

# (d)2. BEAUTIFYSJ ENCAMPMENT SERVICES STATUS REPORT

SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE— SEPTEMBER 1, 2022



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# BeautifySJ Encampment Management System

- Key Objectives
- Project Approach
- Process Flow
- Priority Features
- Next Steps

# Key Objectives



## Intake Encampment Management Requests

Allow residents, Council, City Staff, and partners to submit requests related to homeless encampments



## Coordinate Work & Provide Services

System converts requests for appropriate City teams to deploy resources



## Reporting & Analytics

System captures performance, customer service, and continuous improvement metrics

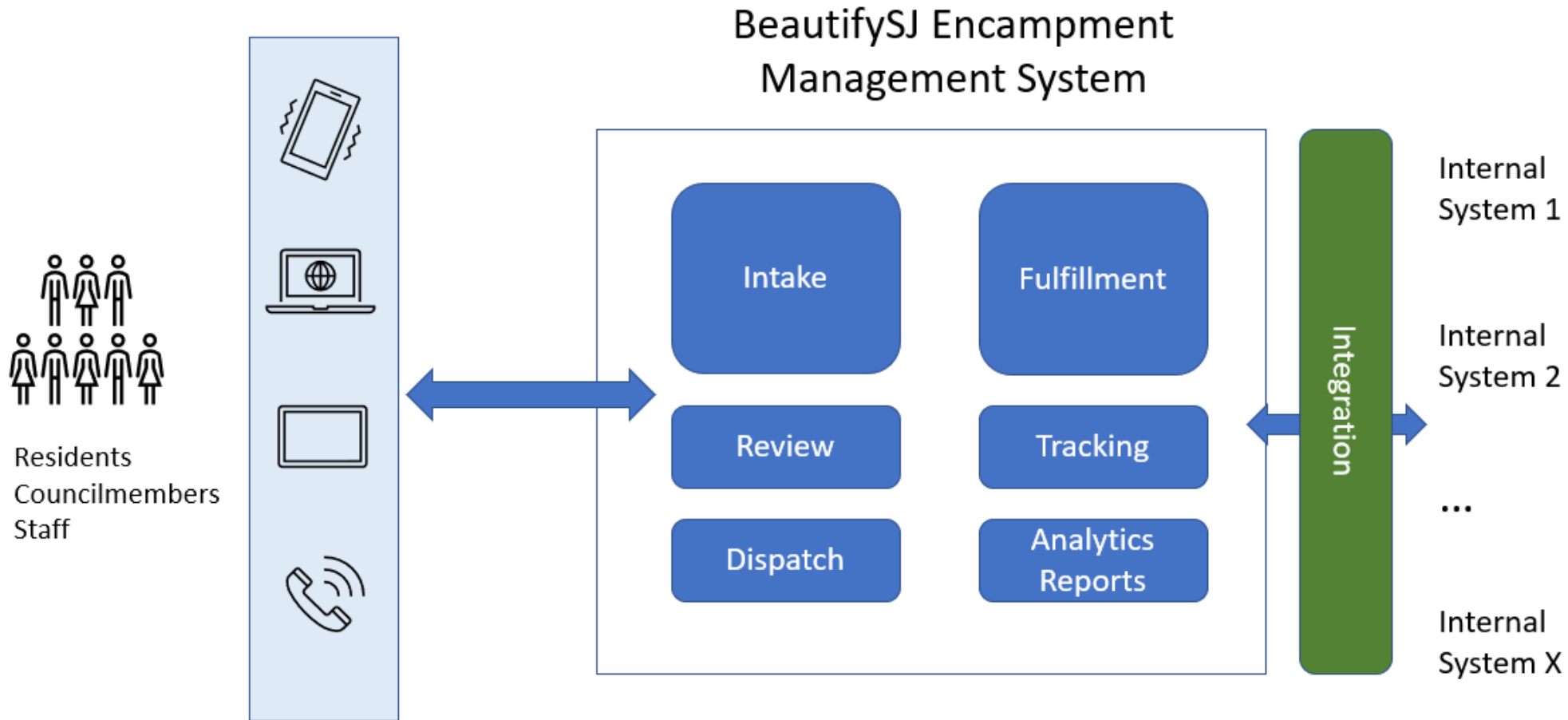




# Project Approach

- ☐ Cross-departmental effort
- ☐ SJ311 gateway to submit requests
- ☐ Procure specialized management system
- ☐ Follow-through + follow-up with residents by communicating status
- ☐ Some funding has been allocated for initial work

# Process Flow



# Priority Features

## Initial Priorities (by end of FY 2022-2023)

- Process service requests via SJ311
- Encampment management system procured and core features
- Support encampment trash programs and engagement services
- Integrations with departmental work and information systems

## Long-Term Priorities

- Add additional intake channels such as social media and partners
- New features based on priority pain points from early use
- Outreach services for the unhoused
- Integrate with Vehicle Blight Data and encampment visual assessments

# System Complexity

- No management system found with all features
- Exceptional coordination required among departments, contractors, services partners
- Customized system matches need best → Maintenance impacts
- Capacity and resource to be addressed in project plan with procurement

# Next Steps

What we'll work on until the next update

**01 Executive Committee + Core Team | Weekly Project Cadence | Interim Solutions**

**02 Procurement, Budget, Contract Award, & Implementation**

**03 Design Review and Feedback**

**04 Path to Go Live**



# Thank you

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**Dhruv Hemmady (ITD)**

**Khaled Tawfik (ITD)**

**Olympia Williams (PRNS)**

**Ragan Henninger (Housing)**