



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center: September 2025 Written Report

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

[Embarcadero Community Advisory Committee](#)





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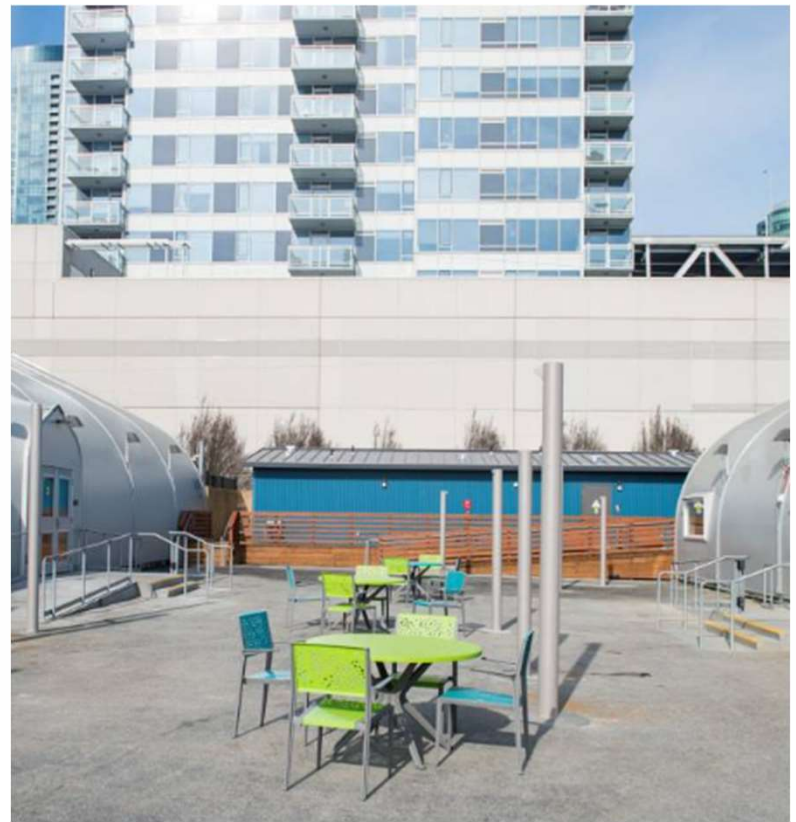
# Agenda

1. Welcome
2. Option to Extend
3. Discussion
4. Next Steps
5. Appendix
  - Monthly Report
  - Five Keys
  - Neighborhood Conditions
  - Public Safety



# Option to Extend

- In order for HSH to exercise the **option to extend** the Memorandum of Understanding (MOU) with the Port for an additional **2 years**, **HSH** must submit an official **Notice** to the Port by September 30th.
- The Notice includes findings outlining how the **Option Exercise Conditions** were met.
- Prior to submitting the Notice, we want to discuss the proposed findings with the **Advisory Committee** and **community**.



# Proposed Development – Seawall Lot 330

- HSH is working closely with the Port to **monitor development timelines** for Seawall Lot 330. Currently, development is anticipated to begin by **mid-2027**.
- HSH is seeking the option to extend for the full 2 years to continue **operations of the program** and **activation of the lot** until development begins.
- Under the MOU, the Port is required to provide HSH with a **180 day notice** (at minimum) which supports a responsible **6-month** winddown and demobilization of the Program and site including:
  - Work with ~200 guests on **customized exit plan** including housing and other shelter programs; and
  - **Demobilization** of the site by Public Works.

# Option Exercise Conditions

*A) The City has provided beat officers within the Safety Zone to ensure public safety for the community and HSH has provided dedicated cleaning services in the designated cleaning area.*

*B) HSH has provided quarterly reports to the Port that include: (1) information on publicly available crime statistics, updated point in time counts of unsheltered people, including those in vehicles and tents, in the Outreach Zone and other community impact measures in the Safety Zone, as set forth in Exhibits E and F, (2) program utilization and outcomes and (3) cleaning efforts.*

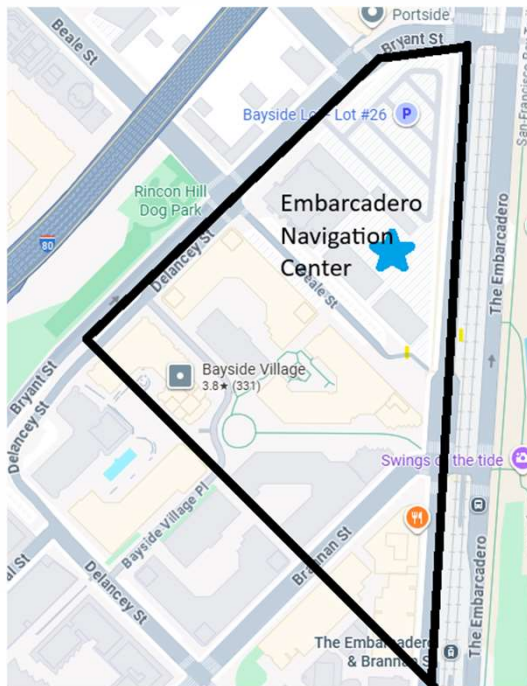
*C) HSH and its Embarcadero SAFE Navigation Center nonprofit operator have complied with the Good Neighbor Policy.*

# A) Security Presence in the Safety Zone

- San Francisco Police Department (SFPD) has continued to provide **public safety resources in the Safety Zone**.
  - 2024: Southern Station provided dedicated beat officers to the area.
  - Spring 2025: SFPD confirmed they were unable to continue to provide beat officers to the area given citywide staffing challenges, and quickly provided **dedicated resources** to ensure a **continued security presence in the Safety Zone** including:
    - **Community Ambassadors** that cover the Embarcadero Navigation Center to Old Transbay Terminal / Woodland Market Area, Monday – Friday 10am – 8pm.
    - **SFPD patrols of the Safety Zone** by Southern Station officers (seven days a week, 9am – 7pm) through new overtime program.
  - SFPD has committed to continue to provide **dedicated security presence** through **appropriate resources** (overtime patrols, community ambassadors, etc.) within the Safety Zone in the updated **Interdepartmental Agreement**.

# A) Dedicated Cleaning Services in Designated Cleaning Area

*Dedicated Cleaning Area*



- HSH worked with **Five Keys**, the non-profit operator of the Program to provide dedicated cleaning services in the area.
- In April 2025, in response to increased concerns from the community, Five Keys began **hourly perimeter walks** of the designated cleaning area to support cleanliness, discourage loitering and maintain situational awareness.
  - Five Keys staff maintain a daily log of any actions taken or follow-up needs identified.
  - Hourly perimeter walks have replaced the twice-daily cleaning schedule.
- **Updated map** of the **Designated Cleaning Area** that is serviced hourly by Five Keys staff during hourly perimeter walks is included in HSH's Notice and the updated Interdepartmental Agreement.



## B) Required Reporting

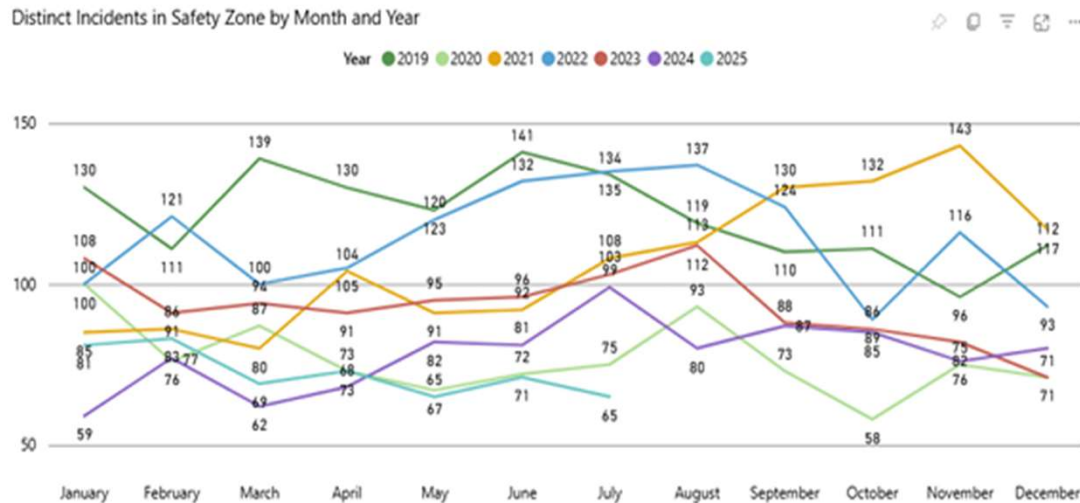
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- HSH and SFPD have provided **monthly reports** since January 2020 that include all of the components under Exercise Condition Option B.
  - Reports since January 2024 are published on the [HSH website](#).
  - Reports prior to 2024 are archived on the [Port's website](#).
- HSH has continued to incorporate **input and recommendations** from the Advisory Committee and community to **improve regular reporting**.



## B) Required Reporting – Public Safety

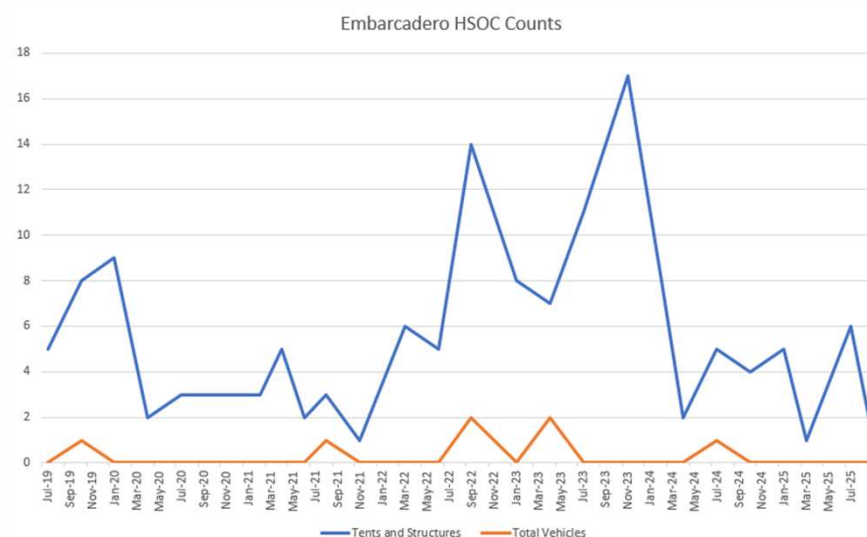
### August 2025 SFPD Crime Statistics Dashboard



- Since 2020, monthly reports have included **publicly available crime statistics** provided by SFPD.
- Crime statistics provided each month include:
  - Police incidents within the Safety Zone
  - Distinct incidents in the Safety Zone and Citywide
  - Breakdown of police incidents of the past month in the safety Zone and Citywide
- Data demonstrates that distinct incidents in the Safety Zone **decreased 52%** from July 2019 to July 2025.

## B) Required Reporting – Point in Time Counts

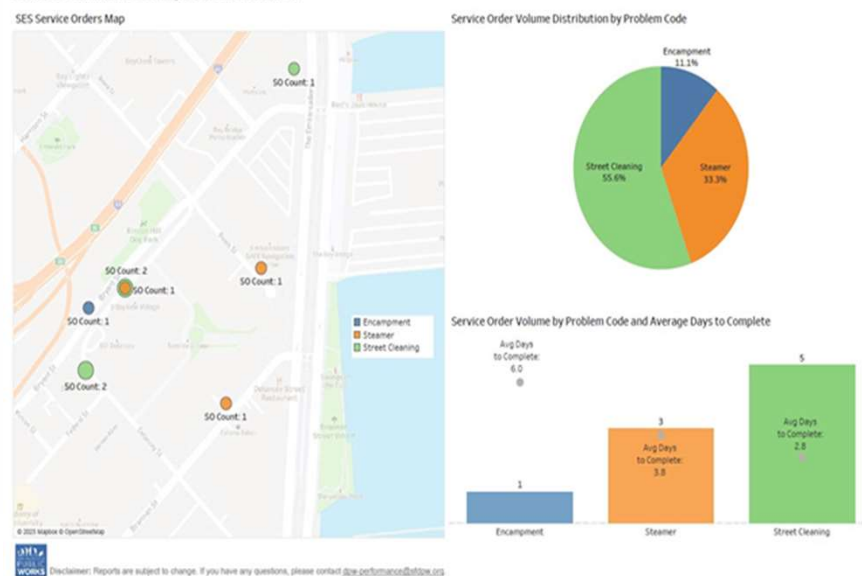
- Citywide quarterly counts of tents and vehicles are conducted by the Healthy Streets Operations Center (HSOC), with results posted on the [Healthy Streets Data & Information webpage](#).
- HSH will continue to include quarterly counts of tents and vehicles in the area.
- The **September 2025** HSOC Quarterly Count found **1 tent/structure** and **0 vehicles** in the area.



## B) Required Reporting – Other Community Impact Measures

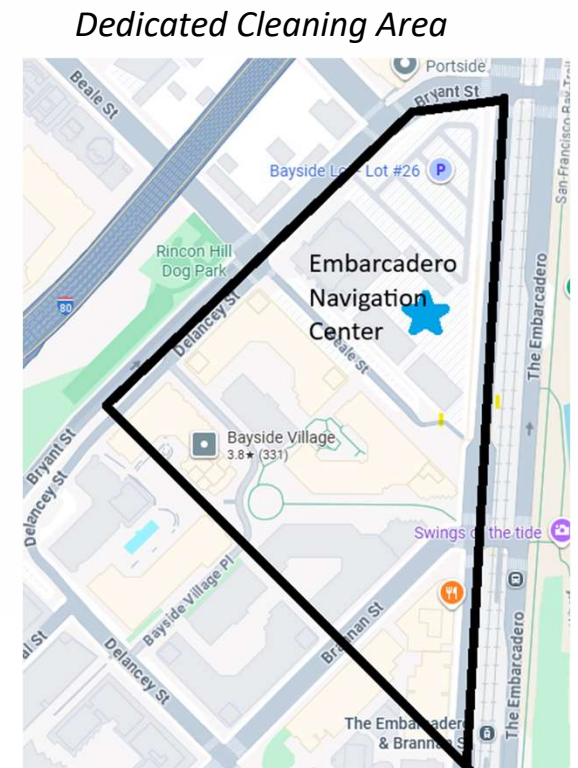
- In April 2025, HSH included a section in monthly reports titled "**Improving Neighborhood Conditions**".
- Includes updates from Public Works (DPW), Office of Community Investment and Infrastructure (OCII) and other agencies on community impact measures, such as:
  - **DPW** will continue to provide data updates on **service orders** in the **Designated Cleaning Area** in monthly reports (updated in Interdepartmental Agreement).
  - **OCII** will continue to provide regular updates on various **landscape and maintenance services** and work to address trash in the Beale Street cul-de-sac.

Embarcadero Community Advisory Committee  
Bureau of Street and Environmental Services (BSES) - 311 Service Orders  
Service Order Accepted Date Range: 7/1/2025 to 7/31/2025



# B(2-3) Program Utilization & Cleaning Efforts

- HSH will continue to include information on **Program Utilization** in **monthly reports** including: occupancy, housing status, exits, referrals, critical incident reports and other program updates as appropriate or requested by ECAC.
- Five Keys will conduct **dedicated cleaning** in the **designated area** during **hourly perimeter walks**.
- **Monthly reports** will continue to include **number of calls and texts** received by Five Keys each month related to cleaning requests and concerns, along with any other notable **cleaning efforts**.
  - Five Keys will respond to requests/concerns within **24 hours**.
  - If the cleaning concerns received by Five Keys are **outside the designated cleaning area** or **require additional support**, Five Keys will provide **appropriate guidance to the requestor** including who to call to address the concern.



## C) Comply with Good Neighbor Policy

GOOD NEIGHBOR POLICY COMPONENT	MET?	COMMENTS
1. Grantee shall work with neighbors, HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH) and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.	Met	Often concerns raised are outside scope of the Program or HSH/Five Keys. HSH continues to invite other city agencies to participate in ECAC and provides guidance to the community in monthly reports on how to appropriately report concerns through 311, 911 and police non-emergency as appropriate.
2. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.	Met	Continued participation by Five Keys leadership.
3. Grantee shall provide a phone number to all interested parties that will be answered at all times by a manager or other responsible person who has the authority to respond to complaints and issues at the Embarcadero SAFE Navigation Center as they arise.	Met	Updated Interdepartmental Agreement and monthly reports to reflect 24 hour response time to phone number.

## C) Comply with Good Neighbor Policy (cont.)

GOOD NEIGHBOR POLICY COMPONENT	MET?	COMMENTS
4. Grantee shall minimize the impact on the neighborhood of Embarcadero SAFE Navigation Center guests entering, exiting, or waiting for services. The Embarcadero SAFE Navigation Center will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests.	Met	Continues to operate 24/7 and does not allow walk-ins. In Spring 2025, adjust referrals to support lowering the overall acuity of guests at the site.
5. Grantee shall actively discourage and address excessive noise from program participants and others who may be just outside the program site.	Met	Rare that Five Keys receives concerns or complaints related to excessive noise.
6. Grantee shall actively discourage loitering in the area immediately surrounding the program.	Met	Increased engagement and support through hourly perimeter checks that began in April 2025.

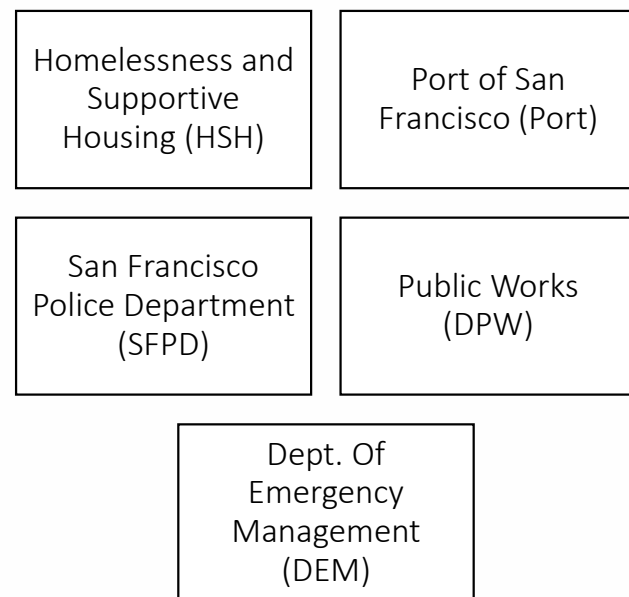
## C) Comply with Good Neighbor Policy (cont.)

GOOD NEIGHBOR POLICY COMPONENT	MET?	COMMENTS
7. Grantee shall, in conjunction with HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Embarcadero SAFE Navigation Center and how individuals are referred.	Met	Five Keys continues to be an excellent ambassador of the Program.
8. Grantee shall maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.	Met	Five Keys has continued to maintain safety and cleanliness of designated area and has increased engagement with the area through hourly perimeter walks.
9. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.	Met	Continues to take all reasonable measures, including daily outreach and engagement during hourly perimeter walks to ensure sidewalks adjacent to the facility are not blocked.



# Interdepartmental Agreement

- HSH has been working with City partners to **update** the 2023 **Interdepartmental Agreement** that documented **commitments** from each agency to support the area surrounding the Program.
- Agreement reflect **practices in place as of September 2025** based on input and lessons learned, including but not limited to:
  - Updated map of designated cleaning area, and Five Keys' hourly perimeter walks that include cleaning.
  - SFPD's commitment to provide appropriate resources to ensure public safety in the Safety Zone and provide security presence coverage data for inclusion in monthly reporting.
  - Monthly reporting commitments to include critical incidents reports (HSH) and calls for service in the designated cleaning area (Public Works).
  - Port will ensure the parking lot operator maintains cleanliness and safety, particularly during game days or special events.
- Interdepartmental Agreements have been an **effective tool** in holding multiple city departments **accountable** to their commitments, as well as **managing expectations** of the host community.



# Next Steps

• *Northern Advisory Committee (NAC) Meeting – September 17, 2025*

• **Embarcadero Community Advisory Committee (ECAC) Meetings**

- *September 24, 2025*
- **October 29, 2025**

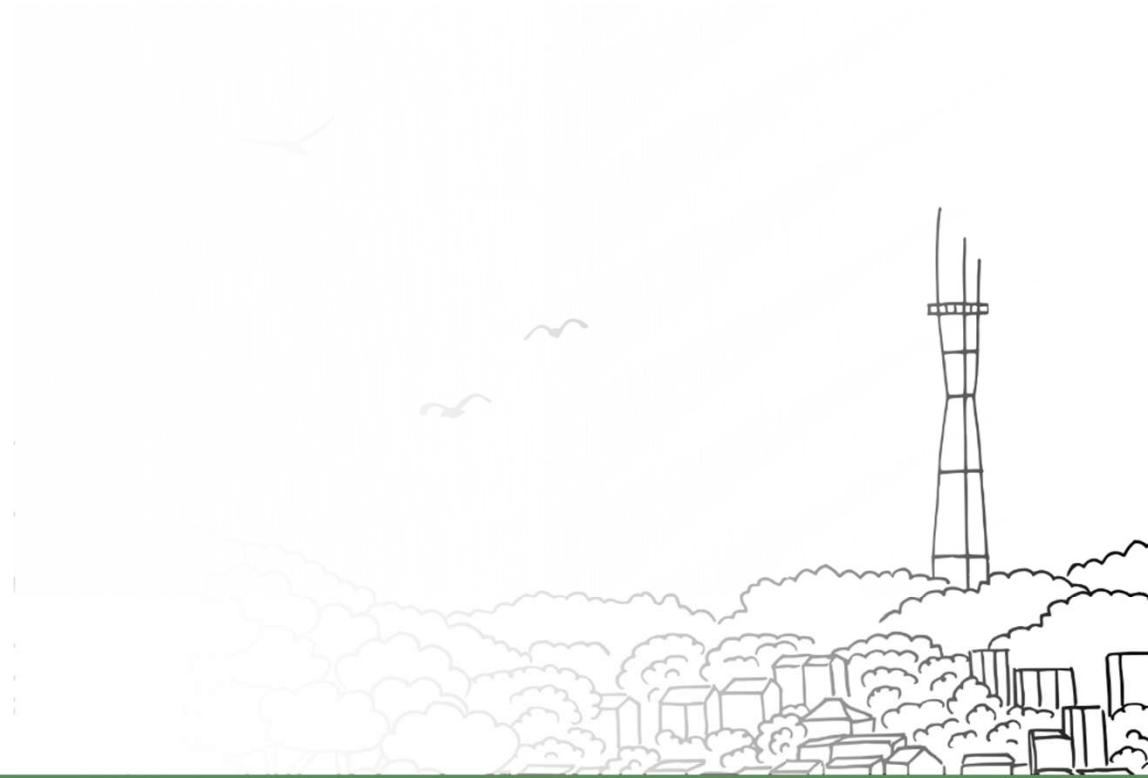
• **Port Commission – November 18, 2025**

- Formal Notice to Exercise the Option to Extend submitted to the Port by **September 30, 2025.**



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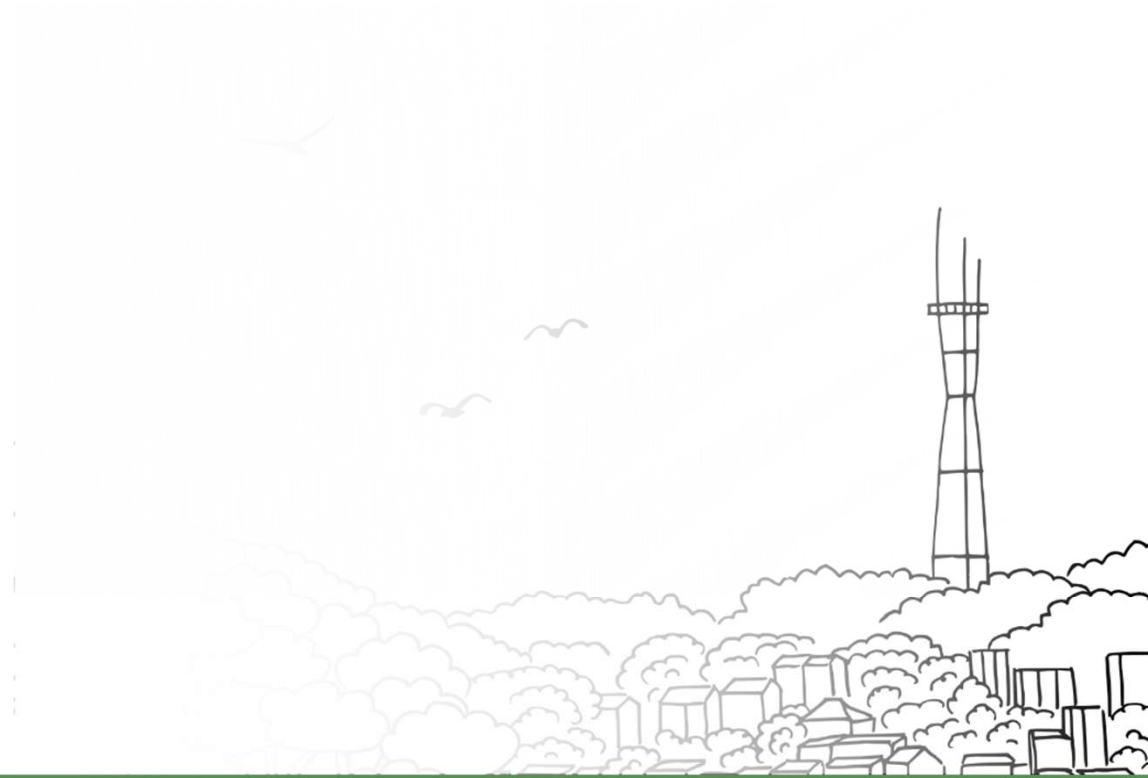
# Discussion





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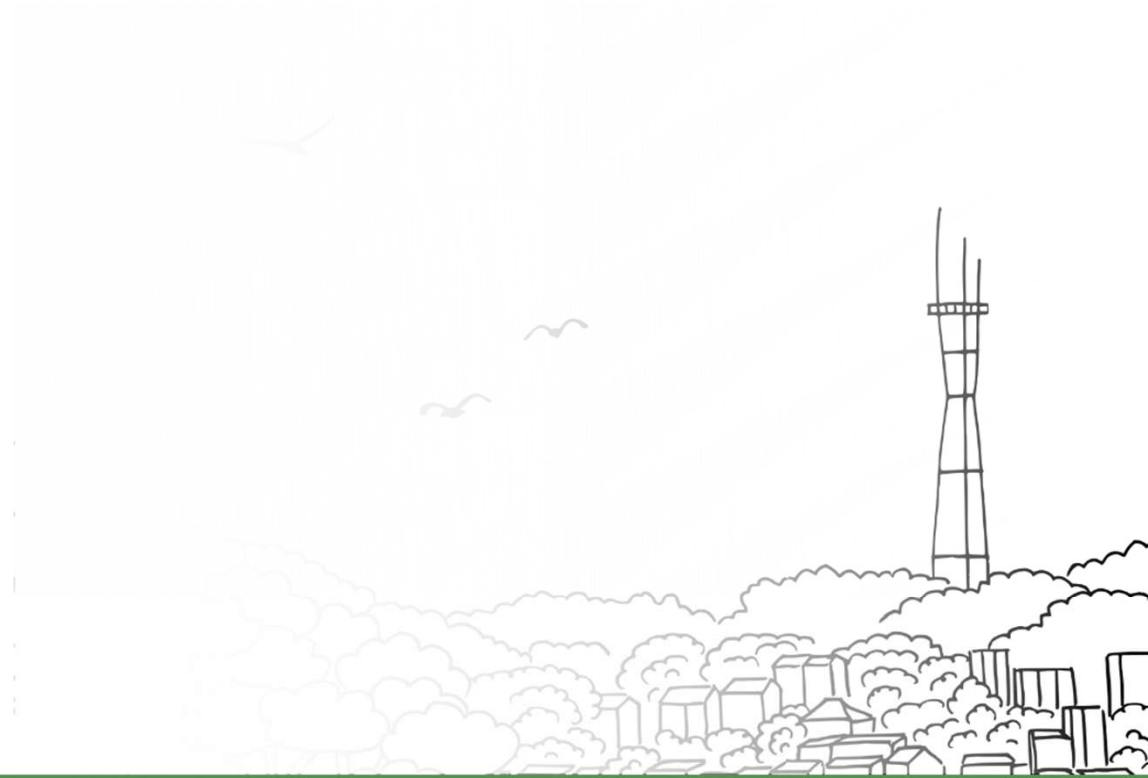
# Appendix Slides





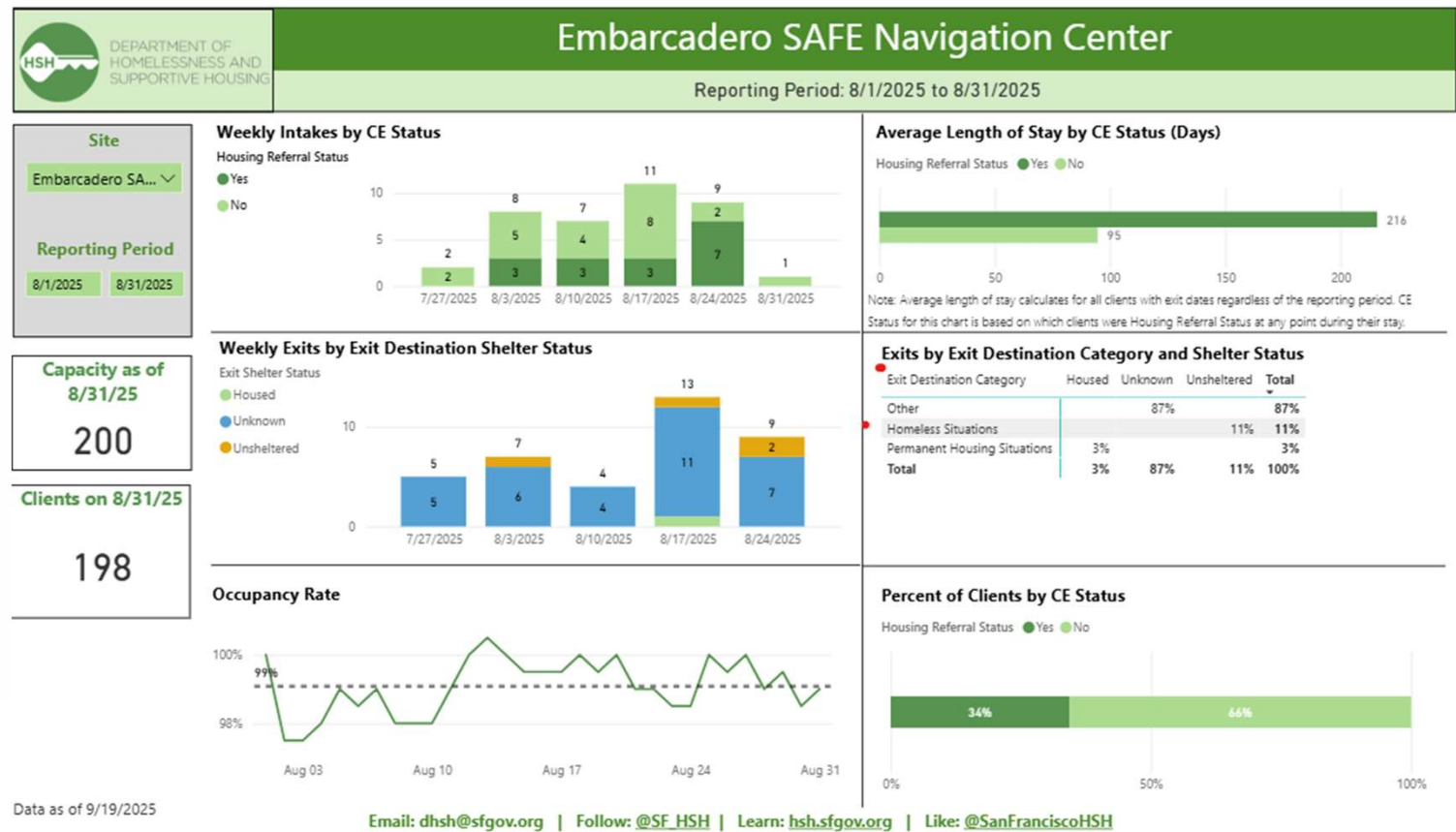
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# Monthly Report



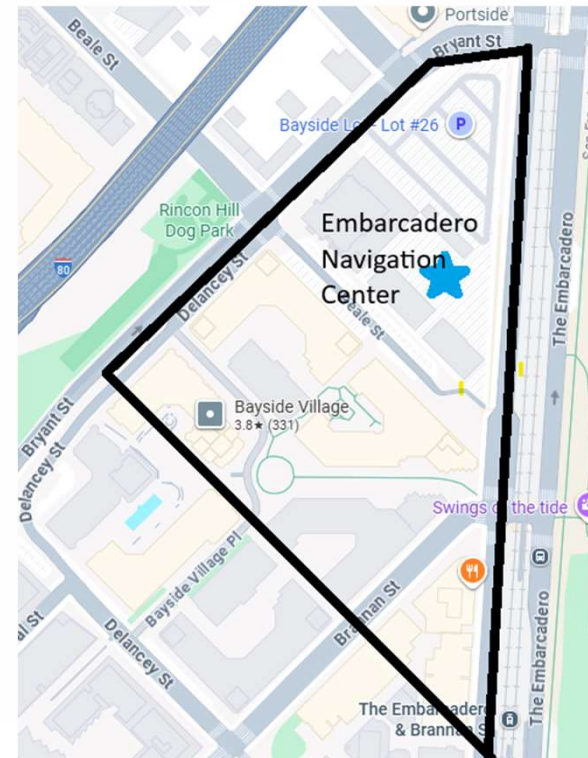
# September 2025: Embarcadero SAFE Navigation Center\*

- Capacity was **200 beds** as of August 31, 2025.
- 198 guests** as of August 31, 2025.
- A glossary of key terms is at the end of this report.



# Updates: Dedicated Cleaning Services

- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center, excluding Rincon Hill Dog Park and Brannan Wharf.
- Five Keys staff **conduct hourly perimeter checks and cleaning on routes.**
- In **August 2025**, Five Keys received **10 calls and 45 texts.**

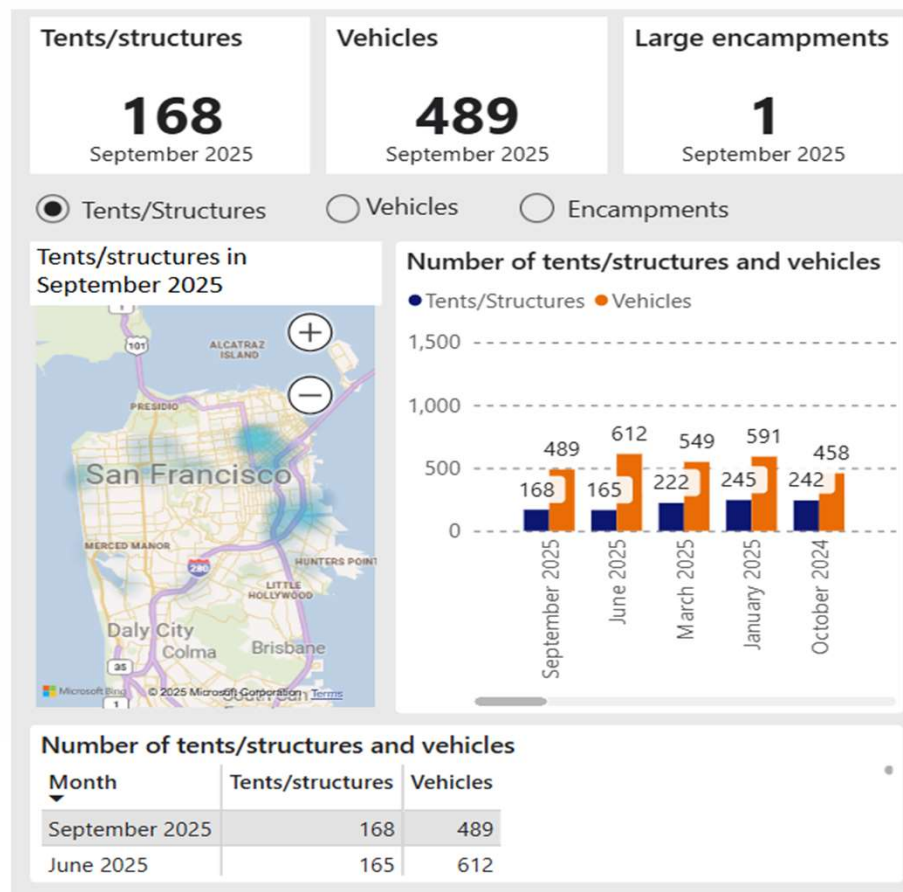


*Map reflects Five Keys dedicated cleaning zone.*



## September 2025 Healthy Streets Operations Center Quarterly Tent and Vehicle Count

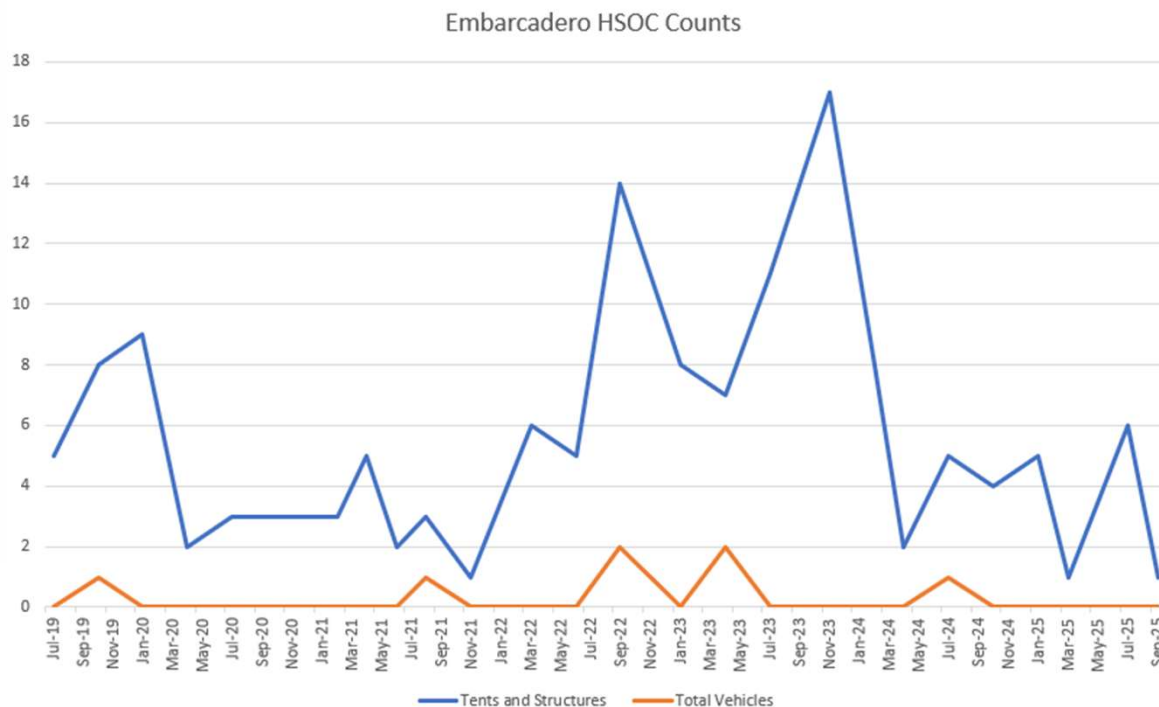
The September 2025 citywide Healthy Streets Operations Center Quarterly tent and vehicle count found **168 tents/structures** and **489 inhabited vehicles** citywide. This is a drop from the **612 vehicles** identified in June.



# Embarcadero SAFE Navigation Center Quarterly Count



The September 2025 Healthy Streets Operations Center Quarterly Count identified **1 tents and structures** and **0 inhabited vehicles** in the Embarcadero Area.



*Homelessness is highly dynamic and variable.*

*HSH will continue to report out on Healthy Streets Operations Center Quarterly Counts to track trends over time.*



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# Five Keys Operations

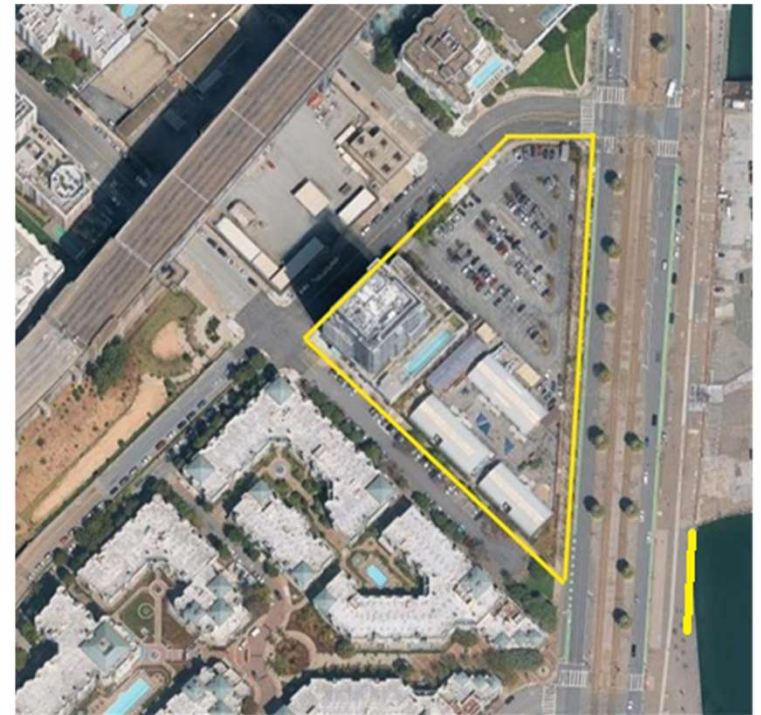


# Calls for Support & Responses

Calls for Support	Five Keys Response
<b>Drug Use:</b> 3 texts of people behind Watermark	Staff engaged with individuals and informed them of Good Neighbor Policy.
<b>Drug Use:</b> 5 texts about two people using drugs outside Nav Center	Staff addressed the drug use and a person drinking and informed them of the neighborhood expectations.
<b>Loitering:</b> 2 texts about a man loitering in the park with a wrench.	Individual was provided information and asked to leave.
<b>Loitering:</b> 1 text about person passed out	Staff engaged with individual about resources and asked to not loiter.

# Increasing Coverage

- Five Keys Ambassadors joining The Embarcadero Navigation Center
- Request support through public line
  - 415-603-0431
- 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



# Greg's Journey: From Isolation to Home

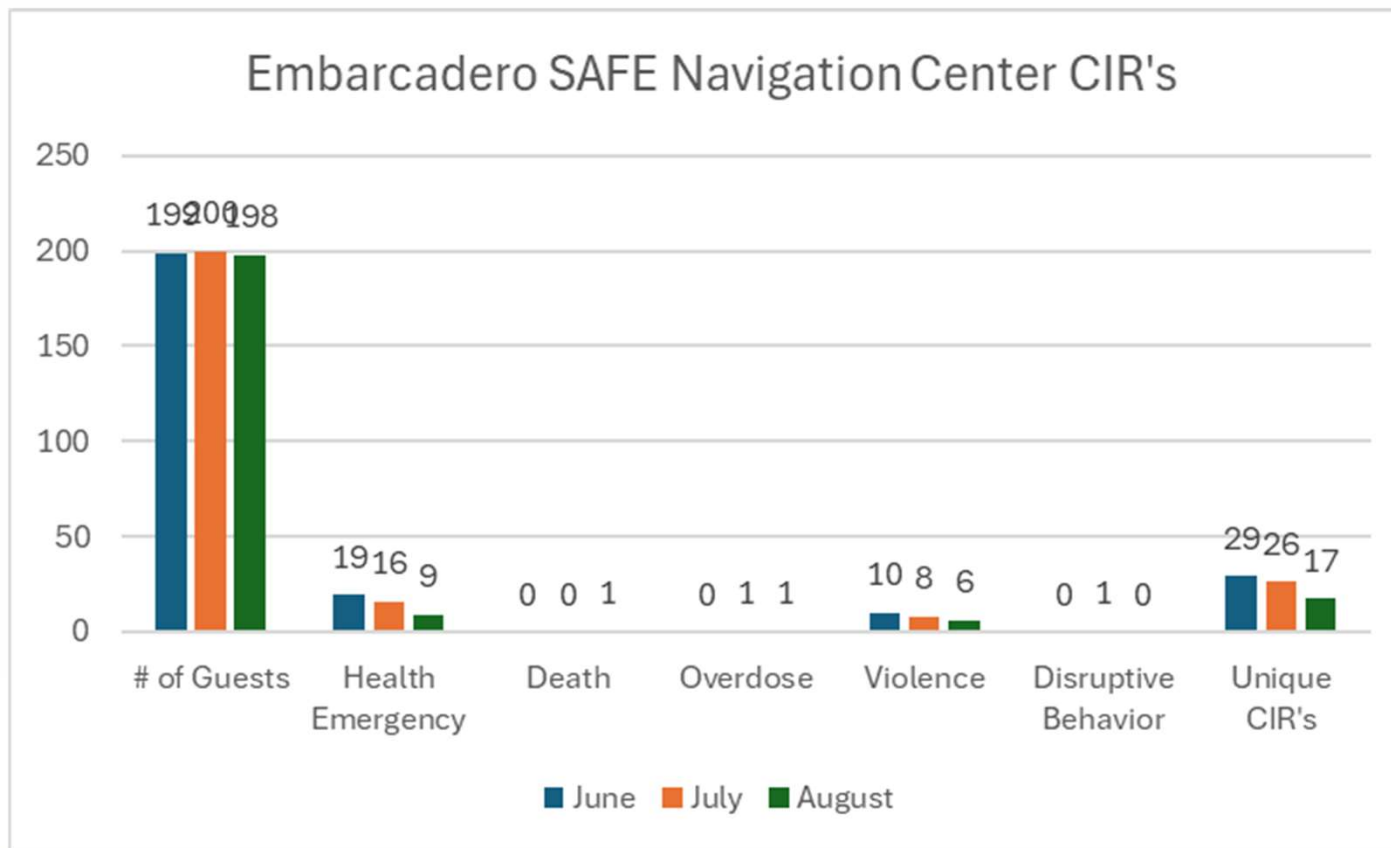
When Greg arrived at Embarcadero, he was isolated and afraid. With quiet determination, he kept every appointment, worked hard, and never gave up. Thanks to the support of staff—and the love of his dogs and girlfriend—Greg overcame the odds.

Greg is very thankful to the Embarcadero staff who treated him with kindness and supported him every step of the way.

Today, he holds the keys to his own home. He's no longer alone. He's home.



# Critical Incidents







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# Improving Neighborhood Conditions

Office of Community Investment and Infrastructure  
Port of San Francisco  
Public Works



# Office of Community Investment and Infrastructure (OCII) and Port of San Francisco Updates



Jasmine Kuo – OCII

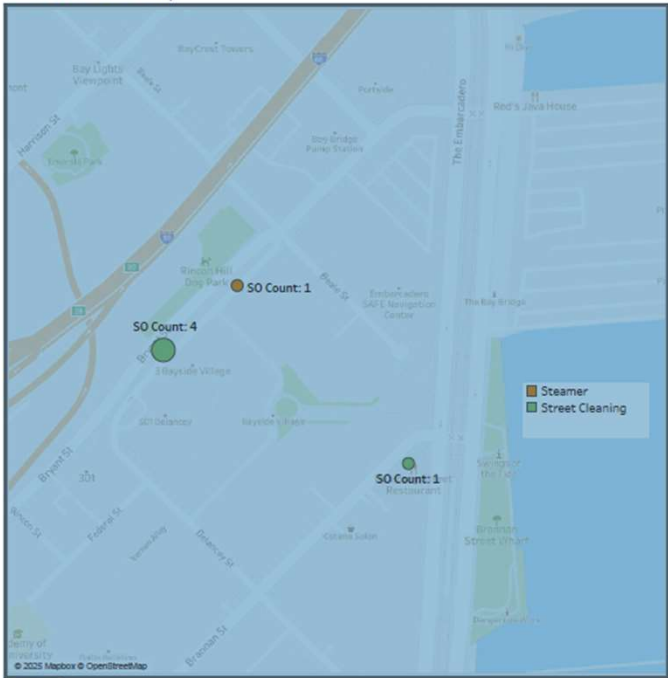
Port of San Francisco has approved the encroachment permit.  
Contract between OCII and Contractor must be executed.  
Work can not move forwards until agreement is signed.  
Bench removal will be delayed a few weeks.



# Public Works Updates

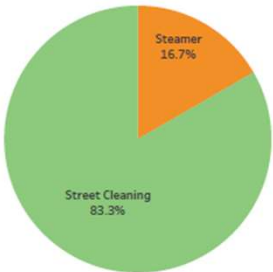
Embarcadero Community Advisory Committee  
Bureau of Street and Environmental Services (BSES) - 311 Service Orders  
Service Order Accepted Date Range: 8/1/2025 to 8/31/2025

SES Service Orders Map

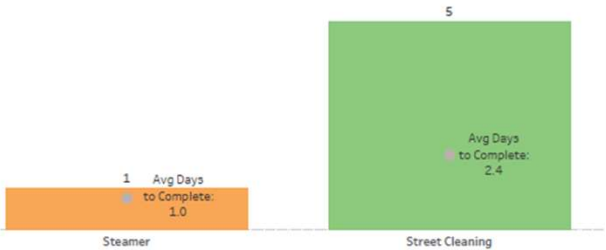


Disclaimer: Reports are subject to change. If you have any questions, please contact [dpw-performance@sfdpw.org](mailto:dpw-performance@sfdpw.org).

Service Order Volume Distribution by Problem Code



Service Order Volume by Problem Code and Average Days to Complete



# Public Works

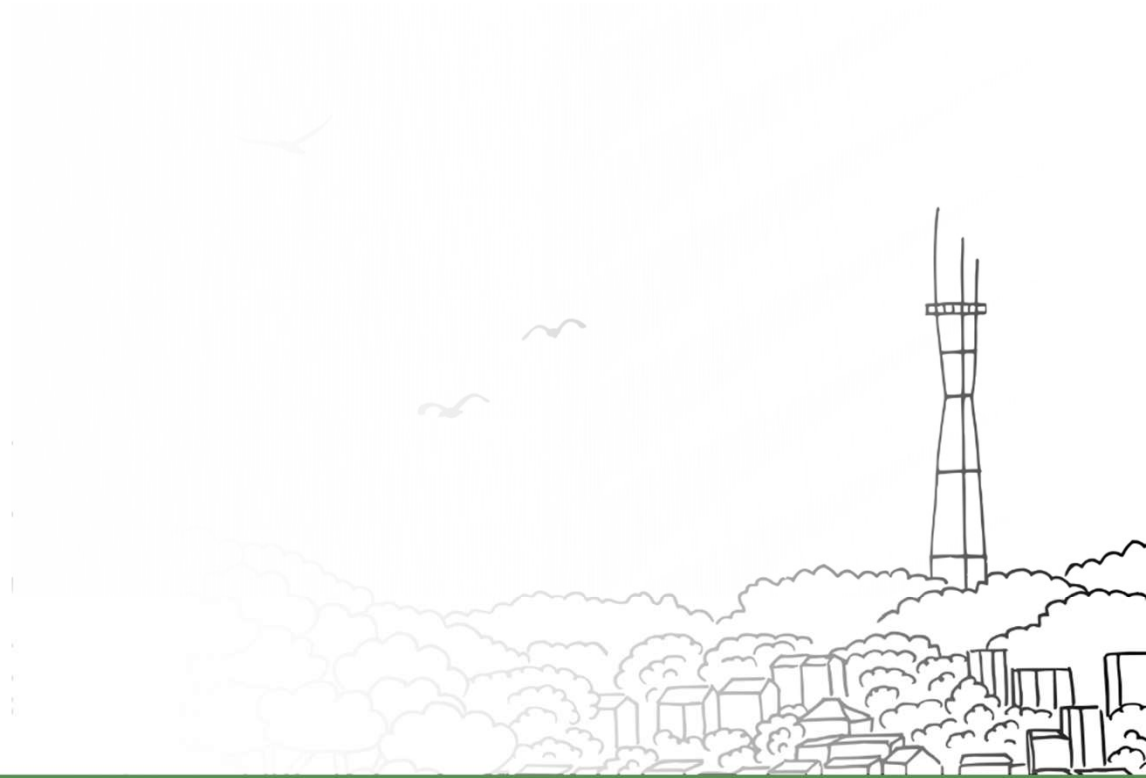




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# Public Safety

San Francisco Police Department



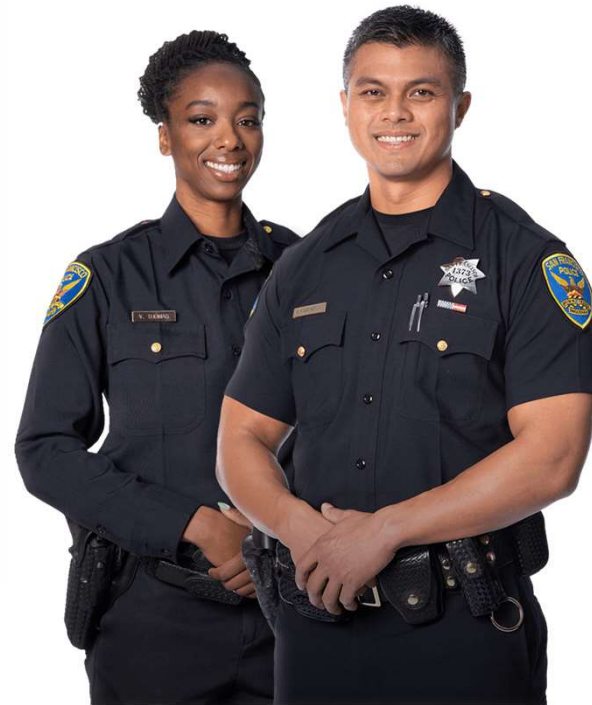
# Public Safety

## Overtime Officers in the Safety Zone

- Starting as of June
- Patrolling Embarcadero Navigation Center and Safety Zone
- 7 days per week
- 11:00 AM – 9:00 PM

## SFPD Ambassadors

- Mon-Fri - 10am-8pm





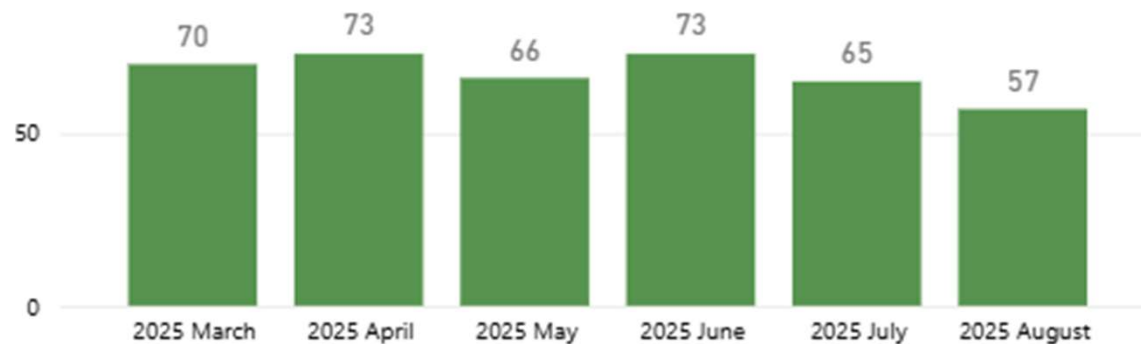
# Police Incidents

## 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.

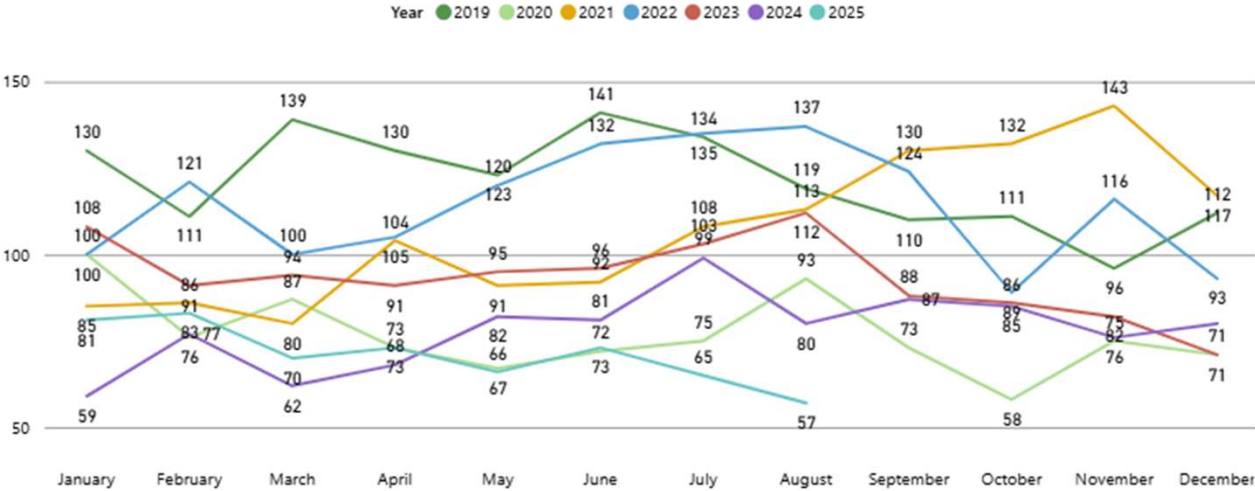
Note: Data was last updated on 9/19/2025, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

Distinct Incidents in Safety Zone in Last Six Months

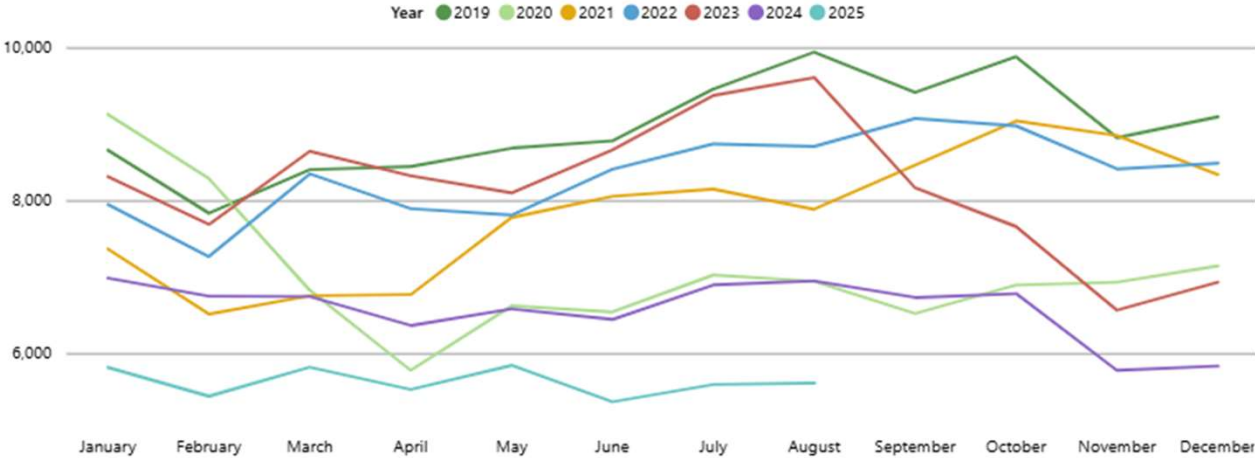




Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year



# Police Incidents

## Police Incidents in August 2025

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	18	1,584
Assault	10	516
Burglary	9	354
Disorderly Conduct	4	188
Fraud	4	218
Malicious Mischief	4	450
Other Miscellaneous	4	451
Other Offenses	3	83
Miscellaneous Investigation	2	175
Other	2	53
Recovered Vehicle	2	205
Suspicious Occ	2	151
Warrant	2	407
Courtesy Report	1	27
Drug Offense	1	365
Missing Person	1	135
Motor Vehicle Theft	1	311
Non-Criminal	1	336
Robbery	1	149
		40



# 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 **415-603-0431** 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 SF Aids 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.