

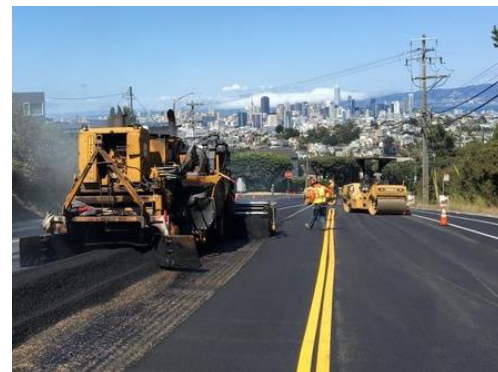
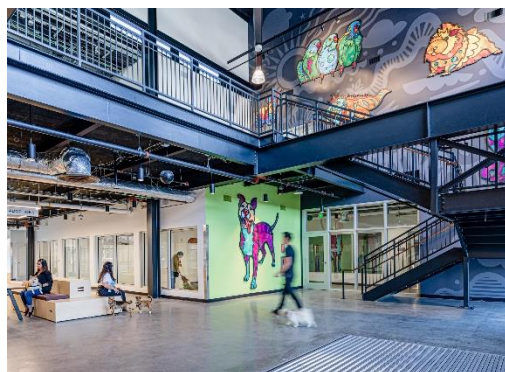
March 01, 2023



Controller's Office Performance Report: Street Cleaning

Chris McDaniels

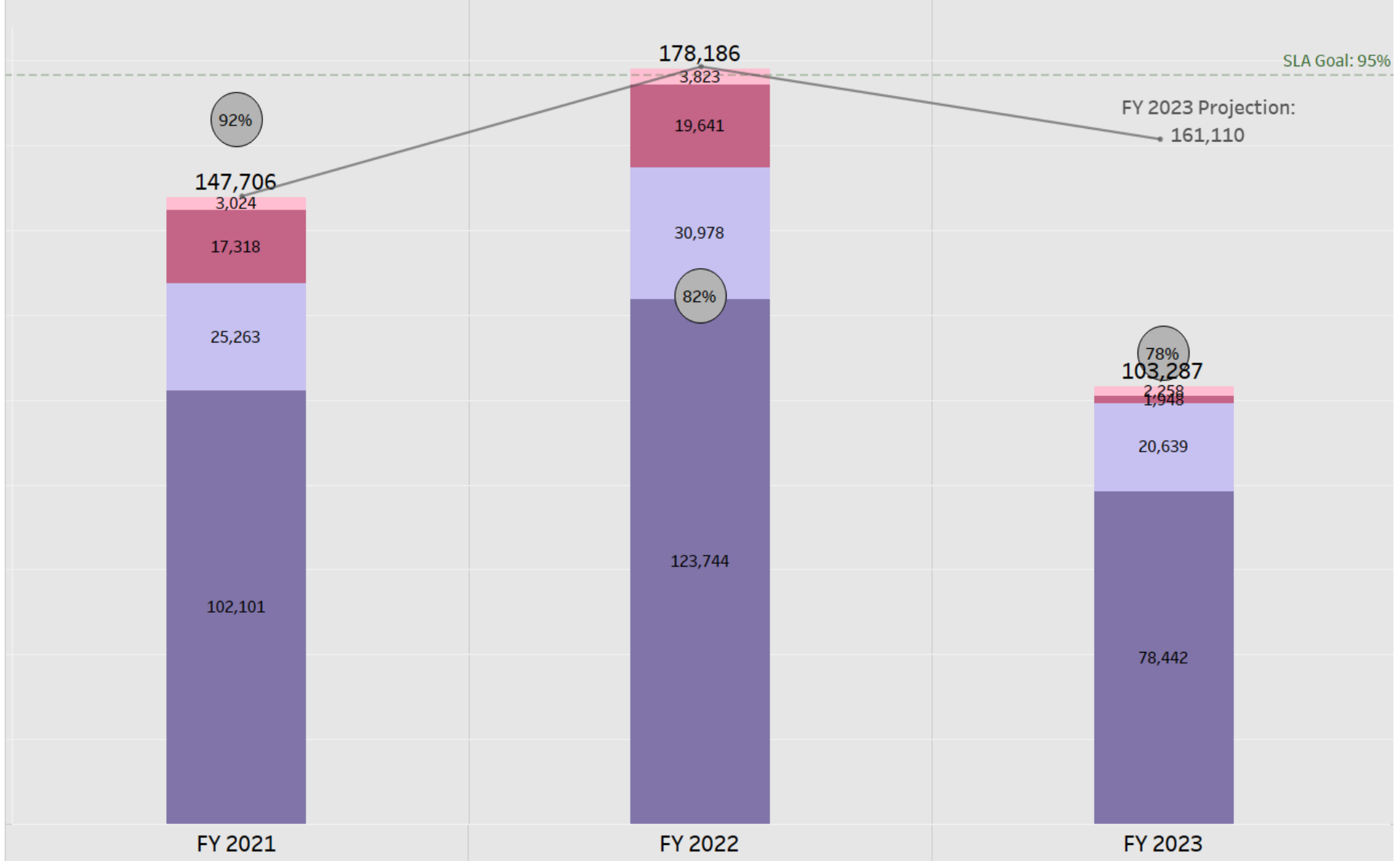
Superintendent of Bureau of Street Environmental Services



Street Cleaning Services - Annual Volume of 311 Service Orders and Response Rate

(by Accepted Date and Problem Description; FY22-23 as 2/21/23)

- FY22 record high in 311 service orders
- FY23 311 service orders high, but reduced based on more proactive cleaning effort
- Increase in FY23 steamer requests

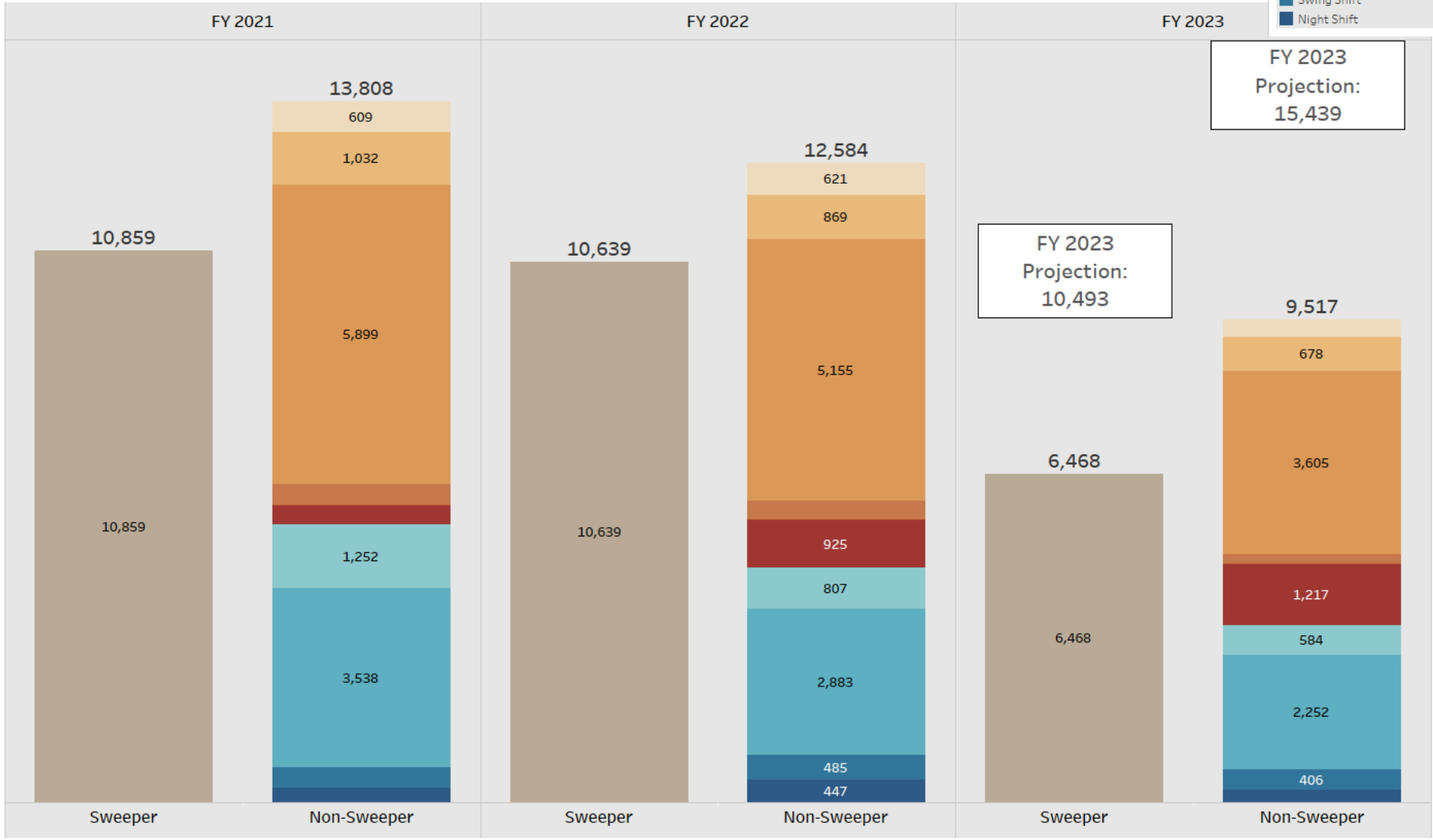




Street Cleaning Services- Annual Debris Collected in Tons; FY 2023 current and projected tonnage

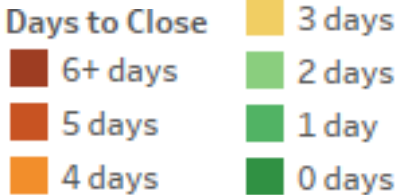
(source: Recology; as of: 2/11/23)

- Impact of more proactive cleaning efforts
- Non-sweeper tonnage increase in FY23 is from more proactive cleaning efforts.
- Proactive cleaning is increasing tonnage but reducing requests for service orders through 311.

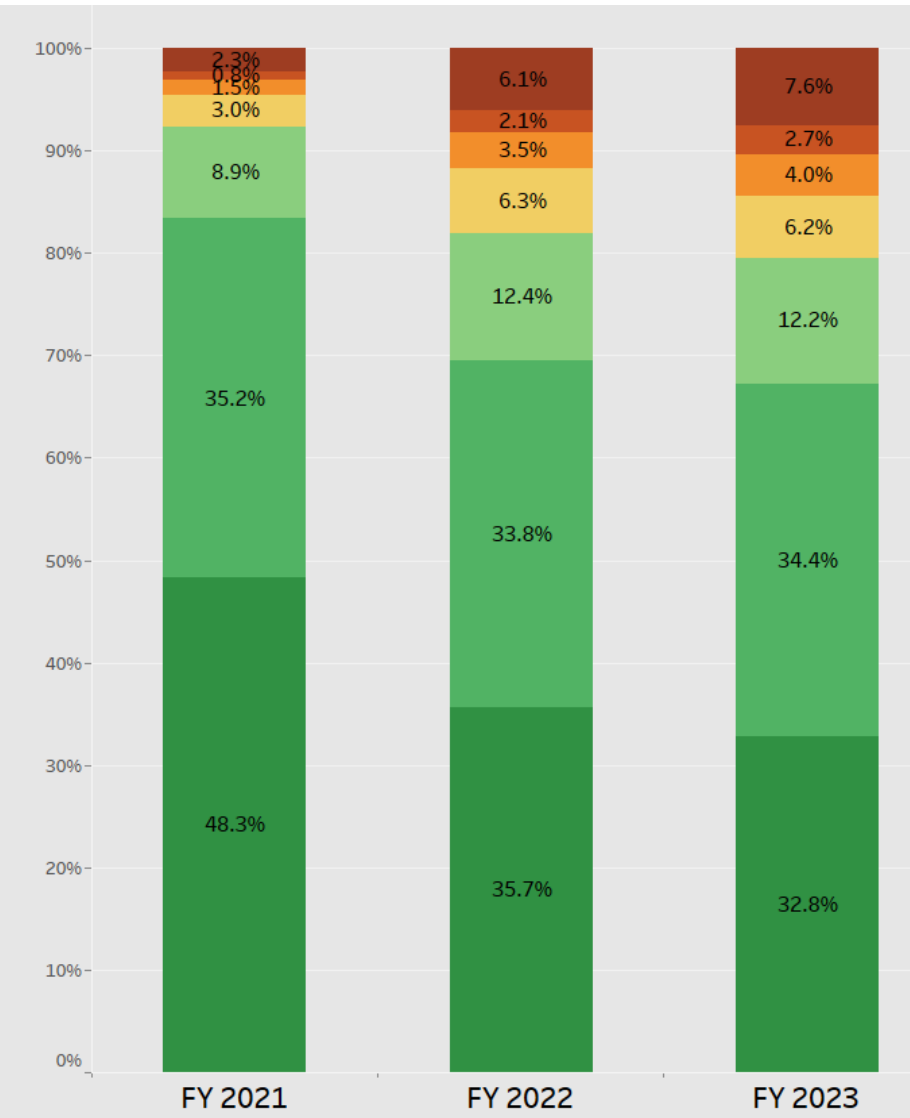
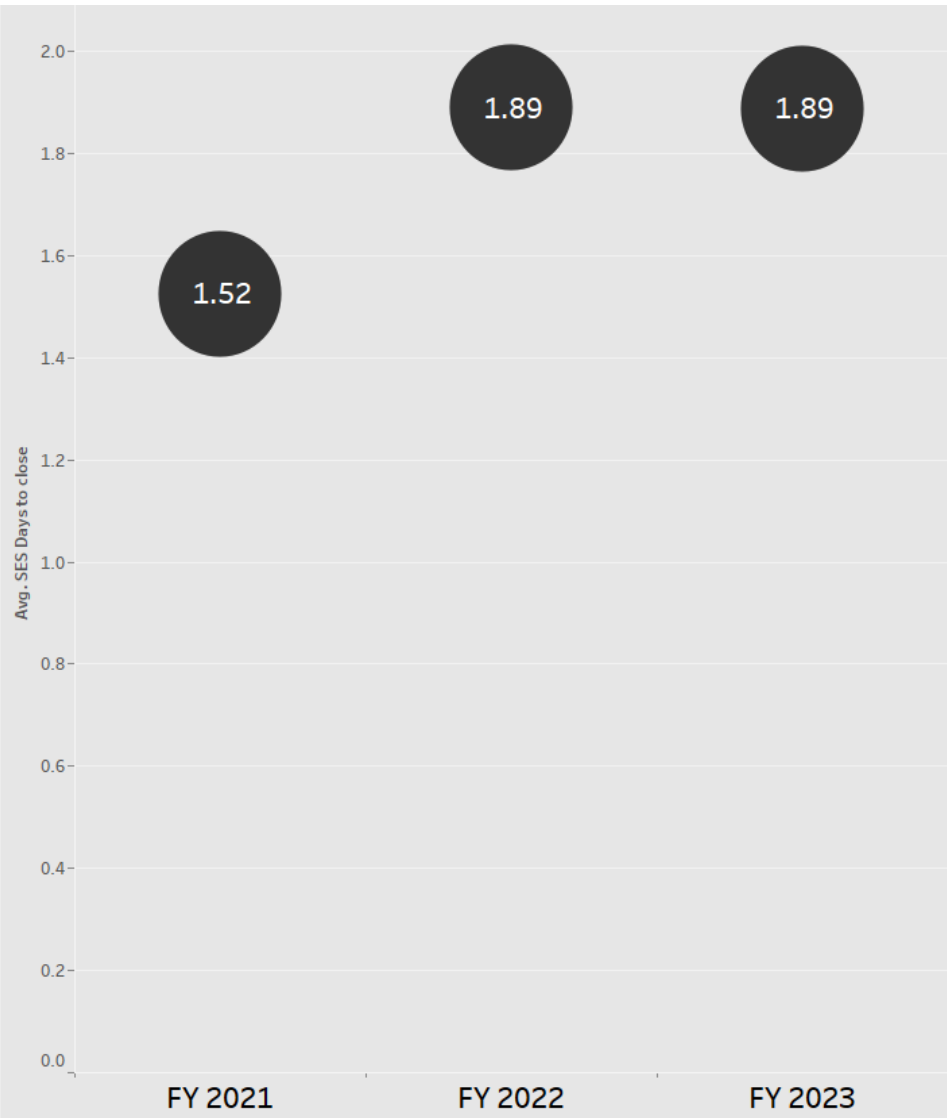


Street Cleaning Services - Average Days to Close and Time to Close 311 Service Order

(by Accepted Date to Public Works, FY22-23 as 2/21/23)



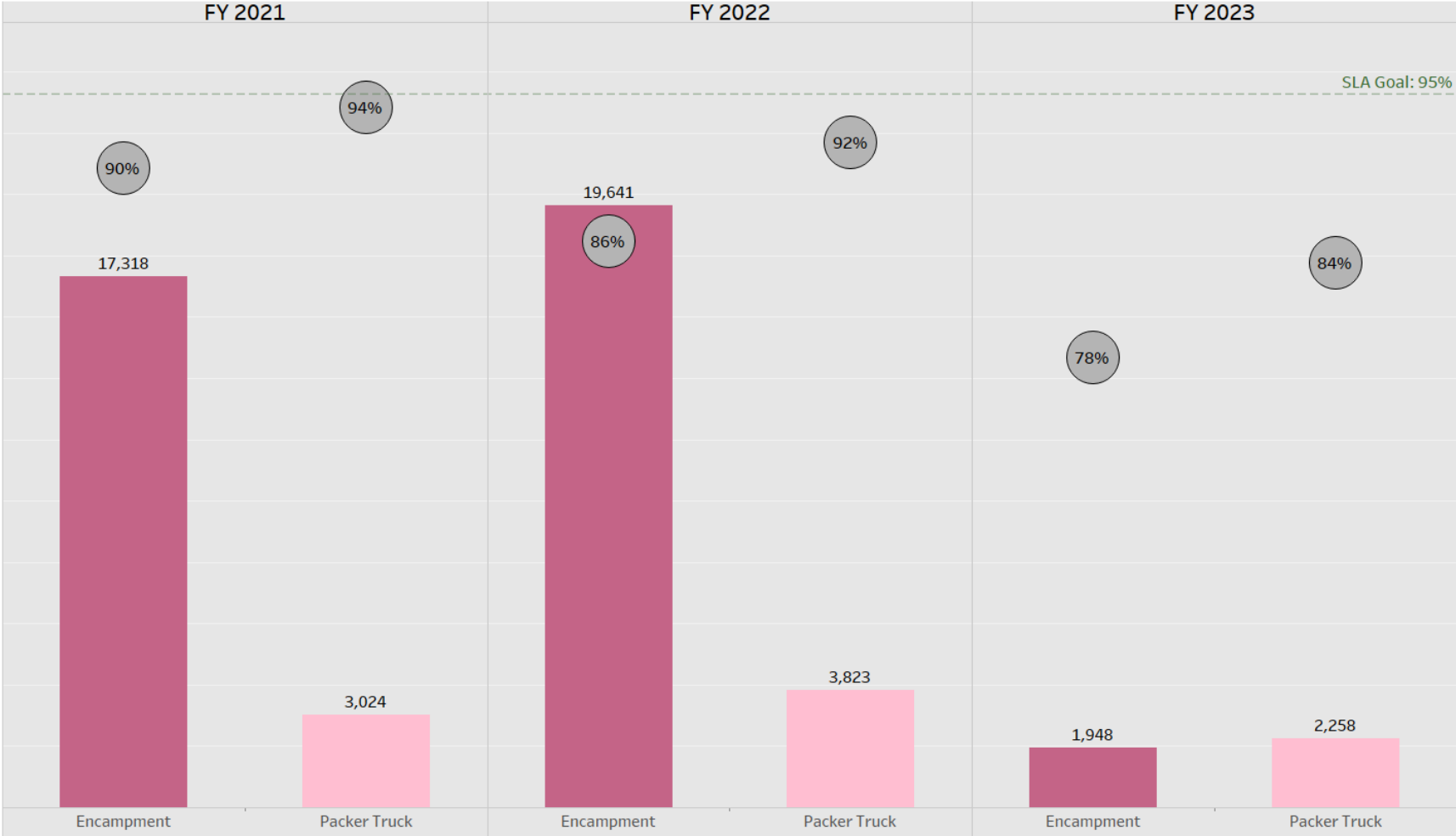
- Slightly increase in closing 311 service orders
- In FY23, 80% closed within 2 days.
- Weekday closing is much higher and some slight delays in weekend closing of service orders.



Street Cleaning Services – Healthy Streets Operations Center (HSOC) Related Services: Annual Volume of 311 Service Orders Received and Response Rate

(by Accepted Date and Problem Description; FY22-23 as 2/21/23)

- During the early phase of the COVID emergency and the direction from DPH to allow unhoused people to shelter in place, in FY21 and FY22, 311 was sending encampment requests directly to Public Works.
- In FY23, 311 went back to sending encampment requests to HSOC.





QUESTIONS