

**CITY AND COUNTY OF SAN FRANCISCO**

**STREETS AND SIDEWALKS MAINTENANCE STANDARDS**  
**MANUAL AND EVALUATION FORM**

**2012 EDITION**

LAST UPDATED: APRIL 2015

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**SAN FRANCISCO DEPARTMENT OF PUBLIC WORKS  
STREET MAINTENANCE STANDARDS  
MANUAL & EVALUATION FORM**

In November 2003, San Francisco voters approved Proposition C (Charter Section F.102), requiring the City to establish performance standards for street and sidewalk maintenance. Accordingly, the Controller's Office in cooperation with the Department of Public Works (DPW) created standards to evaluate five features: (1) street cleaning, (2) sidewalk cleanliness, (3) graffiti, (4) trash receptacles, and (5) trees and landscaping. Evaluations of routes throughout the city are to occur twice per year, including routes in each of the 11 supervisorial districts and a combination of commercial and residential areas.

Updates of standards: The original standards have been reviewed and updated twice since the original FY 2004-05 edition: first in 2007 and again in 2012. During FY 2011-12, the Controller's Office and DPW reviewed the results of the Streets Perception Study (2011) and made minor changes based on the study findings and experience to date. Most notably, a standard for odors was added to the sidewalk cleanliness standards.

In April 2015, standards 1.1 and 2.1 were clarified to specify a minimum size for countable litter.

DPW also operates the Community Corridors Partnership Program, which began in 2006 to address cleaning and greening needs along San Francisco's busiest commercial corridors. DPW uses Community Corridors data in conjunction with the standards evaluation data.

**Summary:**

**Criteria/feature:** Use check boxes to indicate if City buildings or facilities comprise more than 50% of any segment. Check additional box in comments if Illegal Campers are present on any portion of the block.

**1. Street Cleaning:** DPW is responsible for the cleaning of San Francisco streets, including mechanical street sweeping and roving crews.

What is evaluated: Cleanliness of public streets from the curb to the middle of the street on the selected blocks. One side of the street is to be evaluated, the side of the mechanical sweeping route being evaluated. When present, median strips are to be included, with or without vegetation. If applicable, catch basins are to be included at the end of each block rather than the beginning of the block.

The standard is a three-point scale, including one acceptable condition and two categories of unacceptable conditions. The first choice is 1.0 point for "Acceptably Clean," with less than 5 pieces of litter per 100 curb feet examined. The second choice is 2.0 points for "Not Acceptably Clean," with 5-15 pieces of litter per 100 curb feet examined. The third choice is 3.0 points for "Very Dirty," with over 15 pieces of litter per 100 curb feet examined. Each 100-foot segment will be averaged for each block. All block scores will be averaged for a final route score. Timing: For weekly cleaning routes, the cleaning will be evaluated at the mid-point of weekly cleanings. For daily routes and every other day routes, the cleaning will be evaluated at the mid-point between these daily cleanings.

**2. Sidewalk Cleanliness:** Property owners are responsible for maintaining cleanliness of any adjacent sidewalks to private property; DPW is responsible for maintaining the cleanliness of sidewalks adjacent to City properties and for enforcing cleanliness of all sidewalks citywide.

What is evaluated: Cleanliness of sidewalks from building frontage to the curb on selected blocks, on the side of the mechanical sweeping route being evaluated. Sidewalk frontage on the side of the street being evaluated will be evaluated for litter, grime, graffiti, illegal dumping, and feces/needles/glass/condoms. A significant presence of City buildings or facilities adjacent to sidewalks will be noted for

each 100-foot segment observed. “City facilities” for this purpose are to include San Francisco city government buildings, city parks, libraries, and public schools.

The standard is comprised of 7 elements:

**2.1 Litter:** Standard is a three-point scale, including one acceptable condition and two categories of unacceptable conditions. The first choice is 1.0 point for “Acceptably Clean,” with less than 5 pieces of litter per 100 curb feet examined. The second choice is 2.0 points for “Not Acceptably Clean,” with 5-15 pieces of litter per 100 curb feet examined. The third choice is 3.0 points for “Very Dirty,” with over 15 pieces of litter per 100 curb feet examined. Each 100-foot segment will be averaged for each block. All block scores will be averaged for a final route score.

**2.2 Grime, Leaks, Spills:** Standard is 90 percent of sidewalk surfaces free of any removable material resulting in a difference in pavement surface color. Includes paints, dried liquids, dirt, garbage leaks, or other substances resulting in wet, slippery, or sticky conditions.

**2.4 Illegal Dumping:** Standard is 100 percent of sidewalk free of illegally dumped items, except for items labeled for DPW Bulk Item Collection (BIC).

**2.5.1 Feces, Needles, Condoms:** Standard is 100 percent of sidewalks free of feces, needles, or open/used condoms.

**2.5.2 Glass:** Standard is 100 percent of sidewalk free of broken glass.

**2.6 DPW Odor:** Standard is 100 percent of block free of strong offensive odors. Offensive odors include human excrement related odors (feces and urine), animal waste, and other significant unpleasant odors. Do not include presence of airborne odors such as smoke, exhaust, or moving body odor. Odors in this category emanate from DPW assets, such as street surfaces, city trash cans, and catch basins or dumpsters marked “DPW.”

**2.7 Non-DPW Odor:** Odors emanating from non-DPW property, including sidewalk surfaces, private trash cans, bus stops, or private lawns or buildings should be recorded in this category. 311 should be notified to relay information to the appropriate agency for issue resolution.

**3. Graffiti:** DPW is responsible for the removal of graffiti on DPW properties, i.e., street surfaces and trash receptacles. When graffiti is on public structures and buildings that do not belong to DPW (mail boxes, street signs, etc.), the department will notify the appropriate public agencies of the graffiti and of their responsibility. Abatement procedures will differ depending on the various public agencies. DPW is not responsible for abatement of graffiti on private property, but they are responsible for noticing private property owners. Although DPW is only responsible for abating graffiti on street surfaces and trash receptacles, the data collected on non-DPW and private properties will be analyzed for development of future abatement strategies.

What is evaluated: Street surface, both public and private structures, buildings, and the sidewalks visible from and immediately adjacent to the side of the street being evaluated. The total number of graffiti incidents observed shall be counted.

The standard is zero tolerance of graffiti and the Mayor’s policy is to remove graffiti on public property within 48 hours of reporting.

**4. Trash Receptacles:** Recology, the residential and commercial contractor with the City, is responsible for emptying the City's public trash receptacles. They are also responsible for any debris immediately surrounding the receptacle. Any other concerns (graffiti, grime, stains) are the responsibility of DPW. When unacceptable conditions are observed, 311 will contact Recology for overflowing receptacles, and DPW for other concerns.

What is evaluated: The City's trash receptacles that are adjacent to the public streets on the side being evaluated. For each measured element, 90% compliance is required to meet the standard for that element. For the final rating for the route, at least 5 out of 6 of the elements must be met to meet the composite standard.

Receptacles must not be overflowing, must have little or no litter around them, must be free of graffiti and damage, and must have secured doors.

**5. Trees and Landscaping.** Responsibility for street trees is split between private property owners and DPW. In general, property owners are responsible for maintaining any street trees adjacent to private property; DPW is responsible for maintaining trees adjacent to City properties and for enforcing maintenance of street trees citywide. Property owners unsure as to whether a tree is DPW-maintained may contact 311 or the Urban Forester at The Department of Public Works, Bureau of Street Use and Mapping, 1155 Market Street, 3rd Floor, San Francisco, CA 94103 or at (415) 554-6700.

What is evaluated: All of the City's trees, tree wells, and planters that are adjacent to the side of the street are evaluated. For each measured element, 90% compliance is required to meet the standard for that element. Trees and landscaping adjacent to City buildings or facilities will be noted for each 100-foot segment observed.

Trees, tree wells, and planters must be free of litter, alive and free of hanging limbs, free of weeds or vines, and limbs maintained with an 8-foot vertical clearance for pedestrians over the sidewalk.

# 1. STREET CLEANING

What is evaluated: Cleanliness of public streets from the curb to the middle of the street on the selected blocks. One side of the street is to be evaluated, the side of the mechanical sweeping route being evaluated. When present, median strips, with or without vegetation, are to be included. If applicable, catch basins are to be included at the end of each block rather than the beginning of the block.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	3 point Scale Rating:	Meets standard? (Yes/No)
1.1	Streets	<p>Streets shall be free of litter and rated on a scale of 1.0 to 3.0. A final average rating less than 2.0 must be attained to meet the standard for the route.</p> <p><u>1.0 Acceptably Clean</u> Less than 5 pieces of litter per 100 curb feet examined.</p> <p><u>2.0 Not Acceptably Clean</u> 5-15 pieces of litter per 100 curb feet examined.</p> <p><u>3.0 Very Dirty</u> Over 15 pieces of litter per 100 curb feet examined.</p> <p>Litter definition: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, needles, feces, furniture, car parts and abandoned appliances. Excludes cigarette butts.</p> <p>Count only litter one square inch or larger (about the size of a postage stamp).</p>	<p>Each 100 linear curb feet ("segments") will be rated. Each block will receive an average rating of the 100-foot segments, and all the blocks will be averaged for a final rating for the route.</p> <p>Please use the evaluation worksheet to note conditions and to determine final rating.</p>		

# 1. Street Cleaning

Standard Met	Standard Not Met
 <p>A photograph showing a wide, clean concrete sidewalk running alongside a street. The sidewalk is free of litter, debris, or weeds. The street to the left has a few cars parked and driving. The overall appearance is that of a well-maintained urban environment.</p>	 <p>A photograph showing a sidewalk that is not clean. There is a significant amount of litter and debris scattered along the edge of the sidewalk, including a white plastic bag and other trash. A blue parking sign is visible on the sidewalk, and a car is parked on the street to the left. The overall appearance is that of a neglected urban environment.</p>

## 2. SIDEWALK CLEANLINESS





What is evaluated: Cleanliness of sidewalks from building frontage to the curb on selected blocks, on the side of the mechanical sweeping route being evaluated. Sidewalk frontage on the side of the street being evaluated will be evaluated for litter, grime, graffiti, illegal dumping, and feces/needles/glass/condoms. A significant presence of City buildings or facilities adjacent to sidewalks will be noted for each segment.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	3 point Scale Rating or Percent	Meets standard? (Yes/No)
2.1	Sidewalks – Litter	<p>Sidewalks shall be free of litter and debris, and will be rated on a scale of 1.0 to 3.0. A final rating under 2.0 must be attained to meet the standard for the route.</p> <p><u>1.0 Acceptably Clean</u> Less than 5 pieces of litter per 100 curb feet examined.</p> <p><u>2.0 Not Acceptably Clean</u> 5-15 pieces of litter per 100 curb feet examined.</p> <p><u>3.0 Very Dirty</u> Over 15 pieces of litter per 100 curb feet examined.</p> <p>Litter definition: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts, and loose gum. Count feces, needles, glass, and condoms in standard 2.5 below.</p> <p>Count only litter one square inch or larger (about the size of a postage stamp).</p>	<p>Each 100 linear curb feet (“segments”) will be rated. Each block will receive an average rating of the 100-foot segments, and all blocks included in sample will be averaged for a final rating for the route.</p> <p>Please use the evaluation worksheet to note conditions and to determine final rating. On the worksheet use the checkbox if standard not met due to cigarette butts. Use checkbox if segment adjacent to City building or facility.</p>		
2.2	Sidewalks – Grime, Leaks, Spills	<p>90% of sidewalks immediately adjacent to the street in the observed area are free of grime, leaks, and spills.</p> <p>Definition: Grime, leaks, and spills include any removable material resulting in a difference in pavement surface color. Includes paint, dried liquids, dirt, garbage leaks, or other substances resulting in wet, slippery, or sticky conditions. Does not include graffiti (see standard 2.3), painted markers for utility use, nor intentional painting of the sidewalk surface. Does not include differences in cement color. See attached photos for examples.</p>	<p>Each 100 linear curb feet (“segments”) will be rated by a % meeting the standard. Each block will receive an average rating of the 100-foot segments, and all blocks included in sample will be averaged for a final rating for the route.</p> <p>Please see photos and use the evaluation worksheet to note conditions and to determine final rating.</p>		
2.3	Graffiti (moved to 3.4)	100% of sidewalks are free from graffiti (paint, pen markings, stickers). Does not include painted utility markings.	Just graffiti on sidewalk. See standards 3.1 and 3.2 for the count of all graffiti incidents along the route (public and private, including sidewalks).		
2.4	Illegal Dumping	100% of sidewalks are free of illegally dumped items (furniture, appliances, car parts, etc.), except items labeled for DPW Bulk Item Collection (“BIC”). Exclude items counted under section 4.3.	Please note presence of BIC signage and the date posted on appliances on the evaluation worksheet, where applicable.		



2.5.1	Feces, Needles, Condoms	100% of sidewalks are free from feces, needles, or open/used condoms.			
2.5.2	Broken Glass	100% of sidewalks are free from broken glass.	Previously under standard 2.5. Broken glass now separated out.		
2.6	DPW Odors	100% of block is free of strong offensive odors originated from DPW sources. Offensive odors include, sewage, odor from catch basins, human excrement related odors (feces and urine), and other significant unpleasant odors. Check box on evaluation worksheet indicates presence of human-related odors from feces or urine. DPW sources include city dumpsters, street surfaces, bus stops(?), city trash cans, and specific catch basins.	New standard. Please use check box on evaluation worksheet to indicate presence of human-related odors from feces or urine.		
2.7	Non-DPW Odors	100% of block is free of strong offensive odors from non-DPW sources, including private trash cans, sidewalks, and SFPUC catch basins.			

## 2.2 Sidewalk Cleanliness - Grime, Leaks, Spills

Standard Met	Not Met
 <p>A photograph of a clean, paved sidewalk. A white rectangular patch is visible on the sidewalk. A red car is parked on the street to the left. The date "02/01/2007" is printed in yellow in the bottom right corner.</p>	   <p>Three photographs illustrating sidewalk cleanliness issues. The top photo shows a dark, stained area on a sidewalk in front of a brick building with a metal gate. The middle photo shows a sidewalk with dark stains and a small piece of yellow trash. The bottom photo shows a large spill of light blue liquid on a sidewalk, surrounded by plastic trash.</p>

### 3. GRAFFITI


What is evaluated: Evaluate the street surface, public and private structures, buildings, and the sidewalks visible from and immediately adjacent to the side of the street being evaluated. The total number of graffiti incidents observed shall be counted.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	For the entire route evaluated, was the standard met? (Yes/No)	# of graffiti incidents observed
3.1 and 3.2	Graffiti – Public Property (DPW and non DPW)	<p>100% of the streets, public structures and public buildings visible from and immediately adjacent to the street are free of graffiti.</p> <p>Notes: Graffiti includes stickers, paint, and pen markings, but not etchings. Street graffiti does not include painted street utility markings.</p> <p>DPW property includes street surfaces and trash receptacles. Non-DPW public property includes all other public agency structures, including street posts, lamps, mailboxes, meters, signal boxes, etc.</p>	<p>Count the # of incidents of graffiti. The total number of incidents will be aggregated into the total for the block and the route. Blocks included in sample can be averaged for a block average.</p> <p>Please use the evaluation worksheet to determine final count.</p> <p>If graffiti is observed, please report by calling 311, or report graffiti online. <a href="http://www.sf311.org/index.aspx?page=117">http://www.sf311.org/index.aspx?page=117</a></p>	3.1 Graffiti on DPW public property: Street surface and trash receptacles	
				3.2 Graffiti on other public agency property (non-DPW)	
				Total: Graffiti on all public property (Add 3.1 and 3.2)	
3.3	Graffiti – Private Property	100% of private structures and buildings visible from and immediately adjacent to the street are free of graffiti.	<p>Count the # of incidents of graffiti. The total number of incidents will be aggregated into the total for the block and the route. Blocks included in sample can be averaged for a block average.</p> <p>Please use the evaluation worksheet to determine final count.</p> <p>If graffiti is observed, please report by calling 311, or report graffiti online. <a href="http://www.sf311.org/index.aspx?page=117">http://www.sf311.org/index.aspx?page=117</a></p>		
3.4	Graffiti – Sidewalks	100% of sidewalks are free from graffiti (paint, pen markings, stickers). Does not include painted utility markings or chalk.	Just graffiti on sidewalk. See standards 3.1 and 3.2 for the count of all graffiti incidents along the route (public and private, including sidewalks).		



3.1 Graffiti – DPW Property

Standard Met	Not Met
	
	

### 3.2 Graffiti – non-DPW Property

Standard Met	Not Met
	

### 3.3 Graffiti – Private Property

Standard Met	Not Met
	

## 4. TRASH RECEPTACLES

What is evaluated: The City's public trash receptacles that are adjacent to the public streets on the side are evaluated. For each measured element, 90% compliance is required to meet the standard for that element. For the final rating for the route, at least 5 out of 6 of the elements must be met to meet the composite standard.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	% of receptacles that meet standard	Standard Met? (Yes/No)
4.1	Fullness	Trash receptacle is not overflowing (over the top of the receptacle).	If unfavorable conditions are found, please contact 311. 311 contacts the city's waste management contractor to empty overflowing receptacles and other DPW divisions when other unfavorable conditions are found.  Please use the evaluation worksheet to track the number of receptacles, note conditions and determine final rating.		
4.2	Cleanliness of trash receptacles	Trash receptacle is clean.  Note: If graffiti is found, please note in Standard 3.1. A receptacle with graffiti is not clean.			
4.3	Cleanliness around trash receptacles	Immediate area surrounding the trash receptacle is free of litter, debris, illegal dumping, spills, or leakage. 5 pieces of litter or more is unacceptable.  Notes: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts, furniture, car parts and abandoned appliances. Examples of debris include limbs and rocks.	If source of litter is known, please identify on evaluation worksheet during evaluation (e.g., paper bags/food wrappers from nearby restaurant).		
4.4	Painting	Receptacle has uniform coat of paint and is not peeling on 90% of the surface, where applicable.			
4.5	Structure integrity & function	Trash receptacle is free of large cracks or damage that effect its use.			
4.6	Doors	Doors on trash receptacles are closed and secured.			
	FINAL RATING	Do at least 5 out of 6 elements meet the standard? (Yes/No)			

**4.1 Trash Receptacles - Fullness**





## 5. TREES AND LANDSCAPING

What is evaluated: All of the City's trees, tree wells, and planters that are adjacent to the side of the street are evaluated. For each measured element, 90% compliance is required to meet the standard for that element. If unfavorable conditions are found, please contact 28-CLEAN. Significant presence of City buildings or facilities will be noted for each 100-foot segment observed. Certain streets have long, continuous tree wells that span much of a block, containing multiple trees. In these instances, each tree (and the well area closest to it) should be evaluated as a separate well.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	Percent meet standard	Standard Met? (90% compliance? Yes/No)
5.1	Cleanliness	<p>Trees, tree wells, and planters shall be free of litter and debris. No more than 3 total pieces of litter or debris can be visible per tree well and planter observed, and 90% of tree wells/planters must comply to meet the standard.</p> <p>Litter definition: Examples of litter include cigarette butts, gum, tissue paper, food wrappings, cups, plastic bags, newspapers, needles, feces. Examples of debris include limbs. Leaves are excluded.</p> <p>The standard is <u>not</u> met if feces, needles, broken glass, or condoms are present in the tree well/planter.</p>	<p>Trees, tree wells, and tree planters in each 100 linear curb feet ("segments") will be rated.</p> <p>Please use the evaluation worksheet to track the number of trees, note conditions and determine final rating.</p>		
5.2	Tree Appearance	<p>All trees are alive, and 90% of trees have no hanging limbs and are free of damage.</p> <p>Note: The standard is not met if any tree is dead. A tree stump or empty tree well counts as a dead tree.</p>	<p>Trees in each 100 linear curb feet ("segments") will be rated.</p> <p>If necessary, inspector can check the mortality of a tree by scraping bark or checking the core of a small branch.</p>		
5.3	Weeds	<p>90% or more of all tree wells and planters are free of weeds and vines.</p>	<p>Community members often improve tree wells or planters with plantings. These plantings should be considered when examining weeds.</p>		
5.4	Clearance	<p>Limbs and foliage are maintained with an 8-foot vertical clearance for pedestrians over the sidewalk and 14-foot vertical clearance over the street.</p> <p>Note: Exceptions are made for newly planted street trees that are too small to meet clearance requirements yet do not impede pedestrian or vehicular traffic.</p>			

# 5.1 and 5.3 Trees and Landscaping – Cleanliness, Weed Presence

