

# Operations Report

April 2024

**UNION  
SQUARE**  
ALLIANCE



# News & Updates

## Legion Security Guards and Member Services Staff Team Up to Assist in Mental Health Crisis at Chancellor Hotel

April 23, 2024 – A routine day at the Chancellor Hotel in Union Square took an unexpected turn when a guest experiencing a mental health crisis prompted a response from Legion Security personnel.

The front desk staff at the Chancellor Hotel, located at 433 Powell Street, alerted Member Services about someone exhibiting aggressive behavior in their lobby. With no available SFPD 10b Officer to handle the case, Member Services Representative Celaya Gavina, coordinated a response. Legion Security and street ambassadors typically only addresses public realm issues, they were dispatched to assist, signaling the flexibility and responsiveness of their operations.

Upon arrival, Legion Guards Joksan and Michael (pictured) met with Wes Tyler, General Manager of the Chancellor Hotel and a member of the Union Square Board. They assessed the situation and engaged with the guest, who was confirmed to be experiencing a significant mental episode.



Demonstrating compassion and professionalism, the guards successfully calmed the young man and maintained a supportive presence until emergency medical services arrived. The guest was then safely transported to a nearby facility for appropriate care.

Following the incident, the guards kept in touch with Mr. Tyler, inquiring about the guest's recovery, demonstrating their commitment to community care beyond immediate crisis response.

The effective handling of this situation underscores the critical role the Clean and Safe teams play in not just ensuring physical safety but also in providing empathetic support during mental health crises. Their ability to adapt to the needs of the moment and to treat each individual with respect and understanding is invaluable.

The Chancellor Hotel extends their gratitude to these professionals for their thoughtful intervention and ongoing concern for the well-being of all guests of Union Square



# April Events

## April 14, 2024 Greek Independence Day Celebration

Greek National Day commemorates the start of the War of Greek Independence from the Ottoman Empire in 1821. This day is also significant in the Greek Orthodox Church, marking the Annunciation to the Virgin Mary by the Archangel Gabriel that she would become the mother of Jesus Christ, which aligns with the theme of freedom and new beginnings. The holiday is marked by parades, patriotic displays, and various cultural events throughout Greece and in the global Greek diaspora, celebrating Greek culture, history, and national pride.

## Greek Independence Day Celebration 2024

UNION  
SQUARE

Sunday – April 14

12 noon – 4 p.m.

2 p.m. Flag Raising

“Live” Greek  
Music Concert

George Mylordos  
& Kymata Band

JOIN US!

BE GREEK PROUD



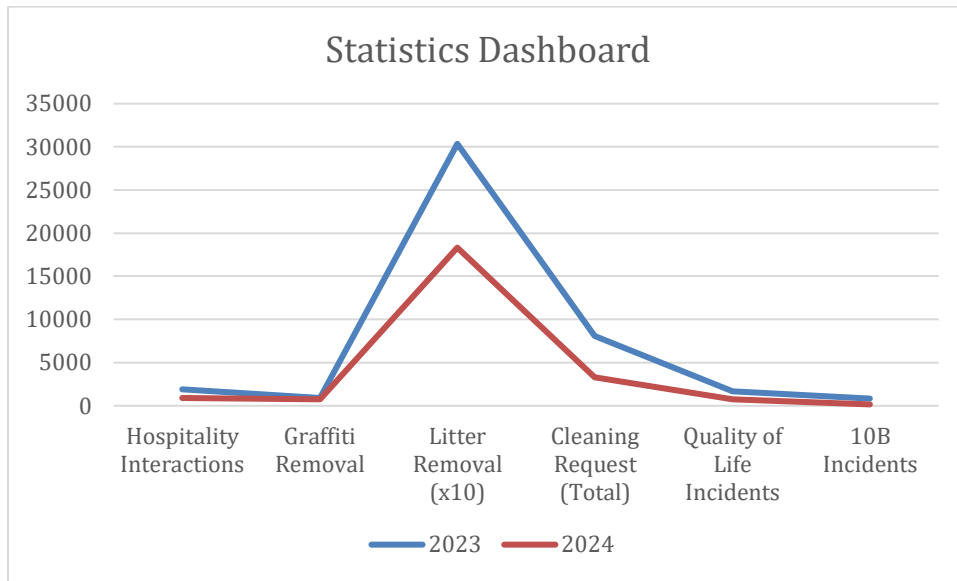
Call 415-215-6113 or Email us at [info@uhasca.org](mailto:info@uhasca.org)

For more info: <https://uhasca.org/greek-independence-2024>

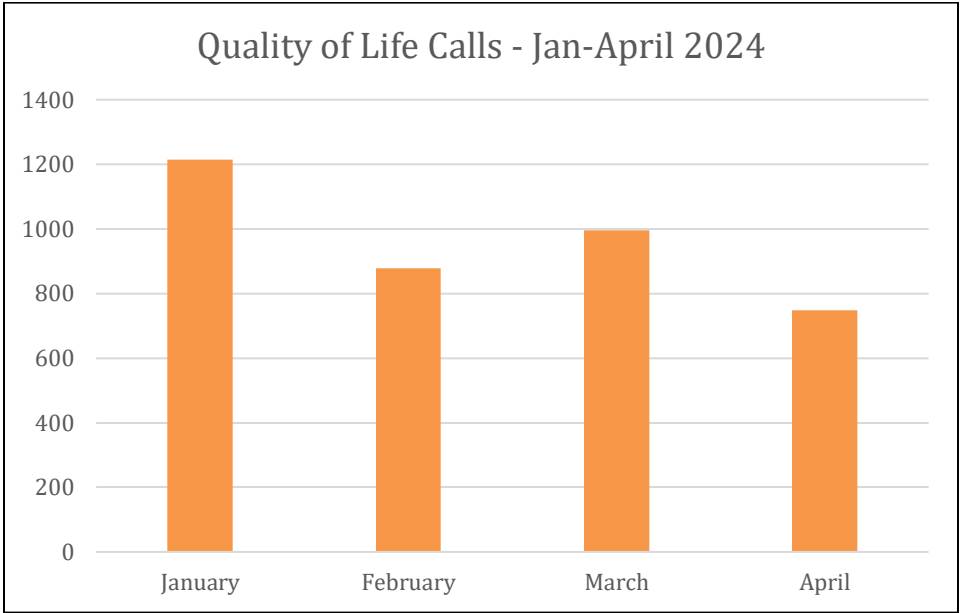
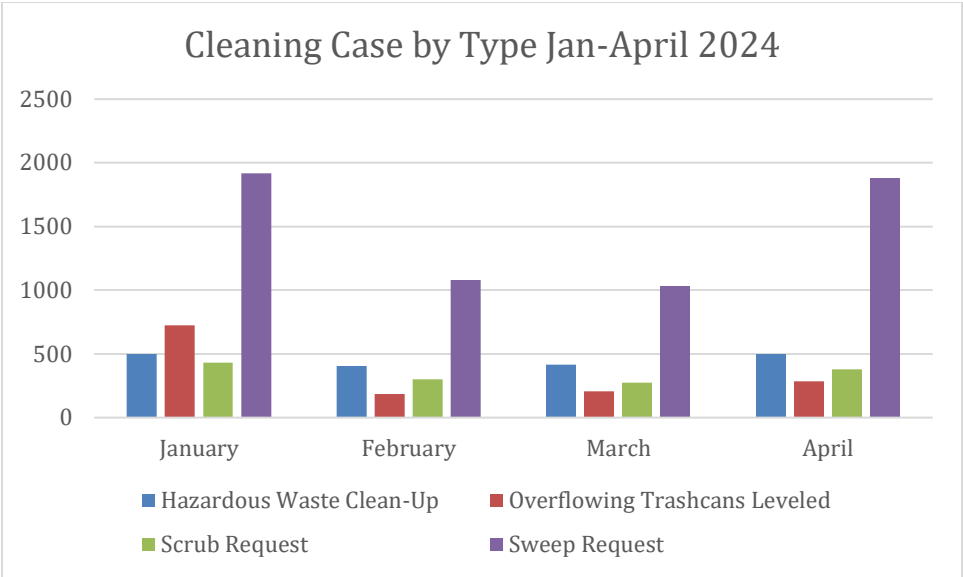


Event organizer Taso Zografos said, “The event went really well. And YES, the Alliance Team was super – and (as a one-person show) I did end up needing more support from the Alliance and I am truly grateful to them.” Mr. Zografos also added, “Would like to have the event again next year and see it be even bigger!”

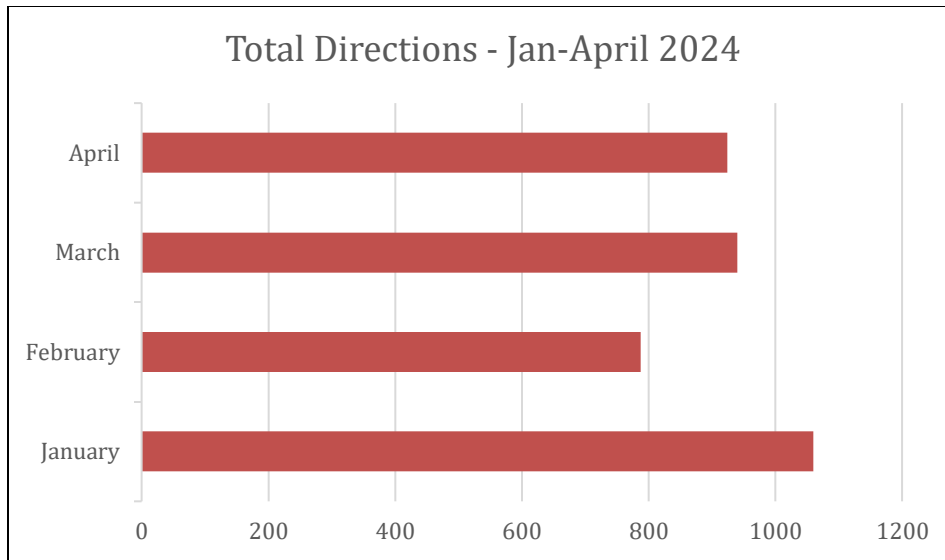
# Statistics



April		
Overview	2023	2024
<b>10b Incidents</b>	<b>833</b>	<b>159</b>
<b>Quality of Life Incidents</b>	<b>1,709</b>	<b>748</b>
<b>Cleaning Cases</b>	<b>8121</b>	<b>3,287</b>
<b>Litter Removal</b>	<b>30,350</b>	<b>18,325</b>
<b>Graffiti Removal</b>	<b>895</b>	<b>765</b>
<b>Hospitality Interactions</b>	<b>1,911</b>	<b>924</b>







## Staffing

April 1, 2024 - April 30, 2024			
	Contracted Hours	Hours Worked	Variance
<b>Pressure Washing</b>	1028.57	965.78	-6.10%
<b>Cleaning</b>	1782.86	1871.27	4.96%
<b>Hospitality</b>	171.43	143.97	-16.02%
<b>Team Lead</b>	685.71	577.78	-15.74%
<b>Member Services</b>	754.29	685.02	-9.18%
<b>Special Projects</b>	342.86	319.90	-6.70%
<b>Operations Supervisor</b>	342.86	296.00	-13.67%
<b>Operations Manager</b>	171.43	114.00	-33.50%
<b>Total</b>	<b>5280.00</b>	<b>4973.72</b>	<b>-5.80%</b>



# April Statistics

	JAN	FEB	MAR	APR	Totals
Directions - Cleaning Ambassadors	834	682	677	827	<b>3,020</b>
Directions - Hospitality Ambassadors	223	105	263	85	<b>676</b>
Directions - Safety Ambassadors	3	1	-	12	<b>16</b>
Drunk and Disorderly	151	67	108	66	<b>392</b>
Graffiti Removed	751	751	675	765	<b>2,942</b>
Hazardous Waste Clean-up (human)	502	405	416	501	<b>1,824</b>
Illegal Vending - Observed	20	12	17	19	<b>68</b>
Litter/Debris/Leaf Number of Bags	654	527	520	733	<b>2,434</b>
Litter/Debris/Leaf Weight in pounds	16,350	13,175	13,000	18,325	<b>60,850</b>
Mentally Disturbed	199	119	143	144	<b>605</b>
Overflowing Trashcans Levelled	726	185	208	286	<b>1,405</b>
Panhandling - Aggressive	69	55	54		<b>178</b>
Safety Escorts	15	4	15	4	<b>38</b>
Safety Hazards - Needles	236	187	129	239	<b>791</b>
Scrub Requests	433	298	274	377	<b>1,382</b>
Sit/Lie/Sleep - Non Comply	175	138	140	175	<b>628</b>
Sit/Lie/Sleep; Comply	333	173	208	136	<b>850</b>
Sweep Requests	1,917	1,078	6,315	1,882	<b>11,192</b>
Trespass/25 MPC	207	106	145	92	<b>550</b>
Directions Total	1,060	788	940	924	<b>3,712</b>
QOL Total	1,215	878	995	852	<b>3,940</b>
Clean Request Total	3,004	1,903	2,241	2,856	<b>10,004</b>
Graffiti Removal	751	751	675	765	<b>2,942</b>

## YTD Requests for Video Footage

	Jan	Feb	March	April
Footage Requests	32	31	30	25
SFPD Only	22	21	27	17
External Requests	10	10	3	8
Internal Requests	0	0	0	0
Avg. Cameras Per Request (complexity)	5.5	6.2	6.1	5.3



# Ambassador of the Month

## Michael Thielen



When we interview candidates for new ambassador roles, we pose two critical questions to ensure they align with our core values:

1. Are you committed to responsibility, exemplified by punctuality and full engagement at work?
2. Can you embrace an ownership mindset, thinking, "If this were your house, what would you do?"

Mr. Thielen joined our team in the last week of February, and since day one, he has exemplified these values. His punctuality and dedication to his role are consistently evident. Mr. Thielen has approached every task with the perspective of ownership, producing the best outcomes for the team and the organization. Whether he is tackling daily responsibilities or taking on unexpected challenges, Mr. Thielen's actions consistently align with our principles of responsibility and ownership.

In recognition of his outstanding contributions and unwavering commitment, we are proud to name Mr. Thielen as our Ambassador of the Month for April.





# Before and After Photos



Before



After



Before



After



Before



After



In the relentless day-to-day operations within our 27-block district, it's easy to lose sight of the human stories behind the numbers and metrics that measure our efforts, successes, and areas for growth. The individuals we collaborate with, the community we serve, and indeed, those we are tasked to connect with are our true purpose. Each of the nearly 600 dispatches we responded to represented a person, more than just a radio code signaling our next task.

Among these interactions were over 200 encounters with individuals facing mental health challenges, each with their own unique narrative. Our city holds a distinct place in our hearts, and it's imperative that we preserve its vibrant, secure, and inclusive essence. This commitment drives us forward, tempered by compassion for every individual we encounter.

We are proud to have contributed to the dialogue surrounding the transition from Legion's current reporting system, "SYNCrew," to the more integrated District 360 platform in the future. Our heightened communication with our partners at Block by Block will yield tangible results, including reduced response times for patrols and heightened officer safety.



Security Officer Jocksan providing tips on local attractions.



San Francisco Police Officer Robert Rueca, SFPD's PIO, asked for a photo op with Legion Officers Jocksan and Jones.

Legion Corporation | 5150 N. Sixth Street, Suite 173, Fresno, CA 93710 | 800.228.3579  
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2024	March	April
Dispatches	520	596
Aggressive Panhandling	17	38
Assault	1	8
Burglary	0	4
DUI	0	0
Human Trafficking	0	11
Illegal Dumping	17	15
Indecent Exposure	28	21
Mentally Disturbed	121	221
Narcotic Use	256	259
Noise Violation / Disturbing the Peace	47	159
Open Container	18	30
Property Damage	10	6
Public Intoxication	46	44
Selling w/o Permit	4	21
Shoplifting	1	4
Sit/Lie Violation	570	270
Theft	1	0
Threats	6	14
Traffic or Parking Violation	15	9
Trespassing	587	252
Vandalism	7	5
Miscellaneous (Passing Calls)	2,143	1709
Hospitality Encounters	248	200
Totals:	4,663	3896

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