











# Statistics Data

Past 12 months	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	Totals
DST Litter Collected Number of Bags	134	166	166	127	183	216	302	423	405	379	236	252	2,989
DST Syringes Removed	122	223	139	52	116	195	206	301	163	256	141	142	2,056
Directions - Cleaning Ambassadors	777	1152	1210	1184	743	882	909	862	1497	1251	1148	843	12,458
Directions - Hospitality Ambassadors	688	806	528	788	664	689	790	898	1116	815	731	920	9,433
Directions - Safety Ambassadors	592	547	400	392	569	752	582	698	597	610	924	2580	9,243
Drunk and Disorderly	430	375	386	302	427	323	281	298	205	319	343	690	4,379
Graffiti Removed - Total	1469	1450	1744	1774	3302	2832	3044	2326	2838	2779	1979	1685	27,222
Hazardous Waste Clean-up (human)	753	930	1086	848	963	783	912	848	1194	853	934	863	10,967
Illegal Vending - Observed	34	167	48	35	42	32	13	23	10	8	38	65	515
Litter/Debris/Leaf Number of Bags	1661	1798	1983	1634	1883	1563	1569	1792	1982	1884	1581	1611	20,941
Litter/Debris/Leaf Weight in pounds	41525	44950	49575	40850	47075	39075	39225	44800	49550	47100	39525	40275	523,525
Mentally Disturbed	607	554	680	460	625	619	651	601	567	646	863	1277	8,150
Noise Complaints (Amplified Sound)	36	24	15	5	7	20	14	18	9	4	12	50	214
Overflowing Trashcans Levelled	476	507	694	442	428	316	368	428	823	390	427	340	5,639
Panhandling - Aggressive	56	70	171	74	74	77	112	98	63	68	91	172	1,126
Safety Escorts	16	14	3	6	0	9	14	11	4	9	22	39	147
Safety Hazards - Needles	815	1078	1447	906	739	801	1155	871	1583	943	1111	908	12,357
Scrub Requests	188	162	249	191	224	228	276	317	662	443	284	209	3,433
Sit/Lie/Sleep Non-Comply, Police Notified	412	618	820	609	792	766	674	576	497	536	541	453	7,294
Sit/Lie/Sleep; Comply	1319	1392	1485	1214	1706	1629	1906	1698	1732	1690	1951	1945	19,667
Sweep Requests	391	465	391	299	367	298	360	362	820	463	378	262	4,856
Trespass/25 MPC	927	1012	870	937	1232	1108	1040	932	789	895	1170	923	11,835

# Highlights

## Ambassador of the Month

Congratulations to Ernest Lagunas! The title of Ambassador of the Month isn't the easiest award to receive. It takes hard work and dedication. This month's winner has gone above and beyond the call of duty. In addition to his cleaning responsibilities, Ernesto has assisted our graffiti team, with large paint-outs and cover-ups throughout the district. Way to go, Ernesto!



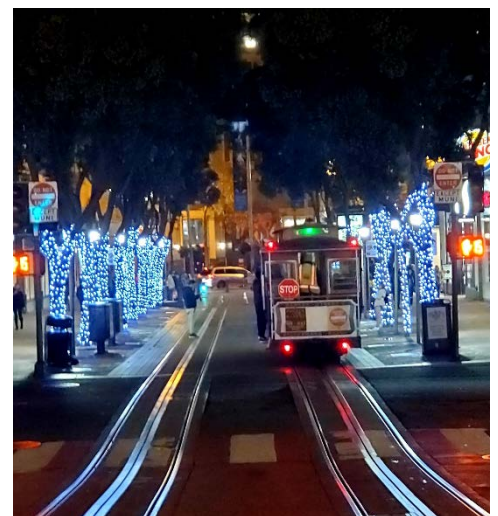
## Team Lead New Hire

Please welcome Orlando Adams. Orlando comes to us with a background in management and operations. Orlando has quickly excelled at his duties while exhibiting drive and interest in his job responsibilities. Orlando's attention to detail and his willingness to go the extra mile has gained the trust and friendship of his team and management.



## 'Tis the Season

The USBID's annual holiday tree lighting project kicked off in October, with the lighting of Maiden Lane, closely followed by lower Powell Street. The holiday lights are enjoyed every year by visitors and residents alike. A special thank you to Operations Supervisor Freddy "Raven" Anderson for placing the Lower Powell holiday lights this year.





VISITUNIONSQUARESF.COM



## October 2019 Report

**Hours Contributed: 312**

**Debris Removed: 6,300 lbs**

**Needles Removed: 142**

**Employed: 0**

**Housed: 0**

**July 2019-October Hours: 1,780**

**July 2019-October Debris: 31,800 lbs**

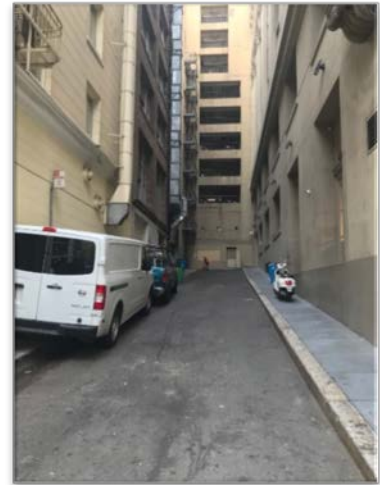
**July 2019-October Needles: 702**

**July 2019-October Employed: 1**

**July 2019-October Housed: 1**



Romie Nottage



Cleaned by DST

### Narrative Report:

This October has definitely been an exciting one for Downtown Streets Team. In Union Square, Lewis has been leading his crew through the district tackling any and all areas that require our assistance. Always wanting a great challenge, Lewis continues to strive to make sure Union Square looks as clean as possible while building the confidence of his Team Members who wants to obtain employment in the future.

This past month, Downtown Streets Team—San Francisco welcomed Romie Nottage as the new Senior Director of San Francisco & Social Innovation brings with her more than 10 years of experience working within homeless populations in Bay Area communities. Romie formerly worked on the ground within institutionalized settings, such as Napa State Hospital, San Quentin State Prison, and San Francisco Psych Emergency Services at Zuckerberg San Francisco General Hospital. In these settings, Romie has sought to support processes within the fields of Community Mental Health, Re-Entry, and Housing through the implementation of social rehabilitation, harm reduction, and other humanistic practices. She has held leadership roles in Crisis Residential, Transitional, and Supportive Housing programs, providing support to various clinical teams. Romie believes services, and supportive housing should be a "soft place to land" for anyone having a tough time stabilizing their life. She takes the approach that everyone is a crisis away from homelessness, and all deserve to be honored, valued, and respected. DST is VERY excited to have Romie as part of the San Francisco Team and cannot wait to see what she brings.



### Team Member Barrier Removal Success from Union Square's DST Team:

Bill C. received a 6-month extension on completing his taxes but had no idea how he was going to get them down due to being outside of Tax season. He was having difficulties in finding services to get the taxes done & for free. After working closely with his Case Manager, they were able to get the tax forms completed successfully, which even led to a return! We are very thrilled to have helped Bill achieve this goal of his and hope to see what the new objective for his pathway will be.





## October 2019

### Current Contract Metrics:

2018-2019	Oct '19	Total:
Hours of BID Outreach*	8	8
Hours of shelter outreach	8	8
Messages Recorded	4	4
Messages Delivered	2	2
Reunions	1	1
Positive Outcomes	1	1

### Narrative Summary:

Beverly and Brian conducted 8 hours of outreach this month in the BID, and also offered Miracle Messages at Glide Church and St. Anthony's dining hall in the Tenderloin. Through these visits, they recorded four messages. They also did an outreach event at Westfield Mall on 10/20, along with Jess and Michelle McKinney.

### Client stories: Kelly Gonzales and Timothy Piwowar

Kelly Gonzales recorded a message with Miracle Messages via our ambassador, Brian Whitten, in the hopes of reconnecting with his father, whom he hadn't spoken to since 1985. Our volunteer was able to locate Kelly's stepfather, and on 10-20-19, they spoke on the phone. Kelly was very excited, and said that he planned to stay in contact from now on.



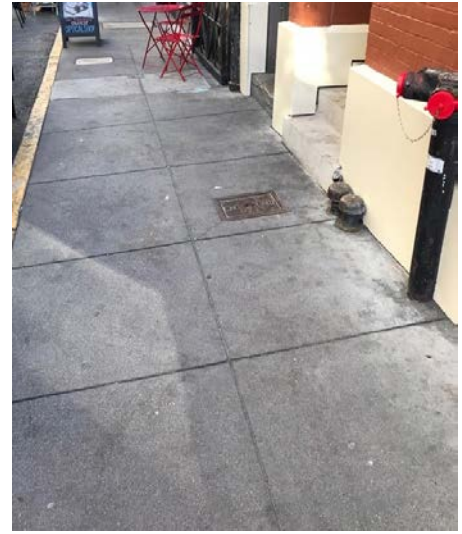
During the Westfield outreach event, the ambassadors recorded a message for Timothy Piwowar, who had been out of touch with his sister Jacalyn for over 10 years after an altercation at his sister's home. He wanted to tell her that he was alive, and that he loved her. We were able to reach his sister's husband, and relay the message; he told us that Jacalyn would be "really happy to hear that." We gave Timothy his sister's phone number so that they could try to connect.

# Notable Before & After Photos

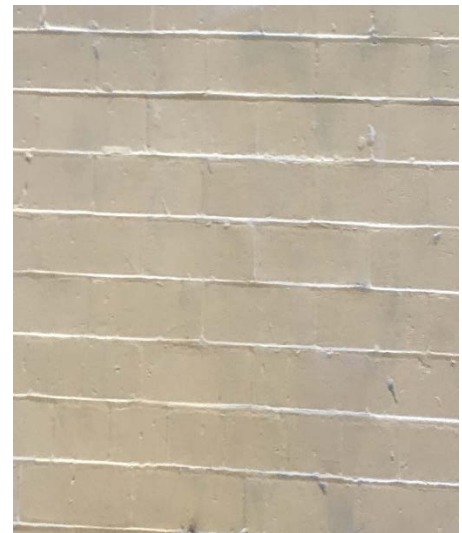
**Before**



**After**



**WEST MAIDEN LANE**



**SECURITY PACIFIC PLACE**



**SUTTER STREET**