



The Ops Report

TINEA ADAMS OPERATIONS MANAGER, BLOCK BY BLOCK

May/June 2023

Block By Block is thrilled to announce Ce'Rena McKnight as our May Ambassador of the Month. Ce'Rena has consistently demonstrated outstanding commitment to providing exceptional customer service, hard work, and dedication to maintaining the cleanliness, safety, and welcoming atmosphere of our district.

As our Union Square Park Ambassador for nearly two years, Ce'Rena has received numerous glowing reviews from both local residents and visiting tourists who have had the pleasure of meeting her in the park. Her contributions are highly valued by the entire Block by Block team, as well as our cherished customers and guests. Congratulations, Ce'Rena, and keep up the remarkable work!



We are also delighted to extend our congratulations to Samantha Aldrich, who has been selected as our Ambassador of the Month for June. Samantha consistently goes above and beyond, setting an exemplary standard for others to follow.



Whenever assistance is required, Samantha is always among the first to step forward and volunteer. We have been fortunate to have her as a valued member of our team since 2016. Samantha, your dedication, and hard work are commendable. Keep up the exceptional efforts.

30th Annual Taiwanese Festival

The summer Taiwanese festival surpassed all expectations, surpassing last year's event in terms of size, quality, and enjoyment. The festivities commenced at noon in Union Square Park, where our dedicated ambassador team ensured a clean and safe environment for all attendees. They provided invaluable assistance to event promoters, facilitating access to water supply, electrical power outlets, and strategically placing numerous refuse cans in preparation for the influx of thousands of guests who flocked downtown to revel in the cultural music, dance, and entertainment.



The park buzzed with activity as an array of vendor booths adorned the square, offering a vibrant selection of arts, crafts, and delectable Taiwanese cuisine. Following the conclusion of the event, our diligent Block by Block/Alliance clean team swiftly sprang into action.

They meticulously removed bags of debris, meticulously swept the area, and conducted a thorough pressure wash of the plaza, ensuring the square regained its pristine state.

The success of this year's Taiwanese festival owes much to the coordinated efforts of our ambassador team and the unwavering support of the Block by Block/Alliance clean team. Their dedication and hard work made this celebration a remarkable experience for all who attended.

Key Statistics Overview	May			June			2-Month Total		Diff
	2022	2023	Diff	2022	2023	Diff	2022	2023	
Hospitality	1,551	1,609	3.7%	1,515	2,042	34.8%	3,066	3,651	19.1%
Graffiti	1,386	905	-34.7%	1,202	763	-36.5%	2,588	1,668	-35.5%
Litter Removal	24,150	30,750	27.3%	1,965	5,063	157.7%	26,115	35,813	37.1%
Cleaning Requests	8,015	4,228	-47.2%	6,765	5,242	-22.5%	14,780	9,470	-35.9%
Quality of Life	2,839	1,618	-43.0%	2,458	1,627	-33.8%	5,297	3,245	-38.7%
10-B Incidents	653	532	-18.5%	419	354	-15.5%	1,072	886	-17.4%

Mother's Day in Union Square



The ambassador team eagerly participated in the highly anticipated Mother's Day celebration held in Union Square Park on May 14 from 1-4 pm. It was a heartwarming occasion where families, friends, and loved ones came together to honor and appreciate all mothers. The atmosphere was filled with joy as live salsa music filled the air, inspiring everyone to dance and celebrate. The event featured a delightful selection of food and drinks available at the pop-up bar and various vendors adorned the plaza.

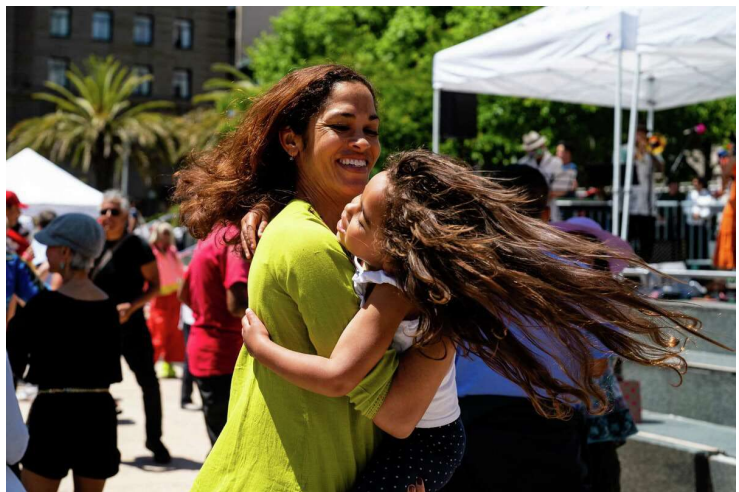
Pro-Activity & Presence

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.



To ensure a seamless experience, the ambassador team began their preparations bright and early at 7:00 am. They diligently set up security barricades, event tents, tables, chairs, and vibrant umbrellas, creating a festive ambiance throughout the park. In addition, they arranged engaging games and comfortable lounge seating areas for guests to enjoy and relax. Their dedication and attention to detail contributed to the success of the event.

We express our gratitude to Eva Schouten from the Union Square Alliance for her invaluable guidance and support in making this celebration a memorable one. The Mother's Day celebration was a resounding success, and we eagerly anticipate next year's event, where we can continue to honor and cherish mothers in our community.



On June 21, 2023, at 8:20 PM, Legion Security officers on foot patrol near Grant and Post Street were alerted by an unidentified bystander about a broken window in the vicinity of Grant and Geary. Legion Security officers headed towards the location and observed an individual emerging from the store where the incident had occurred, holding a backpack. The suspect charged towards the security officers, moving northbound on Grant towards Geary, despite being instructed to stop. Legion security officers deployed their taser. Despite the efforts of the security officer and several bystanders, including one who exited their vehicle to assist, the subject managed to evade capture as he proceeded westbound on Geary towards Stockton. SFPD was notified and joined the pursuit, officers were able to arrest the subject on Stockton between O'Farrell and Geary.

6 Months Prior

Statistics



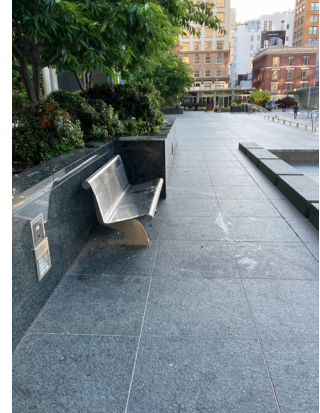
	JAN	FEB	MAR	APR	MAY	JUN
Directions - Cleaning Ambassadors	1,994	1316	1,460	1577	1,265	1,582
Directions-Hospitality Ambassadors	642	468	247	329	344	443
Drunk and Disorderly	199	175	210	179	174	184
Graffiti Removed - Total	1,392	1,166	477	895	905	763
Hazardous Waste Clean-up (human)	985	698	861	776	684	623
Illegal Vending - Observed	96	49	25	28	26	28
Litter/Debris/Leaf Number of Bags	1,379	977	1,099	1,340	1,230	2,025
Litter/Debris/Leaf Weight in pounds	34,475	24,425	27,475	33,500	30,750	50,625
Mentally Disturbed	269	172	174	204	226	288
Noise Complaints (Amplified Sound)	105	62	70	65	66	60
Overflowing Trashcans Leveled	561	440	511	576	483	652
Panhandling - Aggressive	182	119	122	133	133	124
Safety Escorts	16	28	29	37	37	45
Safety Hazards - Needles	591	458	540	468	380	468
Scrub Requests	884	641	583	583	376	488
Sit/Lie/Sleep Police Notified	486	356	391	364	357	312
Sit/Lie/Sleep; Comply	683	460	466	506	390	385
Sweep Requests	5,540	5,267	6,315	6,186	2,685	3,479
Trespass/25 MPC	258	217	220	230	246	251

What We Do

Before



After



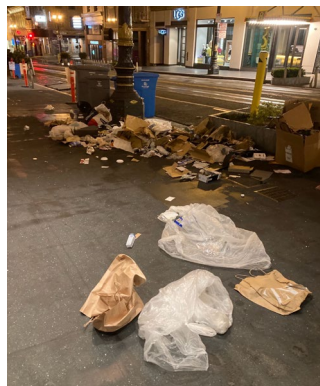
Before



After



Before



After



The key purpose of these Before and After pictures is to visually demonstrate the transformation our teams work to achieve. Unfortunately, it also goes to show the negative impact some members of our community work hard to attain.

Evidence of progress: Before and After pictures serve as tangible evidence of progress or improvements achieved over time. They can showcase the effectiveness of a product, service, treatment, or project by showing the initial state and the final outcome.



Fashion Show at SF Union Square: A Runway For Success

Our Block-by-Block overnight pressure wash crew paid special attention to Geary Street. Organizers said it was more than a fashion show. Our staff conducted detailed sweeps of the sidewalk, curb lines and planters that afternoon, prior to the event; ensuring a clean and safe experience for all guests and promoters. The event was a display of what's possible when young people in underserved communities are given opportunities.

The annual event is called "SuitUp." The young women said their experience was transformative. During the fashion show, beauty from the Bayview was on full display. Young African American women, ages 12 to 20, dressed in business attire. "I've never been dressed up in a suit before, so I was like this is cool," said 14-year-old Naarai Evans

Cool and empowering. We were proud to be a part.



Annual Safety Day

Closing out the month of June, Block by Block ambassadors nationwide enjoyed our annual Safety Day. Union Square ambassadors participated in a scavenger hunt/safety quiz coordinated by Operations Supervisors Raven Anderson and Billy Dinnell, as well as a safety inspired crossword puzzle courtesy of Operations Manager Tinea Adams. The two-day event culminated with some learning, laughter and a taco luncheon. Prizes were awarded for all the contest winners along with a whole lot of fun. Thank you, Tinea, for coordinating the events and providing food and beverages for all.





Legion Corporation Overnight Security Patrol

2023	Jan	Feb	Mar	Apr	May	Jun
Aggressive Panhandling	78	66	47	41	64	21
Assault	1	7	11	6	0	1
Burglary	0	0	0	1	1	1
DUI	0	0	0	0	0	0
Human Trafficking	0	0	0	0	0	0
Illegal Dumping	12	25	28	31	28	17
Indecent Exposure	36	39	42	44	75	46
Mentally Disturbed	61	44	86	122	287	240
Narcotic Use	175	158	176	162	157	229
Noise Violation / Disturbing the Peace	9	32	37	56	26	71
Open Container	63	41	16	41	139	19
Property Damage	9	0	10	8	11	26
Public Intoxication	20	32	12	45	86	68
Selling w/o Permit	0	0	22	0	0	0
Shop Lifting	0	0	4	0	0	1
Sit/Lie Violation	238	242	237	432	408	354
Theft	0	0	4	1	1	0
Threats	3	4	4	2	12	0
Traffic or Parking Violations	90	0	4	0	0	0
Trespassing	167	168	220	177	123	354
Vandalism	16	18	6	4	0	3
Miscellaneous (Passing Calls)	2,665	2,687	2,125	1,879	2,285	1,936
Totals:	3,643	3,563	3,091	3,052	3,793	3,387

Block By Block Hours Worked vs. Contracted Hours

Week Ending 05-9-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	231.63	-3.49%
Cleaning	443	375	-15.35%
Hospitality	40	40	0.00%
Special Project Ambassadors	80	75.12	-6.10%
Team Lead	140	192.92	37.80%
Manager & Supervisors	120	120	0.00%
Total	1063	1034.67	-2.67%
Week Ending 05-16-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	159.96	-33.35%
Cleaning	443	360.81	-18.55%
Hospitality	40	40	0.00%
Special Project Ambassadors	80	66.92	-16.35%
Team Lead	140	176.03	25.74%
Manager & Supervisors	120	121	0.83%
Total	1063	924.72	-13.01%
Week Ending 05-23-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	216.18	-9.93%
Cleaning	443	391.3	-11.67%
Hospitality	40	40	0.00%
Special Project Ambassadors	80	36.22	-54.73%
Team Lead	140	152.39	8.85%
Manager & Supervisors	120	121	0.83%
Total	1063	957.09	-9.96%
Week Ending 05-31-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	238.25	-0.73%
Cleaning	443	490.95	10.82%
Hospitality	40	40	0.00%
Special Project Ambassadors	80	64.03	-19.96%
Team Lead	140	150.55	7.54%
Manager & Supervisors	120	121	0.83%
Total	1063	1104.78	3.93%
Month of May Totals	4252	4021.26	-5.43%

Block By Block Hours Worked vs. Contracted Hours

Week Ending 06-6-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	203.13	-15.36%
Cleaning	443	465.85	5.16%
Hospitality	40	40	0.00%
Ambassadors	80	40	-50.00%
Team Lead	140	151.95	8.54%
Manager & Supervisors	120	120	0.00%
Total	1063	1020.93	-3.96%
Week Ending 06-13-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	212.67	-11.39%
Cleaning	443	448.53	1.25%
Hospitality	40	40	0.00%
Ambassadors	80	80.02	0.02%
Team Lead	140	160.12	14.37%
Manager & Supervisors	120	120	0.00%
Total	1063	1061.34	-0.16%
Week Ending 06-20-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	226.17	-5.76%
Cleaning	443	433.39	-2.17%
Hospitality	40	40	0.00%
Ambassadors	80	63.95	-20.06%
Team Lead	140	152.06	8.61%
Manager & Supervisors	120	120	0.00%
Total	1063	1035.57	-2.58%
Week Ending 06-27-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	256.18	6.74%
Cleaning	443	478.6	8.04%
Hospitality	40	40	0.00%
Ambassadors	80	72.03	-9.96%
Team Lead	140	159.98	14.27%
Manager & Supervisors	120	120	0.00%
Total	1063	1126.79	6.00%
Week Ending 07-04-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	246.57	2.74%
Cleaning	443	427.64	-3.47%
Hospitality	40	40	0.00%
Ambassadors	80	80	0.00%
Team Lead	140	148.03	5.74%
Manager & Supervisors	120	120	0.00%
Total	1063	1062.24	-0.07%

Month of June Totals	5315	5306.87	-0.15%
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Executives from Block By Block, Legion Security and Union Square Meet to Collaborate on How to Keep Union Square District Clean & Safe

Lance Gorée, Director of Services, Union Square Alliance

Joseph Shelley, Founder of Legion Corporation put it best, "As our responsibilities increasingly overlap, the likelihood of achieving success rises."

For over two years, Block By Block (Clean), Legion Security (Safe), and the Union Square Member Services Team have been collaborating in the field. At a recent meeting, the teams aimed to bridge gaps, reinforce proven practices, and study opportunities for success.

The importance of radio communications was a key point of conversation. All team members recognized the significance of focused radio conversations, as these calls, although intended for specific teams or individuals, could offer support, or save time when heard by all.

Union Square's Director of Services, Lance Gorée, often emphasizes the mantra, *"If This Was Your House, What Would You Do?"* This approach fosters a sense of ownership and responsibility among the district's working teams. Whether a Legion guard or a Block By Block Ambassador, everyone is encouraged to apply the same thoughtful logic and problem-solving process to any situation. This shift transforms staff into field problem solvers rather than just problem "finders."

Legion Guards take the initiative to pick up and dispose of a coffee cup, Ambassadors address trespassers promptly if necessary. This collective effort enhances hospitality, creates a welcoming and vibrant community that aligns with everyone's desires and needs.

Embracing overlaps of responsibilities and positive behaviors, we take another significant step toward achieving success. A heartfelt thank you goes out to executive teams of Block By Block and Legion Security for their contributions and support.

Key Topics:

- Improving Radio Communications
- Big, White & Bright
- District 360 Field Input
- Legion Hospitality
- Legion Increased Supervision

