

# The Ops Report

September/October 2023

## Holiday Traditions Return to Union Square Park

Union Square, October 2023 — The annual transformation of Union Square Park into a winter wonderland kicked off this October, bringing with it the beloved traditions of the ice rink and Christmas Tree. Amid this spectacular makeover, one aspect often overlooked is the indispensable role played by the park's ambassador staff.

The park, boasting a variety of stone surfaces, an intricate drainage system, and a spacious layout, presents unique challenges when it comes to safeguarding its integrity during the installation of these holiday attractions. To ensure the park remains unscathed, special measures are put in place, thanks to the collaboration with BuildGroup.



A crucial step in this process involves transporting more than 150 pieces of plywood from below ground storage to the park deck. These plywood pieces come in a multitude of shapes and sizes, akin to a complex puzzle, and are meticulously arranged to provide the necessary protection.

Safety is paramount throughout this endeavor, prompting the temporary closure of park entrances. To secure the entrances, Block By Block Ambassadors relocate approximately 100 barricades from underground storage to the park deck. Once the ice rink and Christmas tree are fully installed, the entire plywood and barricade arrangement is reversed. When the holiday season concludes, this process must be repeated to remove these structures.

While Union Square Park dazzles visitors with its enchanting holiday decor, it's essential to recognize the silent heroes behind the scenes, the ambassador staff, and their critical contributions to preserving the park's charm and safety during this festive season.

<b>Cleaning Statistics</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>Sept</b>	<b>Oct</b>
Directions – Clean Team	1,265	1,582	1,869	1,063	1109	1,005
Directions-Hospitality	344	443	714	788	545	373
Drunk and Disorderly	174	184	166	174	163	151
Graffiti Removed	905	763	1,074	1,125	1068	1,222
Hazardous Waste Clean-Up	684	623	731	580	521	522
Illegal Vending - Observed	26	28	28	29	22	20
Litter/Debris/Leaf - Pounds	30,750	50,625	61,950	61,950	52550	45,050
Mentally Disturbed	226	288	278	308	261	227
Noise Complaints	66	60	69	63	63	61
Overflowing Trashcans Leveled	483	652	778	370	332	333
Panhandling - Aggressive	133	124	137	117	96	
Safety Escorts	37	45	48	50	28	24
Safety Hazards - Needles	380	468	448	268	194	333
Scrub Requests	376	488	586	507	430	449
Sit/Lie/Sleep - Issue Escalated	357	312	317	266	262	248
Sit/Lie/Sleep; Comply	390	385	364	425	369	375
Sweep Requests	2,685	3,479	3,546	1,607	1,456	1,191
Trespass/25 MPC	246	251	235	275	267	227

# Union Square's Summer Music Series Concludes with "Union Square In Bloom" Grand Finale

Union Square, October 2023— After a season filled with vibrant festivities, live music, and engaging interactive events at Union Square Park, the final "Union Square In Bloom" event for the summer was celebrated on a sunny Saturday, October 14th. This grand finale served as a poignant transition from the blossoms of summer to the colorful tapestry of autumn.



The Union Square Park ambassador team, brimming with enthusiasm, played a pivotal role in making this farewell to summer an unforgettable experience. They transformed the park into a mini-pumpkin patch by introducing approximately 250 pumpkins, setting up an inviting Airstream Trailer/Bar, arranging lounge-style seating, bistro sets, and creating an array of family-friendly games on the plaza.

Additionally, the dedicated ambassadors seamlessly coordinated with event staff to provide and set up tents on the Union Square stage for the musical acts. They also took charge of establishing safety barriers and adding decorative touches, enhancing the overall ambiance of the event.

The success of this event wouldn't have been possible without the support and dedication of key individuals and organizations. The Union Square Alliance, along with Diana Cavagnaro, has been an unwavering pillar of support throughout, and their continued commitment to making Union Square In Bloom a resounding success is commendable.

A heartfelt thank you goes out to all those who supported and participated in making this summer's "Union Square In Bloom" a remarkable and memorable occasion. As the colorful autumn leaves fall, the Union Square community bids a fond adieu to summer, looking forward to the promise of future festivities and vibrant celebrations.



<b>Week Ending 09-05-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	245.8	2.42%
Cleaning	443	381.6	-13.86%
Hospitality	40	40	0.00%
Ambassadors	80	80.01	0.01%
Team Lead	140	151.82	8.44%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>1019.23</b>	<b>-4.12%</b>
<b>Week Ending 09-12-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	221.99	-7.50%
Cleaning	443	319.64	-27.85%
Hospitality	40	40	0.00%
Ambassadors	80	80.17	0.21%
Team Lead	140	127.7	-8.79%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>909.5</b>	<b>-14.44%</b>
<b>Week Ending 09-19-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	236.15	-1.60%
Cleaning	443	425.96	-3.85%
Hospitality	40	40	0.00%
Ambassadors	80	79.96	-0.05%
Team Lead	140	136.35	-2.61%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>1038.42</b>	<b>-2.31%</b>
<b>Week Ending 09-26-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	242.2	0.92%
Cleaning	443	439.66	-0.75%
Hospitality	40	40	0.00%
Ambassadors	80	79.9	-0.12%
Team Lead	140	128.03	-8.55%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>1049.79</b>	<b>-1.24%</b>
<b>Week Ending 10-03-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	261.81	9.09%
Cleaning	443	369.78	-16.53%
Hospitality	40	40	0.00%
Ambassadors	80	79.8	-0.25%
Team Lead	140	148.07	5.76%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>1019.46</b>	<b>-4.10%</b>
<b>September Grand Total</b>	<b>5315</b>	<b>5036.4</b>	<b>-5.24%</b>

<b>Week Ending 10-10-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	244.73	1.97%
Cleaning	443	360.06	-18.72%
Hospitality	40	40	0.00%
Ambassadors	80	80.12	0.15%
Team Lead	140	167.18	19.41%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>1012.09</b>	<b>-4.79%</b>
<b>Week Ending 10-17-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	246.38	2.66%
Cleaning	443	345.28	-22.06%
Hospitality	40	40	0.00%
Ambassadors	80	79.8	-0.25%
Team Lead	140	172.6	23.29%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>1004.06</b>	<b>-5.54%</b>
<b>Week Ending 10-24-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	241.7	0.71%
Cleaning	443	368.35	-16.85%
Hospitality	40	40	0.00%
Ambassadors	80	80	0.00%
Team Lead	140	156.8	12.00%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1063</b>	<b>1006.85</b>	<b>-5.28%</b>
<b>Week Ending 10-31-23</b>	<b>Contracted Hours</b>	<b>Hours Worked</b>	<b>Variance</b>
Pressure Washing	240	227.28	-5.30%
Cleaning	443	301.93	-31.84%
Hospitality	40	24	-40.00%
Ambassadors	80	79.98	-0.02%
Team Lead	140	159.37	13.84%
Member Services	50.29	42	-16.48%
Operations Supervisor	80	80	0.00%
Operations Manager	40	40	0.00%
<b>Total</b>	<b>1113.29</b>	<b>954.56</b>	<b>-14.26%</b>

<b>October Grand Total</b>	<b>4302.29</b>	<b>3977.56</b>	<b>-7.55%</b>
----------------------------	----------------	----------------	---------------



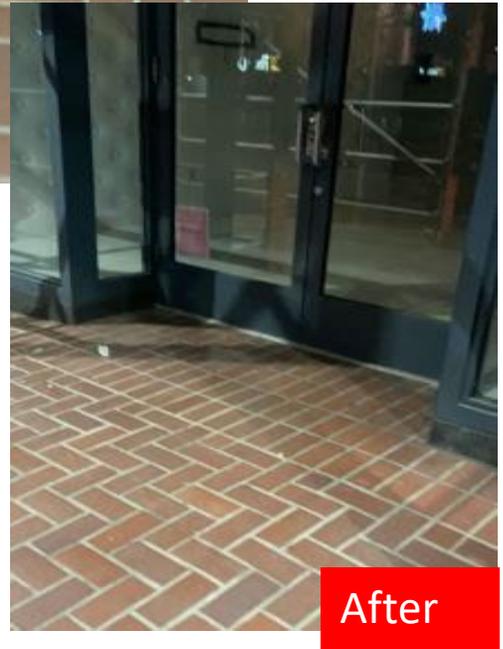
Before



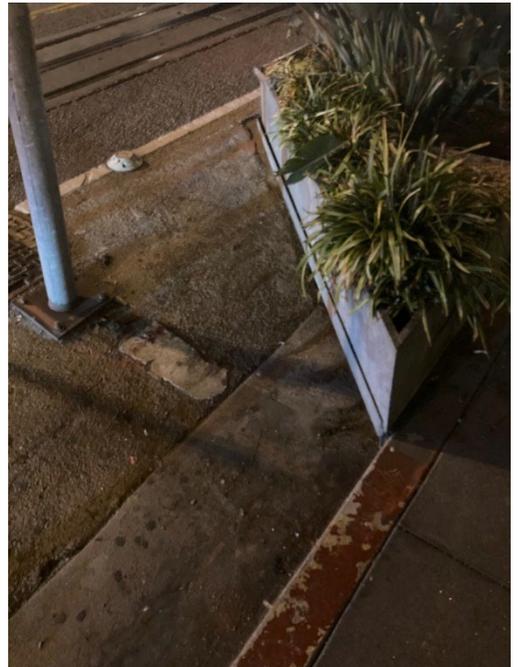
Before



After



After



# Legion Corporation Security Patrol Narrative summary



## Legion Union Square Security Team Takes Proactive Measures to Ensure Quality of Life

*Union Square, October 2023* – As October unfolds, the dedicated security team in Union Square has been unwavering in their commitment to identifying and addressing concerns related to the quality of life in the district. Vigilant and proactive, these security personnel have undertaken measures to maintain a clean and secure environment for all residents and visitors.

Addressing issues ranging from encampments on sidewalks to individuals blocking doorways and loitering in alcoves, the Legion security team has been relentless in its efforts. Moreover, they have noted a concerning uptick in narcotic usage and violations of the 25 M.P.C. (Municipal Police Code). To curb these violations and maintain the pristine image of Union Square, the security team has made it their mission to tackle these issues head-on.

In addition to their focus on improving the quality of life in the district, the security guards are expanding their presence to ensure the safety of Union Square, especially as the holiday season approaches. Heightened patrols and a watchful eye for any criminal activity are among the tactics they are employing to bolster security in the area. Furthermore, thorough documentation and reporting of any suspicious findings to the San Francisco Police Department (SFPD) remain a key aspect of their strategy.

As we move forward, the security team is determined to make the district a safer and more enjoyable place for everyone, every day. By addressing quality-of-life concerns and stepping up their efforts, they aim to preserve the charm and well-being of Union Square.

### Monthly Highlight

On October 22nd, around 1 pm, Legion security guards responded to a noise complaint in Harlan Alley. Upon arrival, the security team encountered two individuals engaged in a heated argument that was causing a disturbance. Initially resistant, these individuals refused to calm down. However, after a brief conversation with the security personnel, they agreed to lower their noise level and cease their argument. Shortly thereafter, they left the alley without any further incident, highlighting the security team's commitment to resolving issues in a peaceful and efficient manner.



## Legion Corporation Overnight Security Patrol

2023	May	June	July	Aug	Sep	Oct
Aggressive Panhandling	64	21	23	10	53	16
Assault	0	1	0	0	6	6
Burglary	1	1	0	0	0	0
DUI	0	0	0	0	0	0
Human Trafficking	0	0	0	0	0	0
Illegal Dumping	28	17	37	32	47	26
Indecent Exposure	75	46	40	35	44	43
Mentally Disturbed	287	240	331	182	216	158
Narcotic Use	157	229	335	236	288	303
Noise Violation / Disturbing the Peace	26	71	108	49	61	41
Open Container	139	19	22	14	30	18
Property Damage	11	26	2	4	23	3
Public Intoxication	86	68	58	35	177	50
Selling w/o Permit	0	0	0	0	0	0
Shop Lifting	0	1	0	0	0	1
Sit/Lie Violation	408	354	425	461	287	350
Theft	1	0	0	1	12	1
Threats	12	0	3	5	19	27
Traffic or Parking Violations	0	0	0	0	0	0
Trespassing	123	354	168	104	259	264
Vandalism	0	3	18	2	0	6
Miscellaneous (Passing Calls)	2,285	1,936	1915	1316	1882	1827
<b>Totals:</b>	<b>3,793</b>	<b>3,387</b>	<b>3,485</b>	<b>2,486</b>	<b>3,404</b>	<b>3,104</b>