Welcome to the Duck Squad!

Your job, if you choose to accept it, is to locate and report “quacked” sidewalks—sidewalks that aren’t safe or accessible. We are so happy you have joined us in this important work!

Our project will help us all: people with limited vision and limited mobility, toddlers just learning to walk, those with walkers and wheelchairs and strollers and skates and skateboards, as well as those with shopping carts and suitcases.

Our streets and open spaces are an essential part of our lives. The freedom and ability of each of us to enjoy them is essential to our well-being. We hope this little guide will be helpful to you in identifying, photographing, reporting, and tracking the “quacked” sidewalks you encounter, as we work to make our beautiful city accessible to each of us.

Preparing to participate is simple: we need to know what constitutes a quacked sidewalk, what we need to do to report it, and how to track the follow-up to our report. And then, if everything goes right, we will have the pleasure of walking comfortably and pleasantly along what is no longer a dangerous spot on our streets!

Who is Responsible for Sidewalks in San Francisco?

Adjacent property owners are responsible for some repairs, the City for others. When a sidewalk defect is identified and reported to the San Francisco Department of Public Works, an inspector will visit the site to determine needed repairs and responsibilities. Responsibilities and suggestions for repair are on the Public Works website at http://sfdpw.org.
**Identifying a Quacked Sidewalk**

Below are some categories of sidewalk defects that we want your help reporting:

1. **“Paths of travel” that are at least four feet wide with no obstructions.** People walking should have a unobstructed path that is at least four feet wide on sidewalks and at construction sites.

2. **Surfaces with protrusions that are ½ inch high or more:** City policy states that sidewalks and paths of travel at construction sites shouldn’t contain any bumps or protrusions that are half an inch or more higher than the base surface. For example, a sidewalk portion that is raised up and creates a gap of half an inch or higher next to an adjacent sidewalk portion is dangerous and defective. A sidewalk with a metal plate that has one corner sticking up half an inch higher than the sidewalk is dangerous and defective.

3. **Sidewalks with voids, cracks, chips, holes, and gaps of ½ inch or more.**

4. **Missing or inadequate curb ramps.**

5. **Missing accessible pedestrian signals.** Intersection does not have a pedestrian signal with verbal or physical cues (like Braille or other raised features) for users.

6. **[Construction sites only] Lack of physical cues on scaffolding for blind and low vision individuals.** Scaffolding can cause a serious challenge to safe mobility for people who are blind or have low vision. Features like high-contrast markings on entrances, as well as railings and lower rails/boards for cane guidance, are necessary for these structures to be safe for everyone.

7. **[Construction sites only] Protective barriers that do not provide adequate protection and distance from fast-moving traffic.**

Many of these sidewalk features are taken from the Sidewalk Search Party’s own “**Accessible Sidewalk Bill of Rights.**” Contact Jennifer at jennifer@sfcommunityliving.org or 650-488-0259 for more information.

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SF Sidewalk Search Party is brought to you by SF Community Living Campaign  
1663 Mission Street, Suite 525, San Francisco, CA 94103
Getting Ready to Document Quacked Sidewalks

It will be helpful to prepare the materials you will use. One of the main tools the Quacked Sidewalk campaign uses is photographs of the sidewalk area with the defect, which are then reported to the Department of Public Works.

To make the campaign fun and to raise the attention of the City, we ask the Duck Squad to include a cutout of a duck in their photos. We also ask that the location information is clear and easily connected to your photograph, as described below. Finally, we live in a windy city, so you may need to anchor the duck location to the ground with a stone or small weight to keep it from blowing away.

A simple, easily portable, and accessible system can be created by assembling materials and keeping them in a baggie inside a purse, handbag, or jacket pocket.

Suggested Duck Squad Materials:

Duck cutouts
(provided in digital form by CLC)

A square of post-it notes

A medium or fine black marker
(pen won’t show clearly in the photo)

A small weight

A Ziplock baggie
to hold the materials
On the Sidewalk

When you find a Quacked sidewalk…

**Write** the location, using the street and nearest intersection, on one of your post-it notes. **Stick** the note to the quacked duck. **Place** both next to the “quack” you are documenting. If needed, use your stone or weight to hold the duck and note in place.

**People may stop and ask you questions.** This is a great opportunity to talk about pedestrian safety in the city, about the project, and about what constitutes a defect in the sidewalk. Generally, the public is interested and eager for information, and you will find yourself doing a bit of education as you are working!

**Here are some examples of what a photo might look like:**

![Photo examples of quacked sidewalks with notes and ducks.]
**Reporting**

You may report your Quacked sidewalk using a photograph in one of two ways:

**Report using the SF311.org app**

Reporting your quacked sidewalk is easy using the SF311 app on your smartphone. Here are the directions:

1. **Photograph** the defective sidewalk condition. Include your duck for emphasis and the address to ensure accuracy.
2. **Open** the SF311 app on your phone.
3. **Choose** “New Request,” and then scroll down to Curb and Sidewalk Issues.
4. **Upload** your photo.
5. **Add** location and description.
6. **Add** your contact information, and hit “Submit.”

**Report using the SF311 website**

If you do not want to download the SF311 app to your phone, you can access 311 online and submit a report.

1. **Photograph** your quacked sidewalk. Include your duck for emphasis and the address to ensure accuracy.
2. **Go** to sf311.org.
3. **Click** on “Services.”
4. **Enter** “Sidewalk Defects” in the search line, or scroll down to Sidewalk defects. This will take you directly to the reporting form.
5. **Enter** the location and description, and upload your photo.
6. **Add** your contact information, and click “Submit”!

If you have any questions, contact Jennifer directly at Jennifer@sfcommunityliving.org, or call (650) 488-0259.
If You Need an Alternate Method for Reporting

If you do not have access to a camera, or to the internet, or have difficulty taking photos or in filing the report, you can still participate in this project! If you identify a quacked sidewalk, please leave a voicemail for Jennifer Walsh at (650) 488-0259 with the following information:

1. **Photograph** your quacked sidewalk. Include your duck for emphasis and the address to ensure accuracy.

2. **Go** to sf311.org.

3. **Click** on “Services.”

4. **Enter** “Sidewalk Defects” in the search line, or scroll down to Sidewalk defects. This will take you directly to the reporting form.

5. **Enter** the location and description, and upload your photo.

6. **Add** your contact information, and click “Submit”!

Jennifer will be in touch with you to confirm the details and to report the defect on your behalf. **If you have any concerns or questions** please contact Jennifer Walsh at Jennifer@sfcommunityliving.org with any questions.

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**The 311 Reporting Form**

The 311 report form itself is very simple. Enter the location, and Google Maps will pinpoint it for you on the request form.

After you have uploaded your photo, you can include a brief description of the defect, add your contact information, and click Submit. That’s you need to do!
Tracking Your 311 Report

You can track the status of your report using the service request number that you received when you filed your 311 report. There’s a simple form on the site that asks only the service request number and your email.

The status information that you will receive is only an “open” or “closed” report. To receive more information, have your service request number handy and just call 311. The number is monitored 24/7.

These are Public Work’s response times to sidewalk repair requests:

![Curb & Sidewalk Issues]

Reporting Your Quacked Sidewalk to Our Project

We would like to keep track of all the reported quacked sidewalks and their status. After you have reported the defect to 311, please send a copy of your photograph and your service request number to Jennifer at Jennifer@sfcommunityliving.org. We’ll be mapping all of the sites in the city, and following the status of each. Please do let us know if you revisit your quacked sidewalk location and find any changes—or not! We can assist you with follow-ups at any time.
And Soon We’ll See More “HAPPY DUCKS” Like These!

As we all work together, we’ll begin to see more and more happy ducks along the sidewalks of our city! We don’t want you to just take photos or report terrible sidewalks—we want to hear about the good ones, too.

Use our happy ducks to show us what a safe, accessible, and really pleasant sidewalk looks like. Here are some examples:

Hooray!!

Embarcadero near Pier 39
Van Ness between Washington & Jackson

Keep walking, watching, photographing, and enjoying our beautiful city!!

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