

**SAN FRANCISCO**  
**DEPARTMENT OF PUBLIC WORKS**

**STREET MAINTENANCE STANDARDS**  
**MANUAL AND EVALUATION FORM**

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In November 2003, San Francisco voters approved Proposition C (Charter Section F.102), requiring the City to establish standards for streets. Accordingly, with the help of the Controller's Office, the Department of Public Works (DPW) is creating standards to evaluate 3 features: (1) street cleaning, (2) graffiti, and (3) trash receptacles. In the first year of implementation, DPW will evaluate one street cleaning route in each of the 11 supervisorial districts once a month. A segment of the routes will be evaluated as a sample of the whole route. DPW managers will regularly inspect the routes against the new standards and the results will be entered into a database. Reports will be reviewed on a monthly basis by the Director and Deputy Director of Operations and posted on the DPW website on a quarterly basis. The Controller's Office will conduct audits of the standards implementation, utilizing a sampling of the selected routes. The DPW Director and Deputy Director will also conduct periodic evaluations.

Implementation of the standards will be reviewed after six months to assess whether changes are needed. Note: Sidewalk cleaning is not included in this standard. Cleaning of sidewalks is the responsibility of property owners and DPW is responsible for enforcement.

**Street Cleaning:** DPW is responsible for the cleaning of San Francisco streets, including mechanical street sweeping and roving crews. What is inspected: Cleanliness of public streets from the curb to the middle of the street on the side of the street that is mechanically swept. Median strips, with or without vegetation, are to be included. Catch basins are to be included.

The proposed standard is a three-point scale, including one acceptable condition and two categories of unacceptable conditions. The first choice is 1.0 point for "Acceptably Clean," with less than 5 pieces of litter per 100 curb feet examined. The second choice is 2.0 points for "Not Acceptably Clean," with 5-15 pieces of litter per 100 curb feet examined. The third choice is 3.0 points for "Filthy," with over 15 pieces of litter per 100 curb feet examined. Each 100-foot segment will be averaged for each block. All block scores will be averaged for a final route score. Timing: For weekly cleaning routes, the cleaning will be evaluated 1 day before the scheduled cleaning and 1 day after the cleaning. For daily routes and every other day routes, the cleaning will be evaluated approximately 2 hours before and 2 hours after the scheduled cleaning.

**Graffiti:** DPW is responsible for the removal of graffiti on DPW properties, i.e., street surfaces and trash receptacles. When graffiti is on public structures and buildings that do not belong to DPW (mail boxes, street signs, etc.), the department will notify the public agencies of the graffiti and of their responsibility. Abatement procedures will differ depending on the various public agencies. DPW is not responsible for abatement of graffiti on private property, but they are responsible for noticing private property owners. Although DPW is only responsible for abating graffiti on street surfaces and trash receptacles, the data collected on non-DPW and private properties will be analyzed and future abatement strategies will be developed. What is inspected: The street surface, public and private structures and buildings visible from and immediately adjacent to the streets in the 11 selected street cleaning routes. Graffiti inspection will be coordinated with the street cleaning inspection, so only the side of the street where mechanical street cleaning occurs will be evaluated.

The proposed standard is zero tolerance of graffiti and the Mayor's policy is to remove graffiti on public property within 48 hours of reporting.

**Trash Receptacles:** NorCal, the residential and commercial garbage contractor with the City, is responsible for emptying trash receptacles. They are not currently responsible for the area immediately surrounding the receptacle, so it belongs within DPW's purview. When unacceptable conditions are observed, 28-CLEAN will contact NorCal for overflowing receptacles and other DPW divisions to correct the situation. What is inspected: The City's trash receptacles that are adjacent to the public streets in the selected 11 street cleaning routes. Evaluations will be conducted approximately 2 hours before and 2 hours after receptacles are emptied.

The proposed standard is that receptacles must not be overflowing, have little or no litter around them, be free of graffiti and damage, and have secured doors.

## 1. STREET CLEANING

What is inspected: Cleanliness of public streets from the curb to the middle of the street on selected blocks in 11 street cleaning routes. Only the side of the street that is mechanically swept will be evaluated, before and after the cleaning. Median strips, with or without vegetation, are to be included. If applicable, catch basins are to be included at the end of each block rather than the beginning of the block.

#	Measured element	Standard Description with unit of measure (if applicable)	Comments:	3 point Scale Rating:	Meets standard? (Yes/No)	3 point Scale Rating:	Meets standard? (Yes/No)
				BEFORE	BEFORE	AFTER	AFTER
1.1	Streets	<p>Streets shall be free of litter and will be rated on a scale of 1.0 to 3.0. A final rating under 2.0 must be attained to meet the standard for the route.</p> <p><u>1.0 Acceptably Clean</u> Less than 5 pieces of litter per 100 curb feet examined.</p> <p><u>2.0 Not Acceptably Clean</u> 5-15 pieces of litter per 100 curb feet examined.</p> <p><u>3.0 Filthy</u> Over 15 pieces of litter per 100 curb feet examined.</p> <p>Litter definition: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, needles, feces, furniture, car parts and abandoned appliances.</p>	<p>A sample of blocks within each route will be evaluated. Each 100 linear curb feet ("segments") will be rated. Each block will receive an average rating of the 100-foot segments, and all the blocks will be averaged for a final rating for the route.</p> <p>Please use attached worksheet to note conditions and to determine final rating.</p>				

1. Street Cleaning

Pass	Fail
	



## 2. GRAFFITI

What is inspected: Only the side of the street where mechanical street cleaning occurred will be evaluated. Evaluate the street surface, public and private structures/buildings, and sidewalks visible from and immediately adjacent to the streets in the 11 selected street cleaning routes. The object and location of the graffiti on any structure or building shall be noted on the evaluation worksheet.

#	Measured element	Standard Description with unit of measure (if applicable)	Comments:	For the entire route inspected, was the standard met? (Yes/No)		Identify Number of graffiti observed:
2.1	Graffiti – Public Property	<p>100% of the street and public structures and public buildings visible from and immediately adjacent to the street in the 11 selected street cleaning routes are free of graffiti.</p> <p>Notes:</p> <p>Graffiti includes stickers, paint, pen markings but not etchings. Street graffiti does not include painted street utility markings.</p> <p>DPW property includes street surfaces and trash receptacles. Non-DPW public structures include street posts, lamps, mailboxes, signal boxes, etc.</p>	If graffiti is observed, please report to 28-CLEAN for referral to the appropriate organization for abatement.	2.1.a Graffiti on DPW property: Street surface and trash receptacles		
				2.1.b Graffiti on other public agency property (non-DPW)		
2.2	Graffiti – Private Property	100% of private structures, private buildings, and sidewalks visible from and immediately adjacent to the street in the 11 selected street cleaning routes are free of graffiti.	If graffiti is observed on private structures and buildings, please report to 28-CLEAN.			



2.1.a Graffiti – DPW Property

Pass	Fail
	

2.1.b Graffiti – non-DPW Property

Pass	Fail
	

2.2 Graffiti – Private Property

Pass	Fail
	

### 3. TRASH RECEPTACLES

What is inspected: The City's trash receptacles that are adjacent to the public streets in the selected 11 street cleaning routes. Only receptacles on the side of the street that is mechanically swept will be evaluated. For each measured element, 90% compliance is required to meet the standard for that element. For the final rating for the route, at least 5 out of 6 of the elements must be met to meet the standard. If unfavorable conditions are found, please contact 28-CLEAN. 28-CLEAN will contact NorCal (the city's waste management contractor) to empty overflowing receptacles and other DPW divisions when other unfavorable conditions are found.

#	Measured element	Standard Description with unit of measure (if applicable)	Comments:	% of receptacles that met the standard:  BEFORE scheduled trash pickup:	Did 90% of the receptacles meet the standard? (Yes/No)  BEFORE	% of receptacles that met the standard:  AFTER scheduled trash pickup:	Did 90% of the receptacles meet the standard? (Yes/No)  AFTER
3.1	Fullness	Trash receptacle is not overflowing (over the top of the receptacle).					
3.2	Cleanliness of trash receptacles	Trash receptacle is clean.  Note: If graffiti is found, please note on Standard 2.1.a.					
3.3	Cleanliness around trash receptacles	Immediate area surrounding the trash receptacle is free of litter, debris, illegal dumping, spills, or leakage. 5 pieces of litter or more is unacceptable.  Notes: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, needles, feces, furniture, car parts and abandoned appliances. Examples of debris include limbs and rocks.	If source of litter is known, please identify on worksheet during evaluation (e.g., paper bags/food wrappers from nearby restaurant).				
3.4	Painting	Receptacles has uniform coat of paint and is not peeling on 90% of the surface, where applicable.					
3.5	Structures integrity & function	Trash receptacle is free of large cracks or damage that affect its use.					
3.6	Doors	Doors on trash receptacle are closed and secured.					
	FINAL RATING	Do at least 5 out of 6 elements meet the standard? (Yes/No)					



### 3. Trash Receptacles

Pass	Fail
	

## Appendix A: Methodology and Acknowledgements

### Methodology

From February 2005 to April 2005, the Department of Public Works (DPW) and the Controller's Office drafted the San Francisco Department of Public Works Street Maintenance Standards Manual and Evaluation Form with the assistance of:

- ❑ Output-based street standards from other jurisdictions and industry literature
  - Special Mention – New York City: Mayor's Office of Operations and its Scorecard Inspection Program
- ❑ Public discussion and outreach:
  - Mailing to 600+ Groups and Citizens (March 24, 2005)
  - Public Comment Feedback (April 3, 2005)
  - SFStat Discussion (April 25, 2005)
- ❑ Controller and DPW Field Tests of standards and tools (April 11 – 15, 2005)

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