

# Operations Report

Union Square Business Improvement District

December 2018



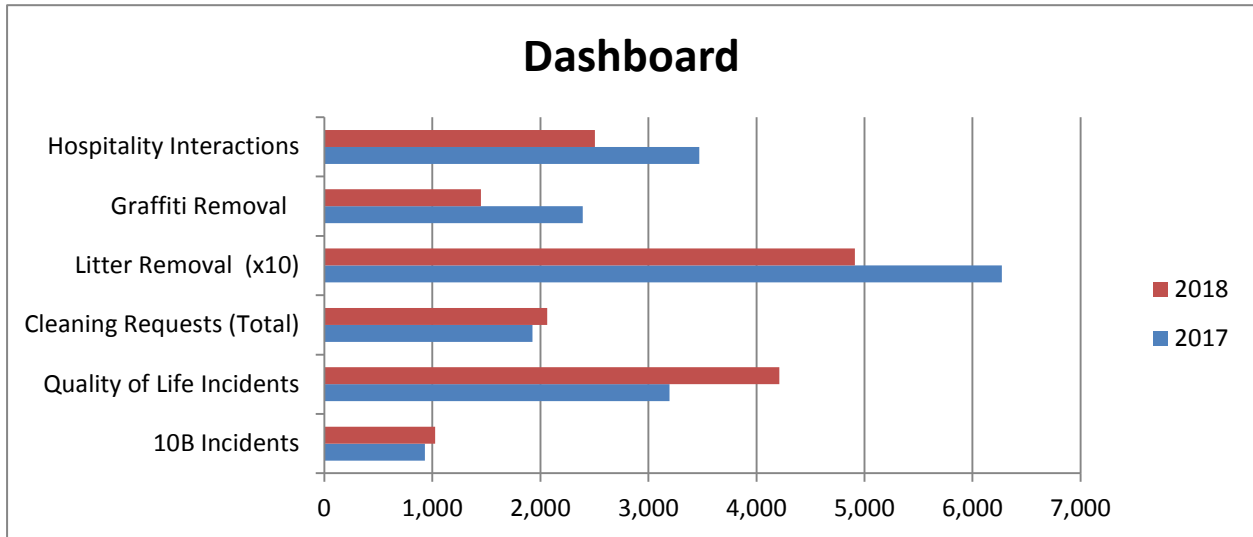
UNION SQUARE  
BUSINESS IMPROVEMENT  
DISTRICT



# Overview

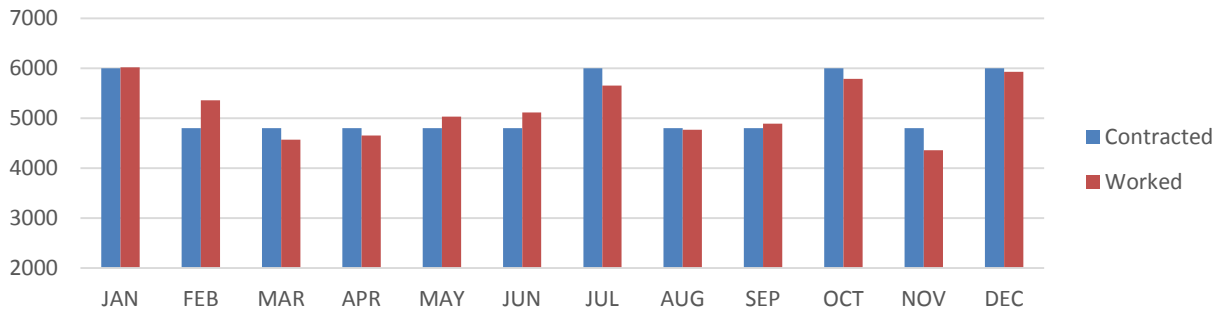
- December 5<sup>th</sup> The Union Square Business Improvement District hosted their annual Rockin' Holiday Fundraiser. This year's fundraiser was held at August Hall. Live music, appetizers, and drinks were enjoyed by all in attendance. The annual event benefits the Union Square Cares program. The USBID's annual event showcases program partnerships with Downtown Streets Team and Miracle Messages, as well as providing education about these programs and their progress.
- December 6<sup>th</sup> Mr. Kim hosted his annual appreciation holiday luncheon at the Golden Gate Taproom. Block By Block, Downtown Streets Team, Miracle Messages, and the Union Square Business Improvement District staff were all on hand to celebrate another year of amazing contribution and growth. A special thanks to Mr. Kim and his incredible team for providing wonderful meals for all to enjoy. Thank you, Mr. Kim!
- Throughout the month of December, Ambassador Staff was on hand to assist with Winter Walk 2018. Cleaning ambassadors cleaned Stockton Street from Geary to Ellis making sure to wipe down Winter Walk benches first thing every morning. Safety and Hospitality ambassadors patrolled Winter Walk while advising quality of life issues, and illegal vendors. Ambassadors also passed out Winter Walk leaflets.
- During the month of December, Block By Block provided technical service and maintenance for USBID's Winter Walk generators. These generators were provided to assigned vendors on Winter Walk courtesy of the Union Square Business Improvement District. Block by Block Team Leads also provided fuel to all generators twice daily as well as assisting with diagnosing simple engine problems. A special thanks to Demario, Danny, and Raven for ensuring the generators stayed fueled during the duration of Winter Walk.
- In December our Hospitality and Safety ambassadors began updating the MPC 25 No Trespassing notices to properties throughout the district. These notices must be renewed every 6 months, January through June, and July through December. The notice must be placed in a visible location at the front of the building to authorize police to enforce trespassing ordinances and state law. If the notices are needed at your property, please contact Member Services at 415-781-4456 and submit a request.
- Block By Block would like to say thank you to the Union Square Business Improvement District, San Francisco Police Department, Recology, and the Department of Public Works for all the work done this year to ensure a clean and safe Union Square. Block By Block understands and respects the amount of time, effort, and knowledge that is invested in keeping Union Square a vibrant, clean, and safe place to visit! Thank you all for your amazing contributions, your resilience, and dedication to keep our City at its best. Block By Block is truly honored to be a part of it!

# Charted Statistics

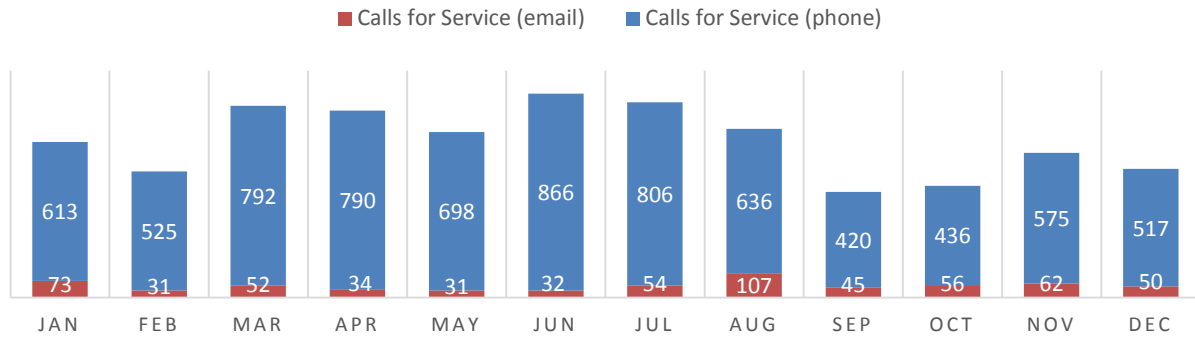


2017	2018	Narrative
3,472	2,505	<b>Hospitality Interactions:</b> Decreased by 27.85%. In 2017, our contracted staffing levels were 2 Hospitality Ambassadors versus 1 for 2018, which led to fewer directions provided from our hospitality ambassador.
2,393	1,450	<b>Graffiti Removal:</b> Decreased 39.40%. We continue to see a decrease in stickers and graffiti throughout the district which could be due to the rain and cooler weather. The increased Police presence in the district could have led to the decrease as well.
62,725	49,100	<b>USBID Ambassador and DST Litter Removal Total (x10):</b> There was a decrease in litter removal by 545 bags. DST staffing levels reduced July 2018, per the new contract, leading to less litter collection than the previous year. We also saw less debris during the month of December, possibly due to rain.
1,957	2,064	<b>Cleaning Requests:</b> Increased 5.46%. Totals have remained consistent, although we did see an increase in overflowing trashcans and sweep requests.
3,196	4,212	<b>Quality of Life Calls:</b> Increased by 31.78%. With the holiday season we tend to see an increase in QOL issues throughout the district. This year was no different with an increase in sit/lies, and Illegal vendors. Union Square Ambassadors did a great job this year identifying and reporting issues for resolution.
930	1,027	<b>10B Incidents:</b> Increased by 10.43% in December. Per 10B shift reports an increase in sit/lie, aggressive panhandling, and illegal vendors selling without a permit led to an increase in calls.

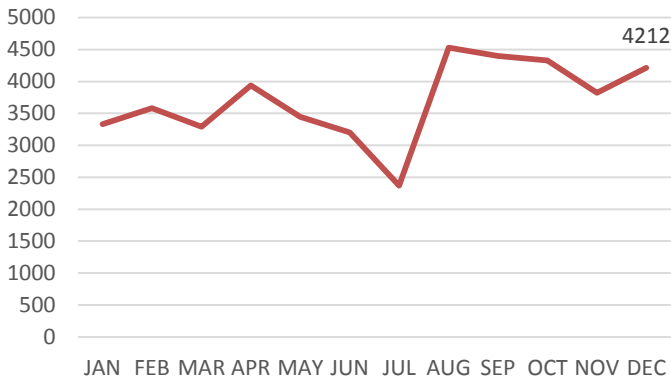
### Worked vs. Contracted Hours



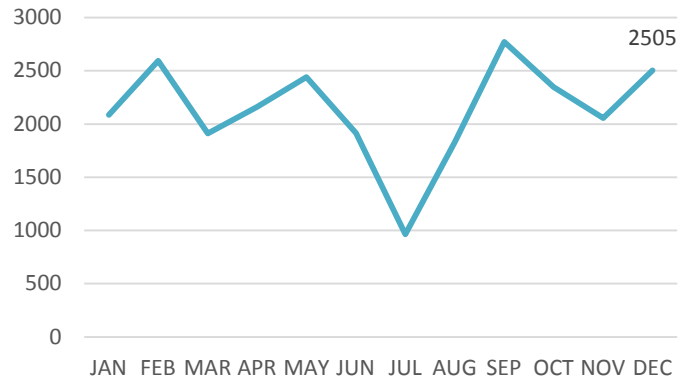
### Calls for Service by type



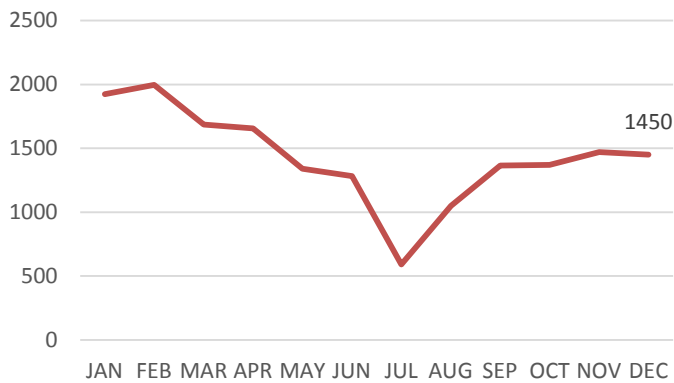
### Quality of Life Incidents



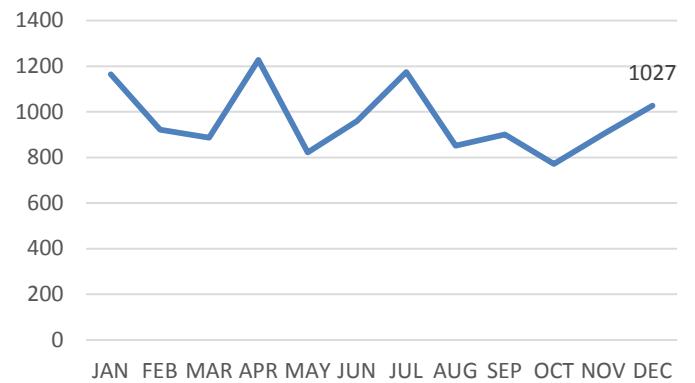
### Directions Provided



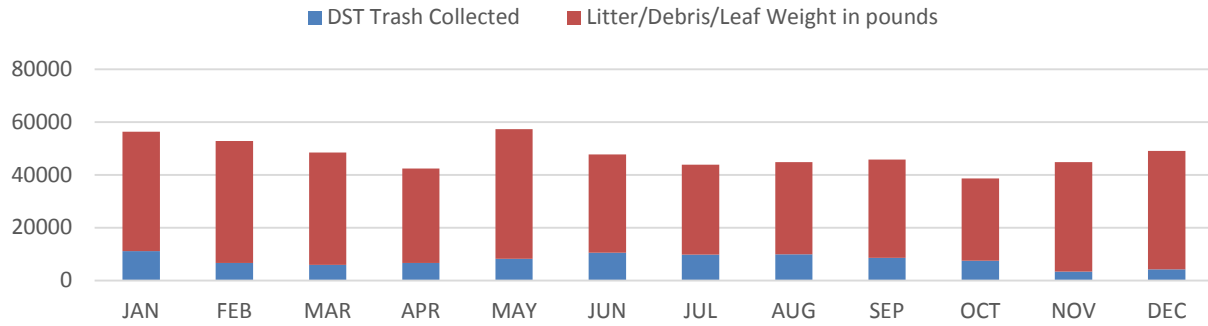
### Graffiti Removed



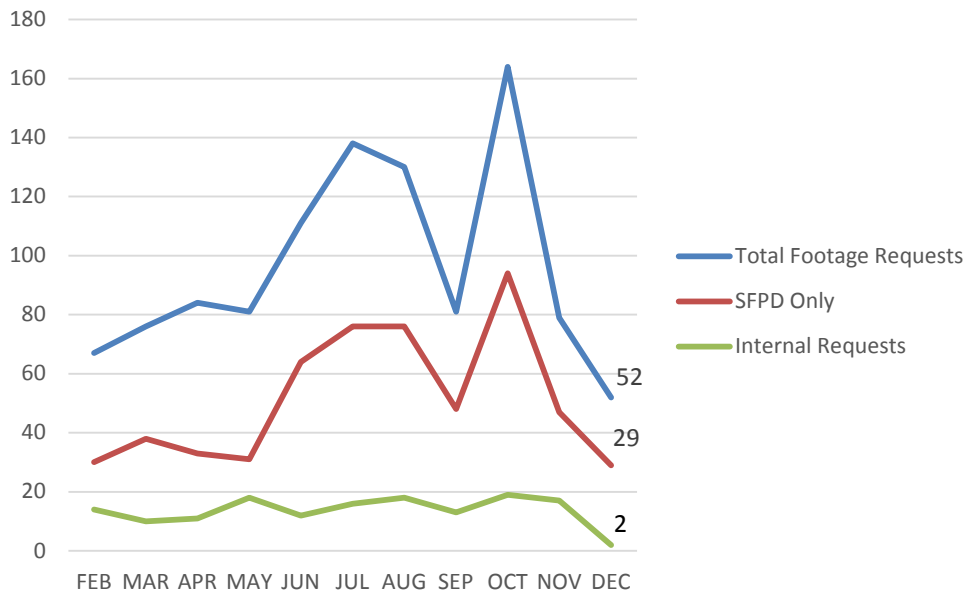
### 10B Incidents



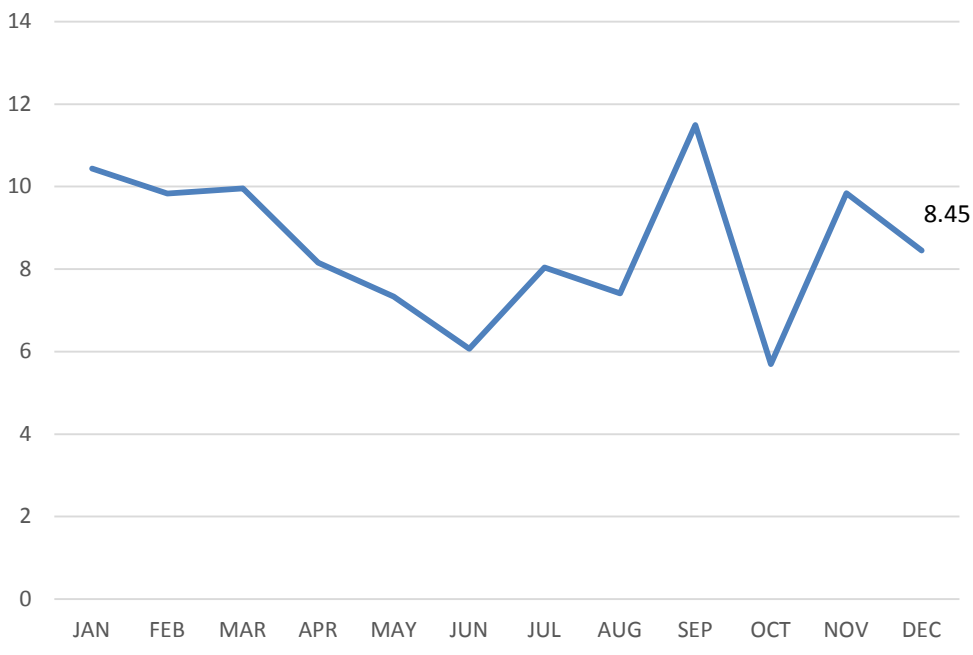
## USBID and DST Litter Collection Total



## Security Camera Metrics for 2017



## Cameras per Request (Complexity)



# Statistics and Data

Past 12 months	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals
DST Litter Collected	445	266	235	267	330	419	392	394	345	297	134	166	3,690
Number of Bags													
DST Syringes Removed	190	229	263	207	396	392	453	341	287	252	122	223	3,355
Directions - Cleaning Ambassadors	1040	1340	1027	1092	1193	1033	591	709	902	684	777	1152	11,540
Directions - Hospitality Ambassadors	793	929	607	790	627	409	0	0	1009	982	688	806	7,640
Directions - Safety Ambassadors	252	326	279	280	622	474	374	1124	860	683	592	547	6,413
Drunk and Disorderly	403	418	469	528	406	477	294	515	456	370	430	375	5,141
Graffiti Removed - Total	1924	1997	1687	1655	1341	1283	591	1049	1366	1370	1469	1450	17,182
Hazardous Waste Clean-up (human)	1205	1158	1087	1070	1083	969	611	749	948	845	753	930	11,408
Illegal Vending - Observed	39	57	24	22	43	28	9	2	7	8	34	167	440
Litter/Debris/Leaf Number of Bags	1812	1850	1703	1428	1634	1491	1361	1401	1486	1249	1661	1798	18,874
Litter/Debris/Leaf Weight in pounds	45300	46250	42575	35700	49100	37275	34025	35025	37150	31225	41550	44950	480,125
Mentally Disturbed	469	511	698	776	540	545	363	675	595	552	607	554	6,885
Noise Complaints (Amplified Sound)	8	10	3	11	16	18	13	19	23	37	36	24	218
Overflowing Trashcans Leveled	327	523	329	362	398	359	146	250	338	334	476	507	4,349
Panhandling - Aggressive	47	101	4	2	10	15	15	46	35	49	56	70	450
Safety Escorts	60	49	27	57	59	14	4	3	12	17	16	14	332
Safety Hazards - Needles	124	225	497	463	249	272	190	404	724	923	815	1078	5,964
Scrub Requests	201	299	201	312	313	211	124	83	127	143	188	162	2,364
Sit/Lie/Sleep Non-Comply, Police Notified	274	299	272	242	265	239	242	477	542	486	412	618	4,368
Sit/Lie/Sleep; Comply	1265	1355	1048	1332	1407	1222	947	2034	1780	1852	1319	1392	16,953
Sweep Requests	251	281	256	258	260	202	108	135	228	218	391	465	3,053
Trespass/25 MPC	826	833	771	1024	761	659	486	1090	963	976	927	1012	10,328

# Highlights

## Congratulations James Baker!

In mid-December James Baker was promoted from Pressure Washer to Pressure Washer Team Lead. James Baker has been a pressure washer with Block by Block Union Square since March of 2015. Baker was offered the position of Team lead many times but declined due to personal reasons including another job. Baker expressed interest in mid-December to Block By Block that he was ready to grow and accepted the position of Team Lead. To have Baker at the wheel given his experience with pressure washing as well as his knowledge of the district should make his transition an easy one. Currently we are operating at contract, with one Pressure Washer Team Lead and two pressure washers.



## Clean Team New Hire

Block By Block would like you to welcome Shedrick Jones. Shedrick came to Block By Block with an impressive background in maintenance, cleaning, painting, and landscaping. Since coming on in early December Shedrick has made many contributions to our district. Shedrick's ability to identify and remove graffiti as small as a nickel, to completing multiple graffiti request during his shift has made him our go to guy for graffiti removal. Welcome Shedrick!



## Big Belly Maintenance 2018

This month Block By Block would like to showcase Demarco Laviene for his willingness to take on multiple projects here in Union Square. Laviene is currently a cleaning ambassador interested in growing and learning as much as he can to get to that next level with Block By Block. Laviene was called upon multiple times during the month of December to help diagnose Big Belly operational issues. His quick thinking and troubleshooting skills helped Block By Block to identify and resolve multiple Big Belly malfunctions throughout the district. Malfunction alerts are sent via email to Karl Bijan, Operations Director for Block By Block and Chris Boss, Director of Services for the Union Square Business Improvement District. Historically Block By Block ambassadors have assisted with relocations of the Big Belly's, wrap/signage placement, graffiti removal, and polishing of the solar covers.







## December 2018 Report

**Hours Contributed: 300**  
**Debris Removed 4,150 lbs**  
**Needles Removed: 223**  
**Year to Date Hours: 1,320**  
**Year to Date Debris: 22,225 lbs**  
**Year to Date Needles: 1,050**  
**Employed: 0**  
**Year to Date Employed: 4**  
**Housed: 0**  
**Year to date Housed: 0**



*Downtown Streets Team's Union Square crew enjoyed a much appreciated lunch provided by Mr. Kim!*

### Narrative:

It is always a pleasure for Downtown Streets Team to be in the Union Square district. Our Team Members always look forward to getting together seven days a week to beautify the area, especially in a time of joy & cheer with the holidays around the corner. Every Team Member wanted to make sure their work went noticed and always worked to get every corner on the streets.

This month, Mr. Kim provided the annual holiday lunch for all of the Union Square DST-Team Members, which was beyond exceptional and appreciated. Every Team Member felt a part of the community and was thrilled to have their work acknowledged by not just Block by Block & the Union Square BID but by a community member as well. It truly shows the impact that our Team Members have throughout the district.

In December, Downtown Streets Team took time off to celebrate the holiday break from December 22 – January 1<sup>st</sup>. We held our annual holiday party on Wednesday, December 19<sup>th</sup>, where all Downtown Streets Team sites bring their Team Members to San Jose and celebrate together. It was no surprise that all of the Union Square's Team wanted to be present at the party. We are looking forward to start off 2019 with a bang and continuing our hard work in Union Square!



# Notable Before and After Photos

**Before**



**MASON STREET**

**After**



**GRANT STREET**



**CAMPTON ALLEY**

