

SFStat

Mayor Gavin Newsom

Service, Accountability, Success

Department of Public Works

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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

DPW: Prop C Parameters

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

Main Topics	Examples
Street Cleaning	Include feces, cigarette butts
Graffiti	Include point system, handbills/flyers
Cleanliness around trash receptacles	Include spills, leakage, and feces
Routes	Importance of what routes are selected.
Enforcement	Graffiti, trash receptacles, and sidewalks

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.

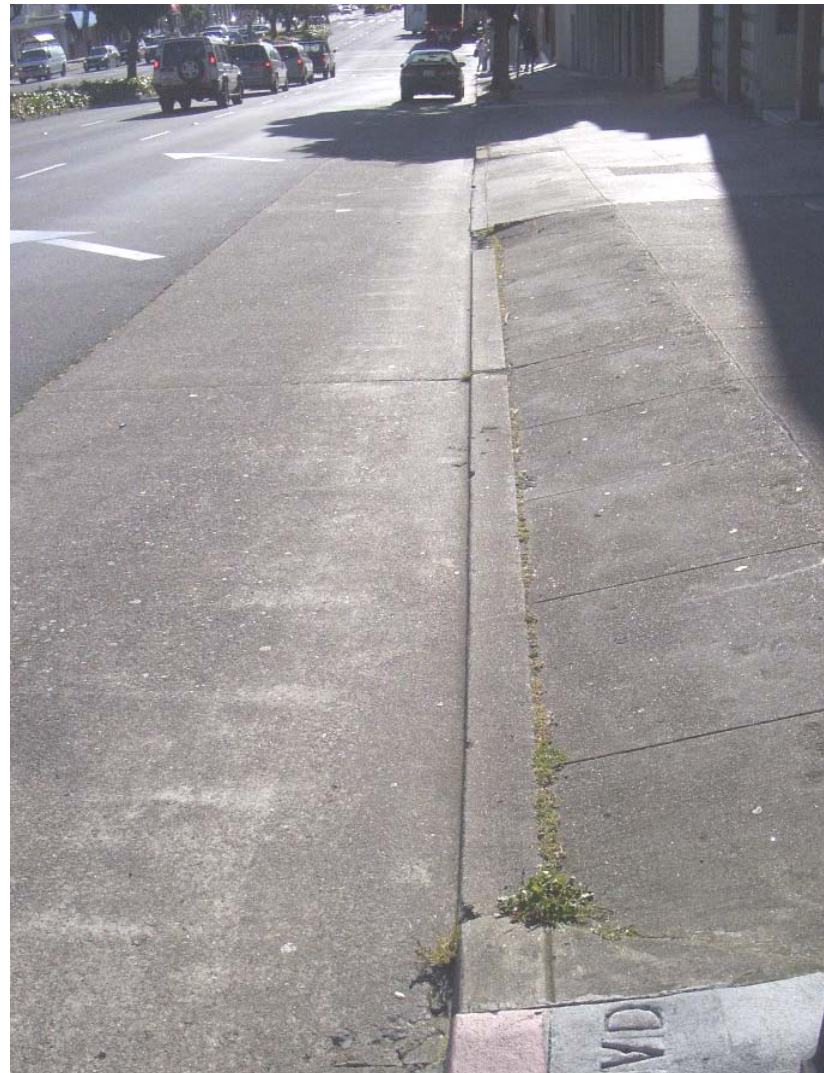
1. Street Standards: Street Cleaning*

3 point scale

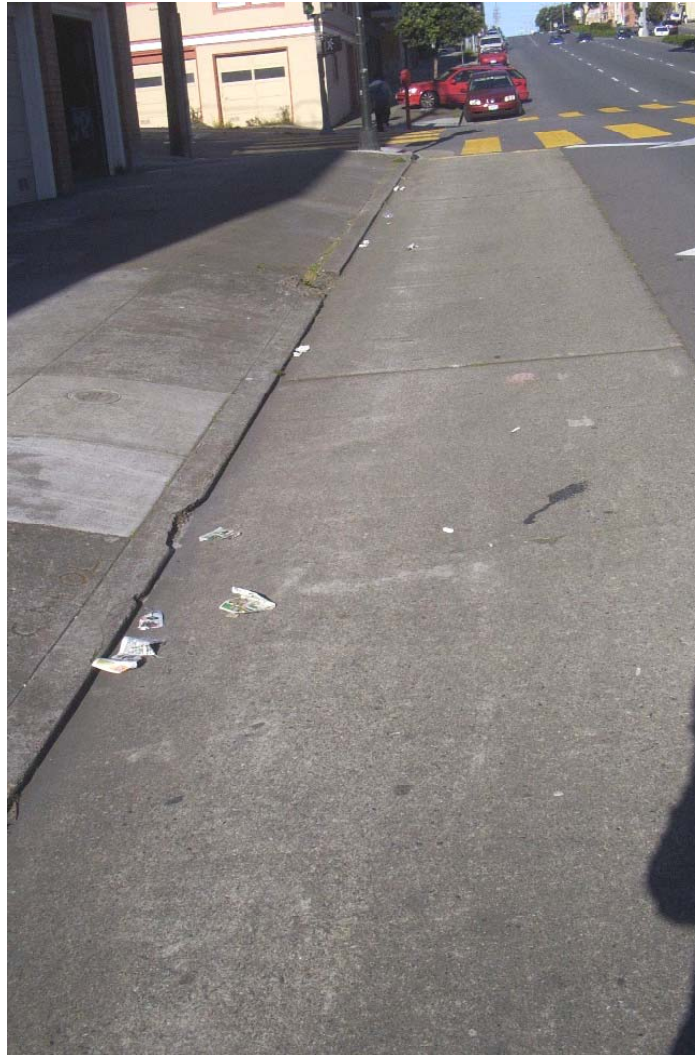
- 1.0 Acceptably Clean
 - Less than 5 pieces of litter per 100 curb feet examined.
- 2.0 Not Acceptably Clean
 - 5–15 pieces of litter per 100 curb feet examined.
- 3.0 Filthy
 - Over 15 pieces of litter per 100 curb feet examined.

* 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

Measured Element	Standard
Public Property <ul style="list-style-type: none">• DPW• Non-DPW	Is 100% of buildings and structures graffiti free? Yes or No
Private Property	Is 100% of buildings and structures graffiti free? Yes or No

2. Graffiti: Pass Public Property - DPW



2. Graffiti: Fail Public Property - DPW



2. Graffiti: Pass Public Property Non-DPWW



2. Graffiti: Fail Public Property – Non-DPW



2. Graffiti: Pass Private Property



2. Graffiti: Fail Private Property



3. Street Standards: Trash Receptacles*

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

* 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

Sup. District	Routes	Route No.	Day	Time
1	Richmond	1	Tuesday	7 am to 8 am
2	Marina	19	Tuesday	12 pm to 2 pm
3	Western Addition	11	Friday	6 am to 8 am
4	Sunset	7	Friday	1 pm to 3 pm
5	Haight/Anza	15	Friday	6 am to 8 am
6	Chinatown	20	Friday	4 am to 6 am
7	Lakeview	12	Friday	7 am to 8 am
8	Eureka	14	Tuesday	6 am to 8 am
9	Glen Park	18	Tuesday	7 am to 8 am
10	Bayview	10	Friday	7 am to 8 am
11	Excelsior	5	Tuesday	6 am to 8 am

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)