Operations Report

Castro / Upper Market CBD

March & April 2016

CASTRO / UPPER MARKET COMMUNITY BENEFIT DISTRICT

BLOCK by BLOCK
AN SMS HOLDINGS COMPANY

Observations

New Manager

In the month of March I took over as the Operations Manager of the Clean Team. I'm very excited for this opportunity to provide excellent service to this wonderful and unique community. It's taken me some time to get familiar with the area, but thanks to my great team I've started to get a good idea of the challenges and obstacles we face on a daily basis. I look forward to facing these challenges head on and finding solutions for the problems we are faced with. I'm very lucky to have a good team in place; I've already received a lot of praise for our team and look forward to not only continuing our great service, but also taking it the next level. Thank you,

Joe Castagnola

Pressure Washer

Our Pressure Washing machine received some repairs in March at our San Jose account. They were able to get it fully repaired as well as provide us with some additional training on some new equipment. Once we got the machine back we got right back to work on getting our sidewalks cleaned. Currently we are pressure washing on Mondays and Fridays, from around 6:00 AM- 12:30 PM. We have received a few noise complaints so we are looking into using a different schedule for pressure washing. Unfortunately due to the amount of foot traffic we get, it's difficult to pressure wash later in the day. We are also looking into trading our current machine for one that will make less noise so we can pressure wash overnight without disturbing any residents. Hopefully we will have a solution for this in the upcoming weeks. We started using a new piece of equipment called a "twister" that works great for deep cleaning the sidewalks, as well as a new chemical that is allowing us to clean up the deep stains and remove graffiti on the sidewalk.

Homeless

One of the biggest obstacles we are faced with is the large amount of homeless in the district, and the inevitable mess that is left behind when they leave. When we start our shift at 5:00 AM, a majority of the first few hours is cleaning up after the homeless from the night before. It seems that they go through all the garbage cans, and totes in search of food, and end up leaving the sidewalk littered with trash. This is exceptionally bad on the west side of Castro Street between 19th and Market, and Church Street between Market and Duboce. We are also dealing with people stealing shopping carts, filling them up with trash and junk, and then abandoning them. We have made numerous calls to DPW and are grateful for their help with getting this removed in a timely manner. We are working with the Patrol Special and SFPD in hopes that we can find them some help, or at the very least move them out of the district. Another issue we are dealing with from the homeless is the amount of feces left on the sidewalk. The good news is we have seen the number of feces decline ever since our friends at the Pit Stop started working at the public toilet on

Market and Castro, hopefully this trend continues.

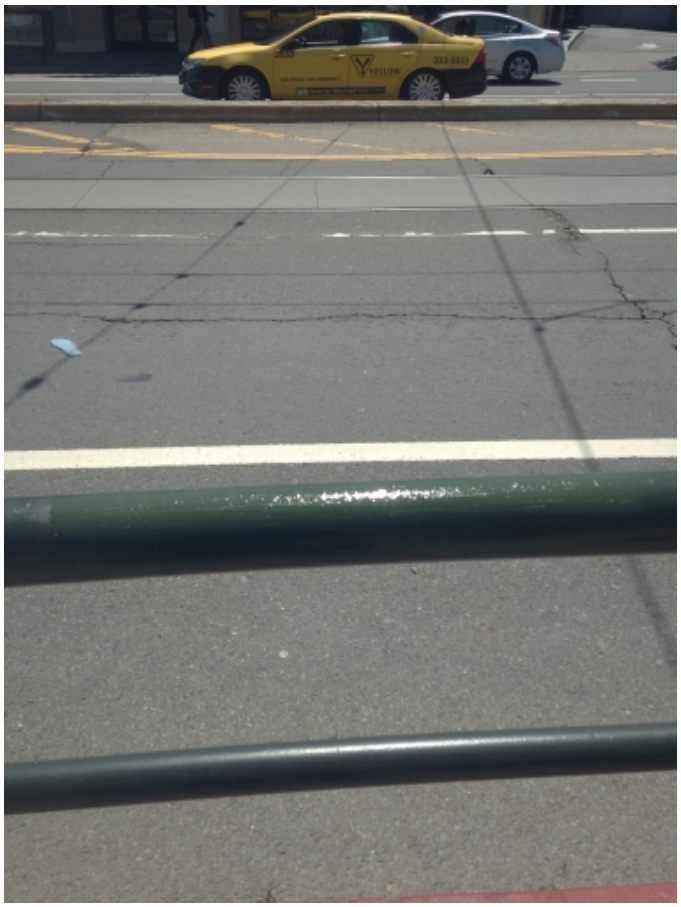
Deployment

Due to some request about getting more of the district clean early in the morning, we are making some changes with our schedule. We will continue having cleaners from 5:00 AM- 1:30 PM and 9:30 AM- 6:00 PM 7 days a week, and will now have someone from 7:00 AM-3:30 PM 6 days a week. This will allow us to continue getting Castro Street cleaned before 9:00 AM, while also allowing us to get most of Market Street cleaned before 9:00 AM. Our goals is to have the district cleaned before everyone gets to work, and then to maintain the cleanliness until everyone goes home. This new schedule will take effect once we get a new cleaner hired which should be in the next week or two.

Special Projects

Since I've started i've noticed that are a few special projects that need to be completed. Starting in May we are putting an emphasis on removing tape from all the poles, painting over all damaged public property, removing graffiti on private property, and pulling weeds throughout the district. My goal is to get these all to a baseline level that will allow us to spend a little bit of time every day to maintain it. It's going to take some hard work but I believe in our team and I hope to have this finished by the end of May.

Before After



BALLET

WE'RE OPEN
ARTiS

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ARTiS

Cleaning Statistics

March 2016 through April 2016

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Biohazard - Needle	**'16**	--	--	33	22	--	--	--	--	--	--	--	--	**55**
Cardboard - Flattened yards collected	**'16**	--	--	88	105	--	--	--	--	--	--	--	--	**193**
Directions - Cleaning Ambassadors	**'16**	--	--	92	81	--	--	--	--	--	--	--	--	**173**
Graffiti Removed-Paint	**'16**	--	--	43	137	--	--	--	--	--	--	--	--	**180**
Graffiti Removed-Stickers	**'16**	--	--	2099	269	--	--	--	--	--	--	--	--	**2368**
Hazardous Waste Clean-up (human)	**'16**	--	--	58	45	--	--	--	--	--	--	--	--	**103**
Illegal Dumping - 311 calls	**'16**	--	--	32	21	--	--	--	--	--	--	--	--	**53**
Litter/Debris/Leaf (Brute Cans) - Weight in pounds	**'16**	--	--	3075	4568	--	--	--	--	--	--	--	--	**7643**
Overflowing Trashcans Leveled	**'16**	--	--	57	25	--	--	--	--	--	--	--	--	**82**
Posters Removed	**'16**	--	--	145	641	--	--	--	--	--	--	--	--	**786**
Sleepers/Campers/25 MPC/Trespassers/Loiter Issues	**'16**	--	--	121	89	--	--	--	--	--	--	--	--	**210**

Most of our stats are on par with what I've seen in the past, the biggest difference is with the Stickers stat, the discrepnecy is due to a few factors. First we started tracking our stats more accurately, so now we are tracking posters seperately from stickers. We are also entering our stats in real time while in the field, so no more estimating at the end of the shift, this will allow us to track what is being done more efficiently and accurately in the future.