

Meeting Date: October 21, 2024

To: Sanitation and Streets Commission

Through: Carla Short, Public Works Director

From: DiJaida Durden, Deputy Director of Operations

Subject: Sanitation and Streets Commission Standards of Cleanliness – Adoption

Director’s Recommendation: Adopt the proposed standards of cleanliness for the Public Works Bureau of Street Environmental Services.

Executive Summary: Per the San Francisco Charter, Section 4.139(c)(2), the Sanitation and Streets Commission has a duty to “establish minimum standards of cleanliness for the public right of way and set baselines for services to be administered by the Department to maintain cleanliness of the public right of way.” The Sanitation and Streets Commission endorses the Department’s Service Level Agreements with the 311 system as the baselines for service and adopts the following Standards of Cleanliness as outlined below. Since its launch in July 2022, the Commission heard five reports from the Department regarding the efforts to establish such standards, and the challenges inherent in holding such standards when efforts can be undone as soon as staff depart a newly cleaned location. The Commission has engaged with this topic for more than two years and believes the following standards meet their Charter mandate and are testament to the daily efforts of Public Works staff to keep San Francisco clean.

Proposed Standards of Cleanliness: The San Francisco Public Works Bureau of Street Environmental Services Standards of Cleanliness are a product of and in alignment with the San Francisco City Charter, San Francisco Public Works policies and procedures, service level agreements with 311, and standards set by the American Public Works Association. The Bureau of Street Environmental Services engages in eleven types of cleaning. They are listed below along with the standards the Commission adopts.

- 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
- Broom Support
 - No large debris remains in path of the mechanical sweeper
- Litter Patrol
 - 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)
 - All corners of the block are clear of litter and debris

- 10 feet around public trash can is clear of litter and debris
 - Record in CMMS showing call to Recology was made
- Steamer
 - Sidewalk within 10 feet of City can or corner is thoroughly cleaned
- Biohazard
 - Within 24 hours, the waste will be removed and impacted area thoroughly cleaned
- Special Projects
 - Tunnel walls and ceiling are free of soot and grime
- 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
- CleanCorridorsSF
 - City cans, corners are cleaned, steamed and free of grime
 - Roadway swept and washed
 - Tree basins and curblines free of weeds
 - No graffiti on public assets in the corridor
- Graffiti Public
 - Graffiti is removed
 - If painted, color is closely matched to existing paint
 - No stickers or fliers remain under paint
- Graffiti Private
 - 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 program

Attachments:

- Public Works Standards of Cleanliness Commission Resolution

**SANITATION AND STREETS COMMISSION
CITY AND COUNTY OF SAN FRANCISCO**

RESOLUTION NO. _____

WHEREAS, The San Francisco Sanitation and Streets Commission is mandated by the San Francisco City Charter, Section 4.139(c)(2) to establish minimum standards of cleanliness for the public right of way; and,

WHEREAS, The Commission has worked with San Francisco Public Works staff to understand the complexity of keeping San Francisco clean and the considerations of establishing standards of cleanliness; and

WHEREAS, The Commission heard reports from Department staff regarding the development of standards of cleanliness on September 22, 2022, February 13, 2023, July 17, 2023, April 15, 2024 and October 21, 2024; and

WHEREAS, The Department formulated these standards to comply with and be informed by the San Francisco City Charter, existing Departmental policies and procedures, service level agreements with 311, and standards set by the American Public Works Association; and

WHEREAS, The Commission considered these standards for San Francisco in context with comparisons to other public works departments in peer cities across California; and

WHEREAS, The following are standards of cleanliness for the eleven types of cleaning services provided by the Public Works Bureau of Street Environmental Services; and

WHEREAS, Controlled Mechanical Sweeping will result in ten feet into the roadway from the curb must be free of litter and debris, and the parking strip must be clear of leaves and debris; and

WHEREAS, Uncontrolled Mechanical Sweeping will result in ten feet into the roadway from the curb must be free of litter and debris, and staff will ensure spills are thoroughly abated; and

WHEREAS, Broom Support staff will ensure no large debris remains in the path of the mechanical sweeper; and

WHEREAS, Litter Patrol staff will ensure fifty feet in both directions of the same side of the block of a service request must be clear of trash, before and after photos are attached to the service request in the Computerized Maintenance Management System, all corners of the block are clear of litter and debris, ten feet around public trash cans are clear of litter and debris, and a record of a call to Recology will be included in the Computerized Maintenance Management System; and

WHEREAS, Steamer staff will thoroughly clean around the City can or corner; and

WHEREAS, Biohazards will be thoroughly cleaned within twenty four hours; and

WHEREAS, Special Projects staff will ensure tunnel walls and ceilings are free of soot and grime; and

WHEREAS, Bag and Tag staff will ensure all bagged and tagged items are documented and stored according to Department policy, and any discarded items are documented in the Computerized Maintenance Management System service request, consistent with Department policy; and

WHEREAS, Clean Corridors staff will ensure City cans and corners are cleaned, steamed and free of grime, the roadway is swept and washed, tree basins and curblines are free of weeds, and graffiti is removed from all public assets in the corridor; and

WHEREAS, The Public Graffiti staff will remove graffiti, closely match paint to existing paint when painting, and remove stickers and fliers under paint; and

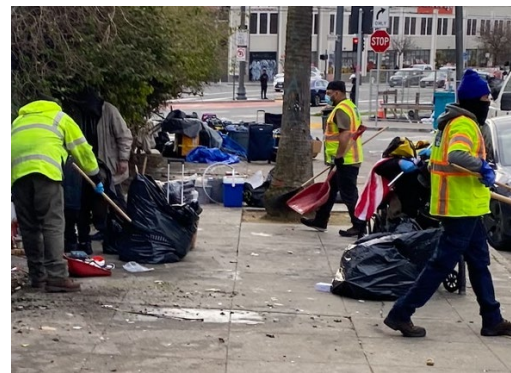
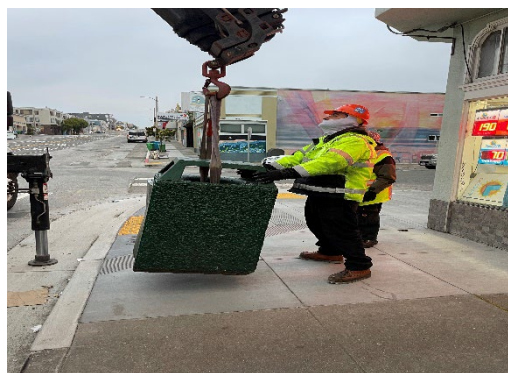
WHEREAS, The Private Graffiti staff will ensure no graffiti remains on private properties participating in the opt-in program, and will return to continue to abate graffiti for the duration of the opt-in program; now, therefore be it

RESOLVED, That the San Francisco Sanitation and Streets Commission adopts the Public Works Bureau of Street Environmental Services standards of cleanliness version on file with the Commission Affairs Manager and incorporated by reference herein; and, be it

FURTHER RESOLVED, That the standards of cleanliness will be displayed on its website and may be amended from time to time in consultation with Public Works staff.

I hereby certify that the foregoing resolution was adopted by the Sanitation and Streets Commission at its meeting of _____.

Commission Affairs Manager
Sanitation and Streets Commission



October 21, 2024

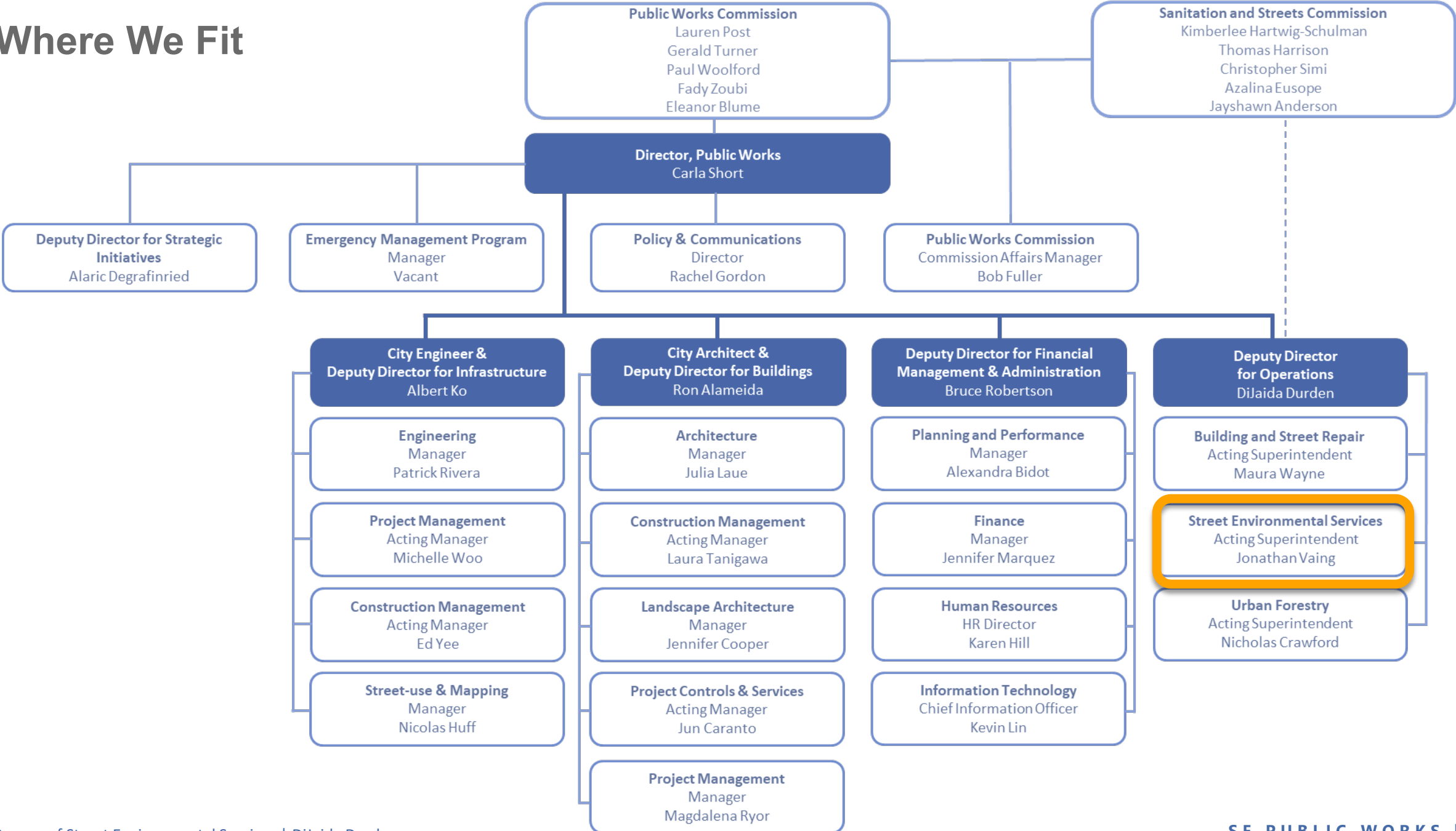
Bureau of Street Environmental Services Cleanliness Standards

DiJaida Durden

Deputy Director for Public Works over Operations



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
- Biohazards Abatement
- Special Projects
- Bag and Tag
- CleanCorridorsSF
- 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



- Fixed schedule and routes
- 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
- 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 cleared and cleaned 10 feet out from the curb



- Not a set schedule and route
- 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 inches or larger



- Assist with clearing, weeding and sweeping catch basins
- Assist with bike lane maintenance
- Support street sweeping operations by running ahead of mechanical sweeper to remove any large debris that the sweeper cannot pick up and could cause 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: Respond within 48 hours
- Assigned to work in the zones
- Focuses 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 street corner service requests: Take before and after photos to document removal and then assess the other corners in the intersection and clean, if needed, to ensure all trash is removed from the site
- While servicing overflowing cans, remove any trash within 10 feet of the can
- For larger bulky items, move them to a safer location to mitigate path-of-travel hazards before calling Radio Room to request for Recology remove/dispose
- All 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 was made

Public Works Cleanliness Standards – Steamers

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



- Service level agreement: Respond within 24 hours
- Work in the zones
- Focus on 311 service requests
- Remove grime around City garbage cans and sidewalk corners
- Make work area safe and wear all Personal Protective Equipment (PPE) while performing the task
- Sidewalk within 10 feet of the City can or corner is thoroughly cleaned

Public Works Cleanliness Standards – Biohazards Abatement (Steamers only)

Respond and remove biohazard within 24 hours



- Prioritize and respond within 24 hours
- Remove human and animal waste as a courtesy
- Remove and bag solid waste for disposal
- Disinfect, power wash and sanitize
- **Within 24 hours, the waste will be removed and the impacted area thoroughly cleaned**

Public Works Cleanliness Standards – Special Projects

Pre-planned and scheduled pre- and post-cleaning operations to support citywide events and to return event areas to normal condition



- Tunnel cleaning
- Neighborhood Beautification Days support/Sunday Streets support
- Special event planning, parades, Bay to Breakers, etc.
- City Cans are removed or installed to address complaints based on history, data and research
- Administer Bag and Tag operation
- Tunnel walls and ceilings are free of soot and grime after scheduled cleaning

Public Works Cleanliness Standards – Bag and Tag

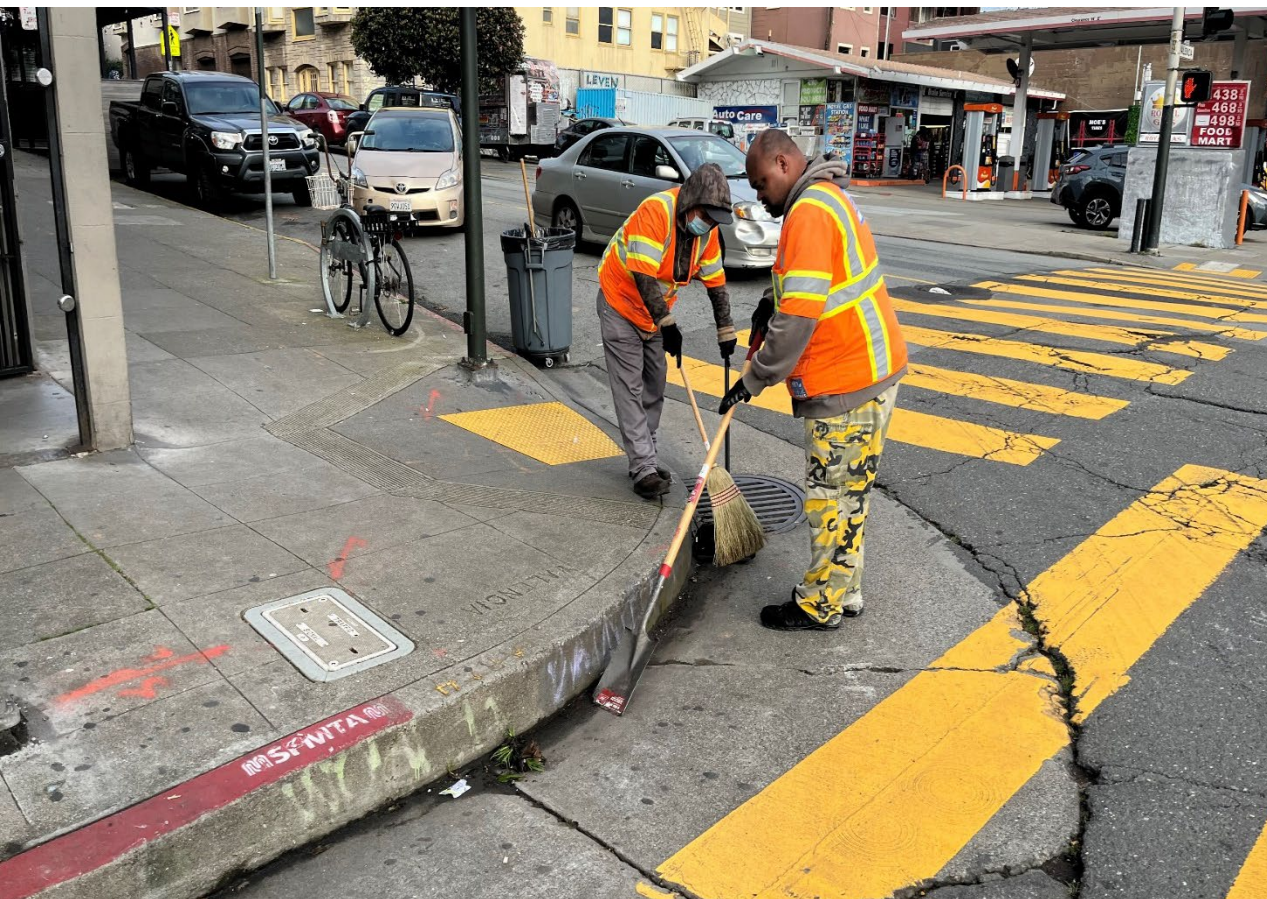
Collect and store belongings of unhoused persons for 90 days for retrieval at Public Works Operations Yard



- Coordinate with SFPD, HSOC-JFO and Hot Spots team
- Inspect site, take photos and upload to CMMS to document 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 corners and garbage cans, weeding tree basins and curblines, abating of graffiti on public property, block sweeping, mechanical sweeping and roadway flushing
- Outreach and Enforcement (OnE) Team engages with businesses both before and during the operation
- After completing the work at the assigned location, the team then focuses on the surrounding corridor areas
 - City cans, corners are cleaned, steamed 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



- Service Level Agreement: Respond within 48 hours
- Abate graffiti from public street furniture, trees and public retaining walls
- Proactive and complaint-based work
- Prioritize abatement of gang-related, profane, racial, hate speech and illegal postings on 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



- Our Graffiti Inspection staff performs 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 opt-in program
- Public Works will return and continue to abate graffiti for the duration of the opt-in 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 clean and clear of hazards



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

Public Works Cleanliness Standards – Community Benefit Districts' Responsibilities



- Varies by Community Benefit Districts' 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 and 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.



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

San Francisco Public Works: A Guide to Keeping Sidewalks Safe & Clean

Legal responsibilities of property owners
& ground-floor tenants



- Frontage to curb, including sidewalk cleaning and maintenance
- Public Information Officers provide outreach, education and enforcement of City codes to business/property owners

Street Cleaning Standards – Part 2 Peer Review and Compare

Cities
Contacted
Population
Size

San Jose 969,655

San Diego 1.39 million

Oakland 436,504

Los Angeles 3.90 million

San Francisco 808,988

San Jose Comparison

San Francisco	San Jose
Controlled Mechanical Sweeping	Yes
Uncontrolled Mechanical Sweeping	Yes
Broom Support	No
Litter Patrol	Yes
Steamer	Limited steaming
Biohazard	Limited
Special Projects	As needed/contracts
Bag and Tag	Yes
Clean Corridors	No
Public Graffiti/Private Graffiti	No opt-in program

San Diego Comparison

San Francisco	San Diego
Controlled Mechanical Sweeping	Yes
Uncontrolled Mechanical Sweeping	As-needed basis
Broom Support	No
Litter Patrol	Minimal
Steamer	Limited
Biohazard	Limited
Special Projects	Yes
Bag and Tag	Yes
Clean Corridors	Yes
Public Graffiti/Private Graffiti	No opt-in program



Los Angeles Comparison

San Francisco	Los Angeles
Controlled Mechanical Sweeping	Yes
Uncontrolled Mechanical Sweeping	Yes
Broom Support	No
Litter Patrol	No
Steamer	Yes
Biohazard	Yes
Special Projects	Yes
Bag and Tag	Yes
Clean Corridors	Yes
Public Graffiti/Private Graffiti	No opt-in program



Oakland Comparison

San Francisco	Oakland
Controlled Mechanical Sweeping	Yes
Uncontrolled Mechanical Sweeping	As-needed basis
Broom Support	No
Litter Patrol	Limited
Steamer	Limited
Biohazard	Yes
Special Projects	Yes
Bag and Tag	Yes
Clean Corridors	No
Public Graffiti/Private Graffiti	No opt-in program

Public Works Cleanliness Standards to be approved

- **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 corners of the block are clear of any litter and debris
 - 10 feet around public trash cans clear of litter and debris
 - Record in CMMS showing a call to Recology was made
 - Pick up litter at the assigned location and look 50 feet both ways on the same side of the block to remove additional debris
 - All work is documented with before and after photos in CMMs to the service request
- **Steamer:**
 - Sidewalk within 10 feet of 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
- **CleanCorridorsSF:**
 - City cans, corners are cleaned, steamed 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 opt-in program
 - Public Works will return and continue to abate graffiti for the duration of the opt-in program

Public Works Cleanliness Standards



QUESTIONS