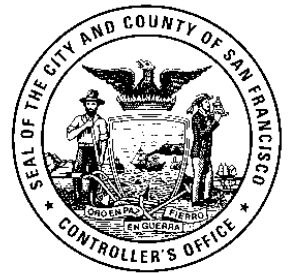
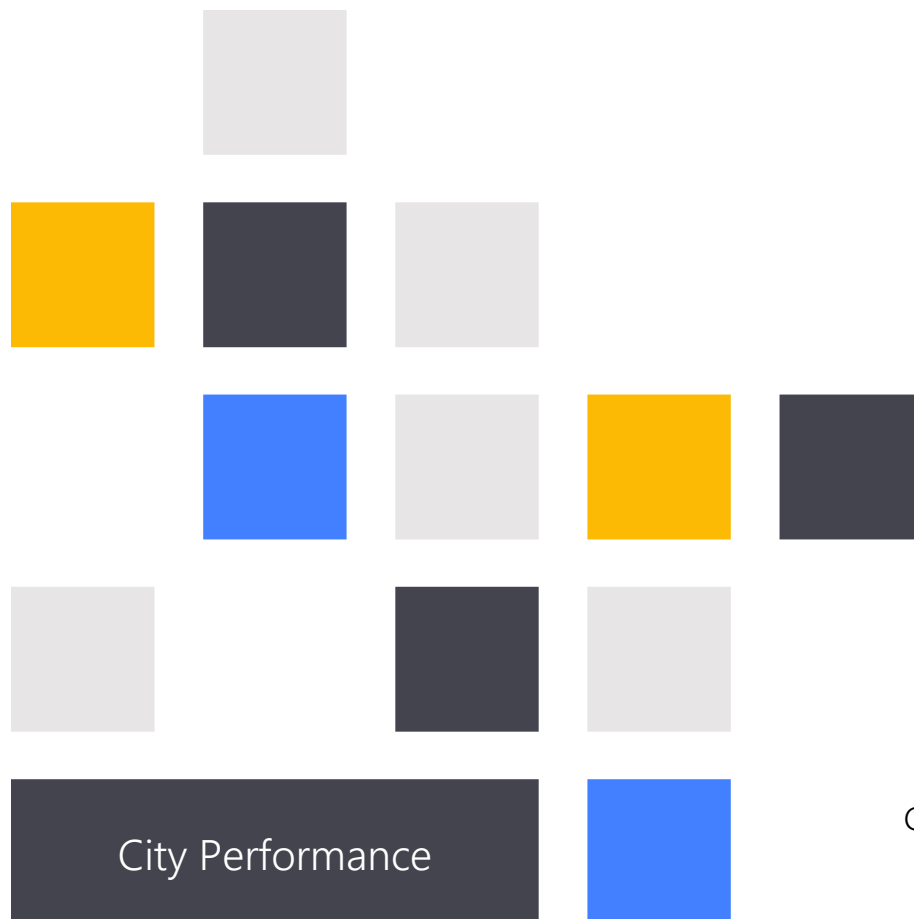


Street & Sidewalk Maintenance Standards

Calendar Year 2022 Annual Report



May 22, 2023

City & County Of San Francisco
Office of the Controller



OFFICE OF THE CONTROLLER

CITY AND COUNTY OF SAN FRANCISCO

Ben Rosenfield
Controller

Todd Rydstrom
Deputy Controller

About the Controller's Office

The Controller serves as the chief accounting officer and auditor for the City and County of San Francisco. We are responsible for governance and conduct of key aspects of the City's financial operations, including:

- Operating the City's financial systems and issuing its financial procedures.
- Maintaining the City's internal control environment.
- Processing payroll for City employees.
- Managing the City's bonds and debt portfolio.
- Processing and monitoring the City's budget
- City departments have the tools they need to innovate, test, and learn.

About City Performance

The City Services Auditor (CSA) was created in the Office of the Controller through an amendment to the San Francisco City Charter that was approved by voters in November 2003. Within CSA, City Performance ensures the City's financial integrity and promotes efficient, effective, and accountable government.

City Performance Goals:

- City departments make transparent, data-driven decisions in policy development and operational management.
- City departments align programming with resources for greater efficiency and impact.
- City departments have the tools they need to innovate, test, and learn.

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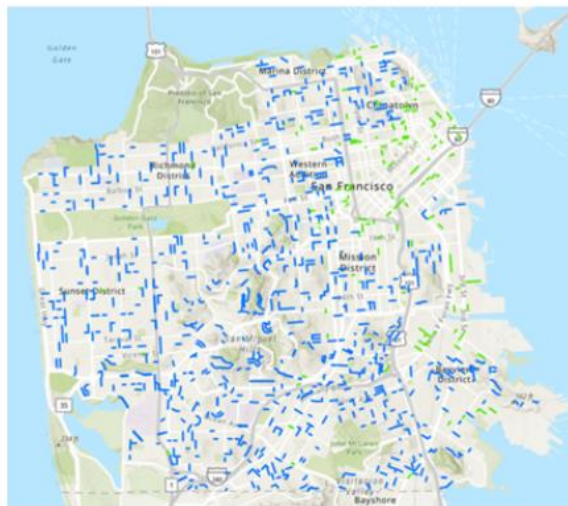
About This Report

The City Services Auditor (CSA) Charter Amendment requires that the Controller's Office and San Francisco Public Works Department develop and implement standards for street and sidewalk maintenance. The Charter Amendment mandates that the City Services Auditor issue an annual report of the City's condition under the standards. This report provides an overview of the new standards, highlights the results of the evaluation conducted in Calendar Year 2021-22 ("CY 2021-22" or "CY22"), and includes recommendations for future work involving the maintenance standards.

The Standards used in this report measure the cleanliness and appearance of public streets and sidewalks. These assets are rated on the presence of litter, graffiti, broken glass, general maintenance, and other conditions. This new set of features is evaluated differently from past reports, using the new version of the evaluation standards. The feature scores presented in this report, in percentage (%), tell us the likelihood (odds) of anyone experiencing specific ratings when randomly visiting any street segment in CY22.

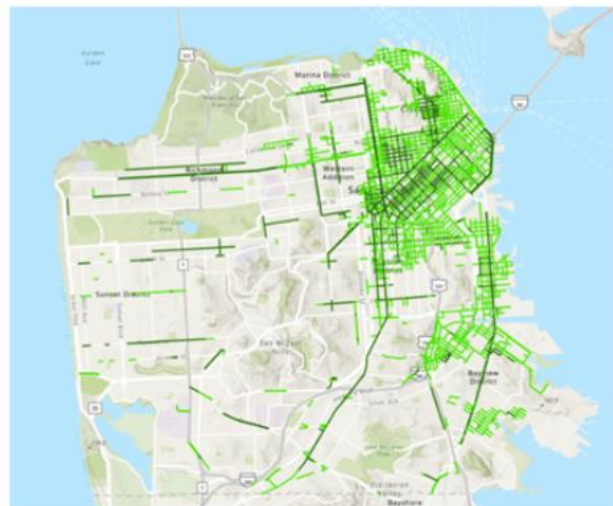
The evaluation team conducted 3,000+ evaluations across San Francisco through two surveys – the Core Citywide Survey and the special Key Commercial Areas Survey. The maps below show all the street segments evaluated for the Core Citywide Survey and Key Commercial Areas Survey in CY22.

Core Citywide Survey Street Segments



— Residential
— Commercial

Key Commercial Areas Survey Street Segments



— Key Commercial Areas
— Commercial

FIGURE A

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Executive Summary

This calendar year 2022 (CY22) report is the first since 2016 to use new, objective standards to evaluate residents' experiences of cleanliness on City streets and sidewalks. Through comprehensive surveys of the City's residential and commercial streets, the results presented here tell us the likelihood of experiencing specific cleanliness issues. From street litter and illegal dumping, to broken glass, we can see how specific issues varied in terms of severity and location.

STREETS

64% OF KEY COMMERCIAL AREA EVALUATIONS HAVE STREET LITTER

Over 60% of the evaluated streets of San Francisco had moderate to severe levels of [street litter](#) in 2022 in the Key Commercial Areas survey. These results varied significantly across commercial areas of the City.

- Street litter conditions were better in Visitacion Valley, Noe Valley, and the Castro/Upper Market.
- In contrast, street litter was worse in the Mission, Tenderloin, and South of Market.

Key Commercial Area
routes with [street litter](#)



Core Citywide Survey
routes with [street litter](#)



FIGURE A

Residential streets were relatively cleaner. More than 40% of the evaluated streets had moderate to severe levels of [street litter](#) in the Core Citywide survey, while about 60% had no or little amounts of litter.

The maps below show the average rating per Key Commercial Areas street segment for street litter (Figure B) and sidewalk litter (Figure C). More moderate-to-severe street and sidewalk litter is concentrated in the downtown area.



FIGURE B

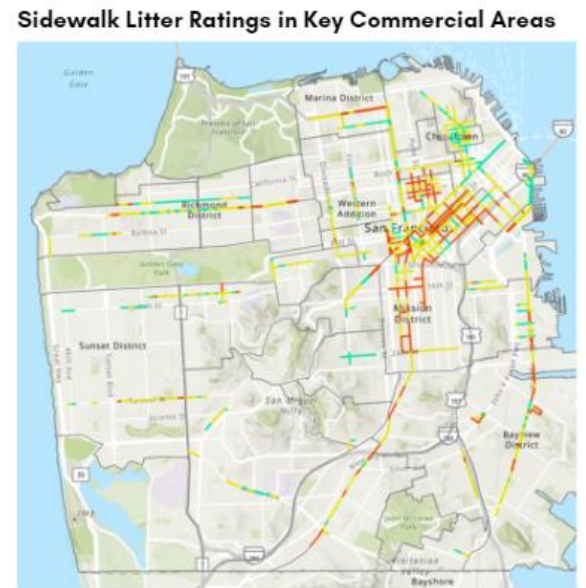


FIGURE C

SIDEWALKS

44% OF EVALUATIONS HAVE SIDEWALK LITTER

Similar to street litter, 44% of the sampled sidewalks had moderate to severe levels of [sidewalk litter](#) in the Core Citywide Survey. However, there was much more sidewalk litter in Key Commercial Areas at 67%.

- Sidewalk litter was relatively better in Chinatown, the Inner Richmond, and Noe Valley.
- Sidewalk litter conditions were far worse in the Mission, Tenderloin, and South of Market.

Core Citywide Survey routes with [sidewalk litter](#)



Key Commercial Area routes with [sidewalk litter](#)



Insights from the City Survey 2023

Citizens' perceptions of street and sidewalk cleanliness matter. According to the [City Survey 2023](#), for street and sidewalk cleanliness, respondents gave the City an average rating of:

C+

FIGURE D

8% OF EVALUATED SIDEWALKS HAD OVERFLOWING TRASH

Trash receptacles on the sidewalks can be another source of litter, especially if the receptacle is full or overflowing. However, the likelihood of seeing overflowing trash bins on sidewalks was low in CY22. In fact, on sidewalks that had a trash receptacle present, 8% of evaluations had overflowing trash in the Citywide survey. Similarly, 11% of evaluations in Key Commercial areas reported trash overflowing from receptacles.

- Neighborhoods where overflowing trash bins were more likely to be seen included Visitacion Valley, Haight Ashbury, and Neighborhood Group 2 - Oceanview/Merced/Ingleside and West of Twin Peaks.
- 3% of evaluations in the Financial District/South Beach and Bayview Hunters Point observed overflowing trash bins.

MORE THAN 30% OF EVALUATED SIDEWALKS HAD CLEARANCE ISSUES

Related to overflowing trash is the feature of sidewalk clearance. This category evaluates if larger objects, such as a tree branch, litter, or other bulky items obstructed a sidewalk. Essentially, if walking along a sidewalk is impeded vertically or horizontally, the evaluation team notes these objects as clearance issues. Clearance issues varied considerably across neighborhoods.

Citywide, 31% of evaluations had clearance issues; in Key Commercial areas, 12% of busy sidewalks had obstructed pathways. This means that someone walking around a residential area would be more likely to observe sidewalk clearance issues, like a fallen tree branch, compared to a commercial area.

- Sidewalk obstructions were less common in Haight Ashbury (3% of evaluations) and the Marina (2%), Glen Park had no reported clearance issues
- South of Market had the highest proportion of sidewalk clearance issues (27%), followed by Bayview Hunters Point (23%), and Visitacion Valley (22%)

Core Citywide Survey routes
with sidewalk clearance issues



Key Commercial Area
routes with sidewalk clearance issues



FIGURE E

75% OF EVALUATED SIDEWALKS HAVE MODERATE TO SEVERE PAVEMENT DEFECTS

These surveys also examine the condition and quality of the sidewalk pavement. In this category, both Citywide and in Key Commercial Areas, a significant proportion of evaluations found sidewalks with moderate-to-severe pavement issues, such as cracking, breakage, and uneven surfaces.

Core Citywide Survey
routes with pavement defects



Key Commercial Area
routes with pavement defects



FIGURE F

In the core Citywide sample, 75% of observations indicated moderate to severe defects in pavement conditions.

The severity of pavement conditions was the same in commercial areas, with 75% of evaluations indicating moderate to severe pavement defects.

Conditions varied significantly across Key Commercial Area neighborhoods (see Figure G).

- Visitacion Valley had no severe sidewalk defects, and more minor defects were found in the Inner Sunset and Noe Valley.
- Sidewalk pavement conditions were the most severe in Lone Mountain/USF, the Mission, Nob Hill, and South of Market.

Percentage of Evaluations with Sidewalk Defects by Neighborhood

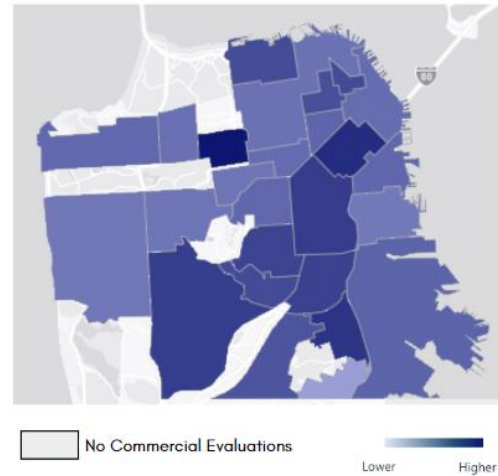


FIGURE G

STREETS & SIDEWALKS

MORE THAN 30% OF EVALUATIONS REPORT ILLEGAL DUMPING

Illegal dumping on streets and sidewalks remains a serious issue. Tracking illegal dumping is important, as it can make streets and sidewalks inaccessible and unsafe for pedestrians and drivers. More than 30% of evaluations in the Citywide Survey found illegal dumping, and nearly half of the evaluations in commercial areas.

It should be noted that the neighborhood-level results represent illegal dumping findings in Key Commercial areas only. Residential areas are excluded in this sample. Recology and Public Works regularly respond to illegal dumping throughout the City.

**Core Citywide Survey
routes with illegal dumping**



**Key Commercial Area
routes with illegal dumping**



FIGURE H

In commercial areas, some neighborhoods were more likely to have illegal dumping problems.

- Illegal dumping was less severe in the Financial District/South Beach and Mission Bay.
- Illegal dumping problems were worse in Bernal Heights, Portola, the Castro/Upper Market, and the Mission.

MORE THAN 80% OF TRANSIT SHELTERS ON EVALUATED STREETS & SIDEWALKS HAD CLEANLINESS ISSUES



Transit Shelters, when present on streets and sidewalks, were highly likely to have cleanliness issues. About 83% of transit shelters in the Core Citywide survey had at least one type of cleanliness issue, such as litter, broken glasses, or illegal dumping, among other issues.

Key Commercial Areas were much more likely to have transit shelters present, and of these, more than 90% had cleanliness issues.

ABOUT 20% OF EVALUATED STREETS & SIDEWALKS HAVE GRAFFITI, BUT GRAFFITI MORE COMMON IN COMMERCIAL AREAS

Graffiti is another important street and sidewalk evaluation feature that includes illicit text, symbols, and images marked on buildings, sidewalks, street pavement, trees, and other stationary objects that are visible to the public. Legally, graffiti is an act of vandalism and is categorized as a quality-of-life crime.



If evaluators see graffiti on the street and sidewalk, they count how much graffiti they see, and also note the type of property it appears on, such as SF government property, private property, and other government or utility agency property.

Citywide, 21% of evaluations found moderate to severe levels of graffiti. In contrast, commercial areas were far more likely to have moderate to severe graffiti at 71%.

In terms of actual counts of graffiti observed, there were about 10 times (160,000 vs. 16,000 respectively) as many instances of graffiti reported in the Key Commercial Areas survey in comparison to the Citywide sample.

The Key Commercial Areas survey revealed significant variation in graffiti at the neighborhood level.

- Visitation Valley was the only neighborhood reporting only low levels of graffiti, with no moderate or severe graffiti present. Graffiti was also less common in Bayview Hunters Point and Noe Valley.
- Graffiti was worse in Haight Ashbury, the Mission, and Bernal Heights.

HAZARDS

These surveys further evaluate various types of public health [hazards](#) on streets and sidewalks – including broken glass, feces, syringes, condoms, dead animals, and odors. The likelihood of observing one of these hazards varied significantly across these categories:

Core Citywide Survey routes with [broken glass](#)



Key Commercial Area routes with [broken glass](#)



FIGURE I

- [Broken glass](#) was the [most commonly observed hazard](#), on approximately 50% of surveyed streets and sidewalks. There was less variance in broken glass findings between commercial and non-commercial streets, as well as less variation between different parts of the City.
- [Feces](#) was another notable observed hazard, on [approximately 50%](#) of street segments in Key Commercial Areas and 30% in the Citywide survey
- Other hazards, such as [dead animals](#), [syringes](#), [condoms](#), and [odors](#) were rarely observed. When reported, these hazards were concentrated in the Mission, Tenderloin, and South of Market, with fewer issues on other areas of the City.

ALMOST 50% OF CITY STREETS AND SIDEWALKS REPORT BROKEN GLASS

Seeing broken glass on City streets and sidewalks was much more likely than seeing syringes. Specifically, 47% of streets and sidewalks reported broken glass in the Citywide survey, while about 1% reported seeing syringes. Broken glass was also more likely to be seen in commercial areas at 58%, and was an issue observed across San Francisco's neighborhoods. In Key Commercial Areas:

- Broken glass was less severe in the Castro/Upper Market, Chinatown, and Glen Park.
- Severe levels of broken glass were most common in the Tenderloin, South of Market, and the Mission.

Percentage of Evaluations with Broken Glass by Neighborhood

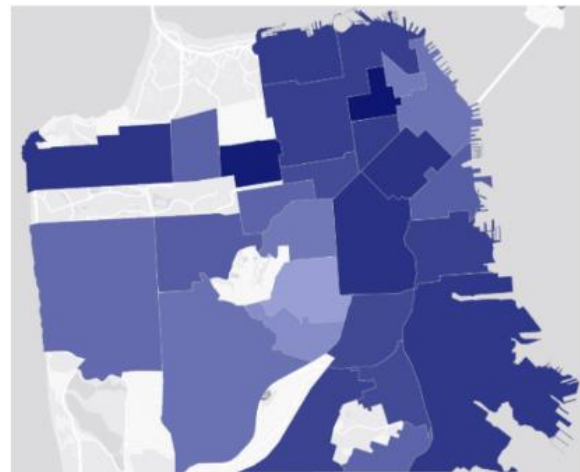


FIGURE J

ABOUT 30% OF EVALUATED STREETS AND SIDEWALKS REPORT FECES

Observations of human and animal feces were less common in the Core Citywide sample, with about 30% of evaluations observing feces on the street or sidewalk.

In contrast, almost half (47%) of evaluations in all Key Commercial Areas observed feces. At the neighborhood-level:

- Feces on streets and sidewalks were least likely to be found in Noe Valley and Glen Park.
- Feces were most common in the Tenderloin, Nob Hill, the Mission, and South of Market.

Percentage of Evaluations with Feces by Neighborhood

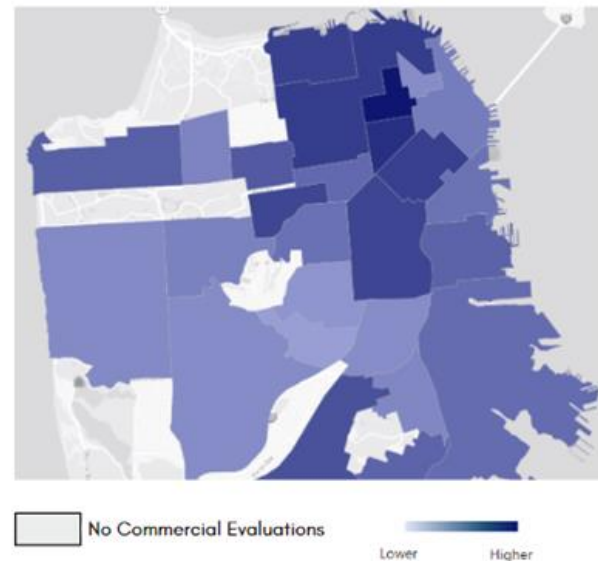


FIGURE K



WHAT'S NEXT: FURTHER RESEARCH

This is the first year the Controller's Office evaluated streets and sidewalks using the new Evaluation Standards. Based on CY22 findings, the Controller's Office plans to focus on refining the evaluation methodology in the 2023 survey.

This collaborative process with SF Public Works will drive deeper analytical work that aims to support operational decisions. Year-over-year results will be annually reported to track the trend in cleanliness over time. The three major areas of further research below describe future endeavors that the Controller's Office will facilitate in partnership with Public Works stakeholders:

1. Refine Standards & Sampling Methodology

- In collaboration with SF Public Works stakeholders, the Controller's Office will refine survey standard feature definitions and sampling methodology.

2. Performance Standard Process

- The Controller's Office will use these pilot-year findings as a baseline to inform a future performance standard setting process with relevant stakeholders, including the SF Sanitation and Streets Commission.

3. Working Paper Series & Qualitative Research

- The findings from the CY22 survey provide a rich source of data for several potential areas of research. The Controller's Office plans to report on additional special topics that build on the findings in this report and support SF Public Works decision making.

1. Introduction

As in the past, the CY22 Street and Sidewalk Maintenance Standards Report offers a snapshot of the state of public streets and sidewalks in San Francisco. The purpose of this chapter is to provide readers the context and information necessary to use this report productively. We will cover the following essential topics:

- A. CY22 Key Findings
- B. About The Program - Why We Performed the Evaluations
- C. What We Evaluated – By Features And Geography
- D. How To Use Our Data
- E. Who Is Responsible For Street And Sidewalk Maintenance?
- F. How We Organized the Report

A. CALENDAR YEAR 2022 KEY FINDINGS

- Litter was found on more than 40% of surveyed routes and 60% of commercial area routes. 8% of inspected trash cans had overflowing trash.
- Street and sidewalk litter was less common in Noe Valley, Visitacion Valley, and the Castro / Upper Market neighborhoods, and more common in the Mission, Tenderloin, and South of Market neighborhoods.
- Sidewalk pavement defects – the presence of cracking, breakage, and uneven surfaces - was a commonly observed issue both Citywide and in commercial areas. About 75% of sampled sidewalks in the Citywide and commercial samples had moderate-to-severe pavement issues.
- 20% of the City streets sampled had graffiti. However, graffiti was much more common at 71% in Key Commercial Areas.

The table below (Figure 1.1) highlights key findings from the report, focusing on ratings that showed the percentage of streets and sidewalks with the issue present. For survey feature categories with a rating scale, we combined the “Moderate” and “Severe” ratings to indicate the presence of the issue. The detailed ratings are presented in the main body of the report. Results are reported for both the Core Citywide Survey and the Key Commercial Areas Survey.

STREETS

	Citywide (% Issue Present)	Key Commercial Areas (% Issue Present)
Street Litter	41% moderate to severe	64% moderate to severe

SIDEWALKS

Sidewalk Litter	44% moderate to severe	67% moderate to severe
Overflowing Trash Receptacles	8%	11%
Sidewalk Clearance	31%	12%
Sidewalk Pavement Defects	75% moderate to severe	75% moderate to severe

STREETS & SIDEWALKS

Illegal Dumping	36%	49%
Hazards		
o Broken Glass	47%	58%
o Feces	30%	47%
o Syringes	1%	3%
o Condoms	0.1%	0.5%
o Dead Animals	5%	0.5%
o Odors	2%	3%
Graffiti	21% moderate to severe	71% moderate to severe
Transit Shelters	83%	91%

FIGURE 1.1, % OF EVALUATIONS WITH ISSUE PRESENT, CORE CITYWIDE SURVEY AND KEY COMMERCIAL AREAS SURVEY

B. ABOUT THE PROGRAM

The Streets and Sidewalks Standards Program is a voter mandate.

In November 2003, San Francisco voters amended the City Charter through the passage of [Proposition C](#). This legislation requires the City Services Auditor (CSA) division of the Controller's Office and Department of Public Works to create standards for cleanliness and maintenance of the City's streets and sidewalks. Together, the Controller's Office and Public Works collaborate to:

- i. Develop objective and measurable standards for street and sidewalk maintenance
- ii. Issue an annual report on the state of City streets and sidewalks

This report satisfies requirement ii. above.

C. WHAT AND WHERE WE EVALUATED

i. What We Evaluated - Street and Sidewalk Features

In CY22, the evaluation team assessed 3,000+ sampled street and sidewalk segments by reviewing 14 specific features or evaluation categories below:

Streets Only

- Street Litter

Sidewalks Only

- Sidewalk Litter
- Trash Receptacles
- Sidewalk Clearance
- Sidewalk Pavement Condition

Streets & Sidewalks Together

- Illegal Dumping
- Hazards
 - Glass
 - Feces
 - Syringes
 - Condoms
 - Dead Animals
 - Odors
- Graffiti
- Transit Shelters

This new set of features is evaluated differently from past reports, using the new version of the evaluation standards. Please see Appendix B for detailed information about the new evaluation standard.

ii. Where We Evaluated

In addition, the team conducted evaluations across San Francisco geographically in two surveys - Core Citywide Survey and the Key Commercial Areas Survey.

1. Core Citywide Survey includes 957 randomly selected street segments, comprised of 817 evaluations in residential areas and 140 evaluations in commercial areas. This sufficiently sized sample represents all the streets and sidewalks across the entire City and County San Francisco. See Fig 1.2. However, due to insufficient sample sizes at the neighborhood-level in the CY22 Core Citywide survey, neighborhood-level results are not reported here. The survey results provide the baseline Citywide score for each feature and for future years.

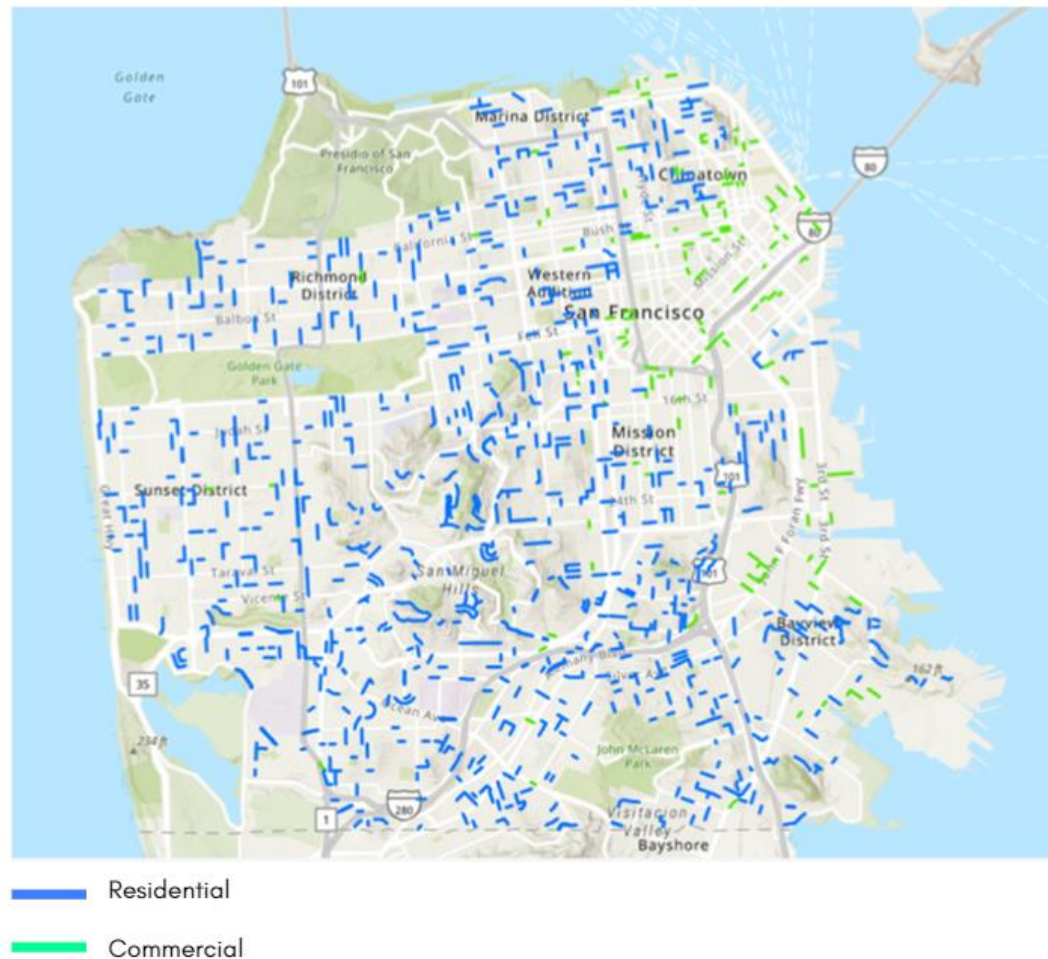


FIGURE 1.2, shows all the street segments evaluated for the CY22 Core Citywide Survey. Commercial street segments are green and residential streets are blue.

2. Key Commercial Areas Survey focuses on the 769 high-use commercial routes, selected based on their historical 311 request volume. See Fig 1.3. Each route was evaluated two or three times in CY22. Compared to the more residential-focused Core Citywide Survey, Key Commercial Areas tend to see more pedestrian traffic and business activity, which can attract more issues like litter and graffiti. This survey gives us the data needed to determine a score for each feature for these Key Commercial areas at both the citywide and neighborhood level.

Neighborhood-level findings are presented in the Key Commercial Areas Survey because it has sufficiently large sample sizes.¹ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the results shown for neighborhoods in the Key Commercial Areas survey should

¹ To account for neighborhoods with small sample sizes; for example, 9 evaluations in Japantown, we combined some neighborhoods into two new merged neighborhoods. We took this approach to avoid misrepresenting survey findings in neighborhoods where fewer evaluations were conducted. "Neighborhood Group #1" consists of Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition; and "Neighborhood Group #2" consists of Oceanview/Merced/Ingleside and West of Twin Peaks.

not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

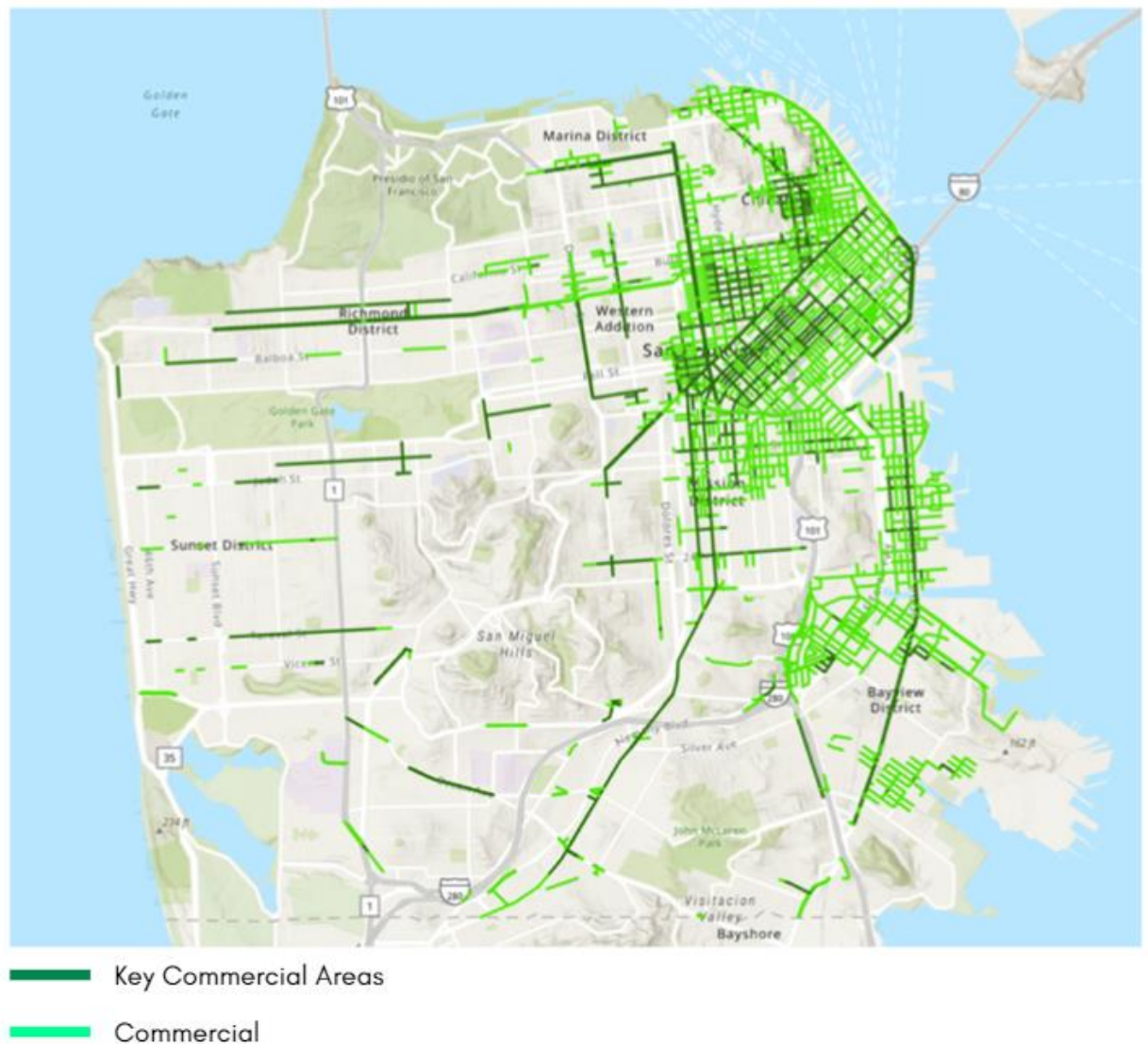


FIGURE 1.3 shows all the street segments evaluated for the CY22 Key Commercial Areas Survey. Commercial street segments are in light green and Key Commercial Area segments are in darker green.

D. HOW TO USE THIS DATA

For each street and sidewalk feature, the team condensed all the evaluation data into a simple score – percentage of evaluations with issue present. For example, for the Street Litter feature in the Core Citywide Survey, 41% of evaluations had issue present in CY22. 0% means no issue was observed in any evaluations. 100% means the issue was observed in ALL the evaluations. All of the scores fall between 0% and 100%. In addition, the score also indicates the likelihood (odds) of anyone experiencing an issue when randomly visiting any City streets in CY22.

E. WHO IS RESPONSIBLE

Who is responsible for cleaning and maintaining streets and sidewalks?

We all play a part in maintaining San Francisco's street and sidewalk cleanliness.

The City and County of San Francisco (City) provides many services to keep our streets and sidewalks clean, safe, and sustainable. This effort is larger than any single agency. Everyone in our community plays a role in keeping San Francisco beautiful by picking up after their pets, removing litter, and disposing of bulky items properly.

Generally, San Francisco Public Works (SFPW) and other City agencies maintain public streets and City property on or along the sidewalk. Private property owners are responsible for removing graffiti from their buildings and keeping sidewalks and curbs in front of their property clean and maintained. Local, state, and federal agencies, as well as private utilities, are responsible for other features like power lines, highways, regional transit shelters, and schools. In some areas, property owners and merchants form community benefits districts to fund sidewalk maintenance and cleaning operations. See Figure 1.4 below and Appendix D for more information.

Who cleans San Francisco's streets?



FIGURE 1.4.

In addition, anyone observing any street and sidewalk cleanliness issues can call 311 or submit an [online SF311 form](#) to make a work request. Once submitted, it is a relevant department's responsibility to mitigate the issue. Each department has additional performance metrics that measure the volume of their 311 requests and how well they fulfill their 311 requests.²

² See DataSF "311 Cases" dataset, available at <https://data.sfgov.org/City-Infrastructure/311-Cases/vw6y-z8j6>.

F. REPORT STRUCTURE

This report organizes our findings by the locations of the features:

1. Streets: describes features related only to street conditions
2. Sidewalks: describes features related only to sidewalk cleanliness
3. Both Streets & Sidewalks: describes features that apply to both streets and sidewalks

These locations are illustrated in the diagram below (Figure 1.5.):



FIGURE 1.5

Within each feature, we review the relevant feature scores from the Core Citywide Survey. We will also compare scores from the Core Citywide Survey to those from the Key Commercial Areas Survey. Please see Appendix A, Glossary to understand the terms used frequently in the report.

For each feature, we also include two new sections to provide useful information to our readers – “Who is Responsible” and “How Concerned Citizens Can Help”.

2. Streets

Streets free of loose litter are important for overall cleanliness and safety. Streets are evaluated based on the presence and amount of litter accumulated. Street litter includes loose litter, generally less than the size of a piece of 8" x 11" paper, that is present on a street or gutter. Street litter zone begins at the vertical wall of the curb on one side and ends at the vertical wall of the curb at the other side of the street ("curb-to-curb"). This includes medians and other DPW fixtures in the street.

A. STREET LITTER

41% OF EVALUATIONS HAVE STREET LITTER

Overview

The street litter feature of a street segment/route is visually evaluated using the five descriptive ratings shown in Figure 2.1. Evaluators report the most severe rating observed anywhere along the route. For example, if one side of the street has no litter and the other side has severe litter, then the entire route is reported as having a "Severe" rating. This is a more stringent approach in that the worst score along a route will represent the score for the entire evaluated route.

The Street Litter scores are the percentages of street routes evaluated having the Moderate or Severe ratings.

Street Litter **Excludes:**

- Litter located on the sidewalk (see Sidewalk Litter section)
- Large, abandoned items (see Illegal Dumping Section)
- Spillage (grime or inorganic debris)
- Organic debris, such as leaves, twigs, and grass clippings



FIGURE 2.1

Who is Responsible?

Street litter and maintenance issues are SF Public Works’ responsibility “curb to curb.” SF Public Works performs street sweeping operations regularly per cleaning [schedule](#) to keep street surfaces clean. It also responds to 311 street cleaning requests. In addition, SFPW repairs potholes and other damage to road surfaces. While SFPW is not responsible for the litter others may generate, it does manage several outreach and engagement programs to proactively encourage private property owners and communities to help maintain their local streets and sidewalks. More information about these programs is available in Appendix C.

1. Findings - Core Citywide Survey

The Street Litter scores from the Core Citywide Survey form the baseline scores in this report and represent a component of the overall street and sidewalk cleanliness for the City. In CY22, 41% of the evaluated streets of San Francisco had moderate-to-severe levels of street litter in, while about 60% had had no or little amounts of litter.

This means that in CY22, the likelihood of walking down a street free of litter in residential and commercial neighborhoods was about 60%.

About a quarter (25%) of evaluations had moderate amounts of litter observed, while 15% had severe litter.

Street Litter

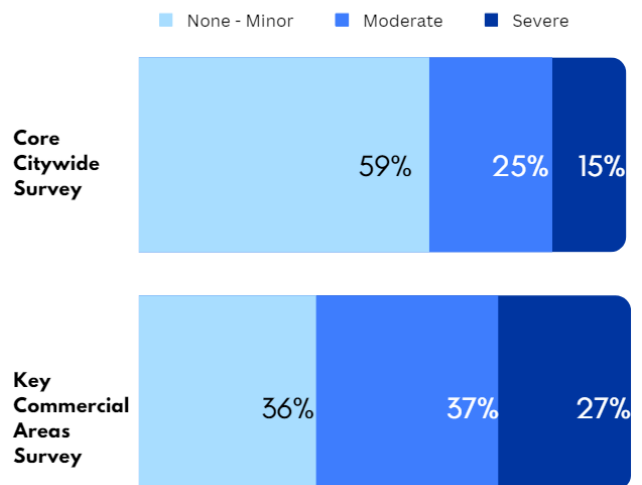


FIGURE 2.2

2. Findings – Key Commercial Areas Survey

The Key Commercial Areas Survey consists of routes selected from high traffic commercial street segments across the City using the historical volume of 311 requests for service within neighborhoods. Some neighborhoods did not have routes surveyed because of the low number of commercial corridors located in them.

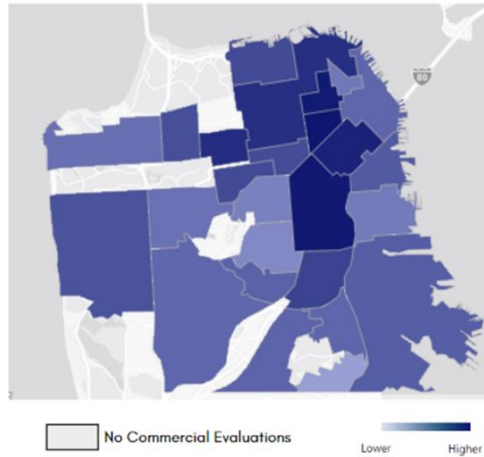
Figure 2.2 shows the Street Litter scores of evaluated Citywide and Key Commercial street segments across San Francisco. Highly used Key Commercial street segment/routes have generally more street litter than those in the baseline Core Citywide street as expected, at 64% vs 41% respectively. For example, while 15% of evaluations in the Core Citywide survey indicated severe street litter, this feature almost doubled (27%) in the Key Commercial Areas survey.

The maps on the following pages (Figure 2.3 and Figure 2.4) show neighborhood- and street-level results. The full neighborhood results can be found in Appendix E. Table I.³

- Neighborhoods with the most “Moderate-to-Severe” street litter rating:
 - 83% of the evaluations in the Tenderloin neighborhood,
 - 82% in the Mission neighborhood, and
 - 81% in the Nob Hill
- Neighborhoods with the lowest “Moderate-to-Severe” litter rating:
 - 33% in Visitacion Valley,
 - 42% in Noe Valley,
 - 44% of the evaluations in the Castro/Upper Market,

³ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the street litter results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the entire neighborhood, as residential areas are excluded.

Percentage of Evaluations with Street Litter by Neighborhood



Street Litter: Neighborhood Findings

None - Minor Moderate Severe

Neighborhood Group 1:
Japantown,
North Beach,
Pacific Heights,
Russian Hill,
Western
Addition

26%

49%

25%

**Key
Commercial
Areas
Survey**

36%

37%

27%

FIGURE 2.3

The map here (Figure 2.4) shows the average rating per street segment for street litter. This map shows precisely which street segments evaluators found the most severe street litter – primarily concentrated in the South of Market, Tenderloin, and Mission neighborhoods.

None - Minor
Moderate
Severe

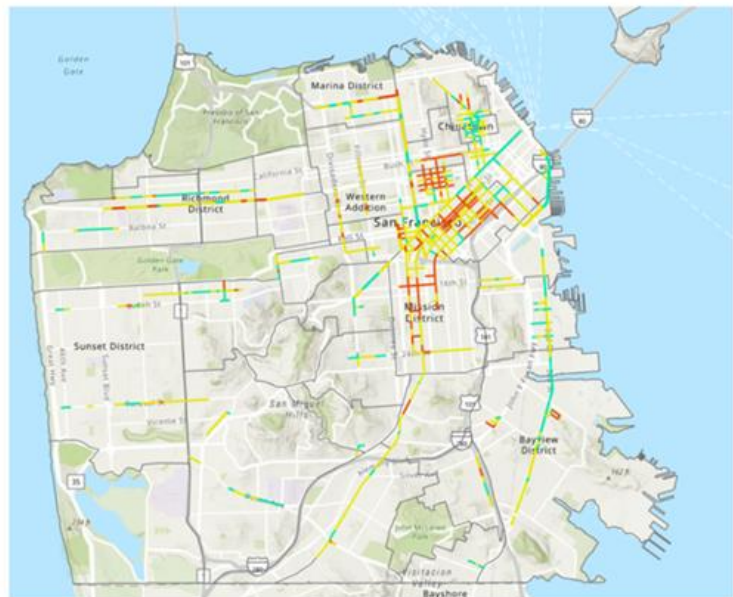


FIGURE 2.4

How Concerned Citizens Can Help

Concerned citizens can request street cleaning by calling 311 or online <https://sf311.org/services/street-or-sidewalk-cleaning>. For more information on SF Public Works street sweeping programs, please visit <https://sfpublishworks.org/services/mechanical-street-sweeping-and-street-cleaning-schedule>. Please see Appendix C. City Street & Sidewalk Programs for additional information.

3. Sidewalks

Sidewalks are designated places where people can safely move about the City, so their cleanliness is essential. The sidewalk generally begins at the vertical edge of the curb and extends to the fronting building or property line.

Sidewalk litter includes loose litter, generally smaller than 8"x11" paper, observed on the sidewalk or immediately next to the sidewalk. Sidewalk litter also includes litter located in tree wells, bushes, lawns, utility boxes, and most spaces within 6 feet of the sidewalk.

Our team evaluates Sidewalks by visually assessing the four separate features below:

- a. presence and amount of litter
- b. trash receptacles
- c. sidewalk clearance
- d. sidewalk pavement conditions

A. SIDEWALK LITTER

44% OF EVALUATIONS HAVE
SIDEWALK LITTER

Overview

The sidewalk litter feature of a street segment/route is visually evaluated in one of five descriptive scales/ratings shown in Figure 3.1. Evaluators report the most severe rating observed anywhere along the route. For example, if one side of the sidewalk has no litter and the other side has severe litter, then the entire route is reported as having a "severe" rating. This is a more stringent approach in that the worst score along a route will represent the entire evaluated route.

The Sidewalk Litter score is the percentage of evaluated street segments/routes with the Moderate or Severe ratings shown in Figure 3.1.

Sidewalk Litter **EXCLUDES:**

- Litter located in the street (see Street Litter Section)
- Litter located on private property behind a physical barrier, such as a fence or gate
- Broken glass (see Broken Glass Section)
- Large, abandoned items (See Illegal Dumping Section)
- Health hazards such as syringes, feces, used condoms, and dead animals (See Hazard Section)
- Spillage, such as grime or inorganic debris)
- Organic debris, such as leaves, twigs, and grass clippings



FIGURE 3.1 Five Descriptive Scales/Ratings For Sidewalk Litter

Who is Responsible?

Private property owners are responsible for sidewalk cleanliness in front of their property, except for curb ramps, sidewalks on public property maintained by Public Works, Public Works catch basins, and trash receptacles provided by waste management operators. Sidewalk elements that property owners are responsible for may include trees, landscaping, or streetscape furnishings.⁴ For additional information, Please see Appendix D, as well as [CA Streets and Highways Code, Chapter 22. Maintenance of Sidewalks](#).

Sidewalk Litter

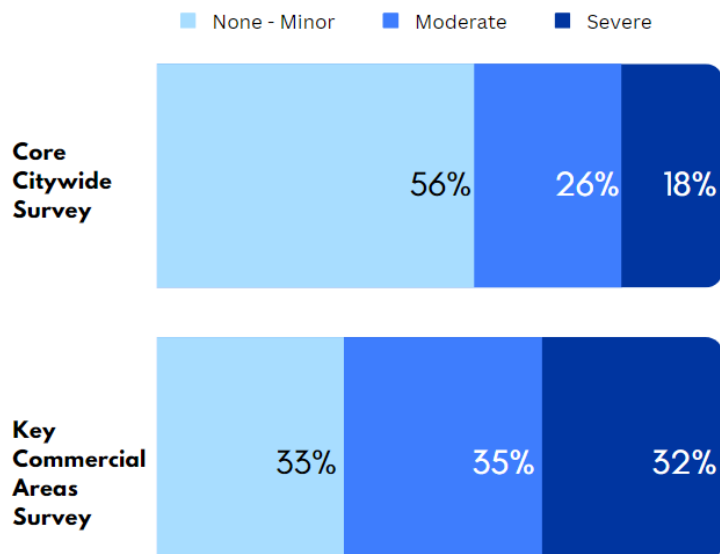


FIGURE 3.2

1. Findings – Core Citywide Survey

Similar to street litter, 44% of the sampled sidewalks had moderate-to-severe levels of sidewalk litter in the Core Citywide Survey. On average, more than half of the Citywide evaluations had low amounts of sidewalk litter (56%).

2. Findings – Key Commercial Areas Survey

However, there was much more sidewalk litter in Key Commercial Areas at 67%. About a third (33%) of the commercial evaluations had low amounts of sidewalk litter observed.

⁴ For more information on maintenance responsibilities, see [SF Better Streets Maintenance Responsibilities](#).

The maps below (Figure 3.3 and Figure 3.4) show neighborhood- and street-level results. The full neighborhood results can be found in Appendix E. Table II.⁵

- At least half of the evaluations in the following five neighborhoods had low amounts of litter: 50% in Chinatown, 53% in the Inner Richmond, 79% in Noe Valley, 57% in Potrero Hill, and 56% in Visitacion Valley
- 58% of the evaluations in the Mission neighborhood had severe litter, followed by 53% in the Tenderloin, and 50% in the South of Market
- Haight Ashbury had the highest proportion of moderate sidewalk litter at 67%

Percentage of Evaluations with Sidewalk Litter by Neighborhood

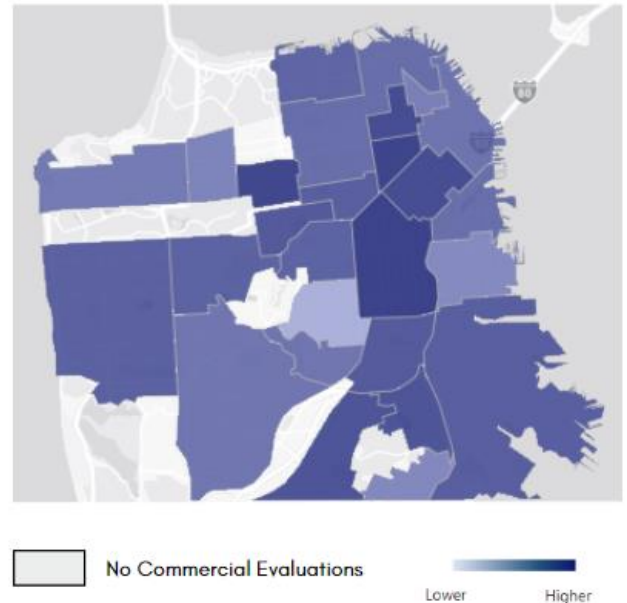


FIGURE 3.3

⁵ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the sidewalk litter results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

The map in Figure 3.4 below shows the average rating per street segment. Here, we can see which specific sidewalk segments had the most severe levels of sidewalk litter. On average, more moderate-to-severe rated sidewalk litter was concentrated in the downtown area.

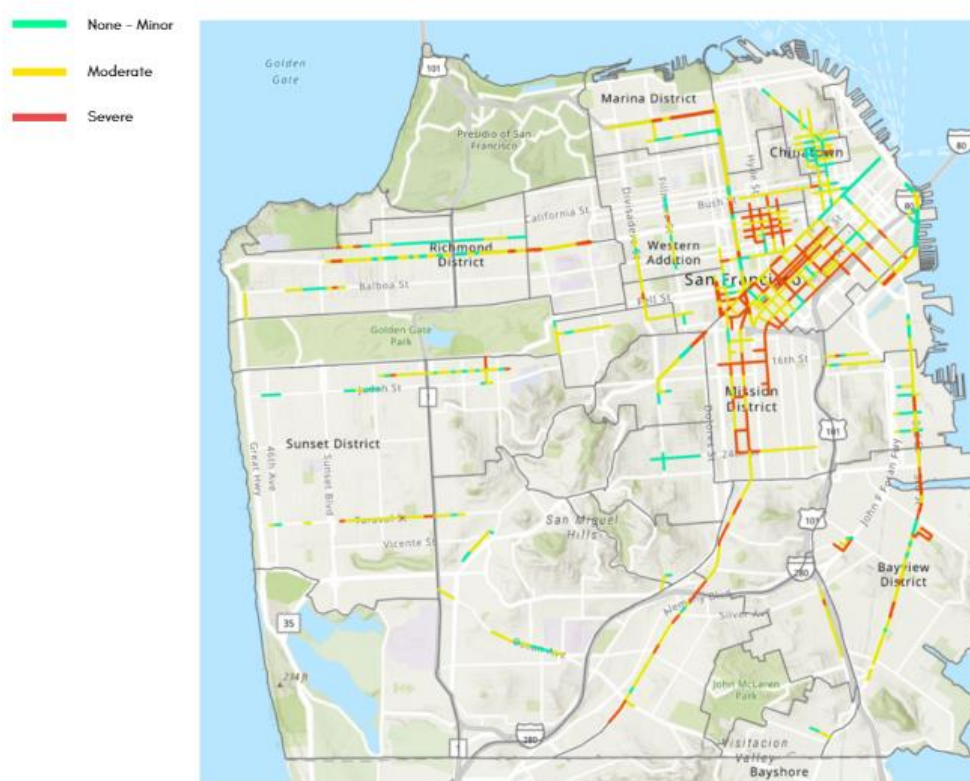


FIGURE 3.4

How Concerned Citizens Can Help

To request sidewalk cleaning, contact <https://sf311.org/services/street-or-sidewalk-cleaning>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

B. TRASH RECEPTACLES

8% OF EVALUATED SIDEWALKS HAD OVERFLOWING TRASH

Overview

Overflowing trash bins are highly visible signs of sidewalk litter, but how common are they in San Francisco? According to the survey results, the chances of seeing overflowing trash bins were actually quite low in CY22, around 8%.



Trash receptacles are defined as fixed or semi-permanent waste bins along the public right of way (usually sidewalks). In evaluating trash receptacles, evaluators indicate whether any trash receptacles on a sidewalk segment are overflowing with litter. If trash receptacles are present, then the evaluator counts the number of bins that are full or overflowing. If there are no receptacles on a route segment, then this question is marked as “Not applicable.”

Who is Responsible?

Overflowing trash receptacles and maintenance issues are generally Recology’s responsibility. SF Public Works is responsible for installing and removing trash receptacles, as well as righting cans that have been tipped over. Public Works aims to install or remove receptacles within 20 calendar days, address damaged trash receptacles within 3 calendar days, and respond to overflowing receptacles or right receptacles that have been tipped over within 2 hours if a 311 request is submitted by any concerned citizen. See Appendix D for additional information

1. Findings – Core Citywide Survey

The Citywide findings here show the amount of overflowing trash receptacles observed in 957 evaluations. As shown in Figure 3.5, 81% of evaluations had no trash receptacle observed. Among the evaluations with a trash receptacle, 8% had overflowing trash, while most (92%) had no overflowing trash. This means that the likelihood of walking down a sidewalk in the City and seeing overflowing trash from a receptacle is rare.

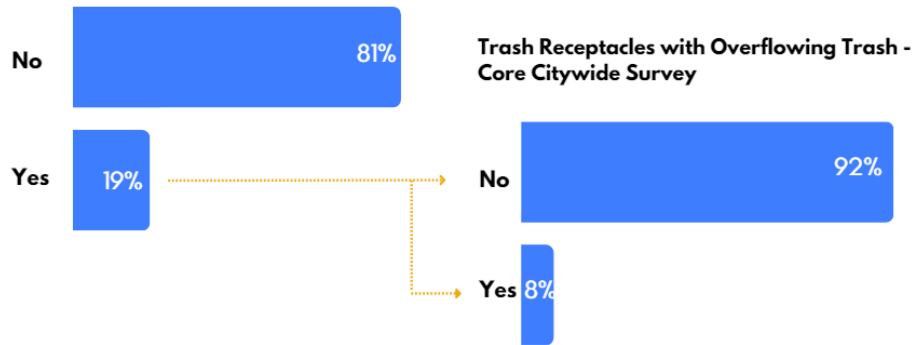
**Evaluations with Trash Receptacle Present -
Core Citywide Survey**

FIGURE 3.5

2. Findings – Key Commercial Areas Survey

In comparison to the Citywide sample, Key Commercial Areas were more likely to have trash receptacles present (63%) and had slightly more observations of overflowing trash. When trash receptacles were present in commercial areas, similar to the Citywide survey, 11% of evaluations had overflowing issue.

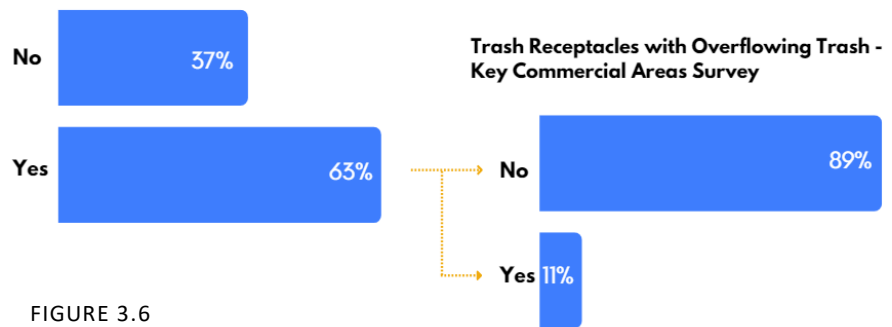
**Evaluations with Trash Receptacle Present -
Key Commercial Areas Survey**

FIGURE 3.6

The maps in Figure 3.7 and Figure 3.8 show neighborhood- and street-level results.⁶ By neighborhood, we can see where overflowing trash was found.⁷ The full neighborhood results can be found in Appendix E. Table III.

- Visitacion Valley had the highest proportion of overflowing trash bins at 22% of evaluations, followed by Haight Ashbury (17%), and Neighborhood Group 2 - Oceanview/Merced/Ingleside and West of Twin Peaks at 17%.

⁶ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the trash receptacle results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

⁷ As described in the neighborhood sampling methodology section of Appendix B., "Neighborhood Group #1" consists of Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition. "Neighborhood Group #2" consists of Oceanview/Merced/Ingleside and West of Twin Peaks.

- Notably, 3% of evaluations in the Financial District/South Beach neighborhood observed overflowing trash bins, as well as in Bayview Hunters Point (3%).
- Thirteen neighborhoods with commercial corridors had less than 6% overflowing trash bins, including: Bayview Hunters Point (3%), Financial District/South Beach (3%), Glen Park (0%), Inner Richmond (1%), Inner Sunset (4%), Lone Mountain/USF (4%), Mission Bay (4%) Neighborhood Group 1 - Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition (4%), Nob Hill (4%), Noe Valley (4%), Potrero Hill (3%), South of Market (2%), and the Tenderloin (6%).

Percentage of Evaluations with Overflowing Trash by Neighborhood

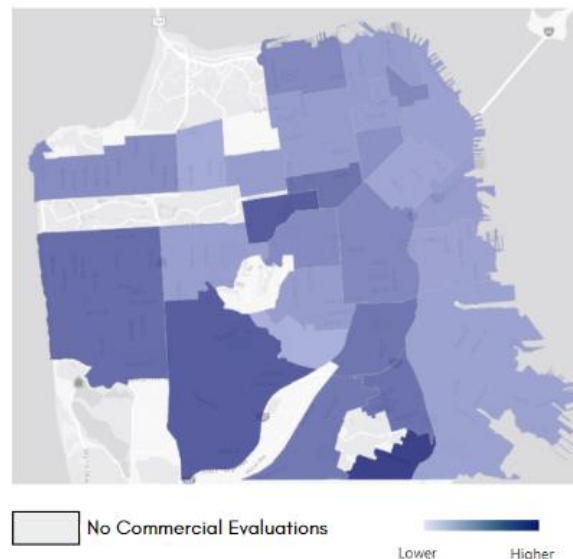


FIGURE 3.7

Taking a closer look at the street segment level, Figure 3.9 shows the average rating per street segment for routes that had a trash receptacle present. The green lines indicate that “No overflowing trash” was observed, and the red lines mean that “Yes, overflowing trash” was observed. Overflowing trash receptacles were not concentrated in specific neighborhoods, and when present, could be observed across the City.

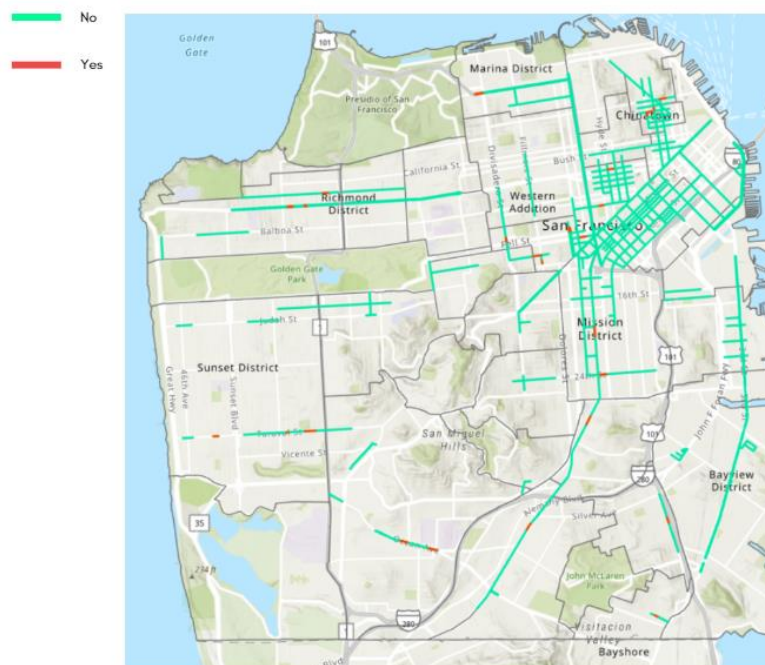


FIGURE 3.8

How Concerned Citizens Can Help

If you observe overflowing trash bins in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/garbage-containers>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix D. City Street & Sidewalk Programs.

C. SIDEWALK CLEARANCE

MORE THAN 30% OF EVALUATED SIDEWALKS HAD CLEARANCE ISSUES

Overview

Sidewalks should be fully accessible to pedestrians, meaning that there should be no obstructions impeding people's movement on City sidewalks. It is important that sidewalks allow for sufficient space not just for people walking, but also for pedestrians with assistive devices (such as strollers, wheelchairs, or guide animals).

The sidewalk clearance evaluation criteria identifies if the sidewalk is obstructed by a narrow or missing path, or if any object or person obstructs the vertical and horizontal clearance of the path. This includes insufficient clearance caused by temporary objects (such as waste bins), fixed objects (such as utility boxes), parked cars, improperly parked bikes and scooters, sleeping people,⁸ loose soil or debris, and sidewalk design (such as trees or pavement that ends abruptly).⁹

If defects in sidewalk pavement reduce the walkway clearance to less than 4 feet wide, and the defects are severe enough that a person with assistive devices cannot reasonably move along the pavement, then surveyors identify pavement condition as the cause for this obstruction.

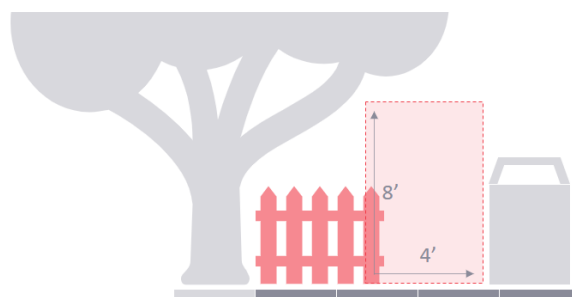


FIGURE 3.9

When assessing sidewalk clearance, evaluators determine if sidewalk clearance is less than 4 feet wide or 8 feet high at any point. If evaluators observe an obstruction, then they specify the cause. For example, a scooter, tree, or other temporary or fixed objects. The threshold for vertical clearance is set at 8 feet to align with [San Francisco's Pruning Standards for Trees \(2006\)](#). However, ADA regulation requires a minimum of 80 inches (6 feet, 8 inches) of vertical clearance.

Who is Responsible?

Depending on the type of clearance issue, different public agencies may be responsible. For example, SF Public Works would be responsible for a publicly maintained tree branch obstructing a sidewalk, while a property owner would be responsible for any objects blocking sidewalk clearance in front of their business. The expected response time also varies depending on the obstruction – from 72 hours to clear a scooter to 5 days to move a dumpster.¹⁰ See Appendix D for additional information.

⁸ If any individuals obstructing the sidewalk who appear to be unconscious, then surveyors report this as a Sidewalk Clearance issue. Individuals who are awake and active are not reported.

⁹ Sidewalk clearance excludes pedestrian curb ramps.

¹⁰ For additional information on expected response times, see <https://sf311.org/services/blocked-pedestrian-walkway>.

1. Findings – Core Citywide Survey

Sidewalks were more likely to be obstructed in the Citywide sample of residential and commercial areas at 31%, compared to 12% in Key Commercial Areas.

Sidewalk Clearance

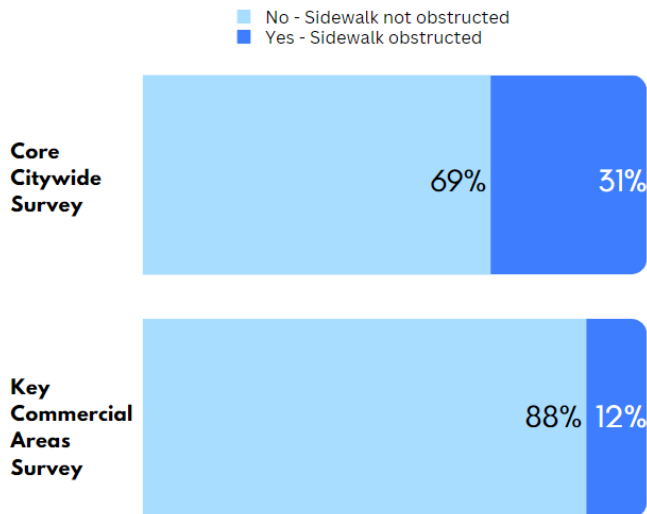


FIGURE 3.10

This means that someone walking around a residential area would be more likely to observe sidewalk clearance issues, like a fallen tree branch, compared to a commercial area.

2. Findings – Key Commercial Areas Survey

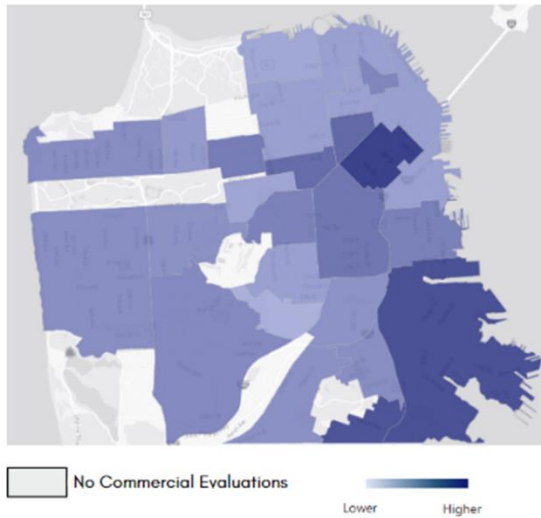
12% of evaluations had sidewalk clearance issues, or 88% of busy commercial sidewalks reporting clear pathways.

Figure 3.11 shows neighborhood- and street-level results.¹¹ By neighborhood, we can see how sidewalk clearance issues varied.¹² The full neighborhood results can be found in Appendix E, Table IV. Highlights of key neighborhood findings:

¹¹ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the sidewalk pavement results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

¹² As described in the neighborhood sampling methodology section of Appendix B., "Neighborhood Group #1" consists of Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition. "Neighborhood Group #2" consists of Oceanview/Merced/Ingleside and West of Twin Peaks.

Percentage of Evaluations with Sidewalk Clearance Issues by Neighborhood



Sidewalk Clearance Issues by Street Segment

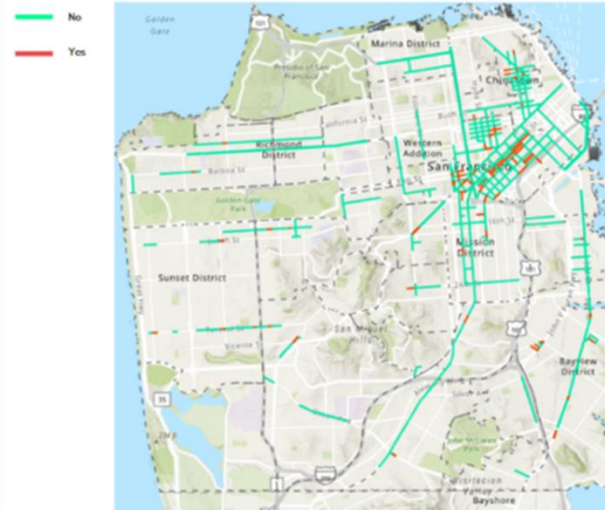


FIGURE 3.11

- At 27%, South of Market had the highest proportion of sidewalk clearance issues, followed by Bayview Hunters Point (23%), and Visitacion Valley (22%)
- Sidewalk obstructions were less common in Haight Ashbury (3% of evaluations) and the Marina (2%), and Glen Park had no reported clearance issues

Figure 3.11 also shows the average rating per street segment for routes that had a sidewalk clearance issue. The green lines indicate that “No clearance issue” was observed, and the red lines mean that “Yes, a clearance issue” was observed. Sidewalk clearance issues align with the neighborhood findings, showing more issues in South of Market, and to a lesser degree, Bayview Hunters Point.

How Concerned Citizens Can Help

If you observe sidewalk clearance issues in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/blocked-pedestrian-walkway>. For more information on SF Public Works cleaning programs, see <https://sfpublishworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

D. SIDEWALK PAVEMENT CONDITIONS

75% OF EVALUATED SIDEWALKS HAVE PAVEMENT DEFECTS

Overview

Sidewalk defects can entail both existing defects that have not been marked for repair, as well as defects that have been marked but have not yet been repaired. Sidewalk pavement defects can include the following:

- Missing pavement
- Raised, sunken, or uneven pavement with a vertical displacement of ½ inch or more from the abutting pavement or curb
- Voids, cracks, chips, holes, or gaps that are ½ inch or more in width and/or depth from the abutting pavement or curb
- Missing sewer vent covers

Note that defects resulting from active construction or sidewalk maintenance are not counted.

Evaluators assess the severity of defects at each route in three categories show below – minor, moderate, and severe. The score here represent percent (%) of all evaluations with moderate or severe ratings.



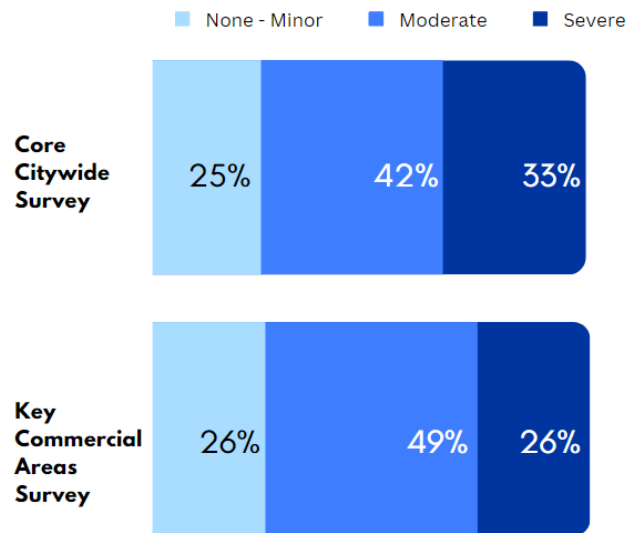
FIGURE 3.12

Who is Responsible?

Generally, property owners are responsible for maintaining the sidewalk in front of their properties. Depending on the more specific type and location of the sidewalk defect, different entities may be responsible. For example, SF Public Works is responsible for cracks and other defects in curb ramps. SF Public Works notifies property owners if repairs are needed; if property owners fail to make repairs, SF Public Works repairs sidewalks and bills owners. For additional information, please see Appendix D.

1. Findings – Core Citywide Survey

Sidewalk Defects



In the core Citywide sample, observations of sidewalk defects were common, with 75% of evaluations indicating moderate-to-severe pavement issues. About 25% of evaluations had none or minor pavement issues.

2. Findings – Key Commercial Areas Survey

The severity of pavement conditions was the same in commercial areas, with 75% of evaluations indicating moderate-to-severe pavement defects (Figure 3.13).

3.13

Figure 3.14 and Figure 3.15 show neighborhood- and street-level results.¹³ By neighborhood, we can see how sidewalk pavement conditions varied.¹⁴ Below, we highlight key neighborhood findings. The full neighborhood results can be found in Appendix E, Table V.

- Neighborhoods with some of the highest proportions of severe sidewalk defects included: Lone Mountain/USF (50% of 24 evaluations), the Mission (29%), Nob Hill (35%), and South of Market (28%)

Percentage of Evaluations with Sidewalk Defects by Neighborhood

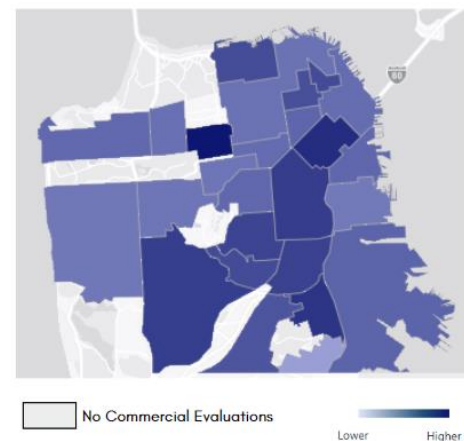


FIGURE 3.14

¹³ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the sidewalk pavement results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

¹⁴ As described in the neighborhood sampling methodology section of Appendix B., "Neighborhood Group #1" consists of Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition. "Neighborhood Group #2" consists of Oceanview/Merced/Ingleside and West of Twin Peaks.

- Almost half of the evaluations conducted in the Inner Sunset (48%) had minor defects, followed by 29% in Noe Valley
- Visitacion Valley had no severe sidewalk defects

At a more granular level, the map in Figure 3.15 below shows the average rating per street segment for pavement conditions. As this map highlights, moderate to severe pavement defects could be found on longer segments of commercial corridors throughout the City, with smaller segments indicating no pavement issues.

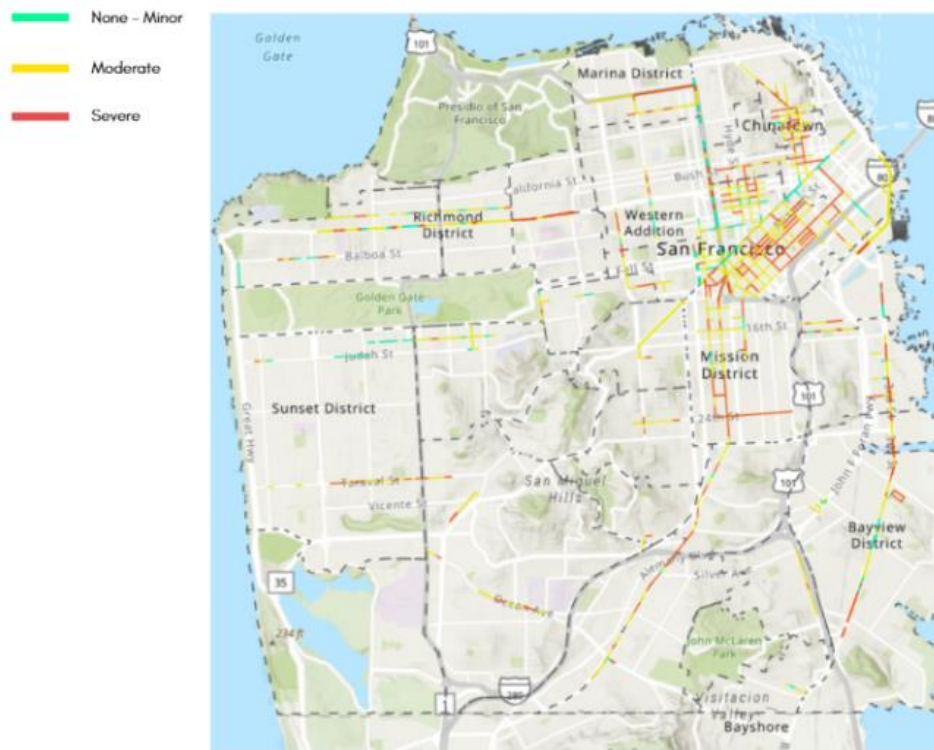


FIGURE 3.15

How Concerned Citizens Can Help

If you observe sidewalk defects in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/sidewalk-defects>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

4. Streets & Sidewalks

The Program evaluated the following features across both Streets and Sidewalks:

A. Illegal Dumping

B. Hazards

- Broken glass
- Syringe(s)
- Feces
- Dead animal(s)
- Open/used condoms
- Odors

C. Graffiti (non-etched)

D. Transit Shelters

A. ILLEGAL DUMPING

MORE THAN 30% OF EVALUATIONS REPORT ILLEGAL DUMPING

Overview

Illegal dumping includes large abandoned items and debris on both the street and sidewalk. Examples of illegal dumping may include: construction debris, appliances, electronics, furniture, mattresses, automobile parts, and bags of garbage. Generally, any litter or abandoned items that are too large or bulky to fit into a covered waste receptacle fall under this category.¹⁵

Tracking illegal dumping is important, as it can make streets and sidewalks inaccessible and unsafe for pedestrians and drivers. In evaluating streets and sidewalks, surveyors count the number of large abandoned items they observe. Each larger, abandoned item is counted as one instance of illegal dumping.



¹⁵ Authorized bulk trash disposal bags provided by SF Public Works may also be counted as illegal dumping.

Who is Responsible?

Street litter and maintenance issues are SF Public Works' responsibility "curb to curb." SF Public Works performs street sweeping operations to keep street surfaces clean and repairs potholes and other damage to road surfaces.

It is illegal to leave furniture, appliances, and other large objects on the sidewalks. Through Recology, SF Public Works offers [free bulky item collection](#) to residents – including homeowners and renters.

Private property owners are responsible for sidewalk cleanliness in front of their property, except for curb ramps, sidewalks on public property maintained by Public Works, Public Works catch basins, and trash receptacles provided by waste management operators. Sidewalk elements that property owners are responsible for may include trees, landscaping, or streetscape furnishings.¹⁶ For additional information, see Appendix D as well as [CA Streets and Highways Code, Chapter 22. Maintenance of Sidewalks](#).

1. Findings – Core Citywide Survey

More than 30% of evaluations in the Citywide Survey found illegal dumping, and nearly 64% found no illegal dumping.

2. Findings – Key Commercial Areas Survey

On average, almost half (49%) of evaluations of Key Commercial Areas found illegal dumping present in contrast to 36% in the Core Citywide sample. This finding may indicate that high-traffic commercial corridors are more likely to be sites for illegal dumping compared to residential areas.

Illegal Dumping

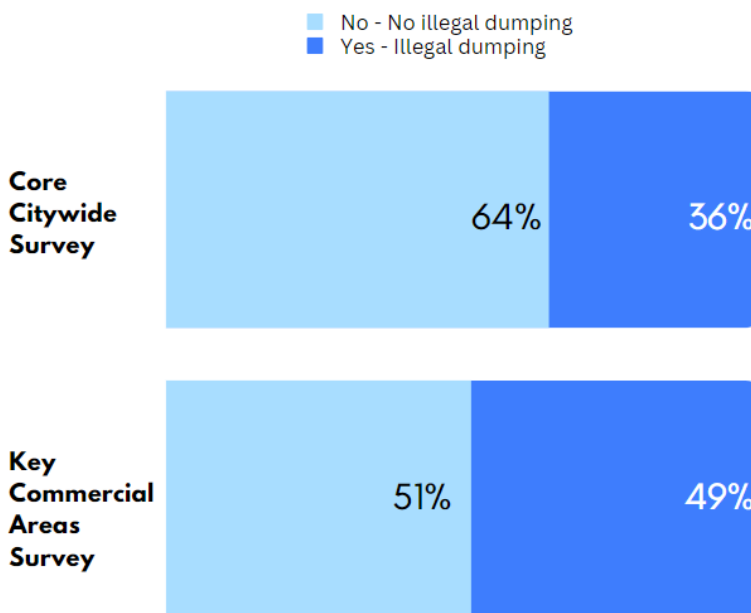


FIGURE 4.1

¹⁶ For more information on maintenance responsibilities, see [SF Better Streets Maintenance Responsibilities](#).

The following maps (Figure 4.2 and Figure 4.3) show neighborhood- and street-level results.¹⁷ By neighborhood, we can see where in the City's commercial areas illegal dumping was more concentrated. The full neighborhood results can be found in Appendix E. Table IX.

- More than 65% of the evaluations in the following neighborhoods found illegal dumping: 86% in Bernal Heights (42 evaluations), 83% in Portola (24 evaluations), 74% in the Castro/Upper Market (27 evaluations), and 65% in the Mission (225 evaluations).
- In larger neighborhoods, almost half (48%) of the 144 evaluations in Chinatown and more than half (56%) of the 204 evaluations in the Tenderloin found instances of illegal dumping, as well as 54% of the 153 evaluations in the Outer Richmond
- Relatively lower amounts of illegal dumping were observed in the following larger neighborhoods: the Financial District/South Beach (30%, 159 evaluations), and Mission Bay (28%, 75 evaluations).

Percentage of Evaluations with Illegal Dumping by Neighborhood

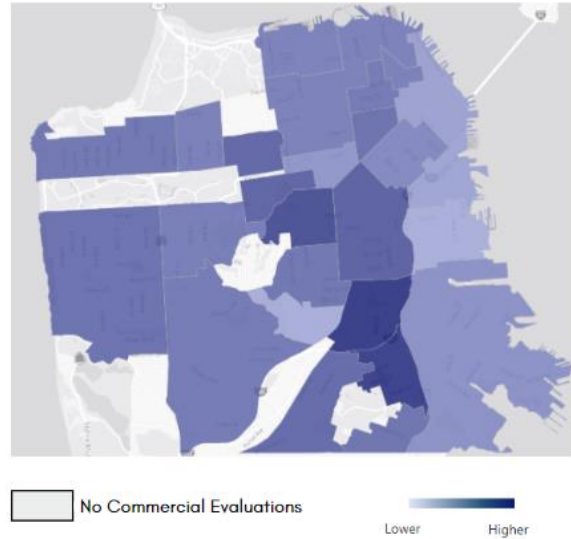


FIGURE 4.2

It should be noted that the neighborhood-level results above represent illegal dumping findings in Key Commercial areas only. Residential areas are excluded in this sample. Recology and Public Works regularly respond to illegal dumping throughout the City.

At the street level, the map in Figure 4.3 below shows the average rating per street segment. The green lines indicate that “No illegal dumping” was observed, and the red lines mean that “Yes, illegal dumping” was observed. As this map highlights, illegal dumping could be found on segments of commercial streets throughout the City, but with more observations in the Mission and Tenderloin neighborhoods.

¹⁷ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the illegal dumping results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

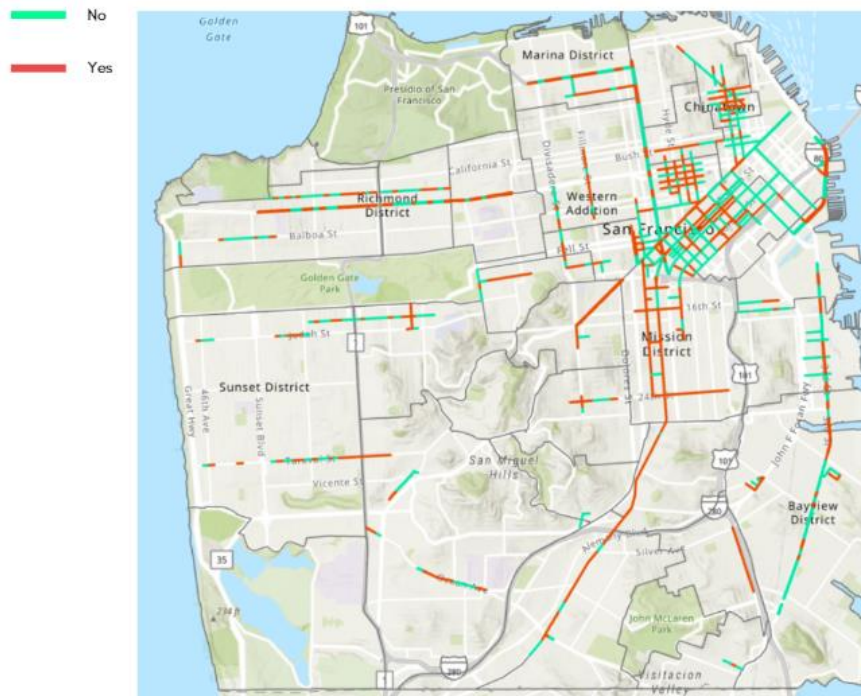


FIGURE 4.3

How Concerned Citizens Can Help

If you observe illegal dumping in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/illegal-dumping>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

B. HAZARDS

Overview

Health hazards entail a few subcategories – broken glass, used condoms, feces, syringes, dead animals, and odors. These items are health hazards because their presence on City streets and sidewalks pose a risk to public health. The following sub-sections report each of these health hazards observed in both the Core Citywide Survey and Commercial Corridor Survey.

B. 1. BROKEN GLASS: ALMOST 50% OF CITY STREETS AND SIDEWALKS REPORT BROKEN GLASS

Broken glass includes any instances of broken glass present in the street, on the sidewalk, or immediately next to the sidewalk (within 6 feet). It should be noted that the survey does not specify what type of glass is observed on streets and sidewalks, e.g., glass from broken car windows, bottles, or other objects.

Rating Criteria

Broken glass includes any instances of broken glass present in the street, on the sidewalk, or immediately adjacent to the sidewalk (within 6 feet).

Reporting categories:

- No broken glass present: 0 instances
- Broken glass present: 1 instance or more

1. Findings – Core Citywide Survey

Broken glass was fairly common in both the Core Citywide sample (47%), as well as in selected commercial areas (58%). There were 451 total counts of broken glass in the Citywide Core Survey, compared to 1,333 in the Key Commercial Areas survey.

Comparing the Citywide and Commercial surveys shows that the likelihood of seeing broken glass on a busier commercial street or sidewalk is about 11 percentage points higher.

Broken Glass

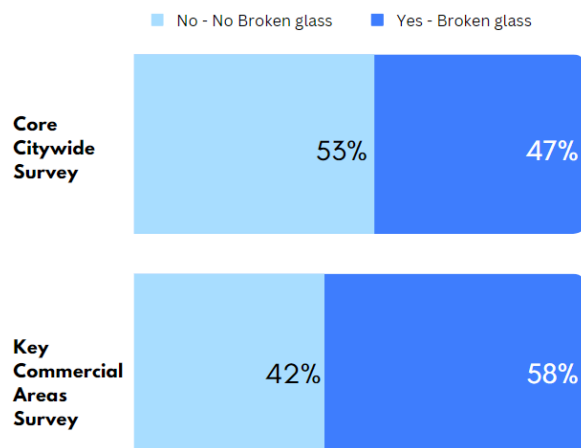


FIGURE 4.4

2. Findings – Key Commercial Areas Survey

The 2,300+ evaluations conducted among commercial areas revealed that broken glass was observed in almost 60% of evaluations. This means that the likelihood of an individual seeing broken glass on a commercial street segment may be fairly common.

The following maps (Figure 4.5 and Figure 4.6) show neighborhood- and street-level results.¹⁸

By neighborhood, we can see that most SF neighborhoods with commercial areas had broken glass. The full neighborhood results can be found in Appendix E. Table VI.

¹⁸ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the broken glass results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

- Among neighborhoods where more evaluations were conducted, the survey shows: 66% in the Tenderloin reported broken glass, and in nearby South of Market, 71%; followed by 72% in the Mission, and 70% in the Outer Richmond
- Neighborhoods where the severity of broken glass fell below 35% include: Castro/Upper Market (33%), Chinatown (33%), Glen Park (22%), and Noe Valley (13%)
- Although the Lone Mountain/USF neighborhood had relatively fewer evaluations, 83% reported observations of broken glass in this area.

Percentage of Evaluations with Broken Glass by Neighborhood

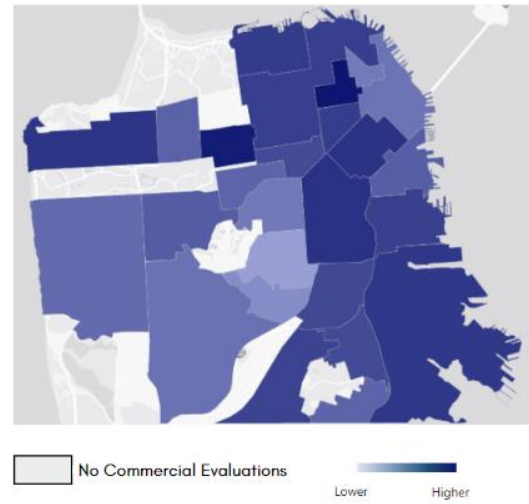


FIGURE 4.5

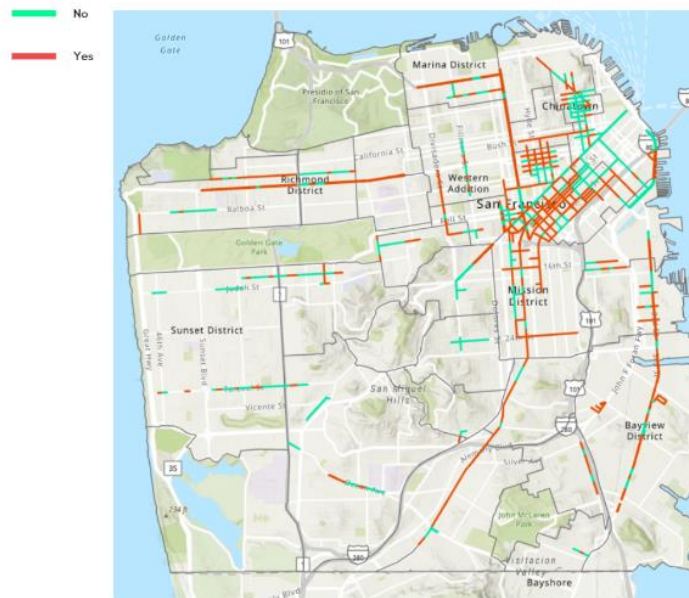


FIGURE 4.6

The map in Figure 4.6 shows the average rating per street segment. The green lines indicate that “No broken glass” was observed, and the red lines mean that “Yes, broken glass” was observed. Concentrations of broken glass could be found across major commercial areas throughout the City, specifically the downtown South of Market area, the Mission, Bayview Hunters Point, and the Richmond.

How Concerned Citizens Can Help

If you observe broken glass on the streets or sidewalks in San Francisco, the SF311

website provides additional information about what

to do: <https://sf311.org/services/street-or-sidewalk-cleaning>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

B. II. FECES: ABOUT 30% OF EVALUATED STREETS AND SIDEWALKS REPORT FECES

1. Findings – Core Citywide Survey

Any observations of human and animal feces found along the street and sidewalk are counted during evaluations.¹⁹

Observations of human and animal feces were less common in the random, Citywide sample of 957 residential and commercial evaluations, with 70% of evaluations finding no feces on the street or sidewalk, and 30% observing feces.

2. Findings – Key Commercial Areas Survey

In contrast to the Core Citywide survey, almost half 47% of evaluations in commercial areas observed feces.

Feces

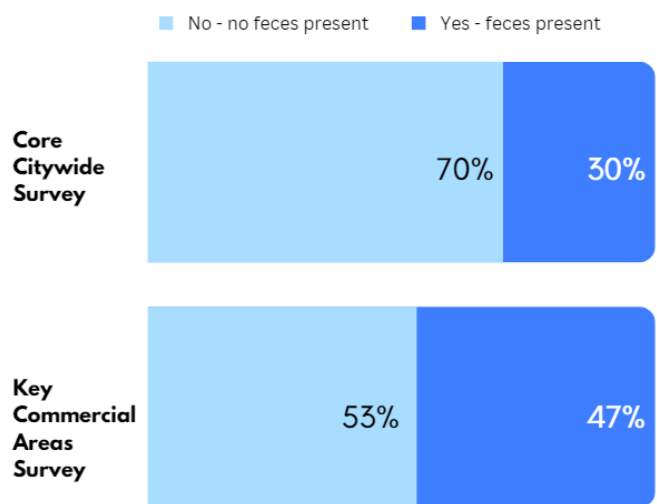
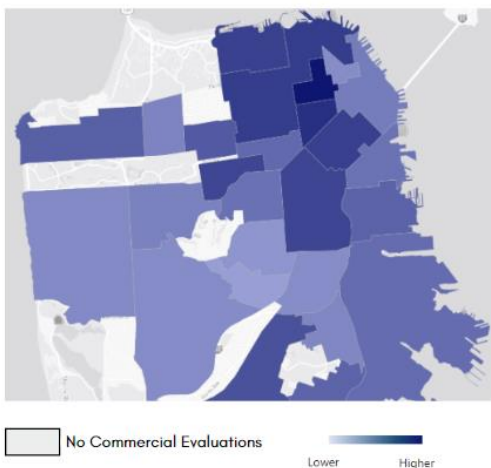


FIGURE 4.7

Percentage of Evaluations with Feces by Neighborhood



At the neighborhood level, observations of feces in Key Commercial Areas were more common in the Tenderloin, South of Market, the Mission, and the Marina. Key neighborhood findings:

- Among some of the highest observations of feces included Nob Hill (89%), the Tenderloin (74%), Neighborhood Group 1 – Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition (67%), and the Mission (61%).
- Nine neighborhoods had 50% or more of evaluations that observed feces
- Two neighborhoods observed instances of feces below 20%: Glen Park (11%) and Noe Valley (17%)

The full neighborhood results can be found in Appendix E. Table VII.

FIGURE 4.8

¹⁹ Feces also includes bags filled with feces that are not inside trash receptacles. Feces that are spread or smeared on the street, sidewalk, or other objects along the evaluation route are counted. Stains that appear to be related to feces but have been cleaned are not counted. Bird droppings are excluded.

Figure 4.8 and Figure 4.9 show neighborhood- and street-level results.²⁰

The map in Figure 4.9 shows the average rating per street segment. The green lines indicate that “No feces” was observed, and the red lines mean that “Yes, feces” observed. There were concentrations of observations in the Tenderloin, South of Market, Mission, and Marina neighborhoods, but smaller street segments throughout the City also had some higher frequencies.

How Concerned Citizens Can Help

If you observe feces on the streets or sidewalks in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/street-or-sidewalk-cleaning>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

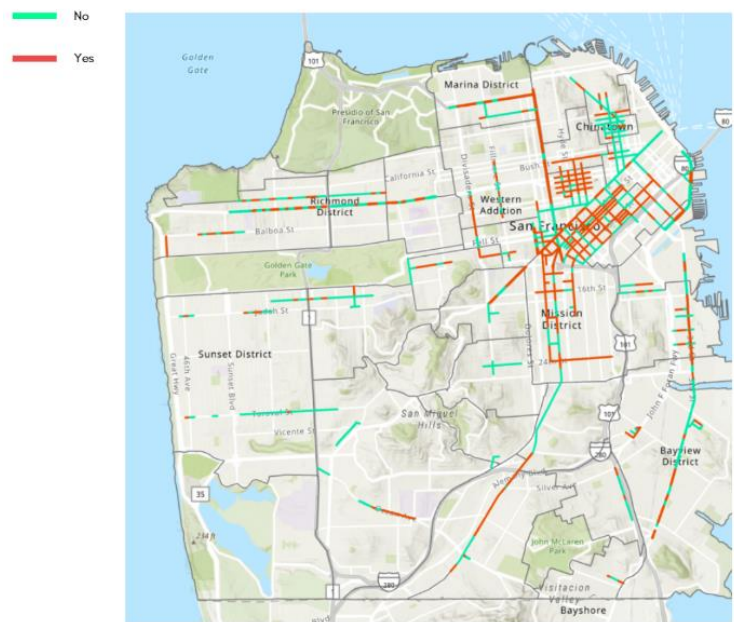


FIGURE 4.9

²⁰ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the feces results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

B. III. SYRINGES: 1% OF EVALUATED STREETS AND SIDEWALKS REPORT SYRINGES

Syringes on the streets and sidewalks of San Francisco are some of the most visible signs of open-air substance use. Moreover, they pose a serious risk to public health and safety. The survey results here provide an estimate of the likelihood of observing discarded syringes in the City.

Surveyors evaluated this category by counting any abandoned syringes found along or immediately adjacent to the street and sidewalk. Included in these counts are syringe barrels and needles; plungers or caps alone are excluded from the syringe count.

1. Findings – Core Citywide Survey

Observations of syringes were very rare in the random, Citywide sample of 957 residential and commercial evaluations, with 1% of evaluations finding syringes on the street or sidewalk, and the remaining 99% reporting no syringes.

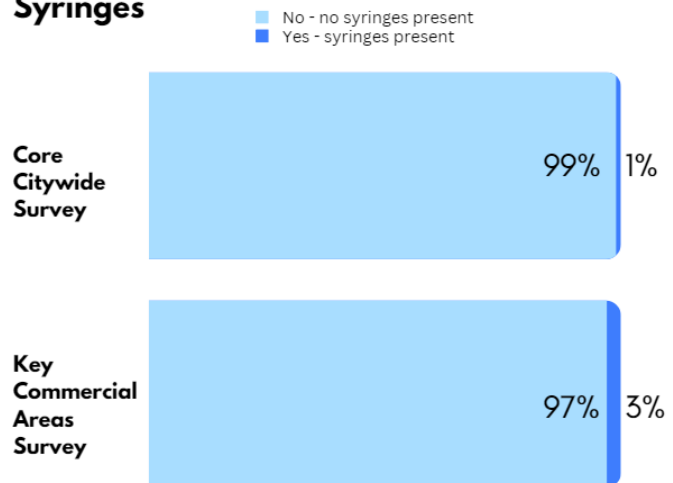
2. Findings – Key Commercial Areas Survey

Similar to the core Citywide sample, instances of syringes on select commercial areas were quite infrequent, at about 3% of the total evaluations conducted. The likelihood of seeing syringes in commercial areas was slightly greater when compared to residential areas.

The following maps (Figure 4.11 and Figure 4.12) show neighborhood- and street-level results.²¹ By neighborhood, we can see that observations of syringes in San Francisco's commercial areas were very rare across most of the City. The full neighborhood results can be found in Appendix E.

- Notably, 59% of the 27 neighborhoods evaluated reported no observations of syringes, including the Financial District/South Beach, Chinatown, Sunset/Parkside, and Mission Bay.

Syringes



²¹ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the syringe results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

- South of Market and the Tenderloin reported the highest frequency of evaluations observing syringes (11% and 7% respectively).
- In neighborhoods where more evaluations were conducted, such as the Mission and the Outer Richmond, relatively lower proportions of evaluations reported abandoned syringes – 4% in the Mission and 1% in the Outer Richmond.

The map below in Figure 4.12 shows the average rating per street segment. The green lines indicate that “No syringes” were observed, and the red lines mean that “Yes, syringes” observed. Syringes were found in a few neighborhoods – the Tenderloin, South of Market, and the Mission.

Percentage of Evaluations with Syringes by Neighborhood

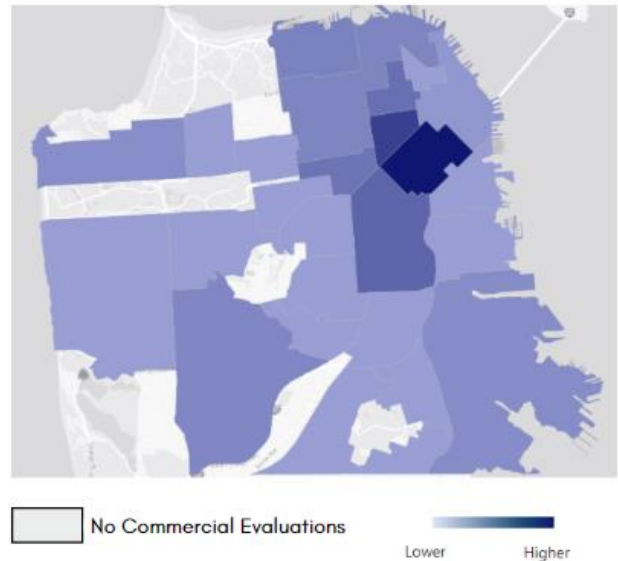


FIGURE 4.11

How Concerned Citizens Can Help

If you observe syringes on the streets or sidewalks in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/street-or-sidewalk-cleaning>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

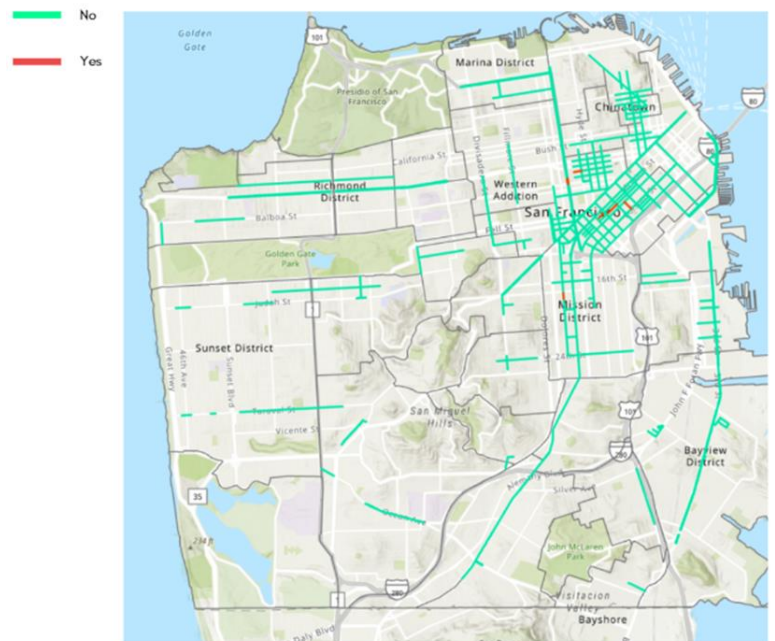


FIGURE 4.12

B. IV OTHER HEALTH HAZARD CATEGORIES: 5% OF EVALUATIONS REPORT DEAD ANIMALS & 0.1% REPORT CONDOMS

The following subsections summarize high-level results for other health hazard categories where very few instances were observed in evaluations. These categories include dead animals, used condoms, and odors.

i. Dead Animals

As part of health hazard observations, dead animals are also included in evaluations of City streets and sidewalks. Evaluators count the number of dead animals on a given route. In the random, core Citywide sample, observations of dead animals comprised about 5%, with most instances occurring in residential areas. In the Key Commercial Areas Survey, observations of dead animals made up 0.5% of all evaluations.

5% 

Core Citywide evaluations
observing dead animals

How Concerned Citizens Can Help

If you observe dead animals on the streets or sidewalks in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/animal-care-and-control>.²² For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

0.5%

Key Commercial Areas
evaluations observing
dead animals

ii. Used Condoms

Used and opened condoms are counted as part of the street and sidewalk evaluations. Among the 957 evaluations in the core Citywide sample, 0.1% of evaluations reported used or open condoms on streets or sidewalks. In commercial areas, there were slightly more observations of condoms – 0.5% of evaluations found condoms on streets or sidewalks.

How Concerned Citizens Can Help

If you observe used or open condoms on the streets or sidewalks in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/street-or-sidewalk-cleaning>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

iii. Odors

Odors are defined as any strong, unpleasant or offensive odors that may be present along an evaluated street or sidewalk. While their detection by the noses of our evaluators is generally subjective, odors

²² See [SF Animal Care and Control](https://sf311.org/services/animal-care-and-control) for additional information.

2% 

Core Citywide evaluations
detecting odors

detected may include urine, feces, sewage, and other foul spillage. Included in this category are odors emanating from drains, sewers, catch basins, and waste bins. Our evaluators do not rank the intensity of the odors.

3% 

Key Commercial Areas evaluations
detecting odors

Citywide, there were 17 observations of odors, of which, 24% were associated with sewers and catch basins. Results in this category were higher when examining Key Commercial Areas, which found 78 odor observations, of which, 15% came from sewers.

How Concerned Citizens Can Help

If you observe flooding and sewer issues in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/flooding-and-sewer-issues>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

C. GRAFFITI

ABOUT 20% OF STREETS & SIDEWALKS HAVE GRAFFITI, BUT GRAFFITI MORE COMMON IN COMMERCIAL AREAS

Overview

Graffiti is defined as illicit text, symbols, and images marked on buildings, sidewalks, street pavement, trees, and other stationary assets that are visible to the public. Legally, graffiti is an act of vandalism and is categorized as a quality of life crime.

Graffiti includes the following that are difficult to remove and costly to mitigate:

- Stickers;
- Markings with paint, pen, marker, acid, and other permanent or semi-permanent materials used for writing;
- Physical etchings on buildings, windows, and objects that are clearly visible from the sidewalk or path

Graffiti does not include:

- Temporary or washable mediums, like chalk or dirt;
- Graffiti on mobile or temporary objects that one person can easily remove, such as personal waste bins, construction cones, litter, and automobiles;
- Markings on large abandoned items that are counted as illegal dumping;
- Murals or other artwork permitted by a property owner
- Etchings or indentations in cement, asphalt, or concrete that is part of the sidewalk, street, or path;
- Marking that identify sidewalk defects to be repaired;
- Markings that identify underground utilities.

In evaluating graffiti, surveyors distinguish between graffiti on private property (most buildings and sidewalks); property owned, managed, or maintained by the City and County of San Francisco; and other



property maintained by other public agencies. Depending on the property type, different agencies are responsible for removal, as described in Figure 4.13 below.²³

Figure 4.13 Graffiti Types & Responsibilities

City Property	Utilities & Other Agencies	Private Property	Sidewalks
Street surfaces and public trash receptacles, some trees	Street signs, parking meters, mailboxes, bus stops, and most other public street property maintained by other government or corporate entities (such as BART, Caltrain, CalTrans, PG&E). Public Works will abate this graffiti and bill the responsible agency.	Storefronts, newspaper stands, and other non-sidewalk privately owned property. Public Works notifies property owners to abate graffiti on their property.	Storefronts, newspaper stands, and other non-sidewalk privately owned property. Public Works notifies property owners to abate graffiti on their property.

Rating Criteria

Graffiti is grouped into the following categories based on the number of instances surveyors report.

- **None - Minor:** 0 – 25 instances
- **Moderate:** 26 – 100 instances
- **Severe:** more than 100 instances

1. Findings – Core Citywide Survey

Observations of graffiti were not typical in the Citywide sample of residential and commercial routes, with just over 20% of evaluations finding moderate to severe graffiti.

By property type, almost 60% of graffiti observations in the Citywide sample were on public property that the City and County of San Francisco maintains (see Figure 4.15).

Graffiti

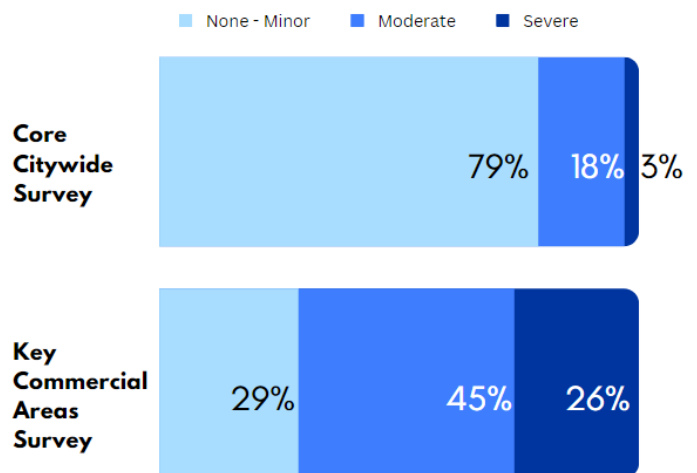


FIGURE 4.14

²³ For more information on rules and resources for removing graffiti on private property, see: <https://sfpublicworks.org/services/graffiti-private-property>.

2. Findings – Key Commercial Areas Survey

On average, 71% of all commercial area evaluations in San Francisco had moderate to severe graffiti. Overall, almost a third of evaluations (29%) had low levels of graffiti. By property type, graffiti was more likely to appear on private property compared to the Citywide sample.

The following maps (Figure 4.16 and Figure 4.17) show neighborhood- and street-level results.²⁴ By neighborhood, we can see that graffiti in San Francisco's commercial areas was concentrated in the Mission.²⁵ The full neighborhood results can be found in Appendix E. Table VIII.

Percentage of Evaluations with Graffiti by Neighborhood

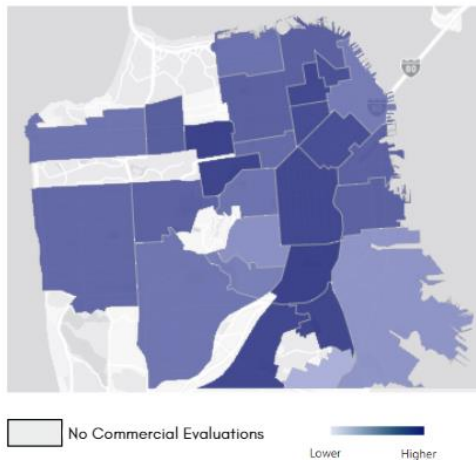


FIGURE 4.16

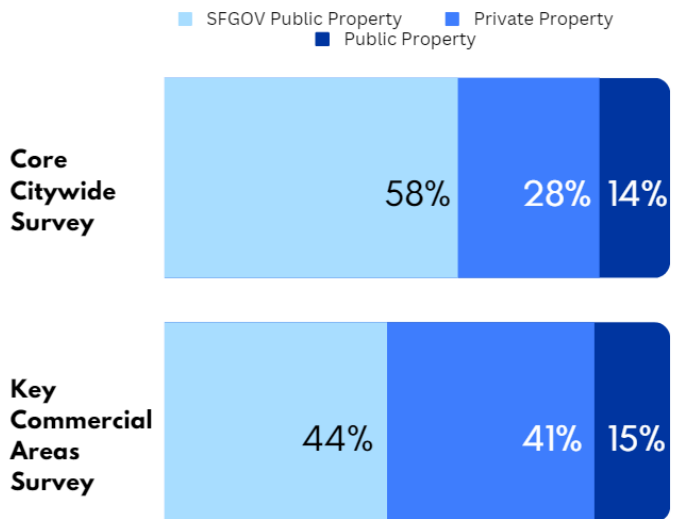


FIGURE 4.15

- Most graffiti observed by neighborhood fell into the moderate category on average, at 46%.
- 72% of evaluations in Haight Ashbury were found to have severe graffiti, followed by 71% of evaluations in the Mission, and 69% of evaluations in Bernal Heights
- Visitacion Valley was the only neighborhood reporting only low levels of graffiti, with no moderate or severe graffiti present

The map on the following page (Figure 4.17) shows the average rating per street segment. As this map highlights, severe graffiti was more likely to be observed in the Mission and Tenderloin.

²⁴ It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the graffiti results shown for neighborhoods in the Key Commercial Areas survey should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

²⁵ As described in the neighborhood sampling methodology section of Appendix B., "Neighborhood Group #1" consists of Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition. "Neighborhood Group #2" consists of Oceanview/Merced/Ingleside and West of Twin Peaks.

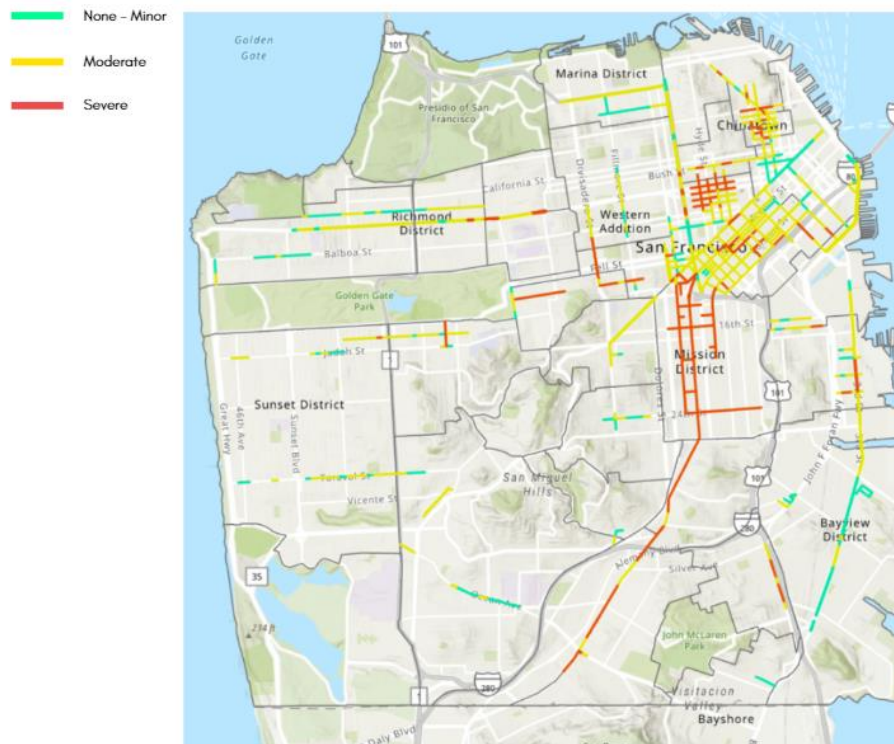


FIGURE 4.17

How Concerned Citizens Can Help

If you observe graffiti in San Francisco, the SF311 website provides additional information about what to do: <https://sf311.org/services/graffiti-issues>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

D. TRANSIT SHELTERS

MORE THAN 80% OF TRANSIT SHELTERS ON EVALUATED STREETS & SIDEWALKS HAD CLEANLINESS ISSUES

Overview

Transit shelters are defined as covered structures located at designated transit stops to provide protection from the elements as well as seating for waiting transit users. When present along an evaluation route, evaluators examine the physical structure and space within the transit shelter, as well as the area immediately next to the shelter.

Transit shelters, when present on evaluated routes, are examined for any occurrences of the same cleanliness issues:

- Litter
- Sidewalk clearance/obstruction (such as an improperly parked scooter or bicycle)
- Illegal dumping
- Hazards
- Broken glass
- Dead animal(s)
- Feces
- Open/used condom
- Syringe(s)
- Graffiti (non-etched)



Note that evaluators can report multiple issues, such as litter and graffiti, for a single transit shelter. Additionally, the issues noted for transit shelters should also be reflected in other survey questions. For example, if a evaluator observes graffiti on a transit shelter, they would count the number of tags and add it to the total for SF government property under the graffiti question.

Who is Responsible?

The SF Municipal Transit Authority (SFMTA) is responsible for the maintenance of transit shelters, including cleaning, graffiti removal, and repairs.

1. Findings – Core Citywide Survey

In the Citywide sample of nearly 1,000 evaluations, 6% of evaluations had transit shelters present. Of these evaluations with transit shelters, more than 80% of transit shelters reported cleanliness issues, such as litter, broken glass, or other cleanliness issues. See Figure 4.19 below.

Transit Shelters

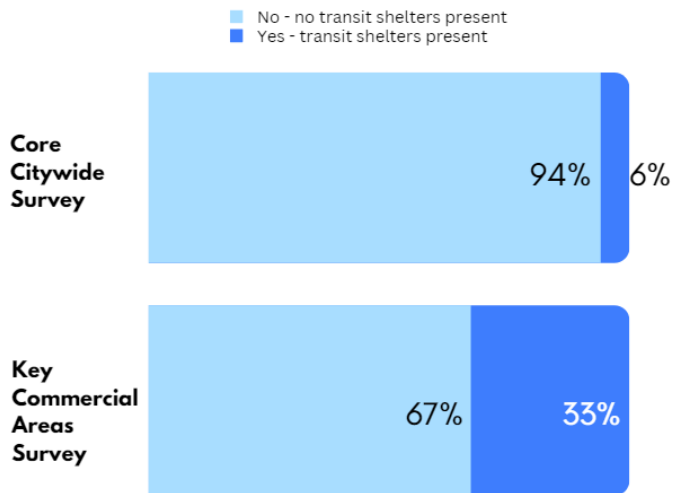


FIGURE 4.18

Evaluations with Transit Shelters - Core Citywide Survey

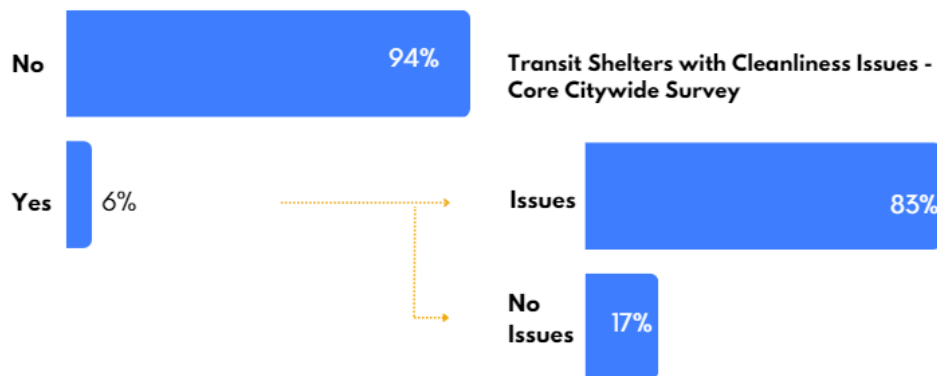


FIGURE 4.19

2. Findings – Key Commercial Areas Survey

Transit shelters were more likely to be found in commercial areas, with 33% of evaluations reporting their presence along a sidewalk. Similar to the Core Citywide Survey, 94% of evaluations with transit shelters present identified cleanliness issues. See Figure 4.20.

**Evaluations with Transit Shelters -
Key Commercial Areas Survey**

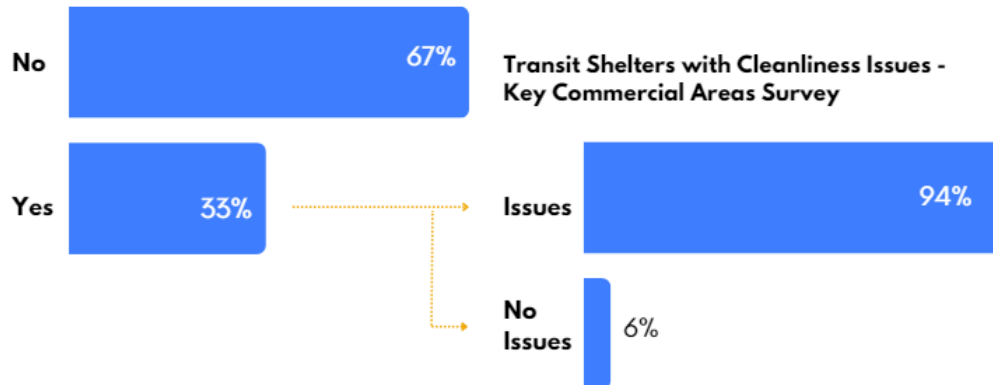


FIGURE 4.20

Considering that transit shelters are places where people wait for public transportation, we might expect there to be a high frequency of cleanliness issues. Future analyses could shed more light onto the types of cleanliness issues that take place at transit shelters.

How Concerned Citizens Can Help

If you observe issues with transit shelters in San Francisco, the SF311 website provides additional information about what to do: <https://www.sfmta.com/services/maintenance-requests/bus-shelter-maintenance-requests>. For more information on SF Public Works cleaning programs, see <https://sfpublicworks.org/services/cleaning-programs> and Appendix C. City Street & Sidewalk Programs.

5. Further Research



This is the first year the Controller's Office evaluated streets and sidewalks using the new Evaluation Standards. Based on the CY22 findings, the Controller's Office plans to focus on refining the evaluation methodology in the 2023 survey.

This collaborative process with SF Public Works will drive deeper analytical work that aims to support operational decisions. The three major areas of further research below describe future endeavors that the Controller's Office will facilitate in partnership with Public Works stakeholders:

1. Refine Standards & Sampling Methodology

- In collaboration with SF Public Works stakeholders, the Controller's Office will refine survey standard feature definitions and the collection methodology to publish an updated Survey Standards Reference Manual.
- The Controller's Office plans to enhance the sampling methodology to increase the number of random, Core Citywide Survey evaluations. This revision will allow for a sufficiently large sample size to evaluate features at the neighborhood level.

2. Performance Standard Process

- The Controller's Office will use these pilot-year findings as a baseline to inform a future performance standard setting process with relevant stakeholders, including the SF Sanitation and Streets Commission.
- Through this process, the Controller's Office and Public Works stakeholders will decide on the appropriate performance standards to use for each survey feature category. These performance standards will allow for tracking progress against performance targets over time, which will be published in future Annual Reports.

3. Working Paper Series

The findings from the CY22 survey provide a rich source of data for several potential areas of research. The Controller's Office plans to report on additional special topics that build on the findings in this report and support SF Public Works operational decision making.

Potential topics that could be published as part of a future working paper series:

- Examine the relationship between Public Works' CY22 street sweeping schedules and the survey findings, such as street litter and sidewalk litter scores. This paper will also analyze score sensitivity over time. For example, how many hours after street cleaning are streets still clean? When does more litter start accumulating?
- Similar analyses may also be applied to Public Works' [CleanCorridorsSF Program](#), which provides coordinated cleaning services every week in designated neighborhood commercial areas. Such a



study may involve examining the conditions of streets and sidewalks in CleanCorridors *before* cleaning, conditions *after* cleaning, and analysis of *how long* these areas remain clean.

- Conduct root cause analyses of the various factors contributing to streets and sidewalks that do not meet cleanliness standards, such as cleaning schedules, encampments, and inclement weather. This analysis could further entail developing a logic model for maintaining street and sidewalk cleanliness.
- Compare neighborhood-level findings with Census tracts and other data points, such as level of investment, median wage, poverty rates, and demographic characteristics.
- Conduct further geographic analyses by Public Works Work Zones and Supervisorial Districts.

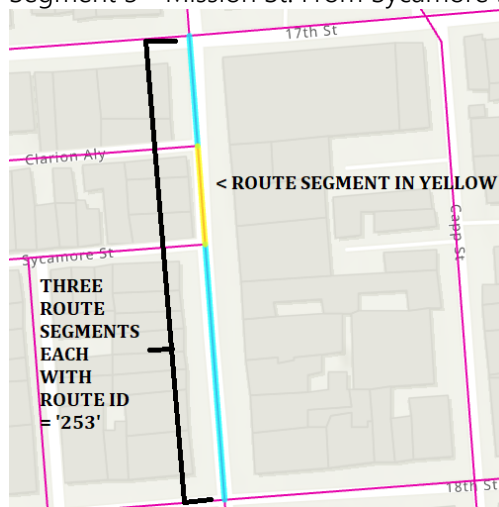
Incorporate Qualitative Research

- Calibrate survey data with relevant findings from the City Survey Public Perception Study of the City's cleanliness
- Incorporate findings from a new DPW Field Operations Perception Study to supplement the quantitative survey findings

APPENDICES

Appendix A: Glossary of Terms

- Corridor: a street with at least one route. For example, Mission St. is a corridor where it has at least 1 route where it is the street
- Encampment: San Francisco Police Code §169 defines an “encampment” as “a tent or any structure consisting of any material with a roof or any other upper covering or that is enclosed by sides that is of sufficient size for a person to fit underneath or inside while sitting or lying down.”
- Evaluation: a route evaluated at a specific time and date.
- Residential: Residential describes routes that are in zones defined by SF Planning zoning as predominantly residential.
- Commercial: Commercial describes routes that are in zones defined by SF Planning as predominantly commercial
- Route: one standard street block along one street; one route may have at least one street segment
- Street segment: One subsection of an existing corridor route. A subsection is essentially a block from street corner to street corner. For example, on Mission St. from 17th St to 18th St (route ID #253), there are three streets segments in between, intersected by Sycamore St. and Clarion Alley. These three smaller sections of a route are called segments, or subsections of an existing route. They all have the same route ID (#253):
 - Segment 1 - Mission St. From 17th St. To Clarion Alley
 - Segment 2 - Mission St. From Clarion Alley to Sycamore St.
 - Segment 3 - Mission St. From Sycamore St. To 18th St.



- Street: a street is part of the standard DPW inventory of city streets. This data can be found at <https://data.sfgov.org/Geographic-Locations-and-Boundaries/Street-Names/6d9h-4u5v>

Appendix B. Detailed Evaluation Methodology

General Information

WHAT IS EVALUATED?

Subject	Short Description
Street Litter	Loose litter present in a street or gutter.
Sidewalk Litter	Loose litter present on the sidewalk.
Trash Receptacles	The number of overflowing trash receptacles.
Sidewalk Clearance	Horizontal clearance: 4 feet Vertical clearance: 8 feet
Sidewalk Pavement Condition	General condition of the sidewalk pavement.
Illegal Dumping	Large, abandoned items and large debris along the street or sidewalk.
Glass	Broken glass present in the street, on the sidewalk, or immediately adjacent to the sidewalk.
Feces	Feces observed along the street and sidewalk.
Syringes	Syringes observed along the street and sidewalk.
Condoms	Used and opened condoms present on the street and sidewalk.
Dead Animals	Dead animals present on the street or sidewalk.
Odors	Presence of any strong unpleasant or offensive odor.
Graffiti	Illicit text, symbols and images marked on buildings, sidewalks, street pavement, trees, and other stationary assets.
Transit Shelters	The physical structure and space within and immediately adjacent to transit shelters.

Sampling Method

WHERE WE EVALUATED

The evaluation team sampled 3,000+ street and sidewalk segments by reviewing 14 specific features to assess the cleanliness and conditions of the City's streets and sidewalks. Specifically, the team conducted evaluations across San Francisco through two surveys – the Core Citywide Survey and the special Key Commercial Areas Survey.

The Core Citywide Survey includes nearly 1,000 randomly selected street segments. This sample represents all the streets and sidewalks across the entire City and County of San Francisco. About 80% of our sample is residential streets and sidewalks, which tend to be cleaner than the commercial ones. The results from this survey provide the baseline Citywide score for each feature and for future years.

The Key Commercial Areas Survey includes 769 high-use corridors sampled from commercial, industrial, or mixed-use street segments. Compared to the more residential-focused Core Citywide Survey, high-use commercial areas tend to see more pedestrian traffic and business activity, which can attract more issues like litter and graffiti. This survey gives us the data needed to determine a score for each feature for these commercial areas at citywide and neighborhood levels.

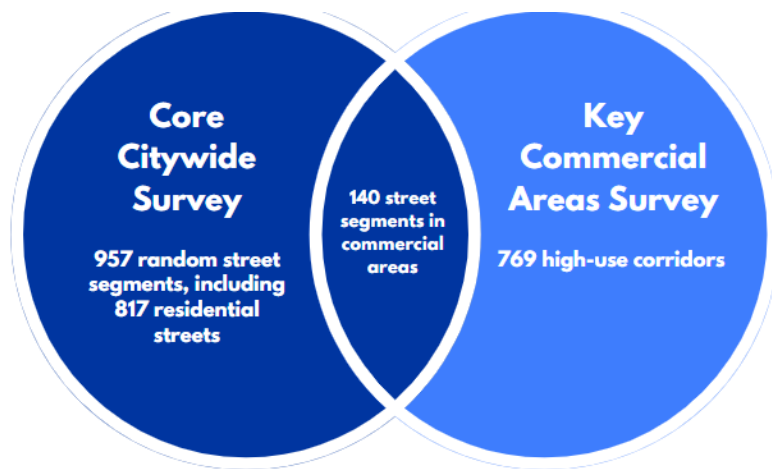
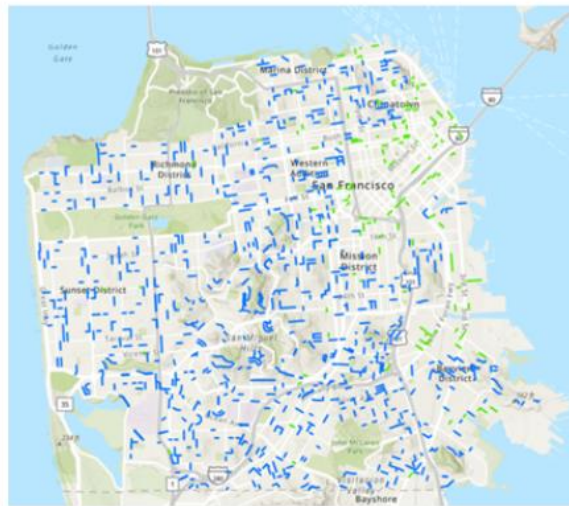
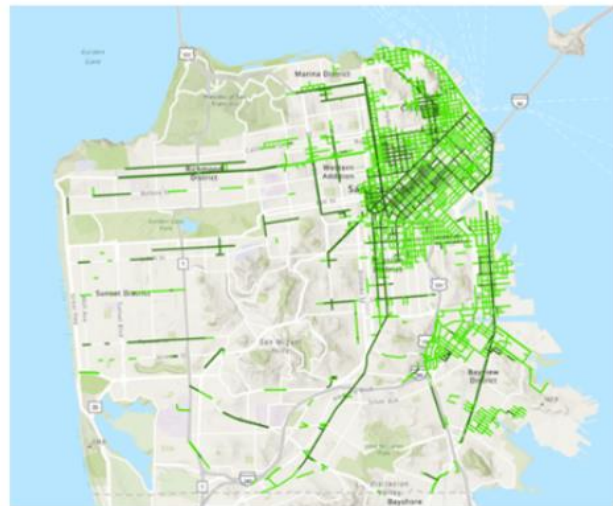


FIGURE B.1.

The maps below show all the street segments evaluated for the Core Citywide Survey and Key Commercial Areas Survey in CY22. In the Core Citywide Survey, commercial street segments are green and residential ones are blue. In the Key Commercial Areas Survey, commercial street segments are light green and Key Commercial Area segments are darker green.

Core Citywide Survey Street Segments

— Residential
— Commercial

Key Commercial Areas Survey Street Segments

— Key Commercial Areas
— Commercial

FIGURE B.2

Sampling Approach for Core Citywide Survey

Using a sample size calculator for the total population of San Francisco street segments of 17K, at a 95% confidence level and 10% margin of error, the sample of 817 evaluations in residential areas and 140 evaluations in commercial areas in the Core Citywide sample is sufficiently large for statistical significance. Due to insufficient sample sizes at the neighborhood-level in the Core Citywide survey, neighborhood-level results are not reported here.

Neighborhood Sampling Approach for the Key Commercial Areas Survey

To account for neighborhoods with small sample sizes; for example, 9 evaluations in Japantown, we combined some neighborhoods into two new merged neighborhoods. We took this approach to avoid misrepresenting survey findings in neighborhoods where fewer evaluations were conducted.

- "Neighborhood Group #1" consists of Japantown, North Beach, Pacific Heights, Russian Hill, and Western Addition
- "Neighborhood Group #2" consists of Oceanview/Merced/Ingleside and West of Twin Peaks

It is important to note that the neighborhood-level findings for the Key Commercial Areas survey only represent commercial and not residential street segments. This means that the results shown here should not be interpreted as representing the overall cleanliness of the neighborhood, as residential areas are excluded.

Rating Criteria

STREET LITTER

Street litter includes loose litter present in a street or gutter. The street begins at the vertical wall of the curb on one side and ends at the vertical wall of the curb at the other side of the street. This includes medians and assets in the street. Evaluators select the category that best describes the amount and distribution of litter on the street.

Reporting Categories:

None-Minor	None - the street is free of litter
	A few traces - the street is predominantly free of litter except for a few small traces
Moderate	More than a few traces but no accumulation - there are no piles of litter, and there are large gaps between pieces of litter
Severe	Distributed litter with some accumulation - there may either be large gaps between piles of litter or small gaps between pieces of litter
	Widespread litter with significant accumulation

Street litter **excludes**: Litter located on the sidewalk; Large abandoned items (illegal dumping); Spillage (grime or inorganic debris); and Organic debris such as leaves, twigs, and grass clippings.

SIDEWALK LITTER

Sidewalk litter includes loose litter present on the sidewalk or immediately adjacent to the sidewalk. This includes litter located in tree wells, bushes, lawns, utility boxes, empty lots, parks, plazas, and most spaces within 6 feet of the sidewalk. The sidewalk begins at the vertical edge of the curb and extends to the fronting building or property line. Evaluators select the category that best describes the amount and distribution of litter on the sidewalk.

Reporting Categories:

None-Minor	None - the sidewalk is free of litter
	A few traces - the sidewalk is predominantly free of litter except for a few small traces
Moderate	More than a few traces but no accumulation - there are no piles of litter, and there are large gaps between pieces of litter
Severe	Distributed litter with some accumulation - there may either be large gaps between piles of litter or small gaps between pieces of litter
	Widespread litter with significant accumulation

Sidewalk litter **excludes**: Litter located in the street; Litter located on private property behind a physical barrier (such as a fence or gate); Broken glass (but include unbroken glass items); Large abandoned items (illegal dumping); Syringes, feces, used condoms, and dead animals (health hazards); Spillage (grime or inorganic debris); Organic debris such as leaves, twigs, and grass clippings.

TRASH RECEPTACLES

Fixed or semi-permanent waste bins along the public right of way and maintained by the City, such as permanent cement, metal and mechanized receptacles. Evaluators count the number of trash receptacles that are full or overflowing.

This category **excludes**: Personal waste bins, such as moveable plastic bins; Large industrial dumpsters, such as those used for commercial bulk disposal.

SIDEWALK CLEARANCE

Sidewalk clearance identifies if the sidewalk is obstructed by a narrow or missing path, or if any object obstructs the vertical clearance of the path. Evaluators check for insufficient clearance caused by temporary objects (such as waste bins), fixed objects (such as utility boxes), parked autos, improperly parked bikes and scooters, loose soil or debris, and sidewalk design (such as trees or pavement that ends abruptly).

The threshold for horizontal clearance is set at 4 feet to align with standards determined by the Americans with Disabilities Act (ADA) and standards adopted by San Francisco Public Work in other design and engineering requirements.

The threshold for vertical clearance is set at 8 feet to align with [San Francisco's Pruning Standards for Trees \(2006\)](#), though ADA regulation require a minimum of 80 inches (6' 8") vertical clearance.

Sidewalk clearance **excludes** pedestrian curb ramps.

SIDEWALK PAVEMENT CONDITION

Evaluators assess the condition of sidewalk pavement along an assigned route for (1) existing defects that have not been marked for repair and (2) defects that have been **marked** but that have not yet been repaired. Defects include:

- Missing pavement
- Raised/sunken/uneven pavement with a vertical displacement of **1/2 inch** or more from the abutting pavement or curb
- Voids, cracks, chips, holes, or gaps that are **1/2 inch** or more in width and/or depth from the abutting pavement or curb
- Missing sewer vent covers

Reporting Categories:

Minor	Cracks, chips, and voids up to 1 inch exist but they are isolated. Alligator cracking may exist but there is no missing or unstable pavement. There is no raised/sunken/uneven pavement with a vertical displacement greater than 1/2 inch. There are no protrusions, no missing sewer vent covers, and no exposed steel curb facing.
Moderate	Cracks, chips, and voids larger than 1 inch exist but they are generally isolated. Alligator cracking exists with missing or sunken pavement. There is no raised/sunken/uneven pavement with a vertical displacement greater than 1 inch. Small protrusions may exist and there may be minor exposure of steel curb facing. One or more sewer vent covers are missing.
Severe	Large areas of missing or deteriorated pavement with widespread spalling. Pavement rocks or moves under traffic. Raised/sunken/uneven pavement exists with a vertical displacement greater than 1 inch. Large protrusions that may pose a tripping hazard are present. Steel curb facing is significantly damaged or exposed.

ILLEGAL DUMPING

Illegal dumping generally includes large abandoned items and large debris along the street or sidewalk such as construction debris, appliances, electronics, furniture, mattresses, automobile parts, and bags of garbage. Generally, any litter or abandoned items that are too large or bulky to **properly fit into a covered waste receptacle** are included in this category. However, there may be instances in which smaller items could be counted as illegal dumping.

Evaluators count the number of large, abandoned items. All items contained in a box or bag count as one object.

Illegal dumping **excludes**: Items counted as Street Litter or Sidewalk Litter; Items marked or tagged for bulk pickup; Construction waste or debris contained within a construction site; Items that clearly appear to serve a purpose. (For example, exclude cones that notify people of hazards, but include cones that appear to be abandoned.)

BROKEN GLASS

Broken glass includes any instances of broken glass present in the street, on the sidewalk, or immediately adjacent to the sidewalk (within 6 feet).

Reporting categories:

No broken glass present	0 instances
Broken glass present	1 instance or more

HEALTH HAZARDS

- Feces: Evaluators count the number of instances of feces observed along the street and sidewalk. This includes bags filled with feces that are not inside of a waste bin, and animal and human waste, but excludes bird droppings.
- Syringes: Evaluators count the number of syringes observed along the street and sidewalk. This includes syringe barrels and needles but excludes any plungers or caps found on their own or syringes being used.
- Condoms: Evaluators count the number of used and opened condoms present on the street and sidewalk.
- Dead Animals: Evaluators count the number of dead animals on a given route.

Reporting Categories:

None present	0 instances
Hazard present	1 instance or more

ODORS

Evaluators check for the presence of any strong, unpleasant or offensive odors. This includes odors such as urine, feces, sewage, and other foul spillage. This also includes odors emanating from drains, sewers, catch basins, and waste bins.

This category **excludes** strong odors from paint, cleaning solutions, and other chemical compounds as well as ambient odors from fires.

Reporting Categories:

Yes	Odor detected
No	No odors detected

GRAFFITI

Graffiti includes illicit text, symbols and images marked on buildings, sidewalks, street pavement, trees, and other stationary assets visible from the public right of way. Evaluators count the number of instances of graffiti present on the sidewalk, street, or other visible building or permanent object.

Graffiti **includes**:

- Stickers;

- Markings with paint, pen, marker, acid and other permanent or semi-permanent materials used for writing (such as lipstick);
- Physical etchings on buildings, windows and objects that are clearly visible from the sidewalk or sanctioned path.

Graffiti excludes:

- Temporary or washable mediums such as chalk or dirt;
- Graffiti on mobile or temporary objects that can be removed easily by one person, such as personal waste bins (plastic totes), construction cones, litter and automobiles;
- Markings on large, abandoned items that are counted as illegal dumping;
- Murals or other artwork apparently sanctioned by a property owner (see details below).
- Etchings or indentations in cement, asphalt or concrete that is part of the sidewalk, street or sanctioned path;
- Markings that identify sidewalk defects that must be repaired;
- Markings that identify underground utilities.

Reporting Categories:

None-Minor	0-25 instances
Moderate	26-100 instances
Severe	More than 100 instances

TRANSIT SHELTERS

Evaluators check the physical structure and space within and immediately adjacent to transit shelters along an assigned route. If a shelter is present along a route, evaluators check for the occurrence of:

- Litter
- Illegal dumping
- Broken glass
- Dead animal
- Feces
- Open/used condom
- Syringe
- Graffiti (non-etched)
- Grime
- Improperly parked scooter or bicycle

Appendix C. City Street & Sidewalk Programs

In this section, one can learn more about the City's proactive street, sidewalk, and cleaning programs. While SF Public Works is not responsible for all aspects of street and sidewalk maintenance, the department does manage or participate in outreach and engagement programs to proactively encourage private property owners and communities to maintain their local streets and sidewalks. The list below includes a sample of these programs. More information is available at <https://sfpublicworks.org/services>.

CLEANING PROGRAMS

- **Bayview Illegal Dumping Initiative:** This program brings together Public Works crews and Recology to run proactive illegal dumping runs four days a week, Tuesday – Friday, in known illegal dumping hotspots in the Bayview neighborhood.
- **Chinatown Clean:** This neighborhood program provides manual block sweeping seven days a week in Chinatown. The Chinese Newcomers Service Center performs these sweeping services.
- **Cigarette Butt Ash Can Pilot:** This pilot program involves Public Works corridor workers emptying and strategically placing cigarette butt receptacles in busy commercial areas. This program began in the Richmond and Sunset pilot neighborhoods and is set to expand to more neighborhoods.
- **CleanCorridorsSF:** Launched in 2020, this program is a coordinated effort to deep-clean designated neighborhood commercial districts every Thursday. SF Public Works deploys a large team to power wash and sweep the sidewalks, flush down the roadway, remove litter, pick up trash, and wipe out graffiti. These cleanings occur once a week in different neighborhoods, covering at least ten blocks. This program is a partnership between Public Works and community members and has resulted in noticeable improvements to the cleanliness of the targeted areas. The CleanCorridorsSf cleaning schedule is posted on the program's website: <https://sfpublicworks.org/cleancorridorsf>.
- **Community Corridors Program:** The program began in 2006 to address cleaning and greening needs along San Francisco's busiest commercial corridors. As part of the Corridors Program, local residents who are unemployed or underemployed are hired and trained as Corridor Ambassadors. These 145 Ambassadors help preserve cleaning services along 700 blocks of San Francisco's busiest commercial corridors by helping sweep sidewalks, remove graffiti, identify and report deficiencies, and landscape public spaces and tree basins. To learn more, please visit: <https://sfpublicworks.org/services/community-corridors-partnership>.
- **Doo the Right Thing Campaign:** This initiative aims to encourage canine owners to clean up their dogs' waste. Public Works distributes free dog waste bags to participating businesses for them to give away to customers.

- **Garbage Can Sensors:** To prevent overflowing, intelligent sensors have been installed on more than 800 public trash cans to signal when they are nearing capacity.
- **Garbage Can Steam Cleaning:** To clean more than 3,000 public trash cans at least once a month the Community Youth Center steam cleans public trash cans at least once a month, and more frequently in downtown neighborhoods.
- **Graffiti Team:** The Graffiti Team abates tags from City property and works with other government agencies and private property owners to remove graffiti from their assets.
- **Graffiti-opt-in for Private Property:** This pilot is a two-year initiative launched in fall 2022. This program provides courtesy graffiti abatement on private properties in neighborhood commercial corridors. This service is available for business and property owners who choose to participate.
- **Hot Spots:** The Hot Spots program is comprised of four crews responsible for cleaning encampments seven days a week.
- **Love Our City: Neighborhood Beautification Day:** Public Works organizes this volunteer cleaning program in different neighborhoods throughout the City to support landscaping and gardening projects, graffiti removal, and litter cleanup. These beautification days take place every month except December. Additionally, Public Works' Community Engagement Team hosts and organizes Love Our City volunteer greening events almost every day of the year with businesses, neighborhood groups, and schools. To learn more, please visit: <https://sfpublicworks.org/LoveOurCity>.
- **Mechanical Bike Lane Sweepers:** These sweepers clean protected bike lanes that cannot be accessed by the regular, wider mechanical sweeping trucks Public Works uses.
- **Mechanical Street Sweeping:** Regular street sweeping services cover 150,000 curb miles along 90% of San Francisco's streets.
- **Median cleanup:** As part of a workforce development program, this effort provides routine litter removal and weeding along select medians.
- **Neighborhood Enhancement Action Team (NEAT):** The NEAT team is responsible for overnight encampment cleaning in alleyways.
- **Night Shift:** Public Works' Night Shift crews clean from 10:30 pm to 6:30 am. These crews focus on downtown areas and City Plazas, and also respond to emergencies.
- **Outreach and Enforcement Team (OnE Team):** The OnE Team is responsible for both educating the public about their rights and responsibilities regarding street and sidewalk cleanliness and enforcing City codes to meet sanitation standards. Assigned to geographic zones, team members attend community meetings, investigate complaints, enforce city codes through foot inspections and citations, and resolve issues of public concern. The team also supports other Public Works programs. To learn more, please visit: <https://sfpublicworks.org/oneteam>.

- **Public Information Officers (PIO):** In addition to the OnE Team, PIOs educate and inform the public and key Public Works partners about federal, state, and local laws and ordinances. PIOs work with the public, residents, merchants, and private property owners to perform a variety of functions, such as: provide information on cleanliness standards, investigate complaints, inspect City streets and sidewalks, and write citations and Notices of Violation when warranted. To learn more, please visit: <https://sfpublicworks.org/oneteam>.
- **Swing Shift:** The Swing Shift works from 12 pm to 9:30 pm and focuses on service requests and emergency response.
- **TLClean:** This Tenderloin neighborhood program provides manual sweeping seven days a week.
- **Zone Cleaning:** Zone Cleaning is both proactive and request based. Workers are split into six geographic zones and operate from 6:00 am to 3:00 pm, The program includes litter patrol trucks, steamers, and apprentices.

STREETS

More information on street programs is available at <https://sfpublicworks.org/streets>.

- **Adopt-A-Street Program:** This program, which began in 1998, is a partnership between the City and its merchants and residents. Groups or individuals agree to adopt an area and take responsibility for keeping the street, sidewalk, and storm drain clean. In return, Public Works provides free street cleaning supplies, and litter and compostable leaf bag pickup. The program, which now has thousands of individuals and merchant associations signed on, aims to strengthen community ties while also creating a cleaner, more pleasant environment. To learn more, please visit: https://sfpublicworks.org/get_involved/adopt-street-program.
- **The Committee for Utility Liaison on Construction and Other Projects (CULCOP):** This Committee holds a monthly meeting chaired by Public Works. Its members include a representative from each city agency and utility company who performs excavation work within the public right of way Admin. Code 5.63a. CULCOP members are committed to coordinating street excavation, utility work, paving and other construction projects in the public right of way in order to minimize the impact of construction on our streets and in our neighborhoods. Meetings are held the third Thursday of every month. The public is welcome to attend. For additional information, see: <https://sfpublicworks.org/services/culcop>.
- **Pothole Repair:** Pothole repair is an ongoing operation of Public Works' street and sewer repair program. Repairs include the patching of potholes, depressions, bumps, and other defects on city streets. Sometimes other agencies, such as the San Francisco Public Utilities Commission or private utility companies, are responsible for repairing potholes and other street defects resulting from inadequately restored utility cuts. If the repair is the responsibility of another agency, Public Works will notify that agency. If it is the responsibility of Public Works, a street repair crew will pave over the pothole. To learn more, please visit <https://sfpublicworks.org/services/potholes>.

SIDEWALKS

More information on sidewalk programs is available at <https://sfpublicworks.org/streets>. For information on sidewalk inspection and enforcement services, see: <https://sfpublicworks.org/inspection-and-enforcement>.

- **Accelerated Sidewalk Abatement Program (ASAP):** The ASAP program inspects and expedites corrective action for sidewalks in extremely poor condition along residential and commercial thoroughways, as defined by the City's [Better Streets Plan](#). The Program inspects and expedites corrective action on claim and accessibility-related sidewalk complaints, as well as high-priority pedestrian right-of-way conditions referred by the public and verified by inspection staff. ASAP also inspects and initiates corrective action on sidewalks around City-maintained trees and fronting several City agencies. To learn more, please visit: <https://sfpublicworks.org/inspection-and-enforcement>.
- **Curb Ramp Program:** The objective of the Curb Ramp Program is to provide accessible path of travel for all public sidewalks throughout San Francisco through the installation of curb ramps. Public Works provides the engineering to design the curb ramps. Curb ramp requests and projects come from Public Works' paving projects, DPT, MUNI, Mayor's Office on Disability, SFUSD (School District) and the Recreation and Park Department. For more information on the American with Disabilities Act (ADA) and or to report a grievance, please visit the Mayor's Office on Disability website. If you are a resident and use a wheelchair, walker, or scooter, you can request a curb ramp in your neighborhood by calling 311. To learn more, please visit: <https://sfpublicworks.org/curbrampprogram>.
- **Sidewalk Inspection and Repair Program (SIRP):** Launched in 2007, this proactive program inspects and repairs sidewalks throughout the City on a 25-year cycle. The SIRP program informs all responsible parties (both public and private property owners) of sidewalk damage. The Department then coordinates repairs in an expedited time frame to increase efficiency and improve pedestrian safety. Sidewalks identified with the greatest number of these community elements are inspected and repaired first. To learn more, please visit: <https://sfpublicworks.org/sirp>.
- **Great Streets Program:** In 2005, the Great Streets Program was established to improve neighborhood streets across the city by demonstrating best practices in design and the value of landscaping, lighting and pedestrian safety. These projects are funded through a multi-year federal transportation bill called the Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA) and other federal and state grants: A streetscape improvement project is coordinated through multiple city agencies and the community in consultation with The Better Streets Plan, [The Bicycle Plan](#), [The Transit Effectiveness Project \(TEP\)](#), and many other existing plans and programs. To learn more, please visit: <https://sfpublicworks.org/services/great-streets-program>.
- **Pit Stop Pilot Program:** SF Public Works launched the Pit Stop program in 2014. This program provides clean and safe public toilets, sinks, used needle receptacles and dog waste stations in San Francisco's most impacted neighborhoods. The program utilizes both portable toilets, which are trucked to and from the sites daily after overnight servicing at a remote location, and the semi-permanent JCDecaux self-cleaning toilets. Learn more about the program, hours of operation, and locations by visiting <https://sfpublicworks.org/pitstop>.

- **Street Parks:** This program is a partnership between Public Works, the San Francisco Parks Alliance and the residents of San Francisco to develop community managed spaces on City-owned land. The Street Parks program transforms vacant lots into gardens, trash and illegal dumping spots into greenery, and hillsides into parks. Since the program's inception in 2004, more than 100 Street Parks have been established and more are in progress. Learn more about this program and what you can do to contribute by visiting <https://sfpublicworks.org/streetparks>.

Appendix D. SF Public Works Maintenance Responsibilities

Not all evaluated elements are the responsibility of the Department of Public Works to maintain. Generally, SF Public Works' maintenance responsibilities are streets "curb-to-curb," while sidewalk maintenance is the responsibility of private property owners.

Private property owners are responsible for removing graffiti from their buildings and keeping sidewalks and curbs in front of their property clean and maintained. In some areas, property owners and merchants form community benefits districts to fund sidewalk maintenance and cleaning operations.

San Francisco Public Works and other City agencies maintain public streets and City property on or along the sidewalk. This includes curb ramps, trees, and bus shelters. Agencies partner with local groups to provide specialized services or resources. This includes teams with Public Works, SFMTA, the Public Utilities Commission, and Mayor's Office of Economic and Community Development.

Local, state, and federal agencies, as well as private utilities, are responsible for other features like power lines, highways, regional transit shelters, and schools.

	SF Public Works Responsible	Private Property Responsible	Other Public Agencies Responsible
Streets	Litter and maintenance issues are SF Public Works' responsibility "curb to curb." SF Public Works performs street sweeping operations to keep street surfaces clean and repairs potholes and other damage to road surfaces.	--	--
Sidewalks	Responsible for curb ramps and odors emanating from SF Public Works-maintained assets.	City sidewalks are private property and the responsibility of fronting property owners. Illegal sidewalk dumping is the responsibility of property owners. SF Public Works notifies property owners if repairs are needed; if property owners fail to make repairs, SF Public Works repairs sidewalks and bills owners.	Light poles, traffic signs, signal boxes, retaining walls, and other public property on the sidewalk are maintained by other public agencies (e.g., BART, MTA, or PUC).

Graffiti	Responsible for graffiti removal on trash receptacles and street surfaces.	Graffiti on sidewalk surfaces and other private property (e.g., newspaper stands) is the responsibility of the property owner. If SF Public Works finds this graffiti, they will send a notice to the property owner, who must clean the graffiti or face blight penalties.	If SF Public Works finds graffiti on non-SF Public Works property, they remove the graffiti and bill the appropriate City agency.
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Trash Receptacles	SF Public Works owns the City's trash receptacles. Some are cleaned and maintained directly by SF Public Works, while others are maintained by an independent contractor, Recology.	Private trash bins are not evaluated.	--
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Appendix E. Survey Results

I. Street Litter Results by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Street Litter None-Minor (%)	Street Litter Moderate (%)	Street Litter Severe (%)
Bayview Hunters Point	140	43%	39%	19%
Bernal Heights	42	33%	43%	24%
Castro/Upper Market	27	56%	37%	7%
Chinatown	149	52%	34%	14%
Excelsior	53	45%	32%	23%
Financial District/South Beach	159	46%	44%	10%
Glen Park	9	44%	56%	0%
Golden Gate Park	15	40%	47%	13%
Haight Ashbury	36	36%	53%	11%
Hayes Valley	123	37%	30%	33%
Inner Richmond	72	38%	47%	15%
Inner Sunset	54	50%	35%	15%
Lincoln Park	3	0%	67%	33%
Lone Mountain/USF	24	25%	50%	25%
Marina	89	36%	34%	30%
Mission	223	18%	35%	47%
Mission Bay	75	41%	39%	20%
Neighborhood Group #1	96	26%	49%	25%
Neighborhood Group #2	54	46%	33%	20%
Nob Hill	54	19%	37%	44%
Noe Valley	24	58%	29%	13%
Outer Richmond	153	49%	34%	17%
Portola	24	46%	25%	29%
Potrero Hill	69	54%	33%	13%
South of Market	207	21%	31%	48%
Sunset/Parkside	111	39%	44%	17%
Tenderloin	204	17%	34%	50%
Visitacion Valley	9	67%	33%	0%
Total	2298	36%	37%	27%

II. Sidewalk Litter Results by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Sidewalk Litter None-Minor (%)	Sidewalk Litter Moderate (%)	Sidewalk Litter Severe (%)
Bayview Hunters Point	140	31%	28%	41%
Bernal Heights	42	29%	26%	45%
Castro/Upper Market	27	33%	52%	15%
Chinatown	149	50%	40%	10%
Excelsior	53	25%	30%	45%
Financial District/South Beach	159	43%	43%	14%
Glen Park	9	44%	56%	0%
Golden Gate Park	15	53%	20%	27%
Haight Ashbury	36	28%	67%	6%
Hayes Valley	123	31%	29%	40%
Inner Richmond	72	53%	33%	14%
Inner Sunset	54	33%	52%	15%
Lincoln Park	3	0%	33%	67%
Lone Mountain/USF	24	17%	46%	38%
Marina	89	35%	35%	30%
Mission	223	14%	28%	58%
Mission Bay	75	40%	32%	28%
Neighborhood Group #1	96	40%	32%	28%
Neighborhood Group #2	54	44%	46%	9%
Nob Hill	54	20%	43%	37%
Noe Valley	24	79%	21%	0%
Outer Richmond	153	47%	37%	16%
Portola	24	25%	42%	33%
Potrero Hill	69	57%	28%	16%
South of Market	207	20%	29%	50%
Sunset/Parkside	111	32%	48%	20%
Tenderloin	204	15%	32%	53%
Visitacion Valley	9	56%	33%	11%
Total	2298	33%	35%	32%

III. Overflowing Trash by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Trash Overflowing Issues Present (%)
Bayview Hunters Point	140	3%
Bernal Heights	42	12%
Castro/Upper Market	27	7%
Chinatown	149	8%
Excelsior	53	11%
Financial District/South Beach	159	3%
Glen Park	9	0%
Golden Gate Park	15	7%
Haight Ashbury	36	17%
Hayes Valley	123	12%
Inner Richmond	72	1%
Inner Sunset	54	4%
Lincoln Park	3	0%
Lone Mountain/USF	24	4%
Marina	89	8%
Mission	223	8%
Mission Bay	75	4%
Neighborhood Group #1	96	4%
Neighborhood Group #2	54	17%
Nob Hill	54	4%
Noe Valley	24	4%
Outer Richmond	153	7%
Portola	24	13%
Potrero Hill	69	3%
South of Market	207	2%
Sunset/Parkside	111	14%
Tenderloin	204	6%
Visitation Valley	9	22%
Total	2298	7%

IV. Sidewalk Clearance Issues by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Sidewalk Clearance Issues Present (%)
Bayview Hunters Point	140	23%
Bernal Heights	42	7%
Castro/Upper Market	27	11%
Chinatown	149	10%
Excelsior	53	8%
Financial District/South Beach	159	4%
Glen Park	9	0%
Golden Gate Park	15	0%
Haight Ashbury	36	3%
Hayes Valley	123	16%
Inner Richmond	72	6%
Inner Sunset	54	7%
Lincoln Park	3	0%
Lone Mountain/USF	24	13%
Marina	89	2%
Mission	223	14%
Mission Bay	75	4%
Neighborhood Group #1	96	4%
Neighborhood Group #2	54	9%
Nob Hill	54	4%
Noe Valley	24	4%
Outer Richmond	153	8%
Portola	24	8%
Potrero Hill	69	12%
South of Market	207	27%
Sunset/Parkside	111	8%
Tenderloin	204	17%
Visitation Valley	9	22%
Total	2298	12%

V. Sidewalk Pavement Conditions by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Sidewalk Defect None-Minor (%)	Sidewalk Defect Moderate (%)	Sidewalk Defect Severe (%)
Bayview Hunters Point	140	46%	32%	21%
Bernal Heights	42	29%	45%	26%
Castro/Upper Market	27	48%	44%	7%
Chinatown	149	33%	42%	26%
Excelsior	53	38%	42%	21%
Financial District/South Beach	159	51%	31%	18%
Glen Park	9	33%	44%	22%
Golden Gate Park	15	40%	47%	13%
Haight Ashbury	36	56%	28%	17%
Hayes Valley	123	50%	40%	10%
Inner Richmond	72	53%	42%	6%
Inner Sunset	54	56%	35%	9%
Lincoln Park	3	67%	33%	0%
Lone Mountain/USF	24	4%	46%	50%
Marina	89	34%	39%	27%
Mission	223	25%	47%	28%
Mission Bay	75	48%	29%	23%
Neighborhood Group #1	96	54%	28%	18%
Neighborhood Group #2	54	26%	46%	28%
Nob Hill	54	35%	30%	35%
Noe Valley	24	29%	42%	29%
Outer Richmond	153	49%	37%	14%
Portola	24	21%	71%	8%
Potrero Hill	69	58%	23%	19%
South of Market	207	17%	56%	28%
Sunset/Parkside	111	57%	30%	14%
Tenderloin	204	47%	37%	16%
Visitation Valley	9	78%	22%	0%
Total	2298	41%	39%	20%

VI. Hazards: Broken Glass by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Broken Glass Present (%)
Bayview Hunters Point	140	69%
Bernal Heights	42	60%
Castro/Upper Market	27	33%
Chinatown	149	32%
Excelsior	53	62%
Financial District/South Beach	159	36%
Glen Park	9	22%
Golden Gate Park	15	47%
Haight Ashbury	36	44%
Hayes Valley	123	58%
Inner Richmond	72	46%
Inner Sunset	54	48%
Lincoln Park	3	100%
Lone Mountain/USF	24	83%
Marina	89	66%
Mission	223	72%
Mission Bay	75	48%
Neighborhood Group #1	96	65%
Neighborhood Group #2	54	37%
Nob Hill	54	87%
Noe Valley	24	13%
Outer Richmond	153	70%
Portola	24	58%
Potrero Hill	69	64%
South of Market	207	71%
Sunset/Parkside	111	41%
Tenderloin	204	66%
Visitacion Valley	9	44%
Total	2298	58%

VII. Hazards: Feces by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Feces Present (%)
Bayview Hunters Point	140	40%
Bernal Heights	42	21%
Castro/Upper Market	27	37%
Chinatown	149	21%
Excelsior	53	55%
Financial District/South Beach	159	31%
Glen Park	9	11%
Golden Gate Park	15	7%
Haight Ashbury	36	61%
Hayes Valley	123	41%
Inner Richmond	72	26%
Inner Sunset	54	28%
Lincoln Park	3	0%
Lone Mountain/USF	24	50%
Marina	89	64%
Mission	223	61%
Mission Bay	75	36%
Neighborhood Group #1	96	67%
Neighborhood Group #2	54	22%
Nob Hill	54	89%
Noe Valley	24	17%
Outer Richmond	153	47%
Portola	24	25%
Potrero Hill	69	45%
South of Market	207	65%
Sunset/Parkside	111	23%
Tenderloin	204	74%
Visitation Valley	9	44%
Total	2298	47%

VIII. Graffiti by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Graffiti None-Minor (%)	Graffiti Moderate (%)	Graffiti Severe (%)
Bayview Hunters Point	140	75%	23%	2%
Bernal Heights	42	0%	31%	69%
Castro/Upper Market	27	44%	26%	30%
Chinatown	149	13%	57%	30%
Excelsior	53	6%	42%	53%
Financial District/South Beach	159	52%	42%	6%
Glen Park	9	56%	44%	0%
Golden Gate Park	15	60%	40%	0%
Haight Ashbury	36	3%	25%	72%
Hayes Valley	123	37%	41%	22%
Inner Richmond	72	29%	64%	10%
Inner Sunset	54	30%	54%	17%
Lincoln Park	3	33%	67%	0%
Lone Mountain/USF	24	0%	58%	42%
Marina	89	46%	49%	7%
Mission	223	7%	23%	70%
Mission Bay	75	32%	57%	13%
Neighborhood Group #1	96	31%	63%	9%
Neighborhood Group #2	54	48%	52%	2%
Nob Hill	54	6%	76%	19%
Noe Valley	24	71%	25%	4%
Outer Richmond	153	48%	50%	5%
Portola	24	8%	58%	38%
Potrero Hill	69	29%	49%	22%
South of Market	207	12%	59%	29%
Sunset/Parkside	111	38%	59%	6%
Tenderloin	204	10%	36%	53%
Visitation Valley	9	100%	0%	0%
Total	2298	29%	46%	26%

IX. Illegal Dumping by Neighborhood, Key Commercial Areas Survey

▲ Neighborhood	Evaluations Done	Illegal Dumping Present (%)
Bayview Hunters Point	140	39%
Bernal Heights	42	86%
Castro/Upper Market	27	74%
Chinatown	149	48%
Excelsior	53	60%
Financial District/South Beach	159	30%
Glen Park	9	22%
Golden Gate Park	15	27%
Haight Ashbury	36	64%
Hayes Valley	123	36%
Inner Richmond	72	49%
Inner Sunset	54	50%
Lincoln Park	3	33%
Lone Mountain/USF	24	63%
Marina	89	47%
Mission	223	65%
Mission Bay	75	28%
Neighborhood Group #1	96	48%
Neighborhood Group #2	54	52%
Nob Hill	54	52%
Noe Valley	24	54%
Outer Richmond	153	54%
Portola	24	83%
Potrero Hill	69	22%
South of Market	207	43%
Sunset/Parkside	111	57%
Tenderloin	204	56%
Visitation Valley	9	56%
Total	2298	49%

X. Syringes by Neighborhood, Key Commercial Areas Survey

Neighborhood	Evaluations Done	Syringes Present (%)
Bayview Hunters Point	140	1%
Bernal Heights	42	0%
Castro/Upper Market	27	0%
Chinatown	149	0%
Excelsior	53	0%
Financial District/South Beach	159	1%
Glen Park	9	0%
Golden Gate Park	15	0%
Haight Ashbury	36	0%
Hayes Valley	123	3%
Inner Richmond	72	0%
Inner Sunset	54	0%
Lincoln Park	3	0%
Lone Mountain/USF	24	0%
Marina	89	2%
Mission	223	4%
Mission Bay	75	0%
Neighborhood Group #1	96	2%
Neighborhood Group #2	54	2%
Nob Hill	54	4%
Noe Valley	24	0%
Outer Richmond	153	1%
Portola	24	0%
Potrero Hill	69	0%
South of Market	207	11%
Sunset/Parkside	111	0%
Tenderloin	204	7%
Visitation Valley	9	0%
Total	2298	3%