

Operations Report

Union Square Business Improvement District

August 2020



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT

News & Updates

USBID Overnight Operations Supervisor

The Union Square Business Improvement District conducted a service evaluation during the months of May-June 2020, concerning the overall performance and service levels provided by Block by Block. The implementation of an overnight operations supervisor was suggested at the conclusion of the audit to ensure contractual agreements were met. Block By Block agreed, the growing overnight program would greatly benefit from additional high-end supervision. This would improve the structure and productivity levels of overnight operations. Ramon Pedroza was hired as the overnight operations supervisor August 1, 2020.

USBID Overnight Ambassador Program

The USBID addition of ambassadors to the overnight security program was implemented on May 6 of this year. Since the program's inception, we have identified and reported burglaries in progress, vandalism, property damage, and suspicious activity. Moreover, we have noticed a substantial difference in the cleanliness of the District due in part to the recent implementation of an overnight operations supervisor. Overnight ambassadors are also tasked with submitting 311 requests, documenting graffiti, and clearing illegal dumping of trash and debris encountered while monitoring the District.

USBID Additional Big Belly Units

The Union Square Business Improvement District recently added ten additional Big Belly units to their existing twenty-seven units previously installed throughout the District, thus bringing the total count of Big Belly's to thirty-seven. Security cables have been installed in the new units securing the ashtrays to the interior of the Big Belly, which has greatly reduced loss/theft. The clean and safe team continues to monitor, clean, and service all units, often replacing fullness sensors, door locks, graffiti removal, and minor repairs caused by wear and tear. The ambassador team recently relocated a 4th Street Big Belly unit blocked by construction scaffolding to ensure Recology could service the unit.

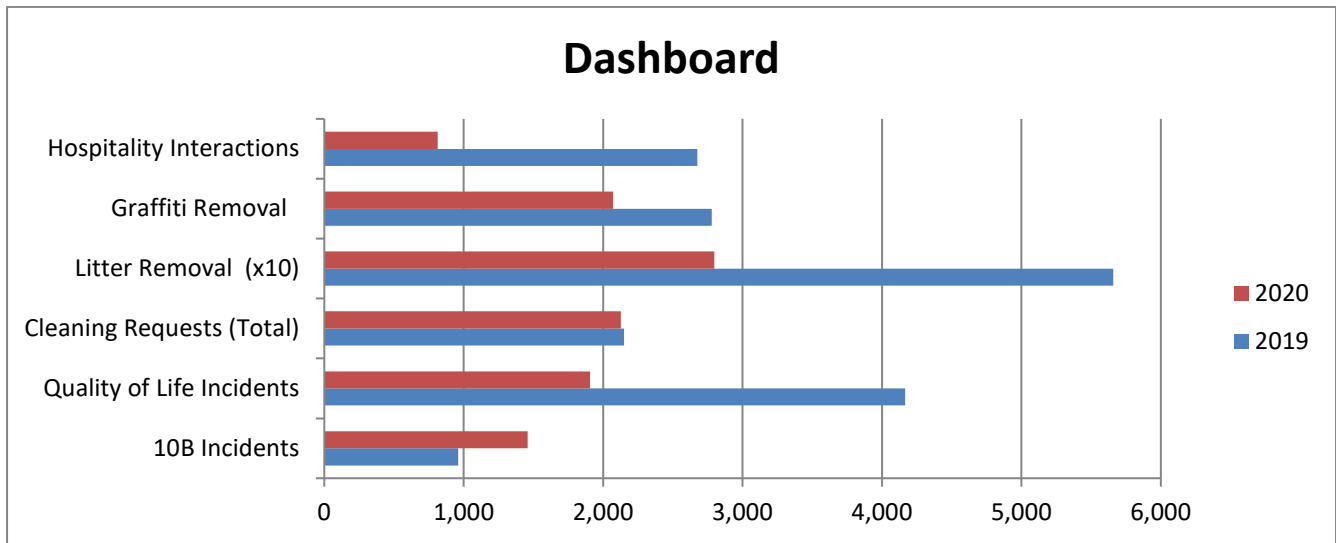
Bureau of Street Environmental Services

Most surrounding CBDs, DIDs including the Union Square BID, are experiencing higher levels of reported graffiti throughout their districts, leading to limited provisions through warehouse suppliers and city programs. The clean and safe management team generated a new channel in obtaining graffiti abatement supplies through the "Bureau of Street Environmental Services (BSES), a division of DPW. Most recently, we were able to obtain a generous order, including 5-gallon buckets of paint, graffiti solvent, as well as other much-needed supplies.

Air Quality Conditions

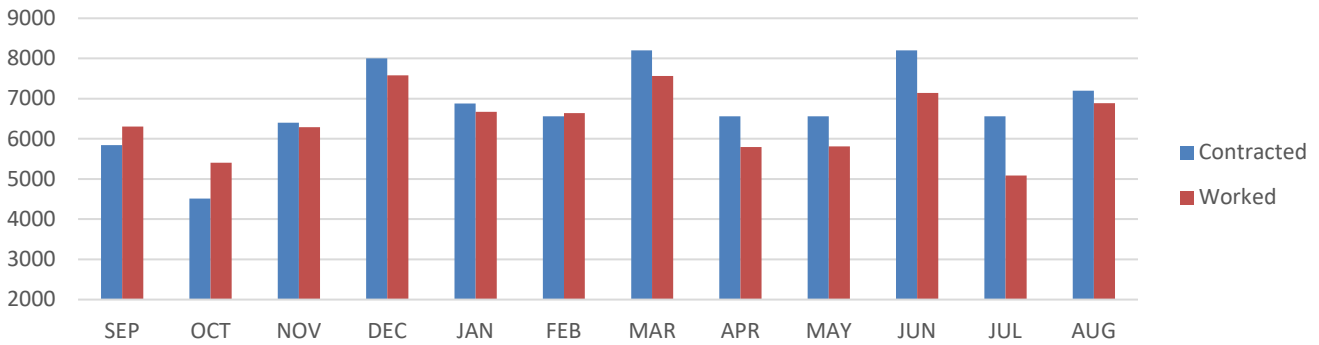
Throughout August, multiple wildfires burned in areas surrounding San Francisco, impacting the air quality of the District. To ensure the safety of the ambassador team, N-95 masks were provided to staff for additional protection. Wearing facial masks has become standard protocol for the team over the past months to protect and impede the spread of COVID-19. All needed PPE is supplied to our ambassadors as we continue to combat the shifting and diverse challenges faced while providing essential clean and safe services to the USBID.

Charted Statistics & Overview

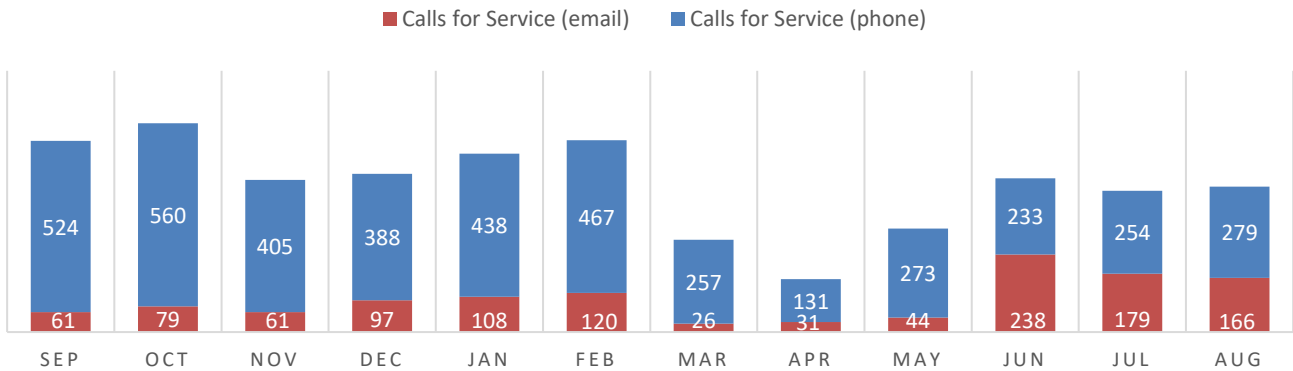


2019	2020	Overview
2,676	814	Hospitality Interactions: Decreased by 70%. We continue to record fewer numbers in hospitality interactions due in part to the pandemic, tourism, and the current economic situation. Totals are as follows: Cleaning directions 469 , Hospitality directions 127 , and Safety directions 218 .
2,779	2,071	Graffiti Removal: Decreased by 25%. A majority of this month's graffiti was reported on properties and city receptacles throughout the District. Larger graffiti paint-overs require more time and supplies than graffiti requiring aerosol remover to abate. Block by Block was fortunate enough to acquire a large shipment of graffiti abatement supplies through the Bureau of Street Environmental Services, a division of the Department of Public Works (DPW). Graffiti totals are as follows: Sticker removals 1068 and Paint-outs 1003 .
56,575	27,975	USBID Ambassador Litter Removal Total (x10): There was a decrease in litter removal by 51%. 2020 to date, has been a turbulent, unpredictable year. Due to COVID -19, closed businesses, and more recently, wildfires adding to poor air quality, the USBID has seen a sharp decline in tourism/visitors as well as shoppers to the District. This could have contributed to this month's decrease.
3,499	2,126	Cleaning Requests: Decreased by 39%. We recorded fewer cleanups during the month due in part to a decrease in illegal encampments throughout the District. This could have contributed to this month's totals: Scrub requests decreased by 34 incidents, with 409 incidents addressed. Sweep requests decreased by 5 incidents, with 458 incidents addressed. Overflowing trash cans decreased by 26 incidents, with 364 incidents addressed.
2,149	1,906	Quality of Life Calls: Decreased by 11%. Ambassador's recorded 1,198 Sit/Lie violations, with 817 of these interactions resulting in a compliance with an ambassador request. The remaining categories in this tracked statistic also saw decreases with the exception of Noise complaints and Illegal dumping.
891	1,458	10B Incidents: Increased by 64%. According to the 10B end of shift report, Sit/Lie violations increased by 310 incidents, with 798 incidents addressed. Mentally Disturbed increased by 84 incidents, with 118 incidents addressed. Public Intoxication increased by 29 incidents, with 49 incidents addressed. As a reminder the USBID is providing 16 hours of consistent 10B service in the District based on SFPD staffing availability. The USBID provides two daily 10B shifts 7am-3pm and 3pm-11pm.

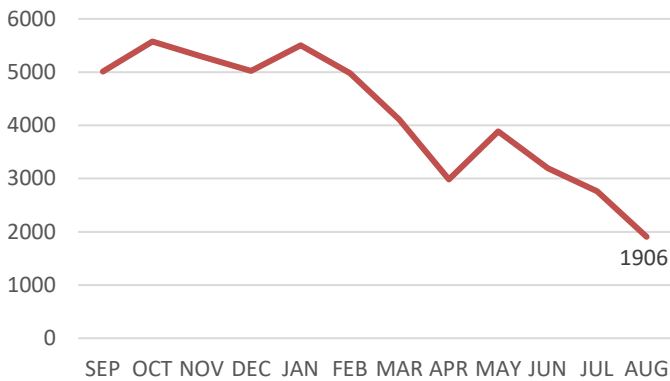
Worked vs. Contracted Hours



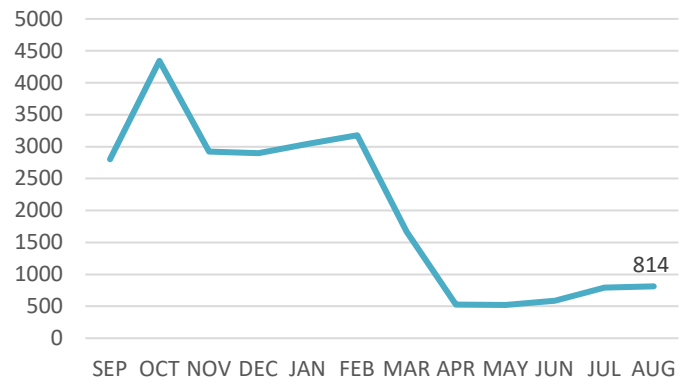
Calls for Service by type



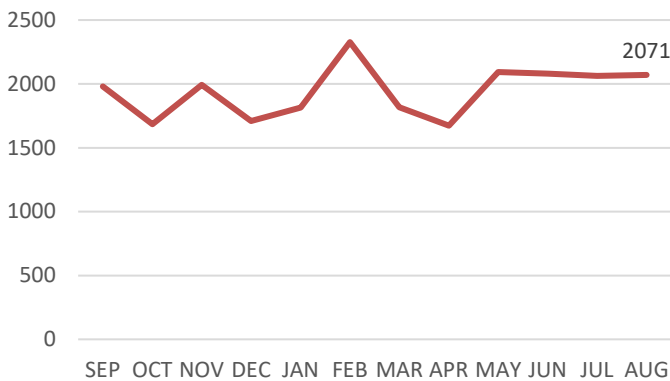
Quality of Life Incidents



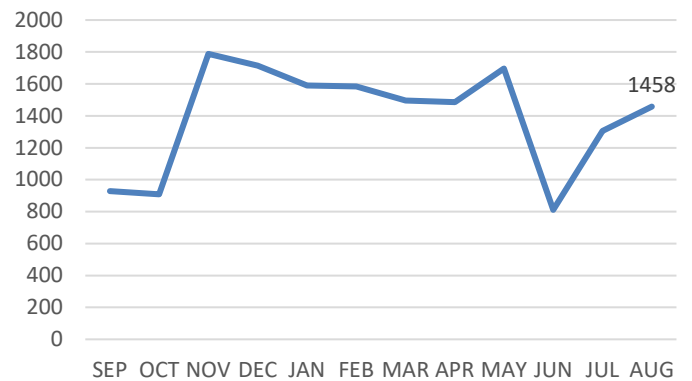
Directions Provided



Graffiti Removed

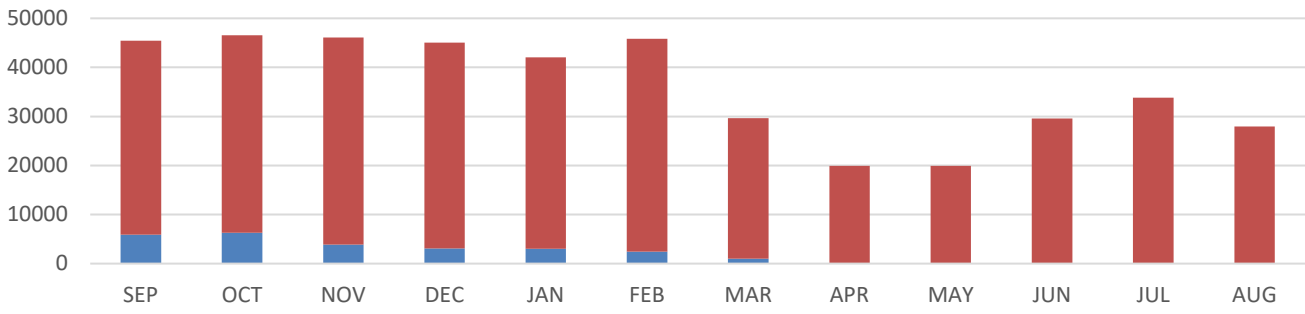


10B Incidents

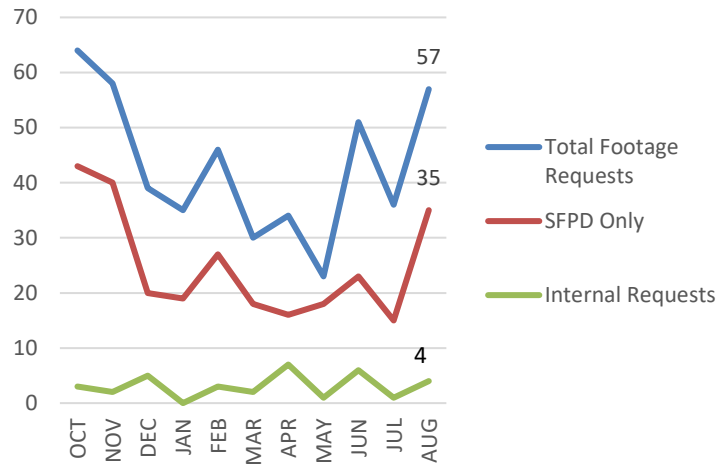


USBID and DST Litter Collection Total

■ DST Contract Ended April 2020 ■ Litter/Debris/Leaf Weight in pounds



Security Camera Metrics for 2020



Cameras per Request (Complexity)



Statistics and Data

Past 12 months	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Totals
DST Litter Collected Number of Bags	236	252	155	124	120	97	39	0	0	0	0	0	1,023
DST Syringes Removed	141	142	56	24	30	33	12	0	0	0	0	0	438
Directions - Cleaning Ambassadors	731	920	685	553	405	372	227	72	55	72	71	127	4,290
Directions - Hospitality Ambassadors	924	2580	1082	1173	1613	1587	583	147	163	155	192	218	10,417
Directions - Safety Ambassadors	343	690	251	153	156	189	215	330	328	373	148	117	3,293
Drunk and Disorderly	1979	1685	1993	1709	1815	2327	1818	1673	2093	2080	2062	2071	23,305
Graffiti Removed - Total	934	863	939	904	1049	1051	1186	995	880	932	1082	893	11,708
Hazardous Waste Clean-up (human)	38	65	84	229	197	143	31	5	17	23	36	41	909
Illegal Vending - Observed	1581	1611	1688	1679	1561	1736	1147	798	798	1183	1353	1119	16,254
Litter/Debris/Leaf Number of Bags	39525	40275	42200	41975	39025	43400	28675	19950	19950	29575	33825	27975	406,350
Litter/Debris/Leaf Weight in pounds	863	1277	795	613	667	838	637	338	631	612	379	227	7,877
Mentally Disturbed	12	50	50	6	12	32	20	20	28	14	30	16	290
Noise Complaints (Amplified Sound)	427	340	467	478	471	673	372	183	193	295	379	364	4,642
Overflowing Trashcans Leveled	91	172	175	267	398	160	83	52	31	61	74	41	1,605
Panhandling - Aggressive	22	39	40	41	66	205	53	41	93	42	17	23	682
Safety Escorts	1111	908	1110	1117	1015	1158	896	664	561	651	642	449	10,282
Safety Hazards - Needles	284	209	381	316	312	321	351	220	242	300	286	409	3,631
Scrub Requests	541	453	597	667	783	595	555	465	567	529	522	381	6,655
Sit/Lie/Sleep Non-Comply, Police Notified	1951	1945	2106	1909	2427	2059	1807	1205	1442	1030	1151	817	19,849
Sit/Lie/Sleep; Comply	378	262	455	405	325	375	442	290	322	340	437	458	4,489
Sweep Requests	1170	923	1236	1181	861	963	762	571	810	533	423	266	9,699
Trespass/25 MPC	141	142	56	24	30	33	12	0	0	0	0	0	438

Highlights

Congratulations Ramon Pedroza

As August got underway, clean and safe management concluded interviews for the new overnight Supervisor. Many qualified applicants were considered and interviewed for the position including current ambassadors; team leads, as well as walk-in interviewees. Historically Block by Block has preferred to promote from within as to allow our employees an opportunity to grow and move up within the company structure. We are excited to announce Ramon Pedroza was chosen to train and become our overnight operations supervisor. Ramon came aboard in October of 2019 and had previous qualifying experience in supervising, management as well as light administrative experience. Ramon has shown a unique quality in taking pride in whatever he does. We are looking forward to Ramon's added perspectives and supervision during overnight programs.



Ambassador of the Month

Having come aboard just eight short months ago, Haison Jones has superseded the expectations of management. We recognize Haison not only for his friendly demeanor and his improving work ethic; he came aboard during a pivotal time in our district challenges. Haison not only took on these challenges but went above and beyond his assigned work duties as a cleaning ambassador to tackle the many district cleaning issues, including graffiti removal and training new employees. Haison has worked diligently to meet the Block by Block standard and become a valuable asset to our evening program! Thank you, Haison.



Member Services New Hires

Clean and safe management is excited to introduce two new Union Square Member Services representatives. Joyce Dionida and Kendall Toms. Joyce, possesses a background in administrative dispatch and extensive secretarial experience. She has a great personality and a professional phone presence. Kendall brings to the table a comprehensive background in customer service and management experience. Having joined the team a short while ago, both Joyce and Kendall have impressed us all early on.

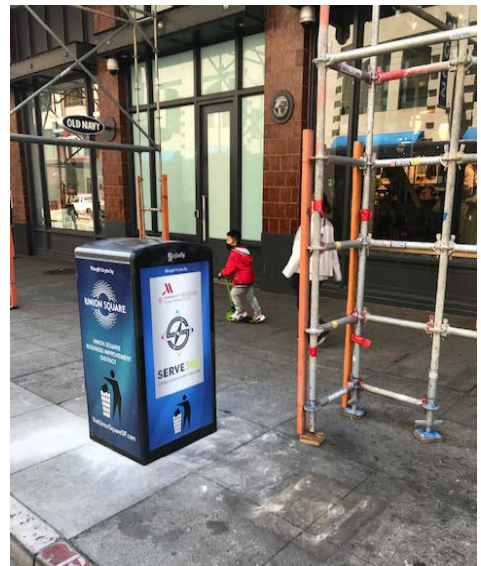


Notable Before and After Photos

Before



After



4TH STREET



CYRIL MAGNIN



MASON STREET