

Operations Report

Union Square BID

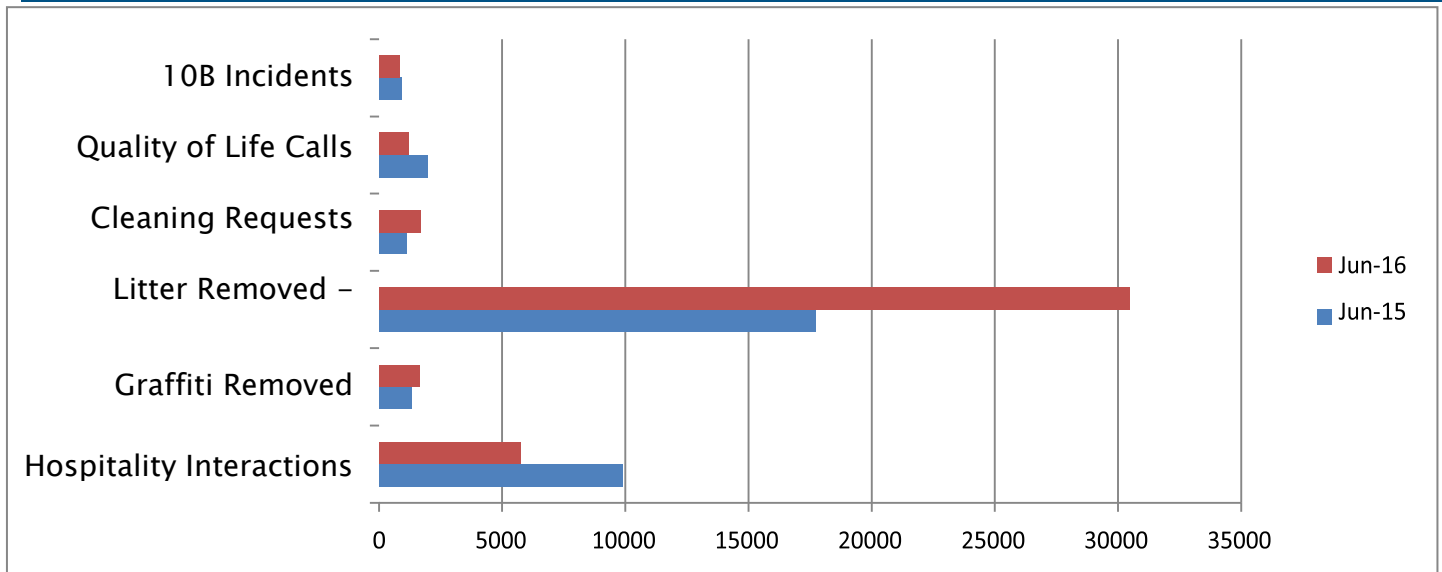
June 2016



Overview

- Operations Supervisor Chris Boss will be leaving the program to become Operations Manager at our Jack London CBD account in Oakland. Chris was instrumental in getting our program up and running here in Union Square and will be greatly missed. He will be replaced by Karl Bijan, who has been a Team Lead Supervisor with us for a year.
- The Union Square BID and the Downtown Streets Team signed a contract to begin a program here in the district, to provide work experience for the street population in exchange for gift card stipends and individual case management. This program will begin in July 2016 and will provide 160 hours of additional cleaning to the district.
- The activation of Campton Alley began with the paving to the street by DPW on June 18th. Further work, including lighting, seating, and public art will be coming in the near future.
- SF Travel began a program at the Cable Car turnaround utilizing one of the small stationary kiosks. The kiosk will be staffed with a volunteer to provide directions and other concierge services. This will allow our Hospitality Ambassadors to cover more areas throughout the district during the day.
- Block by Block participated in their 1st Annual Safety Day on June 2nd. This event was attended by all staff members and comprehensive safety training was conducted in the conference room at Macy's. Daily physical stretching and warm-ups will become part of our deployments in an attempt to limit the number of work injuries.
- Randall Scott and Rich Mongarro met with representatives of Macy's to look at a possible storage location for the districts two dumpsters. The loading dock area in Security Pacific alley was discussed as a possible location to replace the current location on Harlan Alley. This has been an ongoing issue in the district for over 18 months. Macy's representatives will meet and discuss this issue internally and report back to the BID.
- Discussions between the USBID and Block by Block began to prepare for the 2016–2017 budget. Proposals were submitted to the BID and will be reviewed in the coming weeks.

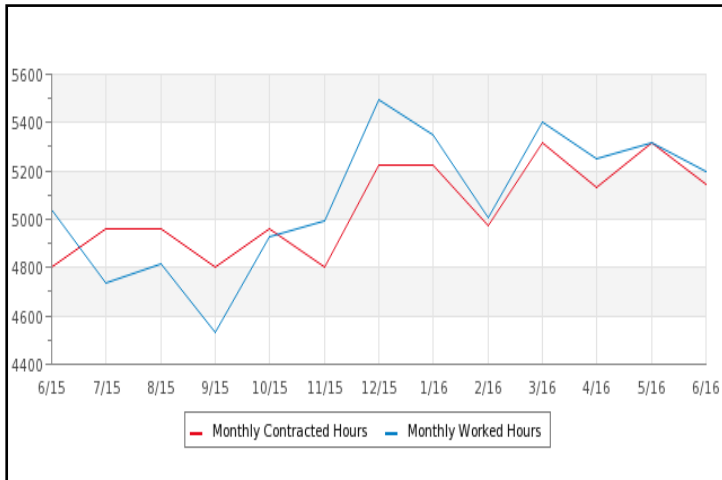
Year Over Year Comparative Analysis and Insights



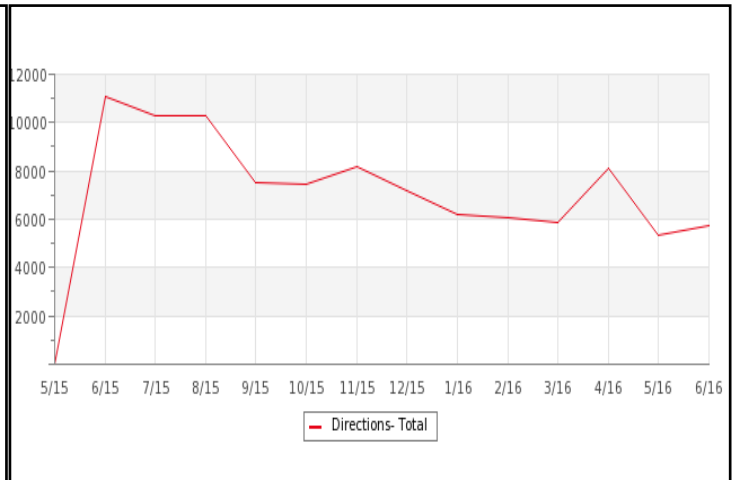
2015	2016	Narrative
923	844	10B Incidents: The number of reported 10B calls decreased slightly in June by 8.6 % (79 incidents).
1987	1182	Quality of Life Calls: Quality of life calls decreased by over 800 from the same time last year. I believe this is a direct statement on the effectiveness of the Safety Ambassadors and Team Leads as well as the 10B program. We have developed a solid relationship with a vast majority of the street populations and they are much more compliant than in the past.
1118	1678	Cleaning Requests: With the improving weather and more people in the district, the numbers of cleaning requests have escalated. We also have a much more efficient crew that has become much more productive and are covering more of the district in a timely manner.
17700	30475	Litter Removal: Trash removal continues to increase and has now surpassed the 30000 pounds per month mark. This is in part to the increase in visitors to the district, but also to the effectiveness of our cleaning crew to get to more trash on a daily basis. Illegal dumping continues to be a major factor in the high amount of trash throughout the district.
1338	1665	Graffiti Removal: Graffiti removals have increased by almost 25% from the same time last year. Once again, I believe it is due to our more efficient staff. This is traditionally also a very popular month for graffiti taggers and will likely remain at this level throughout the summer months.
11074	5732	Hospitality Interactions: Directions were down by almost 4200 compared to last year. This could be partly due to the decrease in Hospitality Ambassadors (5 to 4) and also the new SF Travel kiosk at the Cable Car turnaround.
37	11	New Homeless in District: The number of new homeless is down compared to 2015 primarily due to our shift in focus from engaging everyone, to focusing on the top 5 persons and getting them all the way into sully supportive services. This takes time away from canvassing the district looking for new faces.

Statistics *(June 2015 through June 2016)*

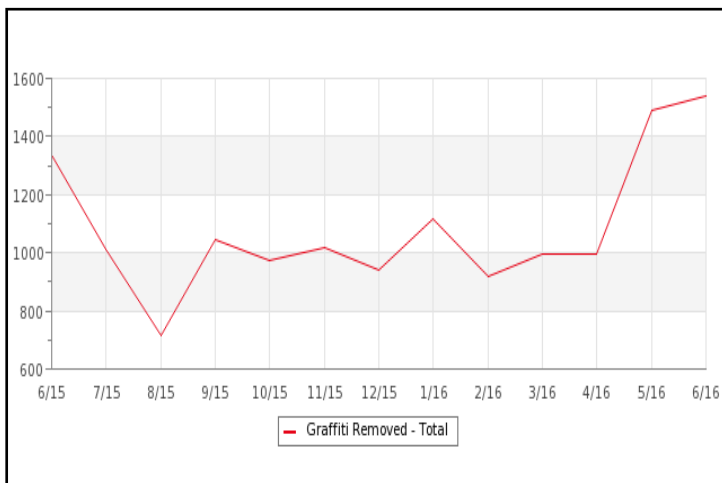
Monthly Worked Hours



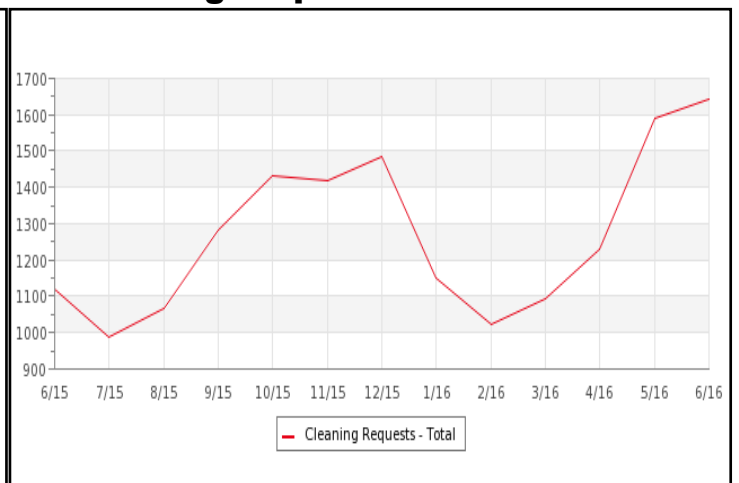
Directions- Total



Graffiti Removed - Total

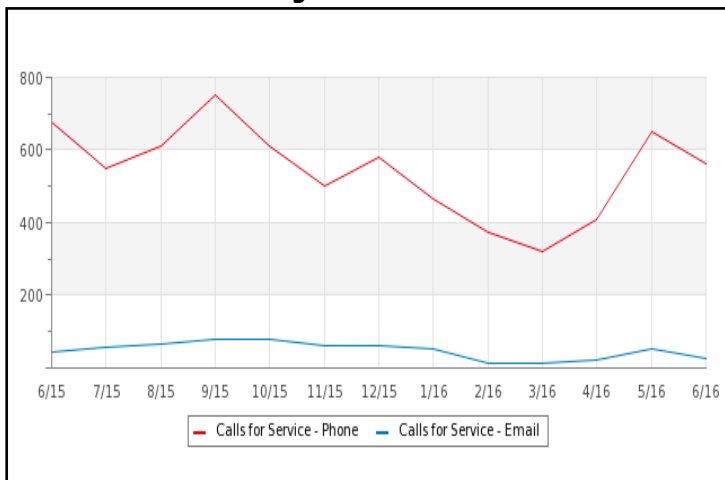


Cleaning Requests - Total

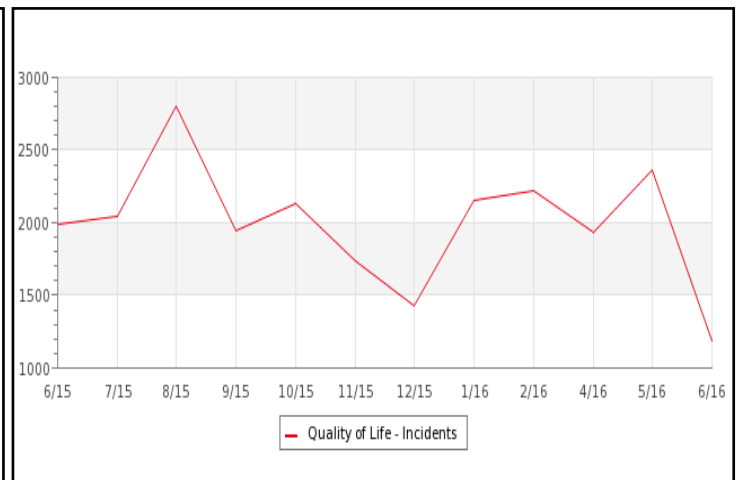


Cleaning requests – 1678 (sweep requests, scrub requests, hazardous waste pick-up, and garbage can top off)

Quality of Life - Incidents



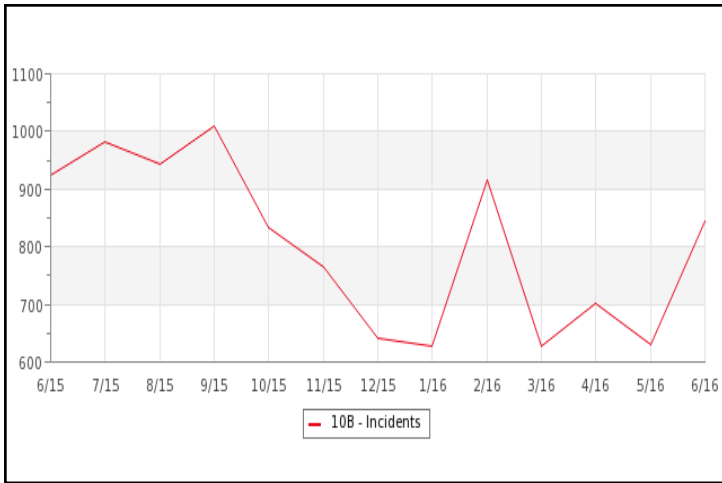
Calls for Service - Email



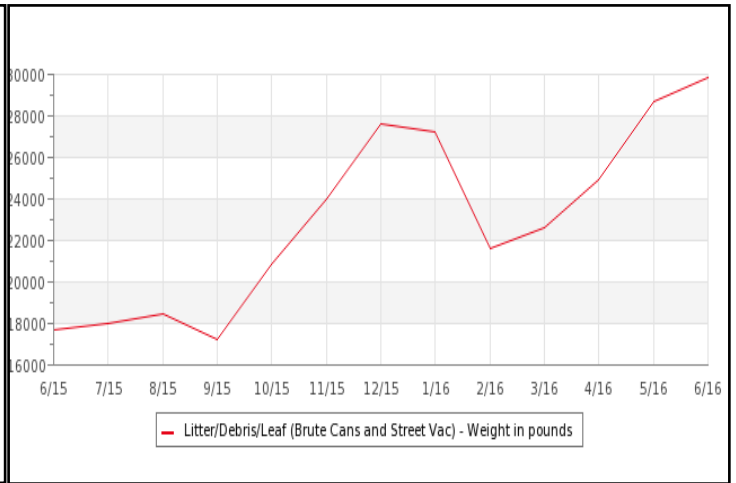
Calls for service (phone) – 590

Calls for service (email) – 28

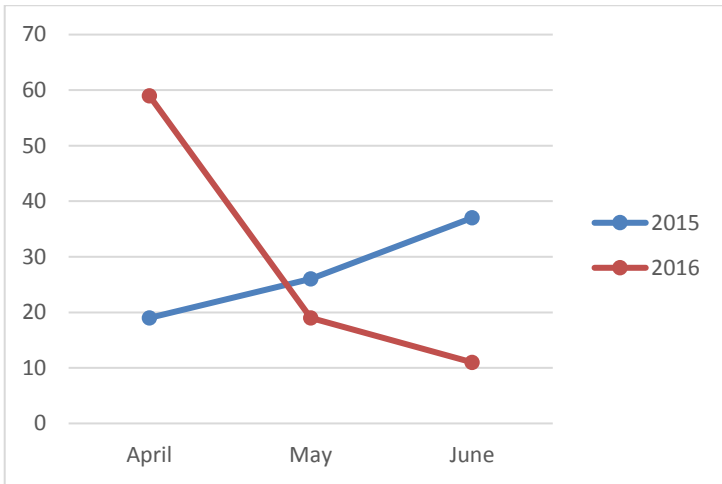
10B - Incidents --



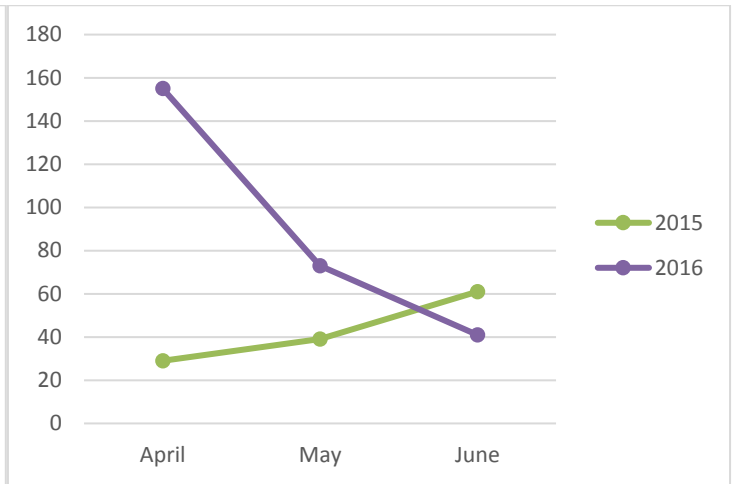
Litter/Debris/Leaf Weight in pounds



New Homeless in District

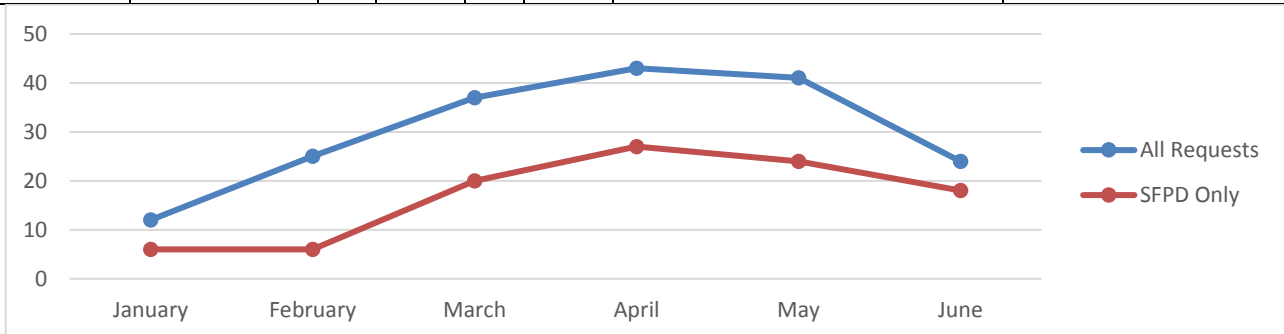


Homeless Encounters --



Camera Metrics for 2016

Month	Requests	Per SFPD		Other		Cameras requested	Cameras/Request
January	12	6		7		68	
February	25	6	24%	19	76%	92	4
March	37	20	54%	17	46%	338	9
April	43	27	63%	16	37%	150	3
May	41	24	59%	17	41%	223	5
June	24	18	75%	6	25%	257	11



Program Statistics

July 2015 through June 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Directions - Cleaning Ambassadors	'15	--	--	--	--	--	--	1472	949	1284	1281	1080	982	7048
	'16	595	535	628	1261	813	905	--	--	--	--	--	--	4737
Directions - Hospitality Ambassadors	'15	--	--	--	--	--	--	6321	5772	3523	3627	5791	4599	29633
	'16	4523	4635	4454	5899	4262	3687	14	--	--	--	--	--	27474
Directions - Safety Ambassadors	'15	--	--	--	--	--	--	1478	2927	1797	1908	1008	1229	10347
	'16	705	685	710	748	1326	1143	--	--	--	--	--	--	5317
Drunk and Disorderly	'15	--	--	--	--	--	--	130	217	144	118	52	21	682
	'16	48	22	35	48	105	62	--	--	--	--	--	--	320
Graffiti Removed - Total	'15	--	--	--	--	--	--	1014	716	1046	973	--	1017	4766
	'16	942	1114	1914	929	1431	1665	--	--	--	--	--	--	7995
Hazardous Waste Clean-up (human)	'15	--	--	--	--	--	--	478	450	476	672	659	634	3369
	'16	587	495	505	518	673	842	--	--	--	--	--	--	3620
Illegal Vending - Observed	'15	--	--	--	--	--	--	22	35	52	27	10	71	217
	'16	11	11	3	13	20	10	--	--	--	--	--	--	68
Litter/Debris/Leaf (Brute Cans and Street Vac) - Number of Bags	'15	--	--	--	--	--	--	721	738	690	834	960	942	3943
	'16	1105	1088	865	903	1164	1222	--	--	--	--	--	--	7299
Litter/Debris/Leaf (Brute Cans and Street Vac) - Weight in pounds	'15	--	--	--	--	--	--	18025	18450	17250	20850	24000	23550	98575
	'16	27625	27200	21625	22575	29100	30475	--	--	--	--	--	--	182375
Mentally Disturbed	'15	--	--	--	--	--	--	80	138	109	74	41	54	496
	'16	230	164	105	121	124	87	--	--	--	--	--	--	831
Noise Complaints (Amplified Sound)	'15	--	--	--	--	--	--	108	118	63	48	22	30	389
	'16	19	8	10	27	41	22	--	--	--	--	--	--	127
Overflowing Trashcans Leveled	'15	--	--	--	--	--	--	283	330	363	375	377	472	2200
	'16	311	271	317	341.5	519	467	--	--	--	--	--	--	2226.5
Panhandling - Aggressive	'15	--	--	--	--	--	--	498	657	355	426	206	83	2225
	'16	222	110	98	111	77	10	--	--	--	--	--	--	628
Safety Escorts	'15	--	--	--	--	--	--	10	36	32	6	3	3	90
	'16	14	1	1	9	10	2	--	--	--	--	--	--	37
Safety Hazards - Needles	'15	--	--	--	--	--	--	35	163	39	109	18	1	365
	'16	38	25	27	140	537	216	--	--	--	--	--	--	983
Scrub Requests	'15	--	--	--	--	--	--	114	143	233	234	261	277	1262
	'16	157	168	187	243	249	202	--	--	--	--	--	--	1206
Sit/Lie/Sleep Non-Comply, Police Notified	'16	--	--	181	189	221	81	--	--	--	--	--	--	672
Sit/Lie/Sleep; Comply	'16	--	--	1162	1273	1392	884	--	--	--	--	--	--	4711
Sweep Requests	'15	--	--	--	--	--	--	115	146	209	151	123	101	845
	'16	97	88	83	84	180	157	--	--	--	--	--	--	689
Trespass/25 MPC	'16	--	--	147	133	382	35	--	--	--	--	--	--	697

Highlights

SF Pride parade and festivities

On June 26th, the annual SF Pride parade came through the district along Market St. It is believed that over 1 million people were in the City for the parade and festivities along the parade route and at Civic Center. Our ambassadors were there to assist the several thousand visitors who came into the district via BART and Muni to be a part of the event. All in all, this was a much better behaved crowd than last year. Although there was a high increase in the amount of litter in the district, there was much less than generated by last year's event.



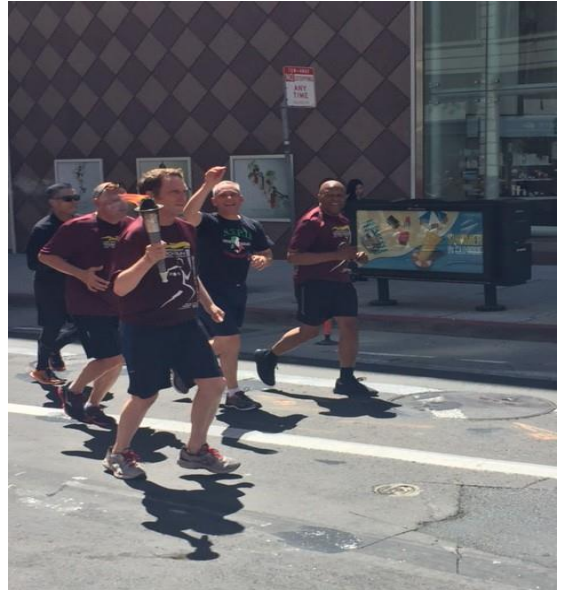
Ambassadors on patrol



Hospitality Ambassador Gerald Burgie was patrolling the area of Geary St across from Union Square Park, when he noticed an individual putting what appeared to be a gun in his waistband while in the park. Gerald contacted dispatch right away and then notified SFPD. Officers arrived on scene and found the man with a fake gun in his waistband standing in the park. The individual was taken into custody at that point. Thank you Gerald for keeping Union Square safe!

Police Torch Run through Union Square

On June 20th, members of the San Francisco Police Department took to the streets around Union Square to run for a very special cause, the Special Olympics. The Law Enforcement Torch Run, a long standing tradition for Bay Area law enforcement, raised over \$20,000 for the Special Olympics. The San Francisco leg of the state-wide race started and ended in Union Square Park with our friend Captain Dave Lazar leading the way throughout the 9 mile course.



New Staff in the District



Block by Block is pleased to welcome our newest member of the team, Asia Butler, to Union Square. Asia will be our new dispatcher and comes to us with a great customer service background. Her warm and outgoing personality has shown as she trains for her new positions. Please welcome Asia to the BID!