

# Operations Report

Union Square Business Improvement District

August 2019



UNION SQUARE  
BUSINESS IMPROVEMENT  
DISTRICT

# Overview

## **Department of Public Works District Walk**

Operations Director Karl Bijan coordinated another district walk with DPW's Public Information Officer Peachy Mathis and USBID Director of Services Chris Boss. The focus was illegal containerization and curbside dumping of cardboard and debris by businesses and neighbors throughout the district. Focal points being education of city ordinance, the protocol for bundling and disposing of cardboard, as well as consequences attached to illegal dumping of debris on sidewalks and in alleyways. We began to see immediate results from multiple businesses that were identified as prior or current violators. Monthly walks will be scheduled through the remainder of the year.

## **Downtown Streets Team Member Conference**

In August, Operations Director Karl Bijan joined DST staff at the WeWork Civic Center for a day of community building and growth. The event provides a platform to share information about your company or organization and presents an opportunity for job seekers to interact and network with employers. Karl discussed employment opportunities and scheduled interviews with potential job candidates. The event also offered multiple workshops and advice for job seekers from a panel of program graduates.

## **Big Belly Ashtray Project**

A recent issue with our district Big Belly trash receptacles has been the vanishing of ashtrays within the unit. To better secure and prevent additional loss, the clean and safe team installed a two-foot micro cable system to secure the ashtrays. Permission was granted from Big Belly to drill a small hole in the door frame to secure the cable. One end of the cable is attached to the inner door frame while the other end is secured directly to the ashtray. All 27 district Big Belly's have been outfitted with the cables, and we are in the process of replacing all missing ashtrays.

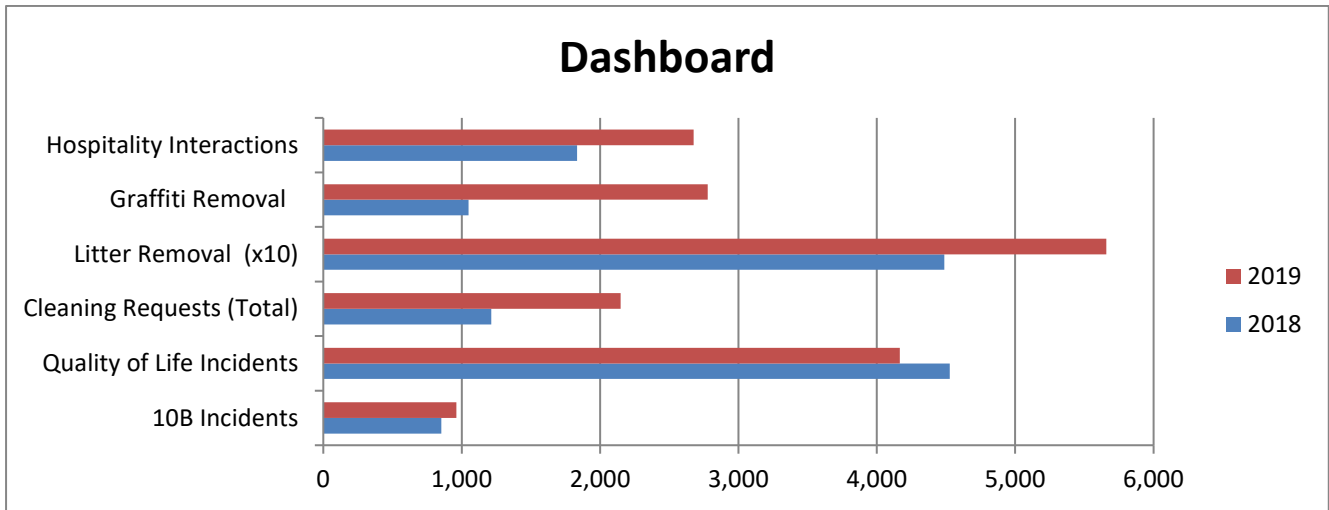
## **Union Square BID Video Camera Maintenance**

The Union Square Business Improvement District has approximately 360 cameras located throughout the 27 square blocks in Union Square. Currently, our video control operator initiates camera cleaning requests via clean and safe ambassadors. Camera lenses are polished as well as checked for vandalism and possible maintenance issues. The clean and safe team recently replaced camera lens domes at lower Hallidie Plaza and was able to successfully remove paint from a vandalized camera lens at East Mason near Sutter Street.

## **Lunch on the Lane Additional Cleaning**

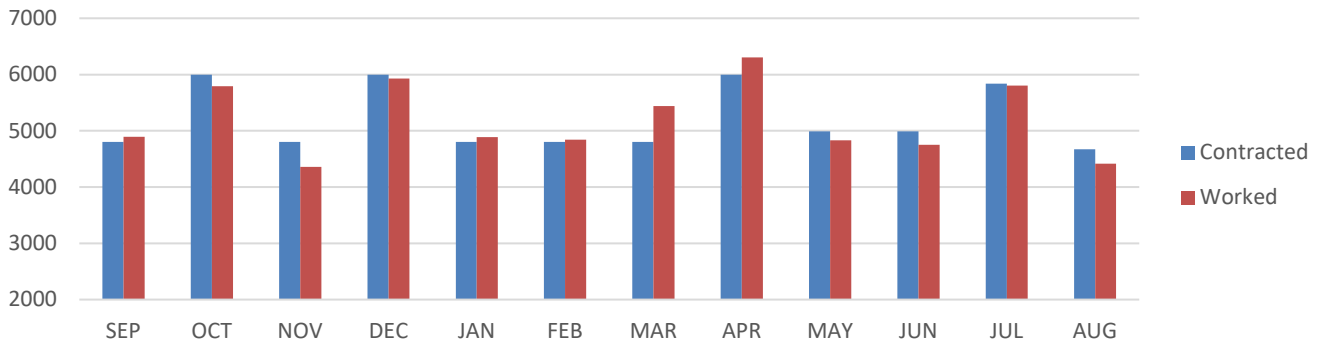
Having experienced yet another successful summer of Lunch on the Lane, an issue has come to our attention concerning lingering odors near the food trucks and or seating areas during the event. This is likely the result of overnight transient campers as well as a residual pungency from overturned trash receptacles. The clean and safe team has prioritized the monitoring and submission of pressure wash requests for this area in conjunction with a new deodorizing and disinfecting spray protocol which will focus on Maiden Lane corridors and alcoves.

# Charted Statistics

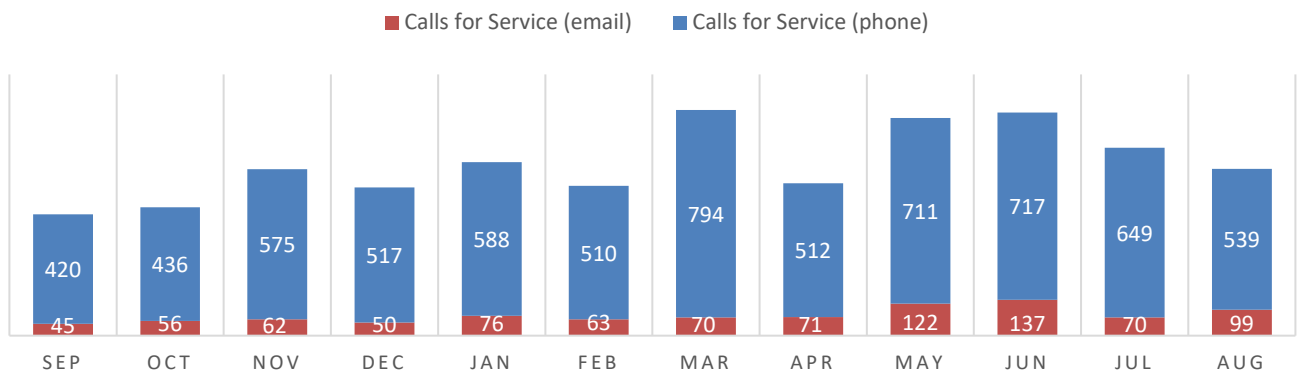


2018	2019	Narrative
1,833	2,676	<b>Hospitality Interactions:</b> Increased by <b>46%</b> . During August of 2018, No Hospitality stats were recorded due to our hospitality ambassador being on leave of absence. This could have contributed to the increase in Hospitality interactions this year compared to last.
1,049	2,779	<b>Graffiti Removal:</b> Increased <b>165%</b> . Construction sites, as well as construction scaffolding safety boards, continue to be a major contributor to graffiti throughout the district. We have also noticed larger graffiti tags in alleyways and on utility boxes. This month graffiti paint-outs increased by <b>918</b> incidents and sticker removals by <b>812</b> incidents.
44,875	56,575	<b>USBID Ambassador and DST Litter Removal Total (x10):</b> There was an increase in litter removal by <b>468</b> bags which equals <b>11,700</b> lbs of trash. Illegal dumping, as well as illegal encampments, trended up in August. We noticed campers taking advantage of construction site scaffolding and creating encampment enclosures with cardboard and toters. We also noticed an increase in locked toters being broken into and left abandoned in our district alleys to be cleaned up. To combat the illegal dumping, district walks are being scheduled monthly with DPW (PIO) Public Information Officers.
1,215	2,149	<b>Cleaning Requests:</b> Increased <b>77%</b> . Overflowing trashcans increased by <b>140</b> incidents. Sweep request increased by <b>328</b> incidents and Scrub requests increased by <b>360</b> incidents. We also recorded a significant increase in hazardous waste by <b>106</b> incidents. Illegal dumping, as well as illegal encampments, could have contributed to this month's increase.
4,527	4,166	<b>Quality of Life Calls:</b> Decreased by <b>8%</b> . Totals remain consistent. Ambassadors did record a significant decrease in Drunk and Disorderly by <b>196</b> incidents, Mentally Disturbed by <b>29</b> incidents, and Sit/Lie Compliance by <b>344</b> incidents.
852	891	<b>10B Incidents:</b> Increased by <b>39</b> incidents in August. According to the 10B end of shift report, Aggressive Panhandling increased by <b>43</b> incidents, Sit/Lie violators increased by <b>95</b> incidents, and the use of illegal narcotics increased by <b>16</b> incidents.

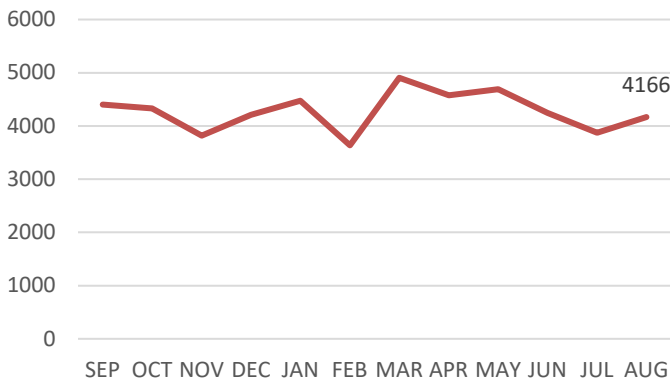
### Worked vs. Contracted Hours



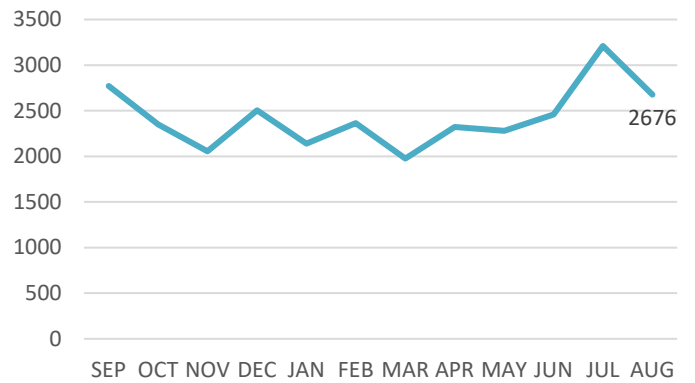
### Calls for Service by type



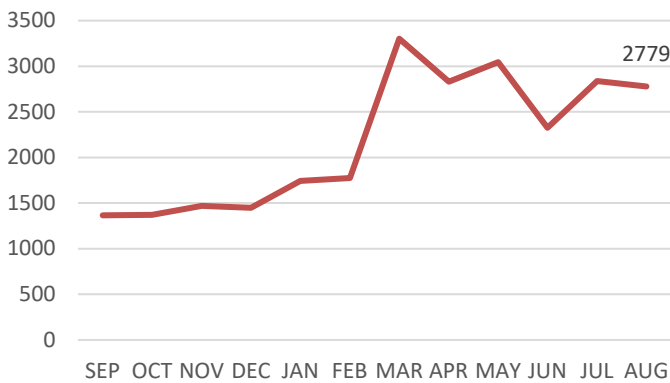
### Quality of Life Incidents



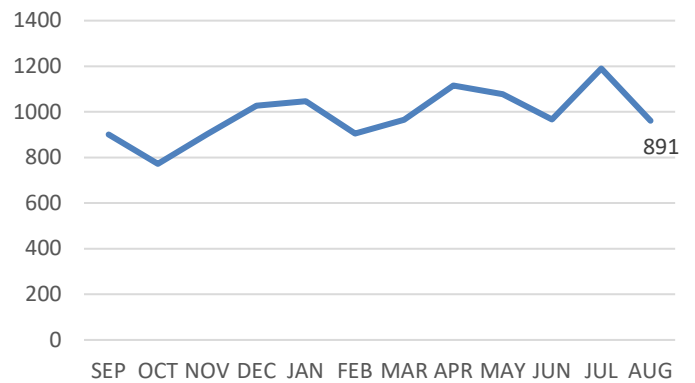
### Directions Provided



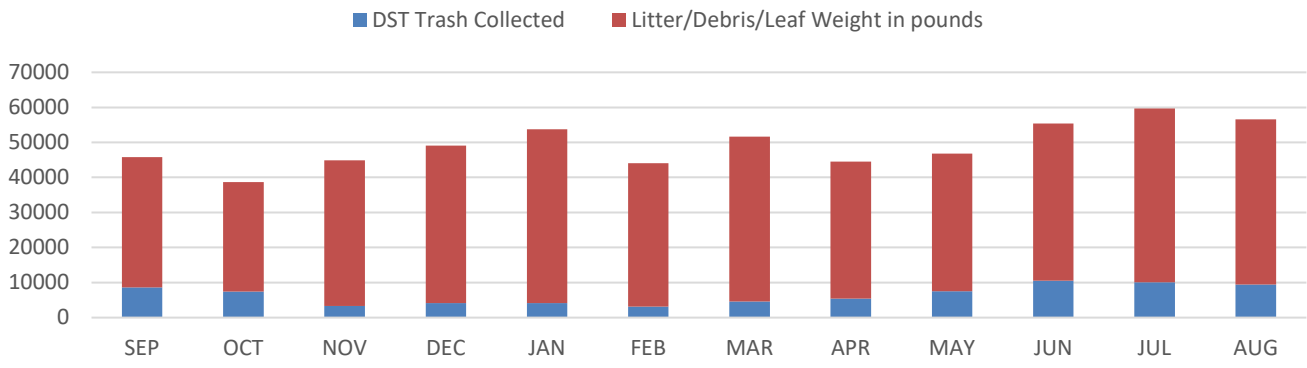
### Graffiti Removed



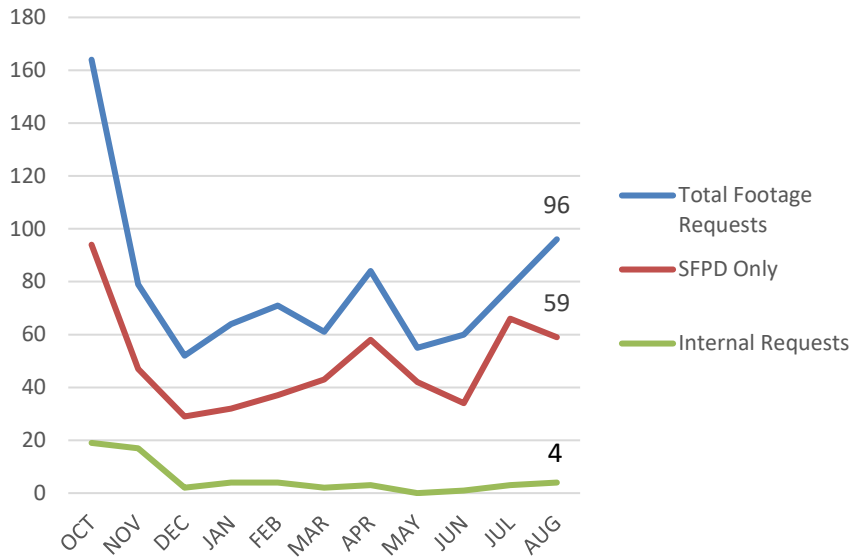
### 10B Incidents



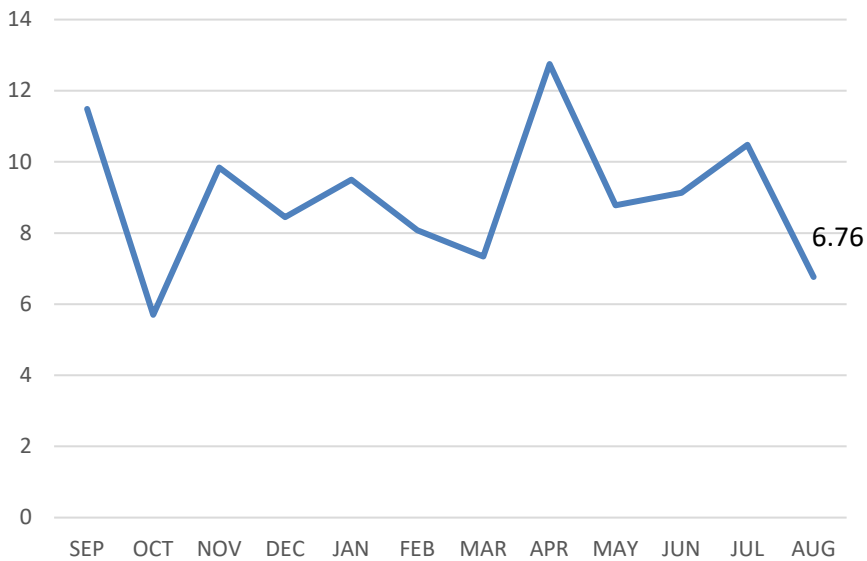
## USBID and DST Litter Collection Total



## Security Camera Metrics for 2019



## 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	345	297	134	166	166	127	183	216	302	423	405	379	3,143
DST Syringes Removed	287	252	122	223	139	52	116	195	206	301	163	256	2,312
Directions - Cleaning Ambassadors	902	684	777	1152	1210	1184	743	882	909	862	1497	1251	12,053
Directions - Hospitality Ambassadors	1009	982	688	806	528	788	664	689	790	898	1116	815	9,773
Directions - Safety Ambassadors	860	683	592	547	400	392	569	752	582	698	597	610	7,282
Drunk and Disorderly	456	370	430	375	386	302	427	323	281	298	205	319	4,172
Graffiti Removed - Total	1366	1370	1469	1450	1744	1774	3302	2832	3044	2326	2838	2779	26,294
Hazardous Waste Clean-up (human)	948	845	753	930	1086	848	963	783	912	848	1194	853	10,963
Illegal Vending - Observed	7	8	34	167	48	35	42	32	13	23	10	8	427
Litter/Debris/Leaf Number of Bags	1486	1249	1661	1798	1983	1634	1883	1563	1569	1792	1982	1884	20,484
Litter/Debris/Leaf Weight in pounds	37150	31225	41525	44950	49575	40850	47075	39075	39225	44800	49550	47100	512,100
Mentally Disturbed	595	552	607	554	680	460	625	619	651	601	567	646	7,157
Noise Complaints (Amplified Sound)	23	37	36	24	15	5	7	20	14	18	9	4	212
Overflowing Trashcans Levelled	338	334	476	507	694	442	428	316	368	428	823	390	5,544
Panhandling - Aggressive	35	49	56	70	171	74	74	77	112	98	63	68	947
Safety Escorts	12	17	16	14	3	6	0	9	14	11	4	9	115
Safety Hazards - Needles	724	923	815	1078	1447	906	739	801	1155	871	1583	943	11,985
Scrub Requests	127	143	188	162	249	191	224	228	276	317	662	443	3,210
Sit/Lie/Sleep Non-Comply, Police Notified	542	486	412	618	820	609	792	766	674	576	497	536	7,328
Sit/Lie/Sleep; Comply	1780	1852	1319	1392	1485	1214	1706	1629	1906	1698	1732	1690	19,403
Sweep Requests	228	218	391	465	391	299	367	298	360	362	820	463	4,662
Trespass/25 MPC	963	976	927	1012	870	937	1232	1108	1040	932	789	895	11,681

# Highlights

## Ambassador of the Month

Ambassador of the month was presented to Enosh Alcairo. Enosh began his employment with Block By Block just over two months ago. In a short period of time Enosh has shown an incredible work ethic as well as demonstrating to management his ability to take on multiple tasks. We are currently utilizing Enosh as our truck driver where he assists the clean and safe team with large debris cleanups as well as trash bag and cardboard pick-ups. We are all impressed with Enosh and look forward to future career advancement opportunities.



## Dispatch New Hire

Please welcome Angela Fischer, our newest USBID Member Services dispatcher. Angela was hired in late August and brings years of experience in dispatching as well as office administration. While coming aboard in August, Angela has proved to be a quick learner and a hard worker. Welcome to the team!



## Annual Ice Cream Social

To close out the month of August, Operations Director Karl Bijan hosted Block By Block's annual Ice Cream Social. The annual event is celebrated throughout all of Block By Block's offices and provides an opportunity for team members to come together and share laughs, stories and best of all ice cream! We were pleased to have USBID staff members join us again this year.







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## August 2019 Report

**Hours Contributed: 512**

**Debris Removed: 9,475 lbs**

**Needles Removed: 256**

**Employed: 1**

**Housed: 0**

**July 2019-August Hours: 1,136**

**July 2019-August Debris: 19,600 lbs**

**July 2019-August Needles: 419**

**July 2019-August Employed: 1**

**July 2019-August Housed: 0**



*Downtown Streets Team's inaugural Demo Day!*

### **Narrative Report:**

This past month, Downtown Streets Team had great success. The Union Square Team continued its two-shift crew, which ends at the end of the month. Our Team Members most definitely enjoy being out in the district. The morning crew has been led by Howard LaPierre who comes from the San Jose Downtown Streets Team. When figuring out how he wanted to grow as an individual, he instantly knew he wanted to be a Team Lead. Our DST Supervisor was excited to begin training him.

Downtown Streets Team had its inaugural DST Demo Day. Our Team Members and staff gathered in Embarcadero and walked up Market Street all the way to Civic Center. During this walk, we were able to celebrate and demonstrate what DST does. We help our Team Members succeed in any goals they have. We help break barriers that prevent them from employment & housing. While the community sees our Team Members cleaning the streets, they do much more! We passed out approximately 400 hygiene kits in 2 hours. We danced the entire way. We shared myth-busting facts about homelessness. We changed perceptions of homelessness. At the end of the walk, we celebrated at Twitter with both Mayor Breed, State Senator Weiner sharing their DST-love. Senator Weiner provided our CEO, Eileen Richardson, a state commendation for the work created. We cannot wait for our next Demo Day! Thank you for your support behind everyone!

### **Team Member Highlight:**

Mickey M. has been living off of Social Security and has been in and out of homelessness for almost 20 years now. His only real work experience was when he worked at McDonald's for approximately 8 years in the 1980's. Since joining the team, Mickey has shown to be a very reliable and hard worker. His confidence has skyrocketed as well. He created a resume with his case manager, and is getting vital documents necessary to apply for a job at Block By Block in Union Square. With Downtown Streets Team's support, Mickey is ready to get back into the workforce!





## August 2019

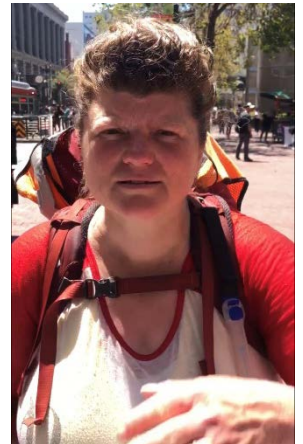
### By the numbers:

2018-2019	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	April '19	May '19	June '19	July '19	Aug '19	Total:
Hours of Outreach*	9.5	17	10	16	16	16	16	19	16	16	16	167.5
Messages Recorded	3	6	6	6	1	2	3	6	3	2	3	41
Messages Delivered	1	5	2	4	1	2	1	2	2	0	0	20
Reunions	1	2	2	1	1	1	1	1	0	1	0	11
Positive Outcomes	1	2	2	1	1	0	2	1	0	1	0	11

\*Starting in October, we have reported "hours of outreach" as the number that our two ambassadors have been doing outreach. Since the ambassadors do outreach together, the actual number of contracted hours is (hrs reported) x (two ambassadors).

### Narrative Summary:

In August, Miracle Messages conducted both regular outreach and a Miracle Messages phone booth event, sponsored by AT&T. At the event, we were able to serve two people who wanted to find loved ones, two others who wanted to charge their phones, one person who had just left a rehab program and intends to reach out to loved ones soon, and person who wanted more information about the program. In addition, we had the ambassadors canvass the BID with AT&T volunteers, and explained our program to about 7 or 8 passerbys. We are currently working to deliver the messages of the two clients we met at the event, as well as one other client from ambassador outreach.



### Update on Doris Rolandeill:

Our volunteer has continued to speak with Ken Rolandelli, Brandon's father, and Brandon's caseworker, Marcia. Ken believes that Brandon would embrace the opportunity to reconnect with his mom. He shared that he was with Brandon this last Mother's Day and Brandon told him that he wanted to get something for his mother and was sad that he couldn't see her. Marcia thought that the reconnection might be a positive experience for Brandon. We hope to receive another update from Marcia next week. Once we hear back from Brandon or his caseworker we can discuss our next steps. Doris is still visibly present in the BID, so if we get word from Brandon that this would be a positive experience for both of them, we will determine next steps to sustain regular contact between them. If appropriate, we also hope to engage ABC7, who initially covered Doris's case, in telling the reunion story.

# Notable Before and After Photos

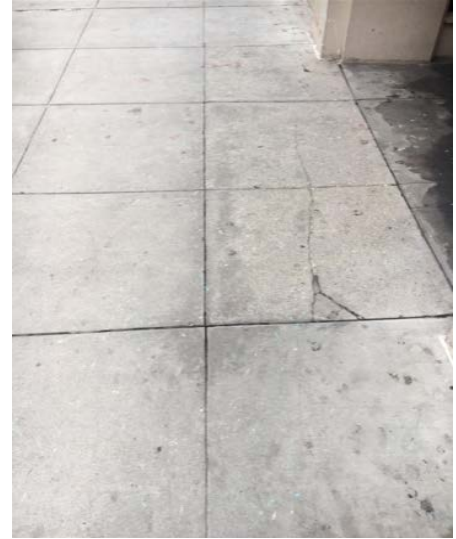
**Before**



**After**



**GEARY STREET**



**POST STREET**



**TAYLOR STREET**