



# **MARCH 2018**

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

**Josh Pitts**

**Operations Manager**



# Cleaning Highlights

## Accomplishments

### Flood Prevention

Thanks to prior storm drain maintenance by the Ambassadors, there were only three incidents in which backed up drains required immediate attention. Ambassadors coordinated with the Department of Public Works and had all three drains fixed within ten minutes after being reported.

### Cats in the Community

Fourteen Chico State volunteers provided two hours of community service to our organization that resulted in 8 bags (~200 lbs) of trash, litter and debris being collected from the transit center, Lost Park and the plaza.

### Pressure Washing

This service is now being provided in an on-demand capacity only for duration of the market season.

The following types may call the Ambassador hotline to have a maintenance request submitted: Property or business owner, city official or PBID board member.

Once a request is submitted, it will be added to a queue and we will attempt to provide service in a timely manner.

Ambassadors will most likely continue pressure washing only on Fridays following the market. This window of service will be limited to spills in the market area and plaza, as well as the forementioned maintenance requests.

### Thursday Night Market Preparation

The entire Ambassador crew attended a meeting to prepare for the upcoming market season.

### Maintenance Request Counts

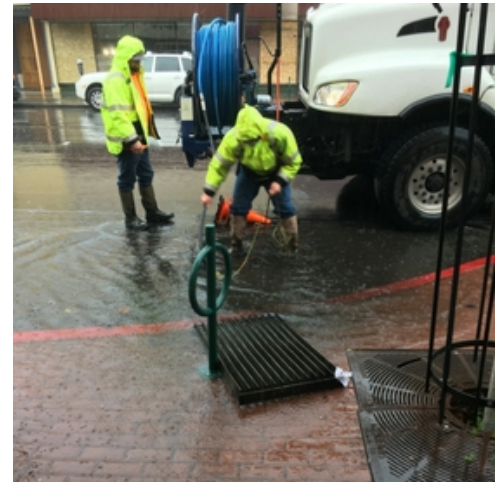
Ambassadors submitted and performed fifty (50) requests for maintenance, less than half of the previous month.

Abandoned Bike Lock: 1

Additional Detailed Cleaning: 6

City Maintenance: 5

Curb Repair: 1



Ambassadors quickly identified and reported blocked storm drains to Public Works.



Ambassadors clean The Graduate property for the third time in four months. It was recently purchased and we have new owner contact details.



Ambassador removes a tire put on the Hands statuary as a ring. Morning vandalism coincidentally follows a Sunday night Homeless

Graffiti - Large: 16

Homeless debris/clothing removal: 1

Landscaping / Trees: 2

Pressure Washing: 2

Special Project - Clean: 1

Sticker Removal: 11

## Field Observations

Ambassadors were very busy this month with upkeep in the district, which looks the best it has since the program began.

Lack of enforcement for littering continues to impact the overall condition of the plaza, popular smoking areas and hotspots such as the Transit Center and parking lots.

When it rains, street population have been observed more frequently attempting to eliminate in public areas such as the elevators in the parking garage.

Overall, cleaning continues to be an area in which demand exceeds supply. Planning initiatives, such as Cats in the Community, will be vital to maintaining cleanliness throughout the district, particularly when duties like weed removal receive more of ambassador attention that is diverted from time spent picking up litter or performing other essential duties.

## Initiatives

### Landscaping & Weed Removal

Ambassadors added mowing this month (see Before After Pictures) and will continue to remove weeds from many tree wells and city sidewalks as able.

When the public sees overgrowth being maintained, it has a positive impact on the perception of safety.

Feeding at the same location.

## QUICK VIEW

Mar 01, 2018 -- Mar 31, 2018

- 130** Bags of Trash & Leaves
- 1** Billy Goat Hours
- 44** Garbage Cans Cleaned
- 235** Graffiti/Stickers Removed
- 53** Hazardous Waste Clean-up (human)
- 68** Hazardous Waste Clean-up (pet)
- 14** Leaf Blower Hours
- 41** Power Washing (hours)
- 0** Public Fixture / Furniture Painted
- 13** Sharps Clean Up
- 6** Shopping Carts
- 14** Special Project (hours)
- 135** Spill - Clean Up
- 8** Storm Drains Cleaned
- 31** Street Furniture Cleaned
- 14** Tree Wells Cleaned
- 31** Weed Removal

# Cleaning Statistics

November 2017 through March 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	--	--	--	--	--	--	--	--	--	467
Billy Goat Hours	'17	--	--	--	--	--	--	--	--	--	--	24	17.5	41.5
	'18	8.5	2.5	1	--	--	--	--	--	--	--	--	--	12
Garbage Cans Cleaned	'17	--	--	--	--	--	--	--	--	--	--	23	63	86
	'18	87	88	44	--	--	--	--	--	--	--	--	--	219
Graffiti/Stickers Removed	'17	--	--	--	--	--	--	--	--	--	--	489	405	894
	'18	255	275	235	--	--	--	--	--	--	--	--	--	765
Hazardous Waste Clean-up (human)	'17	--	--	--	--	--	--	--	--	--	--	3	27	30
	'18	30	27	53	--	--	--	--	--	--	--	--	--	110
Hazardous Waste Clean-up (pet)	'17	--	--	--	--	--	--	--	--	--	--	5	159	164
	'18	159	152	68	--	--	--	--	--	--	--	--	--	379
Leaf Blower Hours	'17	--	--	--	--	--	--	--	--	--	--	--	15	15
	'18	13.75	13	14	--	--	--	--	--	--	--	--	--	40.75
Power Washing (hours)	'18	47	97	41	--	--	--	--	--	--	--	--	--	185
Public Fixture / Furniture Painted	'18	--	10	--	--	--	--	--	--	--	--	--	--	10
Sharps Clean Up	'17	--	--	--	--	--	--	--	--	--	--	1	8	9
	'18	6	506	13	--	--	--	--	--	--	--	--	--	525
Shopping Carts	'17	--	--	--	--	--	--	--	--	--	--	2	8	10
	'18	14	9	6	--	--	--	--	--	--	--	--	--	29
Special Project (hours)	'17	--	--	--	--	--	--	--	--	--	--	--	22	22
	'18	4	2	14	--	--	--	--	--	--	--	--	--	20
Spill - Clean Up	'17	--	--	--	--	--	--	--	--	--	--	24	111	135
	'18	192	116	135	--	--	--	--	--	--	--	--	--	443
Storm Drains Cleaned	'17	--	--	--	--	--	--	--	--	--	--	3	17	20
	'18	64	2	8	--	--	--	--	--	--	--	--	--	74
Street Furniture Cleaned	'17	--	--	--	--	--	--	--	--	--	--	4	31	35
	'18	47	119	31	--	--	--	--	--	--	--	--	--	197
Tree Wells Cleaned	'17	--	--	--	--	--	--	--	--	--	--	26	22	48
	'18	8	85	14	--	--	--	--	--	--	--	--	--	107
Weed Removal	'18	13	139	31	--	--	--	--	--	--	--	--	--	183

# Safety Highlights

## Accomplishments

### Top 10 Persons of Interest

Thanks to collaboration with the Target Team, *six out of ten* people submitted were removed from the district and either arrested or taken for mental health services. As of April 1st, none of the six individuals have been seen downtown again.

### Training Day

Ambassadors attended Crisis Intervention Training at the Chico Police Department to expand their skills when interacting with the street population. Afterward, Ambassadors performed practical field training exercises to reinforce what they learned and also toured the Jesus Center.

### Hotline Stickers

Stickers containing the Ambassador hotline phone number have been distributed to majority of the businesses within the district. Also distributed were posters promoting the Thursday Night Market.

### Homeless Feedings Monitor

Ambassadors observed and reported what took place during all of the homeless feedings throughout each Sunday of March and on April 1st.

### Shoplifting Deterrence

All it took was a person simply calling the Ambassador hotline, aloud from inside their retail store, for one shoplifter to get spooked away from Rouse & Revolt.

The Operations Manager also attended a Chico Chamber Retail Watch group meeting regarding shoplifting and the trespass authorization form criteria for Chico Police.

## Field Observations

### Average Street Population Count: 29.2

The five week average for March has decreased overall by 5.3 people, down from 34.5 people in February and 36.5 in January.

## Initiatives

**See Something? Say Something!**



Operations Manager deters a vandalism in progress on St. Patrick's Day and Chico Police apprehend the suspect.

## QUICK VIEW

Mar 01, 2018 -- Mar 31, 2018

- 1** Assist Police/Fire Dept
- 375** Business Contact
- 55** Drunk and Disorderly
- 349** Homeless Contacts
- 5** Panhandling - Aggressive
- 13** Panhandling - Passive
- 164** Parking Garage Monitor
- 7** Resident Contact
- 39** Stand/Sit/Lie Violation - Complied
- 16** Stand/Sit/Lie Violation - Non-Compliant

Thursday Night Market will provide an opportunity for Ambassadors to make contact with businesses, the Target Team, Volunteers In Police (VIPs), barricade monitor volunteers and the community itself so that it can expand program awareness and strengthen safety relations.

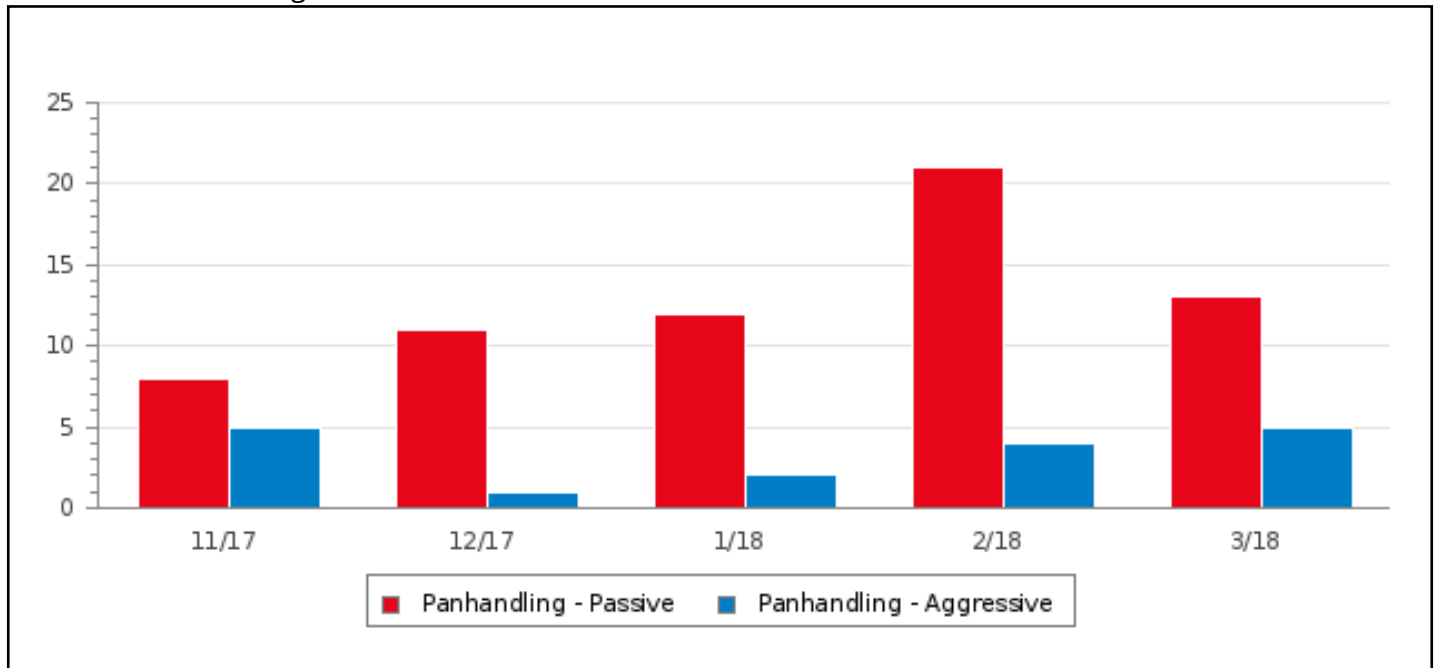


# Safety Statistics

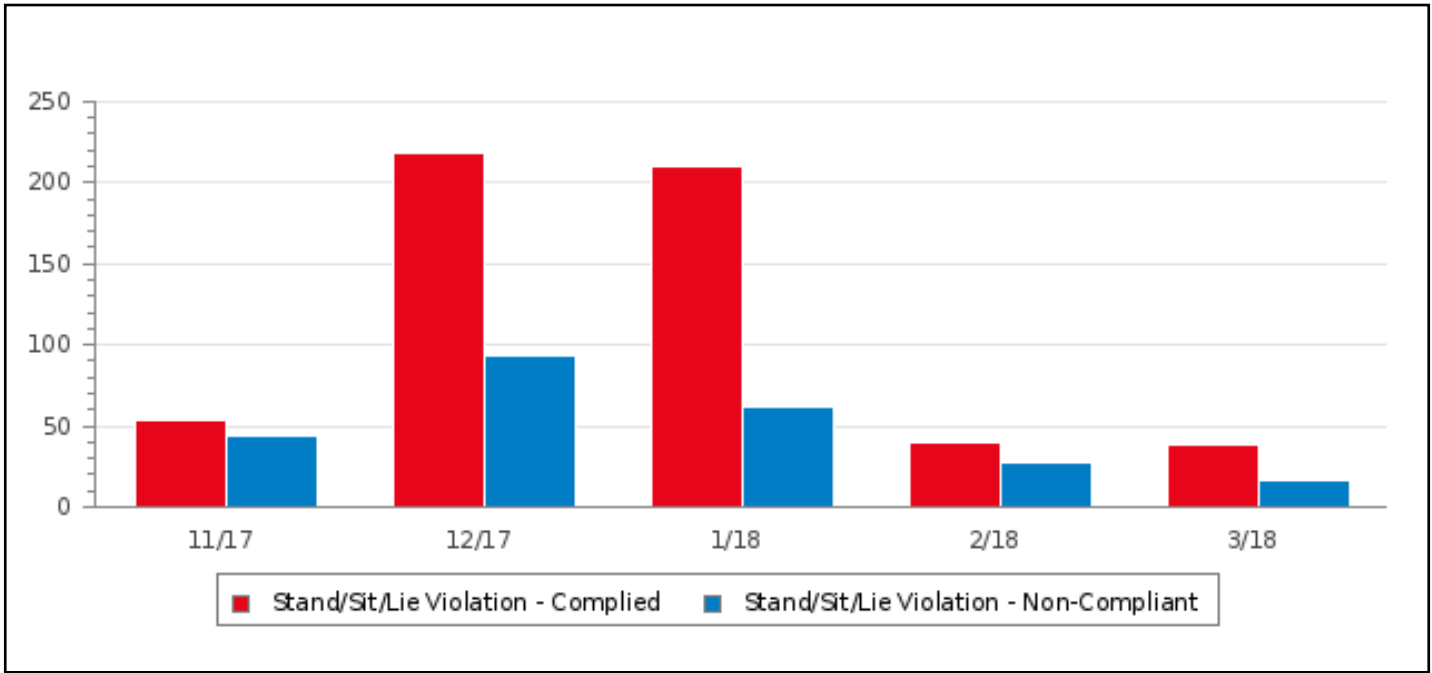
November 2017 through March 2018

		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 March 2018



November 2017 through March 2018





# Hospitality Highlights

## Accomplishments

Ambassadors continue to provide a consistent effort in creating opportunities for Hospitality Assistance.

## Field Observations

With warmer weather approaching, it is going to be critical that Ambassadors continue to engage the public at every possible opportunity.

## Initiatives

The spring and summer event season will provide Ambassadors with many opportunities to provide Hospitality Assistance. Ambassadors will be taking full advantage and we can expect to see a dramatic increase to this statistic.



Ambassadors Robert (left) and Jason provide hospitality at the Transit Center.

## QUICK VIEW

*Mar 01, 2018 -- Mar 31, 2018*

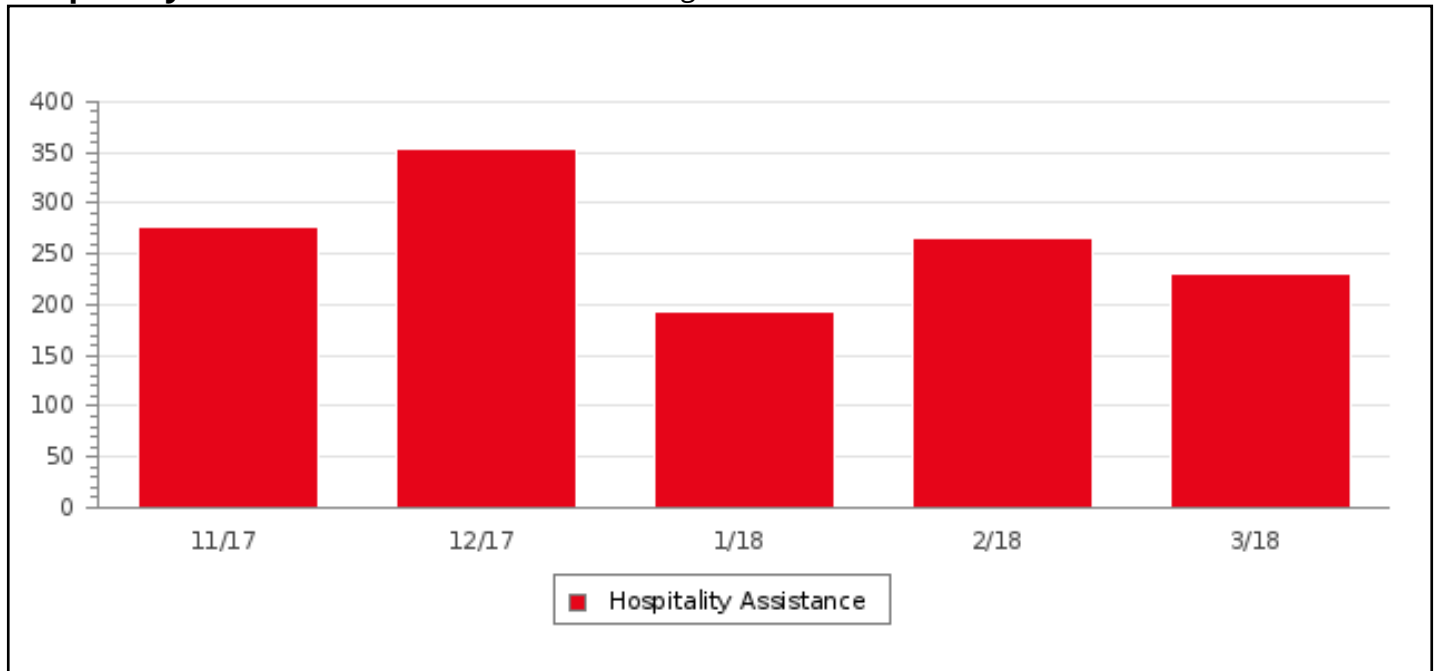
- 230** Hospitality Assistance
- 10** Hospitality Escort
- 5** Motorist Assist
- 40** Umbrella Escorts

# Hospitality Statistics

November 2017 through March 2018

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Hospitality Assistance	'17	--	--	--	--	--	--	--	--	--	--	261	364	625
	'18	195	269	230	--	--	--	--	--	--	--	--	--	694
Hospitality Escort	'17	--	--	--	--	--	--	--	--	--	--	8	24	32
	'18	14	8	10	--	--	--	--	--	--	--	--	--	32
Motorist Assist	'17	--	--	--	--	--	--	--	--	--	--	3	6	9
	'18	7	9	5	--	--	--	--	--	--	--	--	--	21
Umbrella Escorts	'17	--	--	--	--	--	--	--	--	--	--	10	--	10
	'18	59	8	40	--	--	--	--	--	--	--	--	--	107

**Hospitality Assistance** -- November 2017 through March 2018



# BEFORE AFTER PICTURES































