

Operations Report

Union Square Business Improvement District

June 2017



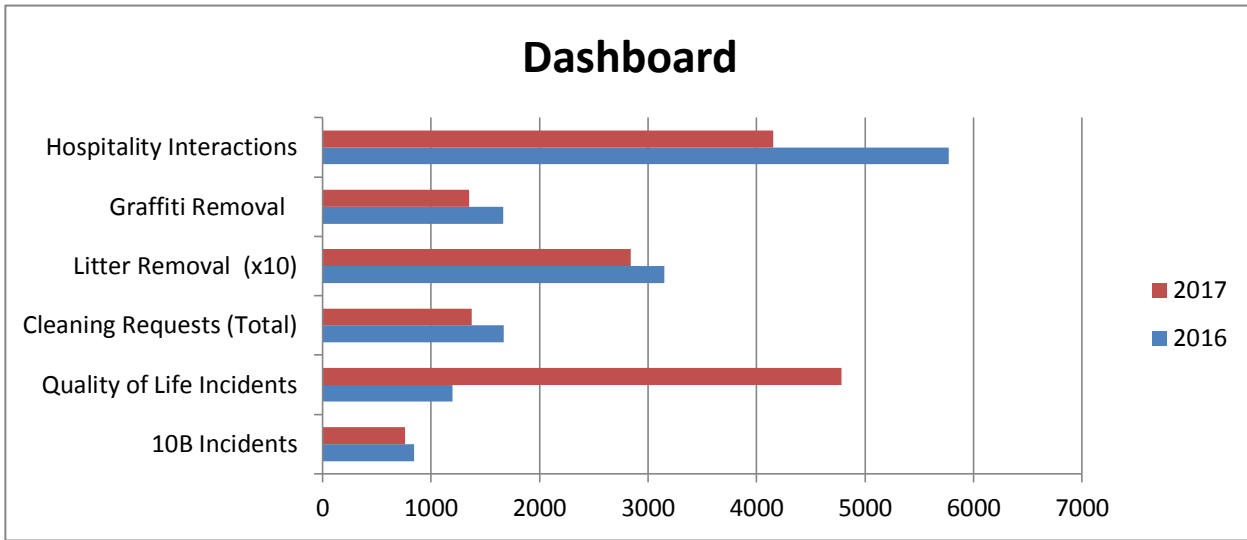
UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT



Overview

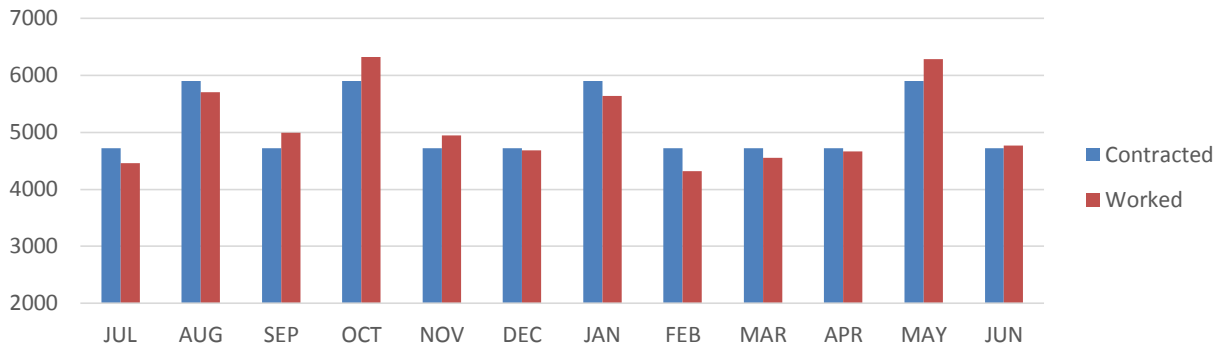
- In an effort to improve Union Square BID Dispatch/Member Services, Block By Block created a Standard Operating Procedure for our dispatchers to follow. The goal is to ensure we are providing the absolute best customer service possible and responding to all calls and emails. In addition, Block by Block hired Isaias Forbes as our newest dispatcher. We are now consistently providing member services coverage from 7am-730pm daily.
- On June 2, Block By Block held their annual Safety Day training. The June Safety Talk was focused on Personal Safety on the street. As ambassadors, their jobs require them to engage in a wide variety of people. The Safety Day topics included how to ensure personal safety on the street, reporting suspicious behavior, proper hostile interactions, and what to do if assaulted.
- June 7-9, Hermes held a super-secret sale which drew a number of shoppers to the area. The pressure washing staff was able to clean the sidewalks for preparation of the event and cleaning ambassadors were present to ensure the sidewalks were free of debris. Hospitality and Safety patrols near the Maiden Lane, Grant, and Post streets were increased to provide a clean and safe event.
- On June 10th and 11th, ambassadors covered the Union Square BID district in search of missing sewer drain covers on the sidewalks. The missing covers are dangerous tripping hazards. The staff was able to locate and log 25 missing covers throughout the district.
- June 13th, BID staff member Randall Scott, along with Block By Block's Chris Boss and Downtown Street Team's Brandon Davis, presented a Union Square Cares educational meeting to the staff at Neiman Marcus. Information was given for call, contribute, connect and how these steps can be used to help. Hospitality ambassador, Gerald Burgie, was on hand to provide details on how he utilizes the Union Square Cares platform while dealing with homelessness and panhandling in the Union Square district.

Charted Statistics

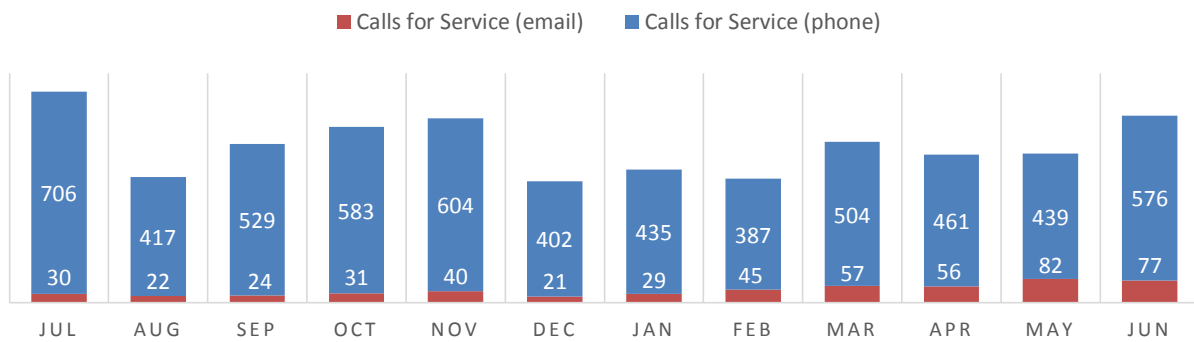


2016	2017	Narrative
844	761	10B Incidents: The number of reported 10B calls decreased in June by 9.83 % (83 incidents). We received an increase in Sit Lie violations, which resulted in an increase in the street population complying with our request to stand or move along. This resulted in less calls for the 10B officer. This decrease could be due to the street population complying with ambassador staff request.
1199	4783	Quality of Life Calls: Quality of life calls increased by over 3500 incidents. There has been an increase in the number of street population over the past couple of months as well as an increase in the number of sit/lie violations throughout the district. This could be due to the pleasant summer weather we are having this year. We have also noticed an increase in aggressive and mental street population behavior, which has led to more calls.
1700	1374	Cleaning Requests: The morning pressure washing hotspots and the diligent staff has led to a 19.18% decrease in the number of cleaning requests throughout the BID. The cleaning ambassadors are taking a proactive approach to dealing with biohazard waste situations throughout the district, especially in the building alcoves and alleyways. Utilizing district cameras has improved our response time to locations requiring immediate cleaning, which may have decreased the calls.
31925	28375	Litter Removal (x10): Trash removal slightly decreased by 11.12% during the month of June. The decrease could be a result of higher staffing at this same time last year. Many cleaning ambassadors took their first vacations or were on leave of absence this year.
1639	1351	Graffiti Removal: Graffiti removals have decreased by 25.78% from the same time last year. One of our dedicated graffiti removal ambassador's took a vacation which led to less graffiti abatement during that time. The team continued to remove as many as possible in his absence. In addition, we completed the Powell Street Promenade bench staining project, which took time away from graffiti abatement for the special projects.
5594	4152	Hospitality Interactions: Directions were down by 1,442 compared to last year. This could partly be due to an unexpected leave of absence by one of our safety ambassadors and a much needed vacation for another. We are currently recruiting to ensure all positions are fully staffed.

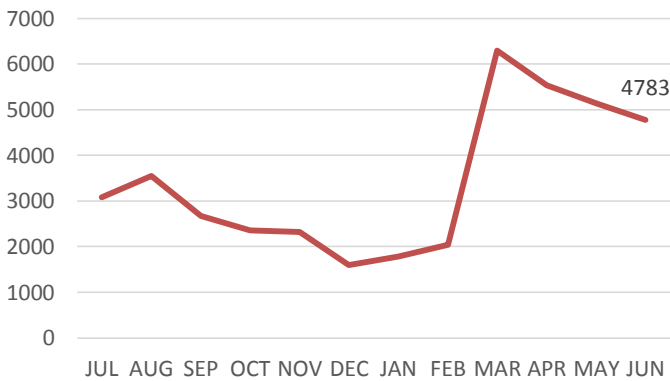
Worked vs. Contracted Hours



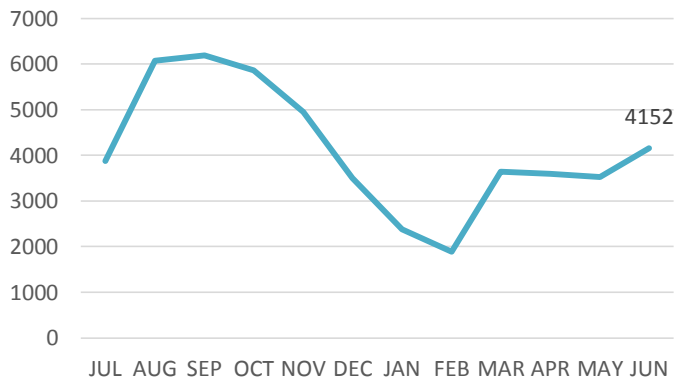
Calls for Service by type



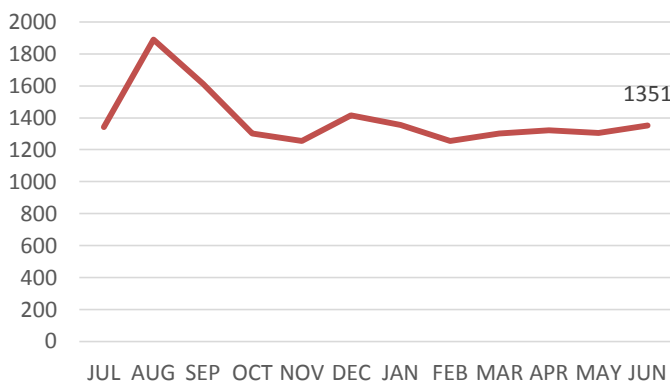
Quality of Life Incidents



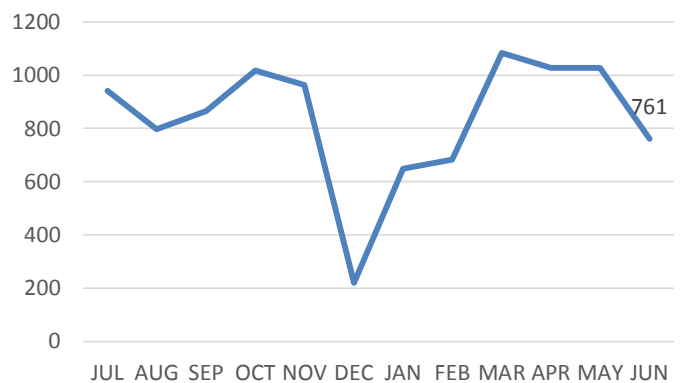
Directions Provided

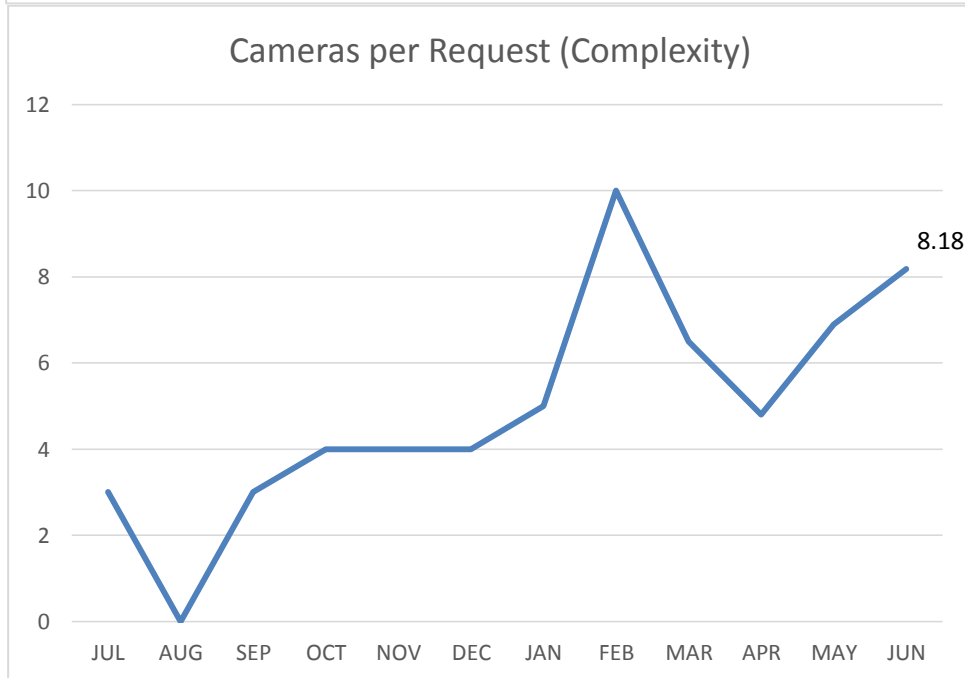
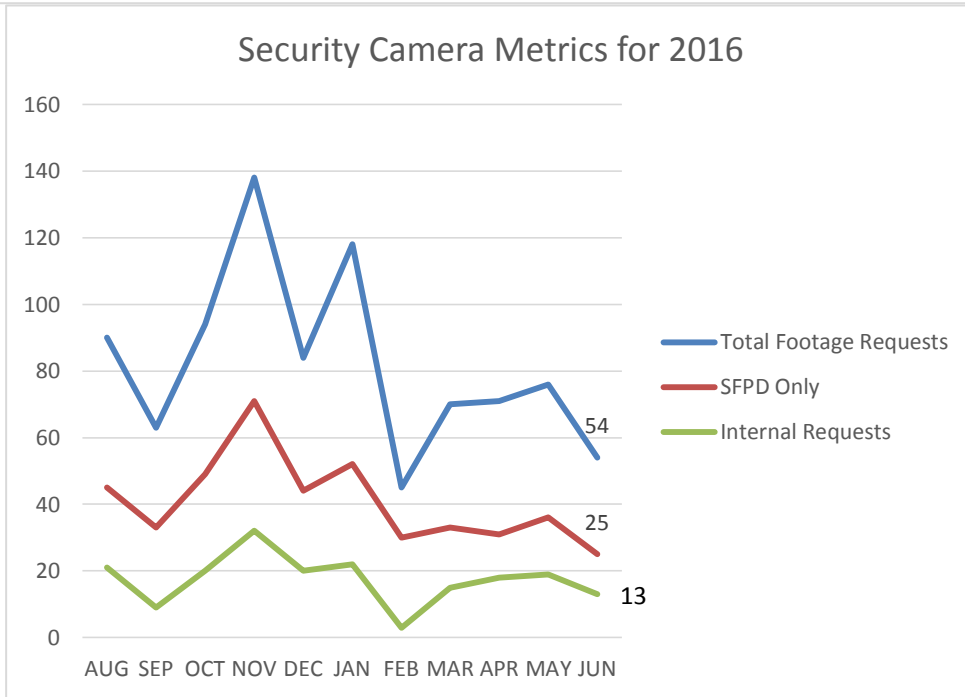
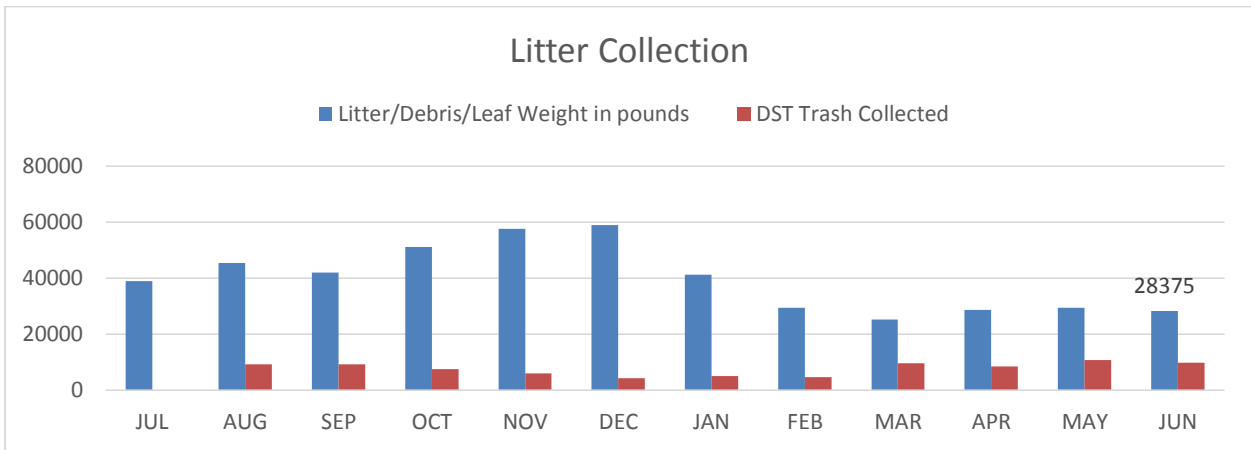


Graffiti Removed



10B Incidents





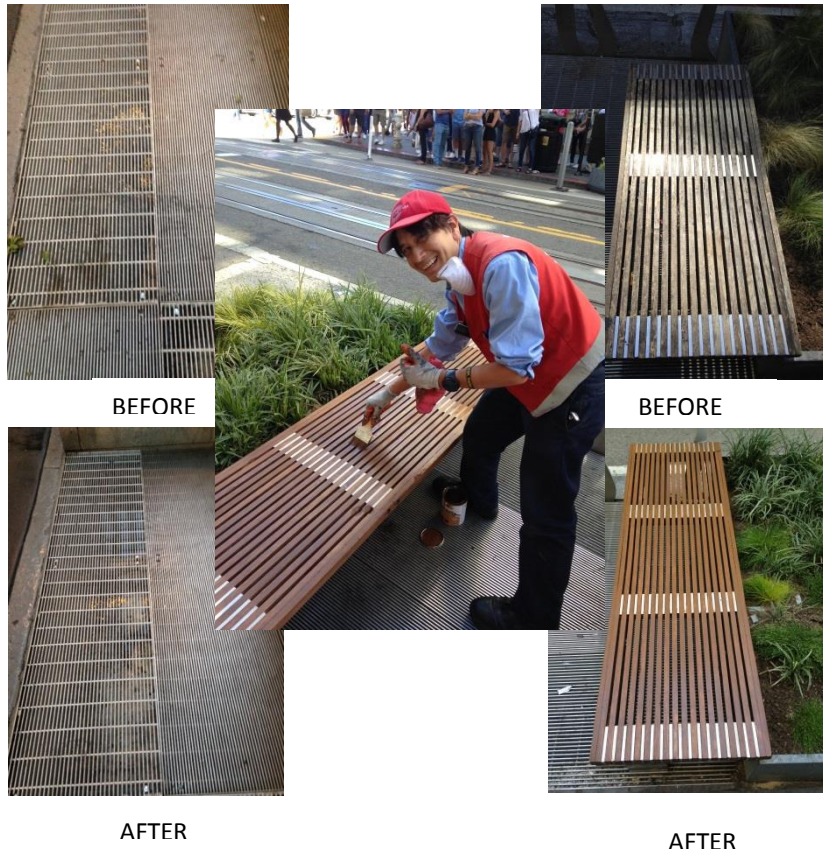
Statistics and Data

Past 12 months	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Totals
DST Litter Collected	242	372	371	304	239	174	203	192	386	343	432	394	3,652
DST Syringes Removed	162	142	126	126	262	54	83	97	118	170	196	244	1,780
Directions - Cleaning Ambassadors	892	1173	1143	1186	1232	1108	832	527	613	791	893	860	11,250
Directions - Hospitality Ambassadors	2270	3599	3569	3682	2995	1573	1287	1148	2432	2111	2073	2842	29,581
Directions - Safety Ambassadors	720	1309	1484	1001	724	819	264	210	594	689	563	450	8,827
Drunk and Disorderly	128	192	132	136	116	109	132	132	815	612	680	559	3,743
Graffiti Removed - Total	1341	1890	1613	1303	1254	1414	1354	1254	1300	1323	1304	1351	16,701
Hazardous Waste Clean-up (human)	926	1094	833	865	897	797	587	652	626	682	697	617	9,273
Illegal Vending - Observed	24	28	15	7	9	25	30	68	132	68	72	68	546
Litter/Debris/Leaf Number of Bags	1566	1818	1685	2051	2306	2359	1653	1177	1009	1146	1182	1079	19,031
Litter/Debris/Leaf Weight in pounds	39029	45439	42127	51275	57689	58975	41325	29450	25225	28650	29550	28375	477,109
Mentally Disturbed	367	342	239	209	153	174	163	119	1193	1014	1052	1233	6,258
Noise Complaints (Amplified Sound)	40	24	23	13	30	9	16	16	41	32	25	21	290
Overflowing Trashcans Leveled	657	753	462	439	357	484	290	223	251	313	396	403	5,028
Panhandling - Aggressive	163	101	47	27	29	40	25	22	233	218	228	156	1,289
Safety Escorts	12	12	10	12	1	6	8	5	112	48	69	78	373
Safety Hazards - Needles	224	152	132	99	19	72	139	157	159	370	142	50	1,715
Scrub Requests	252	315	257	200	212	163	143	156	161	174	178	119	2,330
Sit/Lie/Sleep Non-Comply, Police Notified	162	147	139	110	92	272	132	132	250	227	191	268	2,122
Sit/Lie/Sleep; Comply	1714	1915	1531	1410	1465	637	1003	1173	2449	2211	1957	1707	19,172
Sweep Requests	220	321	240	224	198	183	171	122	137	145	138	235	2,334
Trespass/25 MPC	489	803	542	448	423	326	287	377	1186	1156	938	771	7,746

Highlights

Promenade Bench and Grate Cleaning

During the month of June, Operations Supervisor, Karl Bijan, oversaw the Promenade Bench Staining and grate Pressure Washing Project. All of the benches on the Powell Street Promenade received a sanding and re-staining from our Special Projects ambassador, Pete Panameno. The project took 1 week to complete and required a random orbit sander and a lot of elbow grease. Several coats of stain were applied to each bench. Once the staining project was complete, Pete worked three graveyard shifts, totaling 24 hours, to complete pressure washing on both east and west Powell Street, from Geary to Ellis, under the Promenade grates. A big thank you goes out to Pete and Karl for the hard work and effort they put into getting this project completed.



BEFORE



AFTER

Big Belly Dome Buffing

Two Big Belly receptacles in our district had damage to the domes protecting the solar panels. One was located at 4th and Market, while the other was located at Powell and Geary. Operations Supervisor, Karl Bijan, and Team Leader, Rick Hofrichter, were able to assist in repairing the domes instead of replacing them. Using a buffing wheel, lens polish, and Rain-X Lens protection spray they were able to remove the damage to the surface of the dome and make it look like new.



Union Square BID
June 2017

June 2017 Report

Hours Contributed: 548 (640 monthly)

Debris Removed: 9,825 lbs.

Needles Removed: 244

Year to Date Hours: 7,043 (7,680 yearly)

Year to Date Debris: 91,125 lbs.

Year to Date Needles: 1,854

In June, we had the opportunity to celebrate a total of 15 individuals from the Union Square Team moving into employment. 12 of those individuals reached 90 days of employment, and three are on their way! We've been taking more time to develop skills with trainings such as our Leadership Workshop, where Team Members can learn how to mentor others. We celebrated the end of our fiscal year with a donation from Dolby Laboratories, treating all of our Team Members to a movie in their state of the art theater.

With sharps containers now added to all of the carts, the Team removed 244 needles and 9,825 lbs. of debris from Union Square, totaling 1,854 needles and 91,125lbs of debris since our inception in July. We look forward to seeing the impact we will make in the new year!

Notable Before and After Photos

Before



After



Security Pacific



Campton Alley



Campton Alley