



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Embarcadero SAFE Navigation Center: July 2026 Written Report

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

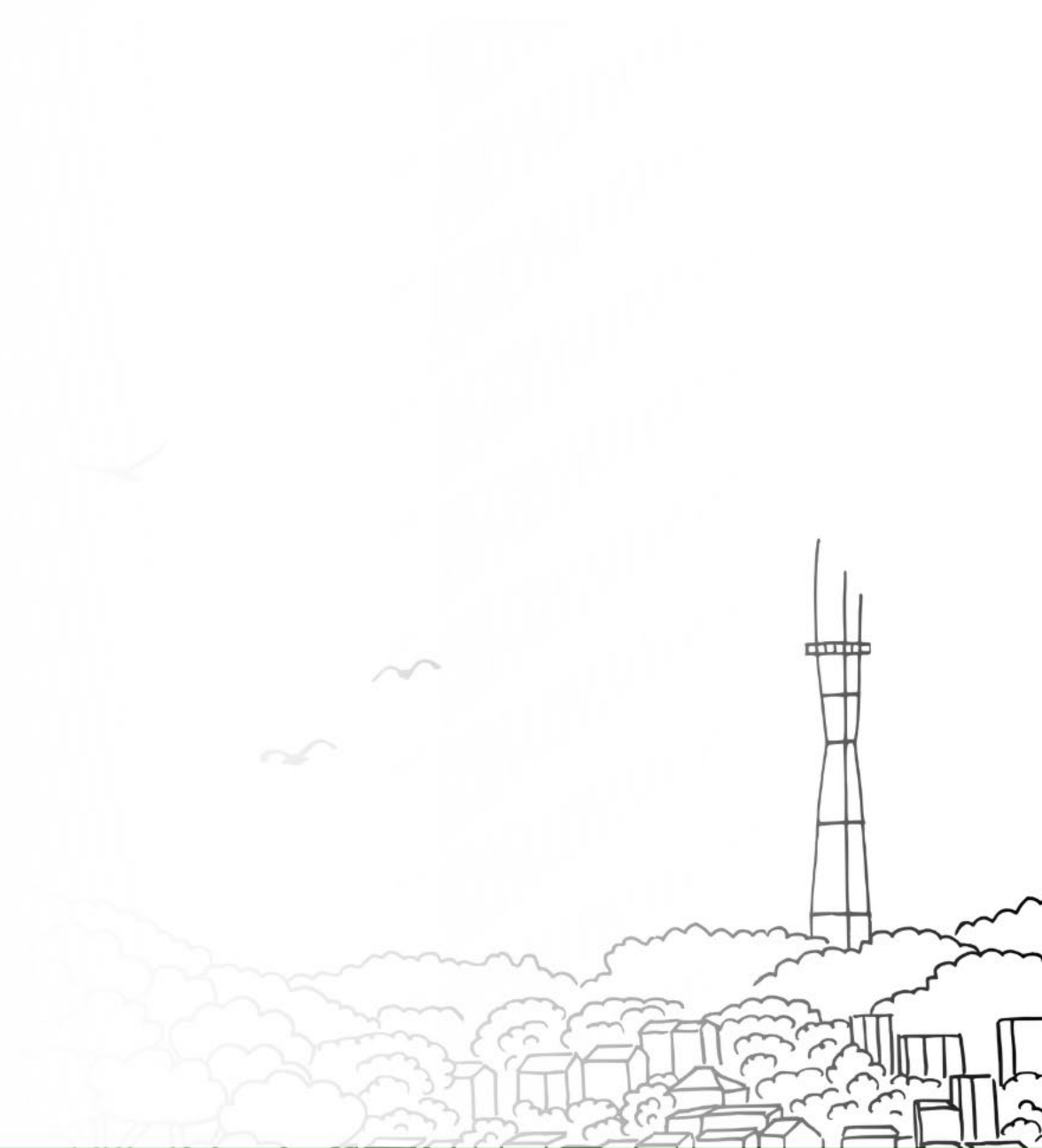
[Embarcadero Community Advisory Committee](#)





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



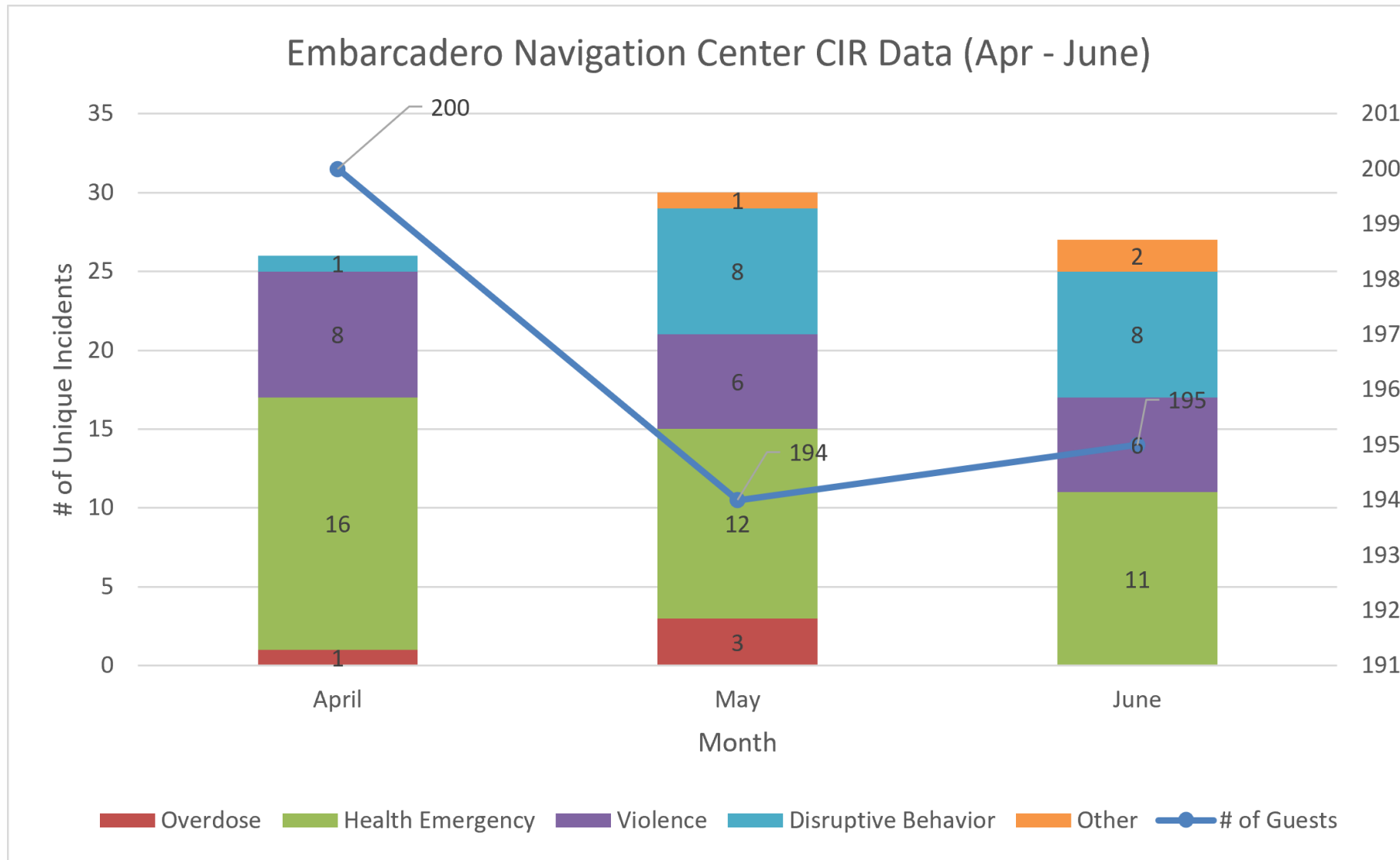


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Monthly Report



Embarcadero SAFE Navigation Center



Number of Guests

Apr - 200
May - 194
June - 195



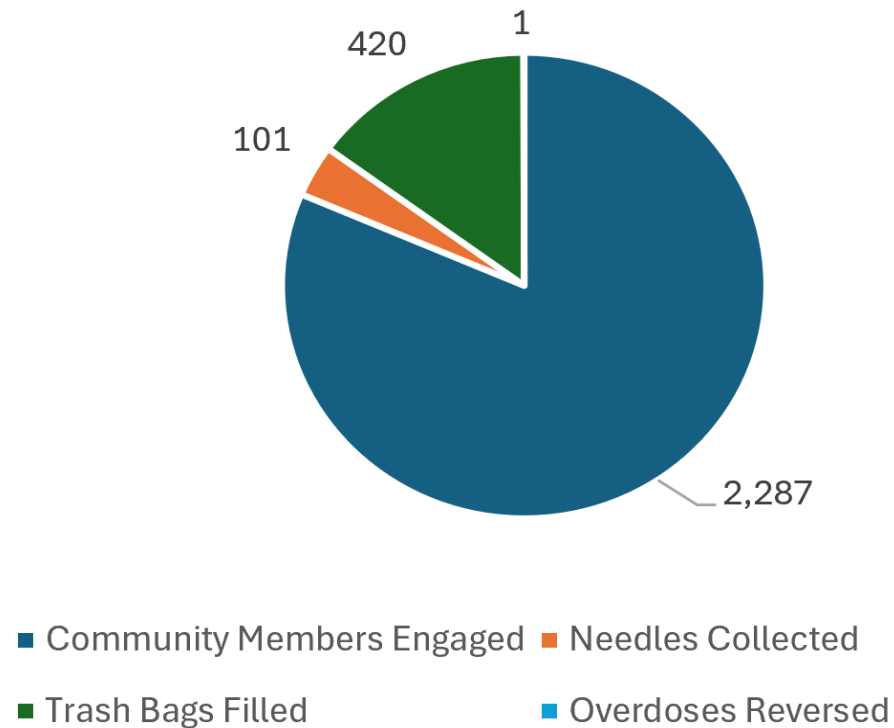
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Five Keys Operations



Five Keys Dedicated Services

Tasks Completed from April to June



Map reflects Five Keys dedicated street team zone.

Street Team Calls for Support & Responses

April:

- 2 texts from the community.
 - Both regarding drug use.
 - Staff asked each person to move without incident.

May:

- 8 communications in total.
 - 1 communication for loitering.
 - 2 communications regarding drug use.
 - 5 various general requests for assistance.

June:

- 7 communications in total.
 - 2 communications regarding loitering.
 - 3 communications for drug use.
 - 2 requests for general assistance.



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Public Works Updates

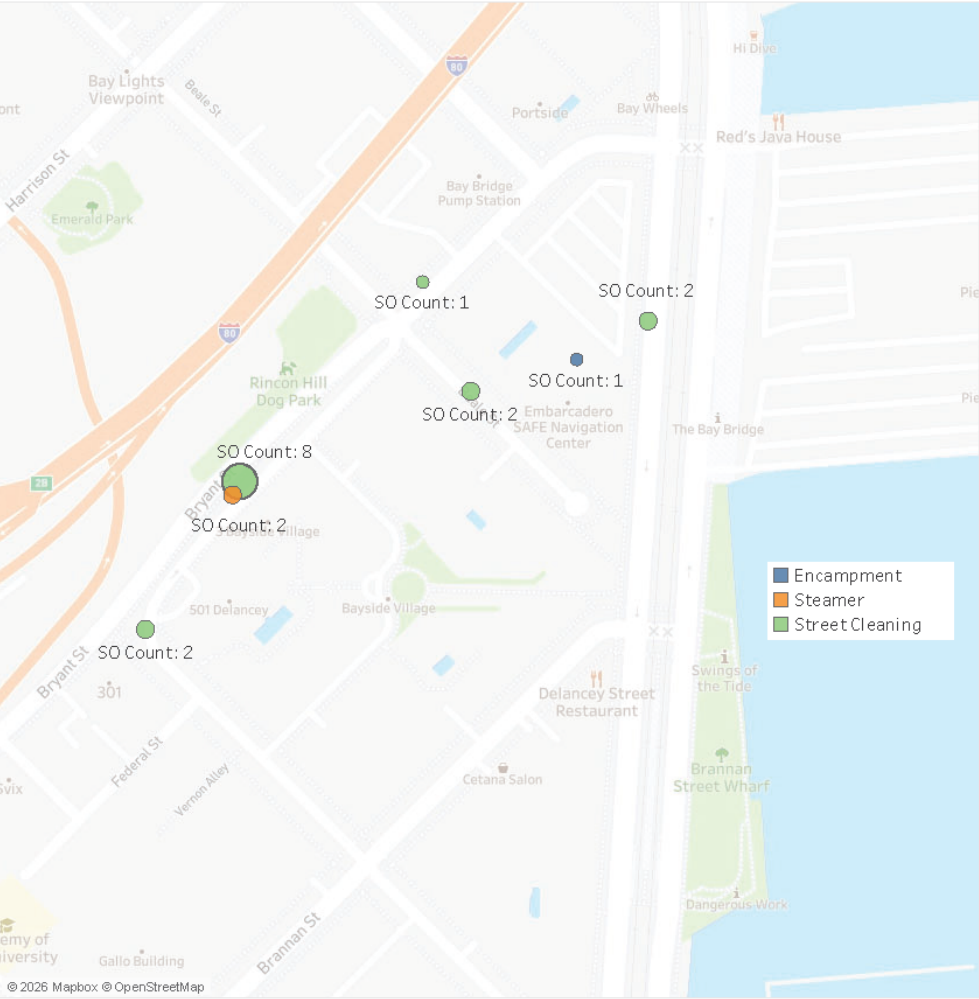
Ian Schneider

Community Affairs



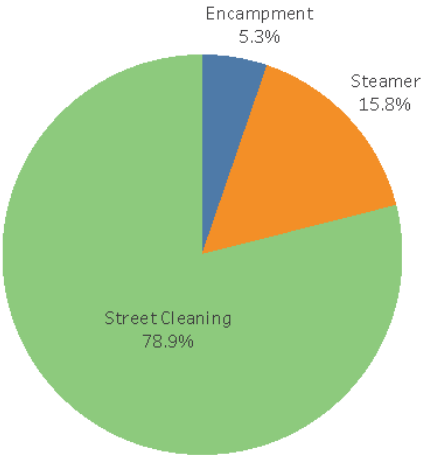
Embarcadero Community Advisory Committee
Bureau of Street and Environmental Services (BSES) - 311 Service Orders
Service Order Accepted Date Range: 4/1/2026 to 6/30/2026

SES Service Orders Map

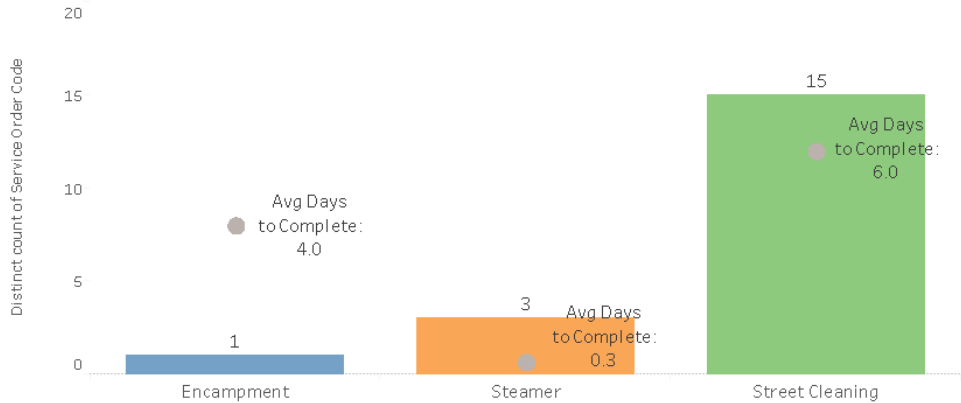


Disclaimer: Reports are subject to change. If you have any questions, please contact dpw-performance@sfdpw.org.

Service Order Volume Distribution by Problem Code



Service Order Volume by Problem Code and Average Days to Complete



DPW Cleaning Updates



DPW Cleaning Updates



DPW Cleaning Updates





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Public Safety

San Francisco Police Department
Sgt. Brandon Smith





Public Safety

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

April - 24 of 30 days fully staffed.

May - 25 of 31 days fully staffed.

June - 24 of 30 days fully staffed.

Regular Deployment Hours are:

SFPD Overtime Patrol

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

SFPD Ambassadors

- Mon-Fri - 10am-8pm

Public Safety

- In early May the city introduced the Rapid Enforcement, Support, Evaluation, and Triage Center (RESET) at 444 6th Street.
- The RESET Center is an involuntary 24-hour sobering facility that is overseen by the SF Sheriff's Office and the Department of Public Health.
- This is another option for people that are under the influence, particularly narcotics related, to remove them from the street and into a secure facility where they can sober up and be connected to the various resources that the City makes available.
- Early returns have been promising with talks to open additional RESET Centers in other parts of the city.

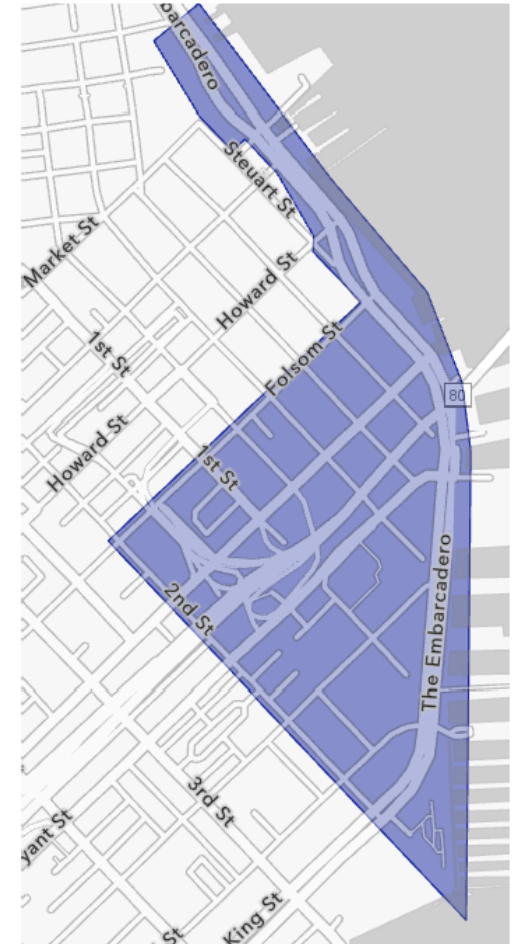
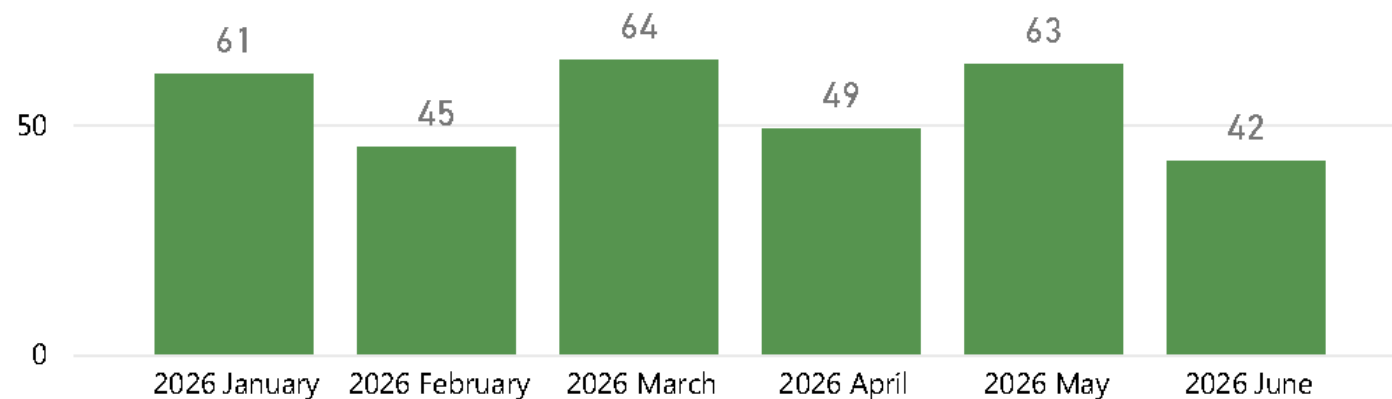
Police Incidents

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 7/06/2026, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

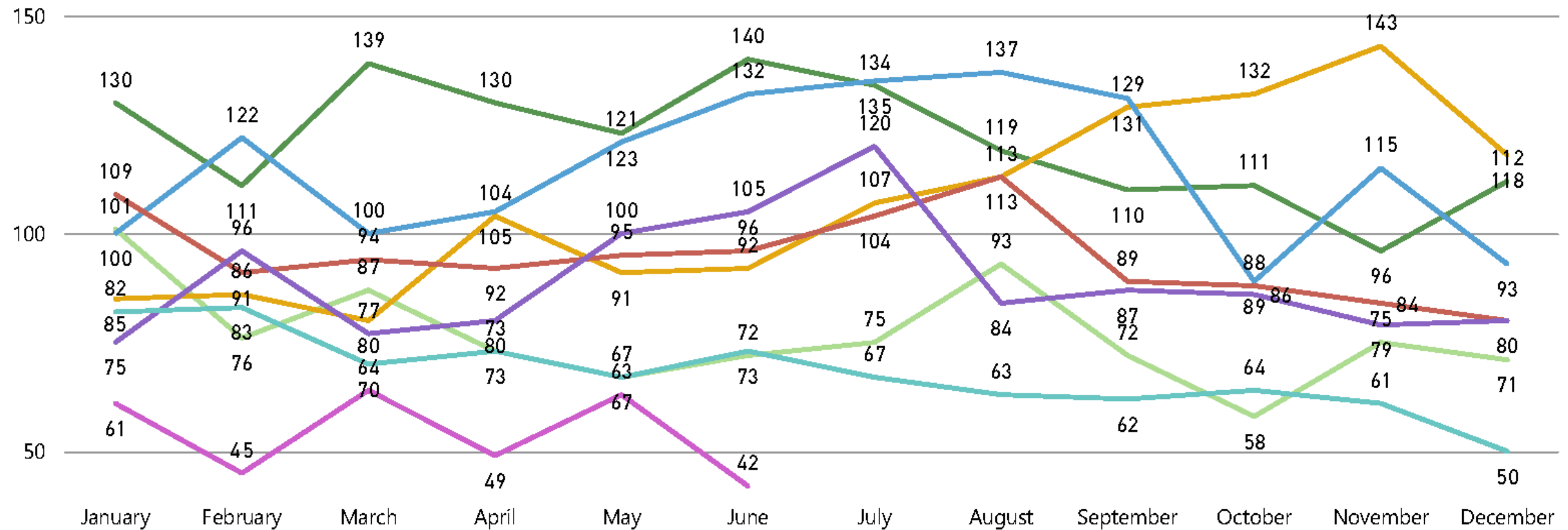
Distinct Incidents in Safety Zone in Last Six Months



Police Incidents

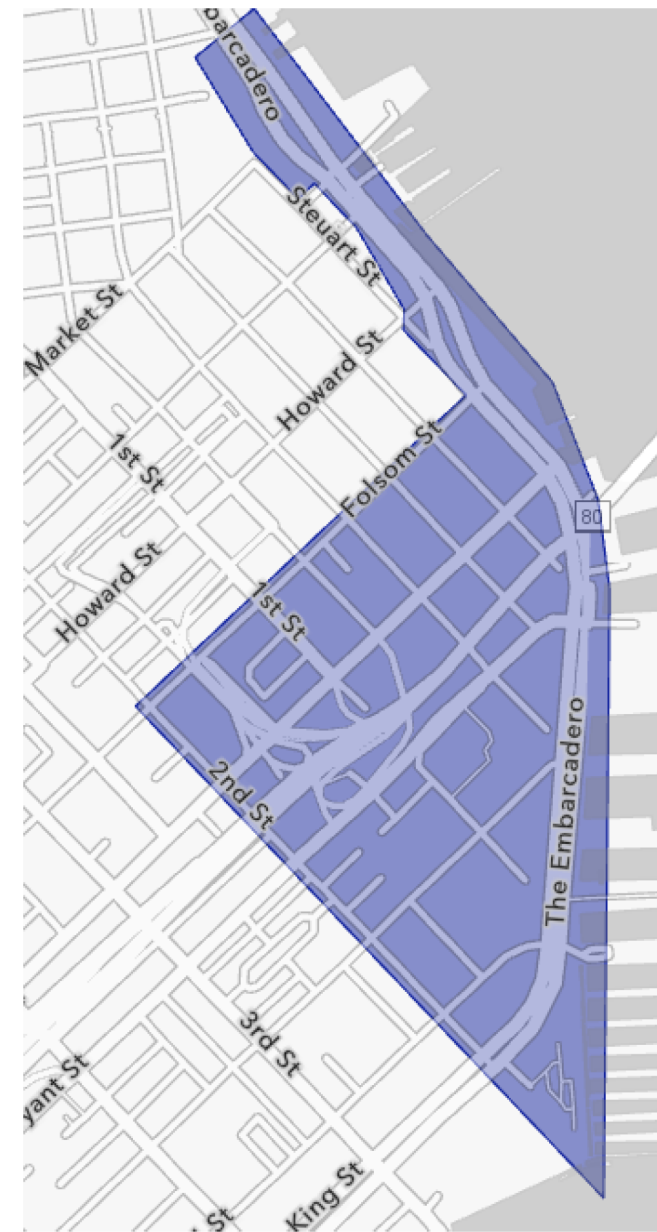
Distinct Incidents in Safety Zone by Month and Year

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024 ● 2025 ● 2026



Police Incidents in June 2026

Incident Category	Distinct Incidents in Safety Zone ▼	Distinct Incidents - Citywide
Larceny Theft	13	1,021
Assault	7	512
Other Miscellaneous	6	426
Non-Criminal	4	301
Burglary	3	204
Lost Property	3	165
Fraud	2	152
Malicious Mischief	2	340
Miscellaneous Investigation	2	163
Robbery	2	108
Suspicious Occ	2	142
Disorderly Conduct	1	182
Missing Person	1	127
Motor Vehicle Theft	1	220
Stolen Property	1	52
Traffic Collision	1	96

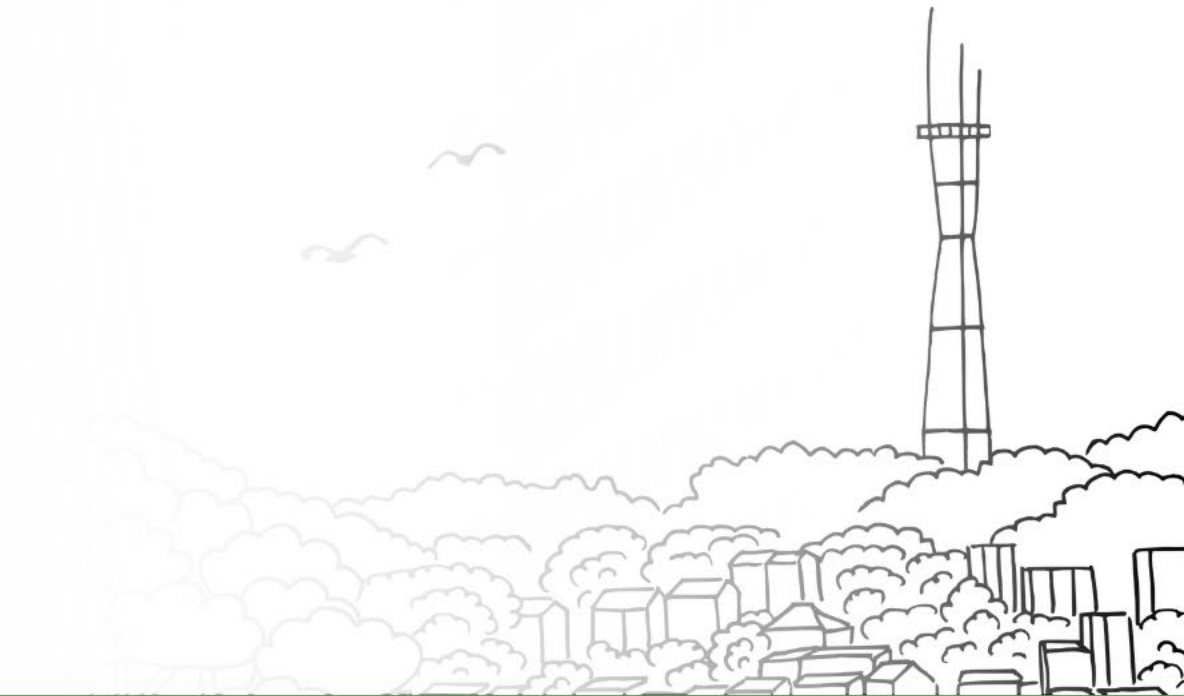




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Appendix Slides

2015-2016



Street Team

- Five Keys Street Team 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.