

2016-2017

CLEAN & SAFE ANNUAL REPORT



DOWNTOWN TEMPE



ADVE
NOW

LOW KEY



6th street
MARKET
LOCAL ART + LIVE MUSIC

Every Sunday
10am-4pm

6TH STREET PARK



DEAR DOWNTOWN STAKEHOLDER

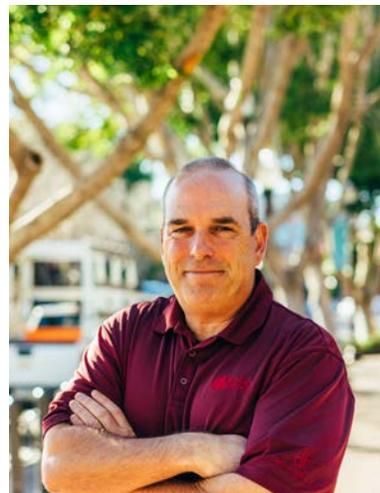
The past year has been a year of refined focus for our organization. We are grateful to be in a position to fine tune our work and look at ways to have an even greater impact on the vibrancy of our downtown. As an organization, we have successfully managed our clean and safe programs for many years, and we consistently receive praise for the quality of the public spaces throughout Downtown Tempe. It is now our job to think strategically as we move forward, thoughtfully creating shared spaces that draw downtown residents and visitors, while integrating local artists and community groups into the process and curation of these spaces. DTA spent the last year with a group of experts in placemaking and we plan

to begin executing a three-year masterplan beginning in the 2017-2018 fiscal cycle. Simultaneously, our organization is deeply concerned about the quality of life for all downtown residents, including the underserved individuals and families who call our streets home. We are dedicated to raising funds and awareness in partnership with local social service agencies and the City of Tempe in hopes of moving toward a day when homelessness is no longer a reality in our downtown. It is our job to respond to the needs of our downtown and to continuously work to improve the quality of life available in this urban, walkable city. Our impact is regional, but our story is global.

Sincerely,



Adam Jones
Deputy Director



Kelly Fogg
*Safe-T-Patrol
Manager*

Nowhere
else.

dt
DOWNTOWN TEMPE



OPERATIONS

KEEPING DOWNTOWN CLEAN & SAFE

A clean and safe Downtown Tempe is our top priority. In addition to keeping Downtown Tempe looking beautiful, the Clean Team crew is a great source of information. This past year, the committed maintenance personnel assisted **9,722** people with hospitality related inquiries alone, and even went the extra mile by escorting **295** of those inquiring folks to their final destinations. Downtown Tempe's very own custodial team is ultimately responsible for keeping the public right-of-way looking clean and pristine. Day and night, the Clean Team crew works diligently while assisting residents, employees and visitors every step of the way.

As goodwill ambassadors for Downtown Tempe, the highly visible, well-trained staff of yellow shirted Safe-T-Patrol guides have welcomed and enhanced experiences for residents, visitors and employees in Downtown Tempe. They provide an enhanced security presence on the streets and lakeside, patrolling on foot, bicycle and by boat seven days a week. This past year, the Safe-T-Patrol responded to **12,157** incidents, **11,342** inquiries and made **2,645** connections to social service agencies on behalf of homeless individuals in the district. Downtown Tempe's Safe-T-Patrol guides are always ready to help.

CLEAN

Clean Team Statistics

- 5,598** times that flowers were maintained
- 2,320** pieces of graffiti were removed
- 8,544** gum spots were removed
- 3,281** bags of trash were collected
- 10,058** times that street furniture and trash receptacles were cleaned

SAFE

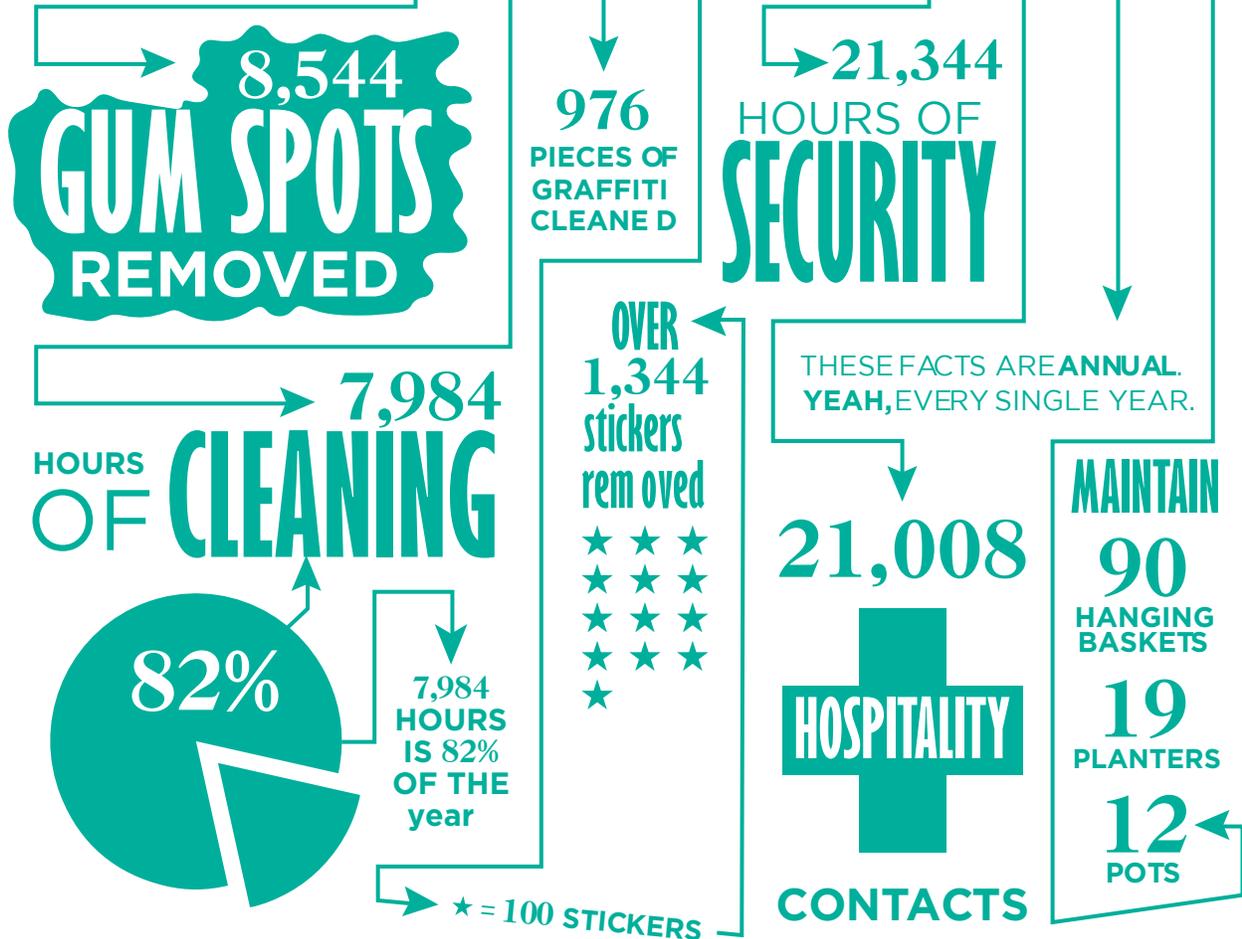
Safe-T-Patrol Statistics

- 2,645** social service connections were made
- 11,286** responses to hospitality inquiries
- 2,748** responses to business community concerns
- 18** personal safety escorts provided
- 32** responses to disabled motorists



CLEAN AND SAFE BY THE NUMBERS

HOW DOES DOWNTOWN TEMPE STAY SO CLEAN & SAFE?





29,326

HOURS SPENT CLEANING
AND PATROLLING
THE DISTRICT

BLOCK BY BLOCK PARTNERSHIP

The sidewalks and streets of Downtown Tempe are maintained and patrolled by our Clean Team crew and Safe-T-Patrol guides. Both groups are staffed through a partnership with Block by Block, a company that specializes in providing clean and safe services to downtown improvement districts.

DTA has been partnering with Block by Block since 2013, addressing the issues that affect how people think, feel and essentially interact with Downtown Tempe. Downtown Tempe continues to see the benefits of Block by Block services, which maximize dollars invested in Downtown Tempe, and ultimately benefit every stakeholder.

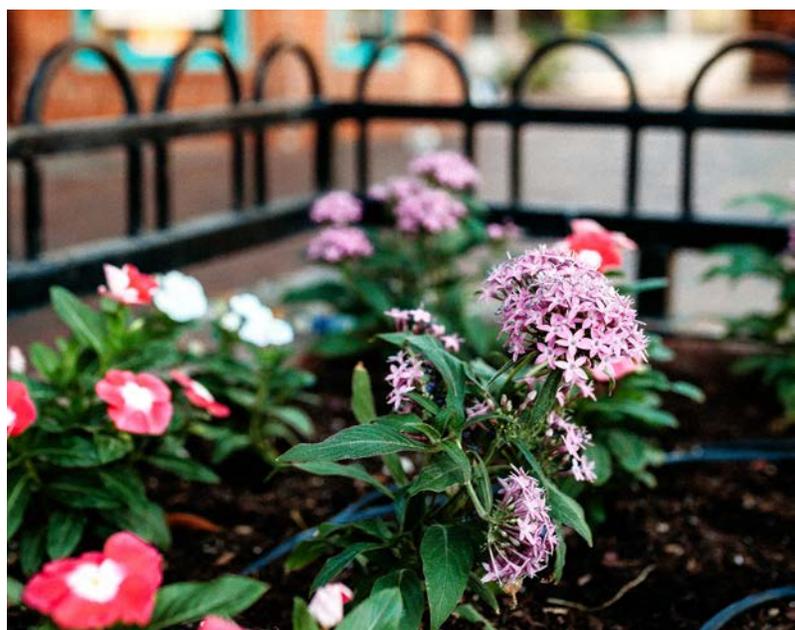


ANNUAL TRACKING

CLEAN TEAM | 2016-2017

Business Contacts	2016-2017	4	4	3	0	3	1	0	3	0	4	2	2	26
Flower Maintenance -Hours	2016-2017	222	144	36	81	96	137	77	77	109	127	110	112	1328
Flower Watering (Fixtures)	2016-2017	866	583	184	160	417	312	77	264	320	340	352	395	4270
Graffiti - Removed	2016-2017	92	74	119	46	134	67	73	86	87	37	81	80	976
Graffiti Removed-Stickers	2016-2017	148	123	152	65	95	128	84	128	121	77	112	111	1344
Gum Spot Removal	2016-2017	599	512	1119	994	738	893	613	479	794	416	715	672	8544
Hospitality Contacts	2016-2017	239	199	159	197	260	255	221	151	260	194	213	207	2555
Hospitality Escorts	2016-2017	27	12	22	30	18	33	24	30	31	18	25	25	295
Property Condition Reports- Forwarded	2016-2017	0	3	3	0	0	0	1	0	0	1	1	1	10
Restroom Requests	2016-2017	15	49	35	47	43	25	32	5	35	31	32	31	380
Spot Clean-up	2016-2017	129	115	96	95	121	126	68	120	126	105	110	110	1321
Street Furniture Cleaned-News Racks	2016-2017	318	355	293	316	342	335	300	292	346	283	318	318	3816
Street Furniture/Trash Receptacles Cleaned	2016-2017	571	641	567	499	537	454	458	399	585	493	520	518	6242
Trash (Bags Collected)	2016-2017	140	141	390	277	291	272	343	275	371	245	274	262	3281
Tree Wells Weeded	2016-2017	71	96	110	216	447	340	140	419	583	358	278	70	3128
Trim Trees	2016-2017	19	30	35	23	6	4	6	25	13	36	20	15	232
Weed Abatement (sites)	2016-2017	26	22	30	17	7	13	6	25	13	36	20	21	236





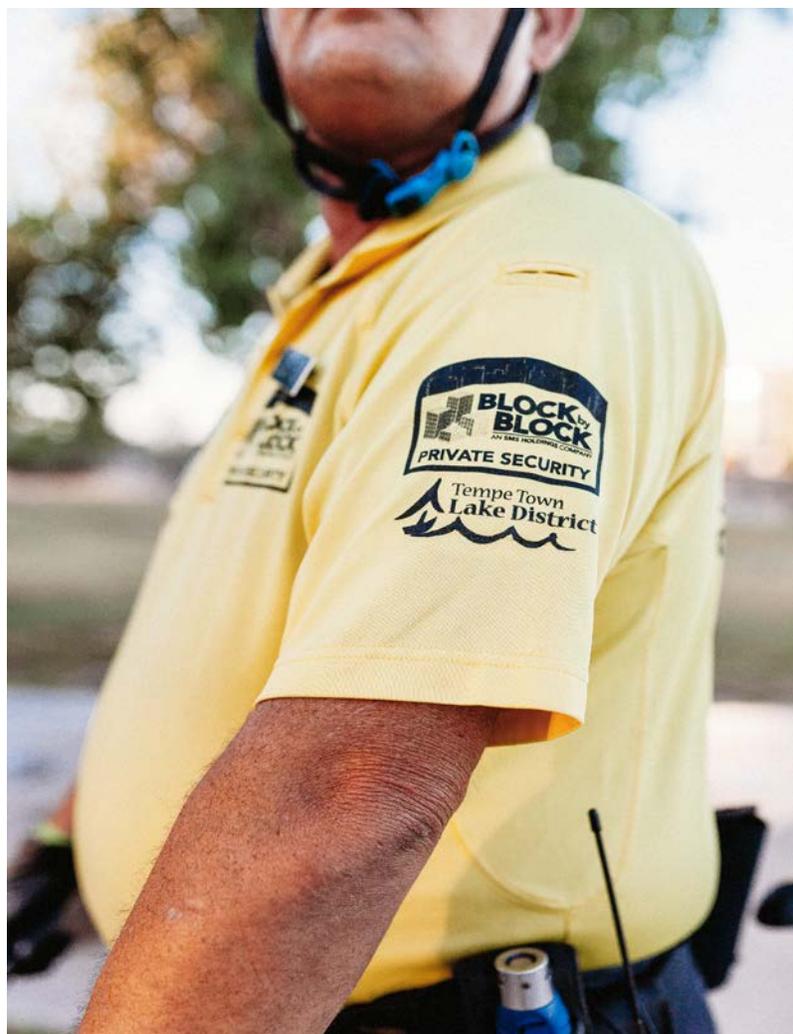
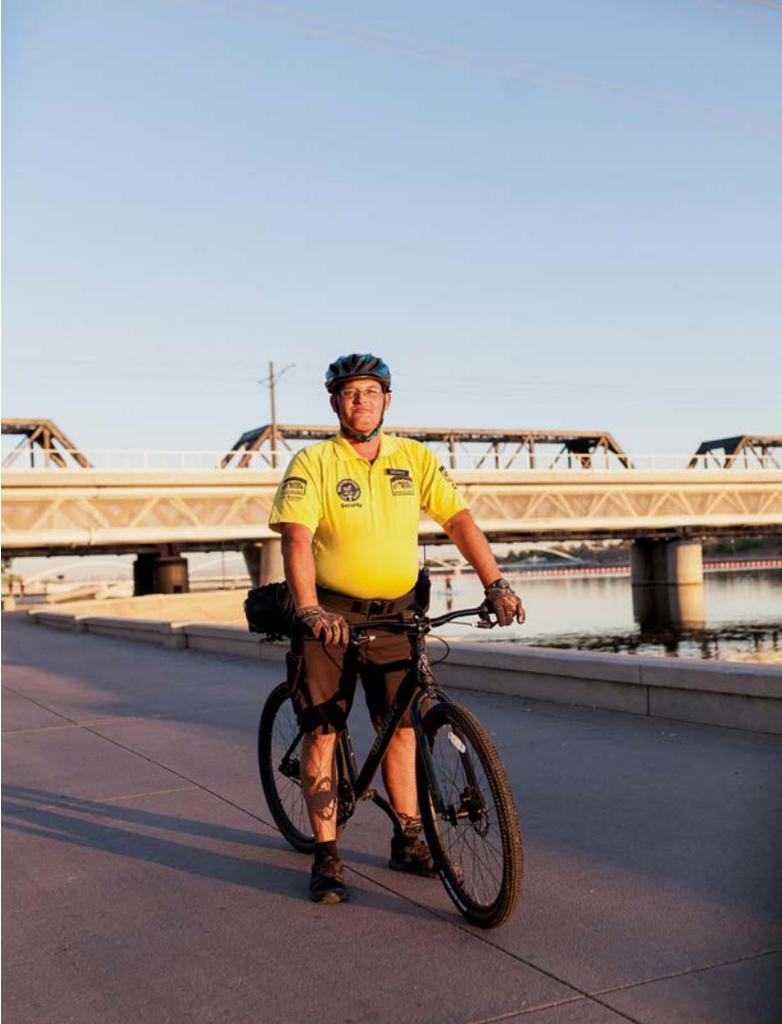
ANNUAL TRACKING

SAFE-T-PATROL | 2016-2017

Business Contacts	2016-2017	498	480	380	405	137	62	96	42	102	37	223	286	2748
Calls For Service	2016-2017	11	9	14	16	22	13	20	16	21	13	16	15	186
DTA Aggressive Solicitation	2016-2017	1	2	2	1	6	1	3	4	9	10	4	6	49
DTA Disorderly Conduct	2016-2017	2	1	6	8	2	5	5	6	15	0	5	4	59
DTA Downtown Code Violation	2016-2017	75	58	50	53	134	65	120	178	177	148	105	47	1210
DTA Homeless/Loiterer/Panhandler	2016-2017	520	559	498	539	397	196	279	260	290	200	374	243	4355
DTA Incident Report	2016-2017	69	73	68	50	55	47	79	78	63	46	63	40	731
DTA Intoxicated Person	2016-2017	11	14	7	4	16	13	19	39	38	15	18	11	205
DTA Lost/Found Property	2016-2017	4	2	1	1	2	1	5	6	6	3	3	3	37
DTA Medical	2016-2017	1	4	4	0	1	2	3	3	3	4	3	4	32
DTA Personal Safety Escort	2016-2017	3	2	0	1	3	1	3	0	0	0	2	3	18
DTA Property COT/DTC Notified	2016-2017	1	1	1	2	1	0	0	2	3	2	2	3	18
DTA Riding Bike/Skateboard Sidewalk	2016-2017	999	758	889	813	487	110	172	284	236	333	508	327	5916
DTA Social Service Outreach	2016-2017	410	349	279	252	269	170	173	142	143	96	228	134	2645
DTA Suspicious Person/ Veh/ Situation	2016-2017	4	4	2	1	1	0	11	11	12	13	6	6	71
DTA-Hospitality Contact	2016-2017	1417	1538	1385	1123	967	840	677	728	656	391	972	592	11286
DTA Motorist Assist	2016-2017	1	6	2	1	1	1	4	3	5	2	3	3	32
Noise Complaints (Amplified Sound)	2016-2017	0	1	0	1	0	0	0	1	0	1	1	1	6
Restroom Requests	2016-2017	61	85	73	84	45	11	14	37	13	13	44	36	516

LAKE PATROL | 2016-2017

DTA Boating Code-Checks	2016-2017	165	114	128	116	83	70	52	84	90	106	100	119	1227
DTA Boating-Violation	2016-2017	44	40	62	31	24	17	23	22	23	26	31	39	382
DTA Disorderly Conduct	2016-2017	0	0	13	0	1	0	2	1	3	2	2	4	28
DTA Fishing Code Checks	2016-2017	266	228	282	182	268	377	252	279	262	308	270	239	3213
DTA Fishing Code Violations	2016-2017	76	69	87	51	42	61	40	46	39	34	55	49	649
DTA Graffiti Reported	2016-2017	28	31	50	37	41	15	16	27	20	22	29	28	344
DTA Homeless/Transient Contacts	2016-2017	429	444	509	313	216	154	236	245	367	314	323	296	3846
DTA Incident Report	2016-2017	133	187	143	132	75	96	79	164	186	117	131	81	1524
DTA Intoxicated Person	2016-2017	10	5	14	5	2	2	4	4	5	5	6	6	68
DTA Lost/Found Property	2016-2017	1	4	2	7	3	0	1	4	4	4	3	3	36
DTA Medical	2016-2017	2	3	8	2	0	0	1	1	0	0	2	3	22
DTA Park Code Violations	2016-2017	5061	2488	1646	1207	693	575	792	640	780	815	1469	1159	17325
DTA Property Condition COT Notified	2016-2017	16	9	18	30	32	20	23	33	32	32	25	24	294
DTA Social Services Outreach	2016-2017	158	127	215	87	70	59	94	93	112	101	111	102	1329
DTA Suspicious Person/Veh/Situation	2016-2017	10	6	7	2	3	2	7	4	6	6	5	6	64
DTA Unsecured Building/ Enclosure	2016-2017	3	2	3	3	1	4	4	5	4	3	3	7	42
DTA Tempe PD-Call From	2016-2017	16	10	16	13	8	7	5	10	6	11	10	9	121
DTA-Hospitality Contact	2016-2017	709	425	650	536	424	514	576	685	846	645	601	330	6941
Motorist Assist	2016-2017	9	6	3	1	1	0	3	1	3	1	3	2	33



A YEAR IN REVIEW...

GENERAL ASSISTANCE

- **Safe-T-Patrol** helped an employee at **Pitaya** jump her vehicle.
- **Safe-T-Patrol** helped an elderly woman with arthritis walking to **House of Tricks** while her husband parked their vehicle.
- **Safe-T-Patrol** removed a bee from **Lotions and Potions** for an employee who was allergic.
- **Safe-T-Patrol** helped a man safely transport his sick dog.



CRIME ASSISTANCE

- Safe-T-Patrol** assisted **Hippie Gypsy** with a suspected shoplifter until Tempe PD was able to make contact with the suspect.
- Safe-T-Patrol** intercepted a shoplifter and was able to return merchandise to Cactus Sports.
- Safe-T-Patrol** assisted Tempe PD with the arrest of a bank robbery suspect by tracking the suspect's location until the arrest was made.
- Safe-T-Patrol** assisted Tempe PD with the arrest of shoplifter from Candy Addict by positively identifying the suspect.



TESTIMONIALS

“Every interaction I’ve had with the Safe-T-Patrol has been positive. I like their presence in the evening when my friends and I are playing Pokemon Go. We just feel safer when they’re around.”

~ Tempe Beach Park Visitor

“Thank you for keeping Mill Avenue clean -- it’s greatly appreciated!”

~ Pedestrian on Mill Avenue

“I want to congratulate you on having such a great patrol in Downtown Tempe. I was looking to help a particular homeless youth, and in the process, I talked to several patrol agents and observed them while they were helping other people -- they did their job amazingly and I really appreciate that.”

~ Attorney in Downtown Tempe

“I just feel safer knowing Safe-T-Patrol is around.”

~ ASU Student

“Thanks for helping us find shelter last night!”

~ Homeless Couple

“I bring my 5 year old daughter to Tempe Beach Park often and feel much safer with the Safe-T-Patrol present.”

~ Tempe Beach Park Visitor



Nowhere else.
dt
COMMUNITY TEAM

BUS STOPPING
STANDING STOPPING
10/15/2019

Downtown Tempe Authority
310 S Mill Avenue, Suite A-201
Tempe, AZ 85281

P: 480.355.6060 | F: 480.968.7882
DowntownTempe.com

30 MINUTE PARKING
COMMERCIAL LOADING ZONE
5 AM TO 5 PM
THIS SIGNAGE IS FOR INFORMATION ONLY
T
STA
WIDENING
THIS SIGNAGE IS FOR INFORMATION ONLY

dt
DOWNTOWN TEMPE

Map showing streets, landmarks, and transit routes. Key locations include: TEMPE CENTER FOR THE ARTS, TEMPE BEACH PARK, HAYDEN FLOUR MILL, HAYDEN BUTTE 'A' MOUNTAIN, RIO SALADO PKWY, SUN DEVIL STADIUM, WELLS FARGO ARENA, SAGMAGE THEATER, ASU OLD MAIN.

Key

- LIGHTRAIL
- STATION
- PARKING
- KIOSK
- GREEN SPACE

Landmarks

- ASU OLD MAIN
- SAGMAGE THEATER

Speed

- WALKER: 4.0 MPH
- BICYCLE: 15.0 MPH
- VEHICLE: 25.0 MPH

Explore

WHERE ELSE CAN YOU HIRE A MOUNTAIN AT SUNRISE, PADDLE ACROSS AN URBAN LAKE, SIP A GLASS OF WINE ON A PATIO, ROCK OUT TO AN IMPROVISED STREET PERFORMANCE, GO ON A BICYCLING SPIEE OR WATCH A HIGH-ENERGY FOOTBALL GAME... ALL WITHIN A FEW WALKABLE BLOCKS OF EACH OTHER? NOWHERE ELSE, BUT DOWNTOWN TEMPE.

Ride On

WELCOME, PEDAL PALS AND SPOKES-PEOPLE. TO THE MOST BIKE-FRIENDLY DESTINATION IN ARIZONA! WITH MORE THAN 175 MILES OF DEDICATED BIKE PATHS STRETCHED ACROSS THE CITY, IT'S EASY TO SEE HOW DOWNTOWN TEMPE IS THE HEART OF THE REGION'S PREFERRED PLAYGROUND FOR BIKE ENTHUSIASTS.

More

SWIPEY HIT DOWNTOWNTEMPE.COM ON YOUR PHONE TO GET RESTAURANT RECOMMENDATIONS

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