

CITY AND COUNTY OF SAN FRANCISCO

STREETS AND SIDEWALKS MAINTENANCE STANDARDS
MANUAL AND EVALUATION FORM

UPDATED
FEBRUARY 2007
WITH NEW STANDARDS

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**SAN FRANCISCO DEPARTMENT OF PUBLIC WORKS
STREET MAINTENANCE STANDARDS
MANUAL & EVALUATION FORM**

In November 2003, San Francisco voters approved Proposition C (Charter Section F.102), requiring the City to establish standards for streets. Accordingly, the Controller's Office, in cooperation with the Department of Public Works (DPW), has created standards to evaluate 5 features: (1) street cleaning, (2) sidewalk cleanliness, (3) graffiti, (4) trash receptacles, and (5) trees and landscaping. In 2006-2007, DPW will evaluate Clean Corridors routes designated by the Mayor, including at least one route in each of the 11 supervisorial districts, and the results will be entered into a database. Results will be reviewed by the Director and Deputy Director of Operations and addressed by the Mayor and SF Stat panelists. The Controller's Office will conduct inspections of routes throughout the City once per quarter, including routes in each of the 11 supervisorial districts and comprised of a combination of commercial and residential areas.

Summary:

1. Street Cleaning: DPW is responsible for the cleaning of San Francisco streets, including mechanical street sweeping and roving crews.

What is inspected: Cleanliness of public streets from the curb to the middle of the street on the selected blocks. One side of the street is to be inspected, the side of the mechanical sweeping route being evaluated. When present, median strips, with or without vegetation, are to be included. If applicable, catch basins are to be included at the end of each block rather than the beginning of the block.

The standard is a three-point scale, including one acceptable condition and two categories of unacceptable conditions. The first choice is 1.0 point for "Acceptably Clean," with less than 5 pieces of litter per 100 curb feet examined. The second choice is 2.0 points for "Not Acceptably Clean," with 5-15 pieces of litter per 100 curb feet examined. The third choice is 3.0 points for "Very Dirty," with over 15 pieces of litter per 100 curb feet examined. Each 100-foot segment will be averaged for each block. All block scores will be averaged for a final route score. Timing: For weekly cleaning routes, the cleaning will be evaluated at the mid-point of weekly cleanings. For daily routes and every other day routes, the cleaning will be evaluated at the mid-point between these daily cleanings.

2. Sidewalk Cleaning: Property owners are responsible for maintaining cleanliness of any adjacent sidewalks to private property; DPW is responsible for maintaining the cleanliness of sidewalks adjacent to City properties and for enforcing cleanliness of all sidewalks citywide.

What is inspected: Cleanliness of sidewalks from building frontage to the curb on selected blocks, on the side of the mechanical sweeping route being evaluated. Sidewalk frontage on the side of the street being evaluated will be inspected for litter, grime, graffiti, illegal dumping, and feces/needles/glass/condoms. A significant presence of City buildings or facilities adjacent to sidewalks will be noted for each 100-foot segment observed. "City facilities" for this purpose are to include San Francisco city government buildings, city parks, libraries, and public schools.

The standard is comprised of 5 elements:

Litter. Standard is a three-point scale, including one acceptable condition and two categories of unacceptable conditions. The first choice is 1.0 point for "Acceptably Clean," with less than 5 pieces of litter per 100 curb feet examined. The second choice is 2.0 points for "Not Acceptably Clean," with 5-15 pieces of litter per 100 curb feet examined. The third choice is 3.0 points for "Very Dirty," with over 15 pieces of litter per 100 curb feet examined. Each 100-foot segment will be averaged for each block. All block scores will be averaged for a final route score.

Grime, Leaks, Spills. Standard is 90 percent of sidewalk surfaces free of any removable material resulting in a difference in pavement surface color. Includes paints, dried liquids, dirt, garbage leaks, or other substances resulting in wet, slippery, or sticky conditions.

Graffiti. Standard is 100 percent of sidewalk surfaces free of any graffiti, including paint, markers, and stickers.

Illegal Dumping. Standard is 100 percent of sidewalk free of illegally dumped items, except for items labeled for DPW Bulk Item Collection (BIC).

Feces, Needles, Glass, Condoms. Standard is 100 percent of sidewalks free of feces, needles, broken glass, or open/used condoms.

3. Graffiti: DPW is responsible for the removal of graffiti on DPW properties, i.e., street surfaces and trash receptacles. When graffiti is on public structures and buildings that do not belong to DPW (mail boxes, street signs, etc.), the department will notify the appropriate public agencies of the graffiti and of their responsibility. Abatement procedures will differ depending on the various public agencies. DPW is not responsible for abatement of graffiti on private property, but they are responsible for noticing private property owners. Although DPW is only responsible for abating graffiti on street surfaces and trash receptacles, the data collected on non-DPW and private properties will be analyzed for development of future abatement strategies.

What is inspected: Street surface, both public and private structures, buildings, and the sidewalks visible from and immediately adjacent to the side of the street being evaluated. The total number of graffiti incidents observed shall be counted.

The standard is zero tolerance of graffiti and the Mayor's policy is to remove graffiti on public property within 48 hours of reporting.

4. Trash Receptacles: NorCal Waste Systems, the residential and commercial garbage contractor with the City, is responsible for emptying the City's public trash receptacles. They are not currently responsible for the area immediately surrounding the receptacle, so it belongs within DPW's purview. When unacceptable conditions are observed, 28-CLEAN will contact NorCal for overflowing receptacles and other DPW divisions to correct the situation.

What is inspected: The City's trash receptacles that are adjacent to the public streets on the side being evaluated. For each measured element, 90% compliance is required to meet the standard for that element. For the final rating for the route, at least 5 out of 6 of the elements must be met to meet the composite standard.

The elements of the standards are that receptacles must not be overflowing, have little or no litter around them, be free of graffiti and damage, and have secured doors.

5. Trees and Landscaping. Property owners are responsible for maintaining any street trees adjacent to private property; DPW is responsible for maintaining trees adjacent to City properties and for enforcing maintenance of street trees citywide.

What is inspected: All of the City's trees, tree wells, and planters that are adjacent to the side of the street being evaluated. For each measured element, 90% compliance is required to meet the standard for that element. Trees and landscaping adjacent to City buildings or facilities will be noted for each 100-foot segment observed.

The standard is that trees, tree wells, and planters must be free of litter, alive and free of hanging limbs, free of weeds or vines, and limbs maintained with an 8-foot vertical clearance for pedestrians over the sidewalk.

1. STREET CLEANING

What is inspected: Cleanliness of public streets from the curb to the middle of the street on the selected blocks. One side of the street is to be inspected, the side of the mechanical sweeping route being evaluated. When present, median strips, with or without vegetation, are to be included. If applicable, catch basins are to be included at the end of each block rather than the beginning of the block.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	3 point Scale Rating:	Meets standard? (Yes/No)
1.1	Streets	<p>Streets shall be free of litter and rated on a scale of 1.0 to 3.0. A final average rating less than 2.0 must be attained to meet the standard for the route.</p> <p><u>1.0 Acceptably Clean</u> Less than 5 pieces of litter per 100 curb feet examined.</p> <p><u>2.0 Not Acceptably Clean</u> 5-15 pieces of litter per 100 curb feet examined.</p> <p><u>3.0 Very Dirty</u> Over 15 pieces of litter per 100 curb feet examined.</p> <p>Litter definition: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, needles, feces, furniture, car parts and abandoned appliances. Excludes cigarette butts.</p>	<p>Each 100 linear curb feet ("segments") will be rated. Each block will receive an average rating of the 100-foot segments, and all the blocks will be averaged for a final rating for the route.</p> <p>Please use the evaluation worksheet to note conditions and to determine final rating.</p>		

1. Street Cleaning





Standard Met	Standard Not Met
	

2. SIDEWALK CLEANING – NEW STANDARD

What is inspected: Cleanliness of sidewalks from building frontage to the curb on selected blocks, on the side of the mechanical sweeping route being evaluated. Sidewalk frontage on the side of the street being evaluated will be inspected for litter, grime, graffiti, illegal dumping, and feces/needles/glass/condoms. A significant presence of City buildings or facilities adjacent to sidewalks will be noted for each segment.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	3 point Scale Rating or Percent	Meets standard? (Yes/No)
2.1	Sidewalks – Litter	<p>Sidewalks shall be free of litter and debris, and will be rated on a scale of 1.0 to 3.0. A final rating under 2.0 must be attained to meet the standard for the route.</p> <p><u>1.0 Acceptably Clean</u> Less than 5 pieces of litter per 100 curb feet examined.</p> <p><u>2.0 Not Acceptably Clean</u> 5-15 pieces of litter per 100 curb feet examined.</p> <p><u>3.0 Very Dirty</u> Over 15 pieces of litter per 100 curb feet examined.</p> <p>Litter definition: Examples of litter include tissue paper, food wrappings, cups, plastic bags, newspapers, cigarette butts, and loose gum. Count feces, needles, glass, and condoms in standard 2.5 below.</p>	<p>Each 100 linear curb feet (“segments”) will be rated. Each block will receive an average rating of the 100-foot segments, and all blocks included in sample will be averaged for a final rating for the route.</p> <p>Please use the evaluation worksheet to note conditions and to determine final rating. On the worksheet use checkbox if standard not met due to cigarette butts. Use checkbox if segment adjacent to City building or facility.</p>		
2.2	Sidewalks – Grime, Leaks, Spills	<p>90% of sidewalks immediately adjacent to the street in the observed area are free of grime, leaks, and spills.</p> <p>Definition: Grime, leaks, and spills include any removable material resulting in a difference in pavement surface color. Includes paint, dried liquids, dirt, garbage leaks, or other substances resulting in wet, slippery, or sticky conditions. Does not include graffiti (see standard 2.3), painted markers for utility use, nor intentional painting of the sidewalk surface. Does not include differences in cement color. See attached photos for examples.</p>	<p>Each 100 linear curb feet (“segments”) will be rated by a % meeting the standard. Each block will receive an average rating of the 100-foot segments, and all blocks included in sample will be averaged for a final rating for the route.</p> <p>Please see photos and use the evaluation worksheet to note conditions and to determine final rating.</p>		
2.3	Graffiti	100% of sidewalks are free from graffiti (paint, pen markings, stickers). Does not include painted utility markings.	Just graffiti on sidewalk. See standards 3.1 and 3.2 for the count of all graffiti incidents along the route (public and private, including sidewalks).		
2.4	Illegal Dumping	100% of sidewalks are free of illegally dumped items (furniture, appliances, car parts, etc.), except items labeled for DPW Bulk Item Collection (“BIC”). Exclude items counted under section 4.3.	Please note presence of BIC signage and the date posted on appliances, where applicable.		
2.5	Feces, Needles, Glass, Condoms	100% of sidewalks are free from feces, needles, broken glass, or open/used condoms.			

2.2 Sidewalk Cleaning - Grime, Leaks, Spills

Standard Met	Not Met
 <p>A photograph of a clean, paved sidewalk. A red car is parked on the street to the left. A date stamp '02/01/2007' is visible in the bottom right corner of the image.</p>	   <p>Three photographs illustrating sidewalk conditions that do not meet the standard. The top image shows a dark, stained sidewalk in front of a brick building with a metal gate. The middle image shows a close-up of a sidewalk with dark stains and a date stamp '02/01/2007' in the bottom right corner. The bottom image shows a close-up of a sidewalk with a large spill of light-colored liquid and debris, including a white plastic bag, with a date stamp '02/01/2007' in the bottom right corner.</p>

3. GRAFFITI

What is inspected: Evaluate the street surface, public and private structures, buildings, and the sidewalks visible from and immediately adjacent to the side of the street being evaluated. The total number of graffiti incidents observed shall be counted.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	For the entire route inspected, was the standard met? (Yes/No)		# of graffiti incidents observed
3.1 and 3.2	Graffiti – Public Property	<p>100% of the streets and sidewalks, public structures and public buildings visible from and immediately adjacent to the street are free of graffiti.</p> <p><u>Notes:</u> Graffiti includes stickers, paint, and pen markings, but not etchings. Street graffiti does not include painted street utility markings.</p> <p>DPW property includes street surfaces and trash receptacles. Non-DPW public property includes all other public agency structures, including street posts, lamps, mailboxes, meters, signal boxes, etc.</p>	<p>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.</p> <p>Please use the evaluation worksheet to determine final count.</p> <p>If graffiti is observed, please report to 28-CLEAN for abatement.</p>	3.1 Graffiti on DPW public property: Street surface and trash receptacles		
				3.2 Graffiti on other public agency property (non-DPW)		
				Total: Graffiti on all public property (Add 3.1 and 3.2)		
3.3	Graffiti – Private Property	100% of private sidewalks, structures, and buildings visible from and immediately adjacent to the street are free of graffiti.	<p>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.</p> <p>Please use the evaluation worksheet to determine final count.</p> <p>If graffiti is observed on private structures and buildings, please report to 28-CLEAN.</p>			



3.1 Graffiti – DPW Property

Standard Met	Not Met
	
	

3.2 Graffiti – non-DPW Property

Standard Met	Not Met
	

3.3 Graffiti – Private Property

Standard Met	Not Met
	

4. TRASH RECEPTACLES

What is inspected: The City's public trash receptacles that are adjacent to the public streets on the side being evaluated. For each measured element, 90% compliance is required to meet the standard for that element. For the final rating for the route, at least 5 out of 6 of the elements must be met to meet the composite standard.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	% of receptacles that meet standard	Standard Met? (Yes/No)
4.1	Fullness	Trash receptacle is not overflowing (over the top of the receptacle).	If unfavorable conditions are found, please contact 28-CLEAN. 28-CLEAN contacts the city's waste management contractor to empty overflowing receptacles and other DPW divisions when other unfavorable conditions are found. Please use the evaluation worksheet to track the number of receptacles, note conditions and determine final rating.		
4.2	Cleanliness of trash receptacles	Trash receptacle is clean. Note: If graffiti is found, please note 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.	If source of litter is known, please identify on evaluation worksheet during evaluation (e.g., paper bags/food wrappers from nearby restaurant).		
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.			
	FINAL RATING	Do at least 5 out of 6 elements meet the standard? (Yes/No)			

4.1 Trash Receptacles - Fullness



5. TREES AND LANDSCAPING – *NEW STANDARD*

What is inspected: All of the City’s trees, tree wells, and planters that are adjacent to the side of the street being evaluated. For each measured element, 90% compliance is required to meet the standard for that element. If unfavorable conditions are found, please contact 28-CLEAN. Significant presence of City buildings or facilities will be noted for each 100-foot segment observed.

Element #	Measured element	Standard Description with unit of measure (if applicable)	Comments:	Percent meet standard	Standard Met? (90% compliance? Yes/No)
5.1	Cleanliness	<p>Trees, tree wells, and planters shall be free of litter and debris. No more than 3 total pieces of litter or debris can be visible per tree well and planter observed, and 90% of tree wells/planters must comply to meet the standard.</p> <p>Litter definition: Examples of litter include cigarette butts, gum, tissue paper, food wrappings, cups, plastic bags, newspapers, needles, feces. Examples of debris include limbs. Leaves are excluded.</p> <p>The standard is <u>not</u> met if feces, needles, broken glass, or condoms are present in the tree well/planter.</p>	<p>Trees, tree wells, and tree planters in each 100 linear curb feet (“segments”) will be rated.</p> <p>Please use the evaluation worksheet to track the number of trees, note conditions and determine final rating.</p>		
5.2	Tree Appearance	<p>All trees are alive, and 90% of trees have no hanging limbs and are free of damage.</p> <p>Note: The standard is not met if any tree is dead. A tree stump or empty tree well counts as a dead tree.</p>	<p>Trees in each 100 linear curb feet (“segments”) will be rated.</p> <p>If necessary, inspector can check the mortality of a tree by scraping bark or checking the core of a small branch.</p>		
5.3	Weediness	<p>90% or more of all tree wells and planters are free of weeds and vines.</p>			
5.4	Clearance	<p>Limbs and foliage are maintained with an 8-foot vertical clearance for pedestrians over the sidewalk and 14-foot vertical clearance over the street.</p> <p>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.</p>			

5.1 and 5.3 Trees and Landscaping – Cleanliness, Weediness

Standard Met	Not Met
 A photograph showing a tree pit on a sidewalk. The pit is rectangular and contains several vertical wooden stakes. The soil is dark and appears clean and well-maintained. The surrounding sidewalk is made of concrete.	 A photograph showing a tree pit on a sidewalk. The pit contains a tree trunk and is surrounded by a concrete curb. The area is overgrown with green weeds and grass. A utility cover is visible in the background.
 A photograph showing a tree pit on a sidewalk. The pit is filled with light-colored gravel. A tree trunk is visible in the center. A utility cover is located in the bottom right corner of the pit.	 A photograph showing a tree pit on a sidewalk. The pit is overgrown with tall, green grass. A tree trunk is visible in the center. A date stamp "02/01/2007" is visible in the bottom right corner. A portion of a car is visible on the right side of the image.