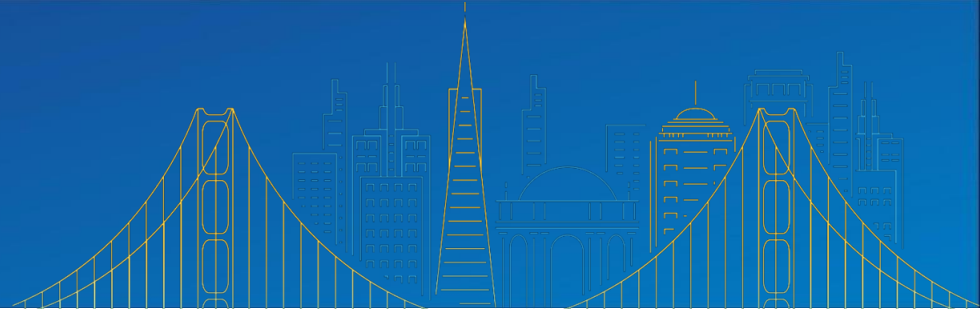# MBTIF Metrics: Cleanliness

January 28, 2021

Introduction

- Advisory committee was tasked with developing a framework for metrics used to measure services provided & inform future budget requests.

- As members of the cleanliness subgroup, we have created a draft framework for tracking the spending, service levels, and metrics associated with different event sizes.

- This framework was established through conversations with City agency contacts, to validate, refine and finalize a draft for discussion today

- Each subgroup (cleanliness, transit, and public safety) underwent a similar process

Note: everything in this presentation is a guideline framework and up for discussion with committee members

Presentation Overview

- Overview of responsibility & service

- Definitions

- Budget

- Metrics

- Data Collection

Overview of responsibility and service

- Department of Public Works (DPW) **Baseline**
  - Provides regular street sweeping.
- Department of Public Works (DPW) **Event**
  - Street sweeping
  - Has standby staff to spotclean during events and clean until the operations plan footprint has been cleared of debris: an average 4 hour duration
- Mission Bay Parks empties waste cans and provide general cleaning and maintenance in the Mission Bay Park System (MBP)
- The Port is responsible emptying waste cans on all Port property.
- Recology empties the street cans in Mission Bay and some sidewalk cleaning (Paid by MBMC)
- Mission Bay Maintenance Corporation (MBMC) pays Recology for general street cleaning and maintenance.
  - UCSF has been cleaning the waste cans around the campus (Recology's job)

DPW operations plan footprint
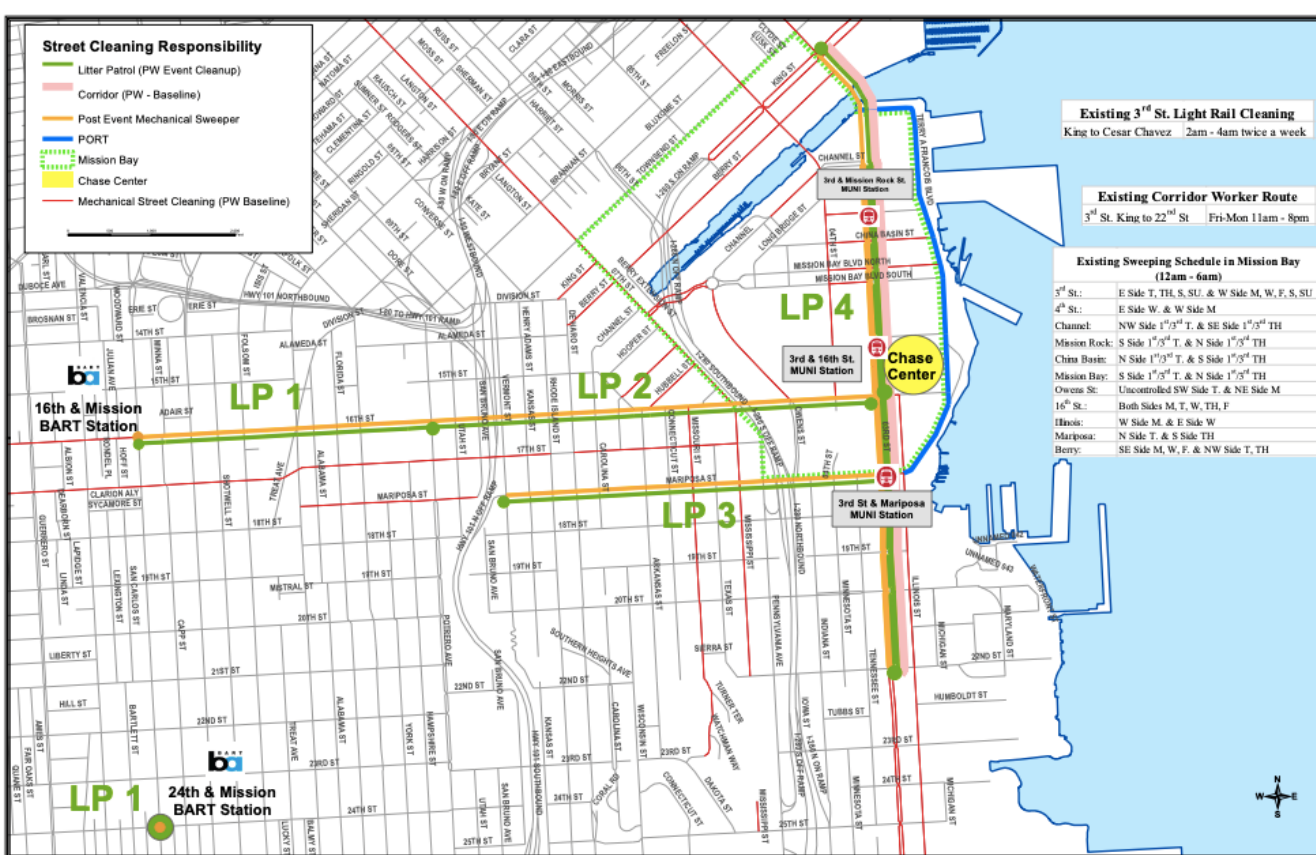
Contacts

- SFPW Staff
  - Budget (Primary): Victoria Chan -- victoria.w.chan@sfdpw.org
  - Budget (Secondary): Bruce Robertson -- bruce.robertson@sfdpw.org
  - Budget (Secondary): Oscar Quintanilla -- oscar.quintanilla@sfdpw.org
  - Street & Sewer: Peter Lau -- peter.l.lau@sfdpw.org
- Recology
  - Paul Giusti -- pgiusti@recology.com
- Mission Bay Parks
  - Cathy Hickey -- chickey@missionbayparks.org
- Mission Bay Maintenance Corporation
  - Pamela Lewis -- Pamela.lewis@sfresidential.com
- UCSF
  - Facilities & Maintenance: Morgan Vaisset-Fauvel -- morgan.vaisset-fauvel@ucsf.edu
- The Port
  - Property Management: Jennifer Gee -- jennifer.a.gee@sfport.com

24 hour contact for SFPW: Dispatch (415) 695-2134

Definitions

- Metrics -- Key indicators on which the budget will be assessed; these are up for discussion

- Budget -- Proposed (ex: FY21, FY22) & actual for each event instance/date

- Event Types -- Small (<5k attendees), Medium (5-10k attendees), Large (10k+ attendees), Concurrent (event at Oracle + event at Chase), Event at Oracle with no event at Chase, No event

- Data Collection -- Randomly sample 1-2 events for each of the different event types and ask PW to fill out a data collection sheet either on the same day or within a few days that states the costs associated with the event & the services provided.

Budget

DPW Service & Staffing	No Event at Chase / Oracle (baseline every year)	Small Event at Chase (under 5,000)	Medium Event at Chase (5,000-10,000)	Large Event at Chase (over 10,000)	Concurrent Event at Chase / Oracle	Event at Oracle (No Chase Event)
Superviser	N/A (Standard service)	1 Supervisor = $613	1 Supervisor = $613	1 Supervisor = $613	1 Supervisor = $613	N/A (Standard service)
General labor	N/A (Standard service)	6 Laborers = $3,256	6 Laborers = $3,256	6 Laborers = $3,256	6 Laborers = $3,256	N/A (Standard service)
Equipment: Sweeper/Flusher	N/A (Standard service)	2 Trucks = $1,393	2 Trucks = $1,393	2 Trucks = $1,393	2 Trucks = $1,393	N/A (Standard service)
Number of Events	N/A	20 Events	68 Events	112 Events	(Built into Small/Medium/Large event counts)	N/A

*these numbers reflect DPW's mid-FY21 COLA increase and our new FY21 overhead rates. Keeping the assumption of 50% OT hours, the new per event cost is $5,261.

We would also be collecting the "actuals" to compare costs.

Event Service Plan by Size

DPW Service Requests	No Event at Chase / Oracle (baseline every year)	Small Event at Chase (under 5,000)	Medium Event at Chase (5,000-10,000)	Large Event at Chase (over 10,000)	Concurrent Event at Chase / Oracle	Event at Oracle (No Chase Event)
Superviser	N/A	1 Hours: 4 (planned, varies per event)	1 Hours: 4 (planned, varies per event)	1 Hours: 4 (planned, varies per event)	1 Hours: 4 (planned, varies per event)	N/A
General Labor	N/A	6 Hours: 4 (planned, varies per event)	6 Hours: 4 (planned, varies per event)	6 Hours: 4 (planned, varies per event)	6 Hours: 4 (planned, varies per event)	N/A
Equipment: Sweeper/Flusher	N/A	2 Trucks Hours: 4 (planned, varies per event)	2 Trucks Hours: 4 (planned, varies per event)	2 Trucks Hours: 4 (planned, varies per event)	2 Trucks Hours: 4 (planned, varies per event)	N/A
Notes/data	Standard cleaning schedule Link to service map	Number of cans = 18	Number of cans = 18	Number of cans = 18	Number of cans = 18	Standard cleaning schedule Link to service map

*these numbers reflect planned service. We would also be collecting service "actuals" to compare levels.

Metrics

DPW Service Requests....	No Event at Chase / Oracle (baseline every year)	Small Event at Chase (under 5,000)	Medium Event at Chase (5,000-10,000)	Large Event at Chase (over 10,000)	Concurrent Event at Chase / Oracle	Event at Oracle Park
Overflowing cans after events (total):	x	x	x	x	x	x
Trash Tonnage	x	x	x	x	x	x
311 requests on public streets	x	x	x	x	x	x
311 requests in Mission Bay Parks	x	x	x	x	x	x
311 requests on Port property	x	x	x	x	x	x
311 requests in MB Res or Com Areas	x	x	x	x	x	x
Calls/Emails to Chase Hotline	x	x	x	x	x	x
Totals calls 2019-2020			x			

Data Collection – Cleanliness (pg 1)

Data Collection – Cleanliness (pg 2)
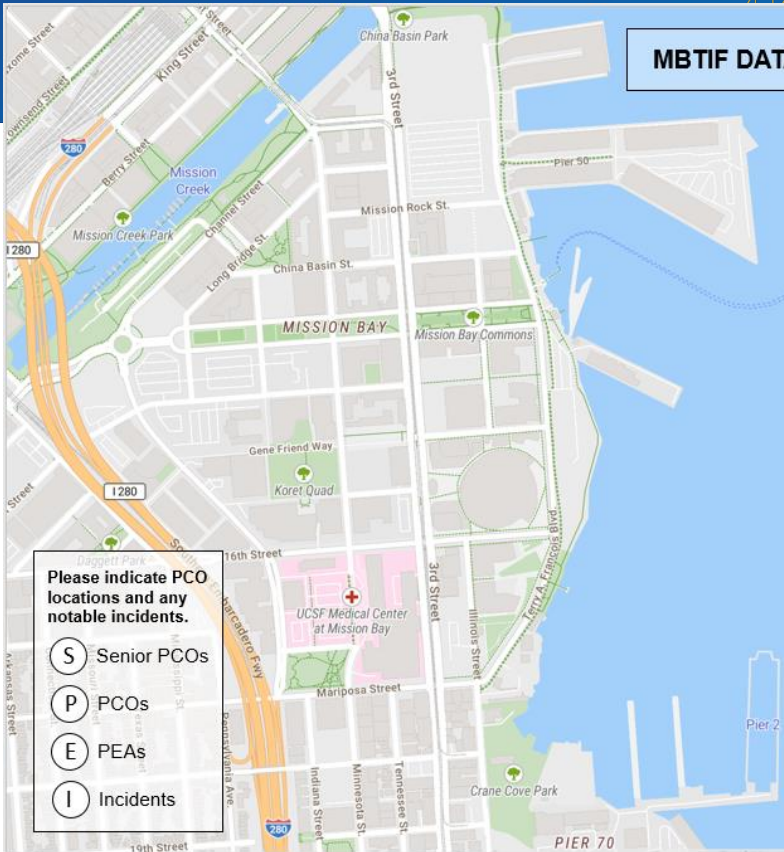
MBTIF DATA COLLECTION SHEET

Date: _____

Agency: <u>SFPW</u>

PW Service Requests:

PW Service Requests	Number of Requests Received	Addressed within 24 Hours	Addressed within 48 Hours
Overflowing Cans			
311 requests on public streets			
311 requests in MB Parks			
311 requests on Port property			
311 requests in Mission Bay Residential or Commercial Areas			
Calls/Emails to Chase Center Hotline			

Additional Event Notes:

_____

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Data Collection – Transit (pg 1)

MBTIF DATA COLLECTION SHEET

Date: _____
Agency: SFMTA
Data Reporters: _____
_____

Senior Parking Control Officer

Senior PCOs: _____

Shift Time: _____

Parking Control Officers

PCOs: _____

Shift Time: _____

Parking Enforcement Admin.

PEAs: _____

Shift Time: _____

TNC Related Traffic:
_____
_____

Queuing on Mariposa blocking UCSF access: _____

Garage queuing into 16th/3rd intersection: _____

# of transportation calls to Chase hotline: _____

Please indicate PCO locations and any notable incidents.

(S) Senior PCOs

(P) PCOs

(E) PEAs

(I) Incidents

Data Collection – Transit (pg 2)

MBTIF DATA COLLECTION SHEET

Date: _____

Agency: <u>SFMTA</u>

Other Staff:

Staff Type	Duties	Quantity of Staff	Hours Worked	Total Cost
Transit Operator	LRV & motorbus full & extended runs 100% attributable to Chase Center events			
Transit Fare Inspector	Proof of Payment (POP) staff providing customer service and safety functions			
Public Service Trainee	Muni Transit Assistance Program (MTAP) staff provide security, crowd control, and customer service functions			
Public Service Aide - Administration	Supervisory Muni Transit Assistance Program (MTAP) managing security, crowd control, and customer service functions			
Track Maintenance Worker Supervisor I	Oversees the placement of stanchions for crowd control and manages mechanical track issues			
Switch Repairer	Resolves mechanical track issues			
Track Maintenance Worker	Places stanchions for crowd control and resolves mechanical track issues			
Transit Supervisor	Supervises and coordinates transit operations on the ground, from inside the SFMTA Transit Management Center (TMC) and from inside the Chase Center control room			
Transit Operations Specialist	Manages transit operations from inside the Chase Center control room			

Metrics

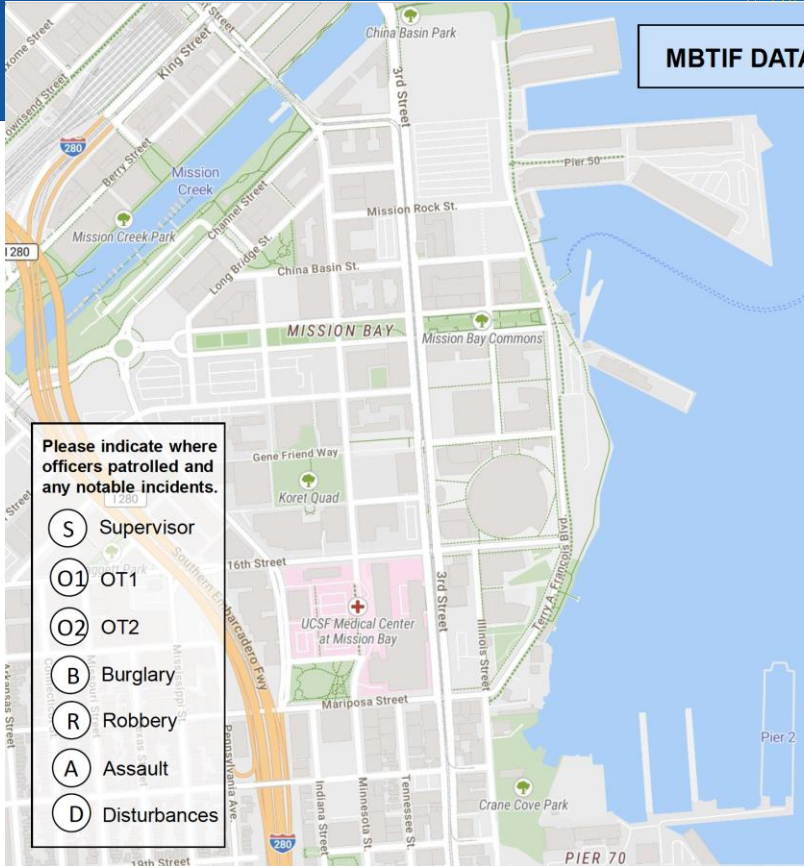| Metrics	Performance
Approximate number of pedestrians spilling onto the Muni right-of-way area	
Approximate number of pedestrians illegally crossing 3rd St Midblock	
Passengers waiting exceed Muni platform capacity	
Approximate number of pedestrians crossing intersection against the signal	
Approximate number of bike/pedestrian conflicts	

Mode Split:

Auto _____

Transit _____

Bike _____

Walk _____

Muni Platform Cleared 45 Min Post-Event: _____

Data Collection – Public Safety (pg 1)

Data Collection – Public Safety (pg 2)

MBTIF DATA COLLECTION SHEET

Date: _____

Agency: <u>SFPD</u>

PD Incidents within Event Services Boundaries:

PD Incident Classification	Incident Type	Number of Incidents
Burglaries	Attempted Forcible Entry	
	Forcible Entry	
	Unlawful Entry – No Force	
Robbery	Firearm	
	Knife/Cutting Instrument	
	Other Dangerous Weapon	
	Strong-arm (No Weapon)	
Assaults	Firearm	
	Hands, Fists, Feet, etc.	
	Knife/Cutting Instrument	
	Other Assaults (Misdemeanors)	
	Other Dangerous Weapon	
Disturbances	Noise	
	Public Intoxication	
	Public Urination	

Additional Event Notes:

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Questions/Discussion