

DOWNTOWN SF

PARTNERSHIP

Monthly Operations Report

September 2026



194,575

Positive Public Interactions

36,025

Pounds of Trash Removed

7,971

Pan and Broom Block Faces

September rebounded across nearly every operations measure. The team logged 194,575 positive public interactions, 36,025 lbs of trash removed, 7,971 pan and broom block faces, and 1,068 graffiti tags abated.

- Pan and broom sweeps **increased 21%** month-over-month, feces abatement 38%, needle recovery 21%, and pressure washing 32% to 302 blocks, the highest monthly total of the year.

Engagement reached its strongest month of 2026 to date.

- Positive public interactions reached 194,575, **increasing 196%** year-over-year.
- Business checks rose 2% to 949 and directions 2% to 1,791.



Cleaning Snapshot

36,025

Pounds of Trash Removed

7,971

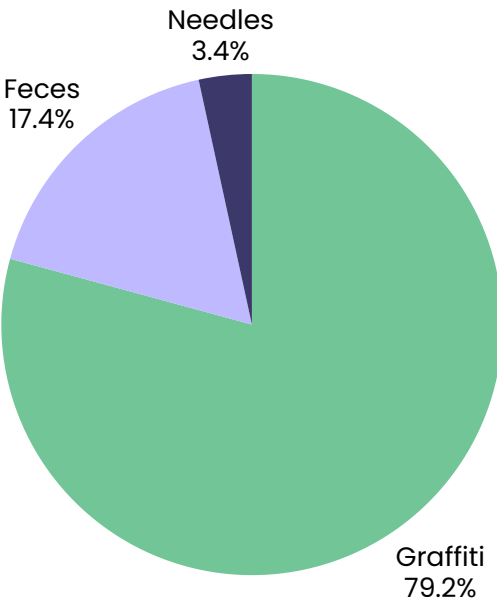
Pan and Broom Block Faces

1,068

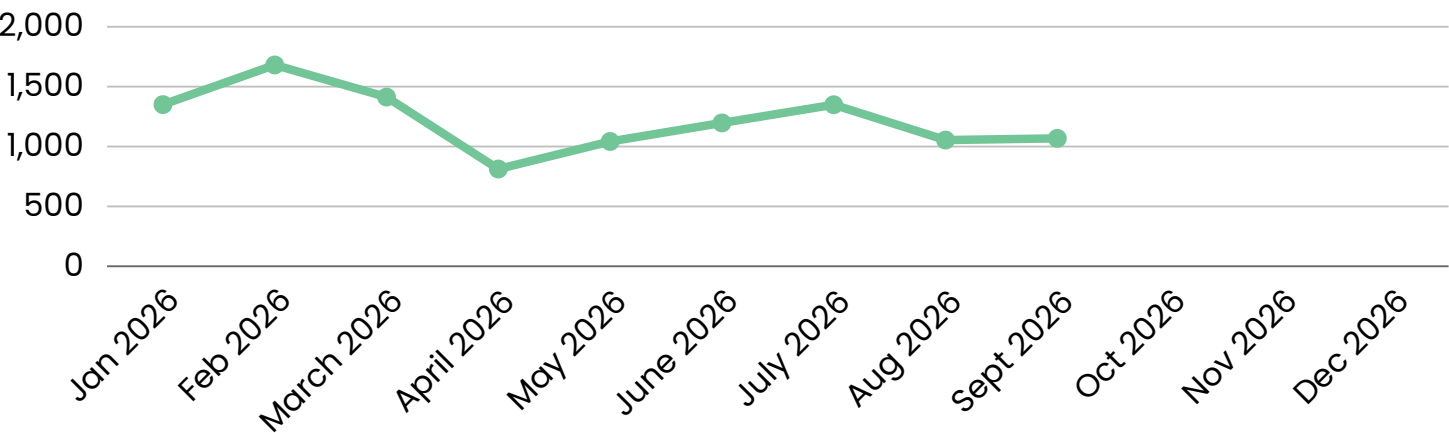
Graffiti Tags Abated

CLEANING TASKS	Sep 2026	Aug 2026	Monthly % Change	Sep 2025	Yearly % Change	YTD
Pounds of Trash Removed	36,025	32,175	12%	11,850	204%	218,950
Bags of Trash Collected	1,441	1,287	12%	474	204%	8,758
Pan and Broom Block Faces	7,971	6,561	21%	6,734	18%	63,246
Graffiti Tags Abated	1,068	1,054	1%	987	8%	10,966
Needles Removed	46	38	21%	17	171%	263
Feces Abatement	234	170	38%	183	28%	1,784
Oversized Debris	1,883	2,063	-9%	387	387%	11,098
Trash Cans Wiped Down	727	832	-13%	213	241%	5,177

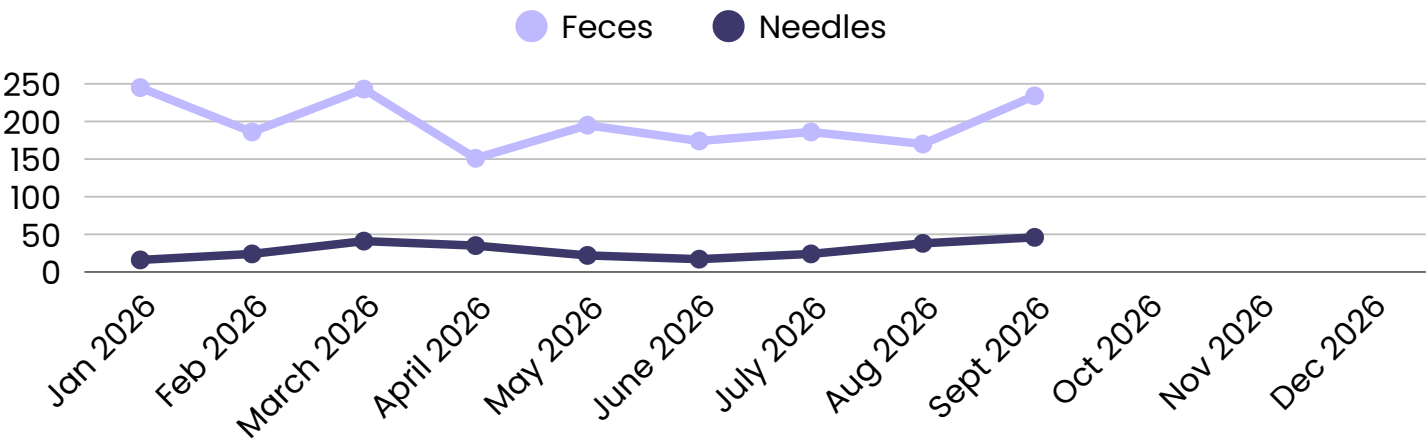
High Priority Cleaning Tasks by Percentage



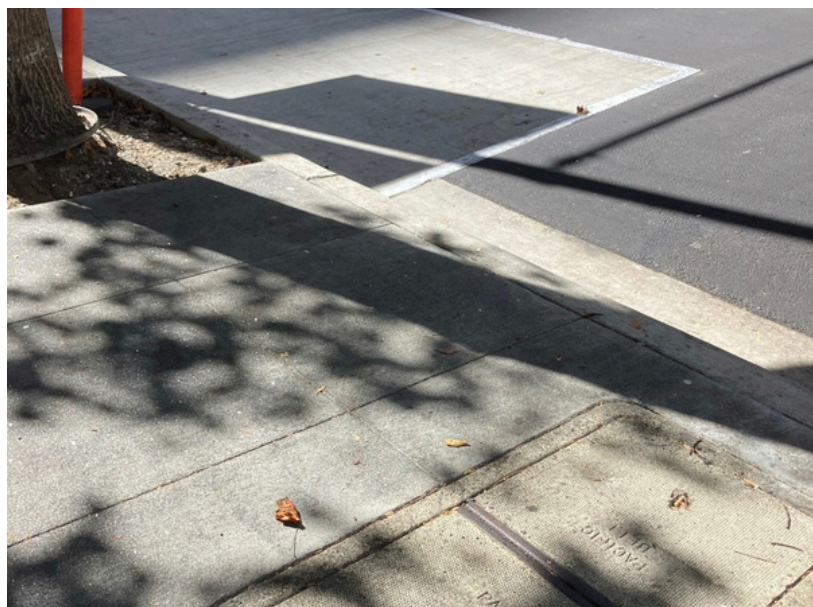
Graffiti Removal (10,966 Total YTD)



Hazardous Waste (2,047 Total YTD)



Pan and Broom Block Faces (7,971 Tasks)



Graffiti Tags Abated (1,068 Tasks)



Oversized Debris (1,883 Tasks)



Power Washing Snapshot

302

Blocks Pressure Washed

10.07

Daily Tasks

PRESSURE WASHING TASKS	Sep 2026	Aug 2026	Monthly % Change	Sep 2025	Yearly % Change	YTD
Blocks Pressure Washed	302	228	32%	49	516%	1,807



Request for Services

1

Total 311 Requests
Completed by Downtown SF

1

Total Cleaning Tasks
Escalated to 311

58

Cleaning Incidents Reported
to Downtown SF Partnership
Dispatch

54

Quality of Life Incidents
Reported to Downtown SF
Partnership Dispatch

1.08 Hours

Cleaning Response Time

5.62 Hours

Graffiti Removal Request
Response Time



726

Sit/Lie Advisements

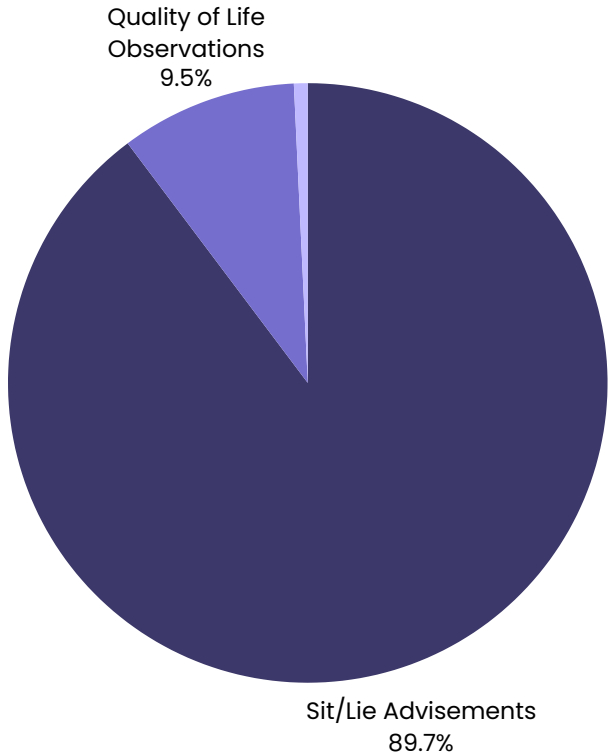
77

Quality of Life Observations

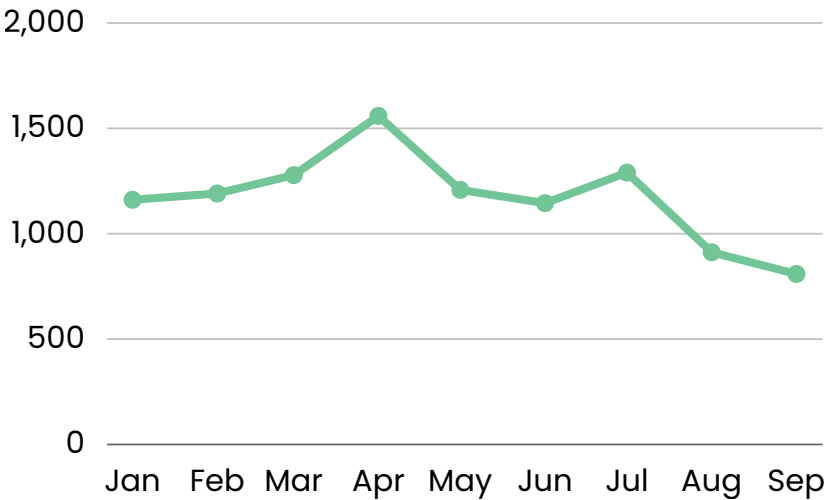
6

Drug Activity Observations

Safety & Quality of Life Incidents	Sep 2026	Aug 2026	Monthly % Change	Sep 2025	Yearly % Change	YTD
Drug Activity	6	5	20%	13	-54%	59
Sit/Lie Violations	726	814	-11%	702	3%	9,057
Quality of Life	77	93	-17%	65	18%	1,437



Total Quality of Life Incidents (10,553 Total YTD)



Community Engagement

194,575

Interactions

1,791

Directions

949

Business Checks

Community Engagement	Sep 2026	Aug 2026	Monthly % Change	Sep 2025	Yearly % Change	YTD
Business Checks	949	928	2%	511	86%	5,938
Directions	1,791	1,751	2%	2,410	-26%	22,809
Interactions	194,575	150,124	30%	65,705	196%	1,257,049



Market Street Safety Corridor Program Stats

183,852

Interactions

1,254

Directions Provided

326

Sit/Lie Violations

Quality of Life Stats

Safety & Quality of Life Incidents	Sep 2026	Aug 2026	Monthly % Change	Sep 2025	Year-over-Year	YTD
Open Drug Use	3	5	-40%	2	50%	57
Sit/Lie Violations	326	289	13%	26	1,154%	2,256
Quality Of Life (or Wellness Check)	65	33	97%	245	-73%	897

Community Engagement Stats

Community Engagement	Sep 2026	Aug 2026	Monthly % Change	Sep 2025	Year-over-Year	YTD
Directions Provided	1,254	1,232	2%	1,201	4%	14,152
Interactions	183,852	141,749	30%	54,575	237%	1,160,219
311 or SFPD Non-Emergency Calls	1	3	-67%	2	-50%	35
911 Calls	1	10	-90%	7	-86%	45

Market Street Safety Corridor Program Stats

183,852

Interactions

1,254

Directions Provided

326

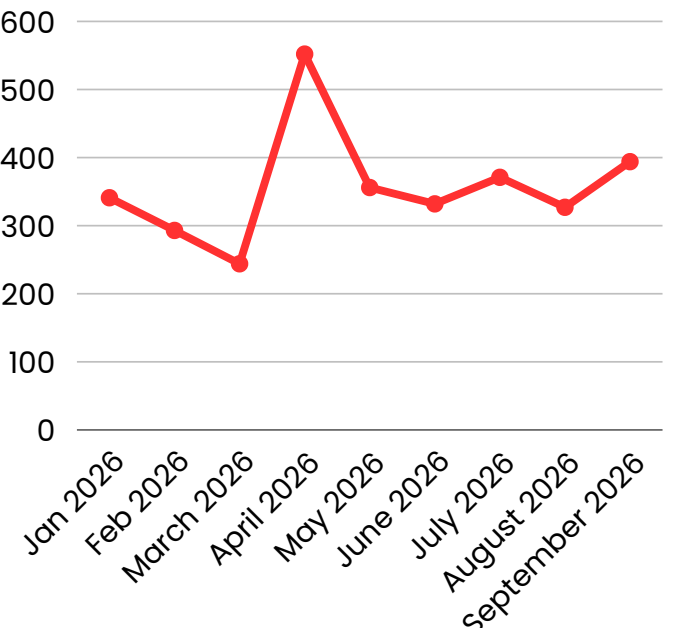
Sit/Lie Violations

The Market Street Ambassador Program is a public-private initiative designed to improve safety and the commuter experience at key downtown San Francisco transit hubs. Launched as a proof of concept in Summer 2025 at Embarcadero and Montgomery Stations, the program combines coordinated public safety deployments (SFPD, BART Police, SF Sheriff, and SFFD), private-sector-funded ambassadors stationed at street-level entrances, enhanced cleaning by city and community partners, and on-site outreach by homeless and crisis response teams.

Operating weekdays during peak hours, the initiative focuses on de-escalation, wayfinding, and improving overall conditions around BART/MUNI entrances and the Market Street Corridor.



Total Quality of Life Incidents (394)





EMPLOYEE OF THE MONTH

AUSTIN HERNANDEZ

Congratulations to Austin Hernandez, our September Ambassador of the Month!

Austin brings positive energy, a great attitude, and a strong commitment to his work every day. With four years of service at DSFP, Austin has built meaningful relationships throughout the district, demonstrating the dedication and professionalism that make him truly deserving of this recognition.

Thank you, Austin, for your continued hard work and the positive impact you make each day. Keep up the great work, and congratulations on this well-deserved honor!

Definitions

Aggressive Panhandling

Panhandling while making unwanted physical contact, following, making repeated requests, yelling, or blocking the path of passers-by.

Assault

Assault according to state and federal law, witnessed by an ambassador.

Business Checks

Contact with a merchant or property owner to either: A) Conduct periodic visits to merchants to provide materials and check in on businesses, or B) Respond to a merchant request for service.

Directions

Directions provided by Ambassadors to any person requesting information.

Interaction

Any contact with a person who may be experiencing homelessness.

Noise/Disturbance

Individuals behaving in a verbally threatening or aggressive manner towards unwilling recipients, such as yelling at, threatening, or slandering in public.

Public Intoxication

Individual(s) that is/are publicly intoxicated, as determined by law enforcement on the scene.

Referrals Made

Referral to service provider for clothing, food or shelter.

Sit/Lie Violations

Restricts sitting or lying on sidewalks citywide 7 AM – 11 PM (City and County of San Francisco Proposition L Ordinance).

Trespassing

San Francisco Municipal Police Code Section 25 provides that no person shall willfully remain upon any private property or business premises after being notified to leave by the owner.

Vandalism

Destruction or defacing of public or private property.

Wellness Checks

Verbal or visual check to ensure an individual's safety and well-being.



Request Services



Email: service@downtownSF.org



Visit: DowntownSF.org/request-services



Call Dispatch: **415-829-3878**



Hours of Operation: **6 AM – 8 PM Daily**



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