

The Ops Report

Block By Block Enhances Event Support Capabilities for a Vibrant and Safe Union Square by Lance Gorée

In our commitment to fostering vibrant and safe districts, Block By Block (BBB) recognizes the pivotal role events and activations play in creating a thriving community. Drawing from our extensive experience across the nation, BBB has observed the positive impact of supporting new and engaging opportunities in various districts.

Union Square, a hub of activity both day and night, benefits significantly from these initiatives. By providing an array of events, Union Square Park becomes a dynamic and inviting space for visitors while exploring Union Square and its astounding restaurants and shops.

Historically, BBB's support for events primarily involved barricade placement and ambassador hospitality. Recent enhancements in our capabilities now include certified forklift drivers and regional support to facilitate the placement of protective plywood on the Union Square Park hardscape. This "in-house" approach not only streamlines the process but also results in a significant cost reduction, 50-60%, making major events more appealing to event organizers.

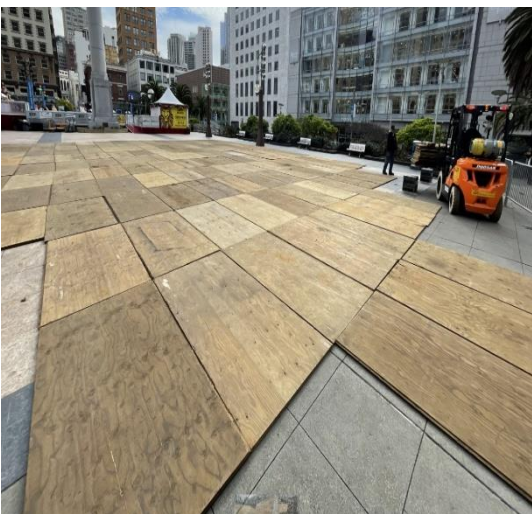


For example, notable events such as the Macy's Christmas Tree and the Holiday Ice Rink, BBB's team executed a meticulous process. In mid-October, approximately 200 4'x8' plywood sheets were placed and in early November loaded out, with subsequent placements and load outs occurring twice more before the conclusion of the holiday season.



This strategic initiative not only showcases BBB's commitment to supporting vibrant community activations in Union Square, but also emphasizes the organization's adaptability in providing cost-effective solutions for event logistics.

As Union Square continues to thrive, BBB remains dedicated to discovering innovative ways to bolster activations throughout the district, to help bolster efforts to ensure Union Square has a dynamic and safe environment for all.



Ambassador of the Year

Team Leader, Mr. Greg Garrett has shown his dedication to getting the job done. Often people will hear the quote, "He/She GETS It!". Well Mr. Garrett definitely fits the quote.

His reliability and ability to be an example for his teammates and his pride of his own performance are unequaled.

We will be searching for another Mr. Garrett while we appreciate the one we have!



Staffing BBB has committed its hiring to Union Square Alliance. Positive attitudes, new ideas and access to opportunities makes Union Square an attractive place for employment.

Week Ending 11-07-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	221.18	-7.84%
Cleaning	443	401.41	-9.39%
Hospitality	40	40.01	0.02%
Team Lead	140	160.72	14.80%
Member Services	176	176	0.00%
Special Projects	80	79.71	-0.36%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1188.53	-4.07%
Week Ending 11-14-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	224.52	-6.45%
Cleaning	443	414.32	-6.47%
Hospitality	40	40	0.00%
Team Lead	140	135.87	-2.95%
Member Services	176	168.35	-4.35%
Special Projects	80	79.99	-0.01%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1172.55	-5.36%
Week Ending 11-21-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	235.25	-1.98%
Cleaning	443	527.28	19.02%
Hospitality	40	40	0.00%
Team Lead	140	160.77	14.84%
Member Services	176	205.47	16.74%
Special Projects	80	79.67	-0.41%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1357.94	9.60%
Week Ending 11-28-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	265.4	10.58%
Cleaning	443	569.45	28.54%
Hospitality	40	48	20.00%
Team Lead	140	184.98	32.13%
Member Services	176	220.77	25.44%
Special Projects	80	95.99	19.99%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1494.09	20.59%

November Grand Total	4956	5213.11	5.19%
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Week Ending 12-5-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	229	-4.58%
Cleaning	443	427.45	-3.51%
Hospitality	40	40	0.00%
Team Lead	140	168.05	20.04%
Member Service	176	179.99	2.27%
Special Projects	80	80.14	0.18%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1234.13	-0.39%
Week Ending 12-12-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	216.25	-9.90%
Cleaning	443	433.25	-2.20%
Hospitality	40	40	0.00%
Team Lead	140	160.74	14.81%
Member Service	176	159.93	-9.13%
Special Projects	80	79.88	-0.15%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1199.55	-3.18%
Week Ending 12-19-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	207.69	-13.46%
Cleaning	443	457.35	3.24%
Hospitality	40	40	0.00%
Team Lead	140	160.25	14.46%
Member Service	176	175.55	-0.26%
Special Projects	80	79.14	-1.08%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1229.48	-0.77%
Week Ending 12-26-23	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	211.32	-11.95%
Cleaning	443	384.68	-13.16%
Hospitality	40	40.02	0.05%
Team Lead	140	151.2	8.00%
Member Service	176	197.35	12.13%
Special Projects	80	81.31	1.64%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1175.38	-5.13%
Week Ending 01-02-24	Contracted Hours	Hours Worked	Variance
Pressure Washing	240	274.23	14.26%
Cleaning	443	535.93	20.98%
Hospitality	40	47.98	19.95%
Team Lead	140	191.73	36.95%
Member Service	176	193.67	10.04%

Special Projects	80	95.74	19.68%
Operations Supervisor	80	71.5	-10.63%
Operations Manager	40	38	-5.00%
Total	1239	1448.78	16.93%

December Grand Total	6195	6287.32	1.49%
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Q & A with Rachel Lewis



What did you like Best about 2023?

I most enjoyed the festive holiday season, the Menorah Lighting and the reinstatement of the Winter Walk.

What would you say is the hardest thing being a Member Services Rep.?

Dealing with emergencies while not being on scene, examples such as arson and medical emergencies can be challenging when EMS has questions we may not be able to answer

Name two things you would like to see happen or change for Member Services in 2024?

I would like to see more utilization of the D360 app and less radio traffic. I would like to change schedules to 8-4, 4-12, and 12-8.

Where and What would you do on a week of vacation?

I would go to Seattle to visit my cousin.

What is the weirdest call or email you have received?

I got a call from someone asking me where they could purchase a wallet, I suggested Macy's, Louis Vuitton etc. and they were not happy with my answers.

Q & A with Raven Anderson

What is the toughest part of your position?

Getting everyone on the same page to understand our goal...It's frustrating wanting the team to care and take pride in what we do. Dealing with each personality effectively within our team is a learning process.

What is the most enjoyable part of your position?

When we work together, and a positive result is evident by seeing the physical improvements at the end of the day.



Name something you would add to Member Services in 2024?

I'd like them involved in block face completion/monitoring. Historically ambassadors called off blocks when completed. By Noon our team lead could call and get a rundown on whose map was not completed, then meet them to help in completion.

Where and What would you do on a week of vacation?

A week vacation? Don't think I've ever done that...probably a summer trip to see friends in Minneapolis. (Lived there in my teen years)

What is something you would change or want to see added in Union Square?

More restaurants/entertainment type venues.

Cleaning Statistics	July	August	Sept	Oct	Nov	Dec
Directions – Clean Team	1,869	1,063	1,109	1,005	808	757
Directions-Hospitality	714	788	545	373	326	199
Drunk and Disorderly	166	174	163	151	118	134
Graffiti Removed	1,074	1,125	1,080	1,222	928	828
Hazardous Waste Clean-Up	731	580	521	522	649	575
Illegal Vending - Observed	28	29	22	20	22	48
Litter/Debris/Leaf - Pounds	61,950	61,950	50,025	47,525	46,125	43,625
Mentally Disturbed	278	308	261	227	180	162
Noise Complaints	69	63	63	61	59	62
Overflowing Trashcans Leveled	778	370	332	333	306	331
Panhandling - Aggressive	137	117	96	93	85	74
Safety Escorts	48	50	28	24	13	19
Safety Hazards - Needles	448	268	194	333	288	195
Scrub Requests	586	507	430	449	478	363
Sit/Lie/Sleep - Issue Escalated	317	266	262	248	255	217
Sit/Lie/Sleep; Comply	364	425	369	375	277	282
Sweep Requests	3,546	1,607	1,456	1,191	1,051	1476
Trespass/25 MPC	235	275	267	227	159	188



Legion Corporation Overnight Security Patrol

2023	July	Aug	Sep	Oct	Nov	Dec
Aggressive Panhandling	23	10	33	16	28	13
Assault	0	0	6	6	3	3
Burglary	0	0	0	0	0	0
DUI	0	0	0	0	0	0
Human Trafficking	0	0	0	0	0	0
Illegal Dumping	37	32	47	26	25	10
Indecent Exposure	40	35	44	43	7	45
Mentally Disturbed	331	182	216	158	57	151
Narcotic Use	335	236	288	303	359	306
Noise Violation / Disturbing the Peace	108	49	61	41	46	28
Open Container	22	14	30	18	50	54
Property Damage	2	4	23	3	7	11
Public Intoxication	58	35	177	50	9	90
Selling w/o Permit	0	0	0	0	0	23
Shop Lifting	0	0	0	1	0	0
Sit/Lie Violation	425	461	287	350	287	638
Theft	0	1	12	1	0	0
Threats	3	5	19	27	8	19
Traffic or Parking Violations	0	0	0	0	0	0
Trespassing	168	104	259	264	337	291
Vandalism	18	2	0	6	10	98
Miscellaneous (Passing Calls)	1915	1316	1882	1827	2137	1164
Totals:	3,485	2,486	3,384	3,140	3,370	2,944