



SFSTAT Clean & Green March 19, 2007

4.4 Improve the quality of park maintenance and create safe, welcoming parks and facilities

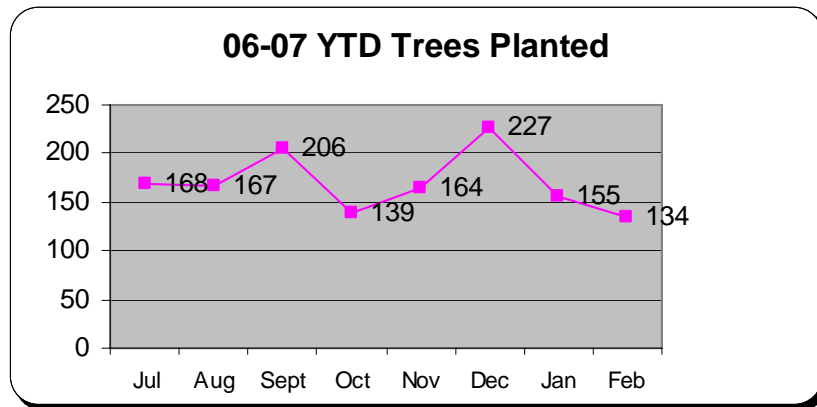
MEASURE 4.4.1: Number of trees planted

Definition of Measurement: Measure tracks the number of trees planted by the RPD Urban Forestry Division.

Method of Measurement: Urban Forestry staff manually documents all trees planted. Totals are maintained in a spreadsheet by administrative staff.

FY 06-07 Target: 2,100

Measurement for Reporting Period: As of February 28, 2007, RPD Urban Forestry has planted 1,360 trees. RPD is at 65% of target with approximately 33% of the fiscal year remaining.



<u>Fiscal Year</u>	<u>Number of Trees Planted</u>
FY 03-04*	1,281
FY 04-05	2,141
FY 05-06	2,189
FY 06-07 YTD	1,360

*RPD began to track trees planted in FY 03-04.



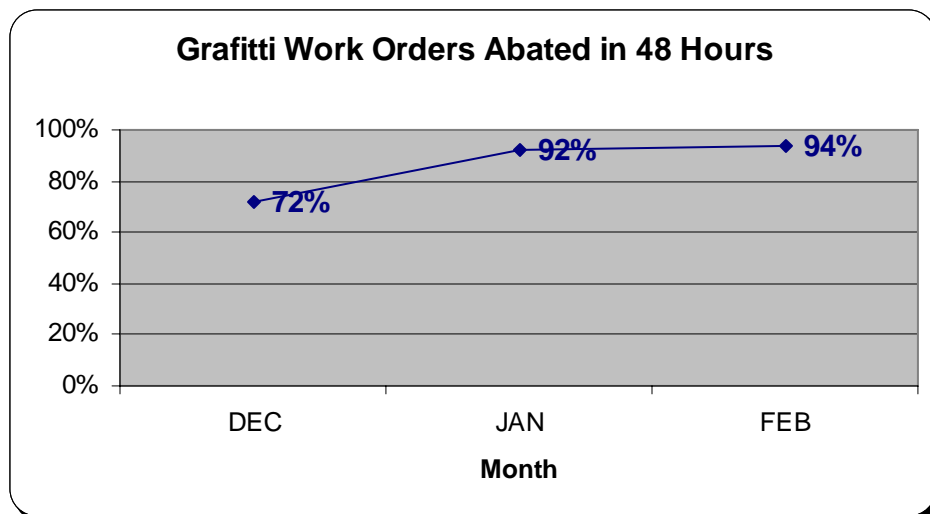
MEASURE 4.4.15: Percentage of graffiti work orders completed with 48 hours

Definition of Measurement: Measures the percentage of graffiti abated within 2 business days. New measure; data collection began December 2006.

Method of Measurement: Graffiti work orders are tracked through RPD's TMA application (Total Managed Assets). Data is entered in the Paint Shop of the Structural Maintenance Yard.

FY 06-07 Target: 100% (Per Mayor's Executive Order.)

Measurement for Reporting Period: For February 2007, 94% of graffiti work orders were completed within 48 hours.



MEASURE 4.4.16: Number of repeat graffiti work orders by site

Definition of Measurement: This measure tracks the number of repeat graffiti work orders by RPD property. It indicates those RPD properties most often hit by graffiti. New measure; data collection began December 2006.

Method of Measurement: Graffiti work orders are tracked through RPD's TMA application (Total Managed Assets). Data is entered in the Paint Shop of the Structural Maintenance Yard.

Measurement for Reporting Period:

For February 2007, the RPD property most often hit by graffiti is Golden Gate Park, with 15 graffiti work orders for the period. This represents 25% of the total 61 graffiti work orders received in February.

<u>Park</u> <i>DEC 2006</i>	<i>Number</i> <i>WOs</i>	<u>Park</u> <i>JAN 2007</i>	<i>Number</i> <i>WOs</i>	<u>Park</u> <i>FEB 2007</i>	<i>Number</i> <i>WOs</i>
GOLDEN GATE PARK	12	GOLDEN GATE PARK	19	GOLDEN GATE PARK	15
MISSION DOLORES PRK*	4	CROCKER AMAZON	7	BUENA VISTA PARK	6
MISSION PLAYGROUND	4	STERN GROVE ***	6	MISSION DOLORES PRK*	6
DUBOCE PARK **	4	MISSION DOLORES PRK*	5	DUBOCE PARK **	4
MCKINLEY SQUARE	3	JACKSON PLAYGROUND	4	STERN GROVE ***	4

MEASURE 4.4.17:	<u>Percentage of FTE labor hours devoted to graffiti abatement</u>
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Definition of Measurement: This measure indicates the percentage of FTE labor hours in the Paint Shop of the Structural Maintenance Yard devoted to graffiti abatement versus the total FTE labor hours available in the Paint Shop. This measure will allow RPD to compare the allocation of resources within the Paint Shop to graffiti abatement versus other activities. New measure; data collection began in January 2007.

Method of Measurement: Graffiti work orders are tracked through RPD’s TMA application (Total Managed Assets). Data is entered in the Paint Shop of the Structural Maintenance Yard. The labor hours for graffiti work orders is compared to total payroll labor hours in the Paint Shop.

Measurement for Reporting Period:

For February 2007, 12% of FTE labor hours were devoted to graffiti abatement. Previous month was 16% - only these two data points exist for this measure. No target, as this measure tracks historical output based on reaction to input which is out of the control of the Department.

FOLLOW-UP FROM JANUARY SFSTAT:

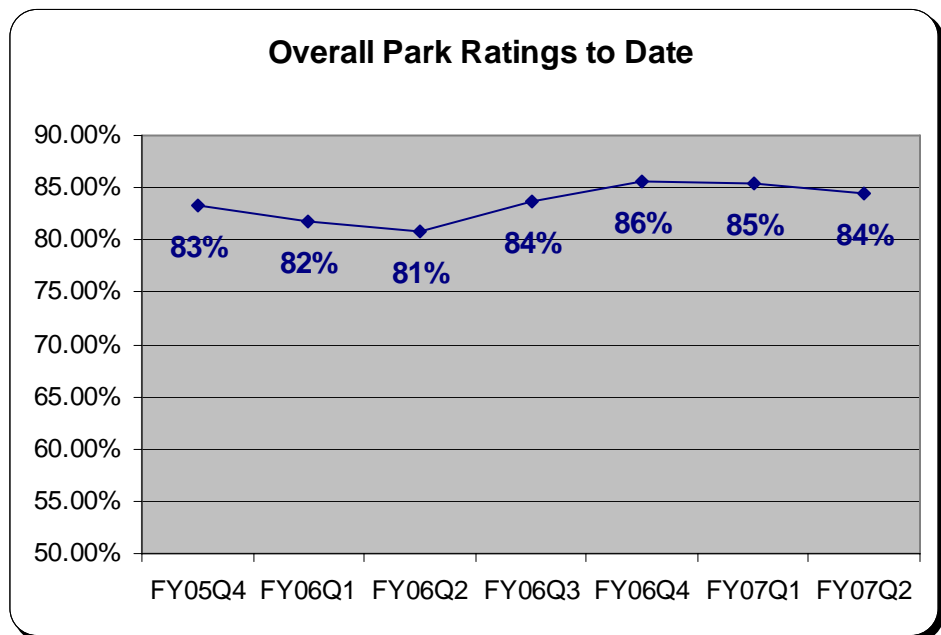
MEASURE 4.4.8: **Citywide percentage of park maintenance standards met for all parks inspected**

Definition of Measurement: This is the average rating for all parks inspected in terms of percentage of standards met (i.e. the percentage for all standards being met, for all types of parks, is averaged into a citywide percentage rating).

Method of Measurement: RPD staff conducts quarterly park evaluations. Hard copies of evaluations are turned in to clerical staff for data entry into Park Evaluations database. Hard copies kept on file by clerical staff.

FY 06-07 Target: 90%

Measurement for Reporting Period: For FY 06-07 Quarter 2 the rating is 84%. This is the latest quarter for which data is available.



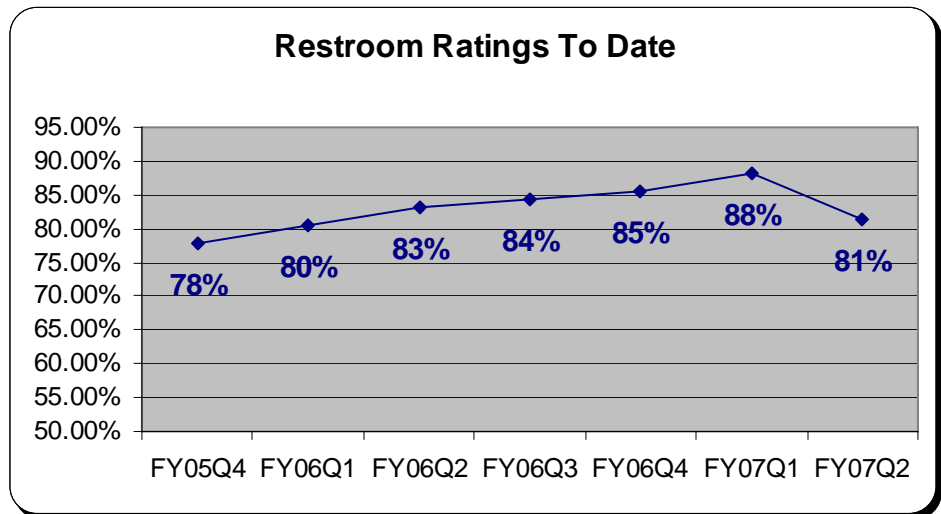
MEASURE 4.4.12: Citywide percentage of restroom standards met in parks

Definition of Measurement: This is the Citywide average rating for this specific feature of the parks standards.

Method of Measurement: RPD staff conducts quarterly park evaluations. Hard copies of evaluations are turned in to clerical staff for data entry into Park Evaluations database. Hard copies kept on file by clerical staff.

FY 06-07 Target: 90%

Measurement for Reporting Period: For FY 06-07 Quarter 2 the rating is 81%. This is the latest quarter for which data is available.



STATUS OF THE SF RPD RESTROOM TASK FORCE

GENERAL DESCRIPTION

The task force will complete a survey and assessment of processes, policies, standards and best practices associated with the planning, design, construction, management and use of park and recreation facility restrooms within the City, and within the public recreation and private sector hospitality industries, as a basis for developing a set of recommended standards, guidelines, and best practices to improve the functionality, maintainability and customer experience associated with the use of restrooms managed by the Recreation and Parks Department. The Task Force expects to conclude its work this fiscal year.

STATUS

1. Survey of Benchmark Cities: Attached questions developed; Research completed for Seattle, Portland and San Jose; Committee members are still researching Vancouver, San Diego and New York
2. Restroom User Survey—Draft copy developed; Adjustments will be made at next meeting; targets will be identified and timeline will be established at next meeting.
3. Restroom Design Guidelines-In development
4. Restroom Design Prototypes-In development
 - a. Single Occupancy
 - b. Small Restroom
 - c. Large Restroom
 - d. Interim-Use Restroom
5. Restroom Construction Materials and Equipment Specifications-In development
6. Restroom Maintenance Standards-In Development

Restroom Questions for Benchmark Cities

Instructions to Task Force members: Please attempt to gather as much information from your benchmark city (cities) as possible. Remember: It would be helpful if you could obtain any written material which they may have for us to use as guides.

Operations:

- How many restrooms does your organization maintain that are open to the public?
- How many staff do you have to clean the restrooms? And, how do you schedule them? (i.e., roving crews?; morning, afternoon, evening, graveyard shifts?; any maintained by private contract?)
- What is the frequency of cleaning? Do you keep a cleaning log similar to restrooms in private sector?
- What are your organization's major challenges [i.e. homeless, vandals (intentional perpetual clogging of toilets, breaking mirrors, breaking hand towel dispensers, etc.), not enough restrooms, frequency of cleaning, etc.] in maintaining clean and sanitary public restrooms? What strategies have you adopted or are planning to adopt in order to address those challenges?

- Are there any challenges related to employee safety and/or public safety? What strategies have you adopted or are planning to adopt in order to address those challenges?
- What hours are your public restrooms open to the public? 24/7? And, are the hours different for stand alone restrooms vs. restrooms attached to buildings?
- Who opens and closes restrooms (recreation staff vs. security vs. gardeners vs. custodial staff vs. others)?
- Have you explored restroom attendants to monitor restroom facilities?
- Does your organization have defined and measurable work performance standards for your custodians who clean your public restrooms?
- If so, what are they? Can we obtain a copy?
- Does your organization have defined and measurable appearance and sanitation standards for your restroom facilities?
- If so, what are they? Can we obtain a copy?
- Does your organization have defined evaluation criteria and process for evaluation for restroom cleanliness and sanitation?
- If so, what are they? Can we obtain a copy?

Capital:

- Does your organization use certain design standards/models in order to help maintain clean and sanitary public restrooms? (fixture types, flooring, walls, doors, lights, ventilation, etc.)
- If so, what are they??
- Does your organization use different design standards/models for restrooms of different sizes?
- Does your organization use certain construction materials in order to help maintain clean and sanitary public restrooms?
- Do you have a model restroom that you can share design drawings?
- Has your organization used pre-fabricated units and if so, which one(s) and how has it worked?

Miscellaneous:

- Distribution of restrooms: Are there restrooms in every park? What is your organization's goal?
- How do you deal with homeless use/misuse of restrooms (such as cleaning themselves with paper towels, etc.)?
- Are there other challenges associated with the maintenance of public areas around restrooms (i.e. parks, recreation centers and playgrounds). What strategies have you adopted or are planning to adopt in order to address those challenges?