

# Operations Report

Union Square Business Improvement District

October 2017



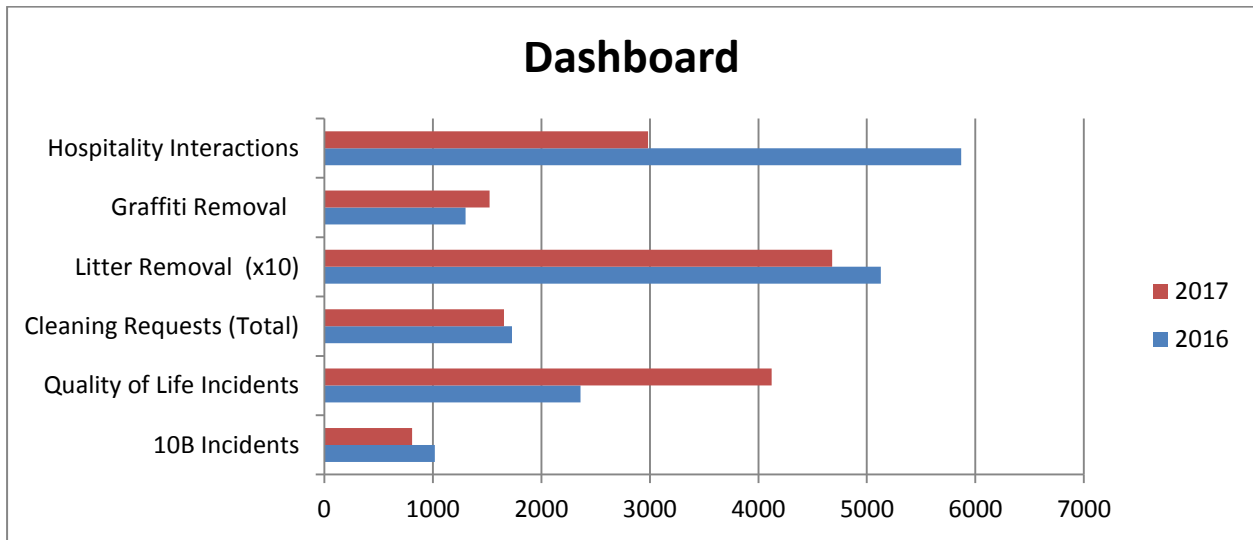
UNION SQUARE  
BUSINESS IMPROVEMENT  
DISTRICT



# Overview

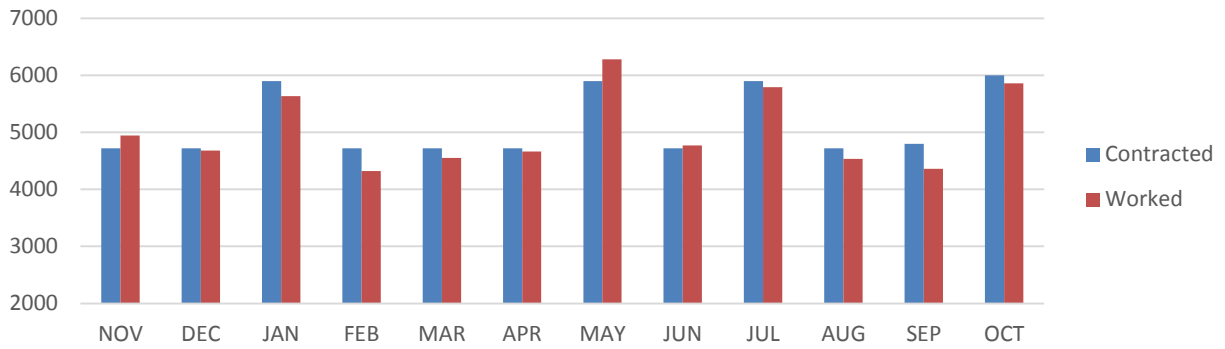
- During the month of October, Operations Manager Chris Boss was able to meet with representatives from Hospitality House, Swords to Plowshares, and Hunter's Point family programs to assist Block By Block with a pipeline of employees looking for employment. DST has been a wonderful partnership from which we currently have 3 employees from their program. The goal is to utilize as many employment agencies as possible to provide those actually looking for employment the opportunity to find it.
- Affiliated Engineers Incorporated is performing a Safety and Security audit of our district and will be providing valuable feedback regarding services performed in Union Square. On October 2nd, Block By Block utilized the SMART System to provide AEI 2 years of statistics and data from Union Square ambassadors.
- October 2nd and 16th, Block by Block Staff, along with Randall Scott with the USBID, received supportive crisis training from David Bain and Luba Botcheva from Mental Health Association of San Francisco. The training topics included situational awareness, boundaries, self-care, fight or flight response, and de-escalation. The training reminded ambassador staff to remember the care, safety, welfare, and security of everyone in the public realm is most important while patrolling and cleaning the Union Square Business Improvement District.
- Block by Block held their annual Operations Manager meeting in Detroit, MI this year from October 18-20. This year's Connect and Share Detroit 2017 meeting was the first time Block by Block invited all of their customers to attend. Walking tours of Detroit were provided and learning tours covering public and private initiatives for public spaces and security initiatives. Block by Block also contracted Southwestern Consulting to provide the manager training portion of the event.
- Union Square Business Improvement District was the site for the Local 2 Hotel Workers March on October 19. Between 500-1000 marchers took to the streets. The demonstration events were closely followed and posted using Townsquared, keeping the businesses updated as the demonstration lasted roughly 30 minutes before dispersing.

# Charted Statistics

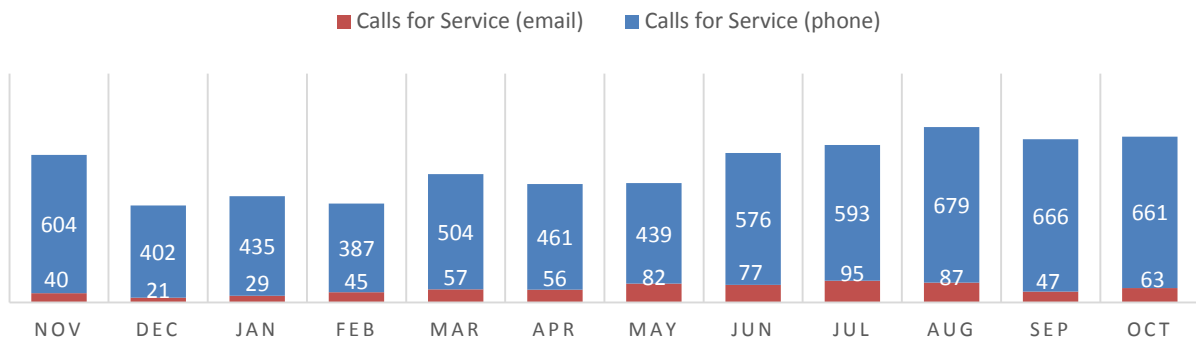


2016	2017	Narrative
<b>5897</b>	<b>2982</b>	<b>Hospitality Interactions:</b> Directions have decreased by 49.43% compared to last year. In 2016 we operated at 4 Hospitality positions. We have decreased our Hospitality staffing levels by 50% which is the probable decrease in interactions by 50%.
<b>1368</b>	<b>1524</b>	<b>Graffiti Removal:</b> Graffiti removals have increased by 11.4%. Ambassadors were able to remove an additional 38 stickers this year, and removed an additional 118 graffiti's throughout the district compared to 2016.
<b>51275</b>	<b>46800</b>	<b>Litter Removal (x10):</b> Trash removal decreased by 179 bags. Five new cleaning ambassadors were hired on during the month of October. The amount of time training new staff members could have led to the decrease in amount of trash collected. DST Staff were able to assist with 11,450 pounds of litter removal, an increase of 3,850 pounds of litter collected this year versus last year.
<b>1728</b>	<b>1656</b>	<b>Cleaning Requests:</b> Have remained fairly consistent with a 4.16% decrease. The 72 request decrease from last year could be due to the fantastic work our staff are putting into detailing. In addition, the support from DST helps keep request at minimum.
<b>2669</b>	<b>4123</b>	<b>Quality of Life Calls:</b> Quality of life calls increased by 54.48%. The majority of increases came from individuals who appeared to be drunk and disorderly or mentally disturbed. We saw a decrease in sit lie violators that would comply with ambassador request to stand, which led to an increase in our staff contacting the 10B or SFPD dispatch for assistance.
<b>1018</b>	<b>808</b>	<b>10B Incidents:</b> The number of reported 10B incidents decreased by 20.63%. With 210 less incidents this year, the 10B program still remains as the most effective tool for our safety ambassadors and the remaining staff.

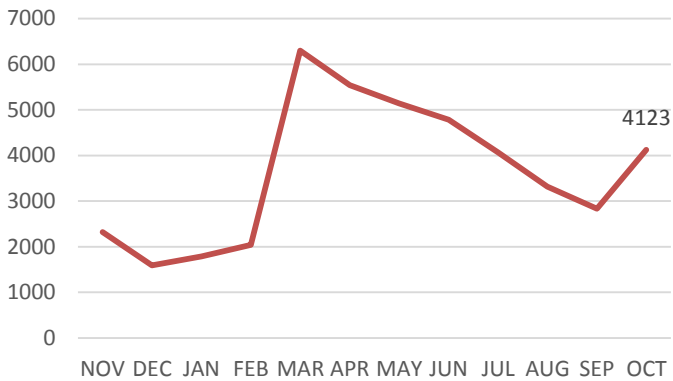
### Worked vs. Contracted Hours



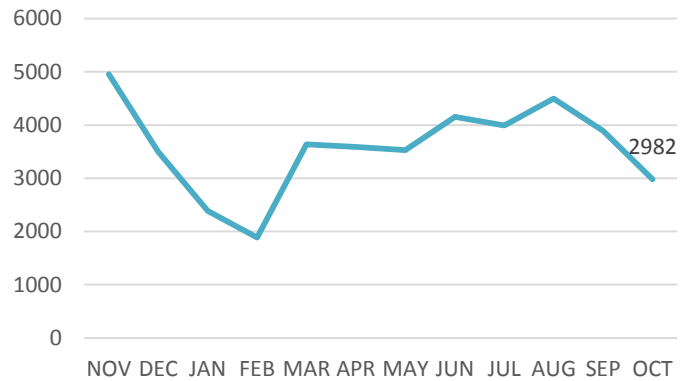
### Calls for Service by type



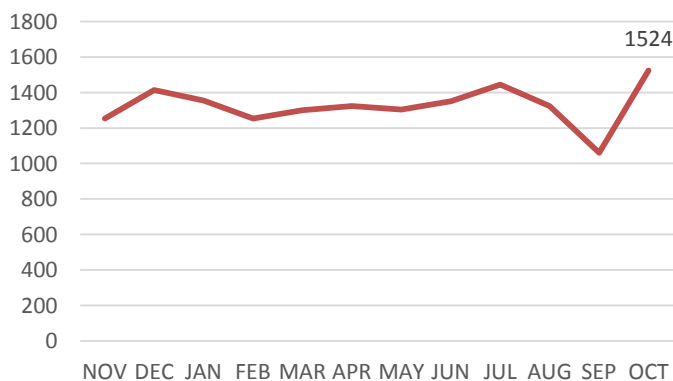
### Quality of Life Incidents



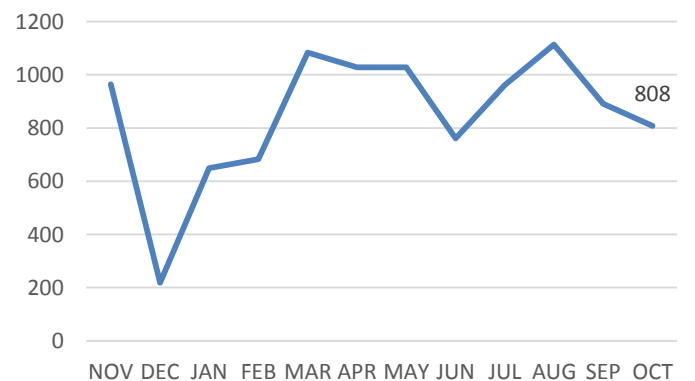
### Directions Provided



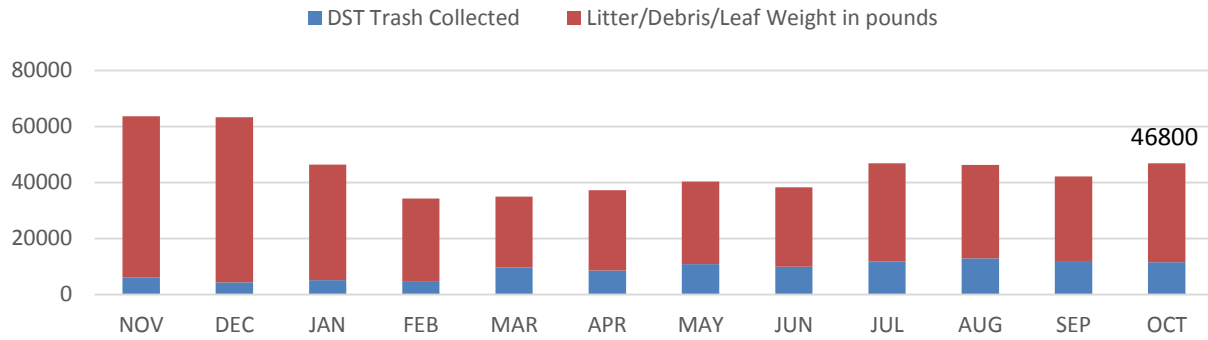
### Graffiti Removed



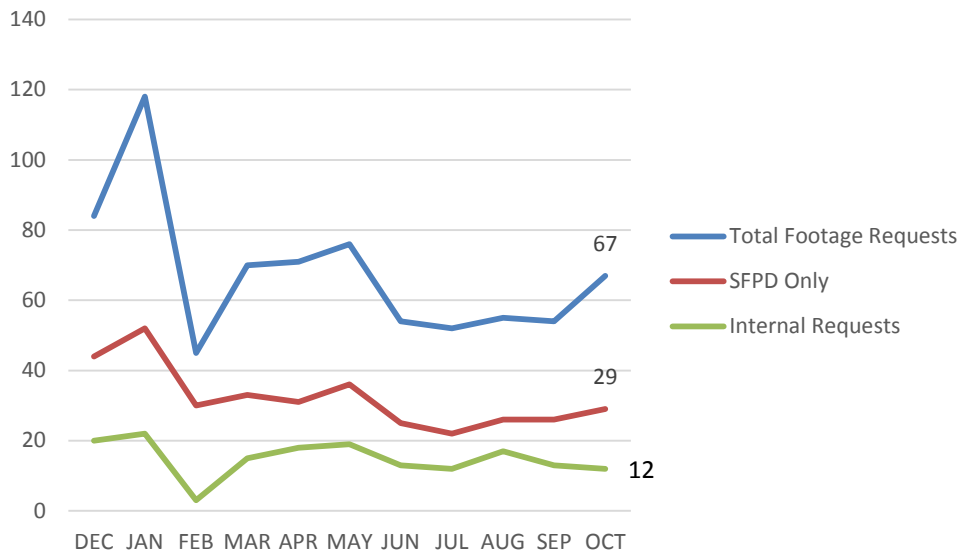
### 10B Incidents



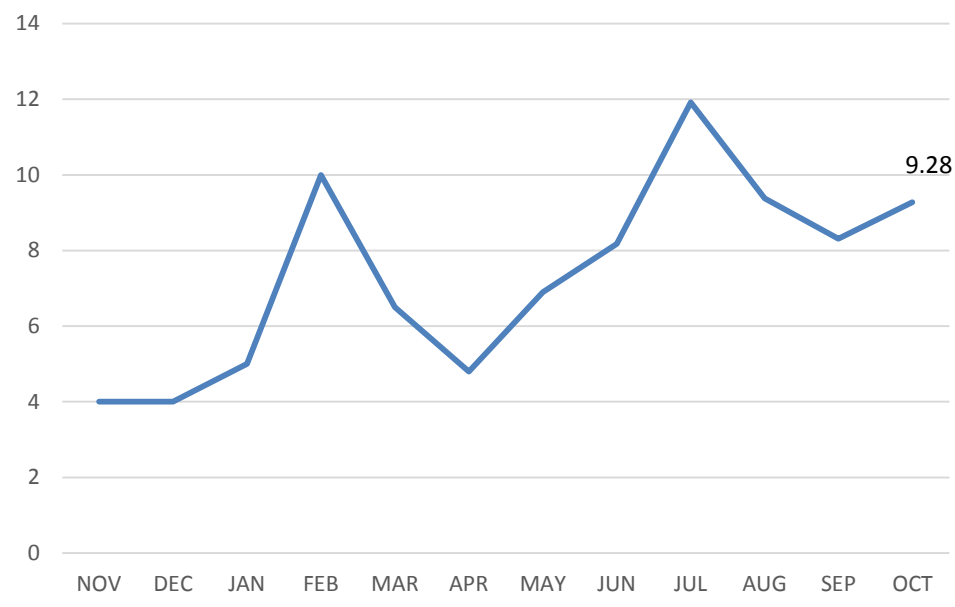
## Litter Collection



## Security Camera Metrics for 2017



## Cameras per Request (Complexity)



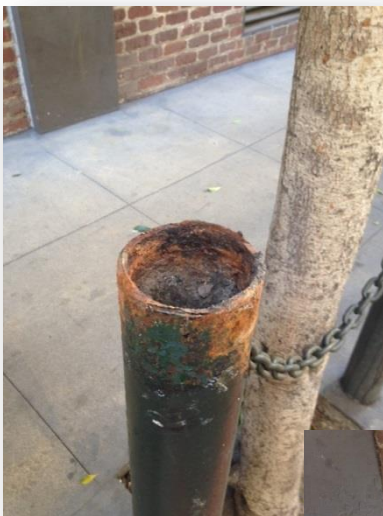
# Statistics and Data

Past 12 months	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Totals
DST Litter Collected	239	174	203	192	386	343	432	394	467	514	466	458	4,268
DST Syringes Removed	262	54	83	97	118	170	196	244	261	644	333	299	2,761
Directions - Cleaning Ambassadors	1232	1108	832	527	613	791	893	860	996	988	914	1141	10,895
Directions - Hospitality Ambassadors	2995	1573	1287	1148	2432	2111	2073	2842	2658	3202	2749	1351	26,421
Directions - Safety Ambassadors	724	819	264	210	594	689	563	450	339	307	224	490	5,673
Drunk and Disorderly	116	109	132	132	815	612	680	559	93	341	240	633	4,462
Graffiti Removed - Total	1254	1414	1354	1254	1300	1323	1304	1351	1444	1323	1061	1524	15,906
Hazardous Waste Clean-up (human)	897	797	587	652	626	682	697	617	725	754	669	717	8,420
Illegal Vending - Observed	9	25	30	68	132	68	72	68	80	51	79	69	751
Litter/Debris/Leaf Number of Bags	2305	2359	1653	1177	1009	1146	1182	1079	1405	1335	1221	1414	17,285
Litter/Debris/Leaf Weight in pounds	57689	58975	41325	29450	25225	28650	29550	28375	35125	33375	30525	35350	433,614
Mentally Disturbed	153	174	163	119	1193	1014	1052	1233	457	544	264	628	6,994
Noise Complaints (Amplified Sound)	30	9	16	16	41	32	25	21	15	25	19	27	276
Overflowing Trashcans Leveled	357	484	290	223	251	313	396	403	570	555	318	371	4,531
Panhandling - Aggressive	29	40	25	22	233	218	228	156	141	127	184	145	1,548
Safety Escorts	1	6	8	5	112	48	69	78	102	150	135	125	839
Safety Hazards - Needles	19	72	139	157	159	370	142	50	31	42	64	67	1,312
Scrub Requests	212	163	143	156	161	174	178	119	223	314	310	250	2,403
Sit/Lie/Sleep Non-Comply, Police Notified	92	272	132	132	250	227	191	268	178	183	188	267	2,380
Sit/Lie/Sleep; Comply	1465	637	1003	1173	2449	2211	1957	1707	1504	1384	1250	1312	18,052
Sweep Requests	198	183	171	122	137	145	138	235	362	385	298	318	2,692
Trespass/25 MPC	423	326	287	377	1186	1156	938	771	1602	662	611	1042	9,381

# Highlights

## Big Belly Cigarette Disposal

The 20 new and 5 original Big Belly solar-powered trash compactors have been a fantastic addition to the Union Square Business Improvement District. The new compactors contain an ashtray receptacle, which hold 1,000 cigarette butts. Block by Block staff will be servicing the ashtray receptacles bi-weekly along with the Terracycle receptacles, which are still being serviced. The new cans also received a metal plate designed to help extinguish lit cigarettes which will hopefully prevent any burn damage to the new Big Belly.



BEFORE



AFTER

## Maiden Lane Bollards

On October 7 October 8, damaged bollards throughout Maiden Lane received a much needed makeover. Operations Supervisor Karl Bijan and Team Leader Raven Anderson successfully placed new cement, shaped the bollards, and repainted a fresh coat of paint. The fix now prevents the poles from being used as ashtrays, and provides a fresh new look for the wonderful Maiden Lane.



## October 2017 Report

**Hours Contributed: 900 (640 monthly)**

**Debris Removed: 11,450 lbs**

**Needles Removed: 299**

**Year to Date Hours: 3028 (7,680 yearly)**

**Year to Date Debris: 47,625 lbs**

**Year to Date Needles: 1537**

**Employed: 0**

**Year to Date Employed: 2**

### Narrative:

In October we concentrated on professional and personal development; DST hosted a Leadership Workshop, which focused on skills to become a Lead and empower their peers within DST and in their everyday lives. By the end of the month, we are delighted to say that the Union Square Team gained a new Team Lead as a result of the workshop.

Although no one gained employment this month, one person was able to move in to an affordable housing unit. This Team Member has been working extremely close with DST staff to break down barriers that prohibited her from moving into housing. Since joining the Team, her self-confidence and mental health have improved and she has a new positive outlook on life. The Team and staff are working diligently to have many more success stories; in the meantime, the Team is enjoying beautifying the Union Square community with the Block by Block Team.





# Notable Before and After Photos

Before



After



SUTTER STREET



CARTIER



GRANT STREET