



NOVEMBER 2018

DOWNTOWN CHICO PROPERTY BASED IMPROVEMENT DISTRICT

Josh Pitts

Operations Manager



Cleaning Highlights

Accomplishments

Disaster Response and Recovery

With the exception of litter pickup, Ambassadors withheld a majority of cleaning services after the initial disaster (but resumed before the month's end). Recovery since the Camp Fire mostly involved triaging messes discarded by the homeless, as well as transitioning back to leaf blowing and other seasonal cleaning duties.

Flood Prevention

Ambassadors cleaned gutters, leaves and storm drains in order to prepare for wet weather.

Maintenance Requests

Ambassadors submitted and performed 62 requests for maintenance, about half the monthly average due to the Camp Fire.

Abandoned Bike/Lock: 2

Additional Detailed Cleaning: 2

City Maintenance: 13

Graffiti - Large: 34

Homeless -debris/clothing removal: 1

Landscaping/Trees: 2

Pressure Washing: 3

Signage: 1

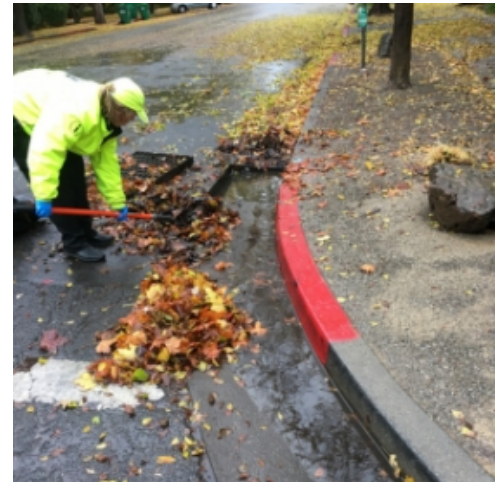
Sticker Removal: 3

Tree Limbs: 1

Field Observations

Wildfire Impact

There was ash everywhere on the ground in the weeks following the Camp Fire. Ambassadors worked to leaf blow the sidewalks and restore a sense of normalcy to the district following the incident.



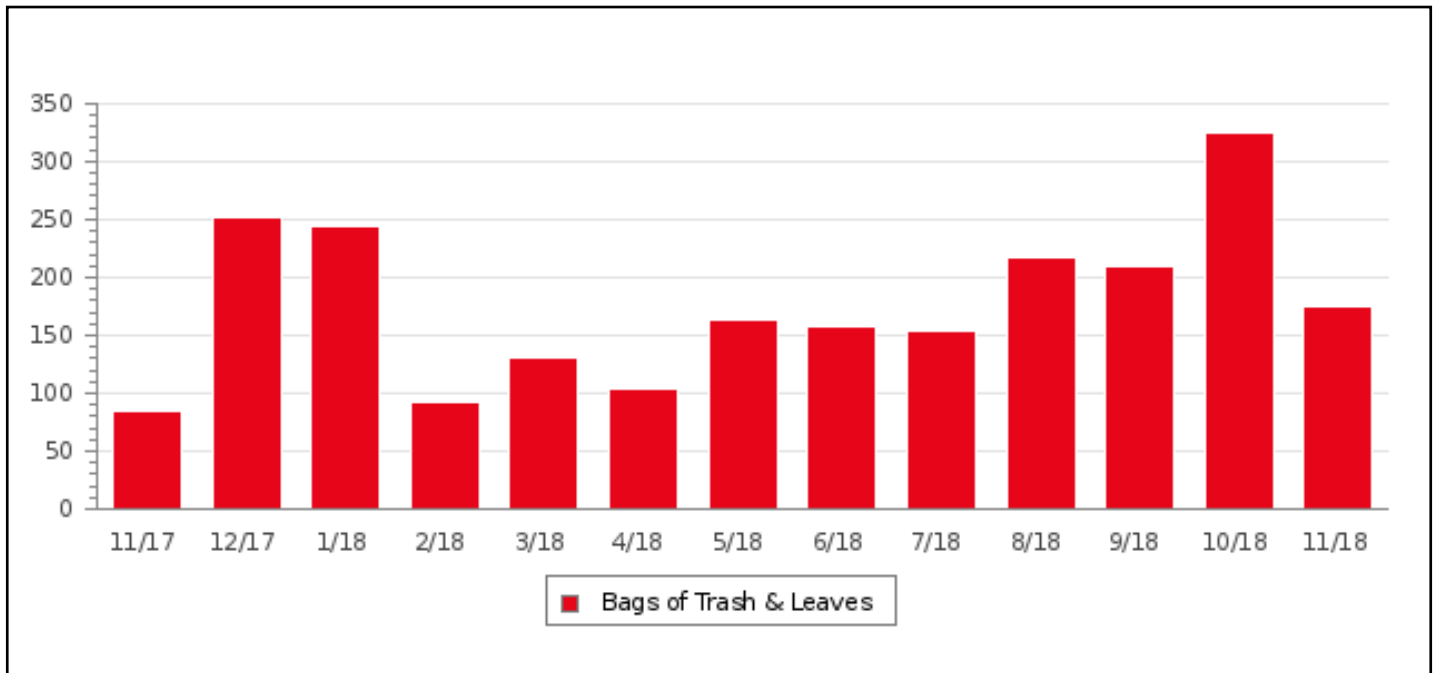
Ambassador Caitlin prevents a storm drain from flooding during the first rain.

Cleaning Statistics

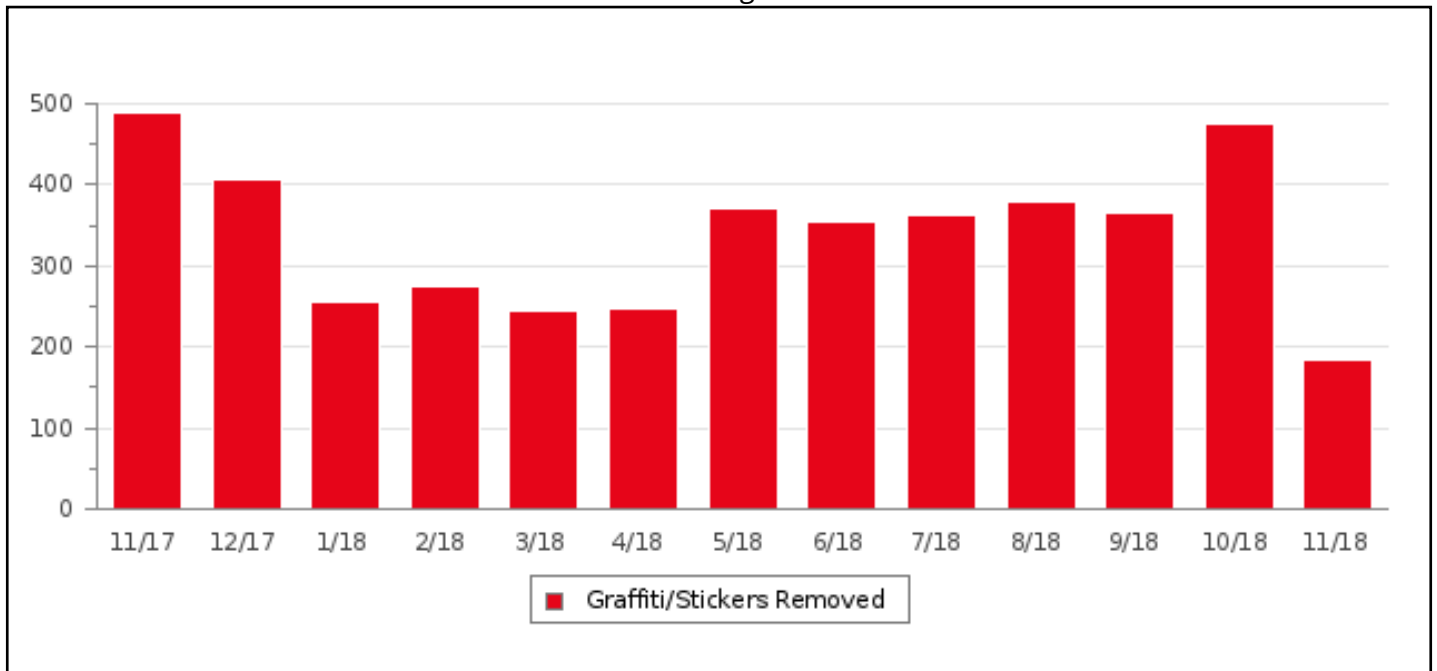
November 2017 through November 2018

		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	208	325	175	--	1972
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	201	238	120	--	1144
Graffiti/Stickers Removed	'17	--	--	--	--	--	--	--	--	--	--	489	405	894
	'18	255	275	235	255	353	372	361	380	366	475	185	--	3512
Hazardous Waste Clean-up (human)	'17	--	--	--	--	--	--	--	--	--	--	3	27	30
	'18	30	27	53	8	25	26	38	59	44	39	23	--	372
Hazardous Waste Clean-up (pet)	'17	--	--	--	--	--	--	--	--	--	--	5	159	164
	'18	159	152	68	38	41	48	69	91	94	100	35	--	895
Leaf Blower Hours	'17	--	--	--	--	--	--	--	--	--	--	--	15	15
	'18	13.75	13	14	3	3	6	5	4	2	--	24	--	87.75
Power Washing (hours)	'18	47	97	41	3	9	15	7	5	19	5	3	--	251
Public Fixture / Furniture Painted	'18	--	10	--	--	1	--	--	--	--	--	--	--	11
Sharps Clean Up	'17	--	--	--	--	--	--	--	--	--	--	1	8	9
	'18	6	506	13	16	19	4	6	4	4	1	10	--	589
Shopping Carts	'17	--	--	--	--	--	--	--	--	--	--	2	8	10
	'18	14	9	6	5	7	9	13	15	12	13	7	--	110
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	298	659	494	--	2850
Storm Drains Cleaned	'17	--	--	--	--	--	--	--	--	--	--	3	17	20
	'18	64	2	8	13	14	7	--	2	4	69	93	--	276
Street Furniture Cleaned	'17	--	--	--	--	--	--	--	--	--	--	4	31	35
	'18	47	119	31	9	31	168	295	267	174	270	194	--	1605
Tree Wells Cleaned	'17	--	--	--	--	--	--	--	--	--	--	26	22	48
	'18	8	85	14	64	95	134	172	286	282	415	158	--	1713
Weed Removal	'18	13	139	31	34	253	241	441	290	366	301	48	--	2157

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



Graffiti/Stickers Removed -- November 2017 through November 2018



Safety Highlights

Accomplishments

Disaster Response and Recovery

For the first two weeks following the Camp Fire, Ambassadors prioritized outreach with evacuees and street population. This most frequently included making contact with people in vehicles and providing resource lists in order to minimize the safety impact that illegal camping and parking could have in the downtown area.

Operations Manager and Ambassadors also *volunteered* to provide triage at Walmart and encourage people to get to an evacuation center and sign up with FEMA. This opportunity was provided through the local VOAD (Volunteer Organizations Active in Disaster).

Field Observations

Homelessness Increase

Having already declared a shelter crisis prior to the Camp Fire, the city has been severely impacted with homelessness. Fortunately, the silver lining may come in the form of things like aid from the government that could accelerate projects such as the Jesus Center Renewal Center.

Street Population Count: 28

Up 12% since last month.

Initiatives

Safety and Outreach

The Chico Police Target Team and Butte County Mental Health will have an officer and clinician returning to downtown now that the Camp Fire is contained. Ambassadors will continue to work closely together to manage quality of life issues downtown this holiday season, with an emphasis on getting the street population into shelter or reunited with loved ones.



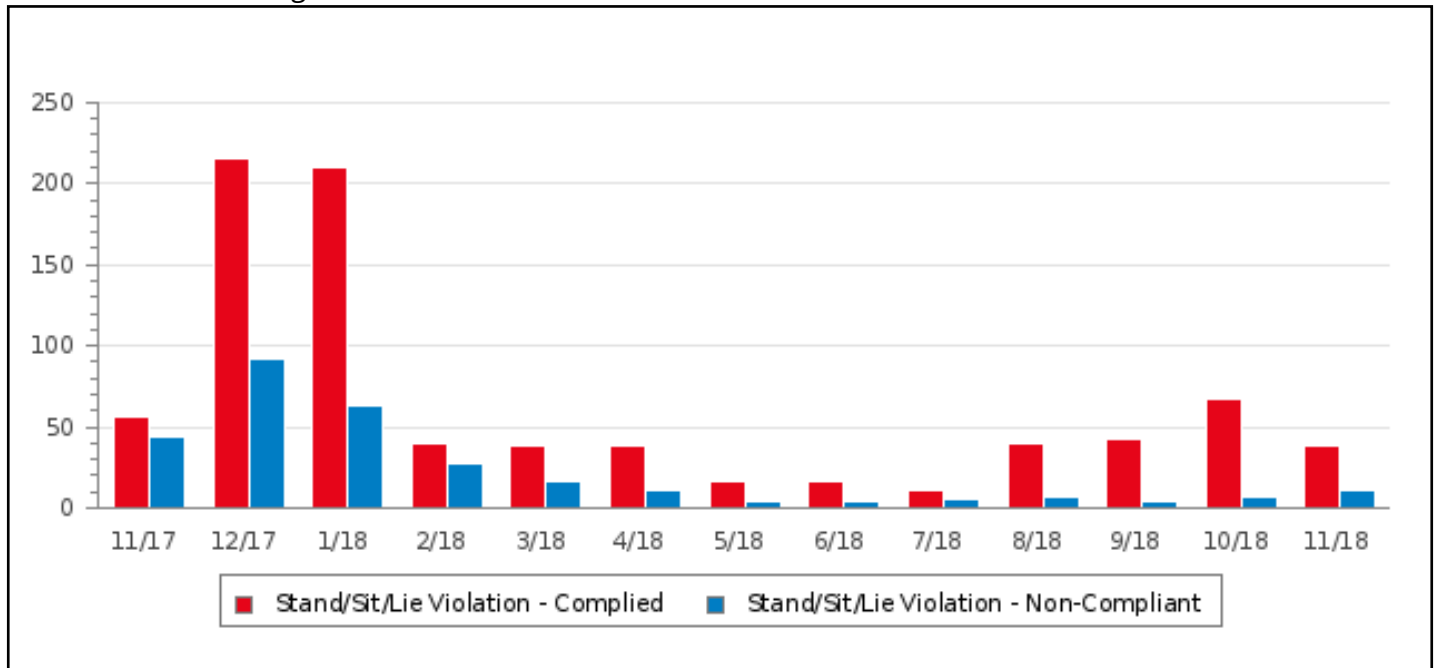
Ambassador Jessica makes contact with a known person of interest.

Safety Statistics

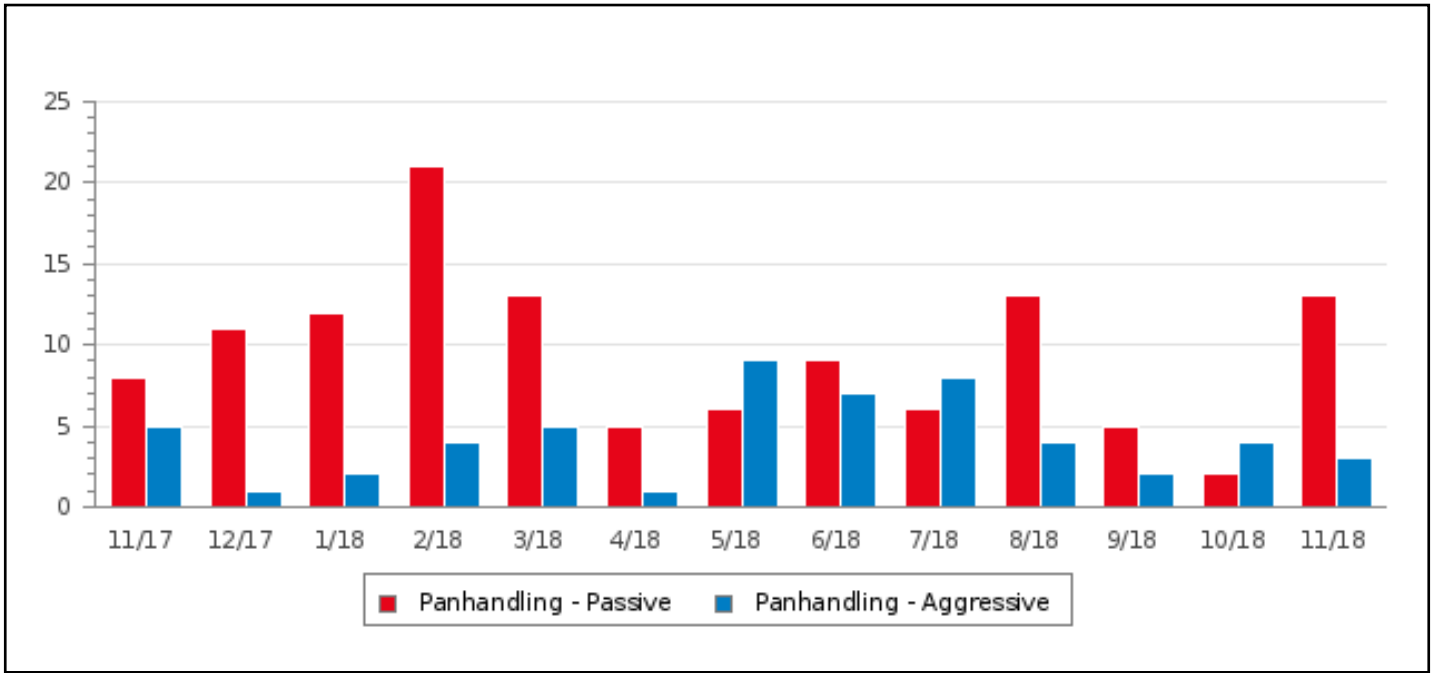
November 2017 through November 2018

		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	5	1	3	--	32
Business Contact	'17	--	--	--	--	--	--	--	--	--	--	138	647	785
	'18	440	124	375	285	181	197	137	421	296	164	600	--	3220
Drunk and Disorderly	'17	--	--	--	--	--	--	--	--	--	--	--	3	3
	'18	1	14	55	7	7	6	5	8	7	20	1	--	131
Homeless Contacts	'17	--	--	--	--	--	--	--	--	--	--	264	833	1097
	'18	499	325	349	238	199	260	211	340	400	632	539	--	3992
Panhandling - Aggressive	'17	--	--	--	--	--	--	--	--	--	--	5	1	6
	'18	2	4	5	1	9	7	8	4	2	4	3	--	49
Panhandling - Passive	'17	--	--	--	--	--	--	--	--	--	--	8	11	19
	'18	12	21	13	5	6	9	6	13	5	2	13	--	105
Parking Garage Monitor	'17	--	--	--	--	--	--	--	--	--	--	69	281	350
	'18	215	194	164	95	112	107	94	80	96	105	69	--	1331
Stand/Sit/Lie Violation - Complied	'17	--	--	--	--	--	--	--	--	--	--	51	220	271
	'18	210	40	39	38	17	17	11	40	42	67	38	--	559
Stand/Sit/Lie Violation - Non-Compliant	'17	--	--	--	--	--	--	--	--	--	--	44	92	136
	'18	63	27	16	11	4	4	5	7	4	7	11	--	159

November 2017 through November 2018



November 2017 through November 2018



Hospitality Highlights

Accomplishments

Disaster Response and Recovery

For the first two weeks following the Camp Fire, Ambassadors prioritized outreach with evacuees and street population. They provided masks and often just lent an ear to comfort those in need.

While there were some interruptions in service due to hazardous air quality levels, overall the Ambassadors shined like a beacon in the grey smog to attract hospitality.

Umbrella Escorts

With rain came the reintroduction of our seasonal umbrella service. Downtown guests can call the hotline to request service and the nearest Ambassador will be immediately dispatched to their location.

Field Observations

Our Team

Ambassadors went above and beyond to reach out and comfort people despite their own struggles during the Camp Fire. I am thankful to have such a compassionate team of employees.

Initiatives

December Events

Ambassadors will provide hospitality and safety patrols for the *Christmas Preview* and *Community Christmas Tree Lighting* events.



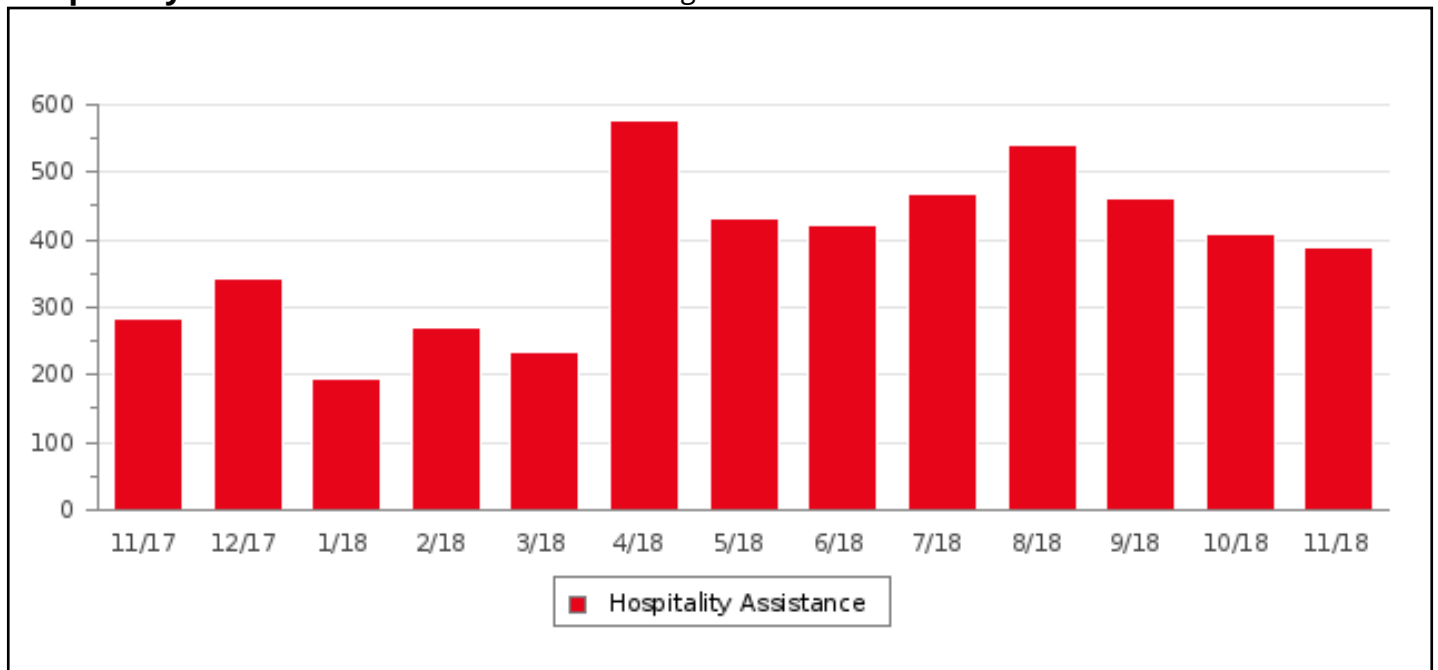
Ambassador Julio performs an umbrella escort.

Hospitality Statistics

November 2017 through November 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	488	409	390	--	4398
Hospitality Escort	'17	--	--	--	--	--	--	--	--	--	--	8	24	32
	'18	14	8	10	28	108	34	33	50	51	18	16	--	370
Motorist Assist	'17	--	--	--	--	--	--	--	--	--	--	3	6	9
	'18	7	9	5	19	19	45	12	13	24	28	20	--	201
Resident Contact	'18	--	7	7	7	4	2	4	11	9	1	--	--	52
Umbrella Escorts	'17	--	--	--	--	--	--	--	--	--	--	10	--	10
	'18	59	8	40	9	--	--	--	--	--	17	22	--	155

Hospitality Assistance -- November 2017 through November 2018



Before and After



























