



APRIL 2018

DOWNTOWN CHICO PROPERTY BASED IMPROVEMENT DISTRICT (PBID)

Josh Pitts

Operations Manager



Ambassadors In Action



The city asked us to clean up...



...the municipal trash area.



Five trips later to the city yard...



...and the place looked pretty good!



We reached for new heights this month.



We set up for Thursday Night Markets...



...kept the market clean...



...and our presence bright!



We secured two abandoned dogs from becoming a traffic incident.



Our three new teammates received direct supervised training.



We mowed...



...we weeded...



...we hauled...



...and we smiled. =D

Cleaning Highlights

Accomplishments

Maintaining cleanliness throughout the district has allowed for more time to engage in other activities, such as landscaping and weed removal.

Maintenance Request Counts

Ambassadors submitted and performed 114 requests for maintenance, over double of the previous month.

Abandoned Bike Lock: 1

Additional Detailed Cleaning: 7

City Maintenance: 13

Dead Animal: 1

Graffiti -Large: 40

Landscaping/Trees: 10

Other: 2

Pressure Washing: 19

Signage: 2

Sticker Removal: 18

Tree Grate: 1

Field Observations

Presence is everything when it comes to preventing litter, particularly regarding the plaza. Ambassadors have been encouraged, when possible, to sweep around people and stay in the plaza anytime there are eight or more street population members. This presence passively prevents and deters gathering.

Initiatives

If there's time to lean, there's time to clean. Ambassadors will be encouraged to pick up additional litter whenever possible and strive to improve the quality of their cleanups.



Ambassador Pamela removing stickers from Chico Children's Museum.

QUICK VIEW

Apr 01, 2018 -- Apr 30, 2018

- 103** Bags of Trash & Leaves
- 4** Billy Goat Hours
- 26** Garbage Cans Cleaned
- 255** Graffiti/Stickers Removed
 - 8** Hazardous Waste Clean-up (human)
 - 38** Hazardous Waste Clean-up (pet)
- 3** Leaf Blower Hours
- 3** Power Washing (hours)
- 0** Public Fixture / Furniture Painted
- 16** Sharps Clean Up
- 5** Shopping Carts
- 23** Special Project (hours)
- 80** Spill - Clean Up
- 13** Storm Drains Cleaned
 - 9** Street Furniture Cleaned
- 64** Tree Wells Cleaned
- 34** Weed Removal

Cleaning Statistics

November 2017 through April 2018

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Bags of Trash & Leaves	'17	--	--	--	--	--	--	--	--	--	--	85	251	336
	'18	245	92	130	103	--	--	--	--	--	--	--	--	570
Billy Goat Hours	'17	--	--	--	--	--	--	--	--	--	--	24	17.5	41.5
	'18	8.5	2.5	1	4	--	--	--	--	--	--	--	--	16
Garbage Cans Cleaned	'17	--	--	--	--	--	--	--	--	--	--	23	63	86
	'18	87	88	44	26	--	--	--	--	--	--	--	--	245
Graffiti/Stickers Removed	'17	--	--	--	--	--	--	--	--	--	--	489	405	894
	'18	255	275	235	255	--	--	--	--	--	--	--	--	1020
Hazardous Waste Clean-up (human)	'17	--	--	--	--	--	--	--	--	--	--	3	27	30
	'18	30	27	53	8	--	--	--	--	--	--	--	--	118
Hazardous Waste Clean-up (pet)	'17	--	--	--	--	--	--	--	--	--	--	5	159	164
	'18	159	152	68	38	--	--	--	--	--	--	--	--	417
Leaf Blower Hours	'17	--	--	--	--	--	--	--	--	--	--	--	15	15
	'18	13.75	13	14	3	--	--	--	--	--	--	--	--	43.75
Power Washing (hours)	'18	47	97	41	3	--	--	--	--	--	--	--	--	188
Public Fixture / Furniture Painted	'18	--	10	--	--	--	--	--	--	--	--	--	--	10
Sharps Clean Up	'17	--	--	--	--	--	--	--	--	--	--	1	8	9
	'18	6	506	13	16	--	--	--	--	--	--	--	--	541
Shopping Carts	'17	--	--	--	--	--	--	--	--	--	--	2	8	10
	'18	14	9	6	5	--	--	--	--	--	--	--	--	34
Special Project (hours)	'17	--	--	--	--	--	--	--	--	--	--	--	22	22
	'18	4	2	14	23	--	--	--	--	--	--	--	--	43
Spill - Clean Up	'17	--	--	--	--	--	--	--	--	--	--	24	111	135
	'18	192	116	135	80	--	--	--	--	--	--	--	--	523
Storm Drains Cleaned	'17	--	--	--	--	--	--	--	--	--	--	3	17	20
	'18	64	2	8	13	--	--	--	--	--	--	--	--	87
Street Furniture Cleaned	'17	--	--	--	--	--	--	--	--	--	--	4	31	35
	'18	47	119	31	9	--	--	--	--	--	--	--	--	206
Tree Wells Cleaned	'17	--	--	--	--	--	--	--	--	--	--	26	22	48
	'18	8	85	14	64	--	--	--	--	--	--	--	--	171
Weed Removal	'18	13	139	31	34	--	--	--	--	--	--	--	--	217

Safety Highlights

Accomplishments

Ambassadors continue to strengthen existing community relationships with the Target Team, Retail Watch Group, Jesus Center, Volunteers in Police (VIPs) and volunteer barricade monitors during the Thursday Night Markets.

Field Observations

Average Street Population Count: 28

The four week average for April decreased overall by one person, down from 36.5 in January.

Initiatives

Ambassadors will remain vigilant in patrolling "hot spots" where campers are frequently found in the district.

Parking Garage Monitors were down this month, although so were the number of related incidents and break-ins. Despite this progress, it is important that Ambassadors continue to perform this task regularly.

Ambassadors will also continue to record Drunk and Disorderly statistics as graduation weekend nears so that they can adjust their patrols according to the times and places that this will likely occur.

De-escalating Crisis Situations

This month's safety talk is a 27 page slideshow geared toward handling crisis situations. This will build upon the skills recently acquired during Crisis Intervention Training (CIT) with the Chico Police Department.



Ambassador Dustin making contact with a person of interest.

QUICK VIEW

Apr 01, 2018 -- Apr 30, 2018

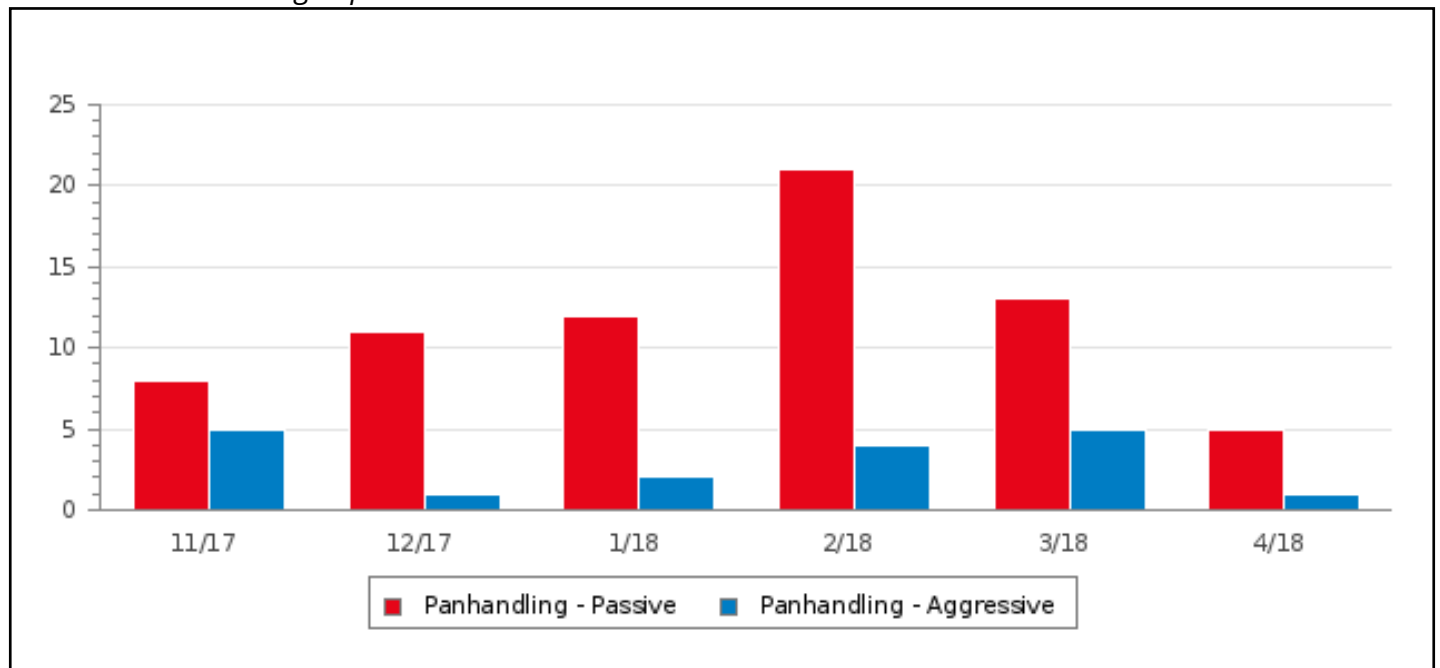
- 0** Assist Police/Fire Dept
- 285** Business Contact
- 7** Drunk and Disorderly
- 238** Homeless Contacts
 - 1** Panhandling - Aggressive
 - 5** Panhandling - Passive
- 95** Parking Garage Monitor
- 7** Resident Contact
- 38** Stand/Sit/Lie Violation - Complied
- 11** Stand/Sit/Lie Violation - Non-Compliant

Safety Statistics

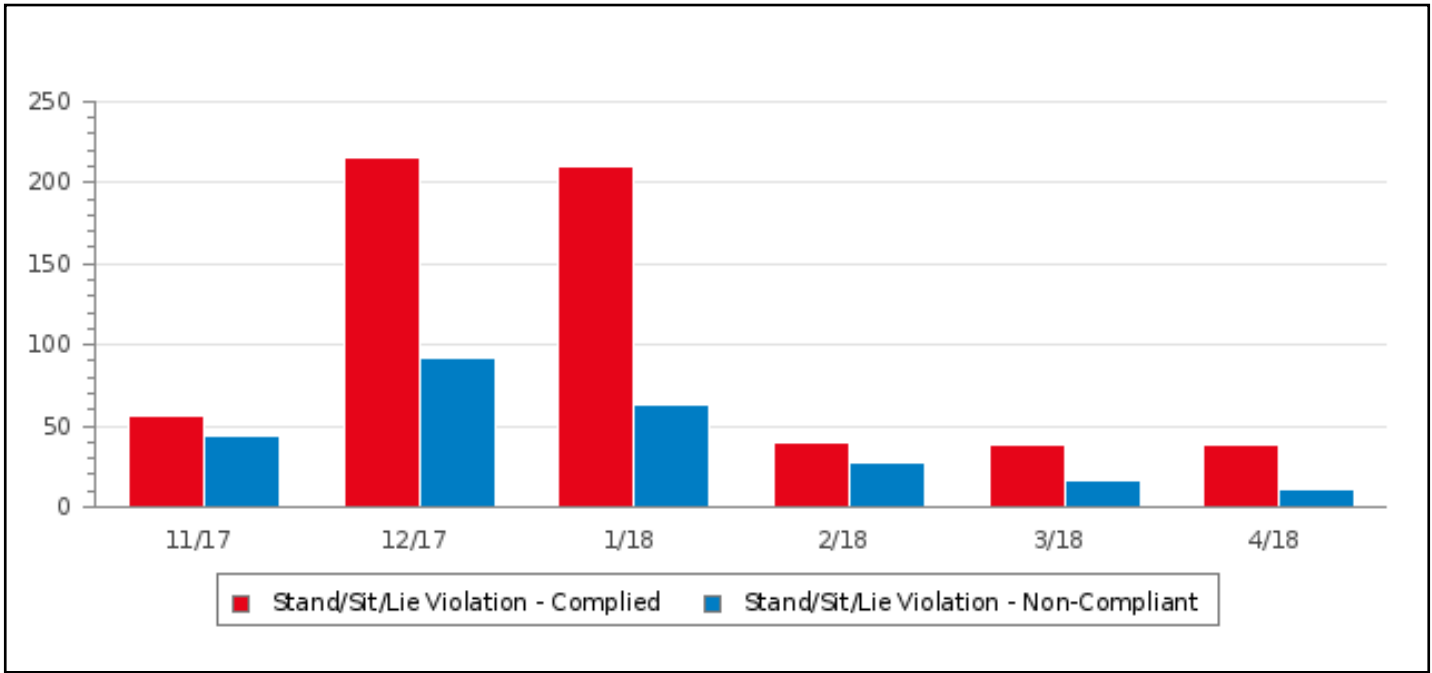
November 2017 through March 2018

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Assist Police/Fire Dept	'17	--	--	--	--	--	--	--	--	--	--	3	2	5
	'18	1	2	1	--	--	--	--	--	--	--	--	--	4
Business Contact	'17	--	--	--	--	--	--	--	--	--	--	138	647	785
	'18	440	124	375	--	--	--	--	--	--	--	--	--	939
Drunk and Disorderly	'17	--	--	--	--	--	--	--	--	--	--	--	3	3
	'18	1	14	55	--	--	--	--	--	--	--	--	--	70
Homeless Contacts	'17	--	--	--	--	--	--	--	--	--	--	264	833	1097
	'18	499	325	349	--	--	--	--	--	--	--	--	--	1173
Panhandling - Aggressive	'17	--	--	--	--	--	--	--	--	--	--	5	1	6
	'18	2	4	5	--	--	--	--	--	--	--	--	--	11
Panhandling - Passive	'17	--	--	--	--	--	--	--	--	--	--	8	11	19
	'18	12	21	13	--	--	--	--	--	--	--	--	--	46
Parking Garage Monitor	'17	--	--	--	--	--	--	--	--	--	--	69	281	350
	'18	215	194	164	--	--	--	--	--	--	--	--	--	573
Resident Contact	'18	--	7	7	--	--	--	--	--	--	--	--	--	14
Stand/Sit/Lie Violation - Complied	'17	--	--	--	--	--	--	--	--	--	--	51	220	271
	'18	210	40	39	--	--	--	--	--	--	--	--	--	289
Stand/Sit/Lie Violation - Non-Compliant	'17	--	--	--	--	--	--	--	--	--	--	44	92	136
	'18	63	27	16	--	--	--	--	--	--	--	--	--	106

November 2017 through April 2018



November 2017 through April 2018



Hospitality Highlights

Accomplishments

Thursday Night Markets successfully launched this month with the addition of the Ambassadors.

Field Observations

As expected, there was a dramatic increase to our Hospitality Assistance and Escort statistics due to the Thursday Night Market.

Ambassadors being approached by the public more frequently is a clear indicator of increasing awareness about our program and services.

Initiatives

Friday Night Concerts

In addition to setup and teardown, Ambassadors will be providing a presence for hospitality, cleaning and safety during the events.

Stickers for Children

The Operations Manager bought stickers for Ambassadors to give out to children while on patrol in the district.

Hospitality Escorts

During Business Contacts, Ambassadors will be reminding downtown employees that they can call the hotline for an escort to their vehicle when they feel it is unsafe to walk alone.



Ambassador Robert providing hospitality from the headquarters booth during Thursday Night Market.

QUICK VIEW

Apr 01, 2018 -- Apr 30, 2018

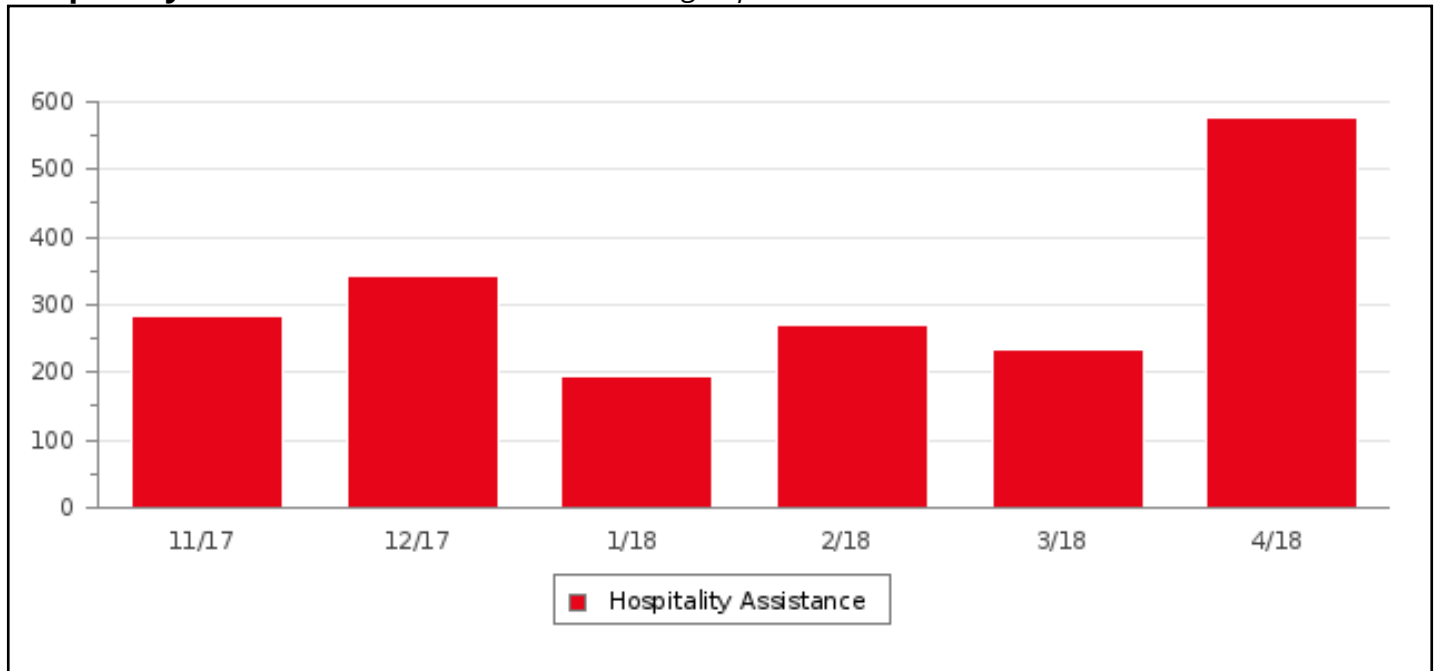
- 582** Hospitality Assistance
- 28** Hospitality Escort
- 19** Motorist Assist
- 9** Umbrella Escorts

Hospitality Statistics

November 2017 through April 2018

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Hospitality Assistance	'17	--	--	--	--	--	--	--	--	--	--	261	364	625
	'18	195	269	230	582	--	--	--	--	--	--	--	--	1276
Hospitality Escort	'17	--	--	--	--	--	--	--	--	--	--	8	24	32
	'18	14	8	10	28	--	--	--	--	--	--	--	--	60
Motorist Assist	'17	--	--	--	--	--	--	--	--	--	--	3	6	9
	'18	7	9	5	19	--	--	--	--	--	--	--	--	40
Umbrella Escorts	'17	--	--	--	--	--	--	--	--	--	--	10	--	10
	'18	59	8	40	9	--	--	--	--	--	--	--	--	116

Hospitality Assistance -- November 2017 through April 2018



Before & After Pictures



















