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This S.F. neighborhood's residents are unhappiest with city government, according to a survey

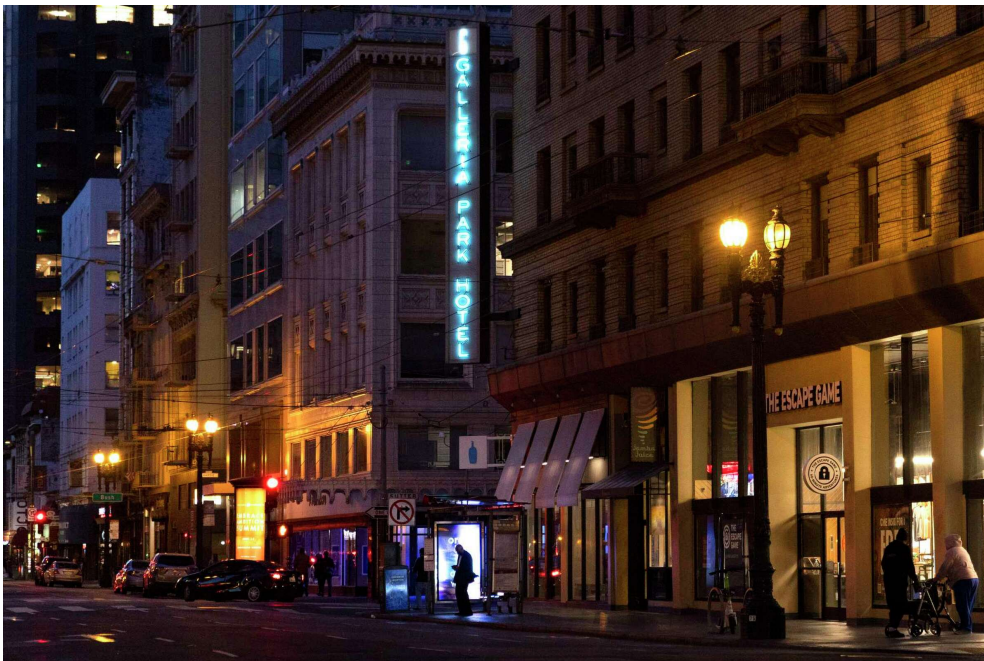
A city survey shows which neighborhoods were the most — and least — satisfied with city services



Adriana Rezal

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A recently published survey of San Francisco residents shows that respondents living in the Financial District and South Beach neighborhoods are the most dissatisfied with city services.

Jessica Christian/The Chronicle 2022

A survey published by the government of San Francisco shows that respondents from one downtown area are the most unhappy with city services.

Across 16 metrics collected by the city, survey respondents from the Financial District and South Beach gave city services an average of a 3.2 rating on a 1-5 scale. The citywide average was 3.5.

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The data comes from the “[City Survey](#),” the government’s biennial survey that assesses San Francisco residents’ satisfaction with services ranging from street cleanliness to feelings of safety. This year’s survey, conducted by the Controller’s Office, included over 2,500 respondents and was the first since 2019. The 2021 survey was skipped due to the pandemic.

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Whereas downtown-area respondents were the most discontent, residents of the Lone Mountain neighborhood, north of the Panhandle, reported being happiest, giving city services an average rating of 3.8.

San Francisco neighborhoods' average rating of city services

Ratings are on a scale of 1 to 5

Neighborhoods	Rating
Financial District/South Beach	3.2
Inner Richmond	3.3
Pacific Heights	3.3
Tenderloin	3.3
Western Addition	3.3
Bayview Hunters Point	3.4
Marina	3.4
Outer Richmond	3.4
South of Market	3.4
Castro/Upper Market	3.5
Excelsior	3.5
Mission	3.5
Nob Hill	3.5
Outer Mission	3.5
Russian Hill	3.5
Sunset/Parkside	3.5
West of Twin Peaks	3.5
Bernal Heights	3.6
Hayes Valley	3.6
Inner Sunset	3.6
Noe Valley	3.6
Portola	3.6
Chinatown	3.7
Haight Ashbury	3.7
Oceanview/Merced/Ingleside	3.7
Lone Mountain/USF	3.8
Average rating	3.5

Data includes neighborhoods that had at least 40 respondents.

Table: Adriana Rezal / The Chronicle - Source: [2023 San Francisco City Survey Results](#)

Financial District and South Beach respondents were especially dissatisfied with the city's response to the pandemic. The city received a citywide 3.8 rating, but downtown residents rated the city's response a 3.2 — the highest disparity between overall and downtown responses.

Here's how San Francisco's downtown residents feel about city services compared to the rest of the city

Survey responses come from Financial District and South Beach neighborhood residents who participated in the survey

Metric	Citywide	Downtown	Difference
City's overall response to the COVID-19 public health emergency	3.82	3.22	0.60
Feelings of safety while walking alone in your neighborhood during the day	3.68	3.10	0.58
Feelings of safety while walking alone in your neighborhood at night	2.96	2.41	0.55
Overall quality of Muni	3.35	2.87	0.48
City's overall economic response to the COVID-19 public health emergency	3.35	2.92	0.43
Overall job of local government in providing services	2.99	2.59	0.40
Cleanliness of streets and sidewalks in your neighborhood	2.78	2.41	0.37
Overall quality of the city's recreation and park system	3.86	3.56	0.30
Overall quality of San Francisco's library system	4.01	3.76	0.25
Condition of sidewalk pavement and curb ramps in your neighborhood	3.14	2.92	0.22
Condition of the street pavement in your neighborhood	3.13	2.98	0.15
Green power through CleanPowerSF or Hetch Hetchy Power	4.13	3.99	0.14
Reliable sewer and stormwater services	3.99	3.90	0.09
Quality of police services in your neighborhood	3.10	3.02	0.08
Reliable delivery of drinking water	4.20	4.19	0.01
Feelings of trust in San Francisco police officers	3.21	3.37	-0.16

Ratings are on a scale of 1 to 5.

Table: Adriana Rezal / The Chronicle - Source: [2023 San Francisco City Survey Results](#)

Besides being unhappy with the city's COVID-19 response, Financial District and South Beach residents were particularly critical about neighborhood safety. When asked about feeling safe walking around their neighborhood, downtown residents gave their area particularly low marks for both daytime and nighttime.

Downtown residents were also notably concerned with neighborhood cleanliness. Street and sidewalk cleanliness downtown was the lowest-rated metric among Financial District and South Beach respondents, receiving a mere 2.4 rating on the grading scale, compared with 2.8 across the city.

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According to Robbie Silver, the executive director of [Downtown SF Partnership](#), a nonprofit that provides cleaning and safety services downtown, an effort across multiple industries is needed to rebuild downtown. He thinks the survey data may be helpful.

“We hope community feedback from this survey will help local leaders and stakeholders prioritize resident concerns to further improve and reimagine downtown,” Silver said.

While downtown-area survey respondents gave low ratings for safety in their neighborhood, survey data shows downtown-area respondents have a relatively higher trust in S.F. police officers compared to the rest of the city. That was the only metric where respondents gave a higher score than citywide.

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