



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

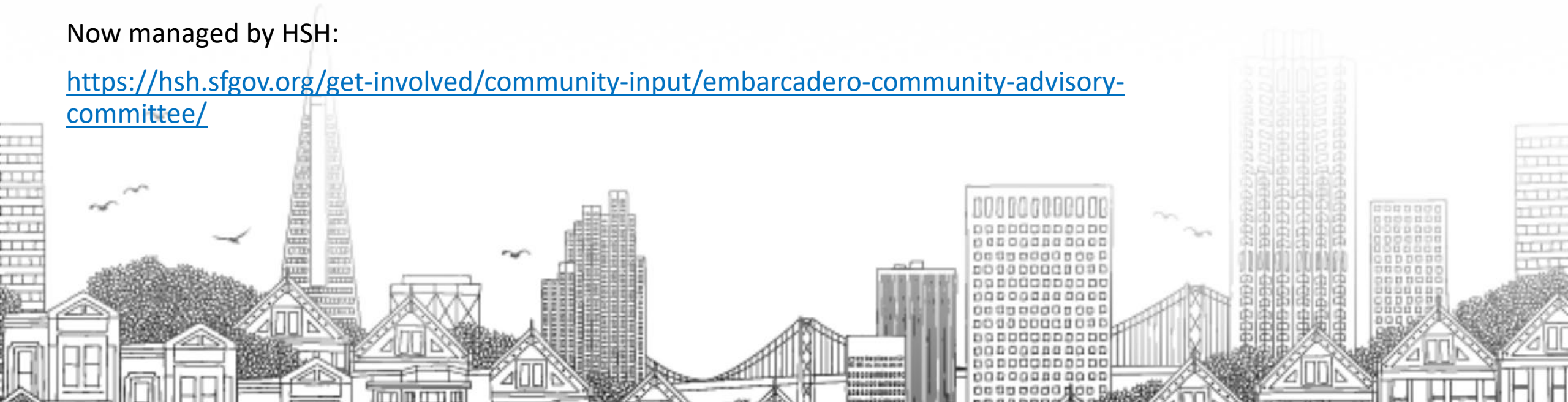


# Embarcadero SAFE Navigation Center: July 2025 Written Report

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

Now managed by HSH:

<https://hsh.sfgov.org/get-involved/community-input/embarcadero-community-advisory-committee/>





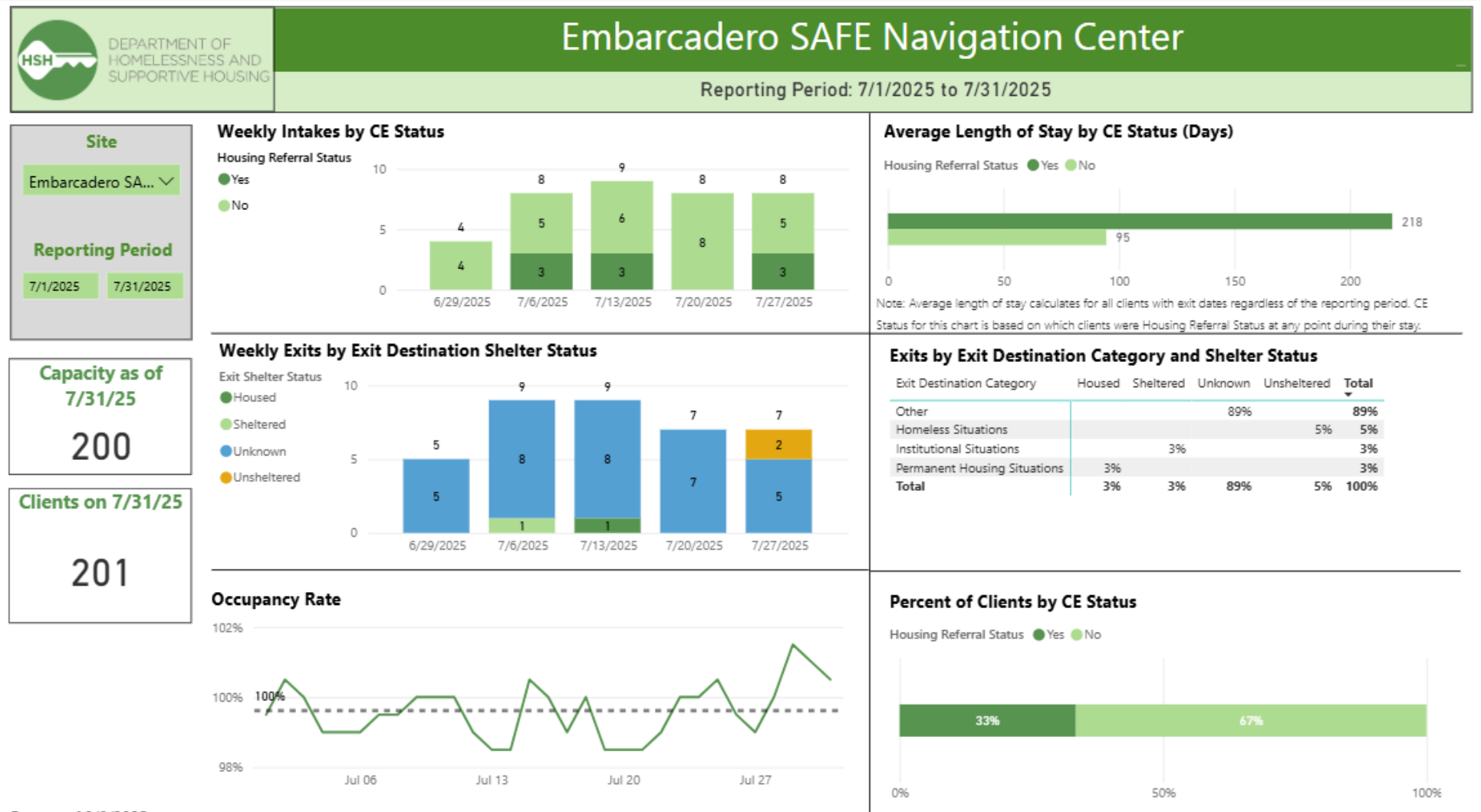
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# 1. Report



# July 2025: Embarcadero SAFE Navigation Center\*

- Capacity was **200 beds** as of June 30, 2025.
- 201 guests** as of June 30, 2025.
- A glossary of key terms is at the end of this report.

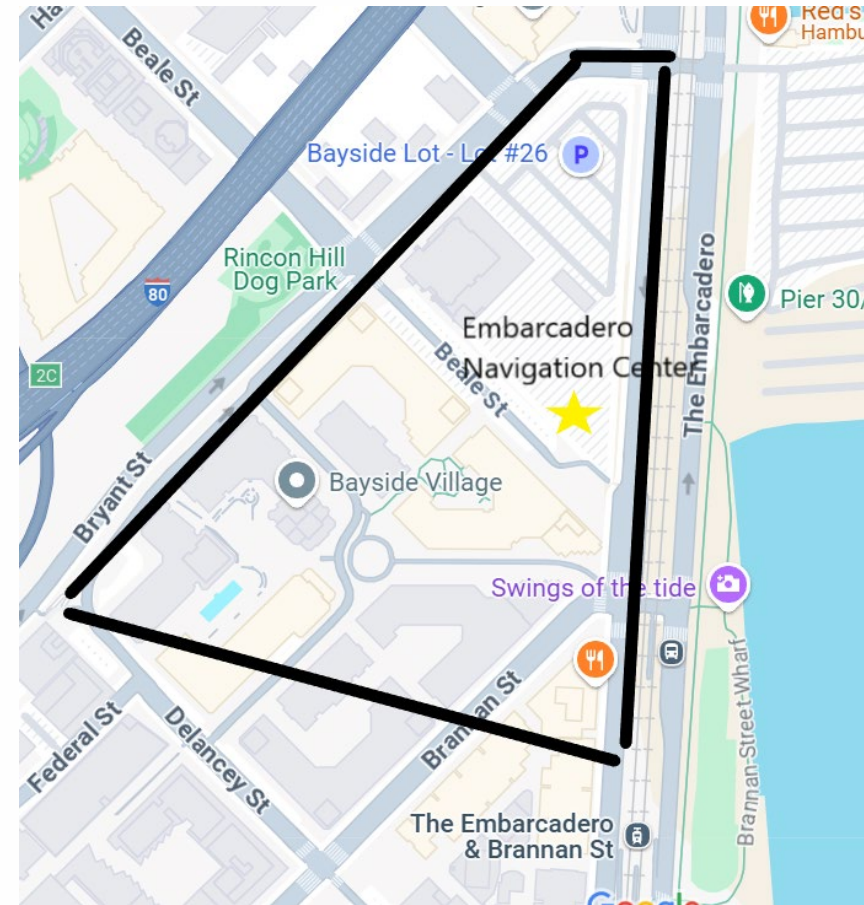


Data as of 8/8/2025

Email: [dhsh@sfgov.org](mailto:dhsh@sfgov.org) | Follow: [@SF\\_HSH](https://twitter.com/SF_HSH) | Learn: [hsh.sfgov.org](https://hsh.sfgov.org) | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH)

# Updates: Dedicated Cleaning Services

- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center.
- Five Keys staff clean the area at least **3 times a day and conduct hourly perimeter checks.**
- In **July 2025**, Five Keys received **11 calls and 11 texts** pertaining to cleaning in the designated area.



*Map reflects Five Keys dedicated cleaning zone.*

# SF PORT MOU

- Expiring at the end of December.
- Strada anticipates breaking ground by mid-2027
- Final Option to Extend would 24 Months with +6 Months for Demob.
- As of now we are meeting with the Port to determine what the term would look like. Our goal is not to impede Development, but use space until Strada is ready for groundbreaking.
- Port Commission will hear by October 2025



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## 2. FiveKeys Operations



# Calls for Support & Responses

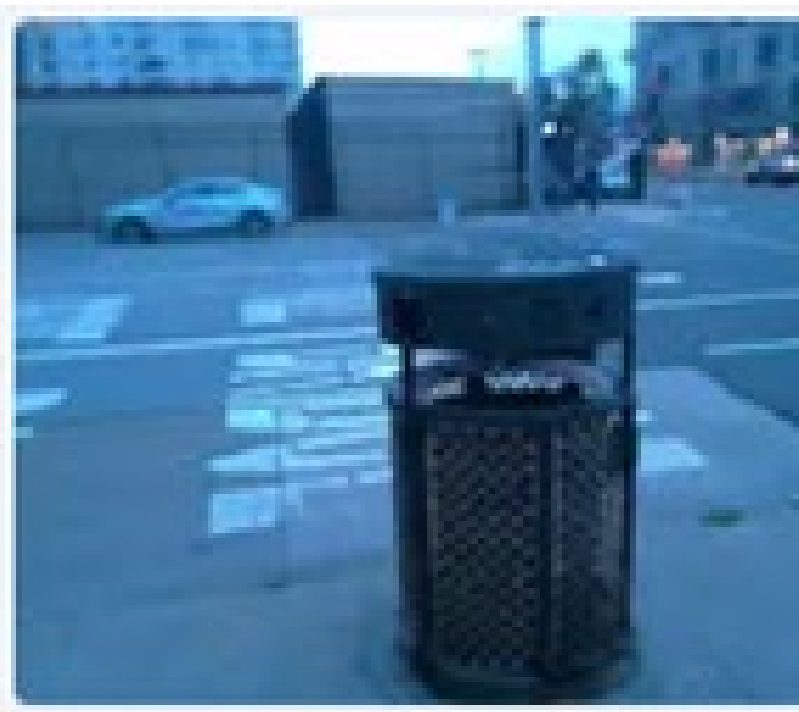
Calls for Support	Five Keys Response
<b>Loitering:</b> People in cul de sac.	People sleeping in the cul de sac area. Five Keys asked the individuals sleeping in the park to leave the area.
<b>Loitering:</b> people smoking drugs at the cul de sac.	Few guests and non-guests at cul de sac informed about good neighbor policy and they acknowledged that.
<b>Loitering:</b> few guests	Received a text to the community phone from the public about someone stooped over in the cul de sac. I did an emergency outside perimeter check and a few guest were simply eating.
<b>All Clear</b>	9:00am Outside perimeter check conducted. No encounters reported.

# Success Story

- FiveKeys guest have been very proactive to pitch in and take care of the site.
- Five Keys keeping close eye on trash bins and emptied when possible, there is still a lock. Lock gone after June log.
- They work closely with the activities coordinator to use all the experience possible to find a job



# Examples of Site Cleaning



# Critical Incidents

7/1/2025

7/31/2025

Site	Health Emergency	Overdose	Violence	Disruptive Behavior	Unique CIRs
Embarcadero	16	1	8	1	26



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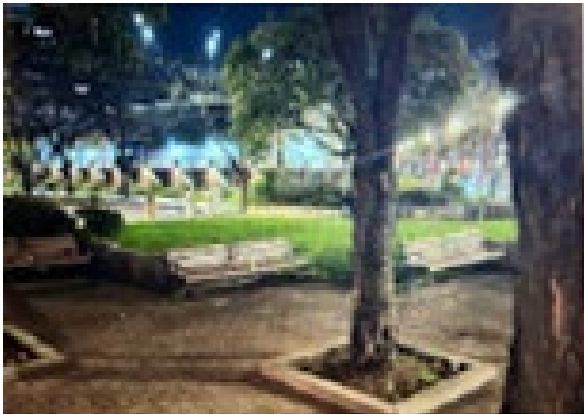
# 3. Improving Neighborhood Conditions

OCII & DPW



# OCII Update

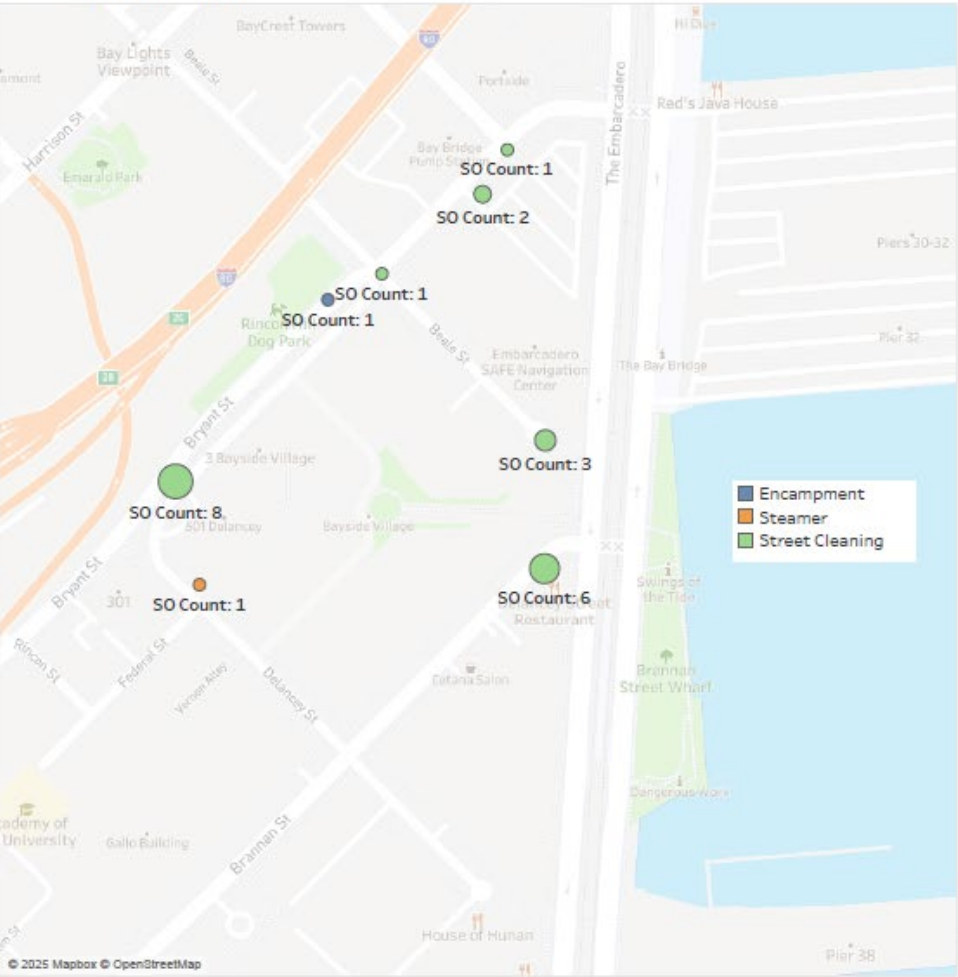
- Removal of 6 Benches (OCII review/approvals)
- Shrubs removed May 9
- Tree Daylighting April 28



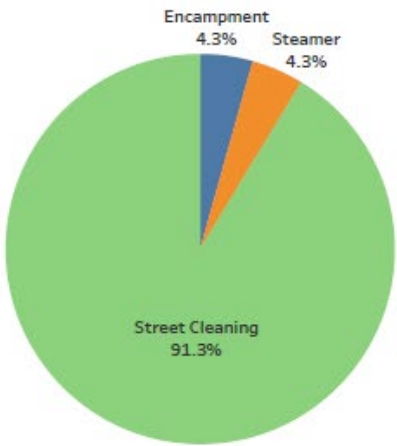
# Public Works Updates

Embarcadero Community Advisory Committee  
Bureau of Street and Environmental Services (BSES) - 311 Service Orders  
Service Order Accepted Date Range: 4/23/2025 to 6/30/2025

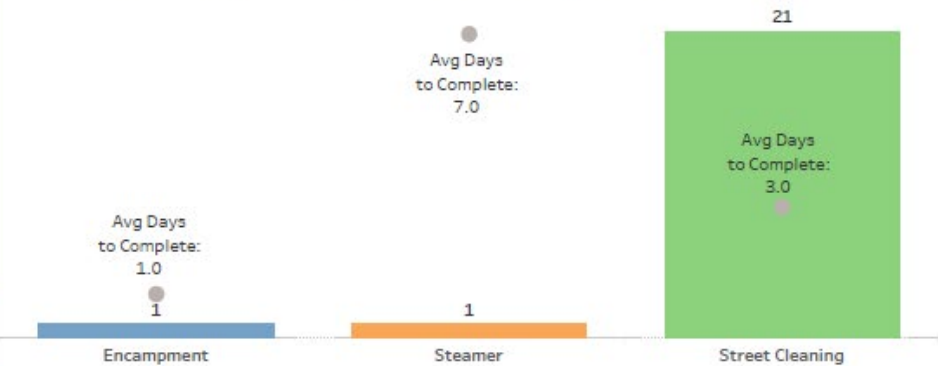
SES Service Orders Map



Service Order Volume Distribution by Problem Code



Service Order Volume by Problem Code and Average Days to Complete



# Healthy Streets Operations Center (HSOC)

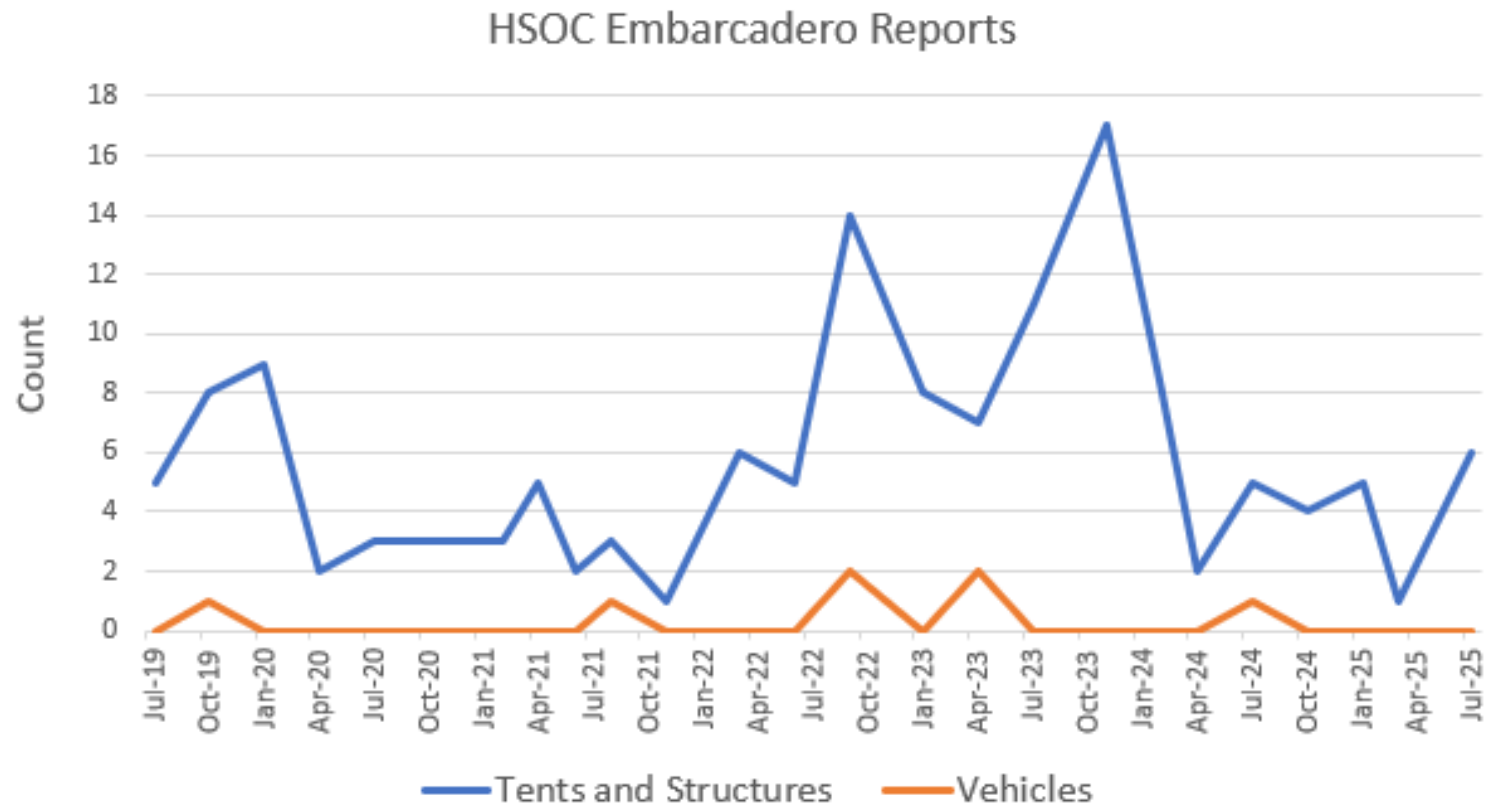
## Quarterly Counts

Quarterly counts of unsheltered people living in tents and vehicles are conducted by the Healthy Streets Operations Center (HSOC) and citywide results are posted on the [Healthy Streets Data & Information webpage](#).

This report includes a comprehensive overview of Embarcadero HSOC Quarterly Count data from 2019 to 2025. Moving forward, HSH will include data from these quarterly counts as it becomes available.

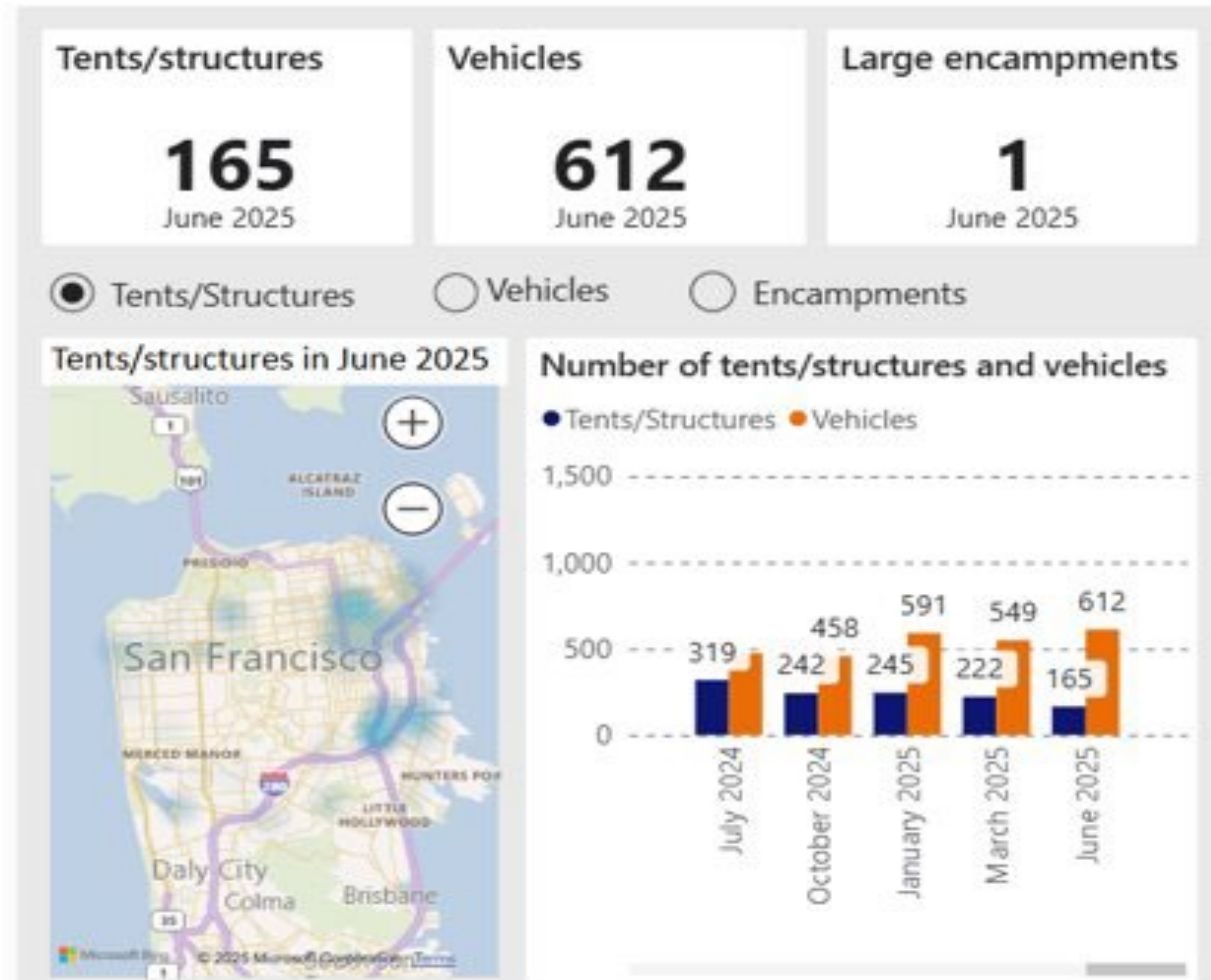
# June 2025 Embarcadero Quarterly Count

The June 2025 Embarcadero HSOC Quarterly Tent and Vehicle count found **6 tents/structures** and **0 vehicles** citywide.



# June 2025 Citywide Quarterly Count

The June 2025 citywide HSOC Quarterly Tent and Vehicle count found **165 tents/structures** and **612 vehicles** citywide.





# Public Safety Update: SFPD Patrols

## • San Francisco Police Department Patrols

- Starting at the end of May
- Patrolling Embarcadero Nav Center and Safety Zone
- 7 days per week
- 9:00 AM – 7:00 PM



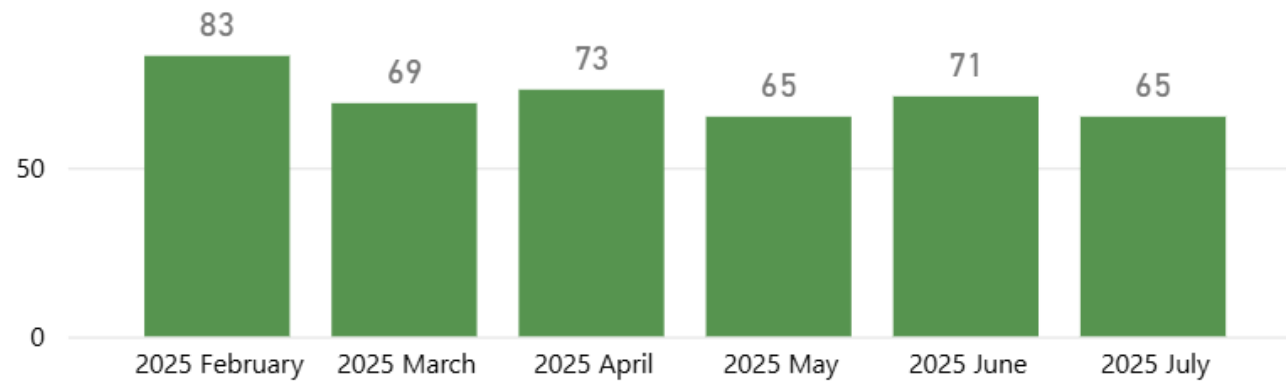
# Police Incidents

## 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 8/08/2025, 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.

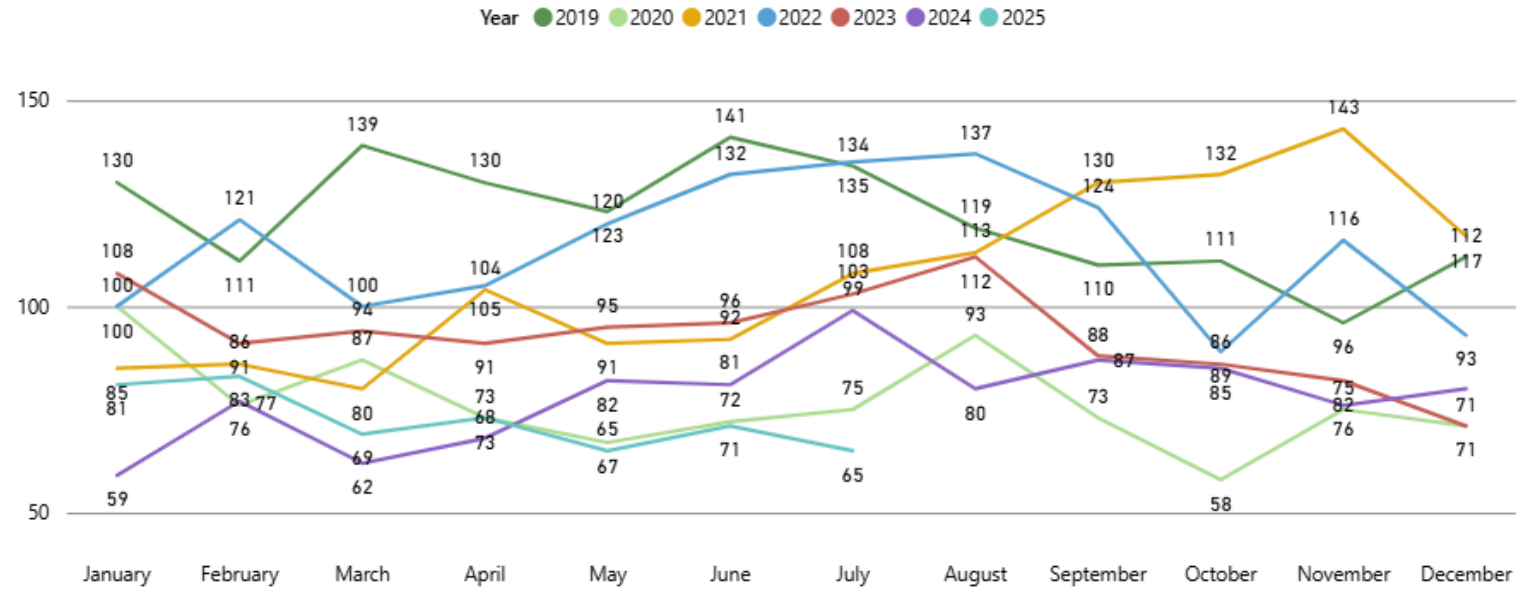
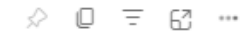
Distinct Incidents in Safety Zone in Last Six Months



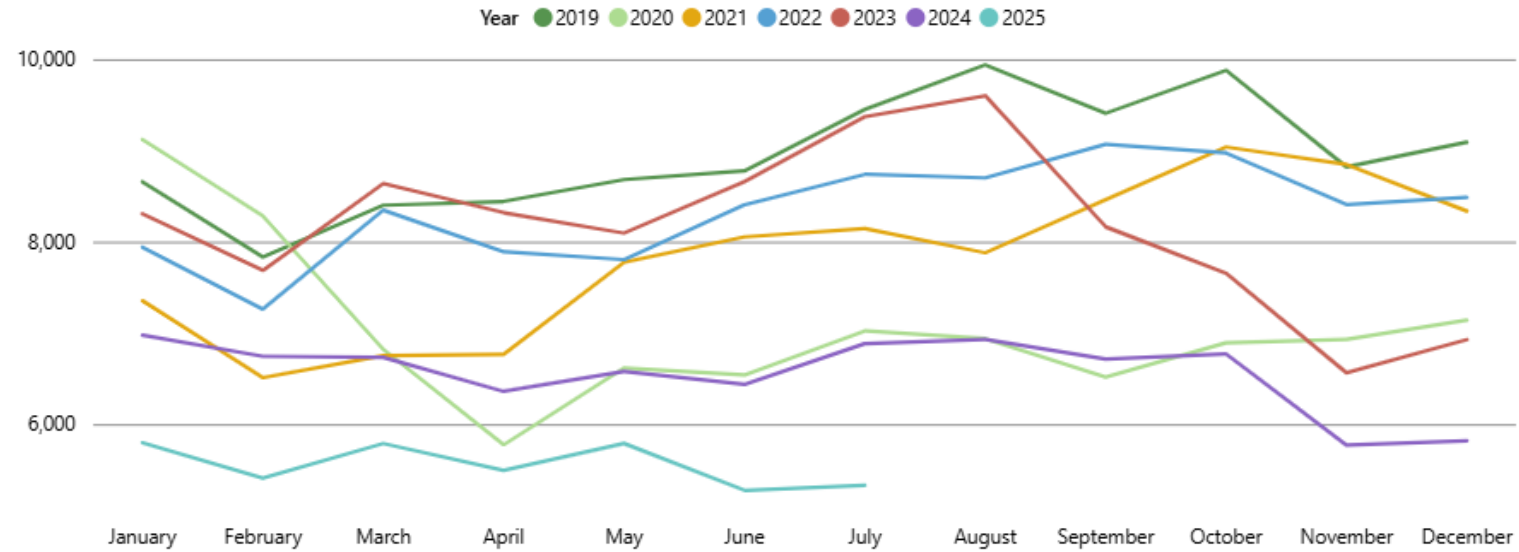
Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year



# Police Incidents

## Police Incidents in July 2025

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	18	1,458
Other Miscellaneous	8	482
Assault	6	523
Malicious Mischief	6	472
Burglary	5	285
Other Offenses	5	47
Suspicious Occ	5	150
Motor Vehicle Theft	3	305
Non-Criminal	3	300
Warrant	3	425
Miscellaneous Investigation	2	139
Offences Against The Family And Children	2	118
Recovered Vehicle	2	218
Drug Offense	1	389
Fraud	1	173
Liquor Laws	1	2
Lost Property	1	262
Other	1	64
		24
Arson		21





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# 5. Q&A and Next Steps

Leo Alfaro





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# Appendix Slides

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# 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.

✦ 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

• Call **Police Non-Emergency** at **415-553-0123** to report:

- Blocked Driveways
- Illegal Parking

• Call **911** to report:

- Crime
- Fire
- Overdoses
- Medical emergencies
- Mental health crises





# 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.