

Operations Report

Union Square Alliance

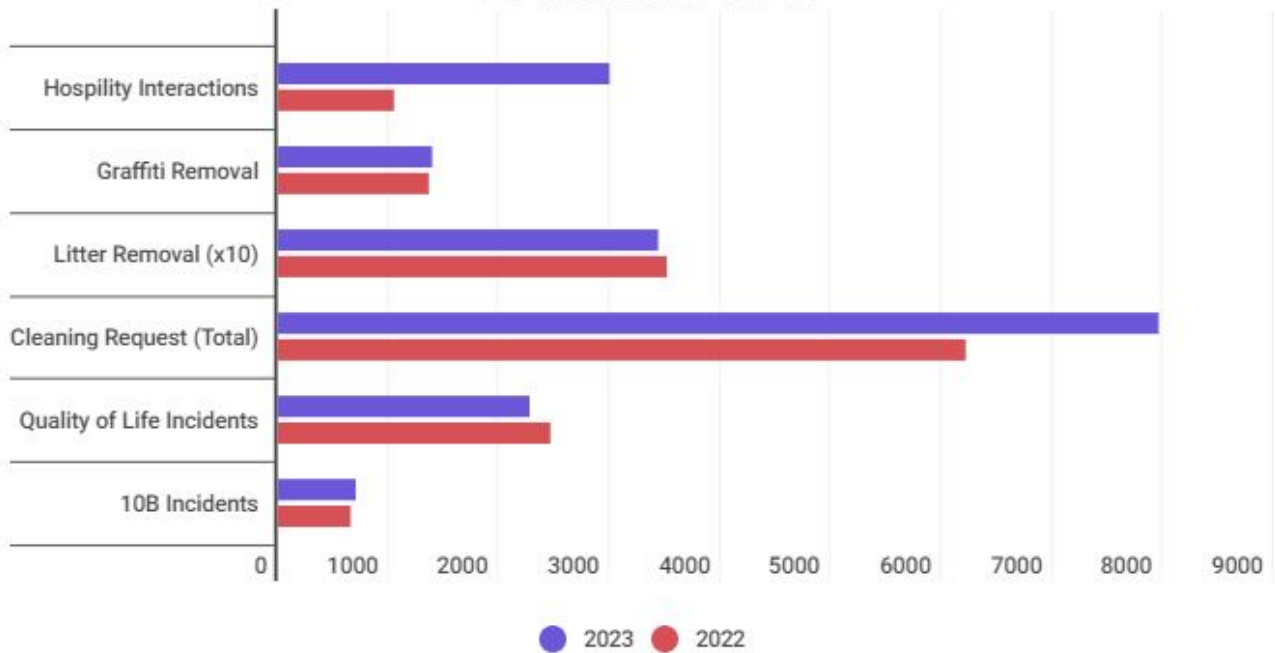
January 2023

**UNION
SQUARE**
ALLIANCE



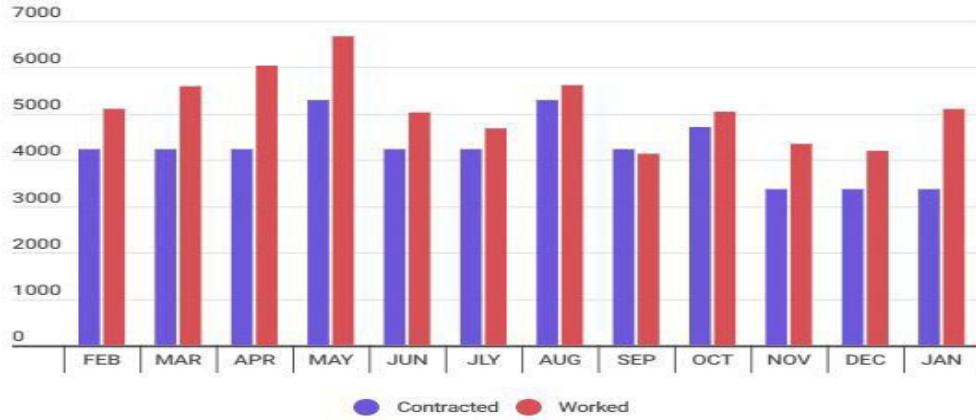
Charted Statistics & Overview

Dashboard

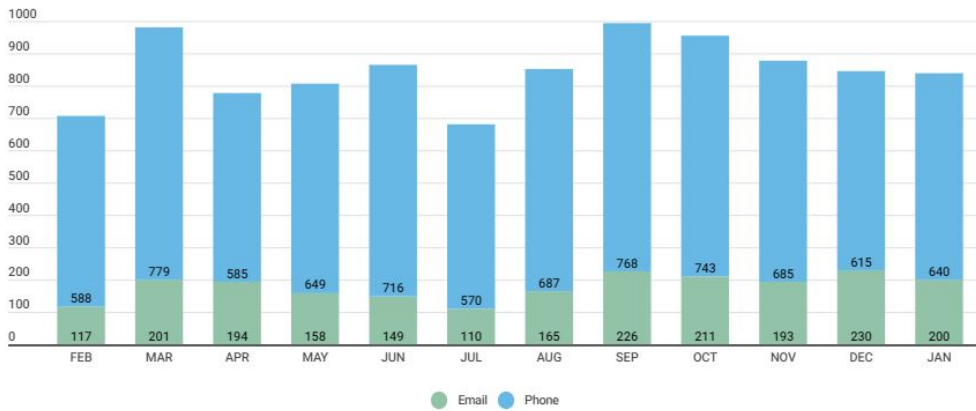


2022	2023	Overview
1,058	3,001	Hospitality Interactions: Increase by 184%.
1,361	1,392	Graffiti Removal: Increased by 2%.
35,200	34,475	Litter Removal Total (x10): Decreased by 2%.
6,224	7,970	Cleaning Requests: Increased by 28%.
2,464	2,278	Quality of Life Calls: Decreased by -8%.
663	701	10B Incidents: Increased by 5%. Compared to last year.

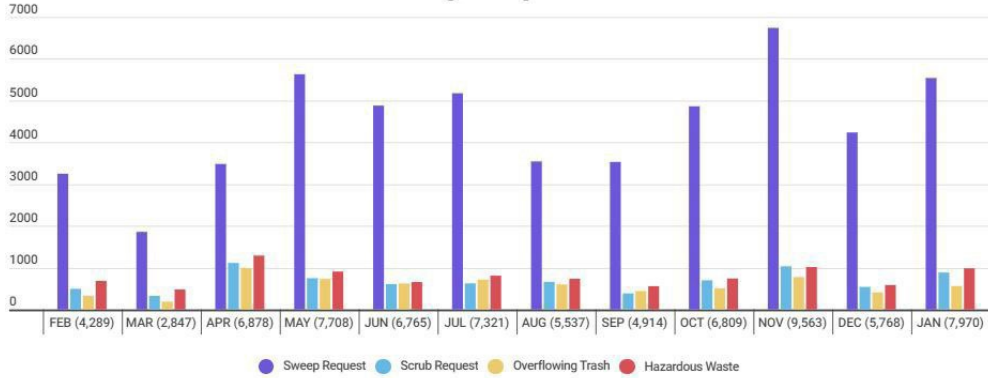
Contracted Hours vs Worked Hours



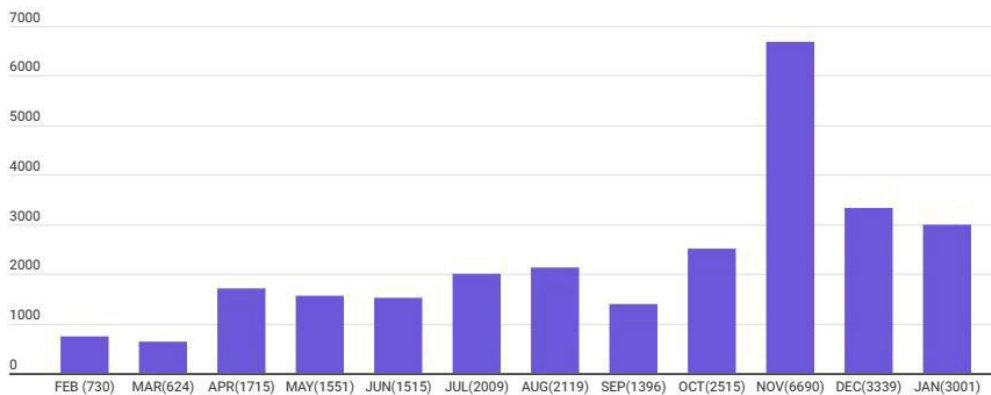
Call for Service by Type



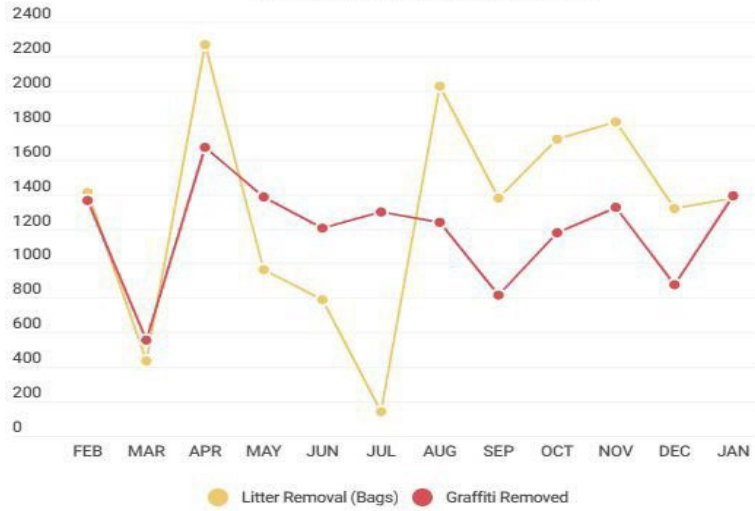
Cleaning Request



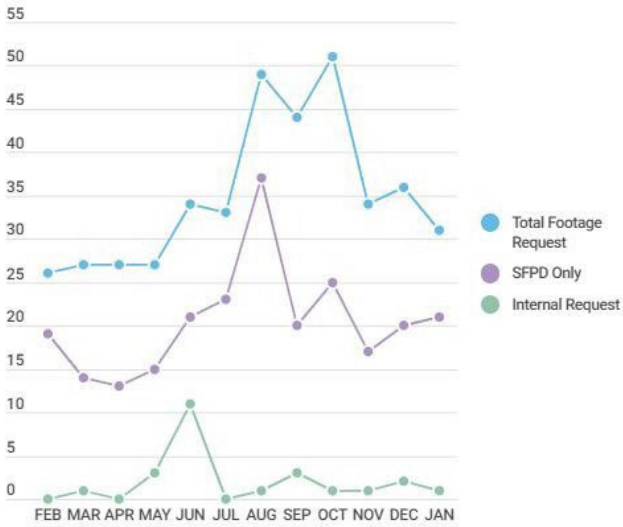
Directions - Total



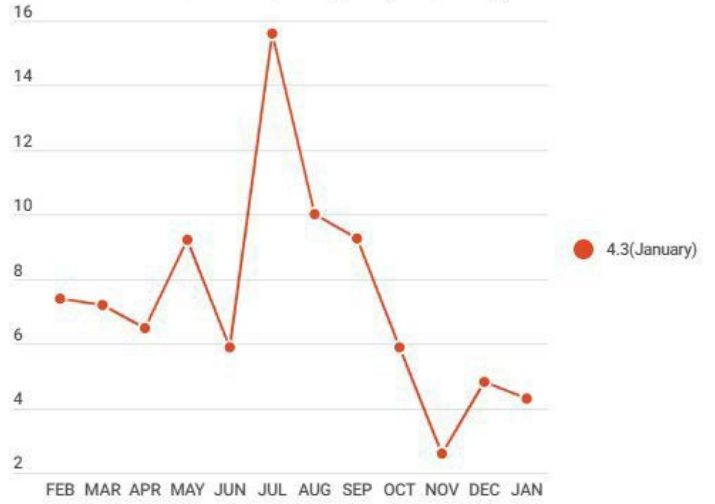
Litter & Graffiti Removal



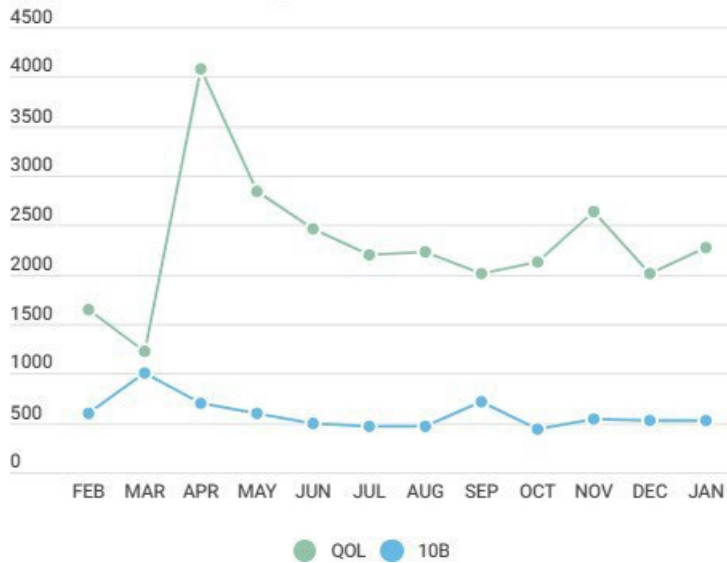
Security Camera Metrics



Cameras per Request (Complexity)



Quality of Life and 10B Incidents



Statistics and Data

Past 12 months	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	Totals
Directions - Cleaning Ambassadors	816	360	1,097	920	812	1,045	1,203	669	1763	4,456	2,120	1,994	17,225
Directions - Hospitality Ambassadors	221	263	596	502	538	727	702	658	694	1,836	745	642	8,124
Directions - Safety Ambassadors	21	1	19	129	165	237	214	69	58	398	474	365	2,150
Drunk and Disorderly	386	178	255	358	382	334	270	232	262	285	178	199	3,319
Graffiti Removed - Total	1,361	557	1,672	1,386	1,202	1,299	1,237	816	1,176	1,323	877	1,392	14,298
Hazardous Waste Clean-up (human)	1,364	478	1,289	908	657	808	734	557	739	1,015	584	985	10,118
Illegal Vending - Observed	258	118	255	159	1	97	71	61	78	132	328	96	1,654
Litter/Debris/Leaf Number of Bags	1,408	436	2,266	966	786	140	2,024	1,374	1,716	1,817	1,318	1,379	15,630
Litter/Debris/Leaf Weight in pounds	35,200	10,900	28,325	24,150	19,650	3,500	50,600	34,350	42,900	45,425	32,950	34,475	362,425
Mentally Disturbed	382	169	581	498	394	375	337	353	277	293	206	269	4,134
Noise Complaints (Amplified Sound)	1	0	12	13	14	10	113	107	93	78	55	105	601
Overflowing Trashcans Leveled	728	188	992	729	621	714	599	442	508	775	408	561	7,265
Panhandling - Aggressive	245	69	666	319	255	259	259	205	179	204	119	182	2,961
Safety Escorts	23	20	33	27	37	52	59	38	27	50	12	16	394
Safety Hazards - Needles	488	143	997	440	37	415	600	429	541	737	455	591	5,873
Scrub Requests	884	325	1,114	747	607	623	661	383	698	1,032	539	884	8,497
Sit/Lie/Sleep Non-Comply, Police Notified	267	154	679	354	314	256	234	227	339	447	319	486	4,706
Sit/Lie/Sleep; Comply	522	303	1,295	757	722	466	589	512	632	942	583	683	8,006
Sweep Requests	3,248	1,856	3,483	5,631	4,880	5,176	3,543	3,532	4,864	6,741	4,237	5,540	52,731
Trespass/25 MPC	403	232	328	381	376	403	352	306	272	256	216	258	3,783

Highlights

Ambassador of the Month

Timothy "Teo" Yourcheck, the Clean Team ambassador, is being congratulated for being awarded the Ambassador of the Month for January. This recognition is due to his dedication, perseverance, and eagerness to assist others. Teo has been part of the team since 2019 and has previously received the Ambassador of the Year award twice. He has consistently taken on leadership roles and has been a reliable supervisor for the ambassador team whenever required. Teo is highly regarded by his colleagues, respected by the team, and held in high esteem by management. His exceptional commitment to providing excellent service, diligence, and unwavering devotion is valued by everyone. Congratulations, Teo, and keep up the outstanding work!



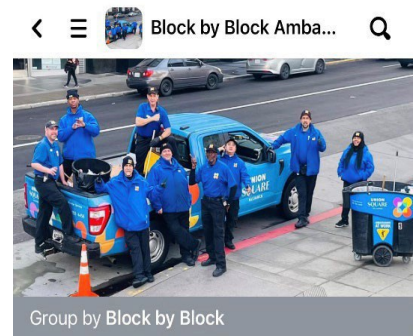
New Team Leader

We at Block by Block management would like to extend a warm welcome to Ramon Middleton, as a new Team Leader. Ramon recently joined our Clean and Safe team in January, bringing with him vast supervisory experience. He is enthusiastic about taking on his new role here in Union Square. Ramon will undergo training throughout February to enhance his skills. We are thrilled to have Ramon on board and eagerly anticipate working alongside him. Welcome aboard, Ramon!



Alliance Ambassador Recognition

Block by Block's Facebook cover photos are an excellent means of acknowledging and applauding the numerous BID, CBD, and DID accounts we serve throughout the country. The Clean and Safe Team from the Union Square Alliance was thrilled to be featured in January on the BBB FB Ambassador page's cover photo. Our team received commendation from our company's president for our unwavering commitment and diligent efforts in improving the Union Square Business District. We would like to express our gratitude to all team members for their hard work, which does not go unnoticed. Thank you all!



Block by Block Ambassadors >

Ambassador Business Contacts / MPC -25

The Ambassador team kicked off the New Year by canvassing the district to pass out the updated 2023 MPC 25 No Trespass notices to all business and property owners throughout the district. The placards are updated annually. While passing out the new placards our ambassadors made contact with over 300 businesses.





Legion Corporation Overnight Security Patrol

Narrative summary

Legion team members came into the New Year with a lot of energy and enthusiasm to build on the previous year's accomplishments. This is the first time Legion security is starting the year with twenty-four/seven security coverage in Union Square. Legion looks forward to continued progress in addressing the quality-of-life issues the district faces. We have a firm handle on security related issues and are always looking for new ways to address all security concerns. Continued focus on quality-of-life issues such as people loitering in front of commercial and residential units oftentimes partaking in narcotic activity will continue to be a high priority. As our team members look to keep the district free and clear of this type of activity we also look to be of assistance to shoppers and tourists alike. We look forward to supporting the district with the highest level of customer service as well as confidently providing a sense of safety for all members and visitors.

Monthly Highlight

On Wednesday January 25, at approximately 0040 hrs., Legion Security Officers were on routine patrol when they observed a security guard from Lacoste attempting to make an arrest. The individual had just broken the storefront window of Lacoste. Legion Security Officers immediately pulled over, assisted in the guard, and waited for SFPD to arrive. Once SFPD was on the scene and took over the investigation we resumed patrol. SFPD was notified of the incident, and they responded by boarding up the broken window and arresting the individual responsible for the vandalism.



Trespassing Advisement Before & After



Legion Corporation Overnight Security Patrol

2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aggressive Panhandling	78												
Assault	1												
Burglary	0												
DUI	0												
Human Trafficking	0												
Illegal Dumping	12												
Indecent Exposure	36												
Mentally Disturbed	61												
Narcotic Use	175												
Noise Violation / Disturbing the Peace	9												
Open Container	63												
Property Damage	9												
Public Intoxication	20												
Selling w/o Permit	0												
Shop Lifting	0												
Sit/Lie Violation	238												
Theft	0												
Threats	3												
Traffic or Parking Violations	90												
Trespassing	167												
Vandalism	16												
Miscellaneous (Passing Calls)	2,665												
Totals:	3,643												

Before and After Photos

Before



Grant Ave

After



Campton Place



O'Farrell St

