

**Ben Rosenfield**
Controller**Monique Zmuda**
Deputy Controller

MEMORANDUM

TO: Edward Reiskin, Director, Department of Public Works

DATE: August 11, 2011

SUBJECT: Street and Sidewalk Maintenance Standards: Annual Report FY 2010-11

The Controller's Office and the Department of Public Works (DPW) are required by Charter to develop and implement performance standards for street and sidewalk maintenance. Typically, each fiscal year (FY) the Controller's Office issues a six-month and annual report of the City's performance relative to the standards. Given that the Controller's Office concentrated its attention and resources in FY 2010-11 on completing the Street and Sidewalk Perception Study, and inspection results for FY 2010-11 do not greatly differ from those of past fiscal years, the Controller's Office is issuing this brief memorandum summarizing FY 2010-11 results in lieu of a six-month report or annual report. Please find attached a table summarizing the street and sidewalk inspection results for FY 2010-11. In brief, the findings are:

- Street cleanliness scores were significantly worse in FY 2010-11 than in FY 2009-10, but better than in FY 2008-09;
- Sidewalk cleanliness scores were marginally worse in FY 2010-11 than in FY 2009-10, but better than in FY 2008-09;
- Illegal dumping scores were marginally better, whereas scores on the presence of feces, needles, and broken glass were significantly worse; and
- Scores related to all other standards, including graffiti, trash receptacles, and landscaping, showed marginal improvement.

Note that past six-month and annual reports have been based on larger numbers of inspections, which therefore provided a higher level of confidence in the results. In addition, past reports have combined the scores of inspections conducted by the Controller's Office with those conducted by DPW or its contractor. In FY 2010-11, all inspections were completed by DPW's contractor. In addition, inspections were only completed during the first two quarters of the fiscal year. The inspection program was abbreviated this fiscal year while the Controller's Office and DPW concentrated resources on completing the Street and Sidewalk Perception Study, and in anticipation that the perception study results might lead to changes in the street and sidewalk inspection standards and methodology. Finally, in the first half of FY 2010-11, DPW lost approximately 90 full-time Jobs Now employees that were conducting manual cleaning of streets and sidewalks, which likely contributed to the deterioration of street and sidewalk cleanliness scores.


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The Street and Sidewalk Perception Study, released in May 2011, found that survey respondents generally perceived San Francisco's streets and sidewalks to be acceptably clean, even in cases where the streets and sidewalks failed inspections based on the City's maintenance standards. The Street and Sidewalk Perception Study can be found on the following website:
<http://co.sfgov.org/webreports/details.aspx?id=1278>

Should you have any questions regarding the inspection results, please contact Andrew Murray (andrew.murray@sfgov.org, 415-554-6126).

Sincerely,

A handwritten signature in black ink, appearing to read "Ben Rosenfield". The signature is stylized and written in a cursive-like font.

Ben Rosenfield
Controller

cc: Honorable Edwin Lee, Mayor
Honorable Members of the Board of Supervisors
Mohammed Nuru, Deputy Director, Department of Public Works

Average Inspection Scores from FY 2006-07 to Q2 FY 2010-11									
Criteria	n=44	n=393	n=428	n=383	n=132	Trend			
<u>1.0 Street Cleanliness</u>	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11				
1.1 Litter (1 = acceptably clean to 3 = very dirty)	n/a	2.07	2.37	1.97	2.11	Negative			
<u>2.0 Sidewalk Cleanliness</u>									
2.1 Litter (1 = acceptably clean to 3 = very dirty)	1.76	1.83	2.07	1.89	1.93	Negative			
2.2 Grime, leaks, spills (% of sidewalk free)	97.4%	96.6%	96.7%	96.8%	96.8%	Neutral			
2.3 Graffiti (# on sidewalk)	0.3	0.3	0.1	0.3	0.0	Positive			
2.4 Percentage of inspections with no illegal dumping	61.4%	39.7%	60.0%	84.3%	87.9%	Positive			
2.5 Percentage of inspections with no feces, needles, broken glass and condoms	34.1%	16.5%	29.2%	55.4%	37.1%	Negative			
<u>3.0 Graffiti</u> - Average number of incidents per block									
3.1 DPW	0.9	0.5	0.2	0.3	0.1	Positive			
3.2 Non-DPW public	4.1	6.5	11.3	8.9	8.7	Positive			
3.3 Private	4.2	14.6	15.3	15.4	14.7	Positive			
<u>4.0 Trash Receptacles</u> – Percent that meet the standard									
4.1 Fullness	89.4%	94.2%	95.3%	98.9%	100.0%	Positive			
4.2 Cleanliness of trash receptacles	89.5%	93.6%	95.7%	97.7%	100.0%	Positive			
4.3 Cleanliness around trash receptacles	81.9%	82.1%	85.2%	95.9%	99.9%	Positive			
4.4 Painting	90.0%	99.5%	98.8%	99.2%	100.0%	Positive			
4.5 Structural integrity and function	91.9%	97.0%	96.5%	99.6%	100.0%	Positive			
4.6 Doors	90.9%	99.5%	99.4%	99.5%	99.7%	Positive			
<u>5.0 Trees and Landscaping</u> - Percent that meet the standard									
5.1 Cleanliness	54.9%	71.5%	78.8%	90.9%	95.6%	Positive			
5.2 Appearance	94.6%	77.4%	82.8%	98.9%	99.9%	Positive			
5.3 Weediness	68.3%	91.8%	96.3%	93.7%	99.8%	Positive			
5.4 Clearance	92.7%	96.0%	98.4%	98.0%	100.0%	Positive			
<table border="0" style="width: 100%; text-align: center;"> <tr> <td style="width: 33%; color: green;">Positive 1-year trend (Getting Cleaner)</td> <td style="width: 33%; color: red;">Negative 1-year trend (Getting Dirtier)</td> <td style="width: 33%;">Neutral 1-year trend (No Change)</td> </tr> </table>							Positive 1-year trend (Getting Cleaner)	Negative 1-year trend (Getting Dirtier)	Neutral 1-year trend (No Change)
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