

Operations Report

Union Square Business Improvement District

September 2017



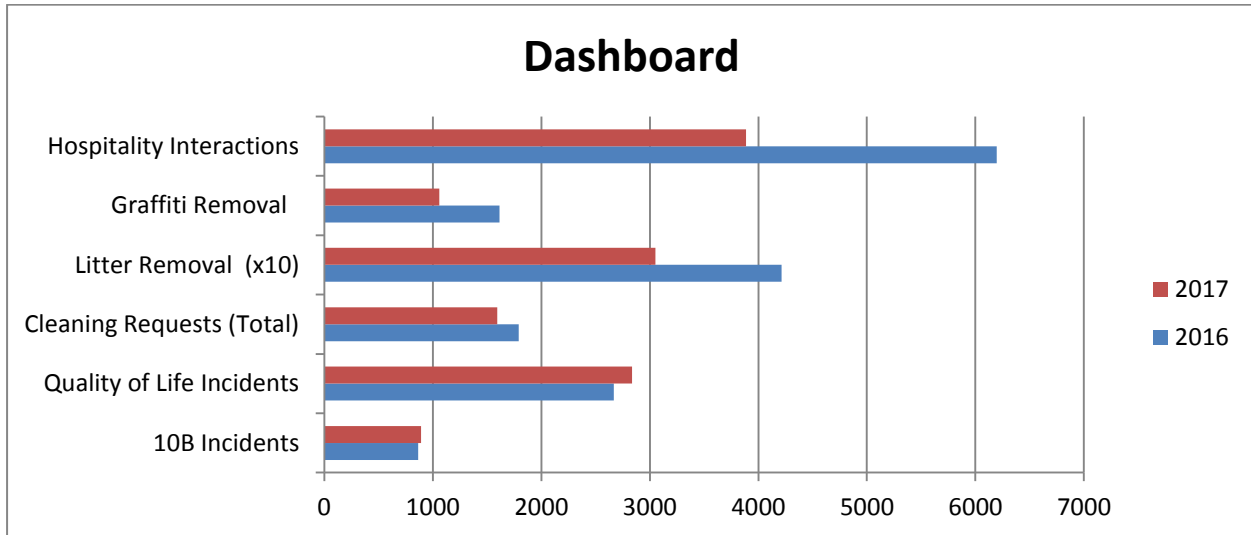
UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT



Overview

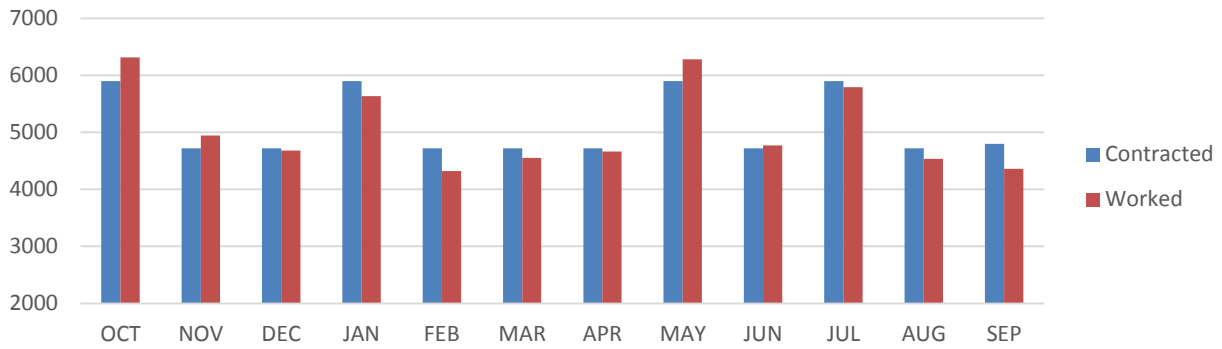
- On September 1-2, 2017, ambassador staff passed out flyers for the Fix-It community meeting. On September 11, the Fix-It meeting was held at 1 Powell Street to discuss district issues, public infrastructure and resolution of community needs. On September 25, members of the Union Square Business Improvement District, 311, the Fix-It team, and the community walked the district to identify issues and projects the community would like to see performed by the Mayor's Fix-It team. Block by Block provided a comprehensive packet outlining the day to day issues and outstanding 311 requests needing resolution.
- Twenty new Big Belly solar powered trash compactors have arrived and been placed throughout the Union Square Business Improvement District. The Big Bellies are fantastic additions, promoting local businesses and preventing loose debris previously seen with older cans. The Big Bellies also prevent sidewalk stains, while the previous cans would leak. They also prevent recyclers from digging through, leaving trash and stains.
- On September 18, Block by Block provided "Super Recruiter" training to member services and management staff. The goal is to teach and train staff how to most effectively recruit and encourage staffing for the Union Square ambassador shifts.
- Block By Block's Chris Boss and Karl Bijan met with DST's Jaclyn Epter and their newest member Hector Malvido. Hector is the new employment specialist who will be working closely with Block by Block staff to help employ proper candidates from DST to Block By Block.
- Block By Block conducted the first quarterly Regional Operations Manager meeting with Regional Vice President Rich Mongarro on September 18. This was a great opportunity to receive company updates, upcoming events, and provided an opportunity to ask questions regarding issues other accounts may be dealing with.

Charted Statistics

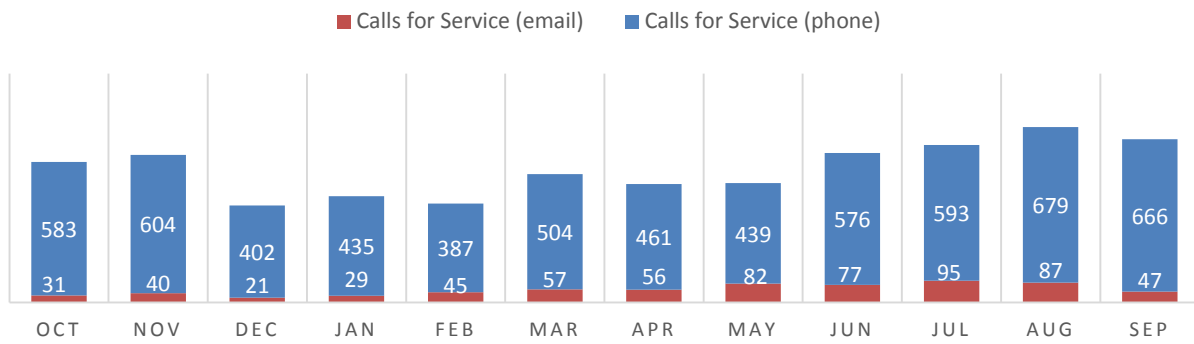


2016	2017	Narrative
6165	3887	Hospitality Interactions: Directions have decreased by 36.95% compared to last year. In 2016 we operated at 4 Hospitality positions. In 2017 we are operating 2 Hospitality positions per contract. The decrease from 2016 to 2017 is a result of decreased staffing levels.
1623	1061	Graffiti Removal: Graffiti removals have decreased by 34.63%. This decrease is likely due to not having a dedicated Special Projects Ambassador staffed. Ongoing interviews have been conducted and the position will soon be filled.
42127	30525	Litter Removal (x10): Trash removal decreased by 27.54%. DST increased their trash pickup by 2,375 pounds since 2016, leaving cleaning ambassadors with about 10,000 pounds of less trash picked up. In addition to DST collecting more trash, Big Bellies have assisted in keeping debris contained within, resulting in less debris to sweep. We did operate at lower staffing levels in 2017 versus 2016, but these levels have been adjusted and corrected.
1792	1595	Cleaning Requests: Cleaning request have decreased by 10.99% in September. The cleaners, DST, and team leads have done an excellent job addressing cleaning issues immediately resulting in a decrease in the amount of request we have received.
2667	2835	Quality of Life Calls: Quality of life calls increased by 6.3%. Drunk and disorderly persons (240 incidents) along with aggressive panhandling (184 incidents) where two of the largest contributors to the increase in quality of life calls received.
843	891	10B Incidents: The number of reported 10B calls increased in September by 48 incidents. The 10B officer continues to be needed to assist with enforcement.

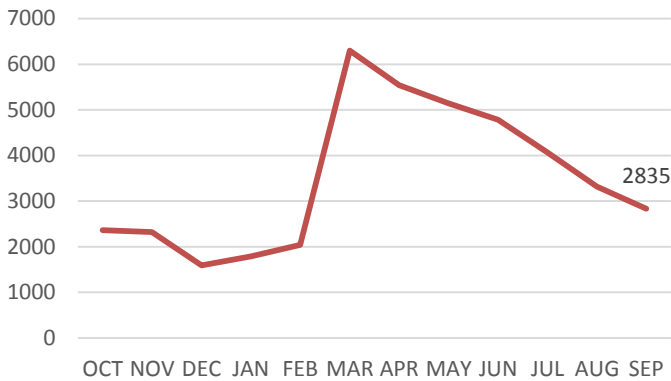
Worked vs. Contracted Hours



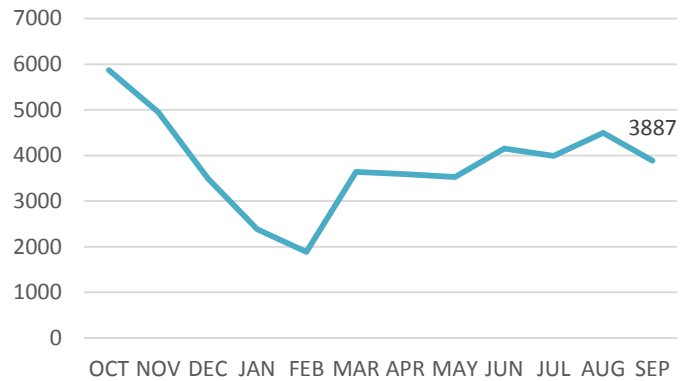
Calls for Service by type



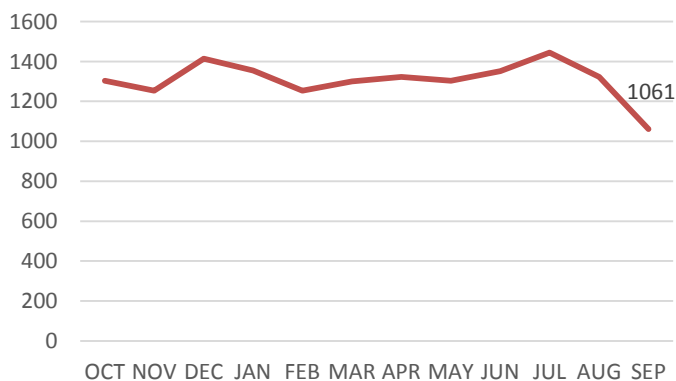
Quality of Life Incidents



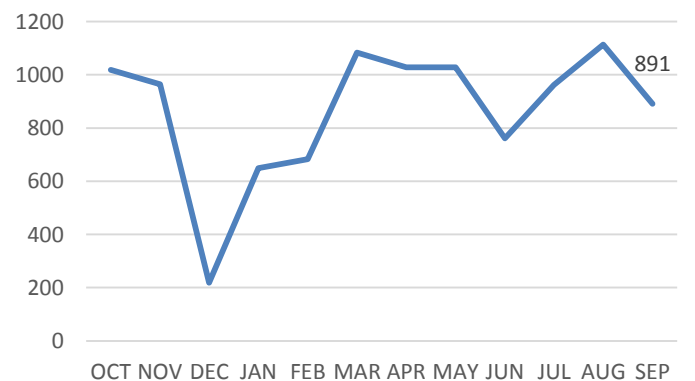
Directions Provided



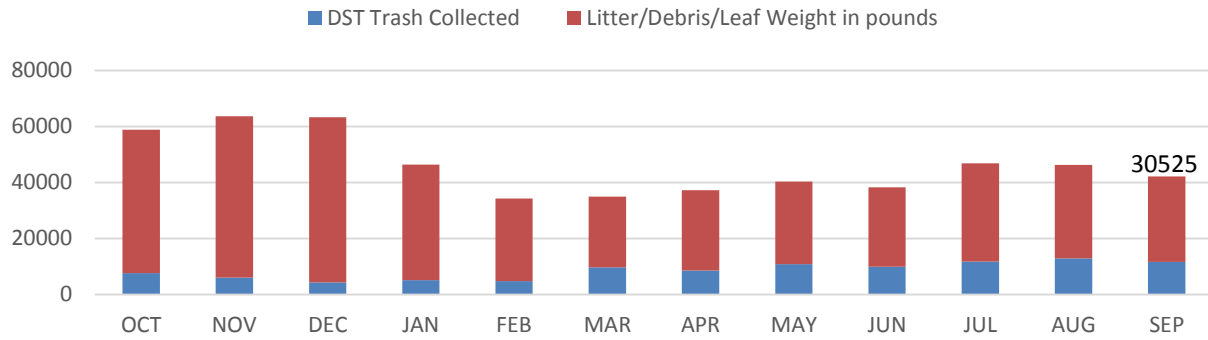
Graffiti Removed



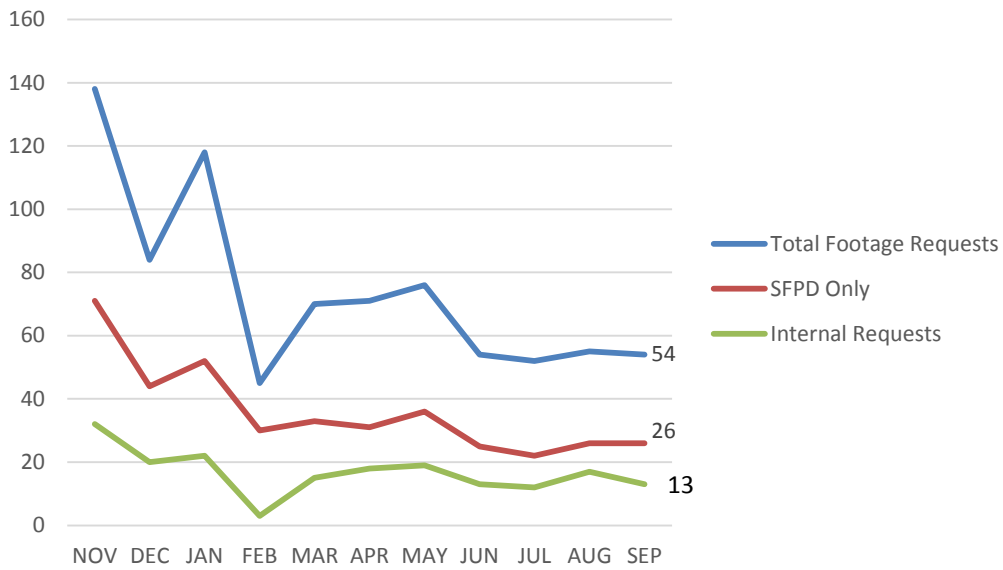
10B Incidents



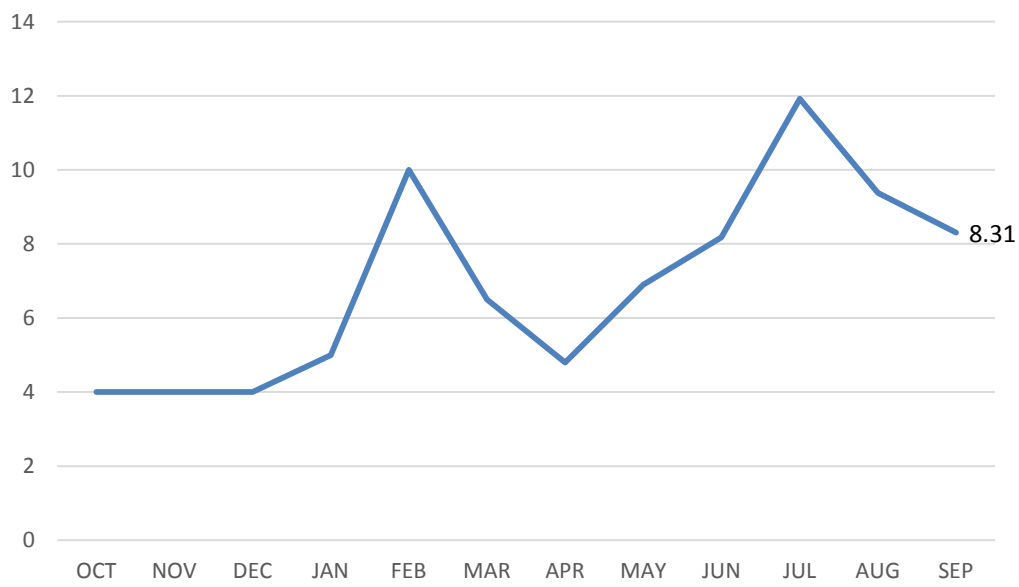
Litter Collection



Security Camera Metrics for 2016



Cameras per Request (Complexity)



Statistics and Data

Past 12 months	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Totals
DST Litter Collected	304	239	174	203	192	386	343	432	394	467	514	466	4,114
DST Syringes Removed	126	262	54	83	97	118	170	196	244	261	644	333	2,588
Directions - Cleaning Ambassadors	1186	1232	1108	832	527	613	791	893	860	996	988	914	10,940
Directions - Hospitality Ambassadors	3682	2995	1573	1287	1148	2432	2111	2073	2842	2658	3202	2749	28,752
Directions - Safety Ambassadors	1001	724	819	264	210	594	689	563	450	339	307	224	6,184
Drunk and Disorderly	136	116	109	132	132	815	612	680	559	93	341	240	3,965
Graffiti Removed - Total	1303	1254	1414	1354	1254	1300	1323	1304	1351	1444	1323	1061	15,685
Hazardous Waste Clean-up (human)	865	897	797	587	652	626	682	697	617	725	754	669	8,568
Illegal Vending - Observed	7	9	25	30	68	132	68	72	68	80	51	79	689
Litter/Debris/Leaf Number of Bags	2051	2306	2359	1653	1177	1009	1146	1182	1079	1405	1335	1221	17,923
Litter/Debris/Leaf Weight in pounds	51275	57689	58975	41325	29450	25225	28650	29550	28375	35125	33375	30525	449,539
Mentally Disturbed	209	153	174	163	119	1193	1014	1052	1233	457	544	264	6,575
Noise Complaints (Amplified Sound)	13	30	9	16	16	41	32	25	21	15	25	19	262
Overflowing Trashcans Leveled	439	357	484	290	223	251	313	396	403	570	555	318	4,599
Panhandling - Aggressive	27	29	40	25	22	233	218	228	156	141	127	184	1,430
Safety Escorts	12	1	6	8	5	112	48	69	78	102	150	135	726
Safety Hazards - Needles	99	19	72	139	157	159	370	142	50	31	42	64	1,344
Scrub Requests	200	212	163	143	156	161	174	178	119	223	314	310	2,353
Sit/Lie/Sleep Non-Comply, Police Notified	110	92	272	132	132	250	227	191	268	178	183	188	2,223
Sit/Lie/Sleep; Comply	1410	1465	637	1003	1173	2449	2211	1957	1707	1504	1384	1250	18,150
Sweep Requests	224	198	183	171	122	137	145	138	235	362	385	298	2,598
Trespass/25 MPC	448	423	326	287	377	1186	1156	938	771	1602	662	611	8,787

Highlights

44 Ellis Window Graffiti (The former Jazz Bistro at Les Joulins)

On 9-1-2017 a service request was submitted into Block by Block's Smart System in regards to graffiti at 44 Ellis. Usually when graffiti is on a window/glass surface we only use a water/rag to remove graffiti to prevent further damage. Operations supervisor, Karl Bijan connected with DPW to receive assistance with the removal of the graffiti and a blight notice was issued. A blight notice gives the location 15 days to remove the graffiti before a fine is issued. We also obtained video footage of the vandalism taking place and provided the footage to Officer Martin Ferreira, SFPD Gang Task Force/Graffiti Abatement officer. On September 8, 2017 the graffiti was removed from the property.



BEFORE



AFTER



New Hires Xavier and Demetrius

Block by Block is proud to introduce our newest ambassadors Xavier and Demetrius. Xavier is originally from New York and brings a ton of experience in cleaning business improvement districts. Demetrius is local to the Bay Area. He brings cleaning and safety experience to our team. Both of our new cleaning ambassadors have been a great addition to our staff and fit perfectly with the expectations of a cleaning ambassador for the Union Square Business Improvement District.



September 2017 Report

Hours Contributed: 700 (640 monthly)

Debris Removed: 11,650 lbs

Needles Removed: 333

Year to Date Hours: 2128 (7,680 yearly)

Year to Date Debris: 36,175 lbs

Year to Date Needles: 1238

Employed: 0

Year to Date Employed: 2

Narrative:

The DST Team Members have been hard at work cleaning the streets and alleys in Union Square. One alley in particular is extremely blighted every morning, but it's no match for our DST morning crew. With determination in their eyes and quick brush strokes with their brooms, they attack the littered streets and make them atheistically pleasing and passable once again.

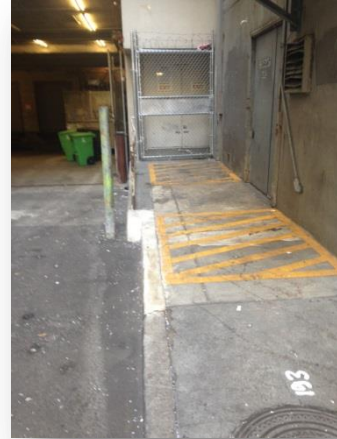
Although the Team is cleaning the streets, they also have aspirations. This month, we celebrated a Team Member who attained housing. This Team Member had been homeless for over 10 years. When he joined Downtown Streets Team, he felt hopeless and defeated, however he continued to focus on getting his life back on track.

Notable Before and After Photos

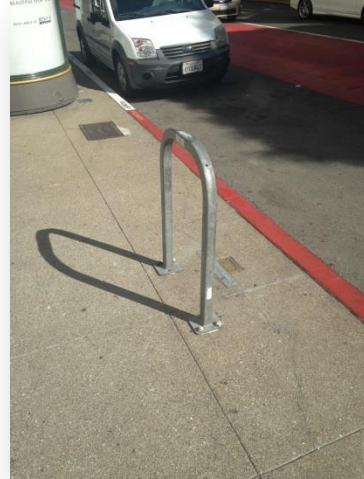
Before



After



SECURITY PACIFIC ALLEY



398 GEARY



BUS STOP ON GEARY