

# Operations Report

Union Square Business Improvement District

May 2017



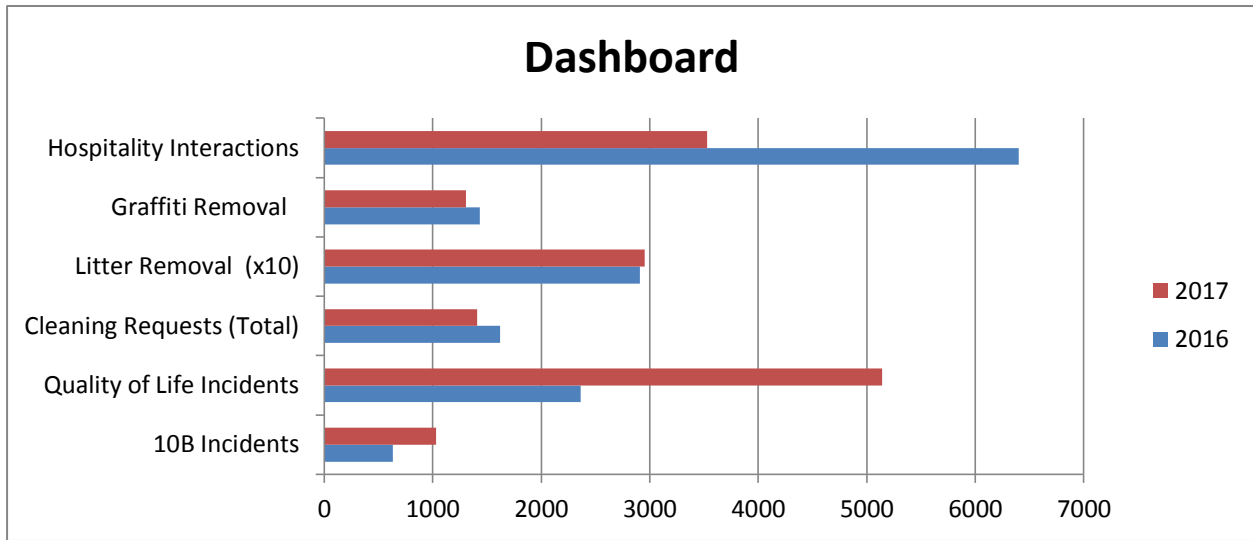
UNION SQUARE  
BUSINESS IMPROVEMENT  
DISTRICT



# Overview

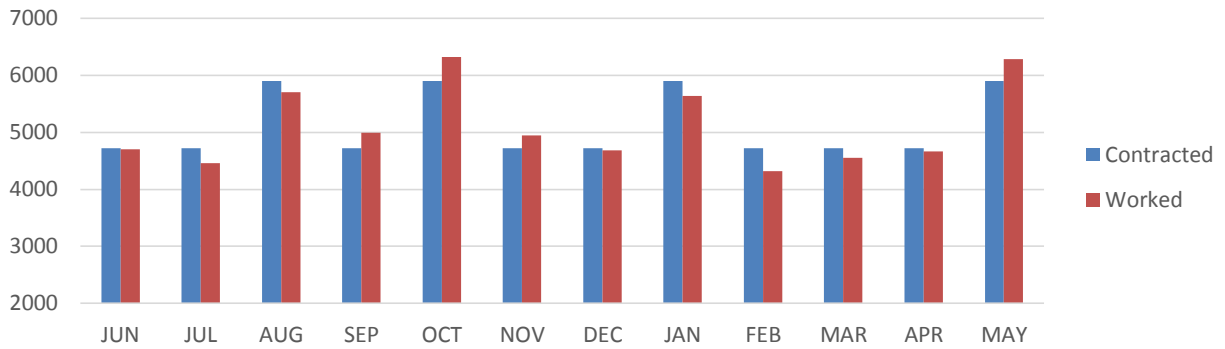
- Prior to and during the month of May, Block By Block staff witnessed and experienced a lot of unusual and aggressive behavior from our street population. As a direct result of this shift in mental and aggressive behaviors, ambassadors have been threatened and assaulted more than ever throughout the district. Block By Block staff and the Union Square Business Improvement District have been working together to identify our most problematic homeless individuals in the district, so that the BID could follow up with SFPD for assistance and resolution.
- With the great weather during May, our special projects ambassadors have been able to focus on our continued beautification of the district. Painting projects of utility boxes, city receptacles, and green light poles began on the outer perimeter of our district to help identify the Union Square Bid boundaries.
- "Bay to Breakers" annual footrace took place May 21st, on the third Sunday in May. The complete course is over 7 miles long. While the race did not go directly through Union Square, this annual event did bring a lot of festive foot traffic to our district.
- May 29th, Memorial Day, brought a lot of visitors and shoppers to Union Square. There were multiple Memorial Day sales going on in the district. With the visitors, came a lot of trash and debris. Our ambassador staff did a wonderful job staying on top of all requests received by Union Square member services.

# Charted Statistics

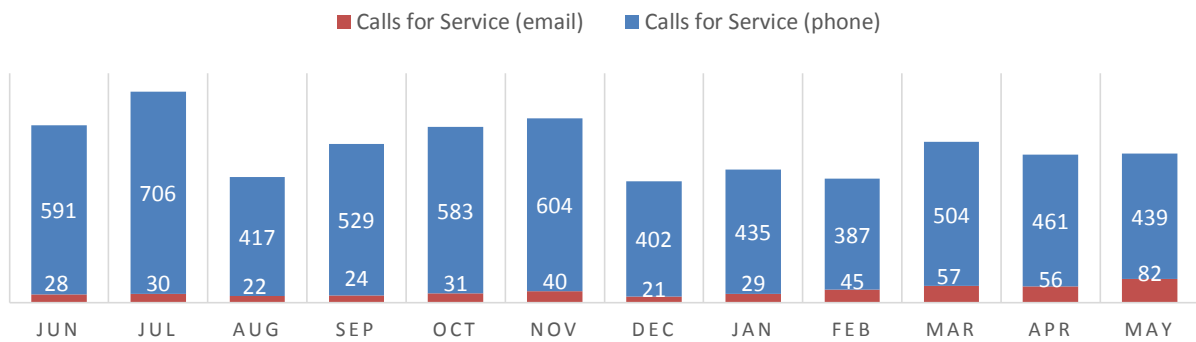


2016	2017	Narrative
631	1028	<b>10B Incidents:</b> 10B calls increased in May by 62.92% (397 incidents). An increase in QOL calls led to an increase in 10 B incidents.
2355	5143	<b>Quality of Life Calls:</b> Reported incidents increased by 118.39% during the month of May. Continual ambassador staff statistical input training has provided accurate stat keeping by all ambassadors. Unfamiliar street population has increased during May and more hostile and aggressive people are prevalent, leading to an increase for the need of officers daily.
1621	1409	<b>Cleaning Requests:</b> There was a 13.08% decrease in the number of cleaning requests throughout the BID this month. The decrease in request for cleaning services is a testament to the hard work and detail our cleaning staff and Downtown Streets Team have provided throughout the year.
29100	29550	<b>Litter Removal (x10):</b> The cleaning team has continued to work diligently to have the district clean before the 9am deadline requested of them. Our staff and member services work together to provide each and every block face the cleaning and attention to detail they deserve.
1575	1304	<b>Graffiti Removal:</b> Graffiti removal has decreased by 17.21% from this time last year. The decrease can be credited to our main graffiti abatement cleaning ambassador taking a much needed vacation. We did have a backup member of staff assisting in his absence, but the decrease in staff was noticed.
6384	3529	<b>Hospitality Interactions:</b> Directions were down by 44.72% compared to this time last year. Part of the decrease is sharing space with SF Travel at the Powell/Market Cable Car Turnaround area. A big portion of the decrease can be felt from the increase in our Safety Ambassadors responding to Quality of Life issues and less time spent providing information to tourist and pedestrians.

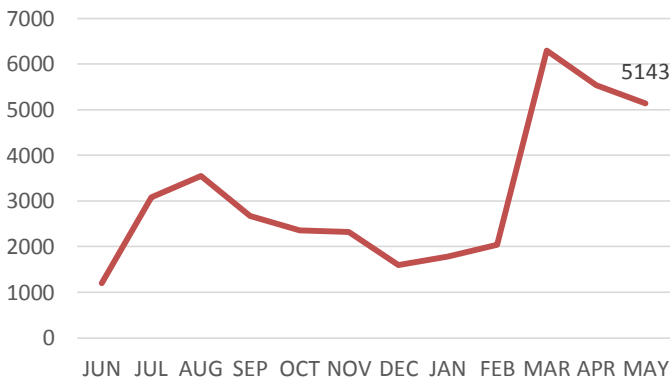
### Worked vs. Contracted Hours



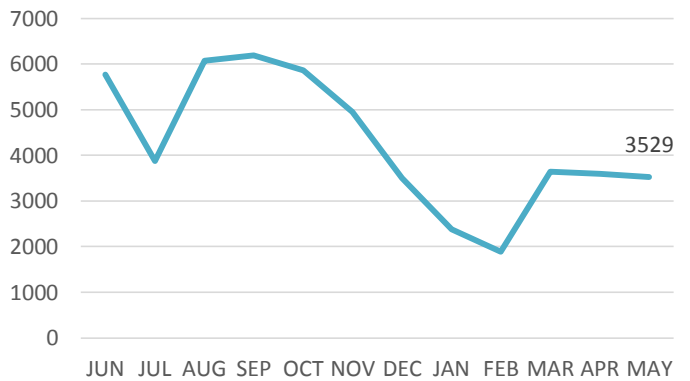
### Calls for Service by type



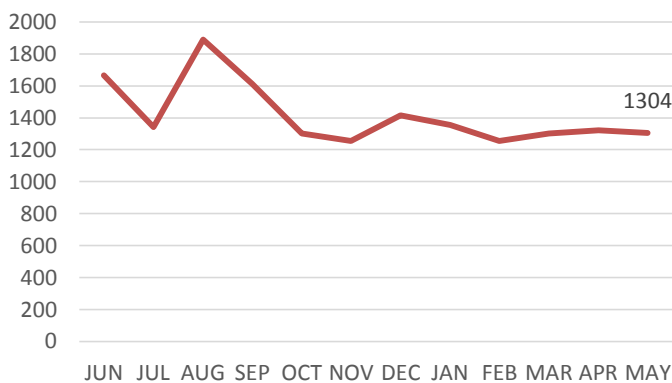
### Quality of Life Incidents



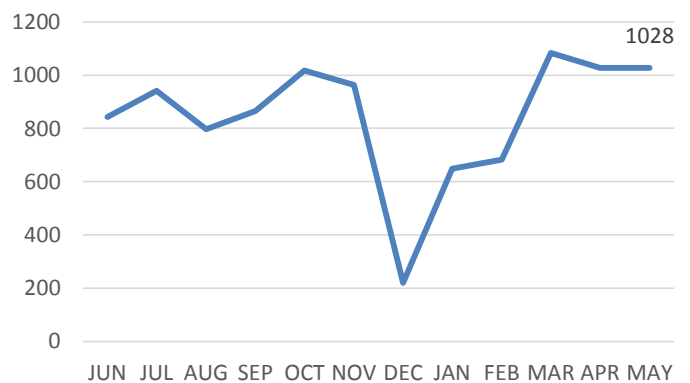
### Directions Provided



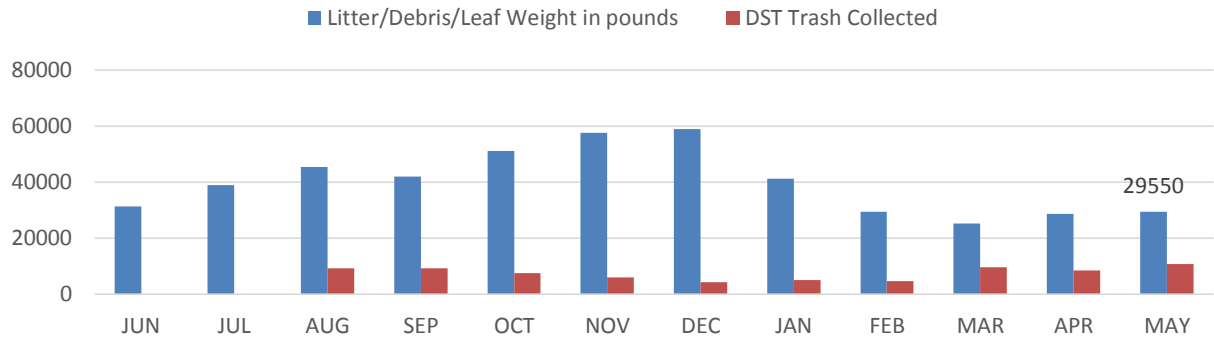
### Graffiti Removed



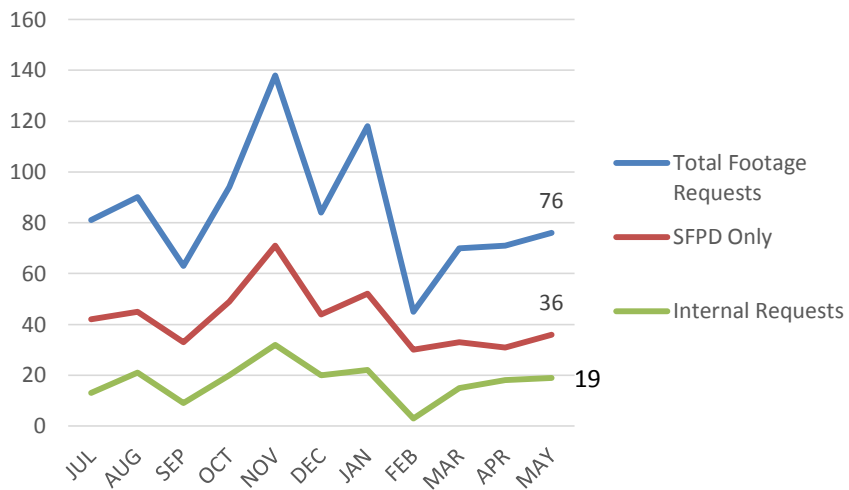
### 10B Incidents



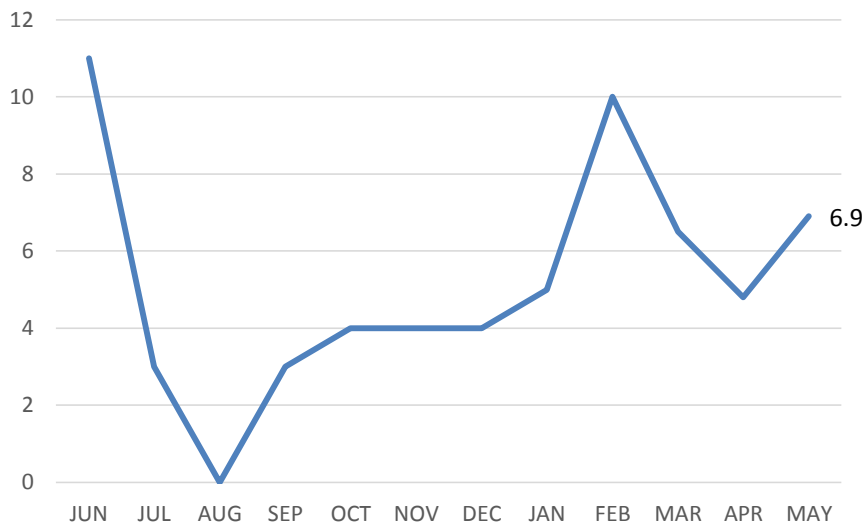
## Litter Collection



## Security Camera Metrics for 2017



## Cameras per Request (Complexity)



# Statistics and Data

Past 12 months	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Totals
DST Litter Collected	0	242	372	371	304	239	174	203	192	386	343	432	3,258
DST Syringes Removed	0	162	142	126	126	262	54	83	97	118	170	196	1,536
Directions - Cleaning Ambassadors	905	892	1173	1143	1186	1232	1108	832	527	613	791	893	11,295
Directions - Hospitality Ambassadors	3724	2270	3599	3569	3682	2995	1573	1287	1148	2432	2111	2073	30,463
Directions - Safety Ambassadors	1144	720	1309	1484	1001	724	819	264	210	594	689	563	9,521
Drunk and Disorderly	62	128	192	132	136	116	109	132	132	815	612	680	3,246
Graffiti Removed - Total	1665	1341	1890	1613	1303	1254	1414	1354	1254	1300	1323	1304	17,015
Hazardous Waste Clean-up (human)	842	926	1094	833	865	897	797	587	652	626	682	697	9,498
Illegal Vending - Observed	10	24	28	15	7	9	25	30	68	132	68	72	488
Litter/Debris/Leaf Number of Bags	1262	1566	1818	1685	2051	2306	2359	1653	1177	1009	1146	1182	19,213
Litter/Debris/Leaf Weight in pounds	31475	39029	45439	42127	51275	57689	58975	41325	29450	25225	28650	29550	480,208
Mentally Disturbed	87	367	342	239	209	153	174	163	119	1193	1014	1052	5,112
Noise Complaints (Amplified Sound)	22	40	24	23	13	30	9	16	16	41	32	25	291
Overflowing Trashcans Leveled	467	657	753	462	439	357	484	290	223	251	313	396	5,092
Panhandling - Aggressive	10	163	101	47	27	29	40	25	22	233	218	228	1,143
Safety Escorts	2	12	12	10	12	1	6	8	5	112	48	69	297
Safety Hazards - Needles	216	224	152	132	99	19	72	139	157	159	370	142	1,881
Scrub Requests	202	252	315	257	200	212	163	143	156	161	174	178	2,413
Sit/Lie/Sleep Non-Comply, Police Notified	81	162	147	139	110	92	272	132	132	250	227	191	1,935
Sit/Lie/Sleep; Comply	891	1714	1915	1531	1410	1465	637	1003	1173	2449	2211	1957	18,356
Sweep Requests	157	220	321	240	224	198	183	171	122	137	145	138	2,256
Trespass/25 MPC	35	489	803	542	448	423	326	287	377	1186	1156	938	7,010

# Highlights

## City Receptacle and News Rack Audit

Ambassador staff conducted both an audit of the stationary news rack stands, as well as the city receptacles, located within the Union Square business Improvement district borders. Both audits were conducted to give us a better understanding of the conditions and purpose of the units located in the Union Square Business Improvement District.

During the audit we submitted multiple requests to DPW, via the 311 App, in regards to mechanical issues and damaged receptacles around the BID. We also documented and submitted request to Clear Channel for damaged newsracks.



## Planter Boxes Restored

On May 3rd, ambassadors, Romen Jackson and Eugenio Chan, assisted with the restoration of 4 damaged planter boxes on the Powell Street promenade. Romen and Eugenio were on hand to remove dirt from multiple planter boxes located on the promenade. Once the two planter boxes were completely replaced and the other two had additional reinforcement panels added to the sides of the boxes, Romen and Eugenio were on hand to refill the soil. A huge thank you to Romen and Eugenio for their assistance!



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### May 2017 Report

**Hours Contributed: 644 (640 monthly)**

**Debris Removed: 10,800lbs**

**Needles Removed: 196**

**Year to Date Hours: 6,495 (7,680 yearly)**

**Year to Date Debris: 81,300 lbs**

**Year to Date Needles: 1,610**

#### **Narrative:**

The month of May has graced us with some great successes; two Team Members were hired at Downtown Street Team's social enterprise, Kartma Street Café. Kartma employs individuals transitioning out of homelessness while paying a living wage to pour gourmet coffee. Following several years of searching for affordable housing, one of those Team Members is now housed and has started moving into his new apartment. This individual continues to apply for career employment and just had an interview with a VP at Dolby to continue his trade in sound engineering.

Currently, we are on pace to meet our contracted hours by Mid-July and have made substantial impact on the community throughout this time. The Team removed 196 needles and 10,800 lbs of debris from Union Square, totaling 1,610 needles and 81,300lbs of debris since our inception in July.





# Notable Before and After Photos

**Before**



**After**



**SE Corner of Ellis and Mason**



**Behind 800 Market**



**15 Kearny**