

Operations Report

Union Square BID

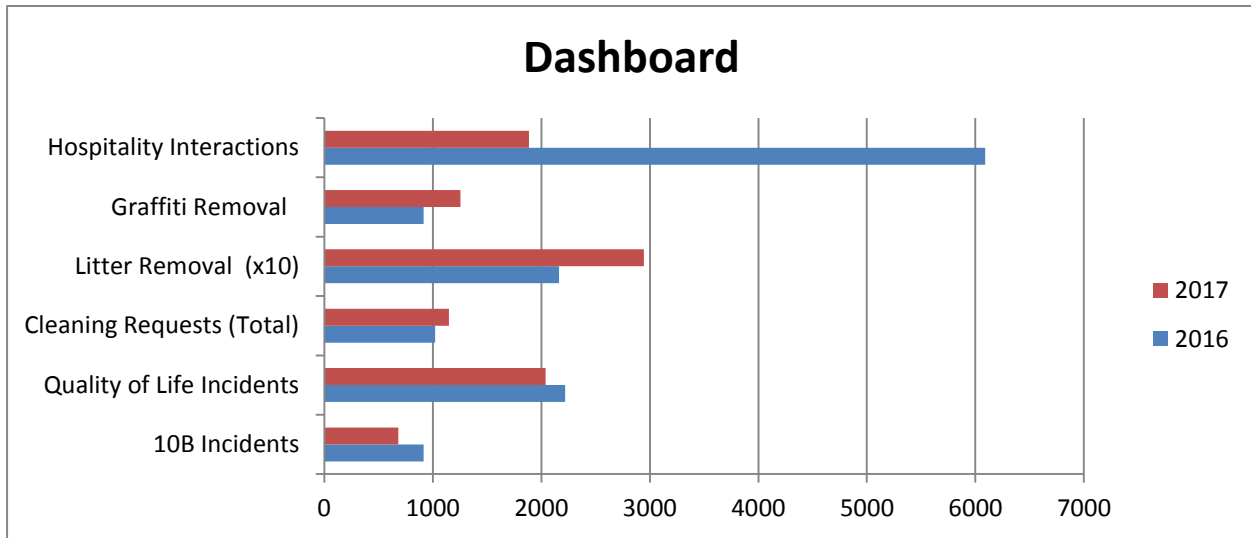
February 2017



Overview

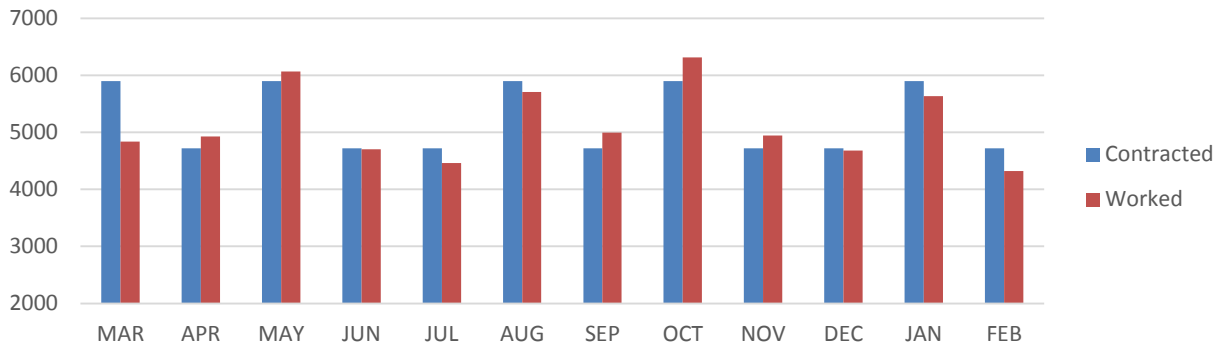
- February 22 the USBID and Block by Block met with the Downtown Streets Team to discuss the current Union Square program. DST has begun ramping up the weekend team on Saturday and Sunday mornings to help keep the weekends just as clean as the week. We are thankful for the support we receive from their services.
- Trolley Vacuum deployment has been running daily, minus rain shifts, during the afternoon deployments. Ambassadors Alberto and Eugene have taken the vacuum throughout the district on set routes to clean up cigarette butts and other small debris.
- On February 10th, Lunch on the Lane kicked off in Maiden Lane, between Grant and Stockton. Ambassadors have been busy clearing the lane of debris and vehicles every Friday by 11am. Tables, chairs, electrical power, and outdoor heaters have been set up to accommodate food vendors and musicians.
- February 16 marked the New Member Orientation, hosted by the Chancellor Hotel. The USBID and Block by Block presented our service description to several new members in Union Square. It was a great opportunity for new members to understand and ask questions about services provided by the BID.
- The annual Southwest Airlines Chinese New Year's Parade was held on Saturday, February 11 this year. Celebrating the year of the Rooster, the parade route passed through Union Square on Post, Powell, Sutter, and Kearny streets. Cleaning ambassadors were extra busy cleaning up after the increase in visitors and debris that were left from the parade.

Charted Statistics

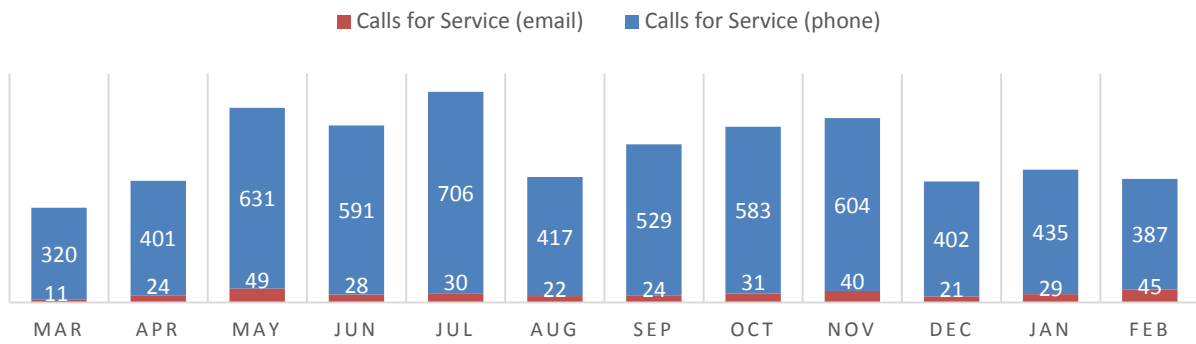


2016	2017	Narrative
915	683	10B Incidents: The number of reported 10B calls decreased in February by 25.36% (232 incidents). This is most likely due to the rain.
2218	2039	Quality of Life Calls: Quality of life calls decreased by 8.07% this month. Colder weather and increases in rain showers helped lower the amount of quality of life issues. Our Safety and Hospitality ambassadors have done a great job responding and addressing issues daily.
1022	1149	Cleaning Requests: We had a 12.81% increase in the number of cleaning requests throughout the BID. The weather contributed to the street population using city receptacles and toters to scavenge for food and shelter. Usually a trail of trash and debris is left behind and our cleaners have responded to these issues.
2163	2945	Litter Removal (x10): Cleaning ambassadors have recorded 29,450 pounds of litter removal in February. This is up by 36.15% from last year, but down from last month. The weather created a cleaning hindrance as debris saturates, it slows down the speed of our team, which does lead to slower performance. Also, less foot traffic, due to rain, decreases the amount of loose debris throughout the city streets and sidewalks.
916	1254	Graffiti Removal: Graffiti removal has increased by 36.9% from this time last year. We have noticed the increase in vacant buildings, sidewalk barricades, and overnight vandalism lead to an increase in graffiti. We are providing dedicated graffiti abatement daily.
6091	1885	Hospitality Interactions: Directions were down by 69.1% compared to last year. The Hospitality position was decreased from 5 ambassadors to 4. With the numerous days of precipitation, which we did not have last year, we have seen a significant decrease in hospitality interactions.

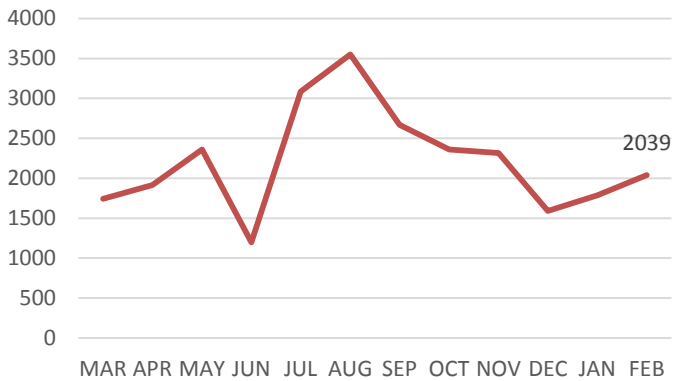
Worked vs. Contracted Hours



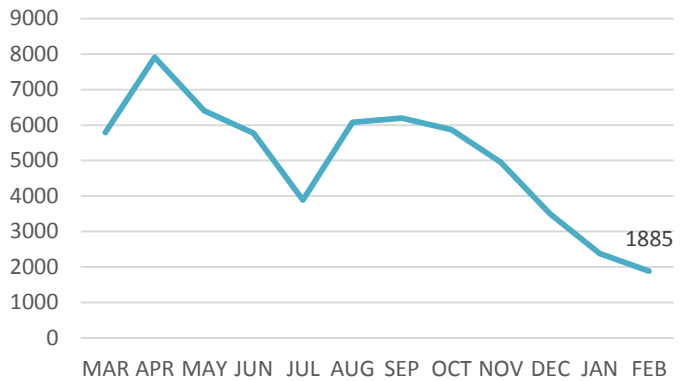
Calls for Service by type



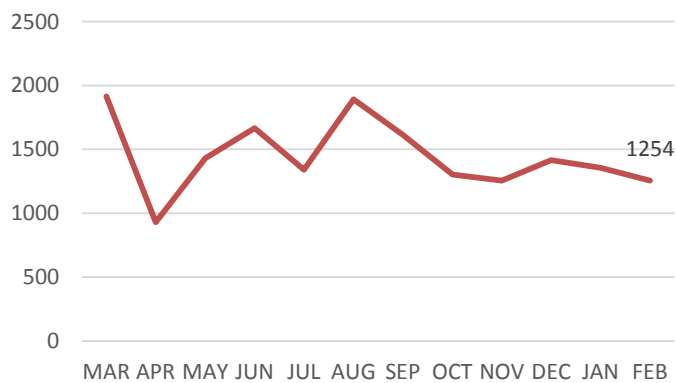
Quality of Life Incidents



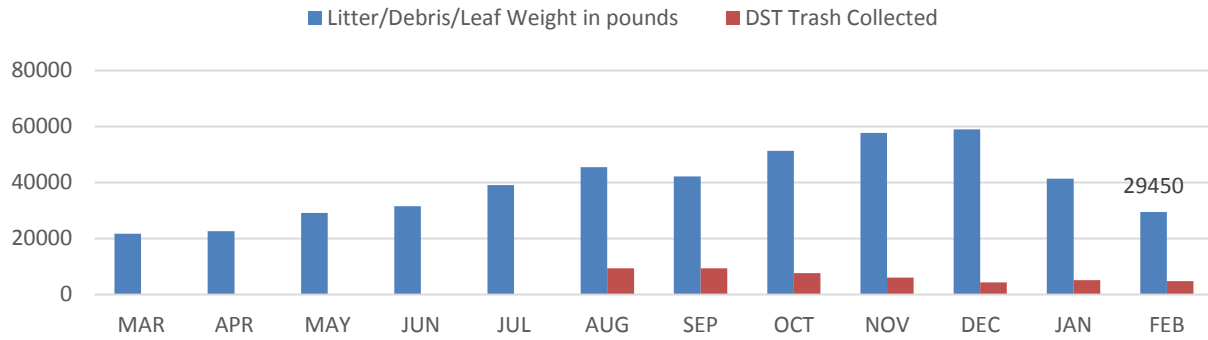
Directions Provided



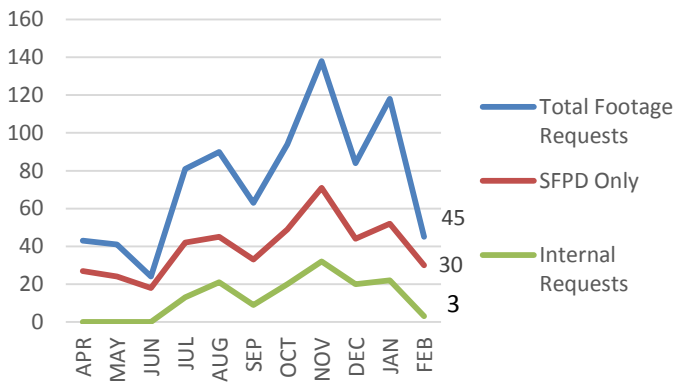
Graffiti Removed



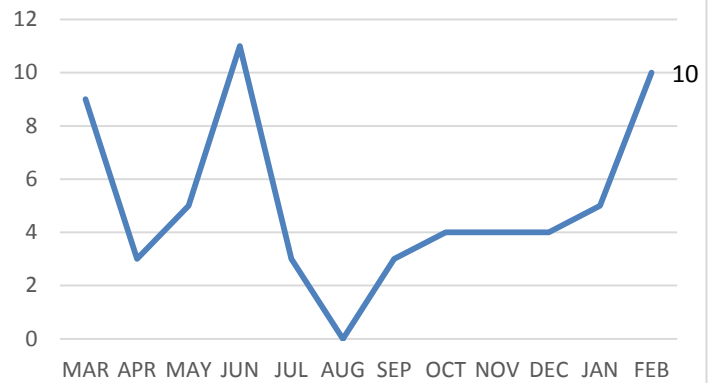
Litter Collection



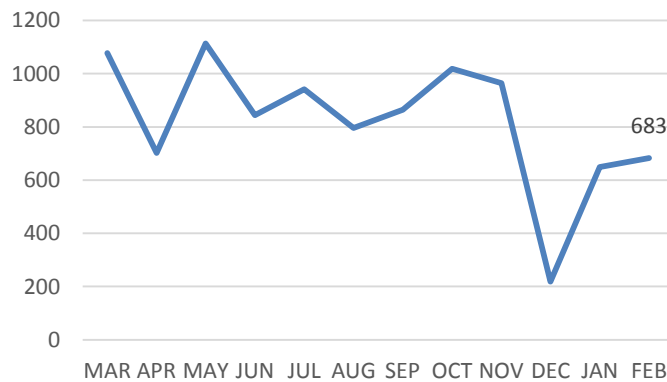
Security Camera Metrics for 2016



Cameras per Request (Complexity)



10B Incidents



Statistics

Past 12 months	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Totals
DST Litter Collected	0	0	0	0	242	372	371	304	239	174	203	192	2,097
DST Syringes Removed	0	0	0	0	162	142	126	126	262	54	83	97	1,052
Directions - Cleaning Ambassadors	628	1261	813	905	892	1173	1143	1186	1232	1108	832	527	11,700
Directions - Hospitality Ambassadors	4454	5899	4262	3724	2270	3599	3569	3682	2995	1573	1287	1148	38,462
Directions - Safety Ambassadors	710	748	1326	1144	720	1309	1484	1001	724	819	264	210	10,459
Drunk and Disorderly	35	48	105	62	128	192	132	136	116	109	132	132	1,327
Graffiti Removed - Total	1914	929	1431	1665	1341	1890	1613	1303	1254	1414	1354	1254	17,362
Hazardous Waste Clean-up (human)	505	518	673	842	926	1094	833	865	897	797	587	652	9,189
Illegal Vending - Observed	3	13	20	10	24	28	15	7	9	25	30	68	252
Litter/Debris/Leaf Number of Bags	865	903	2116	1262	1566	1818	1685	2051	2306	2359	1653	1177	19,760
Litter/Debris/Leaf Weight in pounds	21625	22575	29100	31475	39029	45439	42127	51275	57689	58975	41325	29450	470,083
Mentally Disturbed	105	121	124	87	367	342	239	209	153	174	163	119	2,203
Noise Complaints (Amplified Sound)	10	27	41	22	40	24	23	13	30	9	16	16	271
Overflowing Trashcans Leveled	317	341.5	519	467	657	753	462	439	357	484	290	223	5,310
Panhandling - Aggressive	98	111	77	10	163	101	47	27	29	40	25	22	750
Safety Escorts	1	9	10	2	12	12	10	12	1	6	8	5	88
Safety Hazards - Needles	27	140	537	216	224	152	132	99	19	72	139	157	1,914
Scrub Requests	187	243	249	202	252	315	257	200	212	163	143	156	2,579
Sit/Lie/Sleep Non-Comply, Police Notified	181	189	221	81	162	147	139	110	92	272	132	132	1,858
Sit/Lie/Sleep; Comply	1162	1273	1392	891	1714	1915	1531	1410	1465	637	1003	1173	15,566
Sweep Requests	83	84	180	157	220	321	240	224	198	183	171	122	2,183
Trespass/25 MPC	147	133	382	35	489	803	542	448	423	326	287	377	4,392

Highlights

New Hire, Troy Adams

On February 18, Block by Block welcomed our newest cleaning ambassador, Troy Adams, to the team. Troy has previous experience with DST and has worked and lived near the Union Square area. Troy brings great hospitality and cleaning experience to our cleaning staff. He has completed his training and has been a wonderful addition to our team. If you see Troy out cleaning, feel free to say Hello! Troy loves working in the Union Square BID and looks forward to meeting everyone.



SF Travel Shadowing

In January, Hospitality and Safety Ambassadors were able to attend a training session with SF Travel staff. On February 15, SF Travel volunteers had the opportunity to shadow our Union Square Hospitality Ambassadors. Our staff was able to show the SF Travel team our services, dispatch center, and how we deal with BID-specific issues. Training was given for about 1 hour. It was a great opportunity for the USBID to reciprocate training.

Truck Vinyl Addition

Our 2016 Chevrolet Silverado truck has been branded with vinyl decals. Member Services phone number, USBID logo, and the visitunionsquaresf.com website are now visible on our pressure washing truck.



Downtown Streets Team



February 2017 Report

Hours Contributed: 412 (640 monthly)

Debris Removed: 4,800 lbs.

Needles Removed: 97

Year to Date Hours: 4,386 (7,680 yearly)

Year to Date Debris: 52,275 lbs.

Year to Date Needles: 1,126

Last month our Employment Specialist helped a handful of Union Square Team Members into employment and collaborated with our Case Manager to set-up a savings plan that could prepare them for housing. We are proud to share that with their savings and our resources, we were able to obtain rental keys for two of those hard-working Team Members, making a total of 6 housed from Union Square! We are even more proud to announce that since our July start we have moved 12 people from Union Square into employment, six of whom have made it in their position for longer than 90 days and 6 who are well on their way!

The Team removed 97 needles and 4,800 lbs. of debris from Union Square, totaling nearly 1,126 needles and 52,275 lbs. of debris since our inception in July. Enjoy this photo of our newly housed Team Member, Sam!



Notable before and after photos

Before



After

