

# DOWNTOWN PORTLAND CLEAN & SAFE

*Providing enhanced services to the people, places and businesses in Downtown Portland.*

Annual Report for City of Portland  
Contract dates: October 1, 2021 – September 30, 2022



# About Downtown Portland Clean & Safe

- Enhanced service district, est. 1988
- 501(c)3 nonprofit
- Independent board of directors
- Focused on **213-blocks** in Downtown Portland
- Providing enhanced safety, cleaning, retail support, and economic development
- Manage holiday lighting district

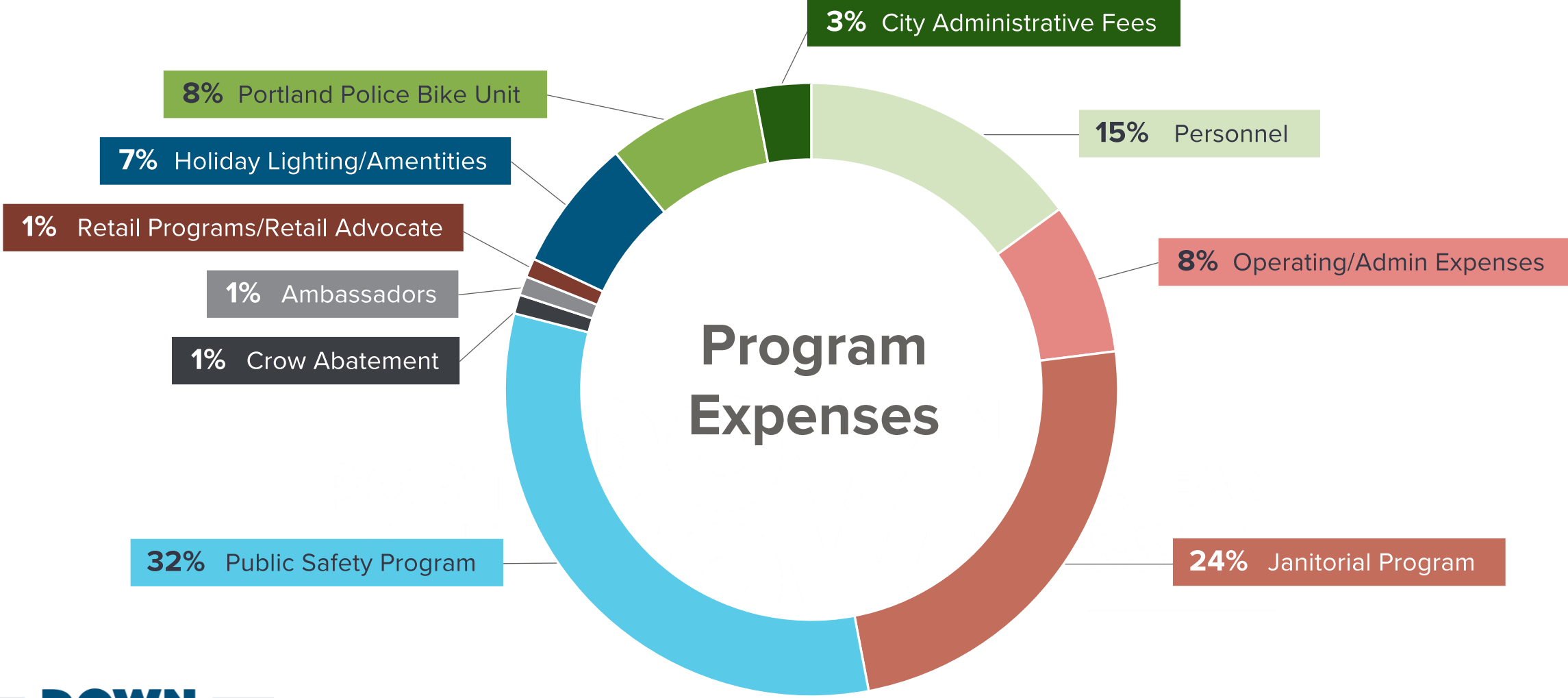


# AUDITED FINANCIALS

Fiscal Year 2021-2022

# Fiscal 2021-2022 Final, Audited Expenses

Total Revenues \$6.3M



*\*Audited financial report attached to DPCS Annual Report*  
*\*\*Portland Police Bike Unit funding phased out in 2022 budget*

# BUSINESS & COMMUNITY IMPACT

Business Support, Events and Activation

# Business Support & Development

- **Visit Downtown PDX – Program**
  - Promotes Downtown to Portlanders & suburbs
  - 74k Instagram followers
  - 120K Facebook followers
  - Much of the Marketing funded by Downtown Marketing Initiative
- **Holiday Pop-Up Shops**
  - 7 Shops, featuring 80+ small businesses
  - Priority to minority and woman owned businesses
  - Goal to move these business to leases
- **Sidewalk Ambassadors / Mobile Kiosks**
  - Provide tourism information with two mobile kiosks (6 FTE during summer, 2 FTE year-round)
  - Partners: Travel Portland, Worksystems, New Avenues for Youth
- **Downtown Retail Advocate**  
(retention & recruitment of Downtown businesses)
  - Quarterly Vacancy Reports, worked with Pop-Up Shops to move them into leases



*Holiday Pop-Up: PDX Urban Wineries, One Shop, Sixteen Local Urban Wine Makers, Hundreds of Shoppers in Directors Park.*

# Business Support & Development

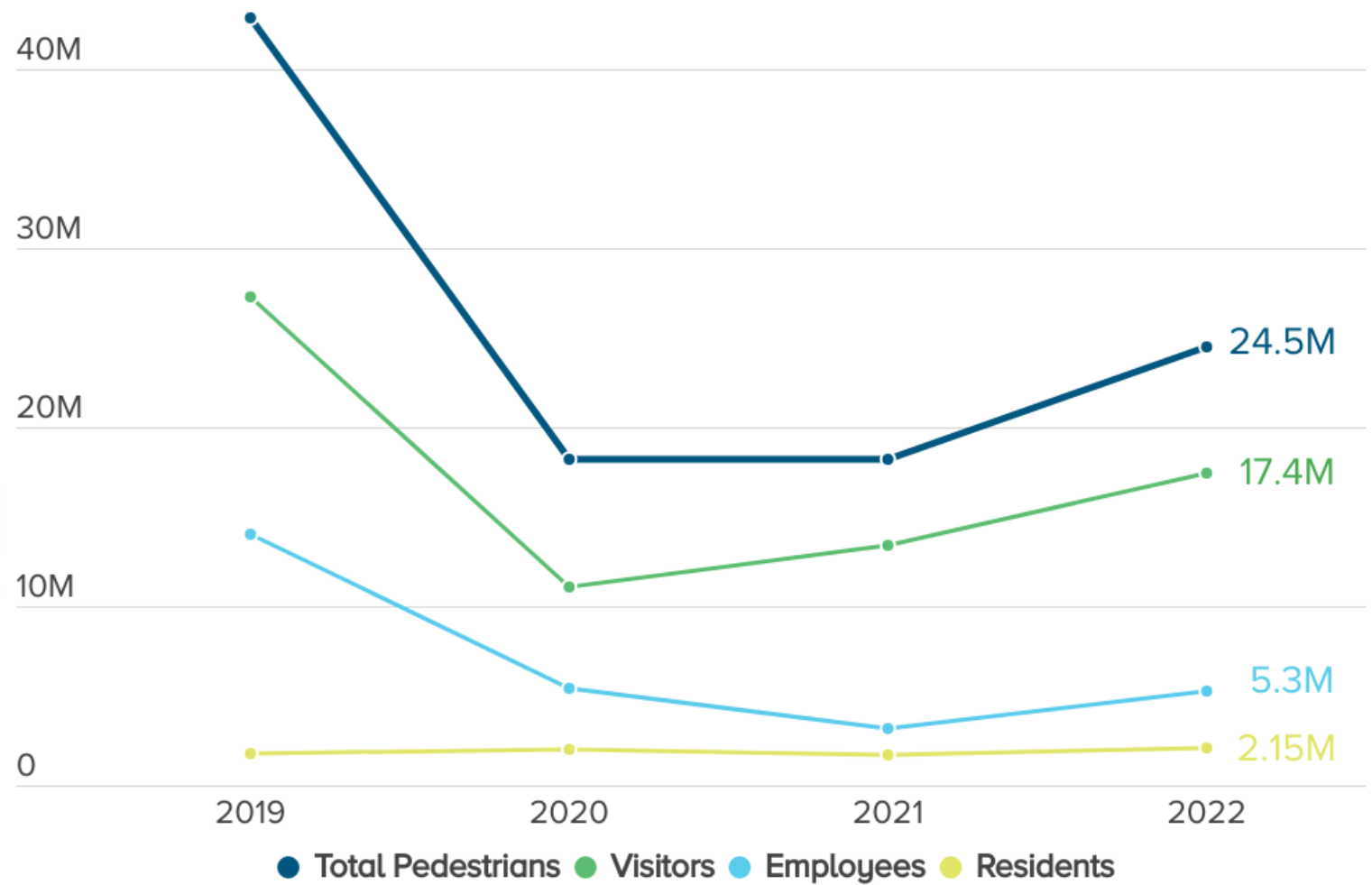
- **Annual Downtown Business Survey** – robust set of data  
[DowntownPortland.org/research-reports/business-census/](https://DowntownPortland.org/research-reports/business-census/)
- **Semi-Annual Pedestrian Counts** - now supported through Placer.ai  
[DowntownPortland.org/2022pedcounts/](https://DowntownPortland.org/2022pedcounts/)
- **Retail Vacancy Reports** – Downtown/Old Town
- **Downtown Retail Council** – support, educate, and help inform the marketing of Downtown



# 2022 Pedestrian Counts

January-December 2022

- **25.7%**  
overall increase in traffic from 2021
- **2.26M**  
visits in June, busiest month of 2022
- **60%**  
traffic recovered from pre-pandemic levels





# Project Illumination: Expanded Lighting Program

- Light 800+ Street trees in Downtown
- Over 270 Stars +
- Light installations by local artists
- Giving reasons for people to come Downtown
- Expanded this year with support from the City of Portland, PGE, TriMet, PMMI, & Parks



# PROMISES MADE, PROMISES KEPT! PROGRAM EVOLUTION

Janitorial & Public Safety Programs

Oct. 1, 2021 – Sept. 30, 2022

# Enhanced Safety Program

- New vendor for enhanced safety services
- Compliance with City's Sustainable Procurement Policies and Labor Peace
- New Dispatch Number - 503-388-3888
- New uniforms, new look, clear identity
- Reframed approach in response to community input and City of Portland contract:
  - Focus on voluntary compliance, de-escalation, trauma-informed, connection to services
  - Reduction in armed to unarmed ratio
  - Increased collaboration with City and Community services (PSR, SSCC, IRP)



# Enhanced Safety Services

- Average 1,100+ safety service calls per month (Calls into dispatch and proactive calls)
- Peak times: 7-10 a.m. and 2-6 p.m.

## Safety Program Staffing 24/7

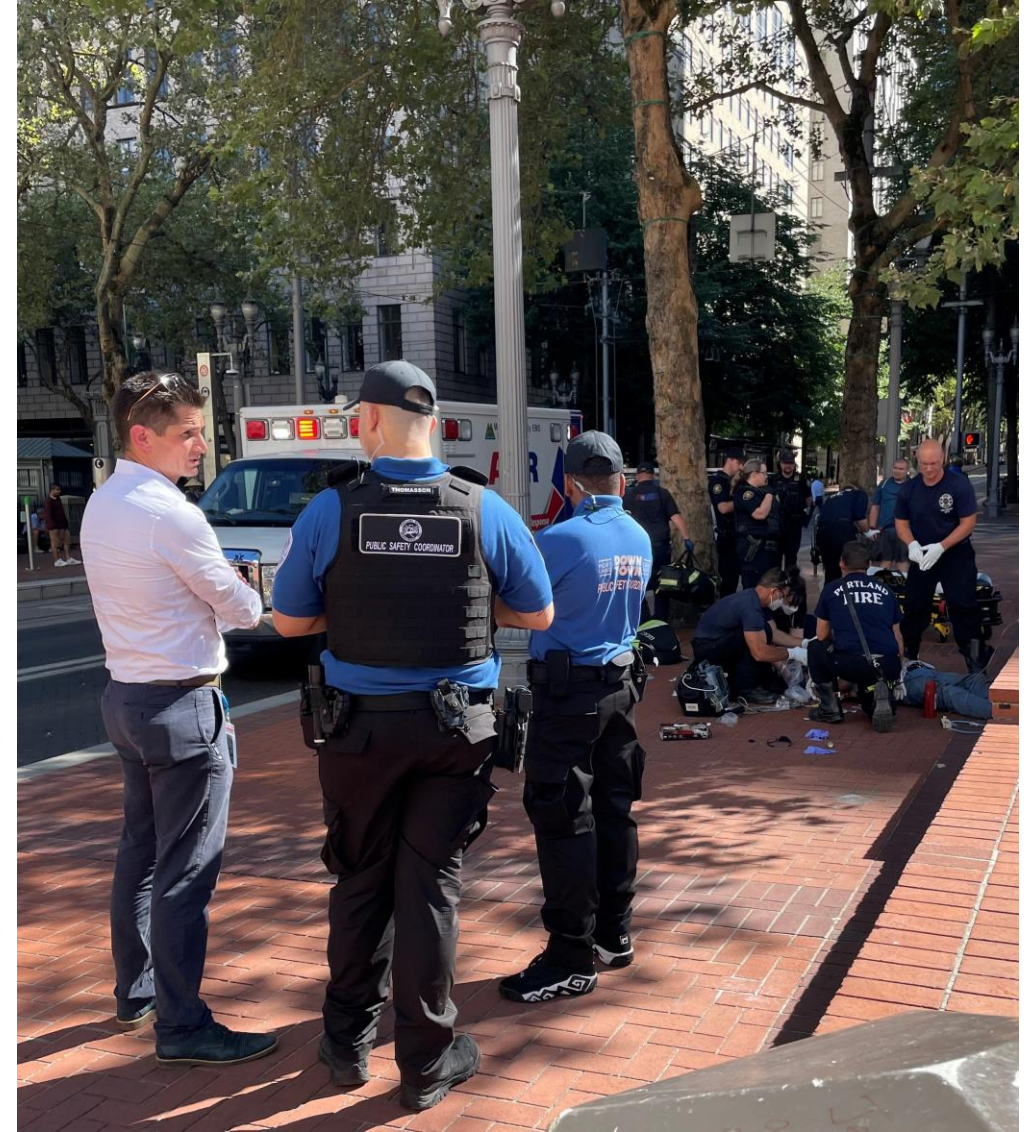
- Day or swing shift: 6:00 a.m. - 10:30 p.m. (1 Supervisor, 6 Safety Coordinators)
- Graveyard shift: 10:30 p.m. – 6:00 a.m. (1 Supervisor, 3 Safety Coordinators)
- Program Management: (1 Program Manager, 1 Site Supervisor - 24/7 on call)



# Enhanced Safety Program

## Type of Calls

- Asking people to move along (low level trespass)
- Drug use in doorways, sleeping in doorways against private property, etc.
- Welfare Check (persons distressed, overdosed, concerning behavior, deceased persons, etc.)
- Aggressive behavior, unsafe activities, crime occurred
- Business Assists and Citizen Assist
- Medical Assistance

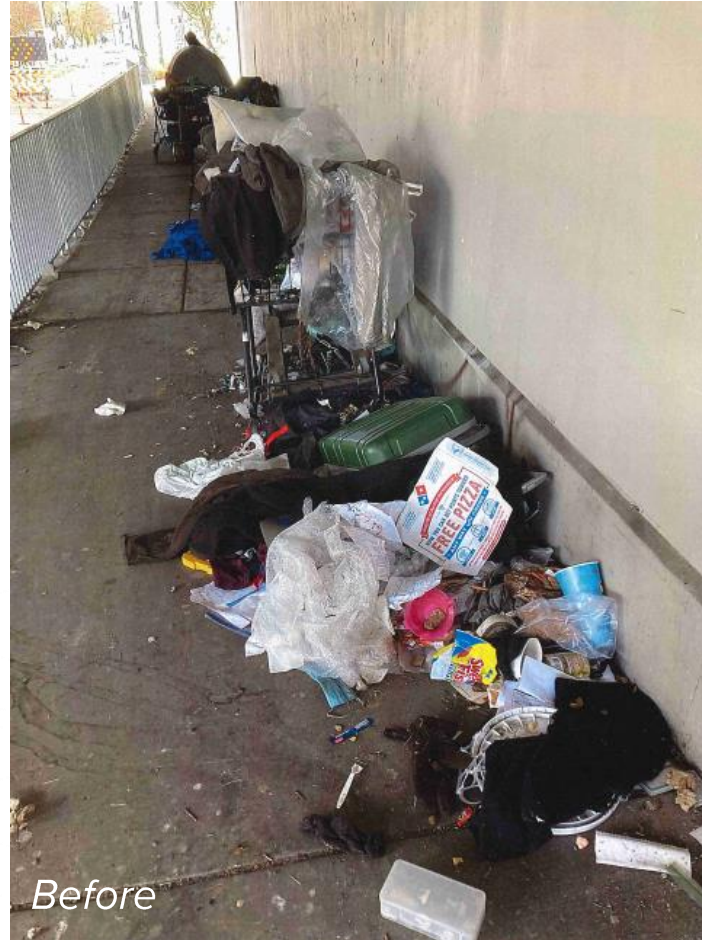


# Public Safety Program Highlights

- **17,792**  
business outreach
- **5,335**  
unwanted persons
- **3,081**  
assist community member
- **342**  
sidewalk obstruction
- **142**  
aggressive behavior
- **91**  
disorderly conduct
- **81**  
mental health assistance
- **48**  
trespass
- **42**  
medical emergency assist

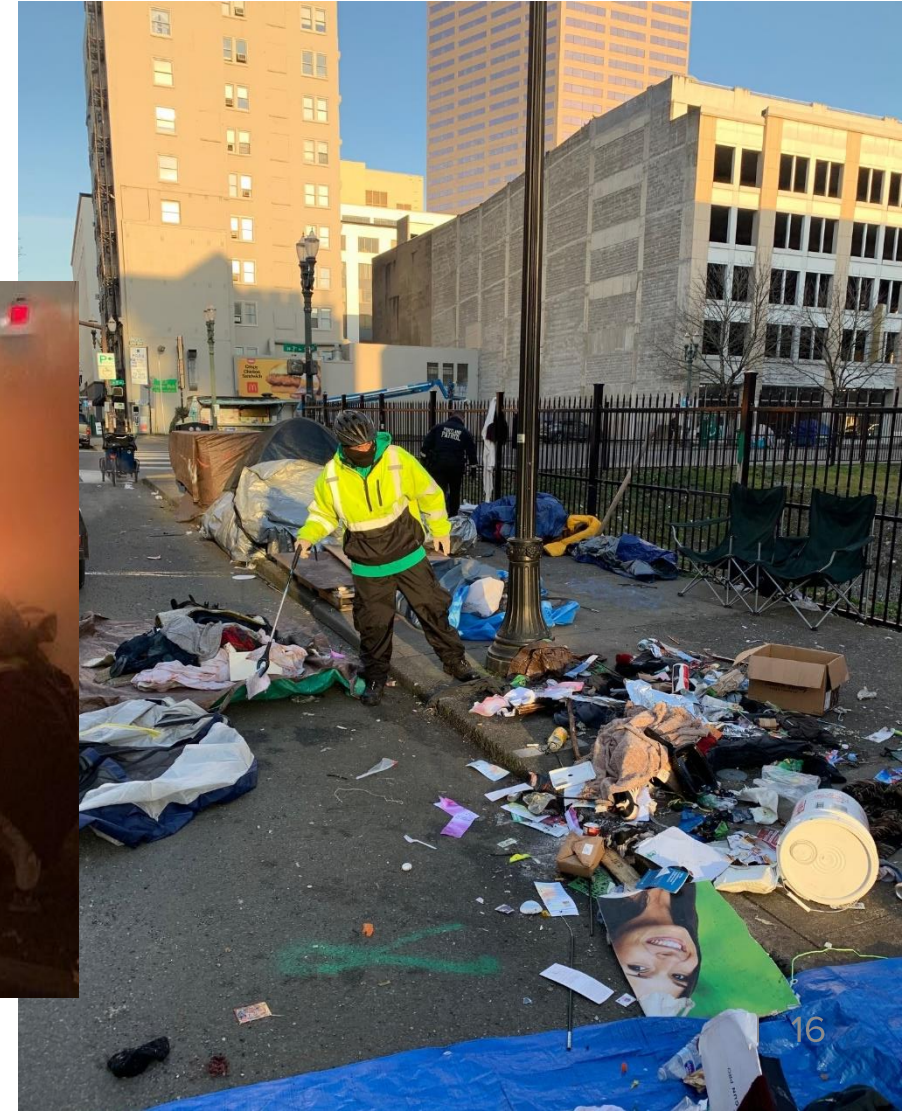
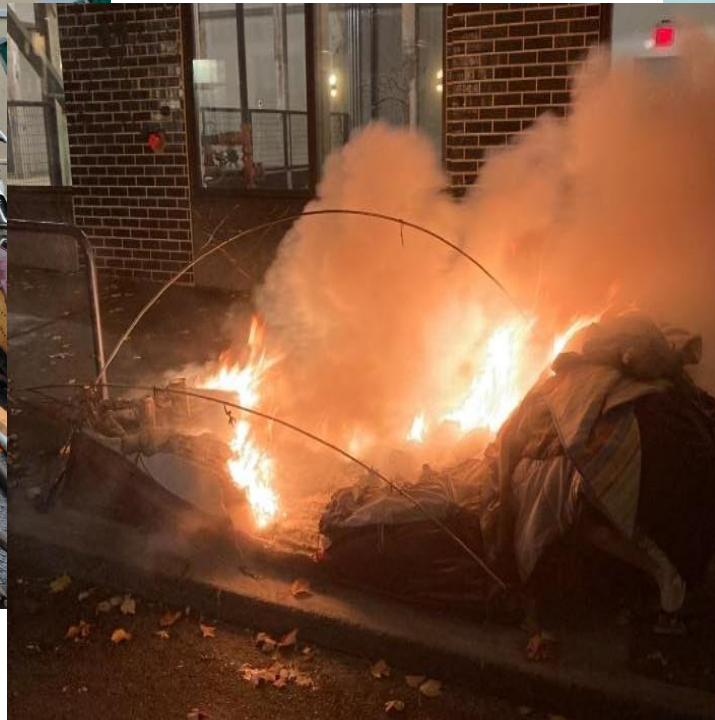
# Janitorial Program Highlights

- **75,441**  
bags of trash collected
- **35,647**  
graffiti tags removed
- **24,084**  
incidents of biohazard
- **176,962**  
needles collected



# So much more than “Enhanced Services”

*We go the extra mile for our Downtown Portland community.*





# Clean & Safe Vendors

**Bybee Lakes Hope Center**

**Central City Concern**

**Day Wireless**

**Eponic**

**GardaWorld Security Services**

**Integrated Avian Solutions**

**New Avenues for Youth**

**Portland Business Alliance**

**Tross Build and Maintenance**

**Worksystems**

Community Health Outreach Worker Program

Janitorial Program

Radio system for public safety and PPB Bike unit

Data collection and technology services

Public Safety Program

Crow Abatement Program

Street Ambassador Program

Contract management for Clean & Safe

Holiday Lighting Program

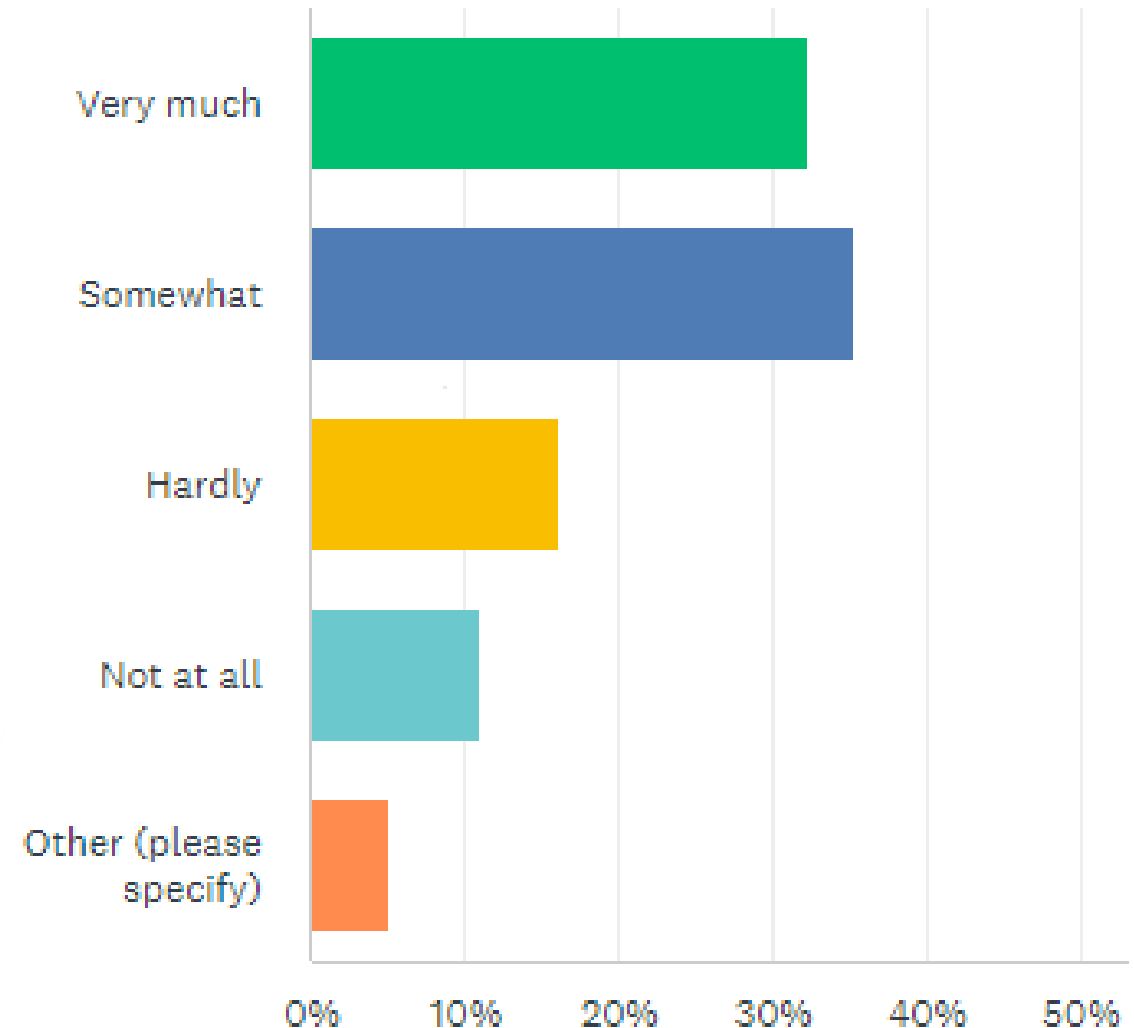
Sidewalk Ambassador Intern

# RECENT BUSINESS SENTIMENT

# Downtown Business Survey

“If you have called DPC&S for service, how satisfied were you?”

- **68% Overall**  
(Very Much + Somewhat)
- **59.3% Cleaning Services**  
(Very Much + Somewhat)
- **75% Public Safety Services - Garda**  
(Very Much + Somewhat)
- **89.8% Holiday Lights**  
(Very Much + Somewhat)



# LOOKING AHEAD

# New Programming and Services

- **New Community Health Outreach Worker Program (CHOW)** to provide direct services to our most vulnerable community members with our new vendor- Bybee Lakes Hope Center
- **24/7 Public Safety Services** to support late-day business operations and our residents
- **District-wide Security Assessment of Private Property** in partnership with PPB
- **New electric bikes/equipment** to increase cleaning response time, support vendor staff
- **Continued/improved safety programming** and support to retain our existing businesses
- **Additional Retail Marketing and Promotion** as well as business recruitment



## CLEAN & SAFE:



downtowncleansafepdx



Downtown-Portland-  
clean-safe



downtown\_cleansafe

## VISIT DOWNTOWN:



downtownportland



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downtownPDX