

Street Report



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MAY 2023 KOREATOWN NORTHGATE (KONO) ACCOMPLISHMENTS

CLEANING AND HOSPITALITY AMBASSADOR SERVICES

The following data and information is provided to Koreatown Northgate (KONO) for tracking purposes. The period covered is May, 2023. The data and information is obtained from Ambassadors conducting counts and from work orders entered in Statview.



Ramon H., Operations Supervisor

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General Comment:

Greetings to all from the KONO Ambassador Team! The month of May has been a rollercoaster of weather – it seemed like we had a little bit of winter, spring, summer, and fall all in one! The Ambassadors of the KONO district have been hard at work, providing the cleanest and healthiest environment for our community and its visitors. The up and down weather has not made our jobs easier, but we still found satisfaction in finding ways to continue giving back to our community. Whether it was beautifying our streets, responding to distressed unhoused community members, or simply saying hello, the KONO ambassadors were always one call away, providing their assistance. Know that you can always depend on our small but mighty team!

KONO Ambassador Team:

Our Cleaning Ambassadors have met the challenge head-on and have collected 15,500 pounds of litter this month, which is an increase of over 1,000 pounds! To help you conceptualize that, it amounts to ten dumpsters' worth of extra garbage! Our Hospitality Ambassador has stepped up and taken on the task of removing all graffiti from parking meters, bike rental racks, and the new bus stops throughout the district. These focused graffiti removal projects have led to the removal of 351 large pieces of graffiti. Our Hospitality Ambassador keeps track of every piece of graffiti, sticker, or tagging that is removed. We have removed graffiti from areas such as merchant storefronts and have been utilizing our pressure washer to ensure all eyesores are removed within a 3-day period.

Notable Moments:

One notable moment in our district occurred on May 19th at around 7:00 am when our dedicated KONO supervisor, Ramon Hall, swiftly intervened and prevented a robbery on Telegraph Ave. The incident unfolded as a victim sat startled in her car by a suspect attempting to break into it. Displaying remarkable composure and quick timing, Ramon immediately stepped in to deescalate the situation. With his exceptional communication skills, he managed to calm the suspect and convince him to relinquish the stolen goods. Ramon's heroic actions not only ensured the safety of the victim but also resulted in the successful retrieval of the stolen items.

In another remarkable moment, our esteemed KONO supervisor demonstrated his exceptional de-escalation expertise when faced with a challenging situation involving a local unhoused community member. The individual was in possession of a large knife, and the Oakland Police Department was attempting to persuade him to release it. Leveraging his established relationship with the person, Ramon skillfully engaged in communication, allowing him to establish trust and diffuse tension. Ramon was able to defuse the situation. His quick thinking and ability to connect with individuals in the community averted a potential crisis, and the unhoused person handed Ramon the knife. His bravery and effective handling of both situations serve as a shining example of his commitment to protecting our community and making it a safer place for all. That's the KONO Ambassador way!



Robert V., Cleaning Ambassador



Fernando O., Debris removal

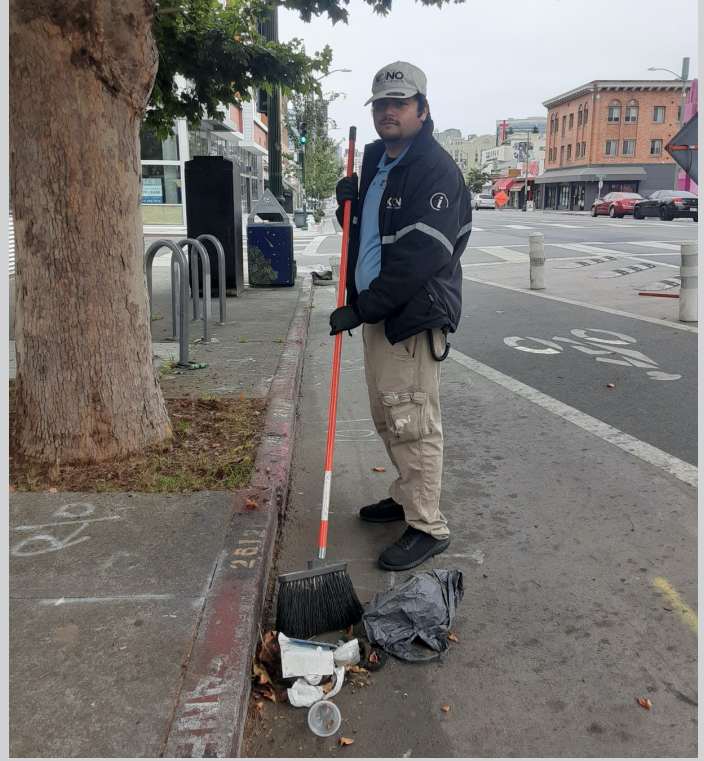
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Fernando O., Hospitality Ambassador



Fernando O., Curb line sweep



Marcelo H., Cleaning Ambassador



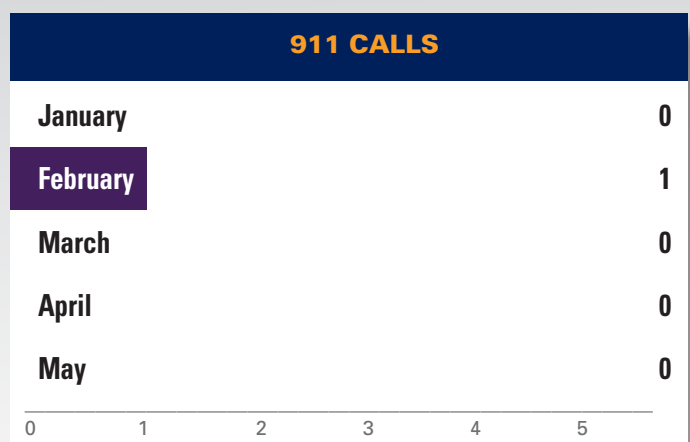
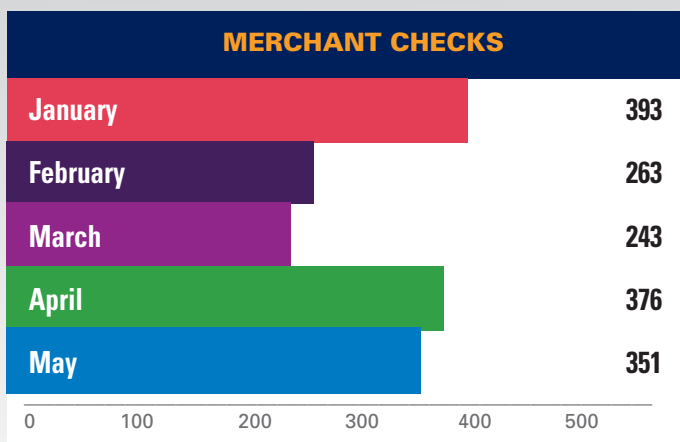
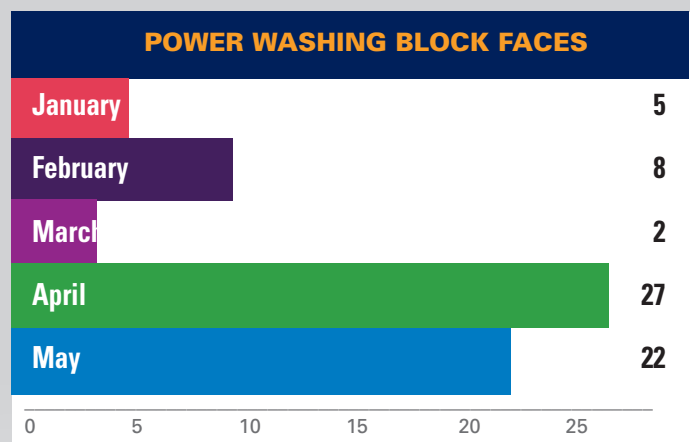
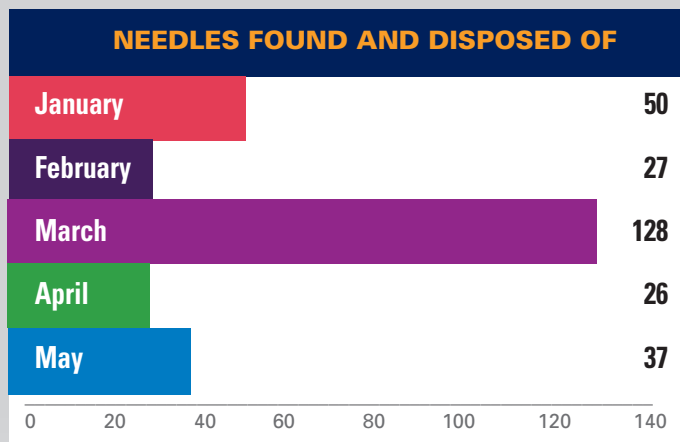
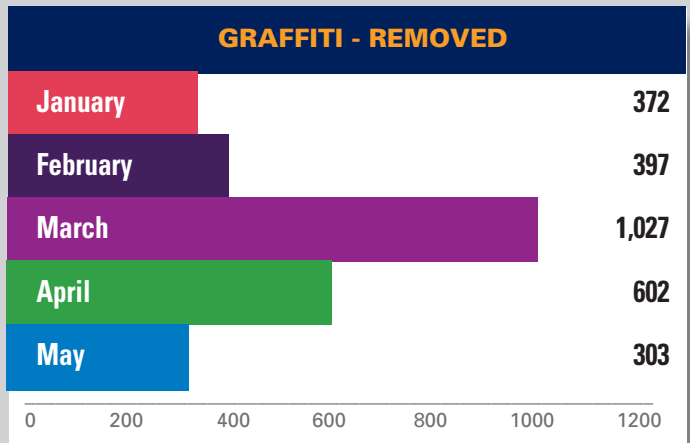
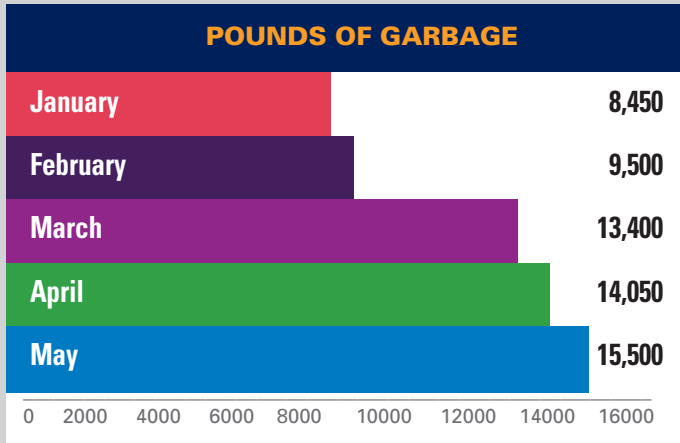
Fernando O., Graffiti removal with pressure washer

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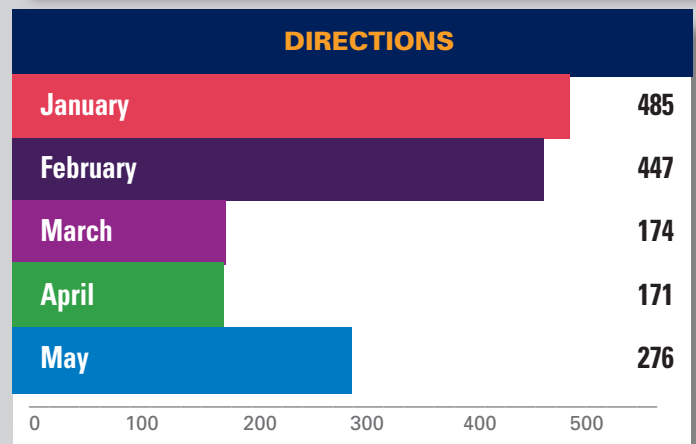
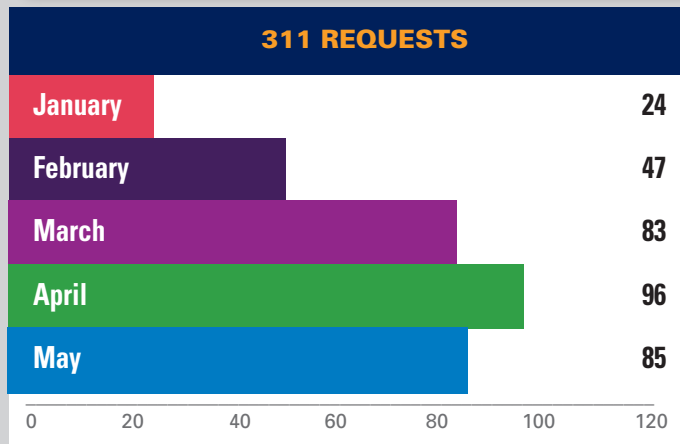
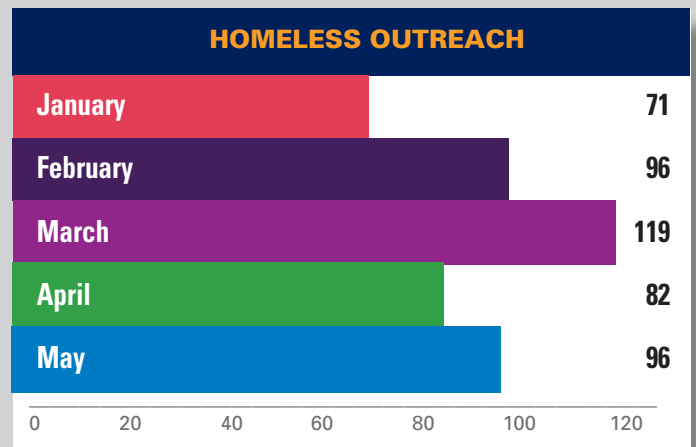
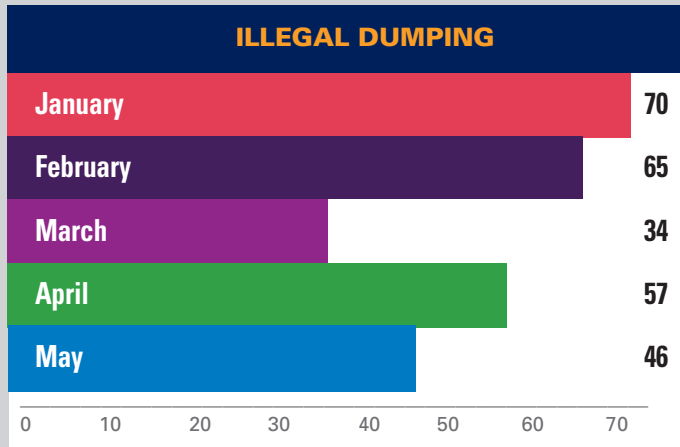
STATISTICS 2023



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2023 CHRONOLOGIC STATISTICS

Statistics 2023	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Pounds of Garbage	8,450	9,500	13,400	14,050	15,500								60,900
Graffiti - Removed	372	397	258	602	303								1,932
Power washing block faces	5	8	2	27	22								64
Merchant Checks	393	263	243	376	351								1,626
911 Calls	0	1	0	0	0								1
Illegal Dumping	70	65	34	57	46								272
Homeless Outreach	71	96	119	82	96								464
Needles found and disposed of	50	27	128	26	37								268
311 Requests	24	47	83	96	85								335
Directions	485	447	174	171	276								1,731

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Merrimac Ave. (before/after)



Merrimac Ave. (before/after)



Telegraph Ave. (before/after)

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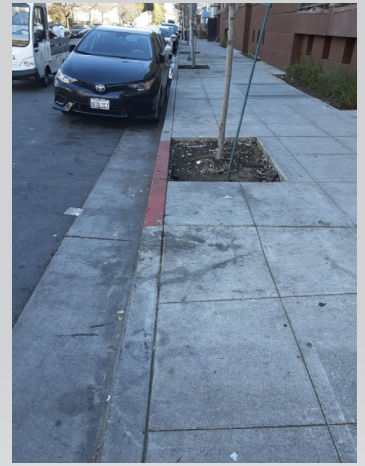
24th Telegraph Ave. (before/after)



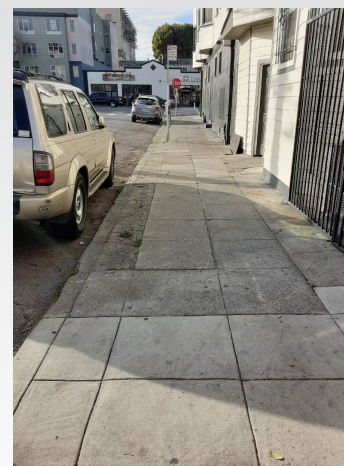
23rd Telegraph Ave. (before/after)



28th Telegraph Ave. (before/after)



22nd Martin Luther King (before/after)



24th Telegraph Ave. (before/after)



Telegraph Ave. (before/after)

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Telegraph Ave. (before/after)



Telegraph Ave. (before/after)



Telegraph Ave. (before/after)



Telegraph Ave. (before/after)



DEFINITIONS

Pounds of garbage

weight of trash accumulated by ambassadors. Total weight is determined by multiplying number of bags used by storage capacity (1 bag=25 lbs)

Graffiti – removed

graffiti abated by any means including pressure washing, painting and using abatement solutions

Needles found & disposed of

number of single hypodermic needles found and disposed of at an appropriate medical waste disposal site

Power washing block faces

number of block faces pressure washed

Merchant checks

ambassadors visit a business for the purpose of customer service outreach or to assist with a request

911 calls

emergency calls placed

Illegal Dumping

number of occurrences of dumping large or electronic items (e.g. computers, furniture, mattresses, suitcases, etc)

Homeless Outreach

any contact with a homeless individual that includes the offering of services, or a request for information about services or service providers

311 Requests

requests placed to 311 for Public Works related issues

Directions

number of times ambassadors provide directions to the public