



Downtown Chico Ambassador

Program

August 2019

Cleaning Highlights

Accomplishments

We made some great strides in the Downtown during the month of August despite the large number of days over 100 degrees.

We collected 234 bags of trash and leaves which was a 26.5% increase over July. The team cleaned up 28 instances of Human Waste and 90 instances of Pet Waste which were increases of 25% and 55.56% respectively as compared to July. We placed an emphasis on Street Furniture Cleaned (benches, parking meters, and bike racks) this month and cleaned a total of 420 which was an increase of 71.19% from July. We also had increases in Sharps Clean Up, Shopping Carts, and Leaf Blowing Hours.

Some of the areas that remained consistent month to month were total Garbage Cans cleaned (292), Graffiti/Stickers Removed (544), Spill Clean Ups (340), and Tree Wells Cleaned (192).

There was a decrease in 2 specific areas which were Pressure Washing Hours and Weed Removal. Pressure Washing hours were down 44% due to a blown and melted fuse resulting in the machine being in the shop for a couple of weeks. Weed Removal was down drastically as we have changed the method by which we count weeds. It was previously counted per root but is now being counted per 3'x3' section.

August was the first month of 6 new statistics that will be tracked on a monthly basis. Please see the following and the amounts for August...Abandoned Property Picked Up (93), Block Faces Cleaned (226), Event Hours (204), Glass Clean Up (38), Service Calls (62), and Tree Branches Picked Up (88).



Ashley Cleaning a Spill

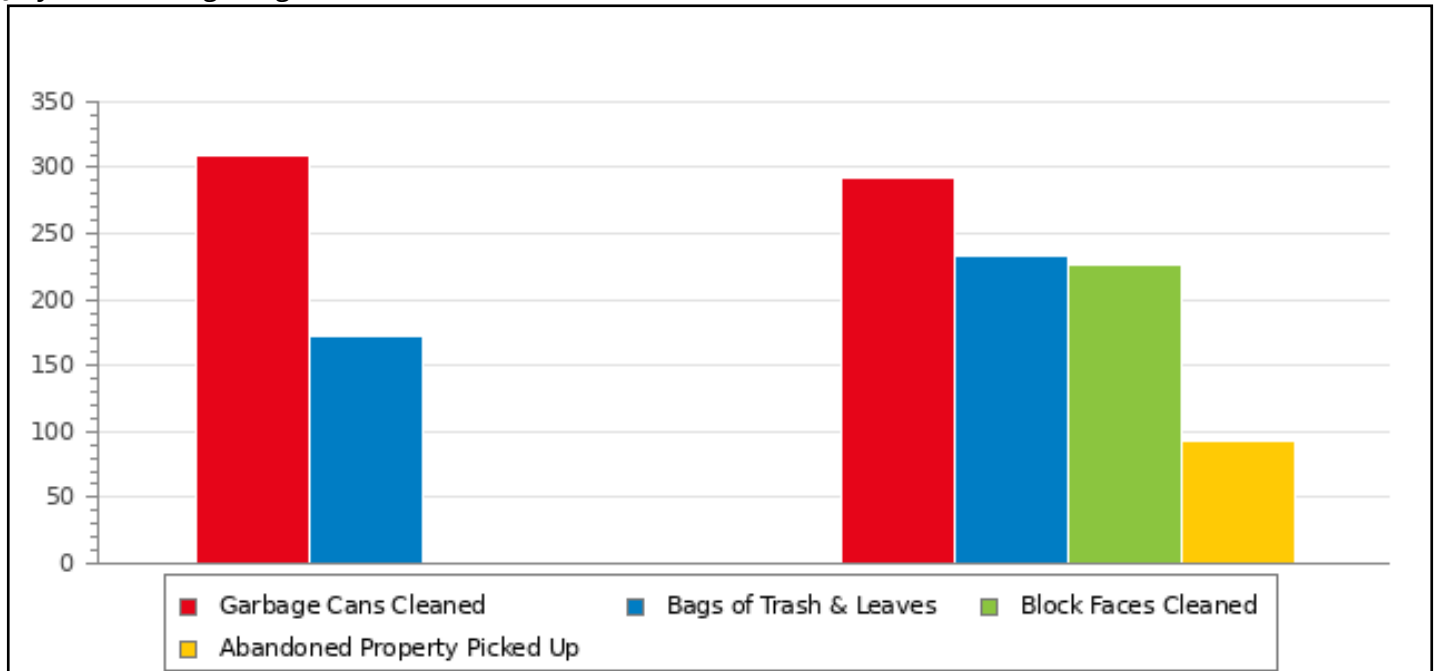
QUICK VIEW

Aug 01, 2019 -- Aug 31, 2019

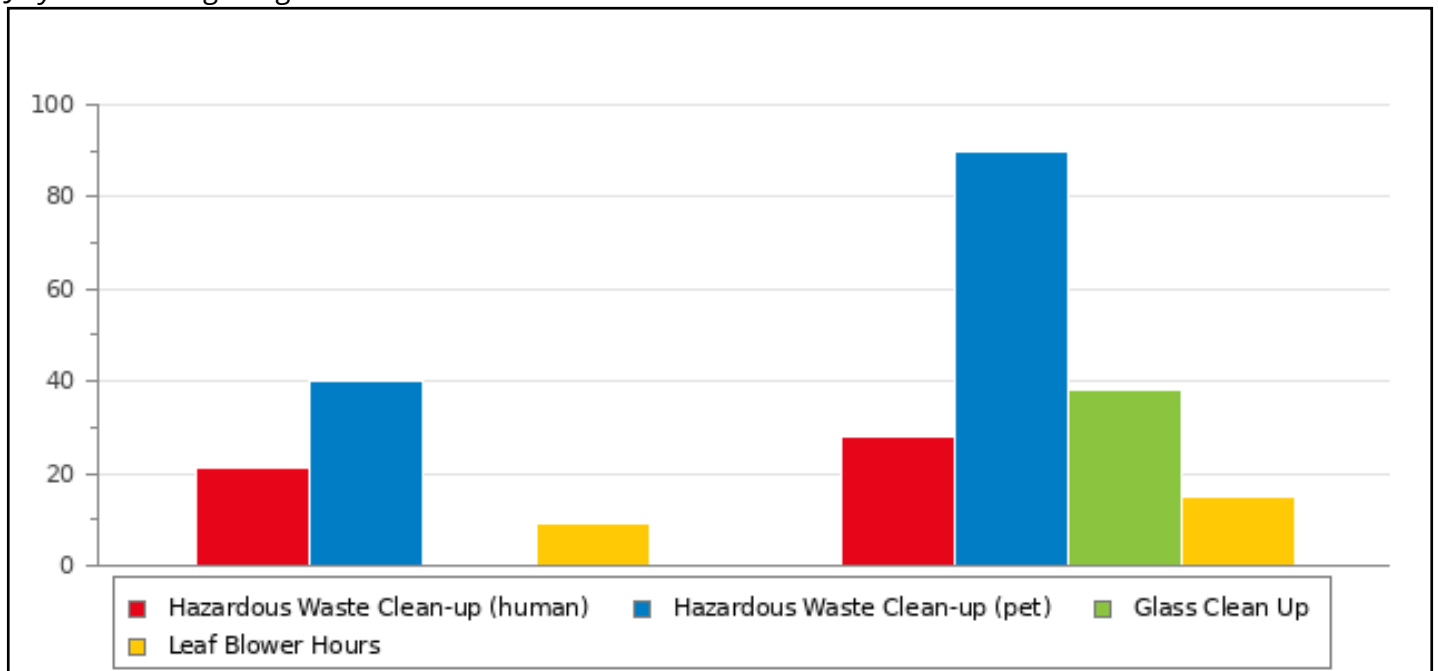
- 234** Bags of Trash & Leaves
- 28** Hazardous Waste Clean-up (human)
- 90** Hazardous Waste Clean-up (pet)
- 420** Street Furniture Cleaned
- 20** Shopping Carts

Cleaning Statistics

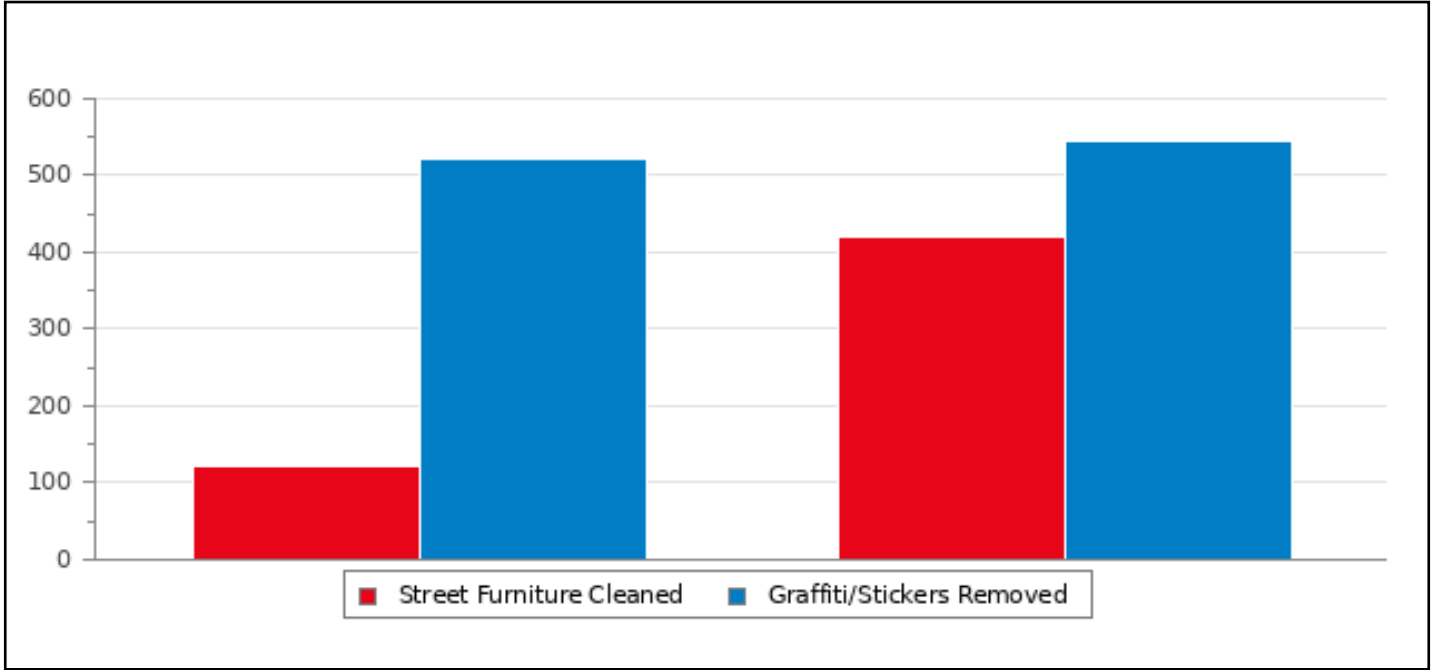
July 2019 through August 2019



July 2019 through August 2019



July 2019 through August 2019



Hospitality Highlights

Accomplishments

Hospitality is such a huge part of the Ambassador program that we are constantly emphasizing its importance. We conducted 143 Hospitality Assistance in the downtown which was an increase of 19.58% to the previous month. The number of Hospitality Escorts were down 60% for a total of 6. It can be challenging to gain acceptance to completed a full escort but the team will continue to offer them readily. I do believe that the Hospitality Assistance are higher as some of them might have been captured as Resident Contacts by some of the newer Ambassadors. We logged a total of 39 Resident Contacts which is much higher than the norm but should be included as Hospitality at large.

We received a total of 62 service calls from businesses in the district for some type of assistance. This is a new statistic as this was traditionally recorded as an incident. We still record each of these as an incident but wanted to also capture them as a statistic as well.



QUICK VIEW

Aug 01, 2019 -- Aug 31, 2019

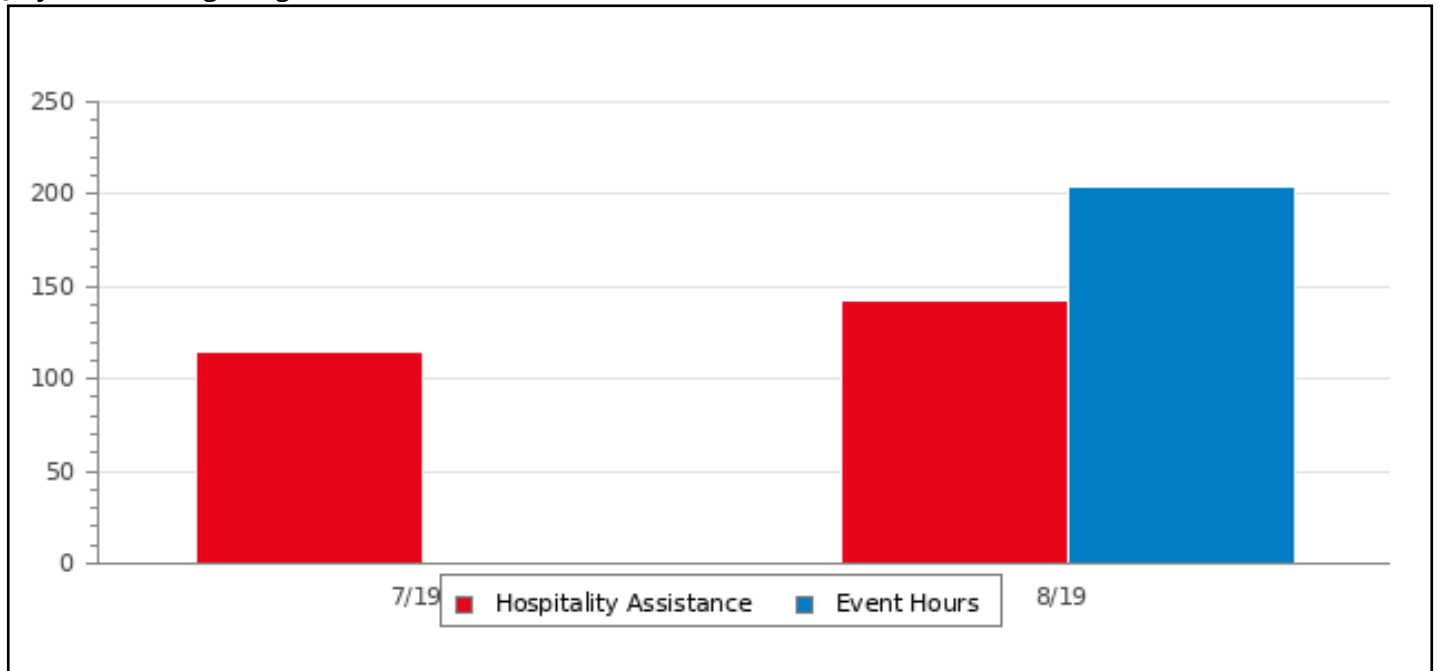
62 Call for Service Received

204 Event Hours

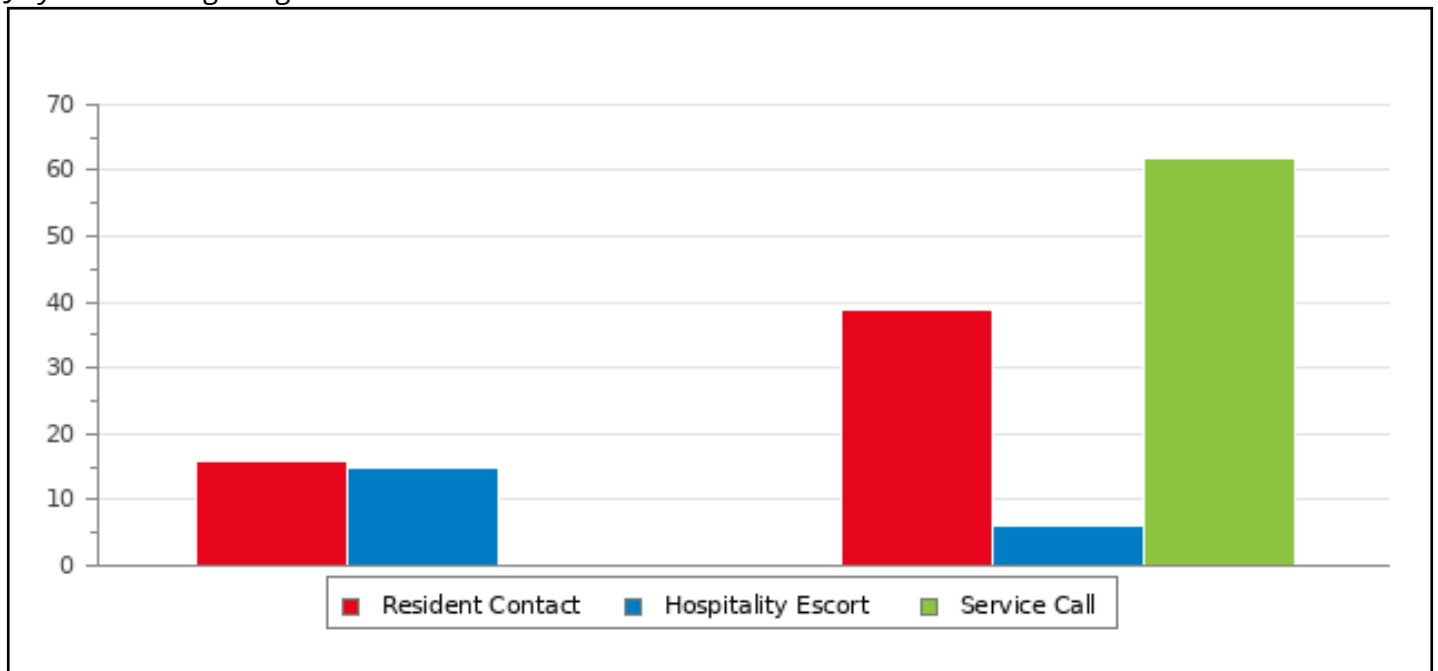
143 Hospitality Assistance

Hospitality Statistics

July 2019 through August 2019



July 2019 through August 2019



Outreach Highlights

Accomplishments

Providing assistance and finding ways to connect our Homeless with Outreach remains a focus with each Ambassador. This is made easier and more successful when positive relationships are built with individuals and groups. We had 286 meaningful interactions with the homeless in August which was an increase of 29.02% from July. Many of these interactions begin when trying to keep in line with city ordinances. We catalogued 24 Stand/Sit/Lie Violation interactions in which 22 of the 24 interactions resulted in compliance from the individual.

Example

The top picture to the right is an example of a homeless male that was sleeping in a door was and partial in violation of the Stand/Sit/Lie Ordinance. The proper technique of rising him and communicating the need for him to move resulted in compliance.

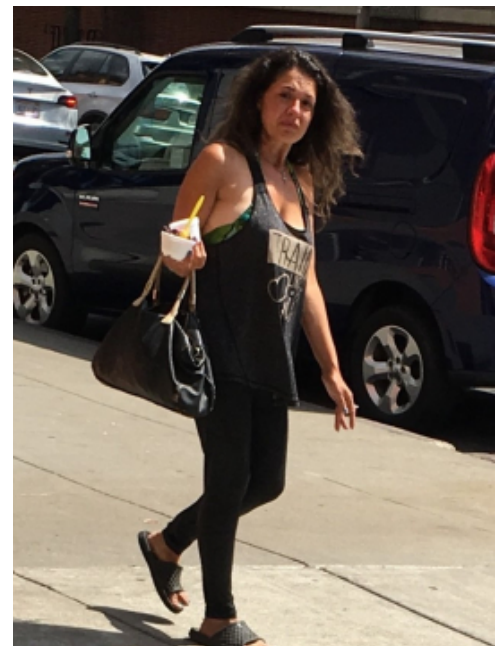
The bottom picture to the right is of a newer member of our homeless population and we tried relentlessly to assist her and connect her with Outreach services. Unfortunately, she was not compliant and was arrested for being under the influence.

Street Population

Weekly Average July 2019 - 51.5

Weekly Average August 2019- 50.4

August resulted in a 2% decrease for the weekly average of homeless individuals in the district.



QUICK VIEW

Aug 01, 2019 -- Aug 31, 2019

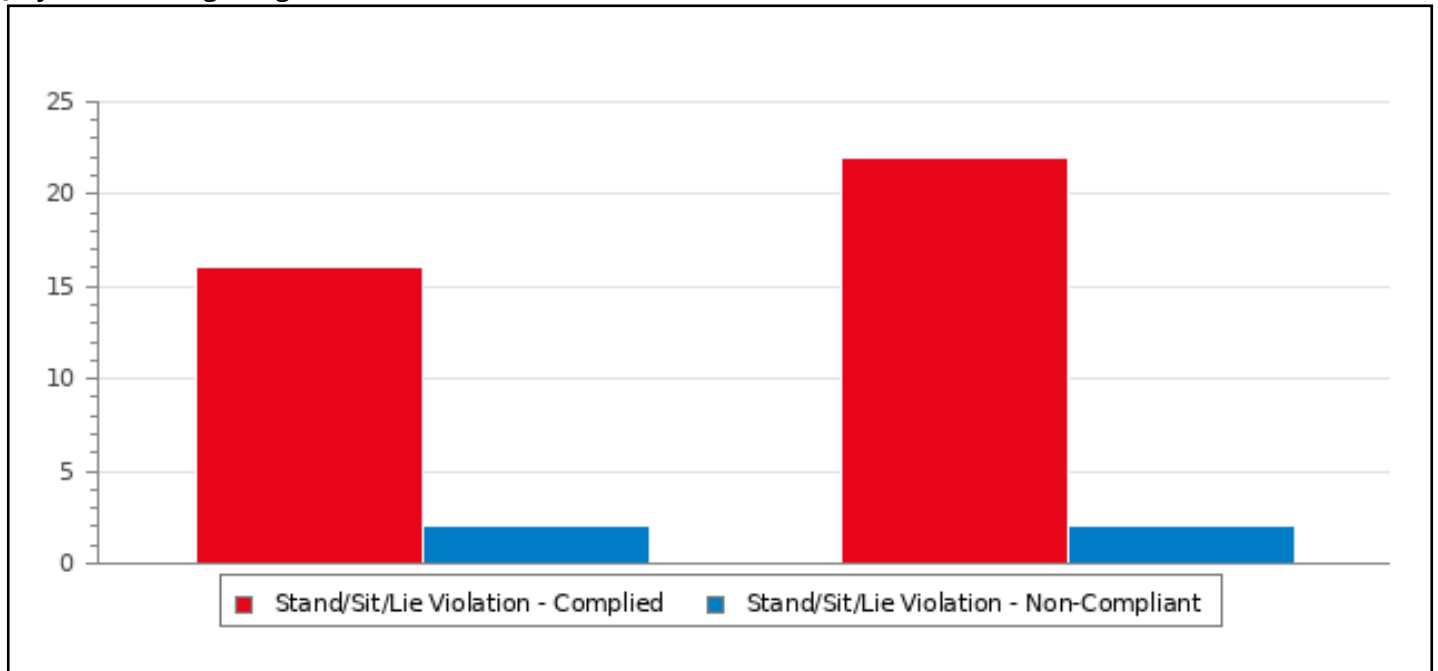
286 Homeless Contacts

22 Stand/Sit/Lie Violation - Complied

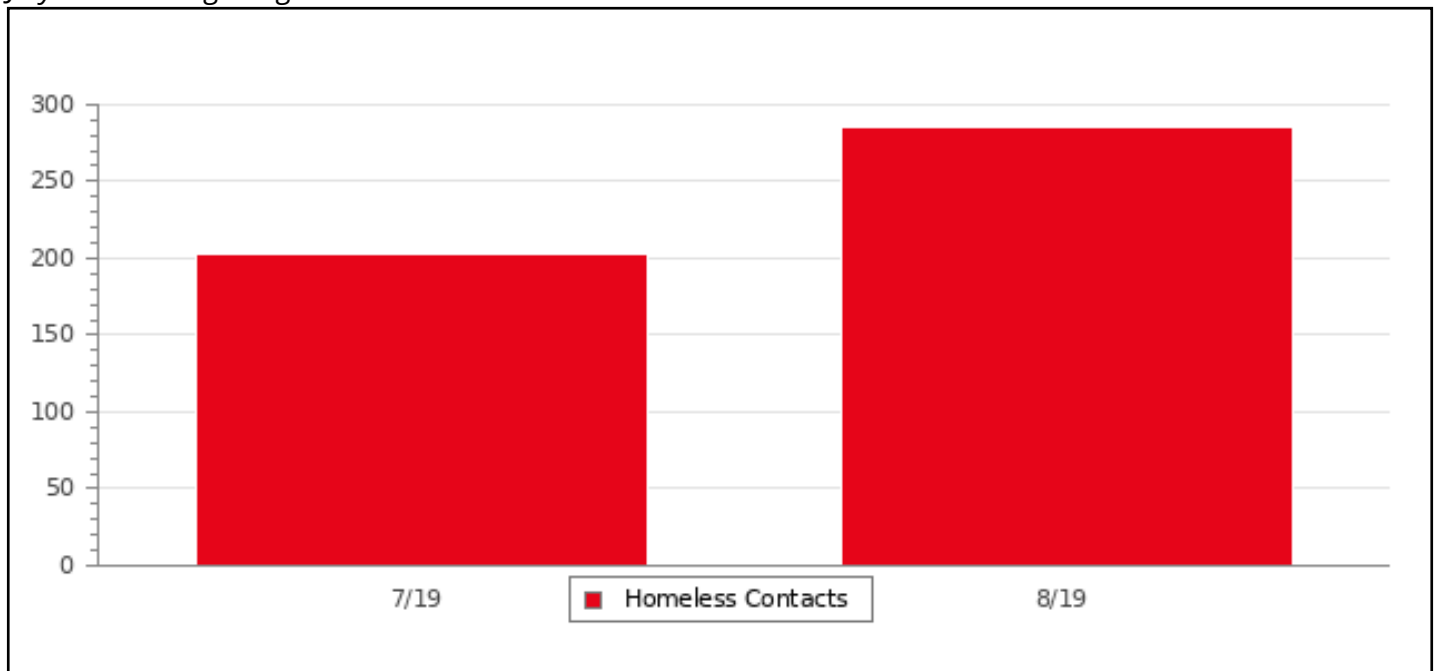
2 Stand/Sit/Lie Violation - Non-Compliant

Outreach Statistics

July 2019 through August 2019



July 2019 through August 2019



Safety Highlights

Field Observations

Business Contacts are made in several fashions. One of the avenues where we make contact with the businesses are through follow up after a Call for Service has been received and a resolution for the call has been completed. Another avenue of making these contacts is by random stops into the businesses to see how everything is and to remind them to contact us if they need anything. A total of 81 business contacts were recorded during the month of August which is slightly more than during July. I still believe this total is understated and so the team will continue to increase the number of contacts made with the businesses each month and to make sure that all are being accounted for.

The Parking Garage still remains a focus of monitoring on a daily basis. The goal has been to conduct monitoring walks at least 2 times per day but are going to move to make this 3 times per day. 69 total Monitoring walks were completed during August which was an increase of 30.43% from July. August did experience approximately 12-16 car breakins during the month and we are working closely with Chico PD to find ways to identify the individuals responsible for these breakins but are happening primarily during the overnight hours.



QUICK VIEW

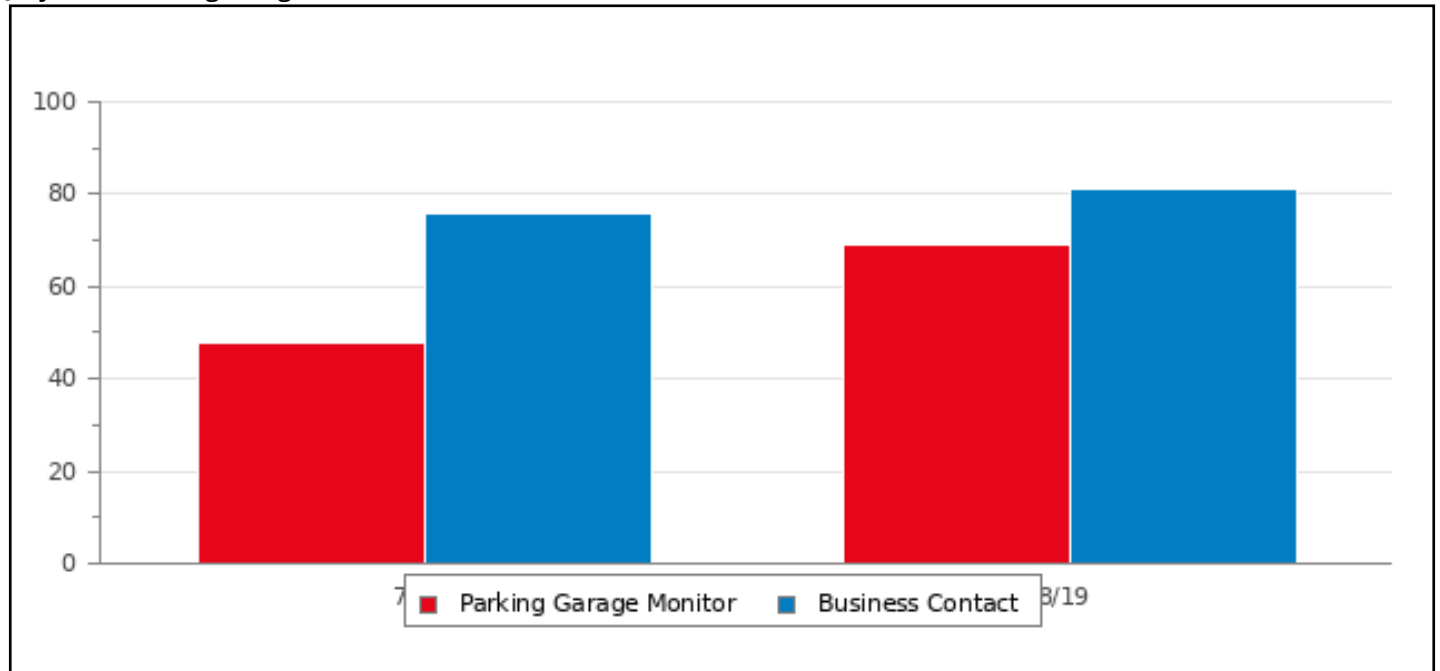
Aug 01, 2019 -- Aug 31, 2019

81 Business Contact

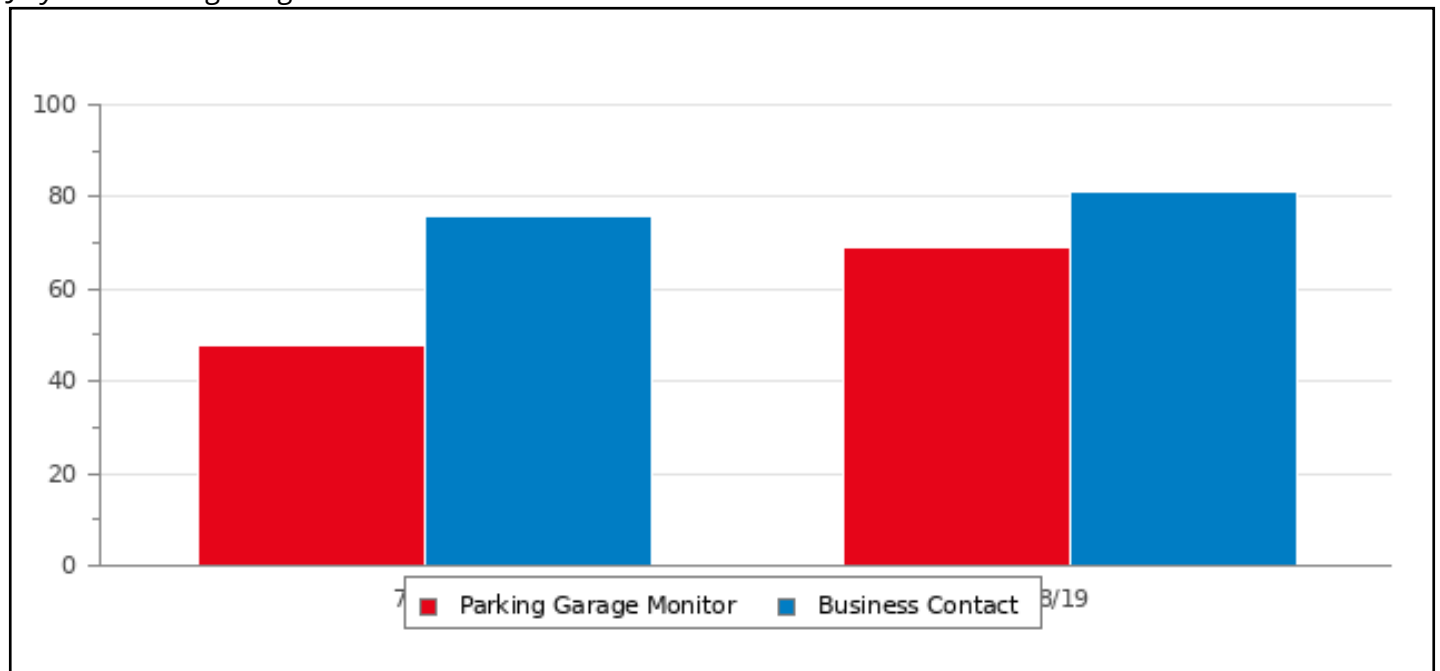
69 Parking Garage Monitor

Safety Statistics

July 2019 through August 2019



July 2019 through August 2019



August 2019 Photos



Gutter Weeds Before



Gutter Weeds After



Lawn Mower Before



Lawn Mower After



Trimming Before



Trimming After



Trash at B of A



Dumpster in Zone B