

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



# DOWNTOWN SF

## PARTNERSHIP

# STREET REPORT

CLEAN AND SAFE | December 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 December

# 14,125 lbs.

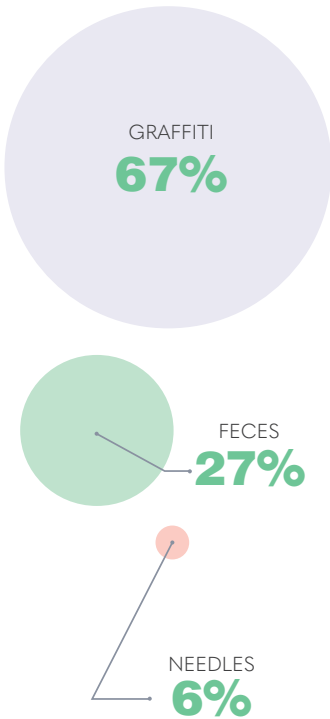
PREVIOUS MONTH:  
**November**  
**17,950**

MONTH OVER MONTH  
**14%**

PREVIOUS YEAR:  
**December 2022**  
**9,425**

YEAR OVER YEAR  
**49%**

### High Priority Cleaning Tasks by Percentage



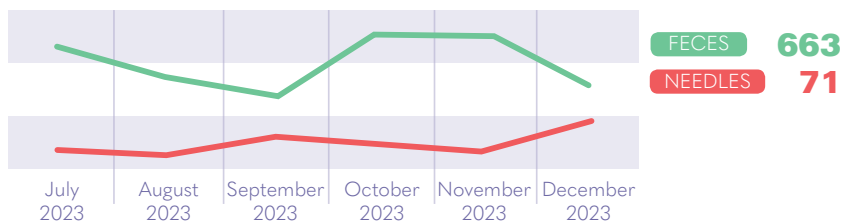
### Total cleaning tasks completed

Cleaning Tasks	CURRENT MONTH: December	PREVIOUS MONTH: November	MONTH OVER MONTH November 2023 to December 2023	PREVIOUS YEAR: December 2022	YEAR OVER YEAR December 2022 to December 2023	YTD
Bags of Trash Collected	565	715	-21%	377	49%	4,917
Pan & Broom Sweeps - Block Faces Completed	3,394	3,995	-15%	640	83%	50,194
Graffiti Tags Abated	199	385	-48%	362	-45%	3,768
Hazardous Needles	18	6	200%	4	350%	463
Hazardous Waste - Feces	81	122	-33%	81	103%	1,025
Oversized Debris Collected	218	355	-38%	102	0%	2,397
Trash Can Wipe Downs	82	133	-38%	32	-156%	1,719

### 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

**909**

CURRENT MONTH:

**December**

**54**

PREVIOUS MONTH:

**November**

**71**

MONTH OVER MONTH

**-24%**



**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".



**74**

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



**7**

Cleaning tasks escalated to **311**

**44**

Cleaning incidents reported to  
Downtown SF Partnership  
Dispatch

**15**

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!

### Xavier Menjivar

Congratulations **Xavier Menjivar** who is the December Ambassador of the Month. Xavier started as a Cleaning ambassador close to two years ago, he quickly climbed the ranks and he's now one of our top Special Projects Ambassadors. Mr. Menjivar is one of the biggest 49ers fans there are, and he hopes to see them in the Super Bowl this February.

Keep up the great work Xavier.



# STREET REPORT | QUALITY OF LIFE



**63**

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

MONTH OVER MONTH  
**November 2023 to December 2023**

**-51%**

YEAR OVER YEAR  
**December 2022 to December 2023**

**-85%**

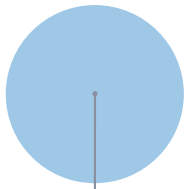


**30 min**

Response Time

## Quality of Life Incidents by Percentage

SIT/LIE ADVISEMENT IS  
**45% Plus**  
of all quality of life incidents.



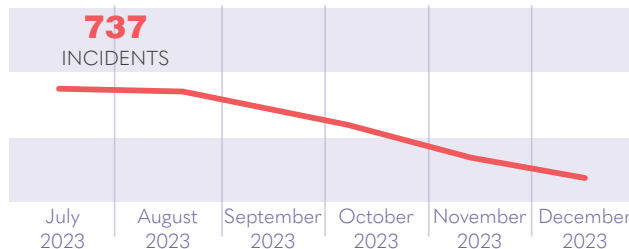
WELLNESS CHECKS IS  
**40%**  
of all quality of life incidents.



NOISE DISTURBANCE IS  
**15%**  
of all quality of life incidents.

Safety & Quality of Life Incidents	CURRENT MONTH: December	PREVIOUS MONTH: November	MONTH OVER MONTH November 2023 to December 2023	PREVIOUS YEAR: December 2022	YEAR OVER YEAR December 2022 to December 2023	YTD
Aggressive Panhandling	1	2	-33%	0	100%	8
Noise/ Disturbance	4	15	-80%	3	33%	85
Open Drug Use	1	1	94%	4	-75%	71
Public Intoxication	2	2	0%	4	-50%	30
Sit/Lie Advisement	12	33	-26%	182	-93%	1,633
Wellness Checks	11	10	-28%	22	50%	185

## 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 December.

Task	CURRENT MONTH: December	PREVIOUS MONTH: November	MONTH OVER MONTH November 2023 to December 2023	PREVIOUS YEAR: December 2022	YEAR OVER YEAR December 2022 to December 2023	YTD
Business Checks	6	21	▼ -71%	16	▼ -63%	264
Directions	20	70	▼ -71%	206	▼ -90%	1,465
Interactions	148	361	▼ -59%	32	▲ 362%	2,738





# STREET REPORT | BEFORE & AFTER

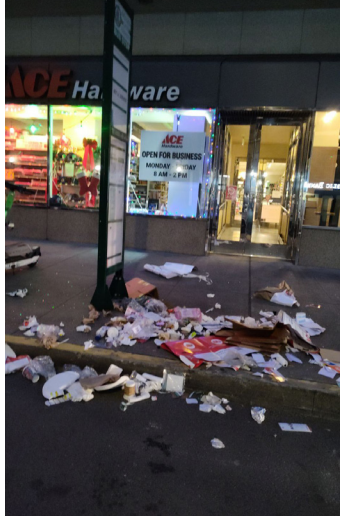
Before



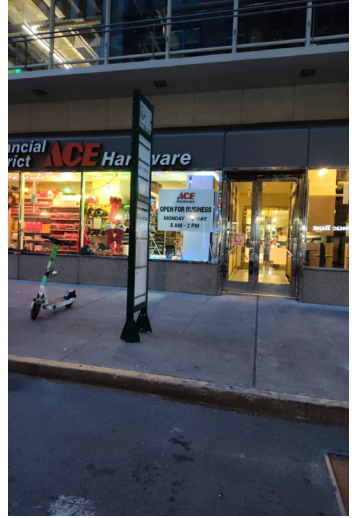
After



Before



After



Before



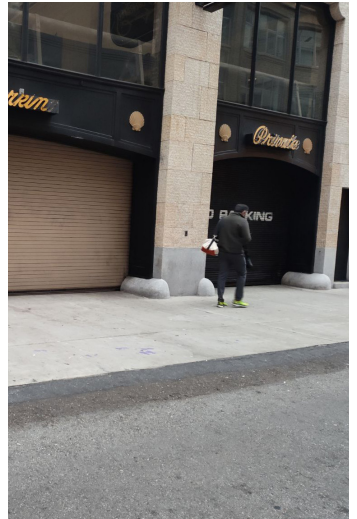
After



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](https://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](https://DowntownSF.org)

