

Operations Report

March 2024

**UNION
SQUARE**
ALLIANCE



News and Updates



Spring arrived early in San Francisco on March 9, 2024 as thousands filed through Union Square to see a colorful display of 80,000 tulips—and pick a bunch to take home. The free event, sponsored by the Alliance and co-organized by the Consulate General of the Netherlands, brought welcomed foot traffic to the shopping district. By noon, the line of tulip enthusiasts had gotten so long and unruly that our Union Square Alliance Ambassadors had to stop people from cutting or saving spots for friends who left to get food. Visitors who hoped to go to the bathroom were allowed to leave and return but only after taking a selfie with an Ambassador who was posted at the base of the metal dividers to prove they had been in line already.

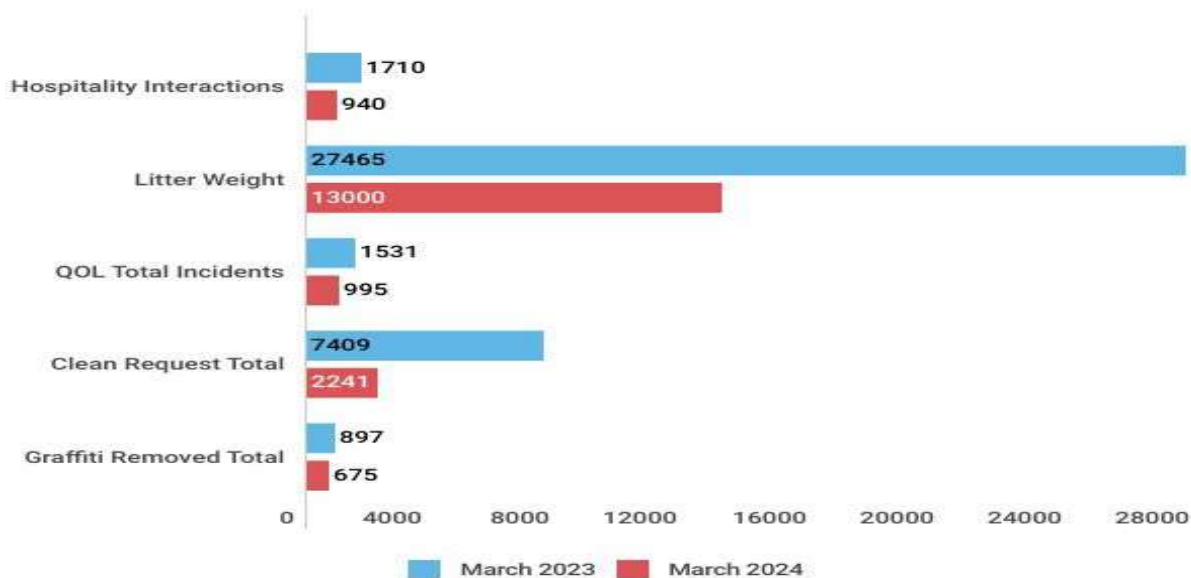
FJ Raven Anderson is at Union Square, San Francisco. ...
Top Contributor · 5d · San Francisco · 📍
Special Projects [Block by Block](#) ambassador Pedro Solorio with Blair and Derrick. on Post street Last night !



Connect and Share 2024 was held this year in Downtown San Francisco anchored in our own district! This conference is Block by Block's annual operational management meeting dedicated to fostering development and collaboration within the organization's operational landscape. It was also an opportunity to learn improved software launches and refresh on BBB's best practices in managing Ambassador teams within the Urban Placemaking Industry.

Charted Statistics & Overview

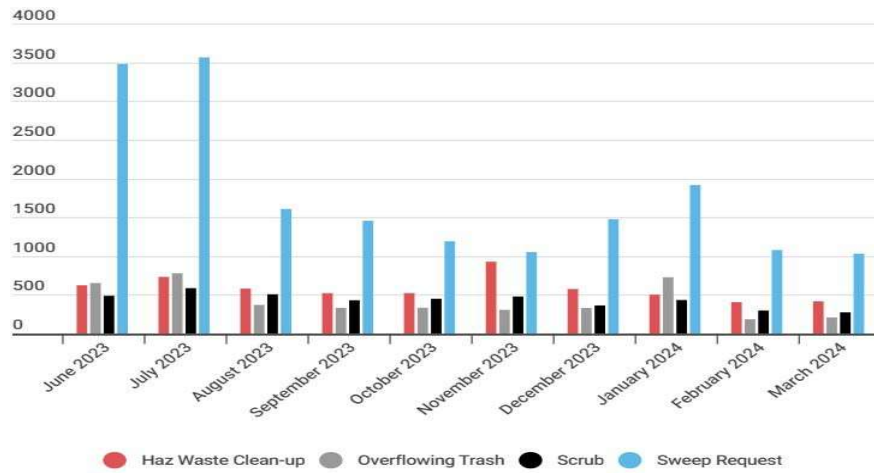
Statistics Dashboard



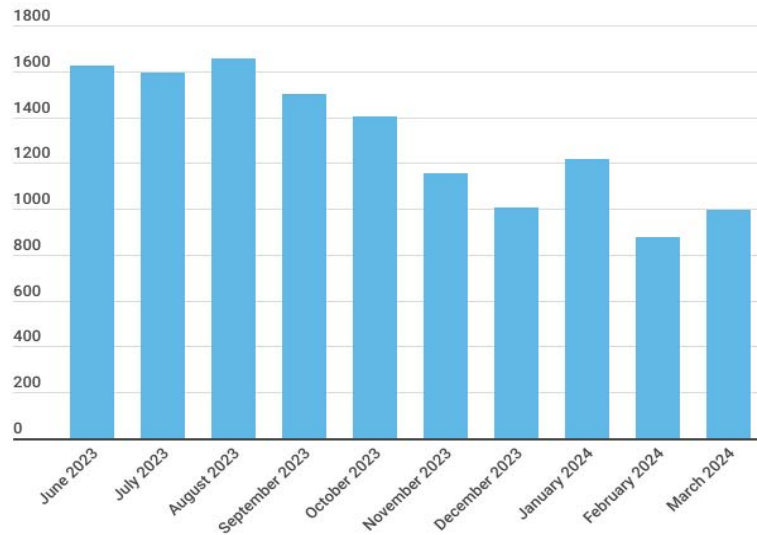
2023	2024	Category
1,710	940	Hospitality Interactions
< 27K	> 13K	Litter Removal Total (x10)
1531	995	Quality of Life Calls
7409	2241	Cleaning Requests
897	665	Graffiti Removal

***Inconsistencies in statistics may arise from software changes rather than gaps in service provision

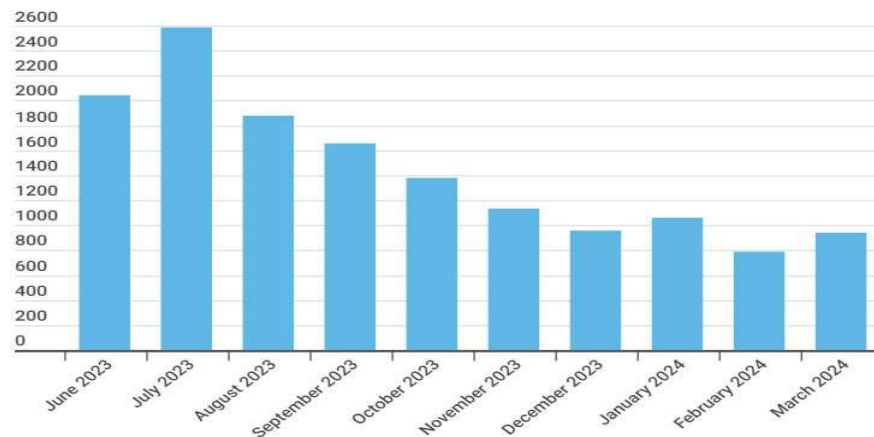
Cleaning Statistics - March 2024



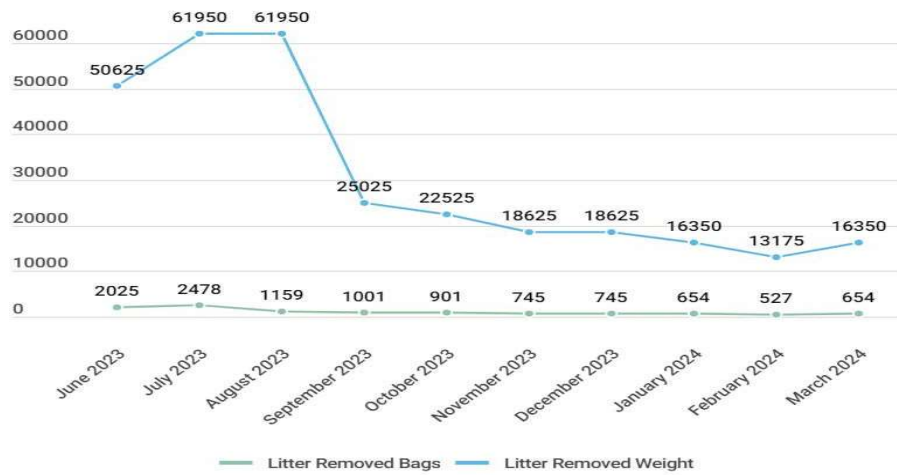
QOL Totals - March 2024



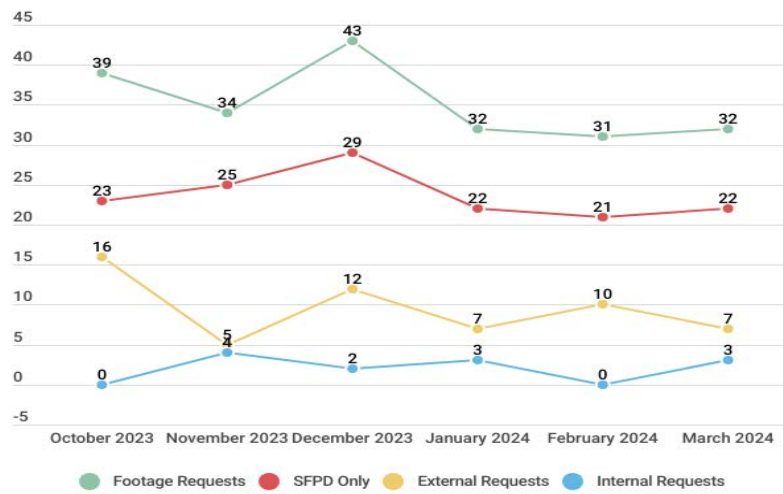
Total Directions- March 2024



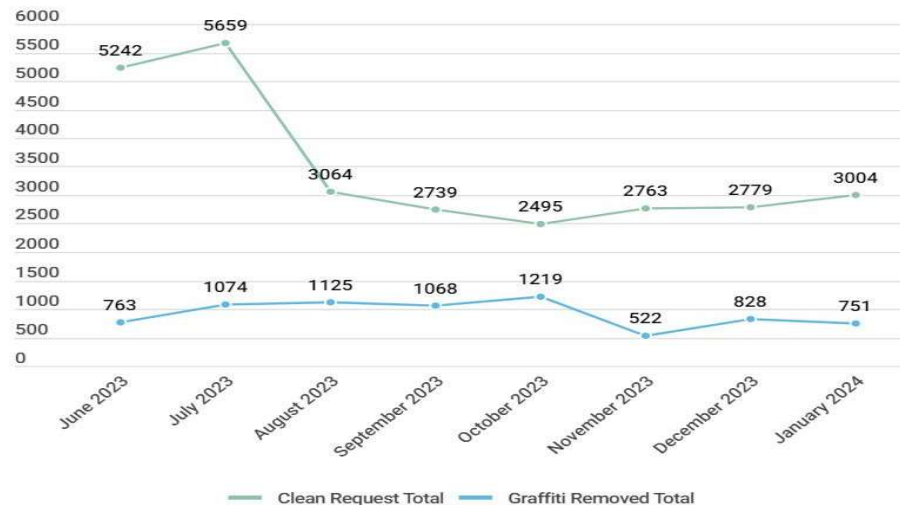
Litter Bags and Weight



AVS Request for Footage



Clean Request and Graffiti Removal Totals



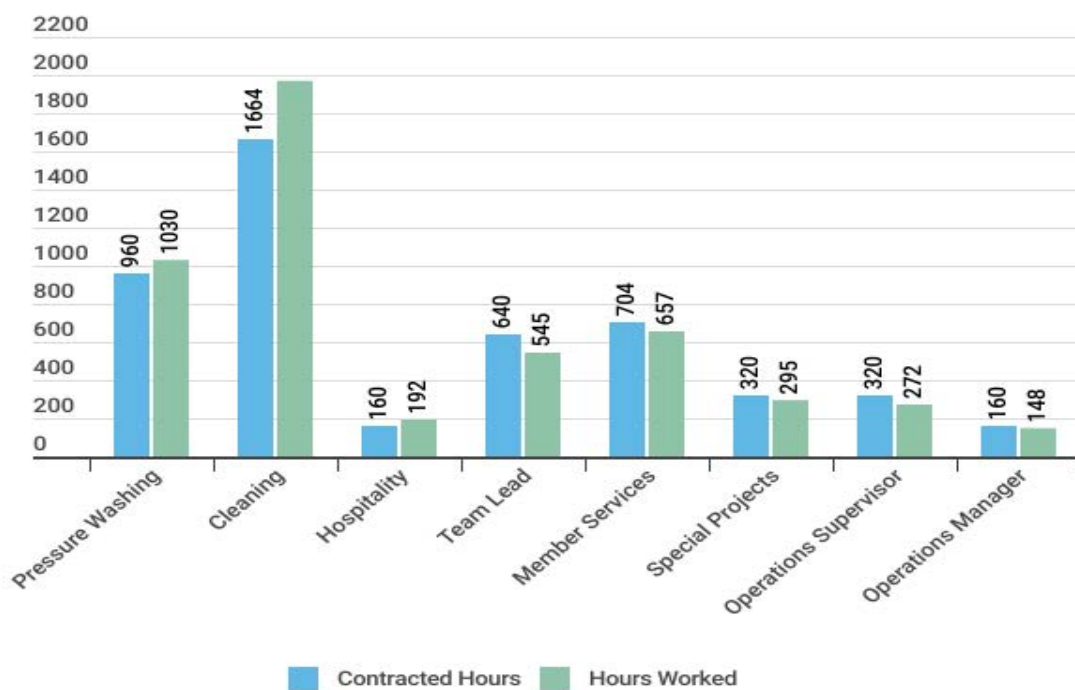
Statistics and Data

Service Requests	January 2024	February 2024	March 2024
Directions- Cleaning	834	682	677
Directions- Hospitality	223	105	263
Directions Safety	3	1	0
Hospitality Interactions			940
Drunk and Disorderly	151	67	108
Graffiti removed-Total	751	751	675
Haz Waste Clean-up	502	405	416
Illegal Vending	20	12	17
Liter Bags	654	527	520
Litter Weight	16350	13175	13000
Mentally Disturbed	199	119	143
Noise Complaints	65	33	53
Overflowing Trash	726	185	208
Panhandle-Aggressive	69	55	54
Safety Escorts	15	4	15
Safety Hazard-Needle	236	187	129
Scrub	433	298	274
Sit Lie-Non Comply	175	138	140
Sit Lie-Comply	333	173	208
Sweep Request	1917	1078	1031
Trespass	207	106	145
2023			
Directions Total	1060	788	940
QOL Total Incidents	1215	878	995
Clean Request Total	3004	1903	2241
Graffiti Removed Total	751	751	675

Staffing Overview - March

March			
	Contracted Hours	Hours Worked	Variance
Pressure Washing	960	1030	7.3%
Cleaning	1664	1970	18.4%
Hospitality	160	192	20%
Team Lead	640	545	17.4%
Member Services	704	657	7.2%
Special Projects	320	295	8.5%
Operations Supervisor	320	272	17.6%
Operations Manager	160	148	7.5%
Total	4928	5109	3.7%

March 2024 Hours - Contractual vs Actual



Highlights

Ambassador of the Month

Congratulations to Devanae Atkinson, our March 2024 Ambassador of the Month! Dev has been a dedicated employee since joining our team on November 2023. Dev quickly acclimated to the Block By Block Pressure Washing program. In addition, he has continued to set an example for consistency, work ethic, and motivation. He is always willing to go the extra mile and help whenever needed in addition to his assigned tasks.

We are thrilled to have Dev as part of our overnight Power washing team. Keep up the good work Devanae.



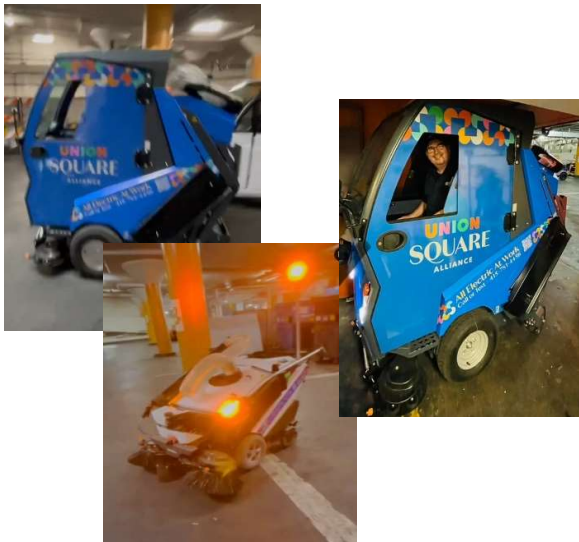
Meet Our New Fleet of Equipment!



This F550 Pressure Washing Truck is called "The Beast". This one-of-a-kind truck holds a 1000 Gallon Tank! Double-Rigged with two 200ft hoses that can cover 400ft worth of sidewalk in half the time! Perfect equipment to handle the demand of our bricked sidewalks of Market Street.



Meet our new Gem Car! The Gem e2 is the perfect small electric car for quick trips in the district, removal and storage of light cargo, and tight parking. This state-of-the-art LSV performer with 30+ new EV features and upgrades for an auto-like driving experience. Seen here is our Operations Supervisor, Raven, with one happy visitor in our district (Mr. Rocio Masia). Raven referred him to one of our best breakfast spots and was commended with an appreciative email and a follow-up picture to boot!



SmartWind is the one-of-a kind 100% electric street sweeper, the most compact high dump ride on street and sidewalk sweeper. Environmentally friendly and versatile, this sweeper improves the quality of life of residents and operators alike, by fully eliminating CO2 emissions and reducing noise emissions by 40%.

The Ecarr is the latest generation manual sweeper that is 100% electric with zero CO2 emissions. It is the ideal solution for manual refuse collection in condensed areas. Safe and efficient, the Ecarr offers a runtime of up to 10 hours.

Before and After Photos

Before



Market St.

After



Stockton St.



O'Farrell St. & Kearny St.
Action Shots





Narrative summary:

On the Horizon:

Legion, in partnership with the Alliance, is developing ways to respond more effectively to emerging challenges, increase public safety and satisfaction and of course properly document our actions. This includes deliberate targeting of areas of heightened concern, whether due to recent interactions, complaints received, or input from our partners. We will proactively attend to these areas both with greater scrutiny and increased frequency. Additionally, we are working to ensure the reporting requirements, and methodology used, support these efforts in order to capture information that is critical to our partners.





2024	February	March
Aggressive Panhandling	14	17
Assault	3	1
Burglary	0	0
DUI	0	0
Human Trafficking	0	0
Illegal Dumping	4	17
Indecent Exposure	28	28
Mentally Disturbed	155	121
Narcotic Use	379	256
Noise Violation	49	47
Disturbing the Peace	24	18
Open Container	2	10
Property Damage	43	46
Public Intoxication		
Selling w/o Permit	0	4
Shoplifting	8	1
Sit/Lie Violation	731	570
Theft	0	1
Threats	2	6
Traffic or Parking Violation	7	15
Trespassing	615	587
Vandalism	8	7
Miscellaneous (Passing Calls)	2,058	2,143
Dispatches	806	520
Hospitality Encounters	325	248
Totals:	5,261	4,663