

The Ops Report

July/August 2023

Above and Beyond: Legion Guard John Stone's Heroic Act on the Streets of Union Square

While on patrol near the intersections of Mason and Taylor Streets, Legion Guard John Stone found himself thrust into a moment of crisis that showcased his exceptional commitment to the safety and well-being of the community.

Stone heard raised voices and observed a man and a woman engaged in a physical altercation. The man was attempting to steal the young lady's purse. As the assailant managed to wrestle the purse away from the young lady, he ran down Ellis Street. Stone began pursuit, ending at the Muni station entrance at Ellis and Stockton.



In a remote corner of the station, Stone discovered the perpetrator, overcome by fear and desperation. The man began to plead and make erratic statements, imploring for his next fix. Despite the tense circumstances, Stone took on the role of mediator. With no police backup in sight and the civilian victim in tow, Stone engaged the man in a negotiation. \$10.00 later, the young lady was reunited with her bag, and the ordeal was brought to an end.

Stone's actions serve as a shining example of responsibility and determination that the Union Square Alliance teams on the street can aspire to emulate. This extraordinary act deserves recognition and gratitude from the entire community, extending beyond the young lady who had her purse returned.

We also made sure Mr. Stone got his \$10.00 back!



A ‘Chip’ off the Ole Block by Block

Block By Block Welcomes Chip as the new West Coast District Vice President.

Most people have a *last name*, but Chip isn’t like most people. He started going by “Chip” around his friends during his teenage years and the name just stuck. He decided to make himself officially mononymous and changed his full legal name to just ‘Chip.’

Chip has been in downtown management in various roles for two decades after his business in a downtown district introduced him to the world. Chip is coming to Block by Block (BBB) from the Downtown Boulder Partnership in Colorado, where he served as CEO for the last four years. Prior to working with Downtown Boulder, Chip worked with the Downtown Association of Santa Cruz (DTSC), California. At other points in his career, he has worked with the California Downtown Association (CDA) and the International Downtown Association (IDA) communities.



Chip is no stranger to BBB. He brought Ambassadors to Downtown Boulder in 2020 and DTSC hired BBB the same year at his suggestion. As a BBB customer, Chip had already established many relationships with work colleagues at BBB.

BBB and Union Square Alliance look forward to Chip taking the reins of the West Coast accounts and seeing all he will accomplish in this new role. Congratulations, Chip! Before you know it, you’ll be a regular Chip off the ole Block by Block!

July Ambassador of the Month

Mr. Wayne Alexis.

Wayne has been part of Union Square years for many years. He continues to look after our district and provide excellent guest/customer services.

His knowledge, caring and experience has been pivotal in training and mentoring other

ambassadors. Thank you for the many years of service Wayne, keep up the great work.



August Ambassador of the Month

Mr. Greg Garrett

joined the team in April 2022 Greg started as a clean ambassador and was promoted to Team Lead. Greg has shown an incredible drive and unrivaled work ethic. We see great things in his future with BBB while providing the service Union

Square deserves. Keep it up Greg.



Block By Block Weekly Hours Statistics			
Week Ending 7-11-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	248.27	3.45%
Cleaning	443	479.36	8.21%
Hospitality	40	31.98	-20.05%
Ambassadors	80	71.99	-10.01%
Team Lead	140	159.82	14.16%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	1111.42	4.56%
Week Ending 07-18-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	243.43	1.43%
Cleaning	443	446.33	0.75%
Hospitality	40	24	-40.00%
Ambassadors	80	79.98	-0.02%
Team Lead	140	151.7	8.36%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	1065.44	0.23%
Week Ending 07-25-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	243.93	1.64%
Cleaning	443	399.57	-9.80%
Hospitality	40	40	0.00%
Ambassadors	80	80.01	0.01%
Team Lead	140	159.9	14.21%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	1043.41	-1.84%
Week Ending 08-01-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	204.3	-14.88%
Cleaning	443	349.2	-21.17%
Hospitality	40	40	0.00%
Ambassadors	80	75.53	-5.59%
Team Lead	140	159.32	13.80%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	948.35	-10.79%
July Grand Total			
	4,252	4,168.62	-1.96%

Block By Block Weekly Hours Statistics

Week Ending 08-08-23-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	242.12	0.88%
Cleaning	443	351.88	-20.57%
Hospitality	40	40	0.00%
Ambassadors	80	79.98	-0.02%
Team Lead	140	151.98	8.56%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	985.96	-7.25%
Week Ending 08-15-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	250.04	4.18%
Cleaning	443	349.13	-21.19%
Hospitality	40	40	0.00%
Ambassadors	80	80.02	0.02%
Team Lead	140	120.04	-14.26%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	959.23	-9.76%
Week Ending 08-22-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	256.89	7.04%
Cleaning	443	339.75	-23.31%
Hospitality	40	40	0.00%
Ambassadors	80	56.09	-29.89%
Team Lead	140	128	-8.57%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	940.73	-11.50%
Week Ending 08-29-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	231.72	-3.45%
Cleaning	443	417.04	-5.86%
Hospitality	40	40	0.00%
Ambassadors	80	32.1	-59.88%
Team Lead	140	119.85	-14.39%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
Total	1063	960.71	-9.62%

August Grand Total	4,252.00	3,846.63	-9.53%
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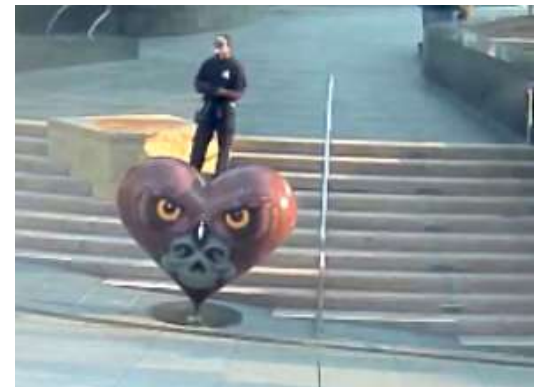
Street Teams Working Together

By Lance Gorée

Regrettably, in the early hours of August 21st, the heart installation at Geary and Powell experienced an act of vandalism. As evident in the image, a group of 4 to 5 "gentlemen" forcibly dislodged the heart from its pedestal, resulting in noticeable damage.

But there is a Silver Lining...

In a heartening display of unity, the teams from Block By Block, Legion, and Men At Work, totaling 6 or 7 individuals, joined forces to restore the heart to its rightful place. I won't dwell on the significance of this collaboration here, although it's undoubtedly heartwarming. This type of teamwork is crucial moving forward, Not Just in Union Square Park but across the district. Discussions with the teams on how to work more collaboratively are ongoing.



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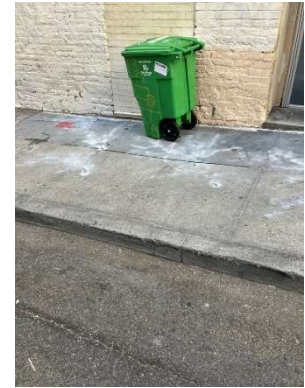
Cleaning Statistics	March	April	May	June	July	August
Directions – Clean Team	1,460	1577	1,265	1,582	1,869	1,063
Directions-Hospitality	247	329	344	443	714	788
Drunk and Disorderly	210	179	174	184	166	174
Graffiti Removed	477	895	905	763	1,074	1,125
Hazardous Waste Clean-Up	861	776	684	623	731	580
Illegal Vending - Observed	25	28	26	28	28	29
Litter/Debris/Leaf - Pounds	27,475	33,500	30,750	50,625	61,950	61,950
Mentally Disturbed	174	204	226	288	278	308
Noise Complaints	70	65	66	60	69	63
Overflowing Trashcans Leveled	511	576	483	652	778	370
Panhandling - Aggressive	122	133	133	124	137	117
Safety Escorts	29	37	37	45	48	50
Safety Hazards - Needles	540	468	380	468	448	268
Scrub Requests	583	583	376	488	586	507
Sit/Lie/Sleep - Issue Escalated	391	364	357	312	317	266
Sit/Lie/Sleep; Comply	466	506	390	385	364	425
Sweep Requests	6,315	6,186	2,685	3,479	3,546	1,607
Trespass/25 MPC	220	230	246	251	235	275

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.



Legion Corporation Overnight Security Patrol

2023	Mar	Apr	May	June	July	Aug
Aggressive Panhandling	47	41	64	21	23	10
Assault	11	6	0	1	0	0
Burglary	0	1	1	1	0	0
DUI	0	0	0	0	0	0
Human Trafficking	0	0	0	0	0	0
Illegal Dumping	28	31	28	17	37	32
Indecent Exposure	42	44	75	46	40	35
Mentally Disturbed	86	122	287	240	331	182
Narcotic Use	176	162	157	229	335	236
Noise Violation / Disturbing the Peace	37	56	26	71	108	49
Open Container	16	41	139	19	22	14
Property Damage	10	8	11	26	2	4
Public Intoxication	12	45	86	68	58	35
Selling w/o Permit	22	0	0	0	0	0
Shop Lifting	4	0	0	1	0	0
Sit/Lie Violation	237	432	408	354	425	461
Theft	4	1	1	0	0	1
Threats	4	2	12	0	3	5
Traffic or Parking Violations	4	0	0	0	0	0
Trespassing	220	177	123	354	168	104
Vandalism	6	4	0	3	18	2
Miscellaneous (Passing Calls)	2,125	1,879	2,285	1,936	1,915	1,316
Totals:	3,091	3,052	3,793	3,387	3,485	2,486