



## PRESS RELEASE

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### THE DOWNTOWN SAN DIEGO PARTNERSHIP CLEAN & SAFE PROGRAM LAUNCHES NEW APP IN CELEBRATION OF MAJOR COMMUNITY IMPACT MILESTONES

*New Technology Allows Community Members to Help Solve Non-Emergency Maintenance and Safety Concerns in Downtown with Ease*

**SAN DIEGO – Nov. 30** – The Downtown San Diego Partnership Clean & Safe program has made it easier than ever for residents, visitors, businesses, and property owners to help resolve non-emergency maintenance and safety concerns in Downtown through the new Clean & Safe app.

Available via smart phones, the app easily connects community-generated service requests for issues such as graffiti removal, trash removal, power washing, security checks, safe walk services, tree trimming, and more directly to the Clean & Safe ambassadors who will be mobilized to address them. Enhanced maintenance and safety services like those submitted through the app are available 24/7, 365 days a year to ensure Downtown neighborhoods are clean, safe, and thriving.

"One of the things we hear most often from community members is that they want more ways to connect with our team to improve our urban neighborhoods and resolve challenges," said Alonso Vivas, Senior Vice President and Executive Director of the Downtown San Diego Partnership Clean & Safe program. "Through the Clean & Safe app, we're excited to provide an easy way to do just that and address the issues that matter most to our community. Just download the app, snap a photo, describe your issue, submit, and someone from our talented team will be on our way to take care of it – it's that easy."

Key features include records of requests so users can stay updated on status and know when their item has been completed, data reporting to help identify hot spots and allocate resources where they are needed most across the 275 blocks within the Property and Business Improvement District where Clean & Safe operates, and GPS location to quickly pinpoint the precise area in need.

In beta launches of the app, the average response time between receiving a service request and the request being completed was one hour. For community requests that do not fall within the Clean & Safe

program's enhanced services or service area, the app will easily refer those requests to the appropriate department within the City.

The Clean & Safe program is launching the app's increased connectivity to the community as it celebrates major milestones benefiting Downtown's urban neighborhoods including:

- Clean & Safe's Family Reunification Program has reconnected more than 3,000 unhoused individuals with their support systems throughout the country since the program launched in 2017.
- The Clean & Safe program completed the rollout of an innovative trash can pilot program to address the deterioration and design deficiencies of the existing trash cans in six Downtown neighborhoods. Downtown San Diego is the first place in the world to debut this new type of tamper-proof trash can.
- Grow Urban, Downtown's tree planting initiative committed to replacing all of Downtown's missing street trees, has replaced all the missing trees identified in its original 2019 assessment and more, adding 160 trees to Downtown's urban canopy in 2022 and 415 total trees for the program.

The Downtown Partnership Clean & Safe program provides enhanced maintenance, safety, beautification, and unhoused care services on behalf of those who live, work, and play within the 275 blocks and six neighborhoods that make up the Downtown Property and Business Improvement District.

The Clean & Safe app can be downloaded in the [Apple App Store](#) and on [Google Play](#).

To learn more about the Downtown Partnership Clean & Safe program, visit [downtownsandiego.org](http://downtownsandiego.org).

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*The **Downtown San Diego Partnership** is a nonprofit organization that serves as the principal voice and driving force behind the economic and cultural prosperity of Downtown San Diego through membership, advocacy and public services. It also serves as the managing organization for several special districts including the Clean & Safe program that provides essential public services in the 275 blocks of Downtown. For more information, visit [downtownsandiego.org](http://downtownsandiego.org).*