

Operations Report

December 2024



News & Updates

Union Square Alliance's Ambassador Appreciation



December served as a month of celebration and gratitude, where we took the time to honor the dedication and hard work of our cleaning ambassadors, special project ambassadors, pressure washers, team leads, and supervisors. It was a time to reflect on the tremendous efforts each individual has contributed to maintaining the Union Square district issuing raffle prizes from the Donatello with annual bonuses and ensuring its continued success. Throughout the month, we focused on recognizing the commitment to excellence that defines our team, acknowledging the long hours and tireless work put forth to create a clean and safe environment for the community.

We are truly grateful for all those who support and appreciate the work we do on a daily basis. Your recognition and encouragement mean a great deal to us, as it reinforces the importance of our collective efforts. For those of us who dedicate our time and energy to making a meaningful difference in our community, such appreciation is not only motivating but also vital in fostering an atmosphere of pride and unity within the team. Thank you for your continued support, and for standing alongside us as we work to make Union Square a better place for all.

Ambassador Recognition

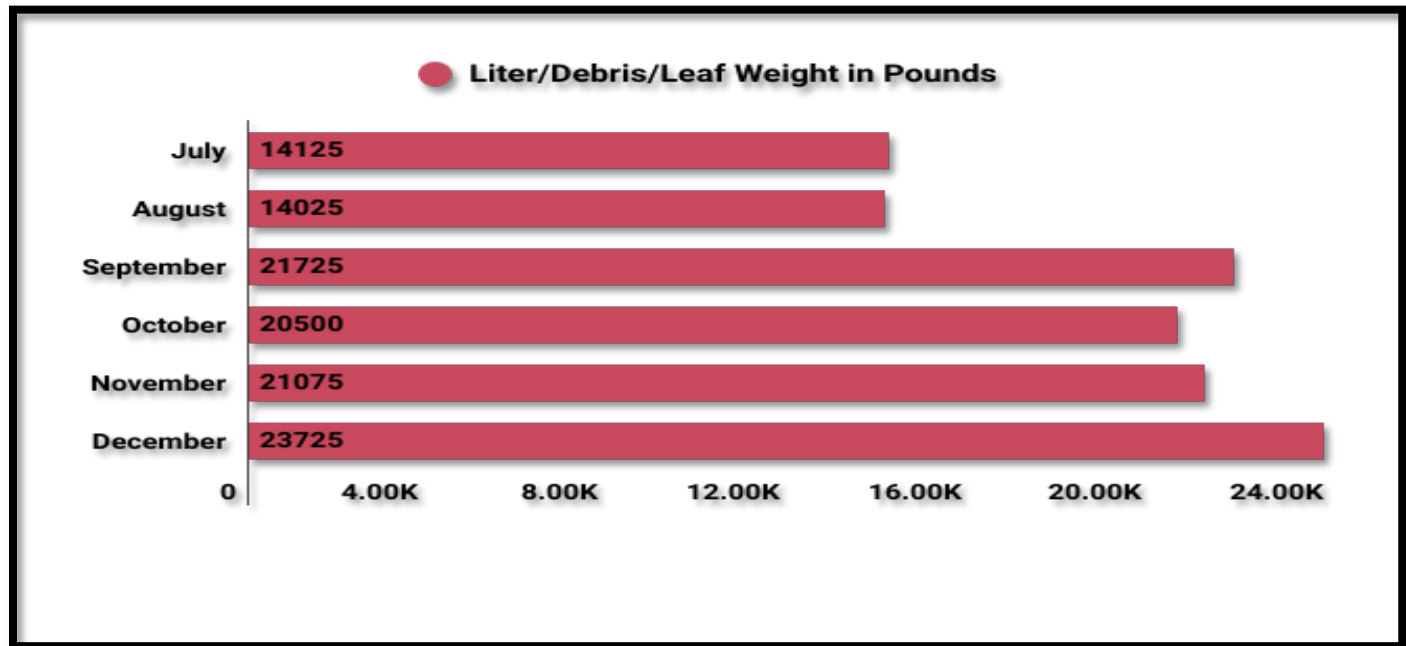
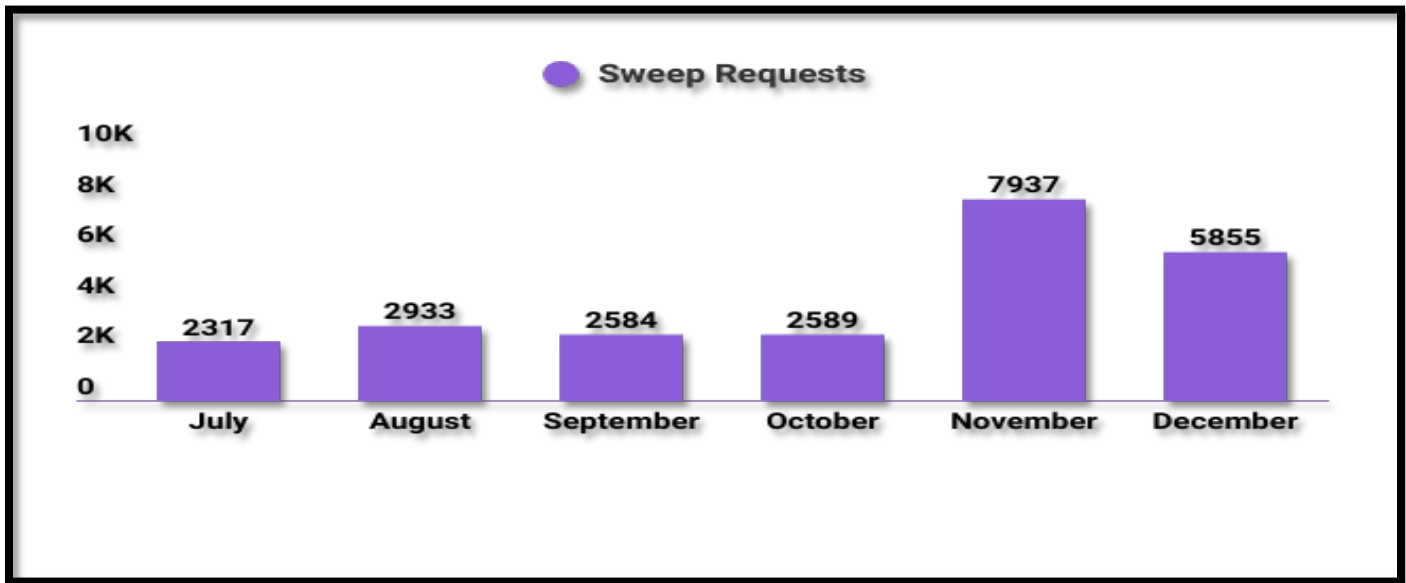


Block by Block Management is pleased and proud to recognize Monroe Quarles with our prestigious "Ambassador of the Year" award.

Monroe became a valued member of the ambassador team on November 29, 2021. Over the past three years, Monroe has consistently gone above and beyond to ensure that customer service levels are not only met but often surpassed. Whether performing cleaning tasks, painting over graffiti, pressure washing, or taking on a hospitality outreach role, Monroe has demonstrated a willingness to go the extra mile, step up when needed, and support the team in any way possible. Thank you for your exceptional contributions, Monroe!

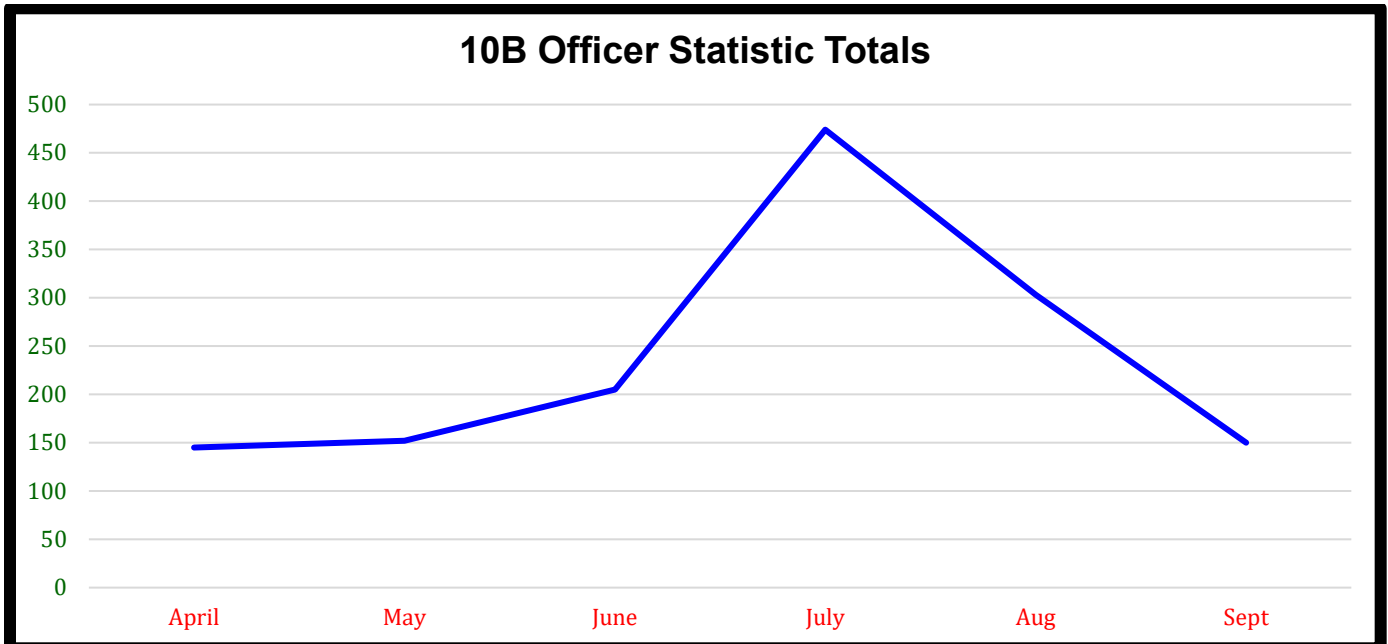
Statistics

CATAGORY	July	Aug	Sep	Oct	Nov	Dec	Total
Directions	1,201	1,254	1,085	855	629	754	5,778
Drunk & Disorderly	57	74	103	55	33	19	341
Graffiti Abated	1,039	909	763	681	530	417	4,339
Hazardous Waste Clean-Up (human)	336	681	491	379	276	290	3,930
Illegal vending - Observed	13	7	18	3	4	0	45
Litter/Debris/Leaf Number of Bags	565	561	869	820	843	949	4,607
Litter/Debris/Leaf Weight in Pounds	14,125	14,025	21,725	20,500	21,075	23,725	115,175
Mentally Disturbed	77	56	140	75	28	56	432
Noise Complaints	34	21	53	9	4	4	125
Overflowing Trashcans	202	243	203	126	80	77	931
Panhandling - Aggressive	62	66	78	9	0	1	216
Safety Escorts	9	28	22	24	9	17	109
Safety Hazards - Needles	144	179	181	155	94	96	849
Scrub Requests	331	668	732	593	758	437	3,519
Sit/Lie/Sleep - Comply	195	124	190	147	91	87	834
Sit/Lie/Sleep - Non-Comply	176	174	129	64	43	49	635
Sweep Requests	2,317	2,833	2,584	2,589	7,937	5,855	24,115
Trespass/25 MPC	234	190	122	80	57	34	717



(No 10B Officers after September 24')

10B Officer End of Shift Outcome Report Tally						
	April	May	June	July	Aug	Sept
Aggressive Panhandling	12	10	21	47	19	10
Assaults	0	0	0	1	0	0
Burglary	0	0	0	0	0	0
DUI	0	0	0	0	2	0
Indecent Exposure	6	8	10	28	14	4
Mentally Disturbed	3	12	11	49	28	16
Narcotics	4	16	13	21	13	5
Noise Violations/Disturbing the Peace	0	4	1	10	11	15
Open Container	4	10	17	17	17	5
Property Damage	0	0	0	5	0	2
Public Intoxication	1	0	0	3	10	8
Selling without Permit	5	0	0	0	0	2
Shop Lifting	5	0	13	16	31	0
Sit/Lie Violation	72	37	70	160	98	88
Theft	2	0	0	12	0	1
Threats	0	0	0	0	1	8
Traffic or Parking Violations	28	55	49	50	46	16
Trespassing	3	0	0	55	12	6
Vandalism	0	0	0	0	1	0
Warrants	0	0	0	0	0	0
Total	145	152	205	474	303	186



Staffing

December 2024	Contracted Hours	Hours Worked
Pressure Washing	1200	1290.48
Cleaning	2080	2430.76
Hospitality	120	103.93
Special Projects	240	241.66
Team Lead	800	795.52
Member Service	720	757.74
Total	5160	5620.09

December	Contracted Hours	Hours Worked	Variance
Week1	1112	1162.93	4.58%
Week2	1112	1169.43	5.16%
Week3	1112	1247.99	12.23%
Week4	996	993.27	-0.27%
Week5	996	1046.47	5.07%
Total	5328	5620.09	5.48%

Previous 6 Months Requests for Video Footage

	July	Aug	Sept	Oct	Nov	Dec
Footage Requests	33	32	20	44	21	28
SFPD Only	28	19	12	26	12	22
External Requests	5	13	8	17	8	6
Internal Requests	0	0	0	1	1	0
Avg. Cameras Per Request (Complexity)	7.8	6	8.9	6.1	4.95	6.9

SFPD Retired Ambassador Stats

Dec 24' Total

903 Passing Calls	1,823
909 Interview Citizen	403
915 Contacts	241
917 Suspicious Person Contacts	58
423 Business Contacts	1,129
520 Medical Aided Cases	0

Before and After Photos



"500 Sutter"



"Elwood"





"Market St."



"Market St."



December 2024

**Security Report
Legion Corporation**

Monthly Report: December 2024

Summary of Findings

In December, Legion officers reported a slight decrease in aggressive panhandling, sitting/ lying violations, and trespassing. However, officers also noted a significant increase in narcotic use observed, noise violations, and disturbances to the peace. With the holiday season now behind us, we are focused on stabilization and positive reductions in key metrics.

Key Metrics

● **Self-Initiated Activities (S.I.A.)**

- **November** 1,566
- **December:** 1,295
- **Difference:** -17%

● **Passing Calls**

- **November:** 2,854
- **December:** 3,024
- **Difference:** +5%

● **Dispatched Calls**

- **November:** 296
- **December:** 379

Difference: +28%

Noise Violations/Disturbing the Peace:

Noise Violations and Disturbances of the Peace increased by a significant 330%. These incidents derived from a wide array of events such as individuals obstructing traffic, engaging in physical confrontations, loitering, trespassing, and panhandling in high-traffic areas throughout the district. Legion officers will continue to engage with these individuals to provide a secure environment for the district's businesses and visitors.

Observed Narcotic Use: Legion officers noted a 42% increase in Observed Narcotic Use.

(DETAILS of Drug use and Policy)

While this increase aligns with trends within the district and surrounding areas, Legion officers will remain committed to their role in effecting positive change.

Analytics

2024	November	December
Dispatches	296	379
S.I.A.'S	1566	1295
Aggressive Panhandling	37	27
Assault	3	3
Burglary	4	4
DUI	0	0
Human Trafficking	1	1
Illegal Dumping	18	5
Indecent Exposure	7	4
Mentally Disturbed	48	40
Narcotic Use	70	100
Noise Violation / Disturbing the Peace	13	56
Open Container	5	3
Property Damage	4	1
Public Intoxication	12	12
Selling w/o Permit	5	0
Shoplifting	2	0
Sit/Lie Violation	437	334
Theft	11	0
Threats	6	1
Traffic or Parking Violation	2	1
Trespassing	456	206
Vandalism	3	4
Miscellaneous (Passing Calls)	2854	3,024
Hospitality Encounters	159	174

Incidents

- On Wednesday, December 11th, 2024, Legion officers were dispatched in response to a call concerning Ambassadors who were allegedly assaulted by an unhoused individual. Upon arrival, the Legion officers encountered the unhoused individual, who directed racial epithets at them and exhibited signs of aggression. In response, Legion officers contacted emergency services for assistance. San Francisco Police Department Officers arrived on scene and detained the individual, who was subsequently transported on unknown charges.
- On Saturday, December 14, 2024, Legion officers were dispatched to 1 Powell Street in response to an individual blocking the cable car tracks. Upon arrival, Legion officers reported two individuals were engaged in a physical confrontation. Legion officers immediately contacted emergency services for assistance. Soon thereafter, San Francisco Police Department Officers arrived on scene and deescalated the situation.
- On Thursday, December 19, 2024, Legion officers were dispatched to 135 Powell Street regarding an unhoused individual. Upon arrival, Legion officers observed an individual lying down in the street, blocking the roadway. Legion officers conducted a wellness check and advised the individual to relocate to a safer location. Soon thereafter, the individual complied and relocated without further incident.

On Thursday, December 19, 2024, Legion officers were dispatched to 135 Powell Street in response to an individual panhandling at the business's entrance. Upon arrival, Legion officers observed an individual causing a disturbance while aggressively panhandling. Legion officers advised the individual to relocate. The individual complied without further incident.

New Deployment Schedule

On December 16th Legion's staffing doubled and the district was divided into two patrol teams for all shifts. This new level of staffing will increase saturation, response time, and level of engagement. We anticipate a dramatic increase in activity levels once the new team members are fully trained. We are currently interviewing for a full time security manager. Once this role is filled we anticipate even more integration and improvement in documentation and quality of service.

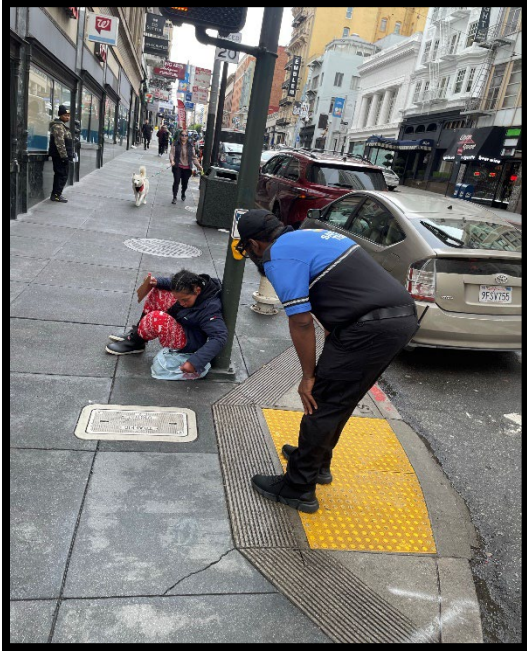
Safety Report

December 2024



News & Updates

Union Square's New Safety Ambassador Team



Beginning this December, Block by Block, in collaboration with Union Square Alliance and in partnership with the Office of Economic and Workforce Development, was rewarded a Safety Grant that resulted in our initial launch of our Safety Ambassador program. This initiative introduces up to 20 new Safety Ambassadors who will be deployed across our district to provide enhanced safety and support to the community. These ambassadors are committed to ensuring a secure and welcoming environment and will be available to patrol throughout all three shifts, ensuring comprehensive coverage around the clock.

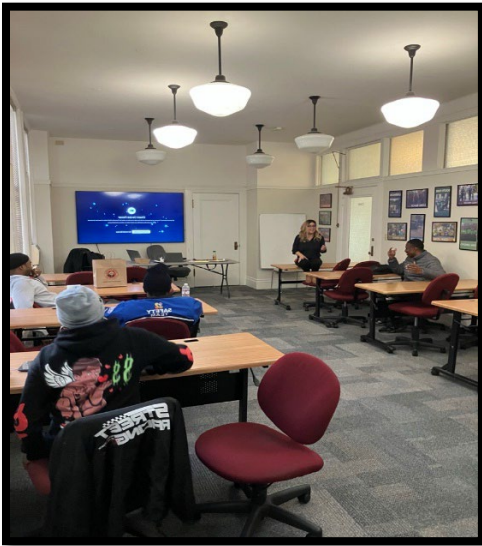
The newly formed team consists of 4 experienced Safety Team Leads and 16 dedicated Foot Patrol Ambassadors. Each of these team members is a qualified BSIS guard card holder, ensuring they meet the highest standards of safety and security. With this certification, the team is equipped with the skills and knowledge necessary to respond to a wide range of situations with professionalism and efficiency.

This new program is part of our ongoing efforts to build on the success of our existing Legion Security program, which has already proven effective in enhancing safety and fostering a sense of security within the district. The introduction of the Safety Ambassador program further expands our ability to provide proactive, visible, and approachable safety services, ensuring a rapid and responsive presence throughout the area.

By incorporating a 24/7 staffing model, we are able to provide continuous, reliable patrols and maintain a constant presence that will be able to address both immediate safety concerns and long-term community well-being. This comprehensive approach will not only help to deter criminal activity but will also improve the overall atmosphere of the district by providing a visible safety presence that fosters confidence among residents, businesses, and visitors alike. We are excited to see the positive impact this program will have and look forward to seeing our Safety Ambassadors play a key role in making our district a safer, more secure place for everyone.

News & Updates

Safety Ambassador Training

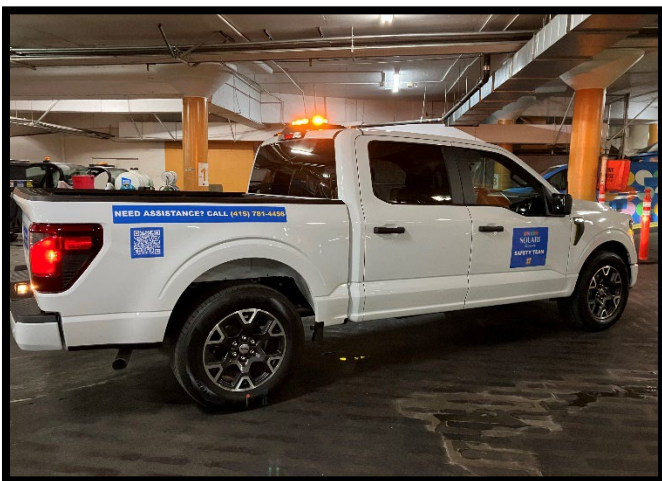


The Safety New Hire Orientation was an intensive and comprehensive day designed to equip new team members with the knowledge and skills essential for their roles. During the session, Safety Ambassadors were introduced to a wide array of topics, including the company's history and mission, Business Improvement Districts (BIDs), and the essential duties and responsibilities of an ambassador. The training emphasized key areas such as customer service, public engagement, and understanding the diverse groups we interact with.

Participants were trained in professional public interaction techniques, including greeting the public, identifying and addressing community needs, and promoting mental health awareness. They were also introduced to OSHA guidelines, field scenarios, and strategies for managing various on-the-job encounters, including those with individuals on the streets, downtown awareness, and handling protests and demonstrations.

Additionally, the orientation covered protocols for dealing with traumatic situations, effective radio communications, and the SMART 2.0 operational procedures. The session was further enriched by a hands-on scavenger hunt throughout the district, reinforcing the core focus on safety and the continuous improvement of the district we serve.

New Safety Truck

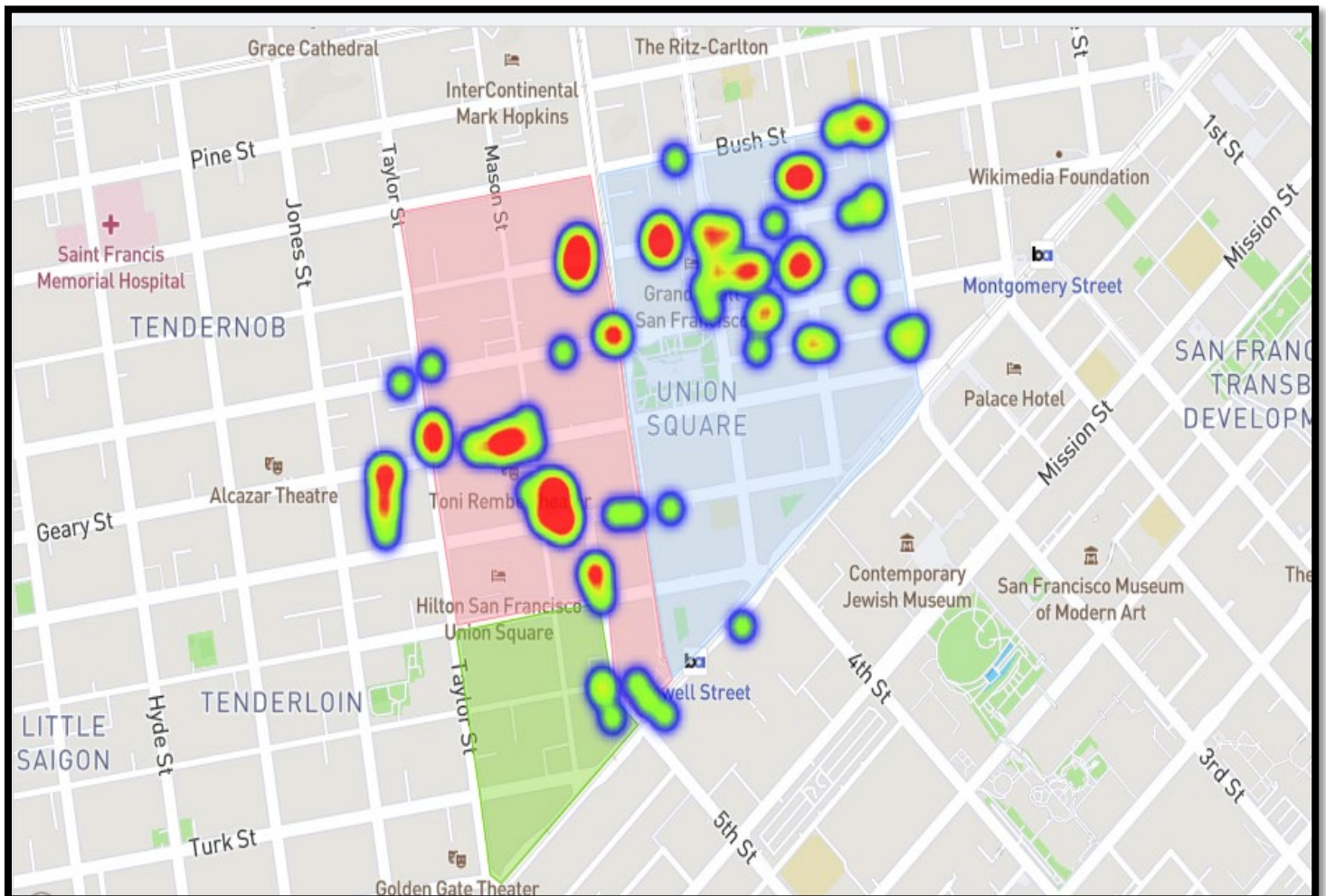


As we embark on this new chapter of ensuring safety within the Union Square district, it is crucial to address reported issues promptly, offer effective oversight, and navigate the district efficiently to identify and resolve concerns. The addition of the new safety truck enables us to deliver these essential services with increased mobility and capability, ensuring we can respond to issues in a timely and effective manner.

Statistics

Union Square Safety Ambassador Stats	December 24'
311 Request To The City	1
311 Service	6
911 Emergency Call	2
Call For Service - External	2
Directions Given	10
Hot Spot Checks	208
Meet and Greet	37
Safety Dispatch	6

“Safety Hot Spot Checks”



<u>December 2024 Staffing</u>	<u>Contracted Hours</u>	<u>Hours Worked</u>
Safety Ambassador	1056	802.07
Safety Team Lead	220	270.89
Safety Supervisor	80	38
Management	91.2	91.2
Hospitality	80	79.96
Member Services	152	169.03
<u>Total</u>	1589.2	1451.15

Deployment Strategies

Schedule and Walk Paths

Our new Safety Ambassador schedule has been thoughtfully designed to meet the specific needs of the district, ensuring comprehensive coverage around the clock. With a 24/7 operational schedule, ambassadors are deployed at 6 a.m., 2 p.m., and 10 p.m. to address concerns, respond to reports from member services, and enhance the safety of those traveling to and from Union Square. This strategic approach aims to provide a consistent presence, fostering a sense of security and comfort for residents, workers, and visitors who benefit from the amenities and services our district offers.

As we continue to adapt to the needs of the community, we are also available to assist with escorts upon request, further strengthening the trust between our team and the public. Our goal is to ensure that all individuals feel safe and supported, knowing that we are dedicated solely to their well-being and the overall betterment of the district.

“Safety Ambassador’s Walk Path”

