

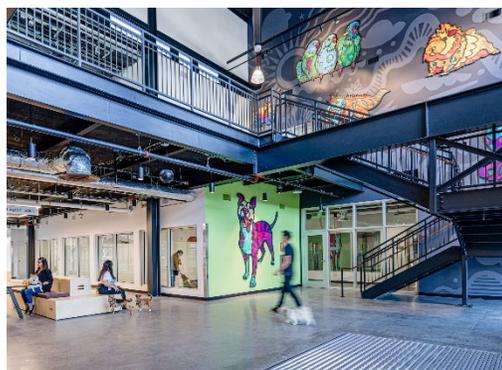


October 20, 2023

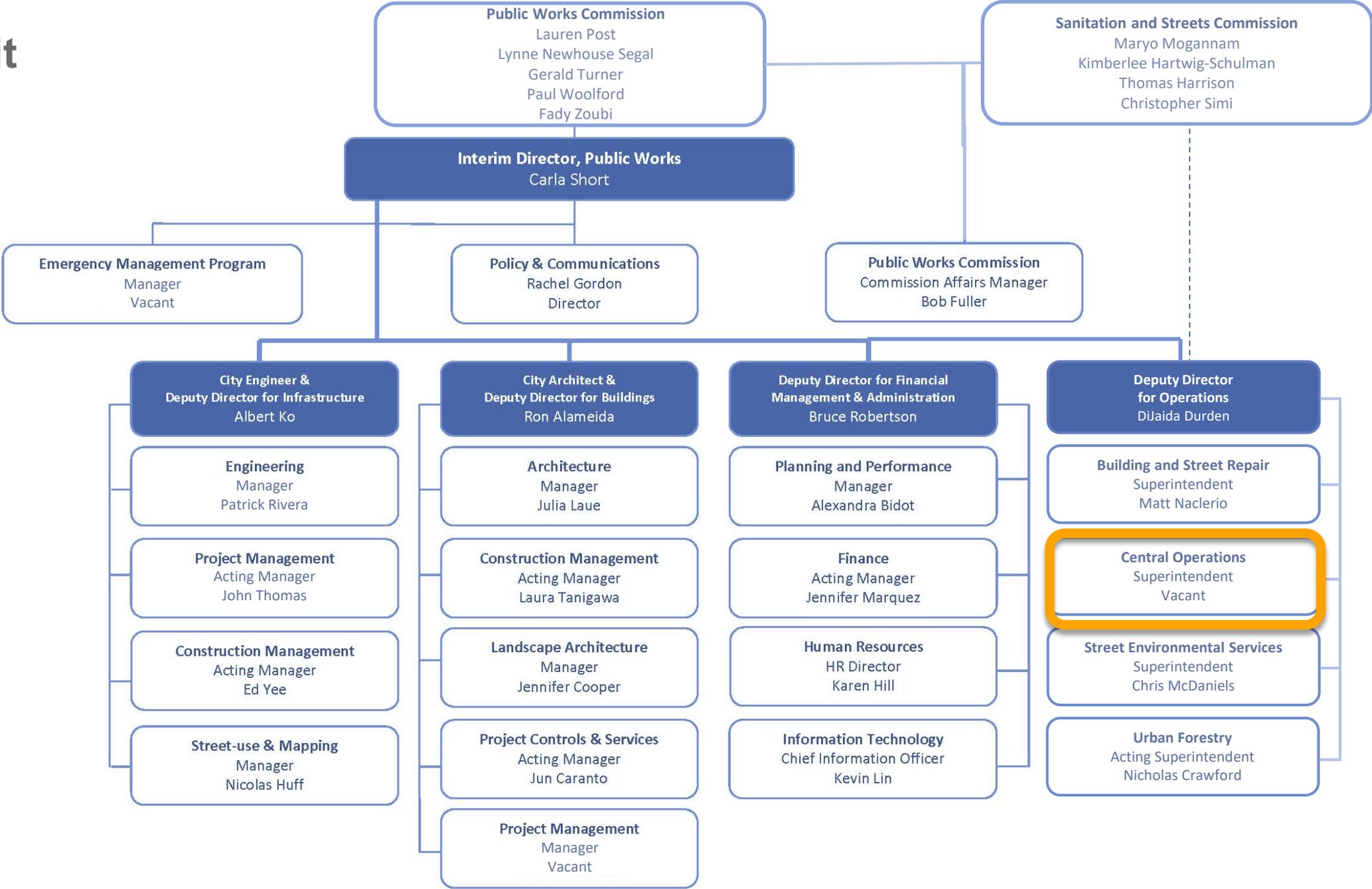
# Central Operations Overview: Workforce Development & Community Engagement

Warren Hill, Manager – Central Operations

Ramses Alvarez, Acting Manager – Central Operations



# Where We Fit



# Central Operations Overview: Focus Areas of the Presentation



**Workforce Development**



**Community Engagement**

# Central Operations Overview: Workforce Development



## **Apprenticeship:**

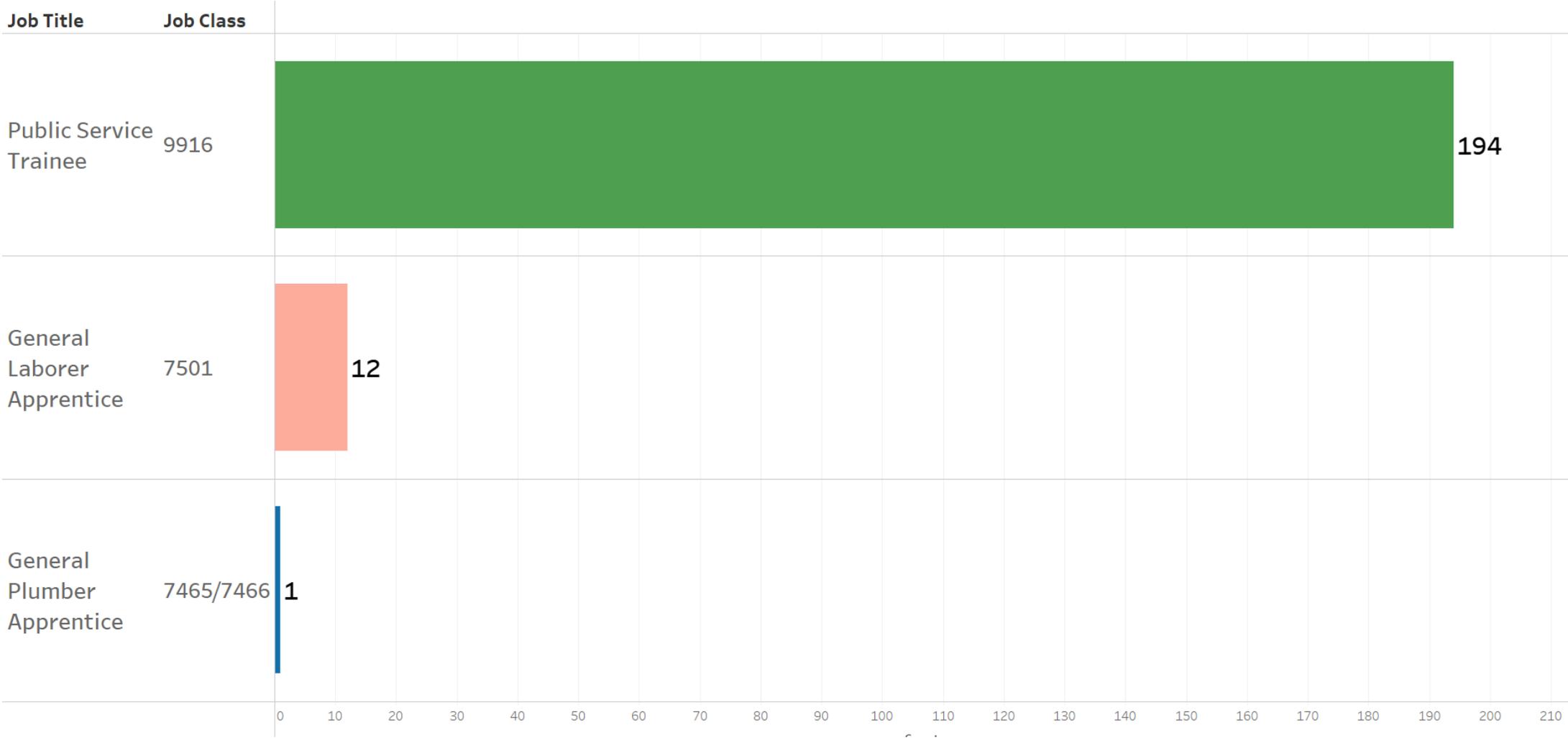
- General Laborer Apprentice
- Apprentice Gardener
- Apprentice Arborist Technician I/II
- Apprentice Stationary Engineer I/II
- Apprentice Cement Mason I/II
- General Plumber Apprentice I/II
- Street Inspector Trainee

## **Community Workforce Development:**

- Pit Stop Program
- Summer Youth
- Trash Can Steam Cleaning
- Sweeping
- Sidewalk Pressure Washing
- Tenderloin Clean

# Central Operations Overview: Public Works Apprenticeship Programs

As of Oct 11, 2023



# Central Operations Overview: Program Highlight – Workforce Development Programs

## Community Workforce Development:

**Pit Stop Program** – Provide clean and safe public toilets, used-needle receptacles and dog waste stations in San Francisco's most impacted neighborhoods - **\$14,118,947**

**Summer Youth** – The Summer Youth Workforce Development Grant will provide employment and workforce development opportunities for high school students, incoming freshman through seniors, during the summer months in the field of urban forestry - **\$440,000**

**Trash Can Steam Cleaning** – Train workforce in steam cleaning and pressure washing procedures to clean and divert litter and other waste from public spaces and rights of way - **\$117,472**

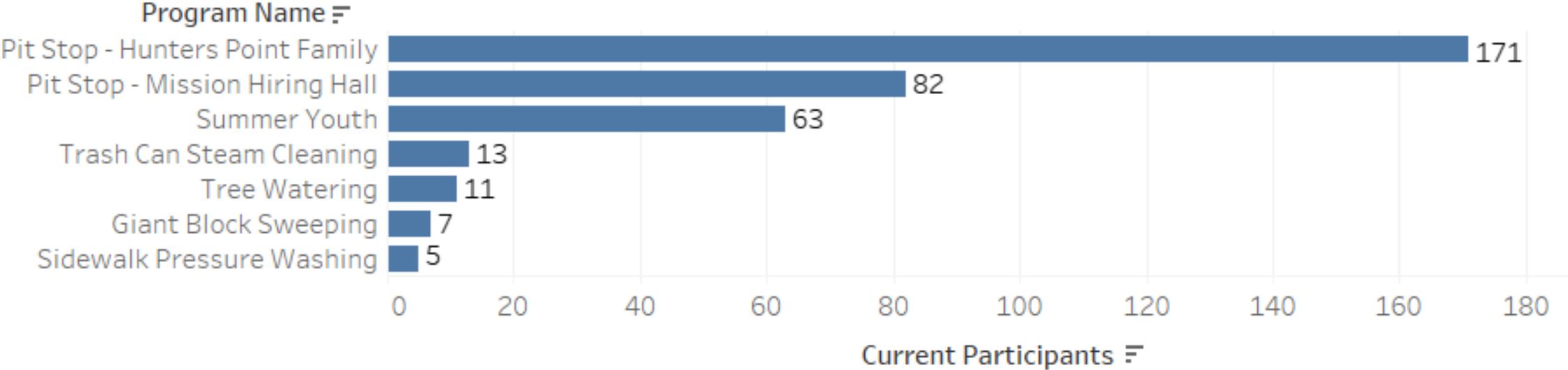
**Sweeping** – Ensure clean and inviting public spaces by cleaning and diverting litter and other waste from public spaces, sidewalks and rights of way - **\$269,310**

**Sidewalk Pressure Washing** – Operate pressure washing services on designated sidewalks and hot spots in San Francisco to ensure clean citywide alleys, sidewalks and rights of way - **\$506,107**

**Tenderloin Clean** – Provides job training, employment, and workforce development opportunities while providing safe, clean, and inviting public spaces by cleaning and diverting litter and other waste from public spaces and rights of way - **\$2,411,712**

# Central Operations Overview: Grant-Funded Program Participants/Staffing

As of Oct 31, 2023



# Pit Stop Program

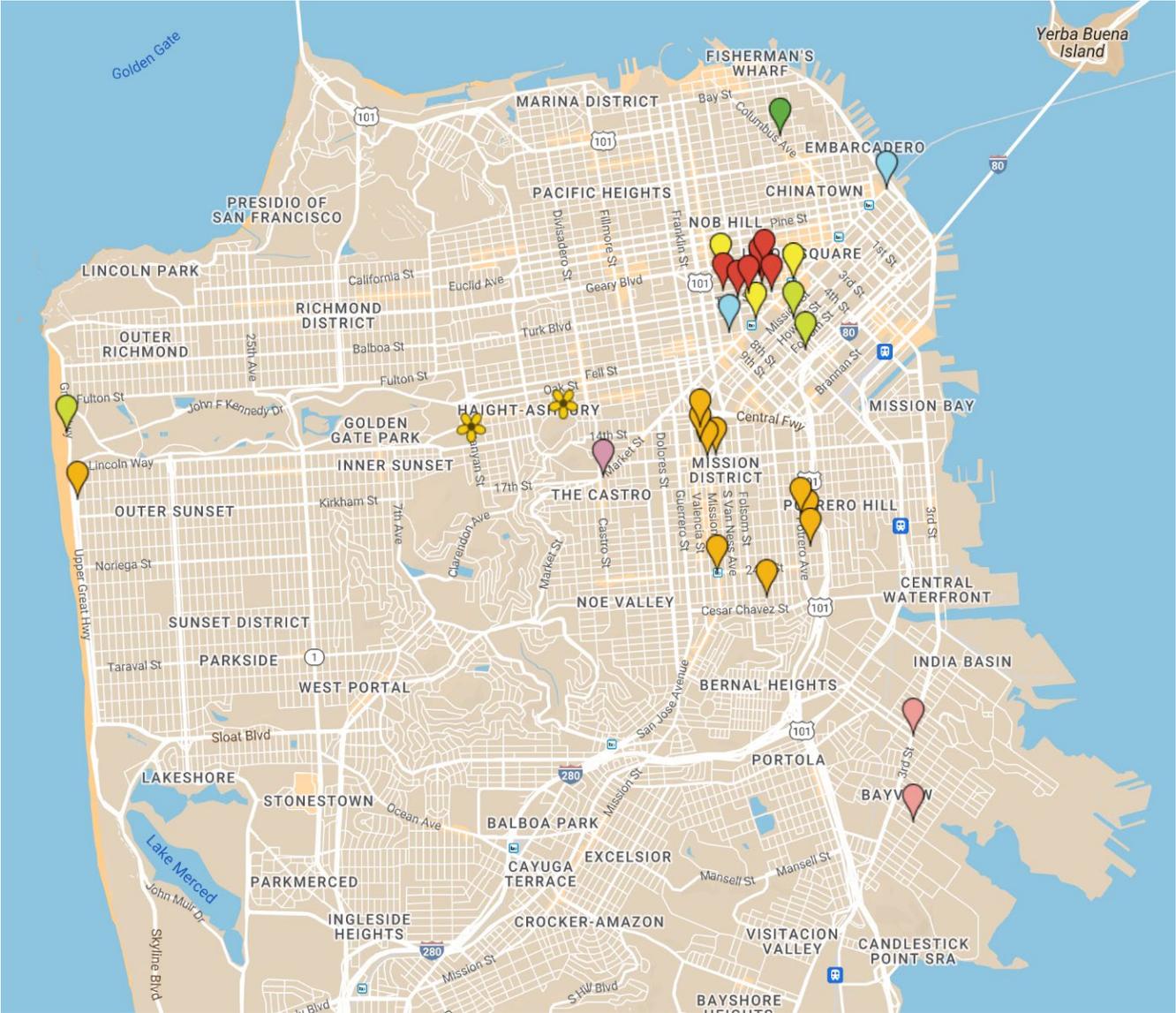


**Program Highlight:  
Pit Stop Public Toilet Program**

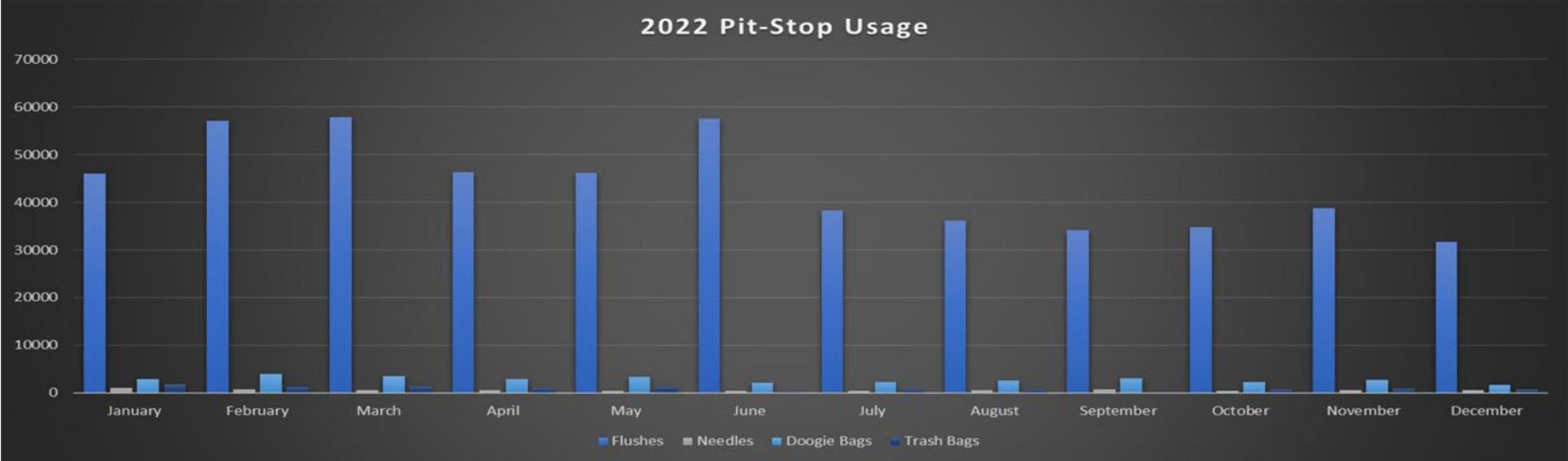
# Central Operations Overview: Program Highlight – Pit Stop Program

30 locations around San Francisco

More info:  
[sfpublicworks.org/pitstop](https://sfpublicworks.org/pitstop)

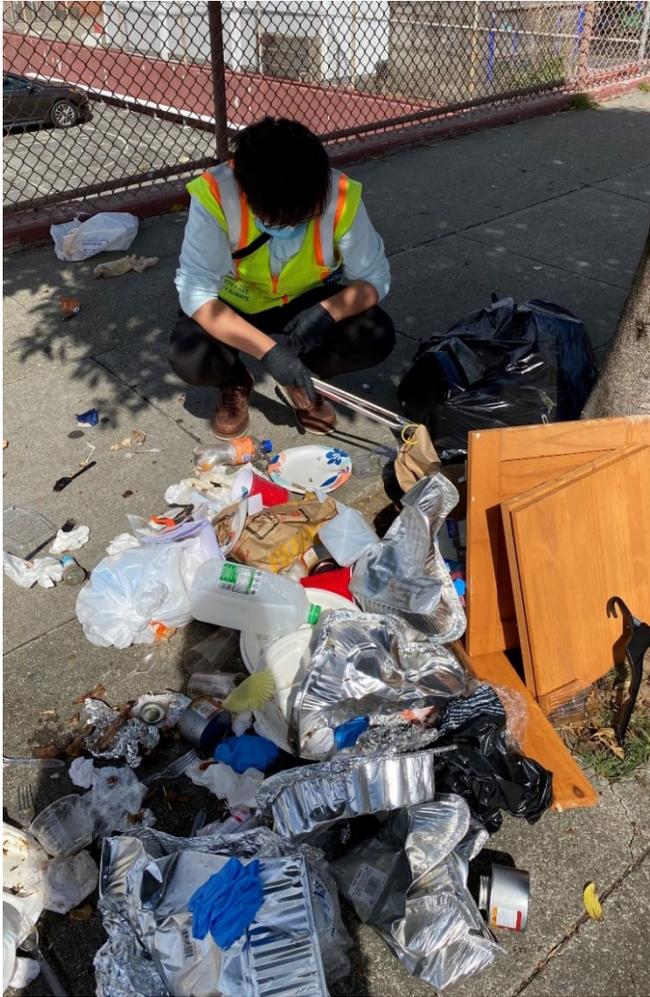


# Central Operations Overview: Program Highlight – Pit Stop Program Usage



	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Flashes/Uses	46091	57080	57949	46348	46208	57573	38354	36218	34107	34826	38702	31768	<b>525,224</b>
Needles Collected	1077	674	529	545	412	389	494	625	746	447	575	606	<b>7,119</b>
Doggy Bags Distributed	2898	3942	3539	2883	3293	2133	2334	2599	3108	2338	2733	1728	<b>33,528</b>
Trash Bags Collected	1744	1179	1336	1107	1382	265	751	725	95	662	830	687	<b>10,763</b>

# Central Operations Overview: Community Engagement



The Community Engagement team is composed of two units:

- Community Programs
- Outreach and Enforcement

The goal of both is to establish and deepen a culture of community partnerships

# Central Operations Overview: Community Programs



2022 – 900+ Volunteer Events  
2023 – 1,000+ Volunteer Events

- Four Volunteer Programs
  - Adopt-A-Street [Cleanup Events]
  - Graffiti Watch [Graffiti Wipeouts]
  - Street Parks [Greening Events]
  - Neighborhood Beautification Days
- Capital Improvement Projects
- Event Planning [External / Internal]
  - Arbor Day Fair
  - Open House at the Operations Yard
  - Employee Health Fair

# Central Operations Overview: Community Programs – Adopt-A-Street Program



- Public Works provides supplies for community hosted cleanup events
- Volunteers can pick up litter on their own or organize consistent cleanup events
- The Community Programs Team assists with organizing the events, promoting them, delivering and retrieving the supplies and coordinating debris pickups
- Our oldest and most popular program

# Central Operations Overview: Community Programs – Graffiti Watch Program



- Partnership between the City and its residents to keep graffiti off our streets
- Volunteers are provided with abatement supplies and can paint over graffiti on city furniture and city property
- Volunteers watch a training video and learn to identify and tackle various graffiti issues

# Central Operations Overview: Community Programs – Graffiti Watch Program

## CORRECT PAINT COLORS FOR SAN FRANCISCO PUBLIC FIXTURES



- Graffiti Watch volunteers are instrumental in helping deter taggers from targeting frequently hit city furniture

# Central Operations Overview: Community Programs – Street Parks Program



- Partnership involving Public Works and the residents of San Francisco, with the common goal of creating community-managed spaces on City-owned land
- Allows for people to transform Public Works-owned assets into green open space, community gardens, neighborhood gathering spaces and more

# Central Operations Overview: Neighborhood Beautification Days



- 22 years running; formerly known as Community Clean Team
- 11 months, 11 districts; 8 – 12 projects per month
- Instrumental way for us to turn constituents' ideas into reality, collaborate with supervisors and showcase some of the work that we do daily to volunteers
- Since reboot, 80 – 180 volunteers typically attend each event
- Most popular event is usually in March, coinciding with Arbor Day Fair

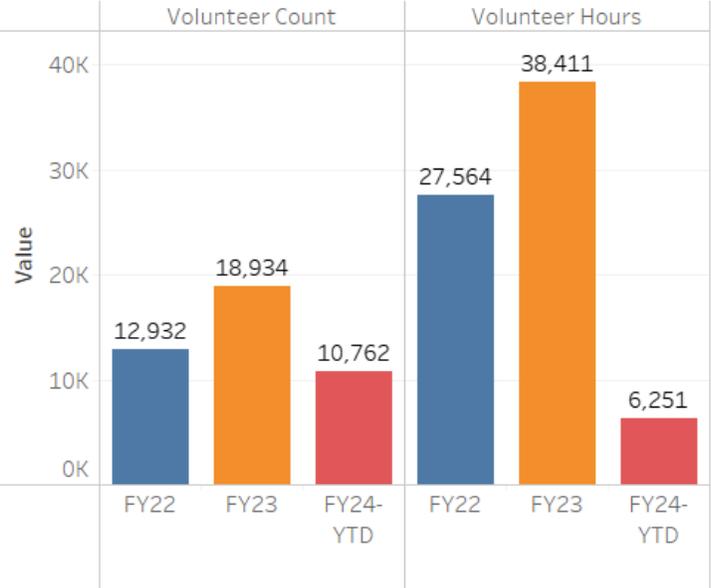
# Central Operations Overview: Community Programs – Data

## Volunteer Events

Event	FY22	FY23	FY24-YTD
Community Cleanups (Adopt-A-Street Program)	504	896	240
Graffiti Wipeouts (Graffiti Watch Program)	2	4	0
Greening Days (Street Parks Program)	153	147	40
Neighborhood Beautification Days (Love Our City Program)	4	10	3

## Volunteer Count and Hours

Volunteer count is number of people attending volunteer events. Volunteer hours is determined by number of people attending volunteer events multiplied by the duration of the event.



## Volunteer Litter Removal Performance (# of Bags)

Debris Type	FY22	FY23	FY24 YTD
Compost	1,046	1,900	478
Trash	8,600	19,199	7,533



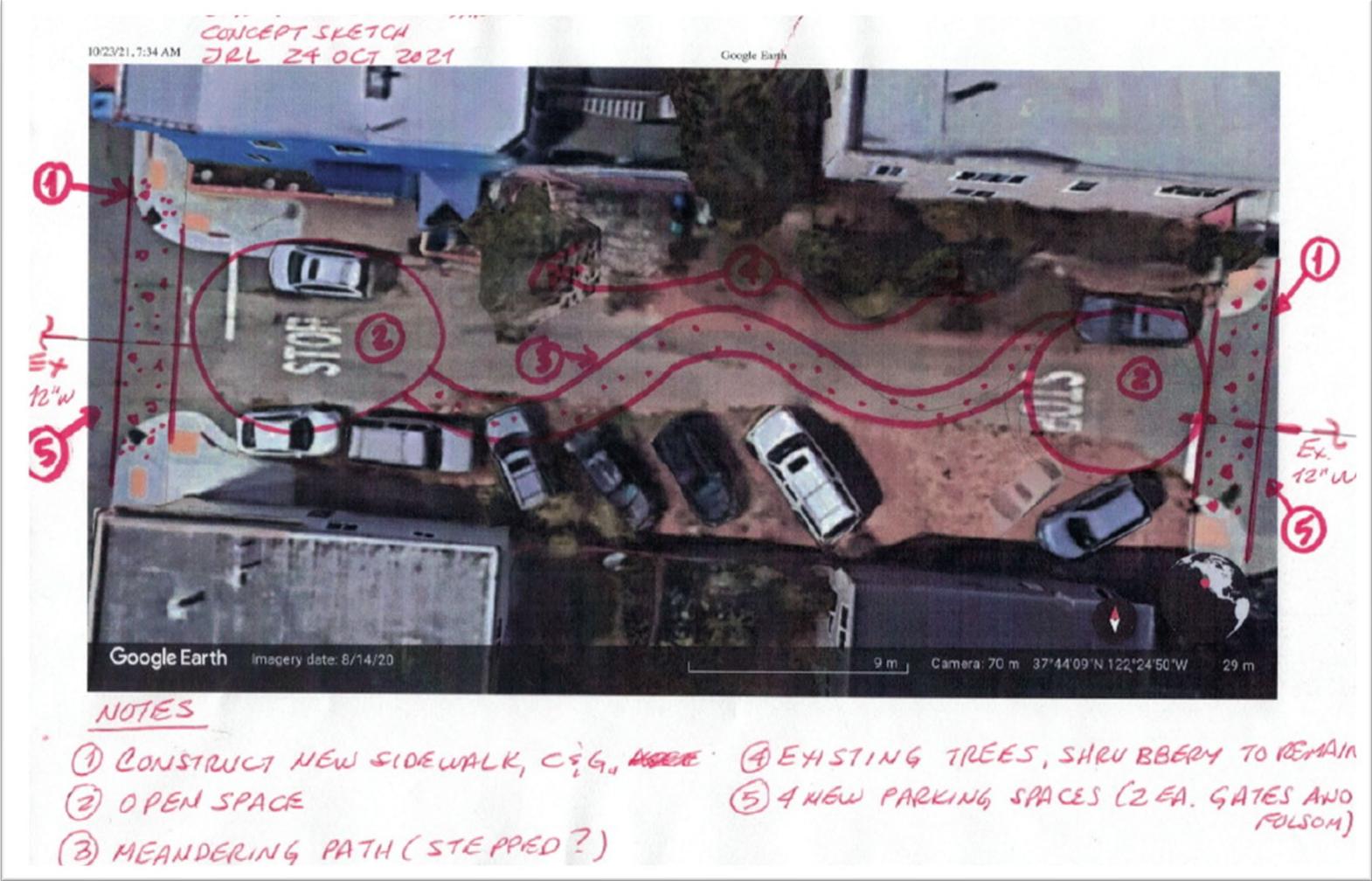
# Central Operations Overview: Community-Driven Capital Projects

It starts with an idea...



# Central Operations Overview: Community-Driven Capital Projects

Then a plan...



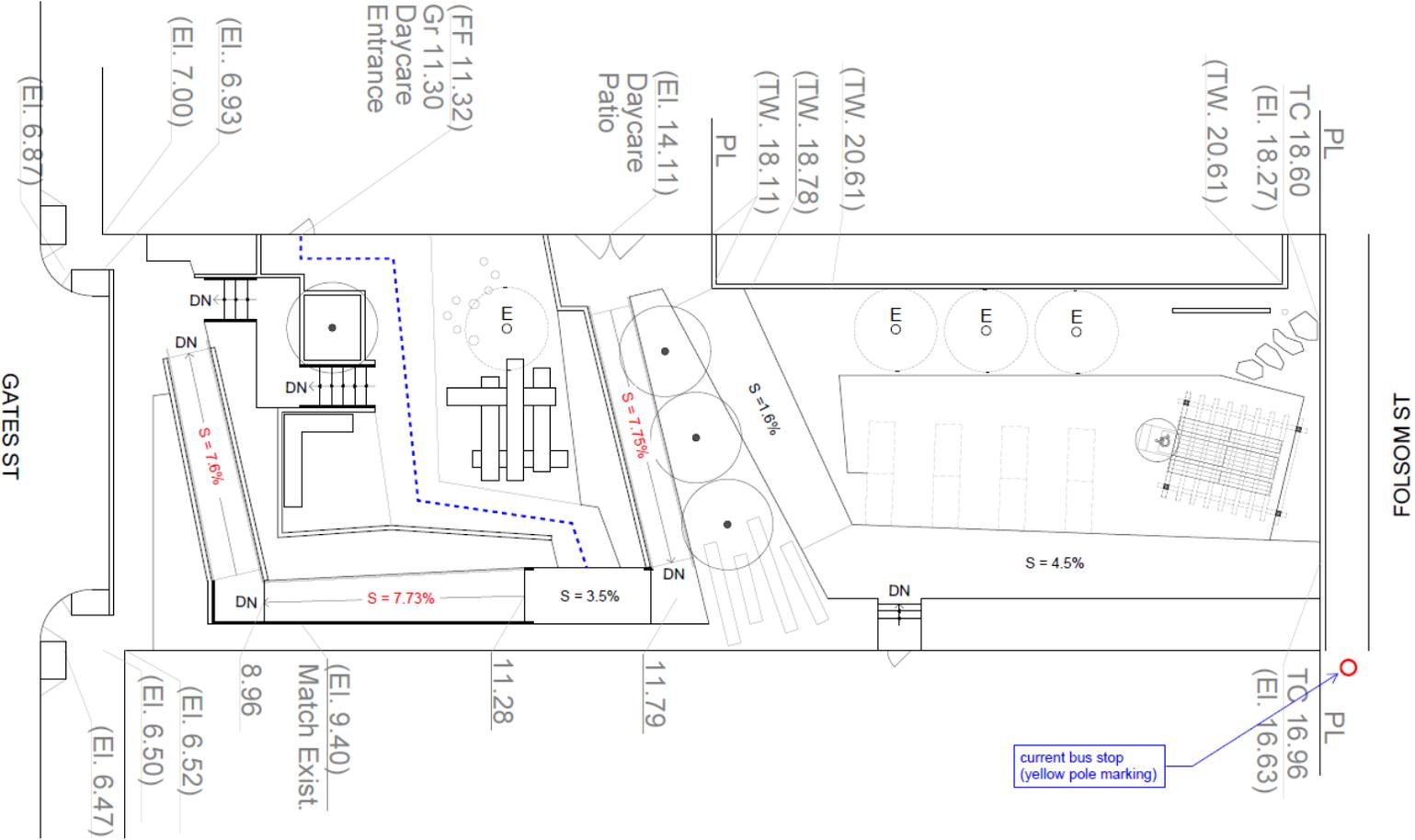
# Central Operations Overview: Community-Driven Capital Projects

Until a vision is refined.



# Central Operations Overview: Community-Driven Capital Projects

And developed in more detail...

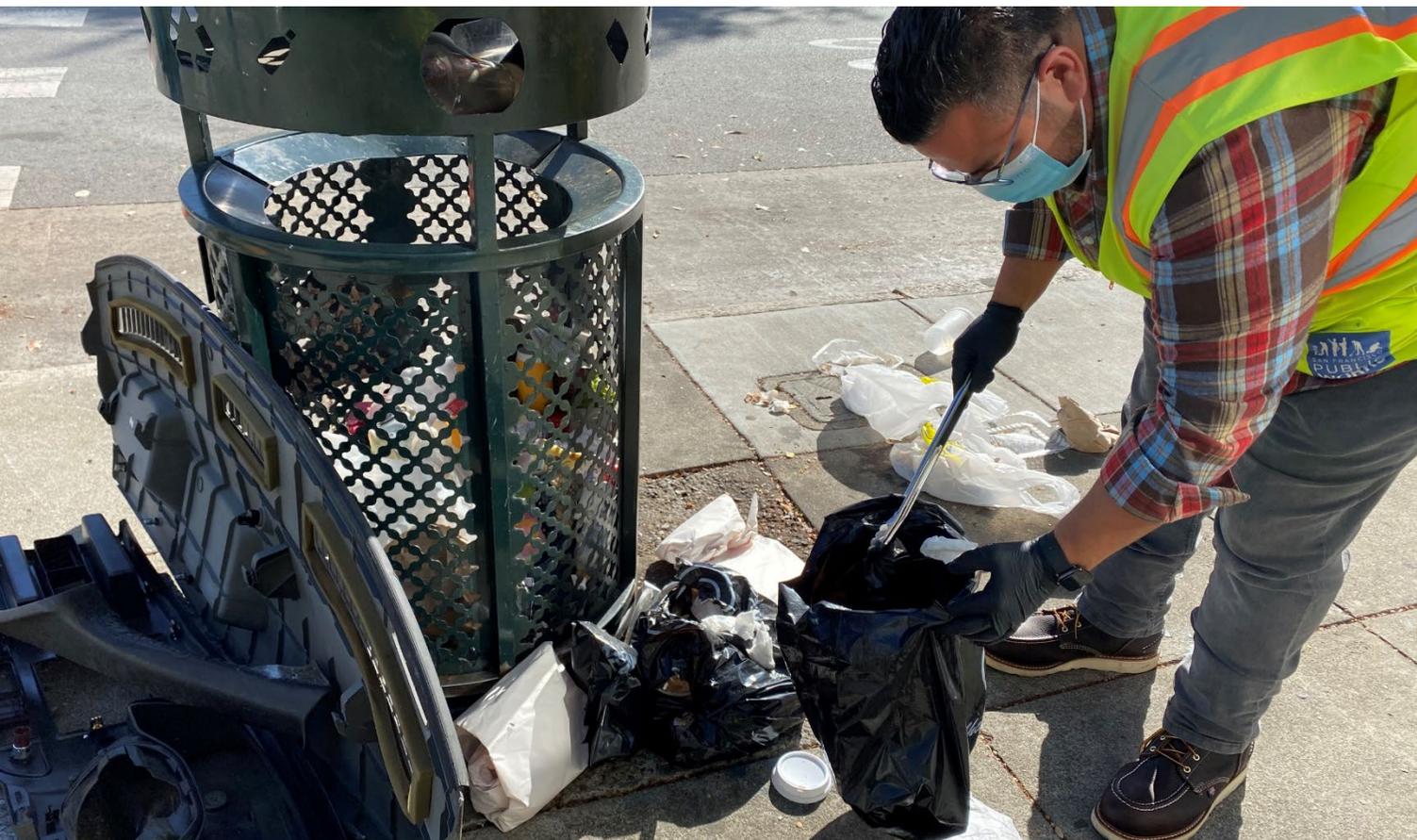


# Central Operations Overview: Community-Driven Capital Projects

And we help people make San Francisco a more beautiful place to live.



# Central Operations Overview: Outreach and Enforcement



Our Outreach and Enforcement (OnE) Team is responsible for educating merchants, property owners and residents on their rights and responsibilities regarding street and sidewalk cleanliness. When outreach falls on deaf ears, we enforce City codes to ensure sanitation standards are met.

They are watchdogs and educators: proactively responding to bad behavior and teaching constituents about resources and options to dispose of refuse correctly.

The department assigns one outreach coordinator for each Operations-defined “zone” within the City.

# Central Operations Overview: Outreach and Enforcement



The OnE Team does not cite violators right away.

1. **Outreach.** We conduct outreach via mailed letters and pamphlets. When possible, we try to speak to constituents in-person and answer any questions they may have.

2. **Notice of Violation.** If the violation persists at the next site inspection, the OnE Team issues a Notice of Violation. This is the last chance for the constituent to fix the problem.

3. **Citation.** If the issue persists at the re-inspection, then a citation is sent to the constituent and they are asked to pay a fee for the code violation. They may request a hearing to challenge the fee and citation.

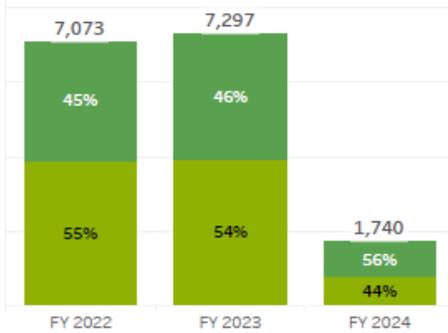
### Top Code Violations:

- 1. 24/7 toter violation (Recology bins)
- 2. Uncontainerized debris
- 3. Illegal dumping

# Outreach and Enforcement (OnE) Team – Inspection and Code Compliance

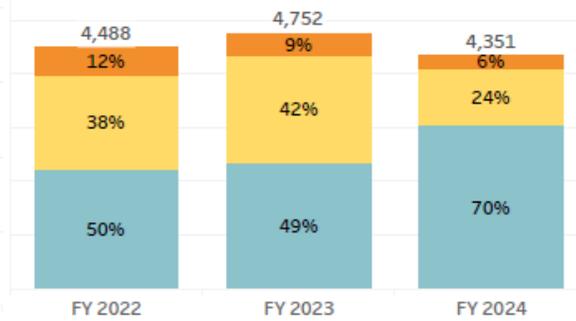
■ Cans 24/7  
■ Enforcement

311 Service Orders Received

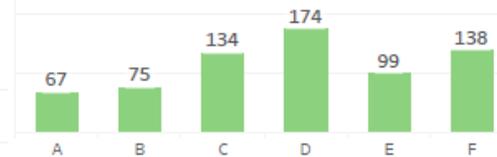


■ Outreach (verbal & mailing)  
■ Citations  
■ Notice of Violations

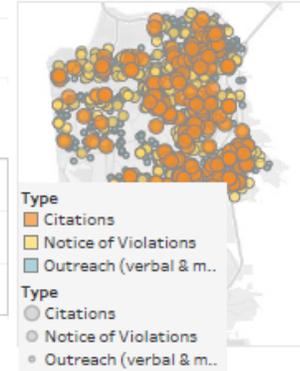
Annual Total Actions by Type



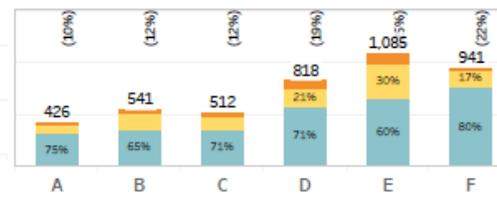
311 Service Orders Received by Zone (current FY)



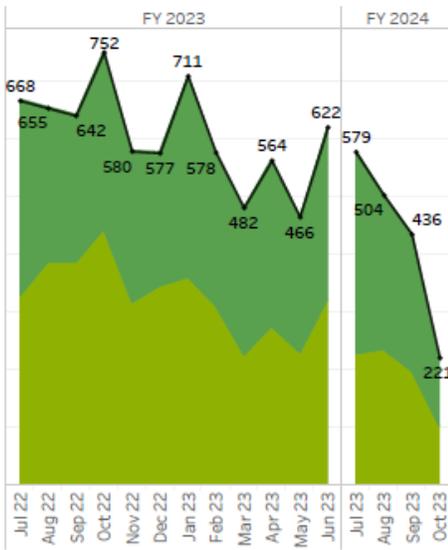
Map of Actions by Type FY 2024 (sized by Type)



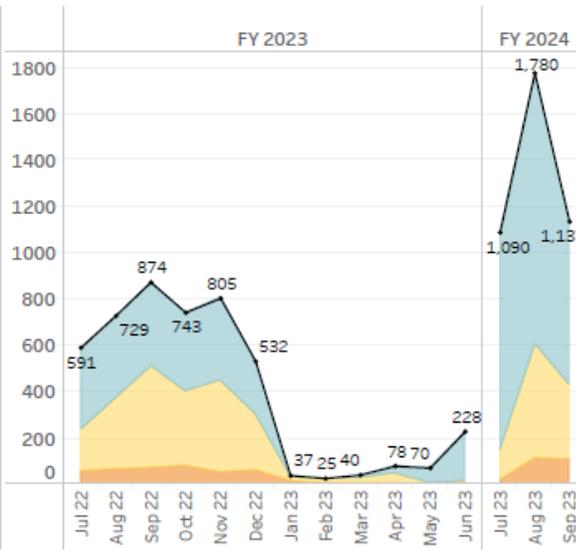
Total Actions by Type and Zone (current FY)



311 Service Orders Received - monthly

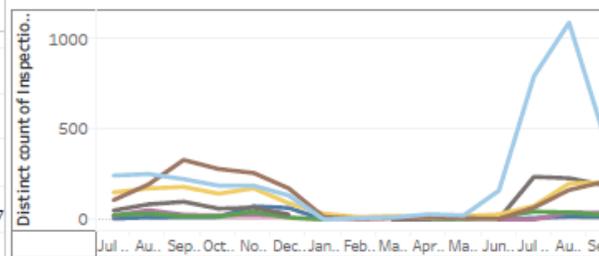


Monthly Trends for Total Actions by Type

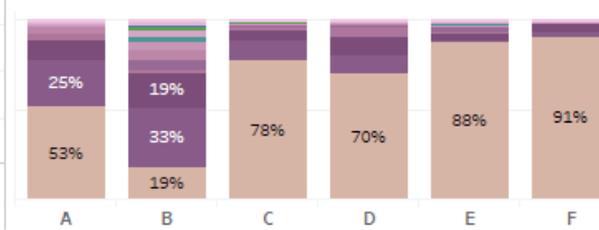


Top Code Violations - Trends

(distinct count of violation #; one citation could involve multiple violations)



Current FY Total Actions by Property Type and Zone



Community Engagement Team outreach and enforcement activities

Source: InspectionNet - bsmsql - tblAdminCitationData; 311

PublicWorksStat San Francisco Public Works

Disclaimer: Public Works does not guarantee the accuracy or completeness of any information provided. Reports are subject to change. If you have any questions and/or suggestions, please contact Alexandra Bidot (415-554-4883; [Alexandra.Bidot@sfdpw.org](mailto:Alexandra.Bidot@sfdpw.org)).

# Central Operations Overview: Code Enforcement

They also meet with our community...





# QUESTIONS