



# **JUNE 2018**

## **DOWNTOWN CHICO PROPERTY BASED IMPROVEMENT DISTRICT (PBID)**

**Josh Pitts**

Operations Manager



# Cleaning Highlights

## Accomplishments

### Ditch Day

Ambassadors removed abandoned furniture left behind by residents on Ditch Day and throughout the month, including thirteen mattresses, seven couches and eight desks and tables.

### Weed Removal

Ambassadors continued diligently to eradicate weeds from sidewalks and tree wells within the district.

### Parking Lots

Ambassadors performed an extensive detailed cleaning of all six public parking lots within the district.

### Garbage Can Lids

Ambassadors changed out over half a dozen of the district's worst hexagonal trash can lids.

## Field Observations

### Graffiti

The overall count of Graffiti/Stickers Removed has slightly decreased since last month. There has not been as many large graffiti, either.

### Maintenance Request Counts

Ambassadors submitted and performed 128 requests for maintenance.

Abandoned Bike/Lock: 2

Additional Detailed Cleaning: 15

City Maintenance: 22

Dead Animal: 1

Elevator Issue: 2

Graffiti - Large: 35

Homeless -debris/clothing removal: 1

Landscaping/Trees: 23



Ambassadors took abandoned furniture, shopping carts and green waste to the city yard.

## QUICK VIEW

*Jun 01, 2018 -- Jun 30, 2018*

- 157** Bags of Trash & Leaves
- 10** Billy Goat Hours
- 58** Garbage Cans Cleaned
- 372** Graffiti/Stickers Removed
- 26** Hazardous Waste Clean-up (human)
- 48** Hazardous Waste Clean-up (pet)
- 6** Leaf Blower Hours
- 15** Power Washing (hours)
- 0** Public Fixture / Furniture Painted
- 4** Sharps Clean Up
- 9** Shopping Carts
- 218** Spill - Clean Up
- 7** Storm Drains Cleaned
- 168** Street Furniture Cleaned
- 134** Tree Wells Cleaned
- 241** Weed Removal

Other: 3

Pressure Washing: 17

Special Project - Clean: 1

Sticker Removal: 5

Street Fixtures: 1

## Initiatives

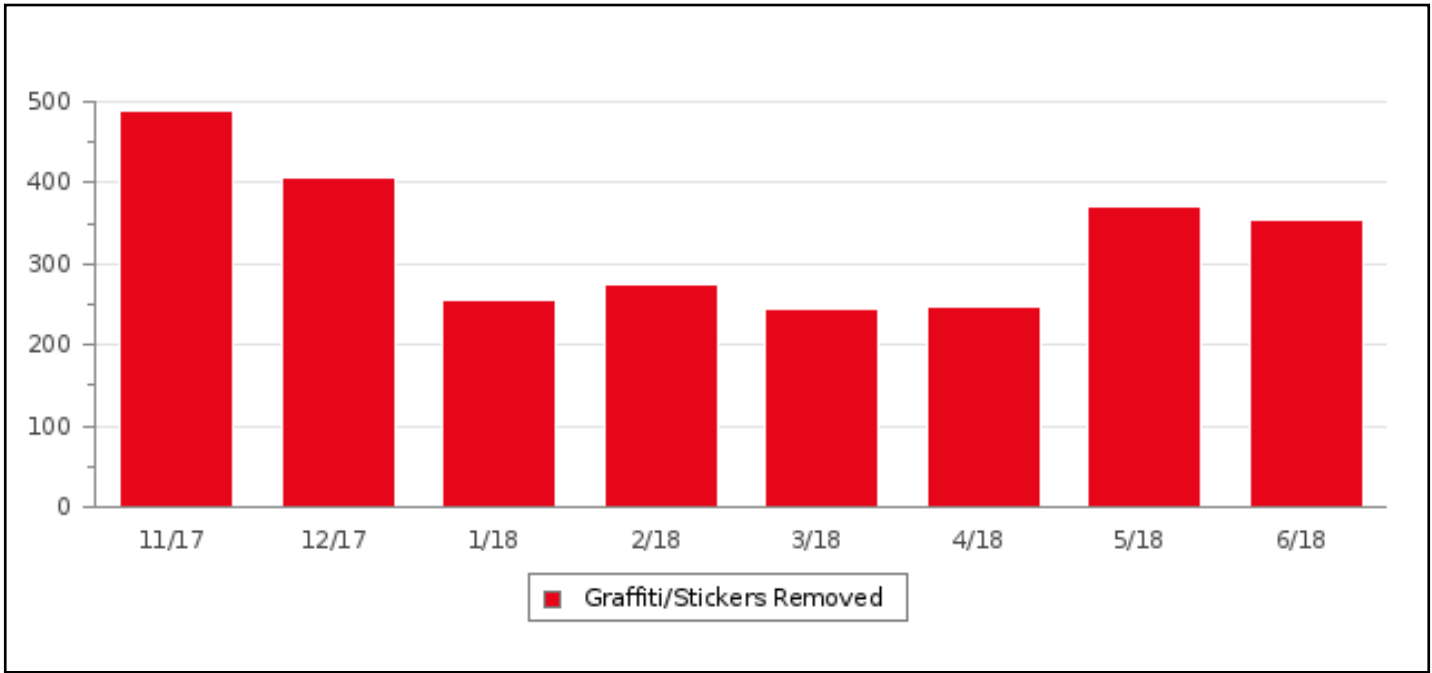
Ambassadors will continue to maintain as clean of a district as possible.

# Cleaning Statistics

November 2017 through June 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	164	157	--	--	--	--	--	--	891
Billy Goat Hours	'17	--	--	--	--	--	--	--	--	--	--	24	17.5	41.5
	'18	8.5	2.5	1	4	--	10	--	--	--	--	--	--	26
Garbage Cans Cleaned	'17	--	--	--	--	--	--	--	--	--	--	23	63	86
	'18	87	88	44	26	26	58	--	--	--	--	--	--	329
Graffiti/Stickers Removed	'17	--	--	--	--	--	--	--	--	--	--	489	405	894
	'18	255	275	235	255	353	372	--	--	--	--	--	--	1745
Hazardous Waste Clean-up (human)	'17	--	--	--	--	--	--	--	--	--	--	3	27	30
	'18	30	27	53	8	25	26	--	--	--	--	--	--	169
Hazardous Waste Clean-up (pet)	'17	--	--	--	--	--	--	--	--	--	--	5	159	164
	'18	159	152	68	38	41	48	--	--	--	--	--	--	506
Leaf Blower Hours	'17	--	--	--	--	--	--	--	--	--	--	--	15	15
	'18	13.75	13	14	3	3	6	--	--	--	--	--	--	52.75
Power Washing (hours)	'18	47	97	41	3	9	15	--	--	--	--	--	--	212
Public Fixture / Furniture Painted	'18	--	10	--	--	1	--	--	--	--	--	--	--	11
Sharps Clean Up	'17	--	--	--	--	--	--	--	--	--	--	1	8	9
	'18	6	506	13	16	19	4	--	--	--	--	--	--	564
Shopping Carts	'17	--	--	--	--	--	--	--	--	--	--	2	8	10
	'18	14	9	6	5	7	9	--	--	--	--	--	--	50
Special Project (hours)	'17	--	--	--	--	--	--	--	--	--	--	--	22	22
	'18	4	2	14	23	64.5	51	--	--	--	--	--	--	158.5
Spill - Clean Up	'17	--	--	--	--	--	--	--	--	--	--	24	111	135
	'18	192	116	135	80	168	218	--	--	--	--	--	--	909
Storm Drains Cleaned	'17	--	--	--	--	--	--	--	--	--	--	3	17	20
	'18	64	2	8	13	14	7	--	--	--	--	--	--	108
Street Furniture Cleaned	'17	--	--	--	--	--	--	--	--	--	--	4	31	35
	'18	47	119	31	9	31	168	--	--	--	--	--	--	405
Tree Wells Cleaned	'17	--	--	--	--	--	--	--	--	--	--	26	22	48
	'18	8	85	14	64	95	134	--	--	--	--	--	--	400
Weed Removal	'18	13	139	31	34	253	241	--	--	--	--	--	--	711

**Graffiti/Stickers Removed -- November 2017 through June 2018**



# Safety Highlights

## Accomplishments

### Safety Day

Ambassadors kicked off the month with an annual company safety meeting that covered a wide range of topics to keep safety in the forefront of their minds.

### Dispatch Training

The operations manager observed police and fire dispatch to become more familiar with the city demand and prioritization.

### Sit-Lie Voluntary Compliance

Ambassadors maintained their second month in a row with a record breaking compliance rate of 80 percent. To date, the Ambassadors' cumulative rate averages 71 percent compliance.

Additionally, the frequency of occurrences in which contact needed to be made has also decreased to an all time low for the second month in a row.

## Field Observations

### Average Street Population Count: 35.8

The five week average for June increased by an average of 5.8 people.

### Panhandling

Aggressive panhandling has decreased since last month while passive panhandling has increased.

Of all the observed incidents since the program began, only twenty nine percent are aggressive in nature.

## Initiatives

Ambassadors will continue to encourage retailers to join the Chico Retail Watch group on Facebook in order to combat shoplifting through an active, community approach.



Ambassador Julio performs safety patrols via bicycle.

## QUICK VIEW

*Jun 01, 2018 -- Jun 30, 2018*

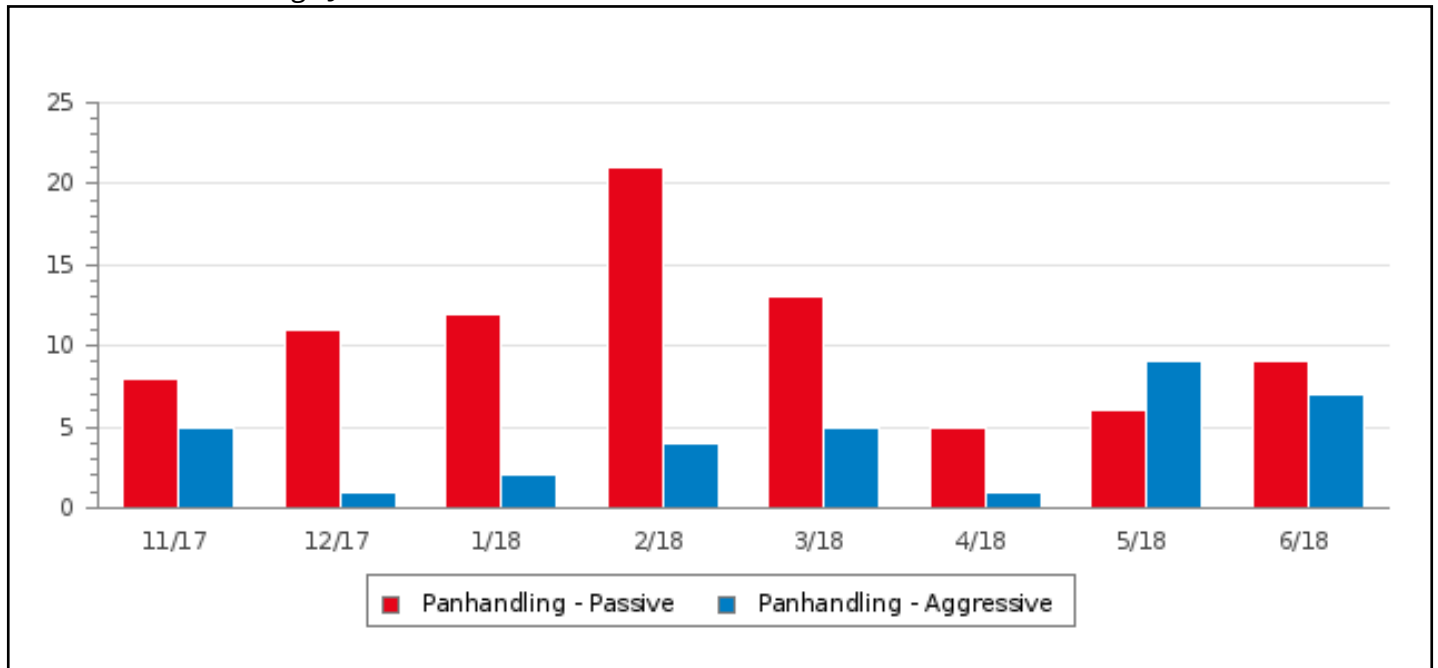
- 3** Assist Police/Fire Dept
- 197** Business Contact
- 6** Drunk and Disorderly
- 260** Homeless Contacts
- 7** Panhandling - Aggressive
- 9** Panhandling - Passive
- 107** Parking Garage Monitor
- 2** Resident Contact
- 17** Stand/Sit/Lie Violation - Complied
- 4** Stand/Sit/Lie Violation - Non-Compliant

# Safety Statistics

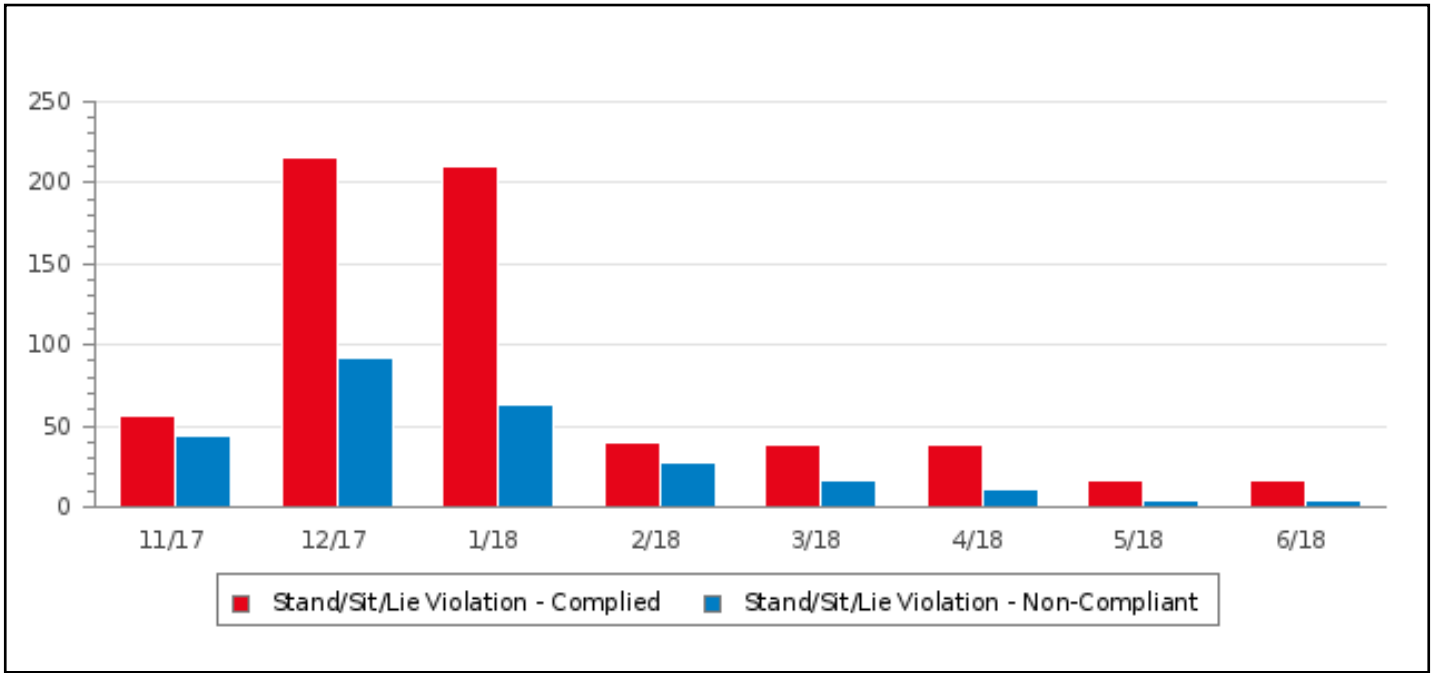
November 2017 through June 2018

		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	--	5	3	--	--	--	--	--	--	12
Business Contact	'17	--	--	--	--	--	--	--	--	--	--	138	647	785
	'18	440	124	375	285	181	197	--	--	--	--	--	--	1602
Drunk and Disorderly	'17	--	--	--	--	--	--	--	--	--	--	--	3	3
	'18	1	14	55	7	7	6	--	--	--	--	--	--	90
Homeless Contacts	'17	--	--	--	--	--	--	--	--	--	--	264	833	1097
	'18	499	325	349	238	199	260	--	--	--	--	--	--	1870
Panhandling - Aggressive	'17	--	--	--	--	--	--	--	--	--	--	5	1	6
	'18	2	4	5	1	9	7	--	--	--	--	--	--	28
Panhandling - Passive	'17	--	--	--	--	--	--	--	--	--	--	8	11	19
	'18	12	21	13	5	6	9	--	--	--	--	--	--	66
Parking Garage Monitor	'17	--	--	--	--	--	--	--	--	--	--	69	281	350
	'18	215	194	164	95	112	107	--	--	--	--	--	--	887
Resident Contact	'18	--	7	7	7	4	2	--	--	--	--	--	--	27
Stand/Sit/Lie Violation - Complied	'17	--	--	--	--	--	--	--	--	--	--	51	220	271
	'18	210	40	39	38	17	17	--	--	--	--	--	--	361
Stand/Sit/Lie Violation - Non-Compliant	'17	--	--	--	--	--	--	--	--	--	--	44	92	136
	'18	63	27	16	11	4	4	--	--	--	--	--	--	125

November 2017 through June 2018



November 2017 through June 2018





# Hospitality Highlights

## Accomplishments

### Chico First Children's Day

Ambassadors provided pre- and post-event cleanup at Children's Park and Ringal Park for the Chico First organization, as well as interaction with the children to discuss the role of downtown ambassadors.

## Field Observations

### Hospitality Assistance

Ambassador performance continues to be satisfactory despite the demand of cleaning and safety duties.

## Initiatives

Ambassadors will continue to make hospitality happen and strive for a record breaking month.



Ambassador Jason performs as Master of Ceremonies for Friday Night Concerts.

## QUICK VIEW

*Jun 01, 2018 -- Jun 30, 2018*

**424** Hospitality Assistance

**34** Hospitality Escort

**45** Motorist Assist

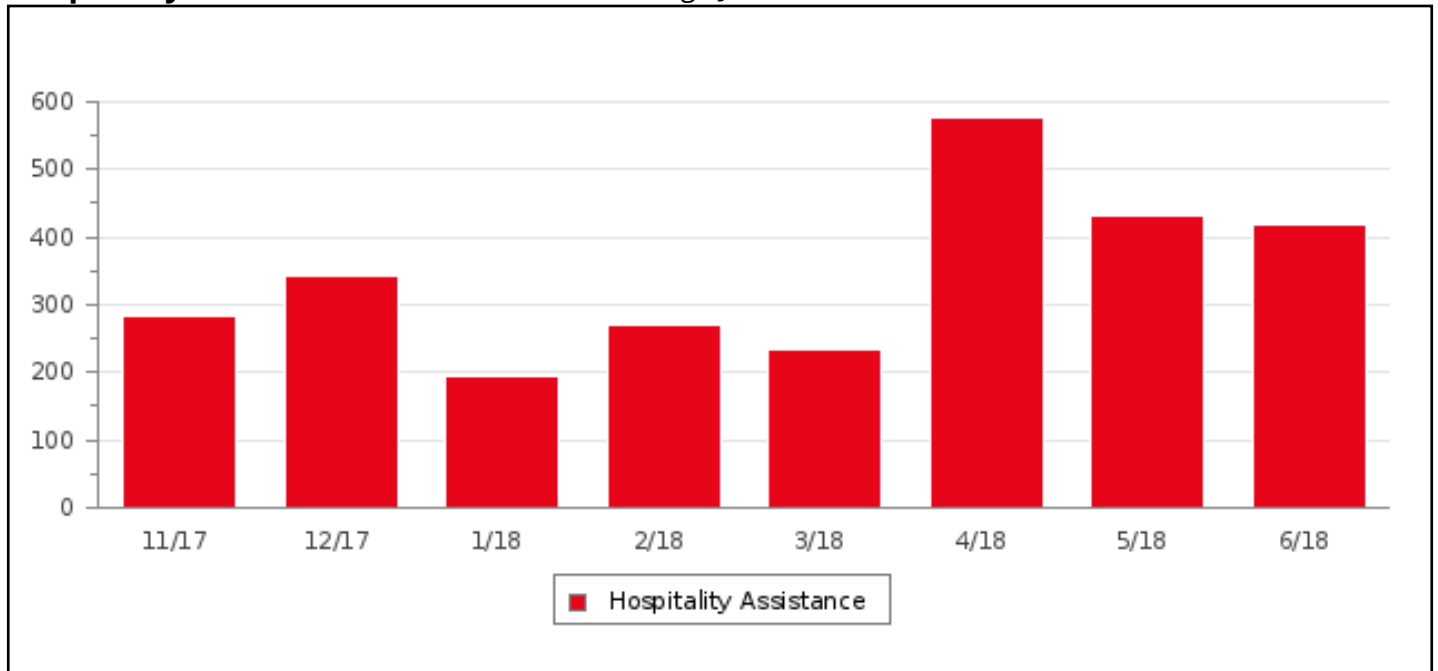
**0** Umbrella Escorts

# Hospitality Statistics

November 2017 through June 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	426	424	--	--	--	--	--	--	2126
Hospitality Escort	'17	--	--	--	--	--	--	--	--	--	--	8	24	32
	'18	14	8	10	28	108	34	--	--	--	--	--	--	202
Motorist Assist	'17	--	--	--	--	--	--	--	--	--	--	3	6	9
	'18	7	9	5	19	19	45	--	--	--	--	--	--	104
Umbrella Escorts	'17	--	--	--	--	--	--	--	--	--	--	10	--	10
	'18	59	8	40	9	--	--	--	--	--	--	--	--	116

Hospitality Assistance -- November 2017 through June 2018



## Heat Maps









## Before & After









