

# Result: A vibrant community for all



Result

In a vibrant community, residents connect and engage with each other. They feel proud to live in the Tenderloin and are invested in neighborhood improvement. The economy is thriving, with successful businesses, quality job training and opportunities for residents. The sidewalks, streets, and parks are safe, clean, and inviting, creating a physical environment that allows social connection to flourish and encourages outdoor physical activity. Above all, Tenderloin communities have a sense of self-determination and are able to exercise their voice and have control over what happens in, and to, their own neighborhood.

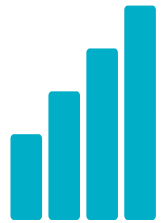
## Forces for change

- % of news stories about the TL that convey a positive message
- % of City policies/decisions that positively impact the neighborhood
- % of residents who report positive experiences living in the TL
- % of small businesses reporting they are confident in the business's future
- % of residents that feel like they have opportunities to improve their economic circumstances (if they wanted to)
- % of sidewalks rated clean/very clean

**Result:**  
A vibrant  
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## Forces against change

- # of tents on the sidewalk
- Violent crime rate
- Unemployment rate



Indicators



Agency-Wide  
Performance  
Measures

% of TLCBD program participants who report feeling a sense of power/agency over what happens in the TL

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% of City decisions/policies affecting the TL that fully engage the TL community before implementation

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% of residents, business owners, and property owners satisfied with TLCBD's services/support








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# of community events TLCBD is engaged in

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# of TL residents, businesses, and property owners TLCBD has engaged

# Program Performance Measures

🕒 = Time-limited measure

★ = Measures with both strong communication power AND the potential to support quality improvement efforts

Focus Area	How much did we do?   How well did we do it?	Is anyone better off?
 <p>Clean</p>	<ul style="list-style-type: none"> <li>• # of code browns reported to 3-1-1 ★</li> <li>• % of blocks rated clean/very clean ★</li> <li>• # of blocks scheduled for pressure washing</li> <li>• % of contractor pressure wash goals met</li> <li>• % of contractor zones swept 3x</li> <li>• % of contractor staffing goals met</li> <li>• % of contractor truck goals met</li> </ul>	<ul style="list-style-type: none"> <li>• # of collaborative cleaning efforts in the neighborhood ★</li> </ul>
 <p>Safe</p>	<ul style="list-style-type: none"> <li>• % of pedestrian safety / safe passage shifts covered</li> <li>• % of planned safety trainings delivered</li> <li>• # of work shifts supporting safe walking and street crossing in the TL</li> <li>• % of seniors and children who engage in safe crossing behaviors</li> </ul>	<ul style="list-style-type: none"> <li>• # of pedestrian injuries and fatalities occurring during TLCBD shifts ★</li> <li>• % of residents reporting they feel safe/very safe walking in the TL ★</li> </ul>
 <p>Neighborhood Pride</p>	<ul style="list-style-type: none"> <li>• #/% of TL blocks with a Block Safety Group ★</li> </ul>	<ul style="list-style-type: none"> <li>• % of TL blocks that are actively engaged in the community ★</li> <li>• # of self-initiated Block Safety Group activations/events ★</li> <li>• % of Block Safety Group members who report feeling connected with the neighbors</li> <li>• % of Block Safety Groups with improved engagement scores (or maintained score of 5)</li> </ul>
 <p>Inviting Space</p>	<ul style="list-style-type: none"> <li>• # of public space improvements completed in the TL ★</li> <li>• % of days per month with at least one TLCBD-hosted event in a TL park</li> </ul>	<ul style="list-style-type: none"> <li>• % of park users who report repeat TL park visits</li> </ul>
 <p>Camera Network</p>	<ul style="list-style-type: none"> <li>• # of cameras installed to promote neighborhood safety ★</li> <li>• % of video requests completed within 24 hours ★</li> <li>• % of property owners approached who agree to camera installation</li> </ul>	<ul style="list-style-type: none"> <li>• Violent crime rate in areas with cameras</li> </ul>
 <p>Economic Opportunity</p>	<ul style="list-style-type: none"> <li>• % of TL residents served who get connected to an education, internship, or employment opportunity</li> <li>• % of businesses offered support during COVID-19 crisis that are connected to a resource for sustainability 🕒</li> </ul>	<ul style="list-style-type: none"> <li>• % of TL residents served who secure and education, internship, or employment opportunity ★</li> <li>• % of businesses receiving TLCBD support during COVID-19 that are still in operation 🕒</li> </ul>
 <p>Communications</p>	<ul style="list-style-type: none"> <li>• % of communications resulting in engagement</li> <li>• # of media stories told about the TL, influenced by the work of TLCBD</li> <li>• % of positions that garner media/community attention</li> <li>• % of programs being communicated about</li> </ul>	<ul style="list-style-type: none"> <li>• # of issues where TLCBD expresses a position</li> </ul>