With a focus on hospitality and safety solutions, the Downtown Public Safety Guides offer a visible on-street presence serving as additional eyes and ears for Downtown. They strive to offer a professional relationship with all local law enforcement and social service agencies, business and property owners, private building security companies and City entities. The Guides patrol daily focusing on the busiest pedestrian areas and also providing extra support for special events. Through consistent coverage, they focus on:

- Deterring crime by reporting problems to the proper authorities
- Discouraging aggressive panhandling
- Assisting the homeless population in distress by connecting them with social services
- Providing on-street concierge services, such as assisting visitors, residents and workers with maps, directions and information on where to go, what to do and how to get there

Feel free to approach any of the Downtown Public Safety Guides for assistance, information or directions.

The Downtown District Clean & Safe Program strives to make sure Downtown Houston is a vibrant, friendly and inviting community. The highly visible teams of safety guides and maintenance professionals provide daily services making Downtown one of the safest and cleanest neighborhoods in the city.

The Downtown District and Houston Police Department (HPD) have partnered to coordinate an Off-Duty Officer Program which operates 7-days-a-week and responds to civility and non-emergency issues. Participating officers also respond in support of 9-1-1 emergency situations.
BIKE AMBASSADORS

Our Downtown Bike Ambassadors serve as an extension of the Downtown Public Safety Guide Program. Ambassadors are set-up in high traffic areas throughout Downtown and are often present at large Downtown events. They provide on-the-go concierge services answering frequently asked questions, directing people where to go and offering suggestions on what to do. They also distribute Downtown materials such as the ever-popular Downtown Above & Below Map, Downtown Magazine, METRORail Map and other pertinent visitor information.

DOWNTOWN STREET TEAMS

The Street Team is responsible for maintaining the appearance of pedestrian areas, cleaning sidewalks and tending to landscaping throughout Downtown’s public spaces. Additional services include:

- Daily litter pick-up
- Sidewalk sweeper operation
- Ongoing care and maintenance for Main Street Square and Market Square Park
- Subscription curbside trash pick-up program
- Maintenance of public trash receptacles
- Power washing

CONTACT US

For questions about the Downtown Public Safety Guide or the HPD Off-Duty Program or to make a report, please call the On-Duty Supervisor/Dispatch at 832.819.7441.

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