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
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
HOW DOES DOWNTOWN TEMPE STAY SO CLEAN & SAFE?

- 8,544 Gum Spots Removed
- 7,984 Hours of Cleaning
- 976 Pieces of Graffiti CleaneD
- 21,344 Hours of Security
- 21,008 Hospitality Contacts
- Maintain 90 Hanging Baskets
- 19 Planters
- 12 Pots

These facts are annual. Yeah, every single year.

82% of the year is 7,984 hours removed. 1 star = 100 stickers.
29,326

HOURS SPENT CLEANING AND PATROLLING THE DISTRICT

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.
### CLEAN TEAM | 2016-2017

<table>
<thead>
<tr>
<th></th>
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<tr>
<td>Flower Maintenance - Hours</td>
<td>222</td>
<td>144</td>
<td>36</td>
<td>137</td>
<td>77</td>
<td>77</td>
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<td>Flower Watering (Fixtures)</td>
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<td>583</td>
<td>184</td>
<td>160</td>
<td>417</td>
<td>312</td>
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<td>Graffiti - Removed</td>
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<td>119</td>
<td>46</td>
<td>134</td>
<td>67</td>
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<td>Graffiti Removed - Stickers</td>
<td>148</td>
<td>123</td>
<td>152</td>
<td>65</td>
<td>95</td>
<td>128</td>
<td>84</td>
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<td>Gum Spot Removal</td>
<td>599</td>
<td>512</td>
<td>1119</td>
<td>594</td>
<td>728</td>
<td>692</td>
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<td>Hospitality Contacts</td>
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<td>199</td>
<td>159</td>
<td>197</td>
<td>260</td>
<td>255</td>
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<td>30</td>
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<td>Restroom Requests</td>
<td>15</td>
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<td>35</td>
<td>47</td>
<td>43</td>
<td>25</td>
<td>32</td>
<td>5</td>
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<td>Spot Clean-up</td>
<td>129</td>
<td>115</td>
<td>96</td>
<td>95</td>
<td>121</td>
<td>126</td>
<td>68</td>
<td>120</td>
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<td>Street Furniture Cleared - News Rocks</td>
<td>318</td>
<td>355</td>
<td>293</td>
<td>316</td>
<td>342</td>
<td>335</td>
<td>300</td>
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<td>Street Furniture/Trash Receptacles Cleaned</td>
<td>571</td>
<td>641</td>
<td>567</td>
<td>499</td>
<td>537</td>
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<td>Trash (Bags Collected)</td>
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<td>141</td>
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<td>277</td>
<td>291</td>
<td>272</td>
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<td>71</td>
<td>96</td>
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<td>Weed Abatement (sites)</td>
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<td>30</td>
<td>17</td>
<td>7</td>
<td>8</td>
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### SAFE-T-PATROL | 2016-2017

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<thead>
<tr>
<th>Category</th>
<th>Calls For Service</th>
<th>DTA Aggressive Solicitation</th>
<th>DTA Disorderly Conduct</th>
<th>DTA Downtown Code Violation</th>
<th>DTA Homeless/Loiterer/Panhandler</th>
<th>DTA Incident Report</th>
<th>DTA Intoxicated Person</th>
<th>DTA Lost/Found Property</th>
<th>DTA Medical</th>
<th>DTA Personal Safety Escort</th>
<th>DTA Property COT/DTC Notified</th>
<th>DTA Riding Bike/Skateboard Sidewalk</th>
<th>DTA Social Service Outreach</th>
<th>DTA Suspicious Person/Veh/Situation</th>
<th>DTA Hospitality Contact</th>
<th>DTA Motorist Assist</th>
<th>Noise Complaints (Amplified Sound)</th>
<th>Restroom Requests</th>
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<tr>
<td>2016-2017</td>
<td>11 9 14 16 22</td>
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<td>2 1 6 8 2</td>
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<td>520 559 498 539 397</td>
<td>69 73 68 50 55</td>
<td>11 14 7 4 16</td>
<td>4 2 1 1 2</td>
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<td>410 349 279 252 269</td>
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<td>1417 1538 1385 1123 967</td>
<td>1 6 2 1 1</td>
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<tr>
<td>2016-2017</td>
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<td>70 22 22</td>
<td>17 13 22</td>
<td>266 282 182 268 377</td>
<td>28 31 50 37 41</td>
<td>1 0 11 11</td>
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<td>1 6 2 1 1</td>
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### LAKE PATROL | 2016-2017

<table>
<thead>
<tr>
<th>Category</th>
<th>DTA Boating Code Checks</th>
<th>DTA Boating-Violation</th>
<th>DTA Disorderly Conduct</th>
<th>DTA Fishing Code Checks</th>
<th>DTA Fishing Code Violations</th>
<th>DTA Graffiti Reported</th>
<th>DTA Homeless/Transient Contacts</th>
<th>DTA Incident Report</th>
<th>DTA Intoxicated Person</th>
<th>DTA Lost/Found Property</th>
<th>DTA Medical</th>
<th>DTA Personal Safety Escort</th>
<th>DTA Property COT/DTC Notified</th>
<th>DTA Park Code Violations</th>
<th>DTA Property Condition COT Notified</th>
<th>DTA Social Services Outreach</th>
<th>DTA Suspicious Person/Veh/Situation</th>
<th>DTA Unsecured Building/Enclosure</th>
<th>DTA Tempe PD Call From</th>
<th>DTA Hospitality Contact</th>
<th>Motorist Assist</th>
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</table>
| 2016-2017                             | 165 114 128 116 83   | 70 52 84              | 90 106 100 119         | 266 282 182 268 377       | 76 69 87 51 42           | 28 31 50 37 41      | 133 167 143 132 75  | 133 167 143 132 75  | 10 5 14 5 2 7 2 4 4 5 5 6 6 6    | 1 4 2 7 3 0 1 4 4 4 3 3 2 2 2 2 | 23 50 61 148 1123  | 80 9 18 30 32 20 23 33 32 32 32 25 24 29 29 23 | 138 127 215 87 70 59 94 93 112 101 111 102 1329 | 10 6 7 2 3 2 7 4 6 6 5 6 6 6 6 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 | 16 10 16 13 8 7 5 10 6 11 10 9 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 709 425 650 536 424 514 576 685 846 645 601 330 6941 | 9 6 3 1 1 0 3 1 3 1 3 2 | 33 33 33 33 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.
“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 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