



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: April 2026 Written Report

Department of Homelessness and Supportive Housing | Five Keys Schools and Programs

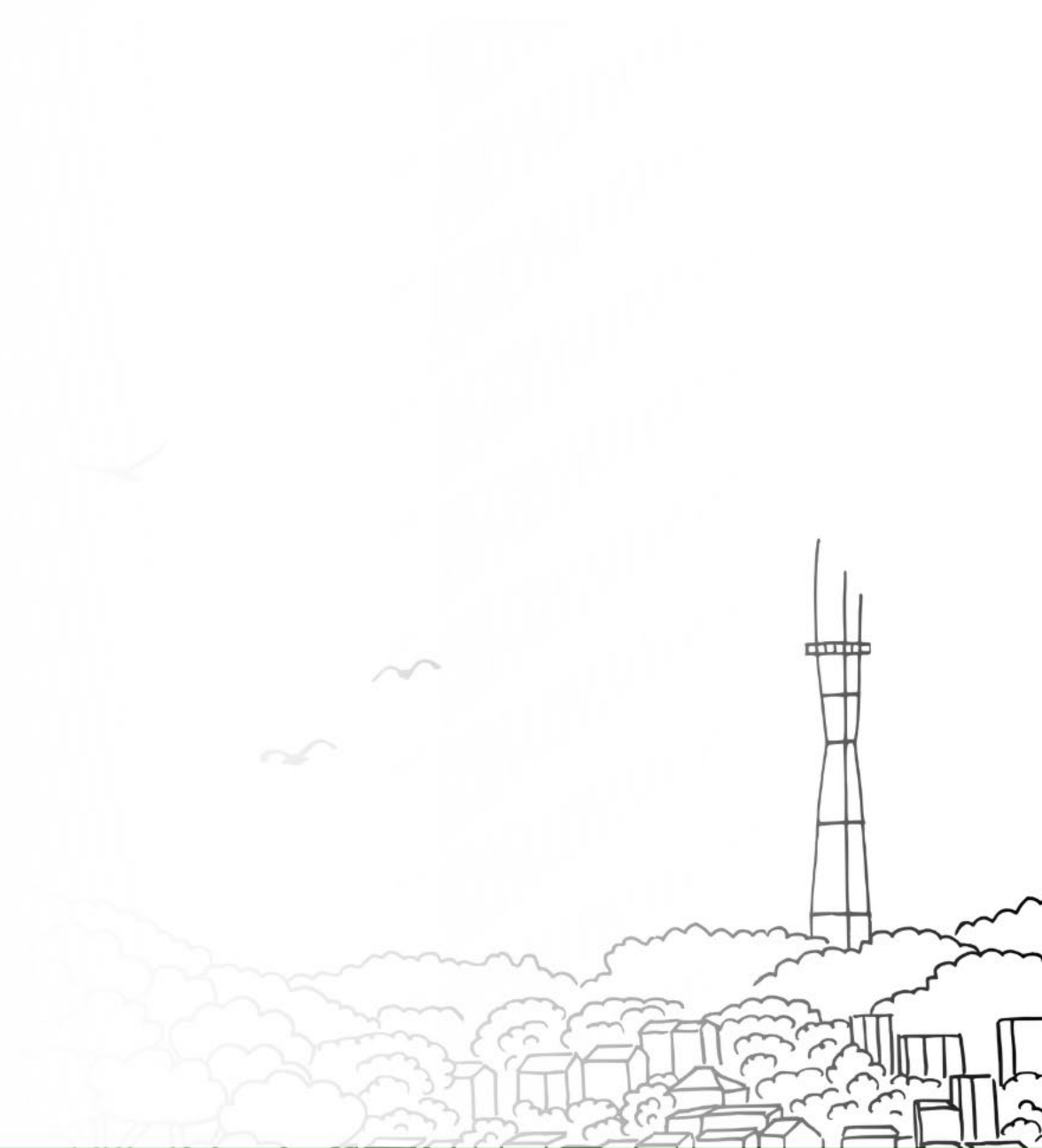
[Embarcadero Community Advisory Committee](#)





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1. Open Discussion
2. Monthly Report
 - a) Program Data
 - b) Street Team Updates
3. Neighborhood Conditions
4. Public Safety

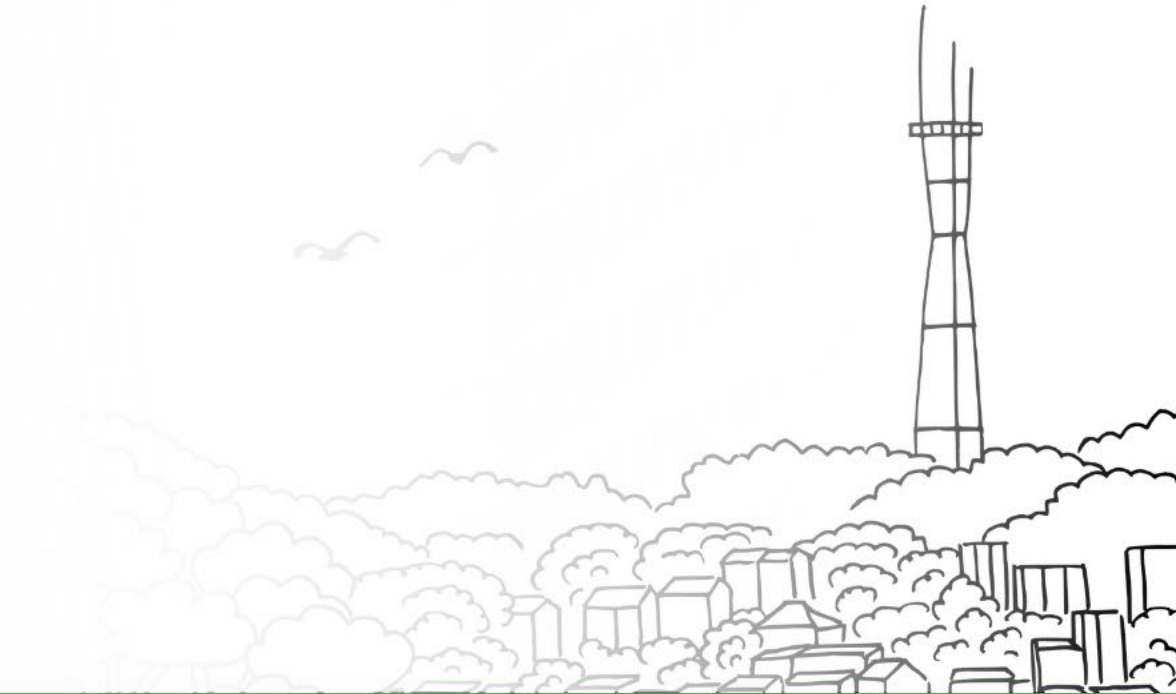




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Open Discussion

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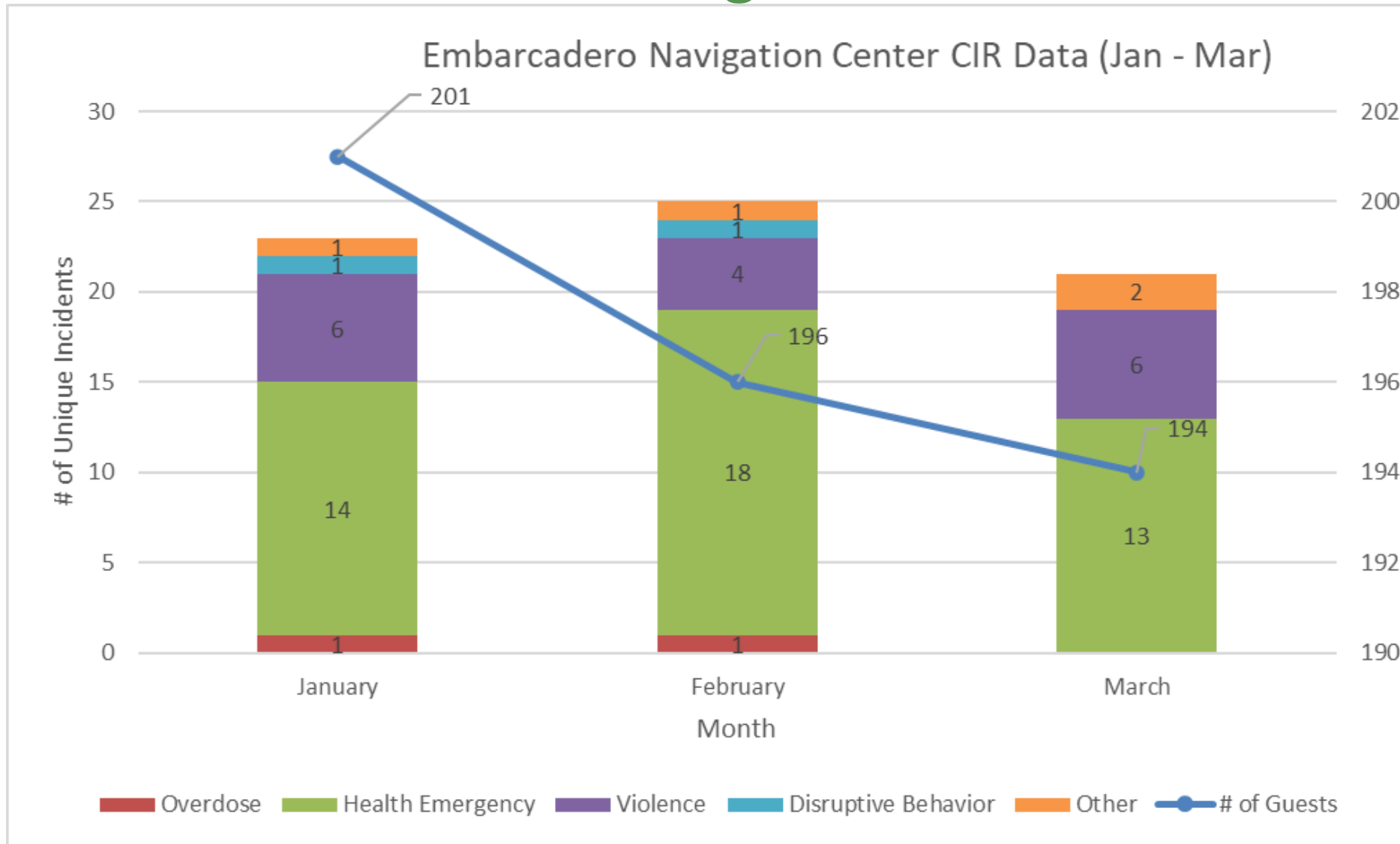


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Monthly Report



Embarcadero SAFE Navigation Center



Number of Guests

Jan - 201
Feb - 196
Mar - 194



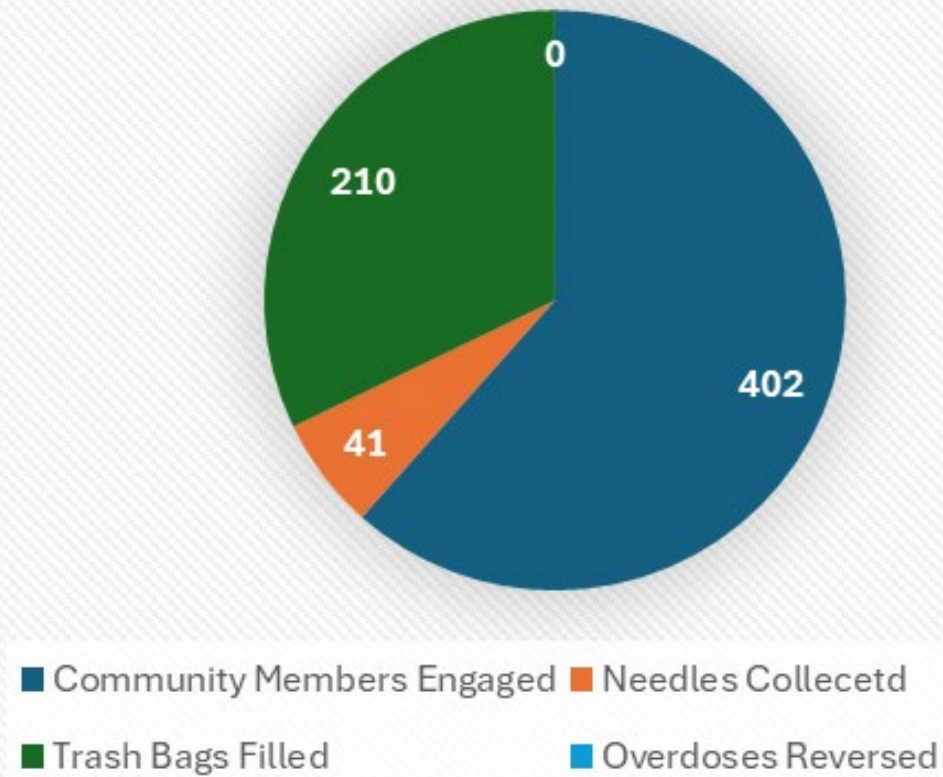
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Five Keys Operations



Five Keys Dedicated Services

Tasks Completed in March



Map reflects Five Keys dedicated street team zone.

Street Team Calls for Support & Responses

- 9 Communications regarding loitering around Bayside Village.
 - 1 interactions required staff to escalate to SFPD support.
- 2 calls for tent set ups under the bridge.
- 2 calls for public drug use.
- 3 calls for loitering near the dog park.

Community Phone Line

• 16 calls and texts were received in January.

Reports consisted of loitering, the dog park, and drug use.



(415) 603-0431





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Public Works Updates

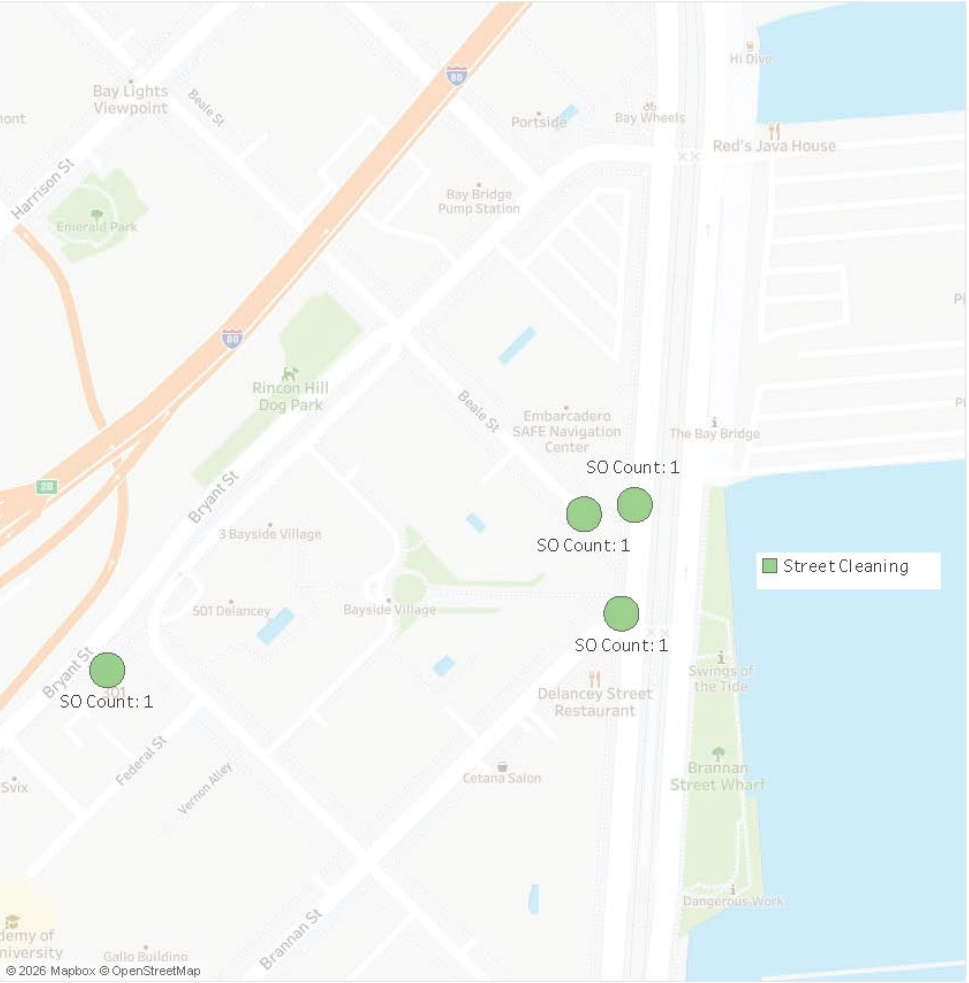
Ian Schneider

Community Affairs



Embarcadero Community Advisory Committee
Bureau of Street and Environmental Services (BSES) - 311 Service Orders
Service Order Accepted Date Range: 3/1/2026 to 3/31/2026

SES Service Orders Map



Disclaimer: Reports are subject to change. If you have any questions, please contact dpw-performance@sfdpw.org.

Service Order Volume Distribution by Problem Code



Service Order Volume by Problem Code and Average Days to Complete



DPW Cleaning Updates



DPW Cleaning Updates





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Public Safety

San Francisco Police Department
Sgt. Brandon Smith



Public Safety

Public Safety Staffing is a combination of **Overtime Officers** and **SFPD Ambassadors** assigned to the Safety Zone around the Navigation Center.

Regular Deployment Hours are:

SFPD Overtime Patrol

- 7 days per week - 11:00 AM – 9:00 PM

SFPD Ambassadors

- Mon-Fri - 10am-8pm

March had **23 days out of 31** with full staffing levels.



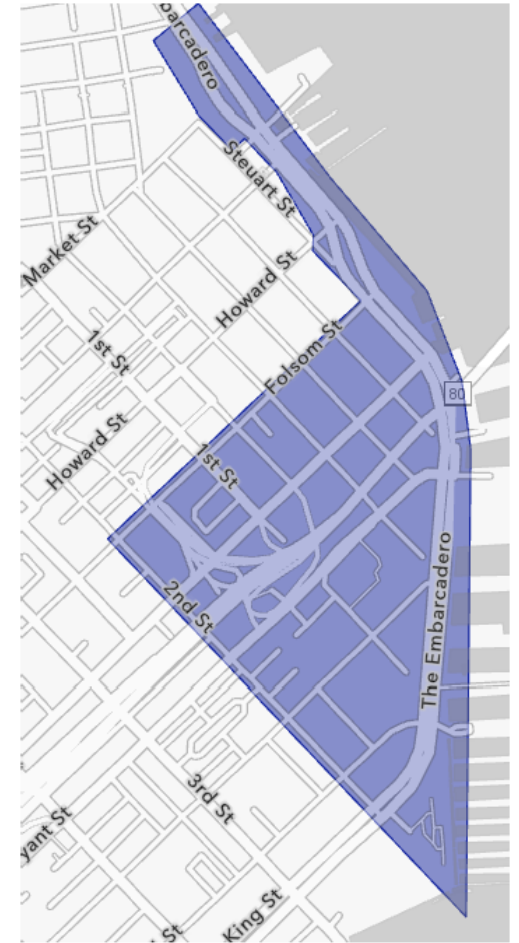
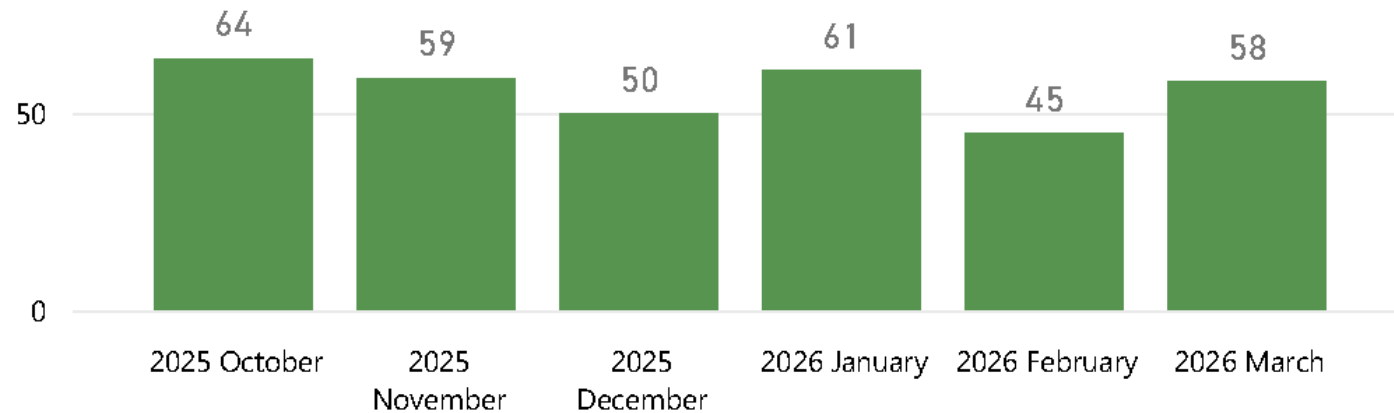
Police Incidents

Police Incidents within the Safety Zone

The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

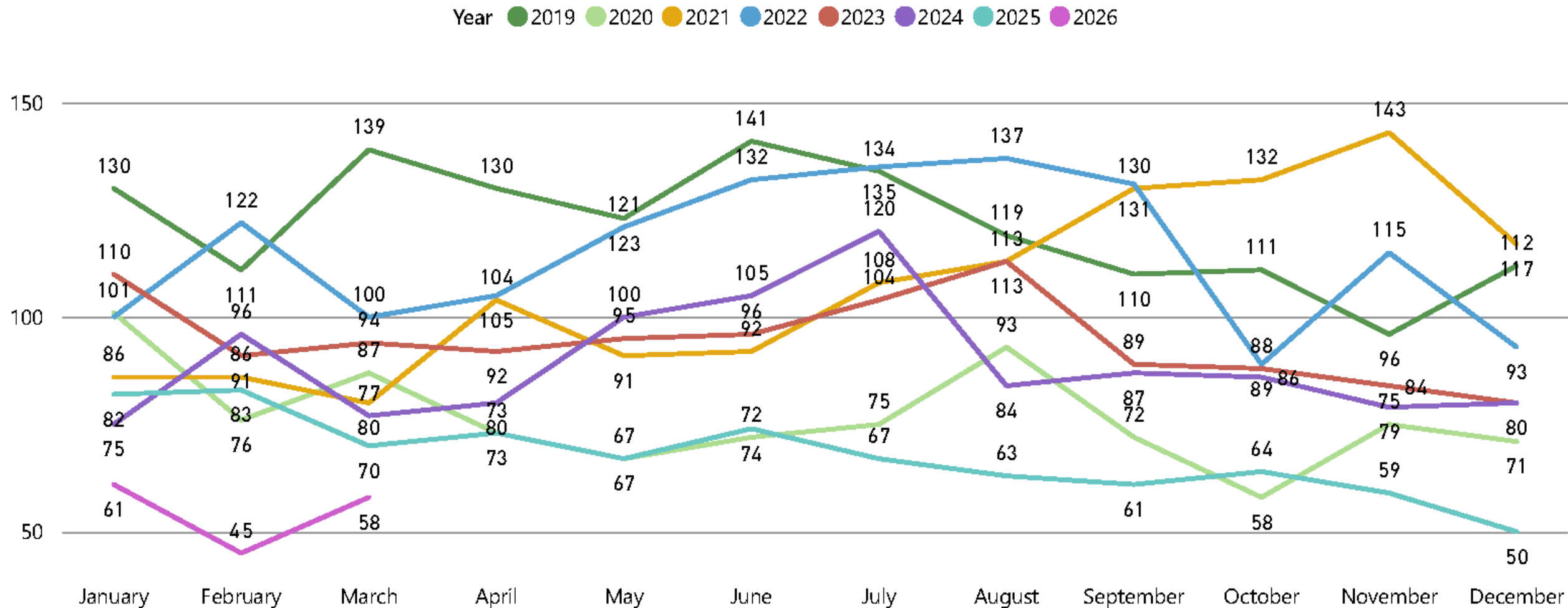
Note: Data was last updated on 4/10/2026, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

Distinct Incidents in Safety Zone in Last Six Months



Police Incidents

Distinct Incidents in Safety Zone by Month and Year



Police Incidents in December 2025

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	12	1,625
Other Miscellaneous	9	471
Malicious Mischief	5	442
Suspicious Occ	5	143
Burglary	4	310
Assault	3	439
Fraud	3	244
Non-Criminal	3	256
Miscellaneous Investigation	2	151
Missing Person	2	143
Motor Vehicle Theft	2	266
Warrant	2	434
Case Closure	1	15
Disorderly Conduct	1	179
Drug Offense	1	422
Fire Report	1	6
Robbery	1	101
Stolen Property	1	25
Suspicious	1	2
Traffic Violation Arrest	1	92
Vehicle Impounded	1	13
Weapons Offense	1	57

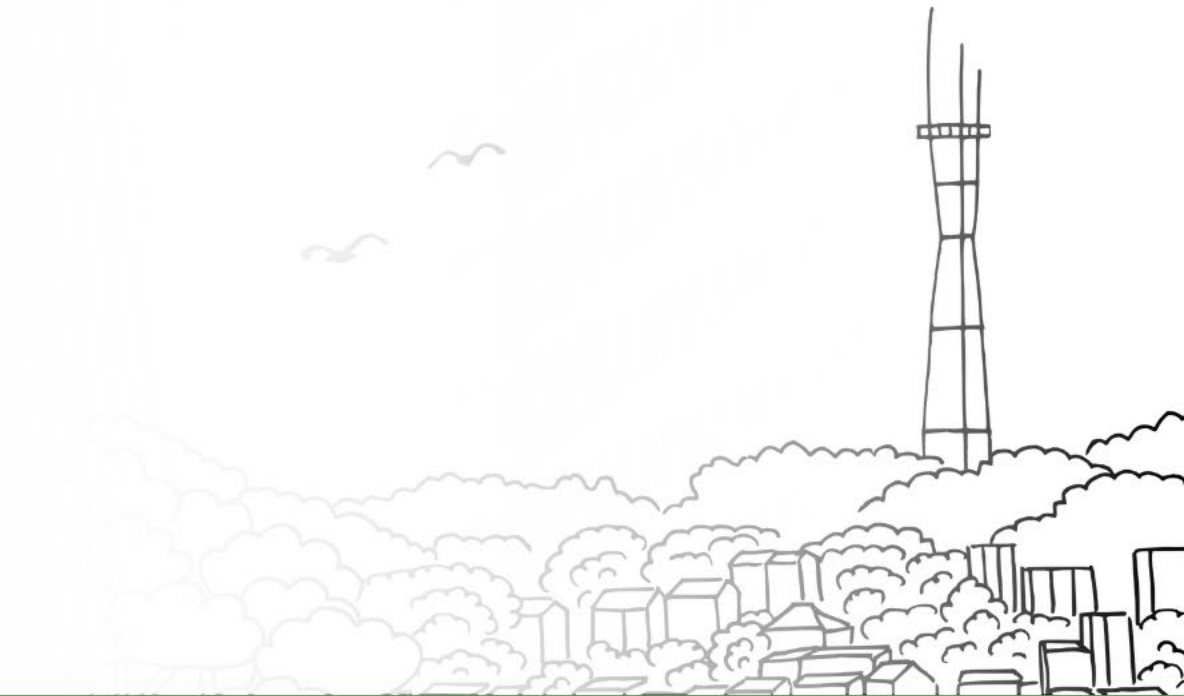




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Appendix Slides

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Street Team

- Five Keys Street Team start patrols
- Request support through public line

415-594-3997

- Two staff members walking the highlighted area from 7am - 9pm providing immediate response during
- Picking up trash and moving people along.
- Community will be provided referrals to appropriate agencies or services



Proposed Development – Seawall Lot 330

- Development **timelines** for Seawall Lot 330 are currently anticipated to begin by **mid-2027**.
- Activation **of the lot will only be** until development is ready to begin.
- **180 day notice** (at minimum) is to be provided to HSH by the Port, supporting a responsible **6-month** winddown and demobilization of the Program.
 - Work with ~200 guests on **customized exit plans** including housing and other shelter programs; and
 - **Demobilization** of the site by Public Works.

Reporting Concerns: Embarcadero

For latest guidance and resources on reporting concerns about street crises and conditions visit: <https://www.sf.gov/coordinated-street-response-program-1>

- ✦ Text the **Five Keys** public text line at **415-594-3997** to report:
 - ✦ Concerns related to the Navigation Center (noise disturbance, etc.).
 - ✦ Basic trash clean up and syringe pick-up in the area.
 - ✦ Response times are usually within the hour. If call back is required, will be returned within 24 hours.

- ✦ Call **311** to report:
 - ✦ **Tents, structures and encampments**
 - ✦ Abandoned RV/vehicle or shopping carts
 - ✦ Trash, debris, human or animal waste
 - ✦ Medical waste (You can also text SFAids Foundation Syringe Disposal at 415-801-1337)

**Five Keys provides regular outreach and engagement to unhoused neighbors in addition to SFHOT and SFPD Beat Officers. Five Keys cannot directly refer unsheltered neighbors into the program and does not have the authority to move people or resolve encampments. If Five Keys cannot address concerns received via public text line, they will respond with guidance on who to call.*

Reporting Concerns: Embarcadero

Police Non-Emergency

415-553-0123

If there is no safety concern, but an issue needs to be addressed, please report to Police Non-Emergency.

Examples:

blocked driveways, suspicious activity

911

If you see someone's life in danger, crime in progress, or a fire please report to 911.

Dispatch will ask questions to ensure the appropriate team responds.

Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Exits by Destination:** Reflects the exit destination of guests leaving the program. We anticipate seeing additional exits to housing for Housing Referral Status clients as additional housing resources become available.
- **Homeless Situations:** Emergency shelter, hotel or motel temporarily, host home shelter, safe haven, place not meant for habitation.
- **Institutional:** Hospital, psychiatric facility, substance use treatment facility, jail, prison, foster care, long term care facility.
- **Permanent Housing:** Rental, owned by client with or without housing subsidy, staying with family or friends on permanent tenure.
- **Temporary Housing:** Transitional housing or homeless persons, staying with friends or family on temp tenure, hotel or motel, residential project or halfway house, or Host home.
- **Other:** Deceased, no exit interview completed, other, client doesn't know, client prefers not to answer, or data not collected.

Key Terms: Embarcadero SAFE Navigation Center Data Dashboard

- **Coordinated Entry Status:** (CE Status) is determined on a case-by-case basis after an individual completes the Coordinated Entry Primary Assessment that determines if an individual is Housing Referral Status or Problem-Solving Status.
- **Housing Referral Status:** Determined based on vulnerability, housing barriers and chronicity of homelessness. Individuals identified as Housing Status will be assigned a Housing Navigator who will match the household with available housing.