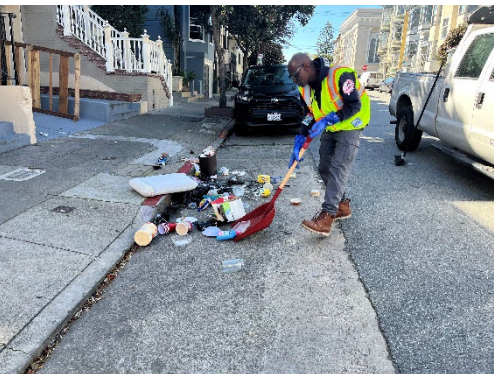


April 15, 2024

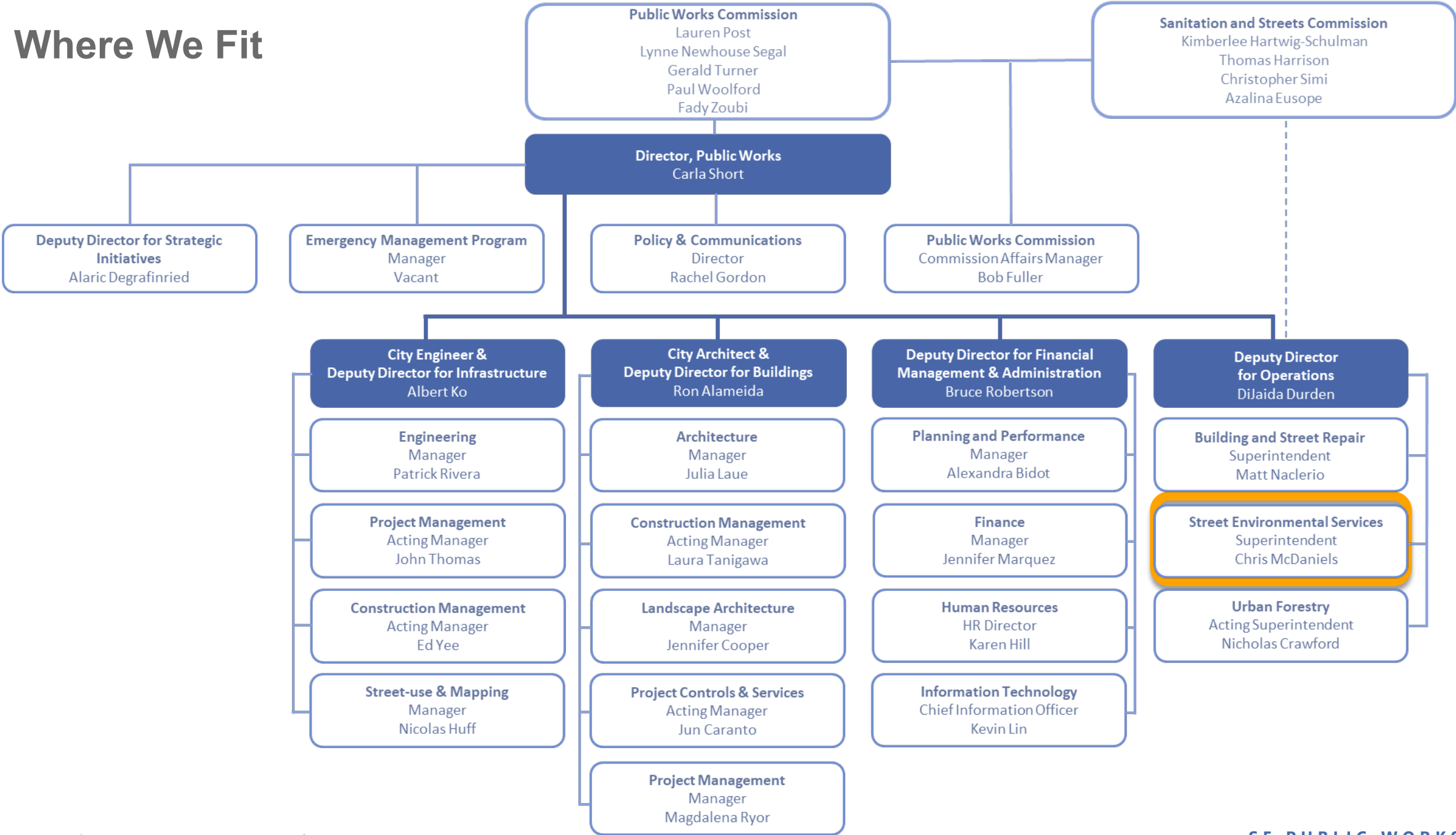
Bureau of Street Environmental Services Cleanliness Standards

Christopher McDaniels

Superintendent of Street Environmental Services



Where We Fit



Public Works Cleanliness Standards

Cleaning Standards Informed by:

- American Public Works Association
- Department Policies and Procedures
- City Charter
- Service level agreements with 311

Public Works Cleanliness Standards

Types of cleaning

- Controlled mechanical sweeping
- Uncontrolled mechanical sweeping
- Broom support
- Litter patrol
- Steamer
- Biohazard
- Special projects
- Bag and tag
- Clean corridor
- Graffiti-public
- Graffiti-private

Public Works Cleanliness Standards - Controlled Mechanical Sweeping

Ensure parking strip is clear and free of debris as per the scheduled sweeping route



- Remove roadway trash and debris
- Remove weeds, sediment and fine particulates
- Help maintain stormwater systems by removing debris before it reaches catch basin stormwater runoff controls
- Provide bike lane cleaning
- Fixed schedule and routes
- 10 feet into the roadway from the curb must be free of litter and debris
- Parking strip must be clear of leaves and debris

Public Works Cleanliness Standards - Uncontrolled Mechanical Sweeping

All unscheduled sweeping routes will be clear and clean 10 ft out from curb



- Not a set route and schedule
- Responds to spills and emergency cleanups
- Provide street cleaning around center islands and roundabouts
- Assist in areas where extra cleaning is needed
- Remove roadway trash and debris
- 10 feet into the roadway from the curb must be free of litter and debris
- Ensure spills are thoroughly abated

Public Works Cleanliness Standards - Broom Support

Parking strip along sweeping path must be cleared of all debris 12” or larger



- Assist with clearing, weeding and sweeping catch basins
- Assist with bike lane maintenance
- Supports street sweeping operations by running ahead of street sweeper to remove any large debris that the sweeper cannot pickup that could causes sweeper failure or potential damage
- **No large debris remains in path of mechanical sweeper**

Public Works Cleanliness Standards - Litter Patrol

Timely response to remove all trash, litter and debris



- Service level agreement of 48 hours response time
- Assigned to work in the zones and are focused on 311 service requests
- Document work with before and after photos
- 50 feet in both directions on the same side of the block of the service request must be clear of trash
- Before and after photos are attached to the service request in Computerized Maintenance Management System (CMMS)

Public Works Cleanliness Standards - Litter Patrol

Timely response to remove all trash, litter and debris



- For corner service requests: before and after picture to document removal and then looks at the other 3 corners to ensure all trash is removed from the intersection
- While servicing overflowing cans and remove any trash with 10 feet of can
- Any large items found; the litter patrol will move into a safe location before calling into radio room for Recology to remove
- All four corners of the block are clear of any litter and debris
- 10 feet around public trash can clear of litter and debris
- Record in CMMS showing call to Recology made

Public Works Cleanliness Standards - Steamer

Timely response to sidewalk dirt and grime by disinfecting, power washing and sanitizing



- Service level agreement of 24 hours response time
- Work in the zones and are focused on 311 service requests
- Removes grime around City garbage cans and sidewalk corners
- Make work area safe and wear all personal protective equipment (PPE) while performing the task
- Sidewalk around City Can or corner is thoroughly cleaned

Public Works Cleanliness Standards – Biohazard (Steamer only)

Attempt to respond and remove Biohazard within 24 hours



- prioritize and within 24 hours response time
- Remove human and animal waste as a courtesy
- The adjacent sidewalk and frontage is the responsibility of the property owner, they weren't really imagining that people would relieving themselves on the sidewalk. We recognize that, and that is why we do courtesy clean ups
- Solid waste will be removed and bagged
- Disinfect, power wash and sanitized
- **Within 24 hours, the waste will be thoroughly cleaned**

Public Works Cleanliness Standards - Special Projects

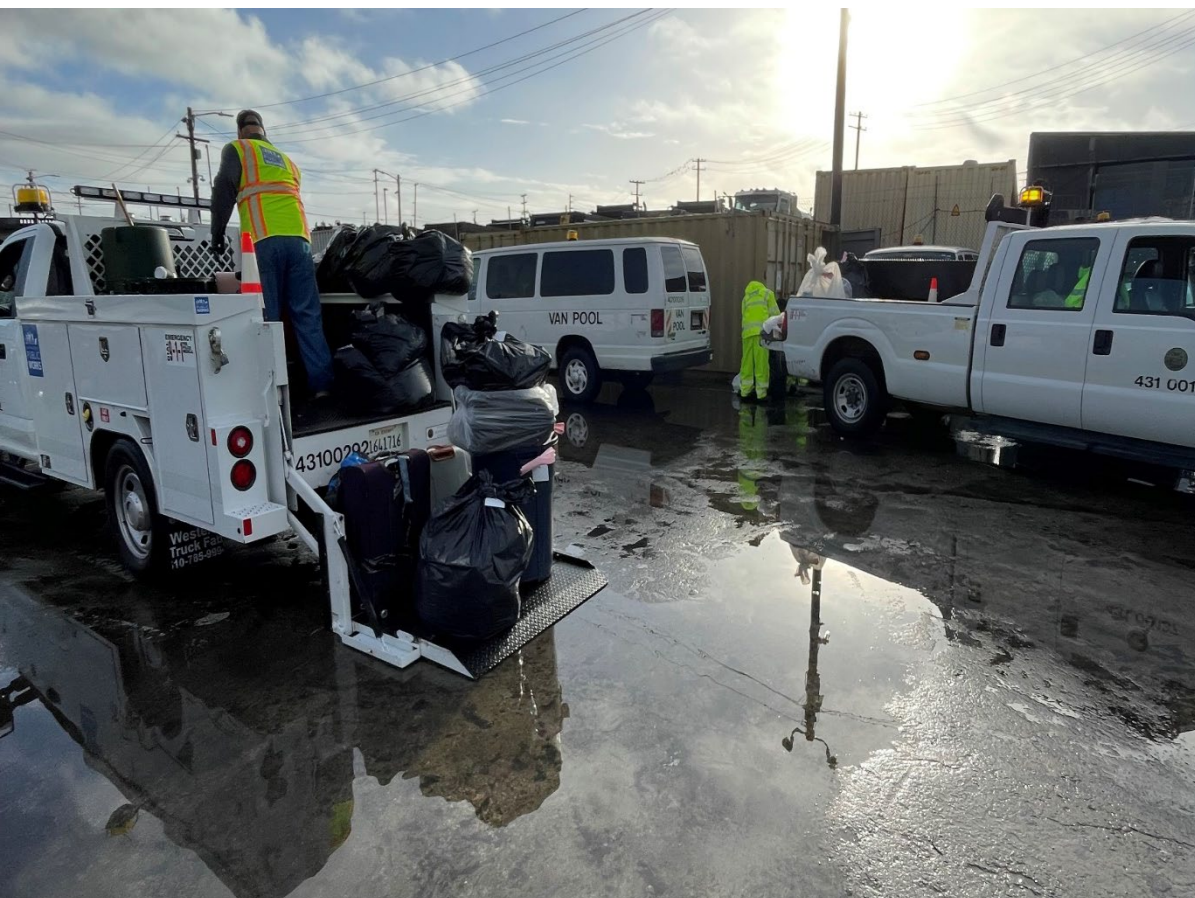
Preplan and schedule pre and post cleaning to support Citywide events and return City back to normalcy



- Tunnel cleaning
- Neighborhood Beautification Days support/Sunday Streets support
- Special event planning, parades, Bay to Breakers, etc.
- City Cans are removed and install to address Complaints, History and Research
- Administer Bag and Tag operation
- Walls and ceiling of tunnels are free of soot and grime

Public Works Cleanliness Standards - Bag and Tag

Collect and store Unhoused belongings for 90 days for retrieval at Public Works yard



- Coordinate with SFPD, HSOC-JFO and Hot Spots team
- Inspect site, take photo and upload to CMMS of belongings and determine items to be bagged and tagged or discarded per department policy.
- Transport bagged and tagged items to Operations Yard in accordance with our bag and tag procedure.
- Organize belongings and update records on shared file.
- Provide the records weekly to the City Attorney's Office
- All bagged and tagged items are documented and stored according to our policy
- Any discarded items are documented with photos in the CMMS service request consistent with our policy

Public Works Cleanliness Standards - CleanCorridorsSF

Provide enhanced deep cleaning for commercial business corridors in all Supervisorial Districts



- Every Thursday a full complement of cleaning crews is dispatched to a different commercial corridor to provide a deep cleaning
- Steam cleaning of the corners and garbage cans, weeding of tree basins and curblines, abatement of graffiti on public property, block sweeping, mechanical sweeping and roadway flushing
- Outreach and Enforcement team engages businesses both before and during the operation
- After completing the work at the assigned location, the team then focus on the surrounding corridor areas
- City cans and corners clean and free of grime
- Roadway swept and washed
- Tree basins and curblines free of weeds
- No graffiti on public assets in the corridor

Public Works Cleanliness Standards - Graffiti Responsibilities

Timely response to Abating graffiti on Public assets to return item to its original state or as close as possible



- Abate graffiti from public street furniture, trees and public retaining walls
- Proactive and complaint-based work
- 48-hour service level agreement
- Prioritize abatement of gang-related, profane, racial, hate speech and illegal postings from public and private property
- Document work with before and after photos in CMMS
- Various abatement methods are utilized, including paint, cleansers, power washing and scraping
- **Graffiti is removed**
- **If painted, color is closely matched to existing paint**
- **No stickers or fliers remain under paint**

Public Works Cleanliness Standards - Private Property Graffiti Responsibilities

Coordinate with Proper owners to announce Opt-In Program.



- Our Graffiti Inspection staff will perform Outreach/Education/Enforcement
- Property/Business Owners are responsible for abating their property, but the City has a program that allows property owners in commercial corridors to opt-in to a courtesy abatement initiative
- The opt-in work is performed by both in-house crews and contractors
- The goal is to respond within one week
- Private properties not in the program are still responsible for graffiti abatement within the time specified in City codes
- **No graffiti remains on private properties in the program**

Public Works Cleanliness Standards

Responsibilities - Who does what?

- Public Works
- Community Benefit Districts (CBDs)
- Property Owners and Business Owners

Public Works Cleanliness Standards - Public Works Responsibilities

Ensure City Right of Way is Clear and clean



- Streets and gutters
- Curb to curb
- Street corners and curb ramps
- Sidewalks in right of way
- Stairways in the public right of way

Public Works Cleanliness Standards - CBD's Responsibilities



- Varies by CBD's establishing legislation
- Often includes sidewalk cleaning from buildings to the curb
- Often includes private property graffiti abatement and sidewalk steam cleaning
- Coordinate with Public Works

Public Works Cleanliness Standards - Property Owner & Business Owner Responsibilities

Property owners are responsible for maintaining a safe sidewalk that's free of defects and hazards. Missing sewer vent covers and cracked sidewalks are pedestrian hazards. Property owners are responsible for these repairs unless the damage is caused by a City-maintained tree (Public Works Code 706). Visit www.sfpublishworks.org or call 311 for more information.



UNACCEPTABLE **ACCEPTABLE**

UNACCEPTABLE **ACCEPTABLE**

City Service Request Hotline **CONTACT 311**

- Call 3-1-1
- Send a tweet: @sf311
- Online: www.sf311.org

To Report City Deficiencies:

- Graffiti
- Dirty streets and sidewalks
- Litter
- Potholes
- Trees (permits and maintenance)
- Sidewalk tripping hazards
- Overflowing garbage cans

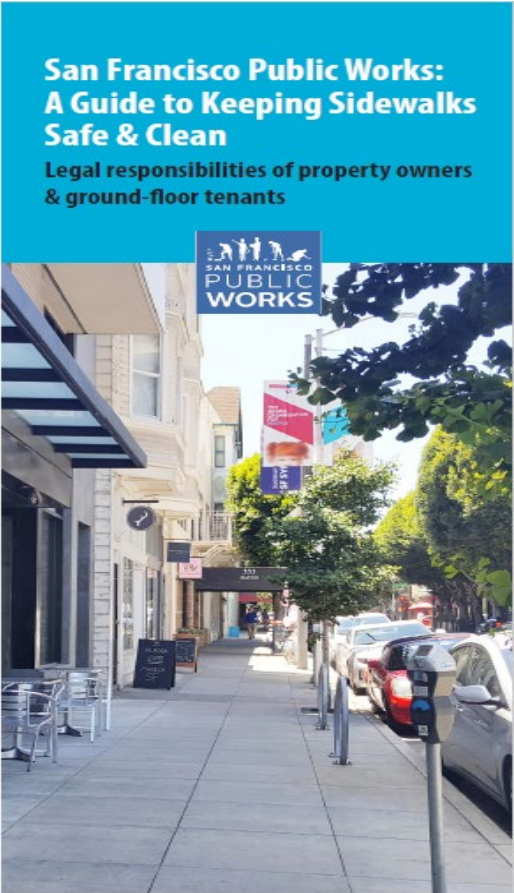


San Francisco Public Works
 49 South Van Ness Avenue
 San Francisco, CA 94103
www.sfpublishworks.org

Get Involved!
 Please consider partnering with Public Works as a volunteer to help keep San Francisco beautiful, clean and safe. Learn more about our volunteer opportunities by visiting sfpublishworks.org/volunteer or by emailing volunteer@sfpdw.org

Printed on 30% post-consumer recycled stock

REVISION DATE: 10.07.2021



- Frontage to curb, including sidewalk cleaning and maintenance
- Public Information Officers provide Outreach, education and enforcement of City codes to Business/Property owners

Public Works Cleanliness Standards

- **Controlled Mechanical Sweeping:**
 - 10 feet into the roadway from the curb must be free of litter and debris
 - Parking strip must be clear of leaves and debris
- **Uncontrolled Mechanical Sweeping:**
 - 10 feet into the roadway from the curb must be free of litter and debris
 - Ensure spills are thoroughly abated
- **Litter Patrol:**
 - All four corners of the block are clear of any litter and debris
 - 10 feet around public trash can clear of litter and debris
 - Record in CMMS showing call to Recology made
- **Steamer:**
 - Sidewalk around city can or corner is thoroughly cleaned
- **Biohazards:**
 - Within 24 hours, the waste has been thoroughly cleaned
- **Tunnel Cleaning:**
 - Walls and ceiling of tunnels are free of soot and grime

CONTINUED TO NEXT PAGE

Public Works Cleanliness Standards

- **Bag and Tag:**
 - All bagged and tagged items are documented and stored according to our policy
 - Any discarded items are documented with photos in the CMMS service request consistent with our policy
- **Clean Corridors:**
 - City cans and corners clean and free of grime
 - Roadway swept and washed
 - Tree basins and curblines free of weeds
 - No graffiti on public assets in the corridor
- **Graffiti:**
 - Graffiti is removed
 - If painted, color is closely matched to existing paint
 - No stickers or fliers remain under paint
- **Private graffiti opt-in:**
 - No graffiti remains on private properties in the program
 - Public Works will return and continue to abate graffiti for the duration of the Opt-In

Public Works Cleanliness Standards



QUESTIONS