



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING



# Embarcadero SAFE Navigation Center: October 2025 Written Report

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

[Embarcadero Community Advisory Committee](#)

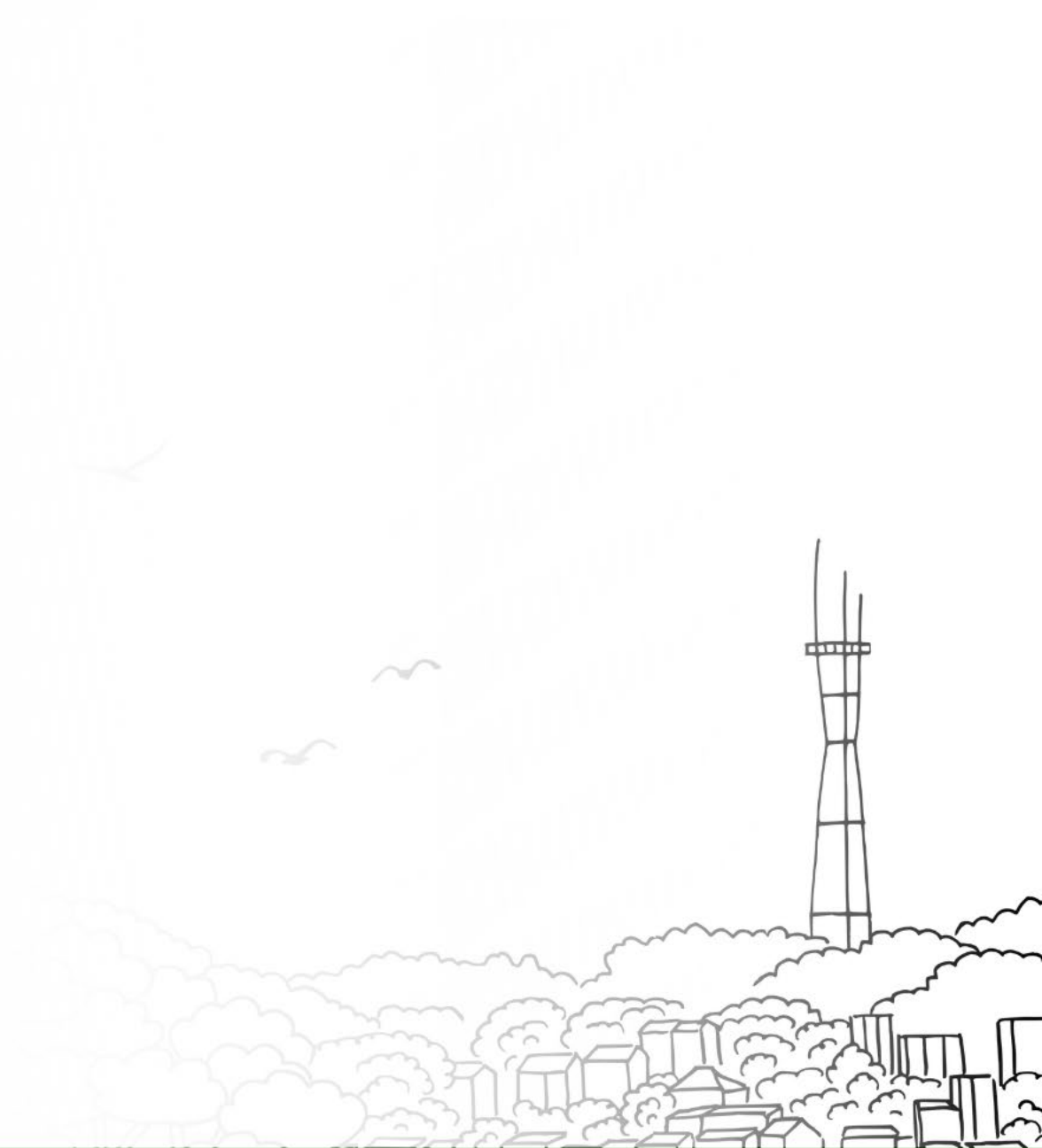




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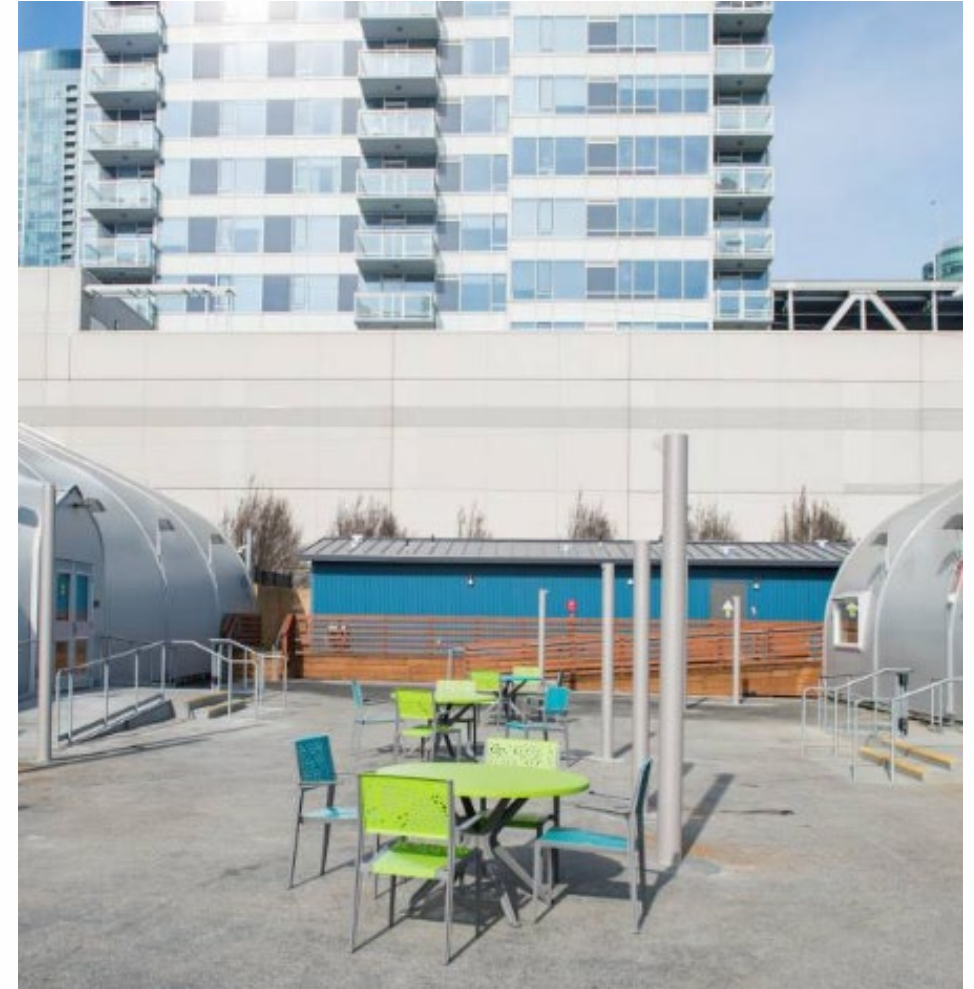
# Agenda

1. Welcome
2. Option to Extend – In a nutshell
3. Neighborhood Commitments
4. Draft Letter of Support
5. Monthly Report
  - a) Program Data
  - b) Five Keys
  - c) Neighborhood Conditions
  - d) Public Safety
6. Open Discussion
7. Next Steps and Cadence for 2026
8. Adjourn

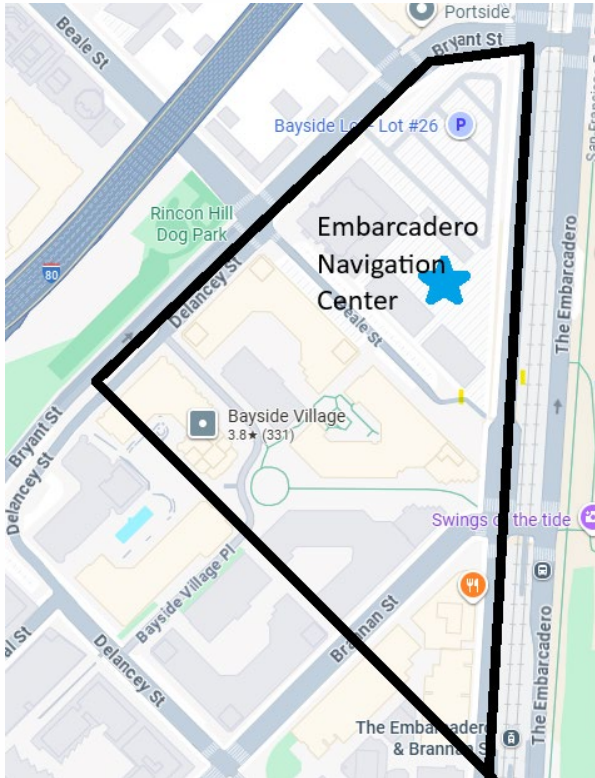


# Option to Extend

- **Option to extend** the Memorandum of Understanding (MOU) with the Port for an additional **2 years**, or until development begins at the site.
  - HSH submitted official notice to the Port on September 30th
- **Option Exercise Conditions** findings discussed with the **Advisory Committee** and community on **August 27, September 24, and October 29.**
- **Northern Advisory Committee (NAC) Meeting –**
  - September 17, 2025 - Letter of Support from NAC Submitted to Port Commission
- **South Beach | Rincon Hill | Mission Bay Neighborhood Association Meeting -**
  - November 10, 2025
- **HSH** worked with community and other Departments to ensure **concerns** were being **addressed** and all **expectations** were understood.
- The 2-year extension will be heard at the Port Commission on November 18th.



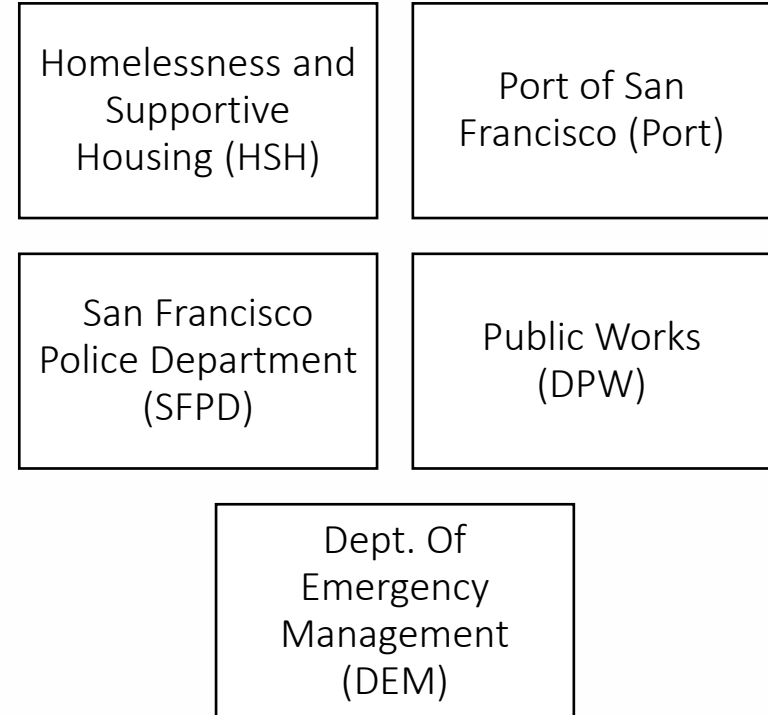
# Public Safety Resources, Dedicated Cleaning Services, and Reporting Standards



- San Francisco Police Department to provide **public safety resources in the Safety Zone**.
- Five Keys has committed to hourly **perimeter walks** of the designated cleaning area to support cleanliness, discourage loitering and maintain situational awareness. In September, Five Keys **Street Team** began providing services to the area including cleaning.
- **Monthly reports** include all of the components required by the Agreement. Including data from HSH, SFPD, DEM, and other Community Impact Measures.

# Interdepartmental Agreement

- City partners have **updated** the 2023 **Interdepartmental Agreement**, committing to support the area surrounding the program.
- Agreement reflects **practices in place as of September 2025** based on input and lessons learned, including but not limited to:
  - Updated cleaning area, hourly perimeter walks, and cleaning.
  - SFPD's commitment providing appropriate resources to ensure public safety and security presence coverage monthly reporting.
  - Monthly reporting commitments to include critical incidents reports (HSH) and calls for service in the designated cleaning area (Public Works).
- Interdepartmental Agreements have been an **effective tool** in holding multiple city departments **accountable** to their commitments, as well as **managing expectations** of the host community.





# Community Engagement & Next Steps

- ✦ **Northern Advisory Committee (NAC) Meeting** – *September 17, 2025*
  - *Received Positive Recommendation*
- ✦ **Embarcadero Community Advisory Committee (ECAC) Meetings**
  - August 27, 2025
  - September 24, 2025
  - **October 29, 2025**
- ✦ **South Beach | Rincon Hill | Mission Bay Neighborhood Association -**  
**November 10, 2025**
- ✦ **Port Commission – November 18, 2025**



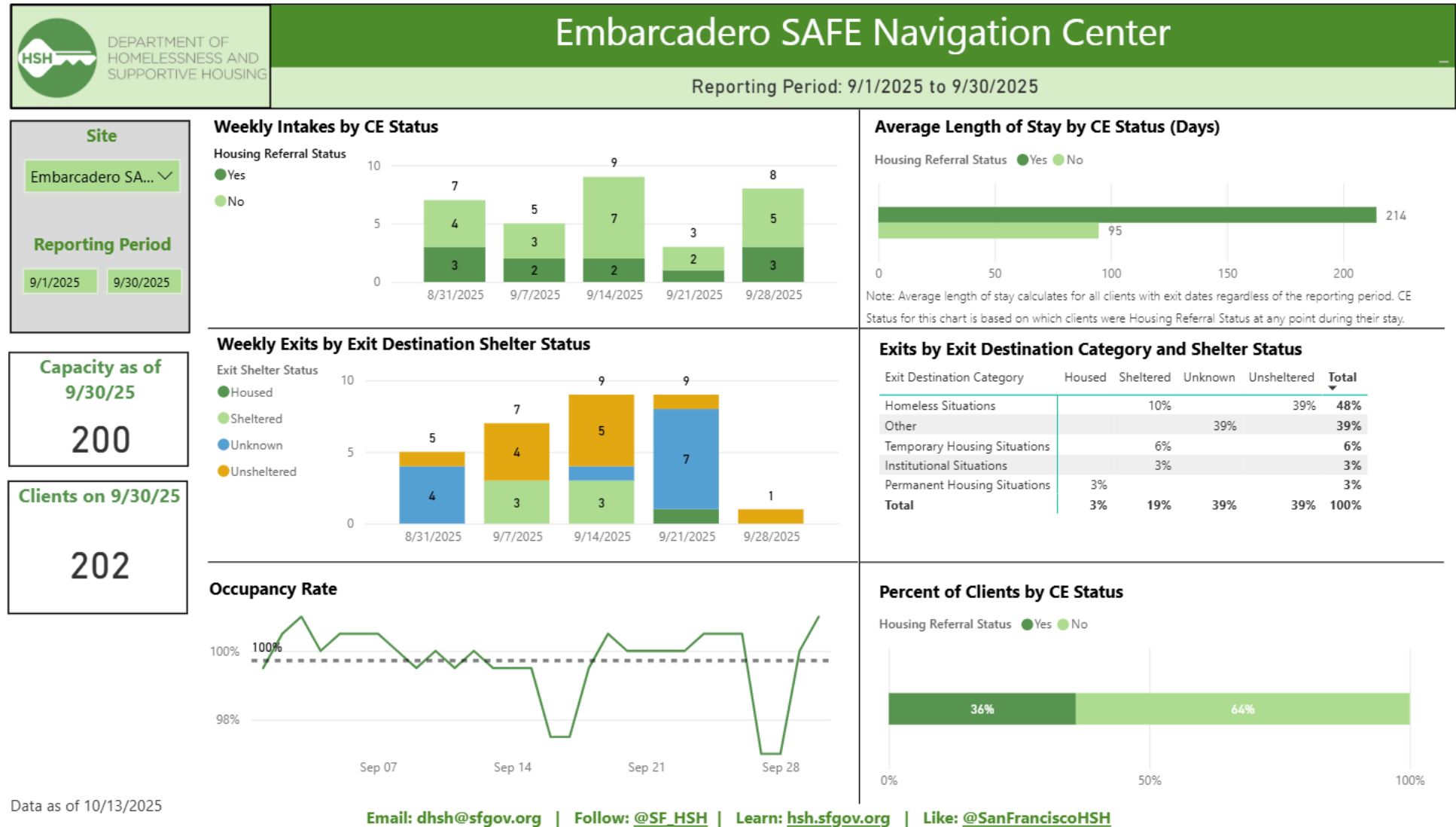
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# Monthly Report



# October 2025: Embarcadero SAFE Navigation Center\*

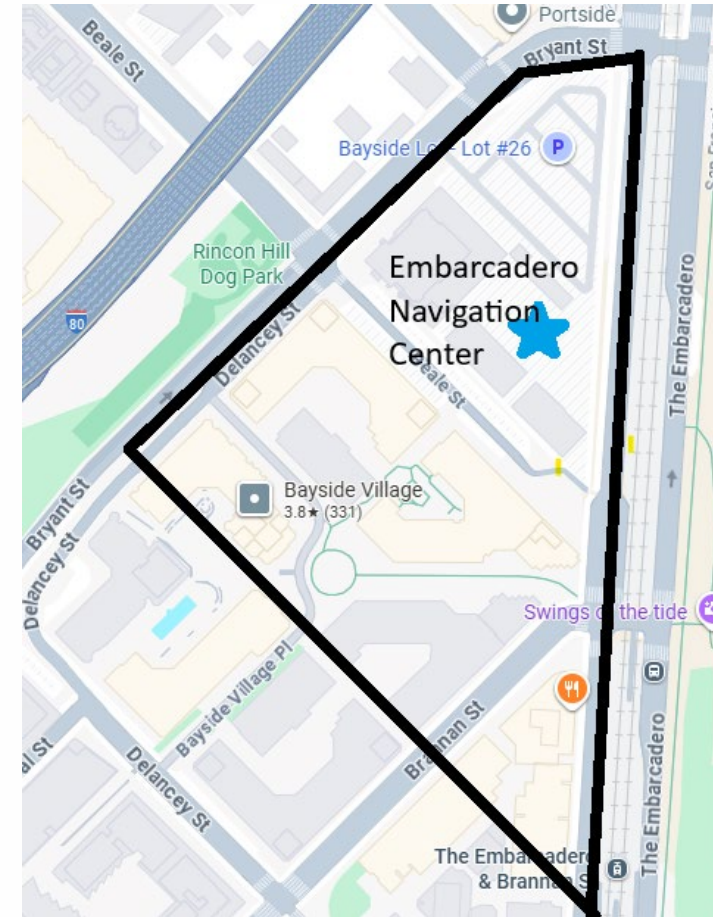
- Capacity was **200 beds** as of September 30, 2025.
- 202 guests** served for the month.
- A glossary of key terms is at the end of this report.





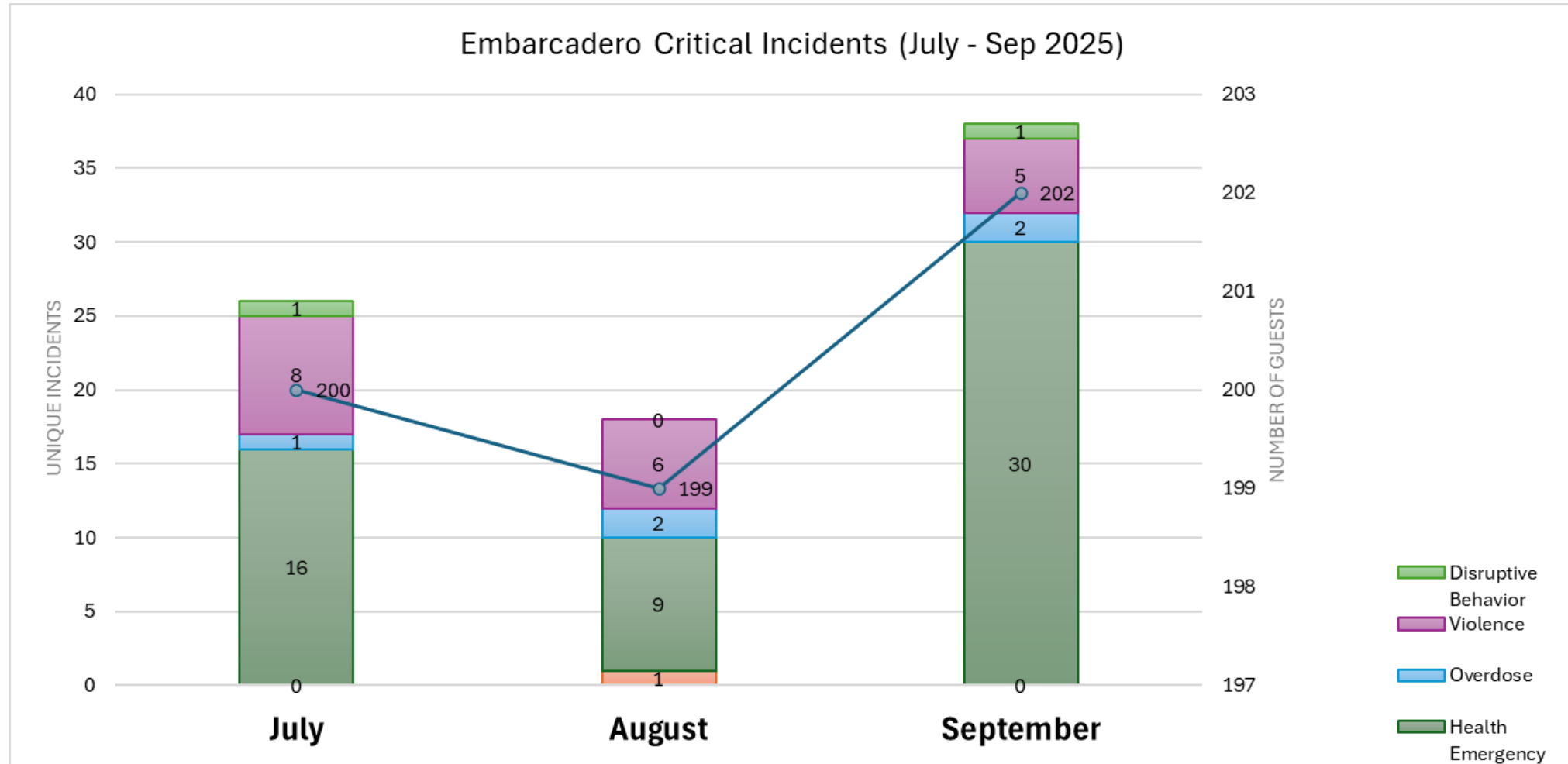
# Updates: Dedicated Cleaning Services

- Five Keys continues to provide **dedicated cleaning services** to the area surrounding the Embarcadero SAFE Navigation Center during their hourly perimeter walks.
- In **September 2025**, Five Keys received **1 call and 4 texts**.
- With the deployment of the **Street Team**, Five Keys expected a drop in calls for service as they will be addressing most requests in **real time**.

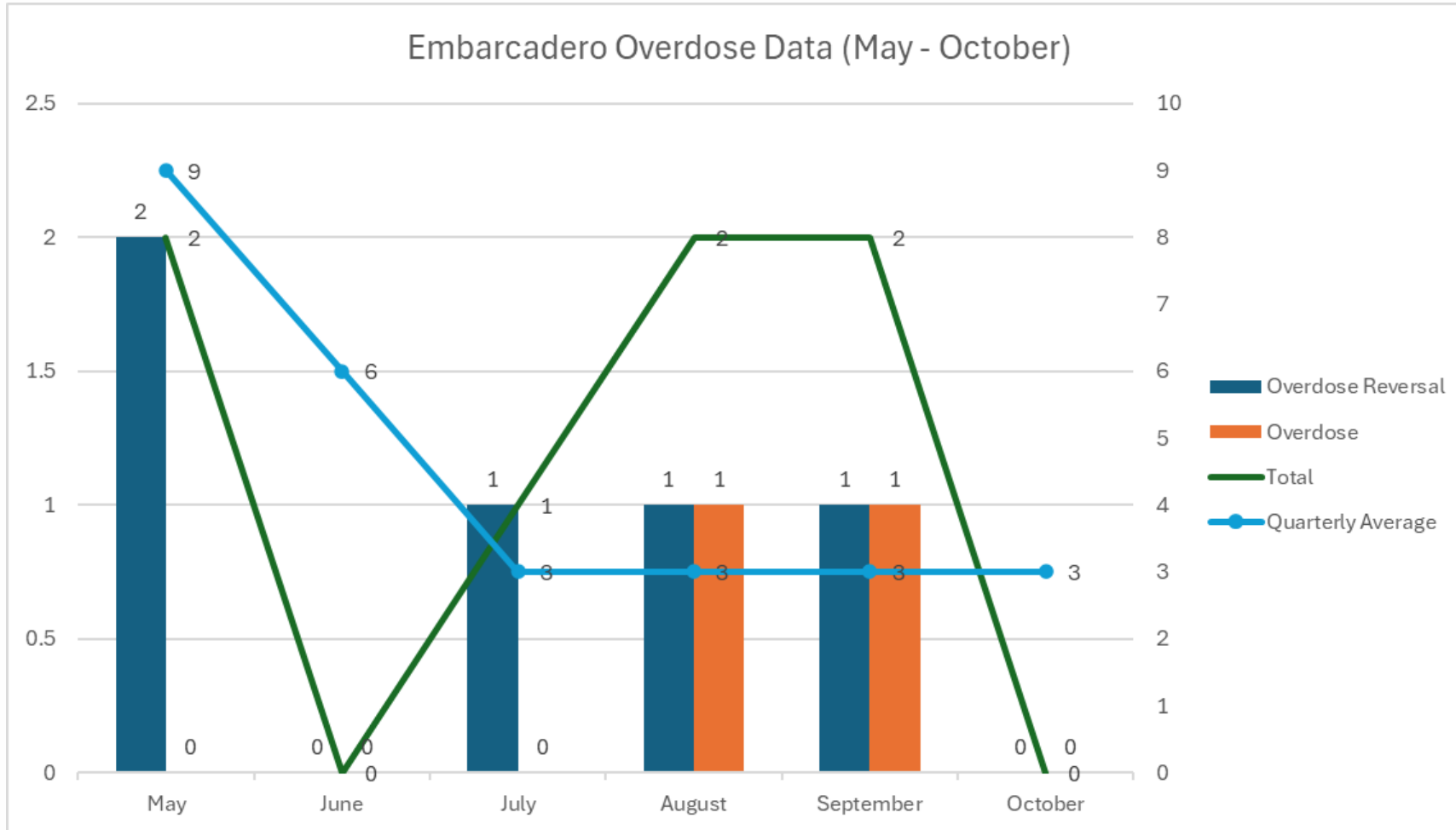


*Map reflects Five Keys dedicated cleaning zone.*

# Critical Incidents



# Overdose Incidents





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# Five Keys Operations



# Street Team Calls for Support & Responses

Calls for Support	Five Keys Response
<b>Loitering:</b> 1 text reporting people congregating at cul de sac.	4 guests and 1 ex guest were asked to leave the area.
<b>Loitering:</b> 1 call reporting loitering at the cul de sac.	Staff identified 2 guests and 1 non guest by the benches.
<b>Drug Use:</b> 1 text reporting drug use in the area.	Staff investigated the report, but area was clear.
<b>Loitering:</b> 1 text reporting loitering	Staff identified guest in the area, but not doing anything wrong.

# Street Team

- Five Keys Street Team start patrols
- Request support through public line
  - **415-603-0431**
- Two staff members walking the highlighted area from 7am - 9pm providing immediate response during
- Picking up trash and moving people along.
- Community will be provided referrals to appropriate agencies or services





# Neighbor's Response to the Street Team



Positive feedback has been received all around. Reports of concern have turned in to thank you notes and compliments from neighbors that are noticing the cleanliness of the area. Five Keys has taken such pride in their duties; they even take on things that aren't their duty.

Five Keys strives to be the best community partner. They hear concerns and addressed them with a smile. Their de-escalation skills helps defuse and redirect situations, actively encouraging people to be more cooperative.



# Making a Difference Everyday– Ramiro Roman



“What motivates me every day is knowing that I’m making a difference in someone’s life, even in small ways. The best part of my day is when I can help calm a situation down and see people leave with a little more peace than they had before. It reminds me why I love what I do.”

- Ramiro Roman





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# Improving Neighborhood Conditions

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



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



Jasmine Kuo – OCII  
David Le – SF Port

Benches Removed! – October 8, 2025



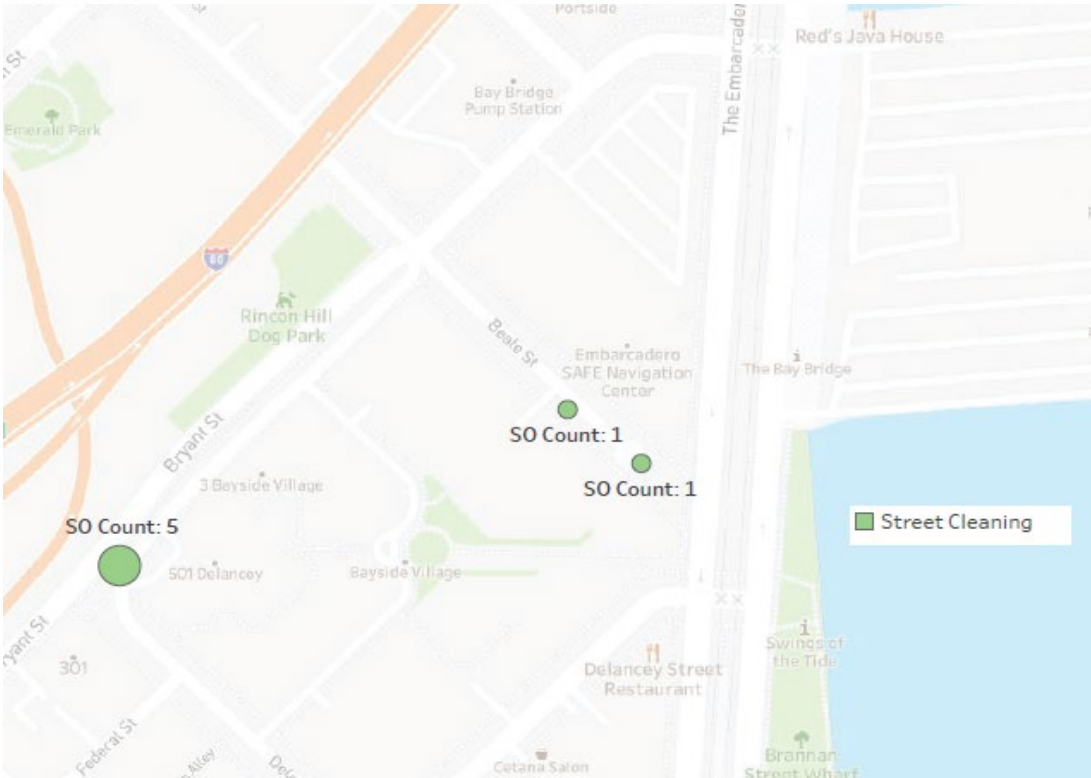
# Public Works Updates

Embarcadero Community Advisory Committee

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

Service Order Accepted Date Range: 9/1/2025 to 9/30/2025

SES Service Orders Map



Service Order Volume Distribution by Problem Code



Service Order Volume by Problem Code and Average Days to Complete



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



# Public Works

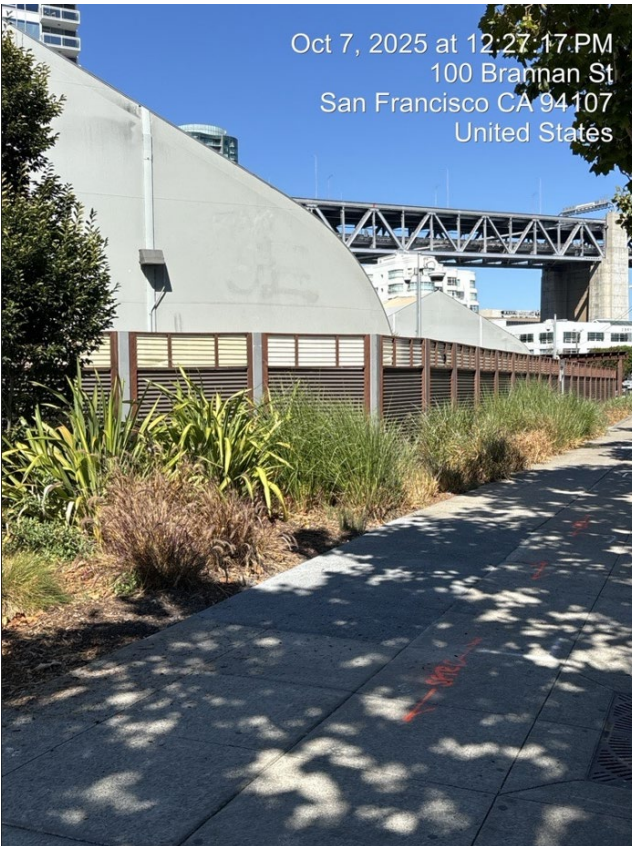








# Public Works Bureau of Urban Forestry and Street & Sewer Repair Updates







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# Public Safety

San Francisco Police Department



# 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

September had **28 days out of 30** with full staffing levels.

October is on track to be staffed **23 days out of 31** with full staffing levels.



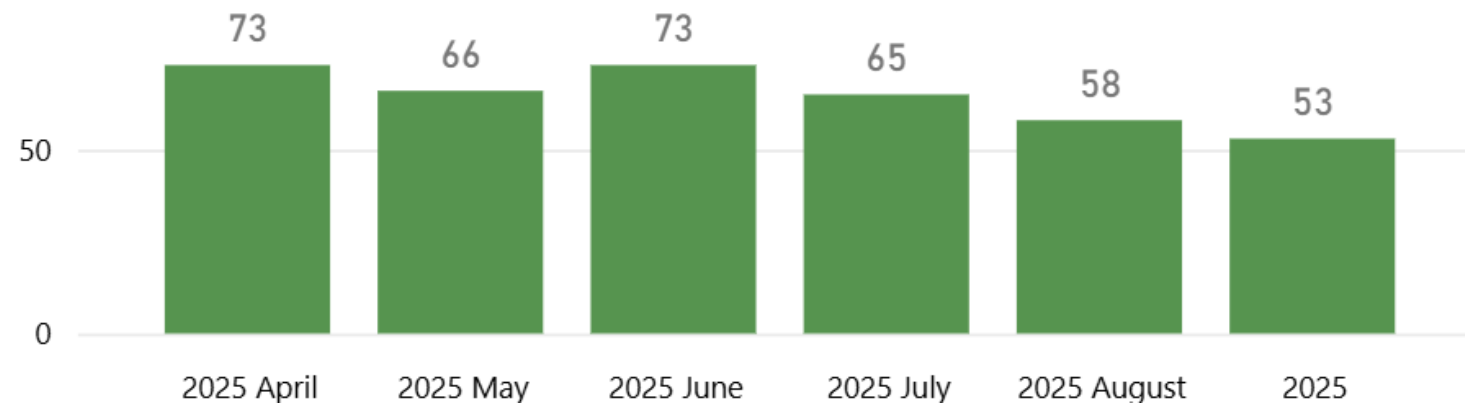
# Police Incidents

## Police Incidents within the Safety Zone

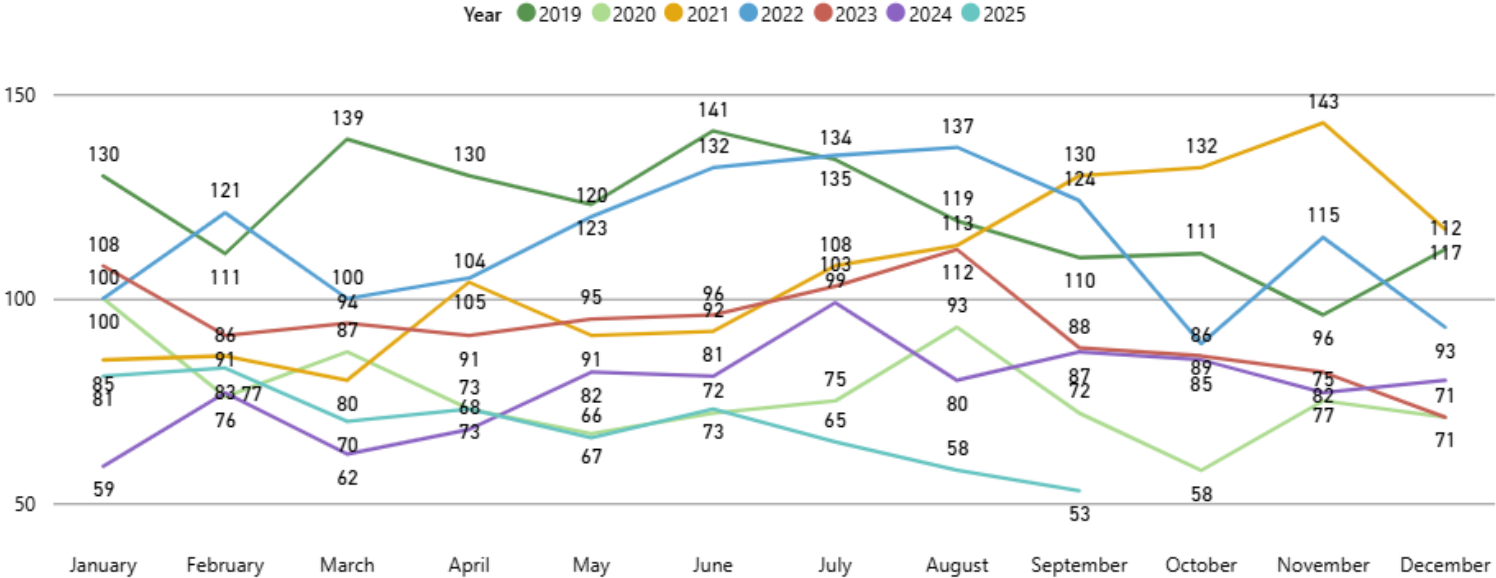
The data shown below is public police incident data from the Open Data Portal here: <https://data.sfgov.org/Public-Safety/Police-Department-Incident-Reports-2018-to-Present/wg3w-h783>. Incidents within the Safety Zone (shown at the right) are presented below.

Note: Data was last updated on 10/15/2025, and data is only shown through the last complete month. Counts for previous months may increase in future reporting, as additional incidents may be added to the database.

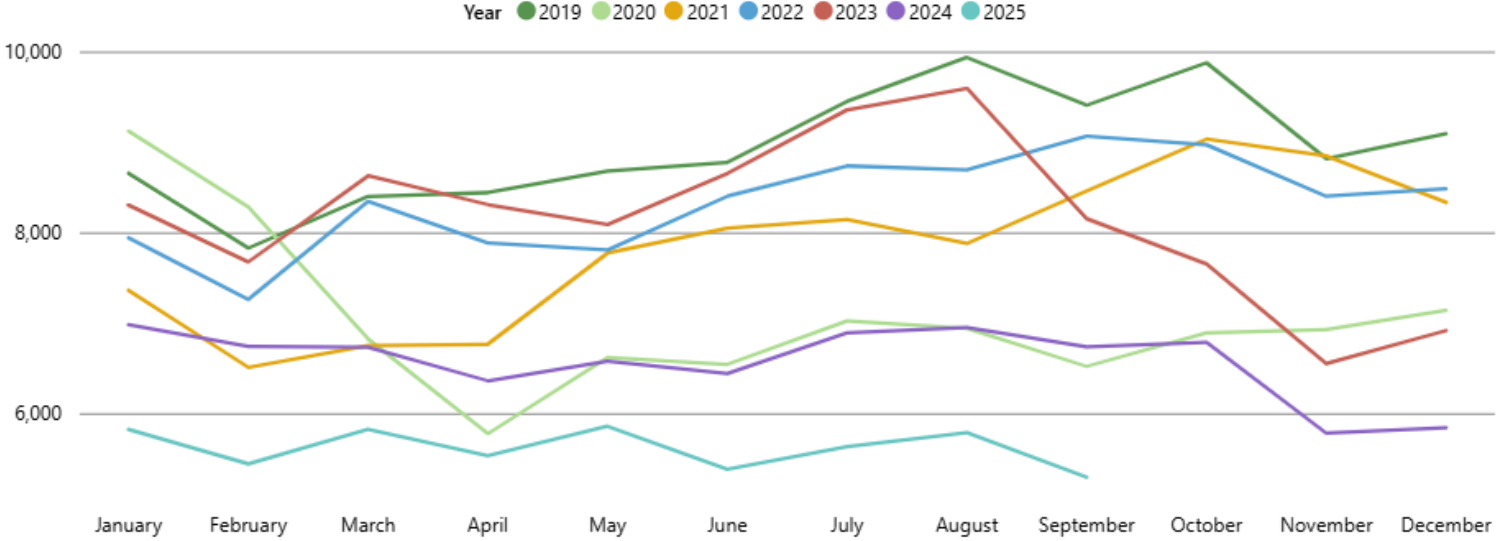
Distinct Incidents in Safety Zone in Last Six Months



Distinct Incidents in Safety Zone by Month and Year



Distinct Incidents - Citywide by Month and Year





# Police Incidents

## Police Incidents in September 2025

Incident Category	Distinct Incidents in Safety Zone	Distinct Incidents - Citywide
Larceny Theft	17	1,442
Assault	6	554
Malicious Mischief	6	445
Burglary	5	324
Lost Property	4	258
Miscellaneous Investigation	4	140
Motor Vehicle Theft	4	314
Other Miscellaneous	3	401
Fraud	2	203
Warrant	2	357
Disorderly Conduct	1	164
Drug Violation	1	4
Missing Person	1	156
Offences Against The Family And Children	1	105
Other	1	56
Robbery	1	149
Stolen Property	1	37
Weapons Offense	1	46





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# Discussion





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# Appendix Slides

2015-2016



# 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 **415-603-0431** to report:
  - ✦ Concerns related to the Navigation Center (noise disturbance, etc.).
  - ✦ Basic trash clean up and syringe pick-up in the area.
  - ✦ Response times are usually within the hour. If call back is required, will be returned within 24 hours.

- ✦ Call **311** to report:
  - ✦ **Tents, structures and encampments**
  - ✦ Abandoned RV/vehicle or shopping carts
  - ✦ Trash, debris, human or animal waste
  - ✦ Medical waste (You can also text 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.