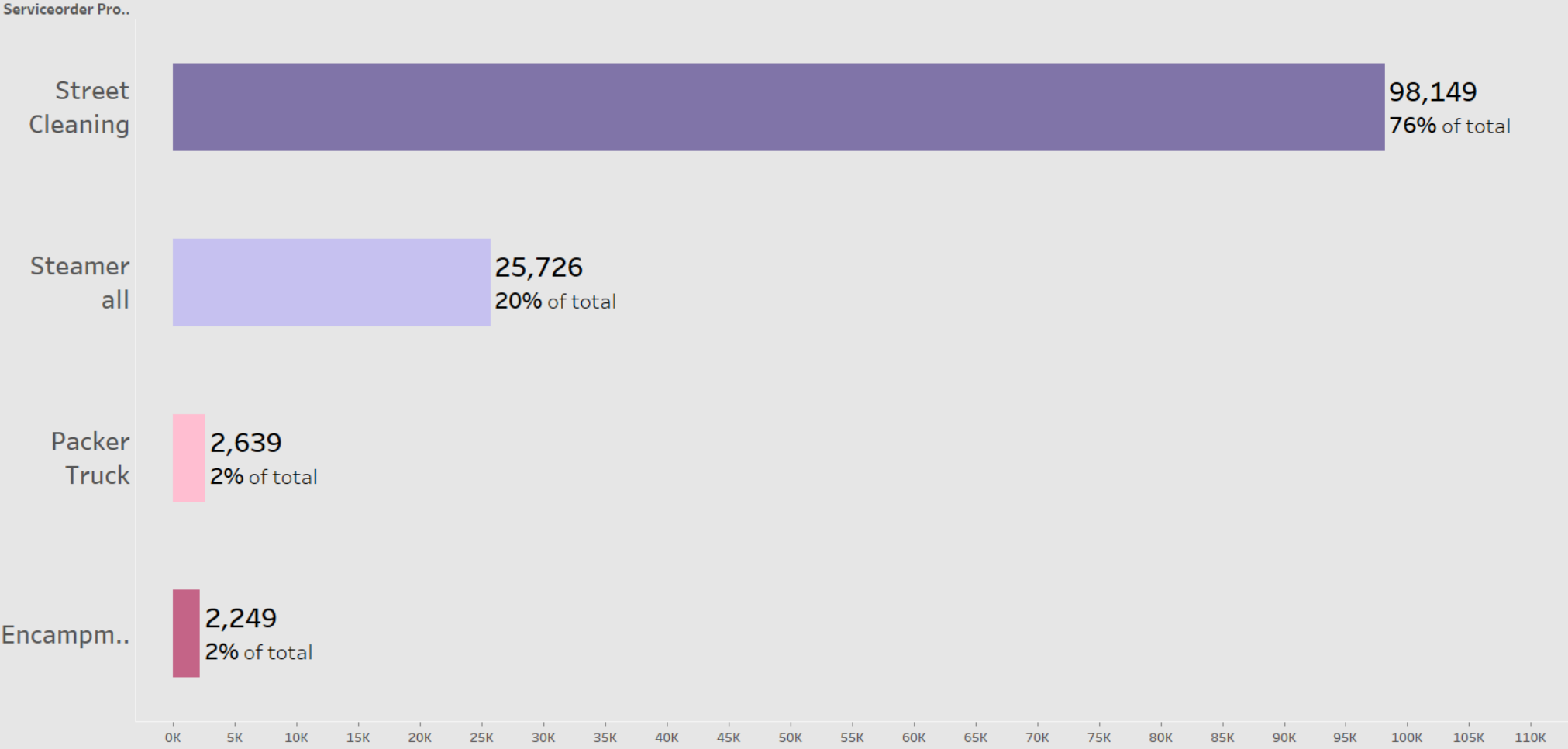
Jul 1, 2018 - Apr 30, 2023; Source: 311 via CMMS Data Mart



Performance and Data Evaluation: Street Cleaning

Breakdown of street and sidewalk cleaning requests by problem description

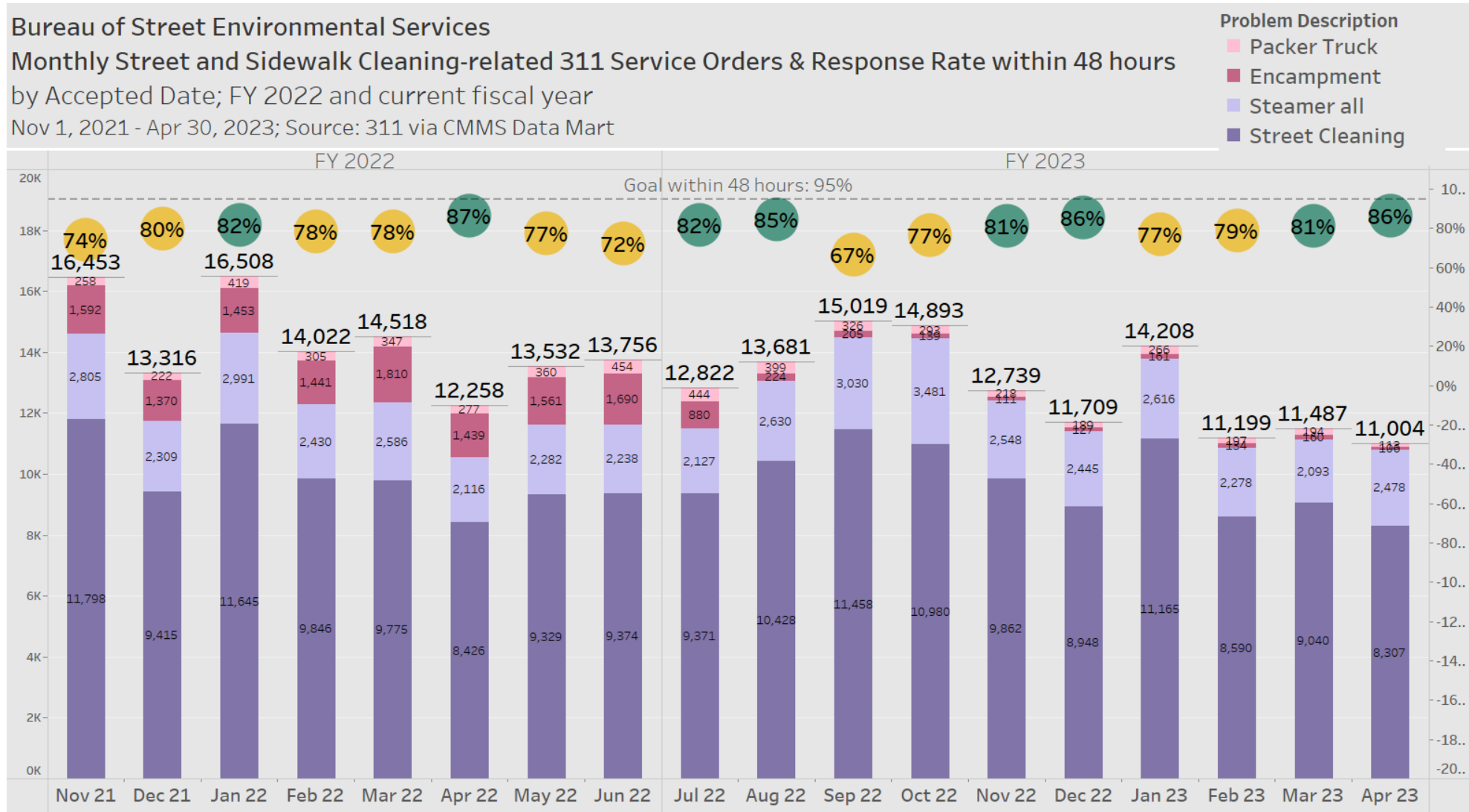
Bureau of Street Environmental Services
Street and Sidewalk Cleaning-related 311 Service Orders Problem Description Breakdown; FY 2023
Jul 1, 2022 - Apr 30, 2023; Source: 311 via CMMS Data Mart



Performance and Data Evaluation: Street Cleaning

Monthly street and sidewalk cleaning requests

Monthly percent of street and sidewalk cleaning requests responded to within service level agreement (48 hours)



Performance and Data Evaluation: Graffiti

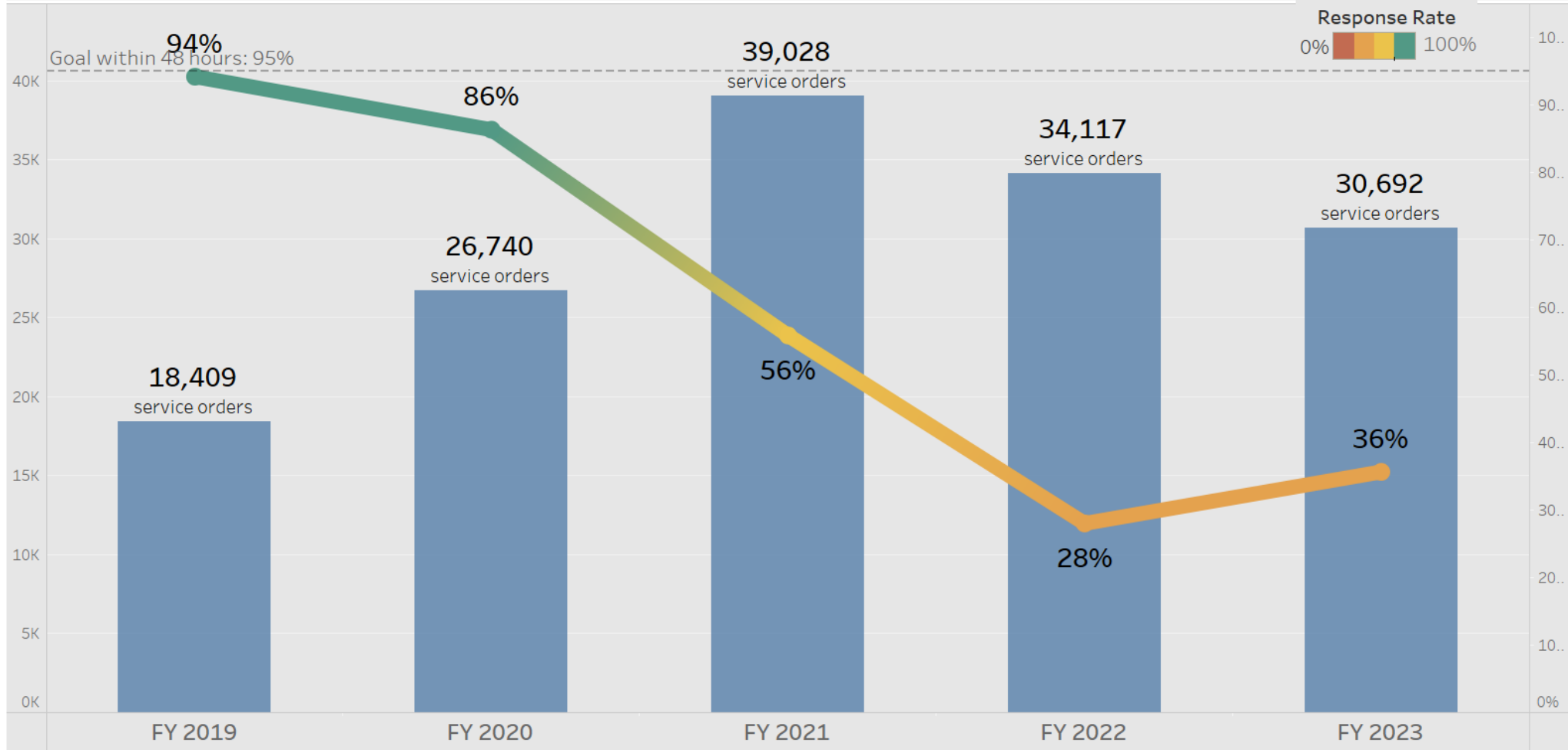
Annual graffiti service orders on public property

Annual percent of graffiti on public property requests responded to within service level agreement (48 hours)

Bureau of Street Environmental Services

Annual Graffiti on Public Property Service Orders & Response Rate within 48 hours by Entered Date; FY 2019 - FY 2023

Jul 1, 2018 - Apr 30, 2023; Source: 311 via DataWarehouse



Performance and Data Evaluation: Graffiti

Monthly graffiti service orders on public property

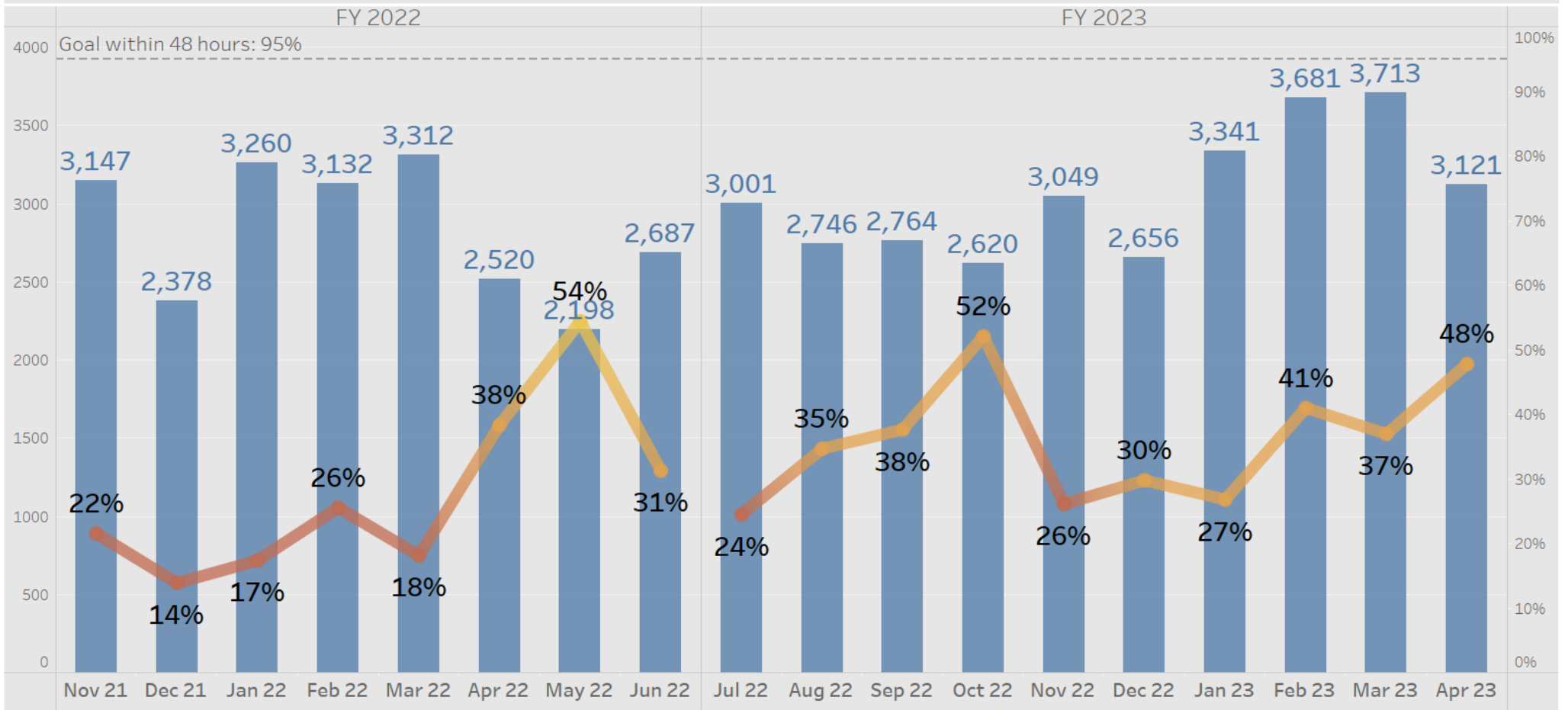
Monthly percent of graffiti on public property requests responded to within service level agreement (48 hours)

Bureau of Street Environmental Services

Monthly Graffiti on Public Property Service Orders & Response Rate within 48 hours by Entered Date; FY 2022 and current fiscal year

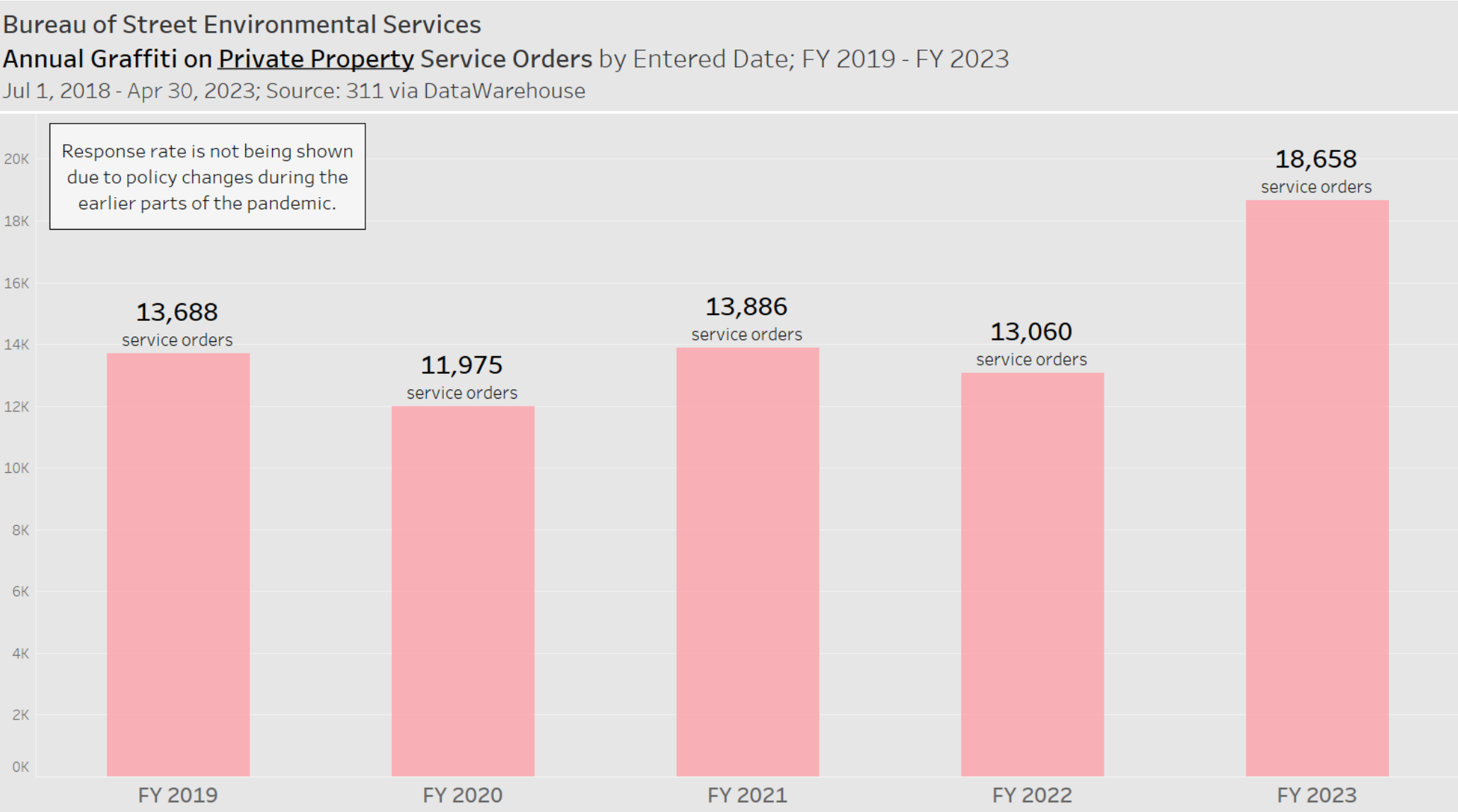
Nov 1, 2021 - Apr 30, 2023; Source: 311 via DataWarehouse

Response Rate
0% 100%



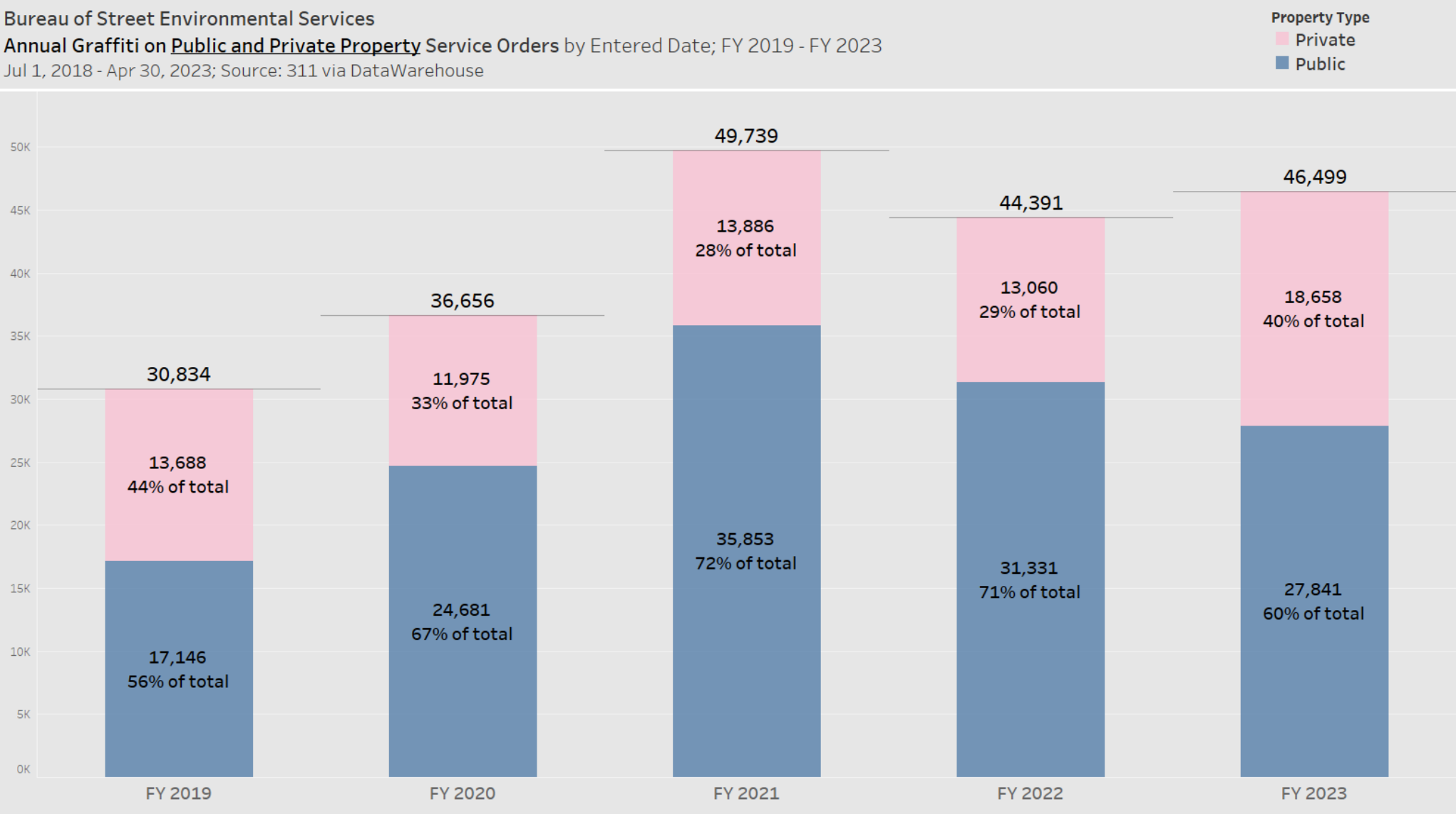
Performance and Data Evaluation: Graffiti

Annual graffiti service orders on private property



Performance and Data Evaluation: Graffiti

Breakdown of annual graffiti service orders on public and private property



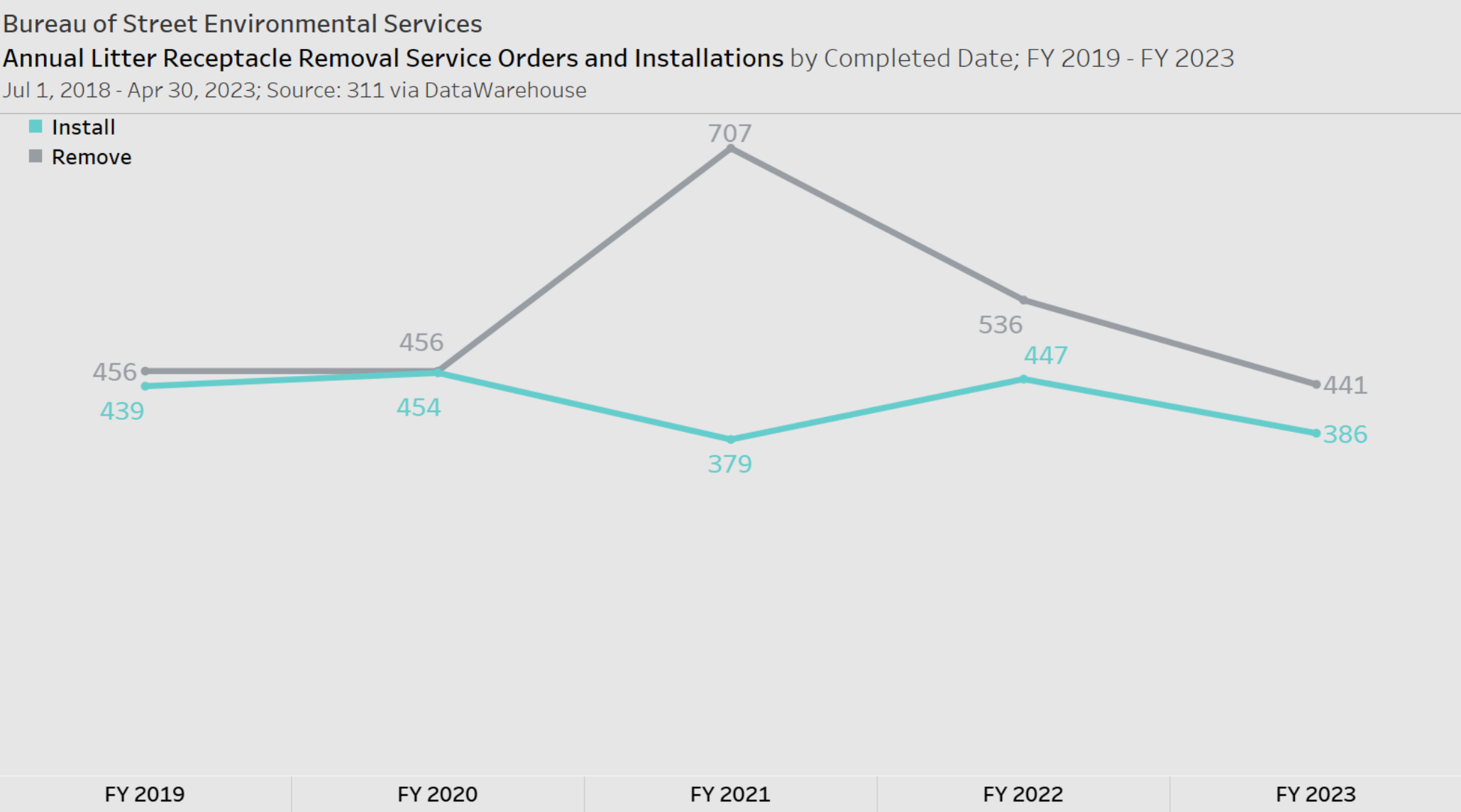
Performance and Data Evaluation: Graffiti

Preliminary data for the Graffiti Opt-In Program (Dec 2022 – Mar 2023)

- 413 properties have been approved for the Opt-In program
- 70 of these properties have had graffiti abated so far

Performance and Data Evaluation: Litter Receptacles

Breakdown of annual litter receptacle removal service orders and installations



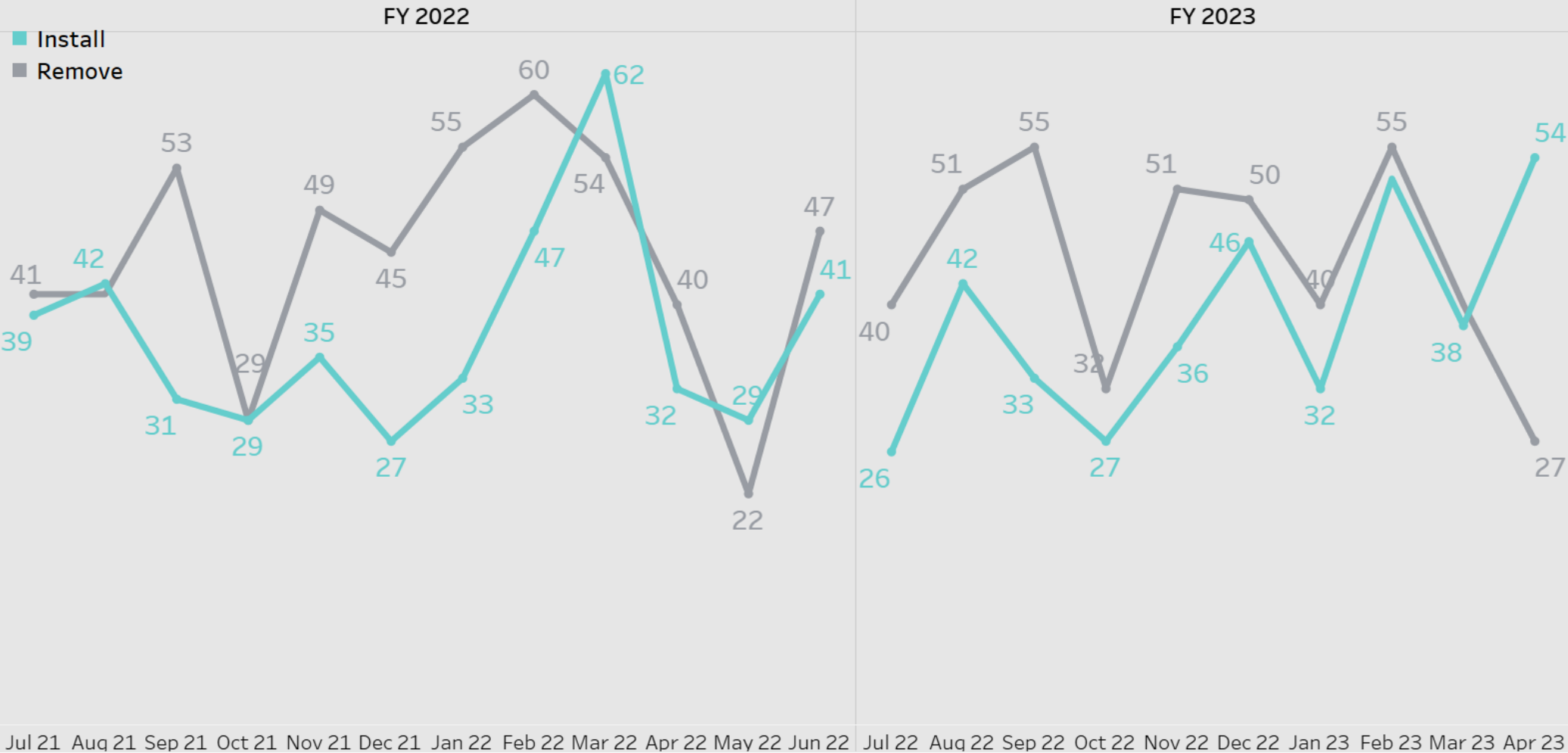
Performance and Data Evaluation: Litter Receptacles

Breakdown of annual litter receptacle removal service orders and installations

Bureau of Street Environmental Services

Monthly Litter Receptacle Removal Service Orders and Installations by Completed Date; FY 2022 and current fiscal year

Jul 1, 2021 - Apr 30, 2023; Source: 311 via DataWarehouse





QUESTIONS?