

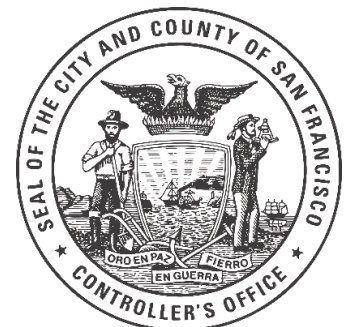
# Annual Performance Results

Fiscal Year 2024-2025

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**Prepared by**  
**OFFICE OF THE CONTROLLER**  
**CITY PERFORMANCE DIVISION**



## About the Controller's Office

The Controller is the chief financial officer and auditor for the City and County of San Francisco (City). The Controller's Office produces regular reports on the City's financial condition, economic condition, and the performance of City government. The Controller's Office is also responsible for key aspects of the City's financial operations — from processing payroll for City employees to processing and monitoring the City's budgets and expenditures.

Our team includes financial, tech, accounting, analytical and other professionals who work hard to secure the City's financial integrity and promote efficient, effective, and accountable government. We strive to be a model for good government and to make the City a better place to live and work.

## About City Performance

The [City Performance team](#) is part of the City Services Auditor (CSA) within the Controller's Office. CSA's mandate, shared with the Audits Division, is to monitor and improve the overall performance and efficiency of City Government. The team works with City departments across a range of subject areas, including transportation, public health, human services, homelessness, capital planning, and public safety.

City performance Goals:

- Support departments in making transparent, data-driven decisions in policy development and operational management
- Guide departments in aligning programming with resources for greater efficiency and impact.
- Provide departments with the tools they need to innovate, test, and learn.

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# ABOUT THE REPORT

San Francisco voters approved [Proposition C](#) in November 2003, which mandated the Controller's Office to monitor the level and effectiveness of public services provided by the City and County of San Francisco annually. The Controller's Office instituted the [Performance Program](#) to fulfill the departmental performance data collection and reporting requirements. Specifically, the Program team collects fiscal year-end performance data from all the City's departments and publishes the data in the Annual Performance Report.

This year's annual report consists of the following:

- Featured measures of high public interest from **six service areas**. The service areas highlight the work of relevant City departments in Fiscal Year 2025 (FY25, from July 1, 2024, to June 30, 2025). The service areas included in the report are:
  1. Homelessness
  2. Public Safety
  3. Public Health
  4. Safety Net
  5. Transportation
  6. Livability
- An interactive [Annual Performance Report Dashboard](#) that visualizes current and historical data for over 700 performance measures across all City departments. It includes detailed measure descriptions, methodologies, and public data notes where applicable.
- An online [FY25 performance table viewer](#) that summarizes each department's performance for the current fiscal year. It also includes data from the past two fiscal years and outlines current and future year targets.

## About the Performance Program

The [Performance Program](#) operates within the [City Performance Unit](#) of the Controller's Office and produces the Annual Performance Report, offers departmental performance-related data products and services, and provides performance management-related technical assistance, data quality assurance, and training to interested City departments. Learn more about our work:

### [Performance Program website](#)

Learn more about the Performance Program and read prior year annual reports since 2003.

### [San Francisco Performance Scorecards](#)

Track timely information on the efficiency and effectiveness of San Francisco Government across eight important service areas that are of greatest interest to the public.

### [Last Year's Annual Performance Report \(FY2023-2024\)](#)

Read about the City's performance during Fiscal Year 2023-2024.

### [Mayor's Budget Book](#)

Produced by the Mayor's Budget Office, the Performance Program provides performance data collection services to support the development of the annual Mayor's Budget Book.

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# Executive Summary

In Fiscal Year 2024–2025 (FY25), City departments experienced several administrative and budgetary changes, including a mayoral transition, expanded initiatives to enhance equitable access to services, and structural reforms aimed at addressing budget deficits. The City also continues its gradual recovery from the lasting impacts of the COVID-19 pandemic.

This report presents a view of the City’s performance through the lens of Performance [Scorecards](#)—tools that monitor key citywide indicators and support departments in delivering effective and efficient services. These measures, across six specific service areas, provide valuable insights into how broader policy and operational shifts influence service delivery and organizational performance over time.



## Homelessness

The [Department of Homelessness and Supportive Housing \(HSH\)](#) focuses on preventing and ending homelessness in San Francisco. This section reports on key Homelessness Response System (HRS) metrics tracking homelessness prevention, exits from homelessness, as well as highlights from HSH’s new HRS capacity metrics.

### FY25 Highlights:

- **Number of exits from homelessness decreased 10.6%**, down from 5,551 in FY24 to 4,989 in FY25.
- **Number of households receiving homelessness prevention assistance declined by less than 1%**, from 8,072 in FY24 to 8,033 in FY25.
- **Number of active shelter beds increased by 6.6%**, up from 4,545 in FY24 to 4,844 in FY25.
- **Number of permanent supportive housing units increased by 7.9%**, up from 13,848 in FY24 to 14,994 in FY25.



## Public Safety

Public safety measures track community and performance trends in law enforcement, emergency medical response, and the City’s jail and probation systems. This section features some of the City’s most essential public safety measures, including property and violent offense trends, SF county jail capacity, and emergency response times.

### FY25 Highlights:

- **Reported property offenses decreased by 25%**, down from 5,208 in FY24 to 4,302 in FY25.
- **Reported violent offenses decreased by 17%**, down from 36,671 in FY24 to 27,545 in FY25.
- **Reported thefts from vehicles decreased by 52%**, down from 12,255 in FY24 to 5,891 in FY25.
- **Average daily jail population increased by 13%**, up from 1,099 in FY24 to 1,237 in FY25.

- **Percent of ambulances arriving in the goal range had little change, down less than 1%** from 86% in FY24 to 86% in FY25.



## Public Health

The [San Francisco Department of Public Health \(DPH\)](#) provides health care programs and services through hospitals, clinics, and specialty care programs through its San Francisco Health Network (SFHN) and Behavioral Health Services Division. DPH also provides core public health services including health protection and promotion, disease and injury prevention, disaster preparedness and response, and environmental health services through the DPH Population Health Division. This section features performance measures that track the number of patients receiving services for mental health and substance use disorder treatment as well as total SFHN enrollments.

### FY25 Highlights:

- **SFHN enrollment reaches ten-year high, up 2.3%** from 117,308 in FY24 to 120,047 in FY25.
- **DPH expands the number of individuals receiving mental health treatment services increased by 3.1%**, up from 35,404 in FY24 to 36,513 in FY25.
- **DPH expands the number of individuals receiving substance use services by 15%**, up from 14,581 to 16,804 in FY25.



## Safety Net

Safety Net programs and policies reduce the effects of poverty by providing support to those in need. The San Francisco [Human Service Agency \(HSA\)](#) administers safety net programs designed to support individuals, families, and communities with food, health care, financial, employment, childcare, in-home care, and protective services. This report highlights the workload-related measures from the department including program enrollments for Medi-Cal, CalFresh, California Work Opportunity and Responsibility to Kids (CalWORKs), and County Adult Assistance Programs (CAAP).

### FY25 Highlights:

- **Medi-Cal caseload increased by 3.2%**, up from 139,863 in FY24 to 144,392 in FY25.
- **CalFresh caseload counts increased by nearly 3.7%**, up from 80,046 to 82,989 in FY25.
- **CalWORKs caseload nears the 10-year high, up by 6.8%** from 3,711 in FY24 to 3,963 in FY25.
- **CAAP caseload decreased 2.1%**, down from 6,264 in FY24 to 6,130 in FY25.



## Transportation

[The San Francisco Municipal Transportation Agency \(SFMTA\)](#) manages all ground transportation in the city and has oversight over the municipal railway (Muni) public transit, bicycling, paratransit, parking, traffic, walking, and taxis. The report features two key performance measures from the Transportation Service Area: total annual Muni ridership and traffic fatalities.

### FY25 Highlights:

- **Annual Muni ridership increased by 6%**, up from 152 million in FY24 to 161 million in FY25.
- **Between January-October 2025, there were 21 traffic fatalities, which did not meet the Vision Zero target of 0 fatalities<sup>1</sup>.**



## Livability

Four City departments are responsible for measures tracking “livability” in San Francisco: [Building Inspection \(DBI\)](#), [San Francisco Public Works](#), the [Recreation and Parks Department \(RPD\)](#), and the [Public Library \(SFPL\)](#). The highlighted measures track departmental work that is closely related to improving the overall physical environment and recreational quality of life for members of the public.

### FY25 Highlights:

- **Response rate to street cleaning requests increased by 4%**, up from 73% in FY24 to 76% in FY25.
- **Response rate to graffiti service requests increased by 11%**, up from 36% in FY24 to 40% in FY25.
- **Percent of over-the-counter, no-plans building permits that are issued instantly online increased by 29%**, up from 14% in FY24 to 18% in FY25.
- **Percent of over-the-counter building permits issued in two business days or less stayed at 63%**, above the target of 60%.

Read more about each of the service areas in the following sections of the report.

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<sup>1</sup> The Vision Zero program is measured on a calendar year basis, unlike most other measures in this report which follow the fiscal year. The fiscal year begins on July 1 and ends on June 30.



# Homelessness

Scorecard Measure	FY24 Result	FY25 Target*	FY25 Result	FY24-25 Change
<b>Homeless population</b> (number of people experiencing homelessness during the biennial point-in-time count)	8,323	N/A	N/A**	N/A
<b>Prevention assistance</b> (number of people receiving help to stay housed and avoid becoming homeless)	8,072	N/A	<b>8,033</b>	-0.5%
<b>Shelter occupancy rate</b> (average occupancy rate for temporary shelter and crisis intervention programs)	91%	N/A	<b>92%</b>	+1.1%
<b>Permanent housing occupancy rate</b> (average occupancy rate for site-based PSH)	91%	N/A	<b>92%</b>	+1.1%
<b><i>In Focus:</i> Temporary shelter beds</b> (total number of year-round temporary shelter beds)	4,545	N/A	<b>4,844</b>	+6.6%
<b><i>In Focus:</i> Permanent housing units</b> (total number of permanent housing units across multiple programs)	13,848	N/A	<b>14,994</b>	+7.9%
<b>Time to move into housing</b> (average number of days from entering the housing queue to move-in date)	174	N/A	<b>196</b>	+22 days
<b>Exits from homelessness</b> (number of unique people exiting homelessness to stable housing)	5,551	N/A	<b>4,989</b>	-10.6%
<b>Returns to homelessness</b> (percentage of people who returned to the homelessness response system within one year)	9%	N/A	<b>7%</b>	22.2%

\*Future year targets for scorecard measures are currently under review as HSH assesses potential changes in funding and alignment with mayoral priorities. HSH has provided annual performance targets for non-scorecard measures which can be found in the [FY25 APR Table](#).

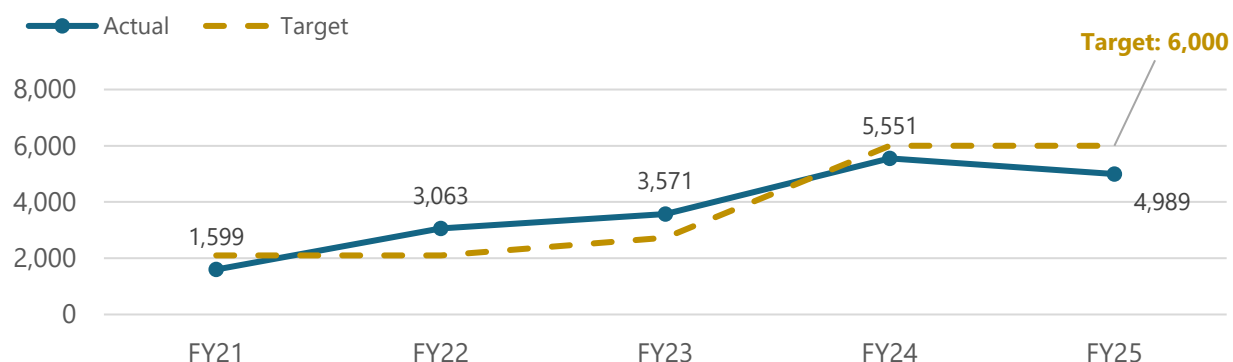
\*\*U.S. Department of Housing and Urban Development (HUD) requires that all communities who receive federal funding for homelessness services conduct a count of people experiencing homelessness on a single night once every two years. This is called the "Point-in-Time" (PIT) Count. San Francisco's latest PIT Count was last held in January 2024 and will hold its next count at the beginning of 2026.

The Department of Homelessness and Supportive Housing ([HSH](#)) leads Citywide efforts to prevent and end homelessness in San Francisco. HSH provides coordinated support services to San Franciscans through prevention assistance, emergency shelters, and long-term supportive housing. Some of these programs are supported through the work of other departments including the Mayor's Office of Housing and Community Development (MOHCD) and the Department of Public Health (DPH).

In fiscal year 2025 (FY25), HSH updated its performance measures to align with its [Strategic Plan](#) measures and to provide a more comprehensive view of how the Homelessness Response System (HRS) is performing. This section features performance measures that track the City's progress in expanding the HRS, supporting people to exit homelessness, and improving homelessness prevention.

## EXITS FROM HOMELESSNESS

### Exits from homelessness into stable housing decreased 10.6%



\*HSH's [Strategic Plan](#) set forth a 5-year goal to actively support at least 30,000 people to move from homelessness into permanent housing. This report annualizes the target to 6,000 per year, however annual targets are still being discussed with the Mayor's Office.

HSH tracks the number of unique individuals who exit homelessness into stable housing each year. This system-wide measure includes all people experiencing homelessness who are known to move into a permanent housing situation, whether through an HSH-funded program or by securing housing independently<sup>2</sup>. HSH-funded programs offer various interventions tailored to households' unique needs, including:

- **Problem solving interventions** are an early intervention strategy for households experiencing a housing crisis. Problem-solving is offered at [Access Points](#) and family shelters and involves exploring all available options to safely resolve an individual or family's housing crisis without needing to access the traditional homelessness response system (e.g., permanent supportive housing). Problem-solving solutions can include housing relocation assistance, financial assistance, connections to employment, referrals to services, or mediation with family, friends, or landlords.
- **Rapid rehousing** provides a pathway to stable housing through rental subsidies that can last up to three years. Households receive support from a case manager, housing navigator, and financial support during the program.
- **Permanent housing** offers long-term affordable housing where eligible tenants pay up to 30% of their income towards rent. Permanent housing also includes services such as education and job training, food security support, and youth and family programming.

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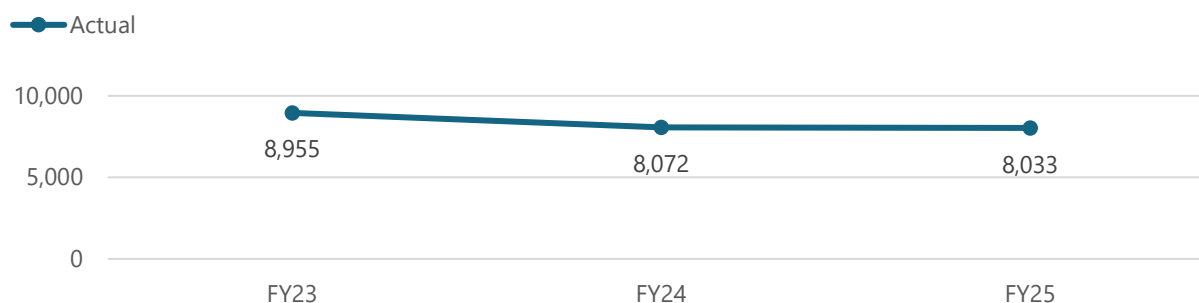
<sup>2</sup> While the exits from homelessness measure primarily reflects clients housed through HSH-led programs, this measure also includes individuals who are known through HSH administrative data to have exited homelessness to stable housing via other resources such as affordable housing programs.

In FY25, 4,989 households exited homelessness into a secure housing arrangement. This represents a 10.6% decrease from the 5,551 exits reported in FY24. The number of exits from homelessness varies by year and largely depends on the number of housing units available through turnover or new program openings. Further, median rent rises impact the capacity of scattered site and rapid rehousing programs. In 2025, the median apartment rent rose to over \$3,000 which is the highest level the City has experienced since the height of the COVID-19 pandemic<sup>3</sup>.

Despite the decline in exits, multi-departmental efforts are underway to increase direct exits from homelessness. The Mayor's Office is collaborating with City departments, including HSH, through the [Breaking the Cycle](#) initiative. The City is working to expand access through key programs, including time-limited subsidies, emergency hotel vouchers and permanent supportive housing units.<sup>4</sup> HSH maintains its goal of serving at least 6,000 households in FY26 as part of its five-year goal of supporting 30,000 households in securing permanent housing situation.<sup>5</sup>

## HOMELESSNESS PREVENTION

### Slight decline in households receiving homelessness prevention assistance



The City offers targeted homelessness prevention programs to help households at risk of homelessness remain housed. These programs provide flexible financial assistance to assist with housing expenses such as rent and move-in costs. Early intervention is a proactive strategy to prevent individuals and families from becoming homeless.

HSH tracks the number of people at imminent risk of homelessness who receive prevention assistance<sup>6</sup>. This count includes adults, families, and transitional-aged youth who received a homelessness prevention grant. In FY25, the City provided homelessness prevention assistance to 8,033 households, 0.5% less than in FY24. This slight decrease is due to several factors but is largely tied to the exhaustion

<sup>3</sup> Egan, T. (2025, September). [Status of the San Francisco economy: September 2025](#) [PowerPoint slides]. San Francisco Controller's Office.

<sup>4</sup> HSH outlined its [key initiatives](#) for the next two years which include expanding interim housing options, providing more subsidies to families and young adults, and addressing vehicular homelessness.

<sup>5</sup> HSH's [Strategic Plan](#) set forth system expansion targets to add 1,075 shelter beds through July 2023 and June 2028 and to add 3,250 new housing units through July 2023 and June 2028.

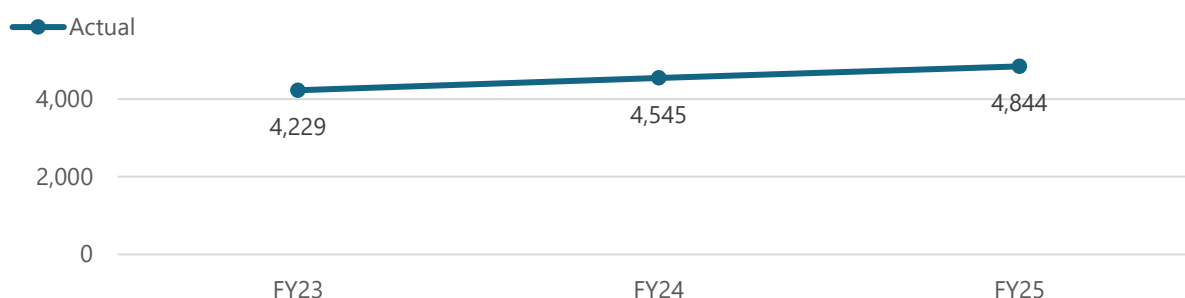
<sup>6</sup> These figures include clients served through the Emergency Rental Assistance Program (ERAP) program that is administered through both MOHCD and HSH.

of COVID-19 emergency funds paired with the City's rising cost of providing services<sup>7</sup>. Rising rent prices means that providing adequate support to individuals or families experiencing a housing crisis requires more dollars per eligible household, resulting in fewer households being served. HSH is assessing its future year targets for this measure to ensure alignment with its strategic plan and projected funding.

## IN-FOCUS: NEW HOMELESSNESS PERFORMANCE MEASURES

In September 2025, HSH and the Controller's Office launched the [updated Homelessness Response System \(HRS\) Scorecard](#). The scorecard highlights eight key HRS metrics, including capacity and occupancy data for temporary shelter beds and permanent supportive housing. While these new measures are part of HSH's strategic reporting, the targets are still under review. Mayor Lurie's administration is assessing policy goals to improve how the City tracks interventions across systems of care.

### HSH supports 6.6% more active shelter beds in FY25 compared to FY24



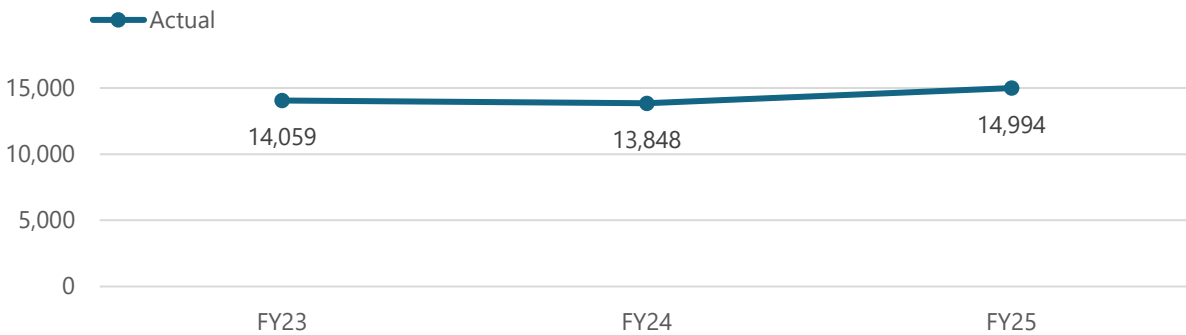
HSH tracks the number of all active beds in its year-round emergency shelters and transitional housing.<sup>8</sup> The City offers these beds to provide immediate shelter and connections to permanent housing for individuals experiencing homelessness. In FY25, HSH supported 4,844 active shelter beds, an increase of 6.6% from FY24.

The increase in shelter beds in FY25 is due to HSH's strategic bed expansion efforts including the launch of Jerrold Commons in April 2025, a new cabin site in Bayview. Jerrold Cabins added over 60 units of capacity and offers additional home support care for individuals who need support with activities of daily living. While HSH continues to work towards expanding access to shelter beds, future targets are still being discussed with the Mayor's Office.

<sup>7</sup> Neditch, N. (2025, May 2). [Balancing San Francisco's budget, part 1: The budget process](#). SPUR.

<sup>8</sup> While HSH has continued to track similar data prior to FY24, historical data is only available from FY23 due to methodology changes in how active beds are categorized.

## HSH expands permanent housing capacity by 7.9%



HSH tracks capacity data for its permanent supportive housing (PSH) programs. PSH programs help people remain housed while offering different types of support services depending on a person's needs. PSH capacity data includes permanent supportive housing units, rapid rehousing subsidies for those in immediate crisis, and shallow subsidies which offer time-limited rental assistance.

In FY25, HSH expanded its PSH capacity by 7.9%, supporting 14,994 units compared to 13,848 units in FY24. This growth is largely due to the opening of two new PSH buildings for transitional-aged youth (TAY), as well as HSH's funding of new rapid-rehousing subsidies for key populations, including families, parenting TAY, and TAY impacted by violence. As with the other new measures in HSH's portfolio, future targets are yet to be determined.

# Public Safety

Scorecard Measure	FY24 Result	FY25 Target*	FY25 Result	FY24-FY25 Change
<b>Violent offense</b> (number of violent offenses reported to SFPD, as defined by the <a href="#">FBI's Unified Crime Reporting standards</a> )	5,208	5,489*	<b>4,302</b>	-17%
<b>Property offense</b> (number of property offenses reported to SFPD, as defined by <a href="#">FBI's Unified Crime Reporting standards</a> )	36,671	41,157*	<b>27,545</b>	-25%
<b>Thefts from autos</b> (number of thefts from vehicles reported to SFPD, subset of UCR property offense Larceny)	12,255	N/A	<b>5,891</b>	-52%
<b>County jail population</b> (average daily SF County jail population in custody)	1,099	N/A	<b>1,237</b>	+13%
<b>Ambulance response time to life-threatening emergencies</b> (percentage of SFFD calls responded to within 10 minutes)	86.6%	90%	<b>86%</b>	-0.6%
<b>Emergency call answer rate</b> (percent of emergency calls answered within 15 seconds ("Ring Time"))	76%	95%	<b>83%</b>	+7%
<b>Emergency call volume</b> (average monthly call volume at DEM dispatch centers)	1,849	1,900	<b>1,704</b>	-7%
<b>Police response time to Priority A Calls</b> (danger to life, person missing or at risk, major crime scene)	8.6 min	8 min	<b>8.6 min</b>	No change

\*FY25 Target values for Violent and Property Offense represent projections of expected year-end numbers and are not goals.

The San Francisco Police Department (SFPD), Fire Department (SFFD), and Sheriff's Department (SFSO) have measures that track community trends in the Public Safety service area. This section features measures related to offense trends, emergency response times, and SF county jail capacity. Additional information about these scorecard measures can be found on the [Public Safety scorecard webpage](#).

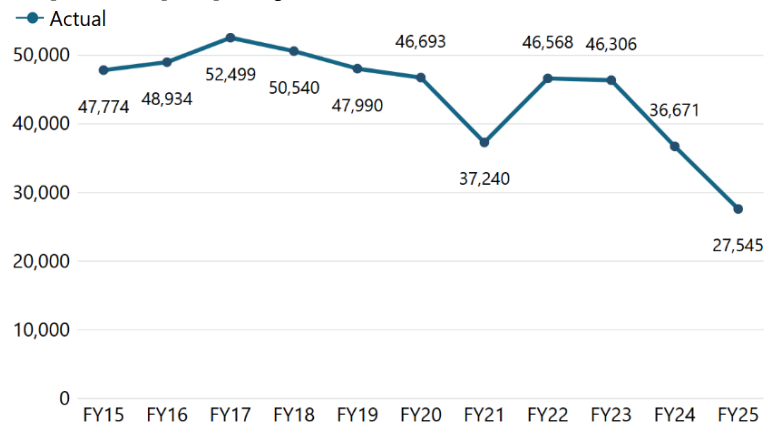
## PROPERTY OFFENSES<sup>9</sup> AND VIOLENT OFFENSES<sup>10</sup>

The San Francisco Police Department (SFPD) tracks the number of reported offenses in the City and submits these data to the FBI's [Unified Crime Reporting](#) (UCR) division each month. These data describe the level and scope of offense occurred. Property and violent offenses are serious offenses.

<sup>9</sup> Part 1 Property Offense categories are Burglary, Larceny, Motor Vehicle Theft, and Arson.

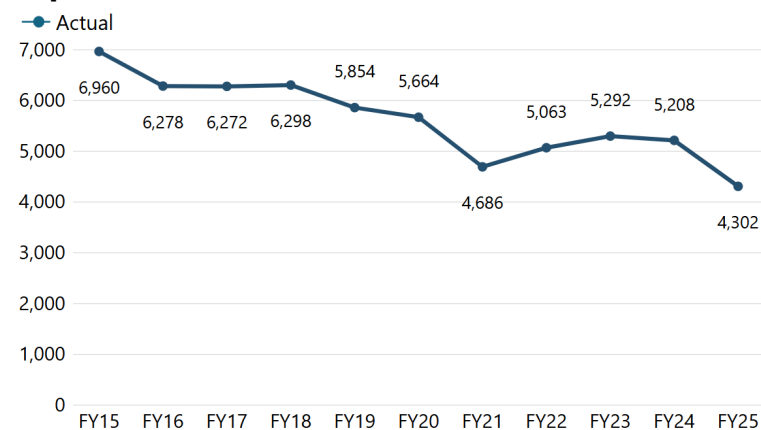
<sup>10</sup> Part 1 Violent Offense categories are Homicide, Rape, Robbery, and Aggravated Assault.

### Reported property offenses decreased 25%



In FY25, the number of [reported property offenses](#) was 27,545. This represents a substantial 25% decrease from 36,671 in FY24. Overall, FY25's count of reported property offenses is the lowest of any year since FY15, and 47% lower than the highest reported value on record of 52,499 in FY17.

### Reported violent offenses decreased 17%

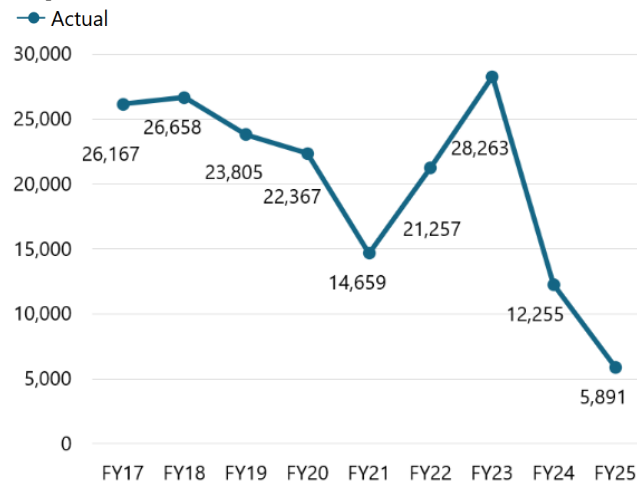


In FY25, the number of [reported violent offenses](#) was 4,302. This is a 17% decrease from 5,208 in FY24. FY25's count of reported violent offenses is lower than any year since FY15, when reported violent offenses peaked at 6,960. FY25's result is just 75% of the FY15-FY24 average of 5,757, and the 2nd consecutive year in which reported violent offenses were lower than the prior fiscal year.

The FY25 drop in reported property offenses of 25% comes after FY24's own 21% reduction from FY23. In FY25, the City's number of reported property and violent offenses per 100,000 population were 3,180 and 496, respectively. According to FY24 [FBI crime data](#) from municipalities with similar populations, between 700,000 and 1,200,000, San Francisco ranked 8<sup>th</sup> out of 12 in Violent Crime per 100,000 population at 596 and 3<sup>rd</sup> out of 12 in Property Crime per 100,000 population at 3,929.

In FY24, SFPD highlighted increased law enforcement efforts enabled by Prop. E that contributed to crime reduction. Following arrests made by those agencies, the San Francisco District Attorney's Office reported a felony charging rate of 68% in FY25, the highest since FY18.

## Reported thefts from vehicles down 52%

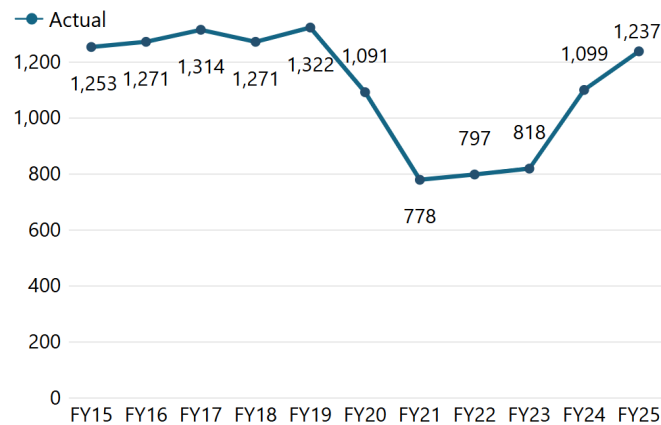


In FY25, the number of [reported thefts from vehicles](#) was 5,891, the lowest since FY17. This represents a significant 52% decrease from 12,255 thefts in FY24. Thefts from vehicles alone represented 21% of total Property Offenses reported in San Francisco in FY25 and is distinct from Automobile Thefts, another property offense category. The SFPD's use of drone technology since the passage of Prop E in March 2024 has contributed to ramped up enforcement and monitoring intended to deter or apprehend suspects of theft from vehicle offenses.

Overall, the count of reported thefts from vehicles has been trending down, except during the COVID years of FY22 and FY23. FY25's count of reported thefts from vehicles is the lowest since FY17, 79% lower than the highest value on record, which was 28,263 in FY23.

## COUNTY JAIL POPULATION

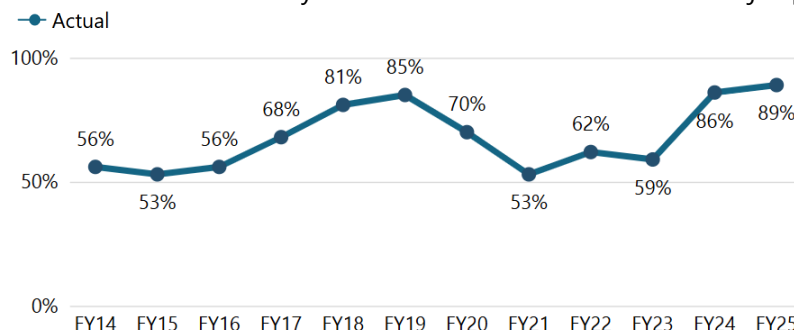
### Average daily jail population up 13%



In FY25, the [average daily jail population](#) was 1,237. In FY24, the population was 1,099. This represents a 13% increase and a return to the pre-pandemic level.

Twice a year, the Sheriff's Department submits rated SF County jail capacity numbers to the Board of State and Community Corrections. The jail system's FY25 average daily population as a percentage of Rated Capacity is 89% (below). In February 2025, [SFSO announced](#)

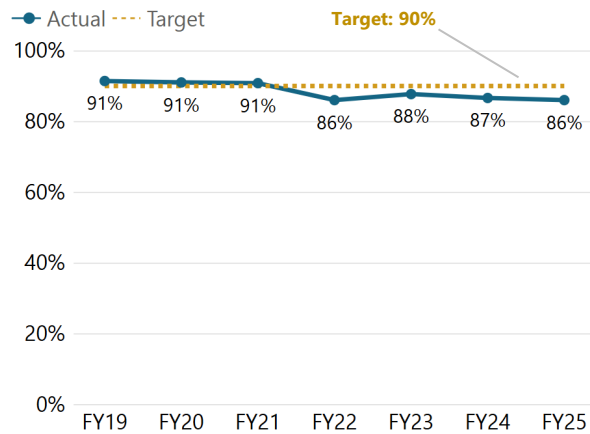
the opening of two dormitories at County Jail #3 to accommodate increased jail population.





## AMBULANCE RESPONSE TIME

### Percent of ambulance response times under 10 minutes remains under target



During life-threatening [Code 3](#) incidents (red lights and siren), first responders arrive at the scene and provide basic and/or advanced life support (BLS/ALS) to individual(s) in need of medical care. The City's [goal](#) is to respond quickly enough that ambulances arrive at the scene of Code 3 emergencies within ten minutes at least 90% of the time. In FY25, [the percentage of ambulances that arrived on-scene within 10 minutes to Code 3 emergencies](#) was 86%. This was four percentage points below the target of 90% and one percentage point below 87% in FY24.



# Public Health

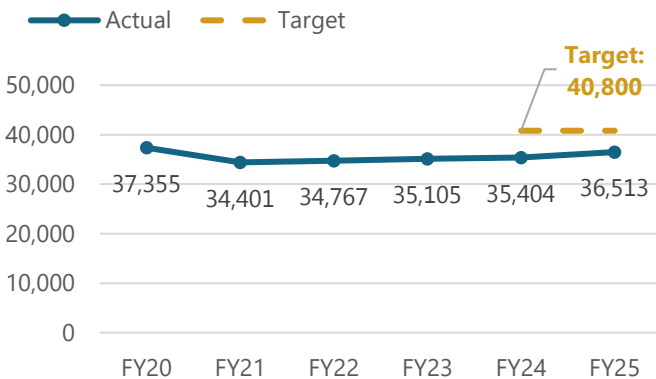
Scorecard Measure	FY24 Result	FY25 Target	FY25 Result	FY24-25 Change
<b>Health insurance coverage</b> (percent of residents with health care coverage)	97.0%	97.0%	97.2%	+0.2%
<b>Health network enrollment</b> (number of SFHN managed care enrollees, including Healthy SF, at end of fiscal year)	117,308	≥ 107,200	120,047	+2.3%
<b>Primary care patient satisfaction</b> (percent of patients who rate their provider as 9 or 10 on SFHN survey)	84.0%	86.4%	84.0%	No change
<b>Laguna Honda Hospital average daily population</b> (daily census totals divided by the number of days in the month)	451	N/A*	444	-1.4%
<b>ZSFG Hospital average daily population</b> (daily census totals divided by the number of days in the month) <sup>1</sup>	325	308	299	-8.0117%
<b>Individuals receiving mental health services</b> (number of unique clients in the fiscal year)	35,404	≥ 40,800	36,513	+3.1%
<b>Individuals receiving substance use services</b> (number of unique clients in the fiscal year)	14,581	≥ 16,200	16,804	+15.3%
<b>Naloxone doses distributed</b> (total number of doses distributed in the fiscal year)	157,528	≥ 149,171	204,865	+30.1%
<b>HIV viral suppression rate</b> (percent of new HIV cases achieving viral suppression within 1 year of diagnosis)	86.0%	85.0%	87.0%	+1.2%

\*Laguna Honda Hospital (LHH) paused new admissions from April 2022 to July 2024 while undergoing re-certification. LHH will resume reporting on annual targets beginning in FY26 as new admission baseline data becomes available.

The [San Francisco Department of Public Health \(DPH\)](#) provides health care programs and services through hospitals, clinics, and specialty care programs through its [San Francisco Health Network \(SFHN\)](#) and Behavioral Health Services Division. DPH also provides core public health services including disease and injury prevention, disaster preparedness and response, and environmental health services through the DPH Population Health Division. This report highlights performance measures tracking the number of patients with a mental health or substance use disorder receiving treatment services as well as enrollment in the SFHN.

## MENTAL HEALTH AND SUBSTANCE USE DISORDER - TREATMENT SERVICES

### DPH expands the number of individuals receiving mental health treatment services by 3%



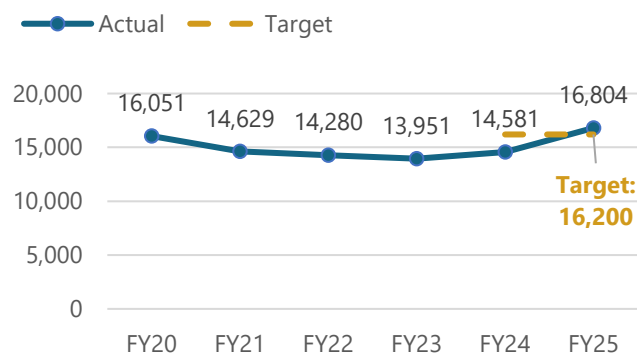
DPH provides treatment services to individuals with mental health care needs in a variety of settings including primary care, specialty outpatient and inpatient treatment, and residential treatment facilities. DPH also provides mental health services at the Zuckerberg San Francisco General Hospital for jail health clients and at Laguna Honda Hospital. In FY25, DPH increased the number of unique individuals diagnosed with a mental health

disorder receiving at least one treatment service by 3.1%, serving 36,513 patients compared to 35,404 in FY24<sup>11</sup>.

While DPH's mental health treatment services continue to expand annually, it fell 11% short of its FY25 goal to serve 40,800 patients with diagnosed mental health disorders. This shortfall is largely due to statewide workforce shortages and limited resources for Medi-Cal outreach. In response, DPH has set a revised FY26 target of providing mental health treatment services to 36,513 patients and is investing in enhanced services for individuals with acute and complex needs, culturally responsive care, and improved data tracking.

### DPH expands the number of individuals receiving substance use services by 15%

In addition to tracking the number of individuals receiving a mental health treatment service, DPH tracks the number of unique individuals who are receiving care for a substance use disorder (SUD) in a variety of treatment settings including primary care, specialty care, community-based settings, shelters and permanent supportive housing, among others.<sup>12</sup> Treatment options can



<sup>11</sup> Unique individuals means that individuals are counted only once in the measure although they may have received more than one treatment service.

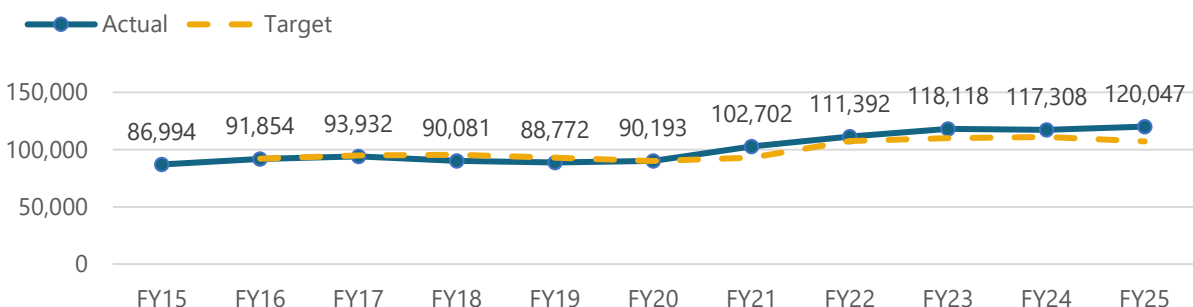
<sup>12</sup> Due to different reporting methods, data from some withdrawal management, residential programs, and low-barrier settings such as street response teams are not captured in this metric.

include outpatient treatment, medications for opioid use disorder such as buprenorphine and methadone, withdrawal management, residential treatment, and residential step-down programs.

In FY25, DPH increased the number of unique individuals who received a substance use service from 14,581 in FY24 to 16,804. DPH surpassed its FY25 target of 16,200 and increased the number of patients who received a substance use service by 15.3% compared to FY24. This increase reflects DPH's prioritization of faster access to care and expanding treatment options through new investments, including a telehealth program for buprenorphine, expanded methadone access enabled by state law changes, and increased treatment and recovery beds. The Department has also expanded its contingency management programs, which are considered the most effective treatment for stimulant use disorder, currently offering 12 programs with plans for continued growth. DPH has set a future target to increase the number of individuals receiving substance use treatment services to at least 17,000 individuals in FY26.

## ENROLLMENT IN SFHN MANAGED CARE

### SFHN enrollment reaches ten-year high with over 120,000 enrollees



Managed care is a system of healthcare that aims to improve health outcomes and reduce unnecessary spending. Under a managed care program, patients agree to visit only their contracted or in-network clinicians and hospitals and in which care is monitored and coordinated through the primary care provider (PCP) of the patient or the PCP's affiliated company. DPH tracks enrollment in managed care plans under the San Francisco Health Network (SFHN) which consists of the San Francisco Health Plan (SFHP), Anthem Blue Cross, and Healthy San Francisco (HSF). Notably, Medi-Cal is DPH's largest managed care program and delivered through both SFHP and Anthem.

In FY25, DPH reported over 120,000 SFHN managed care plan members, the highest reported enrollment to-date.<sup>13</sup> This represents a 2.3% growth from 117,308 enrollees reported in FY24. Compared to about 87,000 enrollments reported ten years ago, managed care enrollments have trended upward and climbed nearly 32% since FY15. At the onset of the COVID-19 pandemic in 2020,

<sup>13</sup> This number represents the number of managed care enrollees (Medi-Cal, Healthy Workers HMO, and Healthy San Francisco (HSF) programs) who are assigned to DPH by a primary care clinic and/or hospital.

enrollment in the SFHN began to grow due to the federally [mandated postponement of disenrollments](#) during the public health emergency (PHE). The gradual inclusion of beneficiaries with Unsatisfactory Immigration Status (UIS) starting in FY15 also contributed to membership growth, as well as the expansion of and eventual elimination of asset limits in 2024. However, despite this upward trend, managed care enrollment is projected to decline due to multiple anticipated federal and state changes to Medi-Cal eligibility, including:

- Reinstatement of asset limits in 2026 for adults age 65+, people with disabilities, and/or people with long-term care needs
- Enrollment freeze for UIS adults age 19+ in 2026
- Implementation of monthly premiums charged to UIS adults in 2027.

# Safety Net

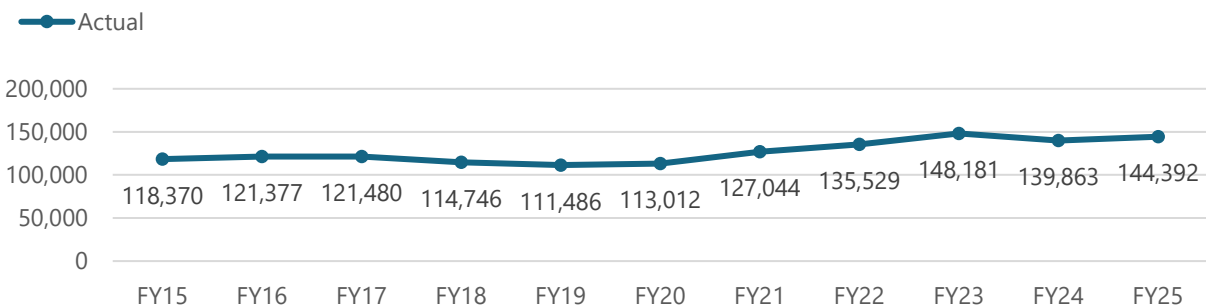
Scorecard Measure	FY24 Result	FY25 Target*	FY25 Result	FY24-25 Change
<b>Medi-Cal caseload</b> (number of households enrolled at end of fiscal year)	139,863	N/A	<b>144,392</b>	+3.2%
<b>CalFresh caseload</b> (number of households enrolled at end of fiscal year)	80,046	N/A	<b>82,989</b>	+3.7%
<b>CalWORKs caseload</b> (number of households enrolled at end of fiscal year)	3,711	N/A	<b>3,963</b>	+6.8%
<b>CAAP caseload</b> (number of households enrolled at end of fiscal year)	6,264	N/A	<b>6,130</b>	-2.1%
<b>IHSS caseload</b> (number of households enrolled at end of fiscal year)	27,587	N/A	<b>29,399</b>	+6.6%
<b>Children in Foster Care</b> (number of children in foster care services)	608	N/A	<b>584</b>	-4.0%

\*Safety net program caseloads are citywide indicators of need and utilization of services. These measures provide information on workload demand used to develop future projections and not targets. Projections for these programs are included in the [FY25 Annual Performance Table](#).

The San Francisco Human Service Agency (HSA) administers safety net programs to reduce the effects of poverty and provide support to individuals, families, and communities. HSA programs offer support by expanding access to food, health care, employment, childcare, in-home care, and protective services. This report highlights measures from the department including program enrollments for Medi-Cal, CalFresh, California Work Opportunity and Responsibility to Kids (CalWORKs), and County Adult Assistance Programs (CAAP).

## HEALTHCARE AND NUTRITION

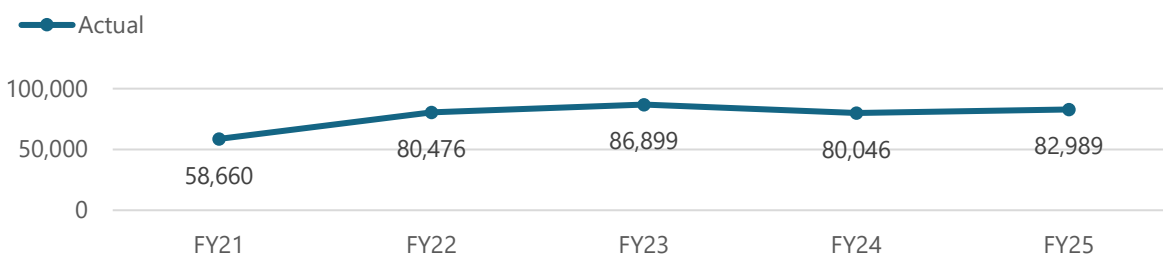
### Medi-Cal caseload increases 3.2% from FY24



Medi-Cal is California's public health insurance program under the federal insurance, Medicaid. It provides free or low-cost health care coverage to low-income households. In FY25 the City's Medi-Cal caseload increased by 3.2%, representing a slight growth from 139,863 in FY24 to 144,392. This increase is attributed in part to recent legislative changes that expanded eligibility to low-income

undocumented immigrants.<sup>14</sup> The growth also reflects the return to assistance by some households that lost coverage during the unwinding of pandemic-era policies that supported continuous coverage. When pre-pandemic requirements for annual renewal paperwork resumed between October 2023 and April 2024, lack of awareness and challenges completing the required forms caused many Californians to lose Medi-Cal. After a short-term caseload decline in FY24, San Francisco has since seen caseloads rise again as impacted San Franciscans restore their Medi-Cal coverage. HSA projects caseload counts will decrease to 142,000 enrollments in FY25. However, projections can be difficult to make given uncertainties around federal funding and changing eligibility requirements<sup>15</sup>.

### Cal-Fresh caseload increases 3.6% from FY24



CalFresh is California's food benefits program that is federally known as the Supplemental Nutrition Assistance Program (SNAP). HSA tracks the number of households receiving monthly food and nutrition benefits through CalFresh. CalFresh caseload counts increased by 3.6% in FY25 with nearly 83,000 households receiving benefits compared to 80,046 in FY24. This increase is consistent with [statewide trends](#) and may be related to the increased cost of living; notably the San Francisco area saw a [2.5% rise](#) in the Consumer Price Index for All Urban Consumers (CPI-U) from September 2024 to August 2025. This indicates that households may be paying higher costs for expenses that count towards income deductions on CalFresh applications including rent, dependent care, and household utilities. As the cost-of-living increase, residents may be more inclined to apply for support programs and to meet the qualifications for receiving assistance.

HSA currently projects that CalFresh caseloads will decrease to 72,500 by FY26 due to recent federal policy changes. In July 2025 Congress passed H.R.1 which will reduce federal funding for CalFresh and expand work requirements<sup>16</sup>. California has a statewide [waiver](#) and will not begin implementing changes until January 2026. Key changes that may impact future caseload counts include:

- Federal funding for certain lawfully present immigrants will end, removing eligibility from refugees, asylees, and certain other groups unless the state of California extends state-funded benefits to those affected.
- More recipients will be required to work to continue receiving their benefits.
- Changes to how utility costs are counted.

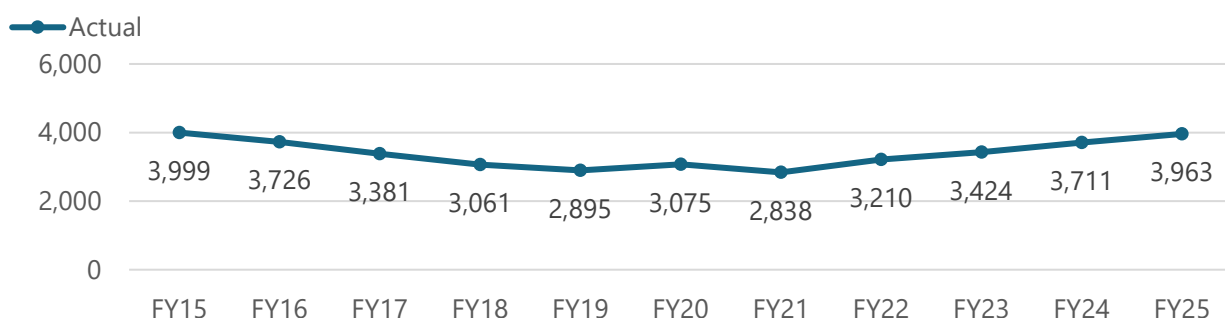
<sup>14</sup> Legislative Analyst's Office. (2025, May 19). [The 2025-26 budget: Medi-Cal in the May revision](#).

<sup>15</sup> Read more about the new state and federal rules impacting recipients of public benefits in the next two years on [HSA's website](#).

<sup>16</sup> California Department of Social Services. (2025, October 2). [H.R. 1 \(One Big Beautiful Bill Act\) & CalFresh: Frequently asked questions](#).

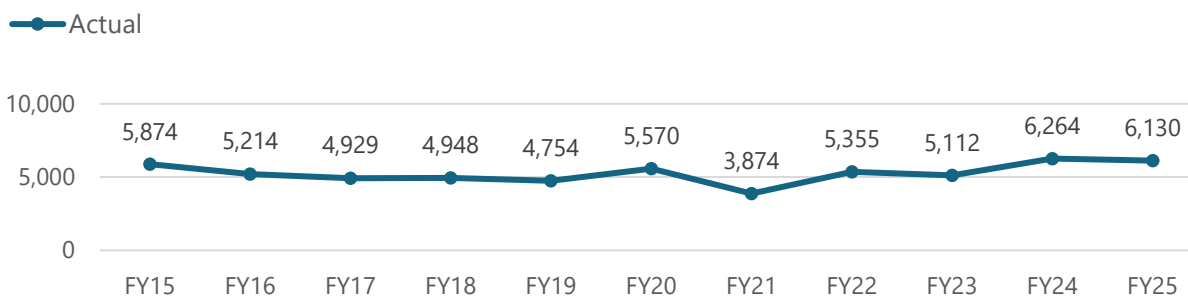
## CASH ASSISTANCE AND JOB EMPLOYMENT

### FY25 CalWORKs enrollments near ten-year high



The California Work Opportunity and Responsibility to Kids (CalWORKs) program is designed to support low-income families with children. Benefits include cash assistance, food, childcare, health care coverage, job assistance, and behavioral health services. San Francisco's monthly CalWORKs caseload increased by 6.6% from 3,711 in FY24 to 3,963 in FY25. This increase represents the highest CalWORKs caseload count since enrollments peaked at 3,999 ten years ago in FY15. This growth aligns with statewide trends and reflects the economic challenges facing low-income families. HSA projects the caseload will stabilize around 4,000 by FY26.

### CAAP caseload decreases by 2.2% compared to FY24



San Francisco's County Adult Assistance Program (CAAP) provides cash assistance to low-income adults who do not have dependent children. CAAP clients participate in workforce development activities like job assignments or training. For those who are unable to work, the program helps clients apply for federal disability benefits (SSI). In FY25, HSA reported a decreased caseload of 6,130 compared to the previous fiscal year's caseload of 6,264. The 2.2% decline was anticipated due to several program policy initiatives in May 2025 that focused on improving clients' long-term self-sufficiency as well as program integrity. HSA projects the CAAP caseload count will decrease to 5,400 by FY26 as the department continues to focus on transitioning clients into work or long-term disability assistance.





# Transportation

Scorecard Measure	FY24 Result	FY25 Target	FY25 Result	FY24-25 Change
<b>Traffic fatalities*</b> (year-to-date number of traffic fatalities between January through October 2024)	33 (CY24 Jan – Oct)	0	<b>21</b> (CY25 Jan-Oct)	-36%
<b>Annual ridership</b> (total number of boardings on a Muni vehicle)	152M	>162M	<b>161M</b>	+6%
<b>Percentage of scheduled service hours delivered</b>	99%	>98.5%	<b>98%</b>	-1%
<b>Percent of evenly spaced Muni arrivals</b> (headway adherence)	87%**	>86%	<b>86%</b>	-1%
<b>Top 5 causes of collisions</b> (percent of citations for the top five causes of collisions)	54%	50%	<b>47%</b>	-13%
<b>Crimes on Muni</b> (SFPD-reported Muni-related crimes per 100,000 miles)	2.5	<2.7	<b>2</b>	-20%
<b>Muni collisions</b> (Muni collisions per 100,000 vehicle miles)	4.4	<4.8	<b>4.9</b>	+12%

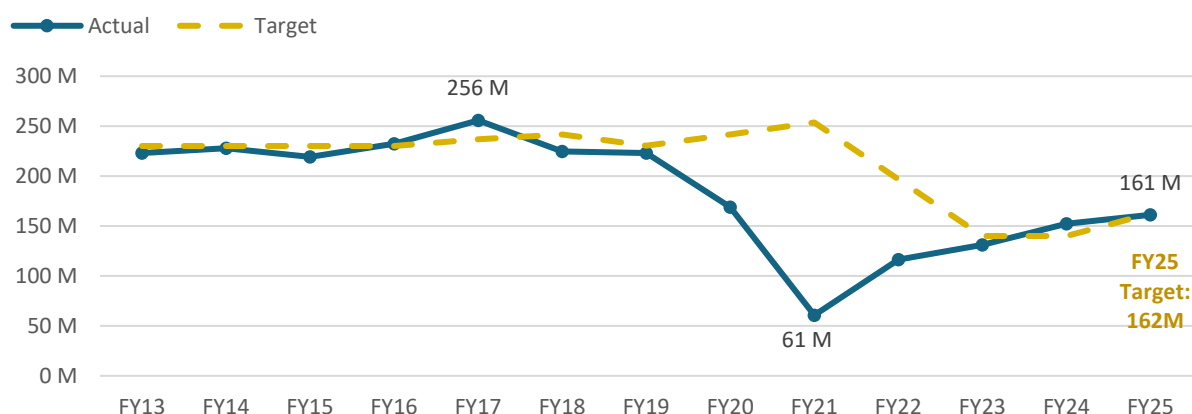
\*[Traffic fatalities](#) are tracked by the calendar year instead of fiscal year. Data for calendar year 2025 are available through October 2025. The value noted in the FY24-25 Change column represents the percent change between January-October 2025 and the same time period in 2024. Between January-October 2025, there were 21 fatalities, while during the same time period in 2024 there were 33 fatalities, representing a 36% decrease.

\*\*Data for the FY24 Result for Percent of evenly spaced Muni arrivals is calculated using averages from April-June 2024. The measure is newly added as of FY25.

The Transportation Service area includes performance measures from the San Francisco Municipal Transportation Agency (SFMTA), the San Francisco Police Department (SFPD), and the San Francisco Department of Public Health (DPH). SFMTA oversees transit operations (Muni), traffic engineering, and parking management. SFPD enforces street safety laws and provides data related to traffic enforcement and street safety. DPH tracks and monitors the number of traffic fatalities that occur on the City's streets. Together, these departments support the safe and efficient movement of people and goods throughout the City. The section below features two key performance measures from the Transportation service area: traffic fatalities and total annual Muni ridership. Additional information about these scorecard measures can be found on the [Transit and Street Safety scorecard webpage](#).

## SFMTA RIDERSHIP

### Annual ridership increased 6% to a total of 161M rides



Annual ridership measures the total number of passenger boardings on Muni buses and light rail vehicles throughout the fiscal year. There were 161 million riders in FY25, which is a 6% increase compared to the 152 million riders in FY24.

Annual ridership is a key demand indicator that reflects residents', workers', and visitors' reliance on the City's public transportation system. Growth in ridership supports Citywide goals of reducing traffic congestion, lowering greenhouse gas emissions, and making a more sustainable and livable City. Higher transit use also aligns with Vision Zero by reducing the number of private vehicles on the road, which can lower the risk of traffic-related injuries and fatalities. Increased ridership trends are a proxy for broader economic activity and often correlate with increased employment, tourism, and commercial activity in transit-rich areas like downtown and neighborhood commercial corridors.

Several factors may have contributed to this increase in ridership. The ongoing return-to-office trend among employers has continued to drive weekday commute demand. Additionally, a bustling calendar of public and private events such as [Downtown Free Concerts](#) and the creation of [neighborhood entertainment zones](#) and others have boosted evening and weekend ridership.

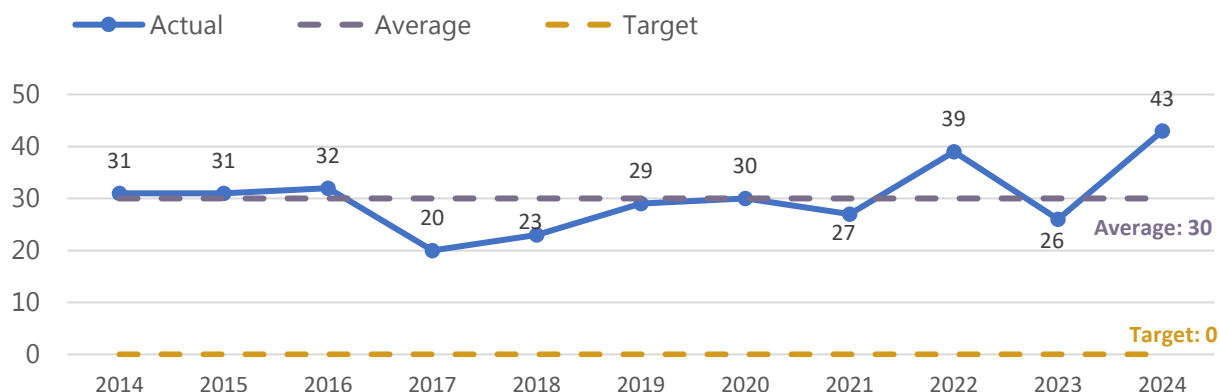
### IN FOCUS: VISION ZERO AND TRAFFIC FATALITIES

The City continued building upon its commitment to [Vision Zero](#) in 2025<sup>17</sup>. Vision Zero is San Francisco's initiative to eliminate traffic fatalities and reduce severe injuries caused by auto traffic on city streets. Co-led by DPH and SFMTA, with substantive involvement from SFPD, Vision Zero has evolved over the past decade from a conventional traffic safety model to a forward-thinking [Safe System](#) approach. In the past, Vision Zero methods tended to focus on engineering, education, and enforcement of safe roadway behavior, the new Safe System approach aims to prevent crashes from

<sup>17</sup> The Vision Zero program is measured on a calendar year basis, unlike most other measures in this report which follow the fiscal year.

happening in the first place and to minimize the severity of crashes when they do occur by implementing strategies such as minimizing conflict points, reducing speeds, and improving visibility.

### San Francisco experiences an average of 30 traffic fatalities per calendar year



In the first 10 years of the Vision Zero program since its adoption in 2014 through 2024, San Francisco averaged 30 traffic fatalities per calendar year. So far this calendar year between January 1, 2025 and October 30, 2025, San Francisco experienced a total of 21 traffic collisions that resulted in the loss of human lives, which is 12 fewer than the same period in 2024. This number represents a 36% decrease compared to the same period last year, and the City is continuing its efforts towards the goal of eliminating traffic related fatalities on our city streets.

### What has changed since last year?

The City continued building on its [Safe Streets Campaign](#) in FY25. The initiative targets crash and injury severity risk factors such as high vehicle speeds, limited visibility between cars and pedestrians, and hazardous intersection design. Safe Streets initiatives pinpoint design strategies and data-driven engineering solutions to enhance safety.

The City advanced its [Quick Build Program](#), which are projects designed to rapidly implement safety improvements within weeks to a few months on high-injury corridors. Typical improvements include painting roads, installing traffic delineators, and installing bike lanes or transit boarding islands. As of [August 2025](#), four projects are under construction, four are in the design phase, and 40 have been completed to date.

The City activated a network of [Speed Safety Cameras](#) in FY25. The cameras were installed in early 2025 and the City launched a public education campaign to inform drivers on their use. Since the initial education period began in March 2025, over [350,000 warning tickets were issued](#). Issuance of citations began on August 5, 2025. Over 70% of drivers who received an initial warning citation have not received a second, suggesting a positive shift in driver behavior.

**Pedestrian safety and visibility** also saw improvements through the implementation of intersection [daylighting](#). Daylighting is a safety strategy that removes parking from street corners in order to

increase visibility between cars and pedestrians. On January 1, 2025, State Assembly Bill 413 went into effect, which made it illegal across California to park within 20 feet of any crosswalk approach, whether the curb is painted or not. To support this law and improve driver compliance, SFMTA plans to daylight all intersections by painting all street corner curbs by the end of 2026. The work is being split into three phases: all intersections on the High Injury Network were completed by summer 2025; school zones were originally scheduled to be completed by the end of 2025 and were completed ahead of schedule by the end of July; and full citywide implementation is scheduled for completion by the end of 2026.

These efforts reflect San Francisco's continued dedication to achieving the goal of Vision Zero. While there is still more work to be done, the City continues to take steps towards creating safer streets and reducing the number of traffic fatalities.

Scorecard Measure	FY24 Result	FY25 Target	FY25 Result	FY24-25 Change
<b>Street &amp; sidewalk cleaning response</b> (percent of requests responded to within 48 hours)	73%	≥ 95%	76%	+4%
<b>Graffiti service request response</b> (percent of public property graffiti requests abated within 48 hours)	36%	≥ 95%	40%	+11%
<b>Pothole on-time response</b> (percent of requests with response within 72 hours)	90%	≥ 90%	91%	+1%
<b>Circulation of books and materials</b> (number of physical and e-materials circulated)	14,046,149	13,581,539	14,494,174	+3%
<b>Annual Citywide average park score</b>	91%	91%	91.7%	+1%
<b><i>In Focus:</i> Percent of over-the-counter, no-plans building permits that are processed online</b>	14%	15%	18%	+29%
<b><i>In Focus:</i> Percent of over-the-counter building permits that are issued in 2 business days or less</b>	63%	60%	63%	No change

The Livability Service Area includes performance measures from the Department of Building Inspection (DBI), San Francisco Public Works (SFPW), Public Library (SFPL), and the Recreation and Parks Departments (RPD). The measures highlighted below showcase measures that impact the quality of life and livability of residents and visitors in San Francisco. DBI ensures safe and code-compliant buildings by issuing permits for construction projects. SFPW maintains the cleanliness and condition of public spaces and infrastructure. SFPL provides access to books and educational resources for residents and visitors. RPD manages parks, playgrounds, and recreational facilities that enhance community well-being. Together, these departments contribute to a high quality of life for San Francisco’s residents and visitors.

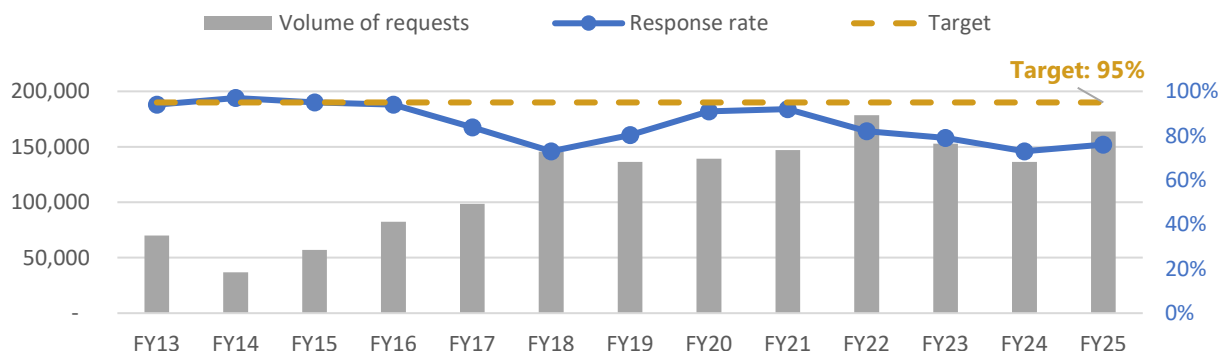
The narrative section below highlights four key performance measures from the Livability Service Area performance table above: street cleanliness and graffiti service requests, over-the-counter no-plans permits processed online, and over-the-counter permits processed within established target timeframes. Additional information about these scorecard measures can be found on the [Streets, Parks, and Libraries scorecard webpage](#).

## STREET CONDITIONS AND CLEANLINESS

Keeping San Francisco’s streets and sidewalks clean is a shared responsibility among the City, residents and property owners. SFPW plays a central role in this effort, leading the maintenance and cleaning of public streets, sidewalks, and other public property. The department receives service requests

submitted through [San Francisco 311](#) for street cleaning, graffiti removal, and pothole repair, among other areas. Department staff triage these service requests to the correct bureau and identify and remove any duplicates. Field crews then inspect and take action to close the service request.

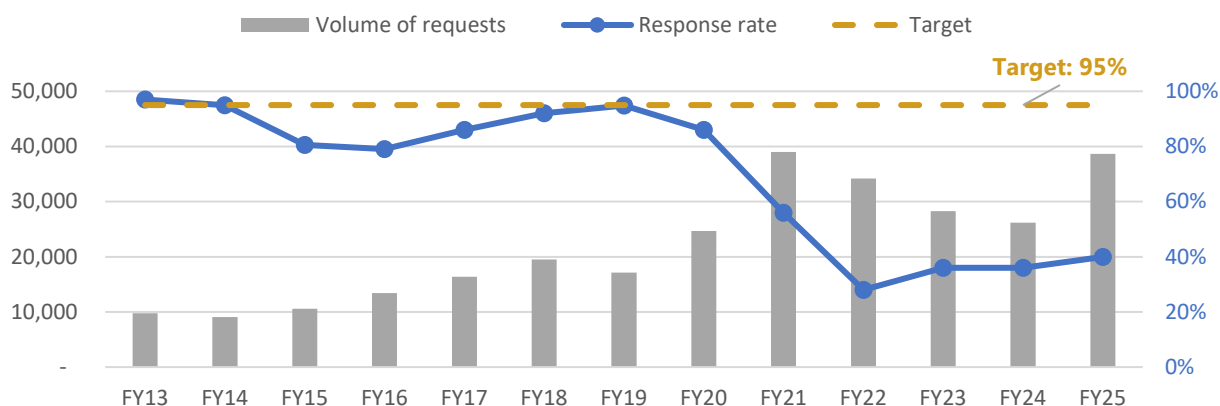
### Street cleaning request response rate up 4%, despite a 20% increase in service requests



Street cleaning helps maintain the cleanliness, safety, and appearance of San Francisco's public spaces. Depending on the type of service needed, specialized crews are dispatched to handle the request. SFPW's response can include litter collection, pressure washing streets, and the removal of illegally dumped materials, among other services. SFPW targets 95% of street cleaning requests are responded to within 48 hours.

The percentage of street cleaning requests abated within 48 hours was 76% in FY25 compared to 73% in FY24. This is a three-percentage point increase but still 14 percentage points below the target of 95%. Street cleaning requests had increased 20%, rising from 136,441 requests in FY24 to 163,809 requests in FY25. Despite a substantial increase in demand, SFPW improved its response rate, indicating enhanced efficiency in provided service. SFPW attributed the increase in efficiency to new resource allocation procedures, continuous refresher trainings for field staff, and continuously identifying and reassessing hotspot locations.

### Public property graffiti service request response rate up 11%, despite a 48% increase in service requests



Graffiti is an act of vandalism and is categorized as a quality-of-life crime. SFPW responds to service requests differently depending on whether the graffiti is on public or private property. For public property requests, SFPW sends graffiti abatement crews to remove the graffiti. Public Works has set a target that they should respond to 95% of public property graffiti service requests within 48 hours. For private property requests, SFPW sends an inspector to verify the presence of graffiti and thus does not set a target for cleaning. The cleaning responsibility falls on the property owner, unless the property is located in a commercial district and the owner requests City assistance. Please visit [SFPW's website](#) for more information on the courtesy graffiti abatement program.

In FY25, 40% of graffiti service requests were addressed within 48 hours, compared to 36% in FY24. While this represents a four percentage point increase, it is still 55 percentage points below the target of 95%. Between FY24 and FY25, the volume of public property graffiti service requests increased by 47.6%, rising from 26,188 in FY24 to 38,645 in FY25.

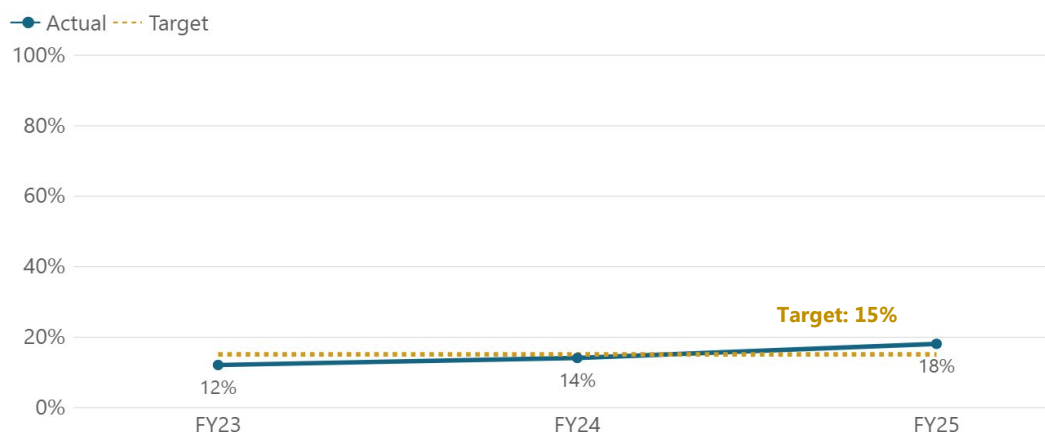
SFPW attributes the significant increase in service requests to the launch of the privately owned SolveSF app, which made it more convenient for users to submit service requests to 311, particularly towards the end of FY25.

Despite the number of graffiti service requests increasing significantly since last fiscal year, SFPW improved its response rate. SFPW was better able to increase the response rate by improving the service request triage process, better use of automation tools, and allowing for more flexible deployment of field staff.

## IN-FOCUS: PERMITTING

The two measures below highlight DBI's efforts to improve the customer service experience and streamline permitting in the City. Because permitting is one of the first steps needed to advance new construction and renovation projects in the City, streamlining the permitting process may allow more businesses to open, existing ones to be revamped, and property owners to invest in improvements that contribute to the City's livability.

### Percent of over-the-counter, no-plans building permits that are issued instantly online increased by 29%

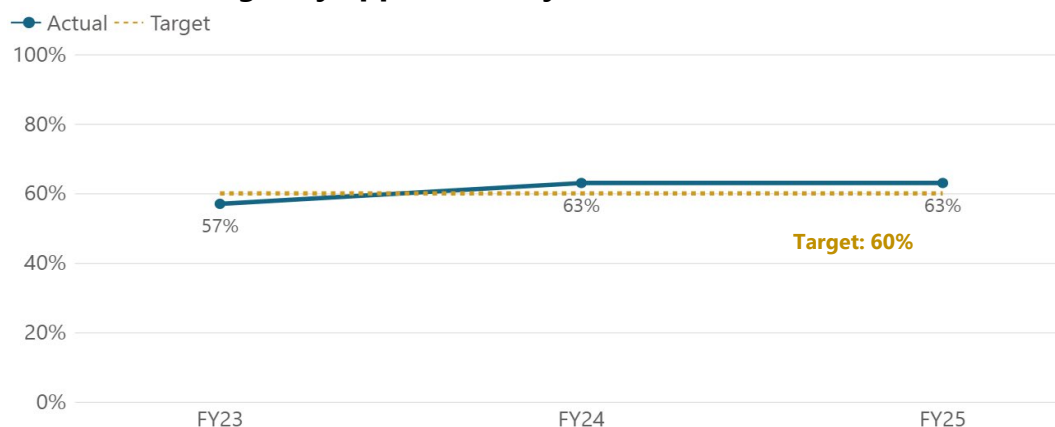


Over-the-counter (OTC) permits make up more than 90% of all permits that the City processes, according to DBI. OTC permits are for simple projects, including things like kitchen and bath remodels or installing windows and doors. [The Mayor's Office](#) highlighted the importance of improving permit processing times and accessibility to support homeowners, small businesses, and neighborhood development.

The percent of OTC no-plans building permits that are issued instantly online increased by 29%, up from 14% in FY24 to 18% in FY25. This is a four percentage point increase and exceeds the target of 15% by three percentage points. This indicates that more users are obtaining their permits instantly online, rather than visiting in person. This shift towards online service delivery increases convenience and speeds up permit processing times, benefiting the community at large.

DBI noted that the online application system still has room for improvement. While usage has steadily increased each year since launching in 2022, some challenges remain. For example, the process requires contractors to pre-register and become approved contractors, adding extra steps to the process.

### **Percent of over-the-counter building permits issued in two business days or less continues to exceed target by approximately 5%**



Providing fast and efficient services to customers remains one of [DBI's goals](#). While the percent of over-the-counter permits issued in two business days or less remained the same at 63% between FY24 and FY25, DBI maintained the service level above its established target of 60%. DBI strives to ensure that this operation remains customer-focused and above target because of the high number of building permits processed. DBI continuously tracks wait times and ensures there is sufficient staffing to meet their targets.

These measures complement the recent Citywide push to streamline permit processing. In February 2025, Mayor Daniel Lurie launched the [PermitSF](#) initiative, aimed at streamlining the city's permitting process. Key changes include creating a new [centralized webpage](#) for permit information, expanding Permit Center hours, and consolidating customer service channels across departments like Public Works, Building Inspection, Planning, and Fire. A new public-facing [permit performance dashboard](#) also launched in FY25. The dashboard increases accountability by providing a clear view for members of the public into the permitting world and sets targets for the various types of permits issued by DBI. The goal of the initiative is to make the process more customer-centric, transparent, and efficient.



# Appendix

Performance Measure Tables by Department are available online. Please click on this [link](#) to access.

Details for all 700+ performance measures are also available online. Please click on this [link](#) to access.