



**CITY AND COUNTY OF SAN FRANCISCO**  
**OFFICE OF THE CONTROLLER**

**Ben Rosenfield**  
**Controller**  
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**Deputy Controller**

May 26, 2011

Edward Reiskin, Director  
Department of Public Works  
Room 348 City Hall  
San Francisco, CA 94102

Dear Mr. Reiskin,

With this letter I am transmitting the Street and Sidewalk Perception Study Report. The purpose of the study was to measure public perceptions of San Francisco street and sidewalk cleanliness, satisfaction with street conditions, and how well public perceptions match the City's actual street and sidewalk maintenance standards and programs.

On-street interviews were conducted with 841 random people at 56 locations distributed evenly across a mix of commercial and residential locations throughout the City's eleven supervisorial districts. The survey contractor also documented the street features and did short maintenance standards inspections at the time of the interviews.

Key findings include:

- Survey respondents had generally positive perceptions of the cleanliness of streets and sidewalks included in the study;
- Interestingly, respondents were satisfied with sidewalk cleanliness in many locations that failed the City's actual maintenance standards;
- The most common complaints are about cigarette butts, trash, smells, grime, and a generally dirty appearance, as opposed to graffiti or leaf litter;
- Good repair condition of the sidewalks - cracks, discoloration, and evenness - were highly correlated with the perception of cleanliness and with satisfaction on the overall appearance of the block; and
- A high percentage of survey respondents believe that the City owns the sidewalks and should take primary responsibility for their cleanliness.

Overall, the public's general satisfaction with street and sidewalk cleanliness presents an opportunity for the Department of Public Works and the City to reallocate resources to balance cleanliness and infrastructure needs of the streets and sidewalks.

Using the survey information, the City should consider:

- Changing street and sidewalk litter and graffiti maintenance standards. For example, users are strongly negative about cigarette butts, glass, and feces and not strongly negative about graffiti. The City's programs in these areas could be aligned to better match perceptions of cleanliness;
- Investing in infrastructure improvements such as sidewalk repair and conditions programs since these are highly linked to overall satisfaction;
- Creating standards and programs to address odor. The City's standards do not specifically address odor except odor from sewers through the Public Utilities Commission's program. However almost all survey respondents thought that odor was highly important and it strongly affects perceptions of street cleanliness;
- Increasing maintenance along corridors with heavier foot traffic—these types of locations were associated with lower cleanliness and user satisfaction ratings; and
- Conducting public outreach to increase awareness of who owns the City sidewalks and who is responsible for sidewalk cleanliness and maintenance.

The survey interviews were conducted and the report developed by Fairbank, Maslin, Maullin, Metz & Associates (FM3), working under contract with the Controller's Office. Staff from the Department of Public Works, City Planning and the Controller's Office worked together with the consultant to design the study.

If you have any questions or comments on the report please contact Controller's Office staff Christina Lee ([christina.m.lee@sfgov.org](mailto:christina.m.lee@sfgov.org), 415-554-5224) or Andrew Murray ([andrew.murray@sfgov.org](mailto:andrew.murray@sfgov.org), 415-554-6126). The Controller's Office would like to thank the City staff members that contributed to this study.

Sincerely,



Ben Rosenfield  
Controller

cc: Mayor  
Board of Supervisors



# *San Francisco Street and Sidewalk Perception Study Report*

May 2011

330-143

*Fairbank, Maslin, Maullin, Metz & Associates - FM3*  
*Public Opinion Research & Strategy*

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## EXECUTIVE SUMMARY

Fairbank, Maslin, Maullin, Metz & Associates (FM3) was commissioned by the San Francisco Office of the Controller to conduct public opinion research to assess user perceptions of San Francisco streets and sidewalks. More specifically, the perception study was designed to assess user perceptions of street and sidewalk cleanliness, satisfaction with the condition of various aspects of the streetscape, and the extent to which the City's voter approved Prop C Charter amendment maintenance standards align with user expectations and perceptions.

### Methodology

In order to meet the objectives of the study, the methodology included three separate survey instruments, including the following:

1. Intercept Survey of Sidewalk Pedestrians—from August 26-September 28, 2010, FM3 conducted interviews with 841 sidewalk users at 56 separate locations distributed evenly across a mix of commercial and residential locations in each of the City's 11 supervisorial districts. The survey explored user opinion of the general cleanliness of the sidewalk and adjacent street on which the interview took place, satisfaction with the overall appearance of the block and attitudes toward a number of other issues and conditions related to street and sidewalk cleanliness. The surveys were administered by live interviewers and took the average respondent approximately 8 minutes to complete. Respondents were given the opportunity to take the survey in English, Spanish or Chinese, and were offered a \$10 gift card as a token of appreciation for their time and participation.
2. Assessment of Street and Sidewalk Infrastructure Features and Situational Conditions—In addition to conducting interviews with respondents, interviewers also documented the conditions and infrastructure features present at each interview site. This assessment cataloged the presence of various streetscape elements and conditions, including, but not limited to: utility infrastructure and amenities such as benches, bicycle racks and overhead power lines, the level of pedestrian and vehicle traffic during the interview timeframe, and the width of the sidewalk.
3. Department of Public Works (DPW) Street and Sidewalk Maintenance Standards Evaluation—The Proposition C Charter amendment approved by San Francisco voters in 2003 requires standards for the maintenance of streets and sidewalks in five different areas: sidewalk cleanliness, street cleanliness, graffiti, and the condition of trash receptacles and trees and landscaping. As a part of the perception study, a maintenance standards inspection in accordance with the Prop C standards was conducted at each interview location prior to the commencement of interviewing. Interviews and the corresponding inspection were conducted during timeframes that correspond to the mid-point in the DPW mechanical street-sweeping schedule in order to replicate the methodology of the City's street and sidewalk standards inspection program. The City's

Street and Sidewalk Maintenance Standards and Inspection Manual are available at the following web address: <http://www.sfcontroller.org/index.aspx?page=403>

The pedestrians included in the perception study were invited to participate at random, and can be said to generally reflect the attitudes and opinions of the broader population of adult San Francisco pedestrians who walk along the streets and sidewalks included in the study.

### Characteristics of San Francisco Sidewalk Pedestrians

In general, the pedestrians that participated in the study reflect the demographic profile of City residents in terms of age, gender and ethnicity—though 18 percent of respondents are non-residents. Among the non-residents, most are out-of-town visitors (44%), while the balance either work in the City or were visiting the City on the day of the interview, but live in another part of the Bay Area.

Nearly three-quarters (74%) of the pedestrians included in the study walk along the sidewalk where the interview took place at least once a week. A variety of reasons brought participants to the locations included in the study—most were either on their way to shop or dine (39%) or stated that the purpose of their trip was for business or some other errand (30%). A minority of pedestrians were on their way home or to visit family or friends.

### Key Study Findings

Overall, the results of the Perception Study indicate that all of the factors included in the City's maintenance standards are used by pedestrians themselves in evaluating street and sidewalk cleanliness. The results also suggest, however, that the City's maintenance standards exceed pedestrian expectations. As a part of the study, pedestrians were asked to rate several aspects of street and sidewalk cleanliness on a seven-point scale, where a rating of "1" was used to indicate that the respondent was "very dissatisfied" with conditions and a rating of "7" was used to indicate that the respondent was "very satisfied." Notably, although the study included locations where conditions both exceeded and fell below maintenance standards in each of the areas the City evaluates, with the exception of trees and landscaping, in no area did pedestrian satisfaction fall below a mean score of 4.0, the threshold for user dissatisfaction. This generally suggests that the City should consider recalibrating its maintenance standards to more closely align with user expectations.

The following are some of the specific key findings that emerge from the study:

- **Pedestrians have generally positive perceptions of the cleanliness of streets and sidewalks included in the study.** Slightly more than two-thirds of respondents (67%) rate the cleanliness of the sidewalk in their respective location with a score of "5" or higher on a seven-point scale, where a score of "7" means the sidewalk is "very clean" and a score of

“1” means the sidewalk is “very dirty. This results in a perception mean score of 5.0. In contrast, only 44 percent of pedestrians express satisfaction (with a score of 5 or higher) with the cleanliness of sidewalks citywide. Pedestrians also express satisfaction with the cleanliness of streets included in the study. Sixty-nine percent of respondents rate the cleanliness of the street at their respective location a “5” or higher, for an overall mean score of 5.1 across all locations.

- **Pedestrians who rate the cleanliness of the sidewalks with a score of “5” or higher make note of the absence of trash and litter, despite the presence of leaves.** When asked to share the reasons behind high ratings of sidewalk cleanliness, one in five respondents noted the presence of leaves, but mentioned that there was no litter or trash and that they found it to be generally clean. In addition, 10 percent of respondents described the sidewalk as very clean, beautiful or nice, while 4 percent indicated that their rating was motivated by the fact that the location was cleaner relative to other areas.
- **Pedestrians who rate the cleanliness of sidewalks with a score of “3” or lower cite cigarette butts, trash, smells, grime and a generally dirty appearance as the sources of concern.** Forty-one percent of pedestrians offering a negative rating of sidewalk cleanliness cited the presence of cigarette butts, trash, litter and gum. Fifteen percent of pedestrians described the sidewalk as very dirty, smelly or grimy, 11 percent noted the presence of feces, glass, dog excrement or urine.
- **A range of factors are associated with lower cleanliness ratings, including age, length of residence, supervisorial district, foot traffic and location type.** The study results show that pedestrians over the age of 50 are less likely to rate sidewalks clean, as indicated by a score of “5” or higher than residents under age 50. While 71 percent of pedestrians under 50 offer this rating, only 61 percent of older residents offer this rating. The same pattern is evident among residents who have lived in the City for 20 years or more, relative to those who have lived in the City less than 10 years. Cleanliness ratings are also relatively lower in Districts 3, 5 and 9 than they are in other parts of the City. Commercial areas tend to be rated by pedestrians as less clean than residential areas, and not surprisingly, areas with heavier foot traffic are also perceived by pedestrians as less clean.
- **A number of factors are correlated with higher levels of satisfaction with the cleanliness of sidewalks.** In general, high levels of user satisfaction with the cleanliness of sidewalks is associated with higher levels of satisfaction across all other elements of street and sidewalk conditions tested in the study. However, the most significant predictors of user satisfaction with the cleanliness of sidewalks include user satisfaction across the following areas: the overall appearance of the block, the condition of sidewalks in terms of cracks, discoloration and evenness, the presence or absence of sidewalk litter, the condition of trash receptacles and the presence or absence of grime, leaks or spills.



- **Despite a significant correlation between satisfaction with the presence or absence of sidewalk litter and user perceptions of cleanliness, pedestrians do not appear highly dissatisfied with the cleanliness of locations that are rated as “very dirty” by the City’s litter count maintenance standards.** Although the average pedestrian mean score for sidewalk cleanliness is above the threshold of satisfaction at 5.0, the mean maintenance score for sidewalk litter is far short of a passing score of 2.0 and comes in at 2.75 (which is closer to an assessment of 3.0 or “very dirty” by the City’s standard). This suggests a mismatch between user perceptions and City maintenance standards.
- **An overwhelming majority (98%) of pedestrians identify unpleasant odors as an extremely or very important factor in evaluating the cleanliness of streets and sidewalks in the City.** Although unpleasant odors are not currently a part of the City’s cleanliness standards, 61 percent of pedestrians identify this factor as “extremely important” in evaluating the cleanliness of the streets and sidewalks in the City, and 37 percent view it as a “very important” factor. In fact, the results of the study show that pedestrians interviewed at locations where odors were present appear more likely to rate the cleanliness of the sidewalk with a score of “3 or lower” by a full 25 percentage points.
- **Pedestrians do not express high levels of dissatisfaction in areas where conditions fail to meet City maintenance standards, although they do express the opinion that each of the elements included in the standards are highly important.** In every case where street or sidewalk conditions fail to meet City maintenance standards, a majority of pedestrians are either neutral or largely satisfied with conditions, suggesting there is an opportunity for the City to align current standards more closely with user perceptions of acceptable and unacceptable conditions. In many cases, however it may be that pedestrians simply did not notice the presence of conditions or elements captured in the standards inspections. Since pedestrians rate each of the elements included in the City’s maintenance standards as “extremely” or “very important” it may be the case that had they been made aware of problematic conditions such as the presence of feces, broken, glass or condoms, they would have provided a different satisfaction rating in that area.
- **A high proportion of pedestrians believe the City owns the sidewalks and should take primary responsibility for ensuring they are clean.** A high percentage of pedestrians (67%) mistakenly believe that the City owns the sidewalk, and a similarly high proportion also believes that the City is primarily responsible for maintaining it. This misconception is broadly shared by a majority of pedestrians across nearly every major demographic and geographic category, with the exception of pedestrians in Districts 4 and 7. Nonetheless, longer term residents, older pedestrians, and residential area pedestrians are more likely to identify business owners and private residents as responsible for sidewalk cleanliness.

## Summary of Recommendations

The following recommendations stem from the Perception Study's key findings:

- ✓ **Consider recalibrating street and sidewalk litter standards to align more closely with user perceptions of conditions that are “acceptably clean,” “unacceptably clean,” and “very dirty.”** While the average user perception score for sidewalk cleanliness in the study is 5.0, indicating general satisfaction with sidewalk conditions, the average standards evaluation litter count score is 2.8, which falls substantially short of the City's standard of “acceptably clean.”
- ✓ **Consider lowering the standard for the percentage of the sidewalk that must be free from grime, leaks or spills.** Fifty-six percent of the sidewalks included in the Perception Study met the City's standard of being 90 percent free of grime, leaks or spills. While satisfaction is 17 percentage points higher in these locations than it is along blocks where the standard was not met, pedestrians do not express high levels of dissatisfaction with sidewalk conditions at sites that do not meet City standards. The overall satisfaction rating for locations that fail the City's standard for grime, leaks and spills is 4.8. Although this is not a particularly high rating, it is considerably above the threshold negative rating of 3.9 and indicates that pedestrians are largely neutral or satisfied with conditions at these sites. For this reason, the City may wish to consider adjusting this standard to more closely match pedestrian evaluations.
- ✓ **Consider modifying the standards related to the presence of graffiti to align better with pedestrian perceptions.** The City currently requires that sidewalks and properties be 100 percent free of graffiti. Pedestrians, however, do not express high levels of dissatisfaction with the presence of graffiti in locations that fail to meet this standard. Considering that the average incidence of graffiti ranges from 6 to 3 incidents across each of the four types of infrastructure evaluated by the City, the City may wish to modify the existing standard.
- ✓ **Consider increased maintenance along corridors with heavier foot traffic as these types of locations are associated with lower cleanliness and satisfaction ratings.** Across nearly every measure, locations with higher foot-traffic registered lower satisfaction ratings and higher incidences of litter, grime, graffiti and other factors that contributed to lower levels of pedestrian satisfaction. Given the lower ratings in these locations, the City may wish to consider more frequent maintenance in these areas.
- ✓ **Maintain the current standards for the maintenance of trees and landscaping.** Standards for the condition of trees and landscaping appear most closely aligned with pedestrian perceptions. Out of all the elements explored in the study, this is the only area where pedestrians were largely dissatisfied with conditions that fell below City standards, namely in locations that have historically fallen below City maintenance standards for tree appearance and clearance.

- ✓ **Consider adding sidewalk pavement conditions to the City’s maintenance standards.**  
The condition of sidewalk pavement conditions, namely the condition of the sidewalk in terms of cracks, discoloration and evenness is significantly correlated with higher levels of user satisfaction with both the overall appearance of the block and the cleanliness of the sidewalk.
  
- ✓ **Consider adding the presence of unpleasant odors to the City’s maintenance standards.**  
There is virtually unanimous agreement among pedestrians that the presence of unpleasant odors should be a consideration in evaluating the cleanliness of City streets and sidewalks. In the study, the presence of unpleasant odors is indeed associated with lower levels of satisfaction with the cleanliness of sidewalks.
  
- ✓ **Conduct public outreach to increase awareness of who owns City sidewalks and who is responsible for sidewalk cleanliness and maintenance.** More than two-thirds of pedestrians believe the City owns the sidewalk and is primarily responsible for making sure City sidewalks are clean.

The remainder of this report discusses these and other research findings in more detail.

## DETAILED FINDINGS

### I. Pedestrians' General Perceptions of Street and Sidewalk Conditions

Respondents were asked to rate their satisfaction with a range of features along the block on which they were interviewed using a scale from one to seven, where a rating of one means that they are “very dissatisfied,” a rating of seven means that they are “very satisfied,” and a rating of four means they are “neither satisfied nor dissatisfied.” Areas of inquiry included the following:

- The overall appearance of the block
- The overall condition of the storefronts and residences along the block
- The ease of walking on the sidewalk in terms of its width, crowdedness, or the presence of objects that block the walkway
- The condition of the sidewalk in terms of cracks, discoloration and evenness
- The presence of litter on the sidewalk
- The cleanliness of the sidewalk, in terms of the presence or absence of grime, leaks or spills
- The cleanliness of sidewalks citywide
- The overall condition of the trash receptacles on the block in terms of cleanliness, fullness, paint, cracks or damage that might affect its use
- The overall condition of trees and landscaping on the block, in terms of health and appearance and the cleanliness of tree wells
- The number of trees on the block
- The cleanliness of the adjacent street
- The presence of vehicles and the level of traffic congestion on the adjacent street
- The presence of graffiti
- The presence of illegal dumping

This section details user perceptions of the overall appearance of the block, the condition of storefronts and residences, attitudes toward the presence of graffiti, and the condition of trash receptacles and trees and landscaping. It also assesses the extent to which the City’s street and sidewalk maintenance standards align with user perceptions across each of these areas. In order to objectively measure the impact of public services to maintain street and sidewalk cleanliness, the City evaluates the condition of streets and sidewalks in five distinct areas, including the following:

- Street cleanliness, in terms of the presence of litter;
- Sidewalk cleanliness, in terms of the presence of litter, grime, leaks or spills, graffiti, illegal dumping and the presence of feces, needles, glass or condoms;
- Graffiti present on public and private property;

- Trash receptacle cleanliness, in terms of fullness, the area surrounding the receptacle, its paint, structural integrity, and door closure; and
- Trees and landscaping, in terms of the cleanliness of tree wells and planters, tree appearance, weediness, and clearance.

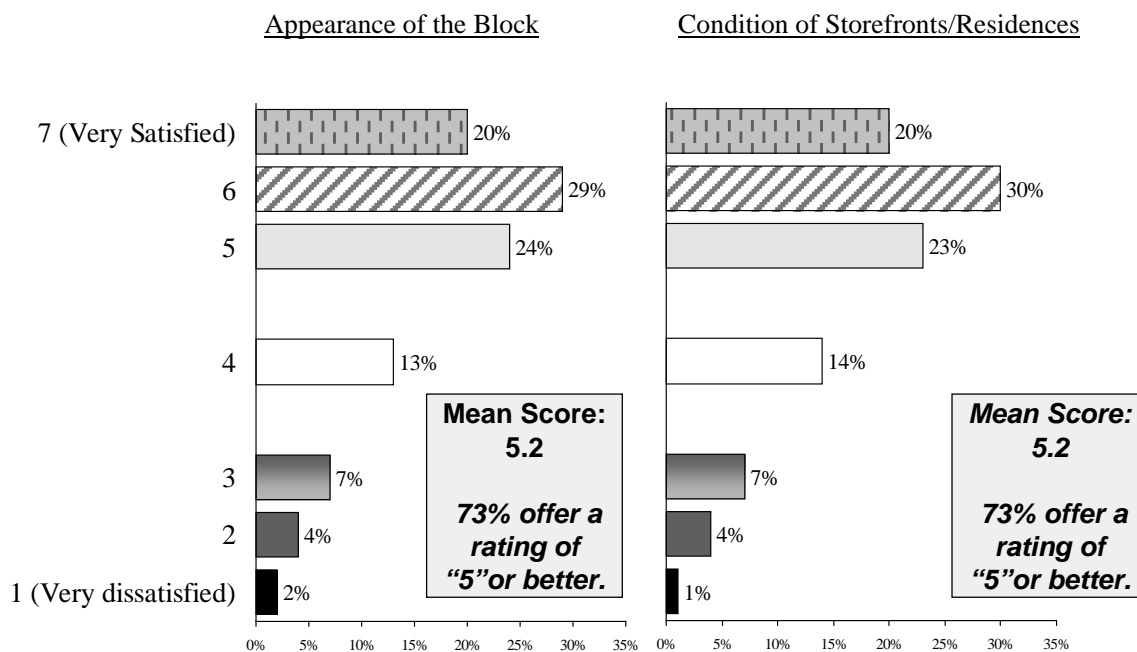
While pedestrian perceptions are largely positive irrespective of whether or not the location met various inspection standard benchmarks, there are some notable differences, namely in the area of sidewalk grime, sidewalk graffiti, graffiti on private property and the condition of trash receptacles, which will be reviewed in the later segments of this section of the report. Where appropriate, the specific standards associated with each of these five areas of evaluation appear within the body of the analysis.

While this section of the report focuses specifically on the overall appearance of the block, the condition of storefronts and residences, attitudes toward the presence of graffiti, and the condition of trash receptacles and trees and landscaping, later sections will explore more fully perceptions directly related to streets and sidewalks.

A. Perceptions of Overall Block Appearance and the Condition of Storefronts and Residences

The results show that sidewalk pedestrians hold largely positive perceptions of the overall appearance of the blocks included in the study, as well as the condition of the corresponding storefronts and residences. The mean score for both the overall appearance of blocks included in the study and the condition of storefronts/residences is 5.2, indicating a generally positive perception. In fact, 73 percent of pedestrians express a level of satisfaction on the upper part of the scale (a score of “5” or higher), while less than 15 percent give a score of “3” or lower for either of these two areas of inquiry (see **Figure 1**).

**FIGURE 1: Perceptions of Overall Block Appearance and the Condition of Storefronts/Residences**

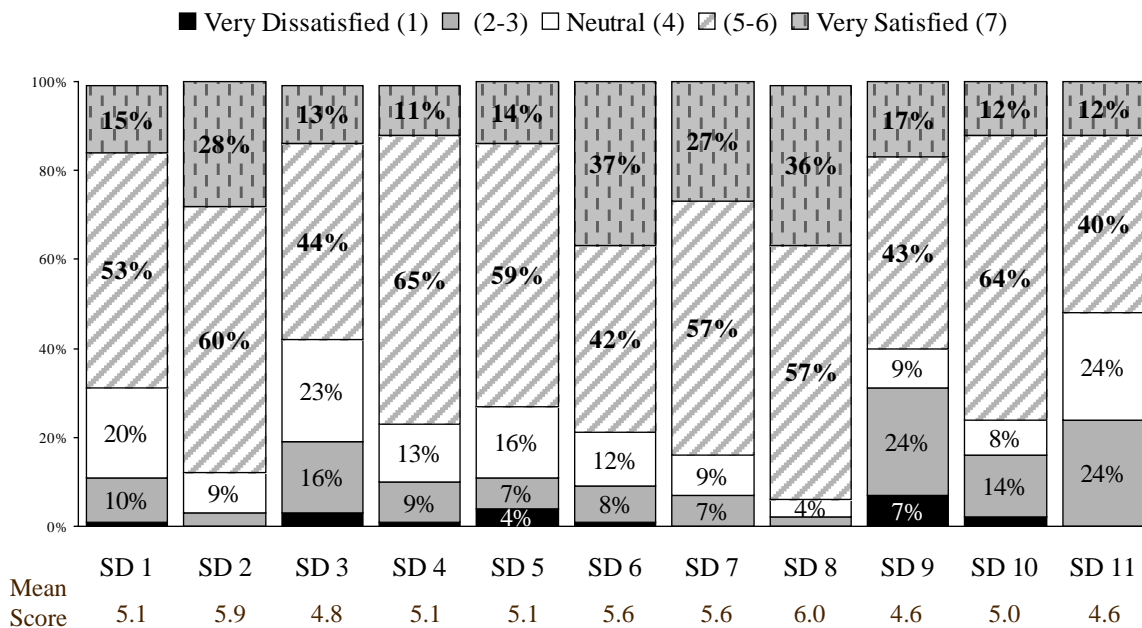


While overall perceptions are generally positive for both commercial and residential areas, pedestrians register somewhat higher levels of dissatisfaction with conditions in commercial locations than they do for residential neighborhoods. Eighty percent of pedestrians rate their satisfaction with the overall condition of residential blocks, as well as the condition of residences on the block, with a score of “5” or higher. Ratings for commercial areas are ten points lower, with only 70 percent offering the same rating. Dissatisfaction across these two parameters is roughly 7 points higher in commercial locations compared to residential areas. Sixteen percent of pedestrians rate the overall condition of the block with a score of “3” or lower, compared to only 9 percent for residential areas. Ratings for the condition of storefronts and residences are comparable, with 15 percent of pedestrians expressing dissatisfaction in commercial areas, while only 8 percent offer the same rating in residential areas.

*1. Differences across Supervisorial Districts*

Some differences are also notable across supervisorial districts. In general, pedestrians in every district hold positive perceptions of the appearance of city blocks. As shown in **Figure 2**, perceptions are most positive in Districts 2, 6, 7, and 8. In each of these Districts more than one quarter of pedestrians indicated that they are “very satisfied” with the overall appearance of the block. Perceptions were particularly positive in Districts 6 and 8 where nearly 40 percent of pedestrians expressed this opinion. District 8 garnered the most positive perceptions in this area with a mean score of 6.0. In contrast, Districts 3, 9, and 11 registered the lowest mean scores. In these districts nearly 20 percent or more express dissatisfaction with the appearance of the block. District 9 scored lowest in this regard with 31 percent of pedestrians rating their level of satisfaction as “3” or lower. Levels of dissatisfaction with the overall appearance of blocks is also higher than average among pedestrians who have lived in the City 20 years or longer, those who state the purpose of their trip as shopping or dining, those age 50 or older, and in areas where homeless are present, foot traffic is heavy or unpleasant odors are detectable.

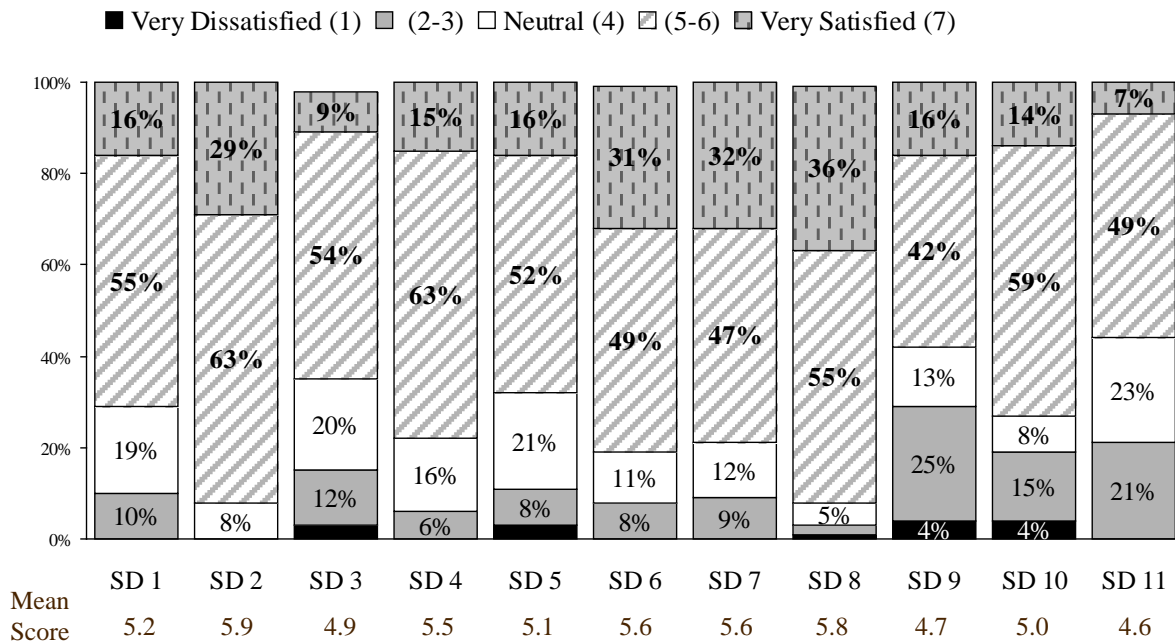
**FIGURE 2: Perceptions of Overall Block Appearance**  
*By Supervisorial District*



Opinions of the overall condition of storefronts and residences are comparable to assessments of the overall appearance of the blocks included in the study. Consistent with ratings of block appearance, ratings for the condition of storefronts and residences are highest in Districts 2, 6, 7 and 8, with nearly 30 percent or more of pedestrians saying they are “very satisfied” with conditions (see **Figure 3**). Dissatisfaction is highest in Districts 9, 10 and 11, with roughly 1 in 5 pedestrians in these areas offering a rating of “3” or lower for the condition of storefronts and residences. Dissatisfaction is also higher than average among the following demographic subgroups:

- ❖ Residents who have lived in the City for 20 years or longer;
- ❖ Pedestrians 60 years of age or older, especially women;
- ❖ Locations where homeless are present;
- ❖ Locations where foot traffic is heavy; and
- ❖ Locations where odors are detectable.

**FIGURE 3: Perceptions of the Condition of Storefronts and Residences**  
*By Supervisorial District*



2. Matching User Perceptions of Block Appearance against City Maintenance Standards

a. Street and Sidewalk Litter Standards

**Maintenance Standards 1.1 Street Litter and 2.1 Sidewalk Litter**

*Streets and sidewalks shall be free of litter and rated on the following scale:*

- 1.0 *Acceptably Clean: less than 5 pieces of litter per 100 curb feet examined*
- 2.0 *Not Acceptably Clean: 5-15 pieces of litter per 100 curb feet examined*
- 3.0 *Very Dirty: over 15 pieces of litter per 100 curb feet examined*

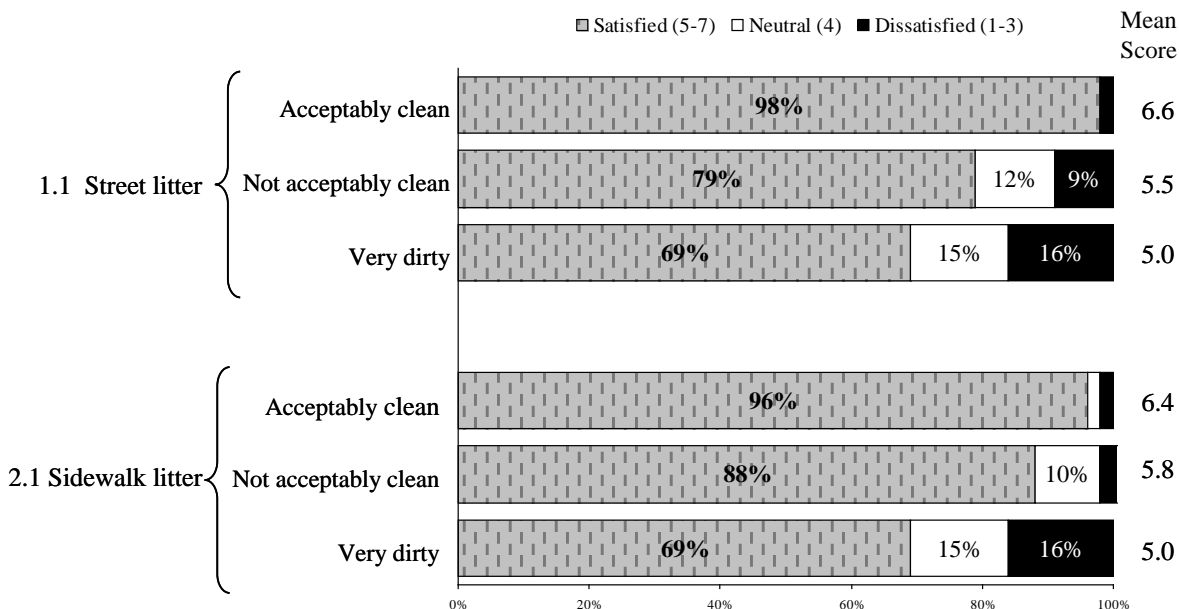
*The area of inspection for street litter counts is the area from the curb to the middle of the street on the selected block.*

*The area of inspection for sidewalk litter counts is from the building frontage to the curb on the selected blocks.*

*A final average rating less than 2.0 across all locations must be attained to meet the City’s standard.*

Although streets and sidewalks classified as “very dirty” according to the City’s litter count maintenance standards are characterized by higher levels of dissatisfaction than streets or sidewalks with less litter, on average, the differences fall within a few points. Pedestrian levels of satisfaction are indeed notably higher for streets that are “acceptably clean” relative to locations that are “not acceptably clean” or “very dirty.” However, pedestrians offer a mean score rating at or above 5.0 for both “acceptably clean” and “very dirty” streets, indicating a reasonable level of overall satisfaction for locations both above and below City maintenance standards (see **Figure 4**).

**FIGURE 4: Perceptions of Overall Block Appearance  
By Litter Count Maintenance Standard Outcome**





b. Additional Sidewalk Maintenance Standards

**Sidewalk Maintenance Standards 2.2 through 2.5**

**2.2 Sidewalk Grime, leaks and spills**  
90% of the sidewalks immediately adjacent to the street in the observed area must be free of grime, leaks and spills.

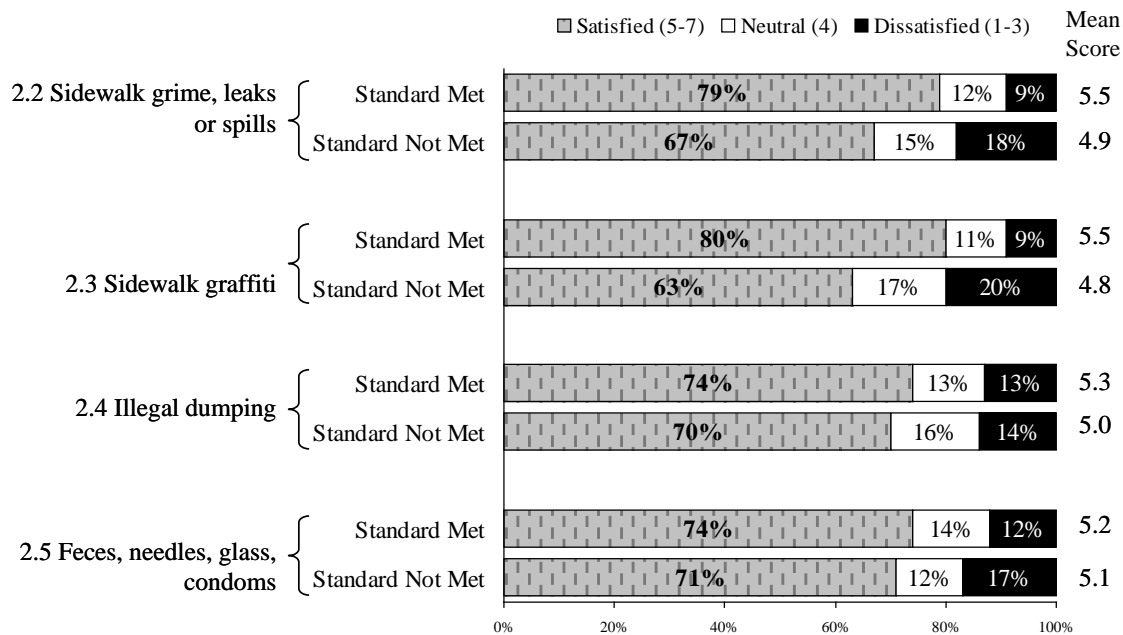
**2.3 Sidewalk Graffiti**  
100% of sidewalks must be free from graffiti, including paint, pen markings, stickers.

**2.4 Illegal Dumping**  
100% of sidewalks must be free of illegally dumped items, including furniture, appliances, car parts, etc. Items labeled for DPW Bulk Item Collection are excluded.

**2.5 Feces needles, glass and condoms**  
100% of sidewalks must be free from feces, needles, broken glass, and open/used condoms.

In locations that failed to meet the City’s standard for the absence of sidewalk grime, leaks or spills, dissatisfaction with the overall appearance of the block is a full nine points higher than for locations where the standard has been met. As shown in **Figure 5**, in locations where the maintenance standard has been met, the mean response is 5.5 compared to the somewhat lower score of 4.9 in locations that fail to meet the standard. Pedestrians also demonstrate higher levels of dissatisfaction with the appearance of blocks that fail to meet the City’s standards in terms of sidewalk graffiti. In contrast, differences exist but are much smaller for locations that passed or failed the City’s illegal dumping or feces, needles, glass and condoms standards—which will be discussed in subsequent segments of this section of the report.

**FIGURE 5:** Perceptions of Overall Block Appearance  
By Sidewalk Cleanliness Maintenance Standard Outcome



c. Graffiti Maintenance Standards

**Graffiti Maintenance Standards 3.1 through 3.3**

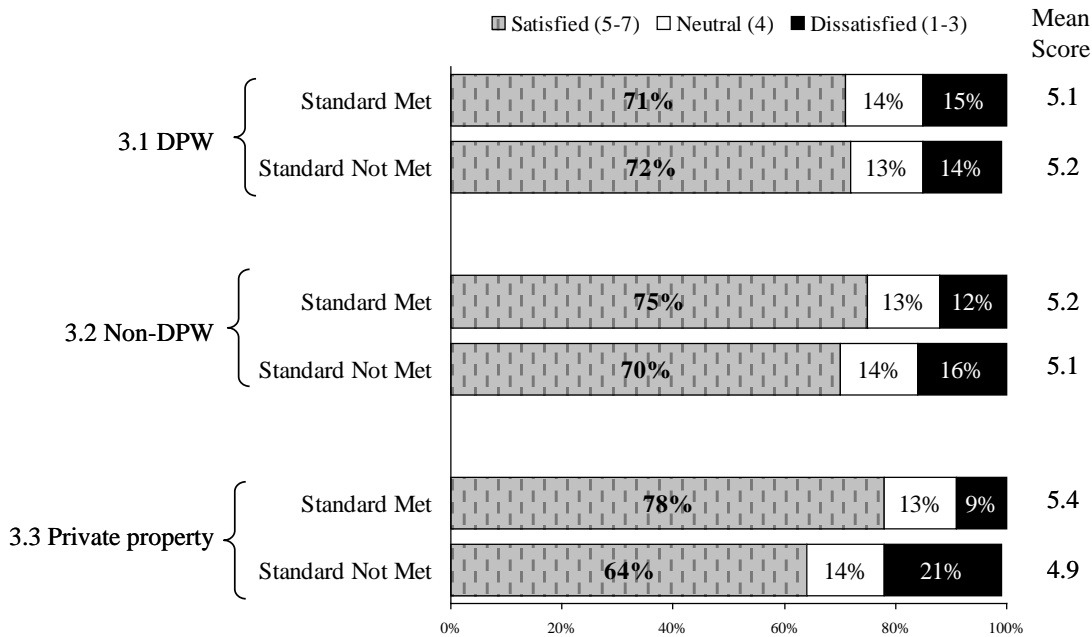
**3.1 Graffiti: DPW Public Property**  
*100% of DPW public structures and buildings visible from and immediately adjacent to the street must be free of graffiti.*

**3.2 Graffiti: Non-DPW Public Property**  
*100% of non-DPW public structures and buildings visible from and immediately adjacent to the street must be free of graffiti.*

**3.3 Graffiti Private Property**  
*100% of private sidewalks, structures and buildings visible from and immediately adjacent to the street must be free of graffiti*

In terms of the City’s graffiti maintenance standards, the most notable difference is observed at locations where graffiti is present on private property. As shown in **Figure 6**, the level of dissatisfaction is fourteen points higher in locations where graffiti is present on private property, relative to locations where private property is graffiti-free. Differences are less substantial between locations where graffiti is noted on public property relative to locations where public property is graffiti free. It is important to note, however, that even in locations where graffiti is present, few pedestrians are dissatisfied with the overall appearance of the block.

**FIGURE 6:** Perceptions of Overall Block Appearance  
By Graffiti Maintenance Standard Outcome



d. Trash Receptacle Maintenance Standards

**Trash Receptacle Maintenance Standards 4.1 through 4.6**

*For each of the measured elements listed, 90% compliance is required to meet the standard for the specified element.*

**4.1 Trash Receptacle Fullness**

*Trash receptacles must not be overflowing.*

**4.2 Trash Receptacle Cleanliness**

*The surface of the trash receptacles must be clean.*

**4.3 Cleanliness around Trash Receptacles**

*No more than five pieces of litter may be present in the immediate area surrounding the trash receptacles and the area must be entirely free of illegal dumping, spills or leakage*

**4.4 Trash Receptacle Painting**

*Trash receptacles must have a uniform coat of paint and 90% of the surface must be free of peeling, where applicable.*

**4.5 Trash Receptacle Structure Integrity**

*Trash receptacles must be free of large cracks or damage that affects its use.*

**4.6 Trash Receptacle Doors**

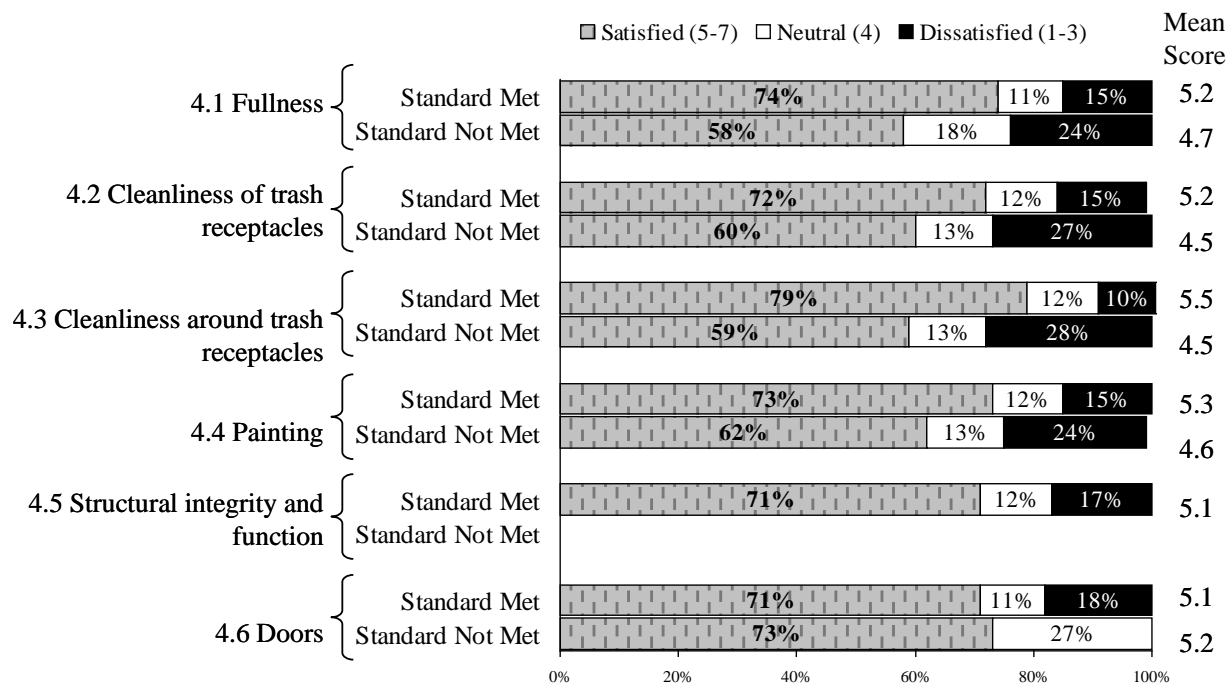
*Doors on trash receptacles must be closed and secured.*

Differences in pedestrian opinions are most consistent across trash receptacle maintenance standards.<sup>1</sup> Again, while overall levels of satisfaction remain high, in locations with trash cans, levels of dissatisfaction are higher than average for receptacles that fail to meet City standards. Please note that all trash receptacles included in the study met the structural integrity standard, so no comparison data is available for this standard. However, as shown in **Figure 7**, with the exception of maintenance standard 4.6 related to trash receptacle doors, nearly one quarter or more of pedestrians express dissatisfaction with the overall appearance of the block in locations where the trash receptacle fails to meet a particular standard.

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<sup>1</sup>An error was made in collecting data on the condition of trash receptacles. Comments were written to describe the condition of trash receptacles across each of the standards, but the proportion of receptacles meeting each of the standards at a given location was not recorded. In 97 percent of the locations the verbatim comments were descriptive enough to ascertain the proportion meeting each of the relevant standards. The data associated with the other 3% have been excluded from the analysis.

**FIGURE 7: Perceptions of Overall Block Appearance  
By Trash Receptacle Maintenance Standard Outcome**



### 3. Significant Drivers of Pedestrian Perceptions of Block Appearance

Across all of the elements tested related to street and sidewalk conditions, satisfaction with the overall appearance of the block is correlated with high levels of satisfaction with other aspects of street and sidewalk conditions, including:

- The overall condition of the storefronts and residences along the block
- The ease of walking on the sidewalk in terms of its width, crowdedness, or the presence of objects that block the walkway
- The condition of the sidewalk in terms of cracks, discoloration and evenness
- The presence of litter on the sidewalk
- The cleanliness of the sidewalk, in terms of the presence or absence of grime, leaks or spills
- The cleanliness of sidewalks citywide
- The overall condition of the trash receptacles on the block in terms of cleanliness, fullness, paint, cracks or damage that might affect its use
- The overall condition of trees and landscaping on the block, in terms of health and appearance and the cleanliness of tree wells
- The number of trees on the block
- The cleanliness of the adjacent street
- The presence of vehicles and the level of traffic congestion on the adjacent street

- The presence of graffiti
- The presence of illegal dumping

However, when all elements are examined together, only the following factors are significantly correlated, statistically, with higher levels of satisfaction with the overall appearance of the block:

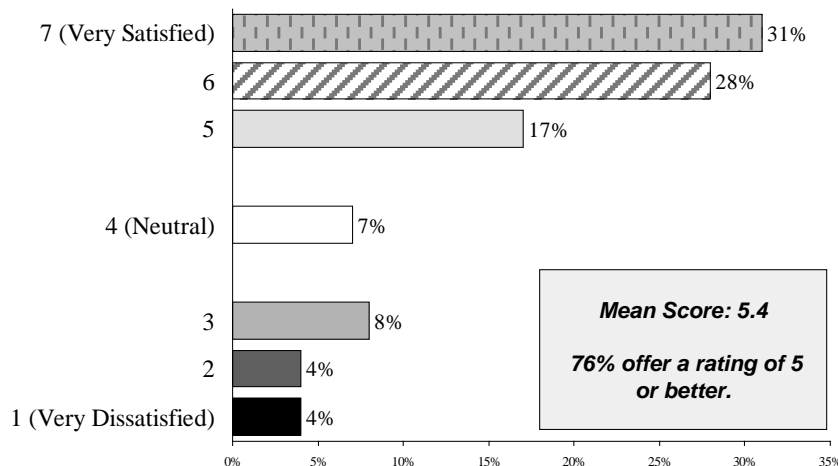
- the overall condition of storefronts and residences;
- the condition of the sidewalk in terms of cracks, discoloration and evenness;
- the presence of litter on the sidewalk;
- the cleanliness of the street, considering the area from the curb to the middle of the side of the street upon which the interview was conducted; and
- the presence of vehicles and level of traffic congestion.

Interestingly, the absence of homeless does not prove to be significantly correlated with higher levels of satisfaction with the overall appearance of the block. Neither is their presence a significant factor in dissatisfaction with the overall appearance of the block. While the presence or absence of people loitering does not appear to be correlated with attitudes toward the appearance of the block in general, it is significantly correlated with perceptions in commercial districts. The differences in perceptions between locations where loiterers are present and locations where they are absent is, however, less than 1 percent, and therefore less meaningful than the impact of other factors.

## B. Attitudes toward Graffiti

In terms of perceptions of the presence of graffiti, on average, pedestrians do not express concern. In fact, it is in this area that pedestrians express some of the highest levels of satisfaction—more than three-quarters of pedestrians offer a score of “5” or higher to express their satisfaction, including more than one quarter (31%) who indicate they are “very satisfied” with the appearance of the block in this area. It is important to note, however, that while the mean score of 5.4 for this area indicates generally positive perceptions, 16 percent do express some level of dissatisfaction (see **Figure 8**).

**FIGURE 8:** Attitudes toward Graffiti

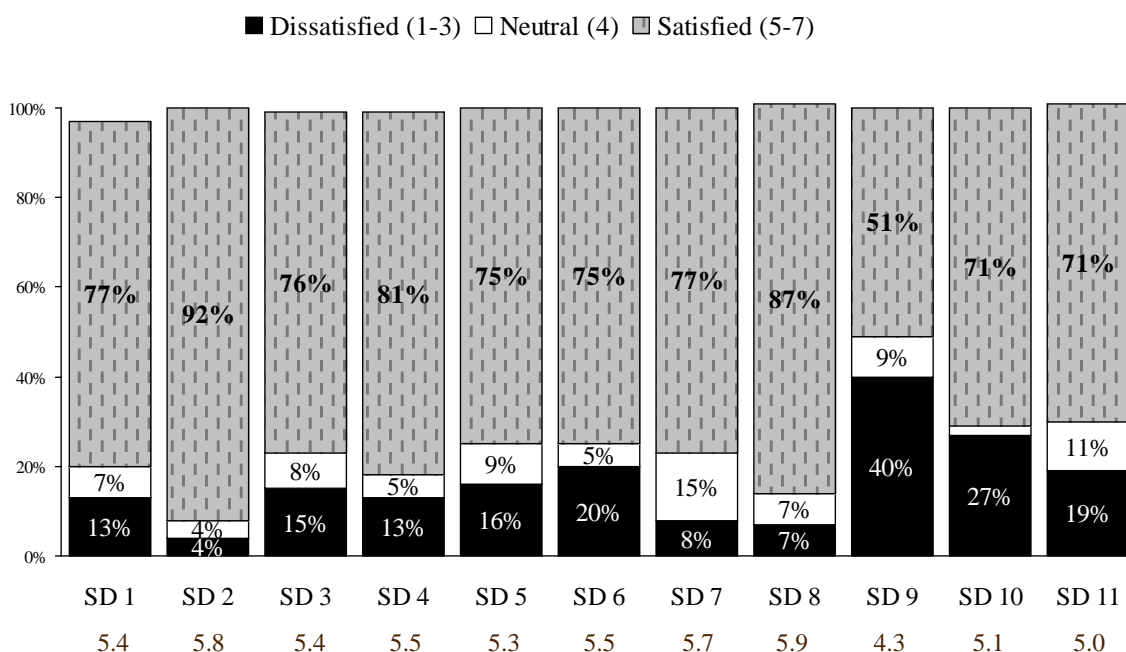


Commercial areas receive lower ratings than residential neighborhoods in this area. While overall satisfaction is still high irrespective of location type—the mean score for each location type is above 5.0—one in five pedestrians (21%) offers a score of “3” or lower to express their dissatisfaction with the presence of graffiti in commercial areas, compared with only one in ten (10%) who offer the same rating for residential neighborhoods. Higher than average levels of dissatisfaction are also evident in areas with heavy foot traffic or where odors are present.

1. *Differences across Supervisorial Districts*

Ratings of dissatisfaction are also particularly high in Districts 9 and 10. By comparison, pedestrians are largely satisfied with the level of graffiti or, rather its absence, in Districts 2 and 8, where less than 10 percent offer ratings of “3” or lower, as shown in **Figure 9**.

**FIGURE 9: Attitudes toward Graffiti  
By Supervisorial Districts**



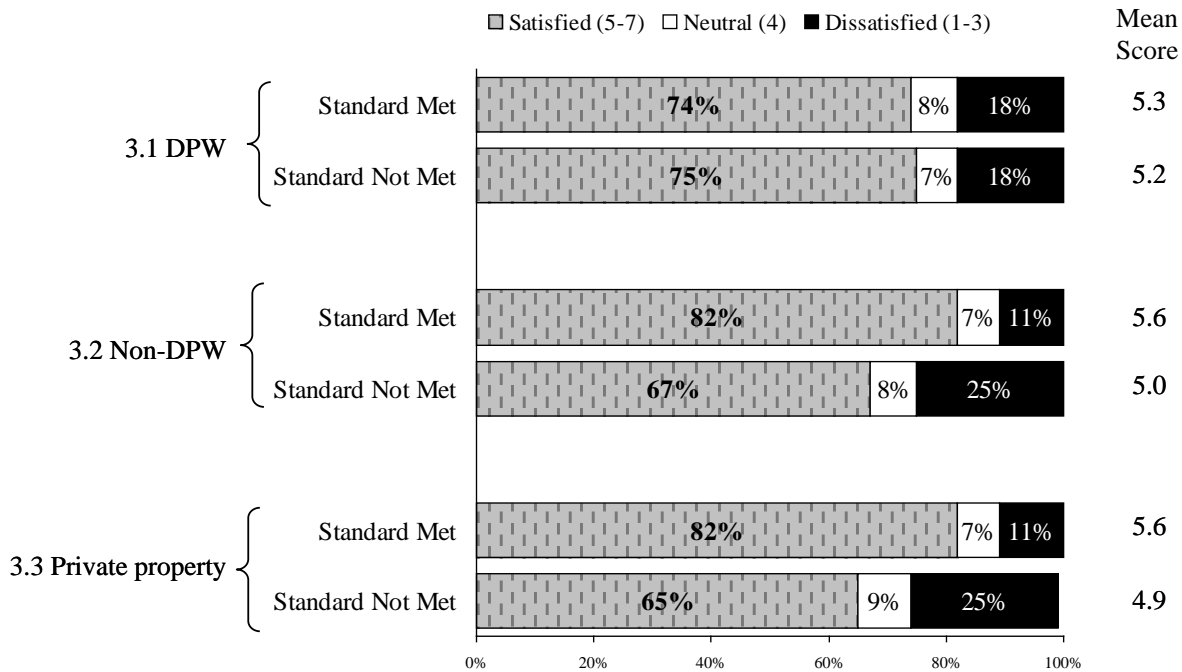
2. *Matching User Perceptions of Graffiti against City Maintenance Standards*

Although pedestrians do not appear highly concerned about the presence of graffiti, on average, they do register higher levels of dissatisfaction in locations that fail the City’s graffiti standard—particularly when graffiti is present on non-DPW public property and private property. In order to meet the City’s maintenance standards, 100 percent of streets and sidewalks, structures and buildings visible from and immediately adjacent to the street must be free of graffiti—DPW public property, non-DPW public property and private property are rated separately. Graffiti includes stickers, paint and open pen markings, but not etchings.

Based upon the standards evaluations performed by interviewers, only 29 percent of respondents were interviewed at a location where there was no graffiti present across all of the types of property rated. In these locations 85 percent of residents express satisfaction—nine points higher than the average—and only 8 percent of respondents express dissatisfaction.

While there is not a substantial difference in levels of satisfaction in locations where graffiti is present on DPW property relative to locations where DPW property is graffiti-free, differences are notable when it comes to non-DPW property and private property. In locations where non-DPW public property and private property are graffiti-free, more than eight in ten pedestrians express satisfaction. However, in locations where graffiti is present on non-DPW public property or private property, satisfaction is approximately fifteen points lower and one-quarter express dissatisfaction. It is worth noting, however, that the lion’s share of pedestrians (65% or more) are largely satisfied with the level of graffiti across all property types—even those that fail to meet the City’s standards (see **Figure 10**).

**FIGURE 10: Attitudes toward Graffiti**  
*By Graffiti Maintenance Standard Outcome*

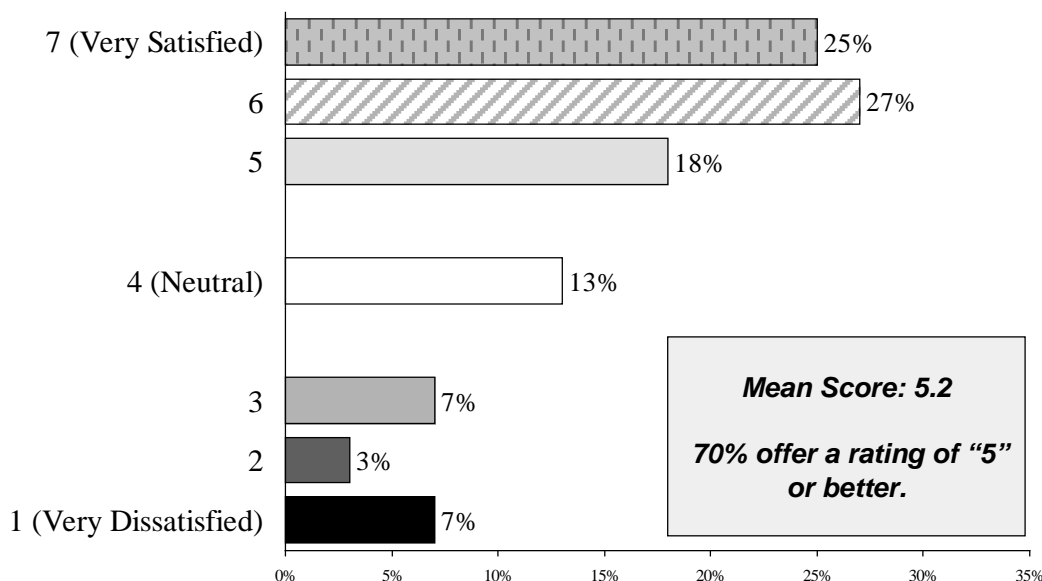


C. Perceptions of Trees and Landscaping

1. Satisfaction with Overall Conditions

Perceptions of the overall condition of trees and landscaping are largely positive. The mean score for satisfaction in this area is 5.2, with a substantial percentage (70%) giving a positive rating (see **Figure 11**). Dissatisfaction is higher in areas with heavy foot traffic.

**FIGURE 11:** Satisfaction with the Overall Condition of Trees and Landscaping

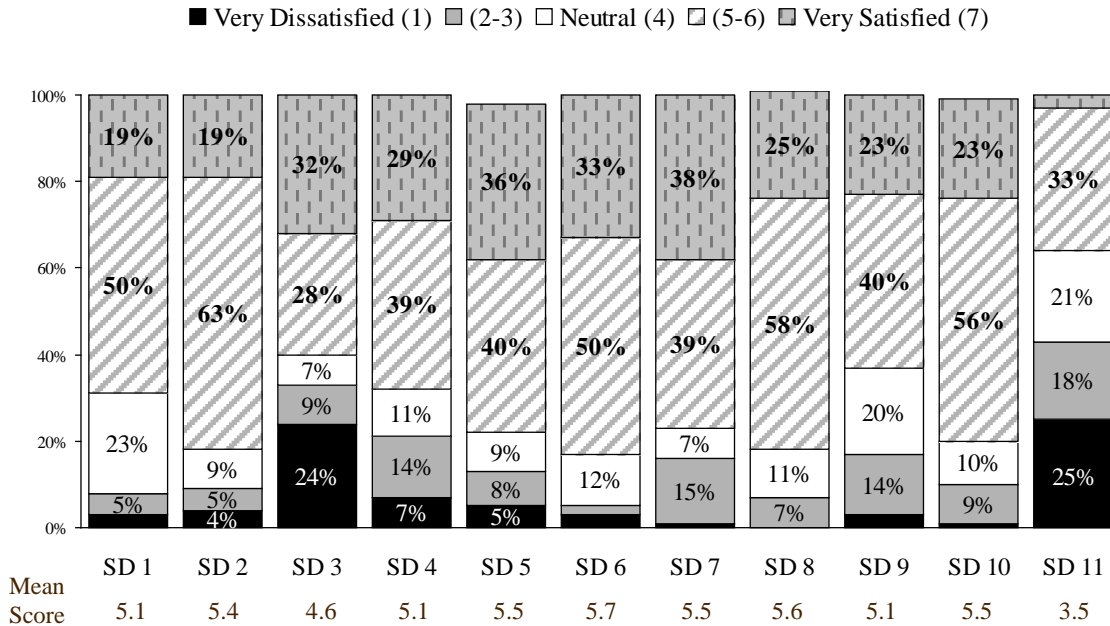


a. Differences across Supervisorial Districts

There are several notable differences in opinion across Supervisorial Districts. A substantial majority of pedestrians in each District (60% or more) express satisfaction with the overall condition of trees and landscaping in terms of the health and appearance of trees and the cleanliness of tree wells, except in District 11 where a plurality express dissatisfaction. Dissatisfaction is also high in District 3, although it does not outpace satisfaction (see **Figure 12**).



**FIGURE 12: Satisfaction with the Overall Condition of Trees and Landscaping  
By Supervisorial District**



b. Matching User Perceptions of Trees and Landscaping against City Maintenance Standards

**Trees and Landscaping Maintenance Standards**

*For each measured element, 90% compliance is required to meet the standard for that element.*

**5.1 Tree Cleanliness**

*90% of trees, tree wells, and planters must be free of litter and debris, including no more than 3 total pieces of litter or debris visible per tree well and planter observed.*

**5.2 Tree Appearance**

*All trees must be alive. 90% of trees must be free of damage or hanging limbs. Locations with dead trees fail the standard.*

**5.3 Weediness**

*90% or more of all tree wells and planters must be free of weeds and vines.*

**5.4 Clearance**

*Limbs and foliage are maintained with an 8-foot vertical clearance for pedestrians over the sidewalk and 14-foot vertical clearance over the street.*

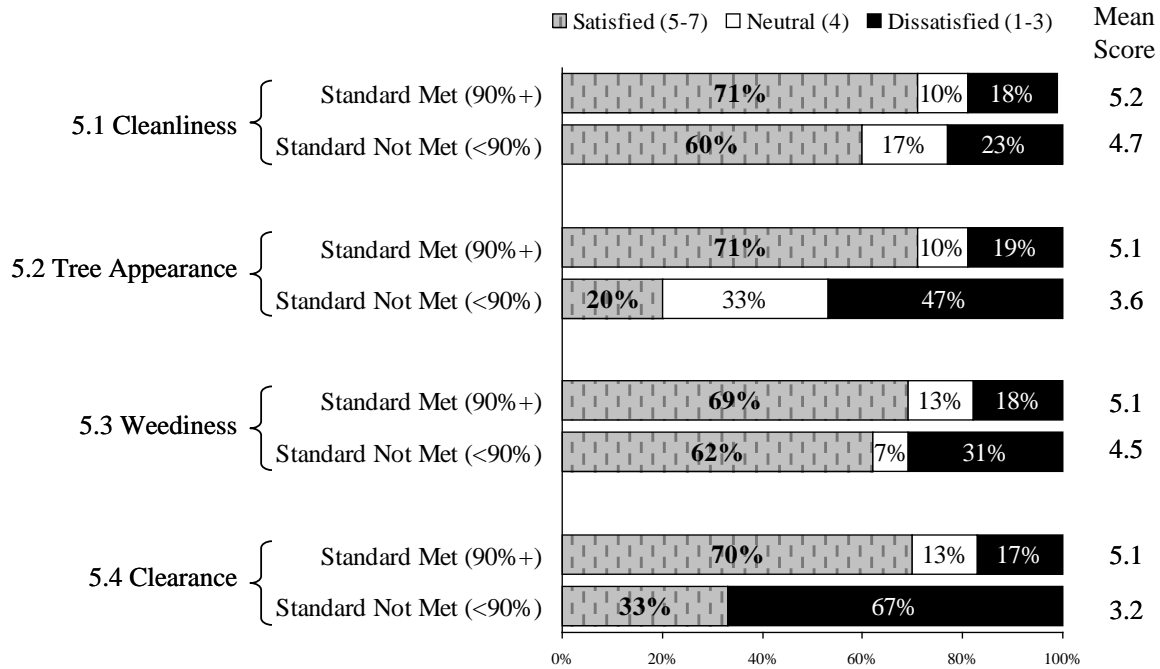
Due to an error in data collection, it can only be ascertained whether 100 percent of the trees at a particular location met the standard or if less than 100 percent of the trees met the standard.<sup>2</sup> For this reason, this portion of the analysis is supplemented with historical data for those locations where regularly scheduled inspections have taken place along a five-block corridor that includes the interview location. While this data does not correspond to the conditions experienced by pedestrians on the day of the interview, it does serve as a reference point for how user perceptions match up against historical conditions in the area. Forty-three percent of the interviews were conducted at locations where historical data is available.

Differences in pedestrian perceptions do emerge relative to historical conditions. Across each of the four areas of evaluation, dissatisfaction with the condition of trees and landscaping is notably higher in locations where less than 90 percent of the trees and landscaping in the general area have met the City's standards (see **Figure 13**). The most notable differences occur in locations where, historically, less than 90 percent of trees in the six-block area have met the tree appearance standard or the clearance standard. Whereas 71 percent of pedestrians express satisfaction with the overall condition of trees and landscaping in locations where 90 percent or more of trees and landscaping historically have no hanging limbs and are free from damage, in locations where this is the case for fewer than 90 percent of the trees and landscaping, only one in five say they are satisfied with conditions and a plurality (47%) express dissatisfaction. Likewise, in locations where 90 percent of the trees and landscaping meet the City's clearance maintenance standard, 70 percent of pedestrians express satisfaction with conditions. In locations where less than 90 percent of the trees and landscaping meet the City's clearance maintenance standard slightly more than two-thirds express dissatisfaction.

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<sup>2</sup> The data collected as a part of the study's maintenance standards inspection consists of verbatim comments describing the condition of trees and landscaping across each of the maintenance standards. This data is descriptive enough to ascertain the locations where 100% of the trees and landscaping on site met a particular standard. However in locations where less than 100 percent of the trees and landscaping met a particular standard, there is not enough information available to ascertain the exact proportion that fell below the standard.

**FIGURE 13: Satisfaction with the Overall Condition of Trees and Landscaping  
By Tree and Landscaping Maintenance Standard Outcome**

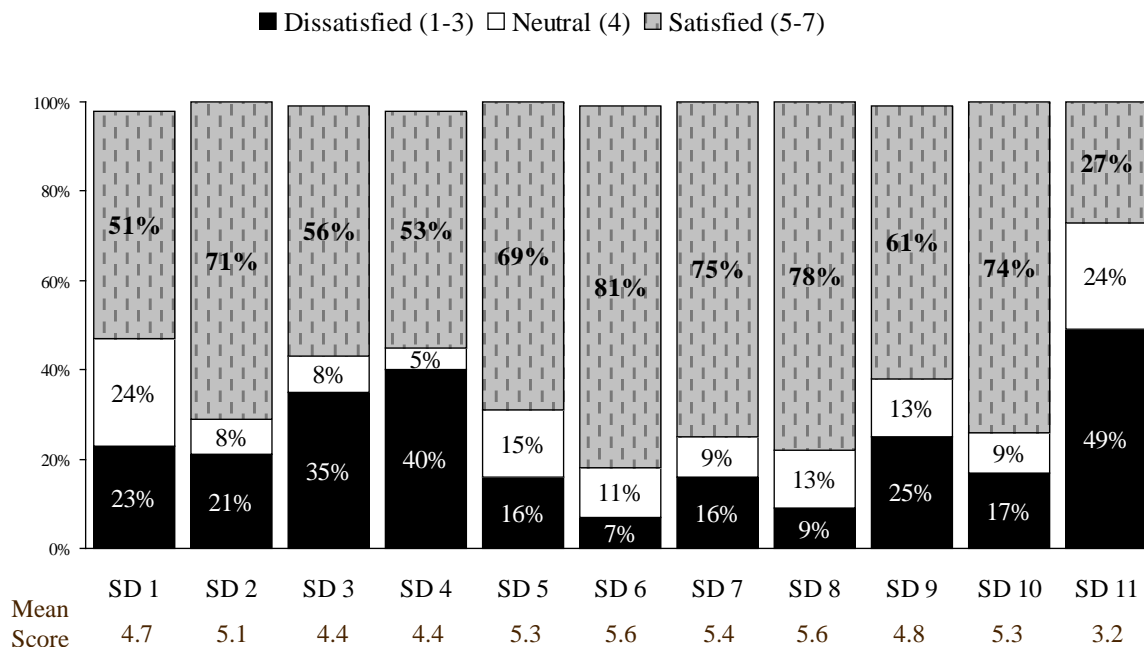


2. *Satisfaction with the Number of Trees*

a. General Perceptions and Difference across Supervisorial Districts

Overall, satisfaction with the number of trees is somewhat lower than levels of satisfaction with the condition of trees and landscaping. The mean score for this area is 4.9. While a solid majority of pedestrians (63%) express satisfaction, nearly one quarter (23%) express dissatisfaction by offering a score of “3” or lower. There appears to be much more variation in opinion across Supervisorial Districts in this area than is the case for the overall appearance of trees and landscaping. Pedestrians in Districts 2, 6, 7, 8 and 10 express the highest levels of satisfaction, while pedestrians in Districts 3, 4 and 11 express the highest levels of dissatisfaction, as shown in **Figure 14**. There were no significant differences in opinion across commercial as compared to residential locations

**FIGURE 14: Satisfaction with the Number of Trees at Interview Location  
By Supervisorial District**



**b. Comparison of Pedestrian Perceptions and City Survey Results**

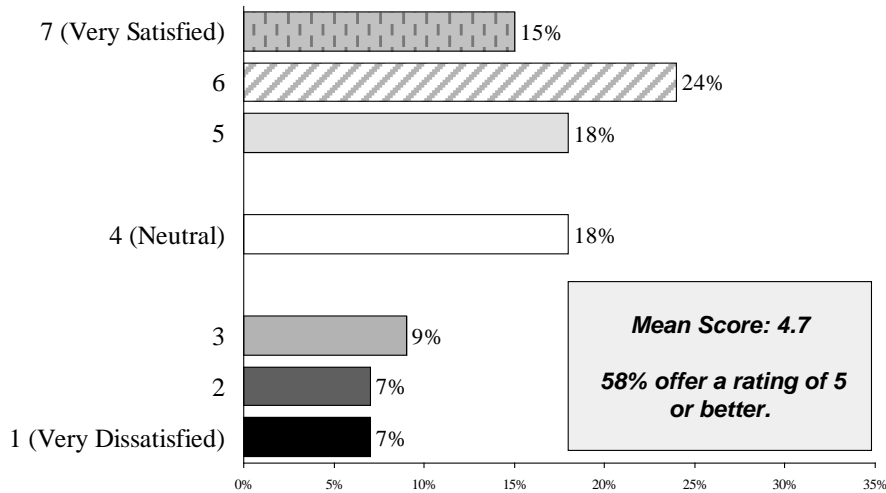
According to the results of the 2009 City Survey, residents, in comparison to pedestrians, appear somewhat less satisfied with the number of trees. As a part of the City survey, residents were asked their opinion of the number of trees in their neighborhood. Whereas 51 percent of residents citywide expressed dissatisfaction, saying there are either “not enough” (46%) or “too many” (5%) trees, 48 percent say the number of trees is “about right,” indicating satisfaction. As previously noted, among pedestrians, 63 percent indicate satisfaction with the number of trees along the block in the location in which they were interviewed, compared with less than one-quarter (23%) who express dissatisfaction.

**D. Perceptions of Trash Receptacles**

Pedestrians are less satisfied with the condition of trash receptacles in terms of cleanliness, fullness, paint, cracks or damage that may affect its use than they are with any other element tested in the study outside of the cleanliness of sidewalks citywide. The mean score for this area is 4.7. While opinions toward this element are not intensely negative, neither are they strongly positive. In fact, while a 57 percent-majority register a score of “5” or higher, indicating satisfaction, only 15 percent say they are “very satisfied”. Nearly one in five (18%) say they are

neither satisfied nor dissatisfied with the condition of trash receptacles (a score of “4”) and a relatively low percentage (13%) express dissatisfaction (see **Figure 15**).

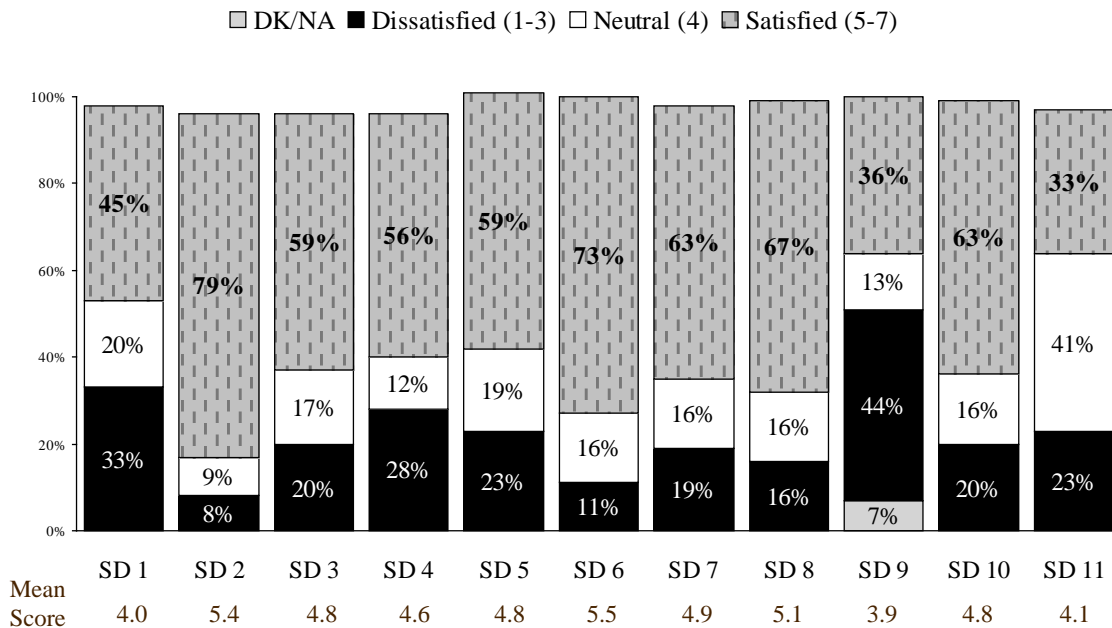
**FIGURE 15:** Perceptions of Trash Receptacles



1. Differences across Supervisorial Districts

Dissatisfaction with the condition of trash receptacles is particularly high in Districts 1, 9, and 11, where less than 50 percent of pedestrians offer a positive rating. While ratings are more positive across other Supervisorial Districts—particularly in Districts 2, 6, and 8, where more than two-thirds offer a positive rating—there remains a general lack of intensity of feeling in either direction and most mean scores across Supervisorial Districts fall below the threshold positive rating of 5.0 (see **Figure 16**)

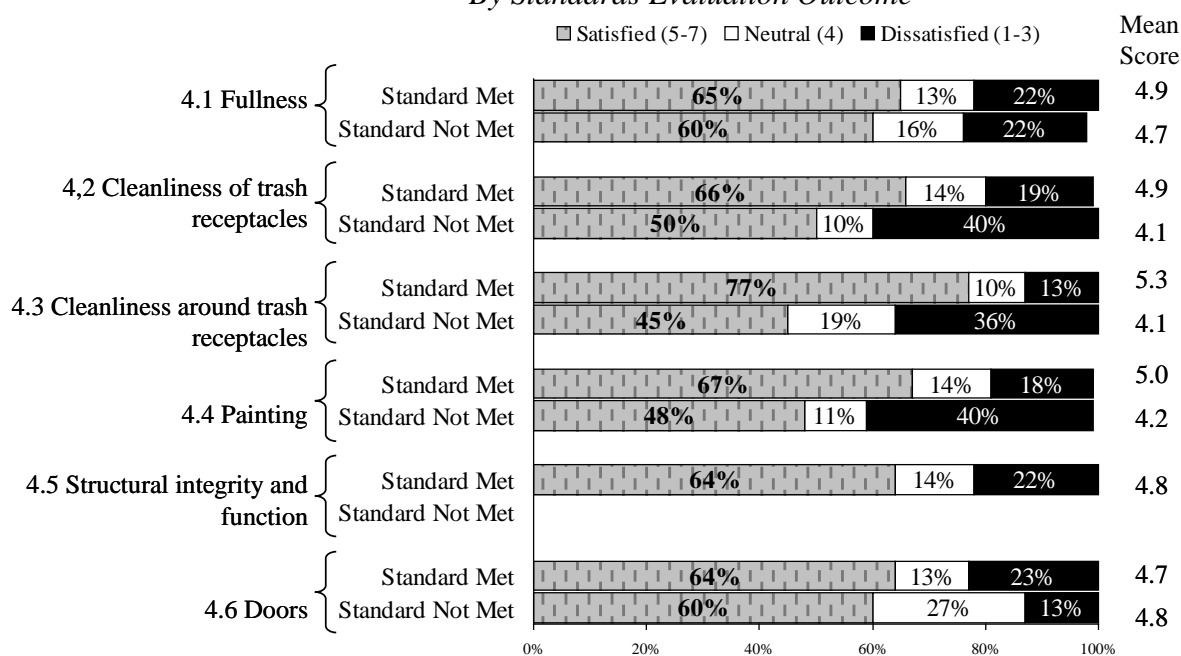
**FIGURE 16:** Perceptions of Trash Receptacles  
By Supervisorial District



2. Matching User Perceptions of Trash Receptacles against City Maintenance Standards

When compared against the City’s inspection standards, there are a number of notable correlations. Pedestrians are least satisfied with the overall condition of trash receptacles at locations where the receptacles did not meet maintenance standard 4.2 for cleanliness (40% dissatisfied), maintenance standard 4.3 for cleanliness around the receptacle (37% dissatisfied) and maintenance standard 4.4 for paint uniformity (40% dissatisfied). Across each of these standards there are notable differences in levels of satisfaction between those receptacles that met the standard and those that did not, as shown in **Figure 17**. In contrast, there did not appear to be any substantial differences in levels of satisfaction for locations that met maintenance standard 4.1 for fullness and those locations that did not. This was also the case across locations that did or did not meet maintenance standard 4.6 for door closure. None of the locations failed to meet maintenance standard 4.5 for structural integrity.

**FIGURE 17: Pedestrian Perceptions of Trash Receptacles**  
*By Standards Evaluation Outcome*



There are also notable differences in opinion across locations where five or more of the trash receptacle maintenance standards were met when matched against the locations where less than five of the standards were met. Seven in ten pedestrians (70%) express satisfaction with the overall condition of trash receptacles at locations where five or more of the maintenance standards are met, compared with only a bare majority (51%) who offer a score of “5” or higher in locations where less than five of the standards have been met.

## II. Perceptions of SF Sidewalks

As a part of the Street and Sidewalk Perception Study, pedestrians were asked to share their opinions of a number of conditions related to the maintenance of the sidewalk, including:

- The ease of walking on the sidewalk in terms of its width, crowdedness, or the presence of objects that block the walkway;
- The condition of the sidewalk in terms of cracks, discoloration and evenness;
- General perceptions of cleanliness;
- The presence of litter on the sidewalk;
- The cleanliness of the sidewalk in terms of the presence or absence of grime, leaks or spills; and
- The presence of illegal dumping.

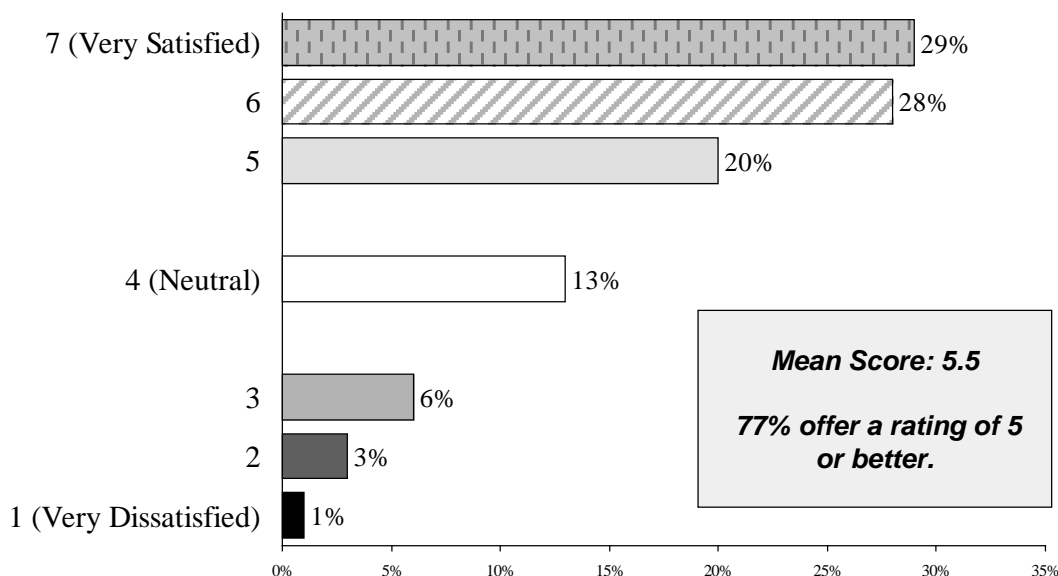
This section details the results of the perception study in these areas and where applicable, presents key findings in comparison to the City’s sidewalk maintenance standards.

### A. Attitudes toward the Ease of Walking and Pavement Conditions

#### 1. Ease of Walking on the Sidewalk

Across each of the sidewalk elements tested, some of the highest levels of satisfaction are offered for the ease of walking on the sidewalk in terms of its width, crowdedness or the presence of objects that block the walkway. The mean score rating in this area across all respondents is 5.5, the highest rating across any of the elements tested in the study. As shown in **Figure 18**, more than three-quarters of respondents (77%) indicate that they are satisfied with this aspect of sidewalk conditions, compared with only 10 percent who express dissatisfaction.

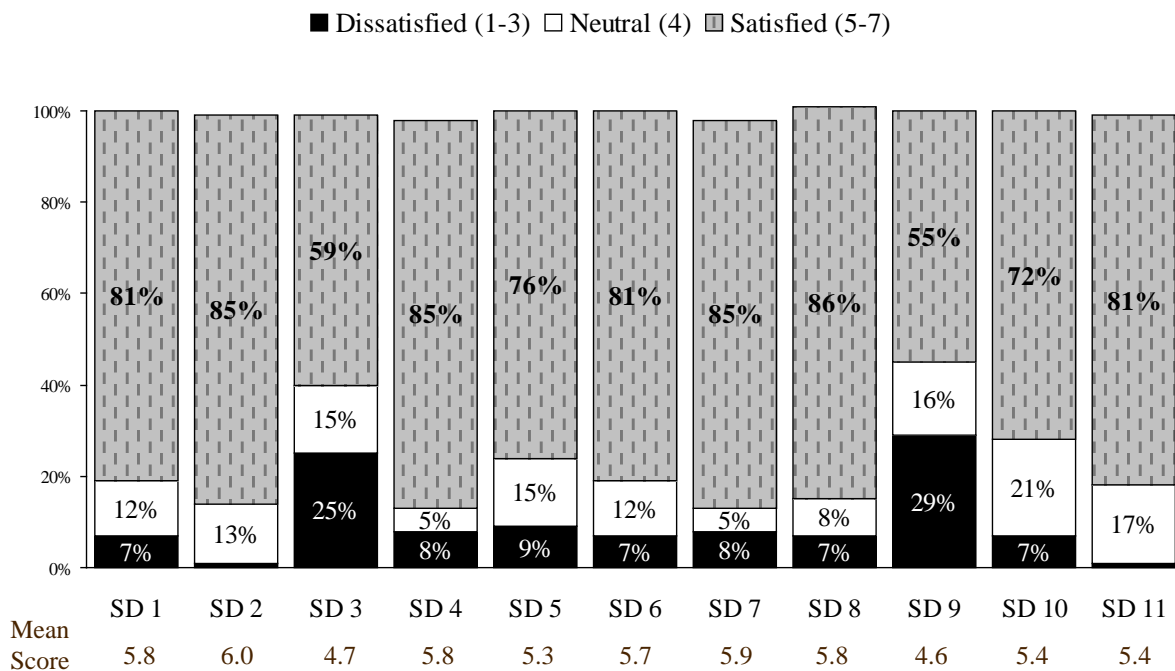
**FIGURE 18:** Satisfaction with Ease of Walking on the Sidewalk



a. Differences across Supervisorial Districts

While there are no substantial differences in opinion for this element based on age or gender, differences do emerge based upon geography. As shown in **Figure 19**, levels of dissatisfaction are highest in Districts 3 and 9. In terms of sidewalk width in these Districts, a high percentage are under 14 feet.

**FIGURE 19: Satisfaction with the Ease of Walking on the Sidewalk  
By Supervisorial District**

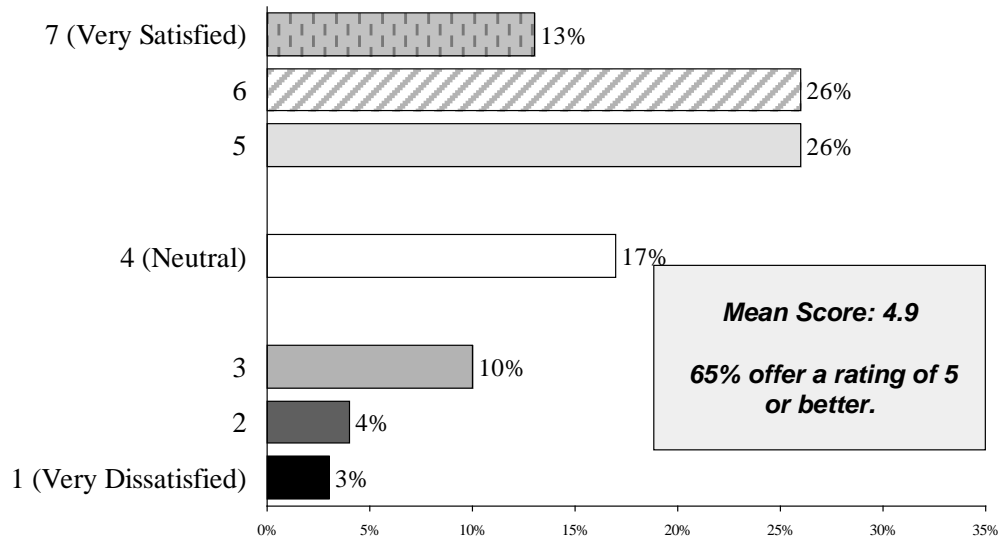


2. *Perceptions of Pavement Condition*

Satisfaction with the condition of the sidewalk in terms of cracks, discoloration and evenness falls, on average, just below the threshold of a positive rating with a mean score of 4.9. While nearly two-thirds of pedestrians offer a rating of “5” or higher to express their satisfaction with this element of sidewalk conditions, the intensity of that satisfaction is weak (only 13% say they are “very satisfied”) and nearly 20 percent indicate they are dissatisfied by offering a score of “3” or lower, as shown in **Figure 20**.



**FIGURE 20:** Satisfaction with Sidewalk Pavement Condition

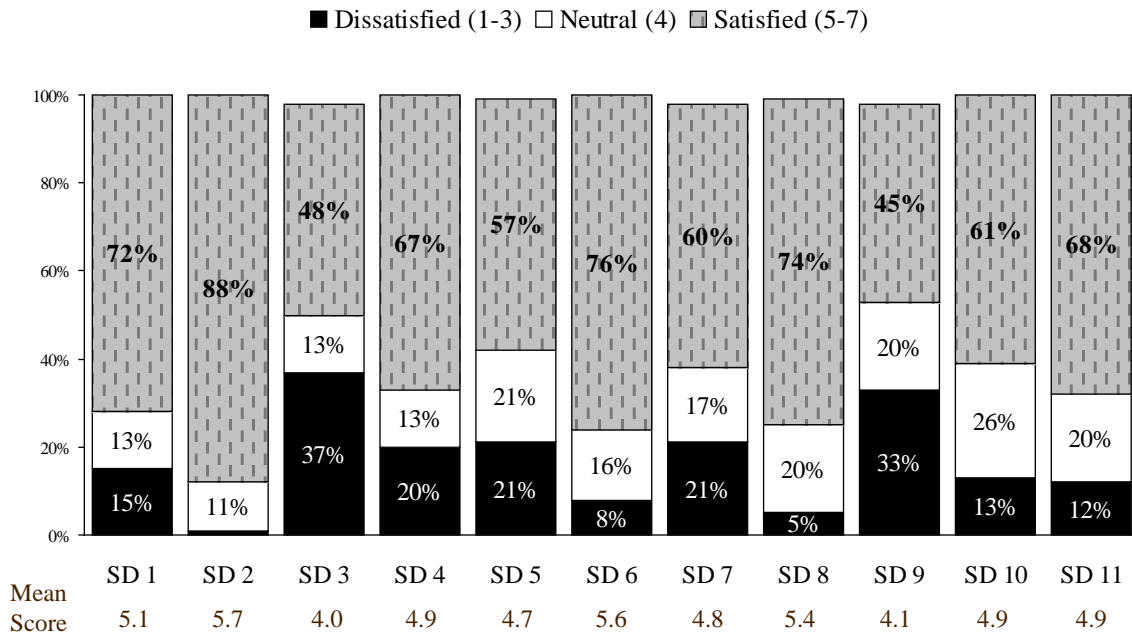


Although demographic differences are not stark, older pedestrians are slightly more dissatisfied with the condition of sidewalk pavement, than younger pedestrians. However, as demonstrated by the percentage across each age segment who offer satisfactory ratings of “5” or higher, these differences are minor. More than 60 percent of pedestrians irrespective of age express satisfaction with this element, including those under 50 (65%), those age 50 and older (65%) and those age 60 or older (64%). The differences among these demographic subgroups emerge primarily in the area of dissatisfaction, where there is a four-point difference among older and younger pedestrians offering ratings of “3.”

a. Differences across Supervisorial Districts

Differences of opinion do emerge, however, across Supervisorial Districts. While a majority of pedestrians in most Districts are largely satisfied, levels of satisfaction are particularly low in Districts 3 and 9 where less than 50 percent rate conditions with a score of “5” or higher. However even in Districts where a majority is satisfied, when weighed against levels of dissatisfaction, in several Districts the mean scores fall below 5.0. As shown in **Figure 21** a higher proportion of pedestrians are ambivalent as indicated by a score of “4” than is the case across other elements tested in the study.

**FIGURE 21: Satisfaction with Sidewalk Pavement Condition  
By Supervisorial District**

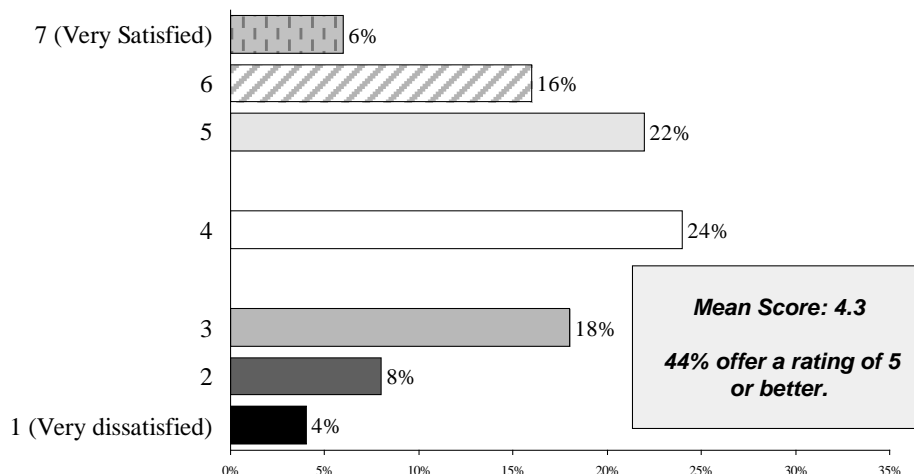


**B. General Perceptions of Sidewalk Cleanliness**

*1. Perceptions of Sidewalks Citywide*

Among all the issues tested in the study, pedestrians express the lowest levels of satisfaction with the cleanliness of sidewalks Citywide. On average, pedestrians ascribe citywide sidewalk cleanliness a score of 4.3, the lowest in the study. This includes 44 percent of pedestrians who ascribe this area a score of “5” or higher and 30 percent who give a rating of “3” or lower. While dissatisfaction is high relative to other areas of inquiry, perceptions are not intensely negative. Only 4 percent of pedestrians say they are “very dissatisfied.” In fact, a substantial share (24%) is “neutral” (see **Figure 22** below).

**FIGURE 22: Perceptions of Sidewalks Citywide**

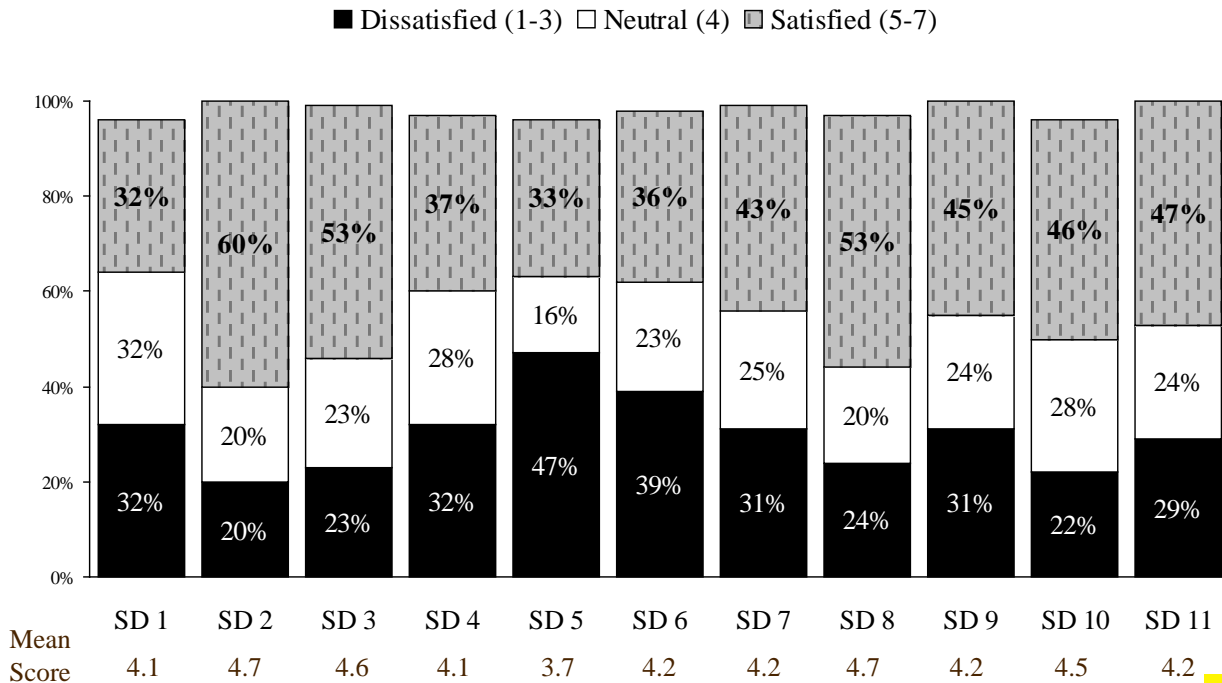


Opinions among pedestrians regarding the cleanliness of city streets are comparable to those expressed by residents in the 2009 City Survey. As a part of the City Survey residents were asked to rate the cleanliness of sidewalks in their neighborhood on a five-point grading scale from A to F. Although the scale is different from that used in the Perception Study, a comparison of the positive to negative ratio of responses is meaningful. Seventy percent of residents give City streets a passing grade of “C” or better, which is comparable to the 68 percent of pedestrians that rate their level of satisfaction with the cleanliness of City sidewalks a “4” (a “neutral” but not dissatisfied position) or higher. Assessments on the negative ends of the scales are virtually identical. Thirty percent of residents rate citywide sidewalk cleanliness with a “D” for “poor” or an “F” for “failing,” and 30 percent of pedestrians express their dissatisfaction with the cleanliness of sidewalks Citywide with a score of “3” or lower along the seven-point scale used in the Perception Study.

a. Differences across Supervisorial Districts

There are also some notable differences across Supervisorial Districts. While assessments of sidewalk cleanliness Citywide is lower in all Districts than the ratings in other areas of inquiry, a majority of pedestrians in Districts 2, 3 and 8 express satisfaction with City sidewalks. This is in sharp contrast to the much lower ratings across other Districts in the City as shown in **Figure 23**. Ratings are exceptionally low in District 5. There are no substantial differences in opinion across other demographic and geographic subgroups. For example, there are no substantial differences in opinions of sidewalk cleanliness Citywide between pedestrians interviewed at commercial locations as opposed to residential locations.

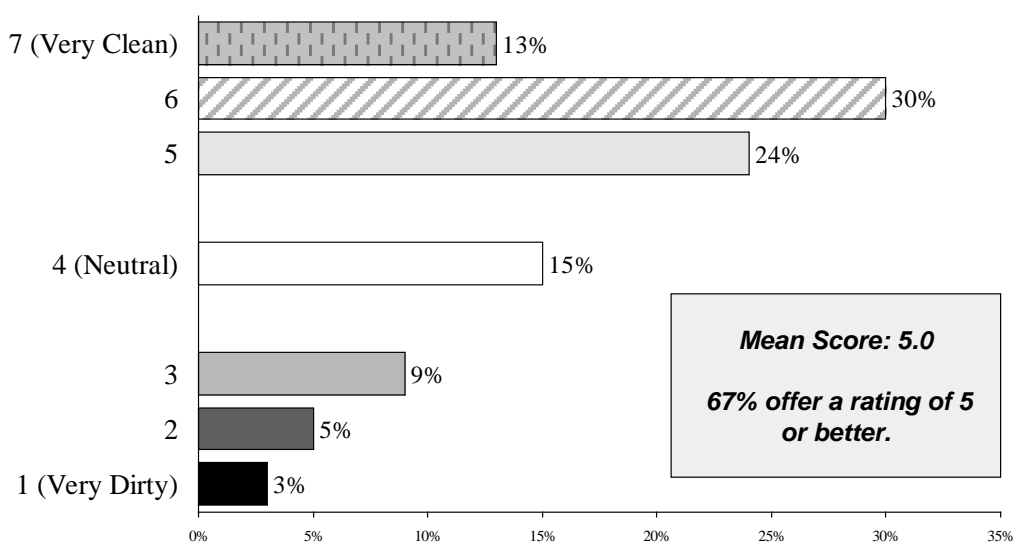
**FIGURE 23: Perceptions of Sidewalks Citywide  
By Supervisorial District**



## 2. Sidewalk Cleanliness Ratings

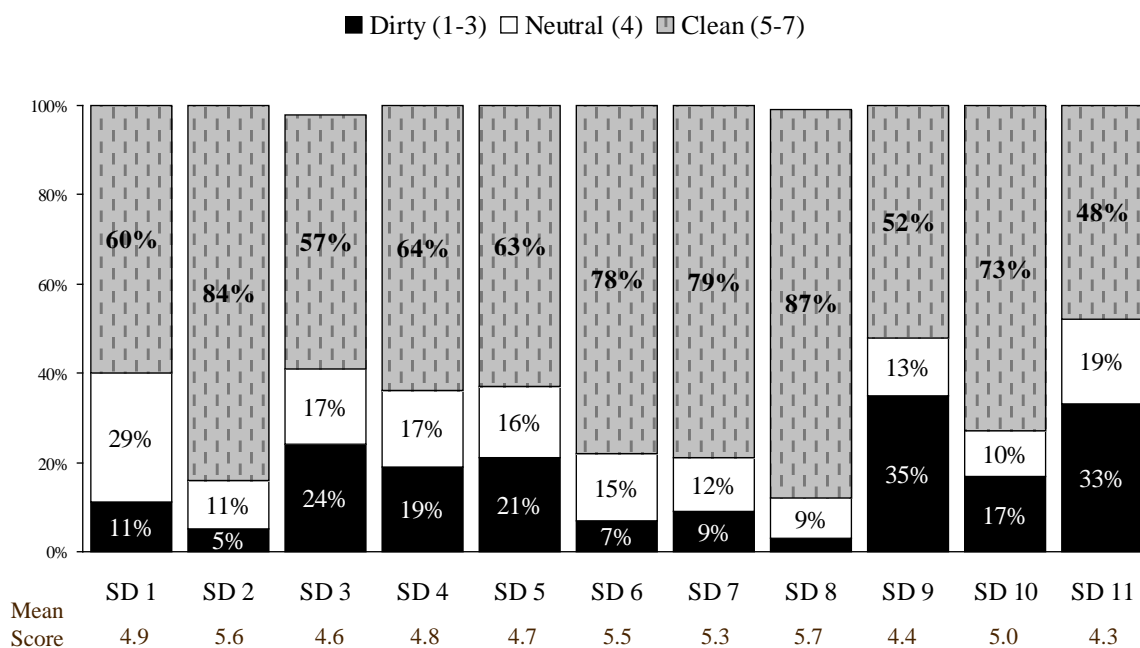
Pedestrian assessments of sidewalk cleanliness at the location where they were interviewed are more positive than their assessments of the cleanliness of sidewalks citywide. Pedestrians were asked to rate the cleanliness of the sidewalk on which they were standing using a scale from one to ten, where one means the sidewalk is “very dirty,” 7 means the sidewalk is “very clean” and a rating of 4 means the sidewalk is “neither dirty nor clean.” Slightly more than two-thirds of pedestrians give sidewalks included in the study a rating of “5” or higher, compared to only 17 percent that offer a rating of “3” or lower for an overall mean score of 5.0, as shown in **Figure 24**.

**FIGURE 24: Assessments of Sidewalk Cleanliness**



Pedestrian assessments of sidewalk cleanliness in the Street and Sidewalk Perception Study are comparable to those provided by residents in the 2009 City Survey. As a part of the 2009 City Survey residents were asked to rate the cleanliness of sidewalks in their neighborhood on a five-point grading scale from A to F. Although the scale is not directly comparable to that used in the Street and Sidewalk Perception Study, 75 percent of residents gave sidewalks in their local neighborhood a passing grade of “C” or higher, for a mean that equates roughly to a “B-” on average. This positive perception corresponds to the 67 percent of pedestrians who offer a positive rating for the sidewalks where they were interviewed. One-quarter (25%) gave their neighborhood sidewalks a rating of “D” for “poor” (18%) or “F” for “failing” (7%). This rating is slightly higher than the proportion of pedestrians that offer a negative rating (17%). Largely consistent with findings from the City Survey, pedestrian cleanliness ratings are higher in Districts 2, 7 and 8—as well as Districts 6 and 10—and lower in Districts 3, 9 and 11, as shown in **Figure 25**.

**FIGURE 25: Sidewalk Cleanliness Ratings  
By Supervisorial District**

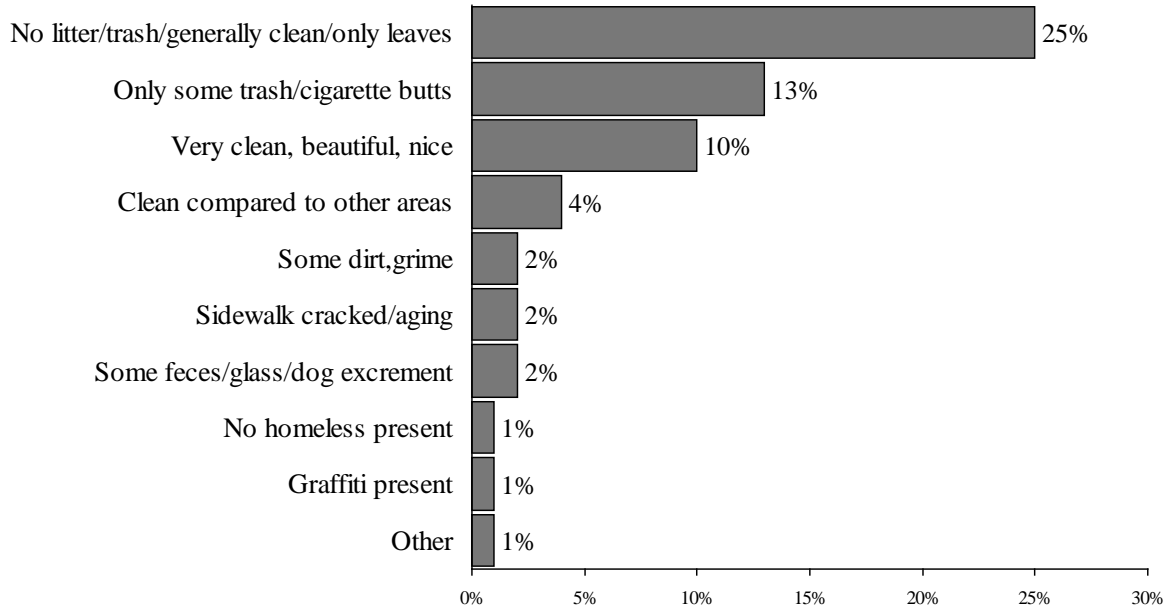


### 3. Factors Influencing Cleanliness Ratings

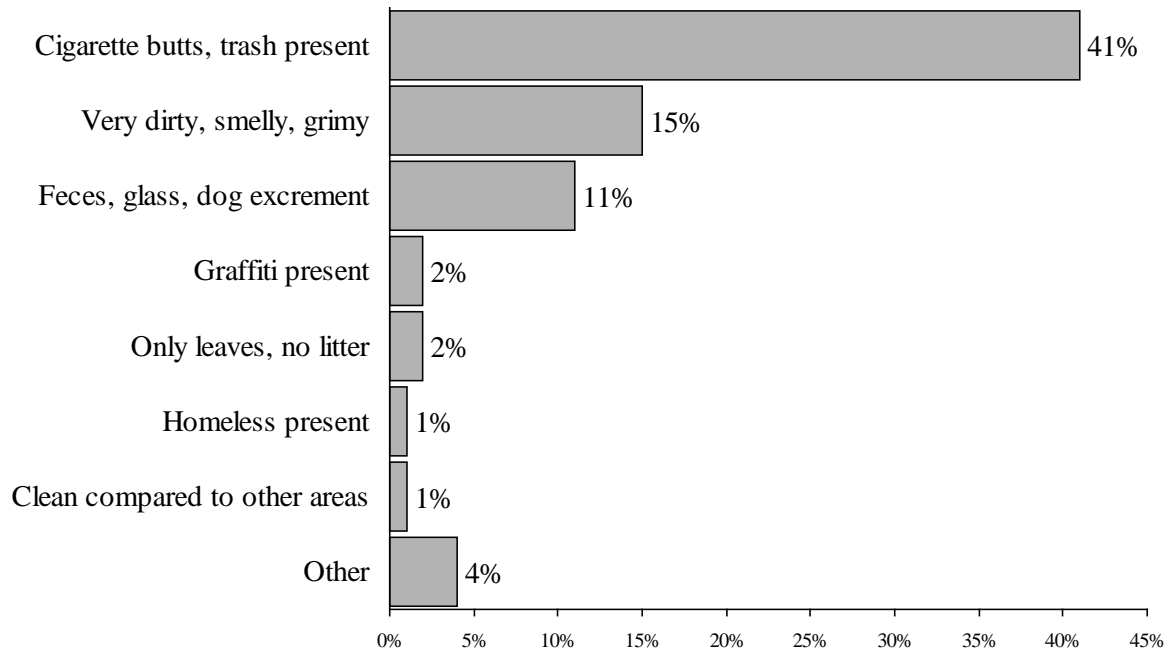
Pedestrians give a range of reasons to explain their assessments of sidewalk cleanliness. Most pedestrians who rated the cleanliness of sidewalks positively noted the presence of leaves but remarked at the absence of litter and trash, and described the location as “generally clean.” Those on the opposite side of the spectrum noted the presence of cigarette butts, trash litter and gum as the drivers behind their negative assessment, as shown in **Figure 26a** and **Figure 26b**. The absence of litter and trash was particularly remarkable for more than one quarter of respondents in Districts 1, 7 and 8. By comparison, more than one-quarter of pedestrians in Districts 1, 3 and 9 mentioned the presence of cigarette butts and trash. More than 10 percent of pedestrians in Districts 5, 6 and 10 described locations in these districts as very dirty, smelly or grimy.

While most of the elements underlying pedestrian opinions on sidewalk cleanliness are already a part of the City’s sidewalk maintenance standards, pedestrians mentioned a number of factors that are not a part of the City’s standards, namely odors, the physical condition of sidewalks in terms of cracks and aging, and the presence of those who appear to be homeless.

**FIGURE 26A:** Reasons Given by Pedestrians Offering a Cleanliness Rating of “5” or Higher  
*Verbatim Comments Have Been Aggregated for the Purpose of Analysis*



**FIGURE 26B:** Reasons Given by Pedestrians Offering a Cleanliness Rating of “3” or Lower  
*Verbatim Comments Have Been Aggregated for the Purpose of Analysis*



#### 4. *Notable Differences in Perceptions of Sidewalk Cleanliness*

While positive perceptions of sidewalk cleanliness are shared broadly by pedestrians across nearly every major demographic and geographic subgroup, there are some notable differences in opinion. Consistent with the findings of the 2009 City Survey, older residents (those age 50 or older) and longer term residents (those who have lived in the City for 20 years or more) express higher levels of dissatisfaction than younger residents and those who have lived in the City for a shorter amount of time. Nonetheless, across each of these demographic categories and subgroups more than 60 percent of pedestrians express satisfaction with the cleanliness of sidewalks. It is also worth noting that there is no significant difference in opinion between residents and non-residents.

Differences in opinion are also apparent among those who were interviewed at a commercial location as opposed to a location in a residential area. While again, satisfaction with the level of cleanliness is high across both location types, dissatisfaction is 11 points higher in commercial locations, where 21 percent of pedestrians rate the cleanliness of the sidewalk with a score of “3” or lower, than is the case at residential locations, where only 10 percent of pedestrians rate cleanliness along the lower portions of the scale. The respective mean score for each location type underscores this difference—while the mean score for commercial locations (4.8) narrowly misses the threshold for a positive rating of “5” or better, residential locations rate on average above that threshold at 5.2. Not surprisingly, areas associated with heavier foot traffic have substantially lower cleanliness ratings than those where foot traffic is characterized as “moderate” or “slow” by interviewers—and more commercial locations fall into the former.

Although not noted by a large proportion of pedestrians in their reasoning, areas where odors are detectable are also associated with lower pedestrian cleanliness ratings. In locations where odors are present the mean cleanliness rating is 3.9, with less than 40 percent of respondents offering a positive rating. In contrast, in locations where odors were not detected the mean cleanliness rating is 5.1—well in the positive range on average, with 72 percent of respondents offering a positive rating. This finding is independent of all other factors.

Although the contrast is less stark for locations where homeless are present in comparison to those where odors are detectable, a difference in opinion is apparent. Locations where homeless are present are rated on average as a 4.5 in terms of cleanliness, with 55 percent of respondents offering a positive rating and 24 percent offering a rating of “3” or lower. In locations where homeless are *not* present, the average cleanliness rating is 5.1, with 70 percent of pedestrians offering a rating of “5” or higher and only 15 percent giving a negative response. While the presence of homeless is a statistically significant factor when evaluated as an independent variable, when considered alongside other elements of street and sidewalk conditions, it ceases to be significant.

5. *Significant Drivers of Pedestrian Perceptions of Sidewalk Cleanliness*

Across all of the elements tested related to street and sidewalk conditions, perceptions of sidewalk cleanliness are associated with high levels of satisfaction with other aspects of street and sidewalk conditions, including:

- The overall appearance of the block
- The overall condition of the storefronts and residences along the block
- The ease of walking on the sidewalk in terms of its width, crowdedness, or the presence of objects that block the walkway
- The condition of the sidewalk in terms of cracks, discoloration and evenness
- The presence of litter on the sidewalk
- The cleanliness of the sidewalk, in terms of the presence or absence of grime, leaks or spills
- The cleanliness of sidewalks citywide
- The overall condition of the trash receptacles on the block in terms of cleanliness, fullness, paint, cracks or damage that might affect its use
- The overall condition of trees and landscaping on the block, in terms of health and appearance and the cleanliness of tree wells
- The number of trees on the block
- The cleanliness of the adjacent street
- The presence of vehicles and the level of traffic congestion on the adjacent street
- The presence of graffiti
- The presence of illegal dumping

However, when all elements are examined together, only the following factors are significantly correlated, statistically, with perceptions of sidewalk cleanliness:

- The overall appearance of the block
- The condition of the sidewalk in terms of cracks, discoloration and evenness;
- The presence of litter on the sidewalk;
- The condition of trash receptacles
- The cleanliness of the sidewalk, in terms of the presence or absence of grime, leaks or spills;

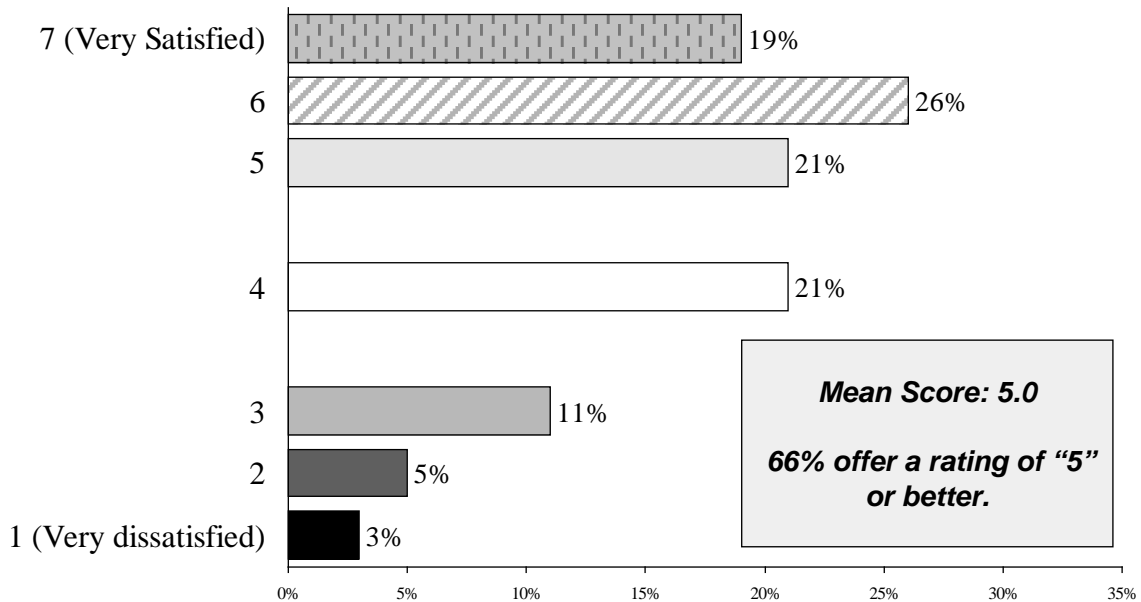
The presence of people loitering is significantly correlated with higher levels of dissatisfaction, but the difference is relatively small—there is only a three-point difference in dissatisfaction with sidewalk cleanliness in locations where loiterers are present versus locations where loiterers are absent.



C. Pedestrian Attitudes toward Sidewalk Litter

Pedestrians offer largely positive assessments of the presence of litter on the sidewalks included in the perception study. As shown in **Figure 27**, the mean score for this area is right at the threshold of satisfaction (5.0) with 66 percent offering a rating of “5” or higher and only one in five (20%) indicating any level of dissatisfaction (a rating of “3” or lower). Levels of satisfaction with the presence of litter is higher than average in residential areas. Levels of dissatisfaction are higher than average among pedestrians who live in parts of the Bay Area outside of the City, pedestrians age 60 or older, and in areas where homeless are present, the foot traffic is heavier and unpleasant odors are detectable.

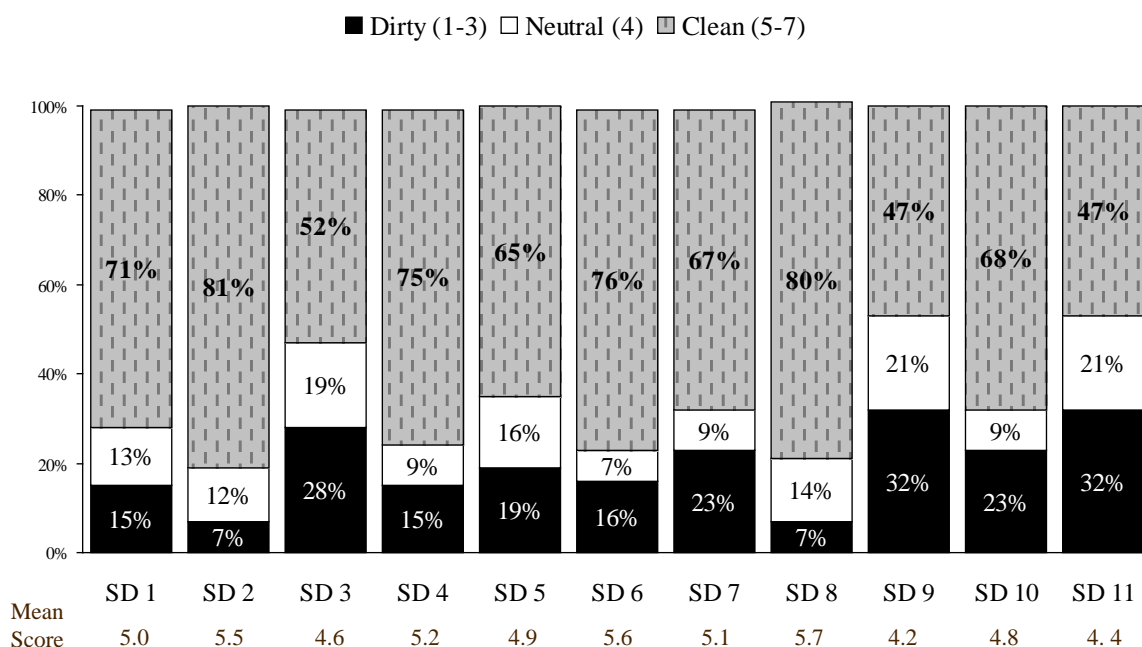
**FIGURE 27:** Attitudes toward Sidewalk Litter



1. Differences across Supervisorial Districts

There are some notable differences in satisfaction with levels of sidewalk litter across Supervisorial Districts. Levels of satisfaction are higher in Districts 2, 4, 6 and 8 where three-quarters or more of pedestrians rate conditions with a score of “5” or higher. Levels of dissatisfaction are higher in Districts 3, 9 and 11, where more than one-quarter offer a score of “3” or lower (see **Figure 28**).

**FIGURE 28:** Attitudes toward Sidewalk Litter  
By Supervisorial District



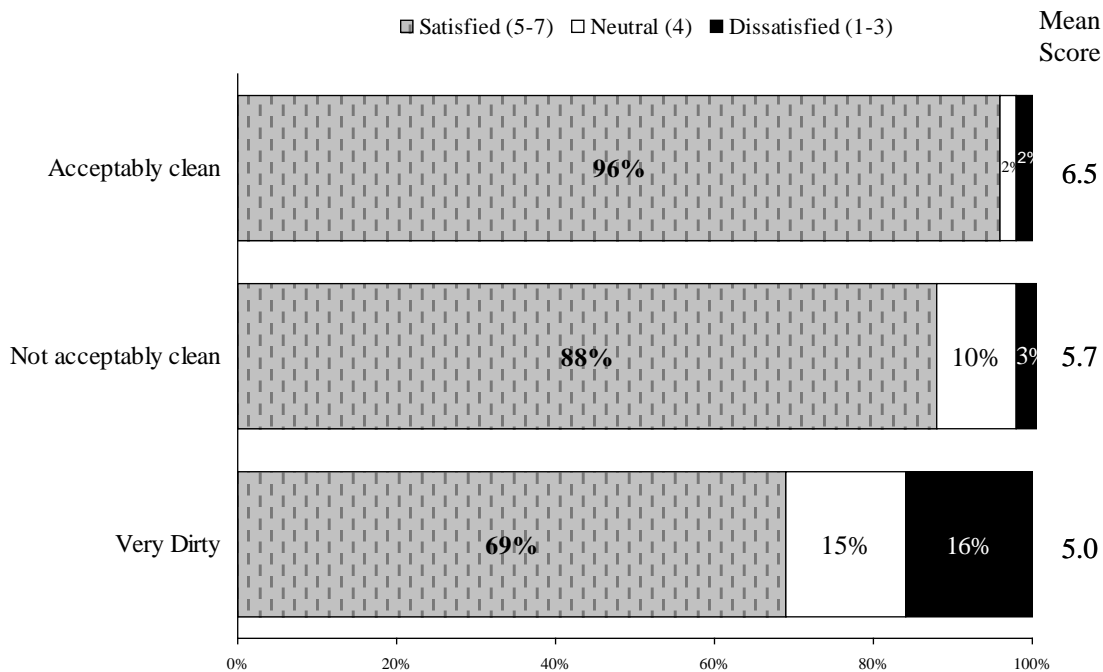
2. Matching User Perceptions of Sidewalk Litter Against City Maintenance Standards

The City’s standards dictate that sidewalks shall be free of litter and debris based upon a three-point weighting scale. Locations with less than five pieces of litter are assigned a score of 1.0 representing “acceptably clean” conditions. Locations where five to fifteen pieces of litter are present receive a score of 2.0 representing conditions that are “not acceptably clean,” and locations where more than fifteen pieces of litter are present are assigned a score of 3.0, representing “very dirty conditions.” Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts and loose gum. Five percent of pedestrian interviews were conducted in locations classified as “acceptably clean”; 14 percent of the locations were classified as “not acceptably clean” and 66 percent of interviews were conducted at locations classified as “very dirty” according to the City’s standards. Overall, the locations

included in the perception study register a mean score litter count assessment of 2.75, falling very near the threshold for “very dirty” which is set at 3.0.

Pedestrian assessments of the presence of litter are somewhat more forgiving than City maintenance standards. Pedestrians offer a mean score evaluation of 5.0, which registers right at the threshold of the positive end of the scale, suggesting a general level of satisfaction relative to the City’s average assessment that conditions along sidewalks included in the study are “not acceptably clean.” In fact, while pedestrians do demonstrate higher levels of dissatisfaction with locations that are identified as “very dirty” by the City’s standards (a score of “3.0” on the City’s three-point scale), a substantial share (61%) are largely satisfied with levels of litter found there, compared to a minority (24%) who express dissatisfaction. As shown in **Figure 29**, levels of satisfaction do decline as the location’s litter count assessment grows more negative, although it appears that pedestrians have a higher degree of tolerance for sidewalk litter than City standards suggest.

**FIGURE 29: Pedestrian Perceptions of Sidewalk Litter**  
*By Sidewalk Litter Count Standards Evaluation Outcome*

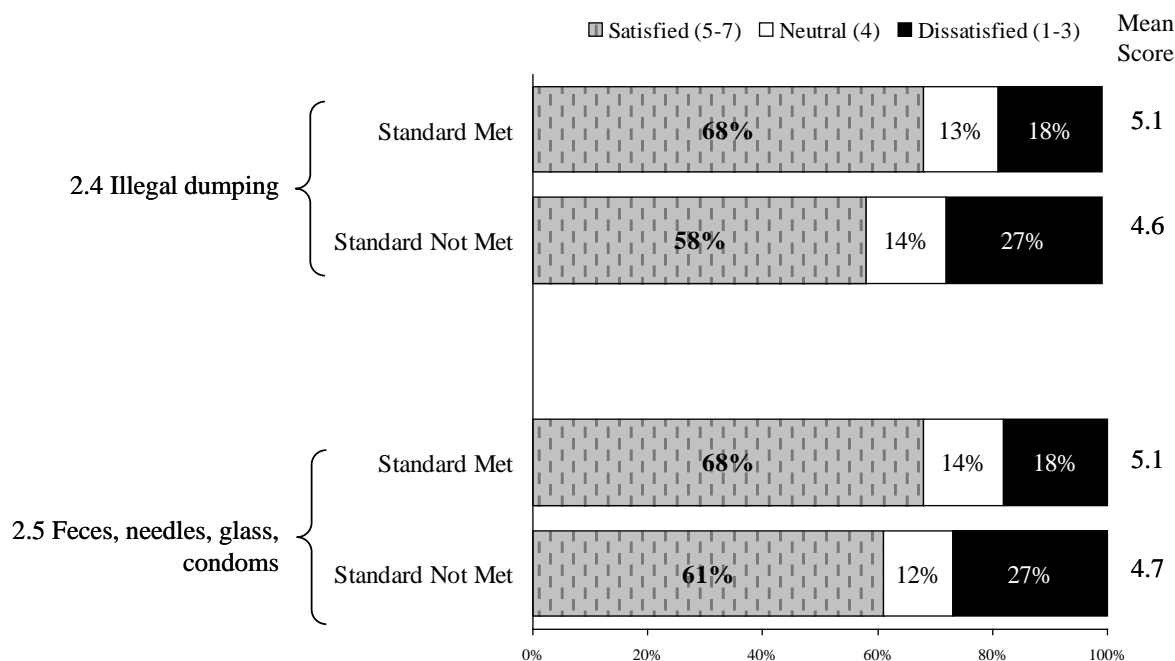


In order to meet the City’s standards, 90 percent of the sidewalk must be free of grime leaks and spills and the sidewalk must be completely free of illegally dumped items, which includes furniture, appliances, car parts and other bulk items if they are not labeled for DPW Bulk Item Collection. While 84 percent of the pedestrian interviews were conducted at locations where the illegal dumping standard was met, 16 percent of the interviews were conducted at sites where the illegal dumping standard was not met. Similarly, 79 percent of the interviews were conducted at

locations where the feces, needles, glass or condoms standard was met, and 21 percent of the locations were conducted at sites where the standard was not met.

Just as with the sidewalk litter standard, a similar pattern is observable across sidewalk maintenance standard 2.4 for the presence of illegal dumping and sidewalk maintenance standard 2.5 for the presence of feces, needles, glass and condoms. While there are higher levels of dissatisfaction for interviews conducted in locations where the standards were not met, a substantial share of pedestrians still rated these locations positively (see **Figure 30**). This suggests that pedestrians either did not notice the conditions captured by the standards evaluations inspections or these factors did not substantially impact their perceptions of the presence of sidewalk litter.

**FIGURE 30: Pedestrian Perceptions of Sidewalk Litter**  
*By Illegal Dumping and Feces, Needles, Glass and Condoms Standards Evaluation Outcome*

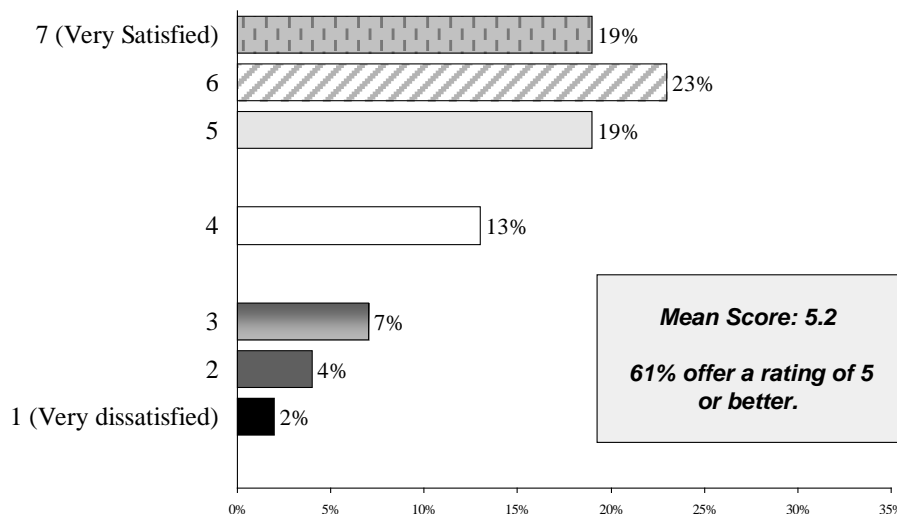


**D. Pedestrian Attitudes toward Sidewalk Grime, Leaks and Spills**

When asked to consider the presence or absence of grime, leaks or spills, pedestrians express positive perceptions of sidewalk cleanliness. The mean score for the sidewalks included in the study is 5.2, slightly above the threshold of satisfaction. Three in five pedestrians give the sidewalk on which they were interviewed a score of “5” or higher, compared to only 13 percent who give a rating of “3” or lower, and 13 percent who remain “neutral” (see **Figure 31**). Pedestrians who have lived in the City less than 10 years, 18 to 29 year olds, and those

interviewed in areas with low levels of foot traffic express higher than average levels of satisfaction with the absence of grime, leaks and spills.

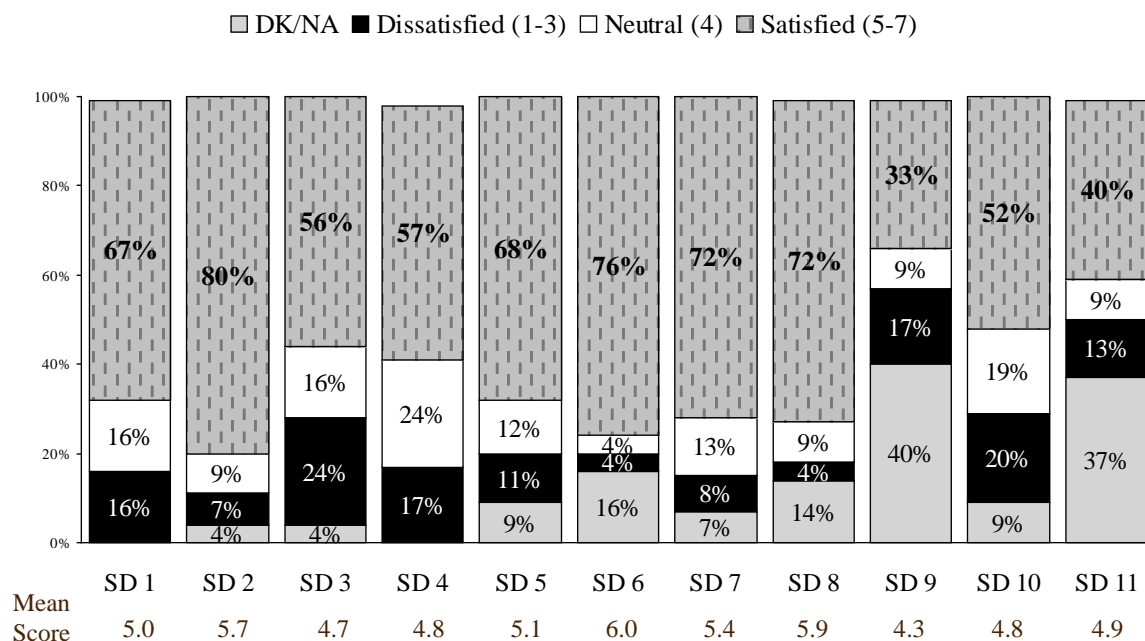
**FIGURE 31: Attitudes toward the Presence or Absence of Grime, Leaks or Spills**



1. Differences across Supervisorial Districts

Differences in opinion are also evident across Supervisorial Districts. More than two-thirds of pedestrians in Districts 1, 2, 5, 6, 7, and 8 indicate that they are satisfied with the cleanliness of the sidewalk in terms of the presence or absence of grime, leaks or spills. In contrast, levels of dissatisfaction are higher in Districts 3 and 10. Notably, in Districts 9 and 11 a substantial proportion of pedestrians declined to register a rating in this area or simply responded that they “don’t know” (see Figure 32).

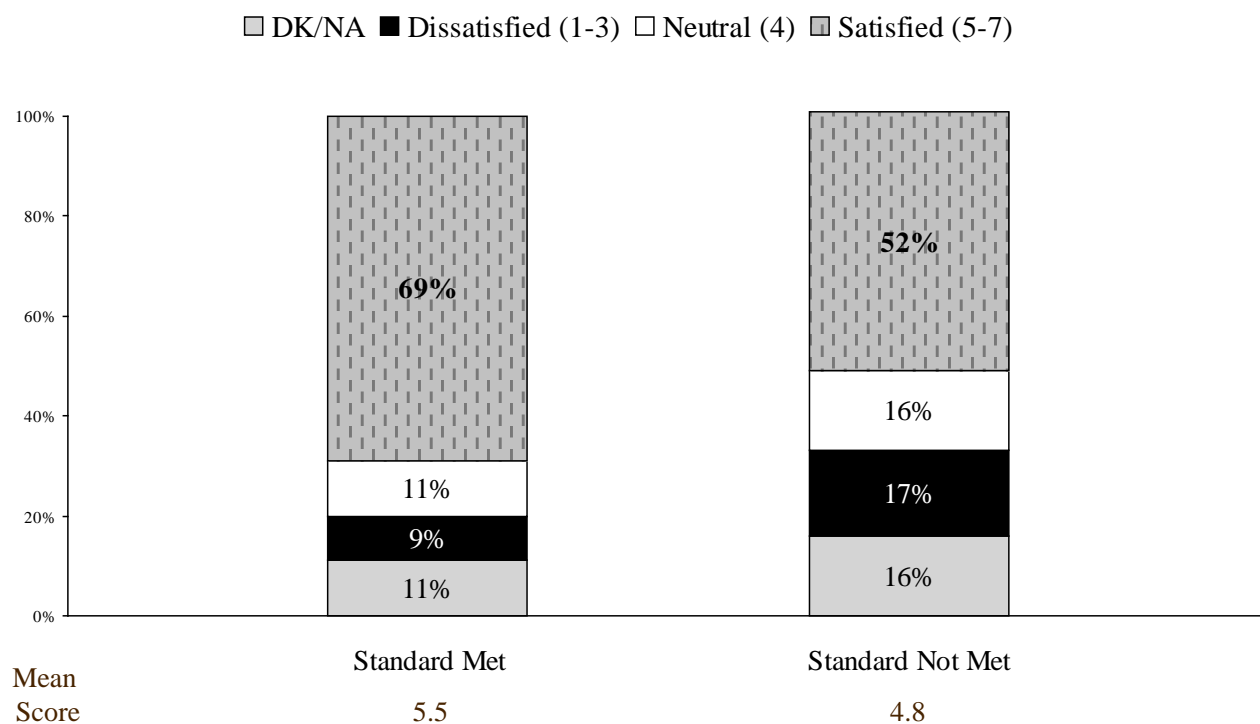
**FIGURE 32: Attitudes toward the Presence or Absence of Grime, Leaks or Spills By Supervisorial District**



Not surprisingly, satisfaction with sidewalk cleanliness in terms of grime, leaks or spills is correlated with higher cleanliness ratings. Pedestrians who described the sidewalk as generally clean overall expressed the highest levels of satisfaction with sidewalk cleanliness in more specific terms as it relates to grime, leaks or spills. Eighty percent of pedestrians who describe the sidewalk as “very clean” offered a rating of “5” or higher to express their satisfaction with the presence or absence of grime, leaks or spills. In comparison, only 5 percent of pedestrians who describe the sidewalk as “very dirty” offer a comparable ratings. In fact, 3 in 5 (59%) of those who describe the sidewalk as “very dirty” express that they are dissatisfied with the presence of grime, leaks or spills on the sidewalk.

Similarly, when matched against the City’s sidewalk inspection standards, satisfaction is higher in locations that meet the City’s standard relative to locations where the standard has not been met. In order to meet the City’s maintenance standard in this area, 90 percent of the sidewalk shall be free of grime, leaks or spills. In the perception study, 56 percent of the sidewalks met that standard. As shown in **Figure 33**, satisfaction is 17 points higher in locations where the standard was met (mean score of 5.5) relative to those where it was not met (mean score of 4.8). Although dissatisfaction is not remarkably high in locations where less than 90 percent of the sidewalk is free from grime, leaks or spills, there does appear to be a difference in opinion—dissatisfaction is eight points higher in locations that did not meet the standard.

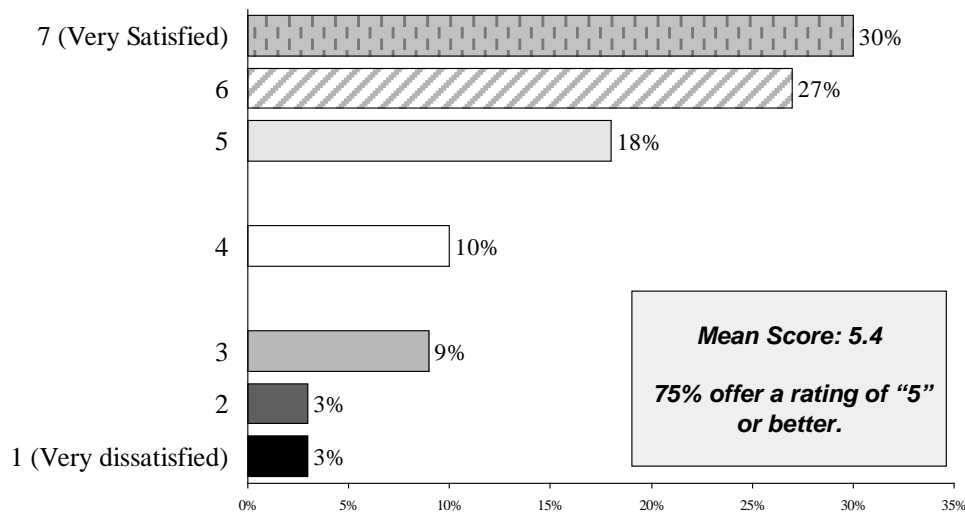
**FIGURE 33:** Attitudes toward the Presence or Absence of Grime, Leaks or Spills  
*By Grime, Leaks, Spills Standards Evaluation Outcome*



E. Pedestrian Attitudes toward Illegal Sidewalk Dumping

Pedestrians offer largely positive assessments of the presence of illegal dumping, which includes any discarded items such as furniture, appliances and other bulk items along the sidewalk. In fact, three-quarters of pedestrians offer a rating of “5” or higher to indicate their general satisfaction with this aspect of sidewalk conditions, compared with only 15 percent who express dissatisfaction by offering a score of “3” or lower, for an average rating of 5.4, which is one of the highest ratings in the survey (see **Figure 34**).

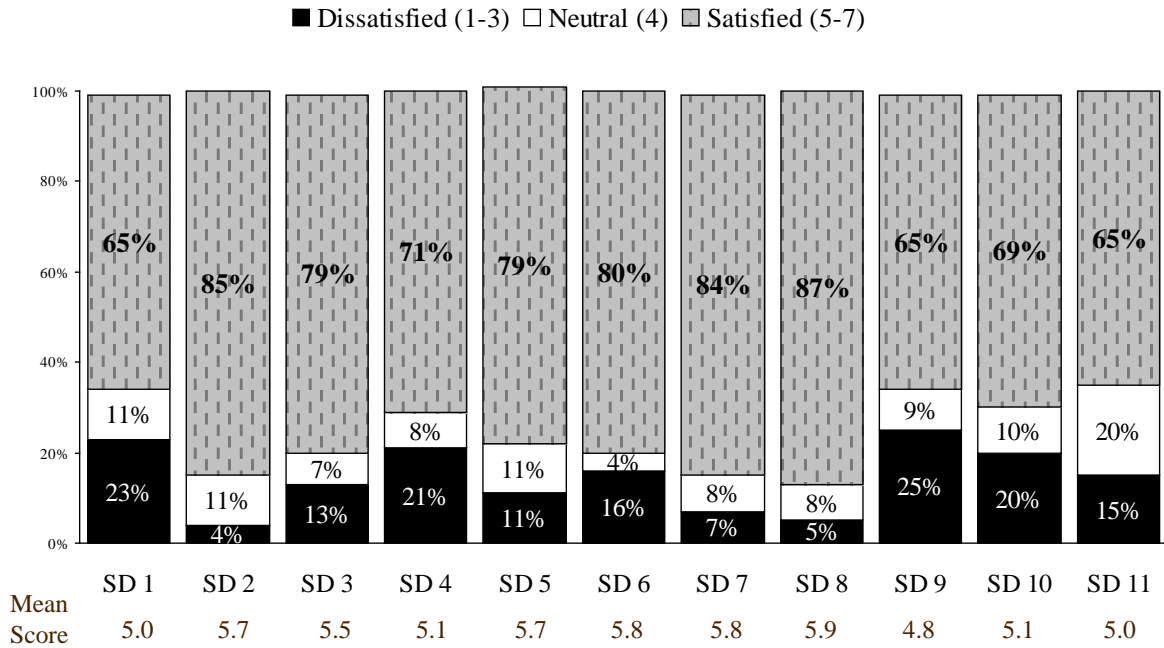
**FIGURE 34:**Attitudes toward the Presence or Absence of Illegal Dumping



1. Differences across Supervisorial Districts

Consistent with the pattern of opinion across many of the areas tested in the study, there is less pedestrian concern over the issue of illegal dumping in Supervisorial Districts 2, 6, 7, and 8. In contrast, pedestrians in Districts 1, 4, 9, and 10 express higher than average levels of dissatisfaction with this aspect of sidewalk conditions, as shown in **Figure 35**).

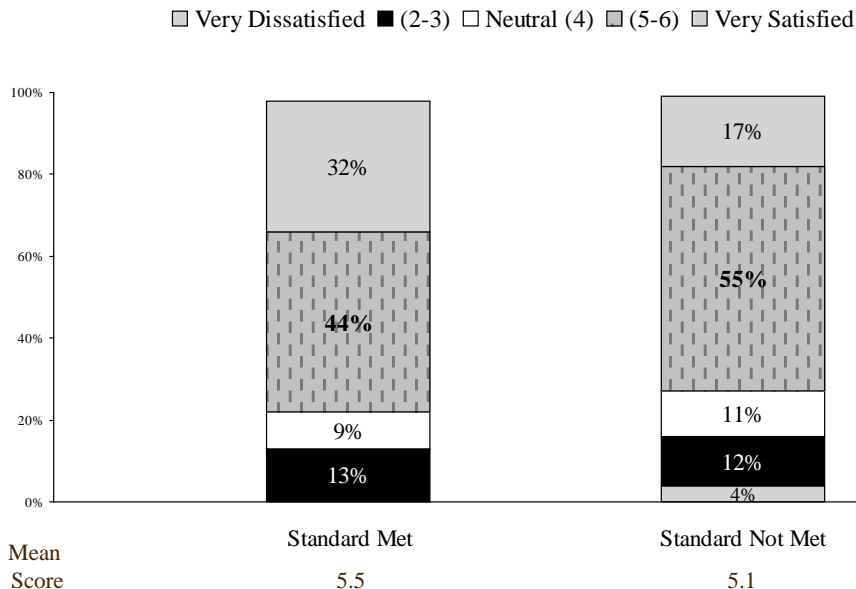
**FIGURE 35:** Attitudes toward the Presence or Absence of Illegal Dumping  
By Supervisorial District



2. *Matching User Attitudes toward the Presence of Illegal Dumping Against City Maintenance Standards*

Given high levels of overall satisfaction in this area, there are no substantial differences in opinion across locations that met or fail to meet the City’s maintenance standards in the area of illegal dumping. The current maintenance standards require that the sidewalk be completely free of illegally dumped items. Nearly 80 percent of the interviews conducted as a part of the study took place in locations free of any illegal dumping. Although levels of pedestrian satisfaction are slightly higher in these locations relative to those where illegal dumping was present the difference is primarily a matter of intensity, as shown in **Figure 36**.

**FIGURE 36:** Attitudes toward the Presence or Absence of Illegal Dumping  
By Illegal Dumping Standards Evaluation Outcome





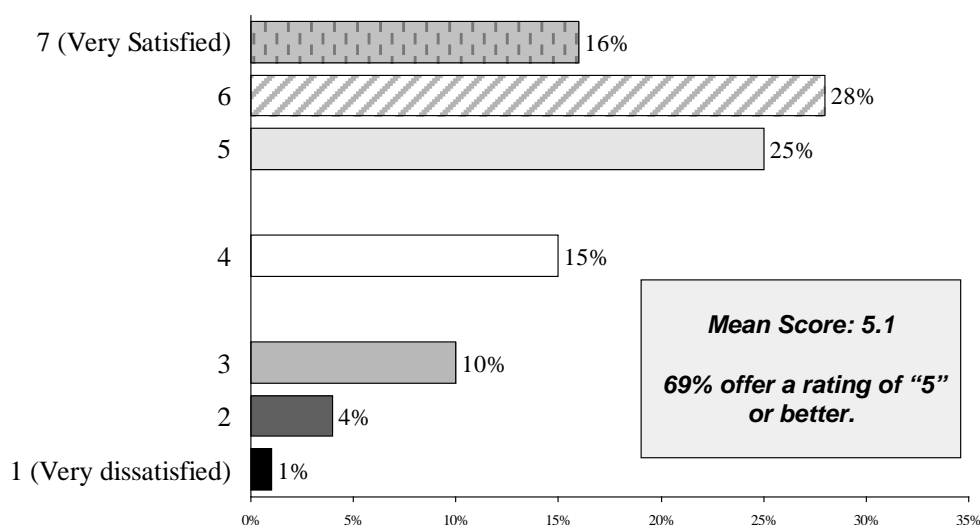
### III. Perceptions of SF Streets

As a part of the Street and Sidewalk Perception Study, pedestrians were asked to share their level of satisfaction with the cleanliness of the street, considering the area from the curb to the middle of the side of the street on which they were standing, and the presence of vehicles and traffic congestion present on the street. This section details the findings associated with these areas of inquiry.

#### A. Perceptions of Street Cleanliness

Pedestrians express generally positive opinions of the street cleanliness. Considering the area from the curb to the middle of the street, 69 percent rate street cleanliness with a score of “5” or higher, compared to only 15 percent who provide a score of “3” or lower. This balances out to an overall score of 5.1, as shown in **Figure 37**. Older pedestrians—particularly women—and pedestrians interviewed in areas with heavy foot traffic, where homeless are present and where odors are detectable tend to give lower ratings in this area. Higher levels of satisfaction are notable in areas where residences and businesses are better kept and where foot traffic is lighter.

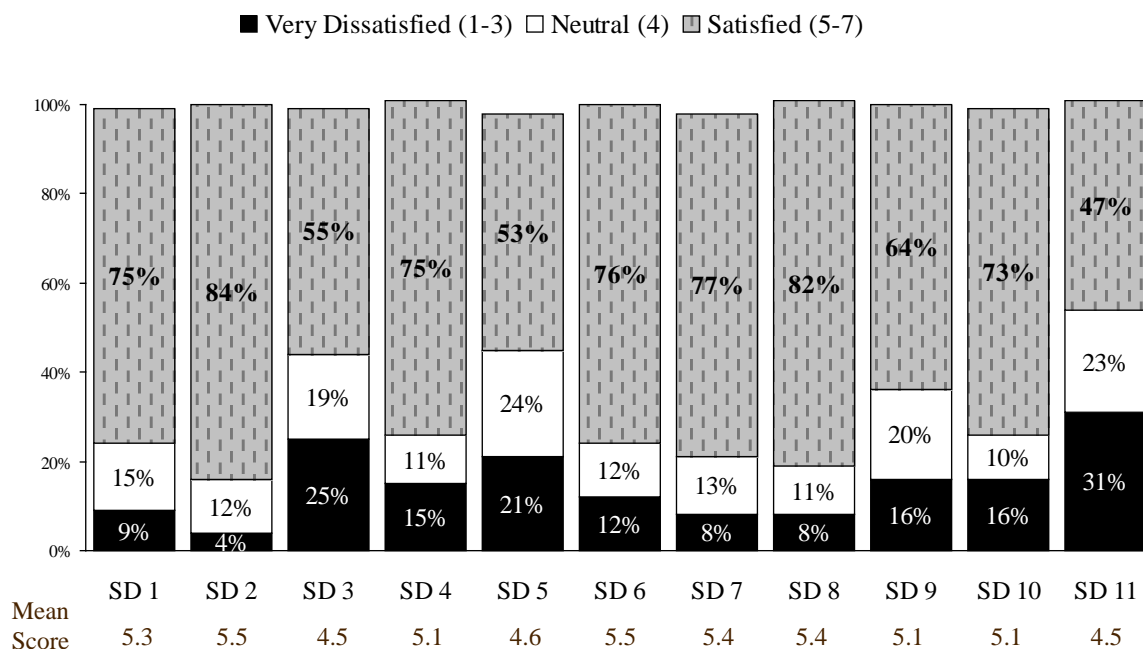
**FIGURE 37: Street Cleanliness Ratings**



#### 1. Differences across Supervisorial Districts

Differences in opinion are also notable across Supervisorial Districts. Pedestrians in Districts 1, 2, 4, 7, and 8 report particularly high levels of satisfaction. In contrast, assessments of street cleanliness are particularly low in Districts 3, 5, and 11, as shown in **Figure 38**.

**FIGURE 38: Street Cleanliness Ratings  
By Supervisorial District**

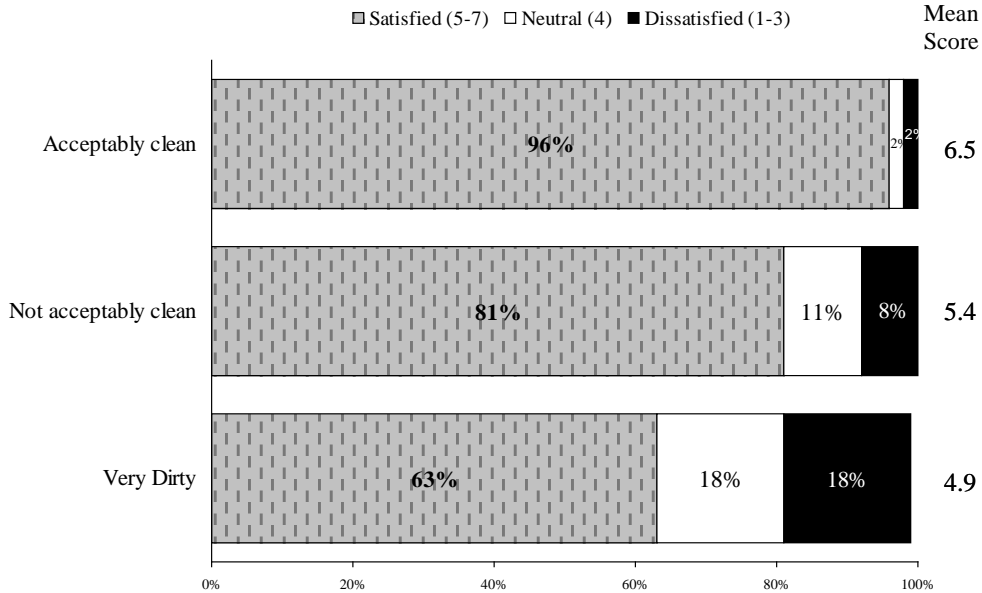


2. *Matching User Perceptions of Street Cleanliness against City Maintenance Standards*

The City’s maintenance standards require that streets be free of litter and rated on a three-point scale, where a rating of 1.0 signified that the street is “acceptably clean,” a rating of 2.0 “not acceptably clean,” and 3.0 “very dirty.” Five percent of the streets included in the study were rated as “acceptably clean,” while 23 percent fell into the category of “not acceptably clean.” Seventy-one percent are rated as “very dirty.” The average cleanliness rating across all locations included in the study is 2.65.

When matched against the City’s inspection standards, pedestrians appear to have a higher degree of tolerance for levels of street litter than the standards reflect. Although levels of satisfaction decline as the cleanliness score declines, even streets that are classified as “very dirty” by the City’s standards garner a rating of “5” or higher from more than 60 percent of pedestrians (see **Figure 39**).

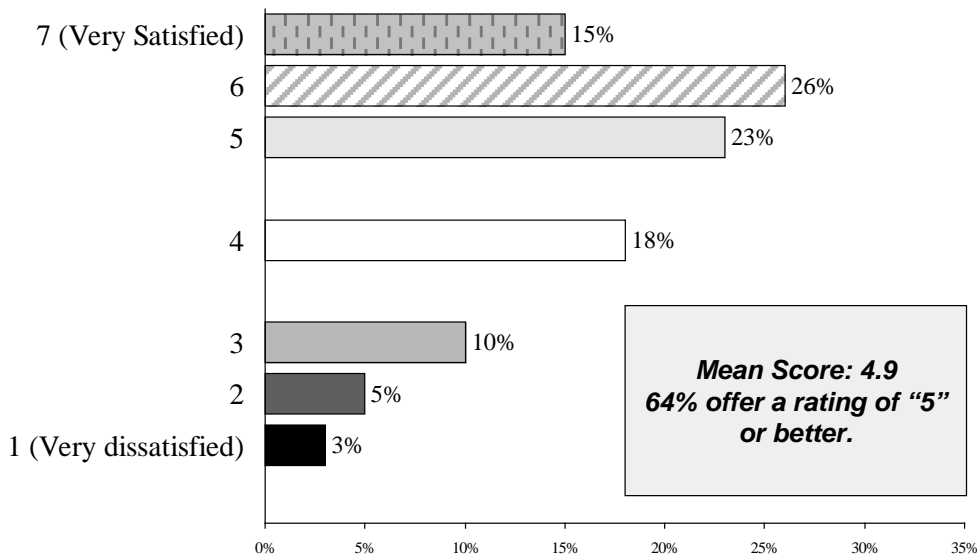
**FIGURE 39: Street Cleanliness Ratings**  
By Street Litter Standards Evaluation Outcome



**B. Attitudes toward the Presence of Vehicles and Traffic**

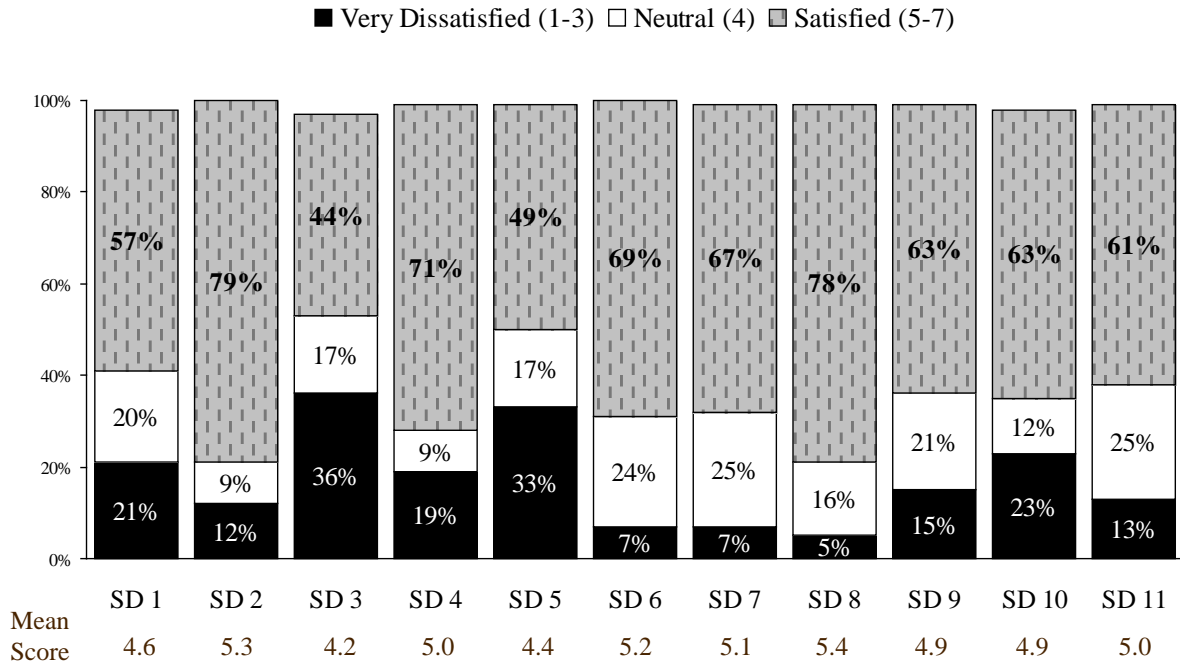
Pedestrians express fairly positive attitudes towards the level of traffic in the street during their interview. Sixty-four percent of pedestrians rate their satisfaction in this area with a score of “5” or higher, compared to only 17 percent who express dissatisfaction with a rating of “3” or lower and 18 percent who take a “neutral” position. This balances out to a mean score of 4.9 (see **Figure 40**). Levels of satisfaction are higher among tourists, 18 to 29 year olds and for those interviewed at residential locations. Satisfaction with the presence of vehicles and traffic is also higher in locations with less foot traffic, and in residential areas relative to commercial locations. In contrast, residents who have lived in the City for 20 years or longer, pedestrians who live in parts of the Bay Area outside of the City and men over the age of 50 express higher than average levels of dissatisfaction with traffic and the presence of vehicles.

**FIGURE 40: Attitudes toward the Presence of Vehicles and Traffic**



Differences in pedestrian opinion also emerge across supervisorial districts. As shown in **Figure 41**, satisfaction with the presence of vehicles and the level of traffic is higher in Districts 2, 4, 6, and 8, but substantially lower in Districts 1, 3, 5 and 10.

**FIGURE 41: Attitudes toward the Presence of Vehicles and Traffic  
By Supervisorial Districts**



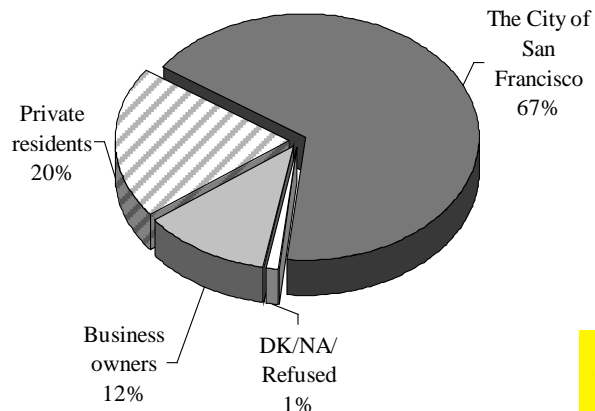
#### IV. Perceptions of the Entities that Should Be Responsible for City Streets and Sidewalks

In addition to assessing user opinions of various factors related to street and sidewalk cleanliness and appearance, pedestrians were asked their opinion of who owns the sidewalk and who they feel should take primary responsibility for ensuring that City streets and sidewalks are clean. This section details key findings from the survey across these two areas of inquiry.

##### A. Awareness of Sidewalk Ownership

Nearly two-thirds of pedestrians incorrectly believe the City of San Francisco owns the City’s sidewalks. Although the City evaluates the cleanliness and maintenance of City sidewalks, it is the responsibility of private owners of property adjacent to the

**FIGURE 42: Pedestrian Opinion of Sidewalk Ownership**



sidewalk to ensure sidewalks are clean and otherwise maintained. Just under one third of pedestrians (32%) are aware of this fact (see **Figure 42**).

Among those who hold positive perceptions of sidewalk cleanliness, that is those who rate the cleanliness of the sidewalk on which they were interviewed with a “5” or higher, 68 percent believe the City owns the sidewalk, compared to 36 percent who correctly identify it as privately owned. Among those who offer negative assessments of sidewalk cleanliness as indicated by a cleanliness score of “3” or lower, 61 percent incorrectly believe the City owns the sidewalk, compared with 38 percent who correctly identify it as privately owned. There are no substantial differences in opinion around sidewalk cleanliness or dissatisfaction with sidewalk litter based on awareness of sidewalk ownership.

*1. Differences across Supervisorial Districts*

Levels of awareness also vary across Supervisorial Districts. As shown in **Figure 43**, a majority of pedestrians in District 6 and a substantial percentage in Districts 5 and 11 identify private residents and business owners as owners of the City’s sidewalks. The misconception that the City owns the sidewalk is highest in Districts 1, 3, 4, and 6.

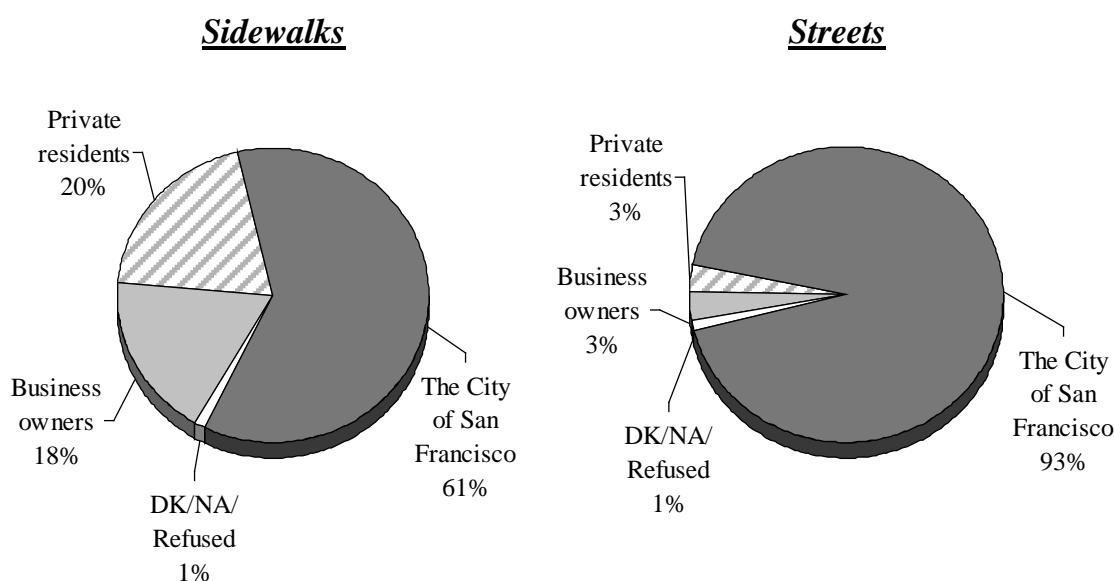
**FIGURE 43: Pedestrian Opinion of Sidewalk Ownership**  
*By Supervisorial Districts*



B. Perceptions of Responsibility for Street and Sidewalk Cleanliness

Pedestrians largely hold the city accountable for both street *and* sidewalk cleanliness—even though the latter is the legal responsibility of private property owners. When asked who should take primary responsibility for ensuring that City sidewalks are clean, three in five pedestrians ascribe the responsibility to the City, compared to nearly 40 percent who correctly believe it should be the responsibility of business owners and private residents who own the sidewalks adjacent to their property (see **Figure 44**). When asked who should take responsibility for the cleanliness of San Francisco streets, pedestrians almost unanimously identify the City as the party primarily responsible for ensuring their cleanliness.

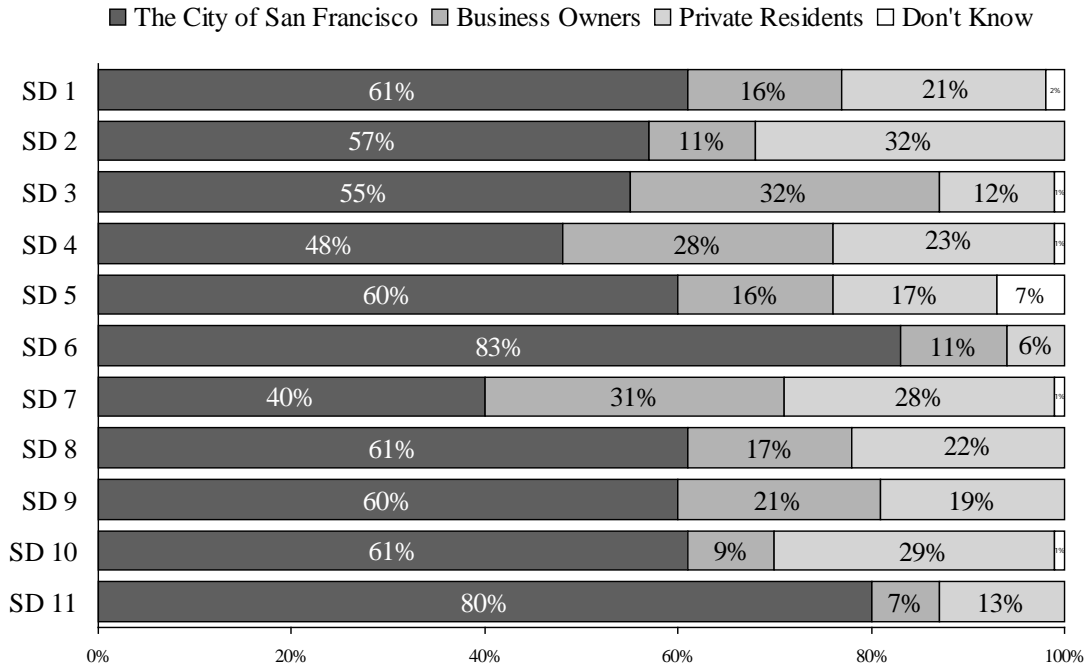
**FIGURE 44:** Pedestrian Opinion of the Entity that Should Be Responsible for Street and Sidewalk Cleanliness



1. Differences across Supervisorial Districts

Differences in opinion do emerge across Supervisorial Districts. A substantial share of pedestrians in Districts 2, 3, 4, and 7 believe private entities (residents and business owners) should take responsibility for sidewalk cleanliness. Eighty percent or more of pedestrians in Districts 6 and 11 believe the City should take on this responsibility (see **Figure 45**).

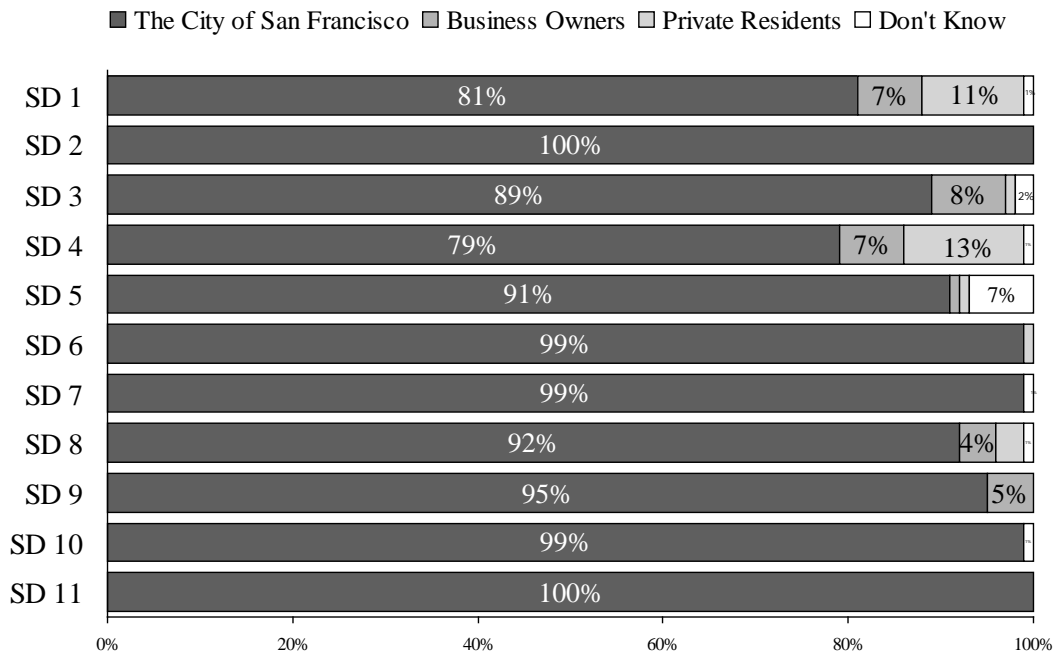
**FIGURE 45: Pedestrian Opinion of the Entity that Should Be Responsible for Sidewalk Cleanliness By Supervisorial Districts**



2. *Demographic Differences in Perceptions of the Entity that Should Be Responsible for Street Cleanliness*

Broad consensus exists concerning the City’s responsibility for the cleanliness of San Francisco streets. Across every major demographic subgroup, including residency, age, gender and ethnicity, 89 percent or more of pedestrians believe the City should be primarily responsible for the cleanliness of San Francisco streets. The one exception is District 4. As shown in **Figure 46**, a twenty-percent minority believes that private residents or business owners should maintain the cleanliness of streets.

**FIGURE 46: Pedestrian Opinion of the Entity Responsible for Street Cleanliness By Supervisorial Districts**



## V. Perceptions of Factors Affecting Street and Sidewalk Cleanliness

As a part of the Street and Sidewalk Perception Study, pedestrians were asked to assess the importance of various factors that might influence perceptions of the cleanliness and appearance of streets and sidewalks, including the presence of the following:

- Grime, including paint, dried liquids or any substance that causes wet, slippery conditions;
- Litter;
- Cigarette butts;
- Illegal dumping of furniture, car parts or other bulk items on the street or sidewalk;
- Overflowing trash receptacles;
- Poorly groomed trees and landscaping;
- Broken glass, feces, needles and condoms; and
- Unpleasant odors.

With the exception of unpleasant odors, each of these factors is a part of the City’s street and sidewalk maintenance standards. Pedestrians were also asked to share their opinion of any other factors they thought important to evaluating the cleanliness of the block on which they were interviewed.

This section details the key findings that emerge from this area of inquiry.

### A. Attitudes toward Factors Influencing Street and Sidewalk Cleanliness

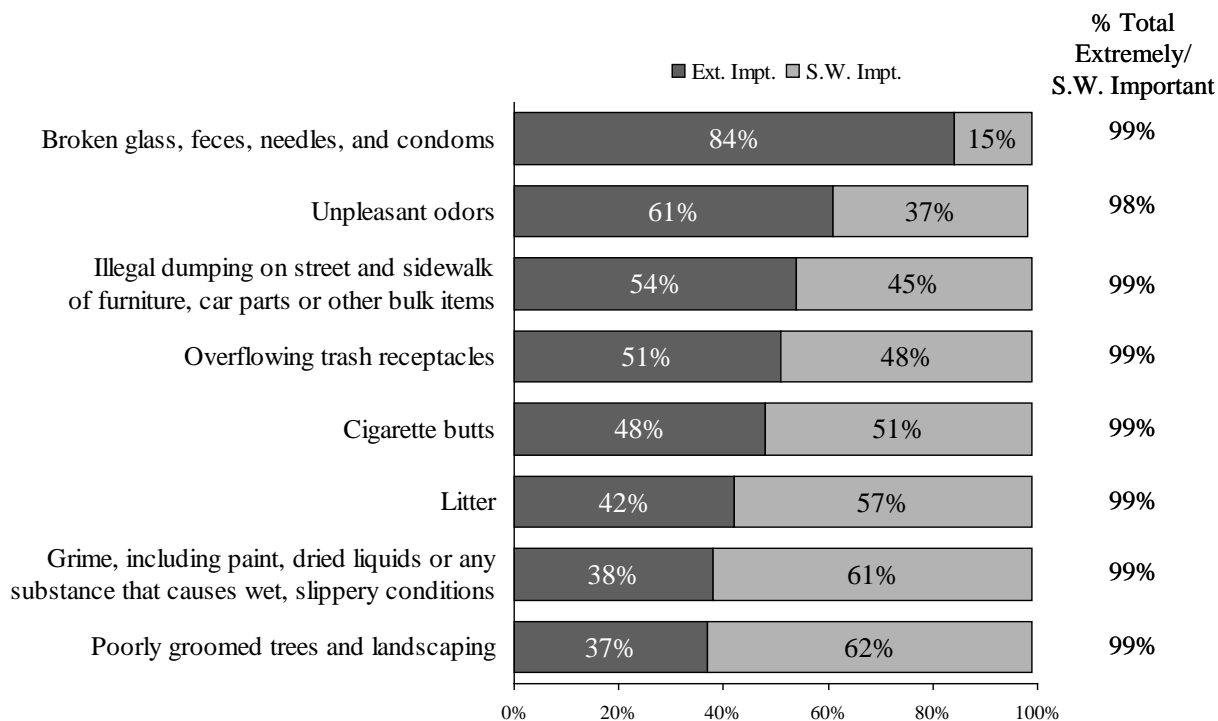
Pedestrians believe that all of the elements currently included in the City’s street and sidewalk maintenance standards are highly important to an evaluation of street and sidewalk cleanliness. Pedestrians were presented with a list of elements that might impact street and sidewalk cleanliness, and were then asked to indicate whether they found each to be extremely important, very important, somewhat important or not too important in evaluating the cleanliness of streets and sidewalks. As shown in **Figure 47**, there is virtually unanimous agreement among pedestrians that all of the elements tested are highly important to evaluating the cleanliness of streets and sidewalks. However, among the factors tested, a majority identify the following as “extremely important”:

- Broken glass, feces, needles and condoms (84% “extremely important”)
- Unpleasant odors (61% “extremely important”)
- Illegal dumping on street and sidewalk of furniture, car parts or other bulk items (54% “extremely important”)
- Overflowing trash receptacles (51% “extremely” important)



With the exception of unpleasant odors, all of these elements are already an integral part of the City’s maintenance standards. The City already has a zero tolerance threshold concerning broken glass, feces, needles and condoms, illegal dumping and overflowing trash receptacles—sidewalks must be 100 percent free of these items and substances in order to meet the City’s standards. In the context of the survey results, these standards appear consistent with user priorities. Although the presence of unpleasant odors is not currently included in the City’s standards, users believe it should be a highly important consideration.

**FIGURE 47: Importance of Factors Used To Determine Street & Sidewalk Cleanliness**



*1. Differences across Supervisorial Districts*

Attitudes toward factors used to determine street and sidewalk cleanliness are fairly consistent across Supervisorial Districts. Nearly eight in ten pedestrians or more across each District believe the presence of broken glass, feces, needles and condoms should be an “extremely important” consideration in evaluating the cleanliness of streets and sidewalks. Likewise, with the exception of District 4, across each District the presence of unpleasant odors was rated the second highest as an “extremely” important consideration (see **Figure 48**). All of the factors tested in study were found to be highly important by 95 percent of pedestrians or more in each District. It is important to note, however, that although respondents noted that these factors are highly important, whether or not these factors passed the maintenance standards at the interview location did not impact perceptions of cleanliness relative to these factors.

**FIGURE 48:** Importance of Factors Used To Determine Street & Sidewalk Cleanliness  
% “Extremely Important”; By Supervisorial District

Factor	Supervisorial District										
	SD 1	SD 2	SD 3	SD 4	SD 5	SD 6	SD 7	SD 8	SD 9	SD 10	SD 11
Broken glass feces, etc.	85%	84%	84%	85%	84%	84%	87%	83%	84%	79%	88%
Unpleasant odors	60%	75%	64%	56%	60%	55%	64%	55%	63%	61%	64%
Illegal dumping	57%	65%	51%	67%	48%	49%	53%	49%	45%	61%	43%
Overflowing trash receptacles	51%	69%	52%	51%	45%	41%	51%	50%	47%	60%	45%
Cigarette butts	43%	63%	40%	51%	48%	44%	48%	49%	37%	51%	49%
Litter	40%	61%	37%	37%	39%	33%	48%	43%	32%	50%	41%
Grime	52%	60%	35%	35%	33%	35%	32%	33%	29%	46%	28%
Poorly groomed trees	29%	57%	32%	35%	41%	33%	36%	30%	28%	44%	33%

In addition to asking pedestrians to rate the importance of various factors in evaluating the cleanliness of streets and sidewalks, they were also asked to share in their own words any other factors they think are important, but were not included on the list. Although the vast majority (83%) did not have any additional suggestions, a number of pedestrians mention that the City should consider the presence of homeless persons (3%), sidewalk pavement conditions, including cracks and unevenness (2%), and having recycling/compost areas available (3%). Approximately one percent of those in the study mentioned that the presence of dog excrement and the number of trees should be considered.

## RECOMMENDATIONS

The research results of the Street and Sidewalk Perception Study provide a number of insights to guide the City as it considers revising the street and sidewalk maintenance standards to align more closely with pedestrian perceptions and expectations. Recommendations emerging from the research findings are detailed below:

- ✓ **Consider recalibrating street and sidewalk litter standards to align more closely with user perceptions of conditions that are “acceptably clean,” “unacceptably clean,” and “very dirty.”** While the average user perception score for sidewalk cleanliness in the study is 5.0 indicating general satisfaction with sidewalk conditions, the average standards evaluation litter count score for sidewalks is 2.8, which falls substantially short of the City’s standard of “acceptably clean.” Ratings for City streets follow a similar pattern. While users give the cleanliness of the street a mean score of 5.1, the litter count inspection score is 2.7, which is below acceptable standards according to the City.
- ✓ **Consider lowering the standard for the percentage of the sidewalk that must be free from grime, leaks or spills.** Although levels of satisfaction were lower in locations that failed the City’s maintenance standard for the presence of grime, leaks and spills, a majority of pedestrians remained either neutral or largely satisfied with conditions. Given that the mean satisfaction rating for this element is 5.2, the City may wish to re-calibrate this standard.
- ✓ **Consider modifying the standards related to the presence of graffiti to align better with pedestrian perceptions.** The City currently requires that sidewalks and properties be 100 percent free of graffiti. Pedestrians, however, do not express high levels of dissatisfaction with the presence of graffiti in locations that fail to meet this standard. Considering that the average incidence of graffiti ranges from 6 to 3 incidents across each of the four types of infrastructure evaluated under the City’s standards, the City may wish to re-calibrate its standards in this area based upon user perceptions.
- ✓ **Consider increased maintenance along corridors with heavier foot traffic as these types of locations are associated with lower cleanliness and satisfaction ratings.** Across nearly every measure, locations with higher foot-traffic registered lower satisfaction ratings and higher incidences of litter, grime, graffiti and other factors that contributed to lower levels of pedestrian satisfaction. Given the lower ratings in these locations, the City may wish to consider more frequent maintenance in these areas.
- ✓ **Maintain the current standards for the maintenance of trees and landscaping.** Standards for the condition of trees and landscaping appear most closely aligned with pedestrian perceptions. Out of all the elements explored in the study, this is the only area where pedestrians were largely dissatisfied with conditions that fell below City standards,

namely in locations that have historically fallen below City maintenance standards for tree appearance and clearance.

- ✓ **Consider adding sidewalk pavement conditions to the City's maintenance standards.**  
The condition of sidewalk pavement conditions, namely the condition of the sidewalk in terms of cracks, discoloration and evenness is significantly correlated with higher levels of user satisfaction with both the overall appearance of the block and the cleanliness of the sidewalk.
- ✓ **Consider adding the presence of unpleasant odors to the City's maintenance standards.**  
There is virtually unanimous agreement among pedestrians that the presence of unpleasant odors should be a consideration in evaluating the cleanliness of City streets and sidewalks. In the study the presence of unpleasant odors is indeed associated with lower levels of satisfaction with the cleanliness of sidewalks.
- ✓ **Conduct public outreach to increase awareness of who owns City sidewalks and who is responsible for sidewalk cleanliness and maintenance.** More than two-thirds of pedestrians believe the City owns the sidewalk and is primarily responsible for making sure City sidewalks are clean.

## APPENDIX A

### I. Research Methodology

Fairbank, Maslin, Maullin, Metz & Associates (FM3) was commissioned by the San Francisco Office of the Controller to conduct public opinion research to assess user perceptions of San Francisco streets and sidewalks. In order to meet this objective, FM3 conducted intercept interviews with 841 sidewalk users from August 26-September 28, 2010. The surveys were administered by live interviewers and took approximately 8 minutes for the average respondent to complete. Interviewers approached pedestrians at random and invited them to participate in the study. Respondents were given the opportunity to take the survey in English, Spanish or Chinese, and were offered a \$10 gift card as a token of appreciation for their time and participation. The intercept survey instrument can be found in Appendix E.

In addition to conducting the interviews with respondents, interviewers also documented the conditions and physical features present at each interview site using a Situational Assessment Form developed by FM3 and the Office of the Controller for this purpose. This assessment cataloged the presence of various streetscape elements and conditions, including utility infrastructure and amenities such as benches, bicycle racks and overhead power lines, the level of pedestrian and vehicle traffic during the interview timeframe, and the width of the sidewalk. The Situational Assessment Form can be found in Appendix E.

In order to compare pedestrian perceptions to the street and sidewalk maintenance standards used by the San Francisco Department of Public Works' (DPW) to evaluate street and sidewalk cleanliness, the Office of the Controller trained a small team of interviewers on the street and sidewalk maintenance standards, and a standards inspection was conducted at each site prior to interviewing. The Street and Sidewalk Evaluation Worksheet used to record the inspection results can be found in Appendix E.

A total of fifty-six locations were included in the perception study, all of which were selected by the San Francisco Department of Public Works, in consultation with the San Francisco Planning Department and the Controller's Office. The following factors were considered during the site selection process:

- ✓ **Maintenance standards ratings**—the site selection was designed to include corridors that fall above, below and on average when evaluated against DPW street and sidewalk maintenance standards
- ✓ **Area type**—a mix of commercial and residential areas were included in the study, with a preference for commercial areas, given the likelihood of higher levels of pedestrian traffic in these areas
- ✓ **Streetscape characteristics**—a diverse set of locations, with a range of different amenities and infrastructure features were included in the study (e.g., some locations had trees, while others did not, benches were present at some locations, but not at others).

- ✓ **Level of pedestrian traffic**—in order to ensure that the study was administered efficiently and in a timely fashion, the likely level of pedestrian foot-traffic was included as a consideration in the site selection process
- ✓ **Geographic diversity**—five interview locations were selected within each of the 11 supervisorial districts and 15 to 16 interviews were conducted at each location, yielding a total of 75 interviews, on average, per supervisorial district. Sixty-three percent of the interviews were conducted in commercial areas and 37 percent in residential neighborhoods, as shown in the table below.

Interviews were conducted within a 100-foot segment along each block. The interviews took place during timeframes that correspond to the mid-point in the DPW mechanical street-sweeping schedule in accordance with DPW’s standard scheduling procedure for street and sidewalk standards evaluations.

## II. Street and Sidewalk Perception Study Locations

District	Street	1 <sup>st</sup> Cross Street	2 <sup>nd</sup> Cross Street	Side of Street	Area Type
1	Geary St	17th Ave	18th Ave	S	Commercial
1	Clement St	7th Ave	8th Ave	N	Commercial
1	Balboa St	44th Ave	45th Ave	N	Commercial/ Residential
1	California St	17th Ave	18th Ave	N	Residential
1	33 <sup>rd</sup> Ave	Balboa St	Cabrillo St	W	Residential
2	Union St	Buchanan St	Webster St	N	Commercial
2	Chestnut St	Scott St	Pierce St	S	Commercial
2	Lombard St	Webster St	Fillmore St	N	Commercial
2	Pacific St	Scott St	Pierce St	N	Residential
2	Divisadero St	Bay St	Francisco St	W	Residential
3	Stockton St	Jackson St	Pacific St	W	Commercial
3	Polk St	Washington St	Clay	E	Commercial
3	Columbus St	Union St	Green St	SW	Commercial
3	Lombard	Stockton	Powell St	S	Residential
3	Green St	Grant	Kearney St	S	Residential
4	Taraval St	20th Ave	21st Ave	S	Commercial
4	Irving St	22nd Ave	23rd Ave	N	Commercial
4	Noriega St	45th Ave	46th Ave	S	Commercial
4	41 <sup>st</sup> St	Judah St	Irving St	W	Residential
4	36 <sup>th</sup> St	Ulloa St	Vicente St	E	Residential
5	Fillmore St	Sutter St	Bush St	E	Commercial
5	Haight St	Belvedere St	Clayton St	S	Commercial
5	Divisadero St	Hayes St	Grove St	W	Commercial
5	Scott St	McAllister St	Golden Gate Ave	W	Residential
5	Frederick St	Cole St	Shrader St	N	Residential

District	Street	1 <sup>st</sup> Cross Street	2 <sup>nd</sup> Cross Street	Side of Street	Area Type
6	Market St	6th St	7th St	SE	Commercial
6	Powell St	O'Farrell St	Ellis St	E	Commercial
6	4 <sup>th</sup> St	Mission	Howard	NE	Commercial
6	Brannan St	Colin Kelly	Delancey	SE	Residential
6	King St	3rd St	4th St	NW	Residential
7	West Portal	Vicente St	14th Ave	E	Commercial
7	Ocean Ave	Fairfield Wy	Lakewood Ave	N	Commercial
7	Portola Ave	Teresita Ave	Fowler Ave	E	Commercial
7	Quintara St	Cragmont St	12th St	S	Residential
7	San Benito Way	Monterey Blvd	St. Francis Blvd	W	Residential
8	24 <sup>th</sup> St	Noe St	Sanchez St	N	Commercial
8	Castro St	18th St	19th St	E	Commercial
8	Diamond St	Chenery St	Bosworth St	E	Commercial
8	26th St	Dolores St	Church St	S	Residential
8	Henry St	Noe St	Sanchez St	N	Residential
9	24th St	Harrison	Treat	N	Commercial
9	Mission St	18 <sup>th</sup> St	19 <sup>th</sup> St	W	Commercial
9	Valencia St	22 <sup>nd</sup> St	21 <sup>st</sup> St	E	Commercial
9	Folsom St	22nd St	21st	W	Residential
9	College Ave	Murray St	Benton St	W	Residential
10	San Bruno Ave	Dwight St	Olmstead St	W	Commercial
10	3 <sup>rd</sup> St	Palou Ave	Oakdale Ave	E	Commercial
10	22 <sup>nd</sup> St	Tennessee St	3rd St	S	Commercial
10	Quesada Ave	3rd St	Newhall St	S	Residential
10	Tennessee St	22nd	Tubbs	W	Residential
10	Missouri	20th St	Sierra St	E	Residential
11	Geneva Ave	London St	Paris St	N	Commercial
11	Mission St	Santa Rosa Ave	Harrington St	W	Commercial
11	Ocean Ave	Granada Ave	Miramar Ave	S	Commercial
11	Holloway Ave	Harold Ave	Lee Ave	N	Residential
11	Howth St	Mt. Vernon Ave	Niagara Ave	E	Residential

## APPENDIX B

### I. Characteristics of San Francisco Sidewalk Pedestrians

#### A. Residence

Not surprisingly, along the corridors selected for the study, a high proportion of pedestrians (82%) are San Francisco residents, while a minority (18%) are non-residents. The proportion of residents participating in the survey is substantially higher in Districts 7, 9, 10, and 11 where more than 90 percent indicate they live in the City (see **Figure 49**).

**FIGURE 49:** Percentage of Pedestrians Living in the City  
*By Supervisorial District*

District	San Francisco Resident	Non-Resident
<i>Citywide</i>	82%	18%
District 1	77%	23%
District 2	80%	20%
District 3	64%	36%
District 4	85%	15%
District 5	81%	19%
District 6	68%	32%
District 7	92%	8%
District 8	71%	29%
District 9	91%	9%
District 10	92%	8%
District 11	96%	4%

*\*Due to rounding, and the fact that some pedestrians preferred not to offer a response, not all totals equal 100%.*

Of the 82 percent of pedestrians overall that live in the City, three in five (61%) have lived in the City ten years or more, while the remainder either have been in the City less than ten years (36%) or refused to share their length of residence (3%). A plurality of non-residents using the sidewalks included in the study are visitors from out of town (44%), while the balance either work in the City (16%) or are visiting the City but live in another part of the Bay Area (16%)—one quarter of sidewalk pedestrians declined to register a response to the question.



**FIGURE 50: Background of Pedestrians Who Are Not San Francisco Residents**  
*By Supervisorial District*

District	Work in the City	Live in Another Part of the Bay Area	Visiting from Out of Town	Refused
Citywide	16%	16%	44%	25%
District 1	12%	29%	12%	47%
District 2	20%	20%	60%	0%
District 3	11%	15%	48%	26%
District 4	9%	9%	27%	55%
District 5	0%	7%	21%	71%
District 6	21%	8%	63%	8%
District 7	17%	33%	33%	17%
District 8	23%	9%	50%	18%
District 9	0%	29%	71%	0%
District 10	57%	29%	14%	0%
District 11	0%	0%	100%	0%

**B. Age and Ethnic/Racial Background**

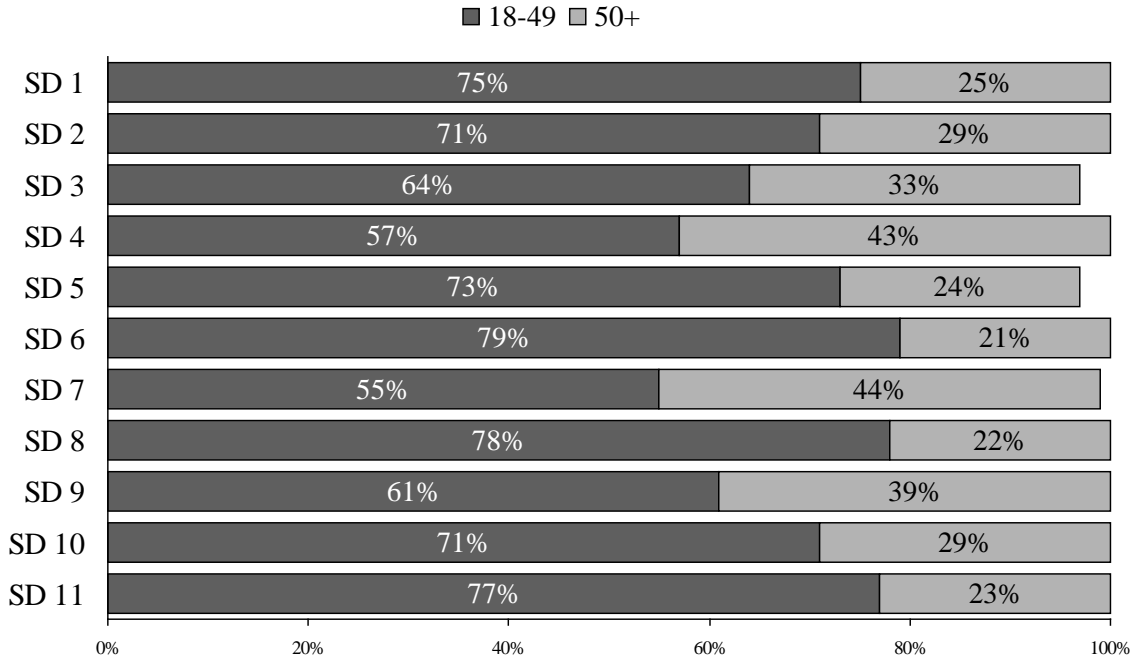
The age of pedestrians included in the study approximates that of City residents. Five percent of pedestrians are between the ages of 18 to 19, compared to 2 percent of residents as reported by the U.S. Census Bureau’s American Community Survey (2009). More than three-quarters of pedestrians (78%) fall between the ages of 20 to 59, while 76 percent of City residents fall within this age range.<sup>3</sup> Thirteen percent of pedestrians are age 60-74, and a similar proportion (14%) fall within this range Citywide. Only 3 percent of pedestrians are age 75 or older, while this segment makes up 9 percent of the population Citywide. One percent of survey respondents declined to share their age.

Across supervisorial districts, a substantial majority of pedestrians are between the ages of 18 and 49. On average 69 percent of pedestrians fall with this age range. As shown in **Figure 51** below, this percentage is slightly higher in Districts 1, 6, 8 and 11 where 75 percent or more are between the ages of 18-49. By comparison, 30 percent of pedestrians are 50 years of age or older. The proportion of

<sup>3</sup> The most recent data on the distribution of City residents by age that is available through the American Community Survey is reported in age brackets that do not directly correspond to the brackets included in the perceptions study. For this reason, age categories reported individually through the perception study have been combined for the purpose of comparison to the demographics of the citywide population. A wider range of data should be available from the 2010 Census in late February 2011.

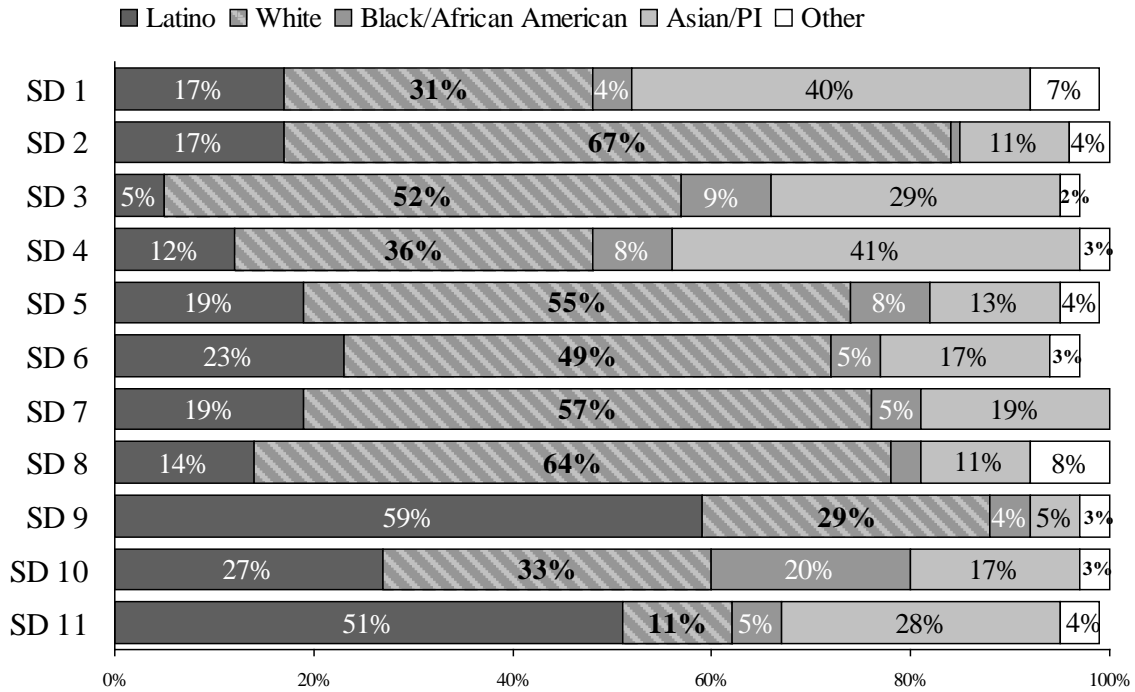
pedestrians age 50 or older is higher in Districts 4, 7 and 9, where nearly 40 percent or more fall within this age bracket.

**FIGURE 51: Pedestrian Age  
 By Supervisorial District**



In terms of the ethnic/racial background of pedestrians, there are some slight differences when compared to city residents. While 24 percent of pedestrians in the perception study describe their ethnic background as Latino, only 14 percent of residents Citywide identify as Latino according to the American Community Survey. Approximately 1 in 5 pedestrians in the study identify themselves as Asian or Pacific Islander, compared with 31 percent of residents Citywide. The proportion of pedestrians who identify as White (44%) and Black or African American (7%) is comparable to the demographics of the resident population, where 45 percent identify as White and 6 percent as Black or African American (see **Figure 52** on the following page).

**FIGURE 52: ETHNIC/RACIAL BACKGROUND OF PEDESTRIANS**  
*By Supervisorial District*



**C. Purpose of Trip and Frequency of Travel**

Sidewalk pedestrians state a variety of reasons for traveling along the blocks selected for the study. Nearly two in five (39%) state the purpose of their trip as shopping or dining, while 30 percent say their purpose is for business or some other errand, and slightly more than one quarter (27%) say they are one their way home or visiting family or friends. Seventeen percent of sidewalk pedestrians state some other purpose, while 1 percent did not wish to share the purpose of their trip. Interviews were conducted on weekdays during one of two timeframes, either 9 a.m. to 12 p.m. or 12 p.m. to 5 p.m., depending on the midpoint of the mechanical street-sweeping schedule for that particular location. The time of day interviews were conducted is likely correlated with trip purpose.

Pedestrians report walking along the blocks included in the study regularly. A majority (51%) walk on the sidewalk of the block on which they were interviewed every day, while slightly less than one quarter (23%) make the trip at least once a week. Virtually the same proportion (24%) walk on the sidewalk on which they were interviewed several times a month (9%) or less (15%).

## APPENDIX C

### I. Pedestrian Survey Topline Responses

**SAN FRANCISCO STREET AND SIDEWALK PERCEPTION SURVEY  
AUGUST 26–SEPTEMBER 28, 2010  
JOB #330-143FT  
N=841**

The San Francisco Office of the Controller and the Department of Public Works are conducting a survey of San Francisco pedestrians in order to better understand public perceptions of the City's streets and sidewalks. The survey is completely voluntary and anonymous. It is being administered by an independent research firm. As a small token of appreciation you will receive a \$10.00 gift card upon completion of the questionnaire.

1. Are you a resident of San Francisco?

Yes ----- **(ASK Q1a)**--82%  
No----- **(ASK Q1b)**--18%

**(ASK Q1A ONLY IF CODE 1 IN Q1)**

1a. How long have you lived in the City? **(OPEN END, RECORD VERBATIM RESPONSE)**

Less than 1 year ----- 0%  
1-4 years -----21%  
5-9 years -----15%  
10-19 years-----23%  
Over 19 years-----38%  
**(DK/NA/REFUSED)**----- 3%

**(ASK Q1B ONLY IF CODE 2 IN Q1)**

1b. Do any of the following apply?

Work in the City -----16%  
Visiting from out of town-----44%  
Visiting, but live in another part of the Bay Area-----16%  
**(DK/NA/REFUSED)**-----25%

**(RESUME ASKING ALL RESPONDENTS)**

2. What is the purpose of your trip today? **(ACCEPT MULTIPLE RESPONSES)**

Shopping-----	24%
Dining-----	15%
Business-----	19%
Other errand-----	11%
On your way home-----	19%
Visiting family or friends-----	8%
<b>(OTHER-SPECIFY _____)</b> -----	17%
<b>(DON'T READ) DK/NA</b> -----	1%

3. How often do you walk on the sidewalk on this block?

Every day-----	51%
At least once a week-----	23%
Several times a month-----	9%
Less than once per month-----	15%
<b>(DON'T READ) DK/NA</b> -----	1%

4. How would you rate the cleanliness of the sidewalk on which you are currently standing? Please use a scale from 1 to 7, where one means the sidewalk is very dirty and seven means the sidewalk is very clean. A rating of 4 means the sidewalk is neither dirty nor clean.

<b>MEAN</b> -----	<b>5</b>
1-----	3%
2-----	5%
3-----	9%
4-----	15%
5-----	24%
6-----	30%
7-----	13%
<b>(DON'T READ) DK/NA</b> -----	0%

5. Why did you rate the cleanliness of the sidewalk in this way?(**OPEN END, RECORD VERBATIM RESPONSE**)

No litter/trash/generally clean/only leaves -----	20%
Very clean/beautiful/nice-----	7%
Cigarette butts, trash, litter, gum present -----	20%
Very dirty, smelly, grimy -----	5%
Sidewalk cracked, aging/discolored-----	2%
Homeless present -----	1%
No homeless present -----	1%
Clean compared to other areas -----	3%
Graffiti present -----	1%
Feces, glass, dog excrement, urine present -----	4%
Other -----	2%
DK/No response -----	39%

6. Using a seven point scale, please rate your level of satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means that you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied.

		<b>VERY MEAN DISSAT SCORE</b>		<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>		<b>6</b>		<b>VERY SATIS (DK/ 7 NA)</b>		
[ ]a.	The overall appearance of this block-----	<b>5.2</b>	----	2%	----	4%	--	7%	--	13%	--	24%	----	29%	----	20%	----	0%
[ ]b.	The overall condition of the storefronts or residences along this block -----	<b>5.2</b>	----	1%	----	4%	--	7%	--	14%	--	23%	----	30%	----	20%	----	0%
[ ]c.	The ease of walking on the sidewalk in terms of its width, crowdedness, or the presence of objects that block the walkway-----	<b>5.5</b>	----	1%	----	3%	--	6%	--	13%	--	20%	----	28%	----	29%	----	0%
[ ]d.	The condition of the sidewalk on this block, in terms of cracks, discoloration and evenness-----	<b>4.9</b>	----	3%	----	4%	--	10%	--	17%	--	26%	----	26%	----	13%	----	0%
[ ]e.	The presence of litter on the sidewalk -----	<b>5.0</b>	----	3%	----	5%	--	11%	--	14%	--	21%	----	26%	----	19%	----	1%
[ ]f.	The cleanliness of the sidewalk, in terms of the presence or absence of grime, leaks or spills -----	<b>5.2</b>	----	2%	----	4%	--	7%	--	13%	--	19%	----	23%	----	19%	----	13%
[ ]g.	The cleanliness of sidewalks citywide -----	<b>4.3</b>	----	4%	----	8%	--	18%	--	24%	--	22%	----	16%	----	6%	----	2%

	<b>VERY</b>						<b>VERY</b>			
	<b>MEAN</b>	<b>DISSAT</b>					<b>SATIS</b>	<b>(DK/</b>		
	<b>SCORE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>NA)</b>	
[ ]h.	The overall condition of the trash receptacles on this block in terms of cleanliness, fullness, paint, cracks or damage that affects its use-----	<b>4.7</b>	7%	7%	9%	18%	18%	24%	15%	2%
[ ]i.	The overall condition of the trees and landscaping on this block in terms of the health and appearance, and the cleanliness of tree wells -----	<b>5.2</b>	7%	3%	7%	13%	18%	27%	25%	0%
[ ]j.	The number of trees on this block--	<b>4.9</b>	9%	7%	7%	13%	16%	21%	26%	1%
[ ]k.	The cleanliness of the street, considering the area from the curb to the middle of the side of the street on which you are standing---	<b>5.1</b>	1%	4%	10%	15%	25%	28%	16%	1%
[ ]l.	The presence of vehicles or level of traffic congestion in the street----	<b>4.9</b>	3%	5%	10%	18%	23%	26%	15%	1%
[ ]m.	The presence of graffiti -----	<b>5.4</b>	4%	4%	8%	7%	17%	28%	31%	0%
[ ]n.	The presence of illegal dumping, which includes any discarded curbside items such as furniture, appliances and other bulk items----	<b>5.4</b>	3%	3%	9%	10%	18%	27%	30%	0%

7. Who among the following would you say owns the sidewalk in San Francisco? **(PLEASE CHECK ONLY ONE)**

- Business owners ----- 12%
- Private residents ----- 20%
- The City of San Francisco ----- 67%
- (DON'T READ) DK/NA/REFUSED ----- 1%**

8. Who among the following should take primary responsibility for ensuring that City sidewalks are clean in San Francisco?

- Business owners ----- 18%
- Private residents ----- 20%
- The City of San Francisco ----- 61%
- (DON'T READ) DK/NA/REFUSED ----- 1%**

9. Who among the following should take primary responsibility for ensuring that City streets are clean in San Francisco?

- Business owners ----- 3%
- Private residents ----- 3%

The City of San Francisco -----93%  
**(DON'T READ) DK/NA/REFUSED ----- 1%**

10. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks?

		<u>EXT</u> <u>IMP.</u>	<u>VERY</u> <u>IMP.</u>	<u>SMWT</u> <u>IMP.</u>	<u>NOT TOO</u> <u>IMP.</u>	<u>(DON'T</u> <u>READ)</u> <u>DK/NA</u>
[ ]a.	Grime, including paint, dried liquids or any substance that causes wet, slippery conditions-----	38%	61%	0%	0%	1%
[ ]b.	Litter-----	42%	57%	0%	0%	1%
[ ]c.	Cigarette butts-----	48%	51%	0%	0%	1%
[ ]d.	Illegal dumping on street and sidewalk of furniture, car parts or other bulk items-----	54%	45%	0%	0%	1%
[ ]e.	Overflowing trash receptacles-----	51%	48%	0%	0%	1%
[ ]f.	Poorly groomed trees and landscaping-----	37%	62%	0%	0%	2%
[ ]g.	Broken glass, feces, needles, and condoms-----	84%	15%	0%	0%	1%
[ ]h.	Unpleasant odors-----	61%	37%	0%	0%	1%

11. Are there any other factors that you think are important to evaluating the cleanliness of this block?**(OPEN END, RECORD VERBATIM RESPONSE BELOW)**

Have recycling/compost areas-----	3%
Homeless present-----	3%
Sidewalk pavement conditions, cracks, unevenness-----	2%
Dog excrement-----	1%
More trees-----	1%
No/none/no response-----	83%
Other-----	7%



**THESE ARE MY FINAL QUESTIONS, AND THEY ARE FOR CLASSIFICATION PURPOSES ONLY.**

12. What is your age?

- 18-19----- 5%
- 20-29-----24%
- 30-39-----19%
- 40-49-----21%
- 50-59-----14%
- 60-74-----13%
- 75 or older ----- 3%
- (DON'T READ) Refused ----- 1%**

13. Which of the following categories best describes your race or ethnic background: Hispanic or Latino, White or Caucasian, Black or African-American, Native American or Alaskan Native, Asian or Pacific Islander, or some other ethnic or racial background? **(PLEASE CHECK ALL THAT APPLY)**

- Hispanic/Latino -----24%
- Black/African-American----- 7%
- Asian/Pacific Islander -----21%
- White/Caucasian -----44%
- Native American/Alaskan Native ----- 0%
- Other (**SPECIFY \_\_\_\_\_**) ----- 3%
- (DON'T READ) DK/NA/REFUSED ----- 1%**

14. In what zip code do you reside?**(OPEN END, RECORD VERBATIM RESPONSE BELOW)**

---

15. How would you describe the weather in San Francisco today?

- Nice, sunny or warm -----46%
- Dreary, cloudy or cold-----32%
- In between-----20%
- (DON'T READ) DK/NA ----- 1%**

**THANK AND TERMINATE**

**Gender: By observation**

Male ----- 57%  
Female----- 43%

**LANGUAGE OF INTERVIEW:**

English----- 83%  
Chinese----- 4%  
Spanish----- 13%

**SUPERVISORIAL DISTRICT**

1-----9%  
2-----9%  
3-----9%  
4-----9%  
5-----9%  
6-----9%  
7-----9%  
8-----9%  
9-----9%  
10----- 11%  
11-----9%

**LOCATION TYPE**

Commercial ----- 63%  
Residential----- 37%

**II. Situational Assessment Topline Results**

**SITUATIONAL ASSESSMENT**

1. Please list the total number of each of the following utilities or amenities within the 100-foot segment of the block on which you will be interviewing?

	<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4 OR MORE</u>	<u>NO RESP.</u>
[ ] a. Streetlights-----	20%	37%	29%	5%	9%	0%
[ ] b. Benches -----	91%	9%	0%	0%	0%	0%
[ ] c. Bicycle racks -----	79%	16%	2%	2%	2%	0%
[ ] d. DPW owned newspaper/magazine racks -----	86%	7%	4%	2%	2%	0%
[ ] e. Non-DPW owned newspaper/magazine racks -----	86%	5%	5%	2%	2%	0%
[ ] f. Trash receptacles -----	64%	25%	9%	2%	0%	0%

2. Are there overhead power, telephone or other wires present?

Yes -----79%  
No-----21%  
**(DK/NO RESPONSE)**----- 0%

3. Are there people walking or loitering...?

	<u>YES</u>	<u>NO</u>	<u>NO RESPONSE</u>
[ ] a. On the sidewalk -----	80%	18%	2%
[ ] b. In parked cars-----	11%	75%	14%
[ ] c. In the street7% -----	80%	12%	

**(IF YES IN Q3A RESPOND TO 3X)**

3X. How many?

1----- 13%  
2----- 9%  
3----- 4%  
4----- 13%  
5 OR MORE -----49%  
**(DK/NO RESPONSE)**----- 11%

4. Are there any persons who appear to be homeless residents on the block?

Yes, within 100-ft segment----- 14%  
 Yes, but not within 100-ft segment----- 2%  
 No-----84%  
**(DK/NO RESPONSE)**----- 0%

**(IF YES IN Q4 RESPOND TO 4X)**

4X. How many?

1-----44%  
 2-----22%  
 3----- 0%  
 4----- 0%  
 5 OR MORE -----33%  
**(DK/NO RESPONSE)**----- 0%

5. Is there vehicle traffic in the street?

Yes -----91%  
 No----- 9%  
**(DK/NO RESPONSE)**----- 0%

6. Are there potholes on the side of the street within the 100-ft segment you are evaluating?

Yes -----14%  
 No-----84%  
**(DK/NO RESPONSE)**----- 2%

**(IF YES IN Q6 RESPOND TO 6X)**

6X. How many?

1-----50%  
 2-----25%  
 3 OR MORE -----13%  
**(DK/NO RESPONSE)**-----13%

7. Are there any large cracks or asphalt patchwork on the side of the street within the 100-ft segment you are evaluating?

Yes -----45%  
 No-----55%  
**(DK/NO RESPONSE)**----- 0%

8. How would you describe...?

		<b><u>SLOW</u></b>	<b><u>MODERATE</u></b>	<b><u>HEAVY</u></b>	<b><u>NO RESPONSE</u></b>
[ ] a.	The level of foot traffic or user presence on this block, including the 100-ft interview segment	43%	41%	16%	0%
[ ] b.	The level of vehicle traffic on this side of the street	29%	46%	25%	0%

9. Are unpleasant odors detectable?

Yes	11%
No	89%
<b>(DK/NO RESPONSE)</b>	<b>0%</b>

**(IF YES IN Q9 RESPOND TO 9X)**

9X. If yes, please describe and indicate its apparent source?

Bad fruit	17%
Doorways/buildings	17%
Homeless persons	17%
Trash cans	17%
Urine	33%
Other	0%

10. How would you describe the upkeep of storefronts or residences within this 100-ft segment?

Excellent	27%
Good	59%
Only fair	11%
Poor	4%
<b>(DK/NO RESPONSE)</b>	<b>0%</b>

11. Besides trees are there other plantings in the street/roadway median or front yards?

Yes	48%
No	52%
<b>(DK/NO RESPONSE)</b>	<b>0%</b>

12. How wide is the sidewalk? **(IN FEET)**

Less than 10 feet -----	14%
10-11 feet-----	22%
12-13 feet-----	30%
14-15 feet-----	11%
16-17 feet-----	4%
18-19 feet-----	5%
20 feet or more -----	14%

13. Please describe any noteworthy factors that might influence user perceptions of the cleanliness of the street or sidewalk, or the general attractiveness, amenities, safety concerns or conditions on this block?

Sidewalk appears clean-----	11%
Landscaping features are appealing -----	9%
Sidewalk is dirty-----	14%
Sidewalk is crowded -----	4%
Sidewalk is in poor physical condition -----	5%
Other-----	11%
No response/NA -----	46%

**III. Street and Sidewalk Maintenance Standards Evaluation Topline Results**

**STREET AND SIDEWALK CLEANLINESS STANDARDS EVALUATION**

**1.0 STREET CLEANLINESS**

1.1 Litter count:

Less than 5 pieces-----	5%
5-15 pieces -----	23%
16-29 pieces -----	29%
30-49 pieces -----	22%
50 or more pieces-----	20%
No response/NA-----	2%

Are cigarette butts present?

Yes -----	2%
No-----	89%
<b>(DK/NO RESPONSE)</b> -----	<b>9%</b>

**2.0 SIDEWALK CLEANLINESS**

2.1 Litter count (Including cigarette butts):

Less than 5 pieces-----	5%
5-15 pieces -----	14%
16-29 pieces -----	14%
30-49 pieces -----	30%
50 or more pieces-----	36%
No response/NA-----	0%

Are cigarette butts present?

Yes -----	2%
No-----	66%
<b>(DK/NO RESPONSE)</b> -----	<b>32%</b>

Primary sources of litter:

Paper, stickers, cigarette butts-----	2%
No response-----	98%

2.2 Percent of sidewalk without grime, leaks, spills:

100% -----	2%
90-99% -----	54%
80-89% -----	14%
70-79% -----	14%
Less than 70%-----	14%
No response-----	2%

2.3 Number of incidents of graffiti

0-----	57%
1-2 -----	12%
3-5 -----	12%
6-10-----	7%
11 OR MORE -----	11%

2.4 Illegal dumping standard met?

Yes -----	84%
No-----	16%

2.5 Feces, needles, glass, condoms standard met?

Yes -----	79%
No-----	21%

Other comments/reason site did not meet standards:

Dog excrement -----	8%
Feces -----	17%
Glass-----	33%
Other -----	8%
No comments/response -----	42%



**3.0 GRAFFITI**

Count the total number of incidents of graffiti for each category

		<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4 OR MORE</u>	<u>NO RESPONSE</u>
3.1	DPW-----	48%	16%	5%	5%	12%	13%
3.2	Non-DPW -----	46%	12%	9%	2%	21%	9%
3.3	Private -----	50%	4%	5%	9%	20%	13%

Other Comments:

DPW property chalked up -----	25%
Non-DPW property-too much newspaper-----	25%
Non-DPW property-stickers on poles -----	25%
Non-DPW property-graffiti near bus stop -----	25%
No comment/response -----	0%

**4.0 TRASH RECEPTACLES**

The only reliable data collected regarding the condition of trash receptacles includes the number of receptacles at each interview site and general, subjective observations of trash receptacle condition. Inspection data for trash receptacles was not collected in accordance with City standards and is therefore omitted from this report.

Total Number of Receptacles

0-----	70%
1-----	27%
2-----	4%

Trash Receptacles—Other comments:

Dirty-----	33%
Clean -----	67%
Needs painting/paint peeling/ripping-----	40%
Condition of paint good/okay -----	46%
Structural integrity/function good -----	80%
Door in good condition -----	47%
Receptacle empty/almost empty/not full -----	54%
Receptacle very full -----	20%
Area around receptacle clean/extremely clean-----	7%
Other -----	7%
No comments-----	13%

**5.0 TREES AND LANDSCAPING**

The only reliable data collected regarding the condition of trees and landscaping includes the number of trees at each interview site and general, subjective observations of tree and landscaping conditions. Inspection data for trees and landscaping was not collected in accordance with City standards and is therefore omitted from this report.

Total Number of Trees:

0-----	25%
1-----	25%
2-----	16%
3-----	18%
4-----	12%
5-----	4%

Trees and landscaping—Other comments:

Cleanliness-good/very good/above average/clean -----	43%
Cleanliness--dirty/not good/bad/poor -----	10%
Cleanliness-average/fair/okay -----	17%
Appearance--good/very good/clean -----	74%
Appearance--below average, needs water/ poor/not green/not maintained -----	17%
Weediness—none -----	17%
Weediness--average/some/slight -----	21%
Weediness--too high/many/a lot-----	12%
Clearance--too high, needs cutting, creating blockage -----	40%
Clearance--good/okay/very low/clear/short-----	45%
Other-----	2%
No comments -----	5%

Are cigarette butts present?

Yes -----	2%
No-----	41%
<b>(DK/NO RESPONSE)</b> -----	<b>57%</b>

## APPENDIX D

### I. Pedestrian Survey Responses by Supervisorial District

#### 1. Are you a resident of San Francisco?

SD	Yes	No
1	77%	23%
2	80%	20%
3	64%	36%
4	85%	15%
5	81%	19%
6	68%	32%
7	92%	8%
8	71%	29%
9	91%	9%
10	92%	8%
11	96%	4%
<b>CITYWIDE</b>	<b>82%</b>	<b>18%</b>

#### 1A. How long have you lived in the City?

SD	<b>&lt;10 YEARS</b>	1-4 years	5-9 years	<b>10-19 years</b>	<b>Over 19</b>	DK/NA/REF
1	<b>33%</b>	16%	17%	<b>43%</b>	<b>17%</b>	7%
2	<b>58%</b>	38%	20%	<b>20%</b>	<b>20%</b>	2%
3	<b>38%</b>	21%	17%	<b>15%</b>	<b>46%</b>	2%
4	<b>27%</b>	19%	8%	<b>22%</b>	<b>44%</b>	8%
5	<b>33%</b>	18%	15%	<b>23%</b>	<b>38%</b>	7%
6	<b>39%</b>	24%	16%	<b>27%</b>	<b>29%</b>	4%
7	<b>28%</b>	16%	12%	<b>22%</b>	<b>49%</b>	1%
8	<b>39%</b>	20%	19%	<b>17%</b>	<b>41%</b>	4%
9	<b>31%</b>	19%	12%	<b>24%</b>	<b>46%</b>	0%
10	<b>41%</b>	24%	17%	<b>16%</b>	<b>43%</b>	0%
11	<b>36%</b>	17%	19%	<b>26%</b>	<b>36%</b>	1%
<b>CITYWIDE</b>	<b>36%</b>	21%	15%	<b>23%</b>	<b>38%</b>	3%

1B. Do any of the following apply?

SD	Work in the City	Visiting from out of town	Visiting, live in another part of the Bay Area	DK/NA/Refused
1	12%	12%	29%	47%
2	20%	60%	20%	0%
3	11%	48%	15%	26%
4	9%	27%	9%	55%
5	0%	21%	7%	71%
6	21%	63%	8%	8%
7	17%	33%	33%	17%
8	23%	50%	9%	18%
9	0%	71%	29%	0%
10	57%	14%	29%	0%
11	0%	100%	0%	0%
<b>CITYWIDE</b>	<b>16%</b>	<b>44%</b>	<b>16%</b>	<b>25%</b>

2. What is the purpose of your trip today? (Multiple Responses Accepted)

SD	Shopping	Dining	Business	Other errand	Heading Home	Visiting Friends/Family	Other	DK/NA
1	29%	19%	20%	4%	16%	11%	9%	3%
2	11%	19%	39%	15%	7%	9%	12%	0%
3	40%	13%	15%	5%	15%	11%	11%	3%
4	23%	16%	19%	8%	13%	9%	15%	3%
5	29%	19%	13%	7%	27%	5%	13%	3%
6	37%	16%	24%	8%	5%	8%	19%	0%
7	13%	19%	11%	15%	20%	7%	28%	0%
8	17%	8%	17%	12%	13%	18%	21%	0%
9	33%	23%	21%	19%	19%	4%	17%	0%
10	12%	9%	21%	14%	31%	6%	14%	0%
11	16%	4%	8%	12%	44%	5%	29%	1%
<b>CITYWIDE</b>	<b>24%</b>	<b>15%</b>	<b>19%</b>	<b>11%</b>	<b>19%</b>	<b>8%</b>	<b>17%</b>	<b>1%</b>

3. How often do you walk on this block?

SD	Daily	Weekly	Several times a month	Less than once per month	DK/NA
1	64%	16%	5%	12%	3%
2	41%	37%	11%	11%	0%
3	36%	20%	13%	29%	1%
4	63%	15%	8%	12%	3%
5	53%	16%	8%	21%	1%
6	33%	17%	7%	41%	1%
7	56%	31%	11%	3%	0%
8	43%	20%	9%	26%	1%
9	60%	25%	7%	5%	3%
10	57%	23%	12%	8%	0%
11	59%	32%	4%	3%	3%
CITYWIDE	51%	23%	9%	15%	1%

4. How would you rate the cleanliness of the sidewalk on which you are currently standing? Please use a scale from 1 to 7, where one means the sidewalk is very dirty and seven means the sidewalk is very clean. A rating of 4 means the sidewalk is neither dirty nor clean.

SD	1 = Very dirty	2	3	4 = Neither	5	6	7 = Very clean	DK/NA
1	1%	3%	7%	29%	19%	32%	9%	0%
2	0%	1%	4%	11%	20%	44%	20%	0%
3	5%	7%	12%	17%	25%	21%	11%	1%
4	4%	3%	12%	17%	25%	29%	9%	0%
5	4%	5%	12%	16%	33%	21%	8%	0%
6	1%	0%	5%	15%	20%	35%	24%	0%
7	0%	5%	4%	12%	27%	35%	17%	0%
8	0%	1%	1%	9%	25%	42%	20%	1%
9	9%	9%	16%	13%	19%	20%	13%	0%
10	1%	9%	7%	10%	31%	32%	10%	0%
11	3%	11%	20%	19%	23%	19%	7%	0%
CITYWIDE	3%	5%	9%	15%	24%	30%	13%	0%

5. Why did you rate the cleanliness of the sidewalk in this way? (Open-ended response; comments aggregated into categories)

SD	No litter, trash, only leaves	Very clean, beautiful, nice	Cigarette butts, trash	Very dirty, smelly, grimy	Sidewalk cracked, aging	Homeless present
1	28%	1%	29%	1%	1%	0%
2	12%	17%	15%	0%	4%	0%
3	16%	3%	33%	1%	1%	0%
4	21%	3%	23%	1%	5%	0%
5	21%	4%	21%	12%	5%	1%
6	17%	16%	5%	12%	1%	3%
7	31%	11%	15%	4%	1%	0%
8	36%	7%	11%	3%	3%	3%
9	11%	9%	36%	5%	0%	1%
10	19%	6%	16%	10%	1%	0%
11	8%	0%	20%	7%	0%	0%
CITYWIDE	20%	7%	20%	5%	2%	1%

SD	No homeless present	Clean compared to other areas	Graffiti present	Feces, glass, dog excrement	Other	DK/no response
1	3%	4%	0%	4%	4%	31%
2	0%	0%	0%	8%	1%	45%
3	0%	3%	1%	3%	0%	41%
4	1%	9%	0%	1%	12%	32%
5	1%	5%	0%	5%	4%	28%
6	1%	3%	0%	0%	0%	45%
7	0%	3%	3%	1%	0%	35%
8	1%	1%	0%	4%	5%	30%
9	0%	0%	3%	7%	1%	36%
10	0%	3%	6%	6%	0%	41%
11	0%	0%	0%	3%	0%	64%
CITYWIDE	1%	3%	1%	4%	2%	39%

6A. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The overall appearance of this block

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1%	<b>1%</b>	1%	9%	<b>20%</b>	20%	33%	<b>15%</b>	0%
2	<b>0%</b>	0%	3%	<b>9%</b>	13%	47%	<b>28%</b>	0%
3	<b>3%</b>	5%	11%	<b>23%</b>	21%	23%	<b>13%</b>	1%
4	<b>1%</b>	5%	4%	<b>13%</b>	29%	36%	<b>11%</b>	0%
5	<b>4%</b>	3%	4%	<b>16%</b>	32%	27%	<b>15%</b>	0%
6	<b>1%</b>	3%	5%	<b>12%</b>	19%	23%	<b>37%</b>	0%
7	<b>0%</b>	3%	4%	<b>9%</b>	24%	33%	<b>27%</b>	0%
8	<b>0%</b>	1%	1%	<b>4%</b>	18%	39%	<b>36%</b>	0%
9	<b>7%</b>	8%	16%	<b>9%</b>	23%	20%	<b>17%</b>	0%
1%0	<b>2%</b>	4%	10%	<b>8%</b>	37%	27%	<b>12%</b>	0%
1%1%	<b>0%</b>	11%	13%	<b>24%</b>	25%	15%	<b>12%</b>	0%
<b>CITYWIDE</b>	<b>2%</b>	4%	7%	<b>13%</b>	24%	29%	<b>20%</b>	0%

6B. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The overall condition of the storefronts and residences along this block

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1	<b>0%</b>	1%	9%	<b>19%</b>	27%	28%	<b>16%</b>	0%
2	<b>0%</b>	0%	0%	<b>8%</b>	23%	40%	<b>29%</b>	0%
3	<b>3%</b>	5%	7%	<b>20%</b>	25%	29%	<b>9%</b>	1%
4	<b>0%</b>	3%	3%	<b>16%</b>	16%	47%	<b>15%</b>	1%
5	<b>3%</b>	1%	7%	<b>21%</b>	25%	27%	<b>16%</b>	0%
6	<b>0%</b>	1%	8%	<b>11%</b>	21%	28%	<b>31%</b>	0%
7	<b>0%</b>	5%	4%	<b>12%</b>	16%	31%	<b>32%</b>	0%
8	<b>1%</b>	1%	1%	<b>5%</b>	25%	30%	<b>36%</b>	0%
9	<b>4%</b>	9%	16%	<b>13%</b>	19%	23%	<b>16%</b>	0%
10	<b>4%</b>	6%	9%	<b>8%</b>	31%	28%	<b>14%</b>	0%
11	<b>0%</b>	8%	13%	<b>23%</b>	28%	21%	<b>7%</b>	0%
<b>CITYWIDE</b>	<b>1%</b>	4%	7%	<b>14%</b>	23%	30%	<b>20%</b>	0%

6C. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The ease of walking on the sidewalk in terms of its width crowdedness, or the presence of objects that block the walkway

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1	<b>0%</b>	1%	5%	<b>12%</b>	11%	32%	<b>39%</b>	0%
2	<b>0%</b>	0%	1%	<b>13%</b>	12%	29%	<b>44%</b>	0%
3	<b>5%</b>	9%	11%	<b>15%</b>	24%	16%	<b>19%</b>	1
4	<b>1%</b>	1%	5%	<b>5%</b>	19%	28%	<b>39%</b>	1
5	<b>4%</b>	1%	4%	<b>15%</b>	25%	31%	<b>20%</b>	0%
6	<b>1%</b>	0%	5%	<b>12%</b>	21%	27%	<b>33%</b>	0%
7	<b>0%</b>	1%	7%	<b>5%</b>	15%	35%	<b>36%</b>	1
8	<b>0%</b>	3%	4%	<b>8%</b>	20%	33%	<b>33%</b>	0%
9	<b>4%</b>	12%	13%	<b>16%</b>	16%	19%	<b>20%</b>	0%
10	<b>0%</b>	1%	6%	<b>21%</b>	18%	30%	<b>24%</b>	0%
11	<b>0%</b>	0%	1%	<b>17%</b>	35%	29%	<b>17%</b>	0%
<b>CITYWIDE</b>	<b>1%</b>	<b>3%</b>	<b>6%</b>	<b>13%</b>	<b>20%</b>	<b>28%</b>	<b>29%</b>	<b>0%</b>

6D. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The condition of the sidewalk on this block, in terms of cracks, discoloration and evenness

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1	<b>3%</b>	4%	8%	<b>13%</b>	28%	29%	<b>15%</b>	0%
2	<b>0%</b>	1%	0%	<b>11%</b>	25%	40%	<b>23%</b>	0%
3	<b>8%</b>	16%	13%	<b>13%</b>	28%	15%	<b>5%</b>	1%
4	<b>3%</b>	0%	17%	<b>13%</b>	25%	33%	<b>8%</b>	0%
5	<b>1%</b>	5%	15%	<b>21%</b>	25%	23%	<b>9%</b>	0%
6	<b>0%</b>	3%	5%	<b>16%</b>	17%	27%	<b>32%</b>	0%
7	<b>3%</b>	3%	16%	<b>17%</b>	25%	21%	<b>13%</b>	1%
8	<b>0%</b>	1%	4%	<b>20%</b>	20%	36%	<b>18%</b>	1%
9	<b>12%</b>	8%	13%	<b>20%</b>	23%	17%	<b>5%</b>	1%
10	<b>0%</b>	4%	9%	<b>26%</b>	27%	26%	<b>9%</b>	0%
11	<b>0%</b>	1%	11%	<b>20%</b>	43%	15%	<b>11%</b>	0%
<b>CITYWIDE</b>	<b>3%</b>	<b>4%</b>	<b>10%</b>	<b>17%</b>	<b>26%</b>	<b>26%</b>	<b>13%</b>	<b>0%</b>



6E. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The presence of litter on the sidewalk

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1	<b>4%</b>	4%	7%	<b>13%</b>	31%	27%	<b>13%</b>	1%
2	<b>0%</b>	0%	7%	<b>12%</b>	27%	33%	<b>21%</b>	0%
3	<b>5%</b>	8%	15%	<b>19%</b>	12%	24%	<b>16%</b>	1%
4	<b>4%</b>	3%	8%	<b>9%</b>	29%	23%	<b>23%</b>	1%
5	<b>4%</b>	5%	9%	<b>16%</b>	27%	23%	<b>16%</b>	0%
6	<b>0%</b>	1%	15%	<b>7%</b>	11%	29%	<b>36%</b>	1%
7	<b>1%</b>	4%	17%	<b>9%</b>	15%	32%	<b>20%</b>	1%
8	<b>0%</b>	1%	5%	<b>13%</b>	18%	28%	<b>34%</b>	0%
9	<b>9%</b>	13%	9%	<b>21%</b>	21%	13%	<b>12%</b>	0%
10	<b>4%</b>	8%	11%	<b>9%</b>	24%	33%	<b>10%</b>	0%
11	<b>1%</b>	9%	21%	<b>21%</b>	20%	16%	<b>11%</b>	0%
<b>CITYWIDE</b>	<b>3%</b>	5%	11%	<b>14%</b>	21%	26%	<b>19%</b>	1%

6F. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The cleanliness of the sidewalk, in terms of the presence or absence of grime, leaks or spills

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1	<b>3%</b>	4%	9%	<b>16%</b>	28%	20%	<b>19%</b>	1%
2	<b>0%</b>	1%	5%	<b>9%</b>	20%	28%	<b>32%</b>	4%
3	<b>8%</b>	5%	11%	<b>16%</b>	21%	16%	<b>19%</b>	4%
4	<b>1%</b>	8%	8%	<b>24%</b>	24%	17%	<b>16%</b>	1%
5	<b>4%</b>	3%	4%	<b>12%</b>	24%	35%	<b>9%</b>	9%
6	<b>0%</b>	0%	4%	<b>4%</b>	13%	31%	<b>32%</b>	16%
7	<b>0%</b>	4%	4%	<b>13%</b>	24%	23%	<b>25%</b>	7%
8	<b>0%</b>	1%	3%	<b>9%</b>	14%	24%	<b>34%</b>	14%
9	<b>5%</b>	8%	4%	<b>9%</b>	16%	12%	<b>5%</b>	40%
10	<b>2%</b>	7%	11%	<b>19%</b>	12%	29%	<b>11%</b>	9%
11	<b>1%</b>	3%	9%	<b>9%</b>	13%	19%	<b>8%</b>	37%
<b>CITYWIDE</b>	<b>2%</b>	4%	7%	<b>13%</b>	19%	23%	<b>19%</b>	13%

6G. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The cleanliness of the sidewalks citywide

SD	1 = Very dissatisfied	2	3	4 = Neither	5	6	7 = Very satisfied	DK/NA
1	3%	5%	24%	32%	19%	11%	3%	4%
2	1%	8%	11%	20%	31%	20%	9%	0%
3	3%	7%	13%	23%	23%	25%	5%	1%
4	7%	11%	15%	28%	19%	12%	7%	3%
5	8%	15%	24%	16%	20%	12%	1%	4%
6	4%	4%	31%	23%	12%	13%	11%	3%
7	4%	7%	20%	25%	29%	7%	7%	1%
8	3%	5%	16%	20%	13%	30%	9%	4%
9	7%	9%	15%	24%	24%	15%	7%	0%
10	2%	9%	11%	28%	16%	24%	6%	4%
11	3%	7%	20%	24%	37%	8%	1%	0%
<b>CITYWIDE</b>	<b>4%</b>	<b>8%</b>	<b>18%</b>	<b>24%</b>	<b>22%</b>	<b>16%</b>	<b>6%</b>	<b>2%</b>

6H. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The overall condition of the trash receptacles on this block in terms of cleanliness, fullness, paint, cracks or damage that affects its use

SD	1 = Very dissatisfied	2	3	4 = Neither	5	6	7 = Very satisfied	DK/NA
1	16%	7%	11%	20%	21%	17%	7%	1%
2	1%	1%	5%	9%	25%	39%	15%	4%
3	3%	8%	9%	17%	21%	28%	9%	4%
4	12%	8%	8%	12%	17%	19%	20%	4%
5	8%	5%	9%	19%	19%	15%	25%	0%
6	3%	0%	8%	16%	15%	25%	33%	0%
7	5%	11%	3%	16%	12%	39%	12%	3%
8	4%	4%	8%	16%	16%	32%	20%	1%
9	12%	15%	17%	13%	11%	15%	11%	7%
10	2%	7%	11%	16%	23%	31%	9%	1%
11	9%	7%	7%	41%	19%	7%	8%	3%
<b>CITYWIDE</b>	<b>7%</b>	<b>7%</b>	<b>9%</b>	<b>18%</b>	<b>18%</b>	<b>24%</b>	<b>15%</b>	<b>2%</b>

- 6I. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The overall condition of the trees and landscaping on this block in terms of the health and appearance, and the cleanliness of tree wells

SD	1 = Very dissatisfied	2	3	4 = Neither	5	6	7 = Very satisfied	DK/NA
1	3%	1%	4%	23%	27%	23%	19%	1%
2	4%	4%	1%	9%	19%	44%	19%	0%
3	24%	1%	7%	7%	9%	19%	32%	1%
4	7%	5%	9%	11%	15%	24%	29%	0%
5	5%	3%	5%	9%	17%	23%	36%	1%
6	3%	1%	1%	12%	19%	31%	33%	0%
7	1%	7%	8%	7%	16%	23%	39%	0%
8	0%	3%	4%	11%	25%	33%	25%	0%
9	3%	1%	13%	20%	16%	24%	23%	0%
10	1%	1%	8%	10%	17%	39%	23%	1%
11	25%	7%	11%	21%	21%	12%	3%	0%
CITYWIDE	7%	3%	7%	13%	18%	27%	25%	0%

- 6J. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The number of trees on this block

SD	1 = Very dissatisfied	2	3	4 = Neither	5	6	7 = Very satisfied	DK/NA
1	4%	11%	8%	24%	12%	15%	24%	3%
2	5%	7%	9%	8%	16%	35%	20%	0%
3	25%	4%	5%	8%	8%	20%	28%	1%
4	11%	20%	9%	5%	12%	20%	21%	1%
5	3%	9%	4%	15%	19%	12%	39%	0%
6	4%	1%	1%	11%	20%	27%	35%	1%
7	4%	5%	7%	9%	20%	17%	37%	0%
8	3%	5%	1%	13%	14%	28%	36%	0%
9	8%	7%	11%	13%	17%	19%	25%	0%
10	2%	8%	7%	9%	17%	36%	22%	0%
11	33%	4%	12%	24%	20%	4%	3%	0%
CITYWIDE	9%	7%	7%	13%	16%	21%	26%	1%

6K. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The cleanliness of the street, considering the area from the curb to the middle of the side of the street on which you are standing

SD	1 = Very dissatisfied	2	3	4 = Neither	5	6	7 = Very satisfied	DK/NA
1	0%	1%	8%	15%	29%	29%	16%	1%
2	0%	0%	4%	12%	28%	41%	15%	0%
3	4%	7%	15%	19%	27%	20%	8%	1%
4	3%	4%	8%	11%	31%	29%	15%	0%
5	1%	9%	11%	24%	24%	17%	12%	1%
6	0%	1%	11%	12%	21%	27%	28%	0%
7	0%	1%	7%	13%	27%	27%	24%	1%
8	0%	1%	7%	11%	30%	32%	20%	0%
9	1%	1%	13%	20%	20%	23%	21%	0%
10	0%	3%	12%	10%	27%	38%	9%	1%
11	1%	9%	20%	23%	11%	24%	12%	0%
CITYWIDE	1%	4%	10%	15%	25%	28%	16%	1%

6L. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The presence of vehicles or level of traffic congestion in the street

SD	1 = Very dissatisfied	2	3	4 = Neither	5	6	7 = Very satisfied	DK/NA
1	7%	7%	8%	20%	24%	21%	12%	1%
2	0%	1%	11%	9%	31%	32%	16%	0%
3	5%	17%	13%	17%	12%	20%	12%	3%
4	4%	5%	9%	9%	29%	25%	16%	1%
5	5%	5%	23%	17%	15%	27%	8%	0%
6	1%	1%	4%	24%	24%	25%	20%	0%
7	3%	3%	1%	25%	28%	17%	21%	1%
8	0%	3%	3%	16%	32%	24%	22%	1%
9	4%	3%	8%	21%	23%	29%	11%	1%
10	1%	7%	16%	12%	19%	31%	13%	1%
11	0%	1%	12%	25%	20%	29%	12%	0%
CITYWIDE	3%	5%	10%	18%	23%	26%	15%	1%

6M. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The presence of graffiti

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1	<b>5%</b>	0%	8%	<b>7%</b>	23%	25%	<b>29%</b>	3%
2	<b>0%</b>	1%	3%	<b>4%</b>	24%	44%	<b>24%</b>	0%
3	<b>7%</b>	1%	7%	<b>8%</b>	13%	39%	<b>24%</b>	1%
4	<b>5%</b>	4%	4%	<b>5%</b>	19%	24%	<b>39%</b>	0%
5	<b>7%</b>	1%	8%	<b>9%</b>	23%	15%	<b>37%</b>	0%
6	<b>4%</b>	8%	8%	<b>5%</b>	11%	20%	<b>44%</b>	0%
7	<b>0%</b>	4%	4%	<b>15%</b>	12%	24%	<b>41%</b>	0%
8	<b>4%</b>	3%	0%	<b>7%</b>	11%	33%	<b>43%</b>	0%
9	<b>12%</b>	11%	17%	<b>9%</b>	15%	15%	<b>21%</b>	0%
10	<b>1%</b>	11%	14%	<b>2%</b>	12%	37%	<b>22%</b>	0%
11	<b>4%</b>	3%	12%	<b>11%</b>	24%	33%	<b>13%</b>	0%
<b>CITYWIDE</b>	<b>4%</b>	4%	8%	<b>7%</b>	17%	28%	<b>31%</b>	0%

6N. Using a seven point scale, please rate your overall satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The presence of illegal dumping, which includes any discarded curbside items such as furniture, appliances and other bulk items

SD	<b>1 = Very dissatisfied</b>	2	3	<b>4 = Neither</b>	5	6	<b>7 = Very satisfied</b>	DK/NA
1	<b>5%</b>	1%	16%	<b>11%</b>	27%	9%	<b>29%</b>	1%
2	<b>1%</b>	1%	1%	<b>11%</b>	16%	43%	<b>27%</b>	0%
3	<b>7%</b>	1%	5%	<b>7%</b>	15%	32%	<b>32%</b>	1%
4	<b>4%</b>	5%	12%	<b>8%</b>	17%	29%	<b>24%</b>	0%
5	<b>1%</b>	1%	8%	<b>11%</b>	16%	21%	<b>41%</b>	0%
6	<b>1%</b>	1%	13%	<b>4%</b>	11%	17%	<b>52%</b>	0%
7	<b>1%</b>	1%	4%	<b>8%</b>	17%	28%	<b>39%</b>	1%
8	<b>1%</b>	1%	3%	<b>8%</b>	21%	21%	<b>45%</b>	0%
9	<b>7%</b>	7%	12%	<b>9%</b>	24%	25%	<b>16%</b>	0%
10	<b>0%</b>	9%	11%	<b>10%</b>	14%	39%	<b>16%</b>	1%
11	<b>0%</b>	0%	15%	<b>20%</b>	24%	32%	<b>9%</b>	0%
<b>CITYWIDE</b>	<b>3%</b>	3%	9%	<b>10%</b>	18%	27%	<b>30%</b>	0%

7. Who among the following would you say owns the sidewalk in San Francisco?

SD	NON-CITY	Business owners	Private residents	CITY	DK/NA/REF
1	<b>24%</b>	11%	13%	<b>75%</b>	1%
2	<b>33%</b>	8%	25%	<b>67%</b>	0%
3	<b>25%</b>	19%	7%	<b>73%</b>	1%
4	<b>21%</b>	12%	9%	<b>79%</b>	0%
5	<b>43%</b>	13%	29%	<b>51%</b>	7%
6	<b>17%</b>	12%	5%	<b>83%</b>	0%
7	<b>51%</b>	23%	28%	<b>48%</b>	1%
8	<b>29%</b>	11%	18%	<b>71%</b>	0%
9	<b>36%</b>	8%	28%	<b>64%</b>	0%
10	<b>28%</b>	6%	22%	<b>71%</b>	1%
11	<b>48%</b>	17%	31%	<b>51%</b>	1%
<b>CITYWIDE</b>	<b>32%</b>	12%	20%	<b>67%</b>	1%

8. Who among the following should take primary responsibility for ensuring that the City sidewalks are clean in San Francisco?

SD	NON-CITY	Business owners	Private residents	CITY	DK/NA/REF
1	<b>37%</b>	16%	21%	<b>61%</b>	1%
2	<b>43%</b>	11%	32%	<b>57%</b>	0%
3	<b>44%</b>	32%	12%	<b>55%</b>	1%
4	<b>51%</b>	28%	23%	<b>48%</b>	1%
5	<b>33%</b>	16%	17%	<b>60%</b>	7%
6	<b>17%</b>	11%	7%	<b>83%</b>	0%
7	<b>59%</b>	31%	28%	<b>40%</b>	1%
8	<b>39%</b>	17%	22%	<b>61%</b>	0%
9	<b>40%</b>	21%	19%	<b>60%</b>	0%
10	<b>38%</b>	9%	29%	<b>61%</b>	1%
11	<b>20%</b>	7%	13%	<b>80%</b>	0%
<b>CITYWIDE</b>	<b>38%</b>	18%	20%	<b>61%</b>	1%

9. Who among the following should take primary responsibility for ensuring that City streets are clean in San Francisco?

SD	NON-CITY	Business owners	Private residents	CITY	DK/NA/REF
1	17%	7%	11%	81%	1%
2	0%	0%	0%	100%	0%
3	9%	8%	1%	89%	1%
4	20%	7%	13%	79%	1%
5	3%	1%	1%	91%	7%
6	1%	0%	1%	99%	0%
7	0%	0%	0%	99%	1%
8	7%	4%	3%	92%	1%
9	5%	5%	0%	95%	0%
10	0%	0%	0%	99%	1%
11	0%	0%	0%	100%	0%
CITYWIDE	6%	3%	3%	93%	1%

10A. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Grime, including paint, dried liquids or any substance that causes wet, slippery conditions?

SD	EXT/VERY IMPORTANT	Extremely important	Very important	DK/NA
1	99%	52%	47%	1%
2	99%	60%	39%	1%
3	99%	35%	64%	1%
4	100%	35%	65%	0%
5	93%	33%	60%	7%
6	100%	35%	65%	0%
7	97%	32%	65%	3%
8	100%	33%	67%	0%
9	100%	29%	71%	0%
10	99%	46%	53%	1%
11	100%	28%	72%	0%
CITYWIDE	99%	38%	61%	1%

10B. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Litter?

SD	<b>EXT/VERY IMPORTANT</b>	Extremely important	Very important	DK/NA
1	<b>99%</b>	40%	59%	1%
2	<b>100%</b>	61%	39%	0%
3	<b>97%</b>	37%	60%	3%
4	<b>100%</b>	37%	63%	0%
5	<b>93%</b>	39%	55%	7%
6	<b>100%</b>	33%	67%	0%
7	<b>99%</b>	48%	51%	1%
8	<b>100%</b>	43%	57%	0%
9	<b>100%</b>	32%	68%	0%
10	<b>100%</b>	50%	50%	0%
11	<b>100%</b>	41%	59%	0%
<b>CITYWIDE</b>	<b>99%</b>	42%	57%	1%

10C. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Cigarette butts?

SD	<b>EXT/VERY IMPORTANT</b>	Extremely important	Very important	DK/NA
1	<b>99%</b>	43%	56%	1%
2	<b>97%</b>	63%	35%	3%
3	<b>97%</b>	40%	57%	3%
4	<b>100%</b>	51%	49%	0%
5	<b>93%</b>	48%	45%	7%
6	<b>100%</b>	44%	56%	0%
7	<b>99%</b>	48%	51%	1%
8	<b>100%</b>	49%	51%	0%
9	<b>99%</b>	37%	61%	1%
10	<b>100%</b>	51%	49%	0%
11	<b>100%</b>	49%	51%	0%
<b>CITYWIDE</b>	<b>99%</b>	48%	51%	1%



10D. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Illegal dumping on the street and sidewalk of furniture, car parts or other bulk items?

SD	<b>EXT/VERY IMPORTANT</b>	Extremely important	Very important	DK/NA
1	<b>97%</b>	57%	40%	3%
2	<b>100%</b>	65%	35%	0%
3	<b>97%</b>	51%	47%	3%
4	<b>100%</b>	67%	33%	0%
5	<b>93%</b>	48%	45%	7%
6	<b>100%</b>	49%	51%	0%
7	<b>99%</b>	53%	45%	1%
8	<b>99%</b>	49%	50%	1%
9	<b>100%</b>	45%	55%	0%
10	<b>100%</b>	61%	39%	0%
11	<b>100%</b>	43%	57%	0%
<b>CITYWIDE</b>	<b>99%</b>	54%	45%	1%

10E. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Overflowing trash receptacles?

SD	<b>EXT/VERY IMPORTANT</b>	Extremely important	Very important	DK/NA
1	<b>97%</b>	51%	47%	3%
2	<b>100%</b>	69%	31%	0%
3	<b>97%</b>	52%	45%	3%
4	<b>100%</b>	51%	49%	0%
5	<b>93%</b>	45%	48%	7%
6	<b>100%</b>	41%	59%	0%
7	<b>99%</b>	51%	48%	1%
8	<b>100%</b>	50%	50%	0%
9	<b>100%</b>	47%	53%	0%
10	<b>100%</b>	60%	40%	0%
11	<b>100%</b>	45%	55%	0%
<b>CITYWIDE</b>	<b>99%</b>	51%	48%	1%

10F. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Poorly groomed trees and landscaping?

SD	<b>EXT/VERY IMPORTANT</b>	Extremely important	Very important	DK/NA
1	<b>99%</b>	29%	69%	1%
2	<b>100%</b>	57%	43%	0%
3	<b>97%</b>	32%	65%	3%
4	<b>99%</b>	35%	64%	1%
5	<b>93%</b>	41%	52%	7%
6	<b>100%</b>	33%	67%	0%
7	<b>97%</b>	36%	61%	3%
8	<b>99%</b>	30%	68%	1%
9	<b>99%</b>	28%	71%	1%
10	<b>100%</b>	44%	56%	0%
11	<b>100%</b>	33%	67%	0%
<b>CITYWIDE</b>	<b>98%</b>	37%	62%	2%

10G. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Broken glass, feces, needles, and condoms?

SD	<b>EXT/VERY IMPORTANT</b>	Extremely important	Very important	DK/NA
1	<b>99%</b>	85%	13%	1%
2	<b>100%</b>	84%	16%	0%
3	<b>97%</b>	84%	13%	3%
4	<b>100%</b>	85%	15%	0%
5	<b>93%</b>	84%	9%	7%
6	<b>100%</b>	84%	16%	0%
7	<b>99%</b>	87%	12%	1%
8	<b>99%</b>	83%	16%	1%
9	<b>100%</b>	84%	16%	0%
10	<b>100%</b>	79%	21%	0%
11	<b>100%</b>	88%	12%	0%
<b>CITYWIDE</b>	<b>99%</b>	84%	15%	1%

10H. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks: Unpleasant odors?

SD	<b>EXT/VERY IMPORTANT</b>	Extremely important	Very important	DK/NA
1	<b>99%</b>	60%	39%	1%
2	<b>100%</b>	75%	25%	0%
3	<b>97%</b>	64%	33%	3%
4	<b>100%</b>	56%	44%	0%
5	<b>93%</b>	60%	33%	7%
6	<b>100%</b>	55%	45%	0%
7	<b>99%</b>	64%	35%	1%
8	<b>99%</b>	55%	43%	1%
9	<b>100%</b>	63%	37%	0%
10	<b>100%</b>	61%	39%	0%
11	<b>100%</b>	64%	36%	0%
<b>CITYWIDE</b>	<b>99%</b>	61%	37%	1%

11. Are there any other factors that you think are important to evaluating the cleanliness for this block?

SD	Have recycling/compost areas	Homeless present	Sidewalk pavement conditions	Dog excrement	More trees	No/none/ no response	Other
1	9%	4%	3%	0%	0%	76%	8%
2	1%	0%	1%	3%	7%	85%	3%
3	0%	1%	3%	1%	3%	89%	3%
4	5%	1%	3%	3%	0%	79%	9%
5	4%	5%	1%	5%	1%	71%	12%
6	1%	4%	1%	1%	0%	87%	5%
7	0%	1%	0%	0%	1%	96%	1%
8	3%	4%	1%	1%	3%	76%	12%
9	4%	5%	4%	0%	0%	79%	8%
10	0%	3%	8%	0%	0%	77%	12%
11	1%	0%	1%	0%	0%	97%	0%
<b>CITYWIDE</b>	3%	3%	2%	1%	1%	83%	7%

12. Age

SD	<b>18-49</b>	18-19	20-29	30-39	40-49	<b>50+</b>	50-59	60-74	75 or older	REFUSED
1	<b>75%</b>	19%	23%	15%	19%	<b>25%</b>	9%	12%	4%	0%
2	<b>71%</b>	1%	21%	28%	20%	<b>29%</b>	16%	12%	1%	0%
3	<b>64%</b>	3%	25%	17%	19%	<b>33%</b>	11%	19%	4%	3%
4	<b>57%</b>	9%	24%	8%	16%	<b>43%</b>	19%	19%	5%	0%
5	<b>73%</b>	1%	28%	27%	17%	<b>24%</b>	16%	8%	0%	3%
6	<b>79%</b>	7%	27%	17%	28%	<b>21%</b>	8%	11%	3%	0%
7	<b>55%</b>	4%	23%	12%	16%	<b>44%</b>	19%	19%	7%	1%
8	<b>78%</b>	1%	29%	21%	26%	<b>22%</b>	12%	8%	3%	0%
9	<b>61%</b>	5%	20%	20%	16%	<b>39%</b>	19%	16%	4%	0%
10	<b>71%</b>	0%	18%	21%	32%	<b>29%</b>	18%	10%	1%	0%
11	<b>77%</b>	8%	32%	21%	16%	<b>23%</b>	7%	15%	1%	0%
<b>CITYWIDE</b>	<b>69%</b>	5%	24%	19%	21%	<b>30%</b>	14%	13%	3%	1%

13. Ethnicity

SD	<b>WHITE</b>	<b>NON-WHITE</b>	Hispanic/ Latino	Black/African- American	Asian/ Pacific Islander	Native American / Alaskan Native	Other	Mixed
1	<b>31%</b>	<b>69%</b>	17%	4%	40%	0%	7%	1%
2	<b>67%</b>	<b>33%</b>	17%	1%	11%	0%	4%	0%
3	<b>52%</b>	<b>48%</b>	5%	9%	29%	0%	1%	3%
4	<b>36%</b>	<b>64%</b>	12%	8%	41%	0%	3%	0%
5	<b>55%</b>	<b>45%</b>	19%	8%	13%	0%	4%	1%
6	<b>49%</b>	<b>51%</b>	23%	5%	17%	0%	3%	3%
7	<b>57%</b>	<b>43%</b>	19%	5%	19%	0%	0%	0%
8	<b>64%</b>	<b>36%</b>	14%	3%	11%	0%	8%	0%
9	<b>29%</b>	<b>71%</b>	59%	4%	5%	0%	3%	0%
10	<b>33%</b>	<b>67%</b>	27%	20%	17%	1%	2%	0%
11	<b>11%</b>	<b>89%</b>	51%	5%	28%	0%	4%	1%
<b>CITYWIDE</b>	<b>44%</b>	<b>56%</b>	24%	7%	21%	0%	3%	1%

15. How would you describe the weather in San Francisco today?

SD	Nice, sunny or warm	Dreary, cloudy or cold	In between	DK/NA
1	5%	75%	19%	1%
2	53%	29%	17%	0%
3	29%	43%	23%	5%
4	31%	52%	17%	0%
5	60%	32%	5%	3%
6	77%	0%	21%	1%
7	32%	41%	25%	1%
8	46%	24%	30%	0%
9	96%	0%	4%	0%
10	51%	11%	34%	3%
11	25%	52%	23%	0%
<b>CITYWIDE</b>	<b>46%</b>	<b>32%</b>	<b>20%</b>	<b>1%</b>

**Gender**

SD	Men	Women
1	63%	37%
2	59%	41%
3	71%	29%
4	65%	35%
5	51%	49%
6	63%	37%
7	53%	47%
8	53%	47%
9	52%	48%
10	51%	49%
11	48%	52%
<b>CITYWIDE</b>	<b>57%</b>	<b>43%</b>

**Language**

SD	English	Chinese	Spanish
1	96%	4%	0%
2	88%	8%	4%
3	95%	4%	1%
4	91%	9%	0%
5	91%	0%	9%
6	81%	3%	16%
7	96%	0%	4%
8	88%	0%	12%
9	59%	0%	41%
10	89%	2%	9%
11	44%	9%	47%
<b>CITYWIDE</b>	<b>83%</b>	<b>4%</b>	<b>13%</b>

Location Type

SD	Commercial	Residential
1	40%	60%
2	80%	20%
3	60%	40%
4	60%	40%
5	60%	40%
6	100%	0%
7	60%	40%
8	61%	39%
9	60%	40%
10	50%	50%
11	60%	40%
CITYWIDE	63%	37%

**II. Inspection Results by Supervisorial District**

Standard 1.1 Street Litter: *Streets shall be free of litter and rated on a scale of 1.0 to 3.0, based on the following:*

- *1.0 Acceptably Clean: Less than 5 pieces of litter*
- *2.0 Not Acceptably Clean: 5-15 pieces of litter*
- *3.0 Very Dirty: Over 15 pieces of litter*

*Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts and loose gum. A final average rating less than 2.0 must be attached to meet the standard.*

**Perception Study Inspection Results**  
**Standard 1.1 Street Litter**

Supervisorial District	Inspection Score
1	2.8
2	2.8
3	2.6
4	2.8
5	3.0
6	2.4
7	2.2
8	2.5
9	2.2
10	2.8
11	3.0
CITYWIDE	2.7

Standard 2.1 Sidewalk Litter: *Sidewalks shall be free of litter and rated on a scale of 1.0 to 3.0, based on the following:*

- *1.0 Acceptably Clean: Less than 5 pieces of litter*
- *2.0 Not Acceptably Clean: 5-15 pieces of litter*
- *3.0 Very Dirty: Over 15 pieces of litter*

*Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts and loose gum. A final average rating less than 2.0 must be attached to meet the standard.*

**Perception Study Inspection Results  
Standard 2.1 Sidewalk Litter**

Supervisorial District	Inspection Score
1	2.8
2	3.0
3	2.8
4	2.8
5	3.0
6	2.8
7	2.2
8	2.4
9	2.6
10	2.8
11	3.0
CITYWIDE	2.8

Standard 2.2 Grime, Leaks, Spills: 90% of sidewalks immediately adjacent to the observed area must be free of grime, leaks and spills.

*Grime, leaks, spills include any removable material resulting in a difference in pavement surface color. This includes paint, dried liquids, dirt, garbage leaks, or other substances resulting in wet, slippery or sticky conditions.*

**Perception Study Inspection Results  
Standard 2.2 Sidewalk Grime, Leaks, Spills**

Supervisorial District	% of Sidewalk without Grime, Leaks, Spills
1	94.0
2	73.6
3	59.2
4	83.6
5	82.2
6	93.2
7	88.8
8	89.6
9	86.8
10	71.2
11	82.2
CITYWIDE	81.8



Standard 2.3 Graffiti: 100% of sidewalks must be free from graffiti, including paint, pen markings, stickers.

**Perception Study Inspection Results**  
**Standard 2.3 Sidewalk Graffiti**

Supervisorial District	Average Number of Incidences of Graffiti
1	26.7
2	0.8
3	7.2
4	0.4
5	6.2
6	0.8
7	0.5
8	1.8
9	6.8
10	2.8
11	1.8
CITYWIDE	4.4

Standard 2.4 Illegal Dumping: 100% of sidewalks must be free illegally dumped items, including furniture, appliances, car parts and other bulk items. This excludes items labeled for DPW Bulk Item Collection.

**Perception Study Inspection Results**  
**Standard 2.4 Illegal Dumping**

Supervisorial District	% of Inspections Meeting the Standard
1	80%
2	100%
3	40%
4	60%
5	100%
6	100%
7	80%
8	100%
9	100%
10	83%
11	80%
CITYWIDE	83%

Standard 2.5 Feces, Needles, Glass, Condoms: *100% of the sidewalk must be free from feces, needles, broken glass, or open/used condoms.*

**Perception Study Inspection Results**  
**Standard 2.5 Feces, Needles, Glass, Condoms**

<b>Supervisorial District</b>	<b>% of Inspections Meeting the Standard</b>
1	40%
2	80%
3	60%
4	60%
5	100%
6	100%
7	100%
8	61%
9	100%
10	67%
11	80%
CITYWIDE	79%

Standard 3.1 Graffiti DPW Property: *100% of DPW property visible from and immediately adjacent to the street must be free of graffiti. DPW property includes street surfaces and trash receptacles*

**Perception Study Inspection Results**  
**Standard 3.1 Graffiti DPW Property**

<b>Supervisorial District</b>	<b>Average Number of Incidences of Graffiti</b>
1	0.3
2	3.3
3	1.0
4	0.5
5	2.2
6	0.6
7	0.6
8	0.3
9	1.0
10	19.0
11	0.2
CITYWIDE	3.2

*Standard 3.2 Graffiti Non-DPW Public Property: 100% of Non-DPW public property visible from and immediately adjacent to the street must be free of graffiti. Non-DPW property includes public agency structures, including street posts, lamps, mailboxes, meters, signal boxes, etc., and all public property outside of street surfaces and trash receptacles.*

**Perception Study Inspection Results  
Standard 3.2 Graffiti Non-DPW Public Property**

<b>Supervisorial District</b>	<b>Average Number of Incidences of Graffiti</b>
1	3.8
2	3.8
3	3.5
4	1.3
5	30.2
6	1.0
7	0.2
8	2.3
9	2.8
10	15.8
11	0.4
<b>CITYWIDE</b>	<b>6.4</b>

*Standard 3.3 Graffiti Private Property: 100% of private sidewalks, structures and buildings visible from and immediately adjacent to the street must be free of graffiti.*

**Perception Study Inspection Results  
Standard 3.3 Graffiti Private Property**

<b>Supervisorial District</b>	<b>Average Number of Incidences of Graffiti</b>
1	2.0
2	1.5
3	1.8
4	1.3
5	3.8
6	6.6
7	0.2
8	1.3
9	7.0
10	3.8
11	5.0
<b>CITYWIDE</b>	<b>3.3</b>

Due to errors in data collection, inspection data is unavailable for standards 4.1-5.4 pertaining to trash receptacles and trees and landscaping.

**III. Inspection Results and Pedestrian Survey Responses by Supervisorial District**

In order to compare user perceptions against the City’s maintenance standards, a mean score was generated across each of the 7-point scale respondent satisfaction questions. The respondent questions that correspond to the City’s maintenance standards, along with each question’s mean score across supervisorial districts is detailed in this section. This section also includes the appropriate inspection standard assessment.

**Q6E.** Using a seven point scale, please rate your level of satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means that you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The presence of litter on the sidewalk

Standard 2.1 Sidewalk Litter: *Sidewalks shall be free of litter and rated on a scale of 1.0 to 3.0, based on the following:*

- *1.0 Acceptably Clean: Less than 5 pieces of litter*
- *2.0 Not Acceptably Clean: 5-15 pieces of litter*
- *3.0 Very Dirty: Over 15 pieces of litter*

*Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts and loose gum. A final average rating less than 2.0 must be attached to meet the standard.*

Standard 2.5 Feces, Needles, Glass, Condoms: *100% of the sidewalk must be free from feces, needles, broken glass, or open/used condoms.*

SD	Mean Score	2.1 Inspection Score	2.5 % of Inspections Meeting the Standard
1	5	2.8	40%
2	5.5	3.0	80%
3	4.6	2.8	60%
4	5.2	2.8	60%
5	4.9	3.0	100%
6	5.6	2.8	100%
7	5.1	2.2	100%
8	5.7	2.4	61%
9	4.2	2.6	100%
10	4.8	2.8	67%
11	4.4	3.0	80%
<b>CITYWIDE</b>	<b>5.0</b>	<b>2.8</b>	<b>79%</b>

**Q6F.** Using a seven point scale, please rate your level of satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means that you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The cleanliness of the sidewalk, in terms of the presence or absence of grime, leaks or spills

Standard 2.2 Grime, Leaks, Spills: *90% of sidewalks immediately adjacent to the observed area must be free of grime, leaks and spills.*

*Grime, leaks, spills include any removable material resulting in a difference in pavement surface color. This includes paint, dried liquids, dirt, garbage leaks, or other substances resulting in wet, slippery or sticky conditions.*

SD	Mean Score	2.2 % of Sidewalk without Grime, Leaks, Spills
1	5.0	94.0
2	5.7	73.6
3	4.7	59.2
4	4.8	83.6
5	5.1	82.2
6	6.0	93.2
7	5.4	88.8
8	5.9	89.6
9	4.3	86.8
10	4.8	71.2
11	4.9	82.2
<b>CITYWIDE</b>	<b>5.2</b>	<b>81.8</b>

**Q6K.** Using a seven point scale, please rate your level of satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means that you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The cleanliness of the street, considering the area from the curb to the middle of the side of the street on which you are standing

Standard 1.1 Street Litter: *Streets shall be free of litter and rated on a scale of 1.0 to 3.0, based on the following:*

- *1.0 Acceptably Clean: Less than 5 pieces of litter*
- *2.0 Not Acceptably Clean: 5-15 pieces of litter*
- *3.0 Very Dirty: Over 15 pieces of litter*

*Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts and loose gum. A final average rating less than 2.0 must be attached to meet the standard.*

SD	Mean Score	1.1 Inspection Score
1	5.3	2.8
2	5.5	2.8
3	4.5	2.6
4	5.1	2.8
5	4.6	3.0
6	5.5	2.4
7	5.4	2.2
8	5.4	2.5
9	5.1	2.2
10	5.1	2.8
11	4.5	3.0
CITYWIDE	<b>5.1</b>	2.7

**Q6M.** Using a seven point scale, please rate your level of satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means that you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The presence of graffiti

Standard 3.1 Graffiti DPW Property: *100% of DPW property visible from and immediately adjacent to the street must be free of graffiti. DPW property includes street surfaces and trash receptacles*

Standard 3.2 Graffiti Non-DPW Public Property:*100% of Non-DPW public property visible from and immediately adjacent to the street must be free of graffiti. Non-DPW property includes public agency structures, including street posts, lamps, mailboxes, meters, signal boxes, etc., and all public property outside of street surfaces and trash receptacles.*

Standard 3.3 Graffiti Private Property:*100% of private sidewalks, structures and buildings visible from and immediately adjacent to the street must be free of graffiti.*

Standard 2.3 Graffiti: *100% of sidewalks must be free from graffiti, including paint, pen markings, stickers.*

SD	Mean Score	3.1 Average Number of Incidences of Graffiti	3.2 Average Number of Incidences of Graffiti	3.3 Average Number of Incidences of Graffiti	2.3 Average Number of Incidences of Graffiti
1	5.4	0.3	3.8	2.0	26.7
2	5.8	3.3	3.8	1.5	0.8
3	5.4	1.0	3.5	1.8	7.2
4	5.5	0.5	1.3	1.3	0.4
5	5.3	2.2	30.2	3.8	6.2
6	5.5	0.6	1.0	6.6	0.8
7	5.7	0.6	0.2	0.2	0.5
8	5.9	0.3	2.3	1.3	1.8
9	4.3	1.0	2.8	7.0	6.8
10	5.1	19.0	15.8	3.8	2.8
11	5.0	0.2	0.4	5.0	1.8
<b>CITYWIDE</b>	<b>5.4</b>	<b>3.2</b>	<b>6.4</b>	<b>3.3</b>	<b>4.4</b>



**Q6N.** Using a seven point scale, please rate your level of satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means that you are very satisfied. A rating of 4 means you are neither satisfied nor dissatisfied: The presence of illegal dumping, which includes any discarded curbside items such as furniture, appliances and other bulk items

*Standard 2.4Illegal Dumping:100% of sidewalks must be free illegally dumped items, including furniture, appliances, car parts and other bulk items. This excludes items labeled for DPW Bulk Item Collection.*

SD	Mean Score	2.4 % of Inspections Meeting the Standard
1	5.0	80%
2	5.7	100%
3	5.5	40%
4	5.1	60%
5	5.7	100%
6	5.8	100%
7	5.8	80%
8	5.9	100%
9	4.8	100%
10	5.1	83%
11	5.0	80%
<b>CITYWIDE</b>	<b>5.4</b>	<b>83%</b>

## APPENDIX E

### I. Pedestrian Survey Questionnaire



San Francisco

Department of Public Works

### 2010 STREETS AND SIDEWALKS PERCEPTION SURVEY

The San Francisco Office of the Controller and the Department of Public Works are conducting a survey of San Francisco pedestrians in order to better understand public perceptions of the City's streets and sidewalks. The survey is completely voluntary and anonymous. It is being administered by an independent research firm. As a small token of appreciation you will receive a \$5.00 gift card upon completion of the questionnaire.

#### 1. Are you a resident of San Francisco?

- Yes If yes, how long have you lived in the City? \_\_\_\_\_ Year(s)
- No If no, do any of the following apply:  Work in the City  Visiting from out of town  
 Visiting, but live in another part of the Bay Area

#### 2. What is the purpose of your trip today? (check all that apply)

- Shopping  Dining  Business  Other errand  On your way home  
 Visiting family or friends  Other \_\_\_\_\_

#### 3. How often do you walk on the sidewalk on this block?

- Every day  At least once a week  Several times a month  Less than once per month

#### 4. How would you rate the cleanliness of the sidewalk on which you are currently standing?

Please use a scale from one to seven, where one means the sidewalk is very dirty and seven means the sidewalk is very clean. A rating of four means the sidewalk is neither dirty nor clean. (Circle One)

Very Dirty

1                      2                      3                      4                      5                      6                      7

Very Clean

#### 5. Why did you rate the cleanliness of the sidewalk in this way?

6. Using a seven point scale, please rate your level of satisfaction with the following items. A rating of one means that you are very dissatisfied and a rating of seven means that you are very satisfied. A rating of four means you are neither satisfied nor dissatisfied.

	Very Dissatisfied				Very Satisfied		
	1	2	3	4	5	6	7
a. The overall appearance of this block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The overall condition of the storefronts or residences along this block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The ease of walking on the sidewalk in terms of its width, crowdedness, or the presence of objects that block the walkway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The condition of the sidewalk on this block, in terms of cracks, discoloration and evenness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The presence of litter on the sidewalk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The condition of the sidewalk in terms of the presence or absence of grime, leaks or spills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The cleanliness of sidewalks citywide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The overall condition of the trash receptacles on this block in terms of cleanliness, fullness, paint, cracks or damage that affects its use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The overall condition of the trees and landscaping on this block in terms of the health and appearance, and the cleanliness of tree wells	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The number of trees on this block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. The cleanliness of the street, considering the area from the curb to the middle of the side of the street on which you are standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. The presence of vehicles or level of traffic congestion in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. The presence of graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. The presence of illegal dumping, which includes any discarded curbside items such as furniture, appliances, and other bulk items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Who among the following would you say owns the sidewalk in San Francisco? (Please check only one)

- Business owners     Private residents     The City of San Francisco

**8. Who among the following should take primary responsibility for ensuring that sidewalks are clean in San Francisco? (Please check only one)**

- Business owners     Private residents     The City of San Francisco

**9. Who among the following should take primary responsibility for ensuring that streets are clean in San Francisco? (Please check only one)**

- Business owners     Private residents     The City of San Francisco

**10. If present, how important do you believe each of the following should be in evaluating the cleanliness of the streets and sidewalks?**

	Not too Important	Somewhat Important	Very Important	Extremely Important
a. Grime, including paint, dried liquids or any substance that causes wet, slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Cigarette butts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Illegal dumping on street and sidewalk of furniture, car parts or other bulk items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Overflowing trash receptacles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Poorly groomed trees and landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Broken glass, feces, needles and condoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Unpleasant odor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11. Are there any other factors that you think are important to evaluating the cleanliness of the street and sidewalks, or overall conditions on this block?**

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**The following questions are for statistical purposes only.**

**12. What is your age?**

- 18–19     20–29     30–39     40–49     50–59     60–74     75 or older

**13. Which of the following categories best describes your race or ethnic background? (Please check all that apply)**

- Hispanic or Latino     Black or African American     Asian or Pacific Islander  
 White or Caucasian     Native American or Alaskan Native     Other (Please specify) \_\_\_\_\_

14. In what Zip Code do you reside?

\_\_\_\_\_

15. How would you describe the weather in San Francisco today?

Nice, sunny, or warm  Dreary, cloudy, or cold  In between

**This completes the survey. Thank you for your participation. Although property owners own and are responsible for the sidewalks adjacent to their property, the City maintains an active interest in helping to keep streets and sidewalks clean and well maintained. Your comments will aid in that goal. We appreciate your time and participation.**

INTERVIEWER ONLY

Gender of Respondent by Observation:  Male  Female


Location:

Date:

Time:

Interviewer:

**II. Situational Assessment Form**



San Francisco

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Department of Public Works

**2010 STREETS AND SIDEWALKS PERCEPTION SURVEY**  
**SITUATIONAL ASSESSMENT FORM**

**Instructions:** Please rate in reference to the 100-foot segment of the block on which you will be interviewing, unless otherwise noted.

**Location:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Completed by:** \_\_\_\_\_ **Time interval of interview shift:** \_\_\_\_\_

**1. Please list the total number of each of the following utilities or amenities within the 100-foot segment of the block on which you will be interviewing:**

- a. Streetlights..... \_\_\_\_\_
- b. Benches..... \_\_\_\_\_
- c. Bicycle racks..... \_\_\_\_\_
- d. DPW owned newspaper/magazine racks \_\_\_\_\_
- e. Non-DPW owned newspaper/magazine racks \_\_\_\_\_
- f. Trash receptacles..... \_\_\_\_\_

*\*DPW-owned news racks are large, bolted down to the sidewalk, metal, painted dark green and may be in multiples that are connected as one big unit. Non-DPW owned racks may be plastic or metal, are of different sizes and colors and are not bolted down.*

**2. Are there overhead power, telephone, or other wires present?**

Yes                       No

**3. Are there people walking or loitering...**

- |                     |                          |     |                          |    |                         |
|---------------------|--------------------------|-----|--------------------------|----|-------------------------|
| a. On the sidewalk? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | If yes, how many? _____ |
| b. In parked cars?  | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |                         |
| c. In the street?   | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |                         |



12. How wide is the sidewalk? (in feet)

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21. Please describe any noteworthy factors that might influence user perceptions of the cleanliness of the street or sidewalk, or the general attractiveness, amenities, safety concerns or conditions on this block.

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### III. Street and Sidewalk Cleanliness Standards Evaluation Worksheet

*Streets and Sidewalks Cleanliness Standards Evaluation - Worksheet  
Block summary worksheet*

Name of Evaluator:	
Date of Inspection:	
Inspection Start Time:	
Inspection End Time:	
Sweeping Day(s):	
Sweeping Time(s):	
Street:	
Side of Street:	
1st Cross Street:	
Last Cross Street:	
Supervisorial District Number:	
Commercial or Residential:	

	100 Ft Segment	Comments
	Please check if City buildings or facilities comprise more than 50% of any segment.	
	<input type="checkbox"/>	
<b>Criteria/feature</b>		
<b>1.0 Street Cleanliness</b>	Count the # of pieces of litter (100 curb feet).	
1.1 Litter Count		<input type="checkbox"/> Cigarette butts
<i>Litter Score (1.0, 2.0, or 3.0)</i>	n/a	
<b>2.0 Sidewalk Cleanliness</b>		Please note primary sources of litter, stains, etc.*
2.1 Litter Count (incl. cigarette butts)		<input type="checkbox"/> Cigarette butts
<i>Litter Score (1.0, 2.0, or 3.0)</i>	n/a	
2.2 Grime, Leaks, Spills (% of sidewalk w/out)		
2.3 Graffiti (# on sidewalk)		
2.4 Illegal Dumping (Y/N, where Y=none)		
2.5 Feces, Needles, Glass, Condoms (Y/N, where Y=none)		
<b>3.0 Graffiti</b>	Count the total # of incidents of graffiti for each category.	
3.1 DPW		
3.2 Non-DPW		
3.3 Private		
<b>4.0 Trash Receptacles</b>	For each segment, note # of receptacles meeting standard, and total # of receptacles.	Please note primary sources for litter, etc.*
<b>Total #:</b>	#	
4.1 Fullness		
4.2 Cleanliness of trash receptacles		
4.3 Cleanliness around trash receptacles		
4.4 Painting		
4.5 Structural integrity & function		
4.6 Doors		
<b>5.0 Trees and Landscaping</b>	For each segment, note # of trees that meet standard and total # of trees.	Please note primary sources of litter, etc.*
<b>Total #:</b>	#	
5.1 Cleanliness		<input type="checkbox"/> Cigarette butts
5.2 Tree Appearance		
5.3 Weediness		
5.4 Clearance		

\* Please note if standard is not met due to cigarette butts. Note specific conditions that adversely affect rating, e.g. presence of restaurant or bar. If illegal dumping, please note presence of BIC sticker.