Operations Report

Castro / Upper Market CBD

August 2016

CASTRO / UPPER MARKET COMMUNITY BENEFIT DISTRICT

BLOCK by BLOCK
AN SMS HOLDINGS COMPANY

Cleaning Highlights

Scrub Services

Did you know we offer a scrub service? If you notice a spill or stain, chalk art, feces, vomit, or urine on the sidewalk give us call at 415-471-7536 and we can come by and clean it for you. We will disinfect it with either bleach or degreaser, scrub away any solids or residue, rinse it clean and spray it with deodorizer to neutralize the smells. Some stains run deep, for these old, deep stains, or graffiti we can use our pressure washer to get deep into the sidewalk and pull the stains out.

Truck Parking

We are looking for parking in the district for our truck and pressure washer. The truck can be parked in a regular spot, but we need a secure spot for our trailer so nobody tampers with it. We are also looking into mounting the pressure washer on our truck so in the future we should only need one spot. If you or anyone you know has a parking spot available please contact me at 415-471-7188 orcastromanager@blockbyblock.com.

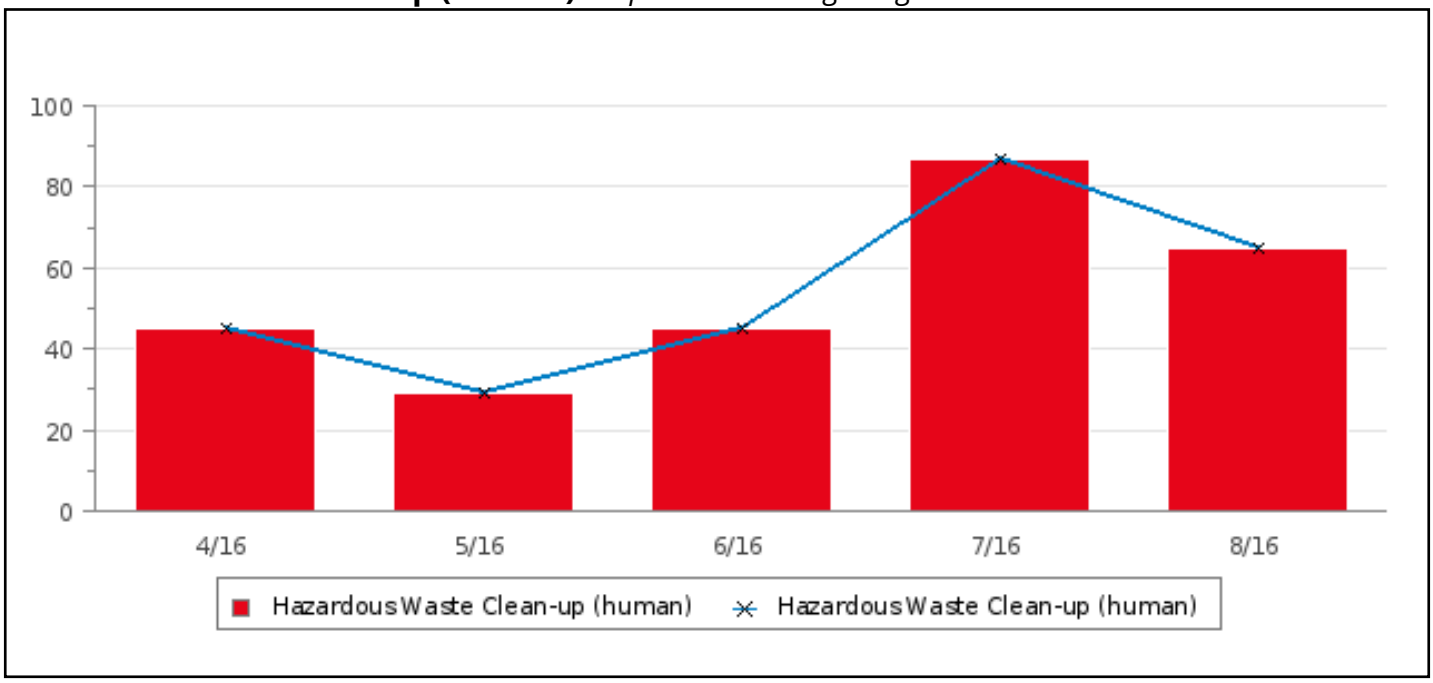
Feedback

One of the best parts about this job, is when a complete stranger comes up to us and thanks us for cleaning. It may seem like a small gesture, but the simple action of stopping and saying "Hi" or "Thank You" has a profound positive effect on our team. If you noticed one of the cleaners doing a great job, helping someone out, or you just want to say something nice, please send me an E-mail at castromanager@blockbyblock.com. Every month we hold a team meeting, and I read out loud any E-mails we have received in the past month. It always puts a big smile on their face when they hear their name and all the kind words that are being said about them, and encourages the rest of the team to try even harder so that at the next meeting, its their name and story being read.

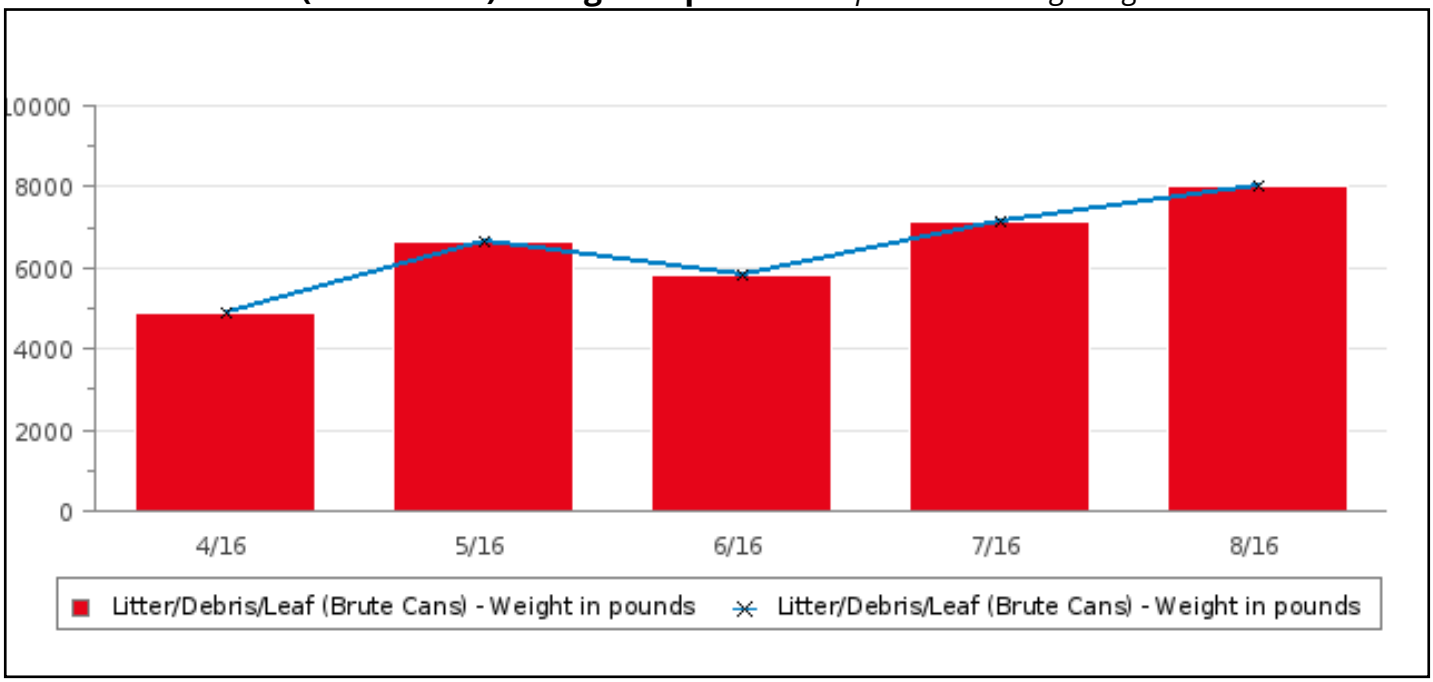
Our goal is to provide the best cleaning service possible, and I am a big believer in always trying to be better. If you notice a mess, or an area we can do better in, please E-mail or call me at 415-471-7188 or E-mail me atcastromanager@blockbyblock.com. I'm always happy to discuss area's that need improvement.

Cleaning Statistics

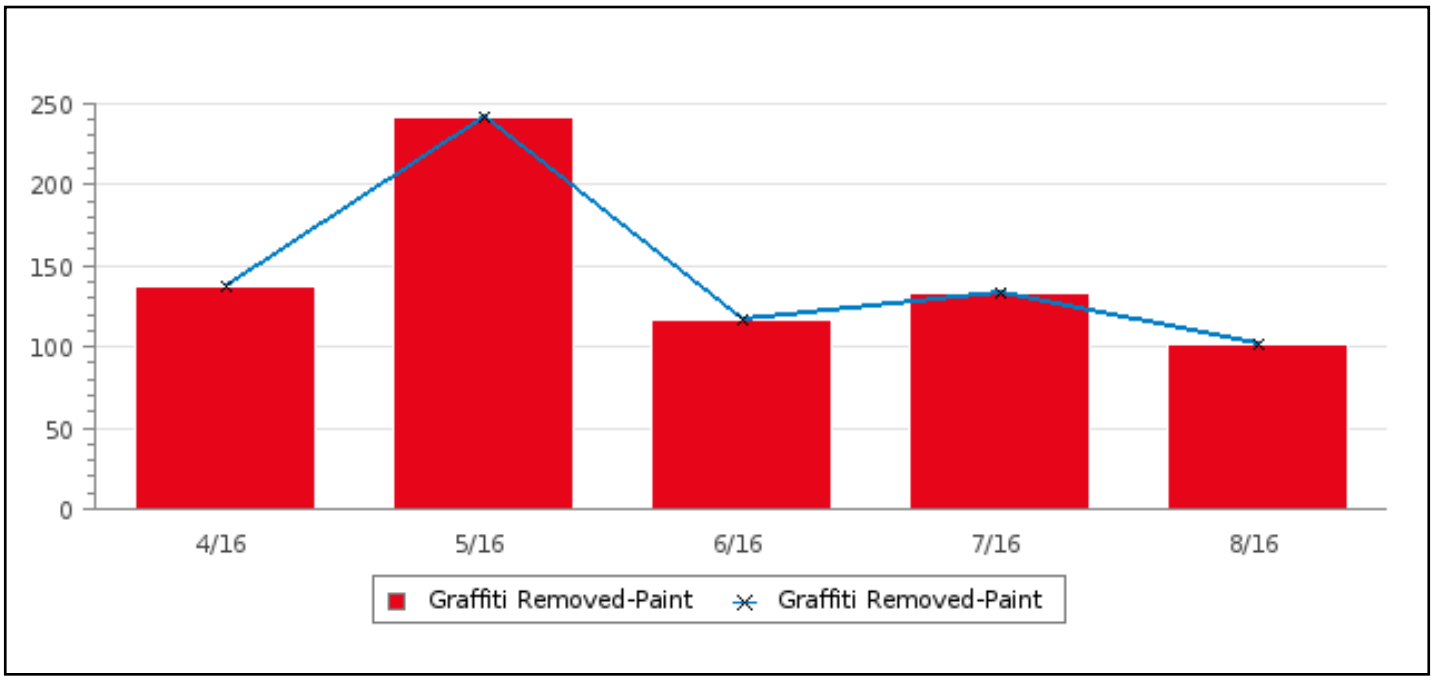
Hazardous Waste Clean-up (human) -- *April 2016 through August 2016*



Litter/Debris/Leaf (Brute Cans) - Weight in pounds -- *April 2016 through August 2016*



Graffiti Removed-Paint -- *April 2016 through August 2016*

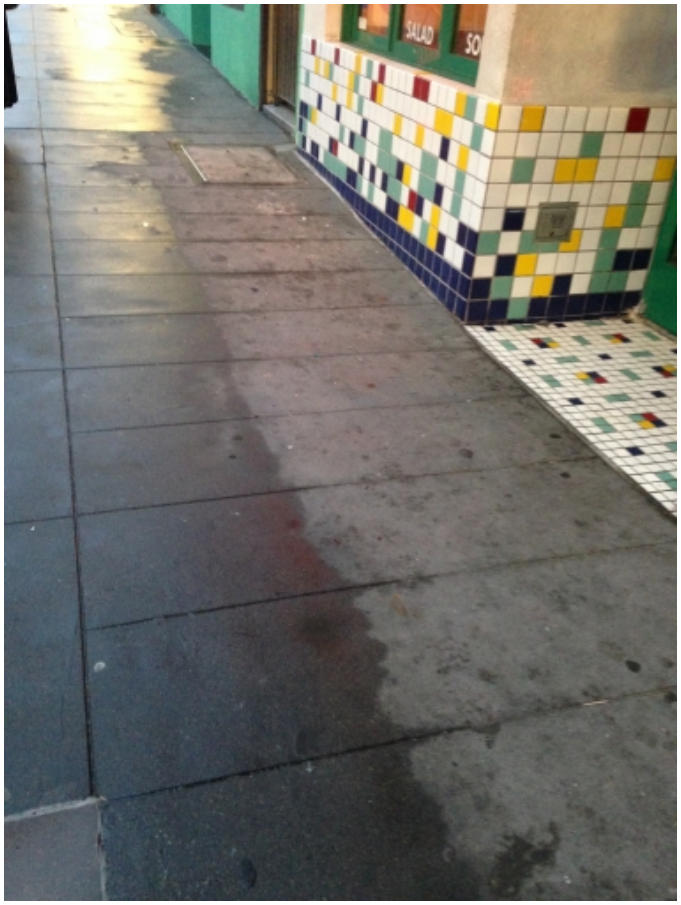

250
200
150
100
50
0
4/16
5/16
6/16
7/16
8/16
Graffiti Removed-Paint
Graffiti Removed-Paint

April 2016 through August 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
311 Request - Graffiti	**'16**	--	--	--	2	--	2	10	6	--	--	--	--	**20**
Biohazard - Needle	**'16**	--	--	--	54	37	21	77	53	--	--	--	--	**242**
Cardboard - Flattened yards collected	**'16**	--	--	--	105	165	97	354	360	--	--	--	--	**1081**
Directions - Cleaning Ambassadors	**'16**	--	--	--	94	49	19	30	36	--	--	--	--	**228**
Graffiti Removed-Paint	**'16**	--	--	--	137	242	116	133	101	--	--	--	--	**729**
Graffiti Removed-Stickers	**'16**	--	--	--	269	124	31	45	54	--	--	--	--	**523**
Hazardous Waste Clean-up (human)	**'16**	--	--	--	45	29	45	87	65	--	--	--	--	**271**
Illegal Dumping - 311 calls	**'16**	--	--	--	21	32	17	24	24	--	--	--	--	**118**
Litter/Debris/Leaf (Brute Cans) - Weight in pounds	**'16**	--	--	--	4900	6625	5800	7163	8029	--	--	--	--	**32517**
Posters Removed	**'16**	--	--	--	1399	2272	1753	1497	974	--	--	--	--	**7895**
Power Washing (block faces)	**'16**	--	--	--	--	10	12	15	8	--	--	--	--	**45**
Power Washing-Hot Spots	**'16**	--	--	--	--	20	52	7	2	--	--	--	--	**81**
Scrub Requests	**'16**	--	--	--	3	17	20	16	10	--	--	--	--	**66**
Weed Abatement (block faces)	**'16**	--	--	--	--	11	2	1	3	--	--	--	--	**17**
Weed Abatement (sites)	**'16**	--	--	--	--	26	10	22	12	--	--	--	--	**70**

Before / After

SALAD
SOUP


SALAD

TOW AWAY

262

262

MAP
info

MAP

CROSS
ONLY
SIGNAL

CROSS
ONLY
ON
SIGNAL

SFpark

SFpark

569
20040

569
20040

MAP
info

MAP

PLEASE
CAN
YOU
SPARE ANY