



JULY 2018

DOWNTOWN CHICO PROPERTY BASED IMPROVEMENT DISTRICT (PBID)

Josh Pitts

Operations Manager



Cleaning Highlights

Accomplishments

Increased Statistics

Ambassadors made a clear effort to wipe down street furniture, clean tree wells and remove weeds.

Graffiti, stickers and handbills are being taken down as fast as they are being put up, typically within a day.

Field Observations

Plaza

It is important that a community effort continue to keep this area maintained. Ambassadors, city workers and the Sheriff's crew all play an integral role.

Graffiti in the plaza has increased and Ambassadors are working with Public Works to prosecute individuals responsible.

The Graduate

The district's biggest eye sore is scheduled for demolition this fall and will be turned into a high rise apartment complex.

Maintenance Request Count

Ambassadors submitted and performed 137 requests for maintenance.

Abandoned Bike/Lock: 1

Additional Detailed Cleaning: 10

City Maintenance: 12

Dead Animal: 3

Graffiti - Large: 71

Homeless -debris/clothing removal: 1

Landscaping / Trees: 6

Other: 3

Pressure Washing: 17

Signage: 3

Special Project - Clean: 2



Ambassadors in Training received a crash course on graffiti removal.

QUICK VIEW

Jul 01, 2018 -- Jul 31, 2018

- 154** Bags of Trash & Leaves
- 1** Billy Goat Hours
- 135** Garbage Cans Cleaned
- 361** Graffiti/Stickers Removed
- 38** Hazardous Waste Clean-up (human)
- 69** Hazardous Waste Clean-up (pet)
- 5** Leaf Blower Hours
- 7** Power Washing (hours)
- 0** Public Fixture / Furniture Painted
- 6** Sharps Clean Up
- 13** Shopping Carts
- 0** Special Project (hours)
- 213** Spill - Clean Up
- 0** Storm Drains Cleaned
- 295** Street Furniture Cleaned
- 172** Tree Wells Cleaned
- 441** Weed Removal

Sticker Removal: 6

Storm Drain Cleaning: 1

Tree Grate: 1

Manager Notes

Smart Kiosks

It is recommended that waste bins be installed near them. Public Works is also looking into a software change for optional receipts in order to reduce waste produced.

Cigarette Receptacles

It is recommended that waste bins be installed near them. Public Works will circle back to this issue at our next meeting.

Initiatives

Ongoing

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

Upcoming

Storm Drain cleaning is on the calendar for late September and throughout October.

New

Special Projects

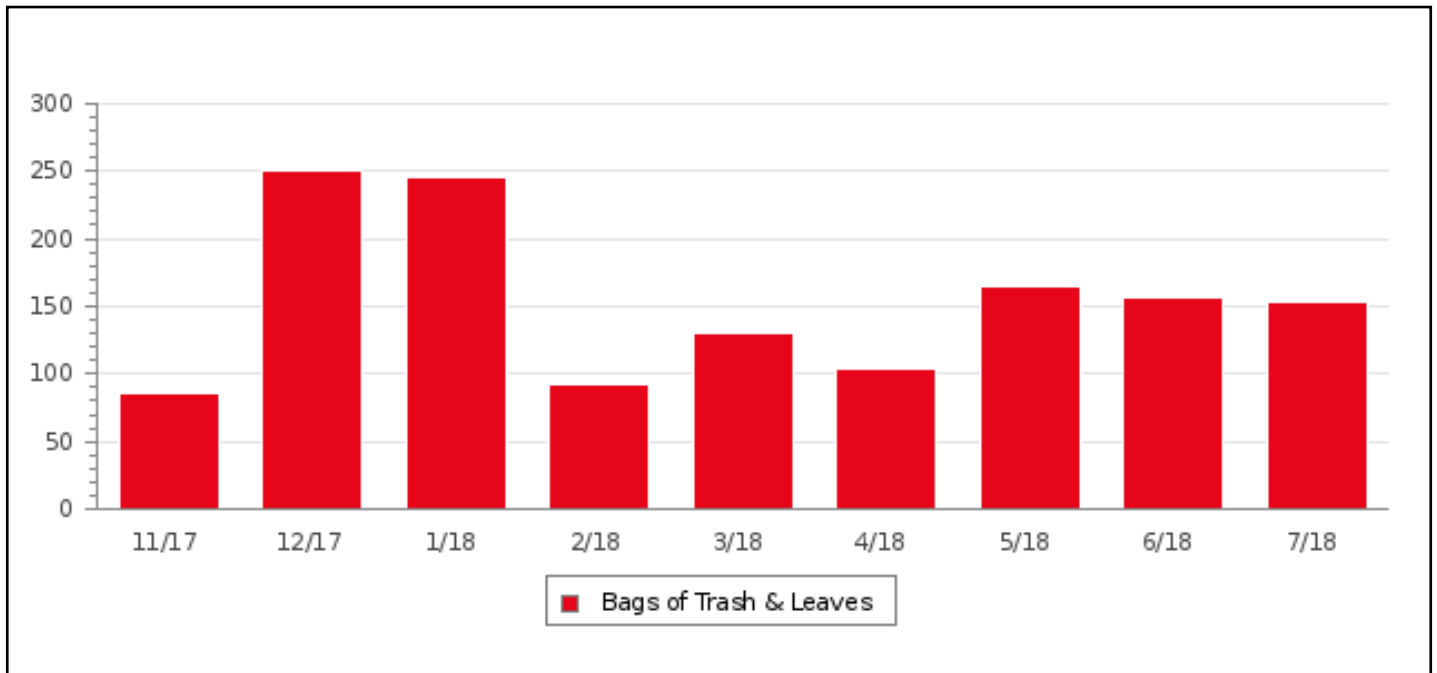
Ambassadors may be painting light poles soon and completing other special projects within the district, such as replacing bark in tree wells and removing tree cages that pose a hazard to pedestrian safety.

Cleaning Statistics

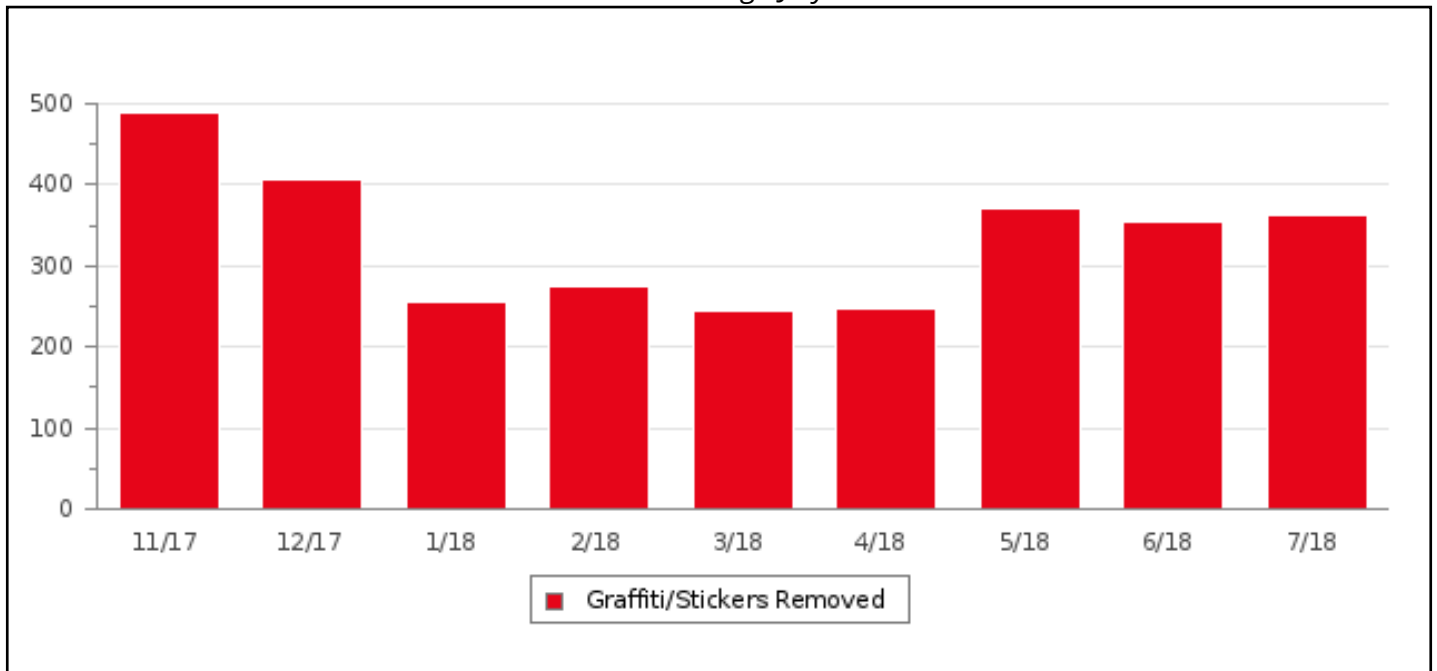
November 2017 through July 2018

| | | 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 | 154 | -- | -- | -- | -- | -- | 1045 |
| Billy Goat Hours | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 24 | 17.5 | 41.5 |
| | '18 | 8.5 | 2.5 | 1 | 4 | -- | 10 | 1 | -- | -- | -- | -- | -- | 27 |
| Garbage Cans Cleaned | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 23 | 63 | 86 |
| | '18 | 87 | 88 | 44 | 26 | 26 | 58 | 135 | -- | -- | -- | -- | -- | 464 |
| Graffiti/Stickers Removed | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 489 | 405 | 894 |
| | '18 | 255 | 275 | 235 | 255 | 353 | 372 | 361 | -- | -- | -- | -- | -- | 2106 |
| Hazardous Waste Clean-up (human) | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 3 | 27 | 30 |
| | '18 | 30 | 27 | 53 | 8 | 25 | 26 | 38 | -- | -- | -- | -- | -- | 207 |
| Hazardous Waste Clean-up (pet) | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 5 | 159 | 164 |
| | '18 | 159 | 152 | 68 | 38 | 41 | 48 | 69 | -- | -- | -- | -- | -- | 575 |
| Leaf Blower Hours | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 15 | 15 |
| | '18 | 13.75 | 13 | 14 | 3 | 3 | 6 | 5 | -- | -- | -- | -- | -- | 57.75 |
| Power Washing (hours) | '18 | 47 | 97 | 41 | 3 | 9 | 15 | 7 | -- | -- | -- | -- | -- | 219 |
| Public Fixture / Furniture Painted | '18 | -- | 10 | -- | -- | 1 | -- | -- | -- | -- | -- | -- | -- | 11 |
| Sharps Clean Up | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 1 | 8 | 9 |
| | '18 | 6 | 506 | 13 | 16 | 19 | 4 | 6 | -- | -- | -- | -- | -- | 570 |
| Shopping Carts | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 2 | 8 | 10 |
| | '18 | 14 | 9 | 6 | 5 | 7 | 9 | 13 | -- | -- | -- | -- | -- | 63 |
| 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 | 213 | -- | -- | -- | -- | -- | 1122 |
| 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 | 295 | -- | -- | -- | -- | -- | 700 |
| Tree Wells Cleaned | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 26 | 22 | 48 |
| | '18 | 8 | 85 | 14 | 64 | 95 | 134 | 172 | -- | -- | -- | -- | -- | 572 |
| Weed Removal | '18 | 13 | 139 | 31 | 34 | 253 | 241 | 441 | -- | -- | -- | -- | -- | 1152 |

Bags of Trash & Leaves -- November 2017 through July 2018



Graffiti/Stickers Removed -- November 2017 through July 2018



Safety Highlights

Accomplishments

Shoplifting

Ambassadors had several incidents in July for which they were able to successfully deter shoplifters thanks to their quick response and professional conduct.

Calls for Service from Rouse & Revolt, as well as other retailers such as Salvation Army, have become more frequent.

Ambassador Story

"I helped a lady who was not wearing any pants and got her out of the public view. It turns out she escaped from the hospital. I was able to calm her down and get her back to the hospital voluntarily. Later I heard she was in Fremont getting the mental healthcare that she needed." -Ambassador Dustin Wayne

Field Observations

Street Population Relations

The bond between street population and Ambassadors has improved significantly to the point where street population are assisting Ambassadors with cleanup and disputes among other population members.

However, new faces each week present a constant challenge when acclimating them to the rules and expectations of downtown.

Average Street Population Count: 39.5

The four week average for July increased by an average of 3.7 people.

Initiatives

Ongoing

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.

New

Ambassadors will be encouraged to make contact with new faces of the homeless and transient populations in order to educate them on the roles of Ambassadors.



Ambassador Robert deescalates a dispute among the street population.

QUICK VIEW

Jul 01, 2018 -- Jul 31, 2018

3 Assist Police/Fire Dept

137 Business Contact

5 Drunk and Disorderly

211 Homeless Contacts

8 Panhandling - Aggressive

6 Panhandling - Passive

94 Parking Garage Monitor

4 Resident Contact

11 Stand/Sit/Lie Violation - Complied

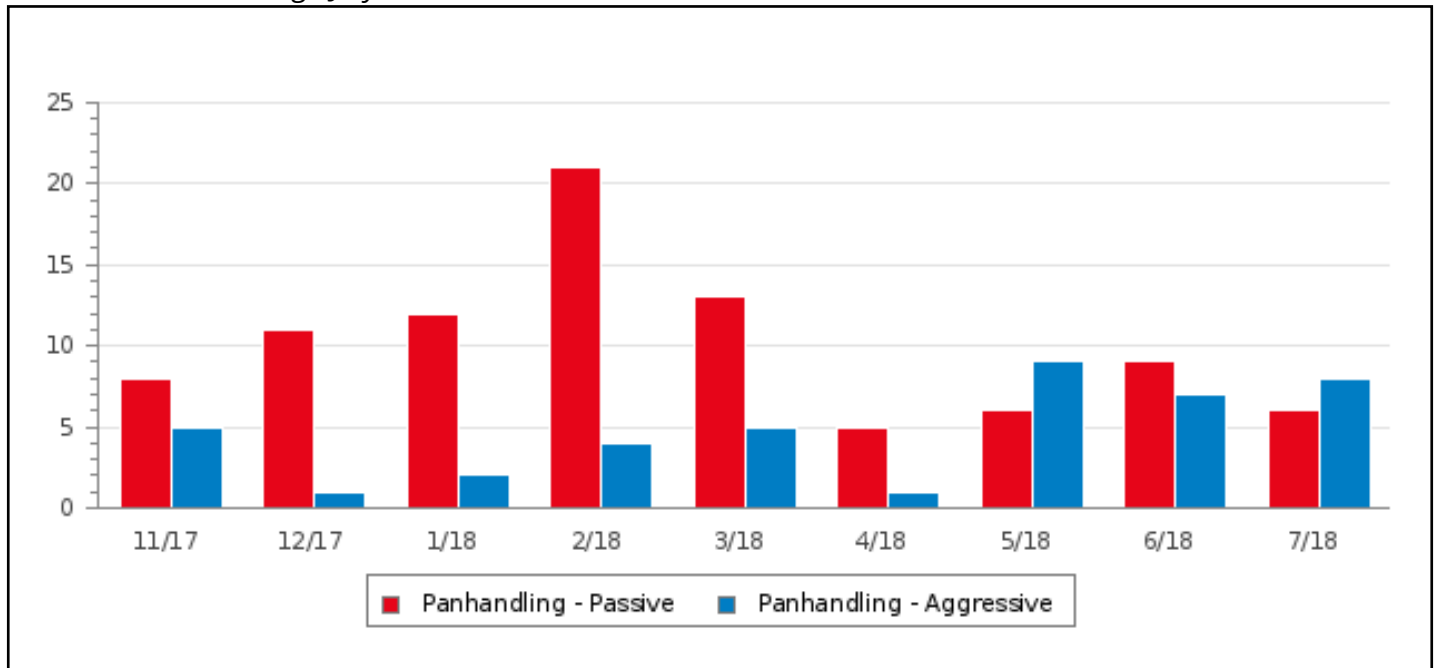
5 Stand/Sit/Lie Violation - Non-Compliant

Safety Statistics

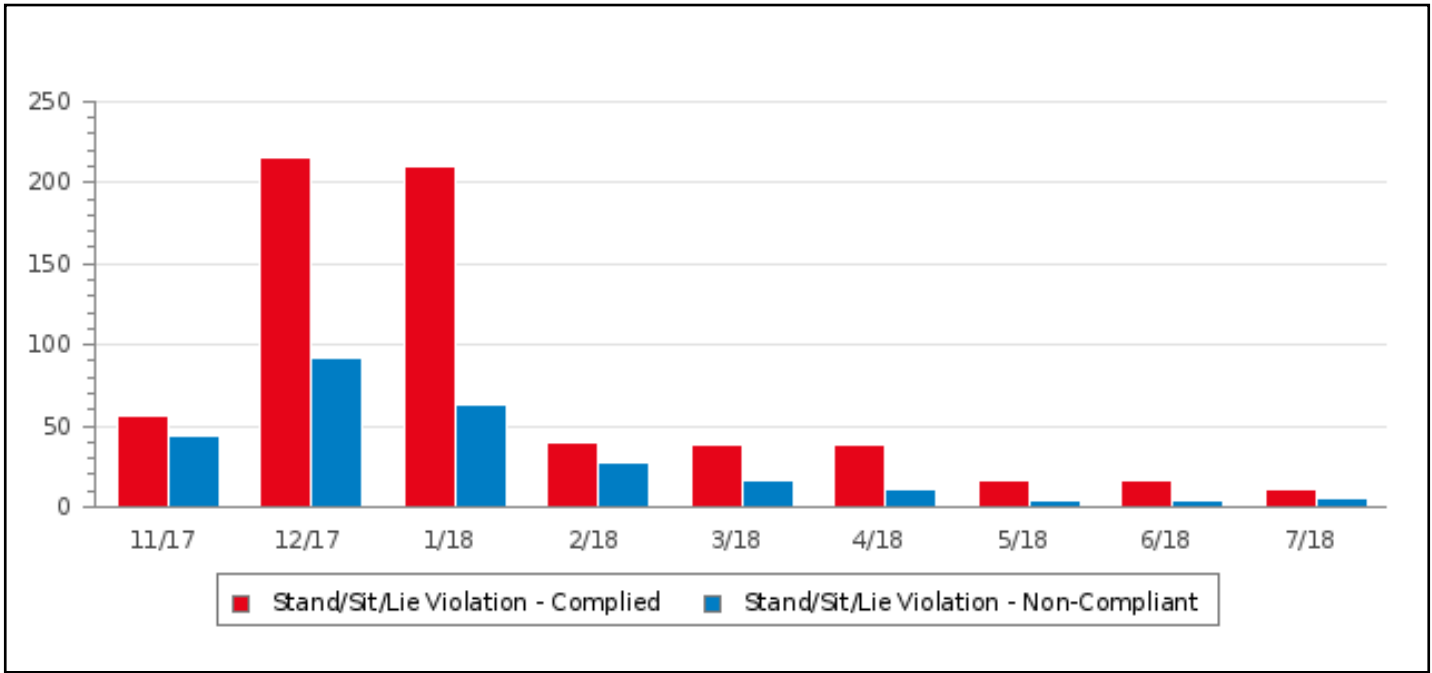
November 2017 through July 2018

| | | 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 | 3 | -- | -- | -- | -- | -- | 15 |
| Business Contact | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 138 | 647 | 785 |
| | '18 | 440 | 124 | 375 | 285 | 181 | 197 | 137 | -- | -- | -- | -- | -- | 1739 |
| Drunk and Disorderly | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 3 | 3 |
| | '18 | 1 | 14 | 55 | 7 | 7 | 6 | 5 | -- | -- | -- | -- | -- | 95 |
| Homeless Contacts | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 264 | 833 | 1097 |
| | '18 | 499 | 325 | 349 | 238 | 199 | 260 | 211 | -- | -- | -- | -- | -- | 2081 |
| Panhandling - Aggressive | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 5 | 1 | 6 |
| | '18 | 2 | 4 | 5 | 1 | 9 | 7 | 8 | -- | -- | -- | -- | -- | 36 |
| Panhandling - Passive | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 8 | 11 | 19 |
| | '18 | 12 | 21 | 13 | 5 | 6 | 9 | 6 | -- | -- | -- | -- | -- | 72 |
| Parking Garage Monitor | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 69 | 281 | 350 |
| | '18 | 215 | 194 | 164 | 95 | 112 | 107 | 94 | -- | -- | -- | -- | -- | 981 |
| Resident Contact | '18 | -- | 7 | 7 | 7 | 4 | 2 | 4 | -- | -- | -- | -- | -- | 31 |
| Stand/Sit/Lie Violation - Complied | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 51 | 220 | 271 |
| | '18 | 210 | 40 | 39 | 38 | 17 | 17 | 11 | -- | -- | -- | -- | -- | 372 |
| Stand/Sit/Lie Violation - Non-Compliant | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 44 | 92 | 136 |
| | '18 | 63 | 27 | 16 | 11 | 4 | 4 | 5 | -- | -- | -- | -- | -- | 130 |

November 2017 through July 2018



November 2017 through July 2018



Hospitality Highlights

Accomplishments

Hospitality Assistance

Increased from May and June.

Event Assistance

Ambassadors provided hospitality during Slice of Chico and safety patrols for sidewalk sales to deter shoplifting.

Ambassador Story

"I met a family from overseas whose son is to attend Chico State. I got the opportunity to tell them about our town, our team and direct them to a few of downtown's restaurants." -Ambassador Robert Rawlings

Field Observations

Manager Notes

Ambassadors are being approached more frequently by pedestrians for directions.

Ambassadors are making a consistent effort to acknowledge the public whenever possible.

Initiatives

Ongoing

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



Ambassador Jason gives out watermelon scented stickers to children during Slice of Chico.

QUICK VIEW

Jul 01, 2018 -- Jul 31, 2018

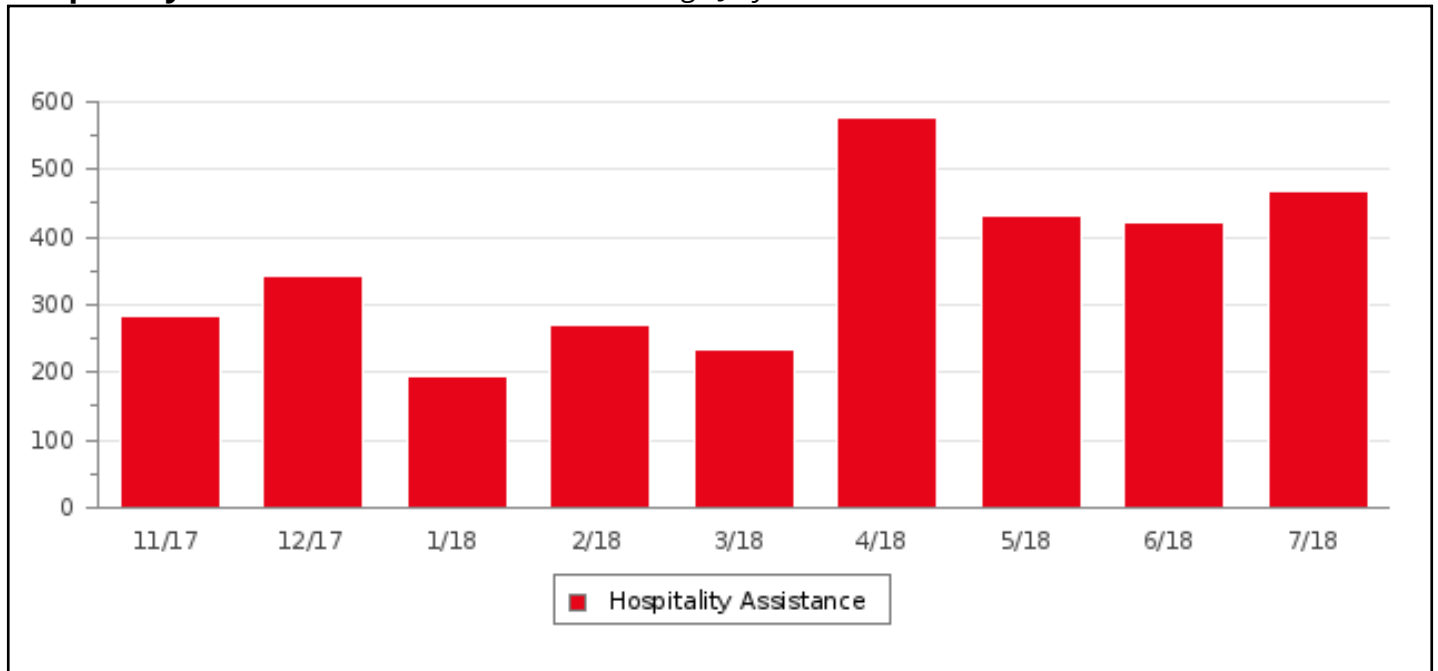
- 472** Hospitality Assistance
- 33** Hospitality Escort
- 12** Motorist Assist
- 0** Umbrella Escorts

Hospitality Statistics

November 2017 through July 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 | 472 | -- | -- | -- | -- | -- | 2598 |
| Hospitality Escort | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 8 | 24 | 32 |
| | '18 | 14 | 8 | 10 | 28 | 108 | 34 | 33 | -- | -- | -- | -- | -- | 235 |
| Motorist Assist | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 3 | 6 | 9 |
| | '18 | 7 | 9 | 5 | 19 | 19 | 45 | 12 | -- | -- | -- | -- | -- | 116 |
| Umbrella Escorts | '17 | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | 10 | -- | 10 |
| | '18 | 59 | 8 | 40 | 9 | -- | -- | -- | -- | -- | -- | -- | -- | 116 |

Hospitality Assistance -- November 2017 through July 2018



Before & After Pictures

























