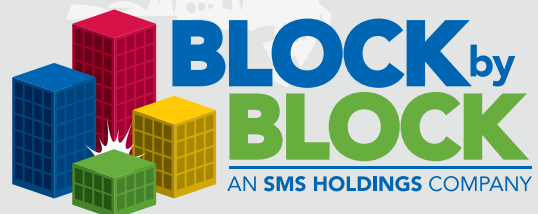


WELCOME to the Neighborhood!

Get Introduced to Block by Block

SAFETY
CLEANING
HOSPITALITY
OUTREACH



www.blockbyblock.com



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ABOUT US



We provide **safety**, **cleaning**, **hospitality** and **outreach** solutions for improvement districts and community organizations.

We manage the entire program from A to Z, custom designing each program using best practices and serving as good stewards of customers' budgets.

2002

Founded in 2002, we are privately owned with origins dating back to 1930.

70+

We currently serve over 70 districts, more than any other company.

96%

We have a 96% retention rate.

SERVICES



SAFETY

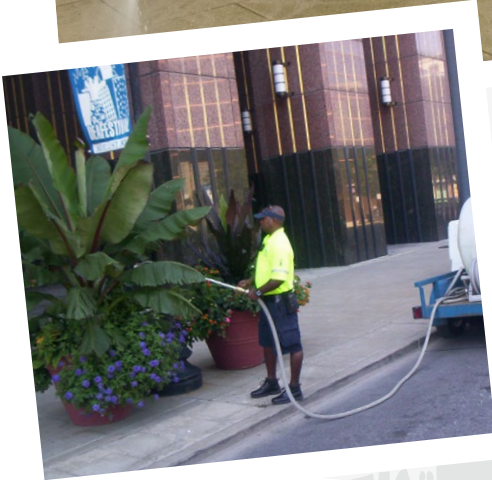
- Patrol on foot, bike or Segway
- Proactively engage and deter low level quality of life behaviors (panhandling, loitering, illegal vending, etc.)
- Engage homeless persons to connect them with services
- Use technology to document engagements with persons and incidents
- Interact with businesses to share district and safety information
- Serve as a resource to and share information with local law enforcement
- Continually engage the public to create positive experiences

ENVIRONMENTAL MAINTENANCE

- Litter collection (manual and mechanical)
- Graffiti removal
- Weed abatement
- Power washing
- Special projects (painting, mulching, etc.)
- Landscaping (planting, watering, pruning)

HOSPITALITY

- District greeters
- District information
- Directions
- Recommendations
- Event support
- Additional "eyes and ears"



PERSONNEL



AMBASSADORS NOT JANITORS OR SECURITY GUARDS

We select staff who have the ability to meet the demands of BID work and who will represent your organization. We don't just hire typical security or janitorial personnel.

HIRE FOR PERSONALITY TRAIN FOR SKILLS

We find people who are friendly, outgoing, and like dealing with the public.

SELECTING EMPLOYEES NOT JUST HIRING

Every candidate undertakes an operating-style inventory, which is benchmarked against our 100 best performing Ambassadors in several traits.

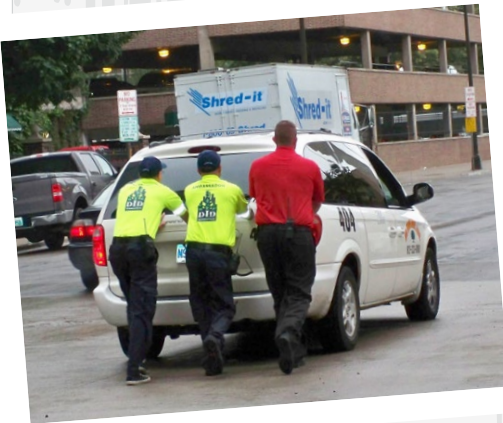
KNOW YOUR TEAM NO SURPRISES

We perform exhaustive background screens, pre-employment and random drug screens.

TRAINING



Training is what transforms friendly people into great Ambassadors.



INITIAL TRAINING

We've spent considerable time and resources creating the most comprehensive instructor and video-led training curriculum, covering everything an Ambassador needs to know.

ONGOING TRAINING

A bi-weekly training bulletin is produced by our corporate office every two weeks and reviewed by every program in the field. These are used to address training needs, reinforce content covered during initial training, or present new concept material.



BLOCKHEAD UNIVERSITY

Our Operations Managers are the most critical ingredient to successful local program operations. We spend a tremendous amount of time providing training to each:

100 – 200 level training is delivered upon hire in a working improvement district.

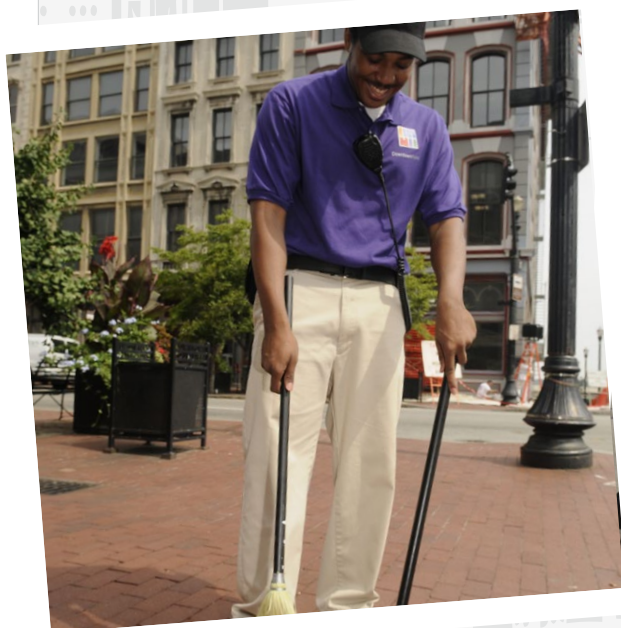
300 – 400 level training is annual in-service training held each March in one of our cities.



KEEPING THE BEST



Each day a team member is on the street they become more knowledgeable about the district and their role in the district's growth.



EMPLOYEE WAGES

We expect more from staff, and therefore pay above security and janitorial industry standards.

BENEFITS

Benefits are essential to retaining employees. All Block by Block employees receive quality health and dental insurance (70% paid by Block by Block), paid vacations, free life insurance, 401K, and birthday pay.

WORK ENVIRONMENT

Work should be fun and interesting. Our philosophy when working with employees is to "treat employees as we want to be treated."

REWARDS & RECOGNITION

We've created a fantastic rewards and recognition program to reinforce great performances on a weekly, monthly and annual basis.

OPERATIONS



"Sweating the small stuff" is the key to maximizing visibility and having the most effective on-street operations.

DEPLOYMENT

We carefully orchestrate all details of daily operations to maximize the investment into staff and equipment.

OPERATIONS MANAGER

The operations manager is responsible for applying our operating model locally and serves as the "quarterback" of day-to-day operations and service strategy.

EQUIPMENT

Equipment is selected to improve efficiency and further the visibility of the organization. Your investment into equipment is only useful if it's part of daily deployment. We have strong maintenance procedures to extend the life expectancy of equipment.



REPORTING



Doing improvement district work is only half the job.
Promoting accomplishments to stakeholders is the other half.

CUSTOMIZABLE REPORTING CAPABILITIES

We have the capability to develop custom tracking and reporting of activities to satisfy the complex requirements of any district.

SMART SYSTEM

We've woven the most comprehensive data collection technology into each of our programs to database infrastructure issues in the field, as well as to generate professionally generated, "board ready" reports.



Additionally, our SMART System can be expanded to:

- Capture activities and engagements in the field, in real time.
- Provide Ambassadors with district info at their fingertips.
- Plot and electronically assign infrastructure issues or tasks.
- Save individuals to a database and link activities to the specific person.
- And much, much more!

INNOVATION & CREATIVITY



We develop new and better processes to enhance each program.

BEST PRACTICES

We bring to you a knowledge base developed from providing services to over **70 districts** across the country.

CONTINUAL PROGRAM EVOLUTION

The accomplishments of today will become the standards of tomorrow. We develop and implement annual strategic work plans for each program to deliver your stakeholders the "WOW" effect.

SOLVING PROBLEMS

Since our inception, we've continually developed a deeper understanding of BID needs and solutions. The challenges of districts today will be different tomorrow. We'll be engaged with you to figure out common-sense solutions to daily challenges.



INFRASTRUCTURE



The Block by Block support staff is focused on being involved with each program, which translates into better management of your program.

SUPPORT EXISTING CUSTOMERS AND FUTURE GROWTH

We continually make significant investment into our corporate structure. This allows us to provide the same great service to the newest customer as we did to our first customer!

CORPORATE STAFF

Your program will have the ongoing involvement, direction, and support of an experienced Regional Vice President. Additionally, we have a strong complement of competent, experienced staff members to support your program's needs.

QUALITY ASSURANCE

Quality assurance is the number one job of our corporate and local management staff. Each quarter we conduct a thorough analysis of our programs and assign the program a grade, which is used to set short and long term objectives. Additionally, these grades are used in the bonus system for our Operations Managers.



CORPORATE SUPPORT CENTER



The staff at our corporate support center handle the day-to-day details of running a business, allowing the Block by Block corporate staff to focus on what we do best.

BEHIND THE SCENES

Over 170 subject matter experts tend to the many details of running a business, which include:

- Employee background screening
- Human resources (including 2 staff attorneys)
- Employee licensure
- Procurement
- Safety and risk management
- Accounts payable and receivable
- Payroll



OPERATIONS SUPPORT

- **Graphic Design** – assists with the development and creation of pieces to support customer brands (ex. branding of equipment and development of collateral pieces)
- **Safety** – provides risk assessments and training programs to minimize risk for our operations

EMPLOYEE SUPPORT

- **SMS Cares** – an employee assistance program that provides monetary support to employees and their families in times of need, such as illness or natural disaster
- **Employee Help Line** – a single number of employees can call for any question or concern, whether it be a benefits question or a problem with a coworker

WHY BLOCK BY BLOCK?



We develop new and better processes to enhance each program.

EXPERIENCE

We've accumulated the best practices of over **70 districts** throughout the United States.

COMPLETE PROGRAM MANAGEMENT

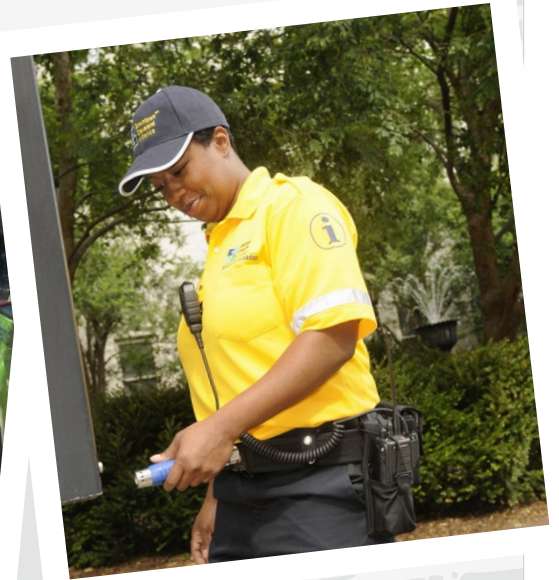
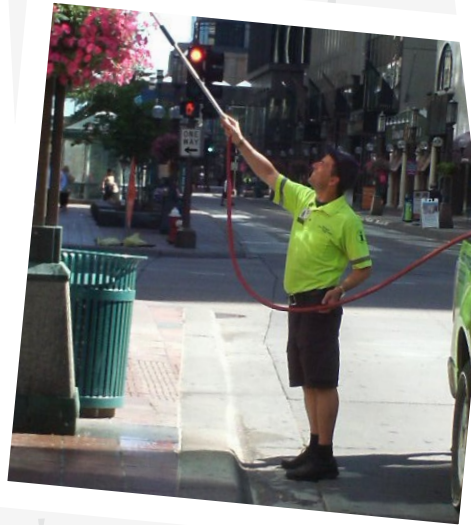
We'll handle the details of your program so you can focus on more important matters – like improving property values.

INFRASTRUCTURE, SUPPORT & INVOLVEMENT

You'll get personalized service of a local provider with the depth and knowledge of a national provider.



GET IN TOUCH



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