

Thank you for reporting an encampment through SF311.

City agencies are diligently working to address encampments. We are working to address the health and safety impacts of those living in the encampments as well as the residents and businesses impacted by encampments.

Your service requests to 311 provide important information that the City uses to track problems and assign resources

Although you may not see the encampment immediately cleared as a result of your complaint, the following are efforts that City departments are making in response to encampment reports:

- Public Works will send out a “hot spots” crew to clean area around encampments and mitigate the most serious sanitation problems within three days (though they strive to do so sooner than that). They will then “close out” the request and refer the issue to one or more other departments when appropriate.
- Department of Public Health Inspectors and the Fire Marshal are working to assess and address potential health and safety hazards citywide.
- The Police Department, with its newly dedicated homeless outreach team, is working directly with the police captain of each district to assess and address problem spots and safety issues.
- The Department of Homelessness and Supportive Housing’s Homeless Outreach Team (HOT) is proactively working with the people in encampments to help them get appropriate services and into shelter.

Although you may see the service request you reported as “Closed”, please be assured this does not mean that your request was ignored.

At times, requests are closed because the issue has been previously reported and the departments are already aware of the issue. In some circumstances, requests may be closed out by the original agency after they refer the issue to another agency; however, that does not mean that the City agency to which the issue has been referred has also closed it out or is not taking action in follow up.

311 also provides regular encampment reports to the Department of Homelessness and Supportive Housing, the Police Department, the Health Department and San Francisco Public Works, so that they can identify “hot spots” and collaboratively create strategies for managing the problem.

Unfortunately, there are not enough shelters in the City to house everyone who is homeless. The Mayor and the Board of Supervisors are also working hard on finding shelter and housing opportunities to be offered to those on the streets.

This mailbox is not monitored for inbound emails.