

- **TUNNEL CONNECTIONS TO NEW BUILDINGS?**

Q. What are the plans for the tunnels? Will unconnected sections be reconnected to new buildings?

A. We don't have specific plans. The Downtown District takes care of some of the wayfinding signs but the tunnels are operated solely by the building owners. We have seen no interest in connecting residential buildings or hotels.

Q. Tunnels are often the answer to walkability in the summer.

A. We have noted that there is a desire to reconnect new developments to the tunnel system.

- **D.P.S.G.**

- **UNIFORM IDENTITY?**
- **RESPONSIBILITIES?**
- **WHAT CAN THEY DO?**
 - **RULES OF CIVIL ENGAGEMENTS**

Q. The homeless have picked up on the uniforms/vests worn by street team members and DPSGs and they have started wearing the same type of clothing to get away with aggressive panhandling.

A. We are obligated to make them wear safety vests because they are often on the rail lines but they have a uniform that is monogrammed with the Downtown District's logo. Please look for that logo to know they are with the Downtown District.

Q. What is protocol for an emergency? What can DPSGs do? What can't they do?

A. The guides have rules of engagement. Are asked to respond to the public if there is an inquiry on how to get around downtown. They can also call HPD and others for additional help. You can approach them for emergency help, if needed. The guides' job is to provide a service for everyone. If there is someone who is not complying with civility issues they are trained to engage with them.

- **311 OR 911 CALLS**
- **HPD RESPONSE**
- **P.I.T. (PUBLIC INTOXICATION TEAM)**

Q. Can shopkeepers call 311 or a new body of people that can help with emergency situations?

A. The P.I.T. program has a team member from the sobering center and an EMT to make sure the individual in need is not in physical distress. The individuals who are picked up have every right to walk away but they can be at the sobering center up to 8 hours.

Q. How can we contact the P.I.T. team?

A. We are going to start putting a new protocol together and launch it at the beginning of the year. Phone numbers will be given out to stakeholders along with protocol on contacting the P.I.T. team.

- **SOBERING CENTER**
 - **LEAVE BEHIND CARD FOR CONTACTS**

Q. *Is the Sobering Center the Star of Hope?*

A. No, it's a new center opened by the City and where the city's Homeless Outreach Team is located.

- **NIGHTLIFE IS GREAT BUT PARKING IS AN ISSUE**
 - **24 HR METRO ON WEEKENDS**

Q. *Downtown doesn't seem to have enough affordable parking for nightlife. If no additional spaces can be found, can someone talk to METRO about extending the light rail to run 24 hours?*

A. We will take that to METRO.

- **OFF DUTY H.P.D.**
 - **JULY 2015 (3) → JAN 2016 (6-4) → JAN 2017**
 - **NEED SPECIFIC TYPE OF OFFICER**
 - **NEW HOURS**

Q. *Have there been changes to the off duty officer program?*

A. We found that to staff the program, we needed a very special kind of officer. It's about enforcement and engagement. Patrols should be neighborhood focused. In August, after running the pilot program, we went from 6 to 4 officers. However, the number of engagements went up and we are still working towards the same amount of hours. We are pushing the start time back since the Safety Guides are doing the wake ups now instead of HPD.

- **H.P.D. NEW PATROL DIVISION (170 OFFICERS)**
- **PREVIOUSLY BY SPECIAL OPERATIONS**
- **COLLABORATION WITH DPSG & OFF DUTY H.P.D.**

A. HPD: New patrol division. The creation of the downtown division came about because the officers that were down here were the special operations division and they would get pulled to cover citywide events. The downtown division has its own patrols that will not get pulled away or leave the area. They have ownership of the area. The Safety Guides also do a lot that would otherwise tie up officers. The off duty program is fantastic and it helps officers when they can identify where extra man power is needed in specific problem areas.

- **ADDRESS THE CIVILITY ORDINANCE**
- **HOMELESS SLEEPING ON SIDEWALKS IS A SERIOUS PROBLEM FOR RESIDENTS**
- **CANNOT CRIMINALIZE HOMELESSNESS**

Q. *Civility ordinance needs to be addressed by the council. We commend the city for what it's done so far but it's time to review that again and compare to other cities of the same size. It's a problem for the people that live in downtown. We want to walk around at night.*

A. Anyone can sleep on the sidewalks from 11:00 p.m. to 7:00 a.m. What CM Gallegos was told was that if there was not a civility ordinance in place the homeless would get arrested, spend the night in jail, be released the next day and then do the same thing all over again each night. This would be a waste of HPD man power. A group of individuals also comes to city hall and claims that by taking away the ordinance, we would make homelessness a crime and it's not the case. We need the ordinance and are trying to provide homes for all of them through the

Mayor's office of homelessness. We will be going to Haven for Hope in San Antonio to see what they are doing and what we can do that is similar to their programs.

- **HOMELESS SITUATION HAS NOT IMPROVED IN FOUR YEARS**
- **OVERCOMING PERCEPTION PROBLEMS**
 - **KUSH IN PARKS**

Q. I have not seen the homeless situation get any better in the last 4 years that I have sold real estate downtown. Please give details as to why we are not seeing the reductions in the street population if you claim overall homelessness in downtown has gone down?

A. One problem we have seen rise in the last few years is homeless and other street people congregate around the smoking of kush and we have passed an ordinance that makes it illegal to smoke kush in public places. The challenge then becomes that those people just move along to another place.

Q. The homeless often don't like staying in shelter, is there any type of clean up of the streets that can be done so that it's more appealing to them to stay in a shelter than to come back out?

A. There have been clean up efforts to make sure the homeless don't come back to their same spots but within a few months it's just as bad. We can clean up and take away their belongings from underpasses but it has not proven to be successful since they will just find new spots. Street people are also a big issue. Some have mental illnesses. Some just choose to be on the street even though they have a home and the new downtown patrol will take care of those individuals.

- **PREMISE NOT TO CRIMINALIZE VAGRANCY**
- **MODIFY SLEEPING ORDINANCE TO ALIGN WITH NO SMOKING / 25' ORDINANCE**

Q. I disagree with the premise that homelessness should not be criminalized. As a resident, I believe it should be against the law for the homeless to sleep out on the street.

A. HPD has a framework that would not work if every officer is out arresting homeless and writing them citations for sleeping on the street. It would not deter them from coming back and sleeping on the streets and officers would always be tied up with those individuals.

A. Another short-term solution would be to pass an ordinance that says they are able to sleep only where smoking is allowed. This would bar them from sleeping near doors and entryways or public places.

- **PANHANDLING IS MORE OF A PROBLEM THAN SLEEPING ON THE SIDEWALK**
 - **713-884-3131**
 - **THURSDAY / 10:00 A.M. - JOINT COUNCIL COMMITTEE MEETING ON REG. AFFAIRS AND SECURITY**

Q. The homeless that are sleeping on the streets are one thing, and I can go around them, but is anything being done about aggressive panhandlers?

A. Yes, those are the individuals the downtown division wants to address and get out of the CBD. There is a non-emergency phone number residents can call. We also already have an aggressive panhandling ordinance.

- **20 YEAR RESIDENT - THANKS FOR THE GREAT IMPROVEMENTS**
- **WHAT IS LIFE LIKE AFTER THE SUPER BOWL?**

- **NEW RESIDENTS, NEW HOTELS, MORE CONVENTION BOOKINGS**
- **ADDING MORE DPSGs FOR FUTURE RESIDENTS**

Q. For businesses and residents there is a concern about what will happen after Super Bowl LI? Will it be the same mess that happened 10 years ago? Will downtown become a dumping ground?

A. After we host Super Bowl LI events we plan on going back to business as usual and the convention bureau has done a great job so far of attracting more meetings that will promote downtown as a destination even after the Super Bowl is gone. Since life goes on, all of the downtown entities will be making the effort to promote the CBD positively. We will also be adding more safety guides and deploying them for after the Super Bowl.

- **ENFORCEMENT OF NOISE ORDINANCE**
 - **CLUB MUSIC AND CONSTRUCTION**
 - **2:15 SIDEWALK CLEANING**
 - **LIVE BAR SIRENS**
- **ADD BURDEN TO SERVICE PROVIDERS FOR CLEAN UP ACCOUNTABILITY FOR CLUBS MAKING NOISE**

Q. Concern about noise regulation at night clubs and downtown buildings. Is anyone enforcing them?

A. Yes, some of the HPD officers have addressed them recently.

Q. Was the late night jack hammering at the Rice really for 4G LTE in preparation for the Super Bowl? Can something be done to regulate that?

A. They are now supposed to be working only on the weekends and during the day time since this concern was brought up to HPD recently. And HPD did speak to bar owners about their noise levels recently as well.

Q. The street team does a great job but places that give the homeless food, such as The Beacon, should be held more accountable for cleanup.

A. Noted.

- **SIDEWALK MAINTENANCE**
 - **ADJACENT PROPERTY OWNERS**
- **SIDEWALK CAFÉ ENCROACHMENTS**
 - **6' CLEARANCE**

Q. Who is responsible for sidewalks? Some sidewalks have been taken over by bar patios and cafes and this is breaking down the ability to walk down the streets.

A. Per the City, the maintenance of the sidewalks is the responsibility of the adjacent business. There should be a minimum of 6 feet of clearance for people to be able to walk. If these regulations are not met, the City can talk to those establishments about having to meet those codes.