

STREET & SIDEWALK MAINTENANCE STANDARDS

Fiscal Year 2015-16
Annual Report

October 25, 2016



OFFICE OF THE CONTROLLER CITY SERVICES AUDITOR

The City Services Auditor (CSA) was created in the Office of the Controller through an amendment to the Charter of the City and County of San Francisco (City) that was approved by voters in November 2003. Under Appendix F to the Charter, CSA has broad authority to:

- Report on the level and effectiveness of San Francisco's public services and benchmark the City to other public agencies and jurisdictions.
- Conduct financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operate a whistleblower hotline and website and investigate reports of waste, fraud, and abuse of city resources.
- Ensure the financial integrity and improve the overall performance and efficiency of city government.

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EXECUTIVE SUMMARY

The City Services Auditor (CSA) Charter Amendment requires that the Controller's Office and San Francisco Public Works department develop and implement standards for street and sidewalk maintenance. The Charter Amendment mandates that the City Services Auditor issue an annual report of the City's performance under the standards. This report provides an overview of the standards, highlights the results of evaluations conducted in Fiscal Year 2015-16 ("FY 2015-16" or "FY16"), and includes recommendations to improve the City's work in this area.

The Standards used in this report measure the cleanliness and appearance of public streets, sidewalks, trash receptacles, and trees and landscaping. These assets are rated on the presence of litter, graffiti, foul odors, broken glass, general maintenance, and other conditions. This report does not evaluate the physical state of City streets, such as potholes, cracks or construction.

The City's streets were cleaner in FY16, but graffiti and some hazards continued to grow despite additional services.



Evaluators found less litter and grime across the City's streets and sidewalks, and approximately twice as many more routes were free of "excessive" litter compared to FY 2014-15.



Illegal dumping was slightly less common along commercial routes, but increased in residential areas. Supervisorial District 1 experienced the largest increase, driven mostly by additional reports near Golden Gate Park and Land's End.



Scores for feces, needles and condoms (FNC) generally stayed the same among commercial routes, but worsened slightly along residential routes in all San Francisco Public Works service areas ("Work Zones"). Public reports from the City's SF311 customer service center suggest a more significant increase of street and sidewalk feces, as well as hypodermic needles.



More routes were free of broken glass during FY 2015-16 evaluations. However, SF311 data show a sudden and significant increase in reports of broken glass near the end of the year, which appears to be the result of media coverage and increased public awareness.



Counts of graffiti along the San Francisco's streets increased significantly in all Work Zones in FY 2015-16. Average counts of graffiti doubled on private property along commercial routes, and tripled on public property not maintained by Public Works along both commercial and residential routes.



Scores for trees and landscaping generally improved or remained the same. On average the City was quicker to respond to service requests submitted by the public, but the total number of those requests increased.

INTRODUCTION

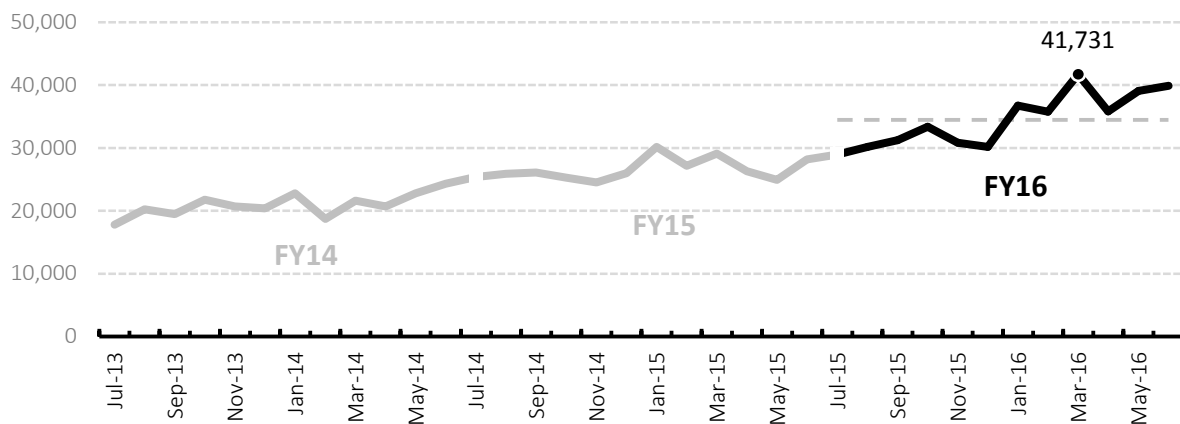
San Francisco's population has grown by nearly 8 percent since 2010, adding more than 60,000 residents to reach a total of 866,583 as of January 2016¹. About 136,000 new jobs have been created in the city over the past five years – an increase of 24.8 percent between December of 2010 and 2015², and more than 1,234,000 people fill San Francisco during daytime work hours³.

This continued growth of people living and working in San Francisco places additional demand on the City's service systems. Public service requests submitted to the City's SF311 customer service center increased significantly in recent years, growing by 25 percent in FY 2015-16 to reach an average of 34,480 requests per month. The City collected more than 24,000 tons of loose garbage and abandoned items in FY 2015-16, an increase of 7.8 percent over FY 2014-15 and more total weight than any year since FY 2009-10⁴.

In this context, the 2016 Street and Sidewalk Maintenance Standards Report offers a snapshot of the state of public corridors in San Francisco during Fiscal Year 2015-16 ("FY 2015-16" or "FY16") using sampled evaluation data from trained third-party inspectors. These findings are considered alongside other public data collected and reported by San Francisco's various service agencies. Where appropriate, this report will include summaries of data from San Francisco's SF311 customer service center or other sources to provide the reader with helpful information or context. Readers can interact with highlights of this data by visiting sfstreets.weebly.com

Increase in SF311 Service Requests

Total monthly service requests submitted to SF311 in FY14, FY15 and FY16 for all types.



Note: San Francisco's SF311 customer service center received an average of 34,400 public service requests per month in FY 2015-16, peaking in March, and the total number of requests for the year grew by 25% over FY15 to reach 413,700.

¹ State of California, Department of Finance, E-4 Population Estimates for Cities, Counties, and the State, 2011-2016, with 2010 Census Benchmark. Sacramento, California, May 2016.

² Figures from California's Employment Development Department report <https://data.edd.ca.gov/Industry-Information-/Current-Employment-Statistics-CES-/r4zm-kdcg>

³ 2014 daytime population estimates produced by the San Francisco Controller's Office, including tourism.

⁴ Based on figures reported by Public Works in September 2016.

About the Program

In November 2003, San Francisco voters passed Proposition C, amending the City Charter to mandate that the City Services Auditor (CSA) division of the Controller's Office work with San Francisco Public Works in three ways:

- To develop objective and measurable standards for street maintenance⁵;
- To establish publicly posted street maintenance and staff schedule compliance reports⁶; and
- To issue an annual report⁷ on the state of the City's streets and sidewalks as measured by evaluations.

San Francisco Public Works contracted JBR Partners, Inc. (JBR) to conduct street and sidewalk evaluations for FY16. JBR follows the evaluation methodology described in [APPENDIX: DETAILED EVALUATION METHODOLOGY](#). Twenty-two standards are evaluated within five different street and sidewalk categories: (1) Street cleanliness; (2) Sidewalk cleanliness; (3) Graffiti; (4) Trash receptacles; and (5) Trees and landscaping.

What are the Standards? A detailed description of the Street and Sidewalk Standards is available in [APPENDIX: DETAILED EVALUATION METHODOLOGY](#) and a complete text of the standards is available online at the link provided below.

What is evaluated? The physical unit of an evaluation is a "route". Each route consists of several contiguous city blocks, with one side of the street evaluated at a time. Each block consists of several contiguous 100-foot segments. Every route is evaluated at least twice on two different days during each fiscal year (July 1 through June 30). [APPENDIX: EVALUATION ROUTE DIAGRAM](#) illustrates the basic elements evaluated, including streets, sidewalks, and segments.

Where are the routes located? JBR evaluated a total of 183 selected routes throughout the City in FY 2015-16, providing data from 366 new evaluations from all 11 Supervisory Districts. Fifty-two percent of the routes were commercial and 48 percent were residential. JBR evaluated between 18 and 40 routes within each Public Works "work zone", or administrative area. These zones are labeled Zone A through Zone F. Generally, Zone A includes Supervisory Districts 2 and 3; Zone B includes District 6; Zone C includes Districts 1 and 5; Zone D includes Districts 8 and 9; Zone E includes District 10 and 11; and Zone F includes Districts 4 and 7.

Number of evaluation routes

Number of routes by Work Zone and type in FY16.

Work Zone	Commercial Route	Residential Routes	Total Routes
Zone A	16	9	25
Zone B	18	0	18
Zone C	20	15	35
Zone D	17	16	33
Zone E	16	16	32
Zone F	8	32	40
Total	95	88	183

Note: Work Zones are administrative areas of Public Works that generally include two adjacent Supervisorial Districts.

⁵ Full text of the Street and Sidewalk Maintenance Standards (2012) is available at <http://sfcontroller.org/proposition-c-compliance-street-sidewalk-and-park-maintenance-standards>

⁶ Public Works Mechanical Street Sweeping Program, <http://www.sfdpw.org/index.aspx?page=322>

⁷ San Francisco Office of the Controller's website, <http://sfcontroller.org/index.aspx?page=49>

A map of Public Works Work Zones and evaluated routes is available below, and [APPENDIX: LIST OF ROUTES EVALUATED](#) provides a list of all the routes evaluated.

Who is responsible for street and sidewalk maintenance? Among the twenty-two street and sidewalk standards evaluated, the Public Works department is generally responsible for the maintenance of the streets and Public Works assets located on the sidewalks. However there are a variety of properties and common assets that Public Works may not manage, or for which Public Works may only share partial responsibility with other property owners. For example, some light poles, traffic signs, electrical boxes, retaining walls, bike racks, street furniture, or other property on the sidewalk may be the responsibility of private parties (e.g. fronting property owners, community benefit districts, private utilities) or other public agencies (e.g. SFPUC, MTA, Recreation and Parks). Please see [APPENDIX: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES](#) for detailed information.

While Public Works is not responsible for all aspects of street and sidewalk maintenance, the department does manage several outreach and engagement programs to proactively encourage private property owners and communities to maintain their local streets and sidewalks. More information about these programs is available at the end of this report.

Where is the evaluation data? A complete dataset including route scores used for this report is publicly available online through the DataSF open data portal at www.datasf.org. Anyone can access the dataset directly through their internet browser at:

<https://data.sfgov.org/City-Infrastructure/DPW-Street-Sidewalk-Evaluation-Results-7-1-2013-to/83ki-hu3p>

An explanation of the dataset is located at:

https://data.sfgov.org/api/views/83ki-hu3p/files/v-Z6BGCbqbmP5VJ7ti9b0sp9b8Y0HNkrv6mGdh3INz0?download=true&filename=CON_DataDictionary_street-evals-since-2013.xlsx

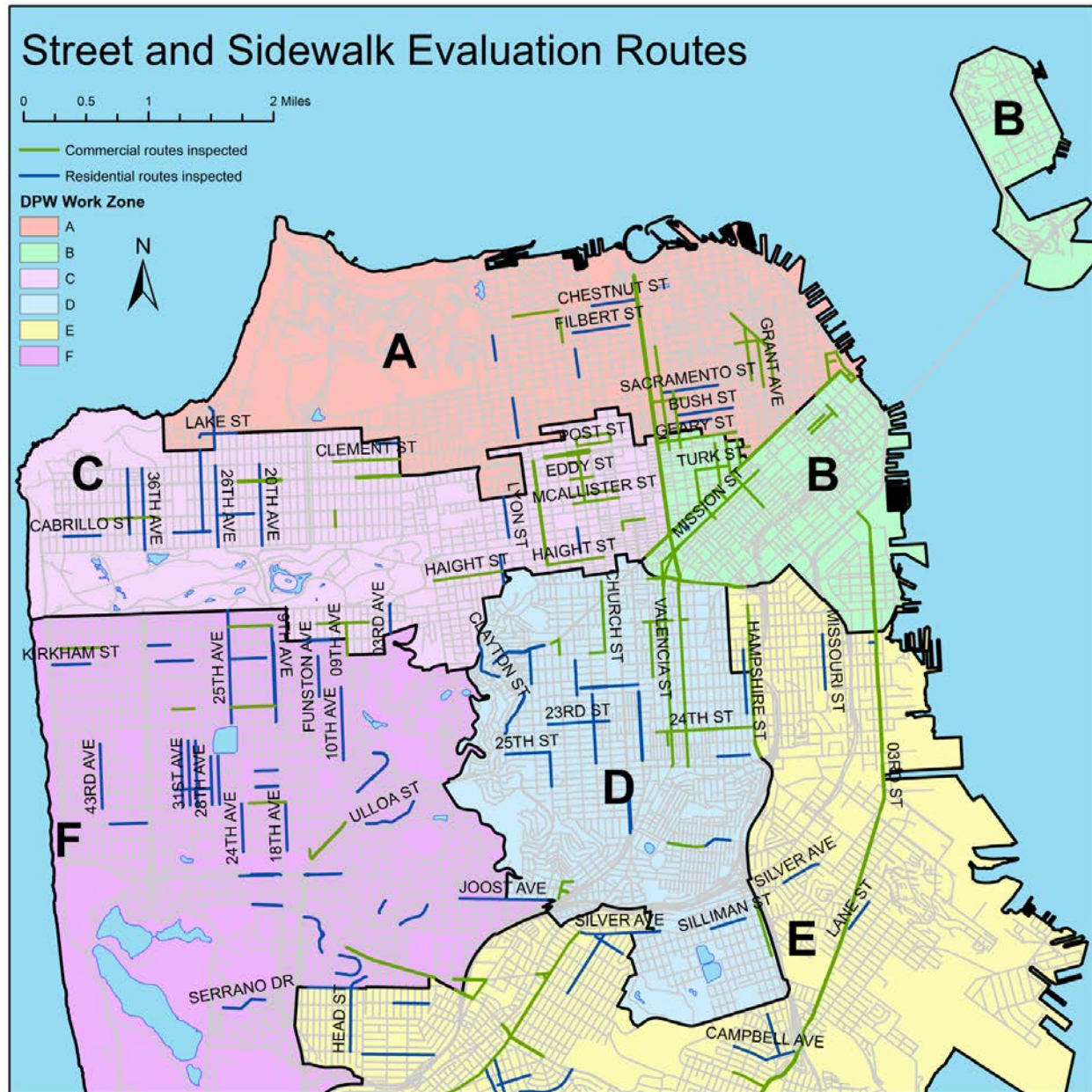
Additional data from the SF311 customer service center, including case records and locations, is also available online through the SF OpenData portal via the hyperlink below. This data set includes service requests related to the Street and Sidewalk Standards, which were selected and extracted for FY 2013-14, FY 2014-15, and FY 2015-16 during August 2016:

<https://data.sfgov.org/City-Infrastructure/Case-Data-from-San-Francisco-311-SF311-/vw6y-z8j6>

Map of Works Zones and Routes

San Francisco's Public Works department divides the city's streets and sidewalks into 6 separate maintenance areas, called Work Zones, which are labeled Zone A through Zone F. Generally, Zone A includes Supervisory Districts 2 and 3; Zone B includes District 6; Zone C includes Districts 1 and 5; Zone D includes Districts 8 and 9; Zone E includes District 10 and 11; and Zone F includes Districts 4 and 7.

The Street and Sidewalk Evaluation Routes map below outlines each of the six Work Zones with the specific commercial and residential routes evaluated in FY 2015-16.



STREETS

Overview

San Francisco Public Works cleans approximately 90 percent of San Francisco streets with mechanical sweepers, covering roughly 150,000 curb miles each year. Generally, residential streets are swept weekly or twice per month and commercial areas are swept at least once per week. For detailed information about street cleaning schedules in your area, visit:

<http://propertymap.sfplanning.org/?name=sffind&tab=1&layer=Street%20Sweeping>

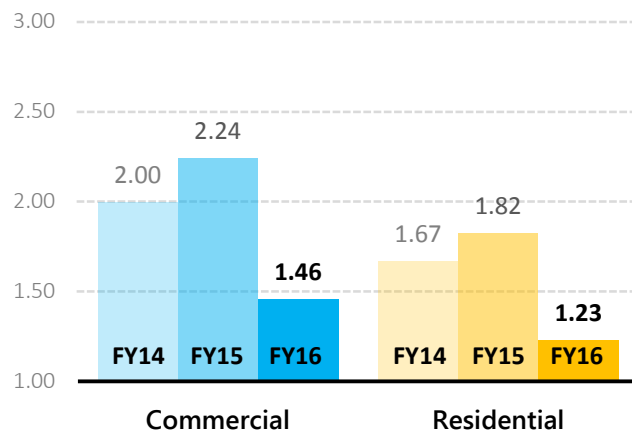
Street and sidewalk cleaning requests are generated internally and through requests received by San Francisco's 311 customer service center. Requests received by SF311 are sent to the Public Works "28Clean" reporting system. Public Works' Radio Room triages each request to the appropriate crew in each works zone who then responds to the request. For service requests reporting the presence of human waste, leaks or other grime, Public Works dispatches teams with steam-cleaning tools to more thoroughly treat the affected area.

San Francisco deploys a variety of resources for cleaning city streets, including broom teams, trucks and packer vehicles for removing large objects, mobile and vehicle steam cleaners, mechanical sweepers equipped with brushes and vacuums, and mechanical washers that deploy water and detergents, as well as "hot spot" crews that are deployed regularly to troubled areas.

Summary

Scores for Street Cleanliness

Average evaluation scores improved significantly for both commercial and residential routes in FY16.



Note: Individual route scores below (2) are considered "acceptably clean", a score of (1) means "very clean", and (3) means "very dirty".

Source: SF OpenData portal, "DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present".

The City's streets were cleaner in FY 2015-16.

Average evaluation scores improved significantly in every Work Zone, and more than twice as many corridors were free of excessive street litter compared with FY 2015-16 evaluations. During the same period, average monthly service requests submitted to SF311 for street and sidewalk litter increased 56 percent to 7,382 per month. The number of requests completed within 48 hours stayed above the department's FY 2015-16 target of 90 percent until June 2016, despite a greater number of requests⁸.

The City made several enhancements to services in FY 2015-16 which may have contributed to improved response rates and

⁸ For more information about street and sidewalk litter service requests and response times, visit the Controller's Office City Performance Scorecards at <http://sfgov.org/scorecards/street-sidewalk-cleaning-response>.

better overall scores, including expanding its Pit Stop pilot program – which provides staffed public restrooms, disposal of syringes, and pet waste bags – and adding dedicated alley crews that provide nightly cleaning to preempt public complaints. Public Works is also implementing a new service management system that will empower the department to better record the staff time and activities associated with specific service requests, and then analyze how resources are being used across the department's services.

Additionally, Public Works deployed three new street sweepers near the end of FY 2015-16, and purchased several mechanical sidewalk cleaners that are equipped with steam cleaning units and able to navigate alleyways. The City also approved the purchase of at least three additional street sweepers and six additional steamer units in FY 2016-17 to address growing service demands.

SIDEWALKS

Overview

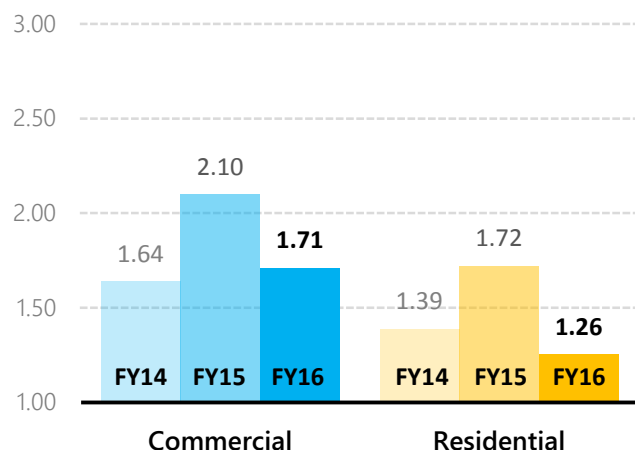
Street and sidewalk cleaning requests are generated internally and through reports received from the public through the City's 311 call center. SF311 then sends those requests to the San Francisco Public Works "28Clean" reporting system. Public Works' Radio Room triages each request to the appropriate crew in each works zone who then responds to the request. For service requests reporting the presence of human waste, leaks or other grime, Public Works dispatches teams with steam-cleaning tools to more thoroughly treat the affected area.

Private property owners are responsible for sidewalk cleanliness in front of their property, except for curb ramps, sidewalks on public property maintained by Public Works, Public Works catch basins, and trash receptacles provided by waste management operators. APPENDIX: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES offers additional details about roles and responsibilities for sidewalk maintenance, and information about Public Works street and sidewalk programs can be found at <http://sfpublicworks.org/streets>.

Summary

Scores for Sidewalk Cleanliness

Average evaluations scores improved significantly for both commercial and residential routes in FY16.



Note: Individual route scores below (2) are considered "acceptably clean", a score of (1) means "very clean", and (3) means "very dirty".

Source: SF OpenData portal, "DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present".

Scores for sidewalk litter (Standard 2.1) and grime (Standard 2.2) improved in all Work Zones, for both residential and commercial corridors, and about twice as many routes were free of excessive sidewalk litter compared to FY 2014-15. Residential routes in Zone D (including neighborhoods such as Mission, Bernal Heights and Noe Valley) reported the biggest improvement in average scores for sidewalk litter, from 1.82 in FY 2014-15 to 1.19 in FY 2015-16, followed closely by commercial corridors in Zone B (2.28 in FY 2014-15 to 1.66 in FY 2015-16). Only in Zone F did average scores appear to stay the same, which includes Supervisorial Districts 4 and 7.

The percent of San Francisco sidewalks free of significant grime, leaks and spills improved in all Work Zones. Ninety-five percent of

commercial routes evaluated were free of grime (up from 83 percent in FY 2014-15), as were 96 percent of residential routes (up from 87 percent in FY 2014-15).

Trash Bins

San Francisco Public Works contracts with the private employee-owned company [Recology](#) to provide trash, compost and recycling services to residents and businesses throughout the City. Recology is also generally responsible for servicing and maintaining public concrete trash receptacles installed along sidewalks, including overflowing cans and missing or broken doors, liners, and locks⁹. Public Works is responsible for installing and removing litter receptacles, as well as righting cans that have been tipped over. Public Works aims to install new receptacles within 7 calendar days, remove receptacles within 5 calendar days, and right receptacles that have been tipped over within 2 calendar days. Public Works' service level and response rate remained about the same between FY2014-15 and FY 2015-16, except for a slight decrease in timely responses to tipped-over bins.

Evaluators found mixed results when it came to the City's garbage receptacles (Standards 4.1 through 4.6). Scores for the fullness and capacity of bins (Standard 4.1) remained high along commercial routes across the City, but worsened slightly in residential areas that had public waste bins. This downward trend appears to be driven entirely by more overflowing bins in Zone D (which includes Supervisorial District 8 and District 9), where on average only 83 percent of bins received passing scores, down from 100 percent in FY 2014-15. Public Works data shows that Recology received 878 service orders in Zone D for overflowing bins in FY 2015-16, more than any other service area.

Service Orders for Overflowing Bins

Public Works received 27% more service orders for overflowing bins in FY16.

Work Zone	FY15 Count	FY16 Count	Percent Change
Zone A	380	766	+102%
Zone B	324	456	+41%
Zone C	309	520	+68%
Zone D	549	878	+60%
Zone E	232	494	+113%
Zone F	232	240	+3%
Not specified	1,177	729	-38%
Citywide	3,203	4,083	+27%

Notes: Fewer service orders for overflowing bins were attributed to specific Work Zones in FY15, and so the 'percent change' for some districts may appear inflated. Recology is generally responsible for servicing overflowing bins.

Source: Records provided by Public Works in September 2016.

Average scores for cleanliness, painting, and structural integrity of trash bins (Standards 4.2, 4.4 and 4.5) remained high in FY 2015-16. Trash bins along commercial routes in Zone D showed the most improvement for cleanliness, where the average percent of bins that were sufficiently clean increased from 88 percent in FY 2014-15 to 98 percent in FY 2015-16. Zone B (which includes District 6) also improved slightly from 92 percent to 100 percent. Scores for structural integrity of trash bins largely remained the same, except for improvements along residential routes in Zone F (including District 4 and District 7) where 100 percent of bins received passing scores in FY 2015-16, up from 83 percent in FY 2014-15.

The areas around trash bins were cleaner in FY 2015-16 (Standard 4.3). On average, 97 percent of trash bins along commercial routes and 95 percent of bins along residential routes were sufficiently clean, both up from 83 percent in FY 2014-15. This trend was mostly driven by commercial and residential improvements in Zone D and Zone E.

⁹ As part of its service contract with San Francisco, Recology is helping to replace all of the City's sidewalk trash receptacles with new metal bins that are expected to be cheaper and easier to maintain.

Illegal Dumping

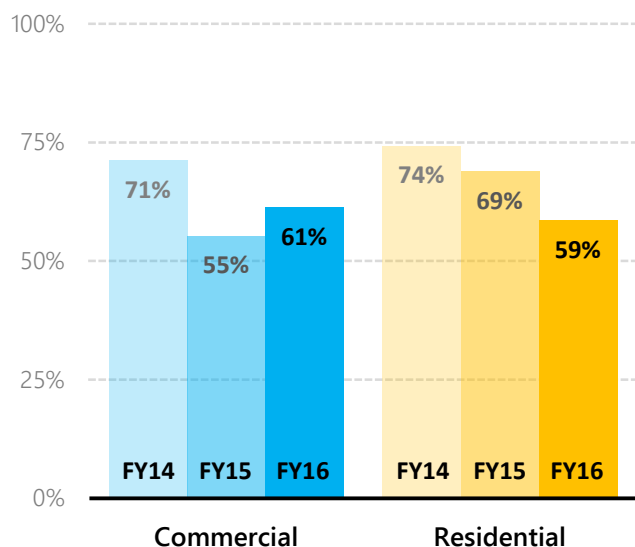
Illegal dumping includes abandoned items such as furniture and appliances found on sidewalks. There is zero tolerance for illegal dumping in route evaluations – 100 percent of sidewalks need to be free of illegal dumping for a route to pass the standard. If there is a *single instance* of illegal dumping recorded on any block during an evaluation of a route, the entire route is considered “failing” for that evaluation.

Illegal dumping decreased slightly along commercial routes in FY 2015-16, but generally increased along residential routes for the second year in a row; only in Zone A did residential scores for illegal dumping improve, from 56 percent in FY 2014-15 to 67 percent in FY 2015-16. The biggest drops in scores across residential routes were in Zone C (from 70 percent to 50 percent) and Zone D (from 65 percent to 50 percent), though Zone D also experienced the most significant improvement in illegal dumping scores along its commercial routes (from 47 percent to 59 percent)¹⁰. Public Works attributes some of these improvements to a renewed focus on cleaning and clearing alleyways along major routes in areas like Chinatown, South of Market, and Mission Dolores.

SF311 data confirms that District 1 (Zone C) had the largest increase in service requests related to illegal dumping and abandoned items, up from 122 reports in FY 2014-15 to 199 reports in FY 2015-16. This increase in reports appears to be concentrated mostly around Golden Gate Park and Land’s End.

Routes free of Illegal Dumping

Percent of routes free of illegal dumping and abandoned items during FY16 route evaluations.

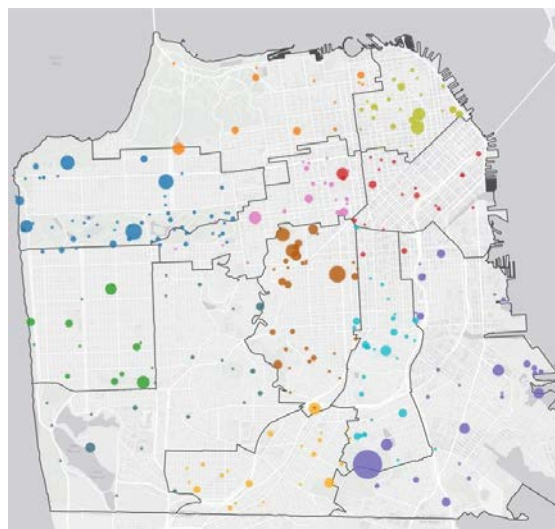


Note: Evaluators found more illegal dumping along residential routes compared with FY15, but commercial routes improved slightly.

Source: SF OpenData portal, “DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present”.

Map of Illegal Dumping in FY16

Service requests related to illegal dumping and abandoned items submitted to SF311 in FY16.



Note: Colors vary by Supervisor District areas. Larger circles represent more reports at that specific location.

Source: SF311 case records, available through the SF OpenData portal at “Case Data from San Francisco 311 (SF311)”.

¹⁰ Zone A includes Supervisorial Districts 2 and 3; Zone B includes District 6; Zone C includes Districts 1 and 5; Zone D includes Districts 8 and 9; Zone E includes District 10 and 11; and Zone F includes Districts 4 and 7.

HAZARDS

Overview

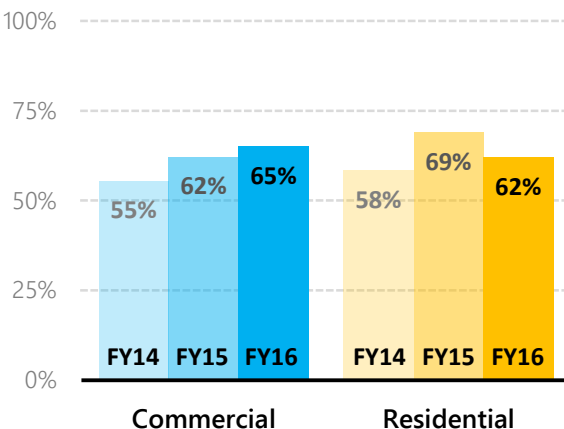
Hazards in this section refer to items or materials that pose a potential health or safety risk to the public, including human waste, hypodermic needles, used condoms, and broken glass along the City's public streets and sidewalks. Requests received by 311 are typically sent to the San Francisco Public Works "28Clean" system. Public Works' Radio Room then dispatches a service team from that work zone to inspect the report, remove materials, and treat the area with steam cleaning or other services as needed. If the incident involves large amounts of waste or other hazardous materials, other agencies may also be dispatched including the Department of Public Health, SF Public Utilities Commission or SFPD. Public Works' goal is to remove this type of waste that is their responsibility within 24 hours during week days. Action plans are developed for each project that requires more than 24 hours to address.

Summary

Average scores for feces, needles and condoms (FNC) generally stayed the same among commercial routes, except for a significant improvement in Zone D (including District 8 and District 9) where 74 percent of evaluations were free of FNC, up from only 53 percent in FY 2014-15. However, scores among residential routes worsened slightly Citywide and in all Work Zones. The most significant change was in Zone E, where only 50 percent of evaluations were free of FNC, down from 74 percent in FY 2014-15. Average evaluation scores for broken glass generally improved in FY 2015-16. The areas showing the greatest improvement include commercial and residential routes in Zone E, commercial routes in Zone B, and residential routes in Zone A.

Routes free of Feces, Needles & Condoms

Percent of routes free of feces, needles or condoms during FY16 route evaluations.

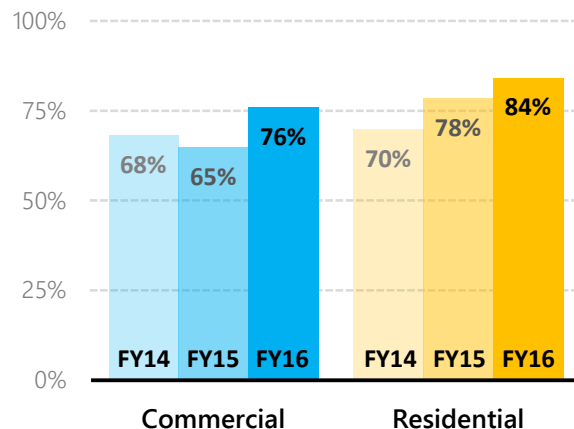


Note: Average scores for FNC generally stayed the same along commercial routes in FY16, but scores for residential routes worsened slightly.

Source: SF OpenData portal, "DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present".

Routes free of Broken Glass

Percent of routes free of broken glass during FY16 route evaluations.



Note: Average evaluation scores for broken glass generally improved in FY16, however the number of public service requests for graffiti submitted through SF311 increased by 24%.

Source: SF OpenData portal, "DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present".

Human Waste

Data from SF311 shows that service requests related to human waste increased across all Supervisorial Districts in San Francisco in FY 2015-16, and at a rate well above the average growth in overall SF311 use. District 6 (in Zone B) had far more service requests related to human waste than any other district – three-times as many as the next highest count in District 9 (Zone D) – and nearly 30 percent more requests compared to FY 2014-15. This change appears to be driven mostly by additional reports along Market Street, south of 8th Street between Mission Street and Howard Street, and the area south of Hayes Valley between South Van Ness and Central Freeway/Octavia Boulevard.

However, data from Public Works shows a more modest increase of 13.5% in service orders generated from public service requests, and nearly the same number of service orders for Zone D between FY 2014-15 and FY 2015-16. These service orders typically remove duplicate requests from the public, but may also group together several specific instances in the same area. Public Works crews generally kept up with demand by meeting their target of responding to 90% or requests within 48 hours, until the end of the fiscal year when requests increased significantly and the department was managing between 1,400 and 1,600 steamer-related service orders per month. Readers can explore and interact with detailed data by visiting sfstreets.weebly.com.

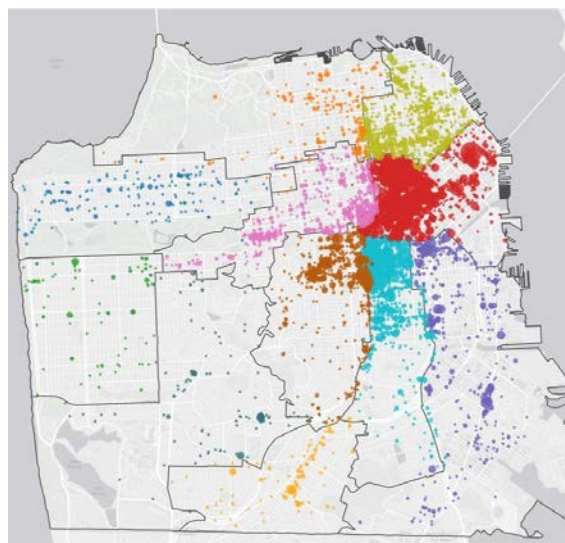
Reports of Human Waste

Number of public service requests submitted to SF311 during FY15 and FY16.

Supervisor District	Work Zone	FY15 Count	FY16 Count	Percent Change
District 1	C	119	205	+72%
District 2	A	194	277	+43%
District 3	A	784	1,320	+68%
District 4	F	57	112	+96%
District 5	C	568	901	+59%
District 6	B	5,811	7,509	+29%
District 7	F	90	150	+67%
District 8	D	1,001	1,228	+23%
District 9	D	1,909	2,621	+37%
District 10	E	340	816	+140%
District 11	E	185	193	+4%
Citywide	-	11,058	15,332	+39%

Map of Human Waste in FY16

Service requests related to human waste and submitted to SF311 in FY16.



Source: SF311 case records, available through the SF OpenData portal at “Case Data from San Francisco 311 (SF311)”.

Needles

Citywide SF311 reports of hypodermic needles increased by 40 percent in FY 2015-16, reaching a total of 3,551 service requests after monthly reports reached an all-time high of 396 in May 2016. That year-over-year increase is well above the average growth in overall SF311 use. Internal counts of needles collected by Public Works “Hot Spot” crews also increased nearly 40 percent according to the department, from roughly 16,000 to 22,300. There were fewer SF311 reports of needles in District 7 and District 1, but those were offset by significant year-over-year increases in District 6, District 9, and District 10. Reports of needles were heavily concentrated in District 6 (Zone B) and District 9 (Zone D), though nearby areas were also affected including the Castro, Hayes Valley, Civic Center, and Potrero Hill neighborhoods. Several areas included exceptionally concentrated clusters of reports of needles, described in the table below. Readers can explore and interact with detailed data by visiting sfstreets.weebly.com.

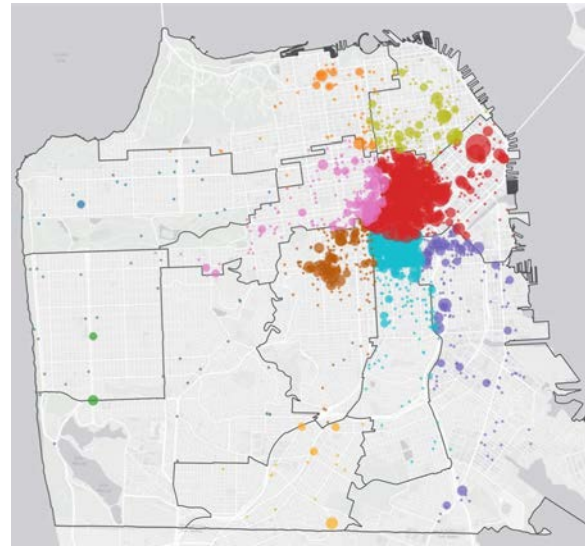
Reports of Needles and Syringes

Number of public service requests submitted to SF311 during FY15 and FY16.

Supervisor District	Work Zone	FY15 Count	FY16 Count	Percent Change
District 1	C	28	23	-18%
District 2	A	44	76	+73%
District 3	A	147	196	+33%
District 4	F	12	19	+58%
District 5	C	197	273	+39%
District 6	B	1,106	1,653	+49%
District 7	F	23	14	-39%
District 8	D	309	298	-4%
District 9	D	517	752	+45%
District 10	E	126	223	+77%
District 11	E	18	24	+33%
Citywide	-	2,527	3,551	+41%

Map of Needles in FY16

Service requests related to hypodermic needles submitted to SF311 in FY16.



Source: SF311 case records, available through the SF OpenData portal at “Case Data from San Francisco 311 (SF311)”.

Hotspots for needles and syringes

Public service requests submitted to SF311 during FY16.

District	Neighborhood	Intersection or Area
District 5, District 6	South of Market, Civic Center, Hayes Valley	West of Van Ness & Mission, between Market and Otis, and between 12th and Gough
District 6	Tenderloin	Leavenworth and Golden Gate
District 6	South of Market	Along Minna between 7th and 9th
District 6, District 9	South of Market, Mission	14th Street & Harrison and vicinity
District 9	Mission	Shotwell and Folsom, between 16th and 17th

Source: SF311 case records, available through the SF OpenData portal at “Case Data from San Francisco 311 (SF311)”.

Broken Glass

Average evaluation scores for broken glass generally improved in FY 2015-16. The areas showing the greatest improvement include commercial and residential routes in Zone E, commercial routes in Zone B, and residential routes in Zone A. However, according to SF311 service request records, citywide reports of broken glass increased by 24 percent in FY 2015-16, driven mostly by large increases in District 3 (Zone A), District 6 (Zone B), and District 9 (Zone D). District 8 (Zone D) appeared to improve slightly, reporting 206 instance of broken glass in FY 2015-16 compared to 233 in FY 2014-15.

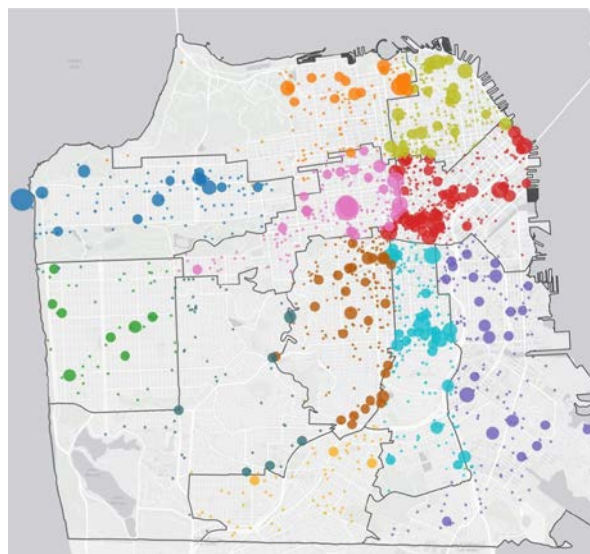
Broken Glass Reports by District

Public service requests submitted to SF311 during FY15 and FY16.

Supervisor District	Work Zone	FY15 Count	FY16 Count	Percent Change
District 1	C	90	125	+39%
District 2	A	94	142	+51%
District 3	A	168	250	+49%
District 4	F	64	58	-9%
District 5	C	169	214	+27%
District 6	B	246	352	+43%
District 7	F	61	60	-2%
District 8	D	233	206	-12%
District 9	D	190	250	+32%
District 10	E	170	196	+15%
District 11	E	74	66	-11%
Citywide	-	1,577	1,950	+24%

Map of Broken Glass in FY16

Service requests related to broken glass submitted to SF311 in FY16.



Source: SF311 case records, available through the SF OpenData portal at "[Case Data from San Francisco 311 \(SF311\)](#)".

The Standards evaluations and SF311 reports seem to be inconsistent. In Zone B, the average evaluation scores for broken glass improved but there were more SF311 requests related to glass. Similarly, residential routes received better evaluation scores compared to FY 2014-15, particularly in Zone A where 72 percent of route evaluations were free of broken glass (up from 50 percent in FY 2014-15). However, SF311 reports of broken glass increased above average SF311 use overall in both District 2 and District 3.

These discrepancies may be explained by how the data for each source is collected. The data collected by the Controller's Office are produced by evaluations conducted by professionally trained staff who inspect each route twice during a year and document specific criteria. On the other hand, data from SF311 are generated by public requests for services submitted to the SF311 customer service center. This means that there are far more data points to work with during a year compared with evaluation results, but simple counts of these service requests can be skewed by reporting bias – one neighborhood may be much more likely to report broken glass to SF311 than another neighborhood, even if the two areas

actually have the same amount of broken glass on a given day. This also means that the SF311 data can include multiple reports for the same instance of broken glass if it is reported multiple times.

In reviewing the SF311 records, there is a sudden and significant increase in public reports of broken glass in all Supervisorial Districts beginning the week April 24, 2016, and lasting through at least June 25, 2016. This spike in reporting was so large that it significantly pushed up average counts for the entire year. What could possibly cause this spike in reports? It appears that a series of news articles were published during and after the week of April 24 discussing “smash-and-grab” property crime, wherein a car window or storefront window is broken and items are stolen very quickly.

“San Francisco Torn as Some See ‘Street Behavior’ Worsen”

– New York Times (April 24, 2016)¹¹

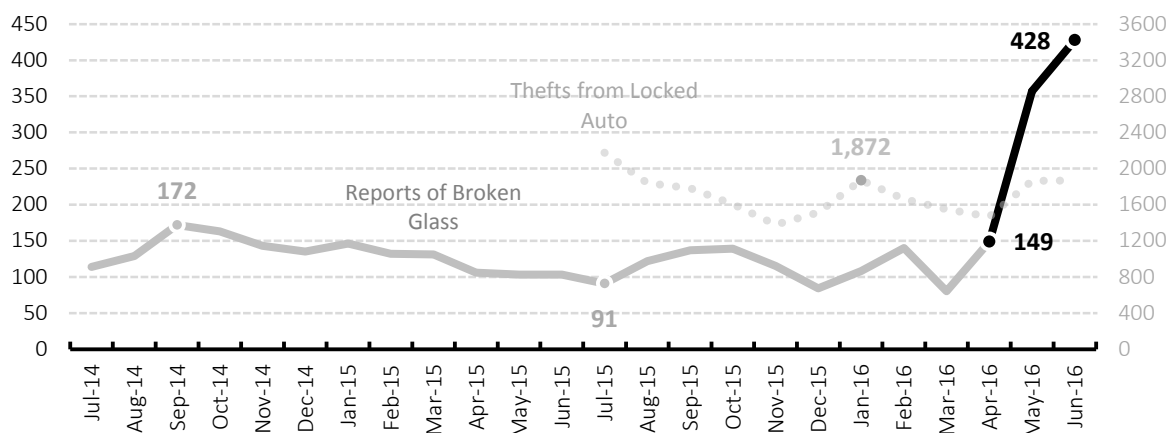
Why Can't San Francisco Stop Its Epidemic of Window Smashing?”

– The Atlantic (April 26, 2016)¹²

These prominent articles prompted responses from several community leaders, including District Supervisors. This attention may have increased public awareness of broken glass and related issues around San Francisco, which in turn increased the number of service requests submitted by the public to SF311. Before May 2016, the City appeared to be on track to slightly decrease average monthly reports of broken glass for FY 2015-16. Police reports of grand-theft and petty-theft from locked cars did increase slightly during this period, but only beginning three weeks later during the week of May 15.

Sudden increase in reports of Broken Glass

Number of service requests related to broken glass submitted to SF311 by month in FY15 and FY16, and SFPD reports of thefts from locked automobiles in FY16.



Note: Citywide reports of broken glass generally decreased in FY15 and FY16 until the week of April 24, 2016, when monthly reports skyrocketed following a series of new articles about “smash-and-grab” crimes in San Francisco. Reports of grand theft and petty theft from locked cars increased slightly during May and June, but do not clearly account for the increase in reports of broken glass.

Source: SF311 case records are from SF OpenData portal’s “Case Data from San Francisco 311 (SF311)” data set. Police reports are from SF OpenData portal’s “SFPD Incidents - from 1 January 2003” data set.

¹¹ View the New York Times article at <http://www.nytimes.com/2016/04/25/us/san-francisco-torn-as-some-see-street-behavior-worsen.html?smid=tw-nytimes&smtyp=cur>

¹² View The Atlantic article at <http://www.theatlantic.com/politics/archive/2016/04/san-francisco-crime-policy/479880/>

GRAFFITI

Overview

“Graffiti” includes stickers, paint, and pen markings. Graffiti service requests are generated internally and through reports received by the City’s 311 customer service center. Requests received by 311 are sent to the Public Works “28Clean” system. Public Works’ Radio Room then dispatches an inspector to assess and document the graffiti, including the type of material affected, the resources or tools required, and who is responsible for abating the graffiti.

When graffiti occurs on private property, such as the window of a storefront or sidewalk in front of a home, the inspector issues a notice of violation requiring that property owner to remove or abate the graffiti. If the property owner does not remove the graffiti or request a hardship hearing within 30 days, then the City dispatches a service crew to remove the graffiti and the responsible property owner may face fines or assessments against their property tax in order to recuperate the cost. Property owners facing hardship, such as frequent and disproportionate graffiti on their property, may appeal for assistance from City agencies through a public hearing¹³.

There is zero tolerance for graffiti in route evaluations – 100 percent of streets, sidewalks, and private and public structures/buildings visible from and immediately adjacent to the street must be free of graffiti to pass the standard. If there is a single instance of graffiti recorded on any block during an evaluation of a route, the entire route does not pass that evaluation.

Graffiti is scored separately according to the entity responsible for maintaining it. Public Works is responsible for mitigating graffiti on street surfaces, public trash receptacles, and some trees. Other entities such as the Municipal Transportation Agency (SFMTA) and Public Utilities Commission (SFPUC), as well as private property owners, are responsible for maintaining other types of property and keeping them clear of graffiti. Public Works may assist in removing graffiti on these properties, such as store fronts or street-facing retaining walls, when it is reported. Information about roles and responsibilities is highlighted in the boxes below and in APPENDIX: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES.

Graffiti types and responsibilities

3.1 Public Property Maintained by Public Works: Street surfaces and public trash receptacles, and some trees.	3.2 Public Property NOT Maintained by Public Works: Street signs, parking meters, mailboxes, bus stops, and most other public street property. Public Works will abate this graffiti and bill the other agency (e.g. SFPUC, SFMTA, other)	3.3 Private Property: Storefronts, residential buildings, newspaper stands, and other non-sidewalk privately owned property. Public Works notifies property owners to abate graffiti on their property.	3.4 Sidewalks: Sidewalk surfaces are typically the responsibility of private property owners with fronting properties.
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¹³ Find more information about rules and resources for removing graffiti on private property at <http://sfpublicworks.org/services/graffiti-private-property>

Summary

Observations of graffiti increased significantly in all categories for both commercial and residential routes in our evaluations, which include counts of graffiti per block on public property (Standards 3.1 and 3.2), private property (Standard 3.3) and sidewalks (Standard 3.4). Average counts of graffiti doubled on private property along commercial routes in FY 2015-16, driven mostly by large increases in Zone B and Zone D. Zone D also had the highest counts of graffiti on private property, with an average of 3.7 instances per block along commercial routes. Graffiti was most frequently found on non-Public Works public property along commercial routes, where average counts tripled in FY 2015-16 along both commercial and residential routes. On average, evaluators recorded 5.7 instances of graffiti per block along commercial routes in Zone A, 5.9 in Zone C, and 6.9 in Zone D.

Data from SF311 tell a similar story. Service requests related to graffiti increased in all districts between FY 2014-15 and FY 2015-16, and at a rate near or above the average growth in overall SF311 use. Reports of graffiti increased by 76 percent in District 3 (Zone A) – nearly twice the rate of increase in overall SF311 use in that area – driven mostly by a large increase of more than 160 percent in FY 2015-16 in and around the Chinatown neighborhood.

District 10 (Zone E) experienced a 35 percent increase due in large part to additional reports around Potrero Hill. District 6 (Zone B) also produced 54 percent more reports of graffiti driven by large increases in the Tenderloin and South of Market neighborhoods. Service requests in District 9 (Zone D) did not increase significantly, but reports of graffiti were concentrated in new areas, particularly along 24th Street between Mission Street and Potrero Avenue, and along Mission Street between Duboce Avenue and 24th Street. However, there were fewer reports along Valencia Street in District 8 and District 9 (Zone D).

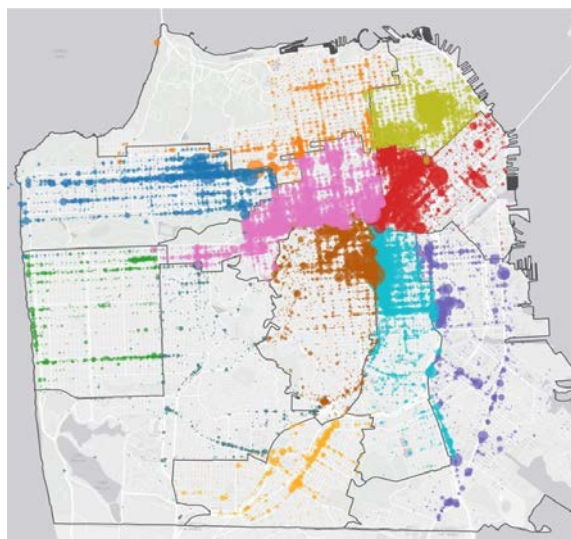
Reports of Graffiti by District

Number of public service requests submitted to SF311 during FY15 and FY16.

Supervisor District	Work Zone	FY15 Count	FY16 Count	Percent Change
District 1	C	3,969	4,931	+24%
District 2	A	2,531	2,692	+6%
District 3	A	4,901	8,630	+76%
District 4	F	1,321	1,515	+15%
District 5	C	10,869	12,340	+14%
District 6	B	6,518	10,058	+54%
District 7	F	1,196	1,033	-14%
District 8	D	7,443	6,922	-7%
District 9	D	11,399	12,392	+9%
District 10	E	2,799	3,784	+35%
District 11	E	1,581	1,681	+6%
Citywide	-	54,527	65,978	+21%

Map of Graffiti in FY16

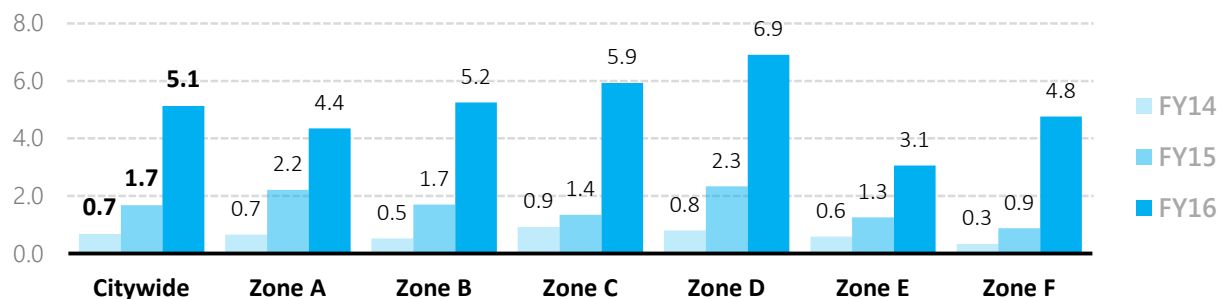
Service requests related to graffiti submitted to SF311 in FY16.



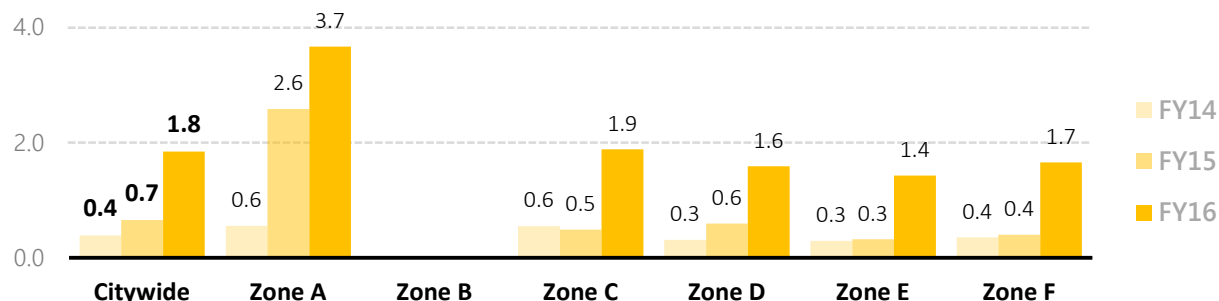
Source: SF311 case records, available through the SF OpenData portal at “Case Data from San Francisco 311 (SF311)”.

Graffiti on public property not maintained by Public Works

Average counts of graffiti per block along evaluated commercial routes (Standard 3.2).

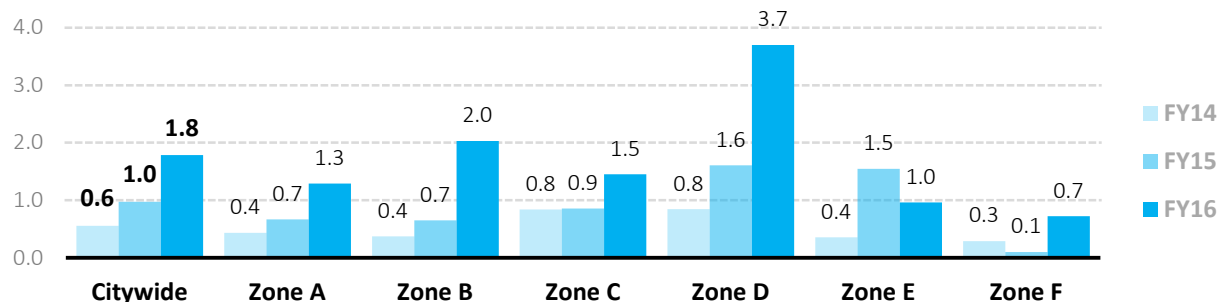


Average counts of graffiti per block along evaluated residential routes (Standard 3.2).

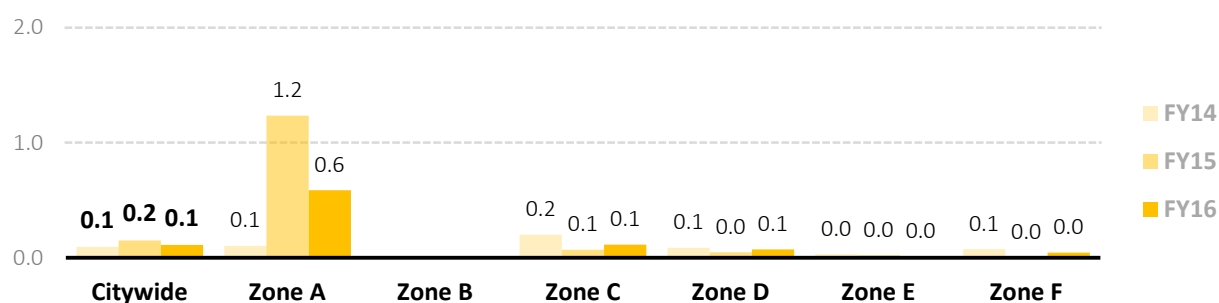


Graffiti on private property

Average counts of graffiti per block along evaluated commercial routes (Standard 3.3).



Average counts of graffiti per block along evaluated residential routes (Standard 3.3).



Note: Observations of graffiti increased significantly in FY16. Zone A includes Supervisorial Districts 2 and 3; Zone B includes District 6; Zone C includes Districts 1 and 5; Zone D includes Districts 8 and 9; Zone E includes District 10 and 11; and Zone F includes Districts 4 and 7. Zone B evaluations do not include residential routes.

Source: SF OpenData portal, "DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present".

TREES & LANDSCAPING

Overview

San Francisco's urban forest and tree canopy is maintained by a variety of agencies, community partnerships and non-profits. The majority of trees within the City limits are the responsibility of private property owners, totaling nearly 70,000 trees. There are also more than 27,000 trees along streets and sidewalks currently maintained by the City, most of which are the responsibility of Public Works Bureau of Urban Forestry. About 100,000 additional trees are located throughout the City's public parks. Public Works is currently completing a comprehensive survey of the City's street and sidewalks trees.

Public Works plants and maintains street trees, issues planting and removal permits to residents, and provides emergency tree response. When someone calls SF311 to report a damaged tree, that report is typically forwarded to Public Works through the department's "28 CLEAN" system, unless the tree is clearly on property managed by another department like SF Rec and Park. Public Works dispatches an inspector to assess the tree, suggest the type of care needed, and determine who is responsible for maintenance based on the department's tree registry. The department's goal is to complete 90 percent of these initial inspections within 48 hours.

If the fronting property owner is responsible, the inspector will issue a notice to that property owner requiring them to provide service. If Public Works is responsible for the tree, the inspector refers the service order to arborists or tree-topper within the department's Urban Forestry unit, who is dispatched to professionally assess and service the tree. If a tree requires urgent service, such as if it presents a hazard or obstructs a public sidewalk after a storm, the supervisor of that work zone is notified directly and a service team is dispatched to that location. Learn more by visiting <http://sfpublicworks.org/trees>.

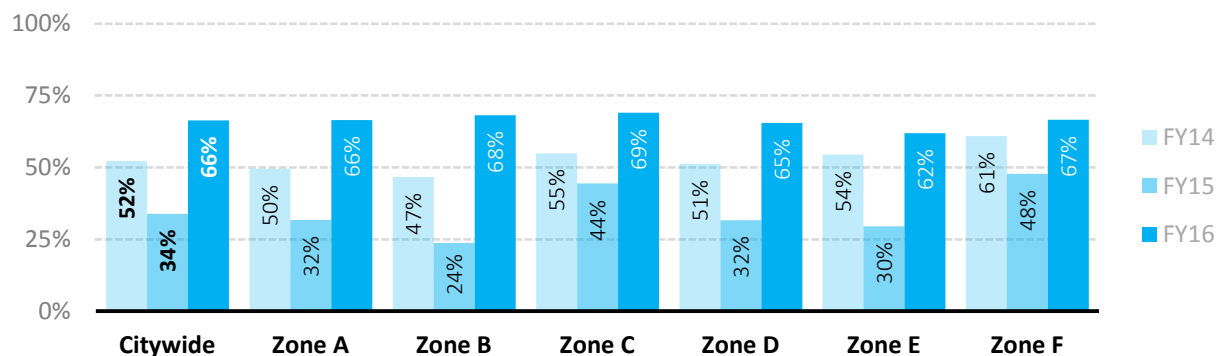
Summary

Evaluators consider accessibility of sidewalks and streets, cleanliness around trees and landscaping, and general appearance. Scores for street and sidewalk clearance remained high across the City, with nearly 100 percent of evaluated routes reporting sufficient clearance in all Work Zones. Evaluations showed an enormous improvement in cleanliness around trees and planters along the City's streets and sidewalks, in both commercial and residential areas (Standard 5.1), despite scoring poorly in this category over recent years. Zone A and Zone B showed the most improvement between FY 2014-15 and FY 2015-16, each increasing by more than 30 percentage points. Citywide scores for weediness – measured as the percent of tree wells and planters free of weeds or vines (Standard 5.3) – stayed about the same in FY 2015-16, but worsened slightly in Zone C and Zone F along residential routes.

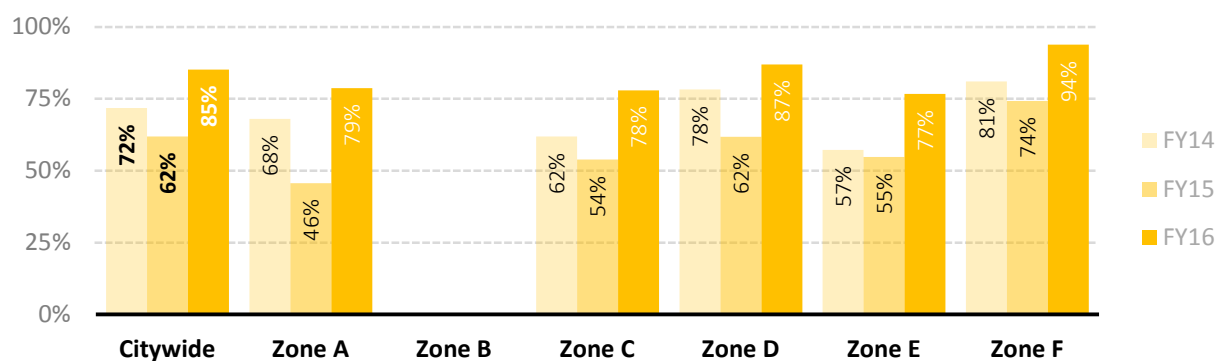
Data from SF311 show big improvements in response times for tree-related service requests despite a 15 percent increase in requests during FY 2015-16. The average number of days between opening and closing a tree-related request decreased from 53 days in FY 2014-15 to 24 days in FY 2015-16. The median number of days also decreased from 8 days to 5 days. These improvements in response time are promising; however, they partly appear to be the result of reporting service order status more accurately in FY 2015-16, as well as quicker dispatch of inspectors and noticing of private property owners.

Cleanliness around trees and landscaping

Average percent of trees and planters in commercial areas that are adequately clean (Standard 5.1)



Average percent of trees and planters in commercial areas that are adequately clean (Standard 5.1)

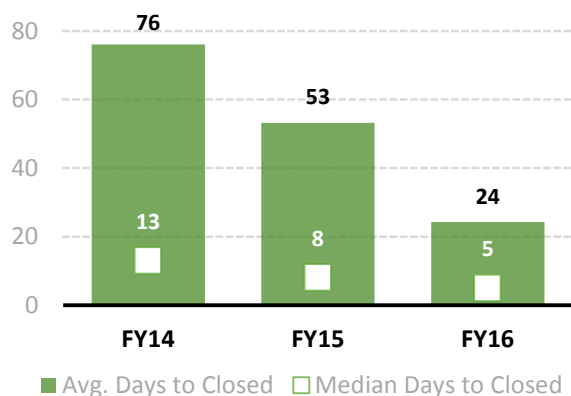


Note: Zone A and Zone B showed the biggest improvements, as well as commercial routes in Zone D. Zone B evaluations do not include residential routes. Zone A includes Supervisorial Districts 2 and 3; Zone B includes District 6; Zone C includes Districts 1 and 5; Zone D includes Districts 8 and 9; Zone E includes District 10 and 11; and Zone F includes Districts 4 and 7.

Source: SF OpenData portal, "DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present".

Days to Close Tree Service Requests

The average number of days to close tree service requests from SF311 decreased by more than half in FY16, mainly due to more timely recording of service delivery activities.



Source: SF311 case records, available through the SF OpenData portal at "Case Data from San Francisco 311 (SF311)".

RECOMMENDATIONS

Increase the number of street and sidewalk evaluations each year to help operationalize findings.

Street and sidewalk evaluators will conduct seven additional evaluations along 24 high-traffic commercial routes beginning in FY 2016-17. The Controller's Office will work with Public Works management to review findings from the evaluations each month to provide actionable information for Public Works, helping the department to identify and respond to changes in performance throughout the year.

Improve evaluation reporting about street and sidewalk hazards.

In the current Street and Sidewalk Standards (2012), a single observation of feces, needles, or used condoms (Standard 2.5.1), or broken glass (Standard 2.5.2) causes the entire route to fail each category for that evaluation. Multiple observations along the same route are not clearly documented. Beginning in FY 2016-17, evaluators will document individual instances and locations in order to provide the City with more detailed and actionable information about these observations.

Public Works and other City agencies should increase collaboration with neighborhood partners to manage emerging "hotspots" of graffiti and sidewalk hazards.

Observations of graffiti and hazards increased this year, but unevenly. SF311 reveals some of the most rapid growth in reports in and around Chinatown (Zone A), Tenderloin (Zone B) and South of Market south of 8th Street, Mission north of 14th and south of 23rd Street (Zone D), and Potrero Hill near 24th Street (Zone E). Additionally, in many of these instances the same properties appear to be affected multiple times throughout the year. Public Works should continue to increase its public outreach efforts in these areas and coordinate with local partners to proactively mitigate these factors, including private property owners, businesses and associations, as well as SFPD and other City departments.

ADDITIONAL RESOURCES

Explore Other Data

Interact with maps and highlights from the evaluation data and SF311 records at sfstreet.weebly.com

Find and view SF 311 case data with the SF311 Explorer at: <http://explore311.sfgov.org/main/>

Access the full SF311 data set through the SF OpenData portal at: <https://data.sfgov.org/City-Infrastructure/Case-Data-from-San-Francisco-311-SF311-/vw6y-z8j6>

DataSF, an initiative of the Mayor's Office, created and maintains an inventory of datasets used throughout the City and County of San Francisco. The inventory provides a list of data maintained by departments that are candidates for open data publishing or have already been published and is collected in accordance with Chapter 22D of the Administrative Code. The dataset inventory is the result of landmark open data legislation and the nation's first local open data law adopted in 2010.

<https://data.sfgov.org/City-Management-and-Ethics/Dataset-Inventory/y8fp-fbf5>

The inventory is used in conjunction with department publishing plans to track progress toward meeting plan goals for each department. Department publishing plans are available at

<https://datasf.org/publishing/plans>

Learn more about the City's street and sidewalk programs

While Public Works is not responsible for all aspects of street and sidewalk maintenance, the department does manage or participate in outreach and engagement programs to proactively encourage private property owners and communities to maintain their local streets and sidewalks. The list below includes a sample of these programs. More information is available at <http://sfpublicworks.org/streets>

PROGRAM	DESCRIPTION
Adopt-A-Street Program	The Adopt-A-Street Program is a partnership between the City and its merchants and residents. Groups or individuals agree to adopt an area and take responsibility for keeping the street, sidewalk, and storm drain clean. In return, Public Works provides free street cleaning supplies, and litter and compostable leaf bag pickup. The program aims to strengthen community ties as well as create a cleaner, more pleasant environment.
Alleyway Pilot Program	Since 2013, the Public Works Alleyway Program has sent two special Alleyway Crews, escorted by police officers, to hot spot streets around the City. This pilot program selected streets in Zones B and D with a high volume of 311 requests for cleaning accumulated trash, needles, and human waste.
Community Clean Team	Public Works' primary volunteer program, Community Clean Team brings together nearly 1800 volunteers annually from multiple city departments, local businesses, and schools to clean merchant corridors, schools, open spaces, and parks. Last year, the program cleaned 36,000 square feet of graffiti and collected 76 tons of garbage, 110 tons of recyclables, and 17 tons of organic waste.
Corridors Program	The Community Corridors Partnership Program began in 2006 to address cleaning and greening needs along San Francisco's busiest commercial corridors. As part of the Corridors Program, local residents are hired and trained through the Public Works Workforce Development Program. These Ambassadors help preserve cleaning services along 700 blocks of San Francisco's busiest commercial corridors by helping sweep sidewalks, remove graffiti, identify and report deficiencies, and landscape public spaces and tree basins.

CULCOP	The Committee for Utility Liaison on Construction and Other Projects (CULCOP) is a monthly meeting chaired by Public Works. Its members include a representative from each city agency and utility company who performs excavation work within the public right of way Admin. Code 5.63a. CULCOP members are committed to coordinating street excavation, utility work, paving and other construction projects in the public right of way in order to minimize the impact of construction on our streets and in our neighborhoods. Meetings are held the third Thursday of every month. The public is welcome to attend.
Curb Ramp Program	The objective of the Curb Ramp Program is to provide accessible path of travel for all public sidewalks throughout San Francisco through the installation of curb ramps. Public Works provides the engineering to design the curb ramps. Curb ramp requests and projects come from Public Works' paving projects, DPT, MUNI, Mayor's Office on Disability, SFUSD (School District) and the Recreation and Park Department. For more information on the American with Disabilities Act (ADA) and or to report a grievance, please visit the Mayor's Office on Disability website . If you are a resident and use a wheelchair, walker, or scooter, you can request a curb ramp in your neighborhood by calling 3-1-1.
Giant Sweep	A citywide anti-litter campaign in partnership with the San Francisco Giants, Giant Sweep uses volunteer activities and public education to bolster civic pride and keep San Francisco beautiful. Since its debut in February 2013, Giant Sweep has logged over 70,000 volunteer hours and gathered over 35,000 pledges to keep San Francisco's streets, parks, and buses free of litter and graffiti. Activities include neighborhood cleanups, tabling at community fairs and Giants games, and advertising on billboards, bus shelters and television.
Great Streets Program	In 2005, the Great Streets Program was established to improve neighborhood streets across the city by demonstrating best practices in design and the value of landscaping, lighting and pedestrian safety. These projects are funded through a multi-year federal transportation bill called the Safe Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA) and other federal and state grants. A streetscape improvement project is coordinated through multiple city agencies and the community in consultation with The Better Streets Plan, The Bicycle Plan, The Transit Effectiveness Project (TEP), and many other existing plans and programs. The 2011 Road Repair and Street Safety Bond will provide funding to implement other citywide streetscape improvements such as pedestrian countdown signals and lighting, sidewalk extension, bulb-outs, bicycle improvements, tree planting and landscaping.
Outreach and Enforcement	SFPublic Works' Outreach and Enforcement Team is responsible for both educating the public about their rights and responsibilities regarding street and sidewalk cleanliness and enforcing City codes to meet sanitation standards. Assigned to geographic zones, team members attend community meetings, investigate complaints, enforce city codes through foot inspections and citations, and resolve issues of public concern. The team also supports other Public Works programs.
Pit Stop Pilot Program	San Francisco Public Works operates the Pit Stop program, which provides clean and safe public toilets, sinks, used needle receptacles and dog waste stations in San Francisco's most impacted neighborhoods. The program utilizes both portable toilets, which are trucked to and from the sites daily after overnight servicing at a remote location, and the semi-permanent JCDecaux self-cleaning toilets. Learn more about the program, hours of operation, and locations by visiting http://sfpublicworks.org/pitstop .
Pothole Repair	Pothole repair is an ongoing operation of Public Works' street and sewer repair program. Repairs include the patching of potholes, depressions, bumps, and other defects on city streets. Sometimes other agencies, such as the San Francisco Public Utilities Commission or private utility companies, are responsible for repairing potholes and other street defects resulting from inadequately restored utility cuts. If the repair is the responsibility of another agency, Public Works will notify that agency. If it is the responsibility of Public Works, a street repair crew will pave over the pothole. To learn more, please visit http://sfpublicworks.org/services/potholes .
Street Parks	Street Parks is a partnership between Public Works, the San Francisco Parks Alliance and the residents of San Francisco to develop community managed gardens on public rights of way. The Street Parks program transforms vacant lots into gardens, trash and illegal dumping spots into greenery, and hillsides into parks. Since the program's inception in 2004, 120 street parks have been established. Learn more about this program and what you can do to contribute by visiting http://sfpublicworks.org/get_involved/street-parks-program .

APPENDICES

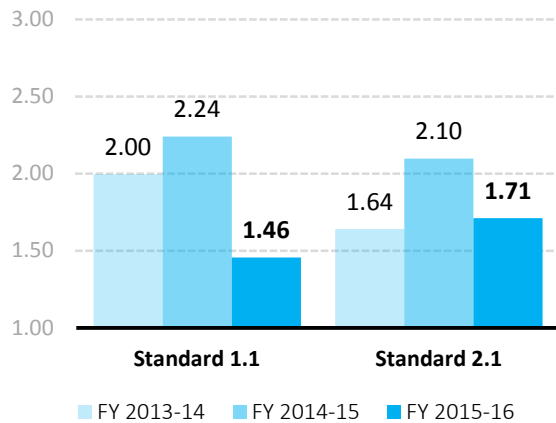
The attached documents, tables, charts and images are intended to provide more detailed information about observations and findings described in this report. If you have additional questions about the data, findings, recommendations or other content referenced in these materials, please contact the San Francisco Controller's Office, City Performance team:

Luke Fuller
Office of the Controller
City and County of San Francisco
(415) 554-6126 | luke.fuller@sfgov.org

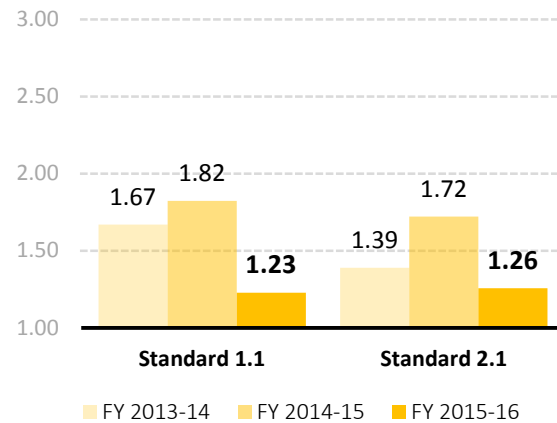
APPENDIX: CHARTS FOR ALL EVALUATION STANDARDS

Standards 1.1-2.1

Street and sidewalks litter scores (Commercial)

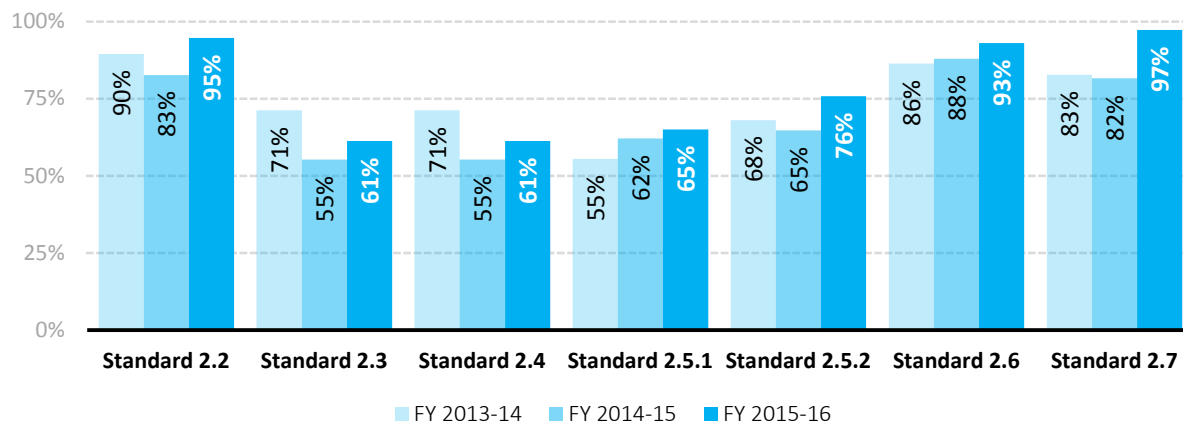


Street and sidewalks litter scores (Residential)

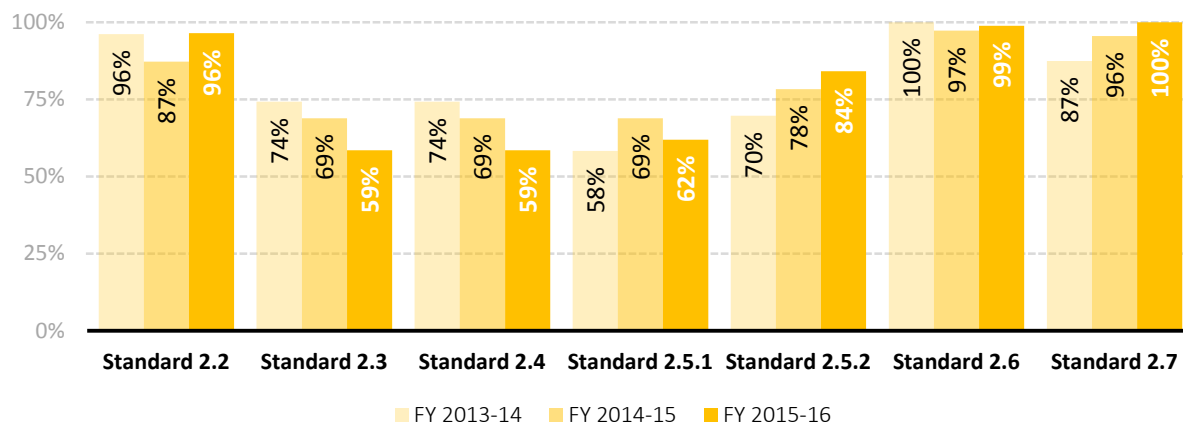


Standards 2.2-2.7

Subtitle (Commercial)

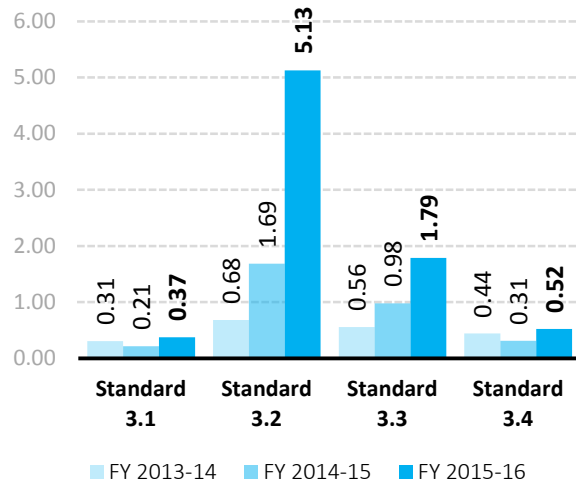


Subtitle (Residential)

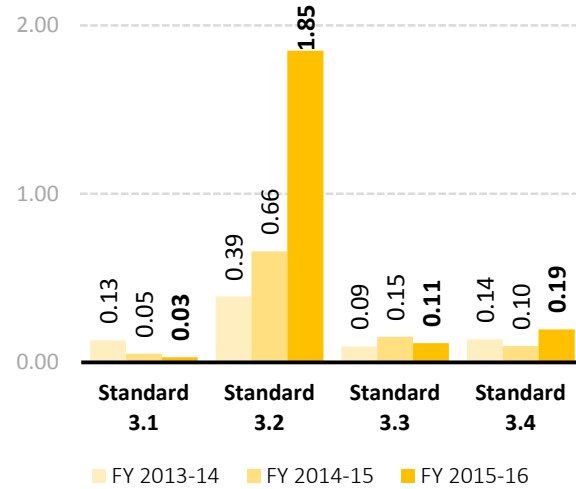


Standards 3.1-3.4

Graffiti (Commercial)

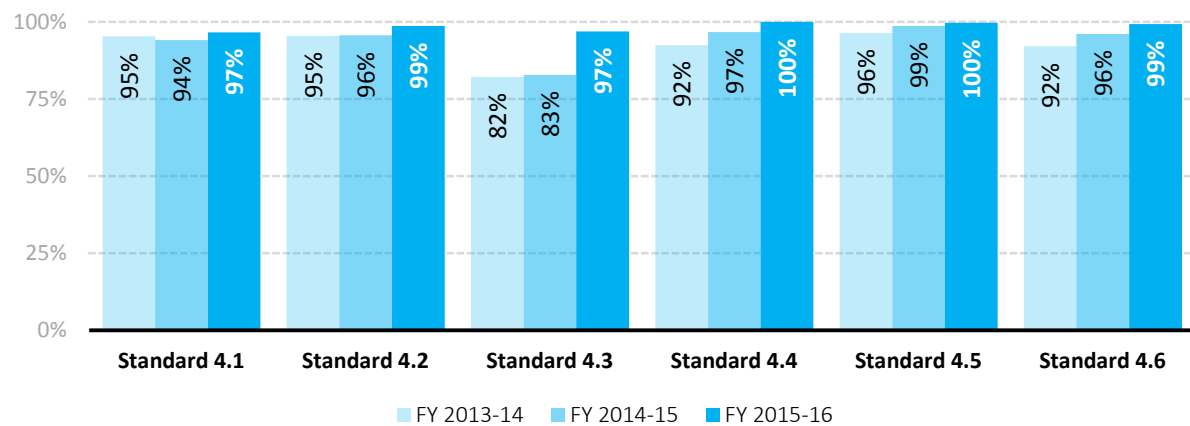


Graffiti (Residential)

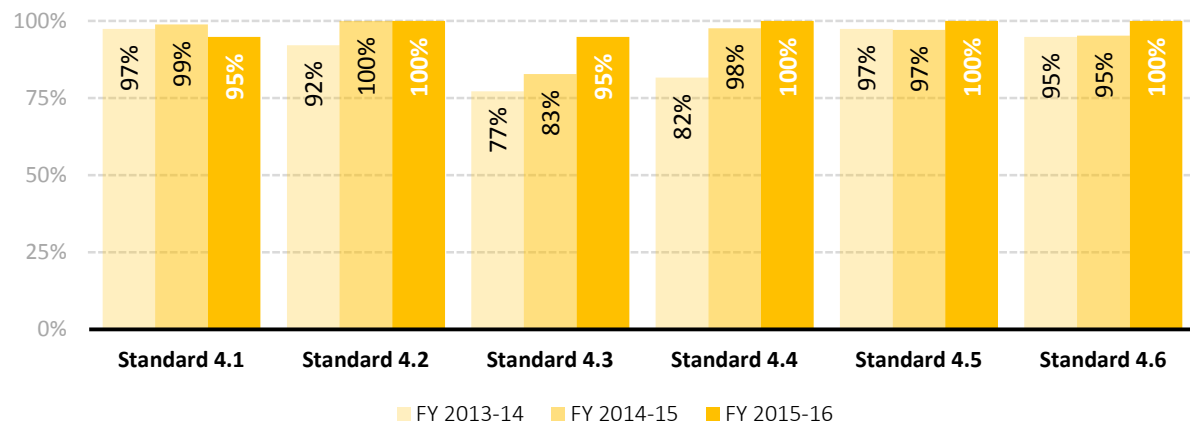


Standards 4.1-4.6

Trash Receptacles (Commercial)

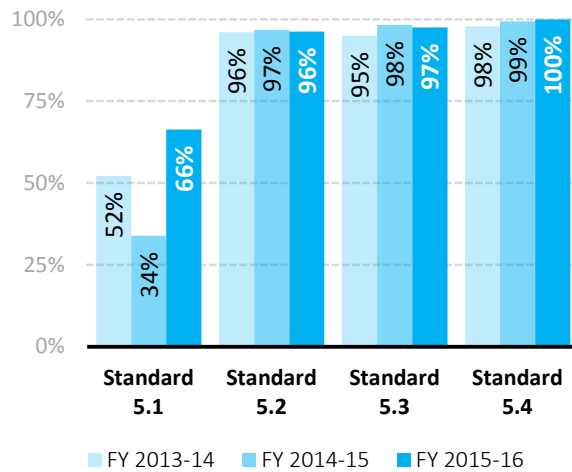


Trash Receptacles (Residential)

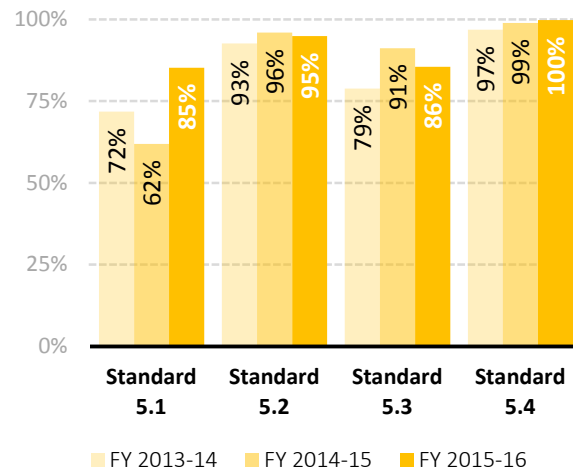


Standards 5.1-5.4

Trees and Landscaping (Commercial)



Trees and Landscaping (Residential)



Connect with the Data

A complete dataset including route scores used for this report is publicly available online through the DataSF open data portal at www.datasf.org. Anyone can access the dataset directly through their internet browser at:

<https://data.sfgov.org/City-Infrastructure/DPW-Street-Sidewalk-Evaluation-Results-7-1-2013-to/83ki-hu3p>

APPENDIX: EVALUATION STANDARDS DETAILED DESCRIPTIONS

Standard Number	Standard Name	Standard Description
Street Cleanliness		
1.1	Street Cleanliness	<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. Each 100 linear curb feet ("segments") will be rated. Each block receives an average rating of the 100-foot segments, and all the blocks will be averaged for a final rating for the route.</p> <p>1.0 = Very clean - less than 5 pieces of litter per 100 curb feet examined</p> <p>2.0 = Acceptably clean - 5-15 pieces of litter per 100 curb feet examined</p> <p>3.0 = Very Dirty - 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, and cars. Includes items at least 1-inch by 1-inch in size. Excludes cigarette butts.</p>
Sidewalk Cleanliness		
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. Each 100 linear curb feet ("segments") will be rated. Each block receives an average rating of the 100-foot segments, and all blocks will be averaged for a final rating for the route.</p> <p>1.0 = Very clean - less than 5 pieces of litter per 100 curb-feet examined. Evaluator notes if standard not met due to cigarette butts. Evaluator notes if segment adjacent to sidewalk is a City building or facility.</p> <p>2.0 = Acceptably clean - 5-15 pieces of litter per 100 curb feet examined.</p> <p>3.0 = Very dirty - 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.</p>
2.2	Sidewalks - Grime, Leaks, Spills	<p>90% of sidewalks immediately adjacent to the street in the observed are free of grime, leaks, and spills. Each 100 linear curb feet ("segments") will be rated by a % meeting the standard. Each block receives an average rating of the 100-foot segments, and all blocks will be averaged for a final rating for the route.</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.</p>
2.3	Graffiti	This standard was moved to 3.4 Graffiti.
2.4	Illegal Dumping	100% of sidewalks are free of illegally dumped items (furniture, appliances, car parts, etc.), except items labeled for Public Works Bulk Item Collection ("BIC").
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.
2.6	Public Works Odors	100% of block is free of strong offensive odors from Public Works 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. Public Works sources include city dumpsters, sidewalks, street surfaces, bus stops, and specific catch basins.
2.7	Non-Public Works Odors	100% of block is free of strong offensive odors from non-SF Public Works sources, including private trash cans and SFPUC catch basins.

Graffiti

3.1 and 3.2	Graffiti - Public Property	100% of the streets and sidewalks, public structures and public buildings visible from and immediately adjacent to the street are free of graffiti. 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 Graffiti includes stickers, paint, and pen markings, but not etchings. Street graffiti does not include painted street utility markings. Public Works property included street surfaces and trash receptacles. Non-Public Works public property includes all other public agency structures, including street posts, lamps, mailboxes, meters, signal boxes, etc.
3.3	Graffiti - Private Property	100% of private sidewalks, structures, and buildings visible from and immediately adjacent to the street are free 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.
3.4	Graffiti - Sidewalks	100% of sidewalks are free from graffiti (paint, pen markings, stickers). Does not include painted utility markings or chalk.

Trash Receptacles

4.1	Fullness	Trash receptacle is not overflowing (over the top of the receptacle).
4.2	Cleanliness of trash receptacle	Trash receptacle is clean. Note: If graffiti is found, incidents noted in Standard 3.1
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.
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.
Trees and Landscaping		
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 standard. Trees, tree wells, and tree planters in each 100 linear curb feet ("segments") will be rated.</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 not met if feces, needles, broken glass, or condoms are present in the tree well/planter.</p>
5.2	Tree Appearance	All trees are alive, and 90% of trees have no hanging limbs and are free of damage. Trees in each 100 linear curb feet ("segments") will be rated. NOTE: The standard is not met if any tree is dead. A tree stump or empty tree well counts as a dead tree.
5.3	Weeds	90% or more of all tree wells and planters are 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. 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.

APPENDIX: DETAILED EVALUATION METHODOLOGY

History & Methodology

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 and San Francisco Public Works (Public Works) created standards to evaluate five areas:

1. street cleanliness;
2. sidewalk cleanliness;
3. graffiti;
4. trash receptacles; and
5. trees and landscaping.

Routes throughout the city are generally evaluated twice per year, including routes in each of the six Public Works Work Zones and a combination of commercial and residential areas. During most evaluations, approximately five blocks on one side of the street are evaluated.

During FY 2011-12, the Controller's Office and Public Works made changes to the standards based on the results of the Streets Perception Study (2011). Most notably, new standards for odors were added to the sidewalk cleanliness standards.

Public Works contracted JBR Partners, Inc. (JBR) to conduct street and sidewalk evaluations for FY14-15. JBR follows the evaluation methodology described in APPENDIX: DETAILED SCORING METHODOLOGY and APPENDIX: EVALUATION STANDARDS DETAILED DESCRIPTIONS.

This report is intended to provide an annual assessment of the state of streets and sidewalks in San Francisco, more so than an assessment of the performance of a particular department or agency. Among the twenty-two street and sidewalk standards evaluated, Public Works is generally responsible for the maintenance of the streets and its assets located on the sidewalks, however there are a variety of properties and common assets that Public Works may not manage, or for which Public Works may share partial responsibility with other agencies or property owners. Please see APPENDIX: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES for additional information about maintenance responsibilities.

Evaluation Standards

The five evaluation categories are scored using one of the following metrics:

- 1 - 3 point system (where 1 = very clean, 2 = acceptably clean, 3 = very dirty)
- percentage (high % = clean)
- number of incidents (lower = better)

A summary of all the standards is shown on APPENDIX: EVALUATION STANDARDS DETAILED DESCRIPTIONS, and a complete text of the standards is described at the website <http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=6015>.

Evaluation Timing

Prior to FY 2007-08, evaluations were conducted before and after street sweepings. Currently, evaluations have been conducted at the midpoint of a route's mechanical street sweeping schedule. For example, a route that is swept on Monday, Wednesday and Friday would be inspected on Tuesday or Thursday, and a route that is swept once a week on Tuesday morning would be inspected on a Friday afternoon. All evaluations occur weekdays between 8:00 a.m. and 5:00 p.m. to accommodate the staff's regular work hours and minimize overtime cost.

Route Selection

The unit of an evaluation in this report is a route. Each route consists of several contiguous city blocks, with one side of the street evaluated on each route. Every route is evaluated at least twice during each fiscal year (July 1 through June 30), and on two different days. This sample represents observations from 2 out of 365 possible days for each route. Pictorial definitions of the basic elements evaluated - streets, sidewalks, and routes/blocks/100-foot segments - are illustrated in [APPENDIX: EVALUATION ROUTE DIAGRAM](#).

JBR evaluated a total of 184 routes throughout the City in FY14-15, providing data on 368 total new evaluations to CSA for analysis. 52% of the routes were commercial routes and 48% were residential. JBR evaluated between 18 and 39 routes within each Public Works work zone, with an average of 31 routes evaluated per work zone. The [INTRODUCTION](#) section of this report offers a map of Public Works work zones and routes, and [APPENDIX: LIST OF ROUTES EVALUATED](#) provides a list of all the routes that were evaluated.

Implementation and Analysis

CSA and Public Works trained JBR on the revised standards. Trainers reviewed the Streets and Sidewalks Maintenance Standards Manual, conducted a joint evaluation, and ensured consistency of scores between evaluators. All analysis is conducted by JBR in coordination with CSA staff. Regular audits of data entry and weekly team meetings ensure accuracy.

FY 2013-14 Evaluation Methodology Changes

From 2003 – 2012, graffiti incidents were aggregated into the total for the block and each route received a graffiti block average. Since FY 2013-14, graffiti totals reported are based on averages per 100-ft segment. Each block approximately has two to three 100-foot segments. The average makes a simplifying assumption that all blocks and routes are the same length. That is, blocks (and routes) of differing lengths are given equal weight in the averages.

During FY14-15, JBR and CSA found inconsistencies among evaluators regarding the sizes of litter pieces they were reporting. To address this issue and minimize future reporting biases, the standards were clarified mid-year to define litter as one square-inch per piece or larger.

Quality Control

Quality control evaluations help to ensure that the maintenance standards are applied consistently across all evaluations. The CSA program lead conducted two quality control evaluations in FY 2013-14. CSA and JBR conducted separate evaluations at the same time on the same route; both teams compared results.

No major findings were noted from quality control evaluations conducted on the two CSA evaluations during FY 2014-15. Findings from future quality control evaluations will be used by Public Works and CSA to revise and clarify the standards, ensure proper evaluation training, and clarify the evaluation methodology.

Reporting Major Incidents

The FY 2007-08 annual report recommended that CSA inspectors routinely report major incidents observed during evaluations to 311, San Francisco's 24-hour customer service center, to improve the conditions of streets and sidewalks more directly and immediately. Major incidents may include excessive graffiti, illegal dumping, and an existing sidewalk condition such as a large crack, among others. In June of FY 2008-09, this process was implemented.

Learn More

We invite you to view or download a copy of the complete Street and Sidewalks Maintenance Standards Manual and Evaluation Form (2012) that offers additional details about scoring methodology by visiting the San Francisco Controller's Office website (under Proposition C Compliance) or entering one of the following URLs into your internet browser:

- <http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=6015>
- <http://sfcontroller.org/index.aspx?page=49>

A complete dataset including route scores used for this report is available online through the DataSF open data portal at www.datasf.org. You can access the dataset directly by entering the following URL into your web browser:

<https://data.sfgov.org/City-Infrastructure/DPW-Street-Sidewalk-Evaluation-Results-7-1-2013-to/83ki-hu3p>

APPENDIX: DETAILED SCORING METHODOLOGY

Standard 1.1 | Street Litter

Each 100-foot segment is scored (1) to (3), where a score of (1) means "very clean", (2) means "acceptably clean", and (3) means "very dirty". Individual scores of (2) or lower are considered passing. Scores for 100-foot segments are averaged by block with even weight. Block scores are then averaged for the entire route to produce a score between (1.00) to (3.00).

Standard 2.1 | Sidewalk Litter

Each 100-foot segment is scored (1) to (3), where a score of (1) means "very clean", (2) means "acceptably clean", and (3) means "very dirty". Individual scores of (2) or lower are considered passing. Scores for 100-foot segments are averaged by block with even weight. Block scores are then averaged for the entire route to produce a score between (1.00) to (3.00).

Standard 2.2 | Grime, Leaks, Spills (% of sidewalk w/out)

Each 100-foot segment is scored (0%) to (100%) in increments of (1%), where (100%) means that 100 percent of the segment is free of Grime, Leaks or Spills. Scores for 100-foot segments are averaged by block with even weight. Block scores are then averaged for the entire route to produce a score between (0%) and (100%).

Standard 2.4 | Illegal Dumping

Each 100-foot segment is scored (P) or (F), where (P) means "passing" or no illegal dumping was observed, and (F) means "failing" or illegal dumping *was* observed. If any instance of illegal dumping is observed on any 100-foot segment, the entire block fails the standard. If any block fails the standard, then the entire route fails the standard for that evaluation.

Logically, all 100-foot segment scores (P) and (F) are counted for each block, and if the count of (P) is less than the total combined count (P+F), then the entire block receives a score of (F). At the route level, all block scores (P) and (F) are counted for each route, and if the count of (P) is less than the total combined count (P+F), then the entire route receives a score of (F).

Scores are reported as the percent (%) of route evaluation that passed the standard; specifically, the percent (%) of individual evaluations that received a score of (P) for the entire route segment.

Standard 2.5.1 | Feces, Needles, Condoms

Each 100-foot segment is scored (P) or (F), where (P) means "passing" or no feces, needles, condoms were observed; and (F) means "failing" or feces, needles, condoms *were* observed. If any feces, needles, condoms are observed on any 100-foot segment, the entire block fails the standard. If any block fails the standard, then the entire route fails the standard for that evaluation.

Logically, all 100-foot segment scores (P) and (F) are counted for each block, and if the count of (P) is less than the total combined count (P+F), then the entire block receives a score of (F). At the route level, all

block scores (P) and (F) are counted for each route, and if the count of (P) is less than the total combined count (P+F), then the entire route receives a score of (F).

Scores are reported as the percent (%) of route evaluation that passed the standard; specifically, the percent (%) of individual evaluations that received a score of (P) for the entire route segment.

Standard 2.5.2 | Broken Glass

Each 100-foot segment is scored (P) or (F), where (P) means “passing” or no broken glass was observed, and (F) means “failing” or broken glass *was* observed. If any instance of broken glass is observed on any 100-foot segment, the entire block fails the standard. If any block fails the standard, then the entire route fails the standard for that evaluation.

Logically, all 100-foot segment scores (P) and (F) are counted for each block, and if the count of (P) is less than the total combined count (P+F), then the entire block receives a score of (F). At the route level, all block scores (P) and (F) are counted for each route, and if the count of (P) is less than the total combined count (P+F), then the entire route receives a score of (F).

Scores are reported as the percent (%) of route evaluation that passed the standard; specifically, the percent (%) of individual evaluations that received a score of (P) for the entire route segment.

Standard 2.6 | Public Odors from DPW Assets

Each 100-foot segment is scored (P) or (F), where (P) means “passing” or no strong public odors were reported coming from DPW assets; and (F) means “failing” or strong public odors *were* reported coming from DPW assets. If any strong public odors are reported along any 100-foot segment, the entire block fails the standard. If any block fails the standard, then the entire route fails the standard for that evaluation.

Logically, all 100-foot segment scores (P) and (F) are counted for each block, and if the count of (P) is less than the total combined count (P+F), then the entire block receives a score of (F). At the route level, all block scores (P) and (F) are counted for each route, and if the count of (P) is less than the total combined count (P+F), then the entire route receives a score of (F).

Scores are reported as the percent (%) of route evaluations that passed the standard; specifically, the percent (%) of individual evaluations that received a score of (P) for the entire route segment.

Standard 2.7 | Public Odors from Non-DPW Assets

Each 100-foot segment is scored (P) or (F), where (P) means “passing” or no strong public odors were reported coming from non-DPW assets; and (F) means “failing” or strong public odors *were* reported coming from non-DPW assets. If any strong public odors are reported along any 100-foot segment, the entire block fails the standard. If any block fails the standard, then the entire route fails the standard for that evaluation.

Logically, all 100-foot segment scores (P) and (F) are counted for each block, and if the count of (P) is less than the total combined count (P+F), then the entire block receives a score of (F). At the route level, all

block scores (P) and (F) are counted for each route, and if the count of (P) is less than the total combined count (P+F), then the entire route receives a score of (F).

Scores are reported as the percent (%) of route evaluation that passed the standard; specifically, the percent (%) of individual evaluations that received a score of (P) for the entire route segment.

Standard 3.1 | Graffiti on Public Property Maintained by DPW

Each 100-foot segment is scored by counting the number of instances of graffiti observed, where (0) means “no graffiti observed”. There is no maximum limit. Scores for 100-foot segments are reported in increments of (1). Each route evaluation score is reported as the average value of block scores, where a block score is the average count of graffiti per 100-foot segment.

Logically, scores (counts) for 100-foot segments are averaged by block with even weight. Block scores are then averaged for the entire route to produce a score. Block scores are averaged with even weight, such that the length of each block (or the number of 100-foot segments on each block) is not considered in the calculation.

Standard 3.2 | Graffiti on Public Property Not Maintained by DPW

Each 100-foot segment is scored by counting the number of instances of graffiti observed, where (0) means “no graffiti observed”. There is no maximum limit. Scores for 100-foot segments are reported in increments of (1). Each route evaluation score is reported as the average value of block scores, where a block score is the average count of graffiti per 100-foot segment.

Logically, scores (counts) for 100-foot segments are averaged by block with even weight. Block scores are then averaged for the entire route to produce a score. Block scores are averaged with even weight, such that the length of each block (or the number of 100-foot segments on each block) is not considered in the calculation.

Standard 3.3 | Graffiti on Private Property

Each 100-foot segment is scored by counting the number of instances of graffiti observed, where (0) means “no graffiti observed”. There is no maximum limit. Scores for 100-foot segments are reported in increments of (1). Each route evaluation score is reported as the average value of block scores, where a block score is the average count of graffiti per 100-foot segment.

Logically, scores (counts) for 100-foot segments are averaged by block with even weight. Block scores are then averaged for the entire route to produce a score. Block scores are averaged with even weight, such that the length of each block (or the number of 100-foot segments on each block) is not considered in the calculation.

Standard 3.4 | Graffiti on Public Sidewalks

Each 100-foot segment is scored by counting the number of instances of graffiti observed, where (0) means “no graffiti observed”. There is no maximum limit. Scores for 100-foot segments are reported in

increments of (1). Each route evaluation score is reported as the average value of block scores, where a block score is the average count of graffiti per 100-foot segment.

Logically, scores (counts) for 100-foot segments are averaged by block with even weight. Block scores are then averaged for the entire route to produce a score. Block scores are averaged with even weight, such that the length of each block (or the number of 100-foot segments on each block) is not considered in the calculation.

Standard 4.1 | Fullness of Trash Receptacles

Each 100-foot segment is scored as the number of trash receptacles that are not full or overflowing. The number of trash receptacles not overflowing is summed as a total for each block. Each block is scored as the percent of trash receptacles along all 100-foot segments that are not overflowing. Block scores are then averaged for the entire route with equal weight. A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of trash receptacles not overflowing along each block is divided by the total number of all trash receptacles along each block (including those that are full and overflowing) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trash receptacles along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 4.2 | Cleanliness of Trash Receptacles

Each 100-foot segment is scored as the number of trash receptacles that are sufficiently clean. The number of clean trash receptacles is summed as a total for each block. Each block is scored as the percent of trash receptacles along all 100-foot segments that are sufficiently clean. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of clean trash receptacles along each block is divided by the total number of all trash receptacles along each block (including those that are not clean) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trash receptacles along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 4.3 | Cleanliness of Area around Trash Receptacles

Each 100-foot segment is scored as the number of trash receptacles with surrounding areas that are sufficiently clean. The number of clean trash receptacles is summed as a total for each block. Each block is scored as the percent of trash receptacles along all 100-foot segments with surrounding areas that are sufficiently clean. Block scores are then averaged for the entire route with equal weight, to produce a

route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of trash receptacles with clean surround areas along each block is divided by the total number of all trash receptacles along each block (including those with litter or debris in their surrounding area) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trash receptacles along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 4.4 | Painting of Trash Receptacles

Each 100-foot segment is scored as the number of trash receptacles that with appropriate and uniform paint. The number of appropriately-painted trash receptacles is summed as a total for each block. Each block is scored as the percent of trash receptacles along all 100-foot segments that are appropriately painted. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of appropriately-painted trash receptacles along each block is divided by the total number of all trash receptacles along each block (including those with unauthorized or degraded paint) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trash receptacles along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 4.5 | Structural Integrity and Functioning of Trash Receptacles

Each 100-foot segment is scored as the number of trash receptacles that are free of cracks or damage that compromise their functioning. The number of functioning trash receptacles is summed as a total for each block. Each block is scored as the percent of trash receptacles along all 100-foot segments that are functioning. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of functioning trash receptacles along each block is divided by the total number of all trash receptacles along each block (including those with cracks or structural damage) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trash receptacles along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 4.4 | Doors of Trash Receptacles

Each 100-foot segment is scored as the number of trash receptacles whose access doors are locked and secured. The number of secured trash receptacles is summed as a total for each block. Each block is scored as the percent of trash receptacles along all 100-foot segments that are secured. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of secured trash receptacles along each block is divided by the total number of all trash receptacles along each block (including those with open or unsecured doors) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trash receptacles along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 5.1 | Cleanliness of Trees and Landscaping

Each 100-foot segment is scored as the number of trees that are sufficiently clean. The number of clean trees is summed as a total for each block. Each block is scored as the percent of trees along all 100-foot segments that are sufficiently clean. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of clean trees along each block is divided by the total number of all trees along each block (including those that are not clean) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trees along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 5.2 | Appearance of Trees and Landscaping

Each 100-foot segment is scored as the number of trees that have no hanging limbs are free of damage. The number of trees with appropriate appearance is summed as a total for each block. Each block is scored as the percent of trees along all 100-foot segments with appropriate appearance. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of trees with appropriate appearance along each block is divided by the total number of all trees along each block (including those with damage or hanging limbs) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trees along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 5.3 | Weediness of Trees and Landscaping

Each 100-foot segment is scored as the number of tree wells and planters that are free of weeds and vines. The number of wells/planters is summed as a total for each block. Each block is scored as the percent of wells/planters along all 100-foot segments that are free of weeds and vines. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of weed-free wells/planters is divided by the total number of all trees along each block (including those weeds and vines) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trees along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

Standard 5.4 | Public Access Clearance of Trees and Landscaping

Each 100-foot segment is scored as the number of trees with sufficient clearance for sidewalk and street use. The number of trees with sufficient clearance is summed as a total for each block. Each block is scored as the percent of trees along all 100-foot segments with sufficient clearance. Block scores are then averaged for the entire route with equal weight, to produce a route evaluation score reported as a percentage (%). A route evaluation is considered “passing” when the average value of block scores exceeds (90%).

Logically, the number of trees with sufficient clearance along each block is divided by the total number of all trees along each block (including those that may obstruct street or sidewalk use) to produce an average score, reported as a percentage (%). Block scores are averaged with equal weight to produce a score for each route evaluation, such that the number of trees along each block is not considered in the calculation.

City-wide scores are reported as the average score (%) of route evaluations.

APPENDIX: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES

Not all evaluated elements are the responsibility of the Department of Public Works to maintain. In general, Public Works' maintenance responsibilities are "curb-to-curb," while sidewalk maintenance is the responsibility of private property owners. More information is available at:

<http://www.sfbetterstreets.org/learn-the-process/maintenance/>

	Public Works responsible	Private property owners responsible	Other public agencies responsible
(1.0) STREETS	Litter and maintenance issues are Public Works' responsibility "curb to curb." Public Works performs street sweeping operations to keep street surfaces clean and repairs potholes and other damage to road surfaces.	--	--
(2.0) SIDEWALKS	Responsible for curb ramps and odors emanating from Public Works-maintained assets.	City sidewalks are private property and the responsibility of fronting property owners. Illegal sidewalk dumping is the responsibility of property owners. Public Works notifies property owners if repairs are needed; if property owners fail to make repairs, Public Works repairs sidewalks and bills owners.	Light poles, traffic signs, signal boxes, retaining walls, and other public property on the sidewalk are maintained by other public agencies (e.g., BART, MTA, or PUC).
(3.0) GRAFFITI	Responsible for graffiti removal on trash receptacles and street surfaces.	Graffiti on sidewalks or other private property (e.g. newspaper stands) is the responsibility of the property owner. If Public Works finds this graffiti, they will send a notice to the property owner, who must clean the graffiti or face blight penalties.	If Public Works finds graffiti on non-Public Works public property, they remove the graffiti and bill the appropriate city agency.
(4.0) TRASH RECEPTACLES	Public Works owns the city's trash receptacles. Some are cleaned and maintained directly by Public Works, while others are maintained by an independent contractor (Recology).	Private trash bins are not evaluated.	--
(5.0) TREES	Public Works currently maintains about one-third of the city's street trees. Most of those will be transferred to private property owners over the next seven years. Public Works will maintain responsibility for trees on medians and on public property. This evaluation treats all trees as Public Works property.	In general, private property owners are responsible for street trees. Public Works has set up a hotline at (415) 554-7336 to inquire about maintenance responsibility for a street tree.	--

APPENDIX: LIST OF ROUTES EVALUATED

Work Zone	Type	Corridor	Begin Street	End Street
A	Commercial	Broadway St	Powell St	Kearny St
A	Commercial	California St	Hyde St	Larkin St
A	Commercial	Chestnut St	Fillmore St	Divisadero St
A	Commercial	Columbus Ave	Powell St	Pacific Ave
A	Commercial	Drumm St	Market St	Washington St
A	Commercial	Ellis St, Mason St	Market St	Powell St
A	Commercial	Fillmore St	Lombard St	Union St
A	Commercial	Geary St	Mason St	Van Ness Ave
A	Commercial	Grant Ave	Broadway St	California St
A	Commercial	Justin Herman Plaza	Market St	Mission St
A	Commercial	Kearny St	Columbus Ave	California St
A	Commercial	Polk St	California St	Vallejo St
A	Commercial	Stockton St	Green St	Sacramento St
A	Commercial	Van Ness Ave	Broadway St	Greenwich St
A	Commercial	Van Ness Ave	Bush St	Broadway St
A	Commercial	Van Ness Ave	Greenwich St	North Point St
A	Residential	Baker St	Green St	Greenwich St
A	Residential	Broderick St	Bush St	Washington St
A	Residential	Bush St	Mason St	Larkin St
A	Residential	Chestnut St	Van Ness Ave	Laguna St
A	Residential	Filbert St	Franklin St	Webster St
A	Residential	Lake St	23 rd Ave	28 th Ave
A	Residential	Sacramento St	Taylor St	Polk St
A	Residential	Sutter St	Jones St	Larkin St
A	Residential	Webster St	Bromley Pl	Green St
B	Commercial	03rd St	Ballpark	Mariposa St
B	Commercial	06th St	Market St	Folsom St
B	Commercial	07th St, 08th St, Market St	Market St	Mission St
B	Commercial	Fremont St	Mission St	Transbay Hump
B	Commercial	Jones St	Market St	O'Farrell St
B	Commercial	Larkin St	O'Farrell St	Sacramento St
B	Commercial	Market St	11th St	Valencia St
B	Commercial	Market St	3rd St	6th St
B	Commercial	Market St	Steuart St	Spear St
B	Commercial	Minna St	2nd St	Fremont St
B	Commercial	Mission St	5th St	11th St
B	Commercial	Mission St, Otis St	10th St	Otis/13th St
B	Commercial	Natoma St	2nd St	Fremont St
B	Commercial	Polk St	California St	O'Farrell St
B	Commercial	South Van Ness Ave	18th St	Mission St
B	Commercial	Taylor St	Market St	O'Farrell St
B	Commercial	Turk St, Hyde St	Taylor St	Hyde St
C	Commercial	Balboa St	42 nd Ave	34 th Ave
C	Commercial	Clement St	5 th Ave	10 th Ave

Work Zone	Type	Corridor	Begin Street	End Street
C	Commercial	Clement St	Arguello Blvd	5 th Ave
C	Commercial	Divisadero St	Geary Blvd	McAllister St
C	Commercial	Divisadero St	Haight St	McAllister St
C	Commercial	Eddy St, Fillmore St	Fillmore St	Steiner St
C	Commercial	Eddy St, Fillmore St	Webster St	Fillmore St
C	Commercial	Geary Blvd	17 th Ave	2nd Ave
C	Commercial	Geary Blvd	Arguello Blvd	7 th Ave
C	Commercial	Geary Blvd	Scott St	Webster St
C	Commercial	Golden Gate Ave	Steiner St	Laguna St
C	Commercial	Haight St	Stanyan St	Central Ave
C	Commercial	Haight St	Webster St	Divisadero St
C	Commercial	Hayes St, Laguna St	Laguna St	Gough St
C	Commercial	Irving St	6th Ave	Funston Ave
C	Commercial	Laguna St, Post St	Buchanan St	Webster St
C	Commercial	McAllister St	Steiner St	Laguna St
C	Commercial	O'Farrell St	Fillmore St	Steiner St
C	Commercial	South Van Ness Ave, Van Ness Ave	Mission St	Golden Gate Ave
C	Commercial	Sutter St, Fillmore St	Laguna St	Fillmore St
C	Commercial	Van Ness Ave	Golden Gate Ave	Bush St
C	Residential	03rd Ave	Lincoln Way	Parnassus Ave
C	Residential	20th Ave	California St	Cabrillo St
C	Residential	26th Ave	Clement St	Fulton St
C	Residential	26th Ave	Seacliff Ave	California St
C	Residential	28th Ave	California St	Cabrillo St
C	Residential	36th Ave	Clement St	Fulton St
C	Residential	38th Ave	Clement St	Cabrillo St
C	Residential	Balboa St	21 st Ave	26 th Ave
C	Residential	Cabrillo St	27 th Ave	32nd Ave
C	Residential	Cabrillo St	42 nd Ave	47 th Ave
C	Residential	Central Ave	Buena Vista Ave West	Oak St
C	Residential	Cornwall St	Arguello Blvd	4 th Ave
C	Residential	Judah St	10th Ave	15th Ave
C	Residential	Lyon St	Hayes St	Turk St
C	Residential	Steiner St	Page St	Hayes St
D	Commercial	13th St, Division St, Duboce Ave	Valencia St	Potrero Ave
D	Commercial	16th St, Hoff St	Capp St	Mission St
D	Commercial	16th St, Valencia St	Valencia St	Folsom St
D	Commercial	18th St, Church St	Duboce Ave	18th St
D	Commercial	24th St	Folsom St	Valencia St
D	Commercial	24th St	Potrero Ave	Folsom St
D	Commercial	24th St, Osage Aly	Capp St	Lilac St
D	Commercial	Castro St	Market St	18th St
D	Commercial	Cortland Ave	Folsom St	Bocanna St
D	Commercial	Mission St	18th St	13th St
D	Commercial	Mission St	18th St	22nd St
D	Commercial	Mission St	22nd St	Cesar Chavez St
D	Commercial	San Bruno Ave	Silver Ave	Wayland St
D	Commercial	South Van Ness Ave	22nd St	18th St

Work Zone	Type	Corridor	Begin Street	End Street
D	Commercial	South Van Ness Ave	Cesar Chavez St	22nd St
D	Commercial	Valencia St	16th St	20th St
D	Residential	23rd St	Church St	Diamond St
D	Residential	25th St	Diamond St	Grand View Ave
D	Residential	25th St	Diamond St	Grand View Ave
D	Residential	26th St	Hampshire St	Harrison St
D	Residential	Clayton St	17th St	Market St
D	Residential	Cortland Ave	Folsom St	Bradford St
D	Residential	Diamond St	25th St	Duncan St
D	Residential	Dolores St	27th St	San Jose Ave
D	Residential	Douglass St	Market St	20th St
D	Residential	Grand View Ave	Romain St	Elizabeth St
D	Residential	Guerrero St	21st St	26th St
D	Residential	Hampshire St	18th St	23rd St
D	Residential	Liberty St	Guerrero St	Rayburn St
D	Residential	Market St	Diamond St	18th St
D	Residential	Noe St	Hancock St	21st St
D	Residential	Sanchez St	21st St	26th St
D	Residential	Silliman St	Brussels St	Bowdoin St
E	Commercial	03rd St	23rd St	Galvez Ave
E	Commercial	03rd St	Galvez Ave	Oakdale Ave
E	Commercial	03rd St	Mariposa St	23rd St
E	Commercial	03rd St	Oakdale Ave	Williams Ave
E	Commercial	03rd St	Williams Ave	Key Ave
E	Commercial	03rd St, Bay Shore Blvd	Key/San Bruno Ave	Sunnydale Ave
E	Commercial	Geneva Ave, Naples St	Alemanay Blvd	Naples St
E	Commercial	Leland Ave	Bayshore Blvd	Cora St
E	Commercial	Mission St	Foote Ave	Lawrence Ave
E	Commercial	Mission St	France Ave	Rolph St
E	Commercial	Mission St	Rolph St	Foote Ave
E	Commercial	Mission St	Silver Ave	Harrington St
E	Commercial	Mission St, Ocean Ave, Persia Ave	Harrington St	France Ave
E	Commercial	Ocean Ave	Phelan Ave	Capitol Ave
E	Commercial	Potrero Ave	15th St	20th St
E	Commercial	Potrero Ave	20th St	Cesar Chavez St
E	Residential	Brunswick St	Newton St	Florentine St
E	Residential	Campbell Ave	San Bruno Ave	Delta St
E	Residential	Concord St	Mission St	Hanover St
E	Residential	Farallones St	San Jose Ave	Orizaba Ave
E	Residential	Goettingen St	Ordway St	Campbell Ave
E	Residential	Grafton Ave	Harold Ave	Miramar Ave
E	Residential	Guttenberg St	Mission St	Hanover St
E	Residential	Head St	Randolph St	Ashton Ave
E	Residential	Holloway Ave	Bright St	Monticello St
E	Residential	Lane St	Palou Ave	Underwood Ave
E	Residential	Madrid St	Silver Ave	Persia Ave
E	Residential	Missouri St	Mariposa St	22nd St
E	Residential	Peru Ave	Libson St	Athens St

Work Zone	Type	Corridor	Begin Street	End Street
E	Residential	Prague St	Geneva St	Pope St
E	Residential	Silver Ave	Mission Ave	Cambridge St
E	Residential	Silver Ave	Mission St	Cambridge St
E	Residential	Silver Ave	Santa Fe Ave	Quint St
F	Commercial	Bosworth St, Chenery St, Diamond St	I-280 S On Ramp	Diamond St
F	Commercial	Geneva Ave, Ocean Ave, San Jose Ave	Louisburg St	I-280 S Off Ramp
F	Commercial	Irving St	19th Ave	25th Ave
F	Commercial	Judah St	42nd Ave	48th Ave
F	Commercial	Noriega St	19th Ave	25th Ave
F	Commercial	Noriega St	30th Ave	33rd Ave
F	Commercial	Ocean Ave	Capitol Ave	Manor Dr
F	Commercial	Taraval St	18th Ave	23rd Ave
F	Commercial	West Portal Ave	Ulloa St	15th Ave
F	Residential	10th Ave	Lawton St	Quintara St
F	Residential	10th Ave	Moraga St	Mendoza Ave
F	Residential	18th Ave	Taraval St	Wawona St
F	Residential	19th Ave	Irving St	Noriega St
F	Residential	24th Ave	Taraval St	Wawona St
F	Residential	25th Ave	Lawton St	Ortega St
F	Residential	25th Ave	Lincoln Way	Lawton St
F	Residential	27th Ave	Quintara St	Taraval St
F	Residential	28th Ave	Quintara St	Taraval St
F	Residential	30th Ave	Pacheco St	Taraval St
F	Residential	31st Ave	Pacheco St	Taraval St
F	Residential	32nd Ave	Pacheco St	Taraval St
F	Residential	43rd Ave	Pacheco St	Taraval St
F	Residential	Eucalyptus Dr	19th Ave	23rd Ave
F	Residential	Funston Ave	Kirkham St	Noriega St
F	Residential	Joost Ave	Lippard Ave	Forester St
F	Residential	Judah St	33rd Ave	36th Ave
F	Residential	Kirkham St	20th Ave	25th Ave
F	Residential	Kirkham St	30th Ave	35th Ave
F	Residential	Kirkham St	44th Ave	Great Hwy
F	Residential	Magellan Ave	Castenada Ave	Montalvo Ave
F	Residential	Moncada Way	Urbano Dr	Junipero Serra Blvd
F	Residential	Montecito Ave	Monterey Blvd	Eastwood Dr
F	Residential	Rivera St	19th Ave	22nd Ave
F	Residential	Saint Francis Blvd	Junipero Serra Blvd	Santa Clara Ave
F	Residential	Santiago St	19th Ave	22nd Ave
F	Residential	Santiago St	28th Ave	33rd Ave
F	Residential	Serrano Dr	Cardenas Ave	Arbello Dr
F	Residential	Sloat Blvd	20th Ave	25th Ave
F	Residential	Ulloa St	37th Ave	42nd Ave
F	Residential	Ulloa St	Laguna Honda Blvd	Dorchester Way
F	Residential	Urbano Dr	Corona St	Corona Court

APPENDIX: EVALUATION ROUTE DIAGRAM

An evaluation route is generally made up of 5 contiguous city blocks. Each block is broken down into 100-foot segments for evaluation purposes. One side of the street and sidewalk (from the sidewalk edge to the median of the street) is evaluated for each route, with Standard 1.0 Street Cleanliness evaluated on the street (roadway), Standard 3.0 Graffiti evaluated on both the street and sidewalk, and Standards 2.0 Sidewalk Cleanliness, 4.0 Trash Receptacles, and 5.0 Trees/Landscaping evaluated on the sidewalk.

