CITY & COUNTY OF SAN FRANCISCO

Office of the Controller

City Services Auditor, City Performance

STREET & SIDEWALK MAINTENANCE STANDARDS:

Fiscal Year 2014-15 Annual Report

November 23, 2015

Project Team

CSA City Performance Unit:
Peg Stevenson, *Director*
Luke Fuller, *Performance Analyst II*
Sherman Luk, *Project Manager*
Ryan Hunter, *Performance Analyst II*
Joe Lapka, *Performance Analyst II*

San Francisco Public Works:
Larry Stringer, Deputy Director of Operations
Sandra Zuniga, Central Operations Manager

JBR Partners, Inc.:
Solomon So, *Project Manager*

For more information, please contact:

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

CONTROLLER'S OFFICE
CITY SERVICES AUDITOR

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.

The City Services Auditor (CSA) Charter Amendment requires that CSA work with the Department of Public Works (SF Public Works) to establish objective standards for street and sidewalk maintenance, and that CSA issue an annual report on performance under the standards. This report provides the results of fiscal year (FY) 2014-15 evaluations completed between July 1, 2014 and June 30, 2015.

EXECUTIVE SUMMARY

Purpose of the Report

The City Services Auditor (CSA) Charter Amendment requires that the Controller's Office and SF Public Works 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 FY 2014-15, 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 conditions.

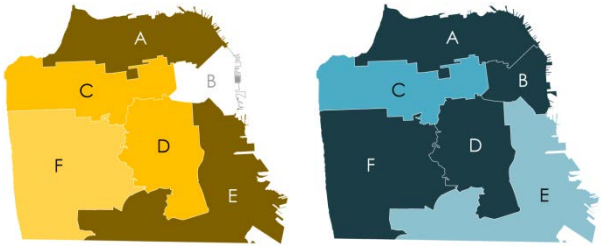
Highlights

- 368 evaluations were conducted for 184 routes from all 11 Supervisory Districts, including a mix of commercial and residential corridors. Each route was evaluated twice.
- Citywide scores generally worsened between FY14 and FY15.
- The most significant negative changes include:
    - Street litter (1.1) and sidewalk litter (2.1);
    - Illegal dumping on commercial sidewalks (2.4);
    - Graffiti on non-Public Works public assets (3.2)
    - Graffiti on commercial private property (3.3);
    - Tree cleanliness (5.1).
- Notable improvements include:
    - Less broken glass (2.5.2) on residential routes;
    - Fewer observations of feces, condoms or needles (2.5.2);
    - Less graffiti on Public Works property (3.1) and sidewalks (3.4);
    - Better maintained tree wells and planters (5.3); and
    - All waste receptacle scores remained constant or improved (5.0).
- Residential routes continued to outperform commercial routes in nearly all categories, with the exception of several standards for waste receptacles and tree maintenance.
- Public Works Zones B and D had the greatest number of routes fail sidewalk cleanliness evaluations:
    - Zone D (including Castro, Noe, Mission and Bernal Heights neighborhoods) had the greatest number of routes fail for illegal dumping (2.4).
    - Zone B (including Civic Center, SoMa, and Tenderloin neighborhoods) had the greatest number of routes fail for feces, needles, and condoms, and broken glass (2.5) as well as odors (2.6-2.7)
- Counts of graffiti on Public Works-maintained property (3.1) were significantly lower than on other properties, showing improvements between FY14 and FY15.
- Counts of graffiti along commercial routes nearly tripled for non-Public Works public property (3.2), and nearly doubled for private property (3.3).

- Residential routes in Public Works Zone F generally had the best scores for street litter (1.1) and sidewalk litter (2.1). Commercial routes in Zones A and D generally had the worst scores for street litter, and Zone B and D had the worst scores for sidewalk litter.

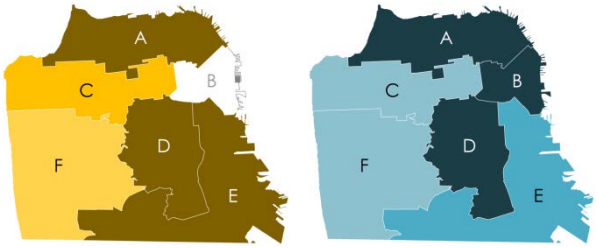
Street Litter Scores by Work Zone in FY15

RESIDENTIAL COMMERCIAL



Sidewalk Litter Scores by Work Zone in FY15

RESIDENTIAL COMMERCIAL



The range of scores for each route type is divided into three terciles. Zones with scores in the top one-third of the range are shaded darkest, and scores in the lowest one-third are lightest. Zone B evaluations did not include residential routes.

Recommendations

In response to these findings, CSA recommends that SF Public Works should:

1. Explore ways to use evaluator reports to initiate maintenance requests.
2. Incorporate street evaluation scores into program planning.
3. Refine methodology to reduce reporting discrepancies among evaluators.
4. Develop city-wide targets or benchmarks for each Standard.

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BACKGROUND

San Francisco's population has grown by more than 5% since 2010, adding nearly 40,000 residents.[1] Figures from California's Employment Development Department report that more than 93,000 new jobs have been created in the city over the past five years – an increase of 18% – including 27,100 registered between January and September 2015 alone. This continued growth of people living and working in San Francisco has placed additional demand on the city's service systems. Public service requests submitted through SF311 for abandoned waste and litter increased significantly in recent years, reaching a peak of more than 9,900 total monthly requests in January 2015 – twice the rate of requests seen in Fiscal Year 2012-2013. With this context, the 2015 Street and Sidewalk Maintenance Standards Report offers a snapshot of the state of selected public corridors in San Francisco during Fiscal Year 2014-2015 (FY15) using sampled evaluation data from third-party trained inspectors, and should be considered alongside other public data collected and reported by San Francisco's various service agencies.

Mandate

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 maintenance[2];
- To establish publicly posted street maintenance and staff schedule compliance reports[3]; and
- To issue an annual report[4] on the state of the City's streets and sidewalks as measured by evaluations.

Standards, Location of Routes Evaluated, Maintenance Responsibilities, and Evaluation Data

San Francisco Public Works (SF Public Works) contracted JBR Partners, Inc. (JBR) to conduct street and sidewalk evaluations for FY15. JBR follows the evaluation methodology described in APPENDIX A: 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

[1] Department of Finance, State of California, http://www.dof.ca.gov/research/demographic/reports/estimates/e-4/2011-20/view.php
[2] Street and Sidewalk Maintenance Standards, http://sfcontroller.org/Modules/ShowImage.aspx?imageid=348
[3] SF public Works Mechanical Street Sweeping Program, http://www.sfdpw.org/index.aspx?page=322
[4] San Francisco Office of the Controller's website, http://sfcontroller.org/index.aspx?page=49

What are the Standards? A high-level summary of all the standards is shown in Table 2, a more detailed description is shown in APPENDIX B: EVALUATION STANDARDS DETAILED DESCRIPTION, and a complete text of the standards is available online[5]. An example of the forms used for the evaluations is shown in APPENDIX D: SAMPLE EVALUATION FORM.

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 on each route. 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 E: EVALUATION ROUTE DIAGRAM illustrates the basic elements evaluated, including streets, sidewalks, and routes-blocks-100 foot segments.

Where are the routes located? JBR evaluated a total of 184 selected routes throughout the City in FY15, providing data on 368 total new evaluations from all 11 Supervisory Districts. Fifty-two percent of the routes were commercial routes and forty-eight percent were residential. JBR evaluated between 18 and 40 routes within each SF Public Works work zone, with an average of 31 routes evaluated per work zone. APPENDIX F: SF PUBLIC WORKS WORK ZONE MAP offers a map of SF Public Works work zones and routes evaluated, and APPENDIX G: EVALUATION ROUTES provides a list of all the routes evaluated.

Table 1: Number of commercial and residential route evaluations, by work zone

Work Zone	Commercial Routes	Residential Routes	Total Routes
A	16	9	**25**
B	18	0	**18**
C	20	15	**35**
D	17	16	**33**
E	16	17	**33**
F	8	32	**40**
TOTAL	**95**	**89**	**184**

Who is responsible for street and sidewalk maintenance? Among the twenty-two street and sidewalk standards evaluated, SF Public Works 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 (such as private owners and community benefit districts) or other public agencies (such as SFPUC, MTA, Recreation and Parks, et cetera). Please see APPENDIX H: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES for detailed information.

While Public Works is not necessarily responsible for some aspects of street and sidewalk maintenance, the department nonetheless does manage several outreach and engagement programs to proactively encourage private property owners and communities to maintain their local streets and sidewalks. More

[5] San Francisco Office of the Controller's website http://sfcontroller.org/index.aspx?page=49, or directly at http://sfcontroller.org/Modules/ShowImage.aspx?imageid=348

information about these programs is available in APPENDIX I: SF PUBLIC WORKS MAINTENANCE PROGRAMS.

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:

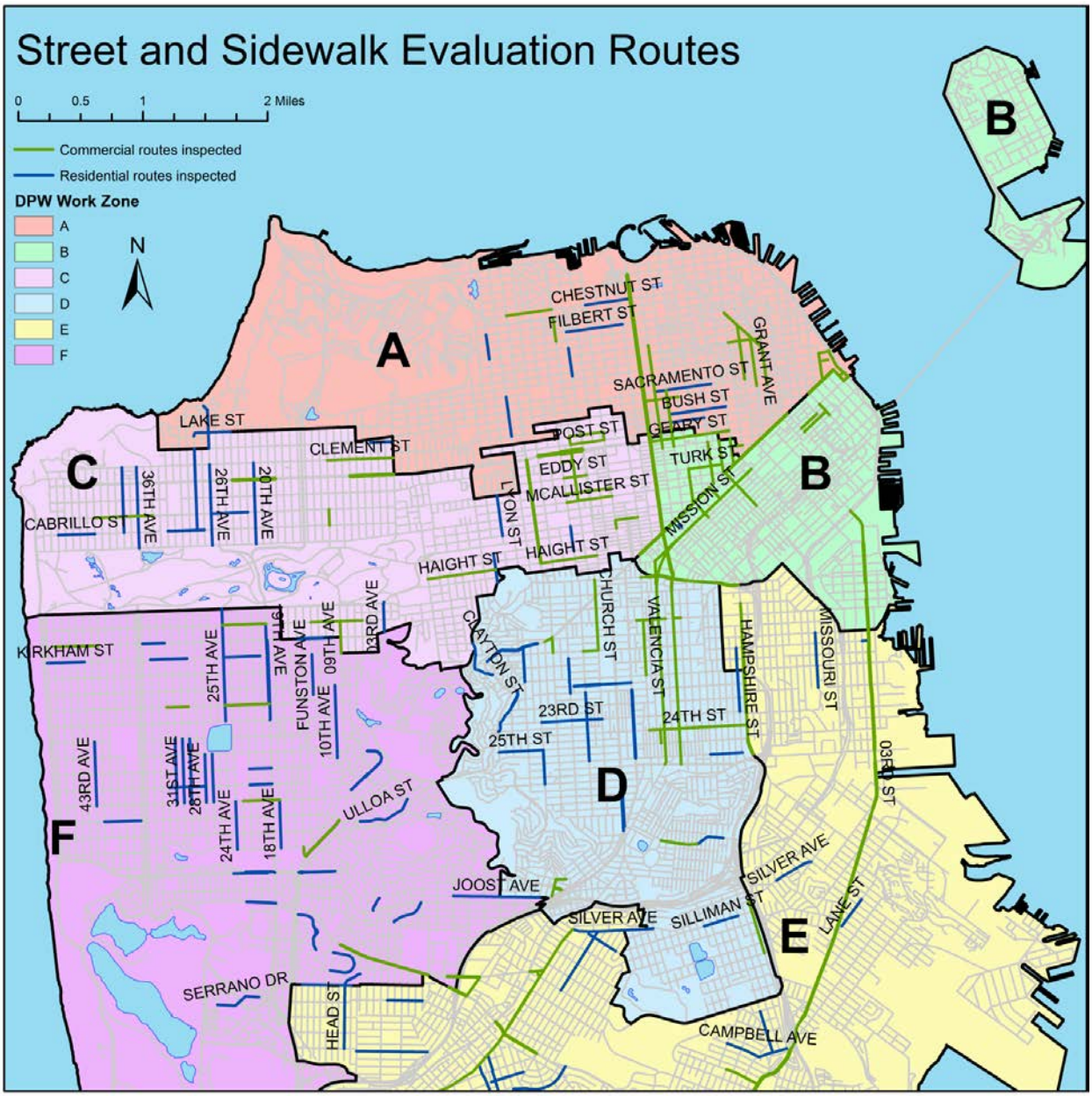
https://data.sfgov.org/City-Infrastructure/DPW-Street-Sidewalk-Evaluation-Results-7-1-2013-to/83ki-hu3p

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

MAP OF WORK ZONES

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 map below outlines each of the six Work Zones with the specific commercial and residential routes evaluated in FY15.



SUMMARY OF STANDARDS

Table 2: Summary of Standards used in FY15 report

Feature	Standard
1.0 Street Cleanliness	Streets shall be free of litter and will be rated on a scale of 1 to 3. ▪ 1 = Very clean, less than 5 pieces of litter per 100 curb feet examined. ▪ 2 = Acceptably clean, 5-15 pieces of litter per 100 curb feet examined. ▪ 3 = Very Dirty, over 15 pieces of litter per 100 curb feet examined. A final average rating of less than 2 must be attained to meet the standard for the route.
2.0 Sidewalk Cleanliness	Sidewalk shall be free of litter and will be rated on a scale of 1 to 3, as above. A final average rating of less than 2 must be attained to meet the standard for the route. Additionally: ▪ 90% of sidewalk shall be free of grime, leaks and spills. ▪ Sidewalk shall be entirely free of illegal dumping. ▪ Sidewalk shall be entirely free of feces, needles, broken glass and condoms. ▪ Sidewalk shall be entirely free of offensive odors from SF Public Works and non-SF Public Works sources.
3.0 Graffiti	100% of the street surface, public and private structures, buildings and sidewalks must be free of graffiti. The following categories are evaluated: ▪ SF Public Works public property (street surfaces, city trash receptacles). ▪ Non-SF Public Works public property (street signs, meters, mailboxes, etc). ▪ Private property ▪ Sidewalk surfaces
4.0 Trash Receptacles	▪ Trash receptacle is clean and not overflowing. ▪ No more than 5 pieces of litter in the area around the receptacle. ▪ Structure must have a uniform coat of paint. ▪ Structure must be free of large cracks or damage that affects use. ▪ The door must be closed.
5.0 Trees and Landscaping	▪ 90% of trees, tree wells and planters shall be free of litter. ▪ 90% of trees are free of damage or hanging limbs; no tree is dead. ▪ 90% of tree wells and planters are free of weeds and vines. ▪ 90% of trees with limbs and foliage provide clearance over the sidewalk and street.

*A detailed description of the standards is available in Appendix B. A complete text is available at http://sfcontroller.org/Modules/ShowImage.aspx?imageid=348

STREET AND SIDEWALK EVALUATION RESULTS FY15

Table 3: FY15 Average Scores For Each Standard, For All Routes Evaluated

	Standards		Score Ranges, Best–Worst	Residential (n = 178)	Commercial (n = 190)
	1.0 Street Cleanliness				
*	1.1	Litter (1 = very clean to 3 = very dirty)	1.0 – 3.0	1.82	2.24
	2.0 Sidewalk Cleanliness				
	2.1	Litter (1 = very clean to 3 = very dirty)	1.0 – 3.0	1.72	2.10
	2.2	Grime, leaks, spills (% of sidewalk free)	100% – 0%	87%	83%
	2.3	*[Moved to become 3.4]*	-	-	-
	2.4	Illegal dumping	100% – 0%	69%	55%
	2.5.1	Feces, needles, condoms	100% – 0%	69%	62%
	2.5.2	Broken glass	100% – 0%	78%	65%
*	2.6	Odors (SF Public Works)	100% – 0%	97%	88%
	2.7	Odors (non SF Public Works)	100% – 0%	96%	82%
	3.0 Graffiti - *Average number of incidents per segment*				
*	3.1	SF Public Works	0 – (*N/A*)	0.05	0.21
	3.2	Non- SF Public Works	0 – (*N/A*)	0.66	1.69
	3.3	Private	0 – (*N/A*)	0.15	0.98
	3.4	Sidewalk	0 – (*N/A*)	0.10	0.31
	4.0 Trash Receptacles - *% of receptacles meeting standards*				
^	4.1	Fullness	100% – 0%	99%	94%
^	4.2	Cleanliness of trash receptacles	100% – 0%	100%	96%
^	4.3	Cleanliness around trash receptacles	100% – 0%	83%	83%
^	4.4	Painting	100% – 0%	98%	97%
^	4.5	Structural integrity and function	100% – 0%	97%	99%
^	4.6	Doors	100% – 0%	95%	96%
	5.0 Trees and Landscaping - *% of trees meeting standards*				
^	5.1	Cleanliness	100% – 0%	62%	34%
^	5.2	Appearance	100% – 0%	96%	97%
^	5.3	Weediness	100% – 0%	91%	98%
^	5.4	Clearance	100% – 0%	99%	99%

***** SF Public Works holds cleaning or maintenance responsibility.

^ SF Public Works is responsible for some of the city's trash receptacles and trees. Others are maintained by private property owners or contractors. See Appendix H for details.

"n" represents the number of evaluations conducted.

STANDARD 1.0 STREET CLEANLINESS

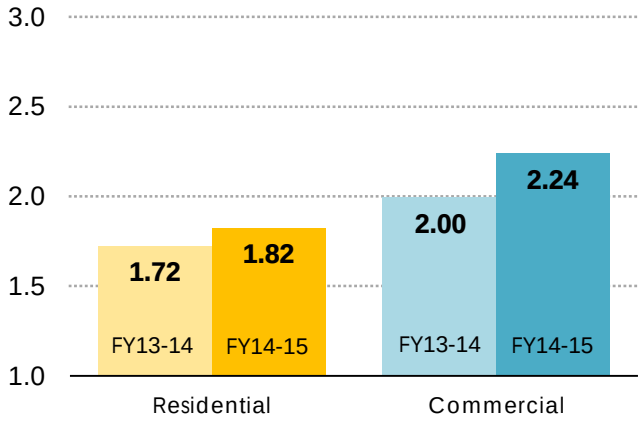
1.1 Litter Along The Street

Streets are evaluated based on the presence of litter along the route as shown in Appendix E. Examples of litter include food wrappings, cups, plastic bags, newspapers, and feces. Cigarette butts were not included. Streets are ranked on a scale of (1) to (3), where a score of (1) means "very clean" and (3) means "very dirty". Individual scores of (2) or lower are considered "acceptably clean". Each route evaluated for this report includes at least one block with samples from one side of the street. Routes with multiple blocks are generally scored with an average value of the scores of those blocks. Evaluations are conducted on the midpoint day between street sweepings by SF Public Works and do not necessarily represent how well the sweepings are done.

Summary of Average Litter Scores. Residential and commercial street litter average scores increased slightly in FY15. Overall, residential streets received an average score of 1.82, and commercial streets received a score of 2.24.

Figure 1: Year-to-Year Average Street Litter Scores

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



Best and Worst Scoring Routes by Street Scores. Table 4 lists the five cleanest residential streets sampled this year, the top four of which are located in Zone F. Table 5 lists the five dirtiest residential streets, all with scores above 2.48. Farallones Street (between San Jose and Orizaba) and Bush Street (between Mason and Larkin) are in the bottom five dirtiest residential streets for the second year in a row.

Table 4: Residential streets with least litter (FY15)

Work Zone	Route	Score
F	27th Ave -- Quintara to Taraval	1.00
F	Montecito Ave -- Monterey to Eastwood	1.00
F	24th Ave -- Taraval to Wawona	1.03
F	**Sloat Blvd -- 20th to 25th Ave**	**1.05**
E	Holloway Ave -- Bright to Monticello	1.25

Note: Routes in bold text were also among the best-scoring routes in FY14

Table 5: Residential streets with most litter (FY15)

Work Zone	Route	Score
A	**Bush St -- Mason to Larkin**	**2.81**
C	20th Ave -- California to Cabrillo	2.64
D	26th St -- Hampshire to Harrison	2.55
E	Prague St -- Geneva to Pope	2.53
E	**Farallones St -- San Jose to Orizaba**	**2.49**

Note: Routes in bold text were also among the worst-scoring routes in FY14

Table 6 and Table 7 list the commercial streets with the best and worst average litter scores. Stockton Street (between Green and Sacramento) received the worst possible average score of 3.00. No commercial streets received a perfect 1.0 average score.

Table 6: Commercial streets with least litter (FY15)

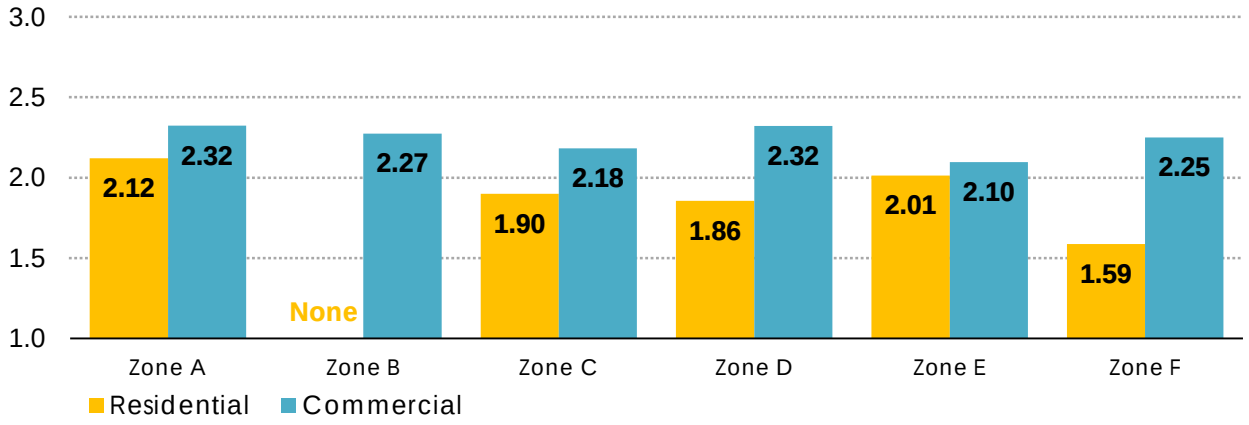
Work Zone	Route	Score
B	Fremont: Mission St - Transbay Hump	1.25
B	Natoma: 2nd - Fremont	1.29
C	Clement B: 5th - 10th Ave	1.40
F	Ocean B: Capitol - Manor	1.53
C	Clement A: Arguello - 5th Ave	1.56

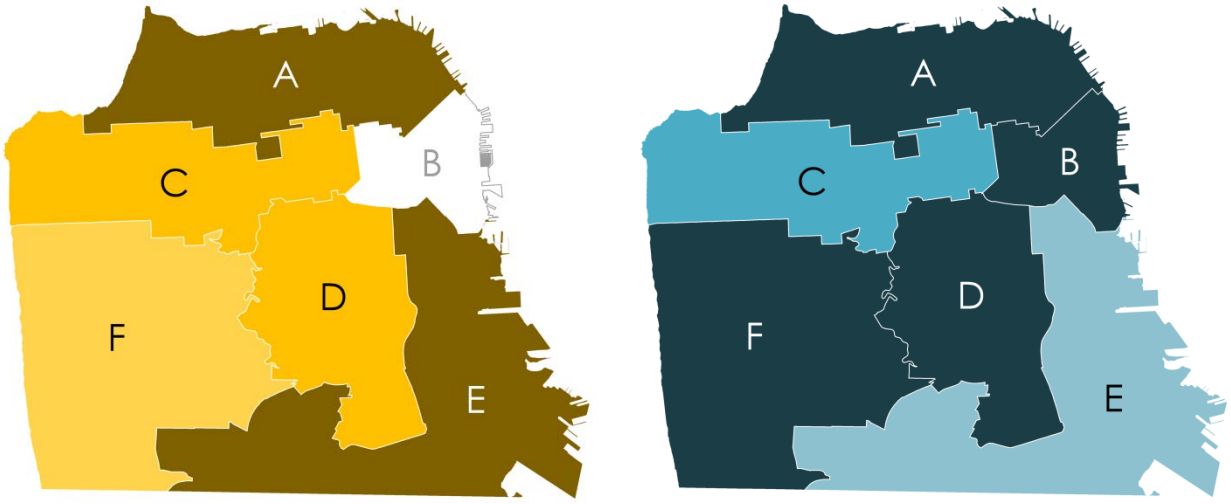
Table 7: Commercial streets with most litter (FY15)

Work Zone	Route	Score
A	Stockton: Green - Sacramento	3.00
B	Polk A: California - O'Farrell	2.95
F	Irving A: 19th Ave - 25th Ave	2.92
C	Fillmore G: Golden Gate, Steiner to Laguna	2.92
C	Fillmore F: McAllister, Steiner to Laguna	2.91

Illustration 1: Street Litter Scores by Work Zone

Average residential and commercial route scores for each work zone in F15.





Note: In the maps above, the range of scores for each route type is divided into three terciles. Zones with street litter scores in the top one-third of the range are shaded darkest, and scores in the lowest one-third of the range are lightest. Evaluations in Zone B did not include any residential routes.

STANDARD 2.0 SIDEWALK CLEANLINESS

2.1 Sidewalk Litter

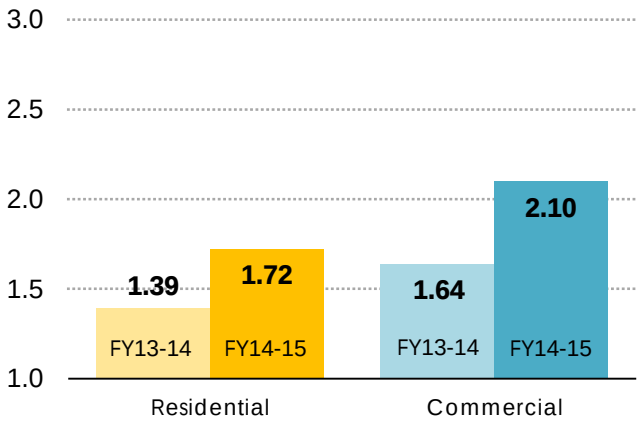
Evaluators scored sidewalk cleanliness based on the presence of litter on the sidewalk along the route. Examples of common sidewalk litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts, and loose gum. As with street litter scores, sidewalks are ranked on a scale of (1) to (3), where a score of (1) means "very clean" and (3) means "very dirty". Individual scores of (2) or below are considered "acceptably clean". Each route evaluated for this report includes at least one block with samples from one side of the street. Routes with multiple blocks are generally scored with an average value of the scores of those blocks.

Private property owners are responsible for sidewalk cleanliness in front of their property, except for curb ramps, sidewalks on public property maintained by SF Public Works, SF Public Works catch basins, and trash receptacles provided by waste management operators. Appendix H offers additional details about roles and responsibilities for sideway maintenance.

A. Summary of Average Litter Scores. Residential and commercial sidewalk litter average scores increased in FY15. Overall, residential streets tended to satisfy the standard receiving an average score of 1.72, while commercial streets received a citywide score of 2.10.

Figure 2: Year-to-Year Average Sidewalk Litter Scores

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



Note: Private property owners are generally responsible for sidewalk cleanliness in front of their property.

B. Best and Worst Scoring Routes by Street Scores. Table 8 lists the five cleanest residential sidewalks sampled this year, four of which are located in SF Public Works Zone F. Two residential routes – Montecito Avenue and Judah Street – received perfect scores both times they were evaluated. Table 9 lists the five dirtiest residential sidewalk routes, all with scores above 2.32. Sutter Street (between Jones and Larkin) was also ranked among the most littered routes in FY14.

Table 8: Residential sidewalks with least litter (FY15)

Work Zone	Route	Score
F	Montecito Ave -- Monterey to Eastwood	1.00
C	Judah St -- 10th to 15th Ave	1.00
F	Eucalyptus Dr -- 19th to 23rd Ave	1.05
F	Sloat Blvd -- 20th to 25th Ave	1.05
F	27th Ave -- Quintara to Taraval	1.08

Table 9: Residential sidewalks with most litter (FY15)

Work Zone	Route	Score
C	20th Ave -- California to Cabrillo	2.44
A	Bush St -- Mason to Larkin	2.43
A	**Sutter St -- Jones To Larkin**	**2.36**
C	Lyon St -- Hayes to Turk	2.35
E	Prague St -- Geneva to Pope	2.32

Note: Route in bold text was among worst-scoring routes in FY14

Table 10 lists the commercial sidewalks with the lowest incidence of litter. Table 11 lists the commercial sidewalks with the most observed litter. For the second year in a row, Stockton (between Green and Sacramento) and 24th Street BART were identified as two of the dirtiest commercial sidewalks.

Table 10: Commercial sidewalks with least litter (FY15)

Work Zone	Route	Score
C	Clement B: 5th Ave - 10th Ave	1.03
A	Columbus: Powell - Pacific	1.40
C	O'Farrell St: Fillmore St - Steiner St	1.46
F	Ocean B: Capitol - Manor	1.50
B	Fremont St: Mission St - Transbay Hump	1.50
A	Fillmore J: Lombard - Union	1.50

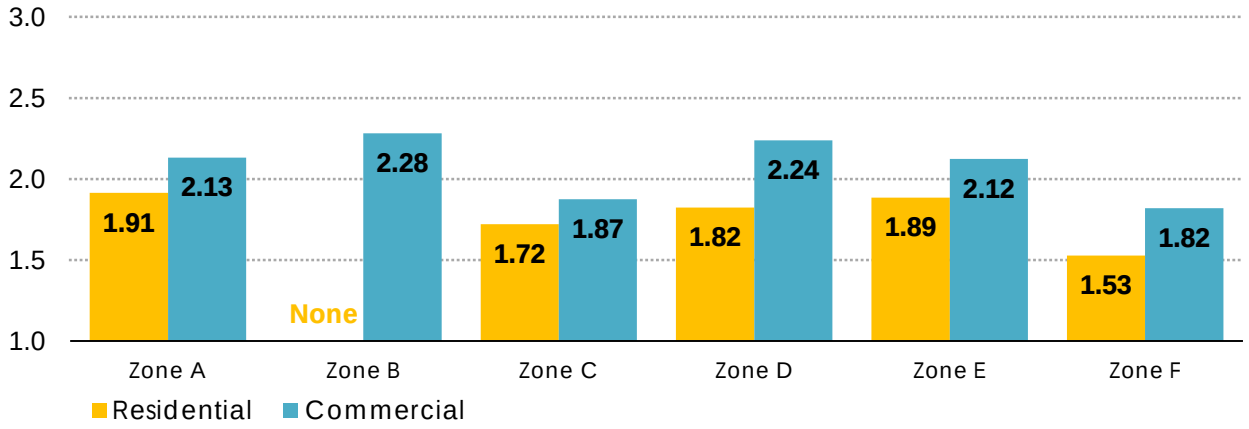
Table 11: Commercial sidewalks with most litter (FY15)

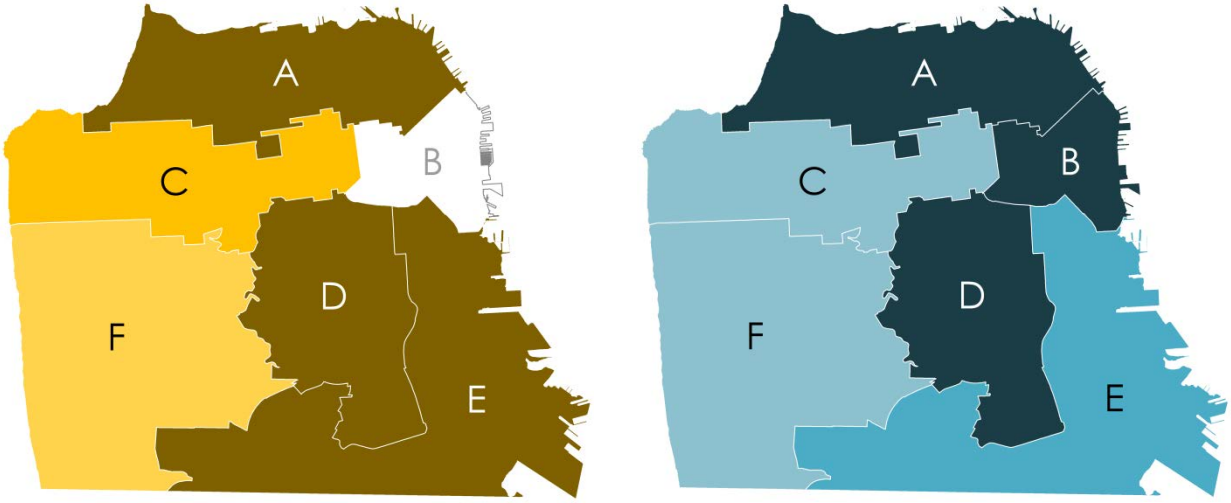
Work Zone	Route	Score
B	Market 1: 3rd St - 6th St	2.94
B	6th St: Market - Folsom	2.92
E	Mission G: Foote to Lawrence	2.84
D	**24th BART: Capp St - Lilac St**	**2.83**
A	**Stockton: Green - Sacramento**	**2.80**

Note: Routes in bold text were also among the worst-scoring in FY14

Illustration 2: Sidewalk Litter Scores by Work Zone

Average residential and commercial route scores for each work zone in F15.





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Additional Sidewalk Standards (Standards 2.2-2.7)

In addition to sidewalk litter, a number of other factors determine sidewalk cleanliness levels: grime/leaks/spills, illegal dumping, feces/needles/condoms, broken glass, and odors. Summaries of these standards and their scores for FY15 are provided in the following sections. As is the case with most of the Standards, commercial routes tend to score less favorably than residential routes.

Private property owners are generally responsible for sidewalk cleanliness in front of their property. Public Works is generally responsible for removing or cleaning grime, leaks and spills in front of public properties only.

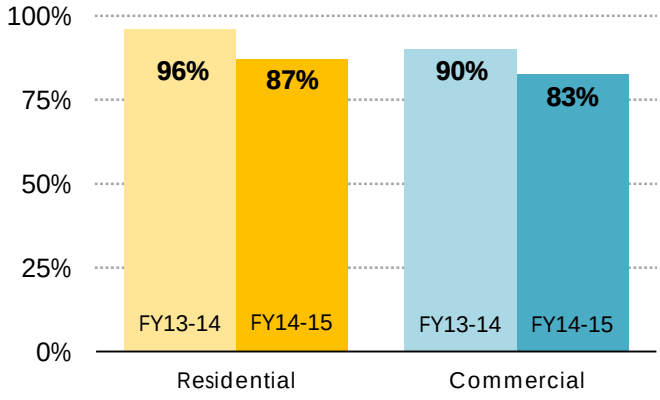
2.2 Sidewalk Grime, Leaks, and Spills

Grime, leaks, and spills include any removable material resulting in a difference in pavement surface color including paint, dried liquids, dirt, garbage leaks, or other substances resulting in wet, slippery, or sticky conditions. Each route includes at least one block with samples from each side of the street, conducted in 100-foot segments and compiled into a score for that block. See Appendix E for more information including illustrations. For Standard 2.2, each block is assigned a score in percentage (%), based on the percent of the sidewalk segment area that is free of grime, leaks and spills. For example, if 95 percent of the surface area of a sidewalk is free of grime, it would receive a score of "95%". Routes with multiple blocks are generally scored with an average value of the scores of those blocks. Sidewalks that are at least 90 percent free of grime, leaks and spills are considered "passing".

A. Summary of Average Grime, Leaks, and Spills Scores.

Figure 3: Year-to-year grime, leaks & spills scores (Sidewalks)

Average percent of 100-foot segments along each route free of grime, leaks, spills in FY14 and FY15



Note: Private property owners are generally responsible for sidewalk cleanliness in front of their property.

Residential routes citywide received an average score of 87%, while the commercial routes received an average score of 83%. Both averages are slightly lower compared to FY14, when residential routes scored 96% and commercial routes scored 90%.

B. Best and Worst Scoring Routes. Table 12 and Table 13 list the three lowest scores for sidewalks evaluated in residential and commercial areas. Zone B had several of the dirtiest commercial routes in terms of grimes leaks and spills. Sixteenth Street BART was once again among the dirtiest commercial corridors in FY15 in terms of grime, leaks and spills.

Table 12: Lowest-scoring residential sidewalks

Scored as average percent of each 100-foot segment free of grime, leaks and spills in FY15

Work Zone	Route	Score
A	Sacramento St -- Taylor to Polk	69%
E	Campbell Ave -- San Bruno to Delta	74%
E	Peru Ave -- Lisbon to Athens	75%

Table 13: Lowest-scoring commercial sidewalks

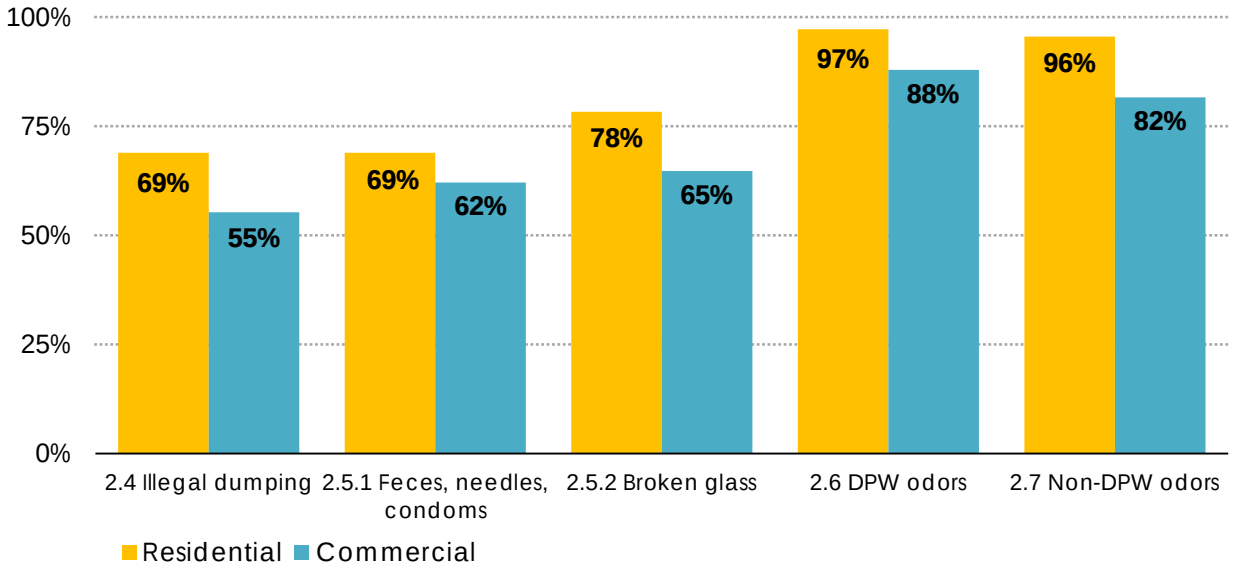
Scored as average percent of each 100-foot segment free of grime, leaks and spills in FY15

Work Zone	Route	Score
B	6th St: Market - Folsom	63%
D	**16th Bart**	**64%**
B	Market 1: 3rd - 6th	66%

Note: Routes in bold text were also among the worst-scoring routes in FY14

Figure 4: Sidewalk Passrates for Additional Standards 2.4-2.7

Percent of commercial and residential evaluations passing standards in FY15



Note 1: Standard 2.2 is excluded from this chart because it is scored with an average value, rather than a passrate. Standard 2.3 Graffiti was assigned its own category in FY14, and is now reported under Standard 3.0.
Note 2: Private property owners are generally responsible for sidewalk cleanliness in front of their property.

2.3 Graffiti

This Standard has been documented as Standard 3.4 since FY12.

2.4 Illegal Dumping

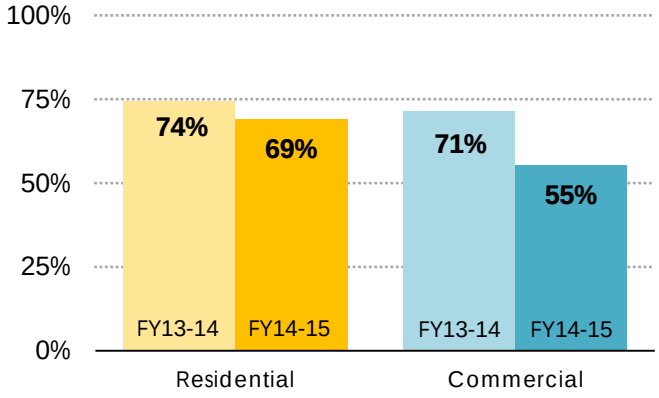
Illegal dumping includes abandoned items such as furniture and appliances found on sidewalks. There is zero tolerance for illegal dumping – 100% of sidewalks need to be free of illegal dumping for a route to pass the standard. If there is a *single instance* of illegal dumping recorded on any block during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

Two evaluations are conducted of each route every year, so it is possible for a route to pass one evaluation and fail another. These scores are averaged with other sidewalk route evaluations to produce an average citywide score for the year. Public Works will remove illegally dumped items when a report or request for service is made.

A. Summary of Average Illegal Dumping Scores. In FY14-15, 69% of residential sidewalk evaluations received passing scores, which was slightly lower than in FY14. In the same year, 55 percent of commercial sidewalks passed their evaluations for this standard, down from 71 percent in FY14. Of the 184 unique routes evaluated, 25 routes failed to pass the standard both times that they were evaluated. Of those, 17 were commercial routes, which are listed in Table 11.

Figure 5: Sidewalk score for illegal dumping

Average percent of route evaluations that were free of illegal dumping in FY15 (2.4)



Note: Private property owners are generally responsible for reporting illegal dumping on sidewalks in front of their property, though Public Works may also identify and remove dumped items as part of other operations.

B. Best and Worst Scoring Routes. Table 14 and Table 15 list the residential and commercial routes that failed the illegal dumping standards for FY15. Routes received failing annual scores if illegal dumping was recorded during both of two evaluations in FY15. Four routes failed the illegal dumping standard in both FY15 and FY14:

- Stockton Street (between Green and Sacramento) - Commercial
- Hyde between (Market and Taylor) - Commercial
- Sacramento St (between Taylor and Polk) – Residential
- Silver Ave (between Mission and Cambridge) - Residential

Table 14: Residential sidewalks failing both FY15 evaluations

Work Zone	Route
A	**Sacramento St -- Taylor to Polk**
D	Douglass St -- Market to 20th St
E	Silver Ave -- Santa Fe to Quint
E	**Silver Ave -- Mission Ave to Cambridge**
F	43rd Ave -- Pacheco to Taraval
F	19th Ave -- Irving to Noriega
F	24th Ave -- Taraval to Wawona

Note: Routes in bold text also failed both evaluations in FY14

Table 15: Commercial sidewalks failing both FY15 evaluations

Work Zone	Route
A	Geary C: Mason - Van Ness
A	**Stockton: Green - Sacramento**
A	Van Ness 8: Broadway - Greenwich
B	6th St: Market - Folsom
B	**Hyde: Market-Taylor**
B	Mission H: 5th-11th
C	Geary B: 17th - 23rd
D	24th A: Potrero - Folsom
D	24th Bart
D	Church St: Duboce - 18th
D	Duboce: Valencia - Potrero
D	Van Ness 2: 22nd - 18th
E	Bayshore: Key/San Bruno - Sunnydale
E	Geneva: Alemany - Naples
E	Mission DD: Harrington - France
E	Potrero A: 15th - 20th
F	Noriega A: 19th - 25th

Note: Routes in bold text also failed both evaluations in FY14

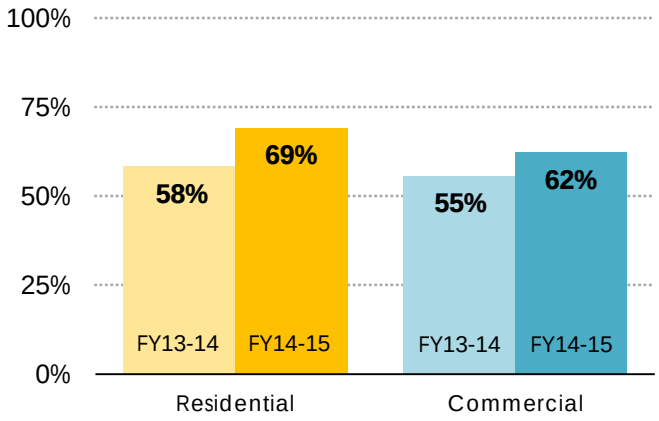
2.5.1 Feces, Needles, and Condoms, and 2.5.2 Broken Glass

There is zero tolerance for feces, needles, and condoms – 100% of sidewalks need to be free of these to pass the standard. If there is a *single instance* of feces, needles or condoms recorded on any block during an evaluation of a route, the entire route is considered "not pass" for that evaluation. Two evaluations are conducted of each route every year, and so it is possible for a route to pass one evaluation and fail another. These evaluations are averaged with other sidewalk route evaluations to produce a citywide passrate for the year. These same criteria apply to evaluations observing broken glass for Standard 2.5.2.

A. Summary of Average Scores For Standard 2.5.1.

Figure 6: Sidewalk score for feces, needles and condoms

Average percent of route evaluations free of feces, needles and condoms in FY15 (2.5.1)



The city-wide passrate for the feces, needles, and condoms standard improved to 69 percent for residential sidewalk evaluations and 62percent of commercial sidewalk evaluations in FY15. Last year, only 58 percent of residential and 55 percent of commercial sidewalk evaluations passed.

B. Best and Worst Scoring Routes. Table 16 and Table 17 identify routes that failed this standard for FY15. Routes received failing annual scores if feces, needles or condoms were recorded during both of two evaluations in FY15. Seven out of the 17 failing commercial routes were located in Zone B, three of which also failed both of their evaluations in FY 14. These routes were generally in and around the Tenderloin and Chinatown neighborhoods, including:

- Hyde Street (Market St - Taylor St)
- Jones Street (Market St - O'Farrell St)
- Larkin Street (O'Farrell St - Sacramento St)

Table 16: Residential sidewalks failing both FY15 evaluations for feces, needles and condoms

Work Zone	Route
A	Bush St -- Mason to Larkin
A	Filbert St -- Franklin to Webster
C	Cabrillo St -- 42nd to 47th Ave
C	**Central Ave -- Buena Vista West to Oak St**
D	Hampshire St -- 18th to 23rd
E	Peru Ave -- Lisbon to Athens
E	**Silver Ave -- Mission Ave to Cambridge**
F	27th Ave -- Quintara to Taraval

Note: Routes in bold text also failed both evaluations in FY14

Table 17: Commercial sidewalks failing both FY15 evaluations for feces, needles and condoms

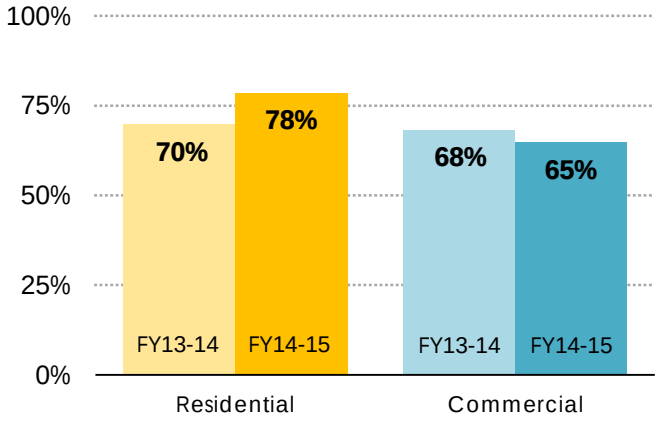
Work Zone	Route
A	Geary C: Mason - Van Ness
A	Van Ness 7: Bush -Broadway
B	6th St: Market - Folsom
B	**Hyde: Market-Taylor**
B	**Jones: Market-O'Farrell**
B	**Larkin: O'Farrell - Sacramento**
B	Market 3: 11th - Valencia
B	Natoma: 2nd - Fremont
B	Van Ness 5: Mission - Golden Gate
C	Clement A: Arguello - 5th Ave
C	Fillmore B: O'Farrell
D	16th Bart
D	24th Bart
D	Church St: Duboce - 18th
D	Van Ness 1: Cesar Chavez - 22nd
E	3rd St E: Oakdale - Williams
F	Noriega A: 19th - 25th

Note: Routes in bold text also failed both evaluations in FY14

C. Summary of Average Scores for Standard 2.5.2. As with the feces, needles and condoms standard, there is zero tolerance for broken glass – 100% of sidewalks need to be free of broken glass to pass the standard. If there is a *single instance* of broken glass recorded on any block during an evaluation of a route, the entire route is considered "failing" for that evaluation. In FY15, 78 percent of residential sidewalk evaluations passed this standard, up slightly from the previous year. Among commercial sidewalks, 65 percent of evaluations passed the standard.

Figure 7: Sidewalk score for broken glass

Average percent of route evaluations free of broken glass in FY15 (2.5.2)



B. Best and Worst Scoring Routes. Table 18 and Table 19 identify routes that failed this standard for FY15. Routes received failing annual scores if broken glass was recorded during both of two evaluations in FY15. Seven out of the 15 failing commercial routes were located in Zone B, two of which also failed both of their evaluations in FY 14:

Table 18: Residential sidewalks failing both FY15 evaluations for broken glass

Work Zone	Route
A	Bush St -- Mason to Larkin
A	Filbert St -- Franklin to Webster
A	Webster St -- Bromley Pl to Green
C	Central Ave -- Buena Vista West to Oak St
D	Hampshire St -- 18th to 23rd
D	Market St -- Diamond to 18th St

Table 19: Commercial sidewalks failing both FY15 evaluations for broken glass

Work Zone	Route
B	**3rd St A: Ballbark - Mariposa**
B	**6th St: Market - Folsom**
B	Hyde: Market-Taylor
B	Market 3: 11th - Valencia
B	Mission H: 5th-11th
B	Natoma: 2nd - Fremont
B	Van Ness 5: Mission - Golden Gate
C	Fillmore A: along Sutter
D	24th B: Folsom - Valencia
D	Church St: Duboce - 18th
D	Mission C: 22nd - Cesar Chavez
D	Van Ness 1: Cesar Chavez - 22nd
E	3rd St D: Galvez - Oakdale
E	3rd St F: Williams to Key
E	Potrero A: 15th - 20th

Note: Routes in bold text also failed both evaluations in FY14

2.6-2.7 SF Public Works Odors and Non-SF Public Works Odors

Evaluation standards were revised in 2013 in response to the 2011 Street and Sidewalk Perception Study to add two new standards for offensive odors. Offensive odors include sewage, odor from catch basins, human excrement related odors (feces and urine), and other significant unpleasant odors.

Standard 2.6 "SF Public Works Odors" are smells specifically related to Public Works' assets such as city dumpsters, trash cans, street surfaces, and catch basins that have "Public Works" identification. Standard 2.7 "Non-SF Public Works Odors" include odors emanating from non-SF Public Works assets such as private trash cans, or catch basins marked as "SFPUC".

There is zero tolerance for both standards – 100% of sidewalks must be free of strong offensive odors. Average scores for this standard remained high. In FY15, 97 percent of residential route evaluations were free of strong odors from Public Works properties and 96 percent were free of odors from non-Public Works properties. In the same year, 88 percent of commercial route evaluations were also free of strong odors from Public Works properties, but only 82 percent were free of odors from non-Public Works properties.

Figure 8: Strong odors from Public Works property

Average percent of residential & commercial routes free of strong unpleasant odors (2.6)

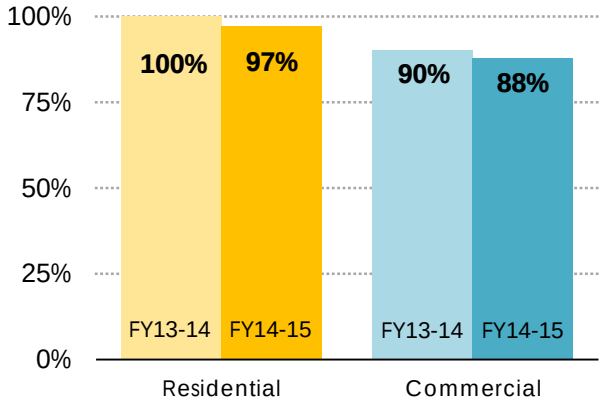
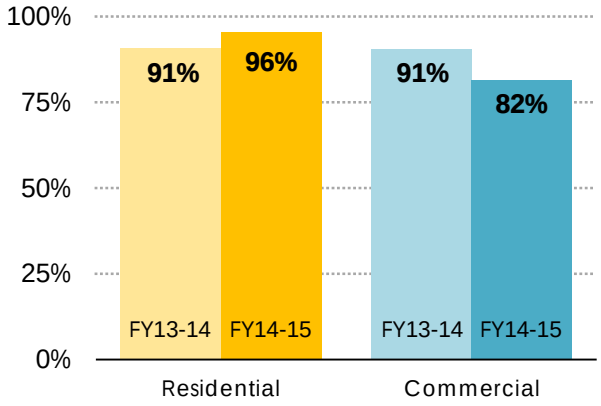


Figure 9: Strong odors from non-Public Works property

Average percent of residential & commercial routes free of strong unpleasant odors (2.7)



Five residential routes and 21 commercial routes failed both of their evaluations for Standard 2.6 in FY15 as shown in Table 20, such that there were strong unpleasant odors coming from Public Works assets during both observations. Similarly, seven residential routes and 31 commercial routes failed both of their evaluations for Standard 2.7 in FY15 as shown in Table 21, such that there were strong unpleasant odors coming from Public Works assets during both observations.

Table 20: Routes with failing scores for strong odors from Public Works property in FY15

Work Zone	Route	Type
A	Bush St -- Mason to Larkin	Residential
C	Cabrillo St -- 42nd to 47th Ave	Residential
E	Guttenberg St -- Mission to Hanover	Residential
E	Silver Ave -- Mission Ave to Cambridge	Residential
F	25th Ave -- Lawton to Ortega	Residential
A	Geary C: Mason - Van Ness	Commercial
A	Mason: Market - Powell	Commercial
B	3rd St A: Ballbark - Mariposa	Commercial
B	6th St: Market - Folsom	Commercial
B	Hyde: Market-Taylor	Commercial
B	Jones: Market-O'Farrell	Commercial
B	Larkin: O'Farrell - Sacramento	Commercial
B	Market/Steuart	Commercial
B	Mission F: 10th -Otis/13th	Commercial
B	Mission H: 5th-11th	Commercial
B	Polk A: California - O'Farrell	Commercial
C	Irving B: 6th - Funston	Commercial
D	16th Bart	Commercial
D	24th A: Potrero - Folsom	Commercial
D	24th Bart	Commercial
D	Cortland: Folsom St - Bocanna	Commercial
D	Duboce: Valencia - Potrero	Commercial
D	Mission A: 18th - 13th	Commercial
E	3rd St D: Galvez - Oakdale	Commercial
E	3rd St E: Oakdale - Williams	Commercial
E	Potrero B: 20th - Cesar Chavez	Commercial

Table 21: Routes with failing scores for strong odors from non-Public Works property in FY15

Work Zone	Route	Type
A	Bush St -- Mason to Larkin	Residential
A	Sutter St -- Jones To Larkin	Residential
C	Lyon St -- Hayes to Turk	Residential
E	Concord St -- Mission to Hanover	Residential
E	Silver Ave -- Mission Ave to Cambridge	Residential
E	Silver Ave -- Santa Fe to Quint	Residential
F	Funston Ave -- Kirkham to Noriega	Residential

A	Broadway: Powell - Kearny	Commercial
A	Columbus: Powell - Pacific	Commercial
A	Geary C: Mason - Van Ness	Commercial
A	Grant: Broadway - California	Commercial
A	Mason: Market - Powell	Commercial
B	6th St: Market - Folsom	Commercial
B	Hyde: Market-Taylor	Commercial
B	Jones: Market-O'Farrell	Commercial
B	Larkin: O'Farrell - Sacramento	Commercial
B	Market 1: 3rd - 6th	Commercial
B	Market 2: 7th-11th	Commercial
B	Market 3: 11th - Valencia	Commercial
B	Market/Steuart	Commercial
B	Minna Street: 2nd - Fremont	Commercial
B	Mission H: 5th-11th	Commercial
B	Natoma: 2nd - Fremont	Commercial
B	Taylor: Market to O'Farrell	Commercial
B	Van Ness 3: 18th to Mission	Commercial
B	Van Ness 5: Mission - Golden Gate	Commercial
C	Haight (Upper): Stanyan - Central	Commercial
C	Haight Lower: Webster - Divisadero	Commercial
D	16th Bart	Commercial
D	24th A: Potrero - Folsom	Commercial
D	24th B: Folsom - Valencia	Commercial
D	24th Bart	Commercial
D	Church St: Duboce - 18th	Commercial
D	Duboce: Valencia - Potrero	Commercial
D	Mission A: 18th - 13th	Commercial
D	Mission C: 22nd - Cesar Chavez	Commercial
E	3rd St B: Mariposa - 23rd	Commercial
E	Potrero A: 15th - 20th	Commercial

STANDARD 3.0 GRAFFITI

Graffiti includes stickers, paint, and pen markings. There is zero tolerance for graffiti – 100% 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.

Evaluations are conducted in 100-foot segments along sidewalk routes on one side of a street. Incidents of graffiti are counted for each segment and averaged for the entire block. These block measures are then combined for each entire route to produce an average count of graffiti per 100-foot segments for that route. Evaluations are conducted twice per year for each route. See Appendix E for more information.

Graffiti is scored separately according to the entity responsible for maintaining it. San Francisco Public Works is responsible for mitigating graffiti on street surfaces, public trash receptacles, and some trees. Other agencies such as the Metropolitan Transit Authority (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. SF Public Works will assist in removing graffiti on non-Public Works property, such as store fronts or street-facing retaining walls, when it is reported. Information about roles and responsibilities is highlighted in Box 1 below and in Appendix H.

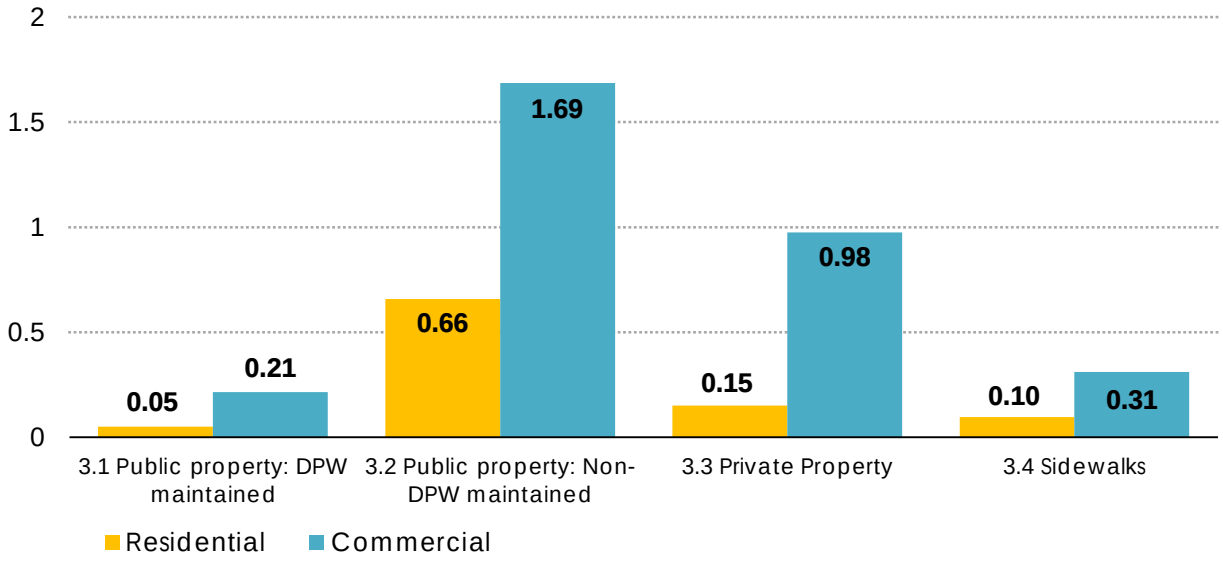
Box 1: Graffiti types and responsibilities

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 the responsibility of private property owners with fronting properties.

A. Summary of Average Scores. The lowest average graffiti counts were observed on surfaces maintained by Public Works, compared to private and non-Public Works public property, as shown in Figure 10. In FY15, the highest average graffiti counts were found on non-Public Works public property and were significantly higher than the counts found on Public Works-maintained property. Among commercial routes, non-Public Works public property received almost eight times more graffiti incidents than Public Works-maintained property - 1.69 incidents per 100-foot segment vs 0.21 per 100-foot segment respectively.

Figure 10: Average graffiti counts

Average number of graffiti incidents per 100-foot segment along residential and commercial routes in FY15



B. Best and Worst Scoring Routes.

Commercial routes consistently received higher graffiti counts throughout the city. Table 22 and Table 23 list the sidewalk routes (by route-type) with the five highest average counts of graffiti during FY15.

Table 22: Residential routes with highest sidewalk graffiti counts (Standard 3.1)

Average graffiti counts per 100-foot segment on property maintained by Public Works, in FY15

Work Zone	Route	Graffiti Counts
A	Webster St -- Bromley Pl to Green	1.21
D	Cortland Ave -- Folsom to Bradford	0.70
A	Sutter St -- Jones To Larkin	0.44
A	Bush St -- Mason to Larkin	0.39
C	Steiner St -- Page to Hayes	0.25
F	25th Ave -- Lincoln Way to Lawton	0.25

Table 23: Commercial routes with highest sidewalk graffiti counts (Standard 3.1)

Average graffiti counts per 100-foot segment on property maintained by Public Works, in FY15

Work Zone	Route	Graffiti Counts
C	Van Ness 6: Golden Gate - Bush	4.09
D	24th Bart	3.50
D	16th: Valencia - Folsom	0.92
B	Mission F: 10th -Otis/13th	0.56
D	24th A: Potrero - Folsom	0.54

C. Year to Year comparison for 3.0 Standards. Observations of graffiti on public property not maintained by Public Work increased significantly in commercial and residential routes. Average counts of graffiti per 100-foot segment were 2.5 times higher during than the previous year along commercial routes. Graffiti incidents on non-Public Works public property also increased in residential routes, though by smaller margins.

Figure 11: Average graffiti counts for Public Works-maintained property, Standard 3.1

Average number of incidents per 100-foot segment along each route

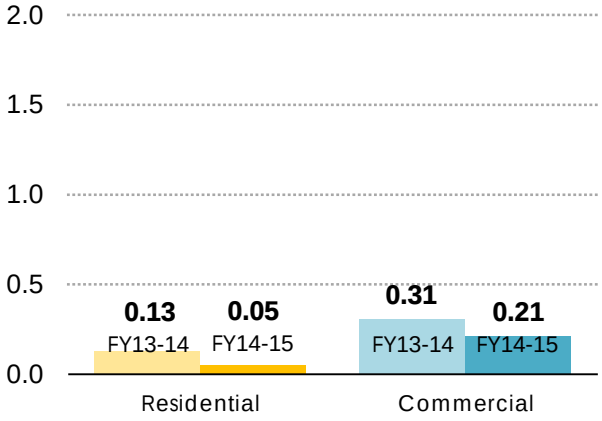


Figure 12: Average graffiti counts for non-Public Works property, Standard 3.2

Average number of incidents per 100-foot segment along each route

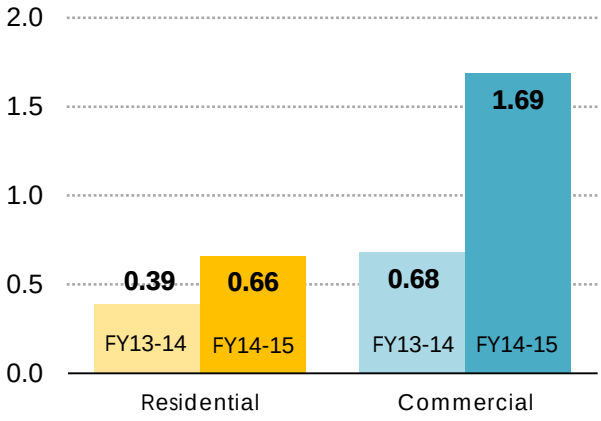


Figure 13: Average graffiti counts for private properties, Standard 3.3

Average number of incidents per 100-foot segment along each route

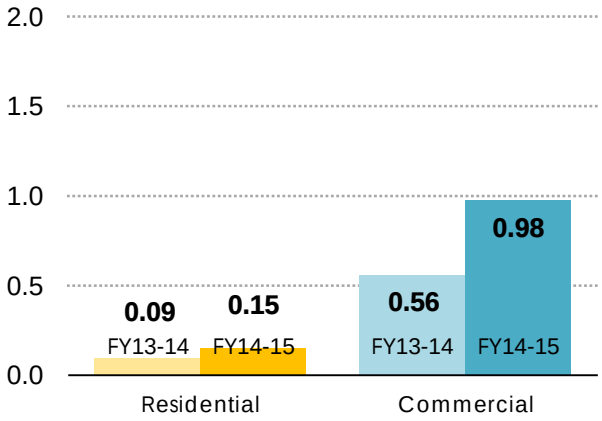
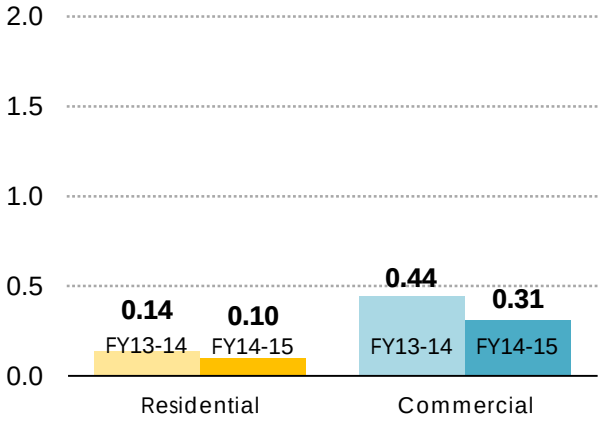


Figure 14: Average graffiti counts for sidewalks, Standard 3.4

Average number of incidents per 100-foot segment along each route in



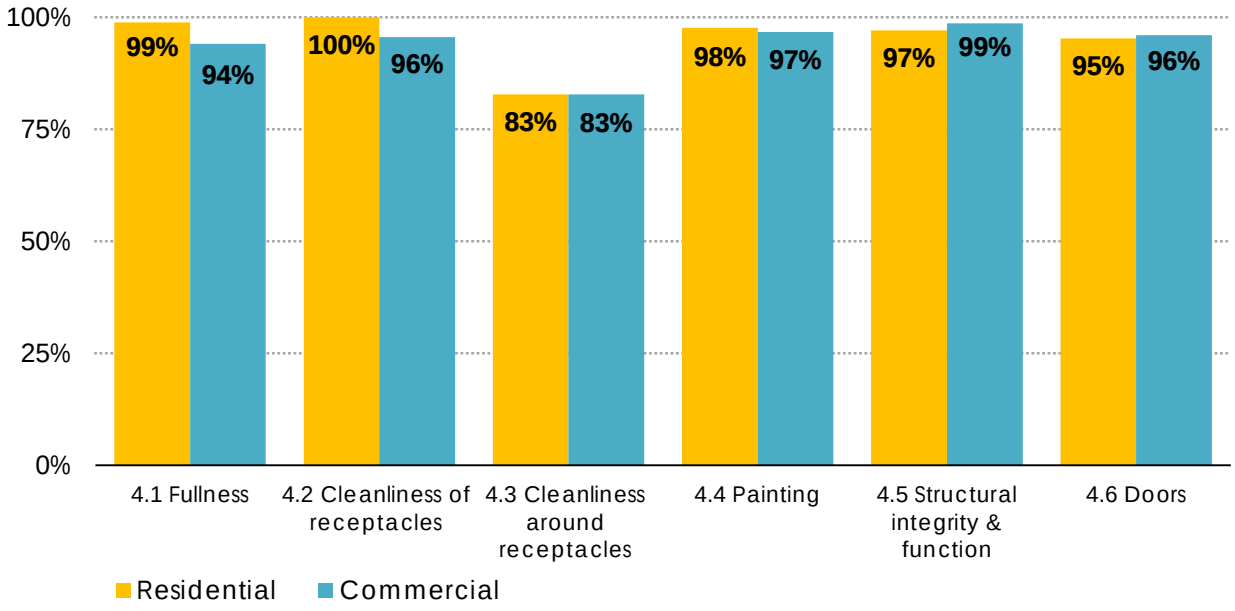
STANDARD 4.0 TRASH RECEPTACLES

Evaluators measure the percent of receptacles on an individual block that satisfy a "pass-fail" assessment for each standard. If more than 90% of receptacles are satisfactory for a given standard along that route, then the route is considered "passing" for that standard.

A. Summary of Average Scores. Figure 15 shows average scores for each trash receptacle standard 4.1-4.6. Although improved from last year, Standard 4.3 "Cleanliness around receptacles" received the lowest average score for both commercial and residential routes, compared to other standards within the Trash Receptacle category. All other standards received average scores above 94% for both street types. The residential painting standard improved notably to 98% in FY15, up from 82% last year.

Figure 15: Trash receptacle scores, all 4.0 Standards

Average scores for trash receptacles standards on residential and commercial routes, FY15



B. Best and Worst Scoring Routes. No residential or commercial route failed all six standards during both of its evaluations during FY15. Table 24 and Table 25 list the 8 residential routes and 30 commercial routes that received perfect scores during both evaluations this year, meaning that 100% of waste receptacles were reported as satisfactory for all Standards 4.0 along each route. No residential routes receiving a perfect score in FY15 also received a perfect score in FY14. Two commercial routes receiving perfect scores also received perfect scores in FY14:

- Natoma Street (Fremont St - 1st St)
- Clement Street (Arguello Blvd - 2nd Ave)

Table 24: Residential routes with perfect trash receptacle scores (all 4.0 Standards)

Work Zone	Route	Type
A	Chestnut St : Franklin St - Gough St	Residential
A	Filbert St : Octavia St - Laguna St	Residential
A	Webster St : Vallejo St - Green St	Residential
D	Dolores St : Duncan St - 28th St	Residential
D	Guerrero St : 21st St - 22nd St	Residential
E	Silver Ave : Vienna St - Madison St	Residential
E	Silver Ave : Vienna St - Madison St	Residential
F	19th Ave : Irving St - Judah St	Residential

Table 25: Commercial routes with perfect trash receptacle scores (all 4.0 Standards)

Work Zone	Route	Type
A	California St : Hyde St - Larkin St	Commercial
A	Chestnut St : Fillmore St - Mallorca Way	Commercial
A	Columbus Ave : Pacific Ave - Jack Kerouac Aly	Commercial
A	Drumm St : Market St - California St	Commercial
A	Fillmore St : Union St - Filbert St	Commercial
A	Grant Ave : California St - Sacramento St	Commercial
A	Steuart St : Market St - Don Chee Way	Commercial
A	Van Ness Ave : Broadway - Vallejo St	Commercial
B	Larkin St : O'Farrell St - Myrtle St	Commercial
B	**Natoma St : Fremont St - 01st St**	**Commercial**
C	**Clement St : Arguello Blvd - 02nd Ave**	**Commercial**
C	Divisadero St : McAllister St - Golden Gate Ave	Commercial
C	Geary Blvd : Webster St - Fillmore St	Commercial
C	Haight St : Central Ave - Masonic Ave	Commercial
C	Hayes St : Gough St - Octavia St	Commercial
C	Post St : Buchanan St - Webster St	Commercial
C	Van Ness Ave : Golden Gate Ave - Turk St	Commercial
D	Castro St : Market St - 18th St	Commercial
D	Cortland Ave : Bocana St - Bennington St	Commercial
D	Mission St : 18th St - 19th St	Commercial
D	South Van Ness Ave : 18th St - 19th St	Commercial
E	03rd St : Mariposa St - 18th St	Commercial

E	03rd St : 23rd St - 24th St	Commercial
E	03rd St : Galvez Ave - Hudson Ave	Commercial
E	03rd St : Key Ave - Le Conte Ave	Commercial
E	Mission St : Harrington St - Brazil Ave	Commercial
F	Judah St : 42nd Ave - 43rd Ave	Commercial
F	Noriega St : 19th Ave - 20th Ave	Commercial
F	Ocean Ave : Capitol Ave - Faxon Ave	Commercial
F	Taraval St : 18th Ave - 19th Ave	Commercial

Note: Routes in bold text also received perfect trash receptacle scores in FY14

C. Year to Year comparison for 4.0 Standards

Figure 16: Receptacle fullness

Average percent of trash receptacles not overflowing (Standard 4.1)

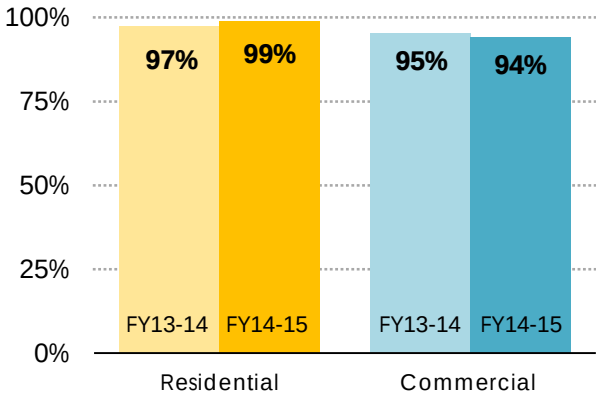


Figure 17: Cleanliness of receptacles

Average percent of trash receptacles that are adequately clean (Standard 4.2)

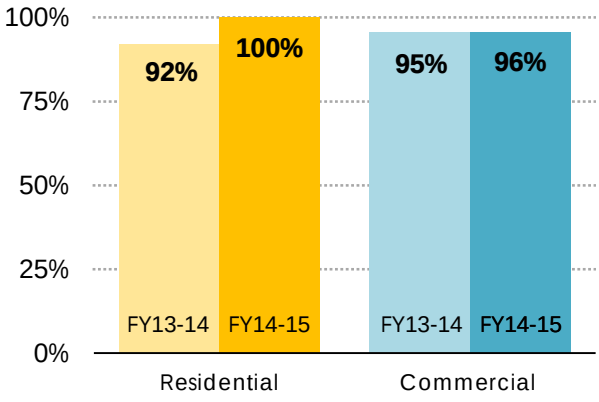


Figure 18: Cleanliness around receptacles

Average percent of areas around each trash receptacles that are adequately clean (Standard 4.3)

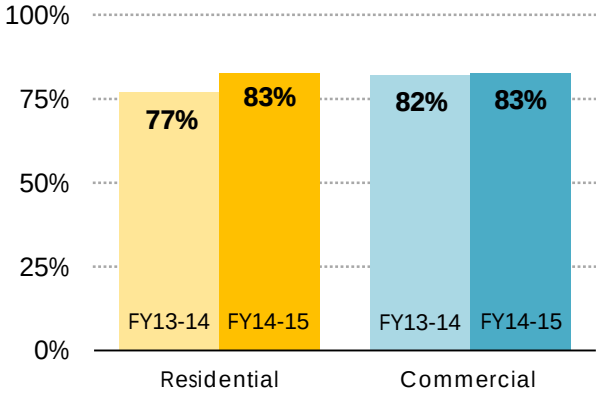


Figure 19: Receptacle painting

Average percent of trash receptacles with appropriate and uniform paint (Standard 4.4)

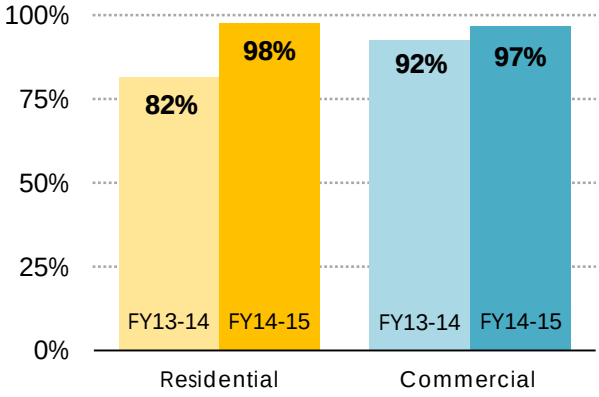


Figure 20: Structural integrity & function of receptacles

Average percent of trash receptacles free of large cracks or damage affecting use (Standard 4.5)

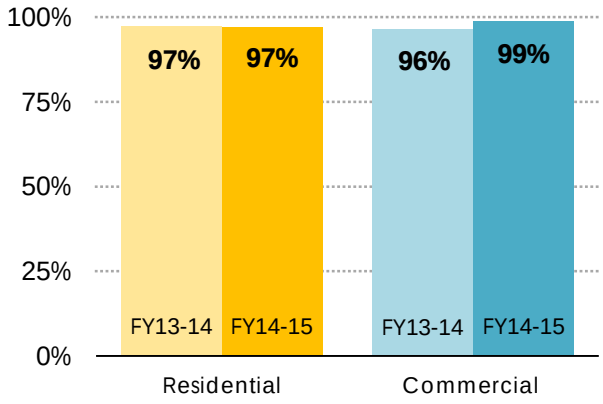
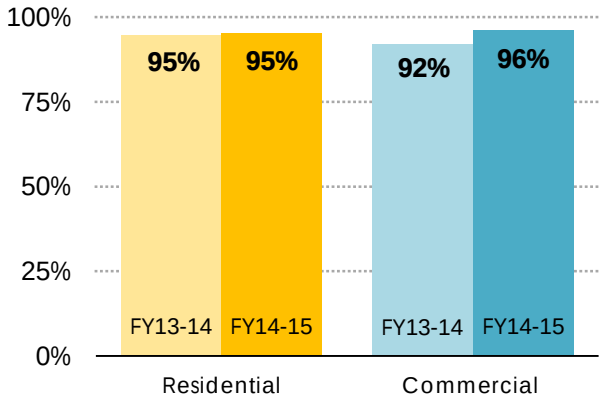


Figure 21: Receptacle Doors

Average percent of trash receptacles with doors closed and secured (Standard 4.6)



STANDARD 5.0 TREES AND LANDSCAPING

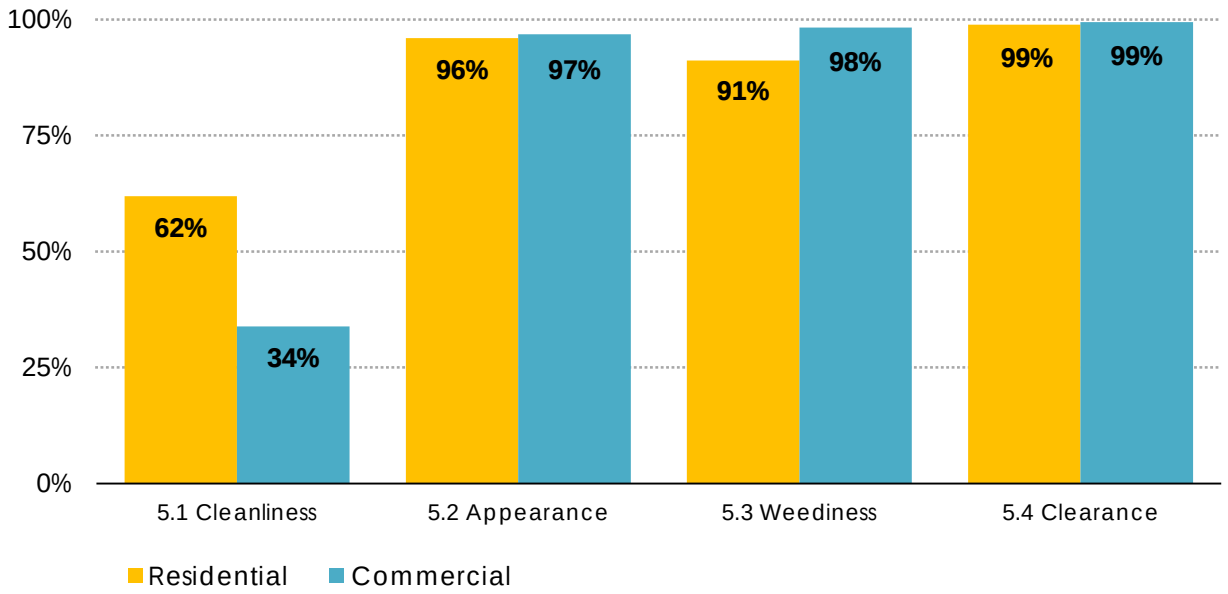
This analysis does not distinguish between street trees maintained by SF Public Works and those privately maintained. While Public Works maintains more than 35,000 street trees in San Francisco, many street trees, especially those planted on the sidewalks, are the responsibility of fronting property owners. Public Works has been transferring maintenance responsibility for most of those trees to property owners, while retaining responsibility for trees in medians and other public property.

Figure 22 shows average tree and landscaping standards scores for residential and commercial routes. Evaluators measure the percent of trees on an individual block that satisfy a "pass-fail" assessment for each standard. If more than 90% of trees are satisfactory for a given standard along that route, then the route is considered "passing" for that standard.

Common debris found in both residential and commercial routes were food wrappings, cigarette butts, plastic bags, and feces. Other examples of litter are gum, tissue paper, cups, and newspapers. Debris includes tree limbs, but excludes leaves. The standard is not met if any feces, needles, broken glass, or condoms are present in immediate proximity to any tree along the route.

A. Summary of Average Scores

Figure 22: Trees and landscaping scores
Average scores for tree and landscaping standards on residential and commercial routes, FY15



Average scores for tree cleanliness (Standard 5.1) in both commercial and residential were well below the 90% threshold. All other tree standards received an average score above 90% for residential and commercial routes. Commercial route averages were high with tree appearance, weediness, and clearance, all receiving average scores over 95%.

B. Best and Worst Scoring Routes. Table 26 lists the four routes that failed all tree and landscape standards during at least one of the two route evaluations completed in FY15. Table 27 lists the seven routes that received a perfect score of 100% on every standard both times that they were evaluated. Six of the seven streets are in Zone F. Only one commercial route received a perfect score. No routes that failed all tree and landscape standards in FY15 also failed the standards in FY14.

Table 26: Routes failing all tree and landscape standards in FY15

Work Zone	Route	Type
B	Fremont	Commercial
F	Kirkham St -- 44th Ave to Great Hwy	Residential
F	30th Ave -- Pacheco to Taraval	Residential
E	Peru Ave -- Lisbon to Athens	Residential

Table 27: Routes with perfect scores for all tree and landscape standards in FY15

Work Zone	Route	Type
C	**Clement B: 5th - 10th Ave**	**Commercial**
F	**Moncada Way: Urbano Dr - Junipero Serra**	**Residential**
F	Montecito Ave -- Monterey to Eastwood	Residential
F	**Saint Francis Blvd: Junipero Serra Santa Clara Ave**	**Residential**
F	Serrano Dr -- Cardenas to Arballo	Residential
F	Sloat Blvd -- 20th to 25th Ave	Residential
F	Urbano Dr -- Corona St to Corona Court	Residential

Note: Routes in bold text also received perfect tree and landscape scores in FY14

C. Year to Year comparison for 5.0 Standards

Figure 23: Tree cleanliness

Average percent of trees are that adequately clean (Standard 5.1)

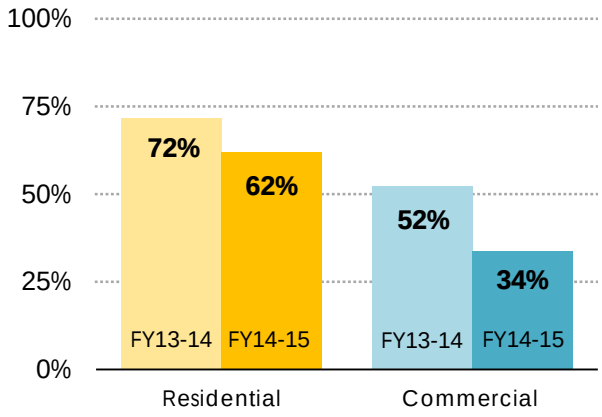


Figure 24: Tree appearance

Average percent of trees that have no hanging limbs are free of damage (Standard 5.2)

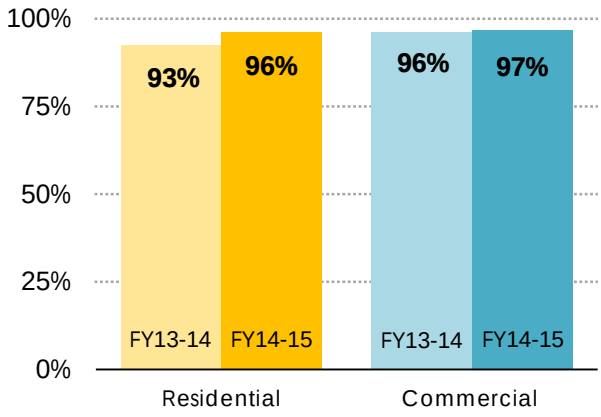


Figure 25: Weediness around trees

Average percent of tree wells and planters are that are free of weeds and vines (Standard 5.3)

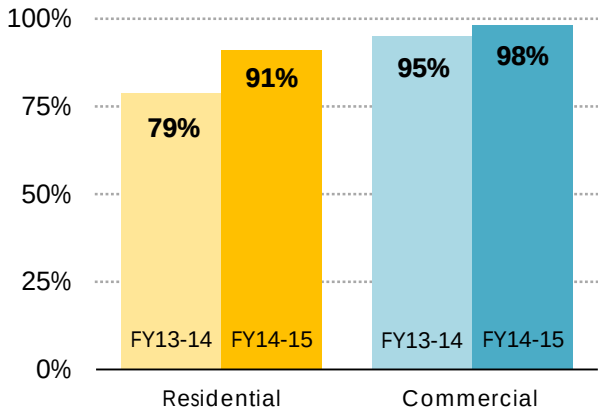
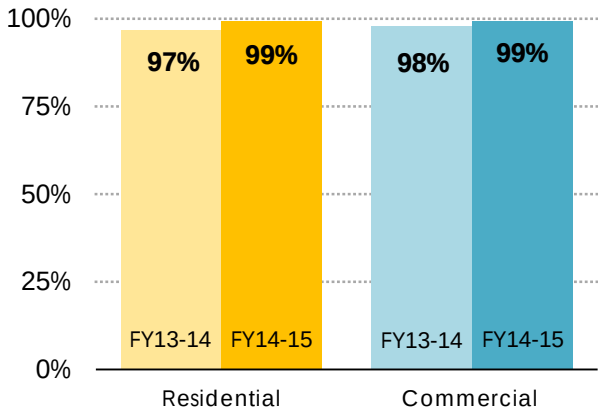


Figure 26: Tree clearance

Average percent of trees with sufficient clearance for sidewalk and street use (Standard 5.4)



RECOMMENDATIONS

1. *Recommendation*: **Explore ways to use evaluator reports to initiate maintenance requests.**

   Field inspectors conduct detailed evaluations of public property, but the reports do not create live maintenance requests. CSA and City agencies responsible for street and sidewalk maintenance should work together to ensure that when evaluators observe unsafe street conditions, illegal dumping, major instances of graffiti, and other significant problems, work orders for repair are generated promptly.

2. *Recommendation*: **Incorporate street evaluation scores into program planning.**

   Several Standards showed persistent low performance or worsening performance in FY15 evaluations, including:

   - Street Litter (1.1) along both residential and commercial routes;
   - Sidewalk Litter (2.1) which performed well in FY14 but increased significantly in FY15;
   - Illegal Dumping (2.4) along commercial corridors;
   - Observations of Feces, Condoms and Needles (2.5.1) and Broken Glass (2.5.2);
   - Graffiti on non-Public Works assets and private property, which increased significantly in commercial areas during FY15; and
   - Cleanliness around trees.

   Agencies responsible maintaining these street and sidewalk standards should work together to address these persistent outstanding issues. Of greatest importance may be the reporting and removal of broken glass, feces, condoms, and needles from public spaces, which pose the greatest risk to safety and wellbeing.

3. *Recommendation*: **Refine methodology to reduce reporting discrepancies among evaluators**.

   During FY14-15, JBR found inconsistencies among evaluators regarding the sizes of litter pieces they were reporting. To address this issue, the standards were clarified mid-year to define litter as one square-inch per piece or larger, in alignment with the Controller's Office Park Evaluation Program standard. With this amendment in mind, Public Works and CSA should work with the contractor to determine best approaches to improving consistency in reporting other observations, including: estimating grime percentages; determining acceptable litter types and size for streets and sidewalks; and calculating pass-fail percentages.

4. *Recommendation*: **Develop city-wide targets or benchmarks for each Standard.**

   Many standards include score "thresholds" for individual routes and blocks; for example, under Standard 4, 90% of waste receptacles must receive a "passing" assessment for the entire route to receive a "passing" score. However, no city-wide targets or benchmarks are included in the

official Standards. Including targets or benchmark scores would more effectively communicate evaluation findings to the public, relevant departments, and city leadership by offering a point of reference for acceptable or exceptional performance in each category.

APPENDIX A: 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 (SF 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 SF 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 SF 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 A: DETAILED EVALUATION METHODOLOGY and APPENDIX B: EVALUATION STANDARDS DETAILED DESCRIPTION.

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 H 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 B, and a complete text of the standards is described at the website http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=6015. An example of the forms used for the evaluations is shown in APPENDIX D: SAMPLE EVALUATION FORM.

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 E: 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 SF Public Works work zone, with an average of 31 routes evaluated per work zone. APPENDIX F: SF PUBLIC WORKS WORK ZONE MAP offers a map of SF Public Works work zones and routes, and APPENDIX G: EVALUATION ROUTES provides a list of all the routes that were evaluated.

Implementation and Analysis

CSA and SF 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 you 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 B: EVALUATION STANDARDS DETAILED DESCRIPTION

Standard Number	Standard Name	Standard Description
Street Cleanliness		
1.1	Street Cleanliness	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. 1.0 = Very clean - less than 5 pieces of litter per 100 curb feet examined 2.0 = Acceptably clean - 5-15 pieces of litter per 100 curb feet examined 3.0 = Very Dirty - over 15 pieces of litter per 100 curb feet examined 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.
Sidewalk Cleanliness		
2.1	Sidewalks - Litter	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. 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. 2.0 = Acceptably clean - 5-15 pieces of litter per 100 curb feet examined. 3.0 = Very dirty - over 15 pieces of litter per 100 curb feet examined. Litter definition: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts, and loose gum.
2.2	Sidewalks - Grime, Leaks, Spills	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. 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.

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 SF 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	SF Public Works Odors	100% of block is free of strong offensive odors from SF 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. SF Public Works sources include city dumpsters, sidewalks, street surfaces, bus stops, and specific catch basins.
2.7	Non-SF 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. SF Public Works property included street surfaces and trash receptacles. Non-SF 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	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. 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. The standard is not met if feces, needles, broken glass, or condoms are present in the tree well/planter.
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 C: 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 are 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 D: SAMPLE EVALUATION FORM

Streets and Sidewalks Cleanliness Standards Evaluation - Worksheet
Block summary worksheet

Block # 1

Name of Evaluator: Mitchell (Enter start and end time on route summary page)
Date of Evaluation: 11.2.13
Street Sweeping Details (as posted on route)
Sweeping Day(s): (Enter the side of the street on route summary page) Left side
Sweeping Time(s):

Street: 36th
X-Streets Clement / Geary

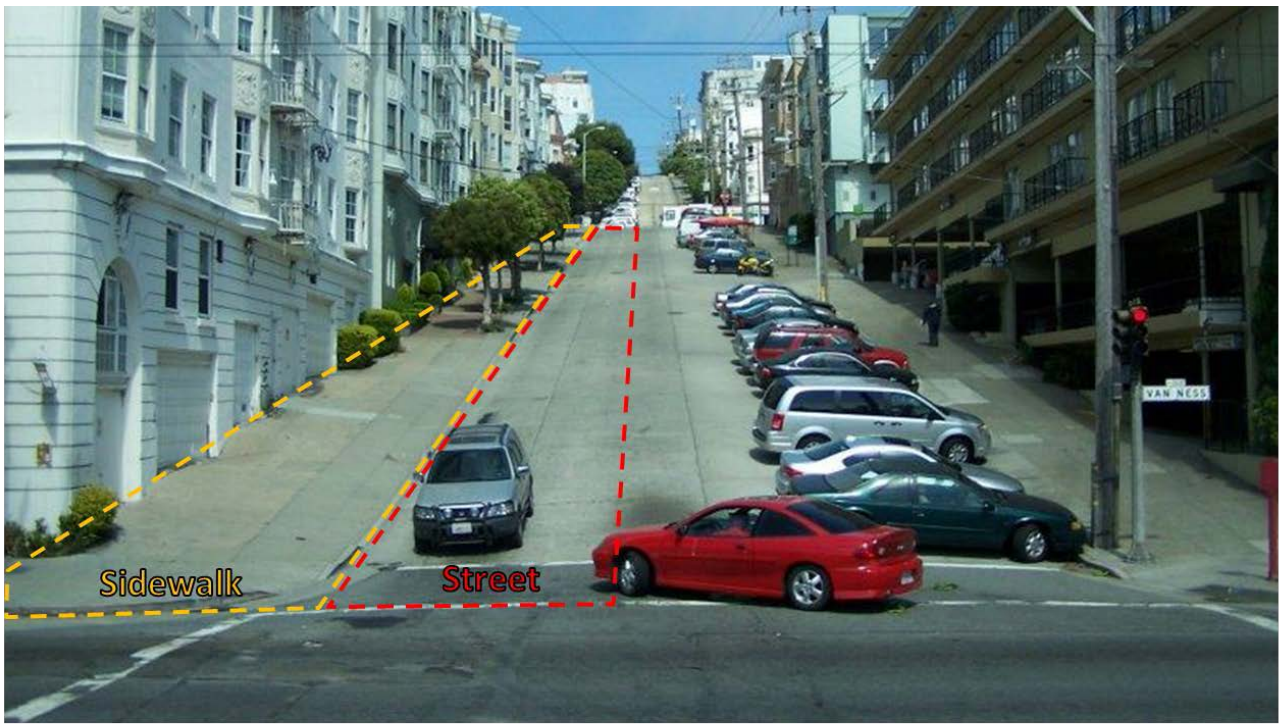
Instructions: Most parking meters are approximately 20 feet apart; 5 parking meters = one 100 curb feet "segment."

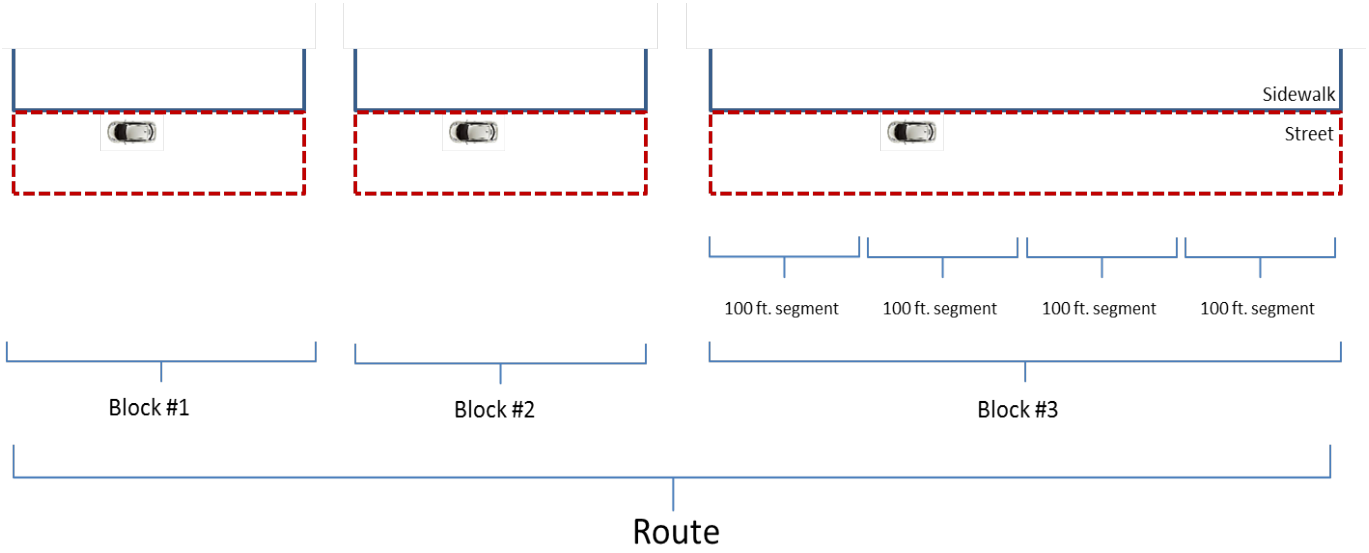
	100-foot Segments								1 Sum/ # for Block	2 # Segments for Block	Block Avg	Comments
	1	2	3	4	5	6	7					
Please check if City buildings or facilities comprise more than 50% of any segment.	☐	☐	☐	☐	☐	☐	☐					☐ Campers Present
Criteria/feature												☑ Cigarette Butts*
1.0 Street Cleanliness	Count the amount of litter and score each segment (100 curb feet) 1.0, 2.0, or 3.0.											
1.1 Score (1.0, 2.0, or 3.0 score)	1	1	2	2					-	-	-	
2.0 Sidewalk Cleanliness												Please note primary sources of litter, stains, etc.*
2.1 Litter (1.0, 2.0, or 3.0 score)	1	1	1	2					0	0	-	☑ Cigarette butts** ☐ Bus Stop Feces on sidewalk
2.2 Grime, Leaks, Spills (% of sidewalk w/out)	100%	100%	100%	100%					-	-	-	
2.3 Graffiti (# on sidewalk) (moved to 3.4)	0	0	0	0					-	-	-	
2.4 Illegal Dumping (Y/N, where Y=none)	Y	Y	Y	Y					0	0	Y	
2.5.1 Feces, Needles, Condoms (Y/N, where Y=none)	N	Y	Y	Y					-	-	-	
2.5.2 Broken Glass (Y/N, where Y=none)	Y	Y	Y	Y					0	0	Y	
2.6 Odors (DPW)	0	0	0	0					-	-	-	☐ Human body waste related
2.7 Odors (non-DPW)	0	0	0	0					-	-	-	☐ Catch basin ☐ Sewage
3.0 Graffiti	Count the total # of incidents of graffiti for each category.											
3.1 Public (DPW)	0	0	0	0					-	-	-	
3.2 Public (non-DPW)				2					-	-	-	
3.3 Private (Please indicate nearest address on attached work sheet)				0					-	-	-	
3.4 Sidewalk (# on sidewalk, preiously 2.3)	0	0	0	0					-	-	-	
4.0 Trash Receptacles	For each segment, note # of receptacles meeting standard, and total # of receptacles.											Please note primary sources for litter, etc.
Use Tally Sheet, if necessary. Total #:									0			
4.1 Fullness	0	0	0	0					0		-	
4.2 Cleanliness of trash receptacles									0		-	
4.3 Cleanliness around trash receptacles									0		-	
4.4 Painting									0		-	
4.5 Structural integrity & function									0		-	
4.6 Doors	0	0	0	0					0		-	
5.0 Trees and Landscaping	For each segment, note # of trees that meet standard and total # of trees.											Please note primary sources of litter, etc.*
Use Tally Sheet, if necessary. Total #:									0			
5.1 Cleanliness	PPP	PPP PPP	3P	9P					0		-	☐ Cigarette butts** 4th tree seg 2 weediness FAIL.
5.2 Tree Appearance	PPP	PPPP	3P	9P					0		-	3rd seg 3rd tree weediness FAIL
5.3 Weediness	PPP	5-6P	2-3P	9P					0		-	
5.4 Clearance	PPP	6P	3P	9P					0		-	4th seg empty well

* Please note presence of cigarette butts, but do not include cigarette butts as part of Street Cleanliness Standard. Note specific conditions that adversely affect rating, e.g. presence of restaurant or bar.
** Please note if standard is not met due to cigarette butts. Note specific conditions that adversely affect rating, e.g. presence of restaurant or bar. If illegal dumping, please note presence of BIC sticker.

APPENDIX E: 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.

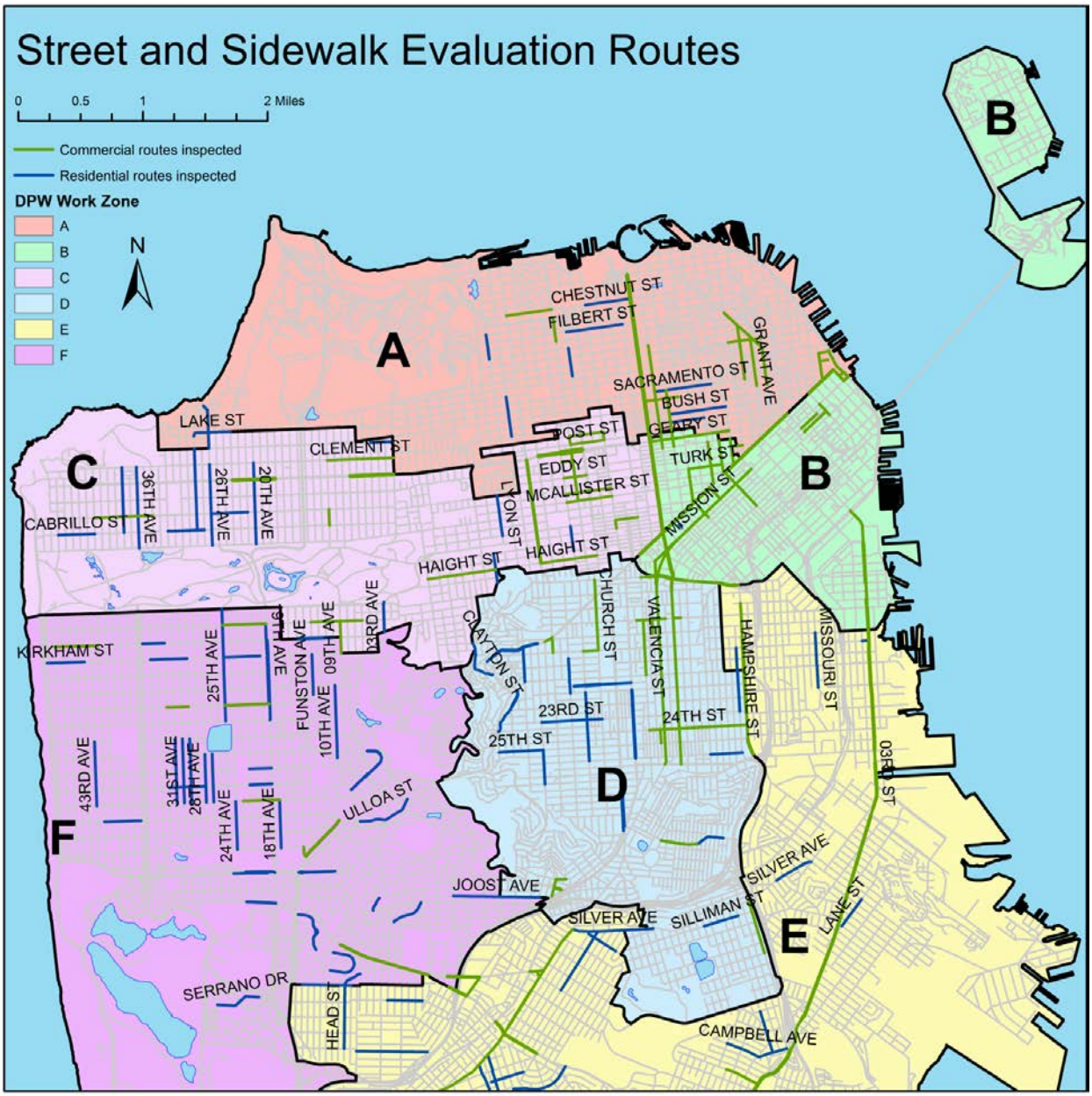




APPENDIX F: SF PUBLIC WORKS WORK ZONE MAP

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 map below outlines each of the six Work Zones with the specific commercial and residential routes evaluated in FY15.



APPENDIX G: EVALUATION ROUTES

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	23rd Ave	28th 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	42nd Ave	34th Ave
C	Commercial	Clement St	5th Ave	10th Ave
C	Commercial	Clement St	Arguello Blvd	5th Ave
C	Commercial	Divisadero St	Geary Blvd	McAllister St

Work Zone	Type	Corridor	Begin Street	End Street
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	17th Ave	2rd Ave
C	Commercial	Geary Blvd	Arguello Blvd	7th 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	21st Ave	26th Ave
C	Residential	Cabrillo St	27th Ave	32nd Ave
C	Residential	Cabrillo St	42nd Ave	47th Ave
C	Residential	Central Ave	Buena Vista Ave West	Oak St
C	Residential	Cornwall St	Arguello Blvd	4th 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
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

Work Zone	Type	Corridor	Begin Street	End Street
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	Alemany 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
E	Residential	Prague St	Geneva St	Pope St
E	Residential	Silver Ave	Mission Ave	Cambridge St
E	Residential	Silver Ave	Mission St	Cambridge St

Work Zone	Type	Corridor	Begin Street	End Street
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	Mendosa 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	Arballo 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 H: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES

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

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

APPENDIX I: SF PUBLIC WORKS MAINTENANCE PROGRAMS

SF Public Works manages a variety of programs to improve street and sidewalk cleanliness through maintenance, outreach, enforcement, and community partnerships.

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 of 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.

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.

Outreach and Enforcement Public 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.

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.

APPENDIX J: STATUS OF PREVIOUS RECOMMENDATIONS

The chart below lists recommendations from the FY14 Annual Report and actions taken towards implementing them.

FY14 Recommendations	Actions Taken Towards Implementation
Include street evaluation results in SF Public Works program planning and communication with external stakeholders.	Public Works continues to face challenges on how to maintain the cleanliness of our streets beyond the work of our own crews. To that end, our new Outreach and Enforcement team, staffed by public information officers, interacts with constituents through community meetings, door-to-door outreach and multi-lingual brochures and fact sheets. The outreach includes information on the public's roles and responsibilities to help keep San Francisco clean, including, but not limited to, procuring adequate garbage service and keeping their sidewalks free of grime and litter. In addition, Public Works uses 311 service request data and response times to drive allocation of resources. The data also informs the objectives and action items in the department's Strategic Plan, which in turn is added to employees' annual performance plans.
Assess the causes of most frequent problems and explore options to address them.	The frequent problems of litter, human waste, and foul-smelling sidewalks often result from a lack of safe and clean public toilets in the City's most impacted neighborhoods. To address the problem, Public Works expanded its staffed Pit Stop public toilet pilot program to nine locations, with facilities in the Tenderloin, South of Market, Mission, Civic Center, Mid-Market and the Castro, and plans to expand to the Haight and, possibly, beyond. We also redeployed staff to be able to respond to service requests pertaining to human feces within one hour between 6 a.m. and 6 p.m. in the most challenging neighborhoods east of Van Ness Avenue. In addition, we implemented in this new budget cycle the NEAT Streets program which has dedicated crews cleaning alleys and narrow streets in the most impacted neighborhoods overnight on a proactive, regularly scheduled basis. This focused approach has allowed the day-time cleaning crews to spend more time addressing cleanliness issues in other areas of the City. The department continues to engage volunteers to help keep San Francisco clean through our Adopt-a-Block program, Giant Sweep anti-litter education campaign and Community Clean Team. We also launched an innovative pilot program aimed at curbing public urination in known hot spots by painting the walls with a repellent coating that splashed the urine back onto the urinator with the intent of deterring the behavior in the future. The program attempts to raise public awareness and urges people to not use the City's streets and sidewalks as a toilet.