

# Operations Report

Union Square Business Improvement District

August 2017



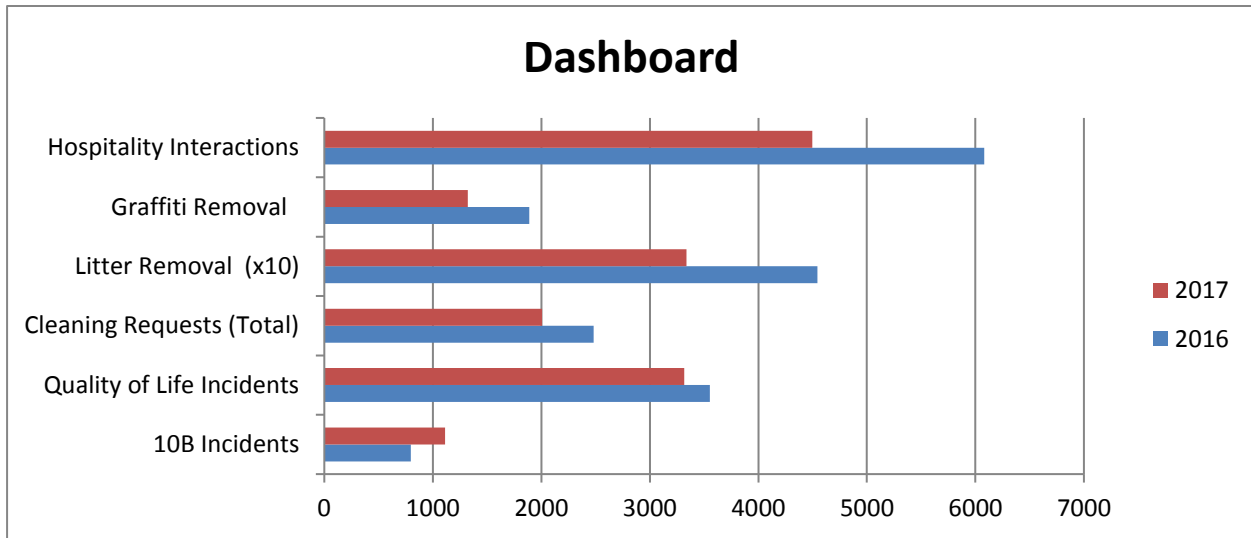
UNION SQUARE  
BUSINESS IMPROVEMENT  
DISTRICT



# Overview

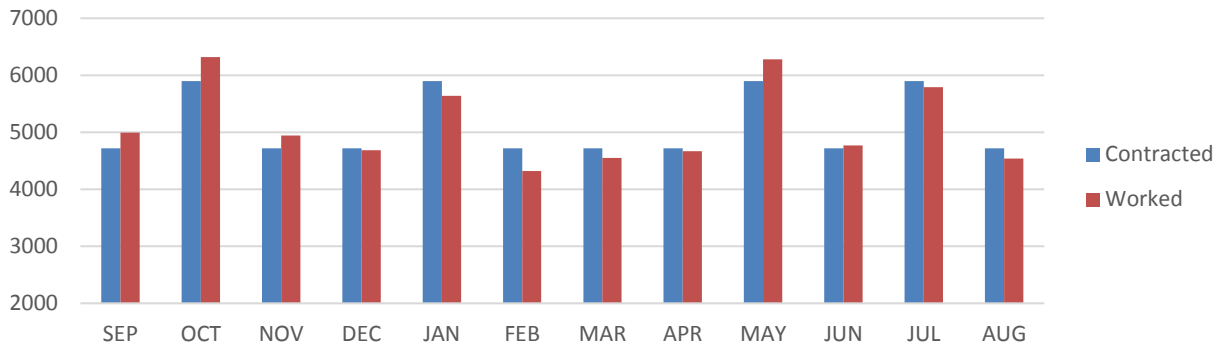
- On August 1st, Block By Block manager Chris Boss and supervisor Karl Bijan attended the San Francisco Police Department Central District's National Night Out event. The event was held at the Salesian Playground on Filbert Street. "National Night Out is an annual community-building campaign designed to promote neighborhood camaraderie and strengthen the relationship between police and communities to help make our neighborhoods safer places to live."
- The Pistahan Parade was held on Saturday, August 12th. The parade passed between 5th and 4th street, on Market Street. The Pistahan Parade is the largest celebration of Filipino Americans in the United States. The parade brought an estimated 75,000 visitors to San Francisco. Union Square Ambassadors were on hand providing Hospitality, Safety, and Cleaning services during and after the event.
- On August 16, the Maiden Lane table and chair arrangement was modified. The placement Monday through Wednesday is now 5 tables 10 chairs placed in front of the Iron Horse Café at 25 Maiden Lane, 5 tables 10 chairs at Grant Street on the Kearny side, and 5 tables and 10 chairs on the Stockton side at Grant. Thursday-Sunday we will provide 5 tables 10 chairs placed in front of the Iron Horse Café at 25 Maiden Lane, 5 tables 10 chairs at Grant on the Kearny side, and 11 tables and 17 chairs on the Stockton side at Grant.
- Beginning August 23, Block by Block adjusted the starting hours for Dispatch/Member services, Safety, and Afternoon/Night Cleaning. The new hours for Member services are 12:30p-9:00p. Night time cleaning hours were adjusted at 1p-9:30p to accommodate the new dispatching hours. Morning Safety hours were adjusted to 6a-2:30p to provide continual Safety services from 6a-11p daily.
- During the month of August, the Maiden Lane gates at Kearny and Grant Street were damaged from separate vehicle involved issues. The damaged gates were reported by Ambassador Staff immediately and repairs were completed. The gates received a touch-up paint job after the repairs were made and both gates are operational again.

# Charted Statistics

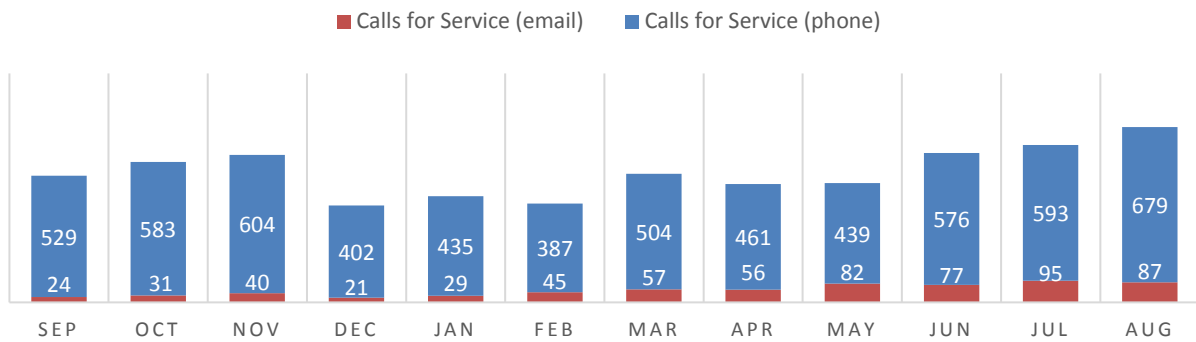


2016	2017	Narrative
<b>796</b>	<b>1114</b>	<b>10B Incidents:</b> The number of reported 10B calls increased in August by 39.94% (318 incidents). A number of requests are received daily for issues in which the 10B Officer is needed, rather than an ambassador. As the street population becomes more aggressive, calls for 10B service increase.
<b>3557</b>	<b>3317</b>	<b>Quality of Life Calls:</b> Quality of life calls decreased by 6.74%. Education and training of staff continues to be a top priority. In August, three assaults against our staff did occur. The staff continually deals with aggressive behavior each day both verbal and physical. We continue to train on best practices and address known locations of frequent quality of life concerns.
<b>2426</b>	<b>2008</b>	<b>Cleaning Requests:</b> Cleaning request have decreased by 17.23% in August. Proper deployment and addressing ongoing daily “hotspots” of debris has helped lower the amount of request for cleaning.
<b>44263.5</b>	<b>33375</b>	<b>Litter Removal (x10):</b> Trash removal decreased by 24.59%. In August 2016, we operated with 12 cleaning ambassadors throughout the month averaging 3688.63 pounds of debris per ambassador. In 2017 we operated with 10.6 cleaners in August, averaging 3148.58 pounds of debris per ambassador. We also received an additional 108 hours of DST cleaning compared to last year’s hours. With less cleaning and less trash to remove, the totals decreased.
<b>1854</b>	<b>1323</b>	<b>Graffiti Removal:</b> Graffiti removals have decreased by 28.64% from the same time last year. Ambassadors have continued to focus on removing graffiti as soon as we find it. Most of the graffiti is completed during off peak hours and our staff works to remove it as soon as possible during the day shift. Due to unforeseeable terminations and resignations, the totals decreased this year. We are actively searching to replace two of our main graffiti removal positions.
<b>6076</b>	<b>4497</b>	<b>Hospitality Interactions:</b> Directions have decreased by 25.98% compared to last year. In 2016 we operated per contract at 4 Hospitality positions. In 2017 we are operating per contract at 2 Hospitality positions. The decrease from 2016 to 2017 is a result of decreased staffing levels.

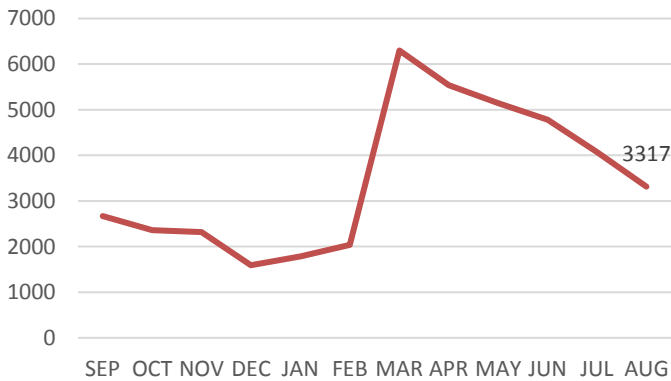
### Worked vs. Contracted Hours



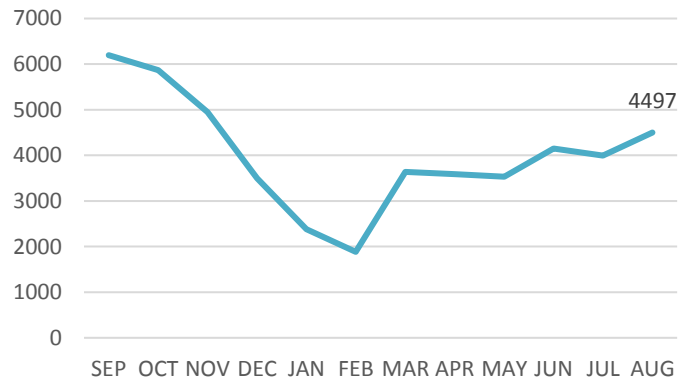
### Calls for Service by type



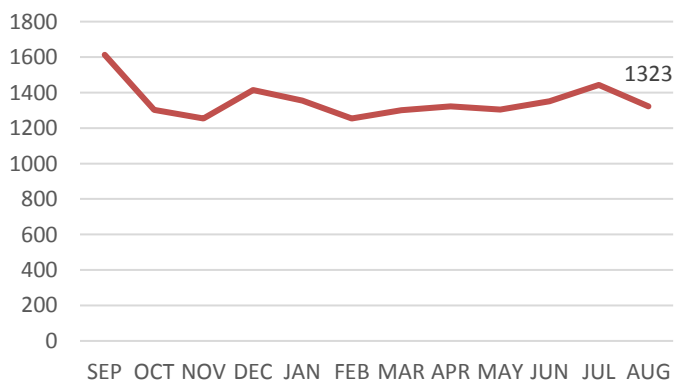
### Quality of Life Incidents



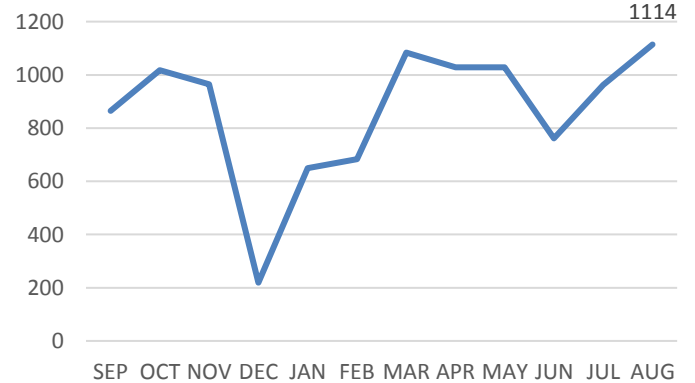
### Directions Provided



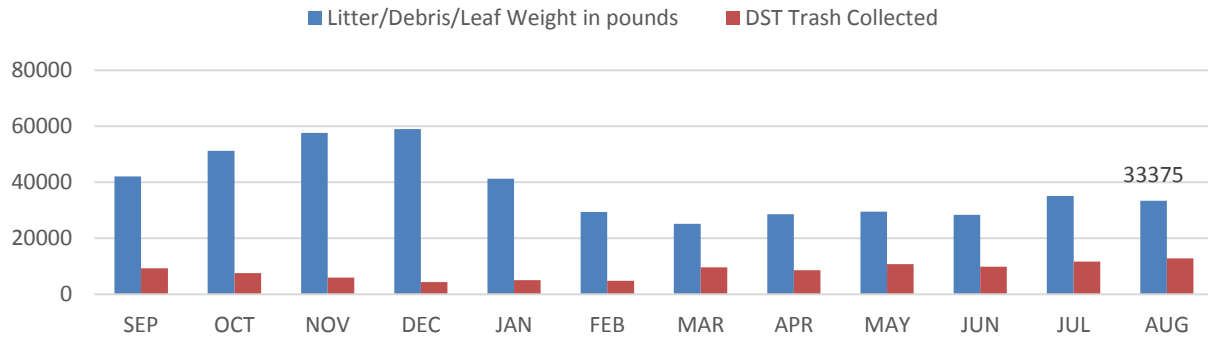
### Graffiti Removed



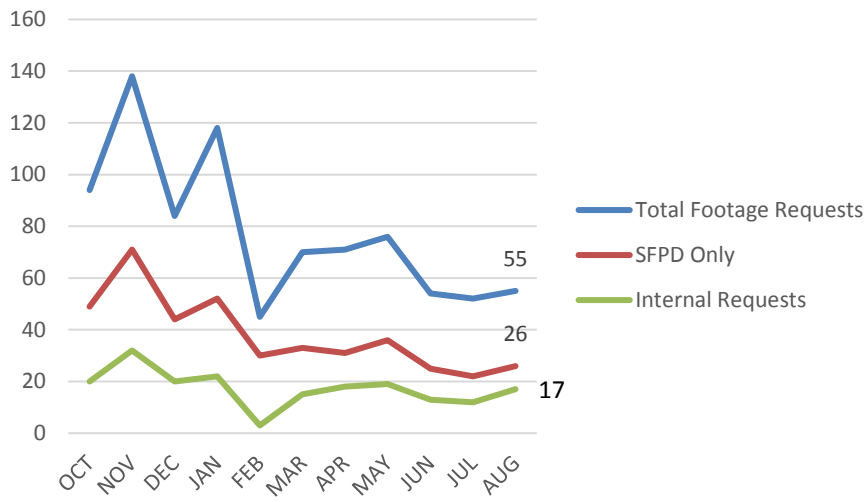
### 10B Incidents



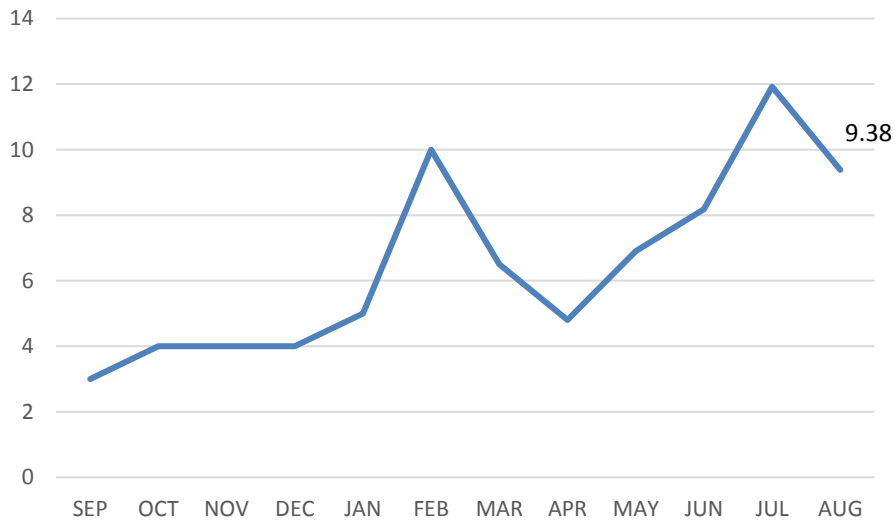
## Litter Collection



## Security Camera Metrics for 2016



## Cameras per Request (Complexity)



# Statistics and Data

Past 12 months	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Totals
DST Litter Collected	371	304	239	174	203	192	386	343	432	394	467	514	4,019
DST Syringes Removed	126	126	262	54	83	97	118	170	196	244	261	644	2,381
Directions - Cleaning Ambassadors	1143	1186	1232	1108	832	527	613	791	893	860	996	988	11,169
Directions - Hospitality Ambassadors	3569	3682	2995	1573	1287	1148	2432	2111	2073	2842	2658	3202	29,572
Directions - Safety Ambassadors	1484	1001	724	819	264	210	594	689	563	450	339	307	7,444
Drunk and Disorderly	132	136	116	109	132	132	815	612	680	559	93	341	3,857
Graffiti Removed - Total	1613	1303	1254	1414	1354	1254	1300	1323	1304	1351	1444	1323	16,237
Hazardous Waste Clean-up (human)	833	865	897	797	587	652	626	682	697	617	725	754	8,732
Illegal Vending - Observed	15	7	9	25	30	68	132	68	72	68	80	51	625
Litter/Debris/Leaf Number of Bags	1685	2051	2306	2359	1653	1177	1009	1146	1182	1079	1405	1335	18,387
Litter/Debris/Leaf Weight in pounds	42127	51275	57689	58975	41325	29450	25225	28650	29550	28375	35125	33375	461,141
Mentally Disturbed	239	209	153	174	163	119	1193	1014	1052	1233	457	544	6,550
Noise Complaints (Amplified Sound)	23	13	30	9	16	16	41	32	25	21	15	25	266
Overflowing Trashcans Levelled	462	439	357	484	290	223	251	313	396	403	570	555	4,743
Panhandling - Aggressive	47	27	29	40	25	22	233	218	228	156	141	127	1,293
Safety Escorts	10	12	1	6	8	5	112	48	69	78	102	150	601
Safety Hazards - Needles	132	99	19	72	139	157	159	370	142	50	31	42	1,412
Scrub Requests	257	200	212	163	143	156	161	174	178	119	223	314	2,300
Sit/Lie/Sleep Non-Comply, Police Notified	139	110	92	272	132	132	250	227	191	268	178	183	2,174
Sit/Lie/Sleep; Comply	1531	1410	1465	637	1003	1173	2449	2211	1957	1707	1504	1384	18,431
Sweep Requests	240	224	198	183	171	122	137	145	138	235	362	385	2,540
Trespass/25 MPC	542	448	423	326	287	377	1186	1156	938	771	1602	662	8,718

# Highlights

## Video Camera Maintenance

One of the ongoing projects ambassadors are tasked with is the cleaning and maintenance of the numerous video cameras throughout the Union Square Business Improvement District. Randall Scott and Margarita Carranza are continually identifying and reporting any issues found on any of the cameras. Due to the cameras location outside, camera lens cleaning is an ongoing task in which the cleaning ambassadors assist with. A list is provided from our video control monitor, Margarita Carranza, to our Operations Supervisor Karl Bijan. Karl does a fantastic job overseeing the cleaning and maintenance of the camera domes. Most recently, our camera in Campton alley received a graffiti spray paint which blocked the visibility of the camera. New domes were ordered and ambassador staff were able to replace the damaged dome with a new dome. We have also been able to identify several of the street population who damage our cameras and have them reported to San Francisco Police Department for corrective action.



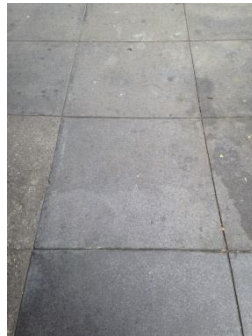
BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER

## Graffiti Abatement

In the month of August, ambassador staff reported a numerous amount of sidewalk graffiti on Powell Street between Ellis and Geary street. The major two graffiti's spotted were "Sober" and "Mega". The graffiti's were documented using Block By Block's Smart System. The sidewalks were treated with a porous graffiti remover called "Elephant Snot". The sidewalks were treated by our special projects ambassador and non-heated pressure washing was used to remove the treated sidewalks of all graffiti. Video footage of the individuals defacing the sidewalks was captured and forwarded to Officer Martin Ferreira with SFPD's Gang Task Force / Graffiti Abatement.



VISITUNIONSQUARESF.COM



### August 2017 Report

**Hours Contributed: 796 (640 monthly)**

**Debris Removed: 12,850 lbs**

**Needles Removed: 644**

**Year to Date Hours: 1428 (7,680 yearly)**

**Year to Date Debris: 24,525 lbs**

**Year to Date Needles: 905**

**Employed: 1**

**Year to Date Employed: 2**

#### **Narrative:**

With all the challenges our Team Members face each day, we felt it was essential to concentrate on communication skills to better help the Team interact with one another. Towards the end of August, Downtown Streets Team facilitated a Healthy Communications workshop. Team Members were able to practice mindful speaking along with valuable listening skills to help with their employment objectives and to unite together as a team. We even had a guest who provided their expertise with the use of meditation, which enhanced the workshop and increased self-awareness amongst the Team.

We had one Team Member gain employment this month. As he worked closely with support service staff, he was able to recover his stolen license and phone, build a strong resume, and do mock interviews. Within a few days of applying, he was slated to interview, only to be hired a few short days later. The pursuit of happiness is what drove him, not because he was being told it was the right thing to do, but because he believes that he deserves it!



# Notable Before and After Photos

Before



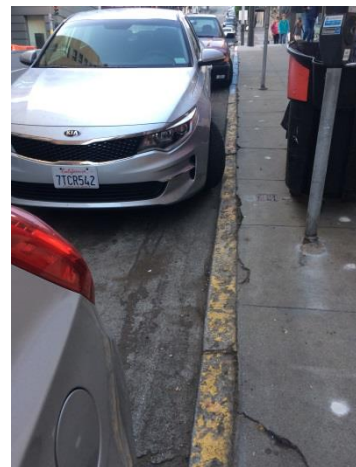
After



TIFFANY'S



CABLE CAR TURNAROUND FLOWER STAND



MASON STREET