



AUGUST 2018

DOWNTOWN CHICO PROPERTY BASED IMPROVEMENT DISTRICT (PBID)

Josh Pitts

Operations Manager



Cleaning Highlights

Accomplishments

Bags of Trash and Leaves

Ambassadors picked up more litter in August than any other months since January 2018.

Graffiti Removal

Ambassadors removed more graffiti and stickers in August than any other months since December 2017.

Weed Removal

Ambassadors walked the district with a backpack sprayer to eradicate weeds from sidewalks, curbs and tree wells.

Parking Garage

Ambassadors cleaned cobwebs off of the lights and fixtures in the parking garage with an extended reach pole in order to maintain proper lighting for safety.

Human Waste

Ambassadors removed nearly twice as much human waste this month as compared to any previous month since the program began. They averaged two cleanups per day and set a personal record for most in a day: Nine.

Shopping Carts

Ambassadors collected fifteen carts in August, more than any previous month.

Spills

Ambassadors cleaned up nearly 300 spills in August, more than any previous month.

Field Observations

Maintenance Request Counts

Ambassadors submitted and performed 135 requests for maintenance.

Additional Detailed Cleaning: 4

City Maintenance: 28

Elevator Issue: 1



Operations Manager cleans up vomit outside Work Truck Solutions.

Graffiti - Large: 82

Landscaping / Trees: 4

Other: 4

Pressure Washing: 8

Sticker Removal: 3

Tree Limbs: 1

Initiatives

Ongoing

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

Upcoming

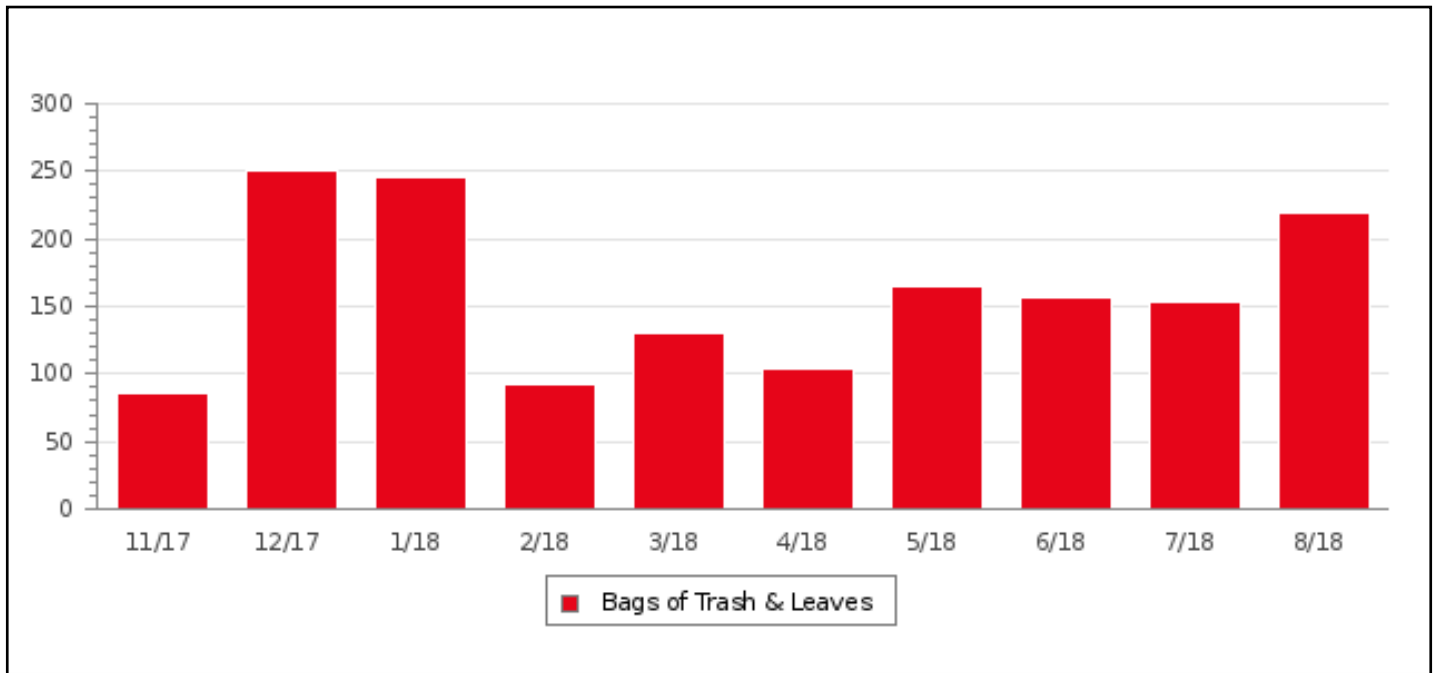
Storm Drain cleaning is on the calendar for October and November.

Cleaning Statistics

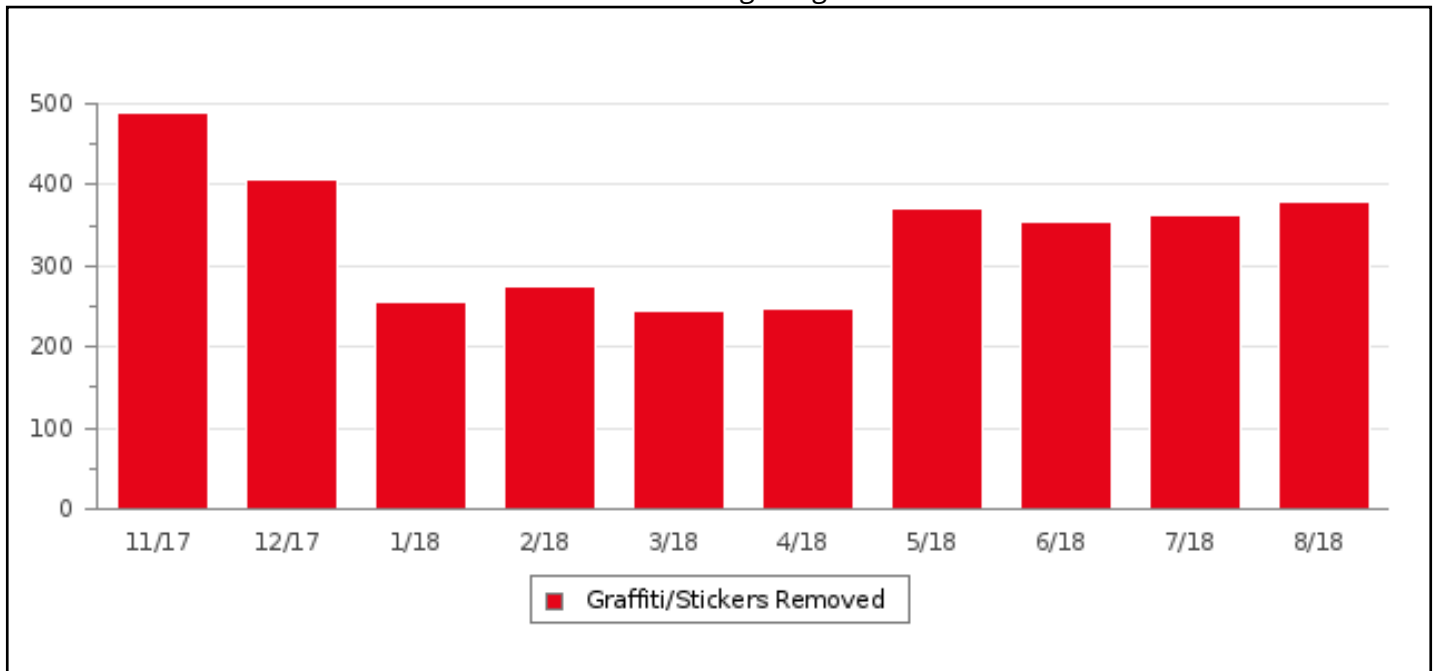
November 2017 through August 2018

		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	219	--	--	--	--	1264
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	121	--	--	--	--	585
Graffiti/Stickers Removed	'17	--	--	--	--	--	--	--	--	--	--	489	405	894
	'18	255	275	235	255	353	372	361	380	--	--	--	--	2486
Hazardous Waste Clean-up (human)	'17	--	--	--	--	--	--	--	--	--	--	3	27	30
	'18	30	27	53	8	25	26	38	59	--	--	--	--	266
Hazardous Waste Clean-up (pet)	'17	--	--	--	--	--	--	--	--	--	--	5	159	164
	'18	159	152	68	38	41	48	69	91	--	--	--	--	666
Leaf Blower Hours	'17	--	--	--	--	--	--	--	--	--	--	--	15	15
	'18	13.75	13	14	3	3	6	5	4	--	--	--	--	61.75
Power Washing (hours)	'18	47	97	41	3	9	15	7	5	--	--	--	--	224
Public Fixture / Furniture Painted	'18	--	10	--	--	1	--	--	--	--	--	--	--	11
Sharps Clean Up	'17	--	--	--	--	--	--	--	--	--	--	1	8	9
	'18	6	506	13	16	19	4	6	4	--	--	--	--	574
Shopping Carts	'17	--	--	--	--	--	--	--	--	--	--	2	8	10
	'18	14	9	6	5	7	9	13	15	--	--	--	--	78
Special Project (hours)	'17	--	--	--	--	--	--	--	--	--	--	--	22	22
	'18	4	2	14	23	64.5	51	--	1	--	--	--	--	159.5
Spill - Clean Up	'17	--	--	--	--	--	--	--	--	--	--	24	111	135
	'18	192	116	135	80	168	218	213	277	--	--	--	--	1399
Storm Drains Cleaned	'17	--	--	--	--	--	--	--	--	--	--	3	17	20
	'18	64	2	8	13	14	7	--	2	--	--	--	--	110
Street Furniture Cleaned	'17	--	--	--	--	--	--	--	--	--	--	4	31	35
	'18	47	119	31	9	31	168	295	267	--	--	--	--	967
Tree Wells Cleaned	'17	--	--	--	--	--	--	--	--	--	--	26	22	48
	'18	8	85	14	64	95	134	172	286	--	--	--	--	858
Weed Removal	'18	13	139	31	34	253	241	441	290	--	--	--	--	1442

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



Graffiti/Stickers Removed -- November 2017 through August 2018



Safety Highlights

Accomplishments

Compliance

Voluntary sit-lie compliance was at an all time high this month at 85%.

Parking Garage

Another month without any vehicle burglaries!

Field Observations

Average Street Population Count: 36.8

The five week average for August decreased by an average of 2.7 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.

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



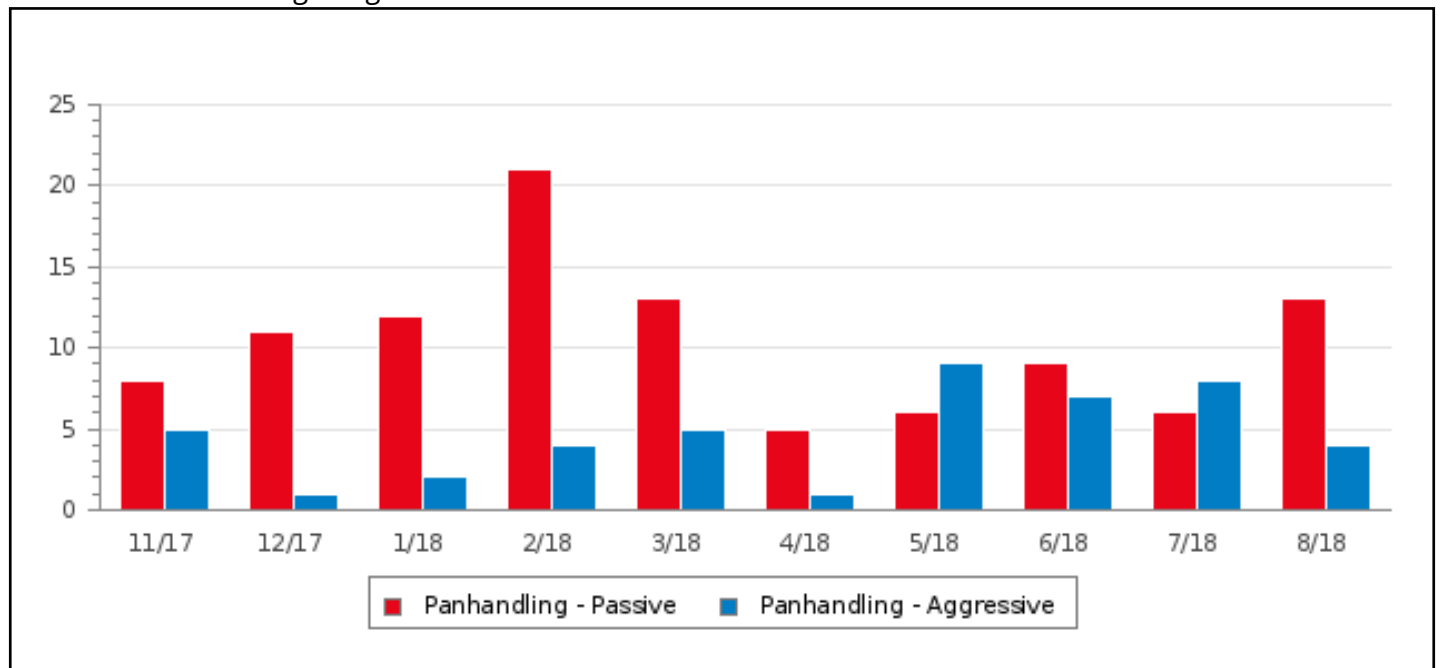
Ambassador Julio performs safety patrols.

Safety Statistics

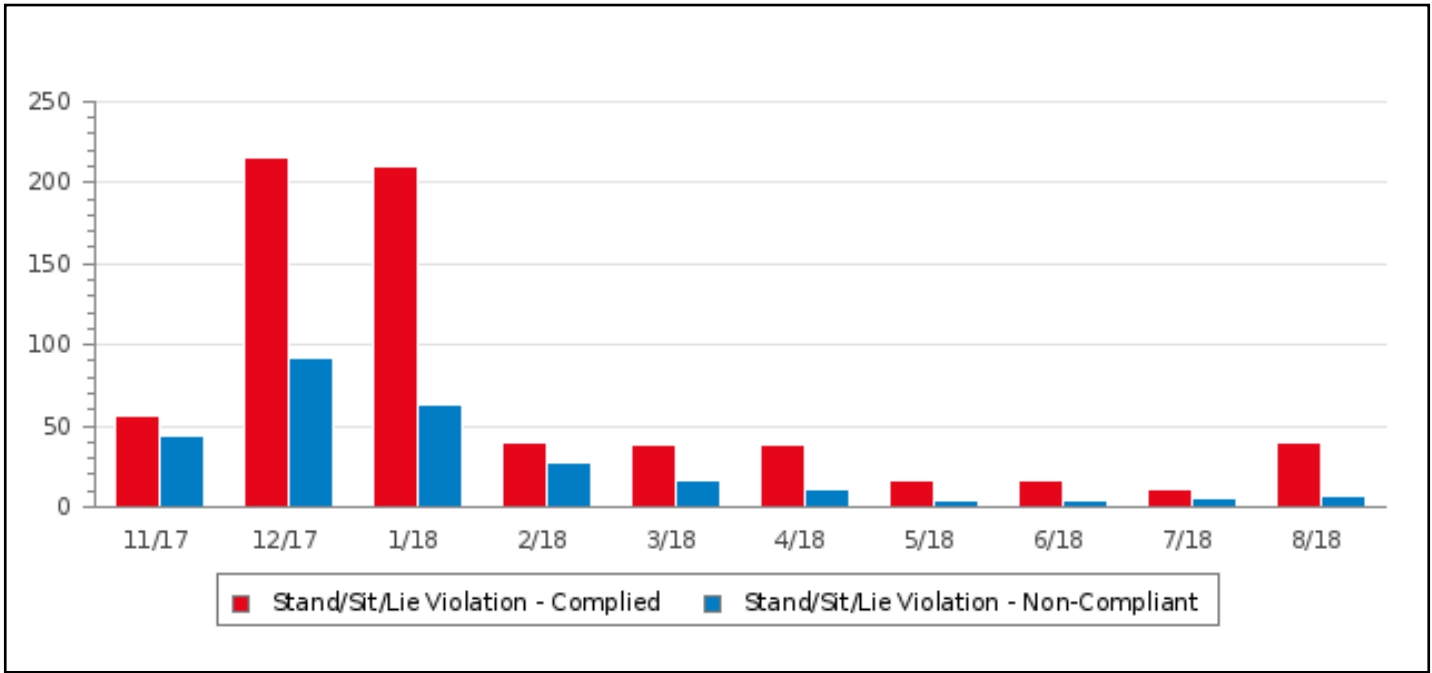
November 2017 through August 2018

		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	8	--	--	--	--	23
Business Contact	'17	--	--	--	--	--	--	--	--	--	--	138	647	785
	'18	440	124	375	285	181	197	137	421	--	--	--	--	2160
Drunk and Disorderly	'17	--	--	--	--	--	--	--	--	--	--	--	3	3
	'18	1	14	55	7	7	6	5	8	--	--	--	--	103
Homeless Contacts	'17	--	--	--	--	--	--	--	--	--	--	264	833	1097
	'18	499	325	349	238	199	260	211	340	--	--	--	--	2421
Panhandling - Aggressive	'17	--	--	--	--	--	--	--	--	--	--	5	1	6
	'18	2	4	5	1	9	7	8	4	--	--	--	--	40
Panhandling - Passive	'17	--	--	--	--	--	--	--	--	--	--	8	11	19
	'18	12	21	13	5	6	9	6	13	--	--	--	--	85
Parking Garage Monitor	'17	--	--	--	--	--	--	--	--	--	--	69	281	350
	'18	215	194	164	95	112	107	94	80	--	--	--	--	1061
Stand/Sit/Lie Violation - Complied	'17	--	--	--	--	--	--	--	--	--	--	51	220	271
	'18	210	40	39	38	17	17	11	40	--	--	--	--	412
Stand/Sit/Lie Violation - Non-Compliant	'17	--	--	--	--	--	--	--	--	--	--	44	92	136
	'18	63	27	16	11	4	4	5	7	--	--	--	--	137

November 2017 through August 2018



November 2017 through August 2018



Hospitality Highlights

Accomplishments

Hospitality

Ambassadors had their second highest month in August since the program began.

Field Observations

Ambassadors are being approached more frequently by pedestrians when already engaged in a task.

While Ambassadors continue making a consistent effort to acknowledge the public, they are starting to feel pulled in too many directions at once due to the banked hours reduction.

Despite the additional stress, Ambassadors are managing well and provide outstanding performance.

Initiatives

Ongoing

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

Upcoming

Ambassadors will provide hospitality during Taste of Chico.



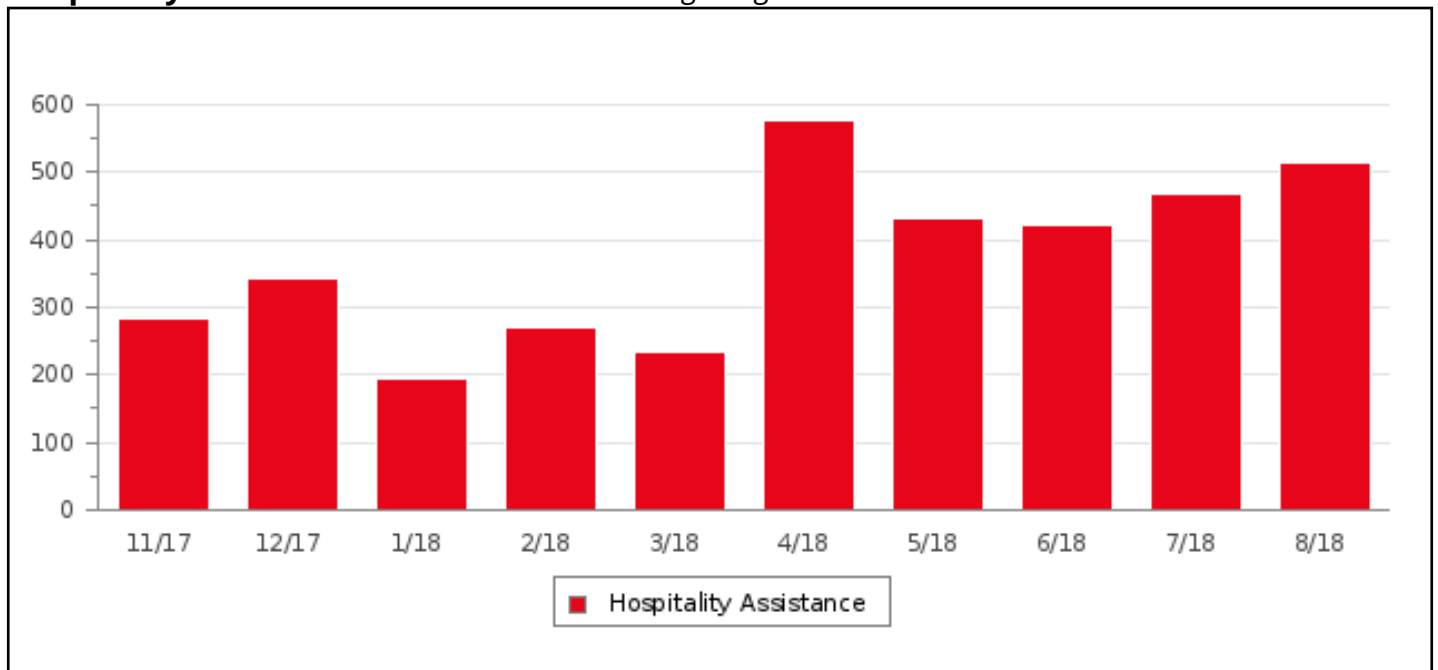
Ambassador Pamela provides a hospitality escort.

Hospitality Statistics

November 2017 through August 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	513	--	--	--	--	3111
Hospitality Escort	'17	--	--	--	--	--	--	--	--	--	--	8	24	32
	'18	14	8	10	28	108	34	33	50	--	--	--	--	285
Motorist Assist	'17	--	--	--	--	--	--	--	--	--	--	3	6	9
	'18	7	9	5	19	19	45	12	13	--	--	--	--	129
Resident Contact	'18	--	7	7	7	4	2	4	11	--	--	--	--	42
Umbrella Escorts	'17	--	--	--	--	--	--	--	--	--	--	10	--	10
	'18	59	8	40	9	--	--	--	--	--	--	--	--	116

Hospitality Assistance -- November 2017 through August 2018



Before & After Pictures





















