



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: January 2026 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. Introductions of new Five Keys staff
3. OCII and SF Port updates
4. Monthly Report
 - a) Program Data
 - b) Neighborhood Conditions
5. Police Update on Public Safety
6. Open Discussion
7. Next Steps
8. Adjourn





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**five
Keys**
schools and
programs

Five Keys - Introductions

Brandi Marshall



Five Keys Team



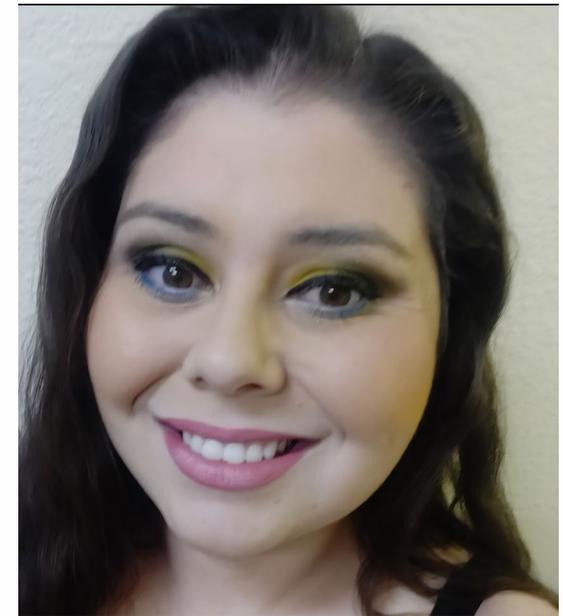
Samyra Mims
Site Director



Eldridge Cruse
Assistant Site Director



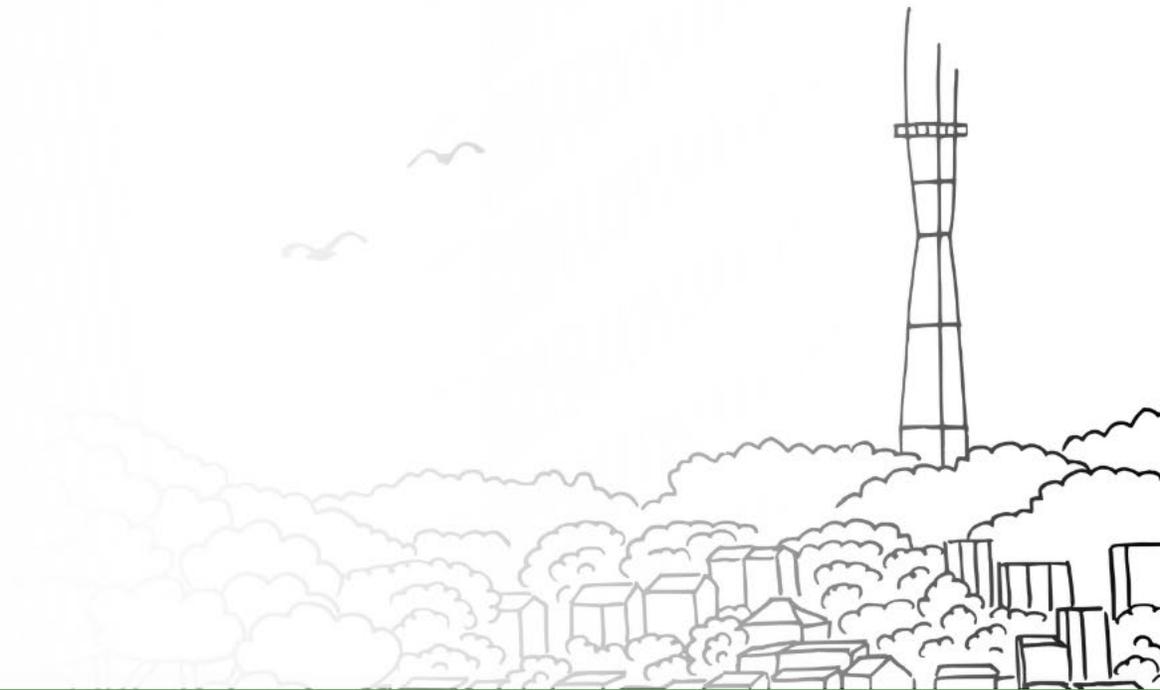
Sally Evans
Assistant Site Director





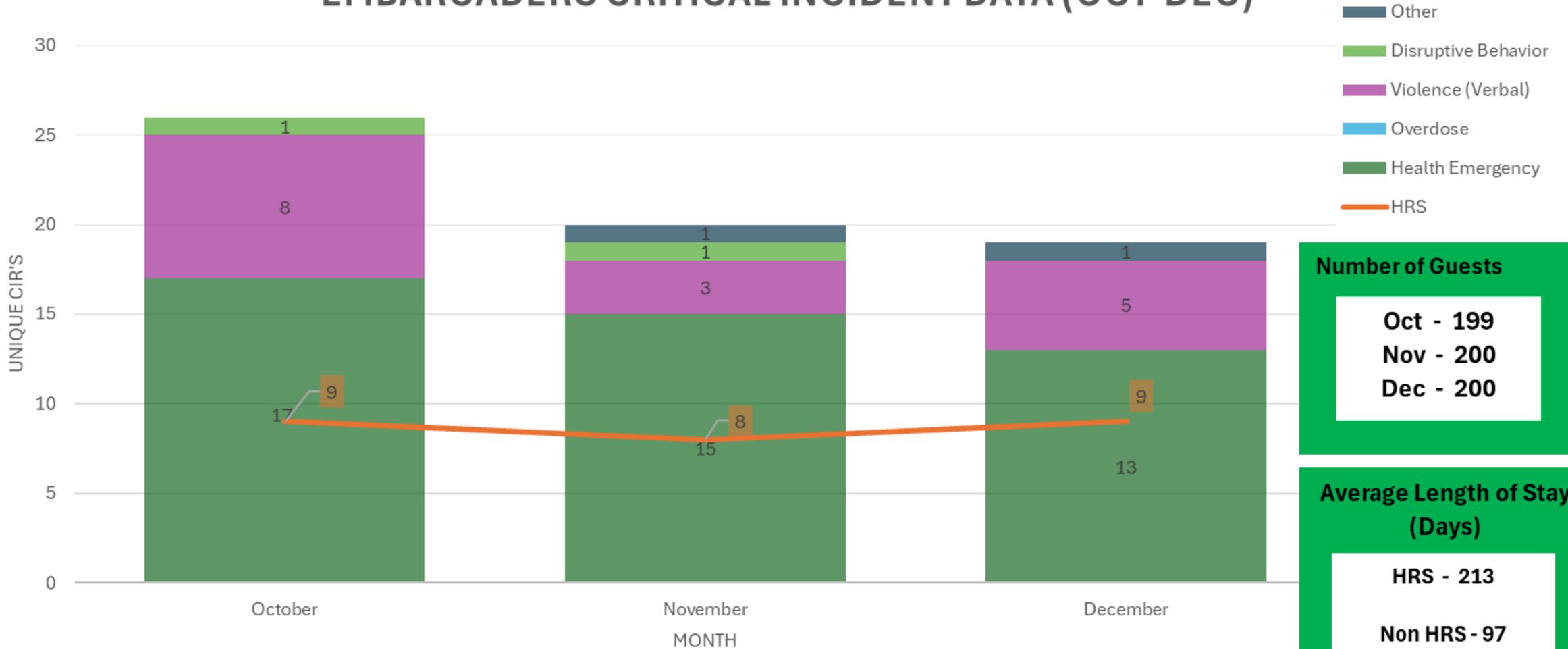
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Monthly Report



December 2025: Embarcadero SAFE Navigation Center

EMBARCADERO CRITICAL INCIDENT DATA (OCT-DEC)



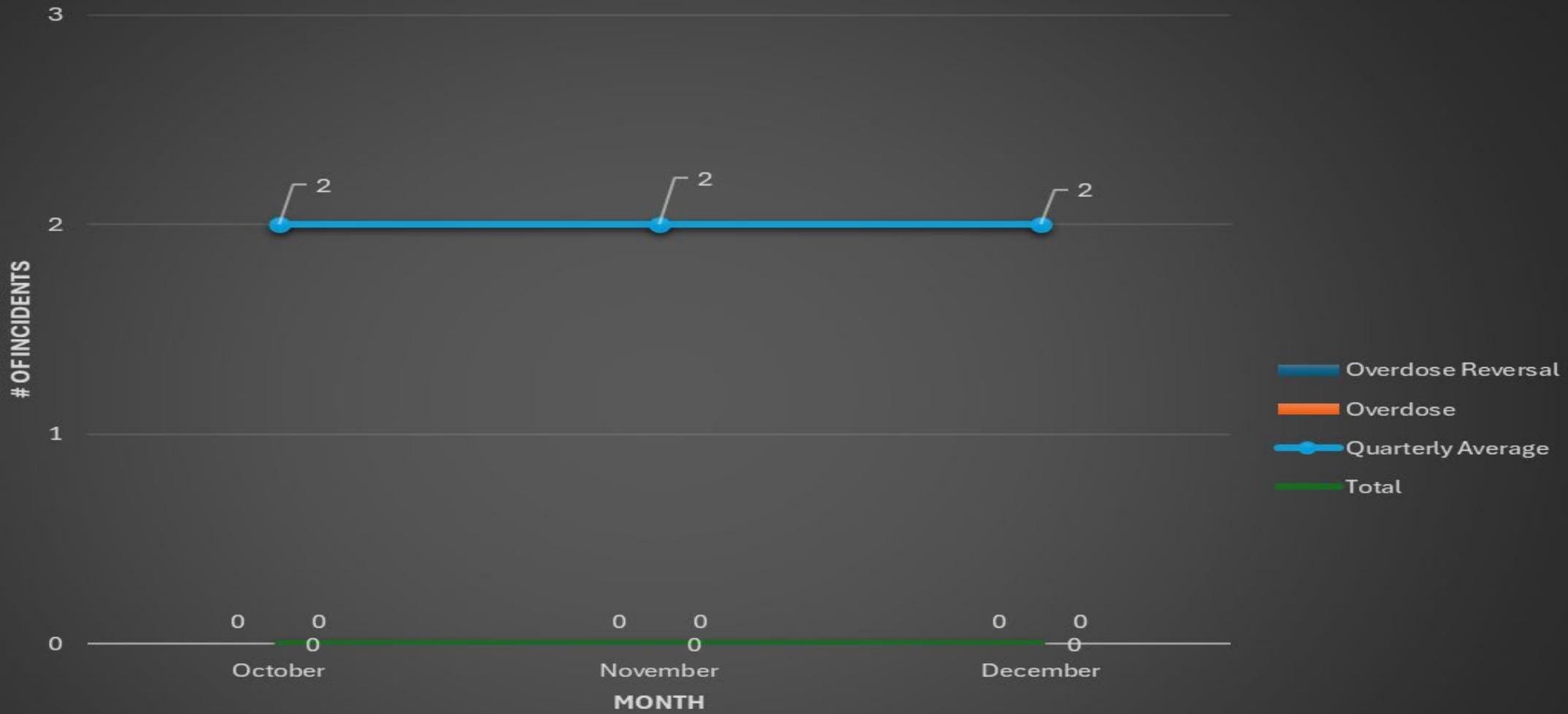
Number of Guests

Oct - 199
 Nov - 200
 Dec - 200

Average Length of Stay (Days)

HRS - 213
 Non HRS - 97

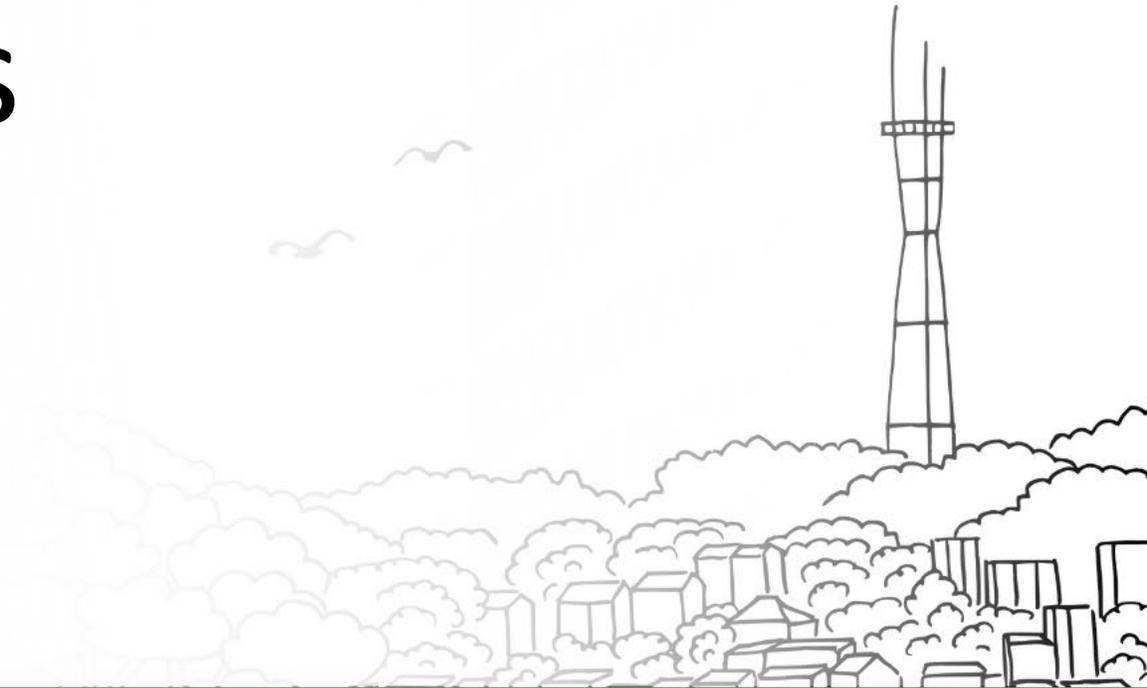
Overdose Incidents (Oct - Dec)



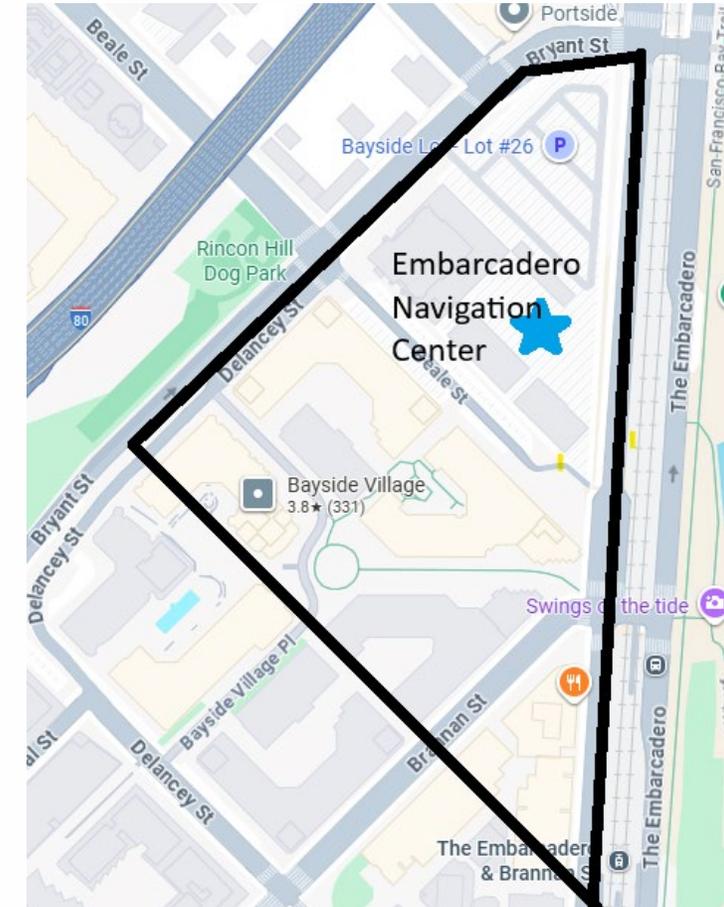
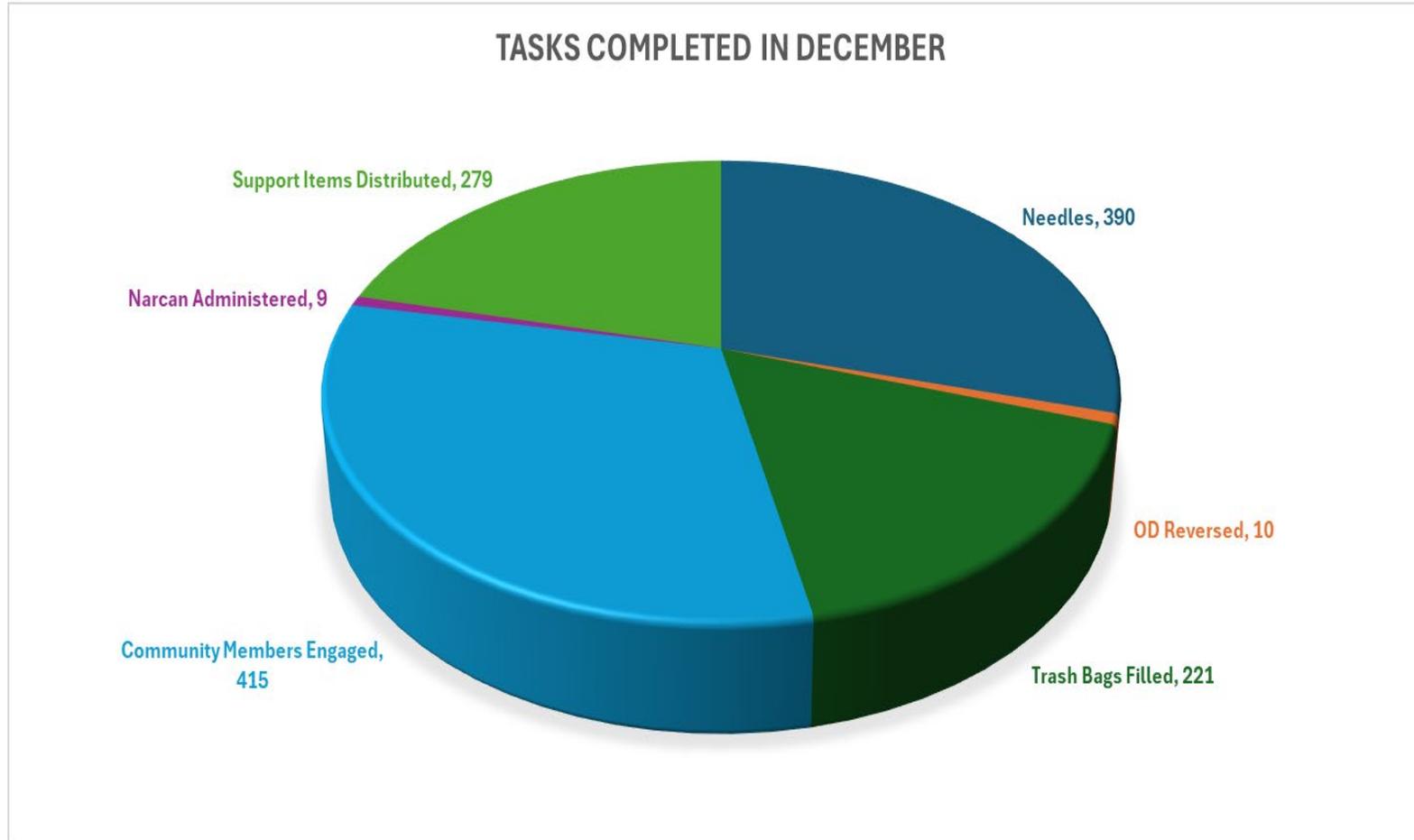


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Five Keys Operations



Five Keys Dedicated Services



Map reflects Five Keys dedicated cleaning zone.

Street Team Calls for Support & Responses

Calls for Support	Five Keys Response
Loitering: At Bayview circle	Ambassadors asked people to leave, complied.
Loitering: Drug use and accumulation of items reported	Staff informed guests of Good Neighbor Policy and guests complied
Blank Call: No message left, but call was returned asking for more information	Staff investigated, but area was clear.

Community Phone Line

- There was technical issues with the phone line during the end of November to mid December.
- We apologize for the inconvenience, but please let HSH know of any delays.
- Number has not changed.
- This phone number can receive calls and text messages.

415-594-3997



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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

Regular maintenance continues through contractors.

David Le

Strada/Port still in Exclusive Negotiating Agreement phase.
MOU with HSH still in effect.
No concerns reported to the Port.

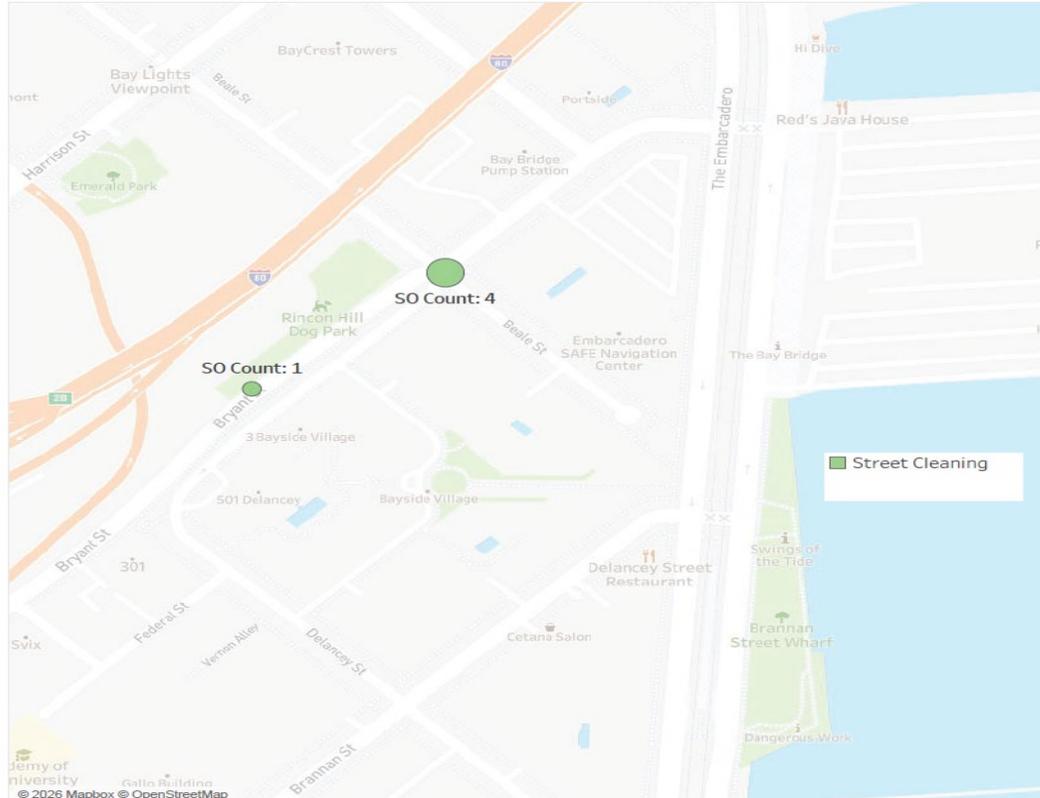
Public Works Updates

Embarcadero Community Advisory Committee

Bureau of Street and Environmental Services (BSES) - 311 Service Orders

Service Order Accepted Date Range: 12/1/2025 to 12/31/2025

SES Service Orders Map



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

Service Order Volume Distribution by Problem Code



Service Order Volume by Problem Code and Average Days to Complete

Distinct count of Service Order Code





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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

November had **24 days out of 30** with full staffing levels.

December had **24 days out of 31** with full staffing levels.



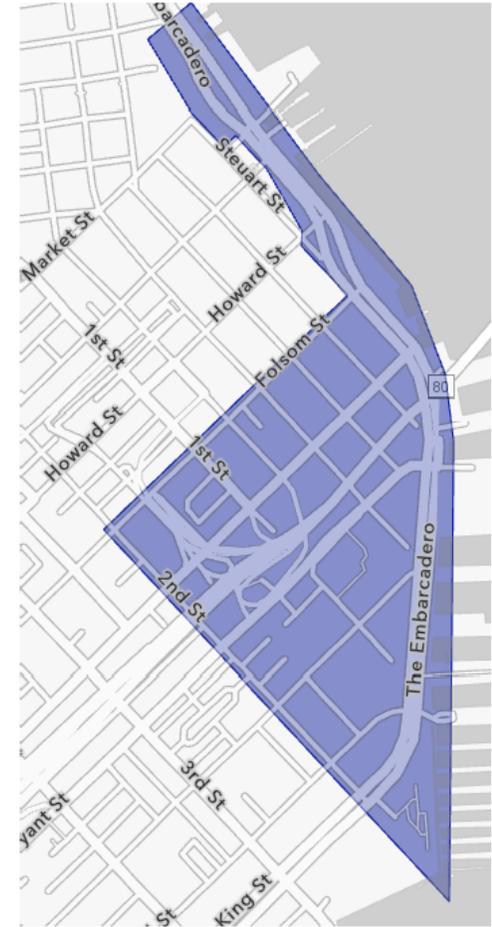
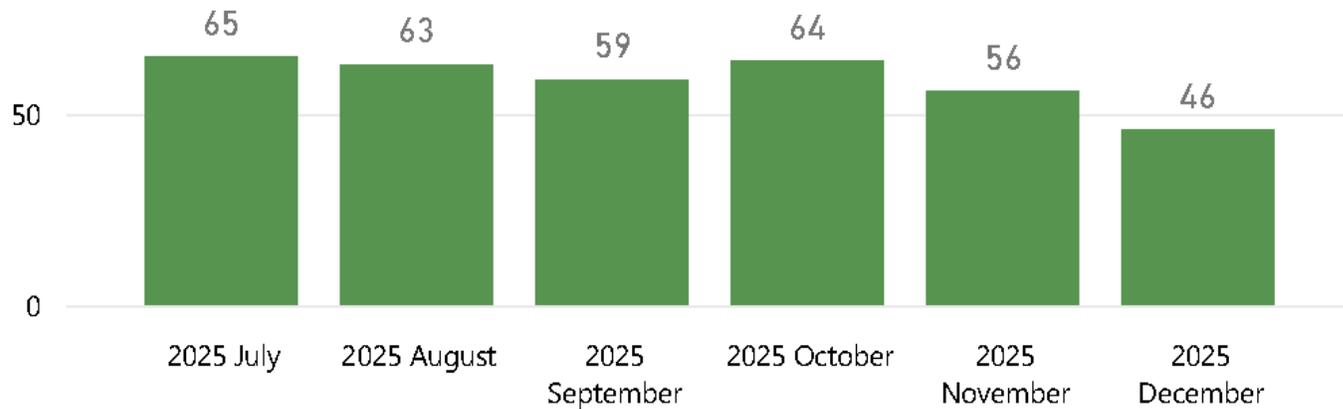
Police Incidents

Police Incidents within the Safety Zone

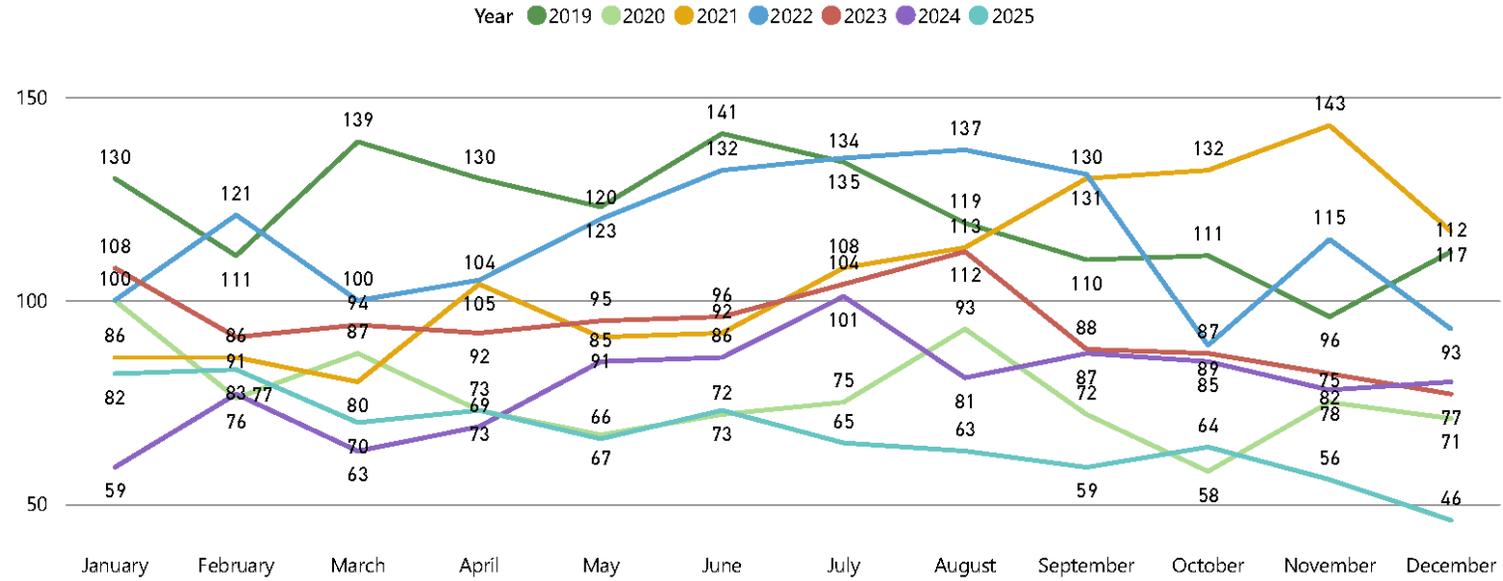
The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

Note: Data was last updated on 1/14/2026, 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.

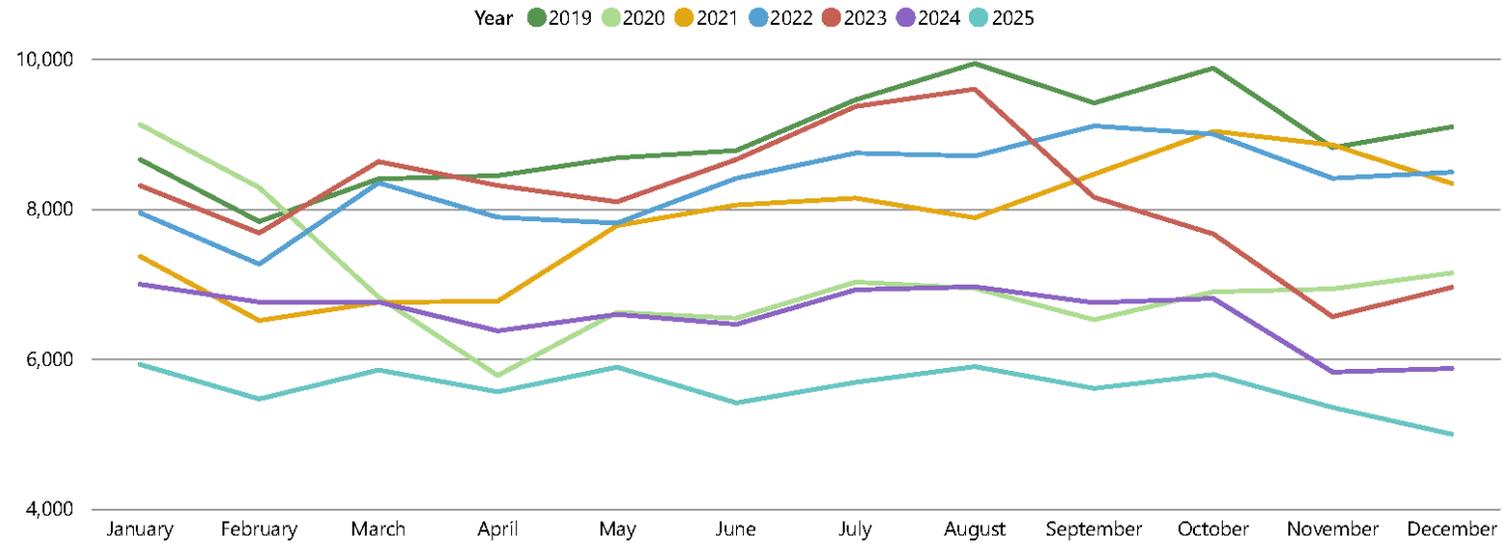
Distinct Incidents in Safety Zone in Last Six Months



Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year



Police Incidents

Police Incidents in December 2025

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	11	1,449
Other Miscellaneous	9	466
Suspicious Occ	5	136
Burglary	4	283
Assault	3	429
Malicious Mischief	3	411
Non-Criminal	3	253
Fraud	2	186
Miscellaneous Investigation	2	142
Missing Person	2	131
Motor Vehicle Theft	2	256
Warrant	2	433
Disorderly Conduct	1	172
Drug Offense	1	422
Fire Report	1	6
Robbery	1	100
Stolen Property	1	25
Suspicious	1	2
Traffic Violation Arrest	1	92
Vehicle Impounded	1	13
Weapons Offense	1	56



Additional notes: Data provided are

NARCAN TRAINING & COMMUNITY SAFETY TALK

Monday, March 2, 2026
6:00 - 7:30 PM

Recognizing an opioid overdose in humans and responding safely Fentanyl exposure risks for dogs and what pet guardians should know Reducing risk for dogs in shared public spaces.

FREE · RSVP REQUIRED

FEATURING COMMUNITY SAFETY EXPERTS

- SF Department of Public Health
- SF Animal Care & Control
- South Park Veterinary Hospital

MEETING LOCATION

Cloudflare
101 Townsend St
San Francisco, CA
94107

SCAN TO RSVP



WHO SHOULD ATTEND

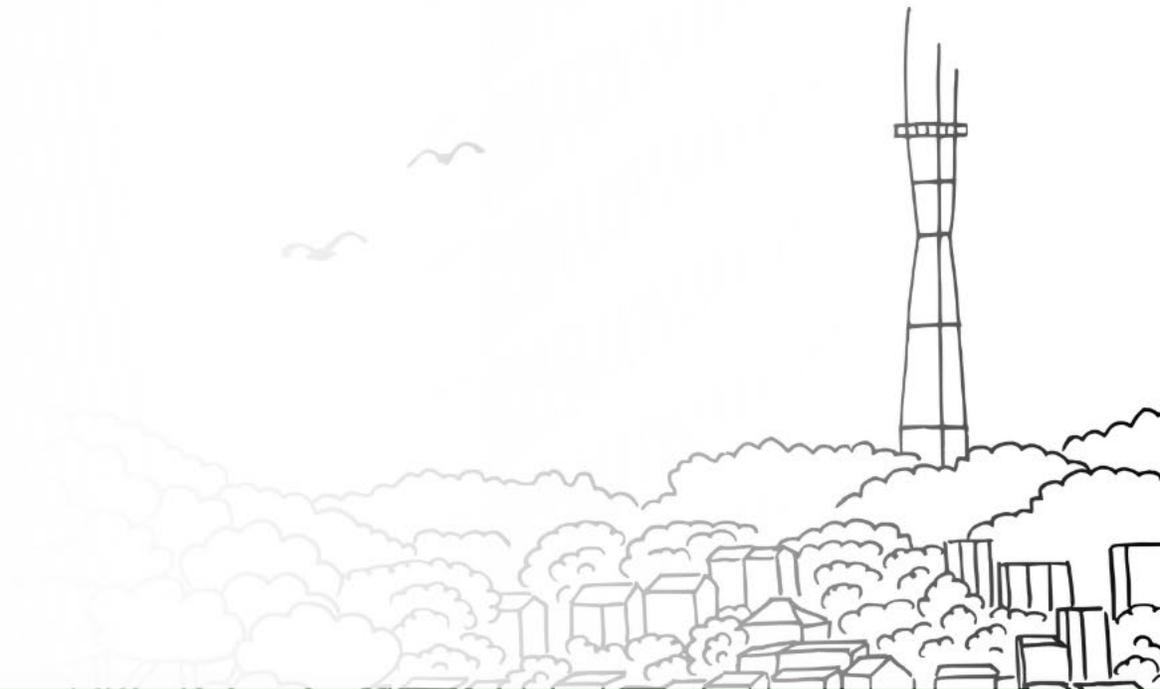
Neighbors, dog guardians,
and anyone interested
in practical community
safety skills





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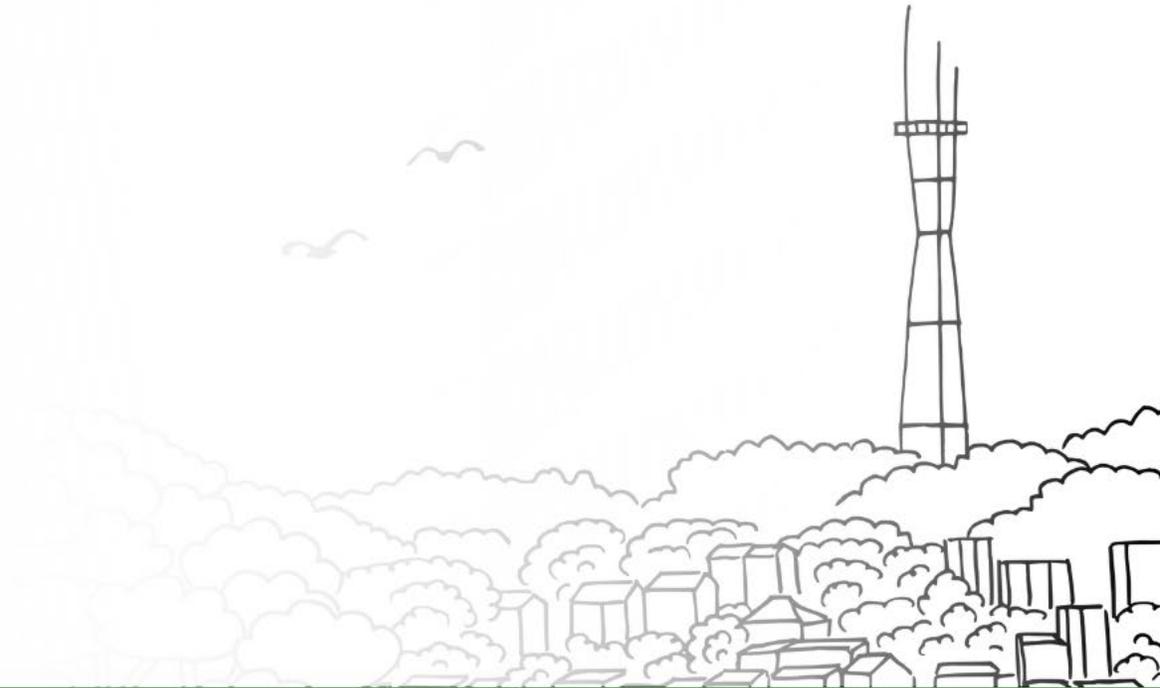
Discussion





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Appendix Slides



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.