

# Operations Report

Union Square Business Improvement District

February 2018



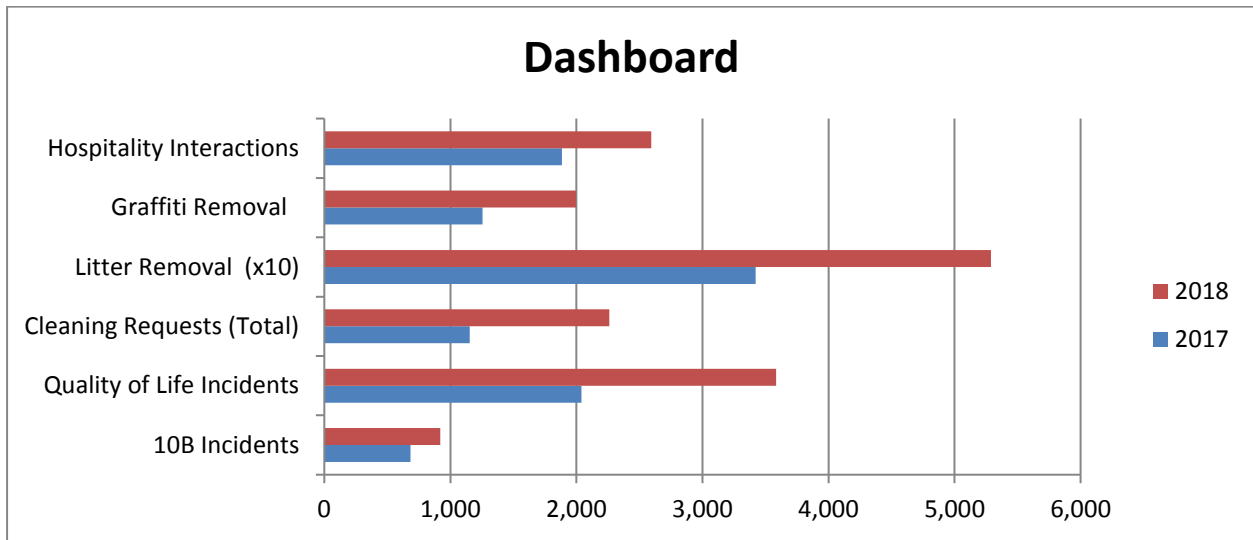
UNION SQUARE  
BUSINESS IMPROVEMENT  
DISTRICT



# Overview

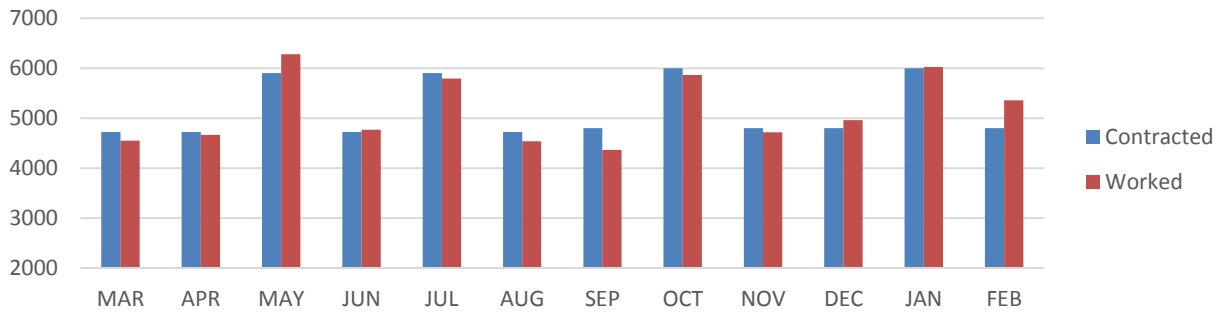
- In an effort to recruit and employ the best candidates available, Block by Block's Chris Boss and Karl Bijan met with Keith Hazell from Success Center on February 2nd. We are now recruiting local workforce from 6 local agencies including Downtown Streets Team, Hospitality House, Success Center, Swords to Plowshares, and Hunter's Point. To date, we have hired the most candidates through DST and Hospitality House.
- Representatives from Block By Block, Union Square Business Improvement District, LAZ Parking, MJM, and SF Parks and Recreation met to discuss the amount of trash collected and stored by Block By Block/USBID in the Union Square Garage. We currently collect roughly 6 yards of debris and 6 yards of cardboard which are placed in 4 yard dumpsters. The mound of trash protruding out of our dumpster has become an eye soar at the garage. A request was made for an additional dumpster per stream to accommodate the amount of trash collected from the San Francisco streets to which Recology and DPW replied better enforcement is needed for the illegal dumping and extra dumpsters were not provided.
- Block by Block's Rich Mongarro and Chris Boss met with the Union Square Business Improvement District's Ben Horne and Randall Scott for our third annual Mid-Year Review. Topics discussed were staffing, reports / metrics, the Everywhere App, budgets, and renewal.
- On February 22nd, Block by Block's Chris Boss and Karl Bijan met with the new Harry Winston's Operations Manager, Elizabeth Roman. The introduction provided a welcome to the USBID and a discussion of services offered for clean and safe streets. We were informed of upcoming photo shoots and the official ribbon cutting ceremony. Staff was on hand prior to both events to ensure the area was clean.
- A street light outage on Sutter Street between Powell and Mason Streets has been reported to the SF Fix-it team. An estimated 9 lights are without power on that block. Sandra Zuniga, from the SF Fix-it team, was able to contact Sebastian Conn with PGE. Sebastian advised all substructures have been completed and they have all LED conversions completed. Final paving of the street is slated for the coming weeks.

# Charted Statistics

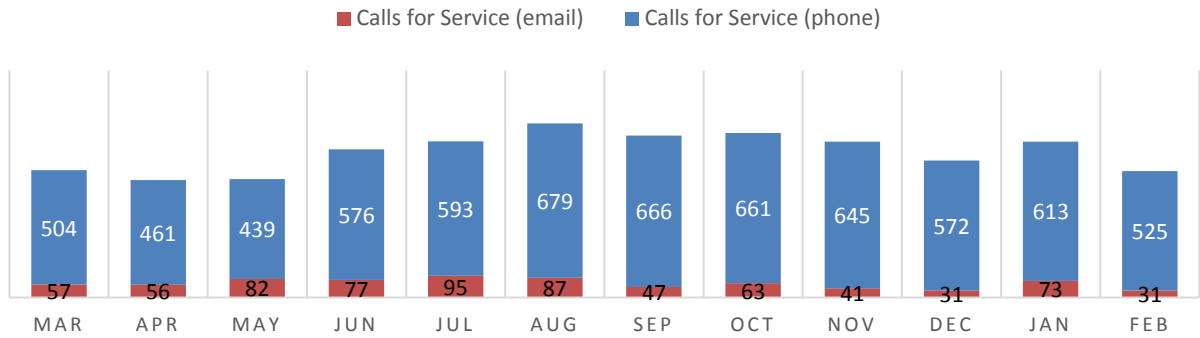


2017	2018	Narrative
<b>683</b>	<b>921</b>	<b>10B Incidents:</b> Increased by 238 incidents. Sit lie violations and Trespassing categories showed the greatest increases.
<b>2,039</b>	<b>3,584</b>	<b>Quality of Life Calls:</b> Increased by 75.77%. The major increases came in the drunk and disorderly, mentally disturbed, and trespassing categories. We notice during the days with precipitation, trespassing stats typically increase as the street population takes cover in alcoves and under awnings.
<b>1,153</b>	<b>2,261</b>	<b>Cleaning Requests:</b> Increase by 96.09%. Overflowing trash cans more than doubled during February, which could have been the reason sweep request also doubled.
<b>34,225</b>	<b>52,900</b>	<b>Litter Removal:</b> There was an increase in litter removal by 747 bags, totaling 18,675 pounds of additional litter removed this year. We have averaged an additional 4 cleaners per week and DST has provided an additional 80 hours of service this year compared to 2017. Due to the increase in staffing, we have seen an increase in debris collected.
<b>1,254</b>	<b>1,997</b>	<b>Graffiti Removal:</b> Increased 59.25%. The majority of the increase came from stickers removed. Ambassador staff removed 640 more stickers this year than the previous year.
<b>1,886</b>	<b>2,595</b>	<b>Hospitality Interactions:</b> Increased 37.59%. The increase is reflected in the cleaning ambassador directions. Cleaning ambassadors provided over 1300 directions this year compared to 527 in 2017.

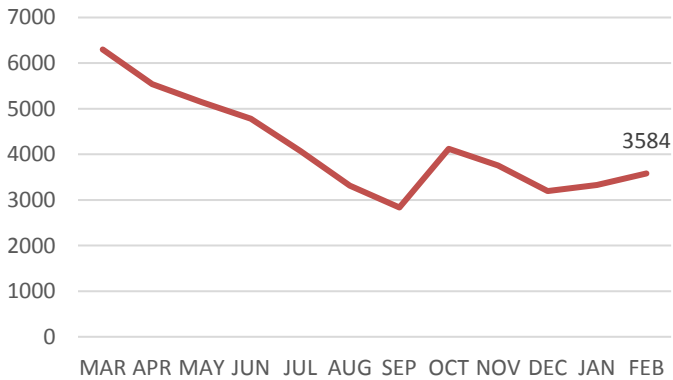
### Worked vs. Contracted Hours



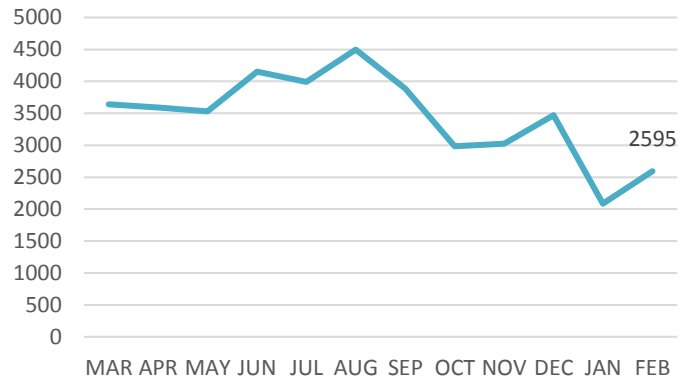
### Calls for Service by type



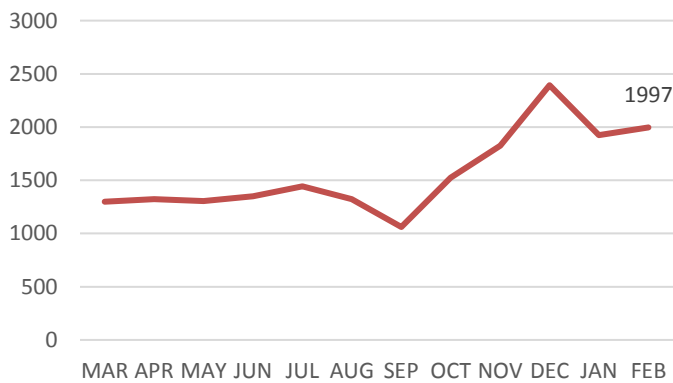
### Quality of Life Incidents



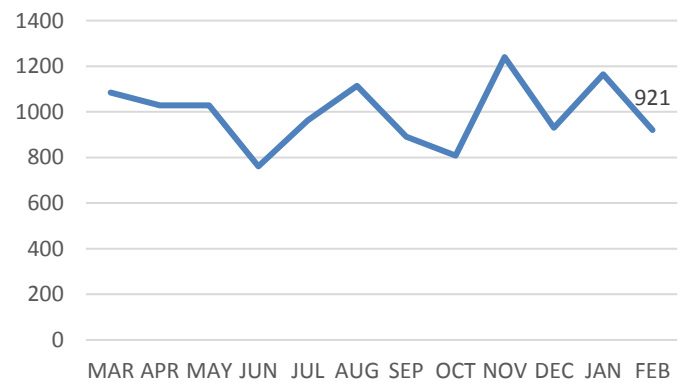
### Directions Provided



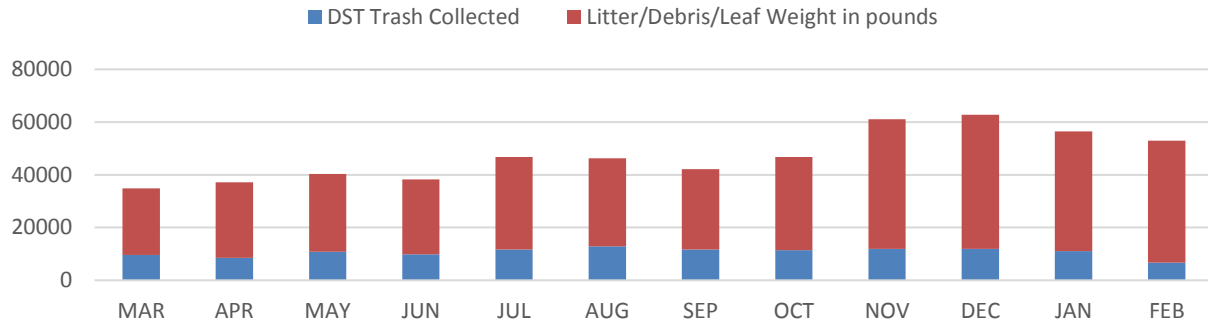
### Graffiti Removed



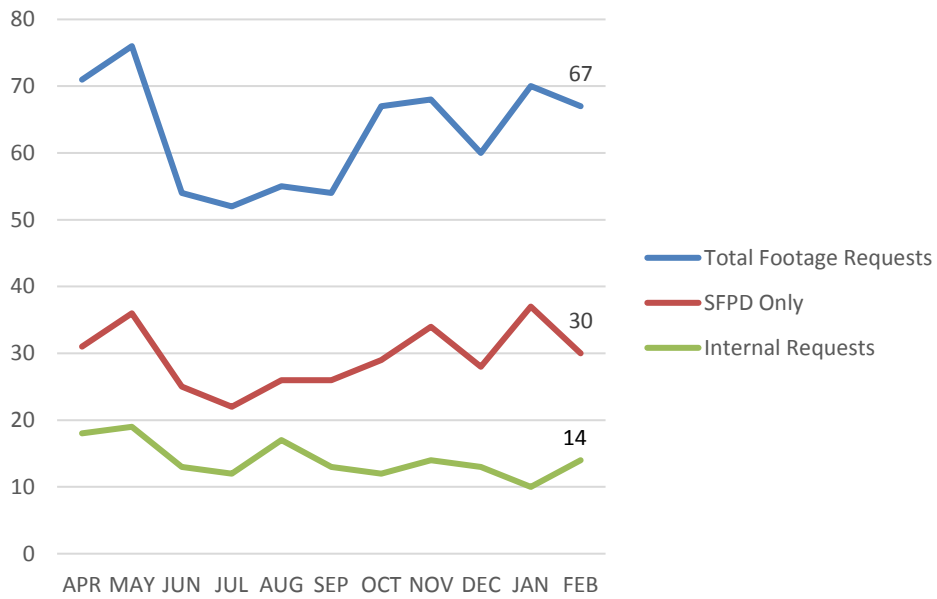
### 10B Incidents



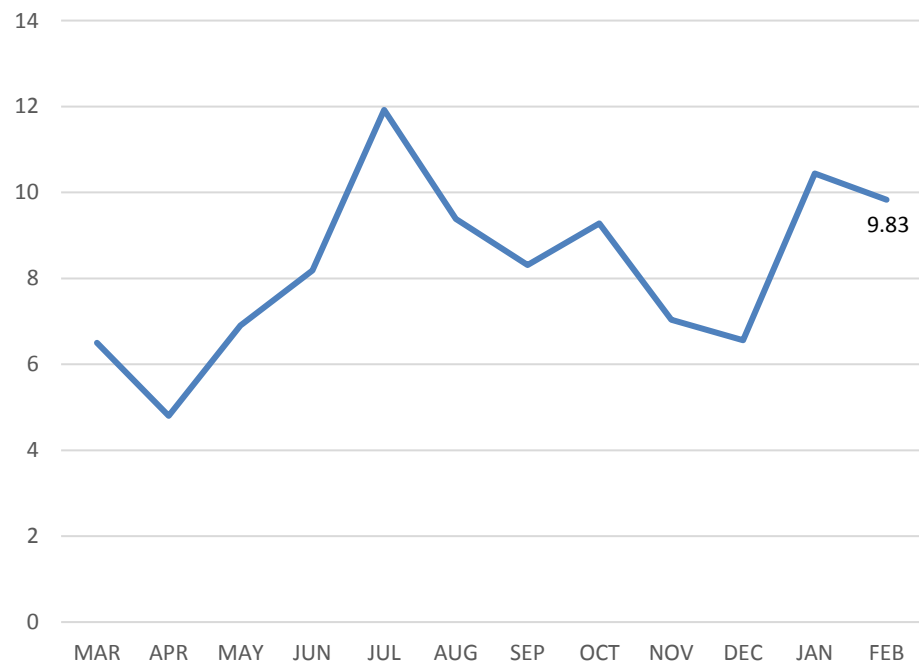
## USBID and DST Litter Collection Total



## Security Camera Metrics for 2018



## Cameras per Request (Complexity)



# Statistics and Data

Past 12 months	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Totals
DST Litter Collected Number of Bags	386	343	432	394	467	514	466	458	475	476	445	266	5,122
DST Syringes Removed	118	170	196	244	261	644	333	299	245	154	190	229	3,083
Directions - Cleaning Ambassadors	613	791	893	860	996	988	914	1141	1255	1459	1040	1340	12,290
Directions - Hospitality Ambassadors	2432	2111	2073	2842	2658	3202	2749	1351	1302	1448	793	929	23,890
Directions - Safety Ambassadors	594	689	563	450	339	307	224	490	468	565	252	326	5,267
Drunk and Disorderly	815	612	680	559	93	341	240	633	577	448	403	418	5,819
Graffiti Removed - Total	1300	1323	1304	1351	1444	1323	1061	1524	1824	2393	1924	1997	18,768
Hazardous Waste Clean-up (human)	626	682	697	617	725	754	669	717	1046	991	1205	1158	9,887
Illegal Vending - Observed	132	68	72	68	80	51	79	69	59	84	39	57	858
Litter/Debris/Leaf Number of Bags	1009	1146	1182	1079	1405	1335	1221	1414	1969	2034	1812	1850	17,456
Litter/Debris/Leaf Weight in pounds	25225	28650	29550	28375	35125	33375	30525	35350	49225	50825	45300	46250	437,775
Mentally Disturbed	1193	1014	1052	1233	457	544	264	628	619	475	469	511	8,459
Noise Complaints (Amplified Sound)	41	32	25	21	15	25	19	27	14	13	8	10	250
Overflowing Trashcans Leveled	251	313	396	403	570	555	318	371	470	491	327	523	4,988
Panhandling - Aggressive	233	218	228	156	141	127	184	145	149	74	47	101	1,803
Safety Escorts	112	48	69	78	102	150	135	125	60	64	60	49	1,052
Safety Hazards - Needles	159	370	142	50	31	42	64	67	6	47	124	225	1,327
Scrub Requests	161	174	178	119	223	314	310	250	252	194	201	299	2,675
Sit/Lie/Sleep Non- Comply, Police Notified	250	227	191	268	178	183	188	267	188	228	274	299	2,741
Sit/Lie/Sleep; Comply	2449	2211	1957	1707	1504	1384	1250	1312	1194	1022	1265	1355	18,610
Sweep Requests	137	145	138	235	362	385	298	318	282	281	251	281	3,113
Trespass/25 MPC	1186	1156	938	771	1602	662	611	1042	954	852	826	833	11,433

# Highlights

## Big Belly Maintenance Training

Ambassadors received training on proper cleaning and up keep of the 25 Big Belly units throughout Union Square. Eugene Hardy from Fitguard provided Chris Boss and Karl Bijan with field training to maintain the cleanliness in addition to their 1 year detail cleaning received. Karl Bijan delivered the training our special projects ambassadors. We have also replaced two sensor modules during the month of February. Wraps have been replaced in house which helps save on cost. We have also secured a product called This Stuff Works for graffiti abatement which has tremendously helped abatement efforts. Please report all Big Belly issues to member services.



## February Special Projects

Special Projects Ambassadors have provided exceptional service above and beyond your typical cleaning and safety related district issues. On February 8<sup>th</sup>, Ambassadors Josue Monteza and Tim Phillips assisted in placing pigeon spikes on the speakers located in Hallidie Plaza. They also provided a detailed cleaning to remove the pigeon feces on both speakers. Another task completed this month was the installation of new decals for all of the Mega Brute cleaning carts. One of the more details projects this month was the ordering and installation of 20 new Terracycle cigarette butt receptacles. This now gives the Union Square Business Improvement District 30 Teracycle's throughout our district. Ambassadors service and collect the butts twice a month which are then mailed to Terracycle for recycling.

According to Terracycle metrics, 1 pound of cigarette butts equals roughly 1,000 cigarettes. Since we began collecting in 2016, we are at 60 pounds totaling 60,000 pounds of extinguished cigarettes collected by our receptacles and removed from the city streets.





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## February 2018 Report

**Hours Contributed: 492 (648 monthly)**

**Debris Removed 6,650 lbs**

**Needles Removed: 229**

**Year to Date Hours: 4736 (7,680 yearly)**

**Year to Date Debris: 89,175 lbs**

**Year to Date Needles: 2355**

**Employed: 1**

**Year to Date Employed: 7**

**Housed: 2**

**Year to date Housed: 10**

### **Narrative:**

As DST continues to grow and expand in 2018, we are giving our Team Members new tools to move beyond homelessness permanently. We're working smarter, not harder, together. We continued to see success bloom in February; we had 2 Team Members secure housing and 1 gained employment! One of our Team Member's wanted a positive change that she would be able to take ownership of. Despite being chronically homeless, she had her priorities set from the beginning. She had years of experience working in retail and warehouse work and wanted to put that experience to good use. After connecting with her Employment Specialist, she began applying to a number of different jobs before finally getting hired at San Francisco's very own Museum of Ice Cream. Only about a week after receiving the great news of getting a new job, her application for an SRO in the city was approved and she was able to move in within a few days. Now that she is stably housed, she looks forward to developing her toolkit with the intent of finding a better paying job!

This month our Team Members were able to attend harm reduction/narcotics training. The workshop prepared our Team Members to detect signs of possible overdoses and how to administer life saving assistance. Now our Team Members are able to potentially save lives while out in the community. Additionally, by popular demand, DST also hosted another Leadership Workshop. Team Members who are interested in a leadership role with DST and those wanting to develop leadership skills for the workforce were in attendance.

We are off to a wonderful 2018 and look forward to the months ahead!



# Notable Before and After Photos

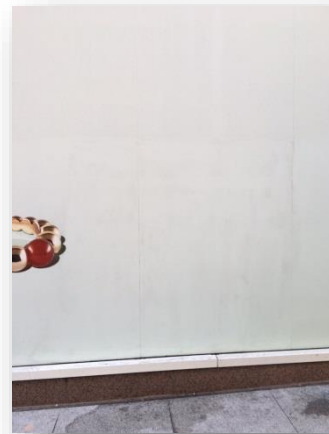
**Before**



**After**



**Security Pacific**



**Neiman Marcus**



**550 Taylor Street**