

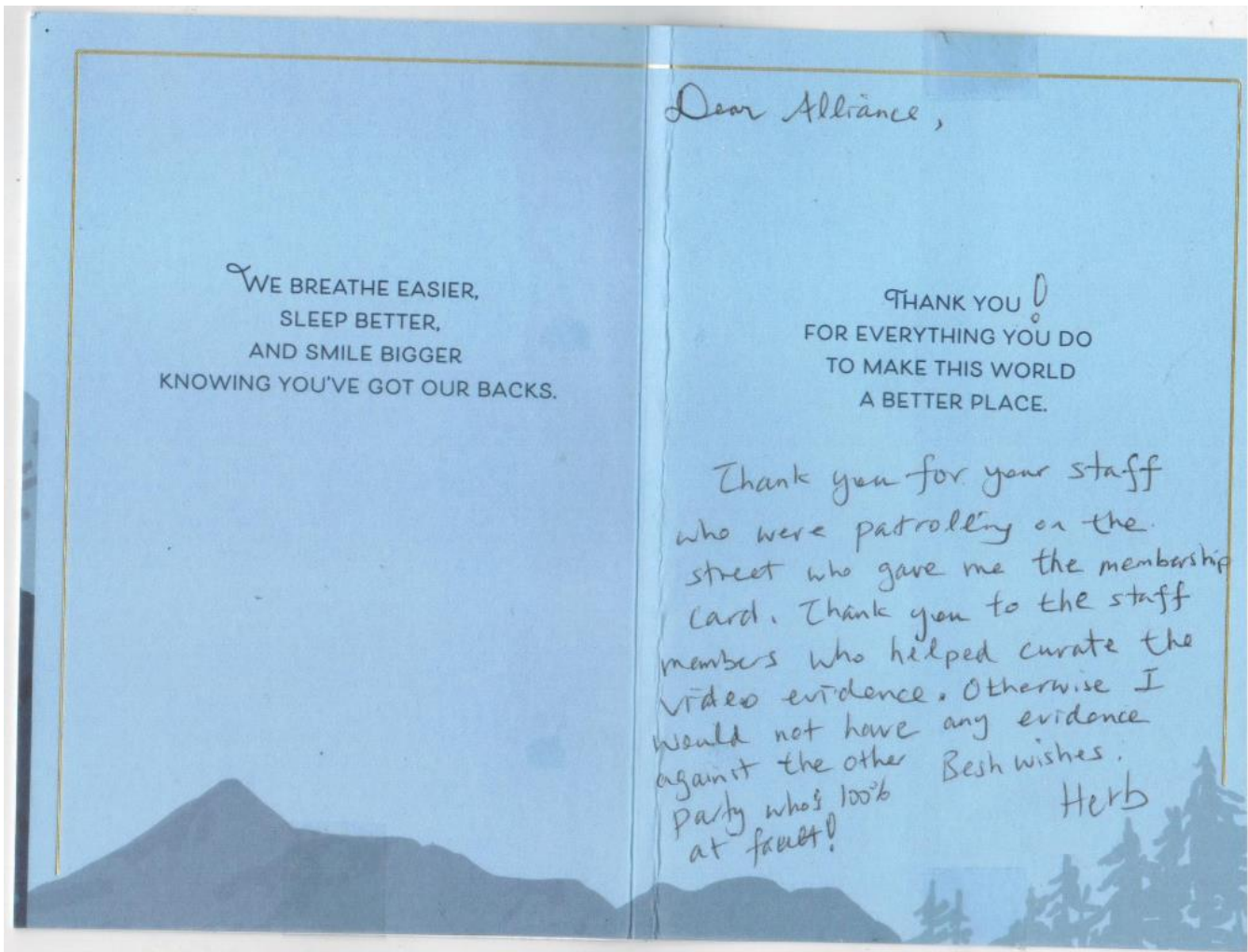
Operations Report

May 2024



News & Updates

Why We Do What We Do! A Card from Herb...



One day, a heartfelt thank you card arrived from Herb. Though a simple gesture, the message inside spoke volumes. It showed just how much Ambassadors presence in Union Square is appreciated. The card also highlighted the importance of the camera system and the dedicated work of our Member Services Representatives.

This little card will serve as a powerful reminder of the positive impact our teams have while out in the field, often in ways we don't even imagine. As we continue our efforts in Union Square and across all districts in San Francisco, we remain committed to finding new and meaningful ways to make a difference, one step at a time. Or Block By Block one could say.

May Events

Saturday May 11, 2024

The West Coast's largest Taiwanese American celebration was back May 11, in San Francisco's Union Square! From 10AM - 4PM people enjoyed the family-friendly festival showcasing Taiwanese culture, food, entertainment, activities and more.

Union Square Ambassadors provided support in a myriad of areas starting at 6:00am. Ambassadors assisted with Site Cleaning and Prep, Electrical Access, Bathroom Monitoring/Cleaning, Hospitality/Cleaning, Vehicle Placement, Cable Ramps, Green Room Prep/Access and More.

TAIWANESE AMERICAN CULTURAL FESTIVAL



Mother's Day Event

Sunday May 12, 2024

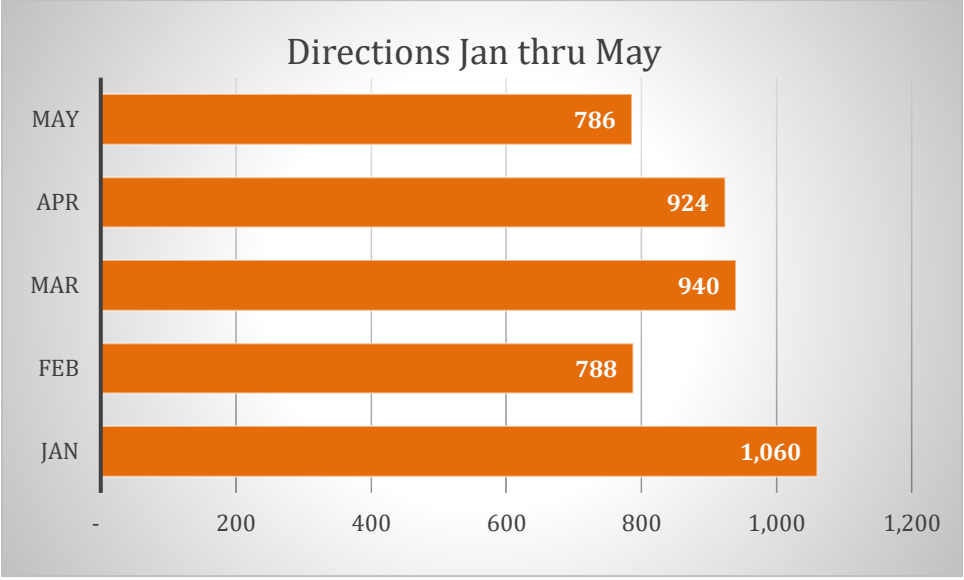
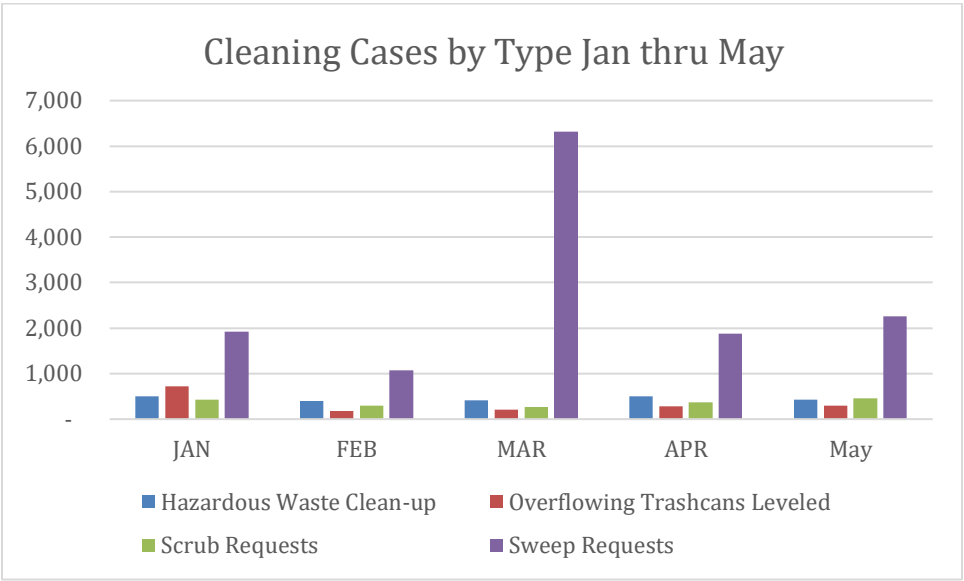


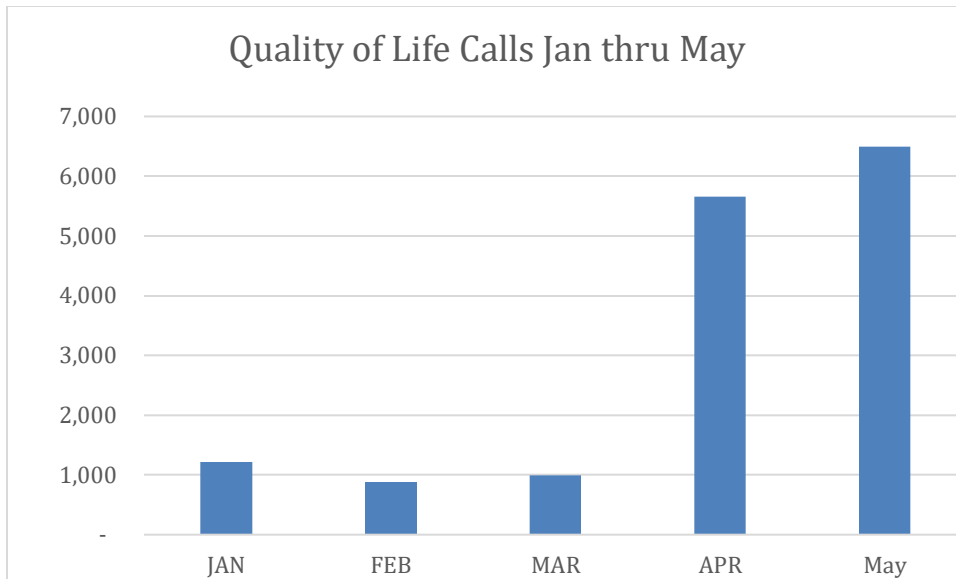
Block By Block supported The Alliance in celebrating Mother's Day with a salsa band, dance instruction, Miller & Lux spritz bar, empanadas, and the 2024 Bloom Gown reveal.

May 2024 Statistics

	JAN	FEB	MAR	APR	May	Totals
Directions	1,060	788	940	924	786	4,498
Drunk and Disorderly	151	67	108	66	31	423
Graffiti Removed	751	751	675	765	840	3,782
Hazardous Waste Clean-up (human)	502	405	416	501	432	2,256
Illegal Vending - Observed	20	12	17	19	18	86
Litter/Debris/Leaf Number of Bags	654	527	520	733	705	3,139
Litter/Debris/Leaf Weight in pounds	16,350	13,175	13,000	18,325	17,625	78,475
Mentally Disturbed	199	119	143	144	159	764
Noise Complaints (Amplified Sound)	65	33	53	57	24	232
Overflowing Trashcans Leveled	726	185	208	286	294	1,699
Panhandling - Aggressive	69	55	54	78	71	327
Safety Escorts	15	4	15	4	7	45
Safety Hazards - Needles	236	187	129	239	177	968
Scrub Requests	433	298	274	377	453	1,835
Sit/Lie/Sleep - Non Comply	175	138	140	175	138	766
Sit/Lie/Sleep; Comply	333	173	208	136	174	1,024
Sweep Requests	1,917	1,078	6,315	1,882	2,265	13,457
Trespass/25 MPC	207	106	145	92	117	667
Directions Total	1,060	788	940	924	786	4,498
QOL Total	1,215	878	995	852	796	4,736
Clean Request Total	3,004	1,903	2,241	2,856	3,324	13,328
Graffiti Removal	751	751	675	765	766	3,708

May 2023 - 2024		
Overview	2023	2024
10b Incidents	532	23
Quality of Life Incidents	1,618	708
Cleaning Cases	4,228	3,444
Litter Removal	30,750	17,625
Graffiti Removal	905	840
Hospitality Interactions	1,609	793





Staffing

May 1, 2024 – May 31, 2024			
	Contracted Hours	Hours Worked	Variance
Pressure Washing	1,062.86	1,036.60	-2.47%
Cleaning	1,842.29	1,953.52	6.04%
Hospitality	177.14	191.72	8.23%
Team Lead	708.57	746.53	5.36%
Member Services	779.43	739.98	-5.06%
Special Projects	354.29	357.30	0.85%
Operations Supervisor	354.29	312.00	-11.94%
Operations Manager	177.14	170.00	-4.03%
Total	5,456.00	5,507.65	0.95%

YTD Requests for Video Footage

	Jan	Feb	March	April	May
Footage Requests	32	31	30	25	33
SFPD Only	22	21	27	17	28
External Requests	10	10	3	8	5
Internal Requests	0	0	0	0	1
Avg. Cameras Per Request (complexity)	5.5	6.2	6.1	5.3	7.8

May Ambassador of the Month Steve Sullivan



Punctual, responsible, proactive, and consistently excellent—these are just a few of the traits Steve Sullivan demonstrates daily. That's why he is our May Ambassador of the Month!

Steve's role with Block By Block is as a Special Projects Ambassador. This "Special Projects" position involves a wide range of tasks, making Steve a true jack of all trades. Whether he's abating graffiti, removing large items, or handling other duties, Steve approaches each task with a smile and a positive demeanor.

Thank you, Steve. This recognition is very well deserved.

Before and After Photos



Sometimes it's a process...





Welcome to the team:

Allow me to introduce Legions newest addition to our leadership team, Mike Brown. Mike has taken on the role and will assume the responsibilities of Director of Operations SF (DirOpsSF). Mike comes with a strong leadership background having served in supervisory roles within the security industry before joining us. He holds both a bachelor's in science in Criminal Justice and a Bachelor of Arts in Sociology from San Francisco State.

One of our priorities for our DirOpsSF is for him to understand and embrace the "Legion Way" and specifically how that is executed daily by, and through, our Union Square team. To that end, he will be spending a significant portion of his time in the coming weeks being trained in our procedures and patrolling with our team at Union Square.

Lastly, I want to acknowledge we have a gap currently in our Supervisory role which we intend to fill this next week either through an internal promotion or an outside candidate. I expect to be able to introduce them this time next month.



Mike Brown, Legion Director of Operations
San Francisco

2024	April	May
Dispatches	596	476
Aggressive Panhandling	38	53
Assault	8	2
Burglary	4	0
DUI	0	0
Human Trafficking	11	3
Illegal Dumping	15	16
Indecent Exposure	21	61
Mentally Disturbed	221	165
Narcotic Use	259	257
Noise Violation / Disturbing the Peace	159	71
Open Container	30	21
Property Damage	6	17
Public Intoxication	44	52
Selling w/o Permit	21	1
Shoplifting	4	13
Sit/Lie Violation	270	312
Theft	0	1
Threats	14	19
Traffic or Parking Violation	9	4
Trespassing	252	153
Vandalism	5	7
Miscellaneous (Passing Calls)	1709	1874
Hospitality Encounters	200	320
Totals:	3896	3898