

Operations Report

Union Square Alliance

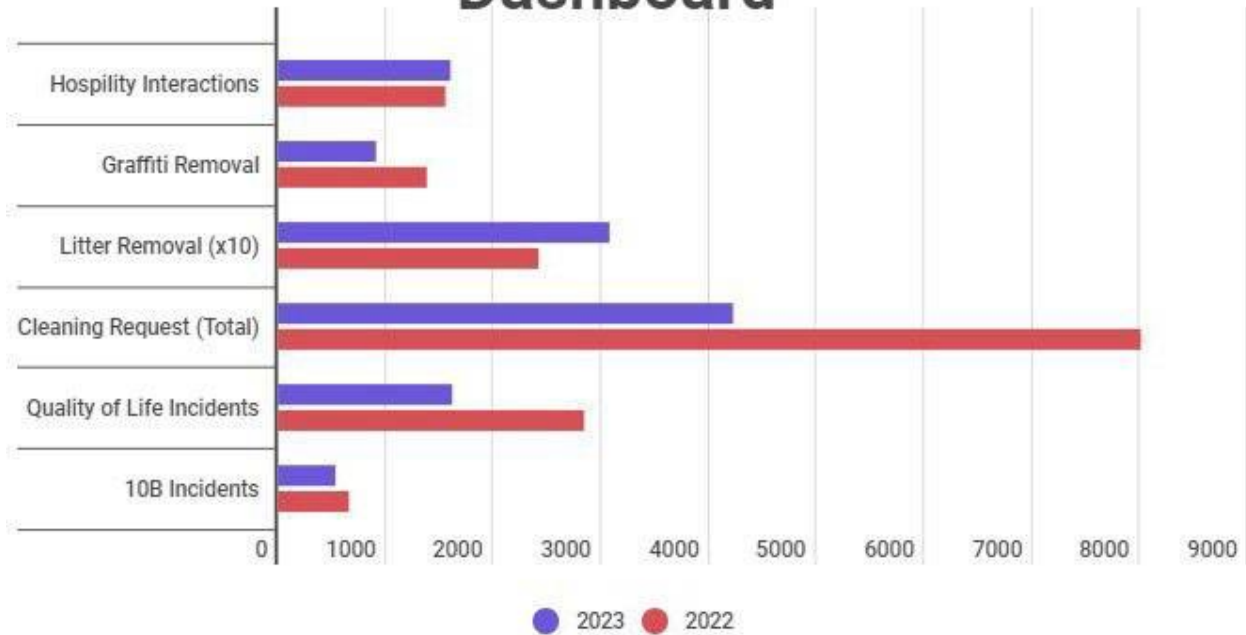
MAY 2023

UNION SQUARE ALLIANCE



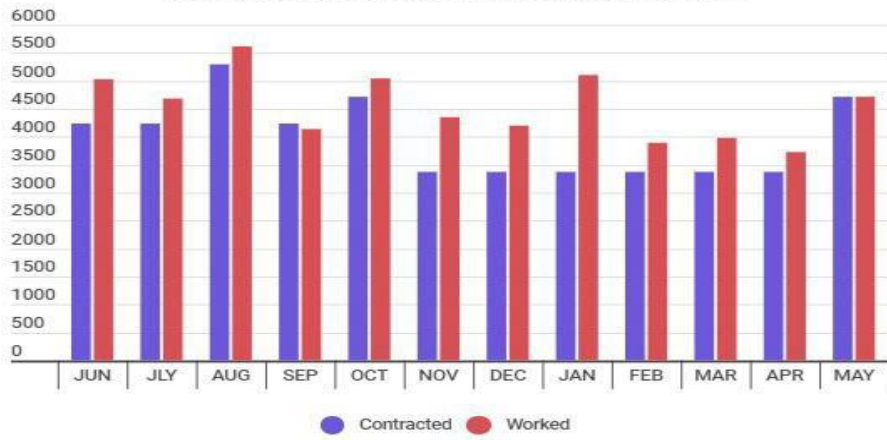
Charted Statistics & Overview

Dashboard

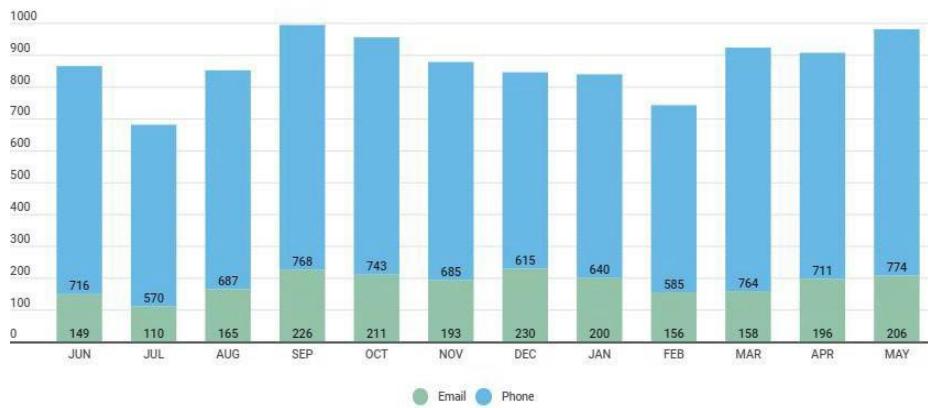


2022	2023	Overview
1,551	1,609	Hospitality Interactions: Increase by 4%. The slight increase in hospitality interactions is due in part to more visitors coming to Union Square to enjoy special events. e.g., The 2023 annual tulip Festival brought in more than twice the visitors this season than we saw in 2022. An increase in activated spaces may have contributed as well.
1,386	905	Graffiti Removal: Decreased by -35%. The Union Square Alliance ambassador teams have reported a substantial decrease in large serial graffiti tags (repeat monikers) and more so abatement of small one-off tags, stickers and flyers throughout the district. We believe this may have contributed to the decrease in abatement stats.
24,150	30,750	Litter Removal Total (x10): Increased by 27%. This number may have increased due to a greater amount of trash receptacles (Recology totes) being placed curbside, outside of businesses, which are often overturned and vandalized, as well as larger and more successful special events drawing more visitors to the district.
8,015	4,228	Cleaning Requests: Decreased by -47%. The decrease in cleaning requests is in direct correlation with the increase in litter removal.
2,839	1,618	Quality of Life Calls: Decreased by -43%. This decrease may be due to the substantial downtick in homeless encampments we have recorded throughout the district. The ambassador team has reported a decrease in solo sit/lie violations as well.
653	532	10-B Incidents: Decreased by -19%. This decrease may be attributed to the diminutive number of protests, rallies, vigils and civil unrest that we experienced in and around Union Square last year. In addition, we also saw the lift of all covid restrictions/masks and related tensions this year.

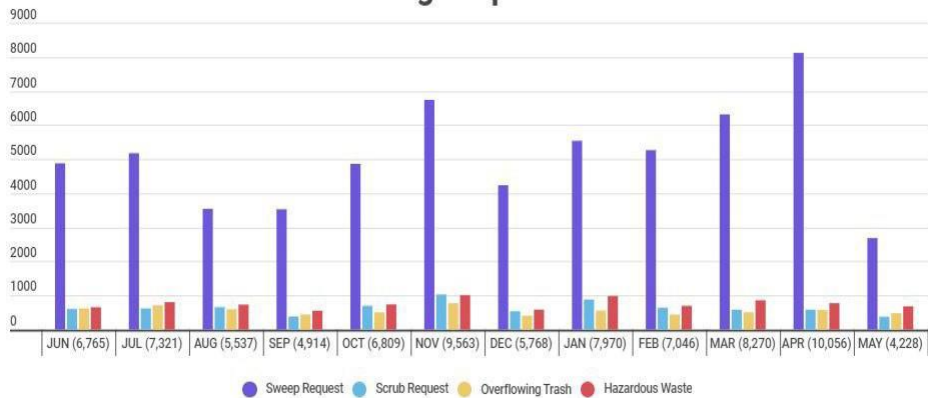
Contracted Hours vs Worked Hours



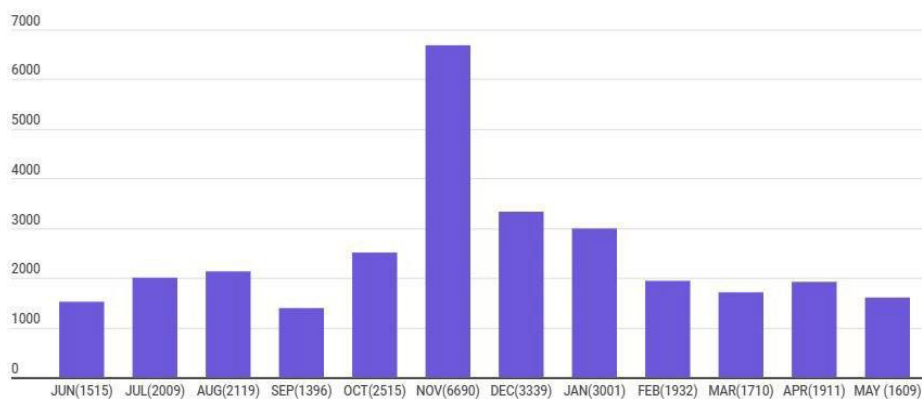
Call for Service by Type



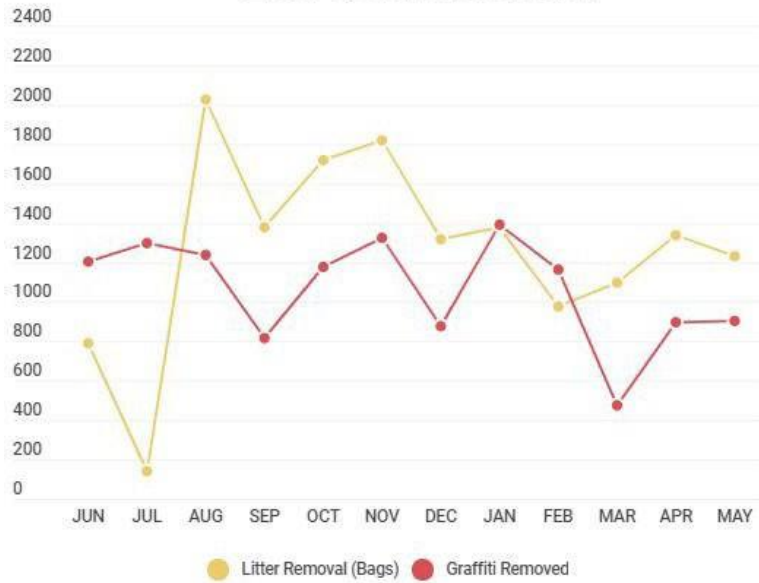
Cleaning Request



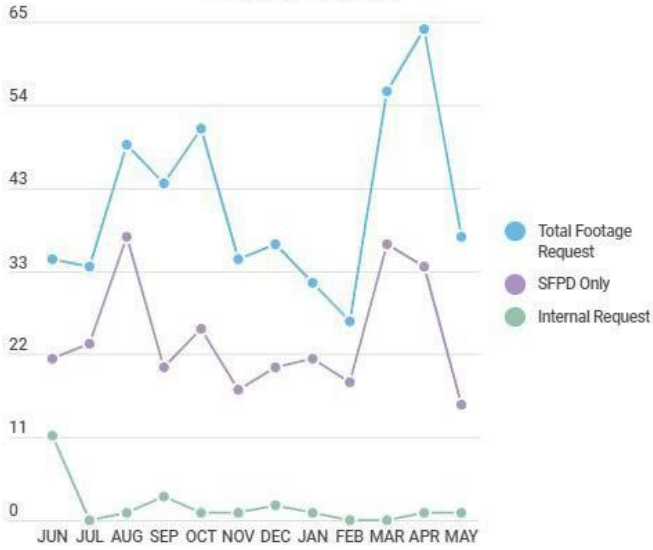
Directions - Total



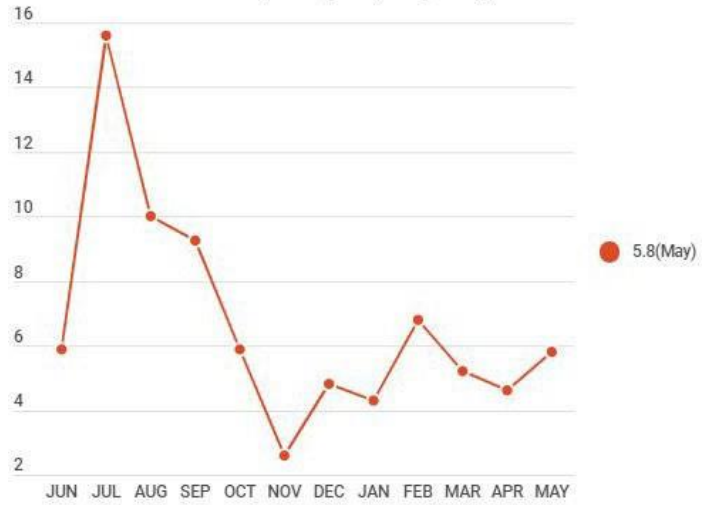
Litter & Graffiti Removal



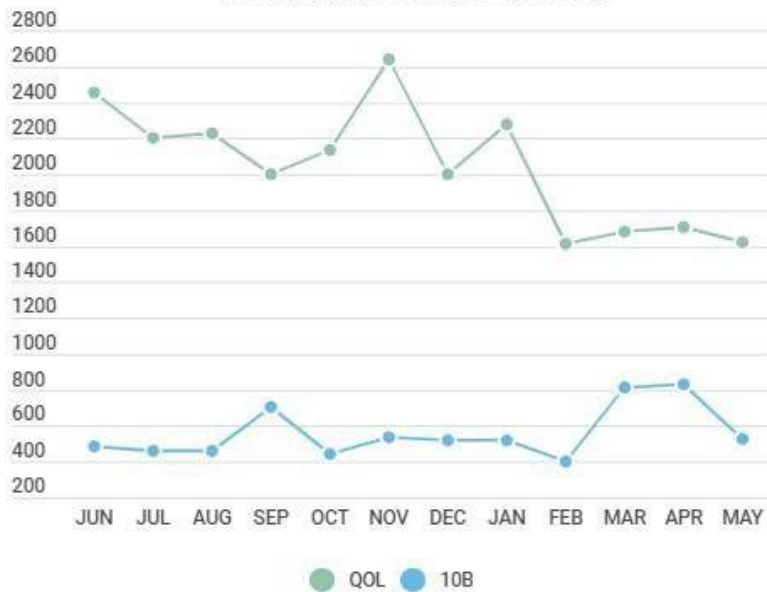
Security Camera Metrics



Cameras per Request (Complexity)



Quality of Life and 10B Incidents



Statistics and Data

Past 12 months	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Totals
Directions - Cleaning Ambassadors	812	1,045	1,203	669	1763	4,456	2,120	1,994	1316	1460	1577	1,265	19,680
Directions-Hospitality Ambassadors	538	727	702	658	694	1,836	745	642	468	247	329	344	7,930
Directions - Safety Ambassadors	165	237	214	69	58	398	474	365	148	3	5	0	2,136
Drunk and Disorderly	382	334	270	232	262	285	178	199	175	210	179	174	2,880
Graffiti Removed - Total	1,202	1,299	1,237	816	1,176	1,323	877	1,392	1,166	477	895	905	12,765
Hazardous Waste Clean-up (human)	657	808	734	557	739	1,015	584	985	698	861	776	684	9,098
Illegal Vending - Observed	1	97	71	61	78	132	328	96	49	25	28	26	992
Litter/Debris/Leaf Number of Bags	786	140	2,024	1,374	1,716	1,817	1,318	1,379	977	1,099	1,340	1,230	15,200
Litter/Debris/Leaf Weight in pounds	19,65	3,500	50,60	34,350	42,900	45,425	32,95	34,475	24,425	27,475	33,500	30,750	309,750
Mentally Disturbed	394	375	337	353	277	293	206	269	172	174	204	226	3,280
Noise Complaints (Amplified Sound)	14	10	113	107	93	78	55	105	62	70	65	66	838
Overflowing Trashcans Leveled	621	714	599	442	508	775	408	561	440	511	576	483	6,638
Panhandling - Aggressive	255	259	259	205	179	204	119	182	119	122	133	133	2,169
Safety Escorts	37	52	59	38	27	50	12	16	28	29	37	37	422
Safety Hazards - Needles	37	415	600	429	541	737	455	591	458	540	468	380	5,651
Scrub Requests	607	623	661	383	698	1,032	539	884	641	583	583	376	7,610
Sit/Lie/Sleep Non-Comply, Police Notified	314	256	234	227	339	447	319	486	356	391	364	357	4,090
Sit/Lie/Sleep; Comply	722	466	589	512	632	942	583	683	460	466	506	390	6,951
Sweep Requests	4,880	5,176	3543	3,532	4,864	6,741	4237	5,540	5,267	6,315	6,186	2,685	58,966
Trespass/25 MPC	376	403	352	306	272	256	216	258	217	220	230	246	3,352

Highlights

Ambassador of the Month

Congratulations Ce'Rena McKnight, our May Ambassador of the Month. We are recognizing Ce'Rena due to her excellence in providing quality customer service, hard work, and dedication to keeping our district clean, safe and hospitable. She has been our Union Square Park Ambassador for nearly two years now. Over that period of time, we have received several fantastic reviews from residents as well as tourists who were visiting San Francisco and met Ce'Rena in the park. Ce'Rena is appreciated by all of us here at Block by Block, as well as our customers and guests. Keep up the great work Ce'Rena!



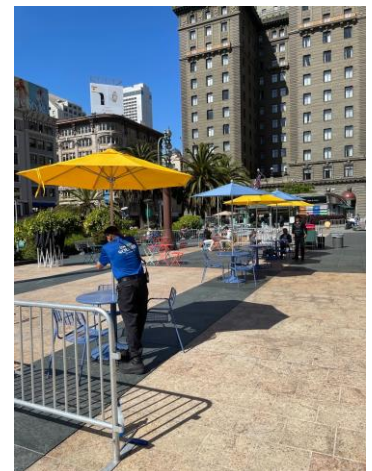
TAIWANESE FESTIVAL, 30th anniversary

This summer's Taiwanese festival was even bigger, better, and more fun than last year; festivities kicked off at noon in Union Square Park. The ambassador team was on hand to ensure the park was clean, safe, and assisted event promoters with a water supply, access to electrical power outlets, and several refuse cans in preparation for the thousands of guests visiting downtown to enjoy cultural music, dance, and entertainment. A multitude of vendor booths were located throughout the square offering arts, crafts, and Taiwanese food. Following the event, The Block by Block/Alliance clean team removed bags of debris, swept, and completed a thorough pressure wash of the plaza.



MOTHER'S DAY IN THE PARK

The ambassador team was excited to be part of this year's Mother's Day celebration held in Union Square Park on May 14 from 1-4 pm. Families, friends, and loved ones came together to honor all moms and celebrate with live salsa music, dancing, and delicious food and drinks offered at the pop-up bar, as well as several other vendor booths dotting the plaza. The ambassador team began setting up at 7:00 am in preparation for the 1:00 pm kick-off. Ambassadors provided security barricades, several event tents, tables and chairs, and festive umbrellas; as well as setting up games and lounge seating for the guests to enjoy. The event was a success, and we look forward to next year's celebration. Big Thanks to Union Square Alliance's, Eva Schouten for her guidance and support.





Legion Corporation Security Patrol

Narrative Summary

Heading into the month of May, Legion security team members have continued to focus on providing quality security service for Union Square Alliance. Keeping the district free and clear of encampments while focusing on quality-of-life issues remains a top priority. When not responding to dispatches, Legion guards continue to patrol the district, taking self-initiated activity. The majority of the issues we come across are sit and lie violations, people blocking doorways and individuals partaking in narcotic usage. Through verbal persuasion Legion security is able to effectively help clear these areas as well as offer any services to individuals in need. The goal is to make the area as clean and safe as possible for all to enjoy.

Monthly Highlight

On May 4th at approximately 0914 hours, Legion security was on routine patrol in the area of the unit block of Grant Street when they observed an unknown adult male acting aggressively. The individual appeared to be angry and was threatening to vandalize property and appeared to be a threat to others. Legion security Officers followed the individual and made their presence known until he vacated the area. The subject was last seen leaving the district without incident. SFPD was notified of the individual.



Trespassing Advisement Before & After



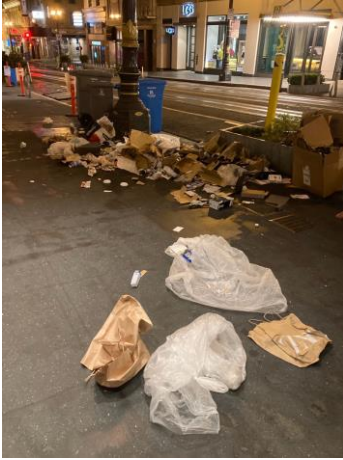
Legion Corporation Overnight Security Patrol

2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aggressive Panhandling	78	66	47	41	64								
Assault	1	7	11	6	0								
Burglary	0	0	0	1	1								
DUI	0	0	0	0	0								
Human Trafficking	0	0	0	0	0								
Illegal Dumping	12	25	28	31	28								
Indecent Exposure	36	39	42	44	75								
Mentally Disturbed	61	44	86	122	287								
Narcotic Use	175	158	176	162	157								
Noise Violation / Disturbing the Peace	9	32	37	56	26								
Open Container	63	41	16	41	139								
Property Damage	9	0	10	8	11								
Public Intoxication	20	32	12	45	86								
Selling w/o Permit	0	0	22	0	0								
Shop Lifting	0	0	4	0	0								
Sit/Lie Violation	238	242	237	432	408								
Theft	0	0	4	1	1								
Threats	3	4	4	2	12								
Traffic or Parking Violations	90	0	4	0	0								
Trespassing	167	168	220	177	123								
Vandalism	16	18	6	4	0								
Miscellaneous (Passing Calls)	2,665	2,687	2,125	1,879	2,285								
Totals:	3,643	3,563	3,091	3,052	3,793								

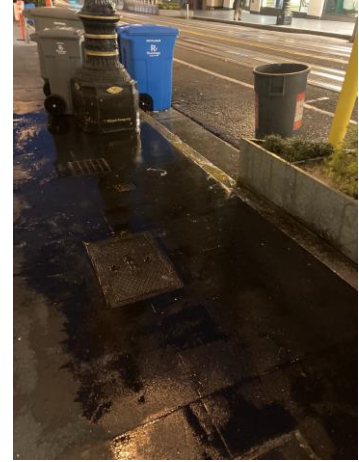
Before and After Photos

Before

After



Powell Street



Market Street



Claude Lane

