



Meeting Date: May 15, 2023

To: Sanitation and Streets Commission

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

From: Christopher McDaniels, Superintendent of Bureau of Street Environmental Services

Copy: Alexandra Bidot, Planning & Performance Manager

Subject: Performance Measures Presentation and Report: Street Environmental Services

Director's Recommendation: Informational item only. Receive and discuss.

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

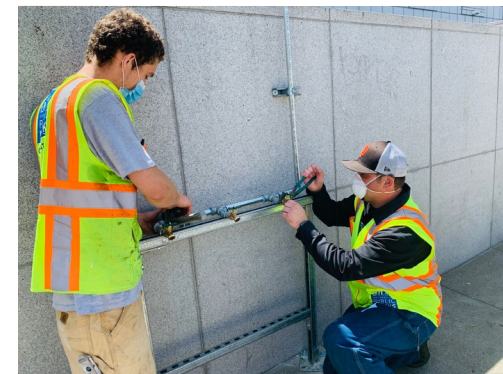


May 15, 2023

Performance and Data Evaluation: Street Cleaning & Graffiti

Christopher McDaniels

Superintendent of Bureau of Street Environmental Services



Performance and Data Evaluation: Street Cleaning

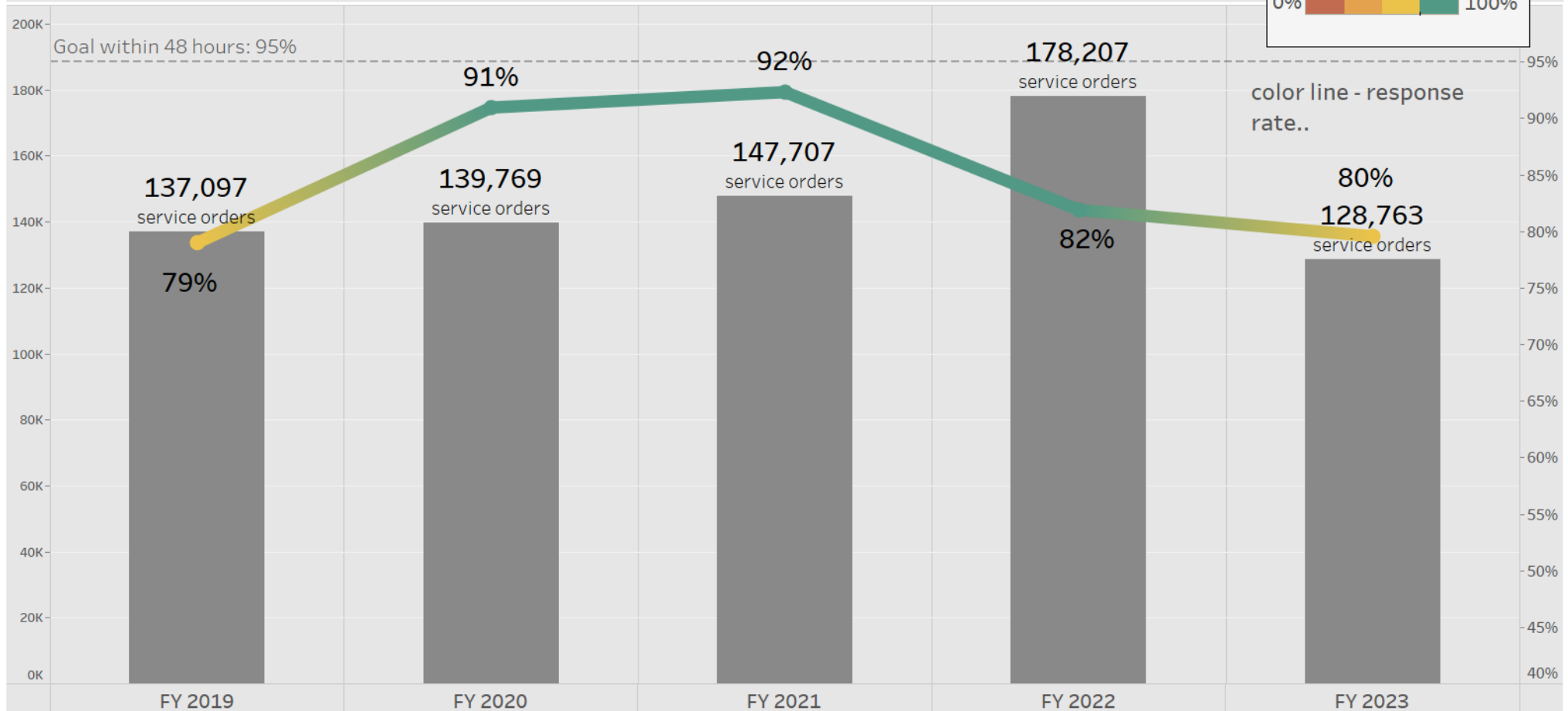
Annual street and sidewalk cleaning requests

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

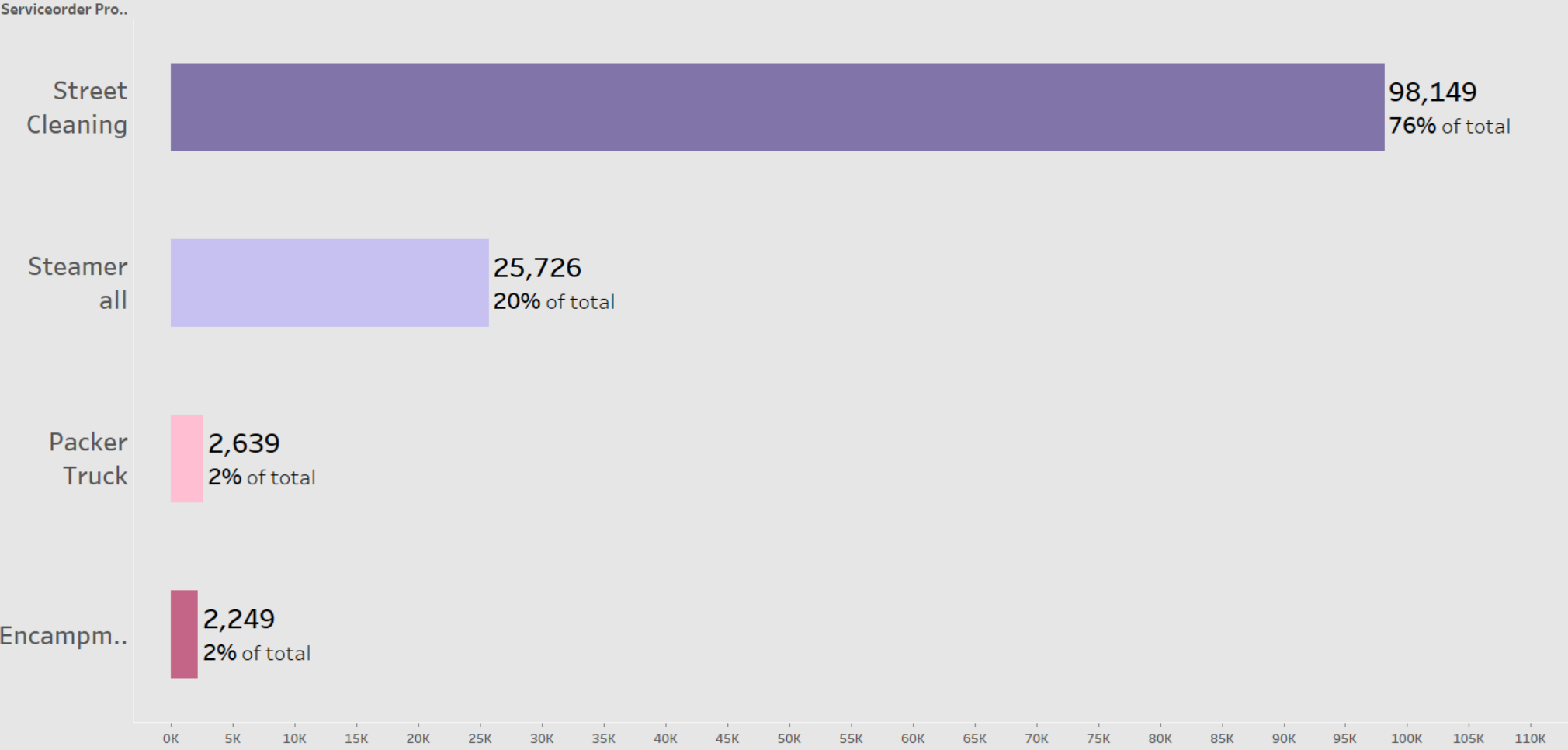
Jul 1, 2018 - Apr 30, 2023; Source: 311 via CMMS Data Mart



Performance and Data Evaluation: Street Cleaning

Breakdown of street and sidewalk cleaning requests by problem description

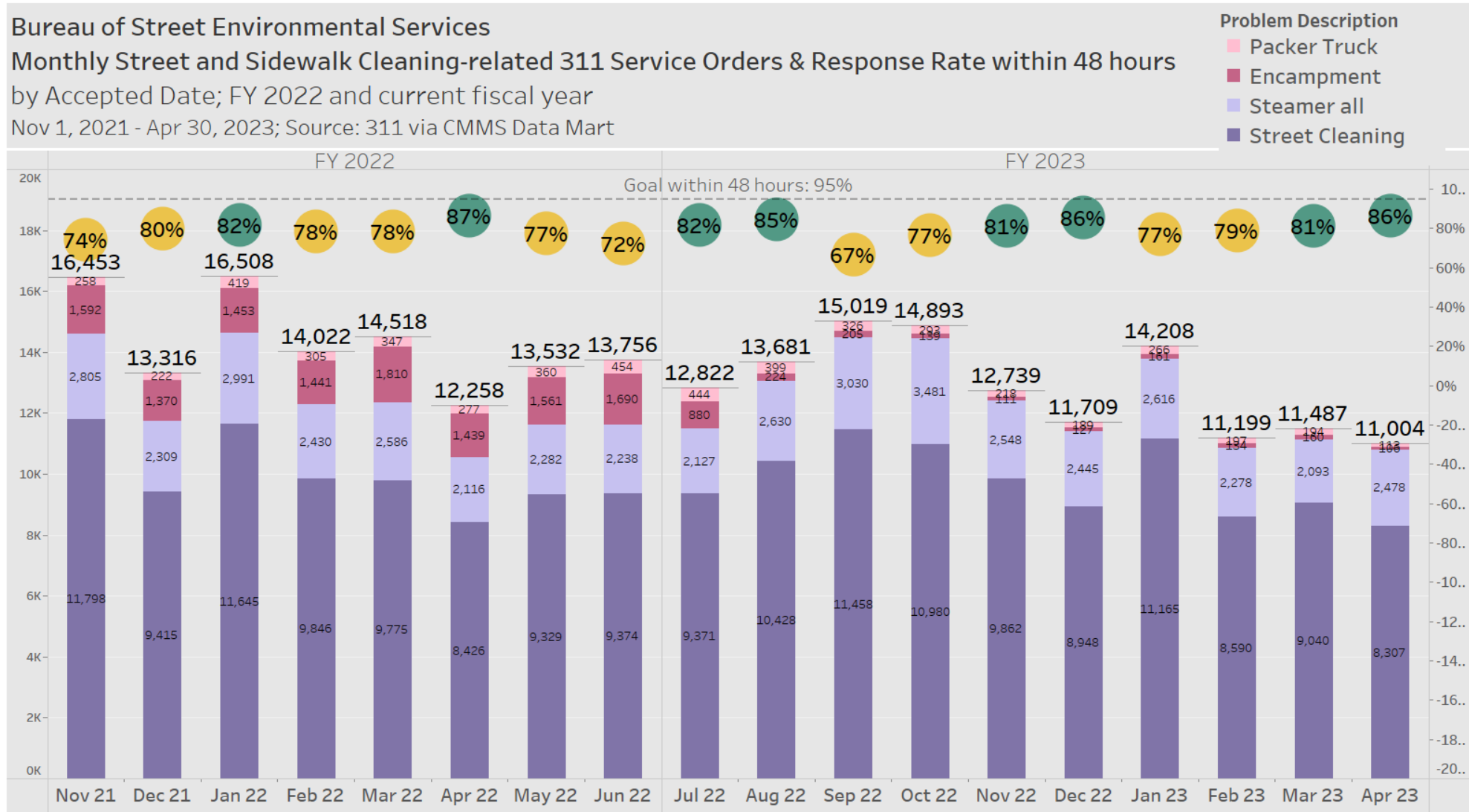
Bureau of Street Environmental Services
Street and Sidewalk Cleaning-related 311 Service Orders Problem Description Breakdown; FY 2023
Jul 1, 2022 - Apr 30, 2023; Source: 311 via CMMS Data Mart



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

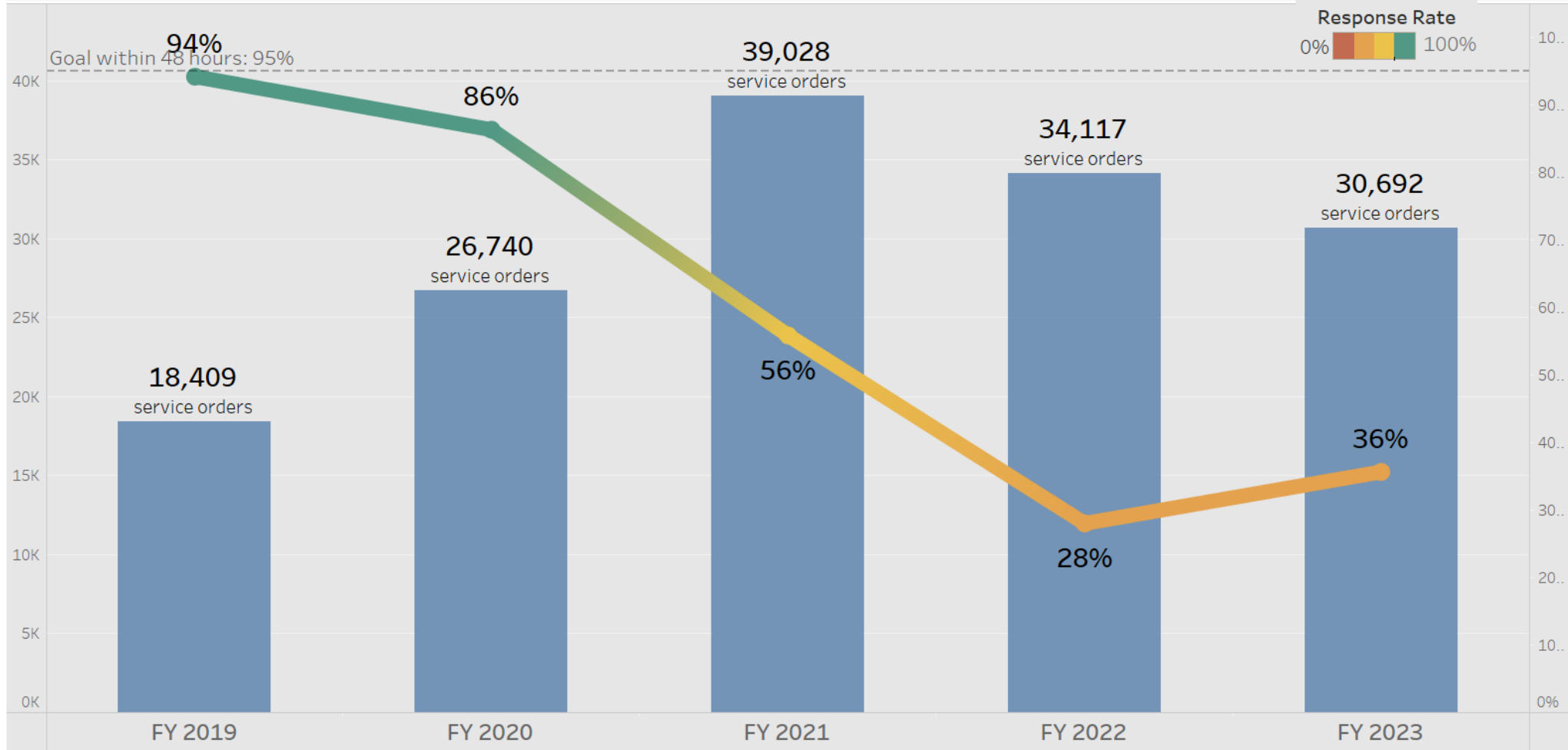
Annual graffiti service orders on public property

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

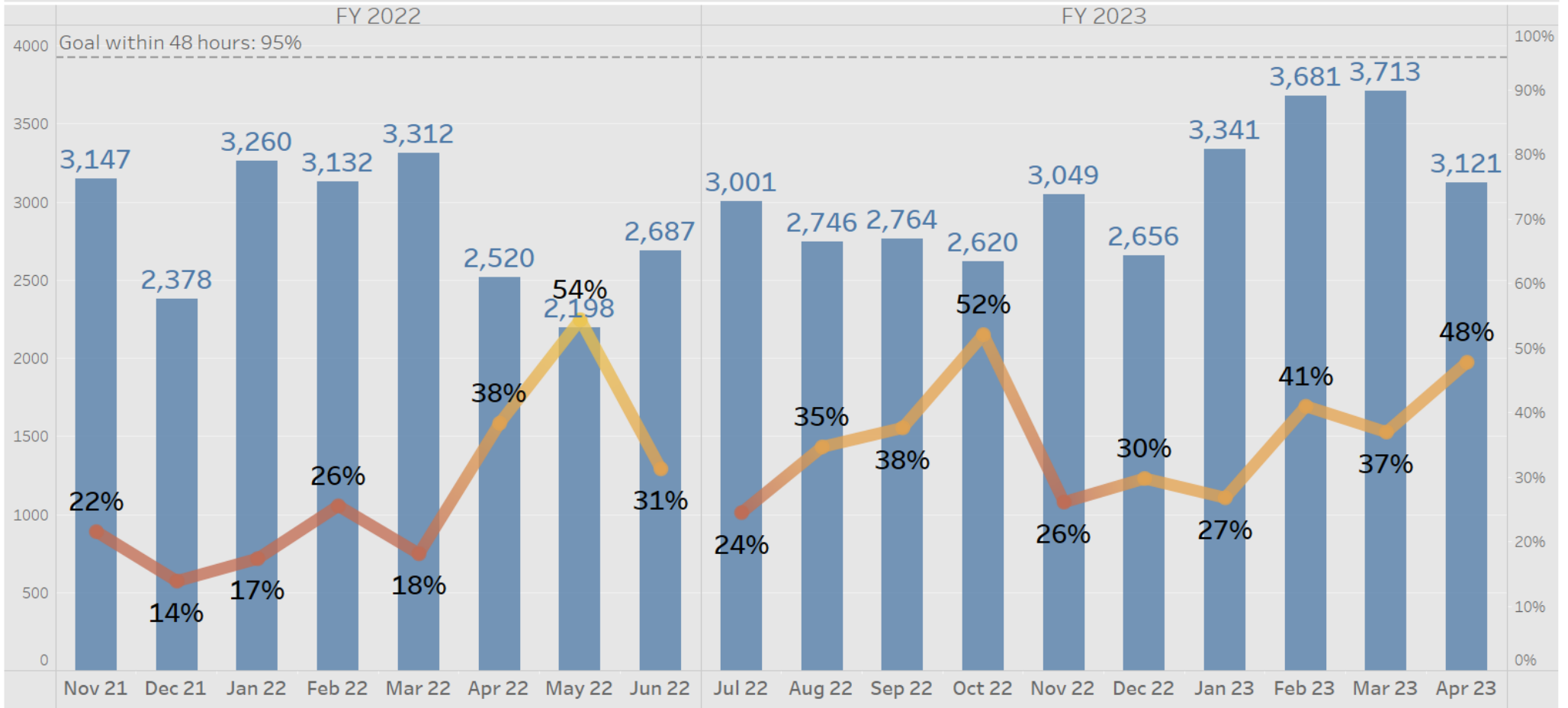
Monthly percent of graffiti on public property requests responded to within service level agreement (48 hours)

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

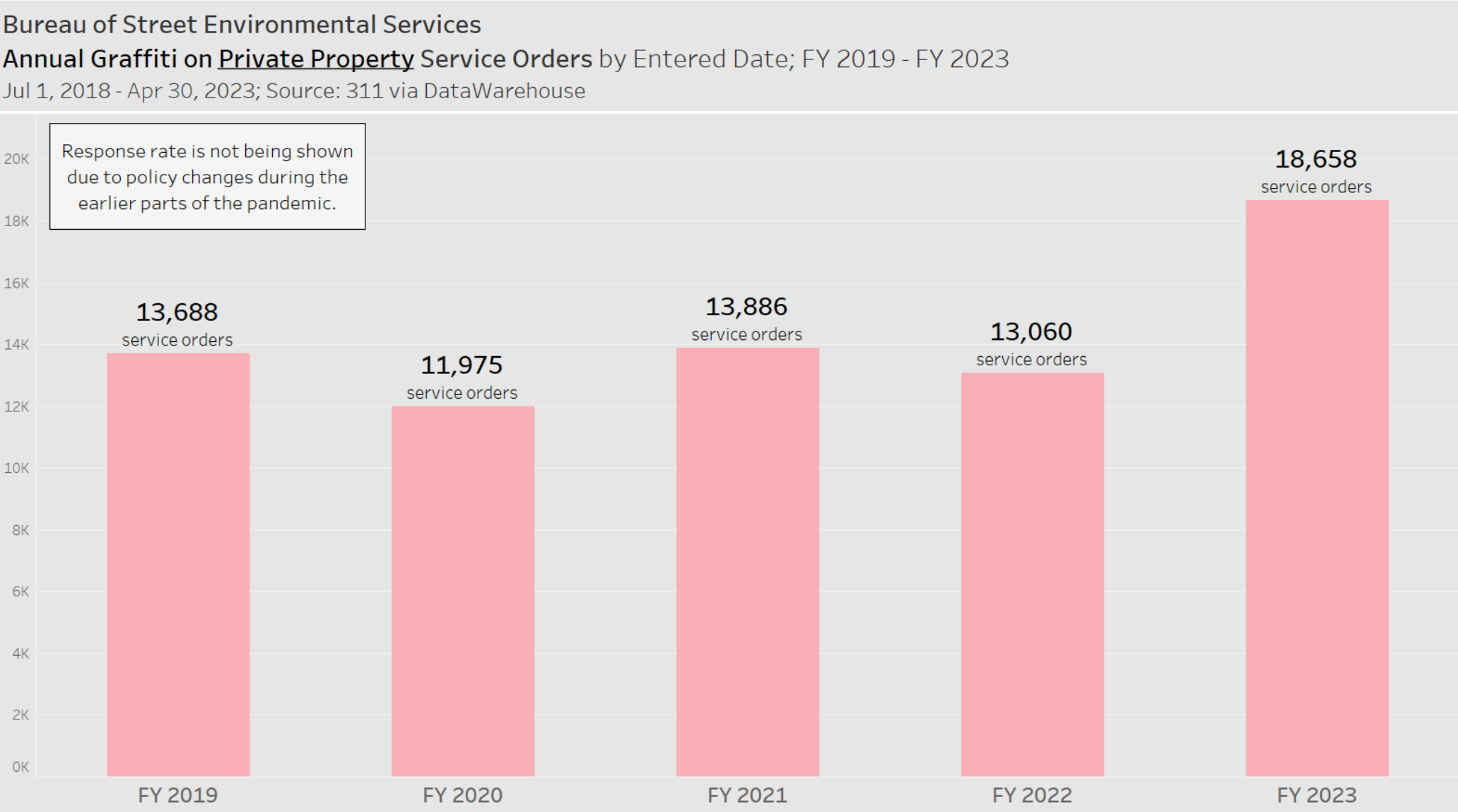
Nov 1, 2021 - Apr 30, 2023; Source: 311 via DataWarehouse

Response Rate
0% 100%



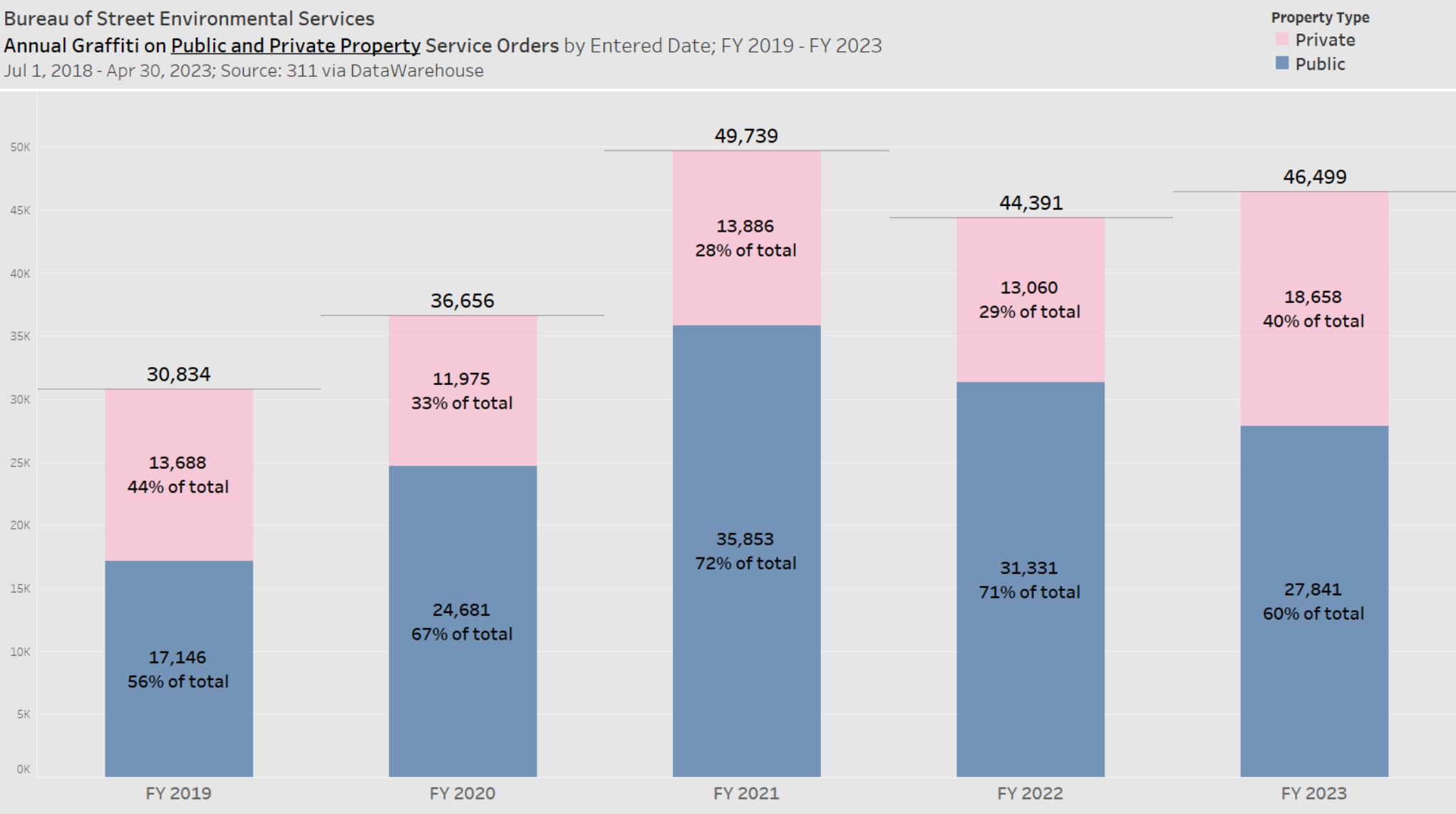
Performance and Data Evaluation: Graffiti

Annual graffiti service orders on private property



Performance and Data Evaluation: Graffiti

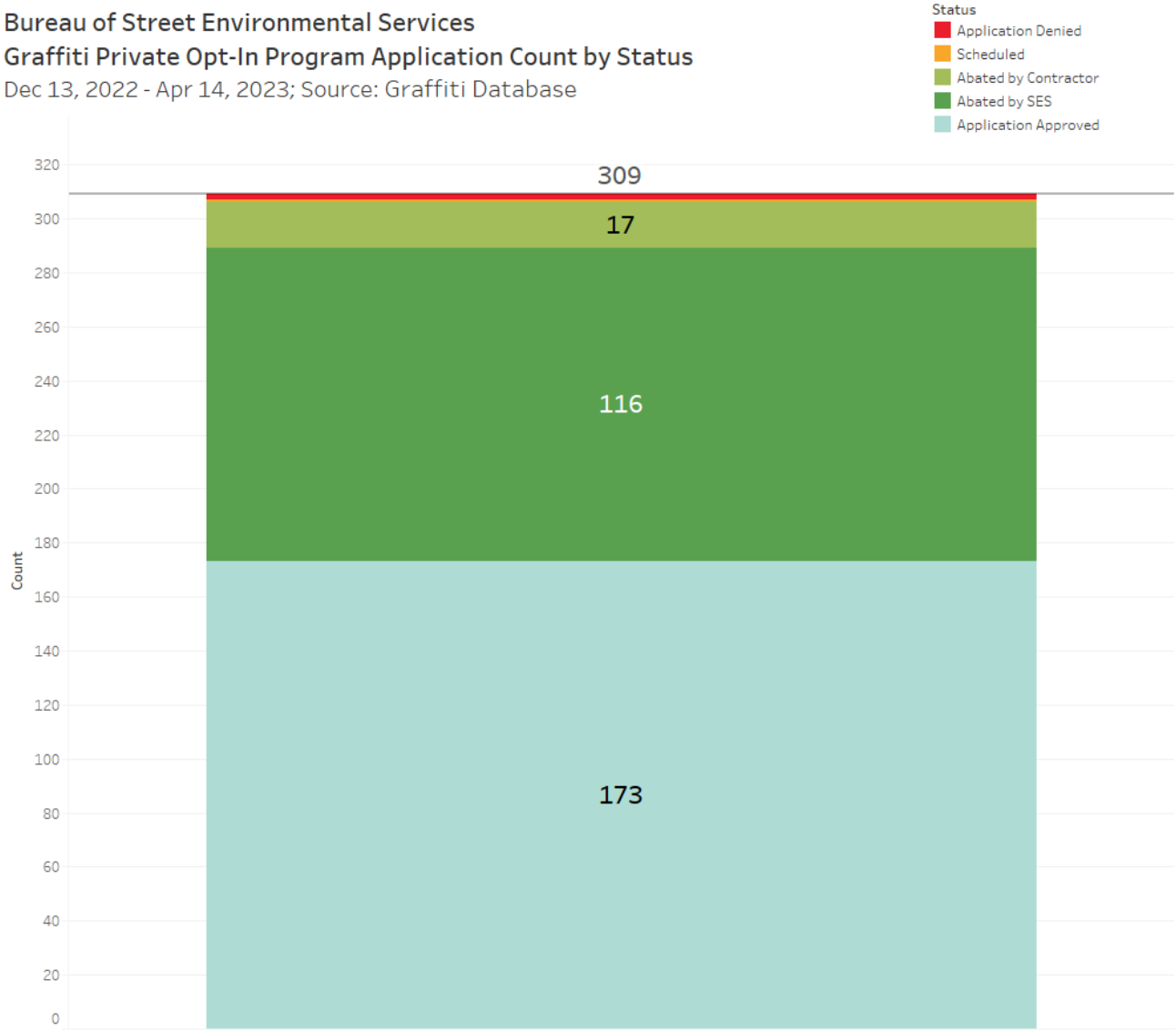
Breakdown of annual graffiti service orders on public and private property



Performance and Data Evaluation: Graffiti

Preliminary data for the Graffiti Opt-In Program

Bureau of Street Environmental Services
 Graffiti Private Opt-In Program Application Count by Status
 Dec 13, 2022 - Apr 14, 2023; Source: Graffiti Database

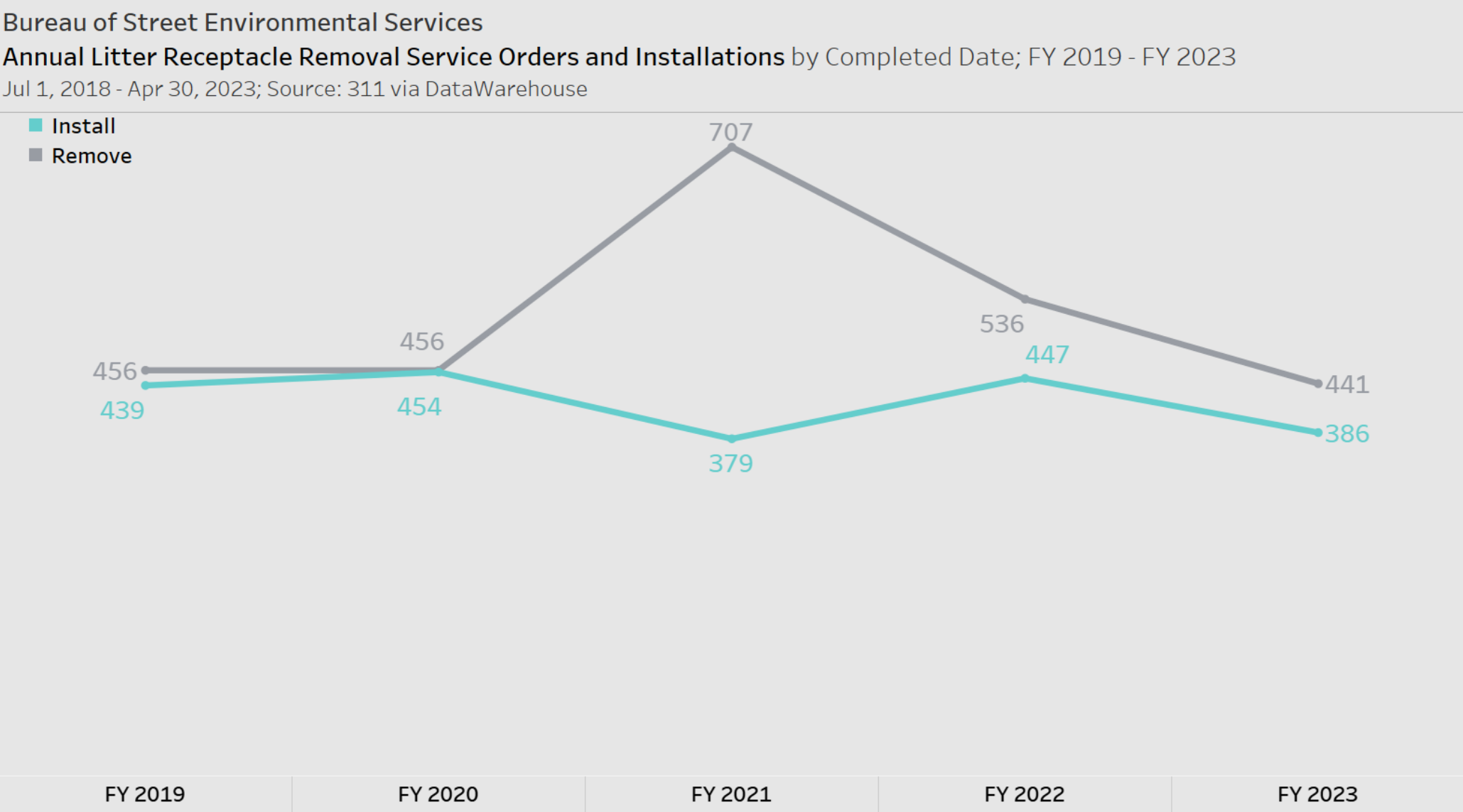


Bureau of Street Environmental Services
 Graffiti Private Opt-In Program Application Count by Status
 Dec 13, 2022 - Apr 14, 2023; Source: Graffiti Database

Status	Count
Application Denied	2
Scheduled	1
Abated by Contractor	17
Abated by SES	116
Application Approved	173

Performance and Data Evaluation: Litter Receptacles

Breakdown of annual litter receptacle removal service orders and installations



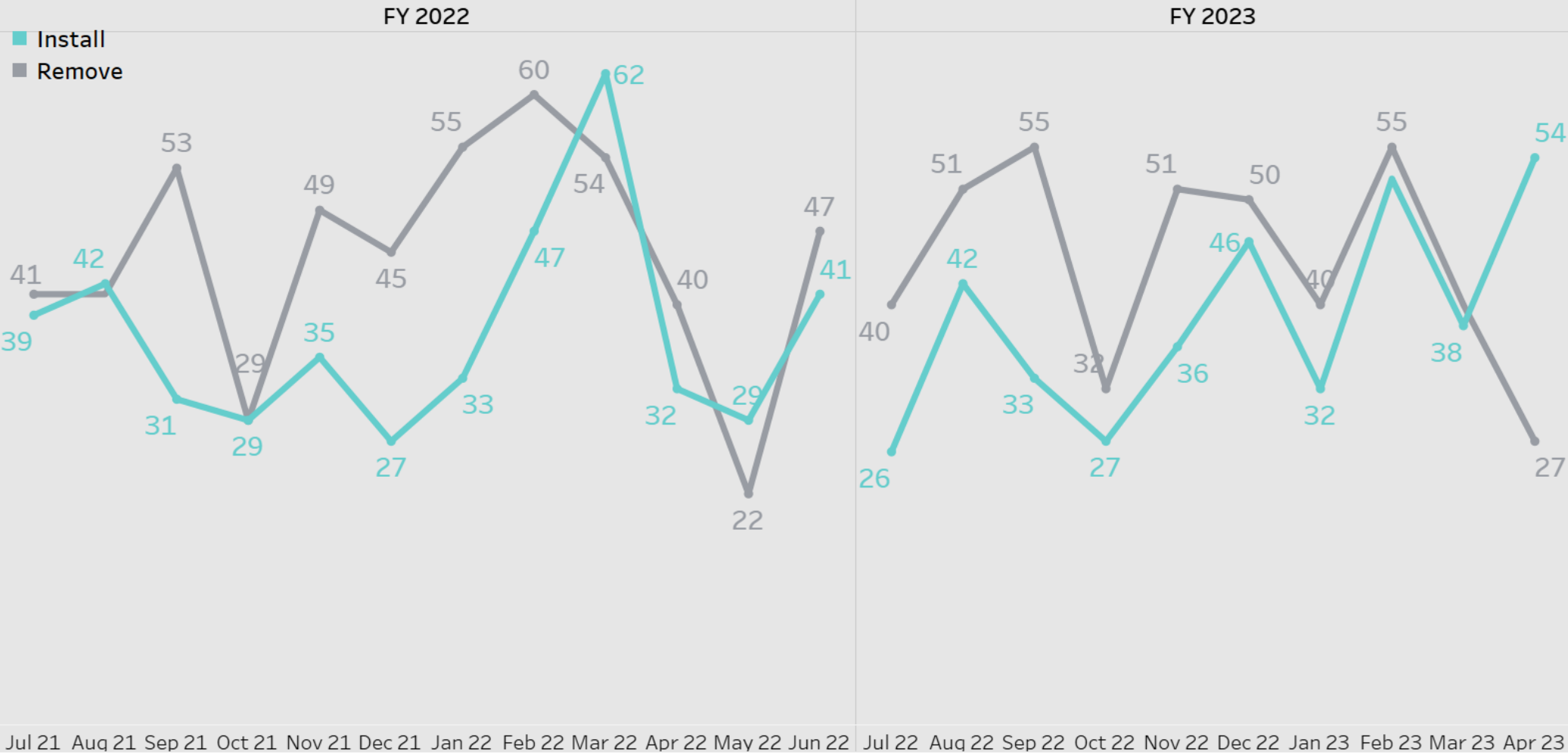
Performance and Data Evaluation: Litter Receptacles

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?

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	128,763			Jul 1, 2022 - Apr 30, 2023
	Street and sidewalk cleaning response rate	80%	95%	48 hours	Jul 1, 2022 - Apr 30, 2023
	Graffiti service order volume on public property	30,692			Jul 1, 2022 - Apr 30, 2023
	Graffiti response rate on public property	36%	95%	48 hours	Jul 1, 2022 - Apr 30, 2023
	Graffiti service order volume on private property	18,658			Jul 1, 2022 - Apr 30, 2023
	Litter receptacle removal service order volume	441			Jul 1, 2022 - Apr 30, 2023
	Litter receptacle installations	386			Jul 1, 2022 - Apr 30, 2023

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.