

Say hello to our Downtown SF Partnership
Cleaning and Community Engagement
Ambassadors.



DOWNTOWN SF

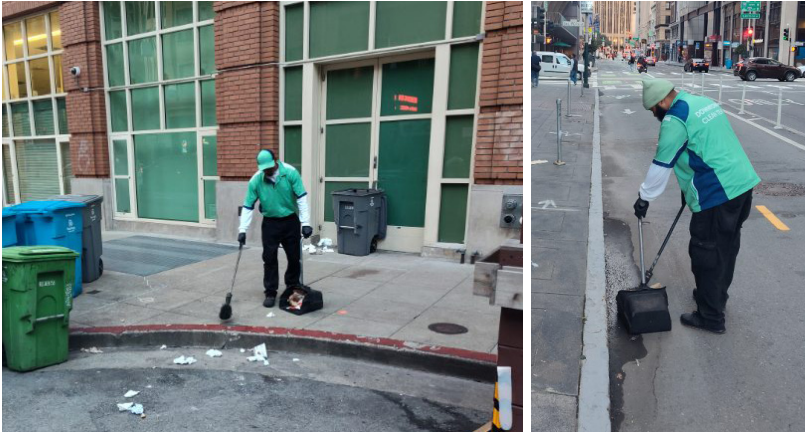
PARTNERSHIP

STREET REPORT

CLEAN AND SAFE | April 2024

The information, data, and photos in this report are based on services provided by the Downtown SF Partnership Cleaning and Community Engagement Ambassadors and the Special Projects team. The data in this report is recorded in an application called StatView.

STREET REPORT | CLEANING SNAPSHOT



Let's Talk Trash!



of trash removed in the month of April

11,075 lbs.

PREVIOUS MONTH:
March

10,700

MONTH OVER MONTH

3%

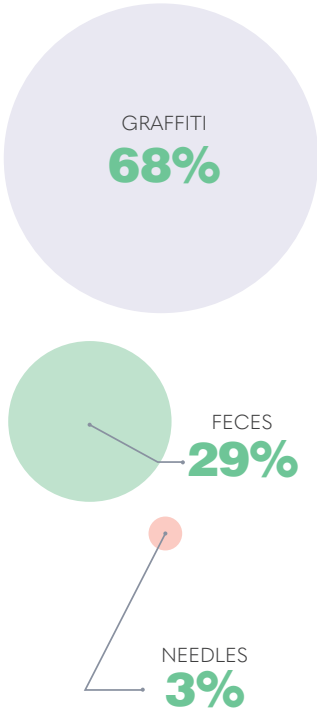
PREVIOUS YEAR:
April 2023

7,975

YEAR OVER YEAR

34%

High Priority Cleaning Tasks by Percentage



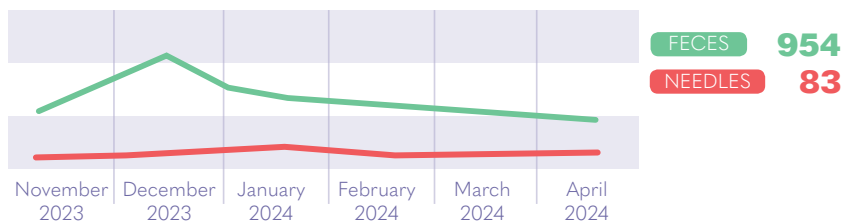
Total cleaning tasks completed

Cleaning Tasks	CURRENT MONTH: April	PREVIOUS MONTH: March	MONTH OVER MONTH March 2024 to April 2024	PREVIOUS YEAR: April 2023	YEAR OVER YEAR April 2023 to April 2024	YTD
Bags of Trash Collected	443	428	▲ 4%	331	▲ 34%	7,106
Pan & Broom Sweeps - Block Faces Completed	6,695	6,268	▲ 7%	4,084	▲ 63%	79,494
Graffiti Tags Abated	355	431	▲ 17%	200	▲ 77%	5,370
Hazardous Needles	16	16	0%	97	▼ -83%	522
Hazardous Waste - Feces	152	171	▼ -11%	59	▲ 12%	1,797
Oversized Debris Collected	169	189	▼ -10%	67	▲ 152%	3,197
Trash Can Wipe Downs	109	251	▼ -79%	92	▲ 18%	2,459

Graffiti Tags Abated



Hazardous Waste



STREET REPORT | POWER WASHING

The Downtown SF Partnership regularly power washes and steam cleans the sidewalks throughout the 43-square block district. View the latest power washing schedule at DowntownSF.org.



Blocks YTD Total
1,024

CURRENT MONTH:

April
173

PREVIOUS MONTH:

March
115

MONTH OVER MONTH

50%



1.5 hrs
Average Block
Completion Time

STREET REPORT | REQUESTS FOR SERVICES

In Fall 2022, the Downtown SF Partnership and SF311 partnered on a pilot project allowing Downtown SF Cleaning Ambassadors to complete and close out service requests made to SF311 via the "Connected Worker App".



47

Requests made in **311** completed by
Downtown SF Partnership



7

Cleaning tasks escalated to **311**

51

Cleaning incidents reported to
Downtown SF Partnership
Dispatch

19

Quality of life incidents reported to
Downtown SF Partnership Dispatch



Cleaning Request Response Time:

WITHIN **30 min**



Graffiti Removal Request
Response Time:

24 hours



Congratulations!

Julian Brooks

Julian Brooks has been named the April Ambassador of the Month, marking his second time receiving this honor. Thanks to his hard work and dedication, it's likely not his last. As one of our top community engagement ambassadors, Julian is often found in the field, providing directions to tourists and offering a friendly, hospitable presence to those in the Financial District.

Julian, thank you for your daily commitment and the positive impact you make.



STREET REPORT | QUALITY OF LIFE



1,041

total quality of life issues addressed for the month of **April**.

MONTH OVER MONTH

March 2024 to April 2024

25%

YEAR OVER YEAR

April 2023 to April 2024

88%



30 min

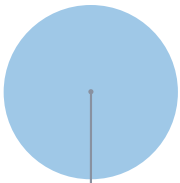
Response Time

Quality of Life Incidents by Percentage

WELLNESS CHECKS IS

59%

of all quality of life incidents.



SIT/LIE ADVISEMENT IS

39%

of all quality of life incidents.



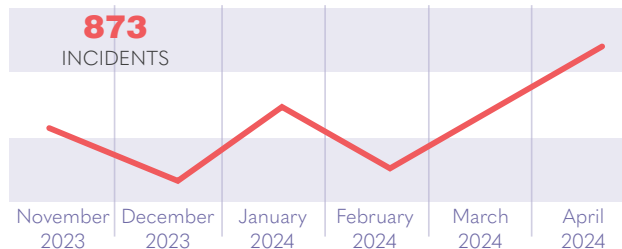
NOISE DISTURBANCE IS

2%

of all quality of life incidents.

Safety & Quality of Life Incidents	CURRENT MONTH: April	PREVIOUS MONTH: March	MONTH OVER MONTH March 2024 to April 2024	PREVIOUS YEAR: April 2023	YEAR OVER YEAR April 2023 to April 2024	YTD
Aggressive Panhandling	6	3	▲ 100%	0	▲ 100%	19
Noise/ Disturbance	17	18	▲ 5%	1	▲ 1,600%	55
Open Drug Use	85	17	▲ 400%	0	▲ 100%	126
Public Intoxication	87	3	▲ 2,800%	0	▲ 100%	94
Sit/Lie Advisement	509	408	▲ 28%	165	▲ 208%	1352
Wellness Checks	337	385	▼ -12%	4	▲ 8,325%	1143

Total Quality of Life Incidents



STREET REPORT | COMMUNITY ENGAGEMENT

Need directions? We'll be your guide!

Downtown SF Partnership provided directions to 95 district visitors during the month of April.

Task	CURRENT MONTH: April	PREVIOUS MONTH: March	MONTH OVER MONTH March 2024 to April 2024	PREVIOUS YEAR: April 2023	YEAR OVER YEAR April 2023 to April 2024	YTD
Business Checks	155	315	▼ -55%	15	▲ 933%	822
Directions	202	166	▲ 21%	167	▲ 20%	630
Interactions	194	123	▲ 58%	133	▲ 49%	877



STREET REPORT | BEFORE & AFTER

Before



After



Before



After



Before



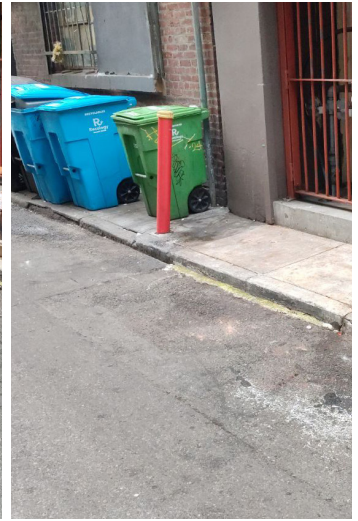
After



Before



After



Before



After



Before



After



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.
- 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 7am - 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.



STREET REPORT | REQUEST SERVICES

Did You Know?

There's 3 ways to request cleaning and safety services.



Call:
Dispatch [415-829-3878](tel:415-829-3878)



Visit:
DowntownSF.org/request-services



Email:
Service@DowntownSF.org

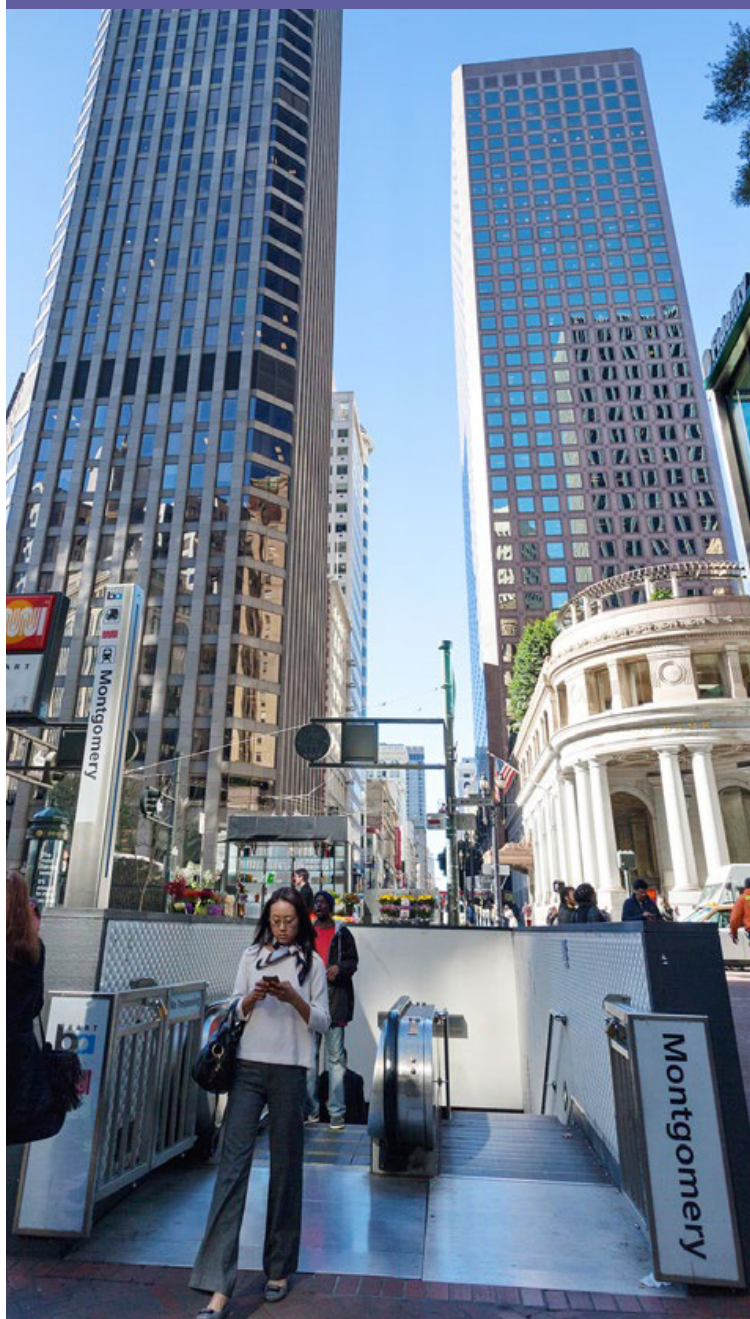


Hours of Operation:
[6 am to 8pm Daily](#)



Be In The Know!

Sign up for our e-newsletter at
DowntownSF.org



DOWNTOWN SF ▲
PARTNERSHIP