

Operations Report

Union Square Business Improvement District

January 2019



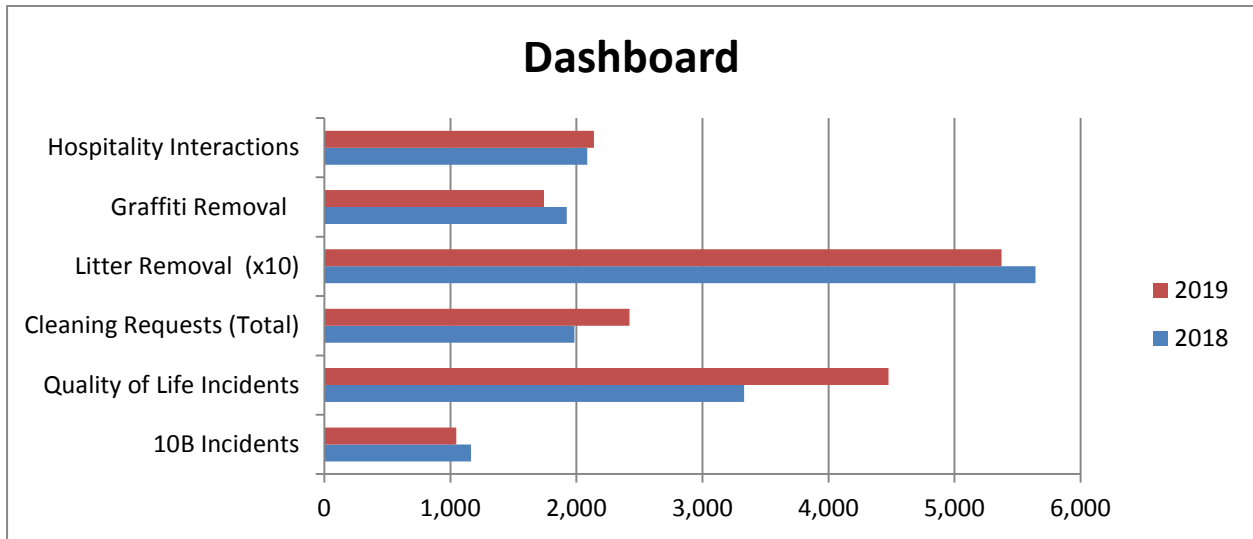
UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT



Overview

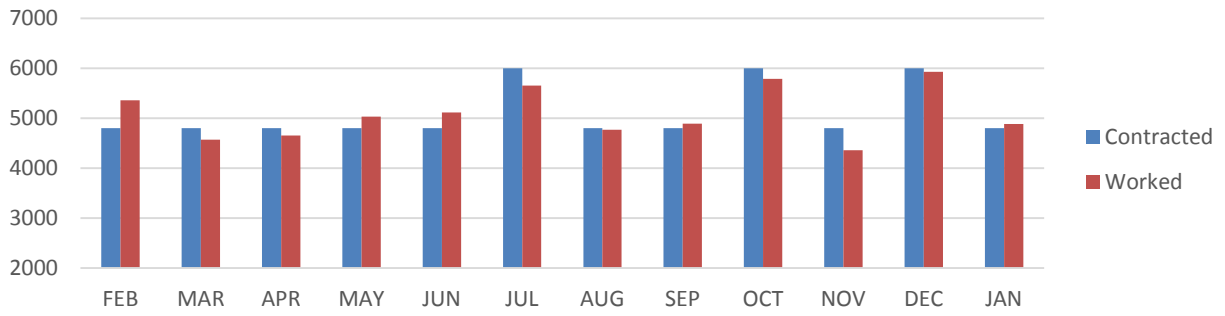
- To start the New Year Block By Block released updated versions of their new hire training videos. A general training video, as well as a safety and cleaning video, were also released. The concept behind the new videos is to address some of the current challenges ambassadors face on a day to day basis, and how to safely and effectively deal with those challenges. Block By Block's number one focus is ambassador safety and ensuring we stay current with all our training.
- Block By Block's Raven Anderson along with our ambassador team assisted with the removal of the annual Holiday decorations located on Powell Street. Every year the Union Square Business Improvement District with the assistance of Block By Block provides holiday lighting as well as holiday wreaths to Powell Street. Part of the USBID's holiday program includes placing LED lights on trees located on Lower Powell Street, Maiden Lane, as well as placing holiday wreaths on the historical light poles located on Powell from Geary to Ellis. The annual holiday lighting program has become a yearly attraction for all to enjoy.
- In January Block By Block and Down Town Streets Team collected a combined total of 1586 hazardous needles throughout the Union Square Business Improvement District. The hazardous needles are collected daily and secured in Biohazard bins for disposal. Block By Block is currently unitizing the 6th Street Needle Exchange Center, which is a program of San Francisco's AIDS foundation to dispose of needles collected throughout the district. The 6th Street Needle Exchange Center also provides free to the public, needle collection bins, tongs, latex gloves, and educational pamphlets on how to safely remove needles off the street. Block By Block turned in over 2,400 hundred needles in the month of January for disposal. Way to go team!
- Block By Block collected and recycled another 10lbs of cigarette butts thanks to our TerraCycle program. According to TerraCycle 10lbs of cigarette butts roughly equals 10,000 cigarette butts which otherwise would have littered our sidewalks, planter boxes, and tree wells. Currently, we have 18 TerraCycle stations located throughout the Union Square Business Improvement District. Our Union Square Ambassadors service these stations daily and collect the cigarette butts for recycling.
- January 28th, Executive Director Karin Flood, along with Chris Boss and Karl Bijan, met with the new Captain and Lieutenant from Central Station. Captain Yick and Lieutenant Torres provided education regarding city resources, city ordinance, and current plans on how theft is being addressed in Union Square. Discussion topics also included district boundaries, officer deployment strategies, and current challenges our city is managing.

Charted Statistics

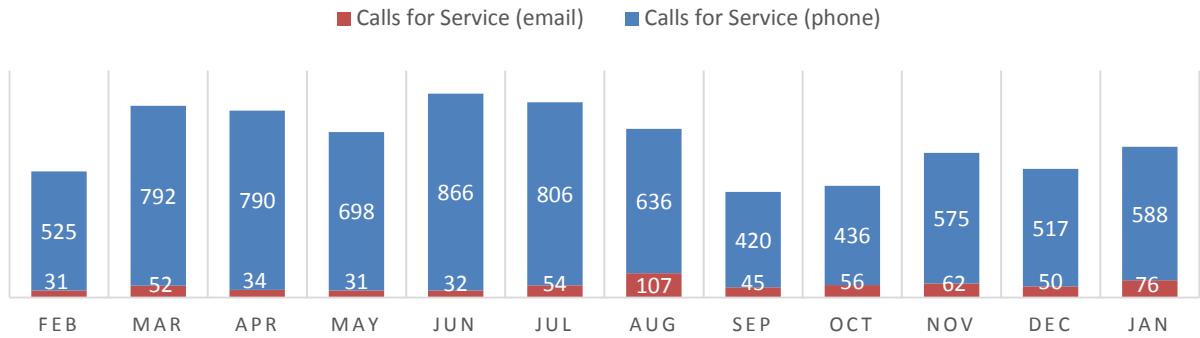


2018	2019	Narrative
2,085	2,138	Hospitality Interactions: Increased by 2.54%. Totals remain consistent. USBID Ambassadors are doing a great job providing directions as needed. Daily training is also provided to staff during briefing/debriefings on how to identify people in need of directions.
1,924	1,744	Graffiti Removal: Decreased 9.35%. We continue to see a decrease in stickers and graffiti throughout the district. This could be attributed to the rain and cooler weather. While the number of sticker removals decreased by 41.32% we did however see an increase of 36.62% in large graffiti paint overs.
56,425	53,725	USBID Ambassador and DST Litter Removal Total (x10): There was a decrease in litter removal by 108 bags. USBID Ambassadors and DST continue to provide impressive numbers in regards to the amount of litter and debris being removed off our streets.
1,984	2,420	Cleaning Requests: Increased 21.97%. Overflowing trashcans increased by 367 which could be contributed to the amount of visitors and conventions that took place in Union Square during the month of January. Sweep requests also increased by 55.77%. This increase could be contributed to the overflowing trashcans and or trash around them being reported by the businesses or property owners. We did see a decrease in hazardous waste by 9.87%. Scrub requests totals remain consistent.
3,331	4,475	Quality of Life Calls: Increased by 34.34%. The number of non-compliant sit/lies increased by 573. Aggressive panhandling increased by 124. Mentally disturbed increased by 44.98%. Due to these increases Block By Block has provided the USBID with a list of the top five most problematic individuals in our district for resolution. The remaining stats that make up this category are consistent with last year's totals. USBID Ambassadors continue to do a great job identifying, reporting, and documenting these stats.
1,165	1,047	10B Incidents: Decreased by 10.12% in January. According to the 10B end of shift report there was a notable increase in public intoxication by 15. The 10B report also indicates a significant decrease in illegal vending by 54.83%.

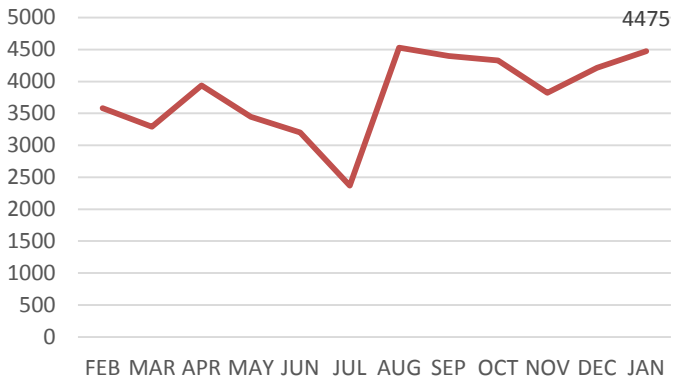
Worked vs. Contracted Hours



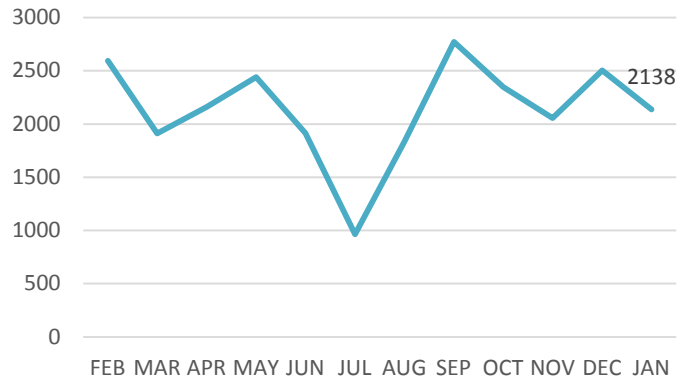
Calls for Service by type



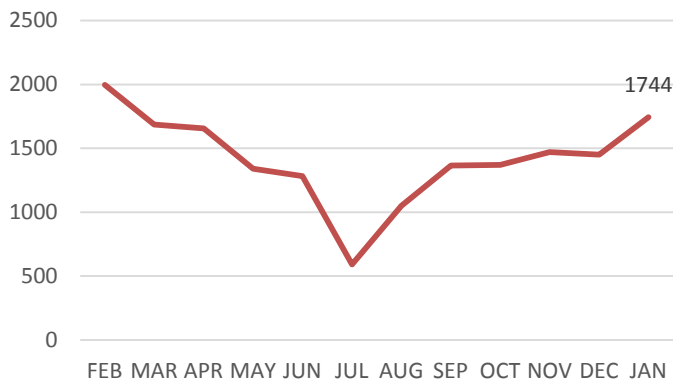
Quality of Life Incidents



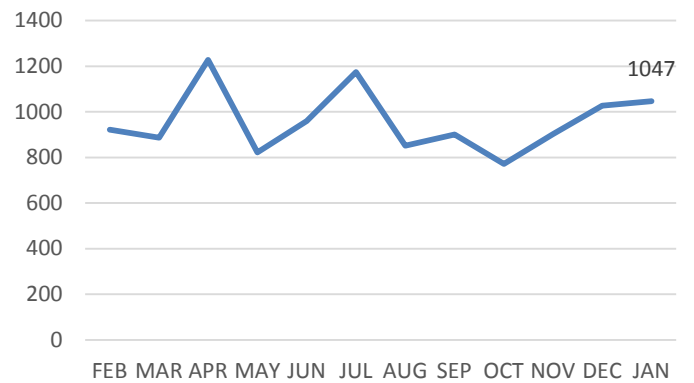
Directions Provided



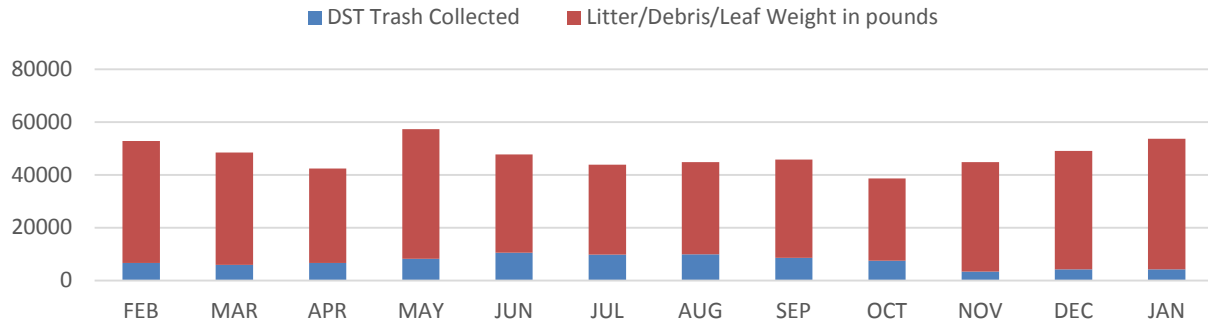
Graffiti Removed



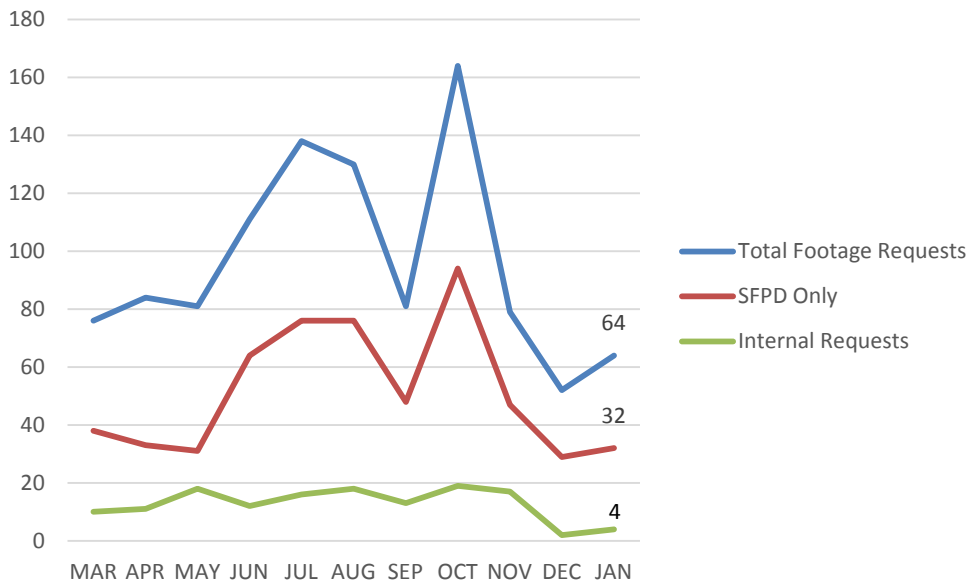
10B Incidents



USBID and DST Litter Collection Total



Security Camera Metrics for 2018/2019



Cameras per Request (Complexity)



Statistics and Data

Past 12 months	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	Totals
DST Litter Collected Number of Bags	266	235	267	330	419	392	394	345	297	134	166	166	3,411
DST Syringes Removed	229	263	207	396	392	453	341	287	252	122	223	139	3,304
Directions - Cleaning Ambassadors	1340	1027	1092	1193	1033	591	709	902	684	777	1152	1210	11,710
Directions - Hospitality Ambassadors	929	607	790	627	409	0	0	1009	982	688	806	528	7,375
Directions - Safety Ambassadors	326	279	280	622	474	374	1124	860	683	592	547	400	6,561
Drunk and Disorderly	418	469	528	406	477	294	515	456	370	430	375	386	5,124
Graffiti Removed - Total	1997	1687	1655	1341	1283	591	1049	1366	1370	1469	1450	1744	17,002
Hazardous Waste Clean-up (human)	1158	1087	1070	1083	969	611	749	948	845	753	930	1086	11,289
Illegal Vending - Observed	57	24	22	43	28	9	2	7	8	34	167	48	449
Litter/Debris/Leaf Number of Bags	1850	1703	1428	1634	1491	1361	1401	1486	1249	1661	1798	1983	19,045
Litter/Debris/Leaf Weight in pounds	46250	42575	35700	40850	37275	34025	35025	37150	31225	41525	44950	49575	476,125
Mentally Disturbed	511	698	776	540	545	363	675	595	552	607	554	680	7,096
Noise Complaints (Amplified Sound)	10	3	11	16	18	13	19	23	37	36	24	15	225
Overflowing Trashcans Leveled	523	329	362	398	359	146	250	338	334	476	507	694	4,716
Panhandling - Aggressive	101	4	2	10	15	15	46	35	49	56	70	171	574
Safety Escorts	49	27	57	59	14	4	3	12	17	16	14	3	275
Safety Hazards - Needles	225	497	463	249	272	190	404	724	923	815	1078	1447	7,287
Scrub Requests	299	201	312	313	211	124	83	127	143	188	162	249	2,412
Sit/Lie/Sleep Non-Comply, Police Notified	299	272	242	265	239	242	477	542	486	412	618	820	4,914
Sit/Lie/Sleep; Comply	1355	1048	1332	1407	1222	947	2034	1780	1852	1319	1392	1485	17,173
Sweep Requests	281	256	258	260	202	108	135	228	218	391	465	391	3,193
Trespass/25 MPC	833	771	1024	761	659	486	1090	963	976	927	1012	870	10,372

Highlights

Member Services New Hire

Block By Block would like to welcome our newest member to the Member Services team Mr. Lawrence Thomas. Lawrence comes to us with many years of dispatching experience. A former dispatcher with Pacific Bell Lawrence understands the challenges of dispatching while making customer service his number one priority. Since coming on in January Lawrence has proven his value and continues to excel in his new position as dispatcher for Union Square. Welcome Lawrence!



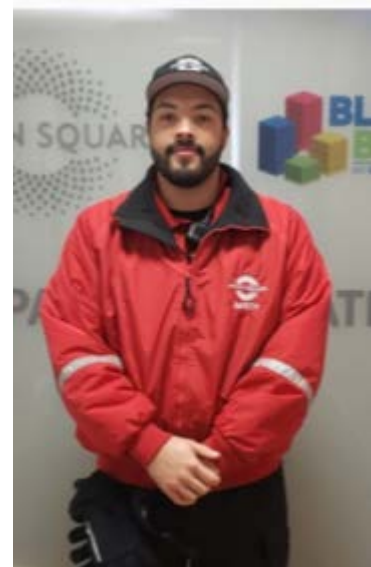
Clean Team New Hire

Block By Block was excited to hear that former DST team lead Teo Yourchek was interested in applying for a cleaning ambassador position here at Union Square. Shortly after receiving this information Operations Manager Karl Bijan got the wheels rolling. A short couple weeks later Karl received the go-ahead to hire Teo. Teo's big personality and charming spirit made him an overnight sensation with our team. In just the past couple weeks he's made amazing strides and has managed to learn our call signs and maps. Welcome aboard Teo!



Safety New Hire

We would like to introduce Mr. Walter James. Walter is our newest addition to the safety team. When it comes to hard work, following instructions, and protocol Walter takes the lead. Since coming on in January, Walter has expressed interest in moving up the ladder with Block By Block. His professionalism and willingness to assist his team members whether it's picking up trash or advising a quality of life issue he's always there to lean a hand. Welcome to the team Walter!





January 2019 Report

- Hours Contributed: 412**
- Debris Removed 4,150 lbs**
- Needles Removed: 139**
- Year to Date Hours: 3,680**
- Year to Date Debris: 47,350 lbs**
- Year to Date Needles: 1,817**
- Employed: 0**
- Year to Date Employed: 6**
- Housed: 0**



Former Union Square Team Member, Joey Chapman, has been employed by Block by Block in Union Square.

Narrative:

Downtown Streets Team is beyond excited to start off the 2019 year. Coming back from a small holiday break, our Union Square Team came back strong and ready to make an impact out in the area. Both Teams that work seven days a week have worked diligently to pick up as much debris as possible around the district. We are in the process of training a new Team Lead who will be able to lead the current Union Square Team and make the greatest difference in the district. At DST, we held a Leadership Training teaching Team Members the various skills noted for our Team Leads. We proudly had 17 in attendance; of which, a few were part of the Union Square Team. It is very apparent they want to increase their skills to make an impact.

This month, the USBID and DST management met to go over ways to further the partnership and assure that we are one cohesive unit. One lead theme was “presence.” We want our Team Members and DST staff to have a strong presence in the community and within the USBID office. Moving forward, any staff going into the Union Square district with the team will aim to stop by and say “Hi!” at the USBID area. We are looking forward to furthering our partnership between our two groups.

DST Founder, Eileen Richardson, has been nominated for the Visionary of the Year Award by the San Francisco Chronicle. She is one of six members to have been nominated by a committee, including San Francisco Mayor London Breed, Oakland Mayor Libby Schaaf, and San Jose Mayor Sam Liccardo.

In January, we welcomed our new Outreach Specialist. You may see her walking alongside our Team Members building relationships with people experiencing homelessness out on the streets. She is building a portfolio of resources of the community, so these individuals can get connect & stay connected to start their pathway in ending homelessness. At the same time, she is spreading the DST community message to get ready and celebrate any and all successes from every individual she works with. If you see her, please say hi!



January 2019

By the numbers:

2018-2019	Oct '18	Nov '18	Dec '18	Jan '19	Total:
Hours of Outreach	9.5	17	10	16	52.5
Messages Recorded	3	6	6	6	21
Messages Delivered	1	5	2	4	12
Reunions	1	2	2	1	6

Narrative Summary:

In January, Miracle Messages continued outreach in Union Square. Our ambassadors, Brian and Beverly, canvassed the BID each week offering people on the streets the opportunity to reconnect with loved ones; in addition, they act as a “friendly face” engaging with the regulars in the USBID. Increasingly, they are learning to collaborate with members of the Clean and Safe team during their shifts. Miracle Messages leadership has also had a few opportunities to engage with members of the USBID on several occasions during the month.

After successfully reconnecting Ricci Tiffe with his daughter, Royale, through Miracle Messages, Ricci asked us to help him reconnect with his son. Although the son, Levi, was too young for us to search for directly, we were able to get Ricci’s message to Levi through his mother, Alanna, so that Mr. Tiffe could reconnect with his son. Ricci thanked us again for our efforts on his behalf.



Ricci speaks with Miracle Messages staff at Powell and Market Street

Story of the Month:

Wayne Cornett, who we reconnected with his family in August of 2018, has completed the housing application process, and is now indoors! Jasmine, Wayne’s niece, reported the housing application process was arduous, and that she does not believe that Wayne would have been able to complete the process without support, help and advocacy from the family. When we asked Jasmine whether she thinks Wayne would have ever gotten off the streets without Miracle Messages, she replied “No, I believe that he would’ve died on the streets or in jail.

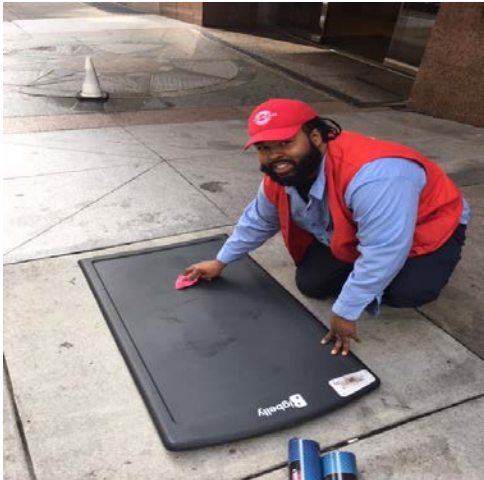
Notable Before and After Photos

Before



SUTTER STREET

After



MASON STREET



HARLAN ALLEY

