



Castro/ Upper Market Community Benefit District

MAC Workers Program

Report for October, 2011

Presented by MJM Management Group

October 09, 2011

Castro October 2011 Report



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District Overview

With the early arrival of wet, winter weather, the Castro CBD maintenance workers are getting ready for the seasonal changes and shorter periods of daylight. The crew is getting out their raingear and boots, as they prepare for another damp and windy end of the year. Of note, MJM inventoried all employee raingear, and ordered replacement and backup raingear from a local San Francisco vendor, putting many thousands of dollars directly back into the community. This is the second year we have been able to do this, and we are proud to support the communities in which we have contracts. The MAC workers continue their efforts maintaining a clean and safe environment for the community's benefit, come rain or shine, and the new rain gear will allow them to accomplish this while staying dry.



Graffiti on Market Street



Illegally Dumped furniture



2288 Market –Campsite

We continue to monitor and track graffiti, illegal dumping and transient activities seen during our daily maintenance routine. We have noted a marked decrease this month in all three categories. Graffiti tags seen and removed were at less than 40% of September numbers. There was also a better than 50% reduction in the illegal dumping seen in the neighborhood. Transient issues were also by 60% from September. We do often see reductions in the problem behaviors both when the tourist season ends, school begins, and poor weather starts. Unfortunately, even with measures like the Sit-Lie ordinance in effect, we still have a significant problem with the activities of transient street people. While the numbers may be reduced this past month, these people are often aggressive with their panhandling efforts, causing discomfort to those who have to cross their paths, creating the impression that the problem is not reduced. Furthermore, their presence along the commercial corridors has remained high, and the visibility of the problem leaves a bad impression of the district as a whole. Our MAC workers spend considerable time dealing with the debris left behind, and continue to see evidence of drug use, including used hypodermic needles, in these camp sites. MAC workers are always careful, and use approved safety protocols to remove the hazard of used needles. We have also continued to find vandalized trash receptacles, plaza furniture, walls, windows and general debris that require hours of valuable cleaning time.

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The monthly meetings between Andrea and Bryan, and then with Bryan and the Castro MACs continue to be helpful in addressing daily concerns in the Castro CBD.

Meeting Updates

Meeting with the Executive Director

10/21/11: Bryan, the field supervisor, met with Andrea Aiello, Executive Director of the Castro CBD, for the monthly update and information session. The following issues were discussed;

- Wild Card at 3989 17th Street has requested that we no longer steam clean their property. They have complained about the spray from the steam cleaning that gets on the windows and the deteriorated surface pavement from the Jane Warner plaza that ends up on the sidewalk. The front of their store faces the plaza. Bryan has informed the steam cleaning crew to stop at that address, but will look at possible solutions so that we may continue cleaning all sidewalks. This four-times-a-year cleaning is very helpful in keeping the district looking good.



Steam Cleaning in the District

- Andrea shared that the board will purchase new furniture for Jane Warner plaza in the upcoming year, and will keep Bryan informed so that our MAC crew can continue to monitor the plaza for any furniture issues that arise.
- Andrea reminded Bryan that, to ensure due diligence for the CBD, the CBD's policy is to put the cleaning and maintenance contract out to bid every three years. The CBD is very happy with the services provided by MJM. Andrea told Bryan that the CBD will not be requiring MJM to submit a full proposal, but rather just a detailed budget. The Board made this decision because we are thoroughly familiar with MJM's services, capacity and knowledge of the district, so felt that there was no need for MJM to go through all the work required in putting a proposal together. Andrea said she has discussed this with Mary and she will be writing a letter to

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Mary requesting a detailed budget for next year's services. This budget will be due by November 22, 2011.

- The Halloween festivities in the Castro are limited this year, so Andrea does not expect much clean up afterwards. She requested an extra MAC worker on Market St. between Castro-Noe and down Castro St. on Sunday a.m. and Tuesday a.m.
- The eastern part of the district on Market St. has quite a few empty properties. The CBD is working with the Market -Octavia Plan Community Advisory Committee, neighborhood groups and the project sponsors to help focus attention on the importance of economic vitality as these properties are developed
- The Harvey Milk Plaza bench area has again become an attraction for transients. The neighborhood had a bit of a break from this after Special Patrol took action, but the problem has returned, and further solutions are needed. Jane Warner Plaza also continues to have issues with transient use, including drug use.



Jane Warner Plaza, needles sighted

- Managers from the building at 2100 Dolores Street will be provide paint to us for graffiti touch up in an effort to get to the tags faster. The property managers also do paint the tags out themselves periodically.

Meeting with Staff

10/31/11: Bryan, the field supervisor, held the monthly meeting with the MAC crew in the Castro. The topics discussed were as follows:

- All the MAC workers were present, including Danny, the steam cleaner. Danny informed me that he will be finished with the fourth of four steam cleanings in the Castro for 2011 by the second week of November. Also he was instructed to no longer steam clean in front of the Wild Card on 17th St. at the owner's request, as

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noted above. Bryan will work with Operations management and Andrea Aiello to develop a calendar for cleanings in 2012, should we be selected as the operator.

- One of our MAC workers, Jose, updated the team on the vandalized gate that was just installed in the parking lot on Castro Street near the Castro Theatre. It is suspected that people park in there before the gates are locked, and come back to find their cars locked in, so they decide to break the gate open. Andrea has been informed and has photos provided by Bryan. Bryan will suggest some changes to the gate locking system to see if this will help stop the vandalism.



Vandalized Lock

- Bryan reminded the crew to continue to use dispatch regularly to report any issues.
- 1857 Market: The graffiti on the window that MAC workers reported was removed by the owner or tenant. We had contacted them for permission to remove, but they didn't respond to Andrea's request.
- We need new banners and bags for the carts. Bryan will order these.
- Rain gear for the winter was discussed. The items have been purchased according to the needs of each MAC worker, and, as mentioned above, MJM was able to source the gear from a local San Francisco vendor.

Manager Request:

We are still asking for help finding a new space to be used as a storage shop for the MAC workers as we are likely to lose the current space at 281 Noe at some point. The space will need to be within the Castro CBD boundaries, preferably around Church to Castro street area. Anyone with tips for such a space such a garage or storefront should contact Andrea at the Castro Board or MJM at 415.477.2600.

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Highlights

October 2, 2011:

The annual Castro Fair was a success. The Castro CBD had a booth on Market Street to help provide the community with information about the goals and services of the CBD. Bryan has agreed to staff two MAC workers along Castro and Market Streets down to Noe Street the morning following the festivities for additional cleaning.



Festive crowds



Andrea at Castro CBD booth



Food fare

October 7, 2011:

The City has installed a Cyclone gate for the Castro Street parking lot near the Castro Theater in an effort to prevent late night abuse by patrons or transients, and to cut down on illegal activities.



Gate Installation

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October 25, 2011:

MJM purchased a battery operated blower to be used in the Castro. Hopefully this will help us to deal with all the falling leaves more efficiently, while not being harmful to the environment in the way that gasoline units can be.



Leaf Blower in our Shop

October 27, 2011:

Bryan, during an inspection of the District, found an artist installing a sculpture made of flowers in Jane Warner Plaza. Rather than removing the art piece, Bryan e-mailed Andrea to ask her if she was aware of this artist creating this flower arrangement in the plaza, and found that the piece was not authorized. Bryan left the direction as to what to do with Andrea, and the piece was eventually removed.



Unauthorized art in JW plaza

Notable Incidents

October 1-6, 2011

Even with the reduced numbers of incidents, illegal dumping continues to be a large part of our daily work. As the team finds debris left on the sidewalks or streets of the district, they call in this information to our dispatch center. Dispatch then calls the appropriate City service. While the City states that the illegal dumping will be picked up

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within 72 hours, we are usually able to prioritize problem items and the dumping is usually picked up within a day.



153 Sanchez Street



542 Castro Street



260 Noe



1825 Market



4051 18th St.

October 8, 2011:

The final round of 2011 steam cleaning for 2011 has begun in October and will continue into November. We have agreed to do the 400 block of Castro Street, including the two plazas, on Saturdays from 6-11am to accommodate the heavy pedestrian activity along

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these blocks. Further, as noted in the meetings section, we will work with the Castro CBD to establish the schedule for 2012



Harvey Milk Plaza Steam Cleaning

October 11, 2011:

The MAC workers found a large amount of blood at 445 Castro St. The MAC workers immediately reported this to dispatch, who in turn called the City's 311 system. In response to our call, DPW was on the scene shortly power washing the area clean. The MAC crew remained on hand to keep any pedestrians out of the way until the City could deal with the issue. As blood is considered a bio-hazard, the City was prompt in their response.



Blood stained sidewalks and DPW Response Team

October 12, 2011:

We still come across graffiti on private property where the owner has opted in for graffiti removal services. As we are dealing with private property, we must have permission to remove the graffiti. Working closely with the Andrea Aiello, we have been able to obtain permission from most owners. In those cases where we find graffiti and don't have

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permission, we let Andrea know for follow-through. Fortunately we find that there are fewer restricted addresses as time goes by.



541 Castro Street (restricted property)

October 14, 2011:

Drug paraphernalia is found more than we'd like during our maintenance efforts. The transients often do their drugs right on the street and leave behind the debris, including syringes. The MAC worker team removes these hazards using safety training that MJM provides. The removal prevents an accidental needle stick, which could have dire consequences.



Syringe found at 593 Castro Street.

October 16, 2011:

Although we found fewer tags in the District in October, Graffiti abatement continues to be one of the main issues to address as part of our daily maintenance duties. MAC workers noted a new tag throughout the neighborhood. We found this particular "HSC" tag in many Castro spots in October, and documented the problem to report to the

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graffiti task force. We removed those tags that we were permitted to remove, and documented those on private property, as seen in the photos below.



10/17: Graffiti Tag at 1903 Market



After Removal



1857 Market (restricted building)

October 31, 2011:

Andrea requested that we help clean up the area around 2100 Market St and 14th St. This is the former property of the Home Restaurant which has recently closed its doors. The owner of the property also contracted with MJM to steam clean inside his parking lot at that address. Bryan arranged for Danny to do that and it was completed the next day.



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Graffiti removal #1



Danny steam cleaning the area

After Removal



Parking lot to be steam cleaned



Graffiti Tag # 2



After Removal

October 31, 2011:

The new gate installed at the parking lot entrance on Castro Street has been regularly broken into. We suspect that people park in the lot and come back to get their cars and see that the lot is locked, so they break the gate open. Andrea is going to use these photos to try and get a better lock system in place and perhaps large signs stating the hours of the lot.



Gate at Castro Street parking lot vandalized

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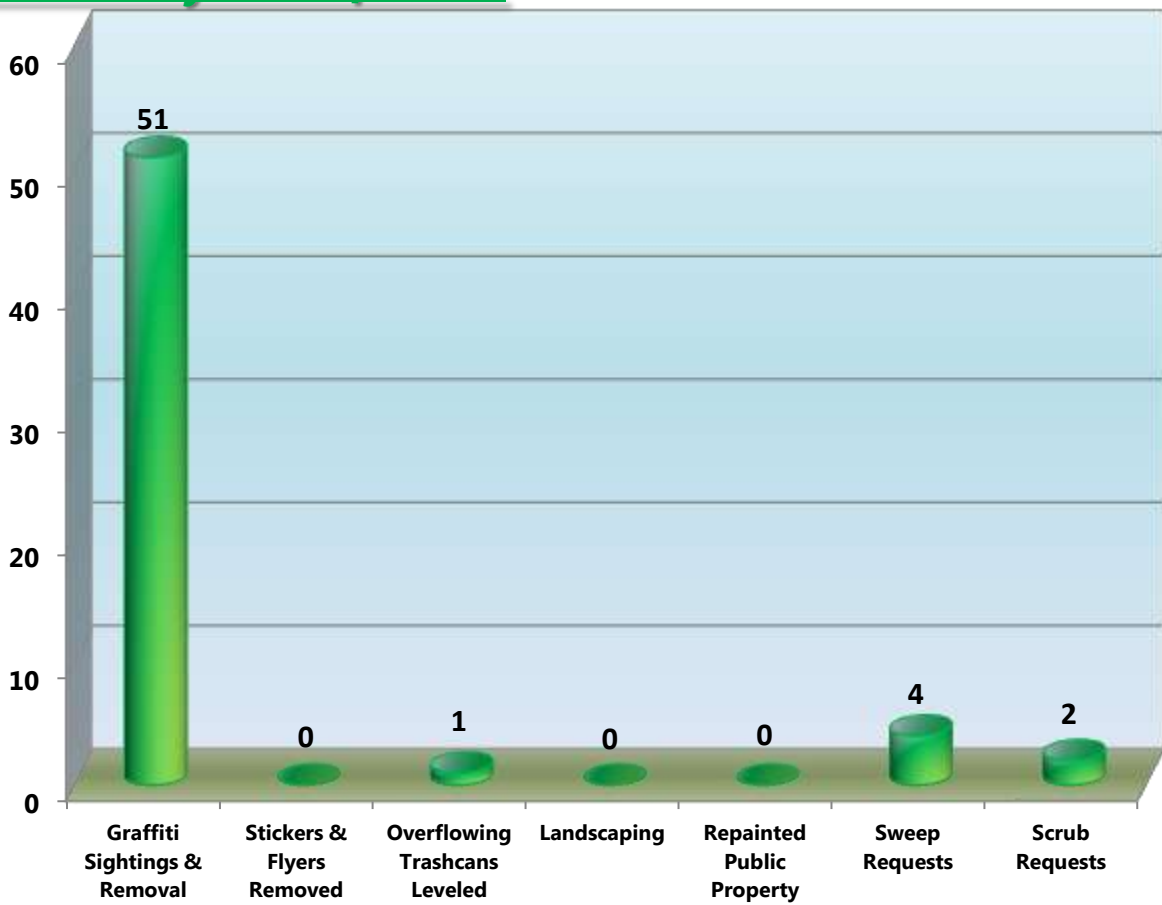
October 31, 2011:

Vandalism to the commemorative plaques in the Lower Muni area and up on the Harvey Milk Plaza has required the City to replace these with more permanent plaques. It is believed that the culprits were looking for metal to recycle.



CITY BEAUTIFICATION

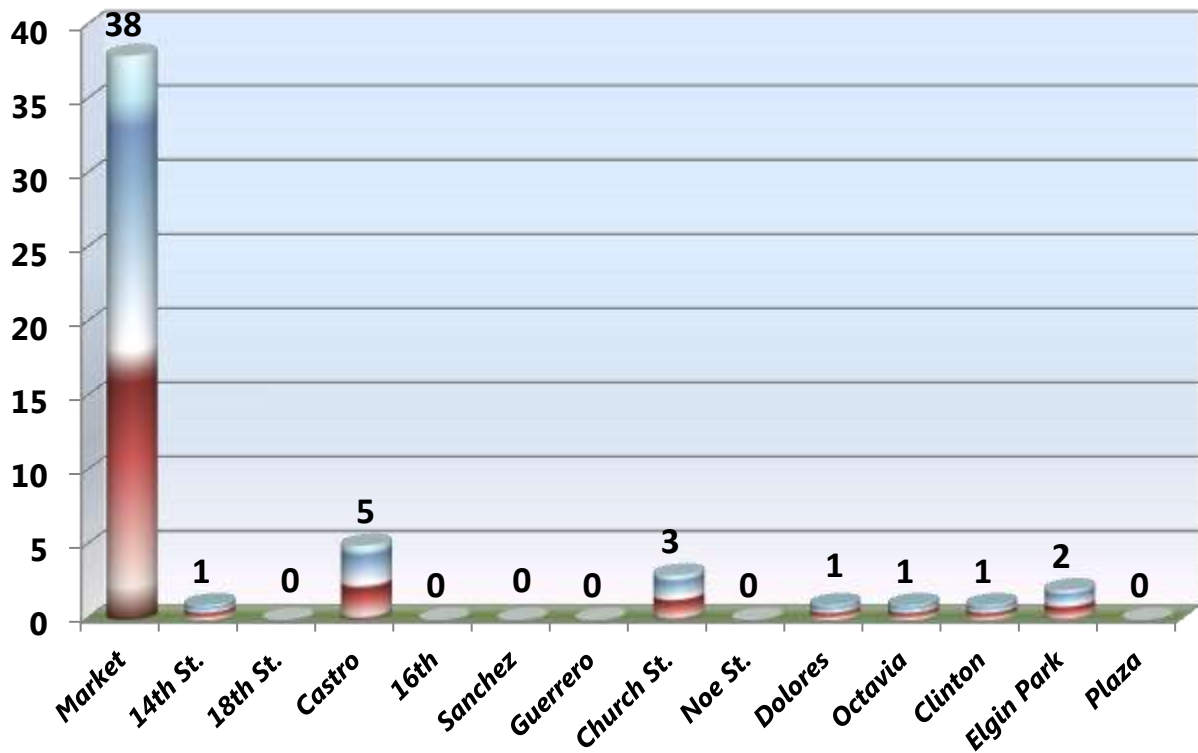
Castro: City Beautification



October 2011 Totals: 58

Graffiti Removed by Physical Address

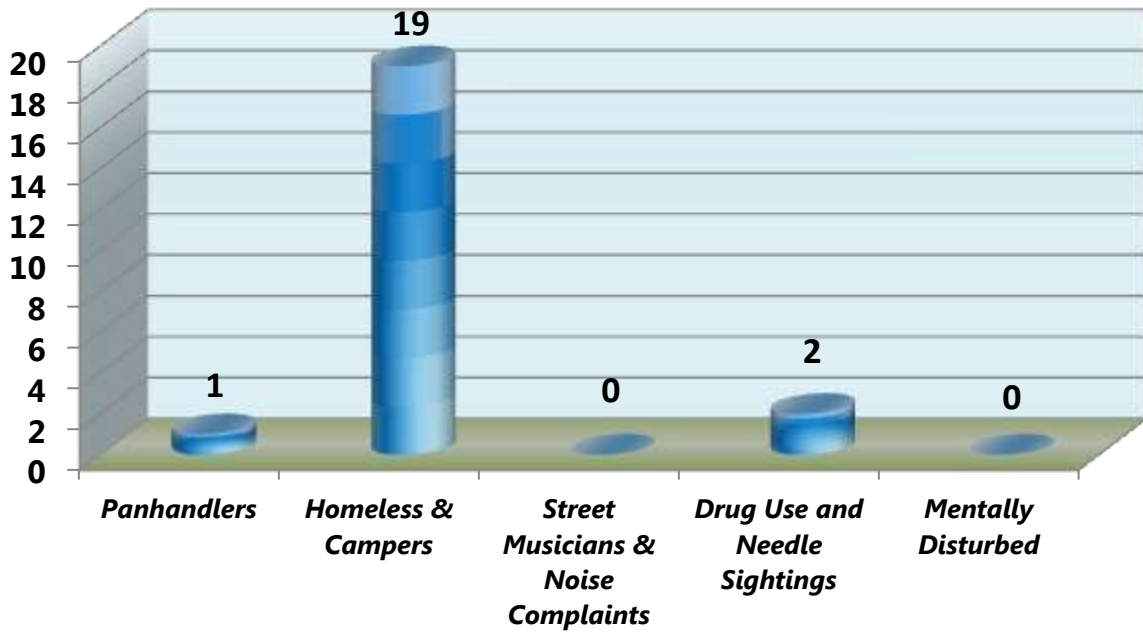
Castro : Graffiti Removed by Street



October 2011 Totals: 52

PUBLIC ASSISTANCE

Castro : Public Assistance



October 2011 Totals: 22

CONSTRUCTION & DPW ISSUES

Castro : Construction & DPW Issues



October 2011 Totals: 67

CASTRO TOTALS FOR OCTOBER 2011

Total Interactions : October 2011 : CASTRO

<i>City Beautification</i>	
<i>Graffiti Removal</i>	51
<i>Stickers & Flyers Removed</i>	0
<i>Overflowing Trashcans Leveled</i>	1
<i>Repainted Public Property</i>	0
<i>Landscaping</i>	0
<i>Sweep Requests & Debris Removal</i>	4
<i>Scrub Requests</i>	2
<i>TOTALS</i>	58
<i>Public Assistance</i>	
<i>Homeless and Campers</i>	19
<i>Drug use and Needle sightings</i>	2
<i>TOTALS</i>	21
<i>Construction and DPW Issues</i>	
<i>311 Called</i>	9
<i>Shopping Carts</i>	2
<i>Illegal Dumping</i>	41
<i>Safety Hazards & Extreme Vandalism</i>	2
<i>Construction</i>	4
<i>Cardboard & Pallets</i>	9
<i>TOTALS</i>	67
<i>Emergency and Non- Emergency</i>	
<i>Non Emergency called</i>	4
<i>TOTALS</i>	4

Grand Totals : **150**

Beautification Photos



October 7, 2011: 260 Noe St. Steam clean completed



October 8, 2011: Harvey Milk Plaza, steam clean completed along 400 Castro St.



October 8, 2011: 17th St Market to Hartford St. Steam clean completed

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October 11, 2011: 4052 18th St. Steam clean completed



October 12, 2011: Corner of 18th & Castro St. 103 removal completed



October 11, 2011: 445 Castro St. Blood sighted & reported to Dispatch

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October 11, 2011: 445 Castro St. Blood cleaned by DPW



Clean team cleaning around Church St.



October 14, 2011: 566 Castro St. Graffiti Steam Cleaned, removal completed

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October 15, 2011: West side of 400 block of Castro St. Steam Clean Completed



October 15, 2011: 446 Castro St. Steam Clean Completed



October 19, 2011: 4148 18th St. Steam Clean Completed

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October 20, 2011: Collingwood Rec Center, Steam Clean Completed



October 22, 2011: 400 Castro St. Steam Clean Completed



October 26, 2011: 2233 Market St. Steam clean request completed

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October 26, 2011: 2231 Market St. Steam clean request completed



October 26, 2011: 2269 Market St. Steam clean request completed



October 27, 2011: 2175 Market St. Steam clean request completed

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October 27, 2011: Harvey Milk Plaza, Trash Removed



October 27, 2011: Jane Warner Plaza , Trash Removed



October 28, 2011: 2175 Market St. Steam clean request completed

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October 29, 2011: Saturday work 490 Castro St. Steam clean request completed



October 29, 2011: Sanchez and Market St. Steam clean request completed



October 29, 2011: Sanchez and Market St. Steam clean request completed

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October 29, 2011: 2140 Market St. Steam clean request completed



October 29, 2011: 2134 Market St. Steam clean request completed



October 30, 2011: Harvey Milk Plaza, Detailed sweep completed

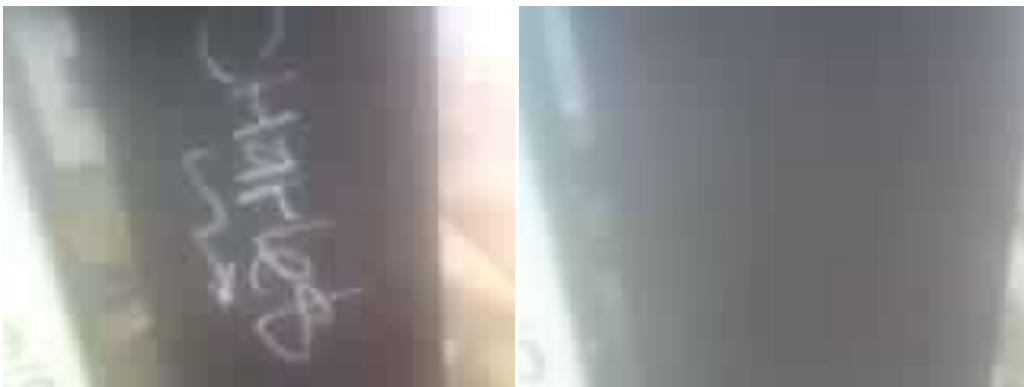
Graffiti, Stickers and Flyers removed or painted



October 2, 2011: 1890 Market St. Graffiti Removed



October 2, 2011: 242 Church St. Graffiti Removed



October 4, 2011: 376 Castro St. Graffiti Removed

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October 8, 2011: 1903 Market St. Will need power washing



October 8, 2011: 2200 Market St. Graffiti Removed



October 8, 2011: 427 Castro St. Graffiti Removed

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October 8, 2011: 2312 Market St. Graffiti Removed



October 8, 2011: 2217 Market St. Graffiti Removed



October 9, 2011: 298 Church St. Graffiti Removed

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October 9, 2011: 1939 Market St. Graffiti Removed



October 9, 2011: 2135 Market St. Graffiti Removed



October 9, 2011: 2100 Market St. Graffiti Removed

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October 11, 2011: 2370 Market St. Graffiti Removed



October 11, 2011: 1939 Duboce St. Graffiti Removed



October 11, 2011: 469 Castro St. Graffiti Removed

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October 11, 2011: 1800 Market St. Graffiti Removed



October 14, 2011: 2001 14th St. Graffiti Removed



October 14, 2011: 541 Castro St. [Restricted property](#)

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October 15, 2011: 2121 Market St. Graffiti Removed



October 16, 2011: 2099 Market St. Graffiti Removed



October 16, 2011: 1967 Market St. Graffiti Removed

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October 16, 2011: 1853-7 Market *We have been instructed not to remove graffiti at this address*



October 17, 2011: 1903 Market St. *Graffiti Removed*



October 17, 2011: 2059 Market St. *Graffiti Removed*

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October 19, 2011: 1975 Clinton Park, Graffiti Removed



October 19, 2011: 2175 Market St. Graffiti Removed



October 19, 2011: 1975 Market St. Graffiti Removed

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October 19, 2011: 2109 Market St. Graffiti Removed



October 19, 2011: 1815 Market St. Graffiti Removed



October 19, 2011: 1817 Market St. Graffiti Removed

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October 19, 2011: 1800 Market St. Graffiti Removed



October 20, 2011: 460 Castro St. Graffiti Removed



October 21, 2011: 1859 Market St. Graffiti Removed

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October 21, 2011: 2100 Market St. Graffiti Removed



October 21, 2011: 2101 Market St. Graffiti Removed



October 21, 2011: 133 Elgin Park, Graffiti Removed

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October 23, 2011: 1800 Market St. Graffiti Removed



October 24, 2011: 2355 Market St. Graffiti Removed



October 24, 2011: Elgin Park at Octavia, Graffiti Removed

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October 25, 2011: 2199 Market St. Graffiti Removed



October 25, 2011: 1946 Market St. Graffiti Removed



October 27, 2011: 210 Church St. Graffiti Removed

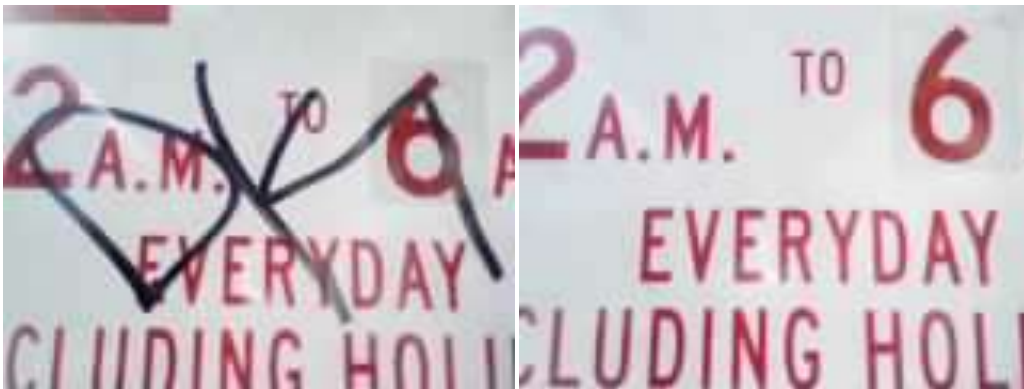
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October 27, 2011: 1967 Market St. Graffiti Removed



October 27, 2011: 2073 Market St. Graffiti Removed



October 28, 2011: 2264 Market St. Graffiti Removed

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October 28, 2011: 1800 Market St. Graffiti Removed



October 30, 2011: 2001 Dolores St. Graffiti Removed



October 31, 2011: 1800 Market St. Graffiti Removed

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Andrea requested that we help clean up the area in the closed down Home Restaurant;



October 31, 2011: 2100 Market St. Graffiti Removed



October 31, 2011: 2100 Market St. Graffiti Removed



October 31, 2011: 2100 Market St. Graffiti Removed

Illegal Dumping Photos



October 2, 2011: 153 Sanchez St. Illegally dumped television



October 2, 2011: 542 Castro St. Illegally dumped trash bags



October 3, 2011: 1825 Market St. Illegally dumped couch

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October 3, 2011: 260 Noe St. Multiple illegally dumped items



October 4, 2011: 1825 Market St. Illegally dumped couch broken into pieces



October 6, 2011: 4051 18th St. Illegally dumped item

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October 8, 2011: 504 Castro St. Illegally dumped item



October 8, 2011: 2367 Market St. Illegally dumped items



October 8, 2011: 2099 Market St. Illegally dumped cardboard

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October 9, 2011: 288 Noe St. Illegally dumped furniture



October 9, 2011: 2099 Market St. Illegally dumped cardboard



October 9, 2011: 1825 Market St. Illegally dumped chairs

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October 10, 2011: 133 Elgin Park, Illegally dumped furniture



October 10, 2011: 286 Noe St. Illegally dumped item



October 10, 2011: 2344 Market St. Illegally dumped trash

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October 10, 2011: 2201 Market St. Illegally dumped items



October 13, 2011: 1797 Market St. Illegally dumped furniture



October 13, 2011: 1817 Market St. Illegally dumped couch

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October 14, 2011: 452 Castro St. Illegally dumped cardboard



October 14, 2011: 2099 Market St. Illegally dumped trash & cardboard



October 16, 2011: 215 Church St. Illegally dumped cardboard

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October 16, 2011: 2001 Market St. Illegally dumped mattress



October 18, 2011: 2380 Market St. Illegally dumped television



October 18, 2011: 2337 Market St. Illegally dumped mattress

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October 22, 2011: 2321 Market St. Illegally dumped cardboard



October 23, 2011: 260 Noe St. Multiple illegally dumped items



October 23, 2011: 400 Castro St. Illegally dumped cardboard & trash

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October 27, 2011: 2255 Market St. Illegally dumped television



October 27, 2011: 2099 Market St. Illegally dumped carpet



October 28, 2011: 460 Castro St. Illegally dumped chair

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October 28, 2011: 2099 Market St. Illegally dumped cardboard



October 28, 2011: 2247 Market St. Illegally dumped television



October 28, 2011: 1817 Market St. Illegally dumped cardboard

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October 29, 2011: 527 Castro St. Illegally dumped wooden pallet



October 29, 2011: 466 Castro St. Illegally dumped milk crates



October 30, 2011: 260 Noe St. Multiple illegally dumped items

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October 30, 2011: 2099 Market St. Illegally dumped BBQ Grill



October 30, 2011: 1884 Market St. Illegally dumped vacuum



October 31, 2011: 258 Noe St. Illegally dumped furniture

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Transient Activity



October 2, 2011: 2100 Market St. Camper sighted



October 2, 2011: 2288 Market St. Camper sighted



October 2, 2011: 2100 Market St. Camper sighted

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October 7, 2011: 2200 15th St. Camper sighted



October 8, 2011: 2100 Market St. Camper sighted



October 13, 2011: 1975 Market St. Camper sighted

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October 14, 2011: 593 Castro St. Needle sighted



October 16, 2011: 2100 Market St. Abandoned shopping cart filled with trash



October 20, 2011: 2001 14th St. Abandoned homeless belongings

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October 20, 2011: 2001 Market St. Camper sighted



October 21, 2011: Octavia at Market & Elgin Park circle, camper sighted



October 23, 2011: 2330 Market St. Camper sighted

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October 23, 2011: 2001 14th St. Camper sighted



October 23, 2011: 30 Guerrero St. Camper sighted



October 23, 2011: 2390 Market St. Camper sighted

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October 24, 2011: 2390 Market St. Abandoned homeless belongings, removal completed



October 26, 2011: 1975 Market St. Camper sighted



October 27, 2011: Jane Warner Plaza, trash picker left huge mess. Trash Removed

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October 27, 2011: Jane Warner Plaza, needles sighted



October 27, 2011: 1975 Market St. Camper sighted



October 29, 2011: 2109 Market St.

October 30, 2011: 479 Castro St.

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October 2011 DAR

<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/02/2011 11:41	Other - 1890 Market St.	Clean - Graffiti	On the green box, white graffiti removed.
10/02/2011 11:41	Other - 242 Church St.	Clean - Graffiti - Door	On the door, black graffiti removed
10/02/2011 11:41	Other - 153 Sanchez St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped television.
10/02/2011 11:41	Other - 542 Castro St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped trash.
10/02/2011 11:41	Other - 2100 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/02/2011 11:41	Other - 2288 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/02/2011 11:41	Other - 2100 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/02/2011 11:41	Other - Castro Street	Events - Street Fair - Closure	Castro fair streets closed out. Additional Information: Streets closed from Castro & 19th to Market & 16th St.
10/03/2011 11:41	Other - 1825 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped couch.
10/03/2011 11:41	Other - 260 Noe St.	Clean - Illegal Dumping - Sidewalk	Multiple illegally dumped items.
10/03/2011 11:41	Other - 1825 Market St.	Clean - Illegal Dumping - Sidewalk	Multiple illegally dumped items.
10/03/2011 13:51	Address - Get Lost - 1825 Market Street	Clean - Illegal Dumping - Sidewalk	Couch left behind, 311 was contacted. Service Request #975582. Additional Information: Complete. Confirmed by 311.
10/04/2011 11:41	Other - 376 Castro St.	Clean - Graffiti	On the wall, white graffiti removed
10/06/2011 11:41	Other - 4051 18th St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped items.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/07/2011 11:35	Other - 2200 15th St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/07/2011 11:50	Other - 260 Noe St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed.
10/07/2011 14:40	Other - Home Restaurant - 2100 Market Street	Street FF&E - Trashcan - City - Missing	Missing liner. 311 service request #979069 Additional Information: Complete. Confirmed by 311.
10/08/2011 11:35	Other - 2100 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/08/2011 11:35	Other - 2100 Market St.	Street FF&E - Trashcan - City - Missing	Trash bin missing.
10/08/2011 11:41	Other - 1903 Market St.	Clean - Graffiti	On the wall, white graffiti removed.
10/08/2011 11:41	Other - 2200 Market St.	Clean - Graffiti	On the green box, silver graffiti removed.
10/08/2011 11:41	Other - 427 Castro St.	Clean - Graffiti	On the wall, white graffiti removed.
10/08/2011 11:41	Other - 2312 Market St.	Clean - Graffiti	On the bike rack, black graffiti removed.
10/08/2011 11:41	Other - 2217 Market St.	Clean - Graffiti - Parking Meter	On the parking meter, black graffiti removed.
10/08/2011 11:41	Other - 2367 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped items.
10/08/2011 11:41	Other - 2099 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped cardboard.
10/08/2011 11:50	Other - Harvey Milk Plaza along 400 Castro St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed.
10/08/2011 11:50	Other - On 17th from Market to Hartford St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed.
10/09/2011 11:41	Other - 298 Church St.	Clean - Graffiti - Pole	On the pole, white graffiti removed.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/09/2011 11:41	Other - 1939 Market St.	Clean - Graffiti - Mailbox	On the mailbox, blue graffiti removed.
10/09/2011 11:41	Other - 2135 Market St.	Clean - Graffiti - Parking Meter	On the parking meter, white graffiti removed.
10/09/2011 11:41	Other - 2100 Market St.	Clean - Graffiti	On the wall, white graffiti removed.
10/09/2011 11:41	Other - 288 Noe St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped furniture.
10/09/2011 11:41	Other - 2099 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped cardboard.
10/09/2011 11:41	Other - 1825 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped chairs.
10/10/2011 11:35	Other - 286 Noe St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped items.
10/10/2011 11:35	Other - 2344 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped trash.
10/10/2011 11:35	Other - 2201 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped items.
10/10/2011 11:35	Other - Corner of Church & Market St.	Construction	Wheelchair ramp construction.
10/10/2011 11:41	Other - 133 Elgin Park	Clean - Illegal Dumping - Sidewalk	Illegally dumped Furniture.
10/11/2011 08:06	Other - 445 Castro Street	Clean - Scrub Request	<p>Large amount of blood on sidewalk and walls. Jose will contact supervisor to see what to do about it.</p> <p>Additional Information: Service request #980770 Cones were placed around area. 311 operator called a Lead about this request. Complete. Confirmed by 311.</p>
10/11/2011 11:41	Other - 2370 Market St.	Clean - Graffiti	On the wall, black graffiti removed.
10/11/2011 11:41	Other - 1939 Duboce St.	Clean - Graffiti - Pole	On the pole, white graffiti removed.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/11/2011 11:41	Other - 469 Castro St.	Clean - Graffiti	On the wall, white graffiti removed.
10/11/2011 11:41	Other - 1800 Market St.	Clean - Graffiti	On the wall, black graffiti removed.
10/11/2011 11:41	Other - 504 Castro St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped item.
10/11/2011 11:50	Other - 460 Castro St.	Construction	New parking lot gate placed.
10/11/2011 11:50	Other - 4052 18th St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed.
10/12/2011 11:50	Other - Corner of 18th & Castro St.	Clean - 103 - Vomit - Sidewalk	Removal completed.
10/13/2011 11:46	Other - Grooves - 1797 Market Street	Clean - Illegal Dumping	Sofa couch. 311 service request #982646 Additional Information: Complete. Confirmed by 311.
10/13/2011 11:50	Other - 1817 Market St.	Clean - Illegal Dumping - Sidewalk	An illegally dumped couch.
10/13/2011 11:50	Other - 1975 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/14/2011 11:18	Other - 593 Castro St.	Safety - Needle Sighting	Needle sighted.
10/14/2011 11:18	Other - 1817 Market St.	Safety - Wheeled Conveyance - Shopping Cart	Abandoned shopping cart.
10/14/2011 11:18	Other - 566 Castro St.	Clean - Steam Clean Request	Steam cleaned wall to remove graffiti.
10/14/2011 11:50	Other - 2001 14th St.	Clean - Graffiti	On the street cleaning sign, black graffiti.
10/14/2011 11:50	Other - 541 Castro St.	Clean - Graffiti - Door	On the door, blue graffiti. Restricted Area.
10/14/2011 11:50	Other - 452 Castro St.	Clean - Illegal Dumping - Sidewalk	An illegally dumped cardboard.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/14/2011 13:12	Other - CiTiApartments - 2099 Market Street	Clean - Cardboard	Lots of cardboard. 311 service request #983439 Additional Information: Complete. Confirmed by 311.
10/14/2011 15:02	Other - Leticia's Restaurant - 2200 Market Street	Safety - 914 - Sleeper / Camper	914 in red sleeping bag - 15th Street side. Contacted non-emergency.
10/15/2011 11:18	Other - West side 400 block Castro St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed
10/15/2011 11:18	Other - 446 Castro St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed
10/15/2011 11:50	Other - 2121 Market St.	Clean - Graffiti - Sidewalk	On the sidewalk, white graffiti removed.
10/16/2011 11:18	Other - 2100 Market St.	Safety - Wheeled Conveyance - Shopping Cart	Shopping cart filled with trash abandoned by a 914.
10/16/2011 11:50	Other - 2099 Market St.	Clean - Graffiti	On the green box, white graffiti removed.
10/16/2011 11:50	Other - 1967 Market St.	Clean - Graffiti	On the green box, white graffiti removed.
10/16/2011 11:50	Other - 1853-7 Market St.	Clean - Graffiti - Window	On the window, black graffiti. Restricted area.
10/16/2011 11:50	Other - 215 Church St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped cardboard.
10/16/2011 11:50	Other - 2001 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped mattress.
10/17/2011 11:18	Other - 1853-57 Market St.	Construction	Business wall repairs taking place.
10/17/2011 11:42	Address - Peacock Music - 2200 15th Street	Safety - 914 - Sleeper / Camper - Non- Emergency	Non-compliant 914. Contacted non- emergency.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/17/2011 11:42	Address - Walgreen's Pharmacy - 4129 18th Street	Safety - 121 - Aggressive Panhandling - Non- Emergency	Non-compliant 121. Contacted non-emergency.
10/17/2011 11:42	Other - Market St and Dolores St	Clean - Illegal Dumping - Sidewalk	Mattress dumped on Market and Dolores. Contacted 311. Service request #985375. Additional Information: Complete. Confirmed by 311.
10/17/2011 11:50	Other - 1903 Market St.	Clean - Graffiti	On the street cleaning sign, black graffiti removed.
10/17/2011 11:50	Other - 2059 Market St.	Clean - Graffiti	On the street cleaning sign, black graffiti removed.
10/18/2011 11:50	Other - 2380 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped television.
10/18/2011 11:50	Other - 2337 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped sheets.
10/19/2011 10:57	Other - 1975 Market St.	Clean - Graffiti	On the wall, peach graffiti removed.
10/19/2011 10:57	Other - 2109 Market St.	Clean - Graffiti	On the wall, black graffiti removed.
10/19/2011 10:57	Other - 1815 Market St.	Clean - Graffiti	On the street cleaning sign, black graffiti removed.
10/19/2011 10:57	Other - 1817 Market St.	Clean - Graffiti	On the street cleaning sign, black graffiti removed.
10/19/2011 10:57	Other - 1800 Market St.	Clean - Graffiti	On the utility box, white graffiti removed.
10/19/2011 10:57	Other - 4148 18th St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed.
10/19/2011 11:18	Other - 1975 Clinton Park	Clean - Graffiti	On the wall, white graffiti removed.
10/19/2011 20:57	Other - 2175 Market St.	Clean - Graffiti	On the wall, yellow graffiti removed.
10/20/2011 10:57	Other - 460 Castro St.	Clean - Graffiti	On the wall, white graffiti removed.
10/20/2011 10:57	Other - 2001 14th St.	Clean - Illegal Dumping - Sidewalk	Multiple illegally dumped items.
10/20/2011 10:57	Other - 2001 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/20/2011 10:57	Other - Collingwood Rec Center	Clean - Steam Clean Request - Sidewalk	Steam clean completed.
10/21/2011 10:57	Other - 1859 Market St.	Clean - Graffiti	On the fire hydrant, red graffiti removed.
10/21/2011 10:57	Other - 2100 Market St.	Clean - Graffiti	On the wall, white graffiti removed.
10/21/2011 10:57	Other - 2101 Market St.	Clean - Graffiti - Trashcan - City	On the city trashcan, white graffiti removed.
10/21/2011 10:57	Other - 133 Elgin Park	Clean - Graffiti	On the utility box, green graffiti removed.
10/21/2011 10:57	Other - Octavia at Market/ Elgin Park circle	Safety - 914 - Sleeper / Camper	Camper sighted.
10/21/2011 14:27	Other - Elgin Park	Safety - 914 - Sleeper / Camper	SW corner of Octavia and Market. 914 in gray blanket. Contacted non-emergency.
10/22/2011 10:57	Other - 2321 Market St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped large amount of cardboard.
10/22/2011 10:57	Other - 400 Castro St.	Clean - Steam Clean Request - Sidewalk	Steam clean completed.
10/23/2011 10:57	Other - 1800 Market St.	Clean - Graffiti	On the wall, red & black graffiti removed.
10/23/2011 10:57	Other - 260 Noe St.	Clean - Illegal Dumping - Sidewalk	Multiple illegally dumped items.
10/23/2011 10:57	Other - 400 Castro St.	Clean - Illegal Dumping - Sidewalk	Illegally dumped trash & cardboard.
10/23/2011 10:57	Other - 2330 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/23/2011 10:57	Other - 2001 14th St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/23/2011 10:57	Other - 30 Guererro St.	Safety - 914 - Sleeper / Camper	Camper sighted.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/23/2011 10:57	Other - 2390 Market St.	Safety - 914 - Sleeper / Camper	Camper sighted.
10/24/2011 10:57	Other - 2355 Market St.	Clean - Graffiti	On the wall, purple graffiti removed.
10/24/2011 10:57	Other - Elgin Park at Octavia St.	Clean - Graffiti	On the wall, black & green graffiti removed.
10/24/2011 10:57	Other - 2390 Market St.	Clean - Garbage Pick-Up Request - Sidewalk	914 belongings abandoned, removal completed.
10/25/2011 10:57	Other - 2255 Market Street	Clean - Illegal Dumping	TV. 311 service request #990512 Additional Information: Complete. Confirmed by 311.
10/25/2011 11:10	Other - 2199 Market	Clean - Graffiti - Window	On the window, white graffiti removed.
10/25/2011 11:10	Other - 1946 Market St.	Clean - Graffiti - Payphone	On the payphone, white graffiti removed.
10/25/2011 11:10	Other - 210 Church St.	Clean - Graffiti - Parking Meter	On the payphone, gold graffiti removed.
10/25/2011 12:11	Other - CiTiApartments - 2099 Market Street	Clean - Illegal Dumping	Carpet on sidewalk. 311 service request #990595 Additional Information: Complete. Confirmed by 311.
10/27/2011 11:10	Other - 1967 Market St.	Clean - Graffiti	On the wall, black graffiti removed.
10/27/2011 11:10	Other - 2073 Market St.	Clean - Graffiti	On the wall, white graffiti removed.
10/27/2011 13:06	Other - Jane Warner Plaza	Clean - Garbage Pick-Up Request - Sidewalk	Large amount of flowers shaped into a heart, removal requested by Andrea. Jose informed Gonzalo & Jose informed base that he will help Gonzalo in completing request. Additional Information: Jose and Gonzalo bagged up the flowers. 4 garbage bags. 311 service request #992308 Complete. Confirmed by 311.
10/28/2011 11:10	Other - 2264 Market St.	Clean - Graffiti	On the no stopping sign, black graffiti removed.

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<u>Date</u>	<u>Location</u>	<u>Event</u>	<u>Description</u>
10/28/2011 11:10	Other - 1800 Market St.	Clean - Graffiti	On the wall, black graffiti removed.
10/28/2011 13:37	Other - CiTiApartments - 2099 Market Street	Clean - Illegal Dumping	Cardboard boxes. 311 service request #992998 Additional Information: Complete. Confirmed by 311.
10/28/2011 14:46	Other - 2247 Market Street	Clean - Illegal Dumping	TV. 311 service request #993061 Additional Information: Complete. Confirmed by 311.
10/30/2011 10:42	Other - Castro Parking Garage	Customer Service - Assist Merchant	Gate was opened at 7AM today.
10/30/2011 11:10	Other - 2001 Dolores St.	Clean - Graffiti - Window	On the window, black graffiti removed
10/31/2011 09:42	Other - Castro Parking Garage	Safety - 594 - Vandalism	Jose reported that the gate was forced open today.
10/31/2011 11:10	Other - 1800 Market St.	Clean - Graffiti	On the wall, black graffiti removed
10/31/2011 11:10	Other - 2100 Market St.	Clean - Graffiti	On the wall, blue graffiti removed
10/31/2011 11:10	Other - 2100 Market St.	Clean - Graffiti - Pole	On the pole, blue graffiti removed