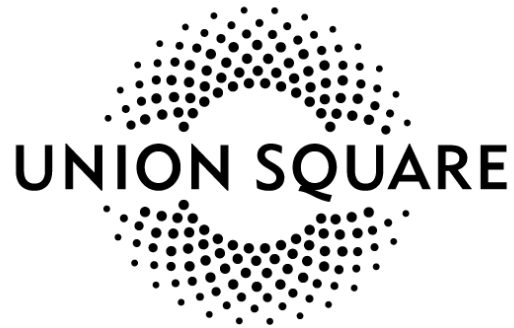


Operations Report

Union Square Business Improvement District

March 2021



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT



News & Updates

COVID Tier Advancement

As March got underway, the number of COVID infection rates continued to decline, allowing San Francisco to officially move into the less restrictive red tier beginning March 3, followed by the Orange tier on March 24. Indoor dining expanded to 50% capacity (from 25%), and retail stores expanded capacity to 100% (from 50%). The clean and safe team has made it a priority to step up district disinfection protocols in and around outdoor dining areas and newly open storefronts. While restaurants are open for limited inside dining, “shared spaces” permits for curbside kiosks and public sidewalk tables will continue to be honored through December 2021.

Illegal Dumping Increases

As retail businesses reopen and restaurants begin operating at a higher capacity, the clean and safe team has reported an uptick in illegal dumping of cardboard and over-filled totes throughout the District. Increases have been met with a proactive approach by utilizing the USBID’s overnight ambassador team to identify and report illegal dumping. These locations are addressed in real-time before the start of the business day. Habitual trash offenders are reported to DPW Public Information Officers (PIO), and educational materials, as well as warning notifications/citations, are provided to prevent further illegal dumping.

MPC-25 Notice Renewals

The clean and safe ambassadors canvass the district twice annually, offering municipal police code 25 (MPC-25) notices to all business and property owners throughout the USBID. San Francisco Municipal Police Code 25 provides that no person shall willfully remain upon any private property or business premises after being notified to leave by the owner, leasee, or other person in charge. These notices renew every six months. Merchants, street-level tenants, and property representatives display the notices in a visible location to advise the general public that no permission is given to trespass, sleep, lie, or obstruct any entryway. Due to COVID shutdowns, most businesses closed before the July 2020 renewal. Since that time, our ambassadors have passed out a limited number of MPC-25 notices to those who have requested them and businesses that remained open. As restrictions lifted, ambassadors began to provide new and reopened locations with updated MPC-25 notifications.

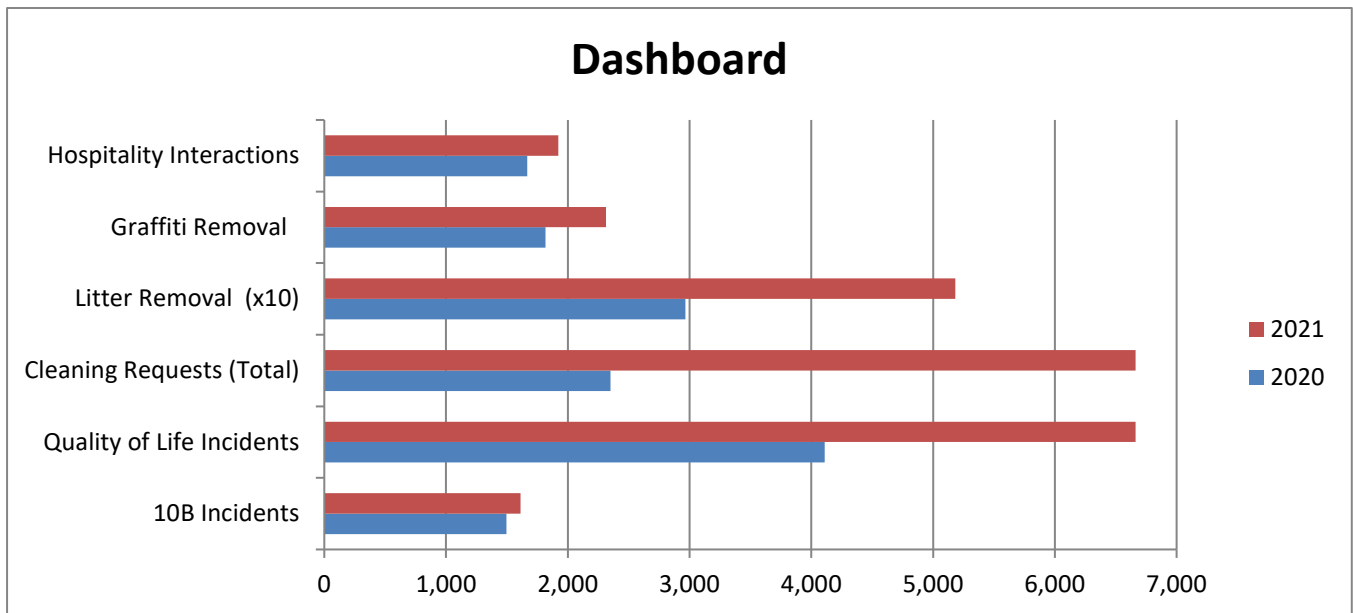
USBID Drain Cover Audit

The clean and safe team recently conducted an audit of District sidewalk sewer drain covers. Recent reports suggested that multiple drain covers were in need of replacement or repair. These missing covers create trip-hazards, collect unsightly garbage, and put properties in violation of Section 706 of the Public Works Code. Ambassadors identify, report, and replace missing covers as soon as possible, to prevent pedestrian injuries and keep debris from collecting in open vents. The clean and safe team was able to replace and secure thirteen missing drain covers throughout the District.

USBID Camera Surveillance Signage

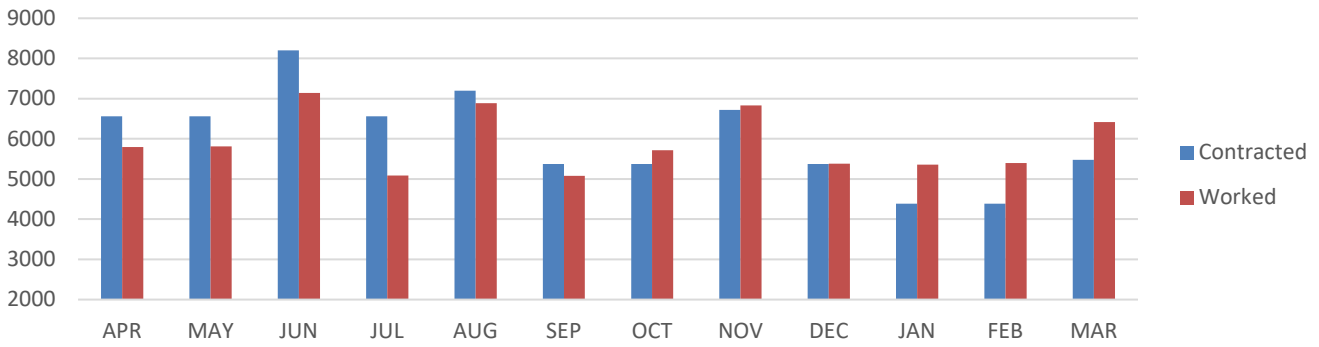
The Union Square Business Improvement District currently has twenty-five camera surveillance signs strategically placed throughout the District. The original installation of thirty-four signs took place in the spring of 2018; however, a recent audit indicated missing signs and others needing replacement or repair. It is believed that a few of these signs may have been removed due to ongoing construction sites and or vandalism. The clean and safe team submitted audit results for replacement signage. In addition to the audit, graffiti removal was completed on multiple signs and basic repairs and cleaning.

Charted Statistics & Overview

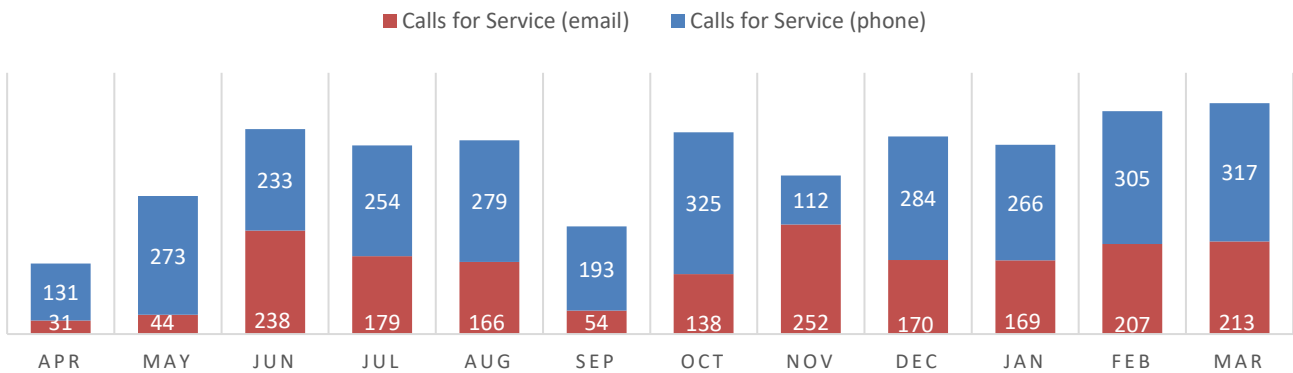


2020	2021	Overview
521	1,923	Hospitality Interactions: Increased by 269%. The increase in hospitality interaction is likely attributed to the pandemic outbreak last March. We are recording higher numbers of visitors throughout the month, possibly due to orange tier advancement.
2,093	2,313	Graffiti Removal: Increased by 11%. We continue to record higher numbers in graffiti removals throughout the USBID. Ambassadors spent more hours in March removing and painting larger, more frequent graffiti as there was a decrease in smaller graffiti tags throughout the District. This could be attributed to an increase in the amount of visitors we experienced in March.
19,950	51,875	USBID Ambassador Litter Removal Total (x10): Increased by 1275 bags. Orange tier advancement has provided restaurants and retail locations an opportunity to provide indoor shopping and dining at a 25% limited capacity. With more visitors, unfortunately, more waste-related issues are recorded.
1,637	5,338	Cleaning Requests: Increased by 226%. Cleaning requests increased dramatically in March. In addition to orange tier advancement bringing an increase of visitors to the District, we also addressed higher numbers in cleanups at and around quality of life (QOL) advisements throughout the USBID. This could have attributed to the increase.
3,884	6,662	Quality of Life Calls: Increased by 72% Increase in all tracked statistics that make up the quality of life category were recorded throughout the month. We recorded the most significant increases in Mentally Disturbed and Aggressive Panhandling. This could be attributed to the increase of street population frequenting the District.
966	1,612	10B Incidents: Increased by 67%. Increases were recorded in all the tracked statistics that make up this category, with the most significant increase on sit-lie violations. The variance in statistical input could be attributed to the pandemic and the number of visitors this year verse lasts.

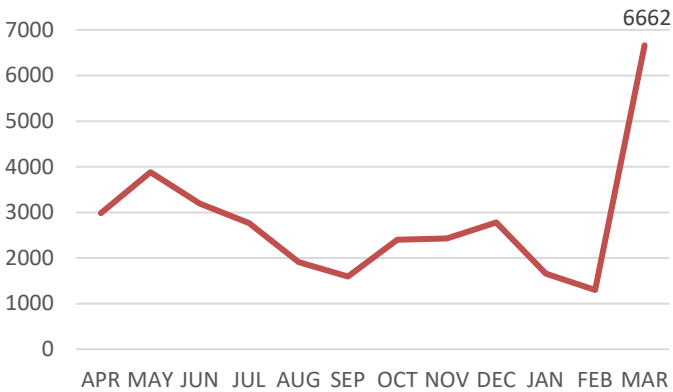
Worked vs. Contracted Hours



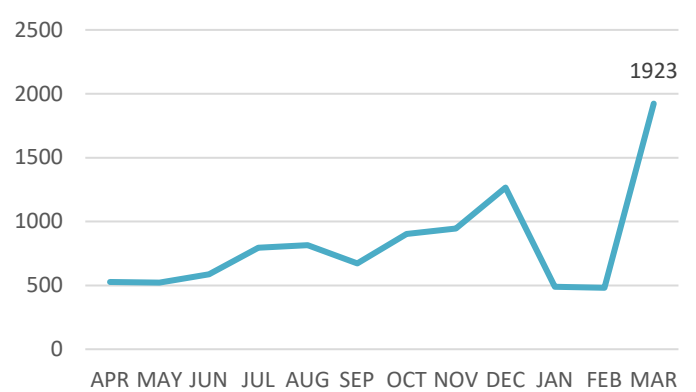
Calls for Service by type



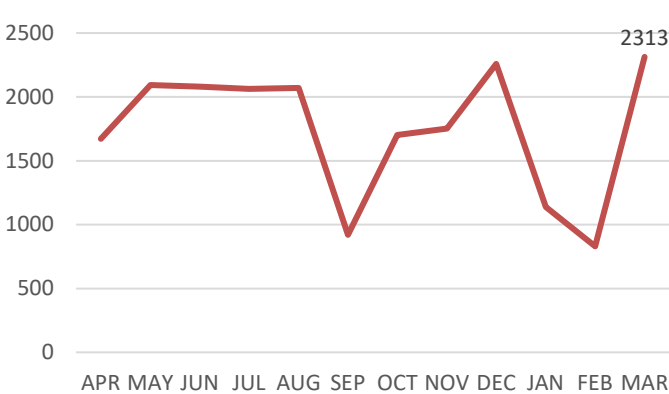
Quality of Life Incidents



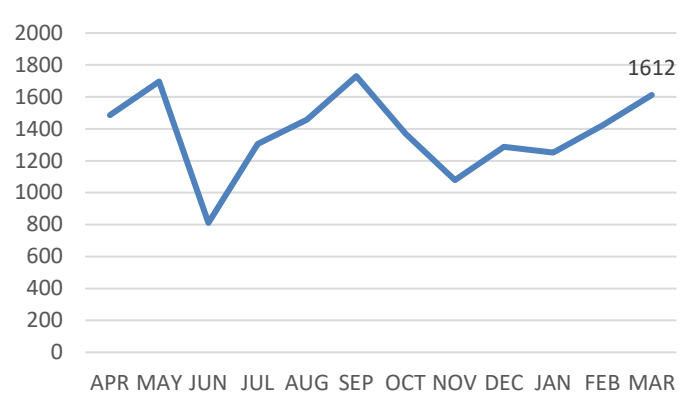
Directions Provided



Graffiti Removed

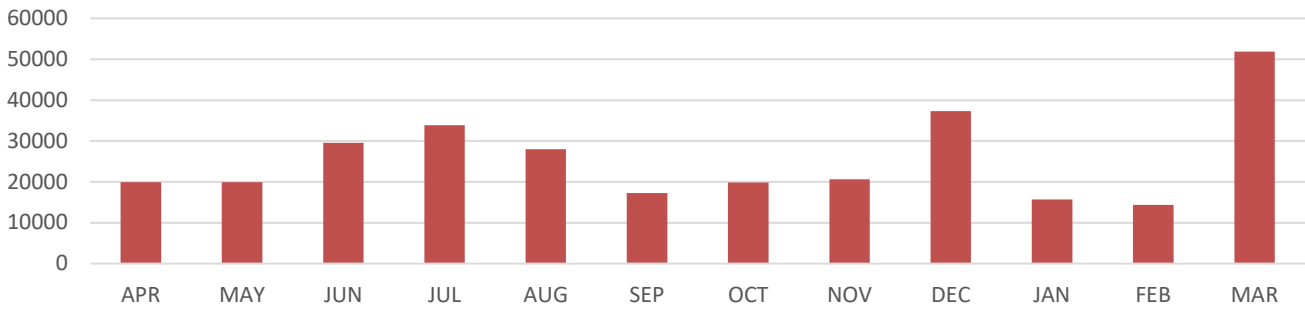


10B Incidents

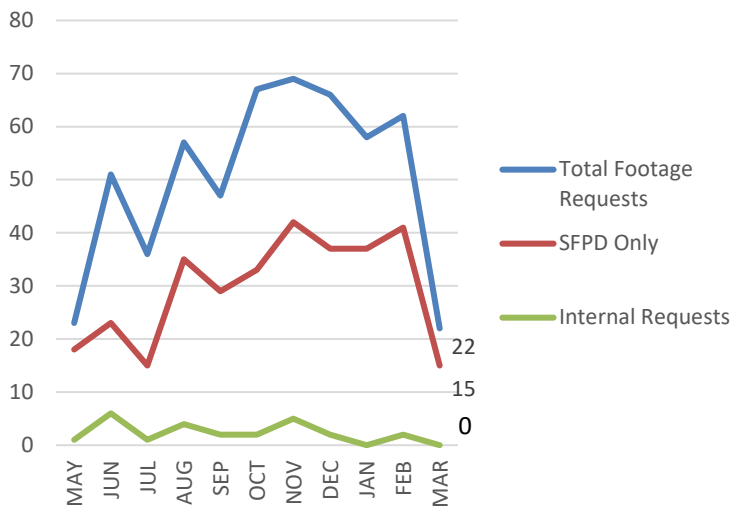


Litter Collection Total

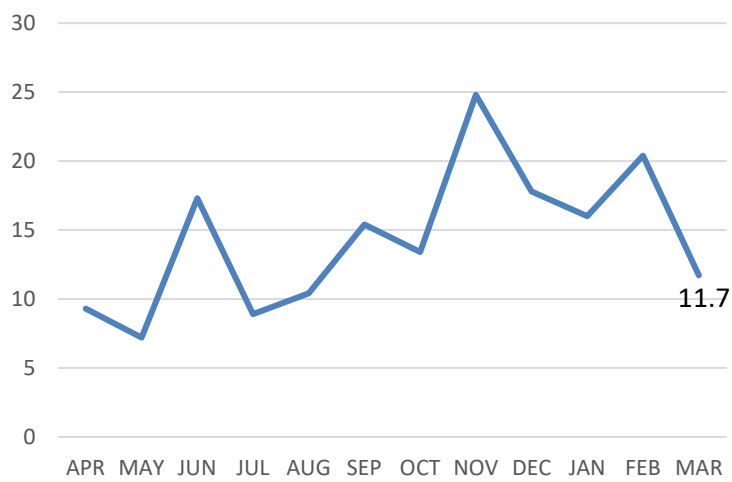
■ Litter/Debris/Leaf Weight in pounds



Security Camera Metrics for 2021



Cameras per Request (Complexity)



Statistics and Data

Past 12 months	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Totals
Directions - Cleaning Ambassadors	308	303	360	531	469	384	347	402	564	150	249	773	4,840
Directions - Hospitality Ambassadors	72	55	72	71	127	157	224	166	159	178	113	598	1,992
Directions - Safety Ambassadors	147	163	155	192	218	130	332	376	543	162	119	552	3,089
Drunk and Disorderly	330	328	373	148	117	139	145	68	177	12	13	739	2,589
Graffiti Removed - Total	1673	2093	2080	2062	2071	919	1702	1751	2259	1138	830	2313	20,891
Hazardous Waste Clean-up (human)	995	880	932	1082	893	588	634	801	998	569	715	1237	10,324
Illegal Vending - Observed	5	17	23	36	41	15	20	20	25	29	36	564	831
Litter/Debris/Leaf Number of Bags	798	798	1183	1353	1119	691	793	826	1492	628	574	2075	12,330
Litter/Debris/Leaf Weight in pounds	19950	19950	29575	33825	27975	17275	19825	20650	37300	15700	14350	51875	308,250
Mentally Disturbed	338	631	612	379	227	148	423	465	301	37	28	1255	4,844
Noise Complaints (Amplified Sound)	20	28	14	30	16	21	13	21	29	6	9	86	293
Overflowing Trashcans Leveled	183	193	295	379	364	222	352	331	557	174	141	890	4,081
Panhandling - Aggressive	52	31	61	74	41	31	32	39	38	14	40	627	1,080
Safety Escorts	41	93	42	17	23	13	39	50	37	9	6	338	708
Safety Hazards - Needles	664	561	651	642	449	288	364	379	320	163	98	1044	5,623
Scrub Requests	220	242	300	286	409	314	448	266	381	219	229	846	4,160
Sit/Lie/Sleep Non-Comply, Police Notified	465	567	529	522	381	274	361	388	658	298	516	688	5,647
Sit/Lie/Sleep; Comply	1205	1442	1030	1151	817	671	924	884	929	1203	614	1544	12,414
Sweep Requests	290	322	340	437	458	274	276	355	642	957	893	2365	7,609
Trespass/25 MPC	571	810	533	423	266	292	475	542	684	59	43	1159	5,857

Highlights

Ambassador of the Quarter

To receive an ambassador of the quarter award requires job dedication, a great attitude, and most importantly, ownership. In addition to the above, Shedrick is always willing to assist his fellow ambassadors. It takes a particular person to dedicate themselves to their job and team, as Shedrick has displayed. Block by Block is truly honored to present Shedrick Jones with the ambassador of the quarter award. Keep up the good work.



Ambassador of the Month

Block by Block is proud to present Lee Walker with the ambassador of the month award. Lee has been part of our overnight pressure washer team since 2019. His eagerness to get the job done, combined with his focus, willingness to go the extra mile, and a compelling dedication to his work, earned him a gift card and accolades from the Block By Block management and our corporate office. Great job, Lee, and Congratulations!



USBID New Vehicle Vinyl Stickers

The USBID recently replaced its magnetic logos used on some of its operational vehicles with a more highly durable vinyl sticker as a temporary replacement in preparation for rebranding. The vinyl stickers have proven a better option in all weather and working conditions. Three pressure washing vans received the temporary vinyl stickers.





Legion Corporation Overnight Security Patrol

Narrative summary:

Starting off the month of March we looked to build on our progress we have made in the previous months. Preventing burglaries and vandalism remains to be a top priority as we stay on the lookout for suspicious persons and vehicles alike. We continue to put forth our best effort to address quality of life issues within the USBID. Our efforts to prevent and deal with dumped over toters, along with reporting illegal dumping goes hand and hand with showing that the District is taken care of. Preventing encampments as well as dealing with 25 MPC violators, make it easier to spot suspicious persons looking to cause or take part in criminal activity.

We continue to look for ways to be creative towards increasing our security footprint within the BID. Performing foot patrols in addition to driving around the District gives us an opportunity to do so, showing a strong security presence with the BID. As we deal with the homeless population looking to set up tents in front of buildings and on the sidewalks, we continue to offer them assistance if needed. Majority of the time it is declined but we look to build a relationship to make future encounters positive.

Monthly Highlight:

On 3/13 at approximately 0350 hrs, a call came in from the Ambassadors regarding a suspicious person loitering on the corner of Stockton and Geary. As Security Officers Acosta and Lucius arrived on scene, they observed the suspicious person matching the description that was given inside of the flower stand located on Geary and Stockton. The prompt response prevented the subject from being able to steal anything. The unknown was removed immediately without incident.



Trespassing Advisement Before & After



Legion Corporation Overnight Security Patrol

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aggressive Panhandling	0	0	2										2
Assault	0	0	0										0
Burglary	8	5	4										17
DUI	0	0	0										0
Human Trafficking	0	6	0										6
Illegal Dumping	60	56	45										161
Indecent Exposure	27	25	33										85
Mentally Disturbed	16	52	53										121
Narcotic Use	51	73	39										163
Noise Violation / Disturbing the Peace	23	21	10										54
Open Container	4	11	7										22
Property Damage	9	7	2										18
Public Intoxication	17	26	22										65
Selling w/o Permit	0	0	0										0
Shop Lifting	0	0	0										0
Sit/Lie Violation	0	0	0										0
Theft	1	0	0										1
Threats	0	0	6										6
Traffic or Parking Violations	0	0	0										0
Trespassing	515	487	484										1486
Vandalism	20	19	5										44
Miscellaneous (Passing Calls)	1575	1168	1194										3937
Totals:	2326	1956	1906										6188

Notable Before and After Photos

Before



After



CYRIL MAGNIN



POST STREET



SUTTER STREET