Revolutionizing the Business of Government

SFStat

Mayor Gavin Newsom

Service, Accountability, Success

Department of Public Works

Edwin Lee

Director
DPW: Prop C Street Standards

The City Services Auditor Charter amendment (Nov. 2003 Proposition C) requires:

• Regular schedules for street maintenance made available to the public;
• Quantifiable, measurable, objective standards for street maintenance;
• Compliance reports to be posted on dept’s website;
• An annual audit of the City’s performance to those standards, with geographic detail.
DPW: Prop C Development Process

- Research and Benchmarking
- DPW Management
- Public Discussion and Comment
- Controller & DPW Field Test 11 routes
Standards and documents should:

- Fit San Francisco’s resources and environment;
- Be specific;
- Be comprehensive;
- Be clear and readable for the non-expert in plain language;
- Be flexible for residential and commercial areas;
- Data-gathering effort appropriate to the value of the information;
- Use systems already in place at DPW;
- Use best practices and City expertise.
DPW: Prop C Public Discussion & Outreach

Mailing to 600+ Groups & Citizens  March 24
Public Comment End Date  April 3
SFStat Discussion  April 25
## DPW: Prop C Public Comment

<table>
<thead>
<tr>
<th>Main Topics</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Cleaning</td>
<td>Include feces, cigarette butts</td>
</tr>
<tr>
<td>Graffiti</td>
<td>Include point system, handbills/flyers</td>
</tr>
<tr>
<td>Cleanliness around trash receptacles</td>
<td>Include spills, leakage, and feces</td>
</tr>
<tr>
<td>Routes</td>
<td>Importance of what routes are selected.</td>
</tr>
<tr>
<td>Enforcement</td>
<td>Graffiti, trash receptacles, and sidewalks</td>
</tr>
</tbody>
</table>
DPW: Prop C Maintenance Standards

Standards Manual
• Three features
  1. Street cleaning
  2. Graffiti
  3. Trash receptacles
• Each feature measured with between 1 and 6 elements;
• Standards are designed with Yes/No answers;
• Some standards are scaled (i.e. 90% = yes).

Evaluation Tool
• Checklist for easy walking around the streets;
• Includes worksheets for each feature to capture more detail information.
1. Street Standards: Street Cleaning*

3 point scale

• 1.0 Acceptably Clean
  ➢ Less than 5 pieces of litter per 100 curb feet examined.

• 2.0 Not Acceptably Clean
  ➢ 5–15 pieces of litter per 100 curb feet examined.

• 3.0 Filthy
  ➢ Over 15 pieces of litter per 100 curb feet examined.

* Daily and Every Other Day Routes will be inspected 2 hours before and 2 hours after sweeping. Weekly Routes will be inspected 1 day before and 1 day after sweeping.
1. Street Cleaning: Pass
1. Street Cleaning: Fail
2. Street Standards: Graffiti

<table>
<thead>
<tr>
<th>Measured Element</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Property</td>
<td>Is 100% of buildings and structures graffiti free? Yes or No</td>
</tr>
<tr>
<td>• DPW</td>
<td></td>
</tr>
<tr>
<td>• Non-DPW</td>
<td></td>
</tr>
<tr>
<td>Private Property</td>
<td>Is 100% of buildings and structures graffiti free? Yes or No</td>
</tr>
</tbody>
</table>
2. Graffiti: Pass
Public Property - DPW
2. Graffiti: Fail
Public Property - DPW
2. Graffiti: Pass
Public Property Non-DPW
2. Graffiti: Fail
Public Property – Non-DPW
2. Graffiti: Pass
Private Property
2. Graffiti: Fail
Private Property
### 3. Street Standards: Trash Receptacles*

<table>
<thead>
<tr>
<th>No.</th>
<th>Measured Element</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Fullness</td>
<td>Not Overflowing.</td>
</tr>
<tr>
<td>3.2</td>
<td>Cleanliness of receptacles</td>
<td>Clean.</td>
</tr>
<tr>
<td>3.3</td>
<td>Cleanliness around receptacles</td>
<td>Free of litter, debris, illegal dumping, spills or leakage. Less than 5 pieces.</td>
</tr>
<tr>
<td>3.4</td>
<td>Painting</td>
<td>Uniform coat and not peeling on 90% of surface.</td>
</tr>
<tr>
<td>3.5</td>
<td>Structures integrity &amp; function</td>
<td>Free of large cracks or damage.</td>
</tr>
<tr>
<td>3.6</td>
<td>Doors</td>
<td>Closed and secured.</td>
</tr>
<tr>
<td>Final Rating for the Route</td>
<td>Do at least 5 out of 6 meet the standard?</td>
<td>Yes or No</td>
</tr>
</tbody>
</table>

* Inspections will be conducted approximately 2 hours before and 2 hours after trash pick up.
3. Trash Receptacles: Pass
3. Trash Receptacles: Fail
Field Test

- Controller’s Office and DPW staff
- Week of April 11
- Tested the draft standards and evaluation tools
- Visited 11 routes – 5 blocks in each route
- Inspected the street cleaning
  - daily route: 2 hours after sweeping
  - weekly route: 1 day after sweeping
- Inspected graffiti and trash receptacles
# Field Test: 11 Routes

<table>
<thead>
<tr>
<th>Sup. District</th>
<th>Routes</th>
<th>Route No.</th>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Richmond</td>
<td>1</td>
<td>Tuesday</td>
<td>7 am to 8 am</td>
</tr>
<tr>
<td>2</td>
<td>Marina</td>
<td>19</td>
<td>Tuesday</td>
<td>12 pm to 2 pm</td>
</tr>
<tr>
<td>3</td>
<td>Western Addition</td>
<td>11</td>
<td>Friday</td>
<td>6 am to 8 am</td>
</tr>
<tr>
<td>4</td>
<td>Sunset</td>
<td>7</td>
<td>Friday</td>
<td>1 pm to 3 pm</td>
</tr>
<tr>
<td>5</td>
<td>Haight/Anza</td>
<td>15</td>
<td>Friday</td>
<td>6 am to 8 am</td>
</tr>
<tr>
<td>6</td>
<td>Chinatown</td>
<td>20</td>
<td>Friday</td>
<td>4 am to 6 am</td>
</tr>
<tr>
<td>7</td>
<td>Lakeview</td>
<td>12</td>
<td>Friday</td>
<td>7 am to 8 am</td>
</tr>
<tr>
<td>8</td>
<td>Eureka</td>
<td>14</td>
<td>Tuesday</td>
<td>6 am to 8 am</td>
</tr>
<tr>
<td>9</td>
<td>Glen Park</td>
<td>18</td>
<td>Tuesday</td>
<td>7 am to 8 am</td>
</tr>
<tr>
<td>10</td>
<td>Bayview</td>
<td>10</td>
<td>Friday</td>
<td>7 am to 8 am</td>
</tr>
<tr>
<td>11</td>
<td>Excelsior</td>
<td>5</td>
<td>Tuesday</td>
<td>6 am to 8 am</td>
</tr>
</tbody>
</table>
Field Test: Results

Street Cleaning
10 out of 11 routes met standard

Graffiti
- DPW property (6 incidences)
  - 6 out of 11 routes met standard
- Non-DPW property (56 incidences)
  - 1 out of 11 routes met standard
- Private property (93 incidences)
  - 0 out of 11 routes met standard
Field Test: Results

Trash Receptacles – meet the standard for route

- 10 out of 10 routes* met standard for
  - 3.1 Fullness
  - 3.2 Cleanliness of Receptacle
  - 3.5 Structure

- 9 out of 10 routes met standard for
  - 3.4 Painting
  - 3.6 Door

- But only 4 out of 10 routes met standard for
  - 3.3 Cleanliness around Receptacles

* 1 route did not have a trash receptacle.
Prop C DPW Next Steps

• Staff Training on standards (April and May)
• Develop Database and Reporting (April and May)
• More Site Visits and Training with CON (June)
• Department-wide Implementation (July)
• Controller’s Report (FY 2005-06)