

Operations Report

Union Square Alliance

November 2022

**UNION
SQUARE**
ALLIANCE



Holiday Ice Rink in Union Square

The Safeway Holiday Ice Rink in Union Square Park presented by Kaiser Permanente returns to San Francisco for its 15th anniversary season. The ice rinks holiday season began on Wednesday November 2nd and will be open through January 16, 2023. The Clean team ambassadors were on hand on opening day to assist with early set up as well as providing extra cleaning, guest information and lots of hospitable greetings. The Safeway Holiday Ice rink offers daily ice-skating sessions, music, and lots of Holiday Cheer in the heart of Union Square.

Macy's Great Christmas Tree

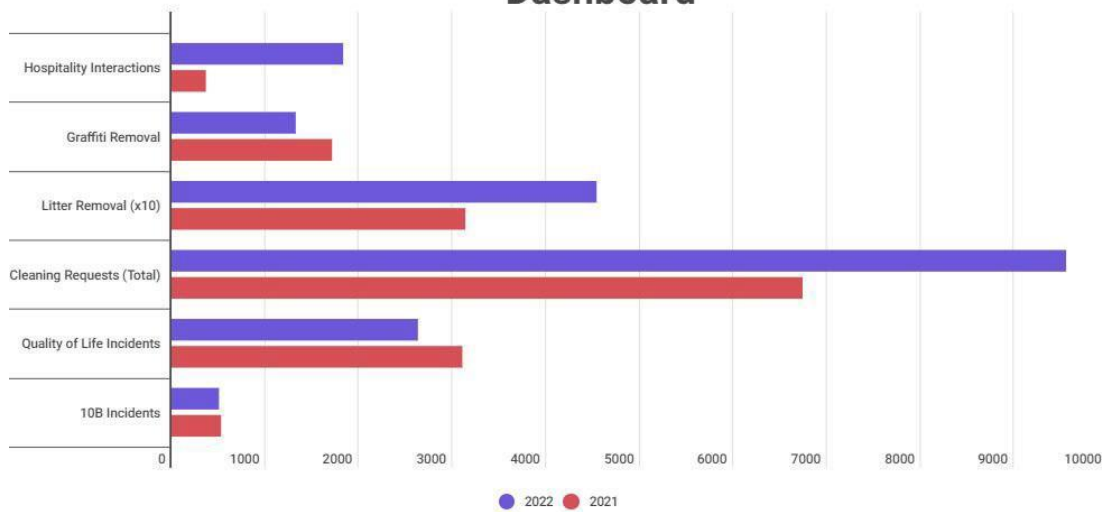
For the 33rd year, the Macy's Great Tree lit up Union Square Park on November 9th during a private tree lighting ceremony. The Clean and Safe Team not only provided support for this evening event but also coordinated with Webcor for the tree's installation by providing barricades and other equipment. Ambassadors continue hospitality to guests at the park as well as ensuring all trash receptacles in and around the park are emptied and cleaned on a regular schedule. The Macys Tree will remain lit through January 1, 2023. A special thanks to everyone involved for bringing this year's event together.

Safe Shopper Initiative 2022

On November 15th, Mayor London Breed held a press conference at Union Square Park to announcing the kick-off of the Safe Shopper initiative for the 2022 holiday season. The initiative, which will continue for the 2nd year in a row, increases of police presence in Union Square with a goal in mind to protect holiday shoppers, employees and residents. Mayor Breed was also joined by other city officials, such as newly appointed District Attorney Brook Jenkins, SFPD and Alliance who proudly backed up these efforts and were committed to help provide a safer holiday experience in Union Square.

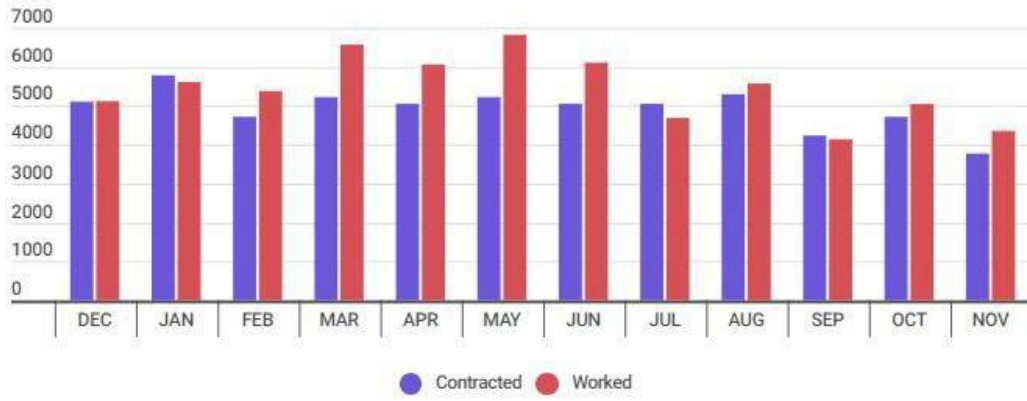
Charted Statistics & Overview

Dashboard

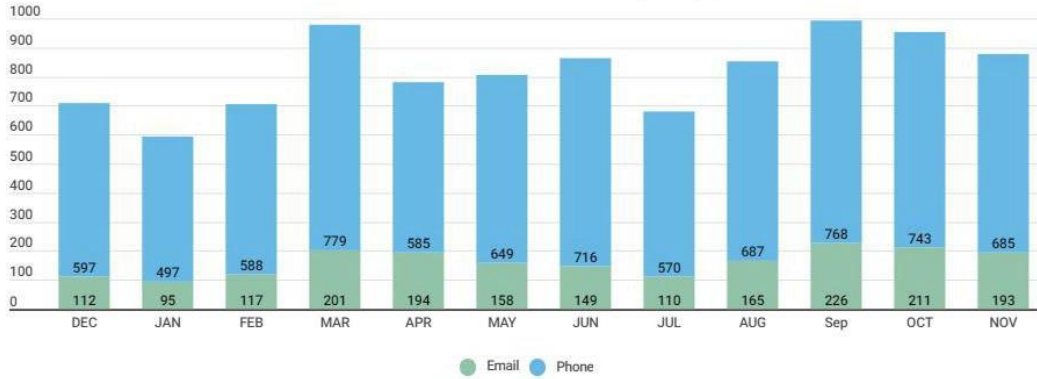


2021	2022	Overview
1494	6.690	Hospitality Interactions: Increase by 348%. Increase is due to the increased foot traffic in the district.
1,714	1,323	Graffiti Removal: Decreased by -23%. This will vary from parcel/building to parcel/building, but we hope the decrease continues.
31,425	45,425	Litter Removal Total (x10): Increased by 45%. Increase is due to the increased foot traffic in the district.
6,741	9,563	Cleaning Requests: Increased by 42%. Increase is due to the increased foot traffic in the district.
3,107	2,637	Quality of Life Calls: Decreased by -47%. There are a myriad of reasons for this decrease including cold weather, police presence and increased street activation.
527	504	10B Incidents: Decreased by -4%. There is a myriad of reasons for this decrease including cold weather, police presence and increased street activation.

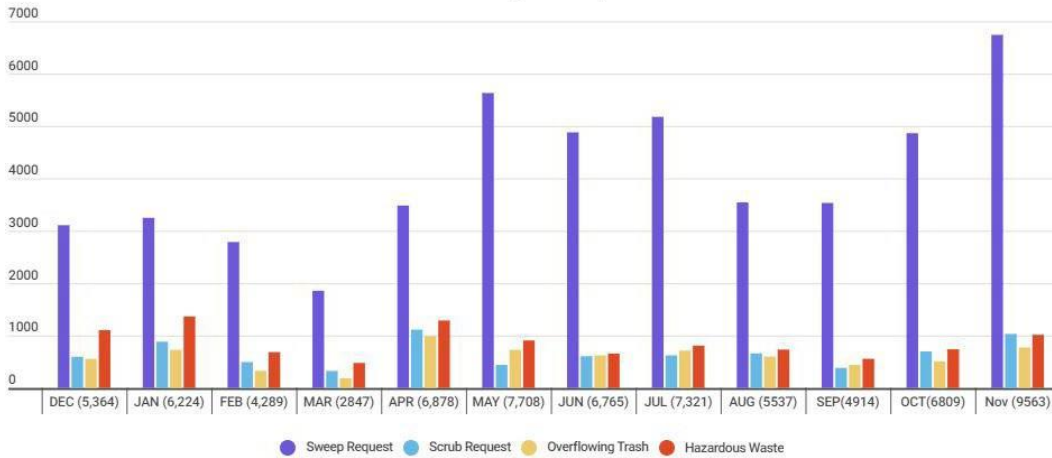
Contracted Hours vs Worked Hours



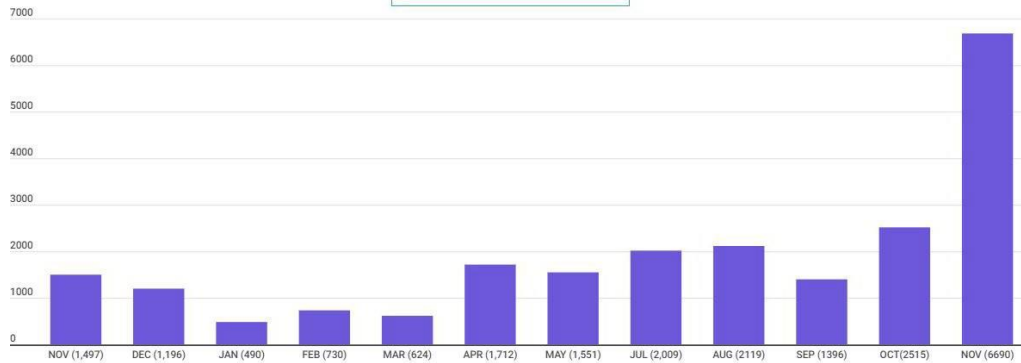
Calls for Service by Type

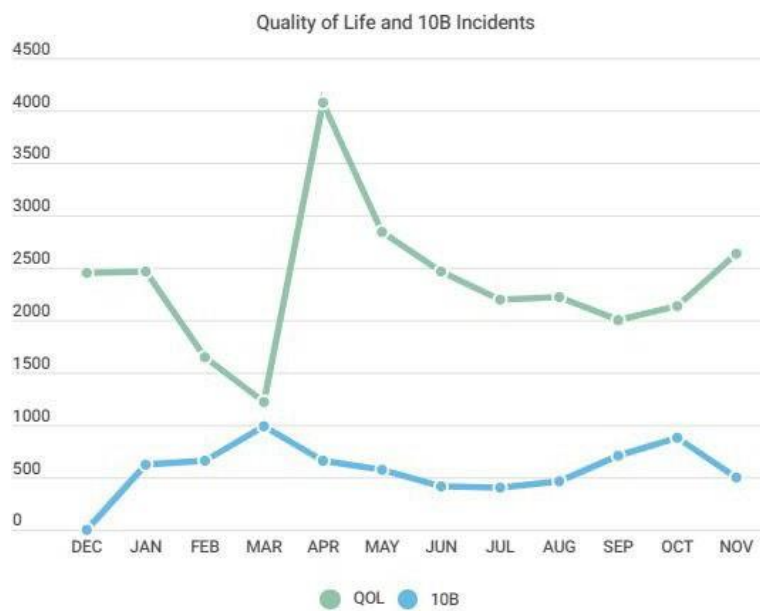
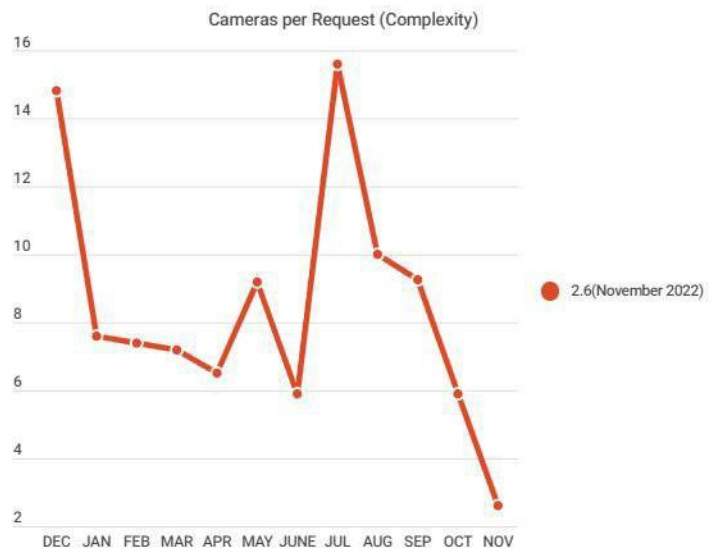
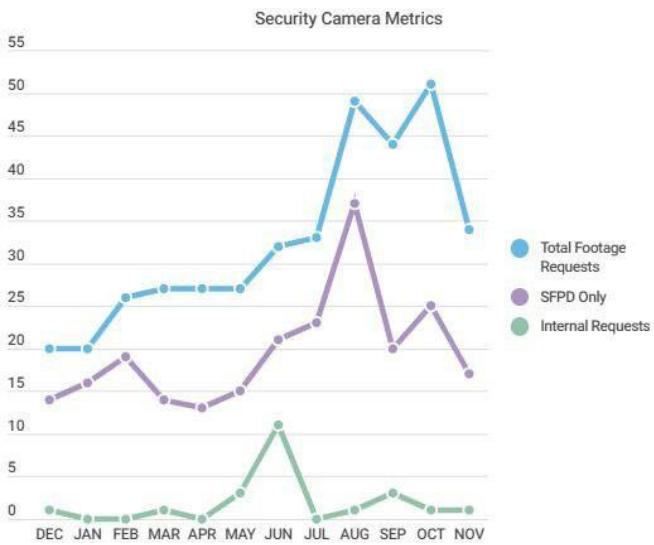
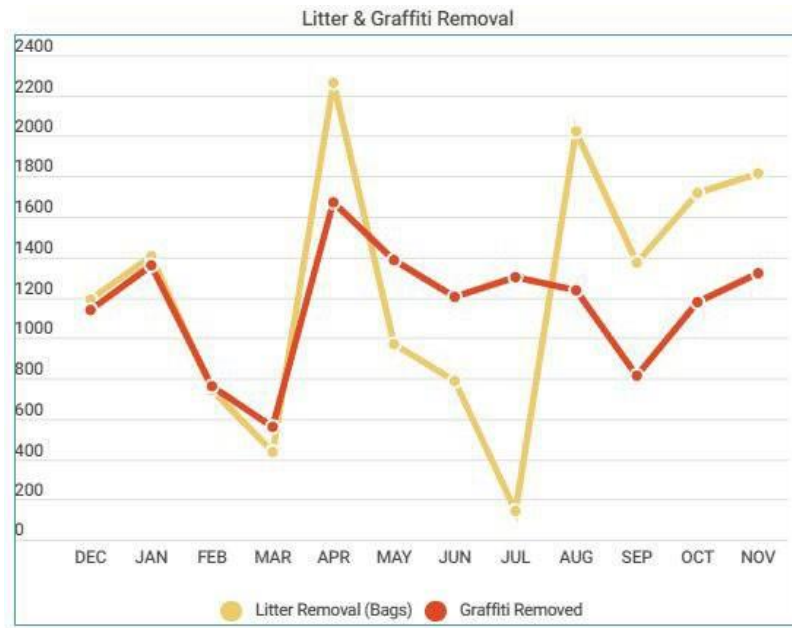


Cleaning Requests



Directions - Total





Statistics and Data

Past 12 months	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	Totals
Directions - Cleaning Ambassadors	968	797	816	360	1,097	920	812	1,045	1,203	669	1,763	4,456	14,906
Directions - Hospitality Ambassadors	372	347	221	263	596	502	538	727	702	658	694	1,836	7,456
Directions - Safety Ambassadors	157	52	21	1	19	129	165	237	214	69	58	398	1,520
Drunk and Disorderly	490	323	386	178	255	358	382	334	270	232	262	285	3,755
Graffiti Removed - Total	1,714	1,141	1,361	557	1,672	1,386	1,202	1,299	1,237	816	1,176	1,323	14,884
Hazardous Waste Clean-up (human)	1,491	1,104	1,364	478	1,289	908	657	808	734	557	739	1,015	11,144
Illegal Vending - Observed	386	254	258	118	255	159	1	97	71	61	78	132	1,870
Litter/Debris/Leaf Number of Bags	1,257	1,193	1,408	436	2,266	966	786	140	2,024	1,374	1,716	1,817	15,383
Litter/Debris/Leaf Weight in pounds	31,425	29,825	35,200	10,900	28,325	24,150	19,650	3,500	50,600	34,350	42,900	45,425	356,250
Mentally Disturbed	485	365	382	169	581	498	394	375	337	353	277	293	4,509
Noise Complaints (Amplified Sound)	45	14	1	0	12	13	14	10	113	107	93	78	500
Overflowing Trashcans Leveled	851	556	728	188	992	729	621	714	599	442	508	775	7,703
Panhandling - Aggressive	305	216	245	69	666	319	255	259	259	205	179	204	3,181
Safety Escorts	94	42	23	20	33	27	37	52	59	38	27	50	502
Safety Hazards - Needles	485	395	488	143	997	440	37	415	600	429	541	737	5,707
Scrub Requests	788	596	884	325	1,114	747	607	623	661	383	698	1,032	8,458
Sit/Lie/Sleep Non-Comply, Police Notified	285	234	267	154	679	354	314	256	234	227	339	447	3,790
Sit/Lie/Sleep; Comply	745	626	522	303	1,295	757	722	466	589	512	632	942	8,111
Sweep Requests	3,611	3,108	3,248	1,856	3,483	5,631	4,880	5,176	3,543	3,532	4,864	6,741	49,673
Trespass/25 MPC	366	421	403	232	328	381	376	403	352	306	272	256	4,096

Highlights

Winter Wonderland in Union Square

Opening on Black Friday, the Wanderland Holiday Village is located just down the escalator from Market Street and Powell Cable Car turnaround, in Historic Hallidie Plaza. The event, presented by Union Square Alliance, offers family fun and live entertainment for all ages, including several retail kiosks and a throng of festive Holiday decorations. The Union Square Alliance team has ensured there is ample security as well as an Ambassador Team presence, to provide a clean, safe, and hospitable holiday experience for all. Winter Wanderland Village is open daily from 12-7 pm and runs through Saturday December 24th.



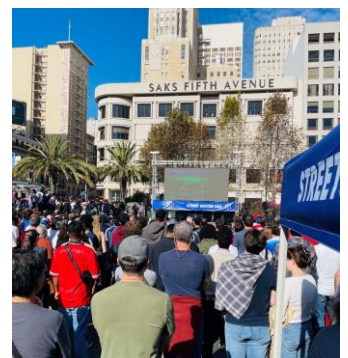
Ambassador of the Month

We are excited to honor one of our overnight pressure wash ambassadors, Mr. Lee Walker as our Ambassador of the Month for November 2022. Lee joined the Block by Block pressure wash team back in 2019 and has been a consistent and valued part of our overnight team. Over the past 5 years, Lee often takes the initiative to mentor newer ambassadors who need guidance, support, and training. Thank you, Lee, keep up the good work!



World Cup Soccer Viewing

Union Square Park came alive on Friday, November 25th, as Street Soccer USA and the San Francisco Recreation and Park Department hosted a free public viewing party on a giant outdoor screen located near the plaza stage area. Vendors were on hand to offer food and beverages during the 2022 FIFA World Cup series. The Clean and Safe team was excited to assist with setting up security barricades and helping the Union Square Alliance staff with other preparations for the for the viewing party. The three- day event drew hundreds of visitors to the district and ran through Sunday, November 27th.





Legion Corporation Overnight Security Patrol

Narrative summary

With the holiday shopping season approaching, Legion Security Officers have been working hard to make the Union Square district a safe clean area for all to enjoy. We have focused on areas of concern such as the Union Square Park, as well continuing our efforts in making commercial storefronts free and clear of encampments and loiters. Identifying and addressing quality of life concerns help in the process of making the district a safer place. With the addition of the day shift patrol, Legion guards have been able to focus 24/7 on quality-of-life issues such as sit/lie violations, illegal dumping; as well as any individual partaking if nefarious activity such as drinking alcohol and narcotic usage in public. These are a few of the problems Legion guards face on a daily basis. With an increased security presence within the District and steadfast effort, we look forward to curbing the majority of these quality of life issues facing the Union Square District.

Monthly Highlight

On November 11th, at approximately 11:34 am, Legion Security Officer Stone observed a theft from a store in progress. The individual had several items of clothing and was attempting to flee the store. The store security attempted to subdue the individual as he exited the store. Officer Stone assisted making sure no one interfered or was harmed during the incident. The security guard was able to apprehend the subject. The stolen items were recovered and returned to the store. The individual fled the scene and Member Services were notified.



Trespassing Advisement Before & After



Legion Corporation Overnight Security Patrol

2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aggressive Panhandling	0	8	8	10	1	2	3	5	0	35	90		
Assault	0	0	0	0	0	2	0	0	0	0	7		
Burglary	0	0	0	0	0	0	0	1	0	1	0		
DUI	0	0	0	0	0	0	0	0	0	0	0		
Human Trafficking	0	0	0	0	0	0	0	0	0	0	0		
Illegal Dumping	5	27	10	14	16	13	29	51	18	58	86		
Indecent Exposure	4	19	14	11	24	6	10	20	13	37	58		
Mentally Disturbed	30	40	31	38	27	25	33	7	58	73	101		
Narcotic Use	30	46	30	17	16	9	18	30	36	90	154		
Noise Violation / Disturbing the Peace	10	30	15	8	4	8	8	10	2	26	48		
Open Container	2	11	9	11	1	4	10	4	7	21	105		
Property Damage	0	8	0	3	1	2	2	2	1	23	43		
Public Intoxication	0	31	6	17	11	4	22	18	14	47	76		
Selling w/o Permit	14	3	1	0	0	0	0	5	1	19	20		
Shop Lifting	0	0	0	0	0	0	0	1	0	0	0		
Sit/Lie Violation	75	149	391	386	377	465	441	309	237	201	201		
Theft	0	0	0	0	0	0	0	1	0	2	0		
Threats	0	0	0	0	0	1	3	0	1	1	16		
Traffic or Parking Violations	0	0	0	0	0	0	0	0	0	0	0		
Trespassing	310	308	247	237	146	189	174	164	116	151	177		
Vandalism	5	5	1	0	0	0	0	3	8	28	36		
Miscellaneous (Passing Calls)	1638	2804	2995	2544	2713	2441	1730	1554	1581	2023	2119		
Totals:	2123	3489	3758	3296	3337	3171	2483	2185	2093	2836	3337		

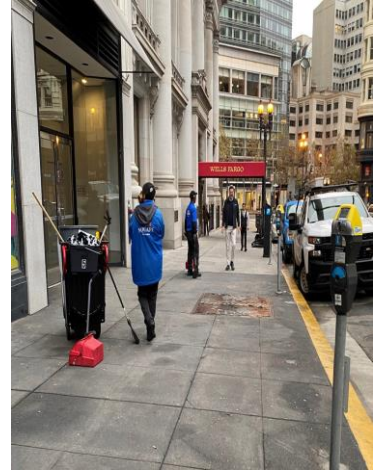
Before and After Photos

Before



Grant Street

After



Powell Street



O'Farrell Street

