

Livability



LIVABILITY SCORECARD

PUBLIC WORKS



Street & Sidewalk Cleaning Response

Target: 90% within 48 hours

Monthly average from July 1, 2015 to January 31, 2016

95.4%



Graffiti Service Requests

Count of reported public & private graffiti per month

From July 1, 2015 to January 31, 2016

15,273



Pothole Response

Target: 90% within 72 hours

Monthly average from July 1 to December 31, 2015

91.8%



Pavement Condition Index

Target: 75 by 2025

In 2015

68

RECREATION AND PARKS



Park Maintenance Scores

Target: 90% of park maintenance standards met

From July 1 to December 31, 2015

86.7%



Recreation Courses Enrollment

Target: 70% of courses with enrollment at or above 70%

During Summer and Fall 2015 sessions

82%

PUBLIC LIBRARY



Total Monthly Visitors
Target: 550,000 (Main and Branch Libraries)
Monthly average from July 1 to December 31, 2015

543,293



Total Monthly Circulation
Target: 875,000 physical and electronic materials
Monthly average from July 1 to December 31, 2015

886,466

LEGEND



Meeting Target



Needs Improvement



Not Meeting Target



No Target

Street & Sidewalk Cleaning Response



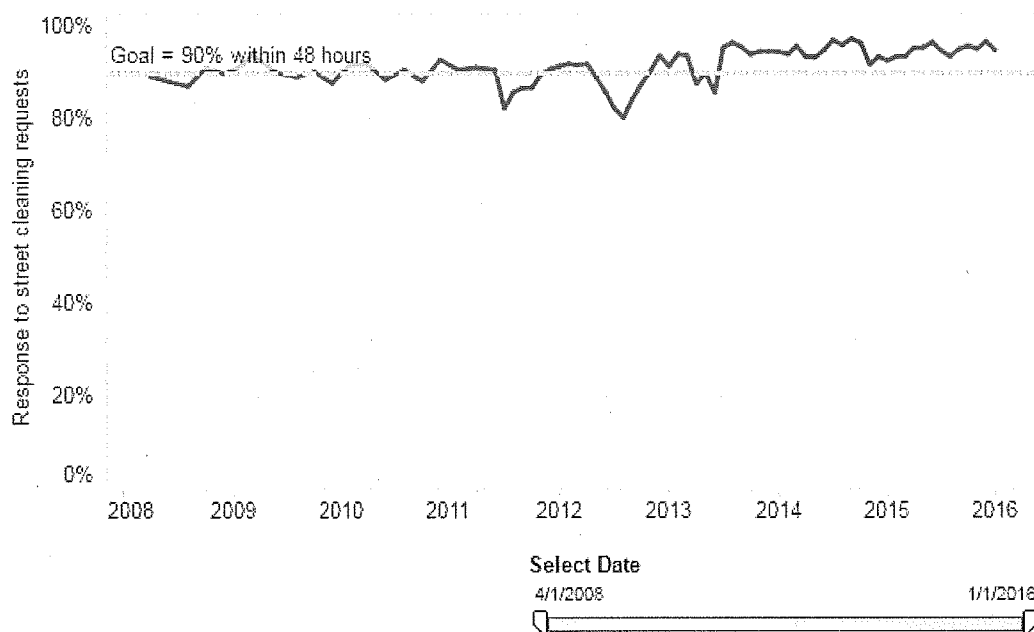
PUBLIC WORKS

Goal: 90% of street and sidewalk cleaning requests abated within 48 hours

Goal Status: MEETING GOAL

Public Works receives cleaning requests primarily through San Francisco 311, and has a goal of responding to 90 percent of street and sidewalk cleaning requests within 48 hours. Street and sidewalk cleanliness is important to the aesthetics, environmental quality, health, and safety of San Francisco. Public Works dispatches litter patrols for small items and steamer services 24 hours a day, 7 days a week to meet its street cleaning goal. While Public Works dispatches packer trucks for a limited number of large item requests, Recology has been primarily responsible for responding to large item requests since July 2013.

PUBLIC WORKS CONSISTENTLY EXCEEDS STREET AND SIDEWALK CLEANING RESPONSE TARGET



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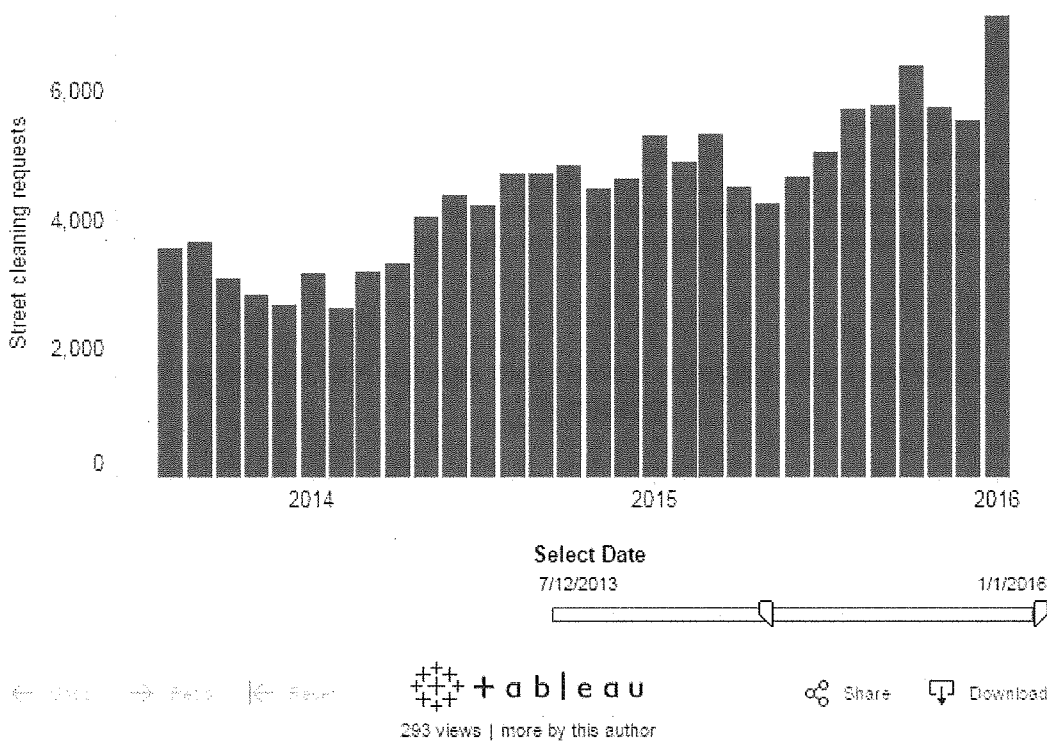
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How Public Works is Performing

Despite an increase in street and sidewalk cleaning requests, Public Works has maintained above target performance for this measure by prioritizing service requests in the order they are received.

STREET CLEANING REQUESTS HAVE INCREASED IN RECENT MONTHS



In recent months, Public Works has implemented a number of new strategies to reduce the number of street and sidewalk cleaning requests. One notable example is the expanded Pit Stop pilot program, which provides staffed public restrooms, disposal of syringes, and pet waste bags. Public Works has also added dedicated alley crews that provide nightly cleaning to preempt public complaints.

Public Works conducts a monthly performance management program known as PublicWorksStat (formally known as DPWStat), which monitors the performance of key operational activities of the department. The Public Works Director chairs two stat meetings each month: 1) operational performance, and 2) design and construction performance. In these meetings, the Director and supervisors from each Public Works division review a series of interactive dashboards to understand performance and make improvements, when necessary.

How performance is measured

Street and sidewalk cleaning requests are generated internally and through calls received by the City's 311 call center. Requests received by 311 are sent to the Public Works' "26Clean" system. Public Works' Radio Room triages the request to the appropriate crew, and crews respond to the request. The monthly response percentage is the number of requests responded to within 48 hours divided by the total number of requests received in that month.

The number displayed on the [scorecard page](#) represents a fiscal year average of the response chart above.

Additional Information

- [Read about PublicWorksStat](#) (formerly known as DPWStat).
- [Submit a street cleaning request through San Francisco 311.](#)

Data

Please visit [DataSF](#) for the scorecard data.

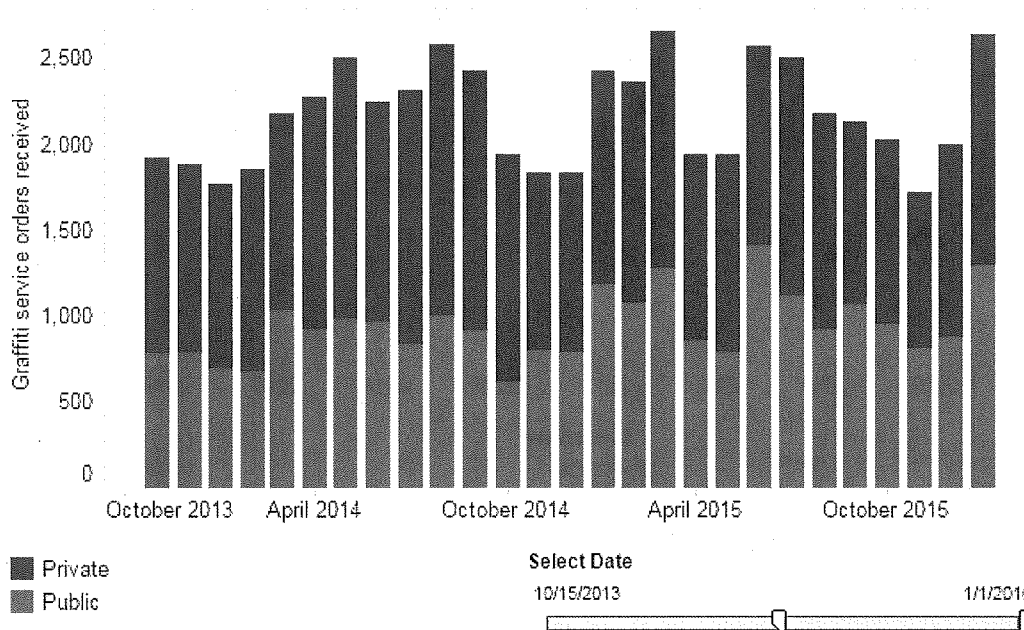
Graffiti Service Requests



PUBLIC WORKS

Public Works responds to graffiti requests that are on both public and private property. Public Works has set a goal of responding to graffiti requests on public property within 48 hours, and private property within 72 hours. For graffiti on public property, a response usually requires painting over or removing graffiti with appropriate equipment. Additionally, Public Works graffiti crews work to proactively remove graffiti before service requests are made. For graffiti on private property, a response usually requires an inspection and a notification requiring the property owner to remove the graffiti.

GRAFFITI REQUESTS ON PUBLIC AND PRIVATE PROPERTY INCREASED IN JANUARY 2016



Private
Public

Select Date

10/15/2013

1/1/2016

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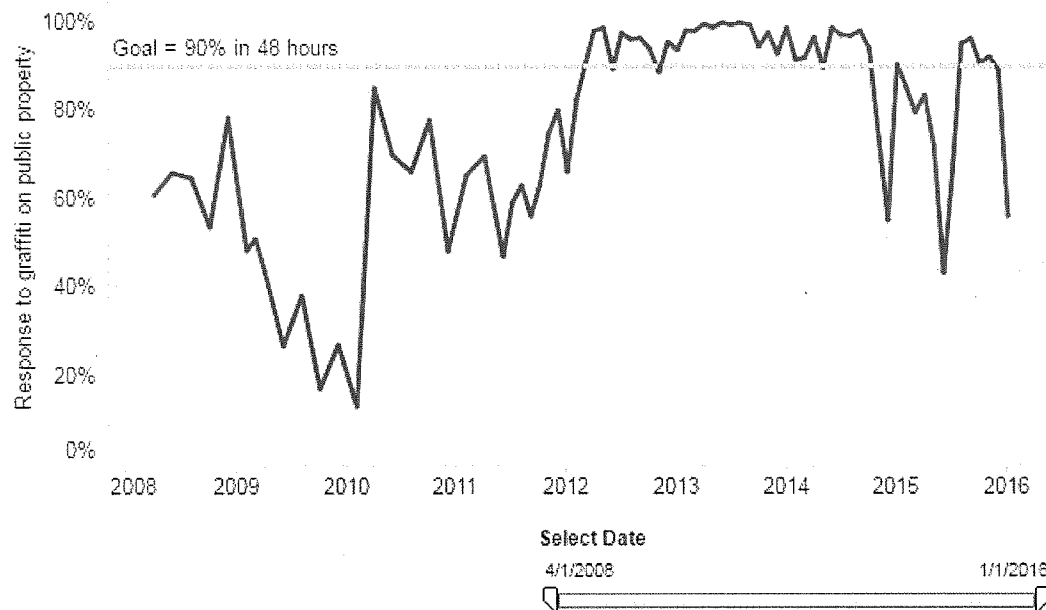
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HOW PUBLIC WORKS IS PERFORMING

The total count of public graffiti service requests has fluctuated month-to-month. Public Works' response rate fell to below-target levels in January 2016, following an uptick in requests. Public Works outperformed response targets from August 2015 through November 2015, following a number of below-target months. Early in fiscal year (FY) 2015-16, public graffiti crews were adapting to using tablets in the field to respond to requests. The tablet prioritized the list of requests based on the crew's current location rather than hours left to respond within the 48 hour time frame. Public Works' information technology department changed the view in July, and by August, Public Works' response rate stabilized from 66.4 percent in July to 95.1 percent in August.

RESPONSE TO GRAFFITI ON PUBLIC PROPERTY DECREASED TO 56% IN JANUARY 2016 AFTER MONTHS OF ABOVE-TARGET PERFORMANCE



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Public Works conducts a monthly performance management program known as PublicWorksStat (formally known as DPWStat), which monitors the performance of key operational activities of the department. The Public Works Director chairs two stat meetings each month: 1) operational performance and design, and 2) construction performance. In these meetings, the Director and supervisors from each Public Works division review a series of interactive dashboards to understand performance and make improvements, when necessary.

HOW PERFORMANCE IS MEASURED

Public and private graffiti requests are generated mainly through calls received by San Francisco 311.

For graffiti on public property, requests are received by 311, and are sent to the Public Works' "28Clean" system. When a Public Works crew member responds to the request, it is marked as complete in 28Clean. A single service order location may consist of multiple graffiti removal instances. The monthly response percentage is the number of requests responded to within 48 hours divided by the total number of requests received that month.

For graffiti on private property, requests are received by 311, and are sent to the Public Works' "28Clean" system. When a Public Works crew member responds to the requests, the request is marked as complete in 28Clean. Public Works' response to graffiti on private property requires an inspection and a notification to the property owner to remove the graffiti. Public Works has a goal of inspecting these types of requests within 72 hours. The monthly response percentage is the number of requests inspected within 72 hours divided by the total number of requests received that month.

The number displayed on the scorecard page represents a fiscal year total of the volume of public and private graffiti requests in the chart above.

ADDITIONAL INFORMATION

- [Read about PublicWorksStat](#) (formerly known as DPWStat).
- [Report graffiti through San Francisco 311.](#)

DATA

Please visit [DataSF](#) for the scorecard data.

Pothole Response



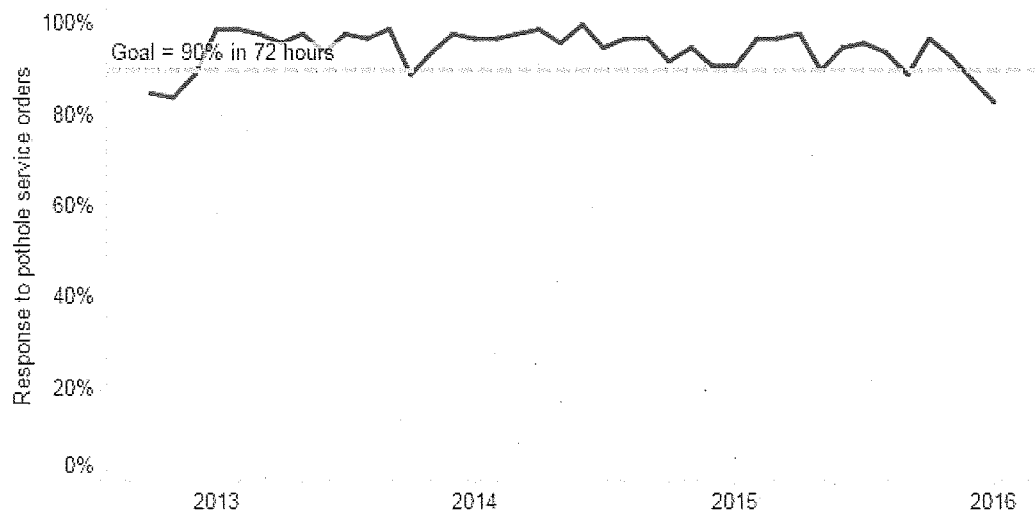
PUBLIC WORKS

Goal: 90% of pothole service requests responded to within 72 hours

Goal Status: MEETING GOAL

Public Works receives requests for roadway repairs through San Francisco 311. Repairing potholes is important to the aesthetics and safety of San Francisco. The response to a single service request may include inspecting a location and dispatching a crew to fill multiple potholes.

PUBLIC WORKS HAS CONSISTENTLY PERFORMED ABOVE TARGET SINCE 2012, DESPITE A RECENT DIP IN RESPONSE LEVELS

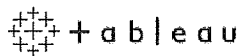


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The number of requests for pothole service has fluctuated over time, with the peak months typically occurring in the early part of the calendar year due to the rainy season. Requests increased in January 2016, comparable to the number received in January 2015.

Pothole service orders received

Month	Orders Received
July 2013	100
August 2013	158
September 2013	146
October 2013	113
November 2013	144
December 2013	128
January 2014	172
February 2014	180
March 2014	182
April 2014	178
May 2014	107
June 2014	120
July 2014	105
August 2014	75
September 2014	78
October 2014	65
November 2014	238
December 2014	198
January 2015	140
February 2015	151
March 2015	119
April 2015	82
May 2015	87
June 2015	79
July 2015	77
August 2015	97
September 2015	95
October 2015	42
November 2015	51
December 2015	194

Select Date
7/24/2013 1/1/2016

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HOW PERFORMANCE IS MEASURED

The time in which Public Works has to fulfill pothole service requests begins when Public Works receives a service request from San Francisco 311. Requests are received from San Francisco 311 through Public Works' Computerized Maintenance Management System (CMMS). A response usually requires two steps: 1) inspection, and 2) asphalt repair by field crews. Once potholes are filled, the service request is recorded as complete in CMMS. The monthly response percentage is the number of requests responded to within three business days divided by the total number of requests received that month.

The number displayed on the [scorecard](#) page represents a fiscal year average of the response chart above.

ADDITIONAL INFORMATION

- [Learn more about the latest Pavement Condition Index \(PCI\) Rating.](#)
- [Read about PublicWorksStat \(formerly known as DPWStat\).](#)
- [Learn more about the 2011 Road Repaving and Street Safety bond.](#)

DATA

Please visit [DataSF](#) for the [scorecard](#) data.

Pavement Condition Index



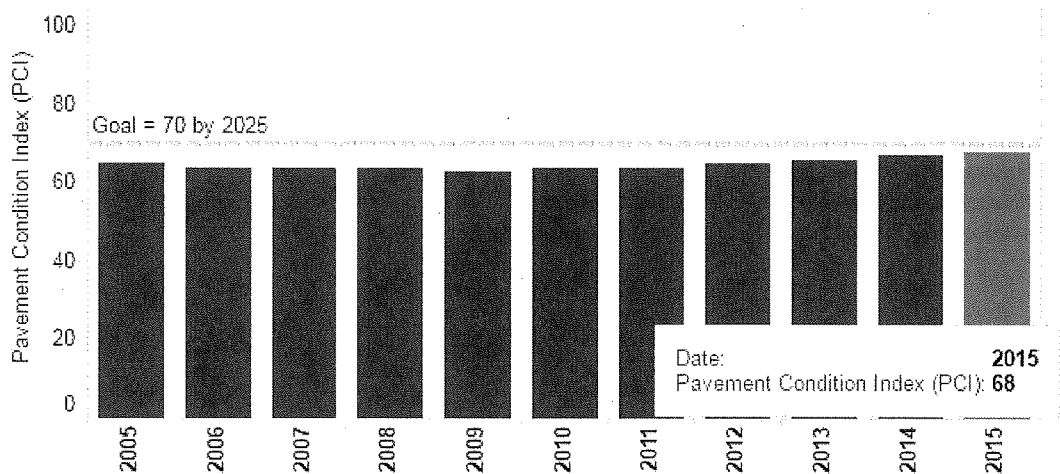
PUBLIC WORKS

Goal: 70 by 2025

Goal Status: **ON TARGET**

The Pavement Condition Index (PCI) is an overall rating of road conditions of San Francisco's 12,800-plus blocks on a scale from 0-100, with zero being a pothole-riddled crumbling street and 100 being a newly surfaced roadway. The PCI metric is used by all Bay Area cities and counties, and is compiled by the Metropolitan Transportation Commission. This metric provides the public and policymakers with a widely adopted standardized rating of the city's streets, allowing for more targeted allocations of funding and strategic development. A PCI score of 85-100 is rated as "excellent," 70-84 as "good", 50-69 as "at-risk", 25-49 as "poor", and 0-24 as "very poor".

PCI HAS IMPROVED FROM 63 IN 2009 TO 68 IN 2015



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HOW PUBLIC WORKS IS PERFORMING

For calendar year 2015, San Francisco's PCI rating was 68, up from a score of 67 in 2014 and 66 in 2013. The current rating surpasses the California statewide average of 66. PCI performance is largely connected to funding allocated for road maintenance and construction. In November 2011, voters in San Francisco approved a 3-year \$248 million Road Repaving and Street Safety bond, aimed at improving and repaving deteriorating city streets and sidewalks. The bond included \$148.8 million for the repaving, repair, reconstruction and new construction of approximately 1,389 street segments in San Francisco, with the goal of reaching a PCI of 66 by 2015 which the City surpassed in 2013. Since bond passage, Public Works has treated approximately 900 blocks annually, up from the prior annual average of approximately 400 blocks. In fiscal year (FY) 2015-16, Public Works resurfaced and treated 927 blocks, surpassing the 913 blocks resurfaced in 2014. If the current annual funding level of \$70 million is maintained, Public Works estimates that San Francisco's PCI can reach 70 by 2025.

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HOW PERFORMANCE IS MEASURED

The PCI rating assessment is based on surveys performed by evaluators with the Metropolitan Transportation Commission's StreetSaver Rater Program. Each segment of road is evaluated based on ride quality, cracking, and signs of pavement distress.

ADDITIONAL INFORMATION

- [Learn more about the latest PCI rating.](#)
- [Read about PublicWorksStat \(formerly known as DPWStat\).](#)
- [Learn more about the 2011 Road Repaving and Street Safety bond.](#)

DATA

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Mayor's Budget Book Performance Measures -- PUBLIC WORKS

Page 1

	2014-2015 Actual	2015-2016 Target	2015-2016 Projected	2016-2017 Target	2017-2018 Target
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STREET AND SEWER REPAIR SERVICES

Maintain City streets in good repair

• Cost per block paved by BSSR	\$24,517	\$25,324	\$24,525	\$25,400	
• Number of pothole service orders received	1,466				
• Pavement Condition Index (PCI)	68				
• Percentage of pothole service requests responded to within 72 hours	95%				

ENGINEERING

Develop accurate construction cost estimates for City projects

• Percentage of construction contracts advertised wherein the lowest bid received is within a range of 80% to 110% of the engineer's estimate	92%	75%	75%	75%	75%
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CONSTRUCTION MANAGEMENT SERVICES

Develop accurate construction cost estimates for City projects

• Percentage change order cost to original contracts, due to errors and omissions in design, for projects exceeding \$2 million	0.6%	2.6%		2.3%	
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Track City construction project costs

• Percentage change order cost to original contracts, for projects exceeding \$2 million	14.2%	11.7%		2.3%	
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ARCHITECTURE

Develop accurate construction cost estimates for City projects

• Percentage of construction contracts advertised wherein the lowest bid received is within a range of 80% to 110% of the architect's estimate	67%	80%	80%	80%	85%
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STREET ENVIRONMENTAL SERVICES

Maintain cleanliness of City streets/sidewalks, through direct services as well as regulations and education

• Cost per curb mile mechanically swept (controlled routes)	\$65	\$80		\$88	
• Percentage of graffiti requests abated within 48 hours (public property)	43%	90%		90%	
• Percentage of street cleaning requests abated within 48 hours	97%	90%		90%	
• Volume of graffiti service orders received (private)	1,161				
• Volume of graffiti service orders received (public)	1,423				
• Volume of street cleaning requests	4,692				