

Blocked Sidewalks *a balanced approach*

The Department of Emergency Management and Urban
Alchemy/Homeless Engagement Assistance Response Team (HEART)

Agenda

- Introductions
- DEM/DEC Overview
- UA/HEART
- Characterizing the Work
- Blocked Sidewalks Data Review
- Quarterly Reporting
- Q&A

Team Introductions

- DEM/DEC
- Urban Alchemy/HEART

Overview

- Department of Emergency Communications (DEC)

Overview

- Homeless Engagement Assistance Response Team (HEART)

HEART – Operations Highlights

- Lead with Compassion, Respect and Urgency
- HEART Services
- Tools in the Field
- Data Driven Communications and Accountability

HEART – Data Snapshot

- 1,229 – Total Incidents Received
 - 38 – Daily Average Incidents Received
- 1,174 – Total Incidents Resolved
 - 37- Daily Average Incidents Resolved

HEART – Data – 921/Blocked Sidewalks

Incidents by Police District

- Bayview: 13
- Central: 35
- Ingleside: 5
- Mission: 110
- Northern: 92
- Park: 24
- Richmond: 19
- Southern: 120
- Taraval: 10
- Tenderloin: 32

HEART IN ACTION

- Characterizing the Work

Blocked Sidewalks – Quarterly Reporting

Thank You & Q&A