

Operations Report

Union Square BID

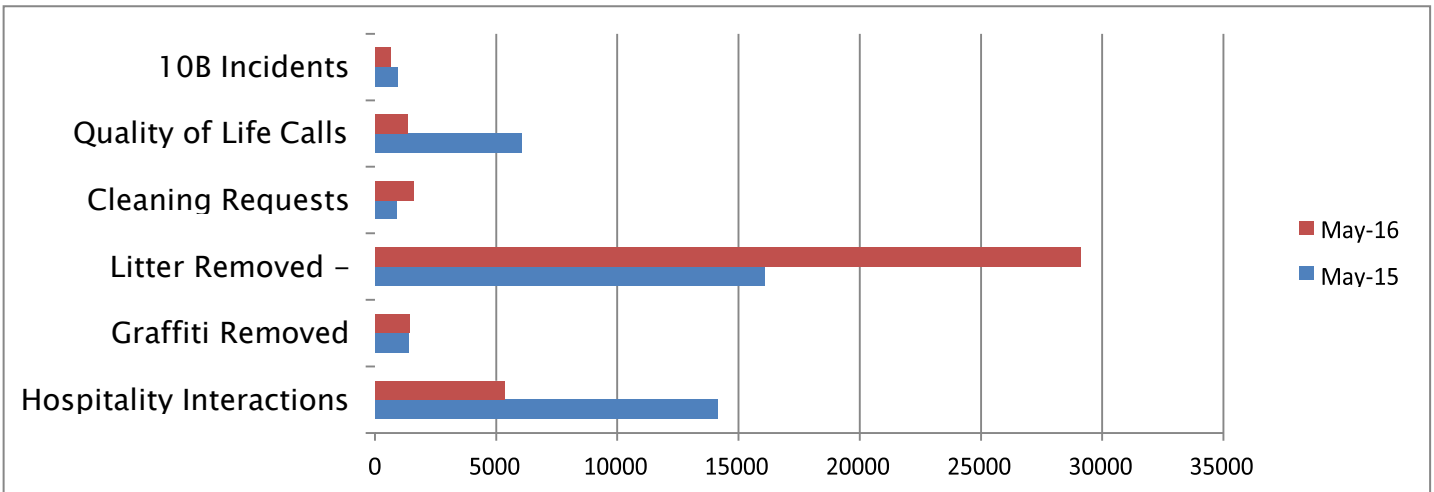
May 2016



Overview

- With the end of the school year and the beginning of the summer season, the district is seeing a marked increase in the amount of visitors. Also, we are seeing a dramatic increase in the amount of graffiti tags throughout the district. Generally this is attributed to the increase in young people once the school year is completed. We will be creating a new cleaning position strictly dealing with graffiti during this time of year.
- Currently the district is fully staffed and we have been able to streamline the morning deployment. Due to equipment issues, we have only be able to put out one street vacuum. We are hoping to have this rectified by the end of the month.
- Additional updates and training for the SMART system were provided to the Hospitality and Safety staff, as well as the Team Leads. Within the next few months, all stats will be entered directly into the system and "paper stats" will no longer berequired.
- The Hospitality and Safety Ambassadors delivered over 150 invitations to businesses and clients for the upcoming Retail Theft Prevention Meeting being held on June 7th.
- The management staff is working with our corporate support staff to implement new hiring procedures and techniques. Hiring has been a major issue especially here in the Bay Area. The management staff attended a conference call focus group to discuss ways of streamlining the hiring process as well as retaining our better employees.
- Management staff of the BID and BBB attended the 2016 Graffiti Huddle on May 4th. This conference was put on by the San Francisco Graffiti Advisory Board.

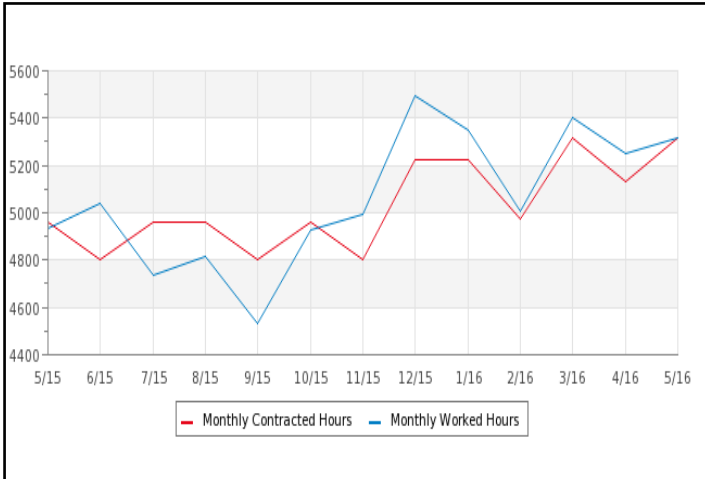
Year Over Year Comparative Analysis and Insights



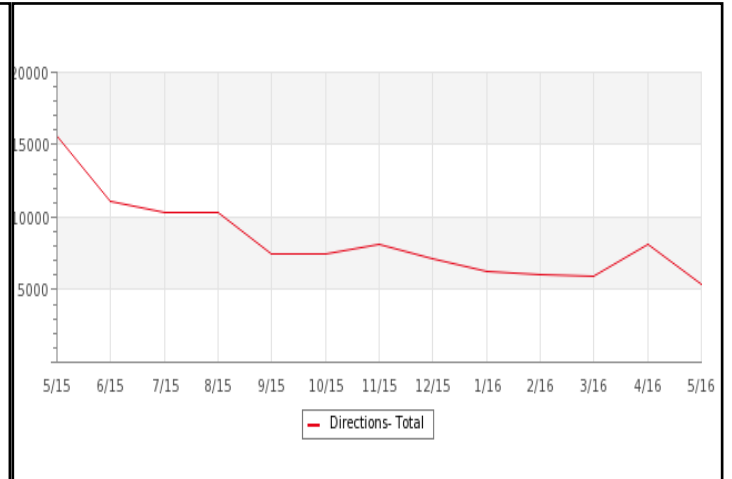
2015	2016	May Numbers Narrative
906	638	10B Incidents: Incidents decreased by almost 33% from this time last year. This could be due to the increased competency of the Safety Ambassadors and the relationships they are forming with the street population, which is requiring less time from the 10B officers.
6031	2365	Quality of Life Calls: There is still a huge difference between the number of aggressive panhandling calls in May 2015 compared to May 2016 (1510 vs. 76). There has been a noticeable drop in the number of aggressive panhandlers throughout the district over the past year. We will see if it remains that way during the summer season.
879	1595	Cleaning Requests: The number of cleaning requests increased by almost 80% from this time last year. With the coming of the summer season and an increase in visitors to the district, these requests will continue to increase over the summer months. Also, the cleaning staff has done an excellent job of being proactive in regards to spills and stains, as well as topping off of City trash cans.
16075	28075	Litter Removal: Trash removal continues to increase thorough out the district due primarily to the continuing issues with illegal dumping and the rummaging of trash cans by the street population. The amount of trash removed this month was over 13000 pounds more than this time last year (16075 vs. 29100). These amounts will only continue to increase until steps are taken to hold those responsible accountable.
1376	1431	Graffiti Removal: Slightly more graffiti removed during May 2016 than in May 2015. Increase was minimal with an increase of 55 more graffiti removals.
15549	5338	Hospitality Interactions: Directions were down dramatically from compared to May 2015. This could be due to the understaffing of the hospitality position during this month with one ambassador out on medical leave of absence, as well as another off for personal family leave.
26	19	New Homeless in District: Katrina is now moving her focus away from trying to engage everyone (she still offers services to everyone) to focusing on those people showing the most interest in getting off of the street. This takes time away from her day, but the results are beginning to show as she now has 2 people moving into housing.

Statistics *(May 2015 through May 2016)*

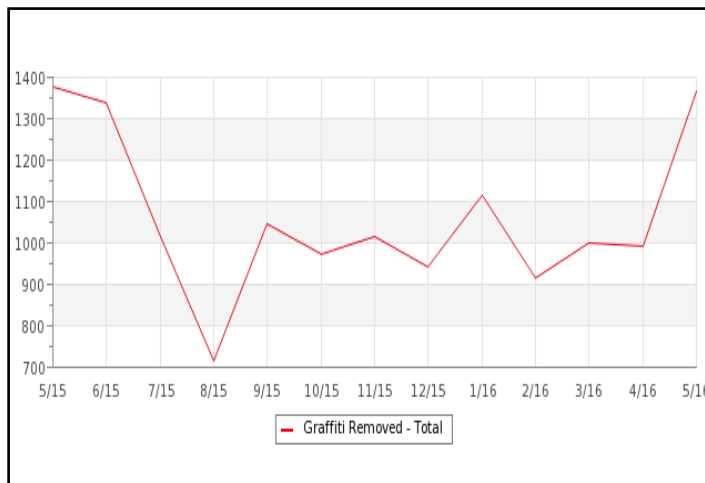
Monthly Worked Hours



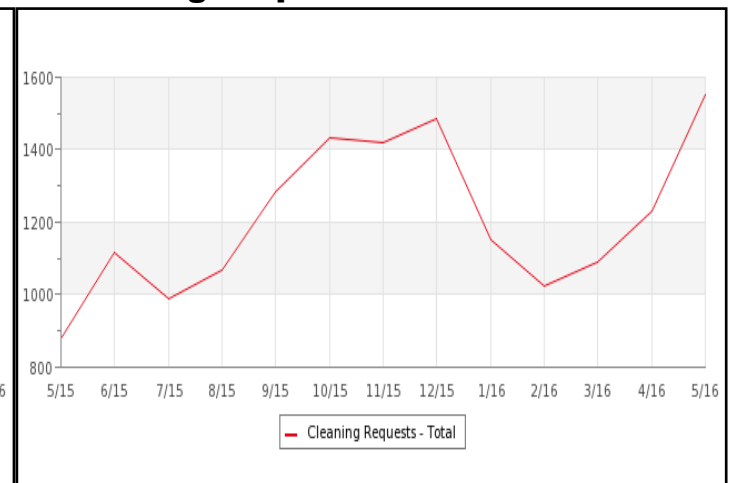
Directions- Total



Graffiti Removed - Total

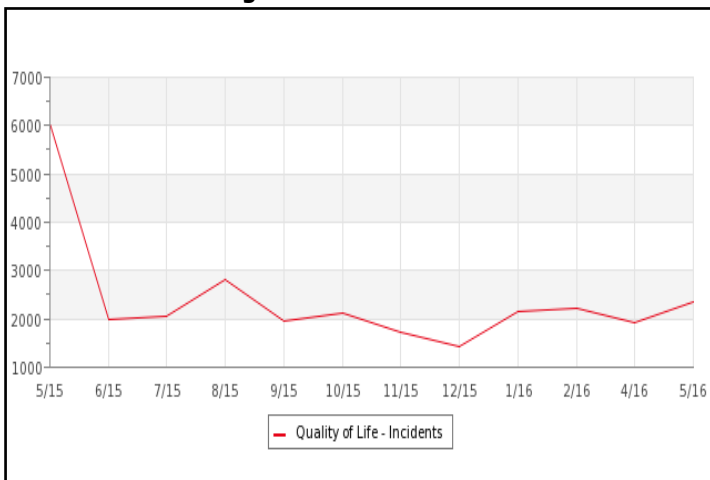


Cleaning Requests - Total

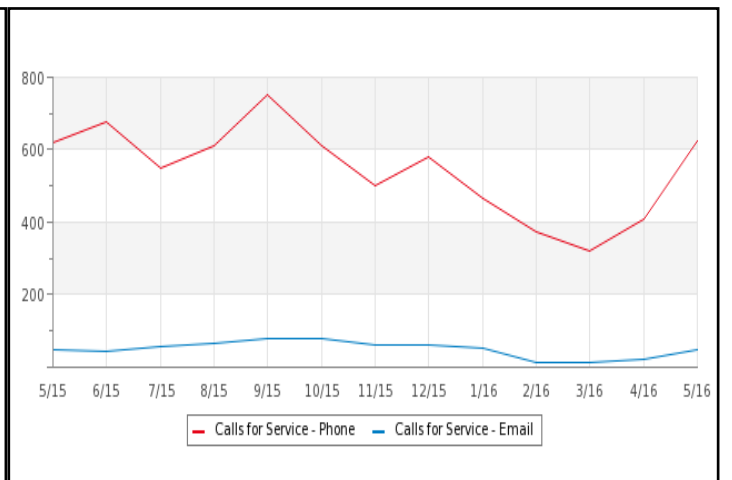


Clean Requests consist of Sweep Requests, Scrub Requests, Hazardous Waste Pick Up and Garbage Can Top-Off

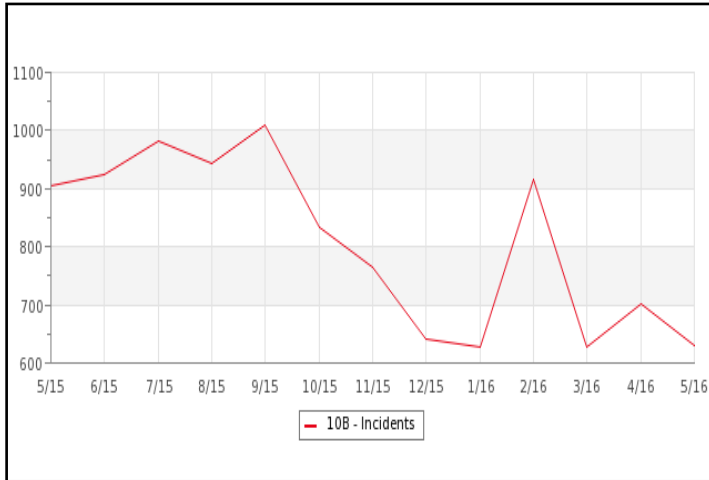
Quality of Life - Incidents



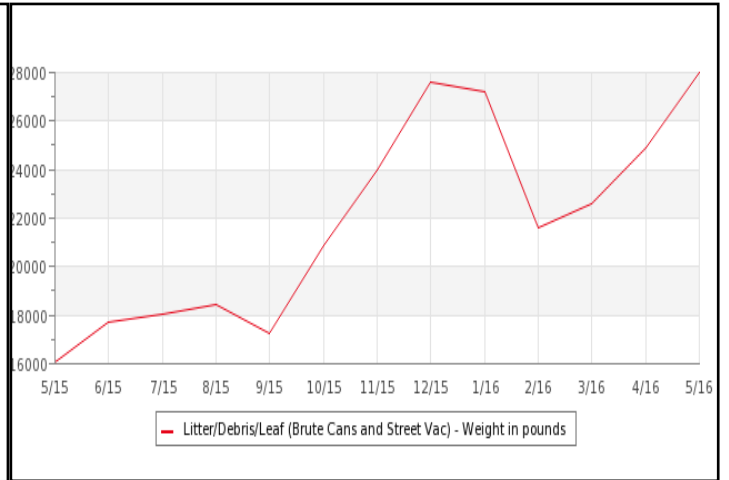
Calls for Service - Email



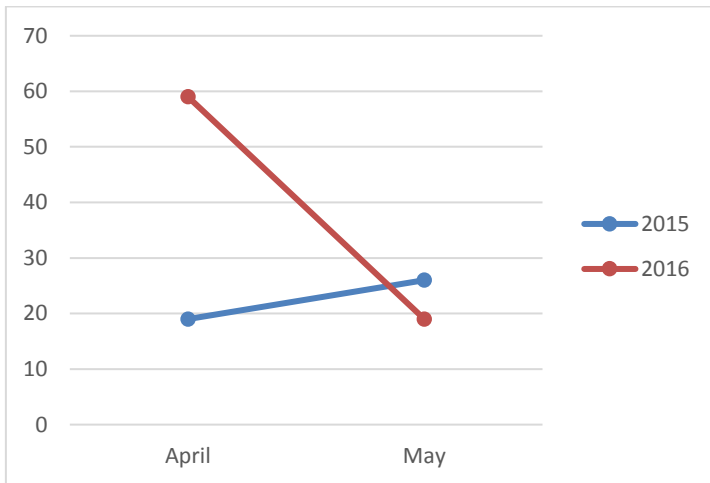
10B - Incidents --



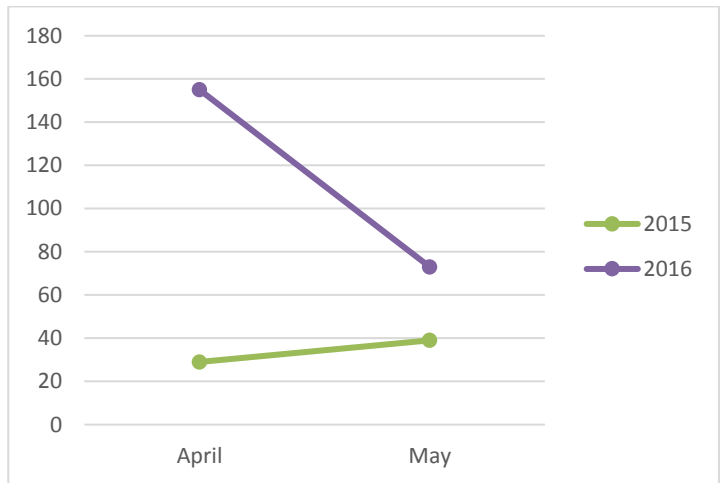
Litter/Debris/Leaf Weightinpounds



New Homeless in District

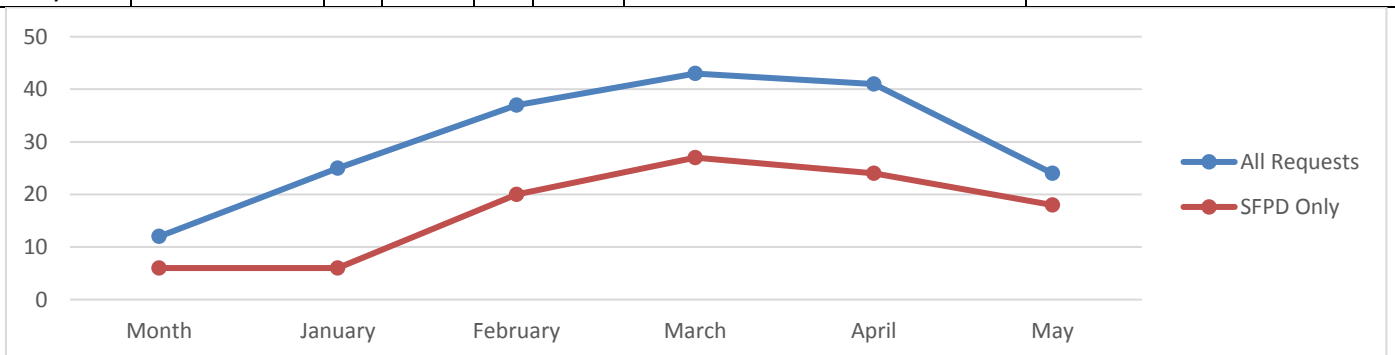


Homeless Encounters --



Camera Metrics for 2016

Month	Requests	Per SFPD	Other	Cameras requested	Cameras/Request
January	12	6	7	68	
February	25	6	19	92	4
March	37	20	17	338	9
April	43	27	16	150	3
May	41	24	17	223	5



Program Statistics

June 2015 through May 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Directions - Cleaning Ambassadors	'15	--	--	--	--	--	1307	1472	949	1284	1281	1080	982	8355
	'16	595	535	628	1261		--	--	--	--	--	--	--	3832
Directions - Hospitality Ambassadors	'15	--	--	--	--	--	7696	6464	5772	3523	3627	5791	4599	37472
	'16	4523	4635	4454	5899	4262		--	--	--	--	--	--	23786
Directions - Safety Ambassadors	'15	--	--	--	--	--	689	1518	2927	1797	1908	1008	1229	11076
	'16	705	685	710	748	1326		--	--	--	--	--	--	4178
Drunk and Disorderly	'15	--	--	--	--	--	85	133	217	144	118	52	21	770
	'16	48	22	35	48	105		--	--	--	--	--	--	259
Graffiti Removed - Total	'15	--	--	--	--	--	1338	1014	716	1046	973	1017	942	6104
	'16	942	1114	1914	929	1431		--	--	--	--	--	--	6330
Hazardous Waste Clean-up (human)	'15	--	--	--	--	--	489	478	450	476	672	659	634	3858
	'16	587	495	505	518	673		--	--	--	--	--	--	2778
Illegal Vending - Observed	'15	--	--	--	--	--	84	23	35	52	27	10	71	302
	'16	11	11	3	13	20		--	--	--	--	--	--	58
Litter/Debris/Leaf (Brute Cans and Street Vac) - Number of Bags	'15	--	--	--	--	--	708	721	738	690	834	960	942	4651
	'16	1105	1088	865	903	1121		--	--	--	--	--	--	6077
Litter/Debris/Leaf (Brute Cans and Street Vac) - Weight in pounds	'15	--	--	--	--	--	17700	18025	18450	17250	20850	24000	23550	116275
	'16	27625	27200	21625	22575	28025		--	--	--	--	--	--	151900
Mentally Disturbed	'15	--	--	--	--	--	34	82	138	109	74	41	54	532
	'16	230	164	105	121	124		--	--	--	--	--	--	744
Noise Complaints (Amplified Sound)	'15	--	--	--	--	--	104	112	118	63	48	22	30	497
	'16	19	8	10	27	41		--	--	--	--	--	--	105
Overflowing Trashcans Levelled	'15	--	--	--	--	--	377	283	330	363	375	377	472	2577
	'16	311	271	317	341.5	519		--	--	--	--	--	--	1759.5
Panhandling - Aggressive	'15	--	--	--	--	--	502	501	657	355	426	206	83	2730
	'16	222	110	98	111	77		--	--	--	--	--	--	618
Safety Escorts	'15	--	--	--	--	--	50	11	36	32	6	3	3	141
	'16	14	1	1	9	10		--	--	--	--	--	--	35
Safety Hazards - Needles	'15	--	--	--	--	--	3	35	163	39	109	18	1	368
	'16	38	25	27	140	537		--	--	--	--	--	--	767
Scrub Requests	'15	--	--	--	--	--	146	114	143	233	234	261	277	1408
	'16	157	168	187	243	249		--	--	--	--	--	--	1004
Sit/Lie/Sleep Non-Comply, Police Notified	'16	--	--	181	189	221		--	--	--	--	--	--	591
Sit/Lie/Sleep; Comply	'16	--	--	1162	1273	1392		--	--	--	--	--	--	3835
Sweep Requests	'15	--	--	--	--	--	104	117	146	209	151	123	101	951
	'16	97	88	83	84	180		--	--	--	--	--	--	532
Trespass/25 MPC	'16	--	--	147	133	382		--	--	--	--	--	--	662

Highlights

USBID attends the 2016 Graffiti Huddle

On May 4th 2016, Service Manager Randall Scott and Operations Director Rich Mongarro attended the 2016 Graffiti Huddle at the Hilton Hotel in the Financial District. This conference was hosted by the San Francisco Graffiti Advisory Board and SF DPW. The conference featured a small trade show and presentation by SF Department of Public Works, SF Police Department, and graffiti artists who now teach art classes in various public schools throughout the City. Excellent information was provided on how to successfully prosecute a graffiti case.



Fire spotted by Ambassador



On May 14th, 2016, Hospitality Ambassador Gerald Burgie was patrolling the area of Powell St and Geary St, when he noticed smoke coming from under the cable car tracks. He immediately notified his supervisor and called 911 to report the incident. San Francisco Fire Department personnel as well as SFMTA personnel responded and put out a fire located underneath the tracks. Definitely a job well done by Gerald!

Apple flagship store opens in Union Square



On May 21st, 2016, the new and much anticipated Apple store opened to fanfare at the corner of Post and Stockton. The store features 42 foot tall solid glass hanger doors as well as a courtyard and living plant wall between the Grand Hyatt and the Apple Store. Ambassadors were on hand to assist with crowd control and hospitality services. This will be a major destination for visitors and locals alike in the district

New Staff in the District



Adam Gurley and Ruth Coba are our newest Ambassadors here in the district. Adam is a Safety Ambassador and comes to us with a background in IT. He has already become one of our best ambassadors. Ruth came to us with a great janitorial background and has quickly become an outstanding cleaner and a friendly presence in the district. Welcome to Union Square!