

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



DOWNTOWN SF

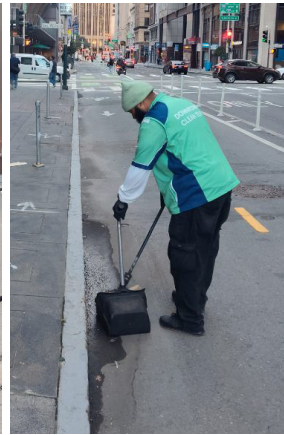
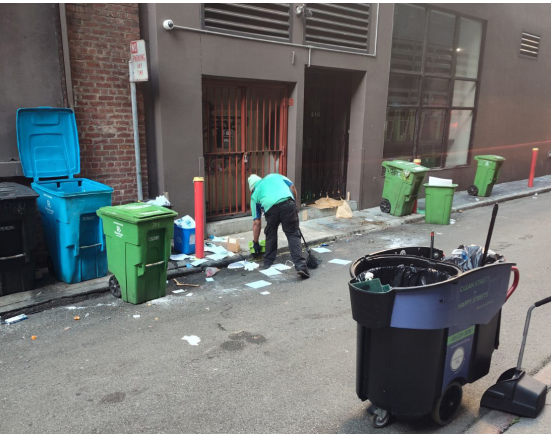
PARTNERSHIP

STREET REPORT

CLEAN AND SAFE | May 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 May

12,225 lbs.

PREVIOUS MONTH:

April
11,075

MONTH OVER MONTH

10%

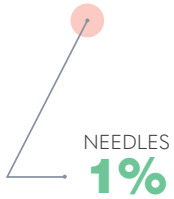
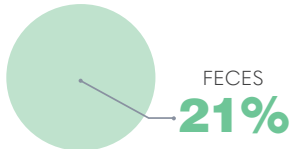
PREVIOUS YEAR:

May 2023
7,175

YEAR OVER YEAR

70%

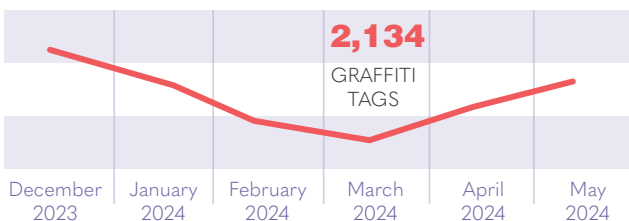
High Priority Cleaning Tasks by Percentage



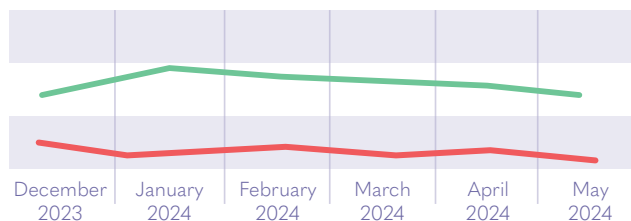
Total cleaning tasks completed

Cleaning Tasks	CURRENT MONTH: May	PREVIOUS MONTH: April	MONTH OVER MONTH April 2024 to May 2024	PREVIOUS YEAR: May 2023	YEAR OVER YEAR May 2023 to May 2024	YTD
Bags of Trash Collected	489	443	▲ 10%	287	▲ 70%	7,595
Pan & Broom Sweeps - Block Faces Completed	5,863	6,695	▼ -12%	5,164	▲ 63%	85,357
Graffiti Tags Abated	574	335	▲ 71%	381	▲ 51%	5,944
Hazardous Needles	6	16	▼ -62%	20	▼ -70%	528
Hazardous Waste - Feces	164	152	▲ 8%	109	▲ 50%	1,961
Oversized Debris Collected	176	169	▲ 4%	31	▲ 467%	3,373
Trash Can Wipe Downs	91	109	▲ 16%	195	▲ 53%	2,550

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:

May
111

PREVIOUS MONTH:

April
173

MONTH OVER MONTH

-35%



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".



46

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



4

Cleaning tasks escalated to **311**

46

Cleaning incidents reported to
Downtown SF Partnership
Dispatch

18

Quality of life incidents reported to
Downtown SF Partnership Dispatch



Cleaning Request Response Time:

WITHIN **30 min**



Graffiti Removal Request
Response Time:

24 hours

AMBASSADOR OF
THE MONTH

Congratulations!

Jonathan Portillo

Jonathan Portillo has been named the May Ambassador of the Month for the Downtown SF Partnership. Despite being with us for just under three months, Jonathan has already demonstrated exceptional leadership qualities. In his free time, Mr. Portillo enjoys working on cars, with the Ford Mustang being his favorite. He plans on purchasing one in the near future.

Jonathan, keep up the fantastic work, and thank you for your dedication and efforts every day.



STREET REPORT | QUALITY OF LIFE



393

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

MONTH OVER MONTH

April 2024 to May 2024

-66%

YEAR OVER YEAR

May 2023 to May 2024

110%



30 min

Response Time

Quality of Life Incidents by Percentage

WELLNESS CHECKS IS

73%

of all quality of life incidents.



SIT/LIE ADVISEMENT IS

22%

of all quality of life incidents.



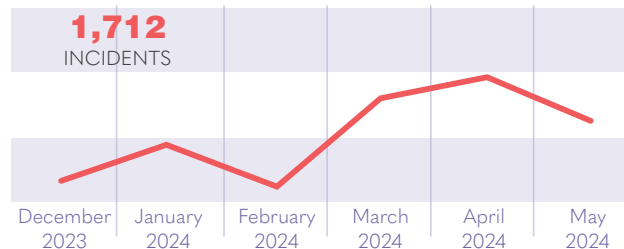
NOISE DISTURBANCE IS

5%

of all quality of life incidents.

Safety & Quality of Life Incidents	CURRENT MONTH: May	PREVIOUS MONTH: April	MONTH OVER MONTH April 2024 to May 2024	PREVIOUS YEAR: May 2023	YEAR OVER YEAR May 2023 to May 2024	YTD
Aggressive Panhandling	2	6	-66%	2	0%	21
Noise/ Disturbance	16	17	-5%	5	1,600%	71
Open Drug Use	59	85	-30%	2	100%	185
Public Intoxication	23	87	-73%	0	100%	117
Sit/Lie Advisement	248	509	28%	173	43%	1600
Wellness Checks	75	337	-12%	15	400%	1218

Total Quality of Life Incidents



STREET REPORT | COMMUNITY ENGAGEMENT

Need directions? We'll be your guide!

Downtown SF Partnership provided directions to 36 district visitors during the month of May.

Task	CURRENT MONTH: May	PREVIOUS MONTH: April	MONTH OVER MONTH April 2024 to May 2024	PREVIOUS YEAR: May 2023	YEAR OVER YEAR May 2023 to May 2024	YTD
Business Checks	24	155	▼ -85%	40	▼ -40%	846
Directions	36	202	▼ -82%	125	▼ -71%	666
Interactions	11	194	▼ -94%	274	▼ -96%	888



STREET REPORT | BEFORE & AFTER

Before



After



Before



After



Before



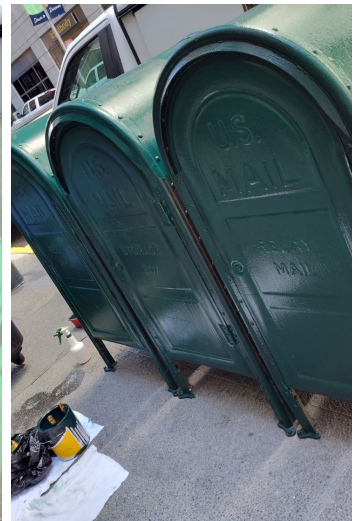
After



Before



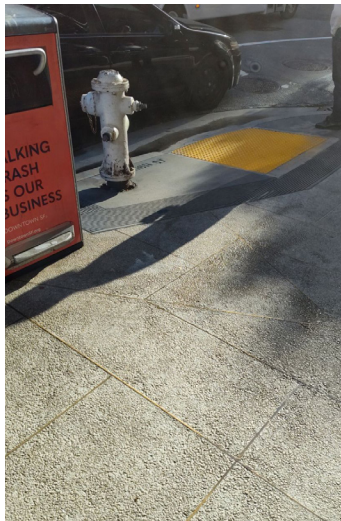
After



Before



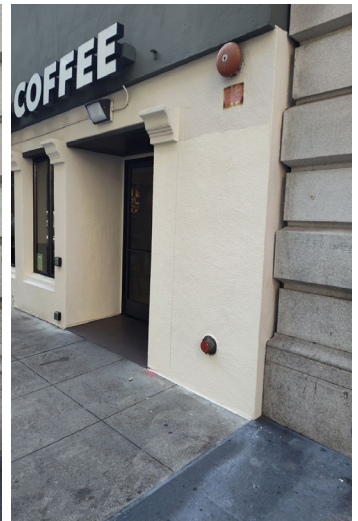
After



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



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PARTNERSHIP