



## **COMMUNITY GUIDES + CLEAN STREETS PROGRAMS**

**Report for Second Quarter 2008**

**Presented by**

**MJM Management Group and San Francisco Clean City Coalition**

August 12, 2008

## **CENTRAL MARKET COMMUNITY GUIDES PROGRAM**

### **Activities Overview – Second Quarter 2008**

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#### **Reporting Drug Dealing & Suspicious Activities**

July 2008: The Central Market Community Guides are continuing to strengthen their rapport with merchants and building security/concierge within the boundaries of the Central Market Community Benefit District. This is evident by the increase of 30+ calls in the last two months. A merchant who had reported drug activity in front of his business to the Central Market Dispatch and Call center expressed his desire to aid the CMCBD in enhancing pedestrian safety. The merchant said he would start calling the Central Market Dispatch with the full description of suspicious persons and suspicious activities, which the Central Market Dispatch would in turn report to the San Francisco Police Department (SFPD).

Drug dealing and related activities continue to be a common occurrence in Central Market. Since there are currently only two full-time Community Guides, the Community Guides are encouraging street-level businesses in the district to help serve as the “eyes and ears” for the community and report suspicious activities and non-emergency safety issues to the Central Market Dispatch or to SFPD.

When Community Guides introduce themselves to the Central Market community, they emphasize their social service outreach role. In doing so, the Community Guides are viewed as social service outreach workers by drug dealers and thereby do not see the Community Guides as a threat. The Community Guides also refrain from engaging with drug dealers and also avoid direct eye contact. Whenever the Community Guides witness drug activity in the district, they wait until they are in a safe zone before reporting the full description and details of the incident to the Central Market Dispatch and SFPD.

#### **Other Safety Services**

On 07/09/08, the Community Guides witnessed a woman about to lose consciousness near Cyril Magnin and Market Streets. One of the Community Guides signaled a police officer who was nearby to assist in the situation. Upon the police officer’s arrival, one of the Community Guides quickly obtained drinking water for the woman. It was later determined that the woman had suffered from dehydration. After drinking some water, the woman eventually was able to stand and continue on her way.

On 07/09/08, the Community Guides witnessed a group of approximately 30-40 youths fighting on the north side of the 900 block of Market Street. The Community Guides immediately called 9-1-1. When the SFPD arrived on scene, the fight was broken up and all those involved dispersed.

## **Distribution of “No Trespassing” Signs**

July 2008: The Community Guides distributed the “No Trespassing” signs to merchants, building security/concierge, and street-level businesses. The signs request enforcement of the Municipal Police Code Section 25 to all the street level businesses.

After signing the forms, the merchants, street-level tenants and property representatives displayed the notices on the windows of their business and other visible places, and notified the public, including SFPD and the Community Guides, that they do not give anyone permission to sleep, lie, or in any way remain in their doorway. These notices help SFPD and Community Guides address issues of sleepers and campers inside of doorways. The notice expires every six months.

## **Words of Support from the Central Market Community**

July 2008: The CMCBD is continually receiving praise from the community for the positive impact it is making in the public realm of the Central Market neighborhood. In July, a thankful property owner mentioned wrote that when walking into his building it is apparent that the streets have been much clearer with respect to visible street crime, and added that he has not witnessed any recent drug activity.

Similarly, a worker in Central Market wrote a letter expressing their gratitude to the CMCBD and its street teams in “transforming Market Street from the blighted area it was just a few months ago to the remarkable and beautiful street it was meant to be”. The person went on to write:

*“When [our office] first relocated from the financial district in 2001 this neighborhood was a disgrace to the City. Groups of drug dealers congregated on the corner at Sixth [Street], vagrant teens encamped in front of vacant businesses, and aggressive panhandlers (often with pit bull dogs) were our “welcoming committee” as we approached our workplace each morning. Needless to say we were not happy with our new location. Our company tried to make the best of a bad situation, we had meetings with the local police captains and kept track of the numerous incidents that our employees endured—everything from hair pulling to being followed and threatened by thugs. Sad to say nothing seemed to make a difference. That is until the Central Market crew hit the streets.*

*Your professional trained crew has truly made a positive impact where others have failed. Since they have been on the job no longer are aggressive panhandlers hassling pedestrians, no longer are drug dealers “the kings” of Market Street, no longer do I have to feel like I need to be wearing a suit of armor to protect myself as I approach my office, and no longer do I have to witness Market Street being used as a public toilet. Thanks for doing such a great job at cleaning up Market Street.”*

### **Music on Mint Plaza Community Outreach**

July 2008: The Community Guides conducted door-to-door interactions and outreach to merchants in the Central Market district in July. During the week of 7/07/08, in preparation for the *Music on Mint Plaza Summer Concert Series*, the Community Guides distributed posters and flyers promoting the free community event to all street-level businesses and encouraged merchants to display the promotional materials in their place of business. The Community Guides also help greet attendees and passersby and distribute the concert series lineup on Mint Plaza before and during each concert.

### **Residential Outreach**

July 2008: During the week of 08/04/08, the Community Guides distributed announcement concerning the CMCBD Board Seat Nominations and Elections process to all residential buildings in the Central Market district, encouraging property managers to post the announcement and distribute to building residents.

### **Sixth Street Foot Beat Officers**

June 2008: The Community Guides were given the direct cell phone number of the four Sixth Street foot beat officers by Captain Lazar of the SFPD Southern Station. In June, the Community Guides introduced themselves to these foot beat officers, informing them that they can contact the Community Guides whenever they see someone in need of social service outreach and assistance. The Community Guides visited businesses on Sixth Street from Market Street to Jessie Street informing them of the new presence of the Sixth Street foot beat officers and gave the merchants the cell phone number for non-emergency calls if they need assistance or see any suspicious activities. The merchants and residents have been very pleased with the presence of SFPD and are seeing a positive changes in the real and perceived safety in and around the Sixth Street corridor.

### **Crime in Central Market**

6/30/2008: the Community Guides were at 7-Eleven when they heard eight shots fired from the 100 block of Turk Street in front of the Dalt Hotel. The area is not within the boundaries of the Central Market district, but the Guides immediately reported the shootings. SFPD and emergency medical technicians immediately arrived on the scene to find the victim shot in the leg and rolling on the ground. Witnesses gave conflicting reports; one witness stated that the shooters were in a car and fled the scene, but another witness said the person came out of the store shooting.

### **Guides witness man pull out knife**

May 2008: CMCBD dispatcher received a call about a homeless person named David who had all of his belongings scattered on the sidewalk by 537 Stevenson Street. The Guides spoke to him and he stated that he is packing it up. While gathering his belongings he became upset because he could not find his cell phone. While looking for his cell phone he opened up a flip knife stating that someone stole his cell phone. The Community Guides watching this were already at a safe distance, but backed away even further and called the police. Within a minute or two Officer Constantine and Officer Perez arrived on their bicycles. Another Officer also came for backup. When the officers arrived, David threw the knife down, but resisted arrest and was taken to jail. The Community Guides signed a citizen's arrest. The quick response of the San Francisco Police Department demonstrated how much support they are giving to the Community Guides Program and also shows that more officers are patrolling the area.

### **Guides help pregnant woman get into detox**

May 2008: The Community Guides noticed a 19-year-old pregnant woman on drugs lying against the building at 470 Jessie Street. She told the Community Guides she has been trying to get into detox at Tom Wydell and a few other places because of her pregnancy. However, she needed medical clearance because of her pregnancy in order for her to be admitted into detox. The Community Guides called around and found that General Hospital will do it. They called Mobile Assistance Patrol. The Community Guides saw her the following week and was so grateful to them for helping her.

## **Training Opportunities – Second Quarter 2008**

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### **SFPD**

August 2008: Captain McDonagh has returned as the Captain of SFPD's Southern Station (he will be officially returning from annual leave on August 9). Captain Lazar was serving as interim Captain of the Southern Station and was in the process of setting up training for the Community Guides and the Dispatchers. Upon Captain McDonagh's return, Captain Lazar met with him and informed him of the trainings he was coordinating for the CMCBD. Since Captain Lazar's departure as Captain, we have been unsuccessful thus far in confirming the scheduling of additional training opportunities through SFPD. The SFPD trainings seem to be temporarily on hold pending the return of Captain McDonagh.

## **SFMTA**

On 8/6/2008, the Central Market Dispatcher and Community Guides met with Jane McCown from the San Francisco Municipal Transportation Agency (SFMTA) division responsible for maintaining city street signs. The Community Guides have repeatedly reported issues with regard to the maintenance and disrepair of street signs, which have not been properly address by SFMTA. The meeting was designed to strengthen communication between the CMCBD and SFMTA, to gain a better understanding of the appropriate procedures the Community Guides must follow in reporting to the City Call Center's 3-1-1 service concerning graffiti on street signs for the purpose of expediting service requests and increasing efficiency. This and consequent meetings and interactions between the CMCBD and SFMTA will help close the communication gap and solve some of the issues we have been having with 311 closing out work orders before the work is completed. As a result of this first meeting, the CMCBD also submitted a request to the SFMTA contact for the installation of a sign for Stevenson Street at Seventh Street.

## **Salvation Army**

On 07/22/08, the Community Guides attended The Salvation Army Kroc Center post-grand opening tour. The Center is a \$58 million Community Center in San Francisco's Tenderloin neighborhood. The Center is anticipated to serve 2,000 youth annually, giving young people an alternative to gangs and life on the streets. The Center includes a gymnasium, dance studio, weight room/fitness center, and graphic arts studios, and 113 units of transitional and permanent housing. The tour was an opportunity for the Community Guides to gain a clearer understanding of the services available through the Salvation Army Kroc Center and to meet other social service providers in the community, all of which strengthens the effectiveness of their outreach work in the public realm of Central Market.

## **SFPD**

6/18/2008: Captain David Lazar, the interim Captain of the San Francisco Police Department (SFPD) Southern Station, has been very supportive in the CMCBD's efforts to its mission. On 6/18/2008, Captain Lazar joined Daniel Hurtado (CMCBD), Tajiri Winesberry (MJM Management Group) and the Central Market Community Guides in a meeting designed to strengthen the communication and working relationship between SFPD and the CMCBD. Captain Lazar introduced five of his undercover narcotics officers and provided the Community Guides with their direct cell phone numbers. This gives the

CMCBD the ability to communicate directly with the undercover officers by creating a close partnership in the effort to address the drug dealing and related criminal activities in the area. The undercover police officers described the type of information they are seeking and needing to obtain such as complete description, license plate numbers and location of drugs. The officers also said that they would like to focus primarily on the drug sellers, including marijuana dealers since they often have weapons or are wanted on other charges.

### **City of San Francisco - Homeless Adult Probation**

6/09/2008: Deputy Probation Officer Darrin Dill conducted four hours of field training for the Community Guides, covering the Homeless Probation Program and the social service outreach portion of his role. Officer Dill provides outreach to homeless individuals and probationers on the streets in the Central Market, SOMA and Tenderloin neighborhoods.

### **Personal Safety/Work Place Violence**

On 5/14/2008, the Community Guides were trained on community relations, de-escalation, personal safety and workplace violence prevention. The training was conducted by San Francisco SAFE (Safety Awareness For Everyone), the city's leading crime-prevention education organization. The organization helps residents, police, and community groups work together to create safe, vibrant neighborhoods by providing violence prevention education, public safety information and community organizing services.

### **Homeward Bound Program**

On 5/20/2008, the Central Market Community Guides received training through the Homeward Bound Program staff on the mission and services offered through the program and the requirements individuals must possess in order to qualify for services. The Homeward Bound program can help connect persons amenable to the service to their families or home communities.

## July 2008: Cleaning and Maintenance

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Issue	Public Calls	Reported by Guides	Totals	Addressed by CMCBD	Called or Addressed by 311	Addressed by Police / Medical Emergency	Addressed by Social Service Agencies	Addressed by others/ pending
311 Called		161	161		161			
Public Calls	37		37					
*Graffiti Reported - Private Property	2	103	105	94				11
Feces Reported (Human)	3	36	39	39				
Feces Reported(Animal)		62	62	61	1			
*Graffiti Reported - City Property		58	58		58			49
Merchants Informed about Trashcans		8	8	8				
Sticker Reported		63	63	11	52			44
Vomit Reported		8	8	7	1			
*Graffiti Reported on Building above 10 Feet		4	4		4			4
Shopping Carts Removed		10	10		10			
Garbage Bags filled by the Clean Team			290					

## July 2008: Social Service Outreach

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Issue	Public Calls	Reported by Guides	Totals	Addressed by CMCBD	Called or Addressed by 311	Addressed by Police / Medical Emergency	Addressed by Social Service Agencies	Addressed by others/ pending
Sleeper/Camper/ Loiterer/Trespasser	21	68	95	56		29	10	
Social Service Outreach		111	111	111				
SF HOT Team Called or Referred		10	10				10	
Social Service Resource Literature Distributed		24	24	24				
Reporting/Deterring Aggressive Panhandling		19	19	9		10		
Drunk and Disorderly		8	8	1		4	3	
Mobile Assistance Patrol Called		5	5				5	

## July 2008: Hospitality & Community Outreach

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Issue	Public Calls	Reported by Guides	Totals	Addressed by CMCBD	Called or Addressed by 311	Addressed by Police / Medical Emergency	Addressed by Social Service Agencies	Addressed by others/ pending
Directions Given		229	229	229				
Maps Distributed		4	4	4				
Referral to Restaurants/Shops		3	3	3				

## July 2008: Public Safety

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Issue	Public Calls	Reported by Guides	Totals	Addressed by CMCBD	Called or Addressed by 311	Addressed by Police / Medical Emergency	Addressed by Social Service Agencies	Addressed by others/ pending
Sidewalk Obstruction/Illegal Dumping		97	97	45	52			
Non-emergency Called		54	54			54		
Illegal Vendors Reported	1	34	35	1		34		
Drug Dealing Reported	1	6	7	2		5		
Safety Hazards Reported		10	10	2	8			5
911 Called		6	6			6		

## Second Quarter 2008: Social Service Outreach

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Issue	May Totals	June Totals	July Totals	Quarterly Average
Sleeper/Camper/ Loiterer/Trespasser	19	36	95	50
Referred to Social Service Agency	36	86	111	78
SF HOT Team Called or Referred	12	7	10	10
Social Service Resource Literature Distributed	22	29	24	25
Reporting/Deterring Aggressive Panhandling	4	29	19	17
Drunk and Disorderly	3	19	8	10

## Second Quarter 2008: Cleaning & Maintenance

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Issue	May Totals	June Totals	July Totals	Quarterly Average
311 Called	88	107	161	119
Public Calls	3	30	37	23
*Graffiti Reporting's - Private Property	89	69	105	88
Feces Reportings (Human)	42	33	39	38
Feces Reportings (Animal)	27	33	62	41
*Graffiti Reporting's - City Property	6	25	58	30
Merchants Informed about Trashcans	30	21	8	20
Sticker Reportings	5	13	63	27
Vomit Reportings	8	13	8	10
*Graffiti Reportings on Building above 10 Feet	4	2	4	3
Shopping Carts Removed	1	6	4	4
Garbage Bags filled by the Clean Team	153	236	290	226

## Second Quarter 2008: Hospitality and Community Outreach

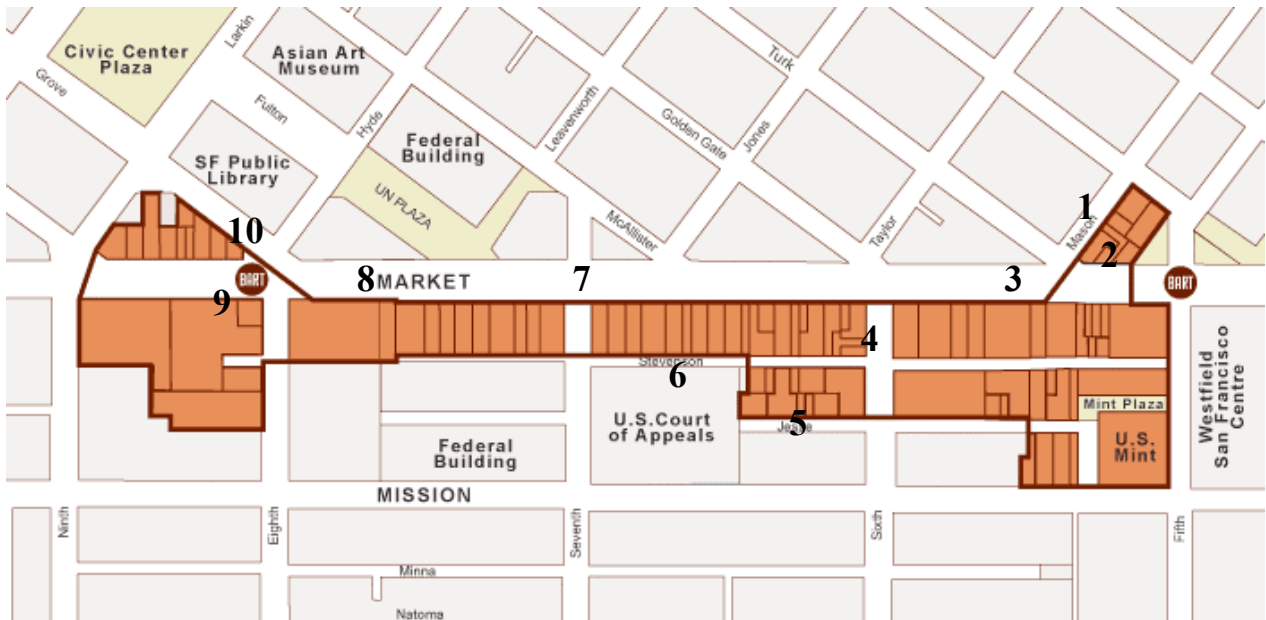
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Issue	May Totals	June Totals	July Totals	Quarterly Average
Directions Given	69	89	229	129
Maps Distributed	5	3	4	4
Referral to Restaurants/Shops	2	1	3	2

## Second Quarter 2008: Public Safety

Issue	May Totals	June Totals	July Totals	Quarterly Average
Sidewalk Obstruction/ Illegal Dumping	44	59	97	67
Non-emergency Called	5	70	54	43
Illegal Vendors Reported	9	28	35	24
Drug Dealing Reported	3	2	7	4
Safety Hazard	3	2	10	5
911 Called	1	5	6	4

## Central Market Community Benefit District: Hot Spots



	LOCATION	ISSUE
<b>1</b>	Mason Street (between Eddy & Market)	<ul style="list-style-type: none"> <li>- Social service need</li> <li>- Public intoxication</li> <li>- Drug dealing/using/suspicious activity</li> </ul>
<b>2</b>	948 Market Street	<ul style="list-style-type: none"> <li>- Drug dealing/suspicious activity</li> </ul>
<b>3</b>	7/11 on Market Street	<ul style="list-style-type: none"> <li>- Aggressive panhandling</li> </ul>
<b>4</b>	Sixth Street	<ul style="list-style-type: none"> <li>- Drug dealing/using/suspicious activity</li> <li>- Encampments</li> </ul>
<b>5</b>	500 Block of Jesse Street	<ul style="list-style-type: none"> <li>- Drug using/suspicious activity</li> </ul>
<b>6</b>	937 Stevenson Street	<ul style="list-style-type: none"> <li>- Drug using/suspicious activity</li> </ul>
<b>7</b>	Seventh & Market Streets	<ul style="list-style-type: none"> <li>- Drug dealing/suspicious activity</li> </ul>
<b>8</b>	In front of Trinity Place, near entrance to BART station	<ul style="list-style-type: none"> <li>- Illegal street vending</li> </ul>
<b>9</b>	1235 Market, in front of Starbucks near BART station	<ul style="list-style-type: none"> <li>- Aggressive panhandling</li> </ul>
<b>10</b>	Burger King, corner of Grove and Market Streets	<ul style="list-style-type: none"> <li>- Aggressive panhandling</li> </ul>