



**FIX-IT
TEAM SF** 
Keeping our neighborhoods safe & clean

MAYOR'S FIX-IT TEAM

2016 & 2017 PERFORMANCE REPORT
PUBLISHED MAY 2018

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PROGRAM OVERVIEW

FIX-IT MISSION

Fix-It exists to improve the quality of life in all of San Francisco's neighborhoods by collaborating with residents to identify safety and livability needs and coordinating City departments to deliver services quickly and efficiently.

Fix-It Program Goals:

- Create a Fix-It model centered on resident satisfaction and empowerment.
- Improve the City's response to safety and cleanliness service requests.
- Enable interagency coordination and goal setting around quality of life issues.
- Address root causes of quality of life issues.



THE FIX-IT TEAM



Sandra Zuniga
Director

Sandra was appointed as Fix-It Director by the late Mayor Ed Lee. Prior to Fix-It, Sandra worked at San Francisco Public Works for eight years where she served as the Central Operations Manager. sandra.zuniga@sfgov.org



Ian Schneider
Deputy Director

Ian was the Outreach & Enforcement Team Manager at San Francisco Public Works for five years before joining Fix-It. ian.schneider@sfgov.org



Ronnie Rodriguez
Community Manager

Ronnie worked at San Francisco 311 as the Acting Supervisor and Lead Agent for ten years before joining the Fix-It. ronald.rodriquez@sfgov.org



Cassie Hoerich
Strategist

Cassie's background includes three years at San Francisco Planning and the Office of Economic and Workforce Development as a Project Manager. cassie.hoerich@sfgov.org



Lydia Cho
Administrative Associate

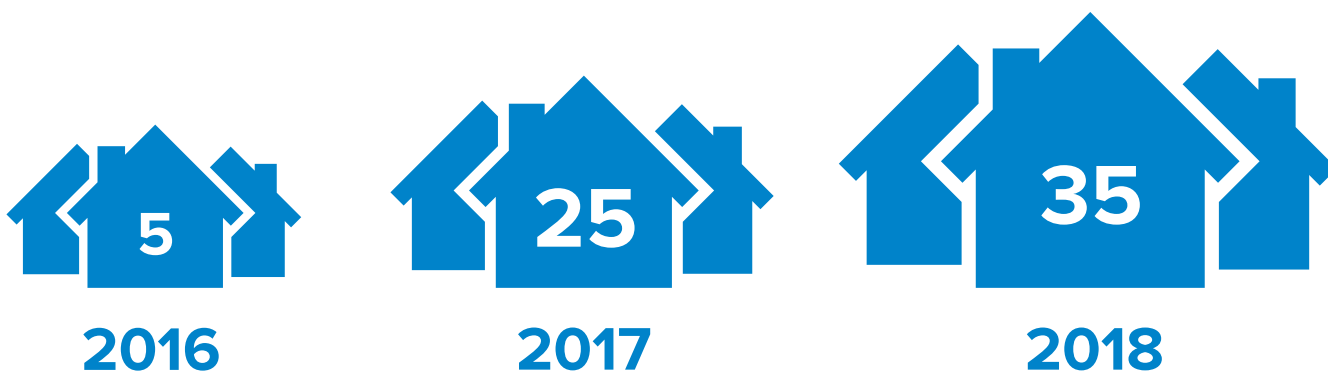
Lydia joined the Fix-It Team as an intern and moved up to her new role. She joined the team immediately after graduating from the University of San Francisco. lydia.cho@sfgov.org

In May 2016, Mayor Edwin M. Lee launched the Safe and Clean Neighborhoods Promise. This was a new initiative to improve the quality of life in all of San Francisco's neighborhoods with a new comprehensive and coordinated approach to delivering City services better and faster to neighborhoods. The Mayor issued an Executive Directive to Department Heads that are responsible for neighborhood quality of life issues directing them to prioritize programs and services so that all residents feel safe in their homes and neighborhoods and that all residents have access to clean, well maintained public spaces and facilities, such as parks, public transportation, sidewalks, and streets. To ensure success, Mayor Lee created the Fix-It Team and appointed Sandra Zuniga as Fix-It Director to lead the implementation of the Safe and Clean Neighborhoods Promise.

FIX-IT PROCESS

IDENTIFYING FIX-IT ZONES

When Fix-It was formed in 2016, it immediately began work in five areas within San Francisco neighborhoods - these areas referred to as “Fix-It Zones” - where a significant amount of residents had been voicing quality of life concerns to the Mayor. In an effort to utilize data as the Fix-It Team expanded its scope of work in 2017, the Fix-It Team worked with the Mayor’s Office of Civic Innovation to create an equitable, transparent and data-driven model to determine the Fix-It Zones. This process included collecting resident feedback through community surveys, an analysis of mapped 311 data, and police data.



WHAT WE FIX

The term “quality of life” can be defined in a variety of ways. When working with residents in Fix-It neighborhoods, we encourage people to voice any and all issues pertaining to their neighborhood’s public spaces. However, the Fix-It team works to set expectations with residents by offering up a definition of quality of life issues. These issues primarily focus on the built environment, issues that do not require a capital investment to address and resolve.



In addition to these types of issues, Fix-It works with City agencies in order to provide residents with timely and accurate information about processes to address health and human service concerns as well as infrastructure concerns, such as streetscape improvements. Examples of the types of information Fix-It provides to residents includes:

- **Hypodermic needles.** Installing needle disposal boxes, coordinating additional outreach with the Department of Public Health.
- **Encampment concerns.** Prioritizing key areas of concerns with the Healthy Streets Operation Center and Department of Homelessness and Supportive Housing, partnering with complimentary non-profit or community based organizations serving individuals experiencing homelessness.
- **Traffic calming.** Speed bumps, new stop signs, new crosswalks.

HOW WE FIX

<p>Problem Solving 50%</p>	<ul style="list-style-type: none"> • Most of our time is devoted to problem solving by analyzing data, listening to residents, and working with City agencies to create a set of specific, measurable, and realistic actions to take in each zone.
<p>Service Delivery 30%</p>	<ul style="list-style-type: none"> • After creating an action plan, we are responsible for executing quality service delivery and ensuring follow through from our agency partners.
<p>Communication 20%</p>	<ul style="list-style-type: none"> • Throughout the entire process, we stay in constant communication with residents, responding their questions and reporting back with results.

5 STAGES OF FIX-IT

Our process in a Fix-It Zone consists of five stages:



Each stage is outlined below and broken down into goals, key activities, and best practices.

Every zone presents a unique set of challenge and opportunities, as well a different set of stakeholder dynamics. This process is intended provide replicable framework that allows for flexibility in response to residents' needs.

IDENTIFY

- **Gathering Data:** Background research on the zone through pre-meeting surveys for residents and analysis of 311 and SFPD Crime data.
- **Listening & Observing:** Spending time walking the streets in the zone and connecting with residents to hear their concerns.
- **Community Meeting:** Facilitating a thoughtful and efficient community meeting where residents have space to share their concerns and are included in prioritizing fixes.

EVALUATE

- **Feasibility Assessment:** Evaluating which community concerns are most likely to yield a quick fix versus capital investment or intensive coordination of human services.
- **Concern Map:** Categorizing and locating community concerns on a map of the zone.
- **Residents Walk:** Leading residents on walk-thru to verify concerns in person and identify additional fixes.

VALIDATE

- **Communication Plan:** Organizing contacts in the zone and city agencies and setting targets for follow up.
- **City Agency Walk:** Leading representatives from City agencies on a walk through locations on the community concern map.
- **Police Ridealong:** Shadowing a police patrol in the zone.

EXECUTE

- **Action Plan:** Summarizing community concerns, services provided, and agencies responsible in one document that directs the work of the Fix-It Team.
- **Tracking & Follow Up:** Monitoring the status of services in progress.

REPORT

- **Reporting to Residents:** Highlighting successful fixes and sharing credit with agency partners that made it happen.
- **Surveying Residents:** Collecting data on resident satisfaction.
- **Giving Feedback:** Saying thank you and giving critical feedback.



CITY AGENCY PARTNERS

IMPLEMENTATION PARTNERS

The Fix-It Team works directly with City agencies to implement the Action Plans for each Fix-It Zone. The Fix-It Team relies on these collaborations to implement the varied requests from residents. These partnerships enable Fix-It to utilize a diverse range of City services to address issues immediately while simultaneously illuminating complex City processes for residents.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



San Francisco
**Water
Power
Sewer**

Services of the San Francisco Public Utilities Commission



PROGRAMMATIC PARTNERS



SF MAYOR'S OFFICE OF CIVIC INNOVATION
OFFICE OF MAYOR EDWIN M. LEE

The Mayor's Office of Civic Innovation (MOCI) has been an integral partnership to the development and evolution of the Fix-It Program. Fix-It has participated in the Civic Bridge program for three consecutive cohorts, a MOCI-led program that recruits pro-bono teams from companies like Google, Adobe and Bloomberg for 16 weeks of collaboration and accelerated impact with City departments.

The Civic Bridge partnerships have respectively manifested three projects:

- **Harvard Business School Community Partners** worked with Fix-It to develop the foundational structure for the Fix-It program and its Fix-It Zone process.
- **California College of the Arts Business-Design Program** worked with Fix-It to develop a Staff Playbook for onboarding the new Fix-It staff in 2017.
- **Noodle A.I.** worked with Fix-It to create a custom dashboard that enables the Fix-It Team to monitor 311 reporting and SFPD crime report trends in Fix-It Zones and San Francisco neighborhoods as well as track quality of life anomalies with machine learning algorithms that were written for the Fix-It Team.

DEFINING SUCCESS

VALUE PROPOSITION

We provide a service to two groups: city agencies and residents. Our process is designed to meet the needs of both groups and deliver value to them. We define our value proposition, or the jobs we perform, to both groups by:

- **Fixing** safety and cleanliness concerns.
- **Offering** direct contact in city government for quality of life issues.
- **Improving** neighborhood resilience.
- **Understanding** what services residents need most.
- **Packaging** the highest priority service requests for the appropriate agencies.

MEASURING SUCCESS

Our success hinges on delivering value to these two groups: Residents and Agencies. As part of the REPORT stage in the Fix-It process, we utilize several tools and methods for evaluating our work.

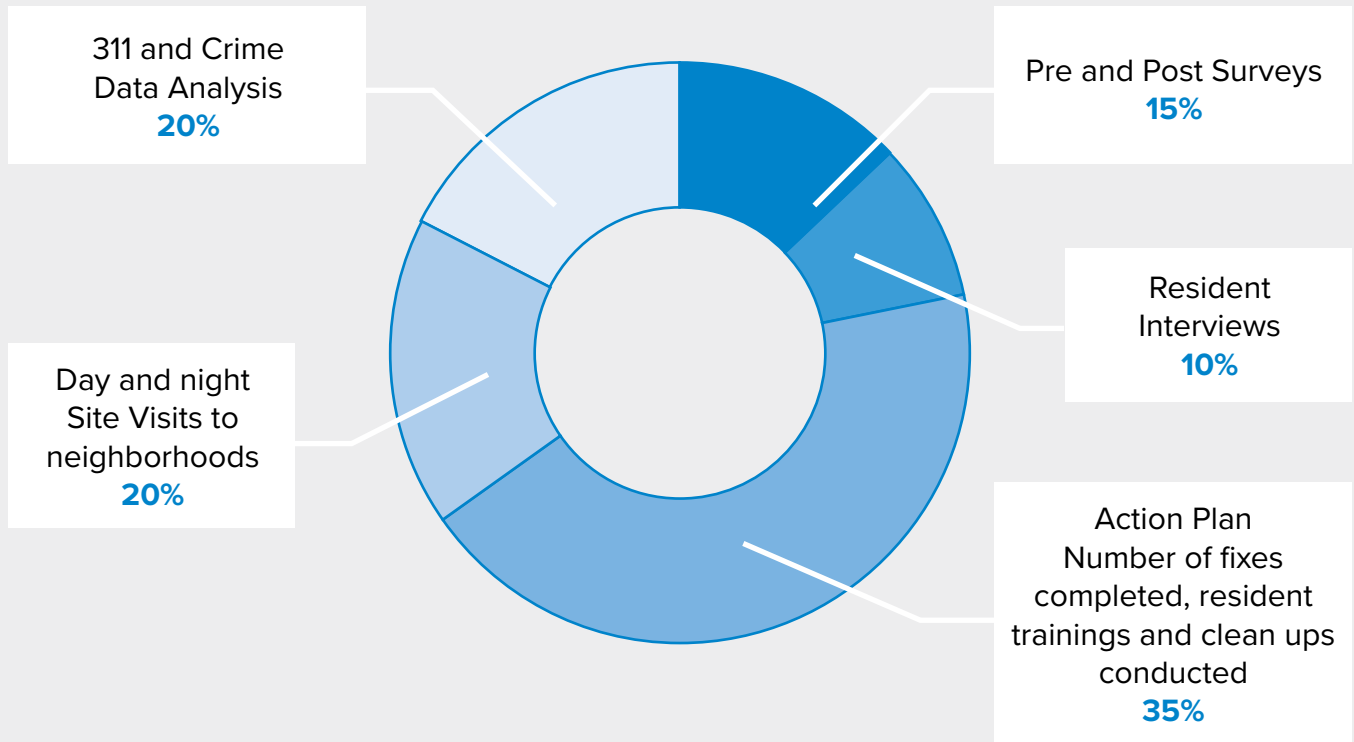
OUR GOALS FOR RESIDENTS:

- Have clear expectations of what Fix-It can and cannot do.
- Feel heard by Fix-It.
- See results.
- Understand which agencies did the work and how to contact them in the future.

OUR GOALS FOR AGENCIES:

- Understand what services residents need and how to prioritize.
- Complete expected work in a timely manner.
- Communicate timelines to residents.

EVALUATION TOOLS AND METHODS





FIX-IT ZONES



FIX-IT ZONES: PROGRESS REPORTS

PROGRESS REPORTS: TOTAL NUMBERS



1,300

community members engaged



24

partnerships with Community Benefit Districts and Neighborhood Associations



3831

“fixes” completed



15

community volunteer cleanup event



53

community meetings and walks



19

Fix-It trainings for Public Works Corridor Ambassadors

To learn more about the information featured in the progress report, see the Appendix on page 46.



2016 ZONES

FIX-IT'S FIXES:

- 75 painted curbs and crosswalks
- 54 repaired and cleaned street signs
- 25 blocks cleaned weekly
- 5 graffiti removed
- 7 properties engaged by OnE Team
- 5 pruned trees
- 14 lights repaired
- 2 cleanups

HIGHLIGHTS:

COMMUNITY CLEANUPS

Fix-It organized two cleanups in the Castro over the last two years: the Harvey Milk Library and around 19th/Sanchez. In addition to the infrastructure repairs and strategic coordination with SFPD. The second cleanup at 19th/Sanchez, a block with significant litter challenges, was a pop-up cleanup that included the late Mayor Lee and Supervisor Sheehy.

HARVEY MILK LIBRARY IMPROVEMENTS

An important area for the neighborhood, the Fix-It worked with the Public Utilities Commission to bring a new street light at the corner of 16th and Pond Streets, increased Public Works mechanical street sweeping, street flushing, steam cleaning as needed (Market from 16th to 17th a hot spot, especially around the Library) and pruned all trees around the Library. Additionally, four problematic trees were removed by Public Works along Pond Street and a new new trash can was installed.

Castro

Market - 16th - Collingwood - 18th - Church

In the Castro, the first Fix-It Zone, the Fix-It Team learned from residents about quality of life concerns centered around the Harvey Milk Library and general sidewalk cleanliness. Fix-It set out to address concerns at the Harvey Milk Library with infrastructure improvements and cleanups. In addition to the efforts at the Harvey Milk Library, the Fix-It Team coordinated supplemental sidewalk cleanliness support with the addition of seven Public Works Corridor Ambassadors to clean the Castro neighborhood and call in to submit 311 requests as-needed.



The Harvey Milk Library, a key area of focus in the Castro.



Volunteers work at a Castro cleanup around Sanchez and 19th.

70% of Castro Residents surveyed say the conditions at the Harvey Milk Library have **improved** because of the work Fix-It did at the site.

FAST FACTS

Date of first Fix-It Meeting:

June 15, 2016

Number of residents engaged: 55

Number of total fixes: 186+

TOP RESIDENT CONCERNS

- Human waste, needles and negative behavior
- Criminal activity at 16th/Market
- Harvey Milk Library's poor environmental condition

RESIDENT FEEDBACK

"Even though the team eventually moved on to other neighborhoods, my neighbors and I know that we can contact [Fix-It Team] any time, about any problem—and we continue to do so. We still send [Sandra] email requests for help, and she is prompt in responding to our calls for attention. She contacts the correct people from the appropriate agencies; she cc's us on all relevant correspondence; and she is diligent in following through to make sure those problems are being addressed."

Michael Mascioli
Castro Fix-It Zone

Inner Sunset

7th - Judah - Lincoln - 12th

The quality of life concerns in the Inner Sunset Fix-It Zone stemmed from general cleanliness frustrations in and around the commercial corridor, especially on Farmer’s Market days, and issues around the entrance of Golden Gate Park. Wanting to know more about outreach for people experiencing homelessness in their neighborhood, Fix-It connected residents with the Department of Homelessness and Supportive Housing. Working with Public Works, Fix-It was able to change the cleaning schedule around 8th Ave and Irving to keep the area clean before and after the Farmer’s Market. To improve the entrance to Golden Gate Park, Fix-It worked with the Recreation and Parks Department on a series of improvements to the pathway into the park from the Inner Sunset neighborhood. Two Public Works Corridor Ambassadors were added to the area, trained by Fix-It.



The entrance to Golden Gate Park was a major concern for residents.



SFMTA repaired street signs and painted crosswalks to address concerns around traffic safety.

FIX-IT’S FIXES:

- 31 painted curbs and crosswalks
- 55 repaired and cleaned street signs
- 10 blocks cleaned weekly
- 1 graffiti removed
- 1 property engaged by OnE Team
- 27 pruned trees
- 30 lights repaired
- 1 repaired walkway

HIGHLIGHTS:

9TH AND JUDAH BILLBOARD

The community expressed frustration about a lack of attention to a neglected and graffiti-tagged billboard at a visible Inner Sunset intersection. Fix-It partnered with Public Works to work with the property owner and billboard media company to expedite a billboard removal permit and clean up the area.

FAST FACTS

Date of first Fix-It Meeting: [July 27, 2016](#)

Number of residents engaged: [17](#)

Number of total fixes: [155+](#)

TOP RESIDENT CONCERNS

- Golden Gate Park pathway
- Traffic violations, speeding and people not paying attention to signage
- Sidewalk litter

RESIDENT FEEDBACK

“[The Fix-It Team’s] hands-on approach and SF Public Works’ responsiveness made a difference in daily, quality-of-life issues. It was our late Mayor Lee’s goal to improve and repair these public spaces through personalized attention to the concerns of residents. [...] The pedestrian pathway in Big Rec Park has been in disrepair for years. Uneven and broken pavement led to countless twisted ankles, tripping, and wet shoes when it rained due to poor drainage. Sandra and I walked the space and within a few months there was a beautiful repaved pedestrian pathway, even wider, and it drains properly.”

Ike Kwon, Inner Sunset Fix-It Zone

FIX-IT'S FIXES:

- 336 painted curbs and crosswalks
- 21 repaired and cleaned street signs
- 15 blocks cleaned weekly
- 16 properties engaged by OnE Team
- 11 pruned trees
- 30 lights repaired

HIGHLIGHTS:

NEW PUBLIC WORKS CLEANING EFFORTS ON STOCKTON STREET

Fix-It worked with Public Works to bring new cleaning services to the Stockton Street area, including new Corridor Ambassadors and new night time cleaning strategies.

Chinatown

Kearny - Sacramento - Powell - Jackson

In the Chinatown Fix-It Zone, the impact of the Central Subway expansion construction affected residents and their sense of safety when moving through traffic in the neighborhood. There were also concerns about cleanliness in Chinatown parks and at bus shelters. Working with SFMTA and Public Works, Fix-It addressed issues surrounding crosswalks and other traffic calming infrastructure. Significant improvements were made to Chinatown parks in collaboration with the Recreation and Parks Department. In an effort to empower Chinatown residents to report issues in their neighborhood on an ongoing basis, a 311 training was led in Chinese for 250 Chinese-speaking residents.



A 311 training for residents was organized by Fix-It and 311, led in Chinese.

FAST FACTS

Date of first Fix-It Meeting: [September 21, 2016](#)

Number of residents engaged: [347](#)

Number of total fixes: [429+](#)

TOP RESIDENT CONCERNS

- Central subway construction project and associated pedestrian access issues
- Dark areas; lack of lighting
- Sidewalk litter

Excelsior

Silver - Rolph - Naples - Mission - London

In the Excelsior Fix-It Zone, the greatest concerns amongst residents had to do with safety concerns at the Mission/Geneva intersection and cleanliness around the commercial corridor. Fix-It coordinated a substantial outreach effort to raise awareness about illegal dumping, targeting businesses and property owners. This effort reached over 226 property owners. A community cleanup was organized to address concerns around litter and other issues such as weeding in and around the Fix-It Zone. Additionally, Fix-It brought awareness to the concerns at the Mission/Geneva intersection, which resulted in an increased presence from SFPD at the bus shelters.



The Excelsior community cleanup focused on sidewalk litter and weeding.

FAST FACTS

Date of first Fix-It Meeting: [August 24, 2016](#)

Number of residents engaged: **48**

Number of total fixes: **544+**

TOP RESIDENT CONCERNS

- Lack of understanding/knowledge of city codes (property owners and residents)
- Illegal dumping
- Traffic calming in neighborhoods and on Mission Street
- Violent crime at Mission and Geneva

FIX-IT'S FIXES:

- 51 painted curbs and crosswalks
- 37 repaired and cleaned street signs
- 30 blocks cleaned weekly
- 138 graffiti removed
- 16 potholes repaired
- 226 properties engaged by OnE Team
- 15 pruned trees
- 30 lights repaired
- 1 cleanup

HIGHLIGHTS:

SIX NEW CORRIDOR AMBASSADORS

In partnerships with Public Works, there are now six Fix-It Ambassadors deployed along the main corridor calling in graffiti and other quality of life issues in addition sidewalk sweeping and litter removal.

FIX-IT'S FIXES:

- 16 pruned trees
- 17 lights repaired
- 2 painted crosswalks at Hyde and Fulton

HIGHLIGHTS:

SUBSTANTIAL ENHANCEMENT OF UN PLAZA CLEANING

Increased mechanical street sweeping, flushed streets, steam cleaning as needed was made possible with eight manual street cleaners Friday to Monday and six manual street cleaners Tuesday to Thursday throughout the plaza.

Civic Center

Hyde/8th - McAllister - Market - 7th

Civic Center, specifically United Nations (UN) Plaza has been a part of many recent initiatives related to the revitalization of Central Market. Most notably, the Civic Center Commons Initiative spearheaded by the Office of Economic and Workforce Development (OEWD) has brought new investment to UN Plaza, including staff from the Hunter's Point Family - a non-profit that employs formerly incarcerated and provides workforce skills training - and Downtown Streets Team - a non-profit that engages people experiencing homelessness in public space beautification and provides case management - to keep the area safe and clean. In an effort to support these efforts, Fix-It focused on supplementary cleaning efforts and lighting improvements to ensure that the area feels safe at all hours of the day.



The lights at the UN Plaza fountain are replaced.

FAST FACTS

Date of first Fix-It Meeting:

[Coordinated through OEWD](#)

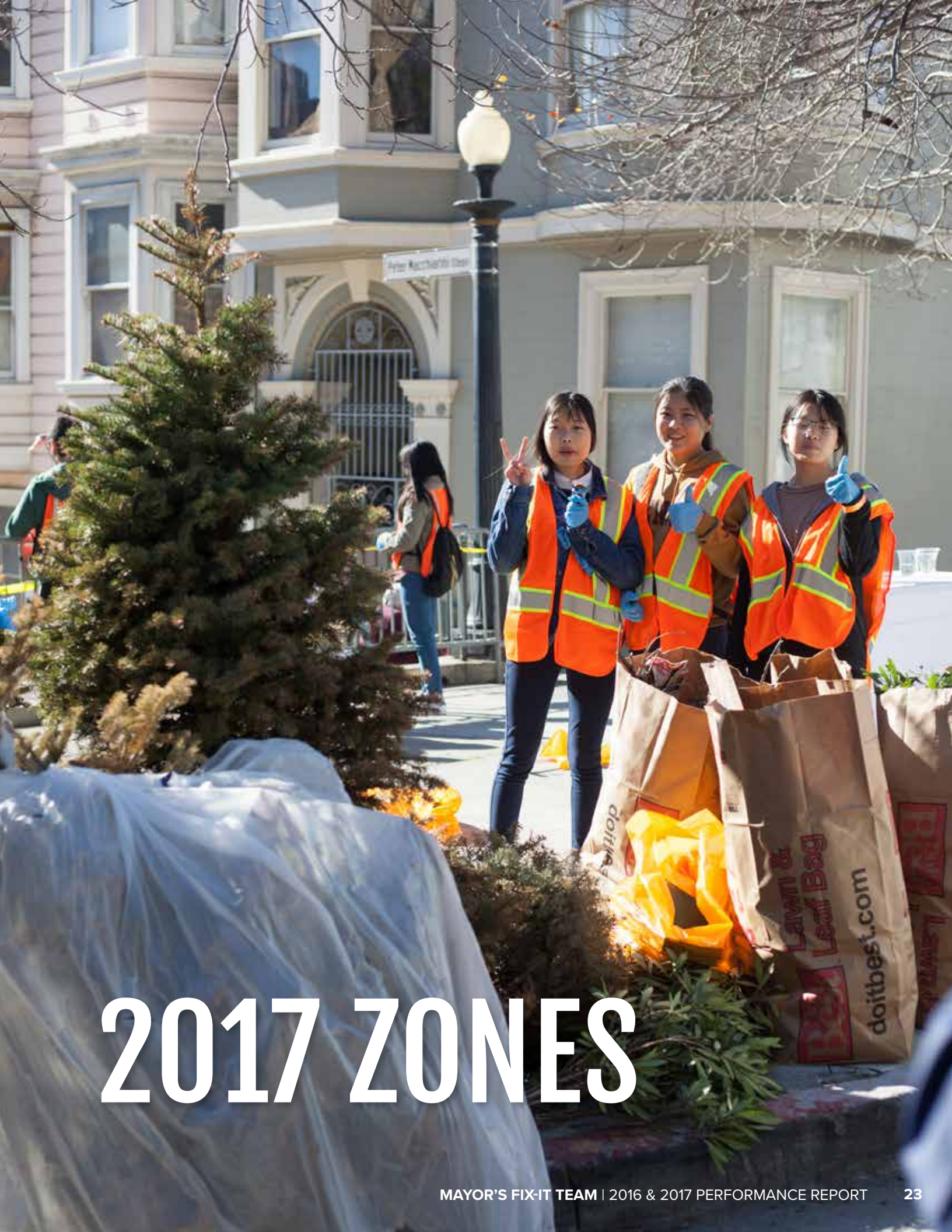
Number of residents engaged:

[Coordinated through OEWD](#)

Number of total fixes: **35+**

TOP RESIDENT CONCERNS

- Cleanliness concerns around the plaza, including the trees in the raised planter beds and UN Plaza fountain
- Lighting failures - globe lights and UN Plaza fountain
- Stevenson Alley cleanliness and negative behavior



2017 ZONES

FIX-IT'S FIXES:

- 14 painted curbs and crosswalks
- 61 repaired and cleaned street signs
- 15 blocks cleaned weekly
- 7 engaged by OnE Team
- 25 pruned trees
- 110 lights repaired
- 2 cleanups

HIGHLIGHTS:

WEST SOMA CLEANUPS

Fix-It partnered with neighborhood stakeholders and community organizations to cleanup two sites in West SoMa: Howard-Langton Community Garden and Tutubi Plaza. These locations were identified by residents as top areas in need of substantial cleaning efforts.

TUTUBI PLAZA

SoMa stakeholders agreed that Tutubi Plaza would better serve the community as a street - not a plaza. Working with Public Works, construction was completed and the plaza was turned back into a street. Our analysis of 311 data for the area shows a significant decline in encampments, garbage, waste and needle reports after the completion of this intervention.

West SoMa

Mission - 8th - Harrison - 6th

Many business owners and residents already working to bring improvements the quality of life in the area contributed to the West SoMa Fix-It Zone Action Plan. With efforts under way to form the SoMa West Community Benefit District (slated to launch in 2019), Fix-It's efforts in this area focused on sidewalk cleanliness issues and a substantial infrastructure improvement: the removal of Tutubi Plaza. Tutubi Plaza, a street that had been closed to traffic and turned into a plaza for several years, had come to attract distressing behaviors and unending cleanliness issues. Aside from the Plaza, Fix-It worked with residents to organize two well-attended community cleanups for the area.



Tutubi Plaza after it was restored to a street.

FAST FACTS

Date of first Fix-It Meeting: [January 24, 2017](#)

Number of residents engaged: **53**

Number of total fixes: **234+**

TOP RESIDENT CONCERNS

- Tutubi Plaza
- Langton/Howard Community Garden
- Street behaviors

Inner Richmond

Fulton - 9th - Balboa - 5th

The Inner Richmond area had concerns around traffic calming throughout their neighborhood as well as issues with the vacant storefronts in the area. In an effort to address traffic calming from multiple angles, Fix-It worked to educate Inner Richmond stakeholders on how to request traffic calming infrastructure while simultaneously working with SFMTA to ensure that the existing crosswalks are highly visible. Fix-It also provided resources to Inner Richmond stakeholders to help them report graffiti, a regularly occurring issue at bus stops throughout the neighborhood.



FIX-IT'S FIXES:

- 8 potholes repaired
- 25 properties engaged by OnE Team
- 5 pruned trees
- 8 lights repaired

HIGHLIGHTS:

TRAFFIC CALMING

Residents shared their concerns about traffic calming needs for the neighborhood. Fix-It worked with SFMTA to ensure that key intersections had their crosswalks painted immediately, ensuring a safer crossing experience for pedestrians and improved visibility for drivers.



Crosswalks were painted in Inner Richmond to improve pedestrian safety.

FAST FACTS

Date of first Fix-It Meeting: [April 18, 2017](#)
Number of residents engaged: 31
Number of total fixes: 46+

TOP RESIDENT CONCERNS

- Traffic calming
- Vacant storefronts



City agencies visit Inner Richmond to verify residents' concerns.

HIGHLIGHTS:

LIGHTING

Over the course of 2017, Fix-It has identified over 150 lights in need of repair or replacement along the Market Street corridor.

For more information about Fix-It's efforts in neighborhoods adjacent to Market, review the reports for West SoMa, Civic Center, Tenderloin and Union Square.

Market Street

Market - Steuart - Van Ness

A unique area for Fix-It, the primary focus for the Market Street Fix-It Zone has been on light outages. As Market Street is adjacent to several other Fix-It Zones, the key metric for this zone is the number of lights identified for replacement or other improvements.



Market Street light repair and replacement has been a top priority for the Fix-It Team for this zone.

Potrero

22nd - Vermont - Cesar Chavez - Potrero

In the neighborhood along and surrounding Potrero Avenue, residents were concerned with litter and overall waste management, especially at San Francisco General Hospital and along Utah Street. Working with Public Works, Fix-It brought two new corridor ambassadors to the area to assist with litter. Fix-It also worked closely with San Francisco General Hospital to change their waste management protocol, ensuring for a cleaner vicinity around the hospital. The neighborhood park, Potrero Del Sol, has seen significant improvements with successful encampment resolutions taking place at the adjacent freeway underpass towards the end of 2017.



Fix-It met with Potrero ambassadors to review the top concerns for residents in the area and refresh them on their training.

FAST FACTS

Date of first Fix-It Meeting: [April 20, 2017](#)

Number of residents engaged: **12**

Number of total fixes: **80+**

TOP RESIDENT CONCERNS

- Vermont Street Landscaping
- San Francisco General Hospital trash management
- Homeless encampments on Potrero
- Utah Street Trash

FIX-IT'S FIXES:

- **10** painted curbs and crosswalks
- **55** repaired and cleaned street signs
- **10** blocks cleaned weekly
- **5** lights repaired

HIGHLIGHTS:

PLACEMENT OF CORRIDOR AMBASSADOR ON UTAH STREET

Concerns about sidewalk cleanliness on Utah Street from residents led Fix-It to partner with Public Works on bringing a new Corridor Ambassador to the area. Fix-It met with the new Ambassador and the existing Ambassador on Potrero Avenue to update them on the special concerns from residents and solicit feedback on challenging hot spots in the neighborhood.

FIX-IT'S FIXES:

- 15 painted curbs and crosswalks
- 62 repaired and cleaned street signs
- 3 lights repaired
- 6 potholes repaired
- 10 blocks cleaned weekly
- 38 properties engaged by OnE Team

HIGHLIGHTS:

RE-TRAINING PUBLIC WORKS CORRIDOR AMBASSADORS

To better address cleanliness concerns, the Fix-It Team re-trained the two Public Works Corridor Ambassadors in the area. The staff is trained to call in 311 requests as-needed for issues outside of their purview.

Mid-Sunset

18th - 26th - Irving

The Mid-Sunset Fix-It Zone is concentrated along Irving Street, a commercial corridor in the Sunset. As such, many of the quality of life issues in the area had to do with illegal dumping and litter. There was also concern about the quality of the roads, as this neighborhood shows higher rates of 311 reports that have to do with roadway infrastructure concerns such as potholes and faded crosswalks. Working with Public Works, Fix-It was able to add a new Corridor Ambassador and offer custom Fix-It training to both Ambassadors, who in addition to cleaning sidewalk litter, report illegal dumping issues in the area. Fix-It also coordinated with SFUSD to trim back overgrown vegetation at the bus stop on the corner of 19th and Irving to improve visibility.



Suu Ngo, Public Works Corridor Ambassador, cleaning along Irving Street.

FAST FACTS

Date of first Fix-It Meeting: [April 27, 2018](#)

Number of residents engaged: **28**

Number of total fixes: **134+**

TOP RESIDENT CONCERNS

- Trash on sidewalks
- Graffiti
- Human waste
- Road conditions/sinkhole
- Traffic issues caused by recent project

Bayview

Galvez - Mendell - Palou - Newhall

Fix-It's work in the Bayview has been focused on the condition of public space on and around 3rd Street, the neighborhood's most central street. Illegal dumping has been and continues to be an issue in the area, but with continued community education on how to utilize 311 combined with Public Works Corridor Ambassadors, there should continue to be a decrease in this issue. Other concerns from residents that Fix-It has been able to address include enhanced cleaning efforts at Mendell Plaza, repaving of a bike lane, several traffic calming projects and the removal of out-of-use telephone booths along 3rd Street. Fix-It worked with SFMTA to have several intersections repainted and worked with Public Works to re-train the Public Works Corridor Ambassadors in the area. The Bayview neighborhood continues to be a critical area of focus for the Office of Economic and Workforce Development who continue to work on activating vacant storefronts.



Fix-It worked with Public Works to cleanup tree basins along 3rd Street.

FAST FACTS

Date of first Fix-It Meeting: [May 20, 2017](#)

Number of residents engaged: **36**

Number of total fixes: **49+**

RESIDENT FEEDBACK

"I would say that not only did the Fix-It team listen, they also recognized a void in our leadership and stepped up to fill it, ensuring every item from a lightbulb to a tree basin didn't go unattended. Perhaps the most amazing thing was the speed in which everything happened -- it seemed like only a few days passed between our neighborhood walk where Sandra recorded her punch list, and the tree basins being filled with decomposed granite; a week later, the lights were magically fixed in Mendell Plaza and a homeless outreach team had already made contact with the encampment on the plaza -- and the outreach team kept coming back."

Steven Tiell

Bayview Fix-It Zone

FIX-IT'S FIXES:

- 6 repaired and cleaned street signs
- 5 potholes repaired
- 20 blocks cleaned weekly
- 7 out-of-use phone booths removed
- 10 graffiti areas painted
- 1 cleanup

HIGHLIGHTS:

REBUILDING TOGETHER EVENT

In October 2017, Fix-It partnered with Rebuilding Together to bring together volunteers for a neighborhood cleanup and free home repairs such as handrail fixing, plumbing, painting, landscaping, and significant clutter removal for seniors and low-income residents. Mayor Lee joined the Team at the event.

TOP RESIDENT CONCERNS

- Mendell Plaza
- Vacant buildings
- Illegal dumping

FIX-IT'S FIXES:

- 5 properties
- 18 lights repaired
- 1 speed bump restored
- 1 cleanup
- 1 set of cameras installed

HIGHLIGHTS:

PLYMOUTH AVENUE AND BROAD STREET CAMERAS

Through its partnership with the Excelsior community, Fix-It focused on crime issues concentrated in the Plymouth/Broad area. By collaborating with Department of Technology and SFPD, Fix-It was able to facilitate installation of high-definition cameras to combat violent crime.

MINNIE & LOVIE WARD PARK CLEANUP

Fix-It organized a thorough cleanup of the park in collaboration with the Recreation and Parks Department. Working together, volunteers were able to fill an entire truck with green waste and fill over 20 bags with trash.

Oceanview

Plymouth - Broad - Orizaba - Thrift

In the Oceanview neighborhood, Fix-It had two key areas of focus: Minnie & Lovie Ward Park and the intersection of Plymouth Avenue and Broad Street (Plymouth/Broad). The park is a space beloved by the community, but it needed improvements to the landscaping and had accumulated a fair amount of litter throughout the park. The intersection of Plymouth/Broad had been the site of several homicides and other crime, which led Fix-It to work with City partners to bring new interventions to the intersection including security cameras, new lighting and trimmed trees. Ongoing issues throughout the neighborhood include illegal dumping which Fix-It continues to address through site visits and 311 education for residents.



Volunteers wrap up a clean up at the Minnie & Lovie Ward Park



New cameras installed at the Plymouth/Broad intersection.

FAST FACTS

Date of first Fix-It Meeting: [May 22, 2017](#)

Number of residents engaged: **125**

Number of total fixes: **26+**

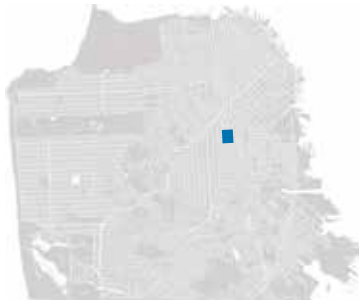
TOP RESIDENT CONCERNS

- Plymouth/Broad homicides and crime
- Overgrown trees at Plymouth/Broad
- Minnie & Lovie Ward park maintenance
- Illegal dumping and toters out 24/7

North Mission

14th - Folsom - 17th - Mission

Fix-It has focused on a variety of issues throughout the North Mission neighborhood. From trees to human behavior challenges, Fix-It has worked very closely with residents and City agencies to address complex issues. Significant highlights from this zone would include improvements to Adair Street and Mission Street. Concerns around the 16th Street BART stations have been looked into by BART, which has resulted in the introduction of dedicated janitorial staff and a Downtown Streets Team cleaning pilot. Fix-It also worked with the Public Utilities Commission and PG&E to add 13 new lights throughout the North Mission Fix-It Zone.



Adair Street, where Fix-It has worked to improve lighting and tree maintenance.

FIX-IT'S FIXES:

- 20 blocks cleaned weekly
- 10 painted curbs and crosswalks
- 10 trees pruned
- 13 lights added
- 2 trash cans replaced

HIGHLIGHTS:

490 SOUTH VAN NESS

Additional lights were added and the lot was cleaned last summer. All entities involved recognize the ongoing needs, which is why Mission Housing states they will implement 24 hour security soon and Public Works will provide new signage for the surrounding fence. Construction is slated to begin at the site in August 2018.

FAST FACTS

Date of first Fix-It Meeting: [June 1, 2017](#)

Number of residents engaged: **33**

Number of total fixes: **16+**

TOP RESIDENT CONCERNS

- 14th Street encampments
- Sidewalk vending on Mission Street
- 16th/Mission BART
- Cleaning and maintenance on Mission Street

RESIDENT FEEDBACK

"My experience in working with the Fix-It team has been positive. Sandra Zuniga of Fix-It has been instrumental in addressing several problems in our neighborhood. She has been a great advocate for our street and the rest of the community."

David Garcia,
[North Mission Fix-It Zone](#)

FIX-IT'S FIXES:

- 10 painted curbs and crosswalks
- 16 blocks cleaned weekly
- 10 pruned trees
- 3 lights repaired
- 1 cleanup
- 1 repaved playground

HIGHLIGHTS:

GRAFFITI CLEANUP

Fix-It partnered with Public Works to organize an event where graffiti was identified on public furniture - mailboxes, light poles, utility poles - and painted over. The cleanup also included trash pick up around the neighborhood with special focus on Jose Coronado Park and the area surrounding it.

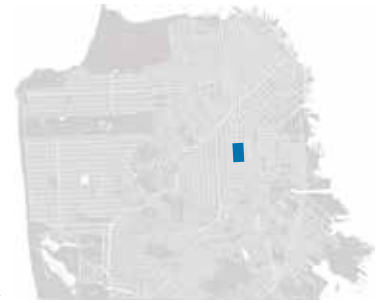
JOSE CORONADO IMPROVEMENTS

Improving conditions in and around Jose Coronado Park is a priority for residents. Over the last year, Fix-It has worked various departments to make subtle changes to improve quality of life. The Recreation and Parks Department resurfaced the courts in the park and installed a new fence. Public Works, brought a new corridor ambassador to the area and had several unhealthy trees removed and replanted. The SFMTA painted several crosswalks along Shotwell including those adjacent to the park, and our partners at SFPD continue to work to ensure sidewalks are passable. PG&E also added a street light to the pole nearest the Jose Coronado Park courts.

Central Mission

17th - Folsom - 21st - Mission

The residents in the Central Mission neighborhood have worked with Fix-It on issues spanning a variety of areas, many focusing on human behavior in the Jose Coronado Park vicinity. Working with the Recreation and Parks Department, Fix-It was able to bring improvements to the park, including a repaved surface and new lighting. Public Works deployed a new Corridor Ambassador to address sidewalk litter. SFPD alongside the DA's office have been working with residents to help them understand the work that is being completed regarding sex workers in the neighborhood. Fix-It organized a cleanup to address graffiti and litter in December 2017.



The repaved Jose Coronado Playground.



Fix-It removed graffiti from public fixtures like mailboxes and light poles as part of the December cleanup.

FAST FACTS

Date of first Fix-It Meeting:

June 7, 2017

Number of residents engaged: 28

Number of total fixes: 41+

TOP RESIDENT CONCERNS

- Loitering around Jose Coronado Park
- Effects of sex work activity at 20th and Shotwell
- Urine smell on sidewalks
- Trash on sidewalks

RESIDENT FEEDBACK

"It has been great to work with Sandra and her able team. Having her as a point person to help make sense of city services, advocate for additional resources for [Central] Mission, willingness to call on other city department leaders to try and expedite things, her responsiveness, seeing her on these blocks and feeling that she hears our concerns and is invested in them being managed. It has been very positive so far and I have been impressed with the determination the team has shown in helping keep the area cleaner—I am so grateful for the team to have assigned someone to specifically keep the sidewalks clean."

Anonymous

Central Mission Fix-It Zone

Sunnydale

Sunnydale - Rey - Kelloch - Brookdale

Sunnydale residents and their tenant association worked closely with Fix-It to identify issues that could be resolved prior to the impending redevelopment of the San Francisco Housing Authority site. Many concerns from residents focused on traffic calming, significant dumping issues and lack of adequate playgrounds. SFMTA and Public Works worked to address issues with Sunnydale Avenue including repaving Sunnydale Ave and other streets in the neighborhood. Recology is working closely with residents to improve waste management which should continue to impact that amount of illegal dumping. A community cleanup in October 2017 was an opportunity to identify and clean many areas throughout the neighborhood that had long been neglected. Lighting was also an issue in the neighborhood with many lights out throughout the area. PUC was able to replace all lights with LED lights, which has dramatically changed the neighborhood at night. Fix-It continues to work with non-profit partners to improve a playground in the neighborhood by summer 2018.



Volunteers at the Trash-for-Treats cleanup.

FAST FACTS

Date of first Fix-It Meeting: [July 18, 2017](#)

Number of residents engaged: **40**

Number of total fixes: **25+**

TOP RESIDENT CONCERNS

- Trash inside Sunnydale's open space areas
- Lack of parking enforcement
- Illegal dumping
- Inconsistent street sweeping
- Speeding

FIX-IT'S FIXES:

- 1 repaved and repainted street
- 10 repaired and cleaned street signs
- 13 lights repaired
- 1 cleanup

HIGHLIGHTS:

TRASH-FOR-TREATS HALLOWEEN CLEANUP

In the spirit of Halloween, Fix-It organized a costume cleanup with residents where people were able to trade in the trash they collected for treats. Over 20 bags of debris were collected.

FIX-IT'S FIXES:

- 10 potholes filled
- 5 painted curbs and crosswalks
- 3 repaired and cleaned street signs
- 5 lights repaired

HIGHLIGHTS:

STOP SIGN

Fix-It worked with SFMTA to get a stop sign installed at an intersection on Ashton Street that residents identified as having safety issues.

Ingleside

Ocean - Ashton - Phelan - Holloway

The area of focus in the Ingleside neighborhood was centered around Ocean Avenue and the adjacent streets. Residents and Ocean Avenue Community Benefit District worked with Fix-It to identify concerns, including an intersection by a school in need of a stop sign and other traffic calming measures. Working with SFMTA, Fix-It was able to accomplish those interventions and also replace old trash cans along Ocean Avenue with new renaissance trash cans.



Fix-It worked with USAgain to mitigate illegal dumping at their clothing donation boxes.



FAST FACTS

Date of first Fix-It Meeting: [August 22, 2017](#)

Number of residents engaged: **17**

Number of total fixes: **25+**

TOP RESIDENT CONCERNS

- Trash on sidewalks
- Newsracks maintenance
- Traffic calming

Tenderloin

Golden Gate - Ellis - Larkin - Mason - Market

The opportunity to work in the Tenderloin has been a chance for Fix-It to address some long standing challenges that have deeply impacted the quality of life for residents in the neighborhood. In an effort to be sure that as many residents as possible were reached in this densely populated and diverse neighborhood, Fix-It held many community meetings in English, Chinese and Arabic. The work in this area has resulted in hundreds of fixes that have directly addressed top concerns for residents which includes general cleanliness and accessibility improvements to sidewalks and curbs. Throughout the time Fix-It has been at work in the Tenderloin, there have been two cleanups with the late Mayor Lee and Mayor Farrell, respectively. Fix-It will continue to deepen its collaboration with the neighborhood and the Tenderloin Community Benefits District to address the challenging sidewalk cleanliness issues.



The late Mayor Lee at a Tenderloin neighborhood cleanup with the Fix-It Team.

RESIDENT FEEDBACK

"I think they're dedicated to fix and clean San Francisco. [...] Tenderloin is a big job ahead. Fix-It team has been working hard with all services and community. It can only improve with dedication."

Luis Castillo

Tenderloin Fix-It Zone

FIX-IT'S FIXES:

- 595 painted curbs and crosswalks
- 29 repaired and cleaned street signs
- 54 pruned trees
- 40 lights repaired
- 2 cleanups

HIGHLIGHTS:

500+ CURBS AND CROSSWALKS PAINTED BY SFMTA

SFMTA was able to paint an unprecedented number of curbs and crosswalks throughout the neighborhood. Efforts like this benefit not only traffic calming, but also reduces illegal parking, enhancing pedestrian and vehicle safety.

FAST FACTS

Date of first Fix-It Meeting: [August 31, 2017](#)

Number of residents engaged: 105

Number of total fixes: 725+

TOP RESIDENT CONCERNS

- Drug dealing and other crime
- Human waste
- Sidewalk litter
- Uneven sidewalks

FIX-IT'S FIXES:

- 341 painted curbs and crosswalks
- 7 repaired and cleaned street signs
- 60 pruned trees
- 143 lights repaired

HIGHLIGHTS:

POWELL STREET IMPROVEMENTS

An area of concern for the USBID, Fix-It was able to work with SFMTA to paint the crosswalks along Powell Street to ensure safer pedestrian crossing. Fix-It also worked with Public Works to paint the gold poles at the end of Powell Street near the cable car turnaround.

Union Square

Powell - Sutter - Kearny - Ellis - Market

Fix-It was able to come into this zone and play a critical role in investigating nuanced quality of life issues to supplement the efforts of City agencies and the Union Square Business Improvement District (USBID). Key areas of focus included the parklet on Powell Street, a collaborative project between the USBID and the City, as well as streetlights and crosswalk painting.



SFMTA painted crosswalks along Powell Street, a heavily-trafficked street in the zone.



Public Works worked quickly to paint the gold poles by the cable car turnaround.

FAST FACTS

Date of first Fix-It Meeting: [September 11, 2017](#)

Number of residents engaged: 40

Number of total fixes: 551+

TOP RESIDENT CONCERNS

- Restripe needed on crosswalks and curbs
- RPD maintenance of trees
- City maintenance of poles protruding in sidewalk
- Insufficient lighting

Glen Park

Arlington - Bosworth - Chenery - Burnside - Roanoke

Glen Park residents and their neighborhood association worked closely with Fix-It to identify and collaboratively solve key quality of life concerns throughout the neighborhood. Important areas of focus for the residents included the Glen Park BART station landscaping and the care of the flower stand within the plaza as well as landscaping concerns along the San Jose Avenue / Arlington Street walking path. Additionally, residents advocated for tree-related requests throughout the neighborhood and acknowledged traffic safety concerns on several streets. Two new Public Works Corridor Ambassadors were brought to the area to ensure sidewalk cleanliness in the commercial corridor area.



Volunteers work to clean up the pathway along San Jose Ave and Arlington Street.



The Fix-It Team repainting the flower stand at Glen Park BART station.

FIX-IT'S FIXES:

- 32 blocks cleaned weekly
- 12 trees removed
- 6 lights repaired
- 3 repaired and cleaned street signs
- 1 community cleanup
- 1 flower stand repainted

HIGHLIGHTS:

EARTH DAY COMMUNITY CLEANUP

Fix-It worked with the Glen Park Neighborhood association to organize a cleanup on Earth Day where volunteers worked to clear brush and pick up trash around San Jose Avenue and Arlington Street, a top area of concern for the neighbors. The Fix-It Team and the neighborhood association will organize another cleanup in 2018 to expand the landscaping work in the area.

GLEN PARK BART FLOWER STAND

In conjunction with improvements in and around the BART station in the Glen Park Fix-It zone, Fix-It staff worked with Public Works and BART management to repaint a flower stand located in the BART plaza. This stand had been heavily tagged and neglected; the painted stand is one of the first things visitors see when exiting BART and provides enhanced aesthetics to the gathering space.

FAST FACTS

Date of first Fix-It Meeting: [September 26, 2017](#)

Number of residents engaged: **35**

Number of total fixes: **55+**

TOP RESIDENT CONCERNS

- Glen Park BART Station
- Lights under San Jose Ave
- Arlington/San Jose maintenance

FIX-IT'S FIXES:

- 44 repaired and cleaned street signs
- 38 lights repaired
- 20 blocks cleaned weekly

HIGHLIGHTS:

RE-TRAINING PUBLIC WORKS CORRIDOR AMBASSADORS

To better address cleanliness concerns, Fix-It re-trained the two Public Works Corridor Ambassadors in the area. The staff is trained to call in 311 requests as-needed for issues outside of their purview.

Marina

Laguna - Lombard - Divisadero - Chestnut - Webster

The Marina Fix-It Zone residents communicated a need to better understand existing City processes, including the process of street tree removal criteria and the status of ongoing SFMTA projects. Fix-It worked to connect these residents with the respective agencies to clarify procedures and develop stronger relationships with the residents so that they may be able to voice feedback more effectively in the future. Beyond these concerns, Fix-It also focused on the lighting in the area as well as other general cleanliness issues such as cleaning sidewalks and street signs.



Painted crosswalk, before and after, in the Marina Fix-It Zone.

FAST FACTS

Date of first Fix-It Meeting: [October 3, 2017](#)

Number of residents engaged: [29](#)

Number of total fixes: [102+](#)

TOP RESIDENT CONCERNS

- Trees
- Paving Bus shelter movement
- SFMTA project work

Dogpatch

19th - Illinois - Iowa - 25th - Indiana

Residents, the Dogpatch Neighborhood Association and the Dogpatch Green Benefit District have worked closely with Fix-It to address a variety of exceptionally challenging issues that required special report from the City to accomplish. Some of these issues included the removal of a dead tree, a street that received no regular cleaning from Public Works, a regularly overflowing trash can, an abandoned vehicle and other concerns related to dumping. Fix-It worked swiftly to address and resolve these issues and continue to partner with the Dogpatch stakeholders to improve their neighborhood.



Fix-It worked with Public Works to ensure regular graffiti abatement at this fenced off SFPD building.

FAST FACTS

Date of first Fix-It Meeting: [October 12, 2017](#)

Number of residents engaged: **33**

Number of total fixes: **42+**

RESIDENT FEEDBACK

"Positive, positive and did I say positive. Responsive, attentive and resolution-oriented from the Fix-It team. The members are direct and attentive to the issues of Dogpatch neighborhood."

Bruce Huie, Dogpatch Neighborhood Association

FIX-IT'S FIXES:

- 23 repaired and cleaned street signs
- 15 lights repaired
- 2 trees pruned or removed
- 1 trash can removed
- 1 abandoned vehicle removed

HIGHLIGHTS:

DEAD TREE REMOVAL

With the passing of Proposition E in 2016 mandating Public Works' responsibility over all trees in the public right-of-way, managing one-off pruning requests has been challenging. Fix-It worked with the Bureau of Urban Forestry to ensure that a dead tree that deeply impacted accessibility on a sidewalk in the Dogpatch was removed and that the site was paved over due to underground wiring which proved inhospitable for future plantings.

TOP RESIDENT CONCERNS

- Trash on sidewalks
- Newsrack consolidation
- Traffic calming

FIX-IT'S FIXES:

- 15 resolved graffiti cases
- 8 painted curbs and crosswalks
- 3 lights repaired
- 3 trees pruned
- 1 repaired MUNI safety sidewalk mirror
- 1 cleanup

HIGHLIGHTS:

CLEANUP WITH MAYOR FARRELL

The bike lane and pedestrian path behind the Duboce Triangle Safeway is a major area of concern for residents. The Fix-It Team was joined by Mayor Farrell to clean up the area, focusing on litter and other debris along the path and around the Duboce Street and Church Street intersection.

NOE BEAVER PARK THE RECREATION AND PARKS

The Recreation and Parks Department upgraded the lighting at Noe Beaver Park, illuminating the sidewalk and garden for passersby in the evenings. Signage will soon be installed outside of the park with posted park and community garden rules.

Duboce Triangle

Market - Webster - Hermann - Noe

The Duboce Triangle area has several sites that were in need of improved care and maintenance, and residents worked with Fix-It to prioritize the desired solutions for keeping areas safe and clean. The bike pathway behind the Safeway struggles with cleanliness, and Fix-It along with Mayor Farrell held a cleanup at the site. Fix-It has also worked with SFMTA to improve cleaning at a bus shelter on Church Street and Recreation and Parks Department to bring lighting and other improvements to the Noe Beaver Park.



The bike pathway behind Safeway where Fix-It cleaning efforts have been focused.



Before and after repair of a MUNI safety sidewalk mirror that helps drivers see oncoming people and traffic at Hermann and Fillmore

FAST FACTS

Date of first Fix-It Meeting: [October 24, 2017](#)

Number of residents engaged: **36**

Number of total fixes: **31+**

TOP RESIDENT CONCERNS

- Trash on sidewalks
- Newsrack maintenance
- Traffic calming

Outer Sunset / Parkside

20th – Taraval – 28th – Quintara

In the Outer Sunset, the residents were mostly focused on sidewalk litter and straightforward improvements such as the need for painting crosswalks and improved lighting. Fix-It worked swiftly with SFMTA to get crosswalks painted along Quintara. The team also partnered with Public Works to remove a trash can at the corner of Quintara and 24th, a sight of recurring dumping and other litter issues.

The Reservoir Playground at the corner of Quintara and 24th benefited from a trash can removal and park cleanup in early 2018 with Acting Mayor Breed. The playground stands to receive further improvements which are in process and being led by the Public Utilities Commission.



The Reservoir Playground cleanup included trimming shrubbery, weeding, and cleaning out the playground's sandbox.



Before and after painted crosswalks along Quintara.

FIX-IT'S FIXES:

- 9 painted curbs and crosswalks
- 10 lights repaired
- 1 cleanup

HIGHLIGHTS:

RESERVOIR PLAYGROUND CLEANUP

This playground serves many families in the adjacent area which is why Fix-It identified the location as a site for a pop-up cleanup. Volunteers, Supervisor Tang and Acting Mayor Breed joined Fix-It for a morning of cleaning up trash, pruning and weeding the landscaping, and cleaning out the sand in the playground sandbox. Future investments in the playground are underway, which would ideally include improvements to the turf, play structure, and repair of the playground's plaques.

FAST FACTS

Date of first Fix-It Meeting: [November 9, 2017](#)

Number of residents engaged: **22**

Number of total fixes: **20+**

TOP RESIDENT CONCERNS

- Trash on sidewalks, near schools
- Faded crosswalks
- Dark areas

FIX-IT'S FIXES:

- 15 lights repaired
- 3 trees removed and replanted
- 1 cleanup

HIGHLIGHTS:

NORTH BEACH COMMUNITY CLEANUP

Fix-It worked with Public Works for a volunteer clean-up on Fresno, Romolo, and Kearny Street steps. Volunteers collected over 20 bags of debris and six dumped Christmas trees. Over 100 graffiti tags were removed from public properties as well.

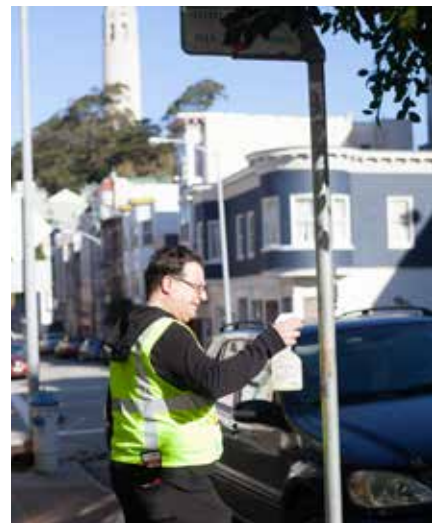
North Beach

Columbus - Lombard - Kearny - Broadway - Coit Tower

Given the heavy tourism of the area, Fix-It engaged with many residents and business owners in the North Beach Fix-It Zone to learn about quality of life issues impacting the neighborhood. Despite ongoing streetscape investments in North Beach, there were outstanding issues that had yet to be addressed including sidewalk cleanliness (illegal dumping) and a variety of traffic and landscaping issues. Fix-It focused on several projects related to trees and Washington Square park and organized a community cleanup. Fix-It continues to work with SFMTA on possible safety interventions for intersections that have regularly occurring incidents.



Volunteers at a North Beach community cleanup.



A Fix-It Team member removed graffiti from a street sign pole.

FAST FACTS

Date of first Fix-It Meeting: [November 14, 2017](#)

Number of residents engaged: **25**

Number of total fixes: **16+**

TOP RESIDENT CONCERNS

- Illegal dumping
- Homeless & lack of outreach
- Traffic calming concerns
- Washington square park maintenance
- Graffiti

Upper Haight

Oak - Waller - Masonic - Stanyan

The Upper Haight Fix-It Zone concerns were centered mostly on Haight Street with the exceptions of a few roadway improvements. The business owners in the area were especially engaged and have worked closely with Fix-It to identify areas for innovation and other opportunities, including new approaches to dog waste and graffiti abatement. Fix-It was able to work with Public Works and SFMTA to repave a street and address other roadway and sidewalk concerns, and in 2018 brought a new Public Works Corridor Ambassador to the area. With the Upper Haight Streetscape Plan soon to be underway, Fix-It will continue to identify and resolve near-term fixes and coordinate with SFPD to ensure adequate coverage is provided to the Haight Street corridor.



A repaved street in the Haight Street Fix-It Zone.

FAST FACTS

Date of first Fix-It Meeting: [December 12, 2017](#)

Number of residents engaged: **23**

Number of total fixes: **75+**

TOP RESIDENT CONCERNS

- Urine and feces smell and sidewalk cleanliness
- Loitering
- Dog waste & lack of dog waste dispensers
- Vandalism (graffiti/fires)

FIX-IT'S FIXES:

- **37** pruned trees
- **15** lights repaired
- **20** blocks cleaned weekly
- **2** street signs repaired
- **1** street repaved (potholes)

HIGHLIGHTS:

DOG WASTE BAG PILOT

Working with the Haight Street merchants, Fix-It will roll out a dog waste bag pilot in 2018 to encourage people to leave unused plastic bags they have on hand - or if merchants have leftovers in their stores - in a receptacle posted on a street pole so that dog owners can pick up their dog's waste along Haight Street. Fix-It will monitor the changes in 311 requests and interview merchants to determine the success of the pilot.



LOOKING FORWARD: FIX-IT 2018

In 2018, the Fix-It Team will continue to work in the 25 zones from 2016 and 2017 while adding 10 new zones, launching special projects, forming new partnerships and engaging more directly with supplementary cleaning services contracted throughout San Francisco.

10 NEW ZONES

Following the same process, the Fix-It Team will engage residents and business owners in each of these areas to produce Action Plans and get to work. To learn more about upcoming meetings and cleanup events, visit: sfmay.org/fix-it-team

NEIGHBORHOOD TRAINING MATERIALS

Fix-It will be collaborating with the Mayor's Office of Civic Innovation for another Civic Bridge project to develop training materials and a meeting structure to accomplish resident empowerment when it comes to addressing quality of life concerns in their neighborhoods.

FIX-IT LAB PROJECTS

In Spring 2018, Fix-It launched Big Belly trash can partnerships with three Community Benefit Districts. These partnerships will continue to grow throughout the year in an effort to experiment with new technology for addressing sidewalk cleanliness and trash can issues.

Fix-It will launch the San FranciscoGlo campaign in 2018 which will enable property owners in Fix-It Zones throughout the city to apply for and receive motion-detecting lights to install on their properties. The goal of this campaign is to supplement public lighting with more lighting on private property to improve nighttime visibility and safety.

SUPPLEMENTAL CLEANING CONTRACTS ADMINISTRATION

Working with Public Works and our District Supervisors, Fix-It will be managing dozens of supplemental cleaning contracts addressing specific quality of life concerns in neighborhoods throughout San Francisco. This direct management will empower the Fix-It Team to ensure that quality services are provided and key problem areas are being adequately addressed.

More projects will unfold throughout the year -- stay up-to-date by following the Fix-It Team on Twitter: [@FixItTeamSF](https://twitter.com/FixItTeamSF).

FIX-IT PROGRESS REPORT APPENDIX

- **Top resident concerns.** These are items from the resident-created Fix-It Action Plan for the individual Fix-It Zone.
- **Highlighted projects or special efforts.** Especially impactful work is highlighted within each Fix-It Zone. Some of the highlights include work that is not as easy to quantify and may not be reflected in the number of “fixes.”
- **Fixes.** The Fix-It Team documents quantifiable “fixes” made in a Fix-It Zone. These include but are not limited to:
 - **Painted curbs and crosswalks.** Painting work improves pedestrian safety by creating more visible paths of travel for both pedestrians and vehicles. This infrastructure includes yellow zones, handicapped zones, parking stalls, handicap ramps, motorcycle stalls, daylighting corners, and fire hydrants. Work completed by SFMTA partners.
 - **Repaired and cleaned street signs.** These repairs improve the visibility of important signs that aid with pedestrian safety when moving across streets and can encourage safer driver behavior. Work completed by SFMTA partners.
 - **Blocks cleaned weekly.** Cleaned blocks includes the number of blocks covered by Public Works Corridor Ambassadors that the Fix-It Team deployed in a neighborhood in partnership with Public Works.
 - **Graffiti removed.** Removed graffiti refers to significant cleaning done at a site experiencing recurring graffiti issues. Work completed by Public Works.
 - **Properties engaged by OnE Team.** The Public Works OnE team (Outreach and Enforcement) communicates with businesses and property owners in order to explain the Public Works code they need to abide by when it comes to waste management on and around their property. Work completed by Public Works.
 - **Pruned trees.** Tree maintenance is helpful for improving visibility along building frontages and improves the effectiveness of street lights. Work completed by Public Works.

- **Lights repaired.** Reporting lights that are out can be cumbersome for residents who are not able to monitor lights in a safe and regular way after sunset which is why Fix-It addresses concerns around lighting by manually reviewing nighttime conditions in Fix-It Zones. Work completed by the Public Utilities Commission.
- **Blocks cleaned weekly.** This refers to the Public Works Corridor Ambassadors located in a zone and their area of coverage. Ambassadors work Friday through Monday from 11am to 7pm. The Fix-It Team regularly re-trains these ambassadors to ensure they are aware of the issues that most impact the residents' quality of life and effectively utilize 311 to call in issues outside of their purview.



To contact the Fix-It Team,
email fixitteam@sfgov.org.

Follow us on Twitter!
[@FixItTeamSF](https://twitter.com/FixItTeamSF)