# **Tenderloin Improvement Project**

Vision:A safer Tenderloin neighborhood with significantly reduced crime and sidewalk hazards and increased investments in long-term neighborhood community resources that promote neighborhood safety and pride.

Strategy:Convene an operational team of city and non-city organizations that will work to:

* Decrease drug-related crime
* Decrease waste and debris
* Increase cleanliness
* Improve physical environment

# Roles and Responsibilities:

Policy Direction by Mayor’s Office

Strategy by Mayor’s Office, DEM, and community stakeholders

Operational Coordination by DEM

Operations by DPH, HSH, DPW, OEWD, SFPD, SFFD, and community stakeholders

# Success Metrics:

**Short-term successes to achieve by February 2022**

* Less open drug dealing
* Less open-air drug use
* Fewer tents
* Less trash and waste on sidewalks/streets
* Fewer 911 medical calls to the area
* Fewer 911 violent crime calls to the area
* Increased cleanliness on sidewalks/streets
* Increased feelings of public safety
* Increased police presence out of cars
* Increased coordination with neighborhood and community members

**Long-term successes to achieve by December 2022**

* Level of safety, cleanliness, etc. achieved is able to be maintained through regular resource allocations from city and neighborhood
  + Fewer fatal and non-fatal overdoses
* Joint feelings of ownership of and dedication to the neighborhood
  + Block parties, Clean Team events, other neighborhood events
  + Community-driven campaign to increase neighborhood pride
  + Increased organizational capacity of TLCBD and other orgs
* Long-term behavior change
  + Visitors and daytime street population have greater awareness of surroundings (less walking into traffic, less lying in streets and sidewalks, clothed appropriately for weather, etc.)
  + Residents and community members feel safe when going out
  + Clear process for residents, CBOs, merchants, city to address neighborhood issues together
* Permanent environmental changes
  + Revamped/expanded yellow brick road of safe passage between school and home for school-aged children
  + Increased nighttime lighting on streets and storefronts
  + Additional positive activations and clean open space
  + Street engineering on identified blocks to slow down/prevent vehicle traffic

# Operational Plan:

**Phase 1: Assess (November 2021)**

* Convene trusted city partners and community leaders to inform problem statements and operational strategy
* Perform neighborhood assessments to validate Phase 2 Priority Problem Matrix
* Identify existing initiatives and resources in target areas
* Perform initial resource gap analysis
* Finalize and agree upon operational strategy

**Phase 2: Crisis Operations (December 2021 – January 2022)**

* Weekly coordination meetings to establish and affirm objectives
* Daily operational meetings to confirm priorities and daily tactics
* Coordinate with residents, community partners, and neighborhood organizations to implement tactics that support lasting change

Phase 2 Priority Problem Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| Priority Problem | Lead City Agency | Support Agencies | Possible Solutions |
| 1. Drug dealing and violent crime | SFPD | SFFD  DAT  DPH | * Infrastructure modifications (trash cans, light poles) * Street engineering |
| 1. Open air drug use | DPH | HSH  SFFD  SFPD | * Safe consumption site * Day drop in center / 24 hour behavioral health referral center * Street / sidewalk engineering |
| 1. Safe passage and accessibility | OEWD | DEM  HRC | * Coordination of ambassador programs * Infrastructure modifications and fixes * Yellow brick road project * Dodge Alley activation |
| 1. Waste and debris | DPW | DPH | * Targeted and frequent cleanings * Increased trash cans / adjusted trash pickups |
| 1. Housing, shelter, drop-in resources | HSH | DPH | * Identify TL-assigned beds within system of care * Behavioral and mental health resource support |
| 1. High levels of 911 medical calls | SFFD | DEM  DPH | * Coordination with Street Wellness team (start Jan 2022) |
| 1. Illegal resale / vending | SFPD | DPH  DPW  DEM | * Outreach and engagement in-language * Environmental health education and enforcement for illegal vending of food * DPW and SFPD coordinated enforcement |

**Phase 3: Sustained Operations (February 2022 and onward)**

* Secured long-term funding for ambassador programs
* City investments in environmental / space changes
* Ongoing HOT, SFPD, DPW investment
* Facilitate block level community activations
  + Regular block parties and Clean Team events
  + Pop-up art and culture fairs
  + Increased recreation and open space