

Operations Report

Union Square BID

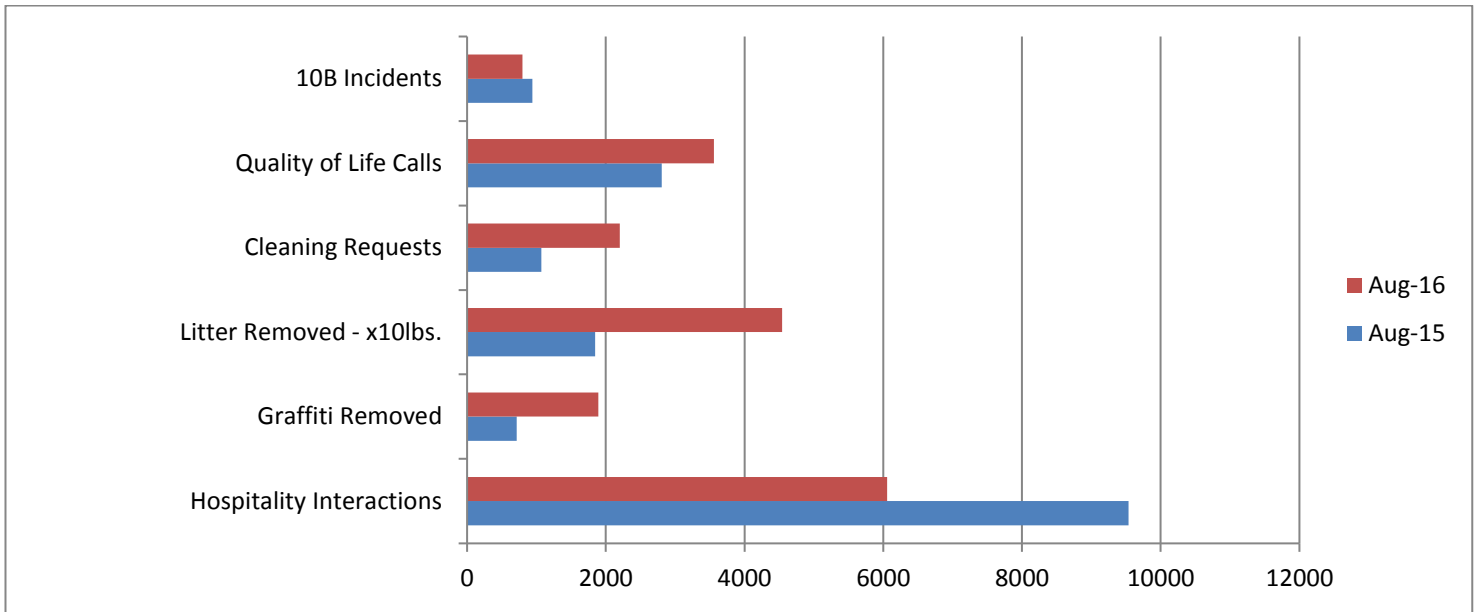
August 2016



Overview

- Operations Director Rich Mongarro and Services Manager Randall Scott conducted the monthly district walk around with Inspector Peachy Mathias from DPW and District Manager Marcus Mirt from Recology to identify and discuss any issues within the district. Several items were discussed including illegal dumping, replacement of old and broken trash cans, graffiti removal, and the relocation of the BID's dumpsters from Harlan Alley. These monthly meetings have been extremely helpful in bringing City maintenance issues to the attention of DPW.
- With the ratification of the new fiscal budget, Block By Block was able to secure a new truck and pressure washer for the district. This pressure washer is mounted in the vehicle to allow easier access on crowded streets.
- The pilot program with Big Belly began at the end of the month with the placement of five trash receptacles throughout the district. We will be monitoring the effectiveness of these receptacles over the next few months to see if they are a viable and cleaner alternative to the standard City trash cans located throughout the district.
- Block By Block hired a part time dispatcher to handle calls for service during the late afternoon and early evening hours. This now means that we have full dedicated dispatching services from 7:00 AM to 7:30 PM, seven days a week.
- New bistro-style tables and chairs were placed in Maiden Lane this month. Eighteen tables and 36 chairs will be placed throughout both sides of Maiden Lane from 11:00 AM to 6:00 PM each day.
- The BID, with the assistance of Board Member Man Kim, purchased a new street vacuum to assist with the cleaning of the sidewalks throughout the district. This particular piece of equipment is used throughout Europe and will be the first of its kind here in San Francisco. The equipment should be delivered in the next couple of months.
- The Downtown Streets Team program completed its first full month of service to the Union Square BID. The additional supplemental cleaning services have allowed the regular cleaning staff to focus more on the sidewalks throughout the district, and the overall cleanliness of the district has improved.

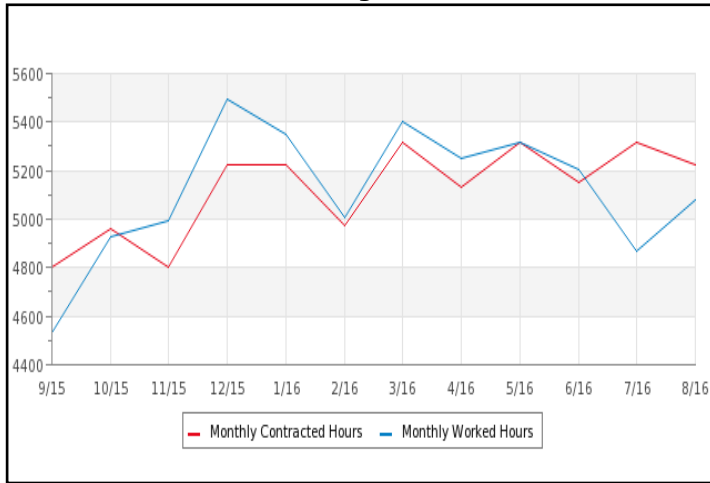
Year Over Year Comparative Analysis and Insights



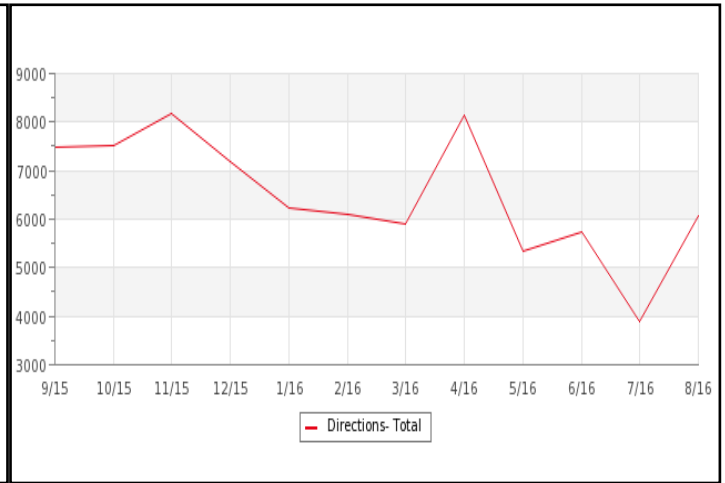
2015	2016		Narrative
942	796	-15%	10B Incidents: The number of reported 10B calls decreased in August by 146 incidents, which is not a significant differential in the statistics.
2,804	3,559	27%	Quality of Life Calls: Quality of life calls increased by 27% this month. There has been an increase in the number of street population over the past couple of weeks as well as an increase in the number of sit/lie violations through the district. This could be due to the pleasant weather this time of year in the City, and the removal of several homeless encampments in the surrounding areas.
1,069	2,203	106%	Cleaning Requests: The number of visitors in the district and a much more diligent staff has led to a 106% increase in the number of cleaning requests throughout the BID. The cleaning ambassadors are taking a much more proactive approach to dealing with biohazard waste situations throughout the district, especially in the building alcoves and alleyways.
18,450	45,439	146%	Litter Removal (in lbs): Trash removal continues to increase and has now surpassed the 45000 pounds per month mark. The implementation of the DST program has allowed our cleaning ambassadors to clean the sidewalks multiple times per day without having to deal with time consuming alleys. This has definitely improved the overall appearance of the district.
716	1,890	164%	Graffiti Removal: Graffiti removals have increased by over 120% from the same time last year. With the additional cleaners on staff, we have been able to delegate one of our afternoon cleaners to strictly removing graffiti several times during the week. We will continue this part of the program with the new Special Projects Ambassador.
9,536	6,058	-36%	Hospitality Interactions: Directions were down by almost 3500 compared to last year. This could be partly due to the decrease in Hospitality Ambassadors (5 to 4) and also the new SF Travel kiosk at the Cable Car turnaround.
25	34	36%	New Homeless in District: Katrina transferred both of her housed clients to a full time case manager with Department of Public Health freeing up her time to find more homeless on the street who want to get off of the street. The numbers show her efforts finding new people to enter into services.

Statistics *(September 2015 through August 2016)*

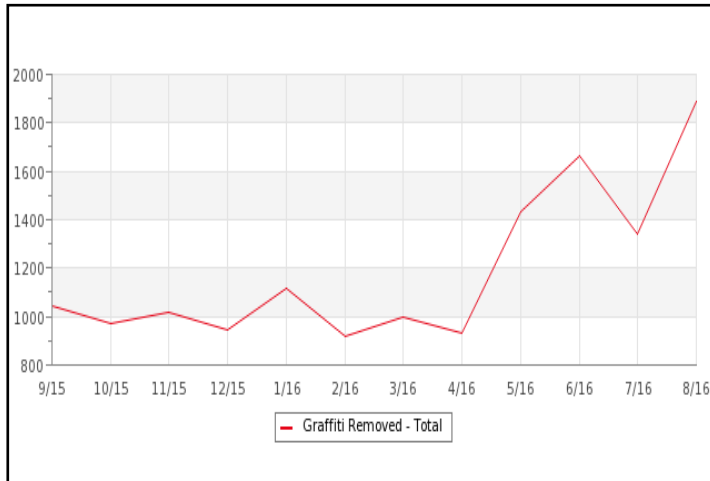
Monthly Worked Hours -



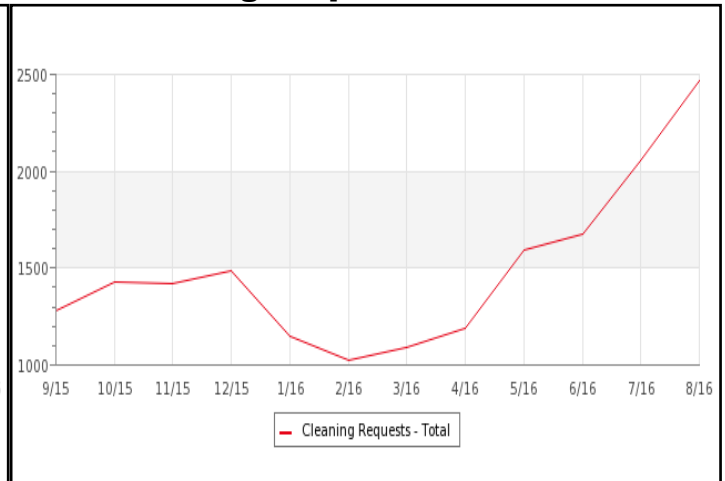
- Directions- Total



Graffiti Removed - Total -

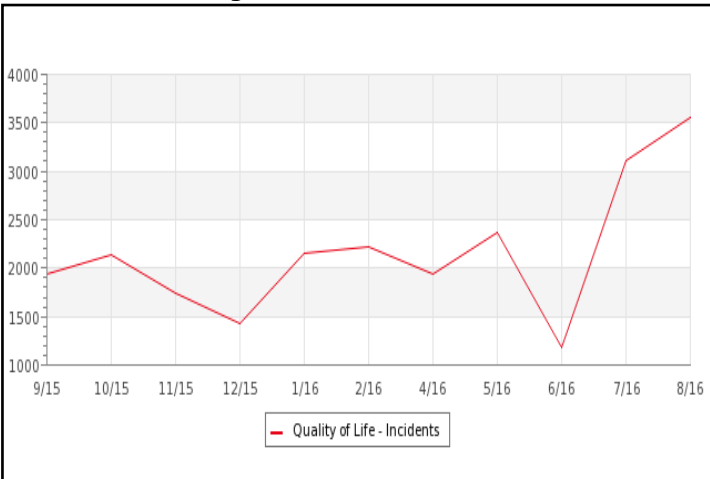


-Cleaning Requests - Total

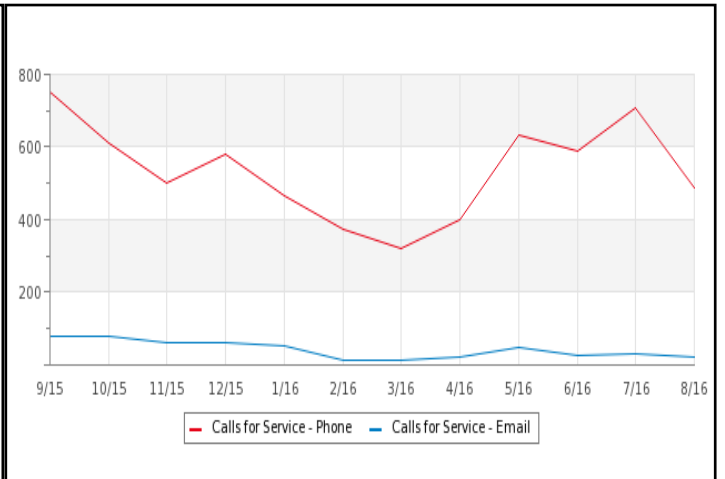


Cleaning requests - 2403

Quality of Life - Incidents -



- Calls for Service - Email



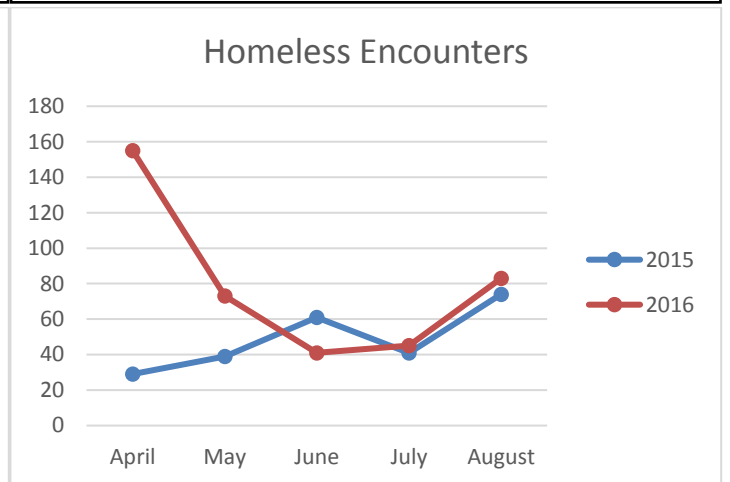
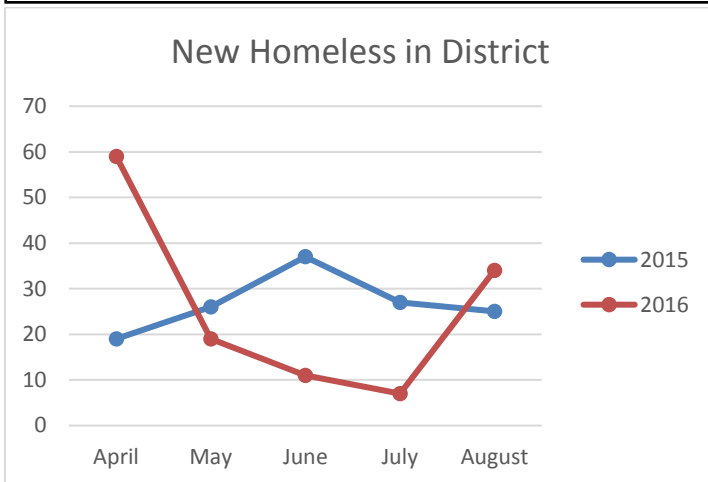
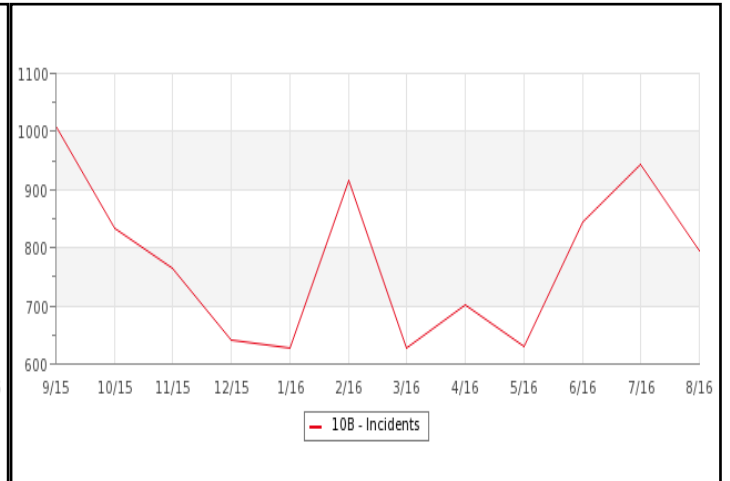
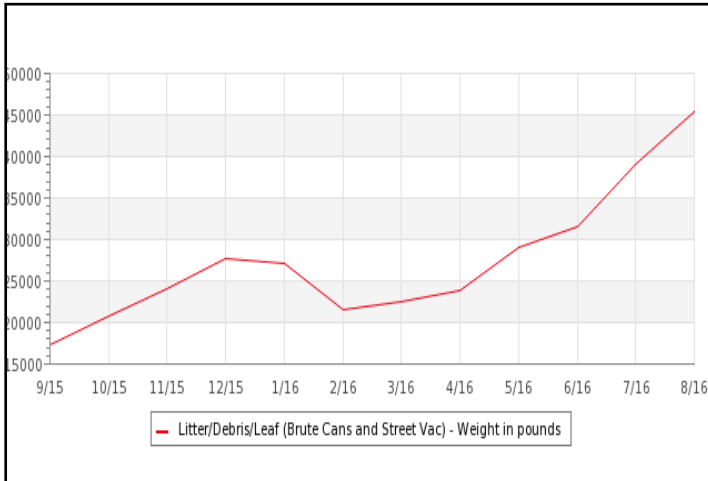
Phone - 489

Email - 22



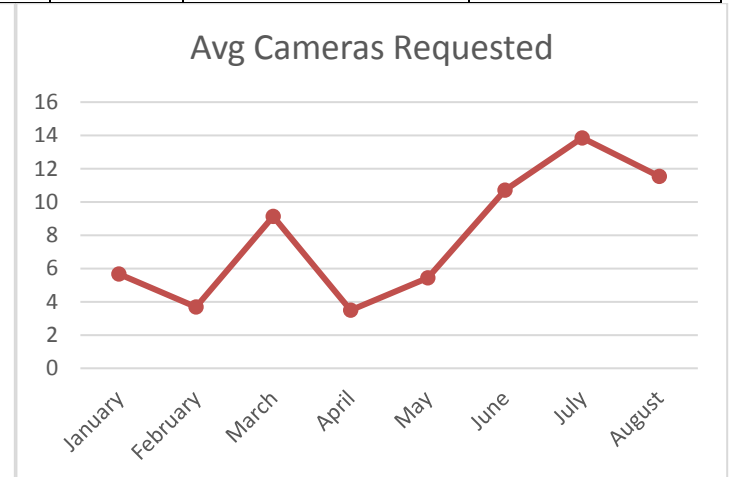
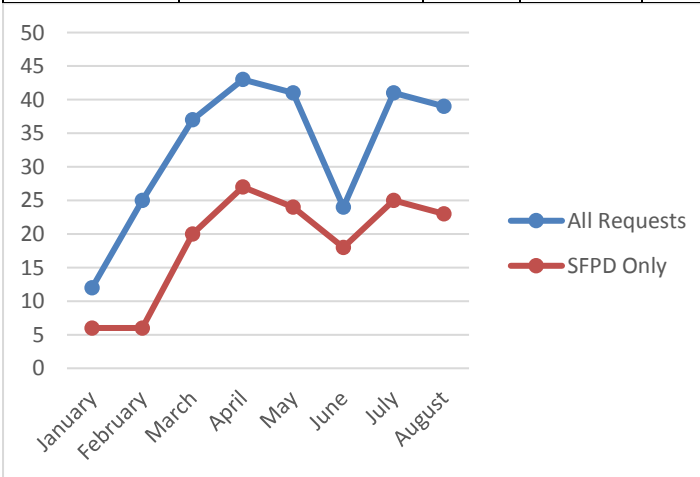
Litter/Debris-Weight in lbs-

10B - Incidents



Security Camera Metrics for August 2016

Month	All Requests	SFPD Only	Other	Cameras requested	Cameras/Request
January	13	6	7	68	6
February	25	6	19	92	4
March	37	20	17	338	9
April	43	27	16	150	3
May	41	24	17	223	5
June	24	18	6	257	11
July	41	25	16	568	14
August	39	23	16	450	12



Program Statistics

September 2015 through August 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
DST Litter/Debris/Leaf (Brute Cans)-Number of Bags	'16	--	--	--	--	--	--	242	372	--	--	--	--	614
DST Syringes Removed	'16	--	--	--	--	--	--	162	142	--	--	--	--	304
Directions - Cleaning Ambassadors	'15	--	--	--	--	--	--	--	--	1284	1281	1080	982	4627
	'16	595	535	628	1261	813	905	892	1173	--	--	--	--	6802
Directions - Hospitality Ambassadors	'15	--	--	--	--	--	--	--	--	3526	3624	5791	4599	17540
	'16	4523	4661	4432	5905	4265	3706	2263	3569	--	--	--	--	33324
Directions - Safety Ambassadors	'15	--	--	--	--	--	--	--	--	1802	1903	1011	1226	5942
	'16	705	685	710	772	1306	1140	731	1316	--	--	--	--	7365
Drunk and Disorderly	'15	--	--	--	--	--	--	--	--	146	117	51	22	336
	'16	47	22	35	48	106	61	129	191	--	--	--	--	639
Graffiti Removed - Total	'15	--	--	--	--	--	--	--	--	1046	973	1017	942	3978
	'16	1114	916	998	929	1431	1665	1341	1890	--	--	--	--	10284
Hazardous Waste Clean-up (human)	'15	--	--	--	--	--	--	--	--	476	672	659	634	2441
	'16	587	495	505	518	673	842	926	1094	--	--	--	--	5640
Illegal Vending - Observed	'15	--	--	--	--	--	--	--	--	52	27	10	71	160
	'16	11	11	3	15	18	10	24	28	--	--	--	--	120
Litter/Debris/Leaf (Brute Cans and Street Vac) - Number of Bags	'15	--	--	--	--	--	--	--	--	690	834	960	1105	3589
	'16	1088	865	903	951	1165	1262	1566	1818	--	--	--	--	9617.5
Litter/Debris/Leaf (Brute Cans and Street Vac) - Weight in pounds	'15	--	--	--	--	--	--	--	--	17250	20850	24000	27625	89725
	'16	27200	21625	22575	23775	29100	31475	39029	45439	--	--	--	--	240217.5
Mentally Disturbed	'15	--	--	--	--	--	--	--	--	109	74	41	54	278
	'16	230	164	105	121	124	87	370	342	--	--	--	--	1543
Noise Complaints (Amplified Sound)	'15	--	--	--	--	--	--	--	--	63	48	22	30	163
	'16	19	8	10	27	41	22	40	24	--	--	--	--	191
Overflowing Trashcans Levelled	'15	--	--	--	--	--	--	--	--	363	375	377	472	1587
	'16	311	271	317	341.5	519	467	657	753	--	--	--	--	3636.5
Panhandling - Aggressive	'15	--	--	--	--	--	--	--	--	361	420	207	82	1070
	'16	224	108	98	112	76	10	164	100	--	--	--	--	892
Safety Escorts	'15	--	--	--	--	--	--	--	--	32	6	3	3	44
	'16	14	1	1	9	10	2	12	12	--	--	--	--	61
Safety Hazards - Needles	'15	--	--	--	--	--	--	--	--	39	109	18	1	167
	'16	38	25	27	140	537	216	224	167	--	--	--	--	1374
Scrub Requests	'15	--	--	--	--	--	--	--	--	233	234	261	277	1005
	'16	157	168	187	243	249	202	252	315	--	--	--	--	1773
Sit/Lie/Sleep Non-Comply, Police Notified	'16	--	--	181	189	221	81	162	146	--	--	--	--	980
Sit/Lie/Sleep; Comply	'16	--	--	1162	1283	1390	879	1723	1922	--	--	--	--	8359
Sweep Requests	'15	--	--	--	--	--	--	--	--	209	151	123	101	584
	'16	97	88	83	84	180	157	220	321	--	--	--	--	1230
Trespass/25 MPC	'16	--	--	147	136	379	35	489	806	--	--	--	--	1992

Highlights

New Equipment in the District

The BID purchased a new truck and truck-mounted pressure washing unit. This unit will allow easier parking and access to the sidewalks for the overnight crew. We will also be using this unit for our early morning special projects position for cleaning of "hot spot" spills and stains first thing in the morning.



Welcome our New Employee

Kendra Baker is our new dispatcher here in Union Square. Kendra comes to us with a background in property management. She will be covering our afternoon and evening shifts Friday through Monday. Please help me welcome Kendra to Union Square!

Maiden Lane Improvements

The BID purchased 18 bistro tables and 36 chairs for Maiden Lane this month. The tables and chairs will be set up throughout both blocks of Maiden Lane from 11:00 AM to 6:00PM every day to provide an inviting area to have a cup of coffee, eat lunch or just relax.



DST Program Update



This month the Downtown Streets Team program completed its first full month of service with the Union Square BID. DST removed over 9,300 pounds of trash and 142 used syringes from our alleys and streets in the District. Their diligent service has allowed our Cleaning Ambassadors to clean the sidewalks and curblines in a much more timely manner and gives us the opportunity to do more detailed cleaning throughout the district. We also have two of the DST members currently going through the employment process to become full-time employees with Block By Block!