



FIRST 45 DAYS

DOWNTOWN CHICO PROPERTY BASED IMPROVEMENT DISTRICT (PBID)

Josh Pitts

Operations Manager

PBID OPERATIONS REPORT

November 17 thru December 31, 2017

January 11, 2018

Cleaning Highlights

Accomplishments

Most Visible Impact

In the first 45 days, our ambassadors have removed over 10,000 lbs of litter and debris.

Additionally, we estimate nearly 1,000 graffiti and stickers have been removed. The average number removed monthly is expected to gradually decrease over time as the district becomes more maintainable on a daily basis.

Ambassadors also assisted the city in supporting the efforts of leaf removal and keeping sidewalks free of slippage due to fallen leaves.

Seasonal Activities

Assisted two DCBA events with safety, hospitality and cleaning services.

Field Observations

Ongoing Activities

It is important for ambassadors to maintain the habits of litter pickup, identifying landscape opportunities, and prioritizing spills and hazardous waste. It is also important to dedicate spare time for special projects that will gradually improve environmental aesthetics.

Initiatives

STORM DRAINS

The largest area of opportunity we've noticed over the past 45 days was clogged storm drains. We are working with the city public works department and have come up with a plan to handle the issue moving forward.

TRASH CANS & LIDS

All trash cans within the district have been inventoried and surveyed. A plan for a repair project is in development.



Ambassadors performed many tasks, such as leaf removal, to ensure a clean downtown during the holiday season.

QUICK VIEW

Nov 17, 2017 -- Dec 31, 2017

- 894** Graffiti/Stickers Removed
- 336** Bags of Trash & Leaves
- 30** Hazardous Waste Clean-up (human)
- 164** Hazardous Waste Clean-up (pet)
- 135** Spill - Clean Up
- 35** Street Furniture Cleaned
- 20** Storm Drains Cleaned
- 48** Tree Wells Cleaned
- 86** Garbage Cans Cleaned

Cleaning Statistics

November 2017 through December 2017

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Bags of Trash & Leaves	'17	--	--	--	--	--	--	--	--	--	--	82	250	332
Garbage Cans Cleaned	'17	--	--	--	--	--	--	--	--	--	--	23	63	86
Graffiti/Stickers Removed	'17	--	--	--	--	--	--	--	--	--	--	485	389	874
Hazardous Waste Clean-up (human)	'17	--	--	--	--	--	--	--	--	--	--	3	25	28
Hazardous Waste Clean-up (pet)	'17	--	--	--	--	--	--	--	--	--	--	5	158	163
Sharps Clean Up	'17	--	--	--	--	--	--	--	--	--	--	1	8	9
Shopping Carts	'17	--	--	--	--	--	--	--	--	--	--	2	8	10
Spill - Clean Up	'17	--	--	--	--	--	--	--	--	--	--	21	108	129
Storm Drains Cleaned	'17	--	--	--	--	--	--	--	--	--	--	3	17	20
Street Furniture Cleaned	'17	--	--	--	--	--	--	--	--	--	--	4	29	33
Tree Wells Cleaned	'17	--	--	--	--	--	--	--	--	--	--	26	22	48

Safety Highlights

Accomplishments

Safety has been a top priority at all times for ambassadors.

In addition to police coordination, ambassadors have begun fulfilling roles of becoming parking garage monitors and enforcers of the sit-lie ordinance.

Field Observations

Average Street Population Count: 42

Our weekly point-in-time count of transients averaged forty two people for the first seven weeks of operation.

Initiatives

Target Team

The ambassadors are coordinating with Chico Police Department's Target Team to crack down on illegal activity involving theft, drugs, harassment, disturbances and smoking.

Beautiful. Clean. Safe.

The operations manager is attending monthly meetings to coordinate with multiple agencies regarding the many issues facing downtown Chico.

2-1-1 Call Center

Ambassadors have begun making referrals to 211 for resources, as well as subscribing to their text message alert system.

Referrals

Ambassadors have begun making referrals to multiple agencies, such as the Jesus Center and Crisis Care Advocacy and Triage.



Ambassadors have begun to coordinate with Target Team officers to crack down on illegal activity in the district.

QUICK VIEW

Nov 17, 2017 -- Dec 31, 2017

5 Assist Police/Fire Dept

785 Business Contact

350 Parking Garage Monitor

1097 Homeless Contacts

271 Stand/Sit/Lie Violation - Complied

136 Stand/Sit/Lie Violation - Non-Compliant

6 Aggressive Panhandling

19 Panhandling - Passive

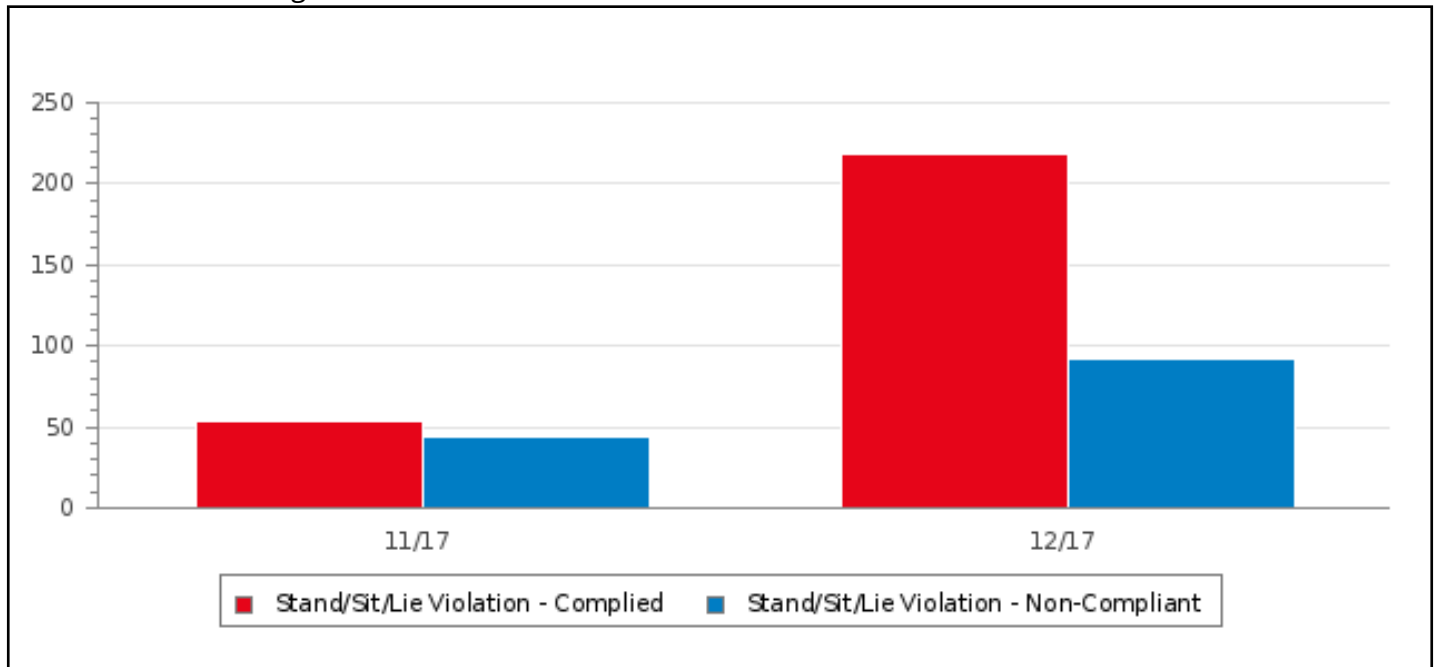
Safety Statistics

November 2017 through December 2017

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Aggressive Panhandling	'17	--	--	--	--	--	--	--	--	--	--	5	1	6
Assist Police/Fire Dept	'17	--	--	--	--	--	--	--	--	--	--	3	2	5
Business Contact	'17	--	--	--	--	--	--	--	--	--	--	135	628	763
Drunk and Disorderly	'17	--	--	--	--	--	--	--	--	--	--	--	3	3
Homeless Contacts	'17	--	--	--	--	--	--	--	--	--	--	259	801	1060
Panhandling - Passive	'17	--	--	--	--	--	--	--	--	--	--	8	10	18
Parking Garage Monitor	'17	--	--	--	--	--	--	--	--	--	--	69	273	342
Stand/Sit/Lie Violation - Complied	'17	--	--	--	--	--	--	--	--	--	--	51	216	267
Stand/Sit/Lie Violation - Non-Compliant	'17	--	--	--	--	--	--	--	--	--	--	40	91	131

Safety totals for the first 45 days of operation.

November 2017 through December 2017

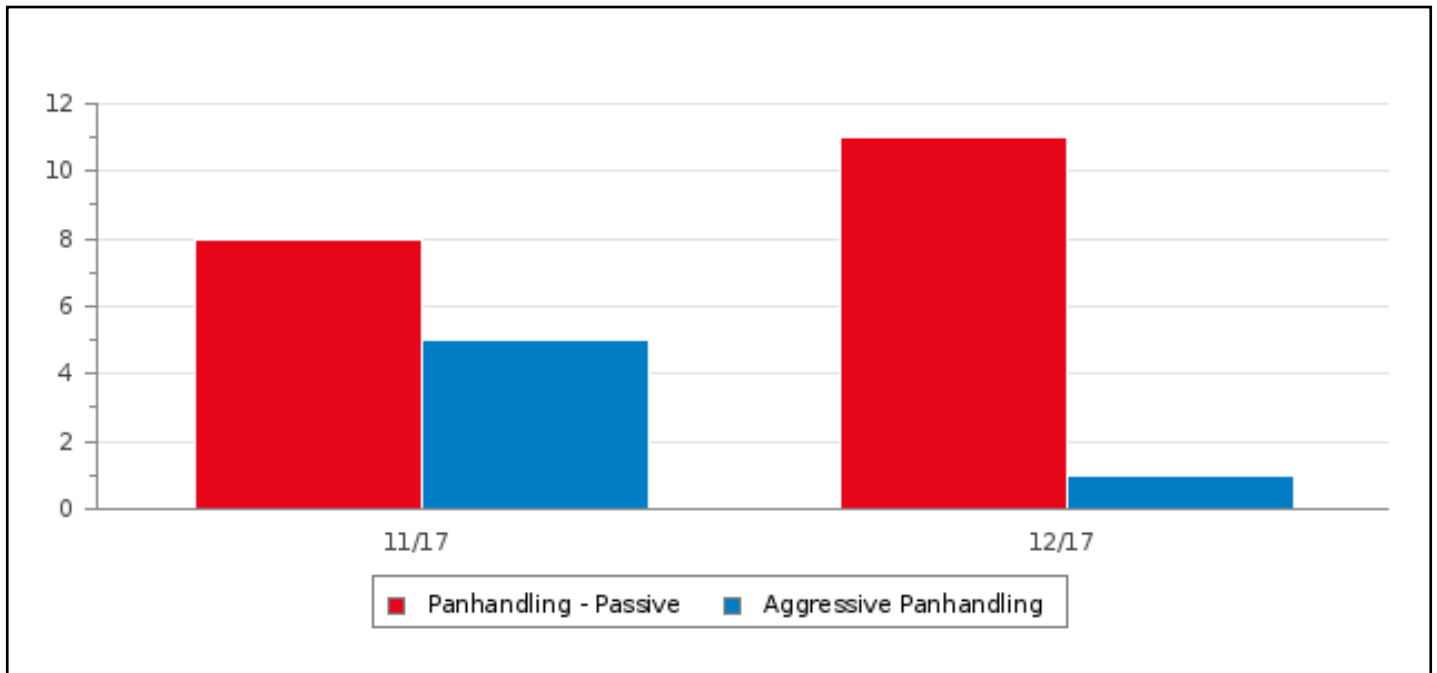


Sit-Lie Compliancy Has Increased

The percentage of compliancy has increased overall among ambassadors enforcing the sit-lie ordinance, despite high non-compliancy. We suspect this is due to the introduction of the program:

- Ambassador skills and strategies are developing and improving.
- Street population is becoming more familiar with the program.

November 2017 through December 2017



Passive Panhandling Increased and Aggressive Panhandling Decreased

This is likely due to the nature and activities of the holiday season, as well as the introduction of the program.

Hospitality Highlights

Accomplishments

On average, ambassadors provide assistance more than 13 times per day.

Like safety, hospitality is always of the highest priority and it is important that Ambassadors make themselves available to the public since this function is typically requested on an "as needed" basis.

Field Observations

Hospitality Assistance

The key to success has been for ambassadors to make themselves available at all times, especially while involved in the task at hand. The scope of hospitality includes anything that is being helpful.

Services include giving directions, recommendations, answering questions, providing physical assistance and many other requests.

Hospitality Escort

We expect these numbers to remain low but rise as awareness of the program increases, particularly with Business Contacts. People are generally independent and do not typically require someone to accompany them.

Motorist Assist

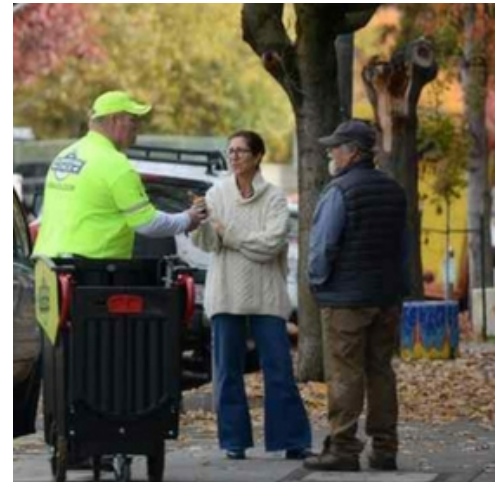
This includes providing information and resources related to parking. The current statistic has been drastically underreported since ambassadors hadn't yet fully trained themselves to identify the recording option within our system, particularly when providing assistance related to "Free Parking Fridays" during the holiday shopping season.

Umbrella Escorts

Ambassadors have not yet been afforded many opportunities to provide this service due to lack of rain. However, we anticipate providing this service more frequently throughout the winter and spring months of 2018 as weather requires. Raising awareness is potentially challenging as this service is still very new, but word of mouth is expected to increase with each new opportunity to provide an Umbrella Escort.

Future Considerations

1. Shoulder-slung mailbags containing a directory and map of downtown Chico, as well as postcards (see below), could be very beneficial to enhancing the overall effectiveness and professionalism of the hospitality role.



Ambassadors frequently provide visitors with directions and recommendations.

QUICK VIEW

Nov 17, 2017 -- Dec 31, 2017

625 Hospitality Assistance

32 Hospitality Escort

9 Motorist Assist

10 Umbrella Escorts

2. Wearing shorts with uniforms, instead of pants, will be vital to summer success.

Initiatives

POSTCARDS

Ambassadors will be distributing postcards during Business Contacts. Postcards include hours of operation, services available and contact information for both hotline requests and the operations manager.

Hospitality Statistics

November 2017 through December 2017

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Hospitality Assistance	'17	--	--	--	--	--	--	--	--	--	--	259	354	613
Hospitality Escort	'17	--	--	--	--	--	--	--	--	--	--	8	23	31
Motorist Assist	'17	--	--	--	--	--	--	--	--	--	--	3	6	9
Umbrella Escorts	'17	--	--	--	--	--	--	--	--	--	--	10	--	10

Statistics

November 2017 through December 2017

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Aggressive Panhandling	'17	--	--	--	--	--	--	--	--	--	--	5	1	6
Assist Police/Fire Dept	'17	--	--	--	--	--	--	--	--	--	--	3	2	5
Bags of Trash & Leaves	'17	--	--	--	--	--	--	--	--	--	--	82	250	332
Billy Goat Hours	'17	--	--	--	--	--	--	--	--	--	--	24	17.5	41.5
Business Contact	'17	--	--	--	--	--	--	--	--	--	--	135	628	763
Drunk and Disorderly	'17	--	--	--	--	--	--	--	--	--	--	--	3	3
Garbage Cans Cleaned	'17	--	--	--	--	--	--	--	--	--	--	23	63	86
Graffiti/Stickers Removed	'17	--	--	--	--	--	--	--	--	--	--	485	389	874
Hazardous Waste Clean-up (human)	'17	--	--	--	--	--	--	--	--	--	--	3	25	28
Hazardous Waste Clean-up (pet)	'17	--	--	--	--	--	--	--	--	--	--	5	158	163
Homeless Contacts	'17	--	--	--	--	--	--	--	--	--	--	259	801	1060
Hospitality Assistance	'17	--	--	--	--	--	--	--	--	--	--	259	354	613
Hospitality Escort	'17	--	--	--	--	--	--	--	--	--	--	8	23	31
Leaf Blower Hours	'17	--	--	--	--	--	--	--	--	--	--	--	15	15
Motorist Assist	'17	--	--	--	--	--	--	--	--	--	--	3	6	9
Panhandling - Passive	'17	--	--	--	--	--	--	--	--	--	--	8	10	18
Parking Garage Monitor	'17	--	--	--	--	--	--	--	--	--	--	69	273	342
Sharps Clean Up	'17	--	--	--	--	--	--	--	--	--	--	1	8	9
Shopping Carts	'17	--	--	--	--	--	--	--	--	--	--	2	8	10
Special Project (hours)	'17	--	--	--	--	--	--	--	--	--	--	--	22	22
Spill - Clean Up	'17	--	--	--	--	--	--	--	--	--	--	21	108	129
Stand/Sit/Lie Violation - Complied	'17	--	--	--	--	--	--	--	--	--	--	51	216	267
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Storm Drains Cleaned	'17	--	--	--	--	--	--	--	--	--	--	3	17	20
Street Furniture Cleaned	'17	--	--	--	--	--	--	--	--	--	--	4	29	33
Street Population Count	'17	--	--	--	--	--	--	--	--	--	--	88	217	305
Tree Wells Cleaned	'17	--	--	--	--	--	--	--	--	--	--	26	22	48
Umbrella Escorts	'17	--	--	--	--	--	--	--	--	--	--	10	--	10

Includes all statistics, many of which are underreported.

Before & After Pictures



Sticker Removal - University Bar



200 Wall Street



Encampment - The Graduate



344 W. 8th Street



Encampment - The Graduate



344 W. 8th Street



Graffiti Removal - Lucky Poke



119 W. 2nd Street



Graffiti Removal - Utility Box



6th Street & Main Street



Graffiti Removal - Parking Meter



6th Street



Graffiti Removal - Utility Box



Near Salvation Army on Salem Street



Encampment



9th Street and Main Street