



FEBRUARY 2019

DOWNTOWN CHICO PROPERTY BASED IMPROVEMENT DISTRICT (PBID)

Josh Pitts

Operations Manager



Cleaning Highlights

Accomplishments

Flood Prevention

Each rain, Ambassadors kept their eyes peeled for blocked storm drains and restored flow to prevent flooding.

On one occurrence, thanks to a quick response, our team prevented thousands of dollars worth of damage to the rooms, from water creeping in through the floor, at the backside of Quality Inn by removing a shoe from a storm drain.

Storm Recovery

After each rain came through the district, Ambassadors removed fallen branches and addressed issues, such as broken fixtures, with business managers and property owners.

Field Observations

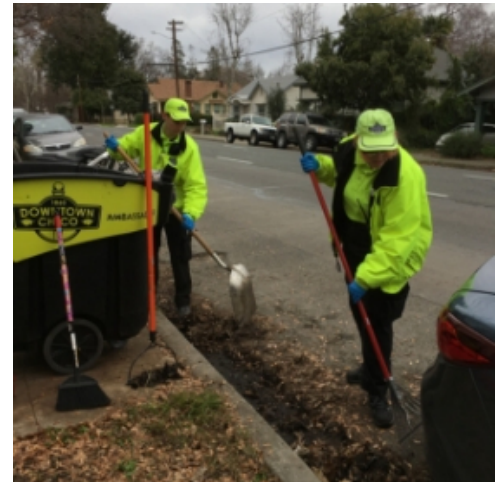
Campfire Impact

Due to the street population increase, Ambassadors are experiencing a higher than normal volume of trash and spills, particularly in the morning, which creates some difficulty when prioritizing Calls for Service to the hotline. Businesses are encouraged to be patient when Ambassadors must put them in a queue. This is concerning because ultimately we do not want businesses to stop calling the Ambassadors.

Initiatives

Cats In The Community

The annual Chico State student cleanup will take place on April 1st, 2019. Ambassadors will lead teams of volunteers around the district to prioritize areas with concentrations of cigarette butts and those that require additional detailed cleaning.



Ambassadors remove trash and leaves from gutters in Zone B.

QUICK VIEW

Feb 01, 2019 -- Feb 28, 2019

- 267** Bags of Trash & Leaves
- 0** Billy Goat (hours)
- 97** Garbage Cans Cleaned
- 309** Graffiti/Stickers Removed
- 65** Hazardous Waste Clean-up (human)
- 88** Hazardous Waste Clean-up (pet)
- 5** Leaf Blower Hours
- 3** Power Washing (hours)
- 0** Public Fixture / Furniture Painted
- 1** Sharps Clean Up
- 11** Shopping Carts
- 0** Special Project (hours)
- 481** Spill - Clean Up
- 49** Storm Drains Cleaned
- 121** Street Furniture Cleaned
- 256** Tree Wells Cleaned
- 276** Weed Removal

Cleaning Statistics

January 2019 through February 2019

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Bags of Trash & Leaves	'19	231	267	--	--	--	--	--	--	--	--	--	--	498
Garbage Cans Cleaned	'19	111	97	--	--	--	--	--	--	--	--	--	--	208
Graffiti/Stickers Removed	'19	304	309	--	--	--	--	--	--	--	--	--	--	613
Hazardous Waste Clean-up (human)	'19	44	65	--	--	--	--	--	--	--	--	--	--	109
Hazardous Waste Clean-up (pet)	'19	67	88	--	--	--	--	--	--	--	--	--	--	155
Leaf Blower Hours	'19	16	5	--	--	--	--	--	--	--	--	--	--	21
Power Washing (hours)	'19	5	3	--	--	--	--	--	--	--	--	--	--	8
Sharps Clean Up	'19	32	1	--	--	--	--	--	--	--	--	--	--	33
Shopping Carts	'19	13	11	--	--	--	--	--	--	--	--	--	--	24
Spill - Clean Up	'19	453	481	--	--	--	--	--	--	--	--	--	--	934
Storm Drains Cleaned	'19	39	49	--	--	--	--	--	--	--	--	--	--	88
Street Furniture Cleaned	'19	163	121	--	--	--	--	--	--	--	--	--	--	284
Tree Wells Cleaned	'19	279	256	--	--	--	--	--	--	--	--	--	--	535
Weed Removal	'19	506	276	--	--	--	--	--	--	--	--	--	--	782

Hospitality Highlights

Accomplishments

Resident Contacts

Ambassadors made contact with district residents to remind them about our services and provide new tenants with information about our program and how they can contact us.

Welcome New Businesses

Ambassadors welcomed several new businesses to the district, including: Insomnia Cookies (near Crazy Horse), Old Barn Kitchen (formerly Urban Fresh), and Hathahouse Yoga (formerly Studio One).

Field Observations

Camp Fire Impact

Ambassadors are doing a great job at making themselves available to the public, despite the cumbersome demand for high priority cleaning and safety services.

Initiatives

Annual Refresher Training

Prior to the event season, Ambassadors will each undergo a general refresher training to review their engagement skills and ensure they're up to par.



Polly want directions? Ambassadors help visitors find their way.

QUICK VIEW

Feb 01, 2019 -- Feb 28, 2019

239 Hospitality Assistance

18 Hospitality Escort

39 Motorist Assist

29 Resident Contact

17 Umbrella Escorts

Hospitality Statistics

January 2019 through February 2019

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Hospitality Assistance	'19	205	239	--	--	--	--	--	--	--	--	--	--	444
Hospitality Escort	'19	16	18	--	--	--	--	--	--	--	--	--	--	34
Motorist Assist	'19	42	39	--	--	--	--	--	--	--	--	--	--	81
Resident Contact	'19	8	29	--	--	--	--	--	--	--	--	--	--	37
Umbrella Escorts	'19	17	17	--	--	--	--	--	--	--	--	--	--	34

Safety Highlights

Accomplishments

Robbery Suspect Apprehended

Ambassadors were in the right place, right time when a pedestrian was mugged downtown. Ambassadors were able to provide police with the suspect's description and direction of travel, resulting in an arrest.

Outreach

Ambassadors have been trying to get people help at every encounter, whether by providing directions or drawing a map to a shelter and by making phone calls for rides.

Target Team

The Operations Manager met with the Chico Police Target Team to discuss challenges since the Camp Fire.

Field Observations

Criminal Activity

When businesses are not willing to prosecute for shoplifting or trespassing, it is doing a disservice to their neighbors by permitting the criminal element downtown to persist (even escalate in some cases). The neighborhood needs to collectively demand accountability for criminal behavior.

Street Population Count: 29.5

Down 21% since last month.

Although we are closer to normal counts seen prior to the Camp Fire, it could potentially be due to rain. The next few months will be more revealing.

Initiatives

Property Owner Mailing

The operations manager is currently putting together a spreadsheet of contact information for the PBID board that will streamline future communications with property owners and businesses.

New Hire

The team has filled a position for a Safety Ambassador and have signed a former security guard, Carson Brown, as the newest member.



Homeless contacts allow Ambassadors an opportunity to provide outreach.

QUICK VIEW

Feb 01, 2019 -- Feb 28, 2019

- 2** Assist Police/Fire Dept
- 169** Business Contact
- 4** Drunk and Disorderly
- 425** Homeless Contacts
- 4** Panhandling - Aggressive
- 2** Panhandling - Passive
- 96** Parking Garage Monitor
- 67** Stand/Sit/Lie Violation - Complied
- 17** Stand/Sit/Lie Violation - Non-Compliant

Safety Statistics

January 2019 through February 2019

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Assist Police/Fire Dept	'19	3	2	--	--	--	--	--	--	--	--	--	--	5
Business Contact	'19	262	169	--	--	--	--	--	--	--	--	--	--	431
Drunk and Disorderly	'19	4	4	--	--	--	--	--	--	--	--	--	--	8
Homeless Contacts	'19	432	425	--	--	--	--	--	--	--	--	--	--	857
Panhandling - Aggressive	'19	6	4	--	--	--	--	--	--	--	--	--	--	10
Panhandling - Passive	'19	8	2	--	--	--	--	--	--	--	--	--	--	10
Parking Garage Monitor	'19	128	96	--	--	--	--	--	--	--	--	--	--	224
Stand/Sit/Lie Violation - Complied	'19	86	67	--	--	--	--	--	--	--	--	--	--	153
Stand/Sit/Lie Violation - Non-Compliant	'19	11	17	--	--	--	--	--	--	--	--	--	--	28

Before & After





