

Operations Report

Union Square BID

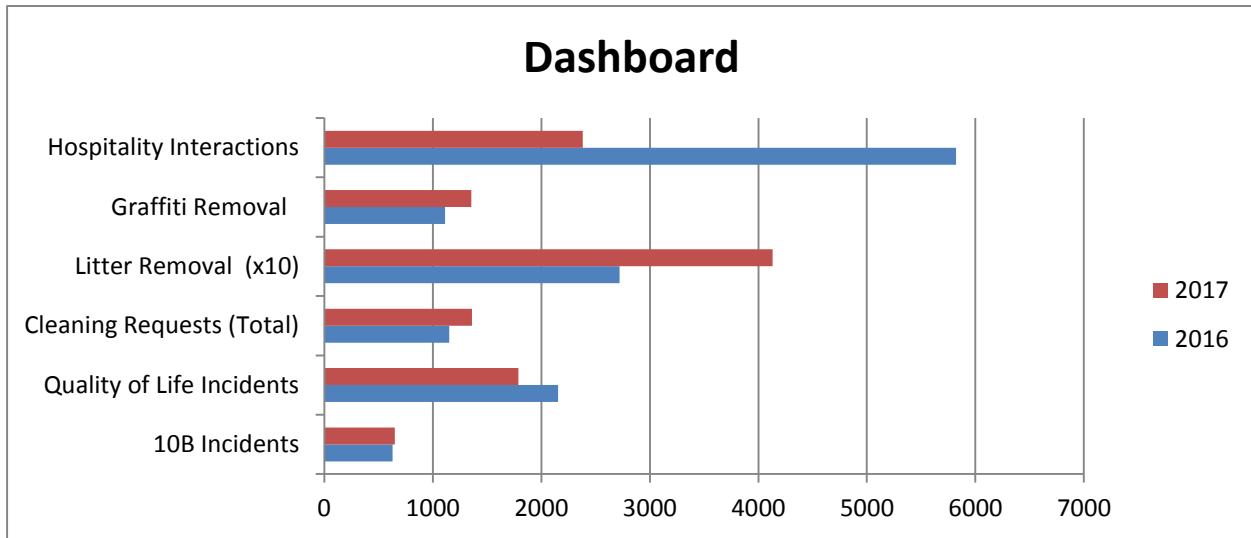
January 2017



Overview

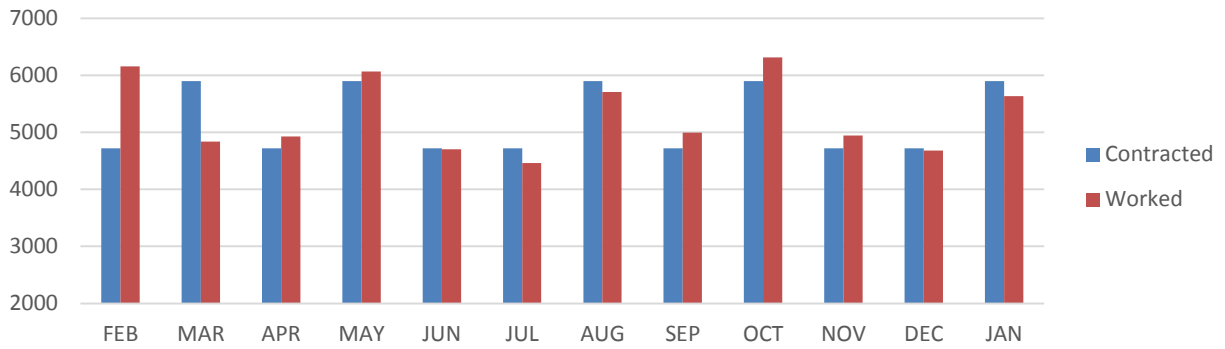
- January 9-13, 2017 the J.P. Morgan 35th Annual Healthcare Conference 2017 was held at the Westin St. Francis. Hospitality Ambassadors were able to provide direction and recommendations to those who attended and needed location assistance.
- Saturday, January 14 Mr. Kim organized the Korean American Youth Leadership Program to volunteer in Union Square. Our Operations Supervisor, Karl Bijan, was on hand to provide direction and assistance to the 20 youth and adults who attended.
- On January 23, 2017 the Westin St. Francis treated the Block By Block staff to a thank you dinner for all their hard work. We announced our Ambassador of the Quarter, Larry Derrick, and Ambassador of the year, Margarita Carranza.
- January 25, over the course of three days, Block by Block ambassadors assisted with the removal and replacement of two damaged Powell Street Promenade planter boxes.

Charted Statistics

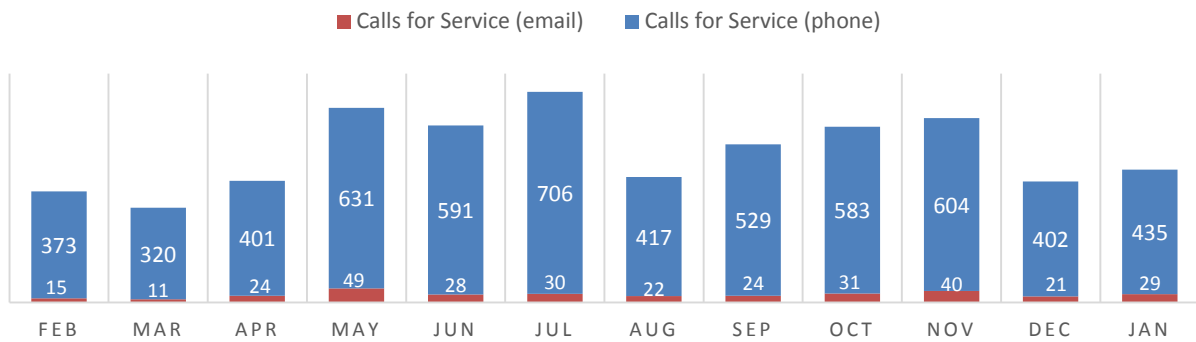


2016	2017	
628	649	10B Incidents: The number of reported 10B calls increased in January by 3.34 % (21 incidents).
2153	1788	Quality of Life Calls: Quality of life calls decreased by 16.95% this month. The colder temperatures and rain during January may have led to the slight decrease. In addition to the weather, we did have all four Safety Ambassadors staffed and responding to issues as often as our team reported any.
1152	1362	Cleaning Requests: We had an 18.23% increase in the number of cleaning requests throughout the BID. Many businesses tend to hold off on placing their cardboard and trash outside during the rain. We noticed once the rain subsides, store fronts place an abundant amount of trash and cardboard out. Due to the rain and cold, the street population tends to search for warmth and food throughout all the litter they come across. This increases scattered trash, leading to more calls for cleaning services.
2720	4133	Litter Removal (x10): Cleaning ambassadors, with the assistance of Downtown Streets Team, have recorded 41,325 pounds of litter removal in January. We received additional city receptacle keys which have helped staff to top off trash cans prior to overflowing and keep as much trash as possible inside trash cans and not on sidewalk streets.
1114	1354	Graffiti Removal: Graffiti removal has increased by 21.54% from this time last year. Graffiti abatement continues to rise as overnight graffiti continues to increase. We also saw an increase in January after the various protest and demonstrations dispersed.
5823	2383	Hospitality Interactions: Directions were down by 3440 compared to last year. The Hospitality position was decreased from 5 ambassadors to 4. We have also mobilized our Hospitality team as opposed to being in a stationary location near the Cable Car Turnaround. Working along with SF Travel has allowed our Hospitality team to walk the district more leading to less visitor interaction from Bart and Market Street Muni passengers.

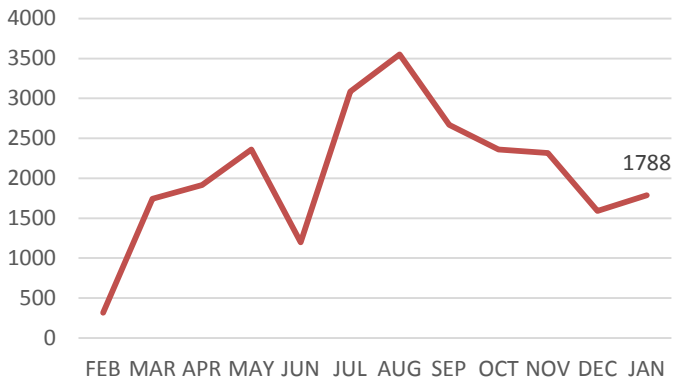
Worked vs. Contracted Hours



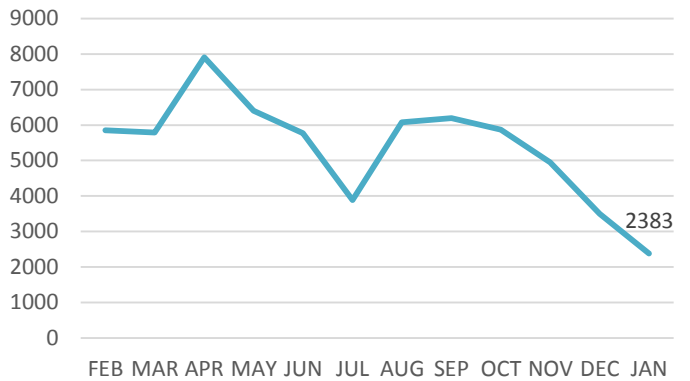
Calls for Service by type



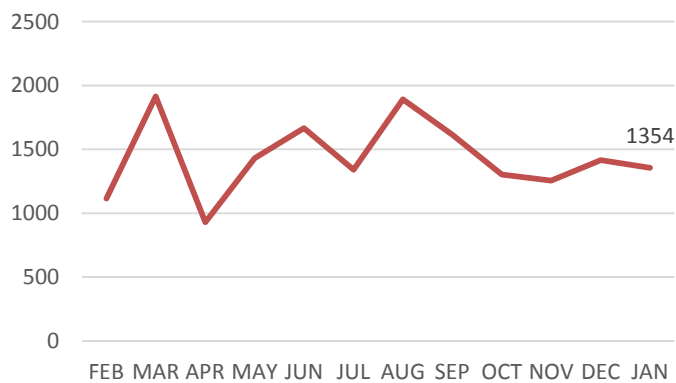
Quality of Life Incidents

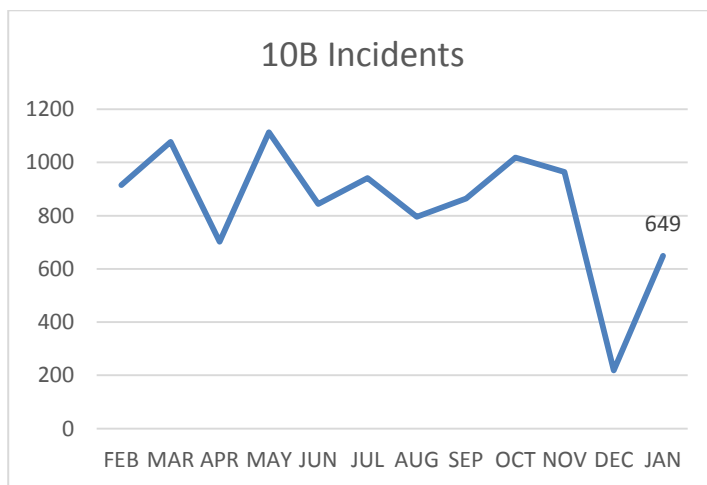
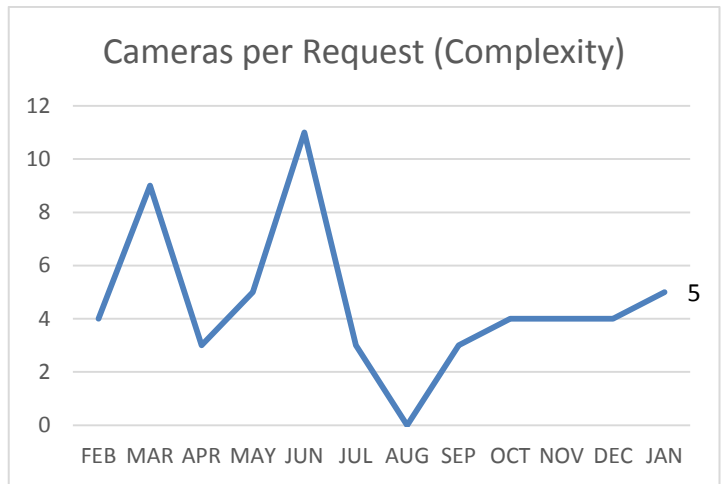
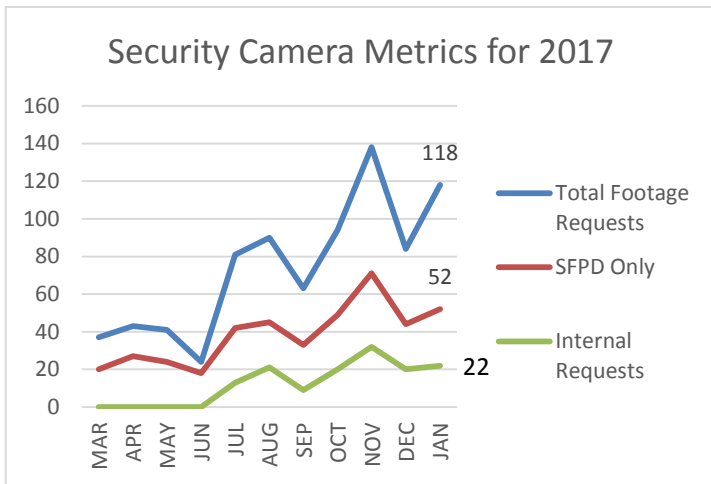
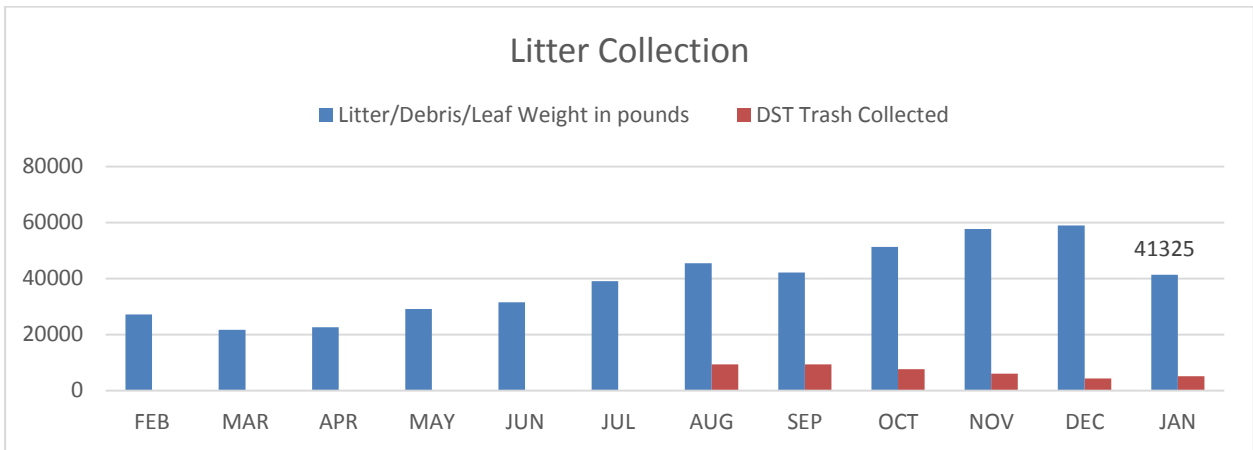


Directions Provided



Graffiti Removed





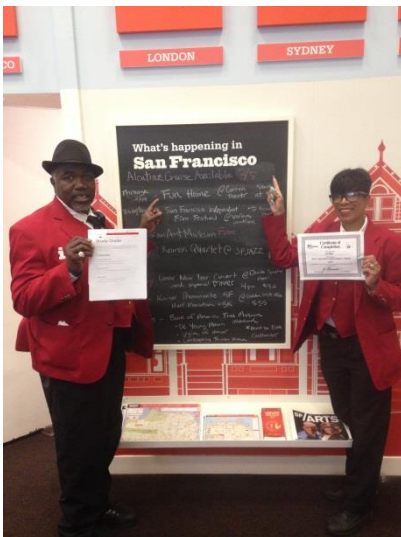
Statistics

Past 12 months	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	Totals
DST Litter Collected	0	0	0	0	0	6050	9300	9275	7600	5975	4350	5075	47,625
DST Syringes Removed	0	0	0	0	0	162	142	126	126	262	54	83	955
Directions - Cleaning Ambassadors	535	628	1261	813	905	892	1173	1143	1186	1232	1108	832	11,708
Directions - Hospitality Ambassadors	4635	4454	5899	4262	3724	2270	3599	3569	3682	2995	1573	1287	41,949
Directions - Safety Ambassadors	685	710	748	1326	1144	720	1309	1484	1001	724	819	264	10,934
Drunk and Disorderly	22	35	48	105	62	128	192	132	136	116	109	132	1,217
Graffiti Removed - Total	1114	1914	929	1431	1665	1341	1890	1613	1303	1254	1414	1354	17,222
Hazardous Waste Clean-up (human)	495	505	518	673	842	926	1094	833	865	897	797	587	9,032
Illegal Vending - Observed	11	3	13	20	10	24	28	15	7	9	25	30	195
Litter/Debris/Leaf Number of Bags	1088	865	903	2116	1262	1566	1818	1685	2051	2306	2359	1653	19,671
Litter/Debris/Leaf Weight in pounds	27200	21625	22575	29100	31475	39029	45439	42127	51275	57689	58975	41325	467,833
Mentally Disturbed	164	105	121	124	87	367	342	239	209	153	174	163	2,248
Noise Complaints (Amplified Sound)	8	10	27	41	22	40	24	23	13	30	9	16	263
Overflowing Trashcans Leveled	271	317	341.5	519	467	657	753	462	439	357	484	290	5,358
Panhandling - Aggressive	110	98	111	77	10	163	101	47	27	29	40	25	838
Safety Escorts	1	1	9	10	2	12	12	10	12	1	6	8	84
Safety Hazards - Needles	25	27	140	537	216	224	152	132	99	19	72	139	1,782
Scrub Requests	168	187	243	249	202	252	315	257	200	212	163	143	2,591
Sit/Lie/Sleep Non-Comply, Police Notified	0	181	189	221	81	162	147	139	110	92	272	132	1,726
Sit/Lie/Sleep; Comply	0	1162	1273	1392	891	1714	1915	1531	1410	1465	637	1003	14,393
Sweep Requests	88	83	84	180	157	220	321	240	224	198	183	171	2,149
Trespass/25 MPC	0	147	133	382	35	489	803	542	448	423	326	287	4,015

Highlights

Ambassador of the Year 2016

Block by Block is pleased to announce Margarita Carranza as the 2016 Ambassador of the year. Margarita began as a Dispatcher, for Block by Block, in February of 2015. She was quickly promoted to Video Control Center Operator in February of 2016. In her current role she focuses specifically on the Video Camera Surveillance Program. Margarita handles all of the video requests received from various agencies and businesses. She also helps in maintaining the system and keeping the cameras clean and operable. Margarita has always been available and willing to assist all co-workers. She was also the featured Citizen of the Month for the SFPD Central Police Station. Margarita has been a fantastic employee and a great person to work with. We look forward to her continued success and are happy to give her the title of Ambassador of the Year for the Union Square Business Improvement District.



SF Travel Training

Block by Block Hospitality ambassadors received additional training from SF Travel. Several ambassadors were able to watch a 45 minute training video for Union Square and San Francisco. They also received hands on training at the visitor center with the SF Travel staff. It was a great training session, allowing our staff to build on their skills and share information with SF Travel staff.

Downtown Streets Team New Hire

Block by Block is pleased to announce our newest hire from DST, Matthew Martin. Matt joined our company as a full time Cleaning Ambassador in January. He has been cleaning in Union Square, as a DST member, and jumped at the opportunity to work with us. Matt is the fourth DST member we have been able to hire full time for the Union Square Business Improvement District.





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January 2017 Report

Hours Contributed: 448 (640 monthly)

Debris Removed: 5,075lbs

Needles Removed: 83

Year to Date Hours: 3,974 (7,680 yearly)

Year to Date Debris: 47,475lbs

Year to Date Needles: 1,029

It's been a rainy January, so to make up for the time that we are not sending our unhoused community members into the rain we've decided to expand the program into the weekends! While the rain has kept us from being outside, we've been spending a great deal of time tackling employment goals with our Team Members. In January, we moved not one, not two, but three more Team Members from your Union Square Team into employment. These moves are creating opportunities for fresh faces on our waitlist to begin their journey toward stability. The photo below is of a Team Member who won a donated television, through our challenge of achieving his goal housing and employment goals!



The Team removed 83 needles and 5,075lbs of debris from Union Square, totaling nearly 1,000 needles and 50,000 lbs. of debris since our inception in July. We are also proud to announce that two of the staff hired on full-time to the Block by Block cleaning crew have received the top Progress Reviews in all of the Union Square branch. In February, the name of the game is saving! We hope to cash in those checks and move some of our employed folks into housing. Until next time...

Notable before and after photos

Before



After

