

# Tenderloin Emergency Initiative Situation Report

## Operational Period 23

5/16/22-5/22/22

*This situation report is generated every week and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Initiative (TEI). This report includes but is not limited to operations prompted by the Declaration of Emergency for drug overdoses in the Tenderloin, dated December 17, 2021.*

### EXECUTIVE SUMMARY

Efforts for Operational Period (OP) 23 focused on increasing outreach in UN Plaza to connect individuals engaging in problem behaviors to activities and services at the Tenderloin Center (TLC) and other City programs. Additional Felton Engagement Specialist Team (FEST) personnel were hired to increase capacity on weekdays, weekends, and off-hours. Shelter resources were constrained by availability this week and mostly comprised of congregate shelter, but those eligible for shelter were provided education for staying engaged with the HSH system of care. In addition to increased outreach and service offerings, SFPD increased the number of uniformed officers to enhance enforcement and mitigate harmful behaviors in UN Plaza, including performing multiple arrests in the plaza during this OP.

TEI leadership launched a public polling survey for those who live, work, volunteer, or frequent the Tenderloin to provide sentiments on changing conditions in the TEI project area and to communicate their concerns and goals for the neighborhood to the City for ongoing work. As of 5/20, the survey was available in English, Spanish, Chinese, and Filipino. Vietnamese, Arabic, Thai, and Khmer languages will be available in OP 24. In addition to disseminating the survey weblink to key TEI stakeholders, CBOs, and partners, the Equity and Community Engagement team provided the weblink to participants of 20+ listening sessions and the Tenderloin Community Benefit District provided the survey to their Block Safety Groups. The survey is expected to run through 6/10 and subsequent analysis will identify our progress in key goal areas, and inform priorities as we head into Phase III, sustained operations.

### Key Activities/Highlights:

- On 5/16, the Tenderloin Center (TLC) soft-launched the Sober Living Room, a safe and quiet space for guests exploring sobriety where they can talk to counselors from the supporting behavioral health nonprofit RAMS. During the 3-day soft launch, 36 guests visited the Sober Living Room.
- A Public Polling Survey to gauge community sentiment about changing conditions in the TEI project area was launched on 5/18 via weblink and distributed to people who live, work, volunteer, and frequent the Tenderloin.
- The Equity and Community Engagement Team held a follow-up listening session with the Downtown Investments in Arts and Culture community (formerly the District 6 Arts and Cultural Community) on 5/12.

### OPERATIONAL PROGRESS REPORTS

Weekly progress reports include the accomplishments according to the OP's objectives and new operational information related to the Tenderloin Emergency Initiative response efforts.

A joint group of City and community stakeholders established the following goal areas as the top issues to address in the Tenderloin. These goal areas track the output of City and non-City partners working on the Tenderloin Emergency Initiative but also outcomes of those efforts measured by impact in the neighborhood. To ensure that operations are directly addressing the goal areas, all objectives must link back to at least one of the following goal areas:

1. Reduce drug sales and violent crime
2. Reduce homelessness and street sleeping
3. Eliminate widespread public drug usage
4. Increase safe passage and accessibility
5. Cleaner sidewalks and streets
6. Reduce fatal and non-fatal overdoses
7. Eliminate widespread street vending
8. Increase connections to care

## OPERATIONAL PERIOD 23 (May 16 – May 22)

Objective	Goal Area Crosswalk	Tactics and Response Activities
<p>1. Perform daily joint field outreach and operations at the following priority locations on a rotating basis:</p> <ul style="list-style-type: none"> <li>a. 300, 400 Hyde</li> <li>b. 300, 400, 500, 600 Ellis</li> <li>c. 400, 500, 600, 700 Eddy</li> <li>d. UN Plaza</li> <li>e. Mission between 7th and 9th</li> <li>f. 500, 600 Minna</li> <li>g. Bill Graham (surrounding blocks)</li> <li>h. Myrtle between Polk and Larkin</li> <li>i. Jessie at 6<sup>th</sup></li> </ul>	<p>All</p>	<ul style="list-style-type: none"> <li>• Performed twice-daily Joint Field Operations Monday 5/16 through Sunday 5/22. <ul style="list-style-type: none"> <li>○ Monday morning operations started at 500 and 600 Minna, and afternoon operations started at Mission between 7<sup>th</sup> and 9<sup>th</sup></li> <li>○ Tuesday morning operations started at Myrtle between Polk and Larkin, and afternoon operations started at 500 and 600 Minna</li> <li>○ Wednesday morning operations started at Jessie at 6<sup>th</sup>, and afternoon operations started at Bill Graham</li> <li>○ Thursday morning operations started at 300 Ellis, and afternoon operations started at 500 and 600 Minna</li> <li>○ Friday morning operations started at 700 Eddy, and afternoon operations started at 300 Hyde</li> <li>○ Saturday morning operations started at 300 Hyde, and afternoon operations started at 700 Eddy</li> <li>○ Sunday morning operations started at Mission between 7<sup>th</sup> and 9<sup>th</sup>, and afternoon operations started at 300 Ellis</li> </ul> </li> <li>• Operations included SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD representatives.</li> <li>• SFPD maintained increased levels of staffing in the TEI project area, especially focusing on enforcement at UN Plaza. Throughout OP 23, SFPD performed the following enforcement actions in the priority locations: <ul style="list-style-type: none"> <li>○ One instance of arrest for drug sales on the 400 block of Hyde</li> <li>○ One instance of arrest for drug sales and another warrant arrest at Eddy and Hyde</li> <li>○ One instance of arrest for aggravated assault on the 500 block of Ellis</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>○ One instance of arrest for aggravated assault and two other warrant arrests on the 600 block of Ellis</li> <li>○ One arrest for vandalism on the 700 block of Ellis</li> <li>○ Two instances of arrest for drug sales, one arrest for vandalism, one arrest for stolen vehicle, and one violation of a stay away order on the 400 block of Eddy</li> <li>○ Three instances of warrant arrest and one arrest for possession of stolen property at UN Plaza</li> <li>○ Four instances of arrest for drug sales at 8<sup>th</sup> and Market</li> <li>○ Once instance of arrest for drug sales at 7<sup>th</sup> and Mission</li> <li>● MTA maintained enforcement activities in all priority locations. 26 citations were issued on 5/17. 86 citations were issued on 5/18. No citations were issued in UN Plaza.</li> <li>● DPW corridor staff maintained a presence in all priority locations Monday through Friday, 8 a.m. through 5 p.m., maintaining cleanliness.</li> <li>● DPW conducted the weekly power washing of the sidewalk outside of the Tenderloin Center (TLC).</li> <li>● HSH HOT Teams conducted outreach in all priority locations Monday through Friday.</li> <li>● HSOC supported TEI efforts with outreach, cleaning, and tent resolutions on the edge of the project area at Mission and 13<sup>th</sup> Street on 5/16 and within the project area at 12<sup>th</sup> Street and South Van Ness on 5/19.</li> <li>● Field outreach was performed at each priority location between 5/16 and 5/20 by DPH and DPH-affiliated community providers, including the SF AIDS Foundation fentanyl team, SF Community Health Center Project REACT, Felton Engagement Specialist Team, and Code Tenderloin.</li> </ul>
<p>2. Initiate enhanced outreach and increased enforcement measures at UN Plaza effective 5/16.</p>	<p>Reduce drug sales and violent crime</p> <p>Eliminate widespread public drug usage</p>	<ul style="list-style-type: none"> <li>● DPH increased outreach staff in UN Plaza during this OP, focusing on those in the immediate vicinity of the TLC.</li> <li>● Additional Felton Engagement Specialist Team (FEST) personnel were hired to increase capacity on weekdays, weekends, and off-hours.</li> <li>● Homeless Outreach Team staff frequented UN Plaza during OP 23 to direct people seeking shelter resources into the TLC to get housing assessments.</li> </ul>

	<p>Increase safe passage and accessibility</p> <p>Eliminate widespread street vending</p> <p>Increase connections to care</p>	<ul style="list-style-type: none"> <li>SFPD increased uniformed officer presence and increased enforcement operations in UN Plaza, resulting in multiple arrests (see above for details).</li> </ul>
<p>3. Finalize operational plan for the feasibility of physical and environmental changes at UN Plaza by 5/20.</p>	<p>Reduce drug sales and violent crime</p> <p>Eliminate widespread public drug usage</p> <p>Increase safe passage and accessibility</p> <p>Eliminate widespread street vending</p>	<ul style="list-style-type: none"> <li>TEI leadership developed an operational plan for in UN Plaza and determined that the proposed physical and environmental changes are not feasible at this time.</li> <li>The Tenderloin Emergency Initiative may revisit potential physical and environmental changes for UN Plaza during sustained operations.</li> </ul>
<p>4. Launch a sober living room at the TLC in partnership with RAMS on 5/16 and solicit guest feedback for the duration of the OP.</p>	<p>Reduce fatal and non-fatal overdoses</p> <p>Increase connections to care</p>	<ul style="list-style-type: none"> <li>The Tenderloin Center (TLC) expanded the indoor footprint and service offerings with the soft launch of a Sober Living Room in OP 23.</li> <li>The Sober Living Room is a room separate from the first-floor service area where guests exploring sobriety can spend a safe and quiet time or talk to a counselor from the supporting behavioral health nonprofit, RAMS.</li> <li>The soft launch included 3 days of operations in OP 23.</li> <li>Beginning in OP 24, the Sober Living Room will be open 7 days a week.</li> </ul>
<p>5. Implement new data collection forms at TLC on 5/16 and resolve</p>	<p>Reduce homelessness and street sleeping</p>	<ul style="list-style-type: none"> <li>The Data and Intelligence team met with the DPH data team to confirm the metrics being collected via new data collection forms at the TLC and how they will align with future data collection efforts using the QLess system.</li> </ul>

cascading challenges throughout the OP.	Eliminate widespread public drug usage  Increase connections to care	<ul style="list-style-type: none"> <li>The revised services, activities, and connections at the TLC dashboard were completed and the preview page will be published in OP 24.</li> </ul>
6. Continue transition planning to sustained operations, including compiling a final draft of operational and community engagement minimum levels of service in the new fiscal year by 5/20.	All	<ul style="list-style-type: none"> <li>Transition planning to sustained operations continued across all sections of the TEI organizational structure in OP 23.</li> <li>The Equity and Community Engagement team compiled a list of items that will be carried forward into sustained operations.</li> <li>Key departments provided anticipated minimum levels of service for the coming fiscal year and will be incorporated into sustained operations.</li> </ul>
7. Develop a timeline and staging for revisions to the "Increase Connections to Care" webpage and dashboards, including establishing a data collection process for new measures related to services at the Tenderloin Center by 5/20.	Increase connections to care	<ul style="list-style-type: none"> <li>A draft timeline for revising and publishing an updated "Increase Connections to Care for People in the Tenderloin" page with additional public dashboards was established in OP 23.</li> <li>Work to complete tasks for this revision will take place in OPs 24 and 25.</li> </ul>
8. Develop mock-up of new dashboard regarding connections to public benefits and draft website language to circulate for review by 5/20.	Increase connections to care	<ul style="list-style-type: none"> <li>This objective will be continued to OP 24.</li> </ul>
9. Develop data collection process for new	Increase connections to care	<ul style="list-style-type: none"> <li>The Data and Intelligence team continued to refine metrics related to services, activities, and connections taking place in the field that align</li> </ul>

<p>measures on the Connections to Care webpage related to health-related encounters and referrals made by street outreach teams in the Tenderloin by 5/20.</p>		<p>with metrics collected for the TLC in OP 23 and will finalize the data collection process in OP 24.</p>
<p>10. Launch the initial Public Polling Survey via email and weblink to organizations in the Tenderloin that can encourage participation from people who live, work, volunteer, or operate a business in the neighborhood by 5/18.</p>	<p>Reduce drug sales and violent crime</p> <p>Eliminate widespread public drug usage</p> <p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p>	<ul style="list-style-type: none"> <li>• The Public Polling Survey to gauge community sentiment about changing conditions in the TEI project area was launched on 5/18 via weblink and distributed to people who live, work, volunteer, and frequent the Tenderloin.</li> <li>• The Joint Information Center completed translations of the survey into the threshold languages of Spanish, Chinese, and Filipino, and translations were added to the survey on 5/19.</li> <li>• The Equity and Community Engagement team distributed the survey weblink to all registrants of 20+ listening sessions held since the start of the TEI.</li> <li>• The Tenderloin Community Benefit District also distributed the survey weblink to <a href="#">Block Safety Groups</a>.</li> <li>• The Public Polling Survey will be available in Vietnamese, Arabic, Thai, and Khmer languages in OP 24.</li> </ul>
<p>11. Confirm standard definitions for tracked connections to care activities from the field and TLC by 5/20.</p>	<p>Increase connections to care</p>	<ul style="list-style-type: none"> <li>• Work to finalize standard definitions to tracked connections to care activities from the field and TLC began in OP 23 and will continue in OP 24.</li> </ul>

## METRICS TRACKING – OPERATIONAL PERIOD 23

### OP 23 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily except weekends which may vary in time.

#### **300 Block of Hyde**

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	7	21	0	N	0	Y	N/A	Y	Y
5/17	1	15	1	N	0	Y	N/A	N	N
5/18	9	28	1	N	0	Y	N/A	N	N
5/19	14	2	0	N	0	Y	N/A	N	N
5/20	25	5	0	N	0	Y	N/A	Y	N
5/21	17	8	0	N	0	Y	N/A	Y	N
5/22	2	12	0	N	0	Y	N/A	N	Y

#### **400 Block of Hyde**

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	1	0	0	N	0	Y	N/A	N	N
5/17	0	9	0	N	0	Y	N/A	N	N
5/18	2	2	0	N	0	Y	N/A	N	N
5/19	4	1	0	N	0	Y	N/A	N	N
5/20	3	1	0	N	0	Y	N/A	N	Y
5/21	12	5	0	N	0	Y	N/A	N	N
5/22	0	5	0	N	0	Y	N/A	N	N



### 300 Block of Ellis

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	4	1	0	N	0	Y	N/A	Y	N
5/17	0	3	0	N	0	N	N/A	N	N
5/18	4	0	0	N	0	Y	N/A	Y	N
5/19	0	5	1	N	0	Y	N/A	N	N
5/20	8	3	0	N	0	Y	N/A	Y	N
5/21	10	3	2	N	0	Y	N/A	Y	N
5/22	<i>Not assessed on 5/22</i>								

### 400 Block of Ellis

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	2	2	0	N	0	Y	N/A	N	N
5/17	0	4	2	N	0	Y	N/A	Y	N
5/18	4	0	0	N	0	Y	N/A	Y	N
5/19	3	0	0	N	0	Y	N/A	N	N
5/20	15	2	0	N	0	Y	N/A	N	N
5/21	10	2	0	N	0	Y	N/A	N	N
5/22	0	3	0	N	0	Y	N/A	N	N

### 500 Block of Ellis

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	0	4	2	N	0	Y	N/A	Y	N
5/17	<i>Not assessed on 5/17</i>								
5/18	0	3	1	N	0	Y	N/A	N	N
5/19	1	1	0	N	0	Y	N/A	N	N
5/20	0	0	0	N	0	N	N/A	N	N

5/21	2	0	0	N	0	Y	N/A	N	N
5/22	0	5	0	N	0	Y	N/A	Y	N

### 600 Block of Ellis

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	4	8	3	N	0	Y	N/A	Y	N
5/17	5	50	2	N	0	Y	N/A	N	Y
5/18	8	9	2	N	0	Y	N/A	N	N
5/19	16	2	4	N	0	Y	N/A	N	N
5/20	12	3	4	N	0	Y	N/A	N	N
5/21	21	9	0	N	0	Y	N/A	Y	N
5/22	2	9	3	N	0	Y	N/A	Y	Y

### 400 Block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	1	6	0	N	0	Y	N/A	Y	Y
5/17	1	8	0	N	0	Y	N/A	Y	N
5/18	6	4	0	N	0	N	N/A	Y	N
5/19	12	6	0	N	0	Y	N/A	N	Y
5/20	8	2	0	N	0	Y	N/A	N	N
5/21	11	5	0	N	0	Y	N/A	Y	Y
5/22	5	6	0	N	0	Y	N/A	Y	N

### 500 Block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	0	0	0	N	0	Y	N	Y	N
5/17	1	3	0	N	0	Y	N	N	N

5/18	0	0	0	N	0	Y	N	Y	N
5/19	0	2	0	N	0	Y	N	N	N
5/20	3	0	0	N	0	Y	N	N	N
5/21	4	2	0	N	0	Y	N	Y	N
5/22	0	0	0	N	0	N	N	Y	N

### 600 Block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	3	6	0	N	0	Y	N	Y	N
5/17	2	6	0	N	0	Y	N	Y	N
5/18	4	6	0	N	0	Y	N	N	N
5/19	6	2	0	N	0	Y	N	N	N
5/20	10	3	0	N	0	Y	Y	N	N
5/21	8	3	0	N	0	Y	Y	N	N
5/22	2	8	0	N	0	Y	N	N	N

### 700 Block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	1	4	1	N	0	Y	N	N	N
5/17	6	25	0	N	0	Y	Y	Y	N
5/18	4	7	0	N	0	N	N	N	N
5/19	0	6	0	N	0	Y	N	N	N
5/20	9	2	0	N	0	Y	Y	N	N
5/21	5	2	0	N	0	Y	Y	N	N
5/22	2	5	0	N	0	Y	Y	N	N

## UN Plaza

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	6	11	0	N	0	Y	N/A	Y	Y
5/17	8	20	0	N	0	Y	N/A	Y	Y
5/18	<i>Not assessed on 5/18</i>								
5/19	25	8	0	N	0	Y	N/A	Y	Y
5/20	22	5	0	N	0	Y	N/A	N	N
5/21	16	6	0	N	0	Y	N/A	Y	Y
5/22	6	32	0	N	0	Y	N/A	Y	Y

## Mission between 7<sup>th</sup> and 8<sup>th</sup>

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	2	6	0	N	0	Y	N	N	N
5/17	2	11	0	N	0	Y	N	N	N
5/18	0	0	0	N	0	N	N	Y	N
5/19	10	4	0	N	0	y	N	N	N
5/20	10	2	0	N	0	Y	Y	N	N
5/21	8	2	2	N	0	Y	Y	N	N
5/22	0	12	0	N	0	Y	N	N	N

## Mission between 8<sup>th</sup> and 9<sup>th</sup>

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	4	18	0	N	0	Y	N	N	N
5/17	7	24	1	N	0	Y	Y	N	N
5/18	3	17	5	N	0	Y	N	Y	N
5/19	20	6	3	N	0	Y	Y	N	N
5/20	35	10	0	N	0	Y	Y	N	N

5/21	30	14	4	N	0	Y	Y	N	N
5/22	4	22	2	N	0	Y	Y	Y	N

### Bill Graham (surrounding blocks)

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	3	1	4	N	0	Y	N/A	Y	N
5/17	4	11	2	N	0	Y	N/A	N	N
5/18	1	10	1	N	0	Y	N/A	N	N
5/19	0	0	0	N	0	N	N/A	Y	N
5/20	5	1	0	N	0	Y	N/A	N	N
5/21	1	1	0	N	0	Y	N/A	Y	N
5/22	0	6	0	N	0	Y	N/A	N	N

### 500 Minna

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	0	0	0	N	0	Y	N/A	N	N
5/17	31	4	0	N	1	Y	N/A	N	Y
5/18	3	2	0	N	0	Y	N/A	Y	N
5/19	0	0	0	N	0	Y	N/A	N	N
5/20	5	1	0	N	0	Y	N/A	N	N
5/21	4	1	0	N	0	Y	N/A	N	N
5/22	1	4	1	N	0	Y	N/A	N	N

### 600 Minna

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	6	10	4	N	0	Y	N/A	N	N
5/17	16	15	3	N	0	Y	N/A	N	N

5/18	6	5	3	N	0	Y	N/A	Y	N
5/19	0	0	0	N	0	Y	N/A	N	N
5/20	5	2	0	N	0	Y	N/A	N	N
5/21	8	3	0	N	0	Y	N/A	Y	N
5/22	2	8	2	N	0	N	N/A	N	N

### Myrtle between Polk and Larkin

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	2	3	6	N	0	Y	N/A	N	N
5/17	6	6	6	N	1	Y	N/A	N	N
5/18	2	3	5	N	0	Y	N/A	N	N
5/19	1	3	7	N	0	Y	N/A	N	N
5/20	10	3	0	N	0	Y	N/A	N	N
5/21	3	0	6	N	0	Y	N/A	N	N
5/22	4	10	6	N	0	Y	N/A	N	N

### 6<sup>th</sup> and Jessie

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/16	2	2	7	N	0	Y	N/A	N	N
5/17	1	8	5	N	0	Y	N/A	N	N
5/18	3	0	9	N	0	Y	N/A	N	N
5/19	1	0	7	N	0	Y	N/A	N	N
5/20	5	2	0	N	0	Y	N/A	N	N
5/21	5	3	6	N	0	Y	N/A	N	N
5/22	3	8	10	N	0	Y	N/A	N	N

Note: "Problem Behaviors" are defined as a person exhibiting one or more of the following: lying down on a sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through the street without regard to traffic, no attempt at hygiene, inappropriately clothed for the weather, exposed genitalia, public hoarding, lack of awareness of surroundings, public defecation. "Drug activity" is defined as visible drug dealing or open-air

drug use. "Problem vehicles" are defined as vehicles that are either abandoned or missing major components such as windshields, doors, or major engine parts.

Dashboard links and metrics by goal area:

### **Reduce drug sales and violent crime**

Data on arrests for narcotic sales and assault/battery, the quantity of narcotics seized, and emergency calls to 911 made in the Tenderloin to report a violent crime can be found on the public dashboard: [Reducing violent crime and drug sales in the Tenderloin](#)

- Calls for service: 1,298
  - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 118
  - Priority B (crimes that just occurred where suspects may still be nearby): 328
  - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 852

### **Reduce homelessness and street sleeping**

Data on encounters with people experiencing homelessness, placements into shelter, housing assessments and placement into housing, tent counts, and calls for service regarding encampments can be found on the public dashboard: [Reducing homelessness and street sleeping in the Tenderloin](#)

### **Cleaner sidewalks and streets**

Data on requests for street cleaning and amounts of waste removed by DPW can be found on the public dashboard: [Cleaner sidewalks and streets in the Tenderloin](#)

- Public Works:
  - Number of power washings completed: 57
- Urban Alchemy:
  - Trash bags filled: 827

### **Increase safe passage and accessibility**

Data on streetlight repairs, curb and sidewalk repairs, and responses to blocked streets and sidewalks can be found on the public dashboard: [Increasing safe passage and accessibility in the Tenderloin](#)

- Urban Alchemy
  - Positive engagements: 30,189
  - Social norm interventions: 6,930
  - De-escalation interventions: 1,518
  - 911 requests: 14
  - 311 requests: 24
  - Needles collected: 1,540

### **Reduce widespread public drug use**

- Tenderloin Center
  - Total number of visits: 2,493

### **Reduce fatal and non-fatal overdoses**

Data on overdose reversals by EMS, Tenderloin Center staff, and community members, as well as the number of naloxone doses distributed to the community and accidental overdose deaths can be found on the public dashboard: [Reducing fatal and non-fatal overdoses in the Tenderloin](#)

- Number of overdose reversals:
  - Urban Alchemy: 2

### **Eliminate widespread street vending**

- Metrics TBD

### **Increased connections to care**

Data on requests, referrals, and connections to care services through the Tenderloin Center can be found on the public dashboard: [Increasing connections to care for people in the Tenderloin](#)

The data shown in the dashboard is cumulative. Data for the Operational Period is shown below.

- Street Crisis Response Team (SCRT)
  - Number of encounters: 10
- Felton Institute's Street Team (FEST)
  - Number of engagements/encounters: 612
  - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 579
- Note: Community Health Equity & Promotion and Persons Experiencing Homelessness Outreach Teams did not conduct outreach during OP 23

### Tenderloin Center:

- Dignity Services Provided:
  - Showers: 158
  - Laundry: 51
  - Hot meals: 2,625
- Referrals: 350
  - Social services: 285
  - Physical health: 33
  - Behavioral health: 32
- Linkages: 50
  - Social services: 34
  - Physical health: 9
  - Behavioral health: 7



Tenderloin Center Notes:

The TLC is an opportunity for guests to connect to shelter and housing among other services. However, data on completed connections to shelter, housing assessments, or housing is included in the goal area of "reducing homelessness and street sleeping" and is not duplicated in this goal area.

Please note that some data and definitions for the way connections to care are captured at the TLC have changed. "Dignity Services" include showers, laundry, hygiene, and food provided to guests at the TLC. "Referrals" occur when staff initiates a process for a guest to access a service off-site. This may include a service navigator helping a guest set up a primary care appointment, enroll in an employment training course, or providing information and supporting a guest to access a specific health or social service. "Linkages" occur when a guest is confirmed as having connected to a service. Connections include confirmed enrollments in a public benefit such as Medi-Cal, confirmed move-in to a housing or shelter program, or confirmed engagement in a health service following a TLC referral.