

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



# DOWNTOWN SF

## PARTNERSHIP

# STREET REPORT

CLEAN AND SAFE | August 2023

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 August

# 9,875 lbs.

PREVIOUS MONTH:  
July

# 10,275

MONTH OVER MONTH

# 33%

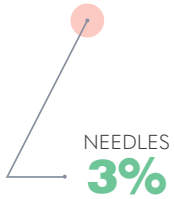
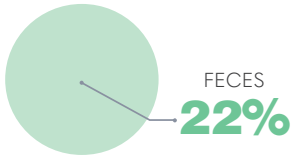
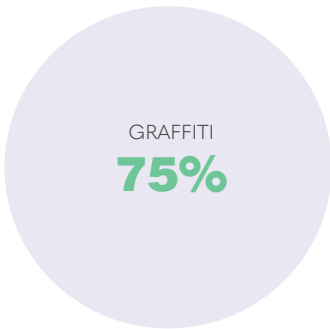
PREVIOUS YEAR:  
August 2022

# 5,725

YEAR OVER YEAR

# 72%

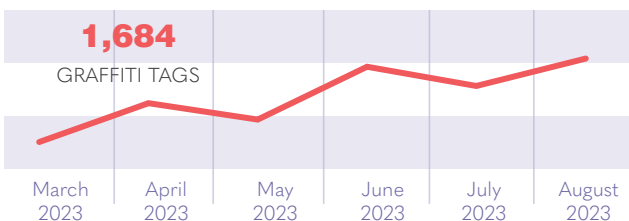
### High Priority Cleaning Tasks by Percentage



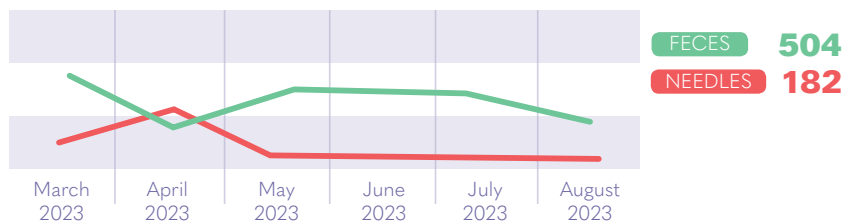
### Total cleaning tasks completed

Cleaning Tasks	CURRENT MONTH: August	PREVIOUS MONTH: July	MONTH OVER MONTH July 2023 to August 2023	PREVIOUS YEAR: August 2022	YEAR OVER YEAR August 2022 to August 2023	YTD
Bags of Trash Collected	395	411	▲ 4%	223	▲ 38%	2,236
Pan & Broom Sweeps - Block Faces Completed	5,831	6,039	▼ -3%	1,883	▲ 166%	29,203
Graffiti Tags Abated	339	408	▼ -17%	288	▲ 9%	2,127
Hazardous Needles	14	11	▲ 27%	8	▲ 137%	420
Hazardous Waste - Feces	102	151	▼ -32%	62	▲ 87%	621
Oversized Debris Collected	311	163	▲ 44%	7	▲ 2,885%	769
Trash Can Wipe Downs	212	215	▲ 1%	106	▲ 111%	789

### 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](http://DowntownSF.org).



Blocks YTD Total

**552**

CURRENT MONTH:

**August**  
**122**

PREVIOUS MONTH:

**July**  
**126**

MONTH OVER MONTH

**3%**



**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".



**75**

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



**14**

Cleaning tasks escalated to **311**

**43**

Cleaning incidents reported to  
Downtown SF Partnership  
Dispatch

**22**

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!

### Robert Moore

**Robert Moore** is the August ambassador of the month. Robert has been with Downtown SF Partnership for a short two months. Robert is a Bay Area native who loves his Golden State Warriors.

Mr. Moore has shown he's one of our top cleaners and he is here to stay. Congratulations Robert, I hope you enjoy your bonus.



# STREET REPORT | QUALITY OF LIFE



**234**

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

MONTH OVER MONTH

July 2023 to August 2023

**136%**

YEAR OVER YEAR

August 2022 to August 2023

**-5%**



**30 min**

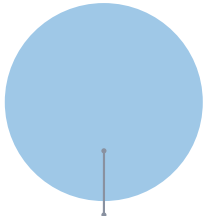
Response Time

## Quality of Life Incidents by Percentage

SIT/LIE ADVISEMENT IS

**69% Plus**

of all quality of life incidents.



WELLNESS CHECKS IS

**30%**

of all quality of life incidents.

NOISE DISTURBANCE IS

**2%**

of all quality of life incidents.

Safety & Quality of Life Incidents	CURRENT MONTH: August	PREVIOUS MONTH: July	MONTH OVER MONTH July 2023 to August 2023	PREVIOUS YEAR: August 2022	YEAR OVER YEAR August 2022 to August 2023	YTD
Aggressive Panhandling	4	2	▲ 100%	0	▲ 100%	8
Noise/ Disturbance	1	5	▲ 400%	0	▲ 100%	13
Open Drug Use	4	12	▲ 66%	0	▲ 100%	23
Public Intoxication	1	20	▼ -95%	1	▲ 1,900%	21
Sit/Lie AdviseMENT	101	386	▼ -73%	227	▲ 70%	1,357
Wellness Checks	44	18	▼ -144%	26	▼ -30%	92

## 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 August.

Task	CURRENT MONTH: August	PREVIOUS MONTH: July	MONTH OVER MONTH July 2023 to August 2023	PREVIOUS YEAR: August 2022	YEAR OVER YEAR August 2022 to August 2023	YTD
Business Checks	59	40	▲ 47%	61	▼ -3%	237
Directions	60	125	▼ -52%	74	▼ -18%	1,375
Interactions	116	476	▲ 176%	42	▲ 85%	2,229

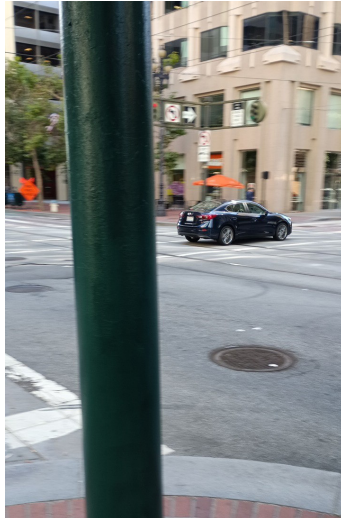


# STREET REPORT | BEFORE & AFTER

Before



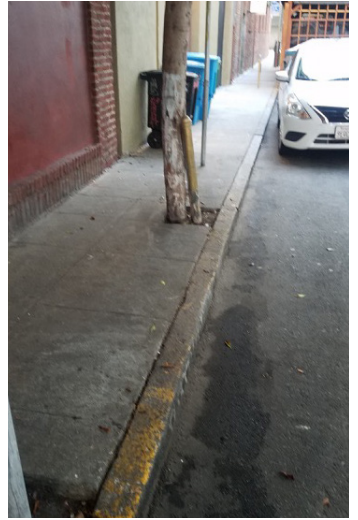
After



Before



After



Before



After



Before



After



Before



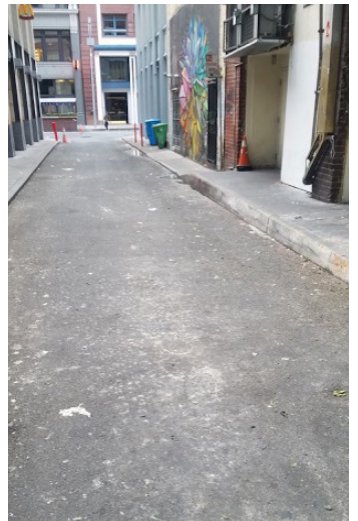
After



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](http://DowntownSF.org/request-services)



Email:  
[Service@DowntownSF.org](mailto:Service@DowntownSF.org)



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



## Be In The Know!

Sign up for our e-newsletter at  
[DowntownSF.org](http://DowntownSF.org)



**DOWNTOWN SF** ▲  
PARTNERSHIP