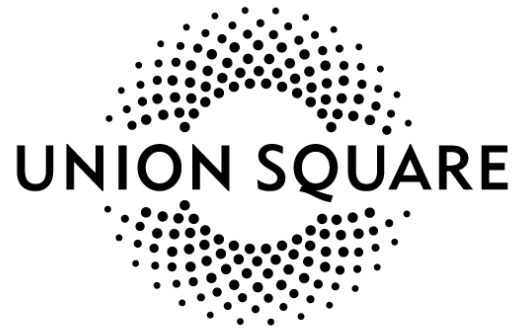


Operations Report

Union Square Business Improvement District

May 2020



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT

News & Updates

Flood Building Mural Project

In May, USBID Executive Director Karin Flood, her colleagues, and family members, along with some help from the clean and safe team, coordinated a mural painting project at 890 Market Street. The wooden panels covering retail spaces on the ground level of the historic Flood Building were adorned with thank you sentiments and heart-shaped themes in honor of first responders, frontline workers, the clean and safe team, as well as all other essential workers serving the San Francisco Bay Area during the COVID-19 shelter in place order. Several generations of the Flood family were involved in bringing a little hope, color, and fun to our District.

Retailers, Cafés, Curbside Pick-up

During May, the clean and safe team, in coordination with the Union Square Business Improvement District, compiled a list of locations throughout the USBID, providing curbside pick-up. Beginning Monday, May 18, per state Health Department regulation, all businesses that open for online curbside pick-up must have a social distancing protocol and implement a new health and safety plan for operating during the Coronavirus pandemic. These locations providing pick-up services are monitored by our ambassadors to ensure clean and safe sidewalks as we move into the next stages of reopening businesses.

Overnight Ambassador Program

Talks got underway in April to implement a USBID overnight Ambassador program due to an uptick in vandalism and burglaries throughout the District. Block by Block's Operations Director in coordination with USBID's Director of Services ironed out details to implement the program in early May. Overnight ambassadors will essentially provide the same services as during daily operations; however, offer more of a visual deterrent during the overnight hours to impede would-be criminals. The focus being on observing and reporting quality of life issues (QOL) as well as suspicious activity to our overnight security team Legion or SFPD.

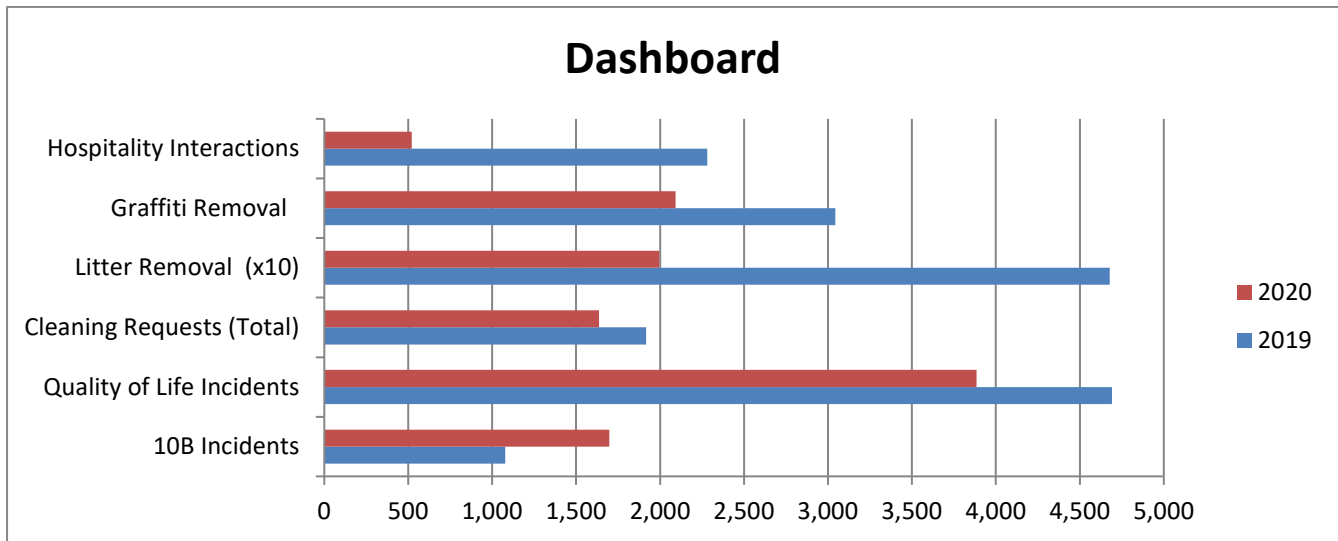
Ambassador Safety Protocols

The clean and safe management team is dedicated to providing weekly COVID-19 updates and training to their ambassadors. Recent updates suggest Coronavirus SARS-CoV-2 can survive in the air for several hours in fine particles known as aerosols. This means sneezing, coughing, etc. can easily spread the virus. We are supplying ambassadors with a variety of face coverings, including the N-95 filtration masks. In addition to required personal protection equipment (PPE) and hand sanitizer, Block by Block has also implemented a daily staff temperature screening prior to ambassadors reporting for duty. A simple temperature check is conducted for all staff. The realities of COVID-19 have changed our work environment as well as operational procedures and safety protocols. We are all working together to ensure the safety of our ambassadors as well as our community as we continue to provide essential clean and safe services to the Union Square Business Improvement District.

May Protests and Demonstrations

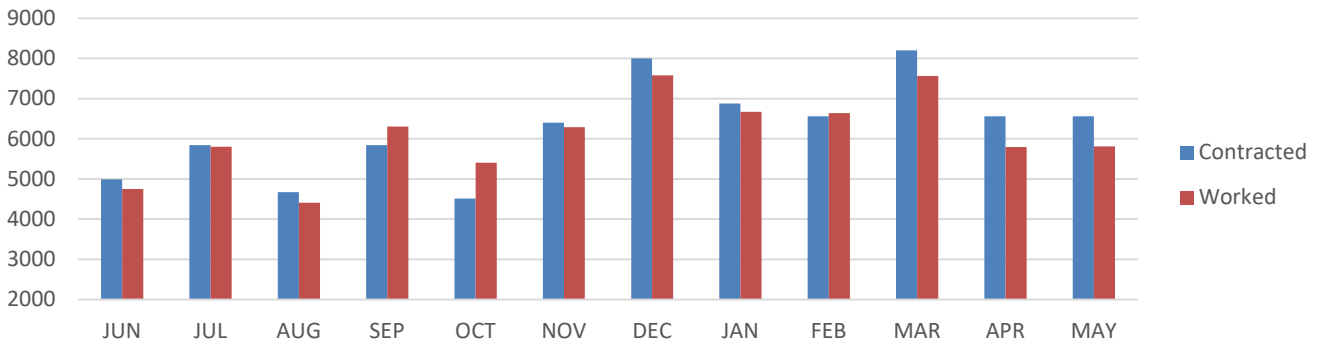
On Saturday, May 30, following evening protests, looters and vandals took advantage of several high-end shops, as well as smaller businesses throughout the Union Square Business Improvement District. The clean and safe management team proactively prepared ambassadors with safety procedures and protocols in the event that riot type activities were to take place in the District. Early Sunday morning, Block By Block's Operations Director met with USBID's Executive Director to assess the damage during a district-wide walk. It was an emotional morning documenting historical locations as well as businesses affected by looters. The clean and safe team was hard at work, removing multitudes of graffiti, cleaning up glass from broken windows as well as removing excessive debris throughout the District.

Charted Statistics & Overview

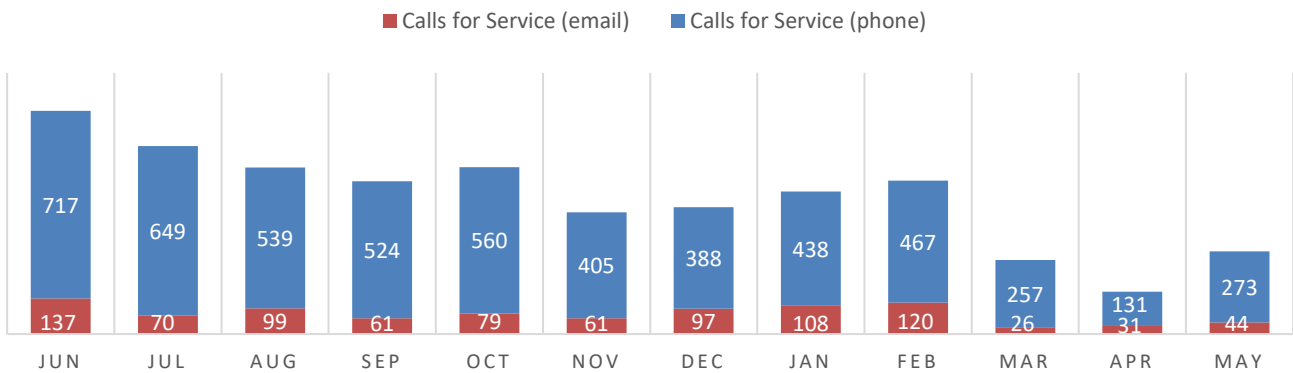


2019	2020	Overview
2,281	521	Hospitality Interactions: Decreased by 77%. With fewer visitors as well as business closures throughout the District, including the extended shelter in place order, we continued to record significant decreases in hospitality interactions. This could have contributed to this month's decrease. Totals are as follows: Cleaning directions 303 , Hospitality directions 55 , and Safety directions 163 .
3,044	2,093	Graffiti Removal: Decreased by 31%. May has been a challenging month in terms of graffiti removal for our ambassador team. We experienced a shift from smaller graffiti removals toward larger graffiti paint-outs. Totals are as follows: Sticker removals 650 and Paint-outs 1443 .
46,775	19,950	USBID Ambassador Litter Removal Total (x10): There was a decrease in litter removal by 57%. As the shelter in place order was extended through May, and fewer businesses operating throughout the District, less collected trash bags were recorded. We are no longer tracking DST stats, as their contract has ended. This could have contributed to this month's decrease.
1,916	1,637	Cleaning Requests: Decreased by 15%. We recorded decreases in all cleaning categories. Totals are as follows: Scrub requests decreased by 34 incidents, with 242 incidents addressed. Hazardous waste decreased by 32 incidents, with 880 incidents addressed. Sweep requests decreased by 38 incidents, with 322 incidents addressed. Overflowing trash cans decreased by 175 incidents, with 193 incidents addressed.
4,691	3,884	Quality of Life Calls: Decreased by 17%. Ambassador's recorded 2,039 Sit/Lie violations, with 1,442 of these interactions resulting in a compliance with an ambassador request. We recorded a positive decrease in Non-compliant sit/lie violations by 77 incidents, with 597 incidents addressed. As we began to see more businesses open during the month, providing curbside pick-up, increased interactions were recorded at or around these locations.
1,078	1,697	10B Incidents: Increased by 57%. According to the 10B end of shift report, Sit/Lie violations increased by 369 incidents, with 889 incidents addressed. Indecent Exposure increased by 9 incidents, with 41 incidents addressed. Mentally Disturbed increased by 64 incidents, with 160 incidents addressed. Trespassing increased by 57 incidents, with 82 incidents addressed. We continue to record higher numbers in 10B interactions with an additional officer scheduled between the hours of 1 PM to 11 PM.

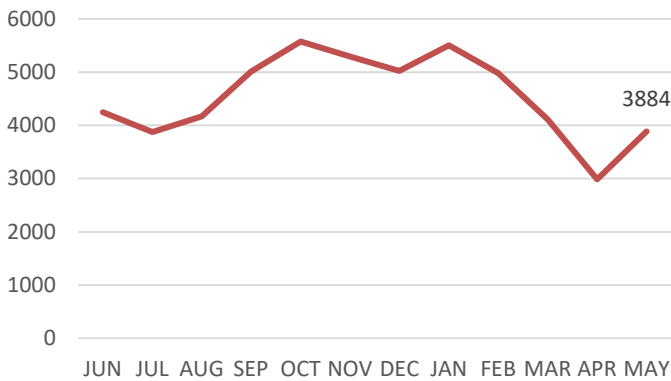
Worked vs. Contracted Hours



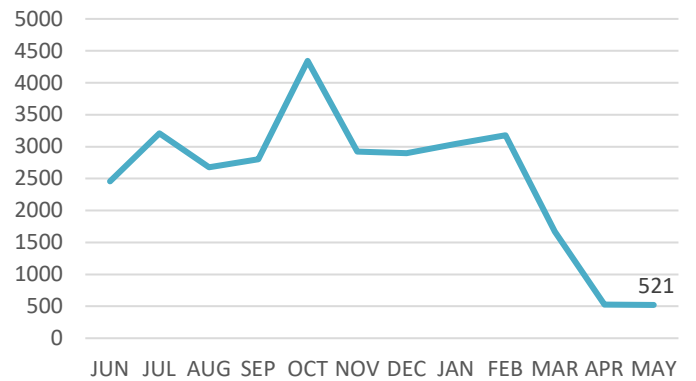
Calls for Service by type



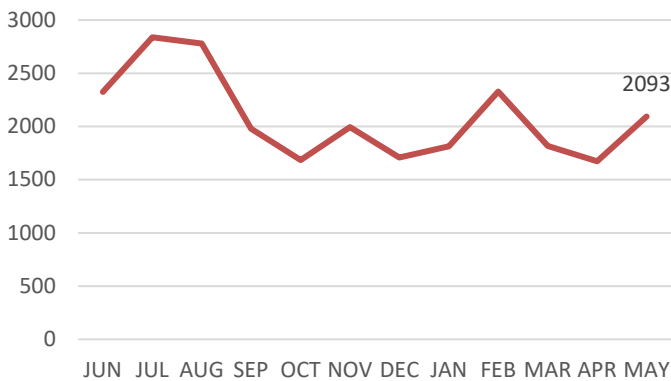
Quality of Life Incidents



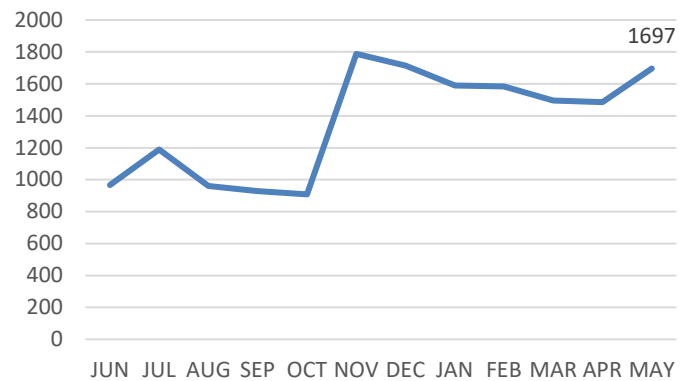
Directions Provided



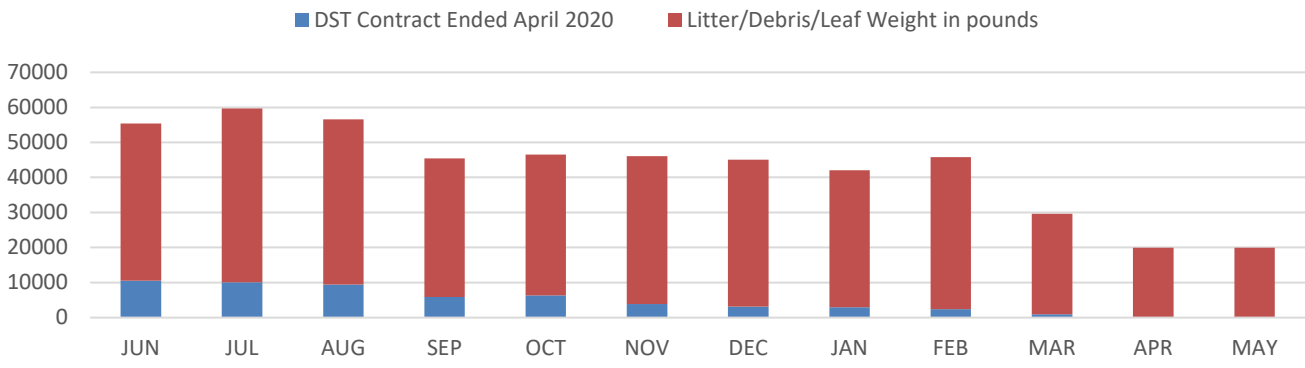
Graffiti Removed



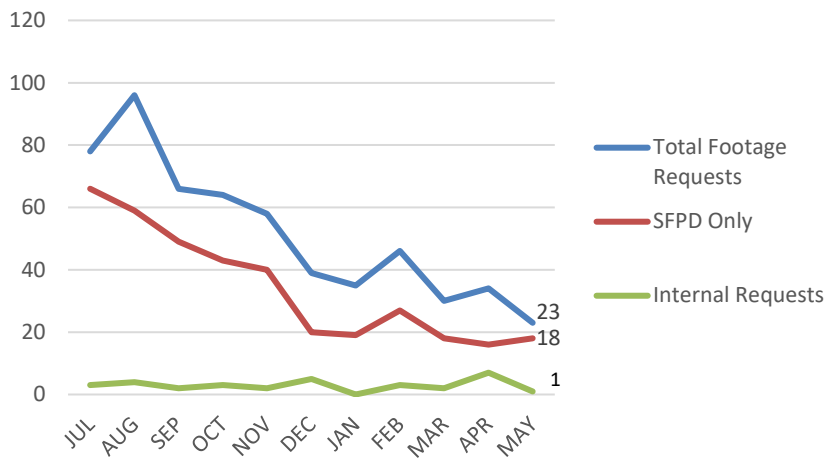
10B Incidents



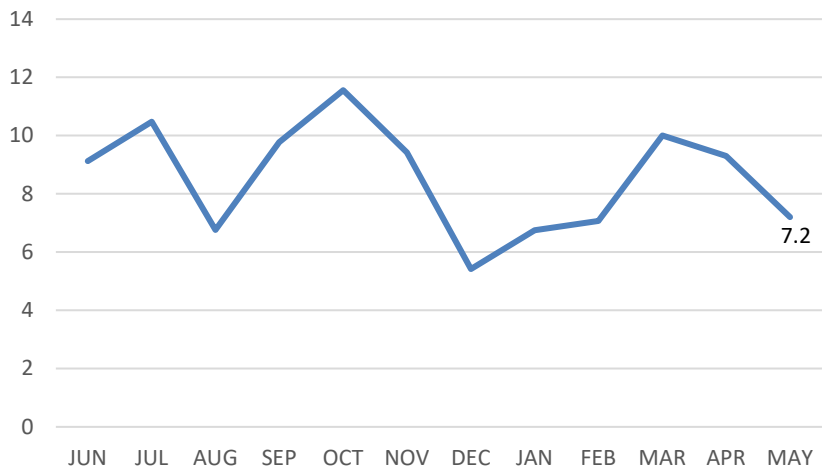
USBID Litter Collection Total



Security Camera Metrics for 2020



Cameras per Request (Complexity)



Statistics and Data

Past 12 months	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JUN	FEB	MAR	APR	MAY	Totals
DST Litter Collected													
Number of Bags	423	405	379	236	252	155	124	120	97	39	0	0	2,230
DST Syringes Removed	301	163	256	141	142	56	24	30	33	12	0	0	1,158
Directions - Cleaning Ambassadors	862	1497	1251	1148	843	1158	1172	1027	1218	857	308	303	11,644
Directions - Hospitality Ambassadors	898	1116	815	731	920	685	553	405	372	227	72	55	6,849
Directions - Safety Ambassadors	698	597	610	924	2580	1082	1173	1613	1587	583	147	163	11,757
Drunk and Disorderly	298	205	319	343	690	251	153	156	189	215	330	328	3,477
Graffiti Removed - Total	2326	2838	2779	1979	1685	1993	1709	1815	2327	1818	1673	2093	25,035
Hazardous Waste Clean-up (human)	848	1194	853	934	863	939	904	1049	1051	1186	995	880	11,696
Illegal Vending - Observed	23	10	8	38	65	84	229	197	143	31	5	17	850
Litter/Debris/Leaf Number of Bags	1792	1982	1884	1581	1611	1688	1679	1561	1736	1147	798	798	18,257
Litter/Debris/Leaf Weight in pounds	44800	49550	47100	39525	40275	42200	41975	39025	43400	28675	19950	19950	456,425
Mentally Disturbed	601	567	646	863	1277	795	613	667	838	637	338	631	8,473
Noise Complaints (Amplified Sound)	18	9	4	12	50	50	6	12	32	20	20	28	261
Overflowing Trashcans Leveled	428	823	390	427	340	467	478	471	673	372	183	193	5,245
Panhandling - Aggressive	98	63	68	91	172	175	267	398	160	83	52	31	1,658
Safety Escorts	11	4	9	22	39	40	41	66	205	53	41	93	624
Safety Hazards - Needles	871	1583	943	1111	908	1110	1117	1015	1158	896	664	561	11,937
Scrub Requests	317	662	443	284	209	381	316	312	321	351	220	242	4,058
Sit/Lie/Sleep Non-Comply, Police Notified	576	497	536	541	453	597	667	783	595	555	465	597	6,862
Sit/Lie/Sleep; Comply	1698	1732	1690	1951	1945	2106	1909	2427	2059	1807	1205	1442	21,971
Sweep Requests	362	820	463	378	262	455	405	325	375	442	290	322	4,899
Trespass/25 MPC	932	789	895	1170	923	1236	1181	861	963	762	571	810	11,093

Highlights

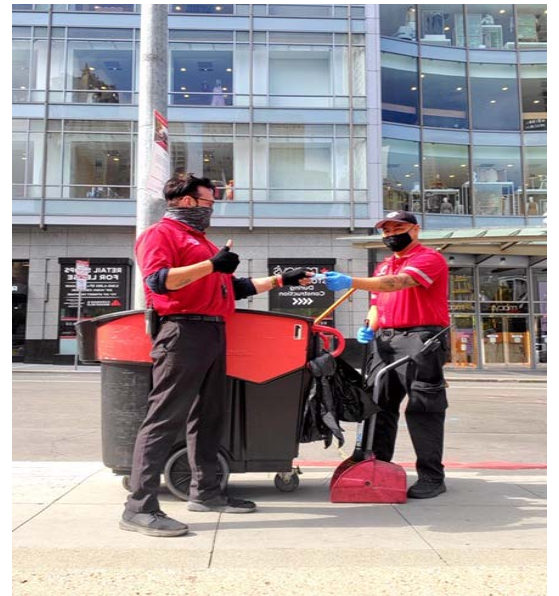
Ambassador of the Month

Block by Block is proud to announce Darnell Vaughan as the Ambassador of the Month. Darnell is always available and willing to assist all co-workers and his supervisors whenever extra duty is required outside of his regular assignments. Darnell has shown an incredible work ethic in his willingness to help out his team during the recent COVID-19 crisis as well as volunteering to help tackle the overwhelming graffiti we experienced during District protests. The clean and safe management team presented Darnell with a gift card, and many thanks for his hard work and dedication to our District. Keep up the great work!



Ambassador Recognition

The clean and safe management team has implemented an on the spot rewards program as a way of achieving productive, positive morale within the company structure. Gift cards are presented to ambassadors in the field when observed by management going the extra mile. We have seen our team come together and step up to the plate when tackling District challenges we've faced over the past few months. It takes a dedicated team to accomplish what our ambassadors do on a daily basis. We believe instant recognition will help motivate the team and raise the bar a little higher while empowering the team to do their best.



Big Belly Graphics

A Big Belly graphic "skins" replacement project was completed by the clean and safe team at the start of the month. A majority of these Big Belly units are overlaid with vinyl sponsorship branding on the two sides of the receptacles. The USBID staff provided replacement location information as well as the new sponsorship graphics. Ambassador staff has done a great job keeping Big Belly signage replaced and clean, as well as conducting monthly Big Belly audits to ensure units are clean and free of graffiti.





Legion Corporation Overnight Security Patrol

Narrative summary:

With storefronts continuing to be shut down and boarded up, this has continued to give criminals the opportunity to take advantage of the current environment within the USBID. Homeless subjects have also been trying to break into buildings for shelter and others have tried to use vacant spots as a place to use narcotics undetected. These are huge concerns not just from the criminal standpoint, but it increases the chances of fire as people may try to keep warm in a vacant building. With that being said, we have continued to use creative tactics to increase our security footprint as much as possible within the district. We have continued to be on the lookout for all suspicious activity within the district to prevent such crimes from occurring.

With all that has been going on from a security and safety standpoint with the buildings, we have continued our efforts in curbing 25 M.P.C. violations in front of the storefronts and alcoves alike. We have continued to see an uptick on those violations as people are coming back into the district. We had approximately 724 contacts regarding such violations. It is very important to catch these issues early because the rest of the city has seen an extraordinary increase in encampments as tents have been popping up in the adjacent districts. We believe our efforts in enforcing the no trespassing signs has deterred such encampments from setting up in the Union Square BID. We will continue to work hard to enforce these violations, as we believe it cuts down on overall crime. We also will continue to offer services for any individuals we encounter who may need support services or medical treatment.



Monthly Highlight:

Amid what we have been facing at night with increased activity, we have teamed up with the USBID Ambassadors to act as an extra set of personnel throughout the district. We have heightened our efforts in coordinating with the Ambassadors to look out for any potential people wishing to cause harm to individuals and buildings alike. We feel since this measure has been put into place, it has helped prevent crime with the increased presence as well as improved safety with the Union Square BID. We look forward to continuing our efforts and we look to improve on these areas making the community overall much safer.





Legion Corporation Overnight Security Patrol

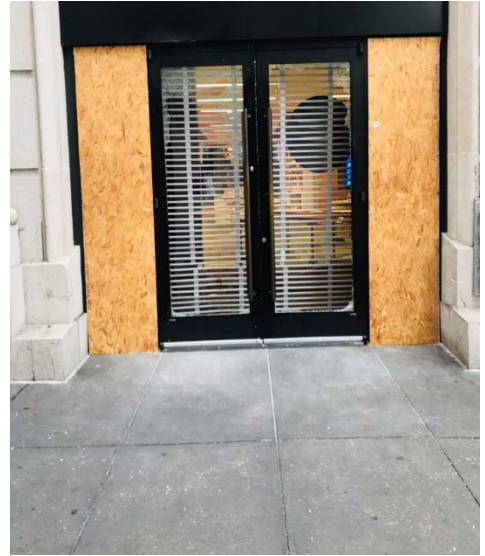
2020	January	February	March	April	May
Aggressive Panhandling	31	32	0	14	0
Assault	0	3	3	6	0
Burglary	3	1	0	5	6
DUI	0	0	0	0	0
Human Trafficking	13	157	63	0	0
Illegal Dumping	201	241	90	47	51
Indecent Exposure	2	0	0	18	3
Mentally Disturbed	43	12	9	25	10
Narcotic Use	25	6	3	24	18
Noise Violation / Disturbing the Peace	7	0	0	1	0
Open Container	5	2	0	14	3
Property Damage	8	0	0	0	0
Public Intoxication	10	9	0	18	18
Selling w/o Permit	6	6	0	1	0
Shop Lifting	5	1	0	0	0
Sit/Lie Violation	30	0	108	40	12
Theft	3	0	0	0	3
Threats	0	5	1	8	1
Traffic or Parking Violations	0	0	0	0	0
Trespassing	933	712	304	589	729
Vandalism	10	25	25	72	61
Miscellaneous (Passing Calls)	0	0	0	0	1,864
Totals:	1335	1212	606	882	2,779

Notable Before and After Photos

Before



After



CYRIL MAGNIN



BUSH STREET



GEARY STREET