

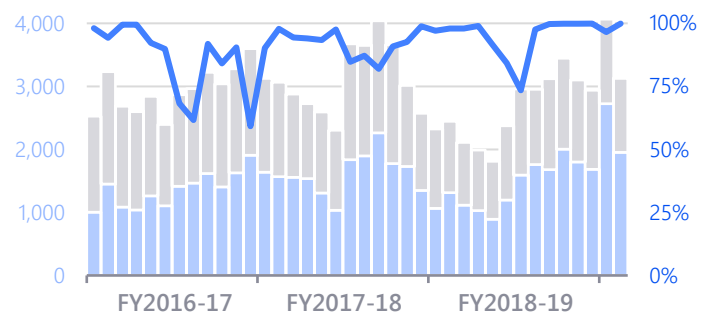
IN FOCUS

Clean Streets

Cleaning service requests
and **on-time response**



Graffiti abatement requests on public & private property and **on-time response**



Who cleans San Francisco's streets?

Everyone plays a role in keeping the city's streets and sidewalks clean. San Francisco Public Works and other **City agencies** maintain streets and City-owned property on or along the sidewalk. **Private property owners** and **merchants** are responsible for cleaning the areas around their buildings, including adjacent sidewalks. In some areas, owners and merchants form **community benefits districts** that hire companies to help keep the area clean. **Local, state and federal agencies**, as well as **private utilities**, are responsible for cleaning and maintaining other features like power lines, highways, regional transit shelters, and schools.

What do San Franciscans think of their streets?

44%

of San Franciscans say their streets & sidewalks are **clean**

58%

of San Franciscans say their sidewalks are in **good condition**

The Controller's Office surveys San Franciscans every two years to learn about their experiences and opinions of public services. See the full results by Supervisor District at sfgov.org/citysurvey



How is Public Works responding to cleaning requests?

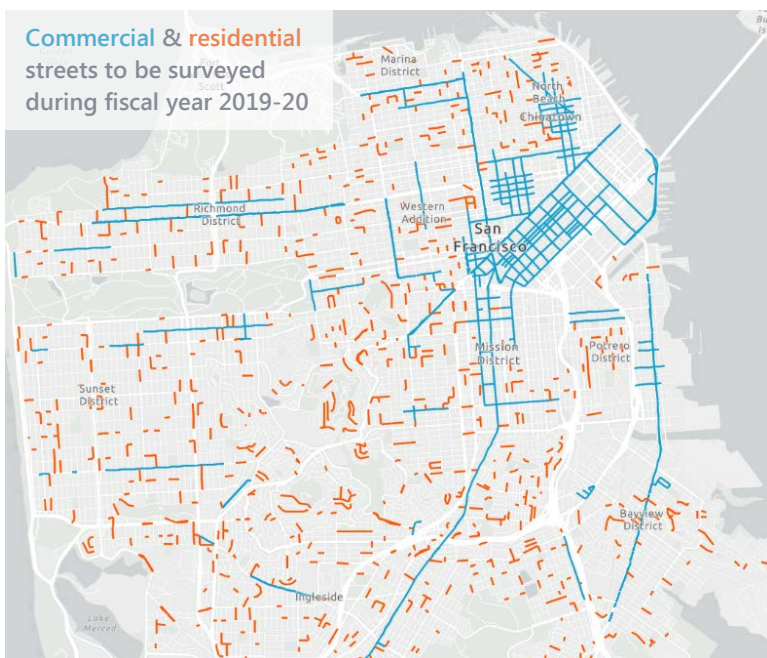
Requests for street and sidewalk cleaning more than tripled between fiscal years 2013-14 (FY14) and 2017-18 (FY18) as more people used the [SF311](#) service center to connect with City services. This surge in service requests outpaced new hires for street and sidewalk cleaning – the number of requests per full-time employee doubled between FY15 and FY19.

On-time response to cleaning requests improved during spring 2019 as the number of requests declined slightly and Public Works improved how service orders are managed during **shift changes** so that fewer requests are delayed. Public Works authorized more **overtime** in a pilot study assessing how much labor is needed to improve on-time response. The street cleaning team reported 77% more overtime hours between February and March, when 97% of requests were responded to within 72 hours compared to just 71% in February. Public Works ended the pilot in September and on-time response decreased to 86% in October. The department expects this trend to continue without changes to staffing.

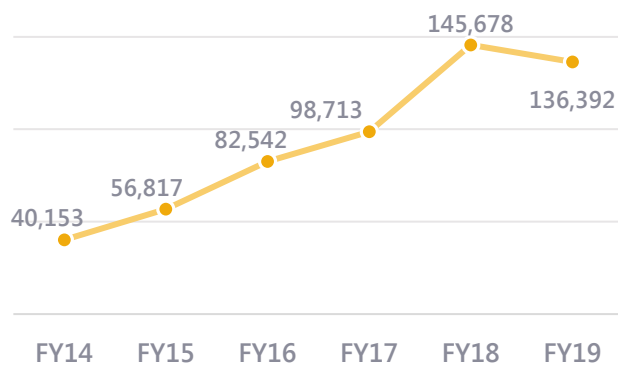
Pit Stops

The Pit Stop program provides staffed public restrooms near popular commercial corridors to reduce the need for street and sidewalk steam cleaning services.

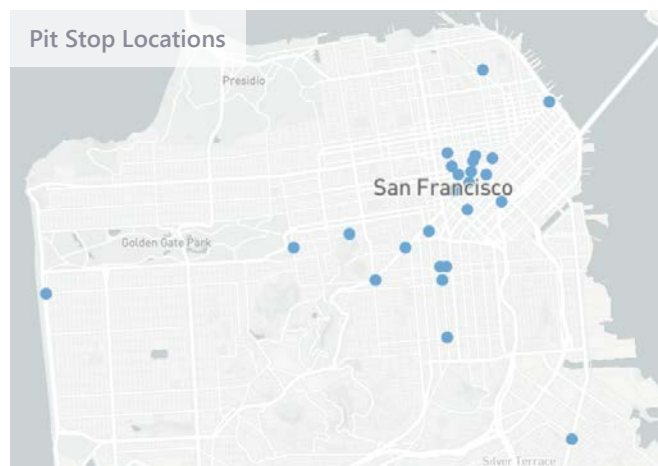
Public Works operates 25 “Pit Stop” locations that offer public toilets, sinks, needle collection, and dog waste disposal. The City approved funding for 7 new portable Pit Stops in FY20, and as of summer 2019, four locations are open 24-hours a day while SFGov tests expanding hours. The program contracts with local nonprofits focused on training, employing, and creating opportunities for residents who face barriers to employment. Learn more about the program, service hours, and other updates at sfpublishpublicworks.wixsite.com/pitstop



Street & sidewalk cleaning requests



Other services: Public Works provides mechanical street sweeping, partners with Community Benefits Districts, awards grants for programs managed by non-profits, and supports other initiatives across San Francisco to keep the streets and sidewalks clean. Learn more about this work at sfpublishpublicworks.org/workforcedevelopment



Connect with this data on [DataSF](#) – the City’s open data portal.

New Street and Sidewalk Surveys

San Francisco voters amended the City Charter in 2003 requiring the Controller’s Office and Public Works to create and assess cleanliness standards for the city’s streets. Over the last year, the Controller’s Office worked with City departments to update the criteria and develop new strategies for evaluating streets and sidewalks. Trained evaluators will survey over 1,500 street segments during fiscal year 2019-20 looking for things like litter, dumping, graffiti, health hazards, and accessibility issues.

This data will offer more consistent and reliable ways to **monitor how clean the City’s street’s are over time and by neighborhood**. A new program website will launch soon to include criteria, an interactive map, and explanations for how streets were selected. The first round of results with these new standards will be reported in 2020.