

Operations Report

November 2024



News & Updates

USP Tables and Umbrellas



Historically we have stored most of the USP tables, chairs and umbrellas during the Holiday season, to make room for the Macys Great Tree and ice rink. This year our ambassador team proposed setting up the umbrellas and table sets on the USP Plaza south walk, thus allowing for more visitor seating, great views of Macys, a pleasing vista of the Great Holiday Tree as well as a close proximity to the Ice rink. Ambassadors set up Umbrellas and chairs daily between 8:00am and 7:00pm.

2025 MPC-25 Placards

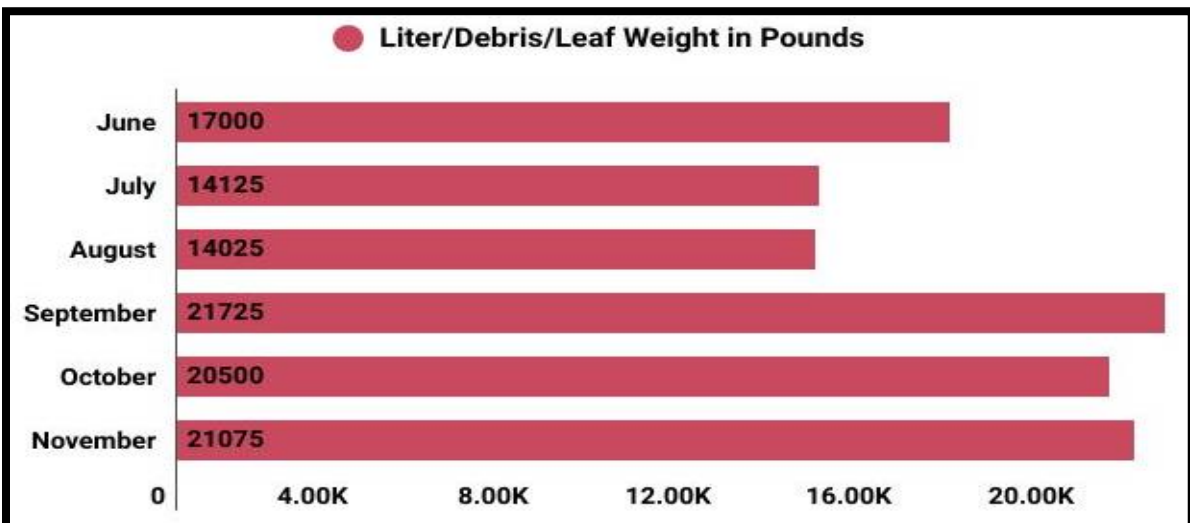
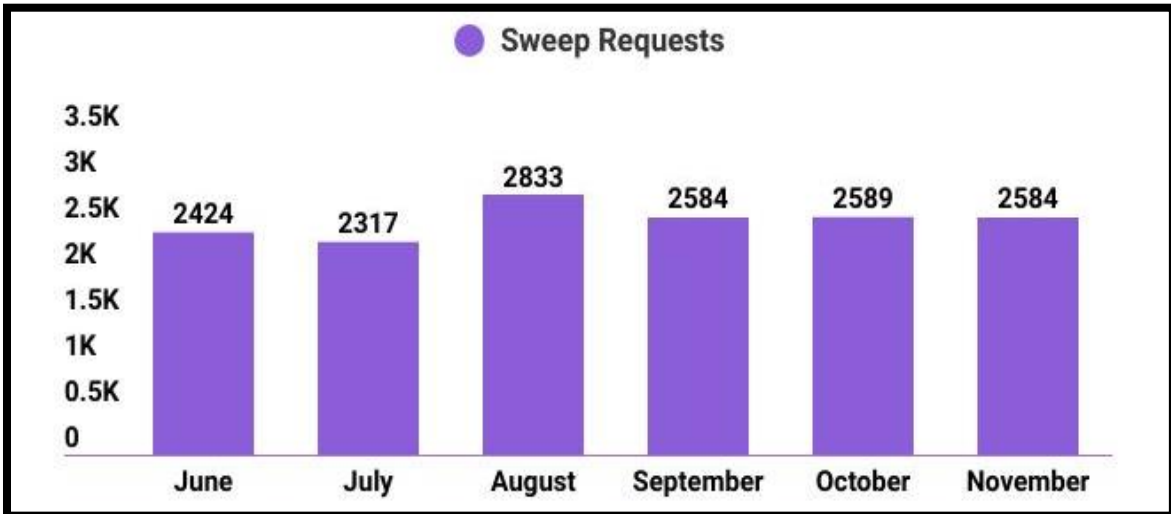


Beginning November 1st, the ambassador team began canvassing our district to pass out the new 2025 Municipal police code 25, 'NO TRESSPASS' Placards, to BID businesses and property owners. The placards are elective. MPC-25's is updated annually, per SFPD bylaws. The highly visible yellow notices are a reference point for our team as well as SFPD to assist in clearing doorways and corridors within the district. San

Francisco Municipal Police Code Section 25 (MPC-25) provides that no person shall willfully remain upon any private property or business premises after being notified to leave by the owner, lessee, or other person in charge. So far, our ambassadors have passed out well over 350 Placards.

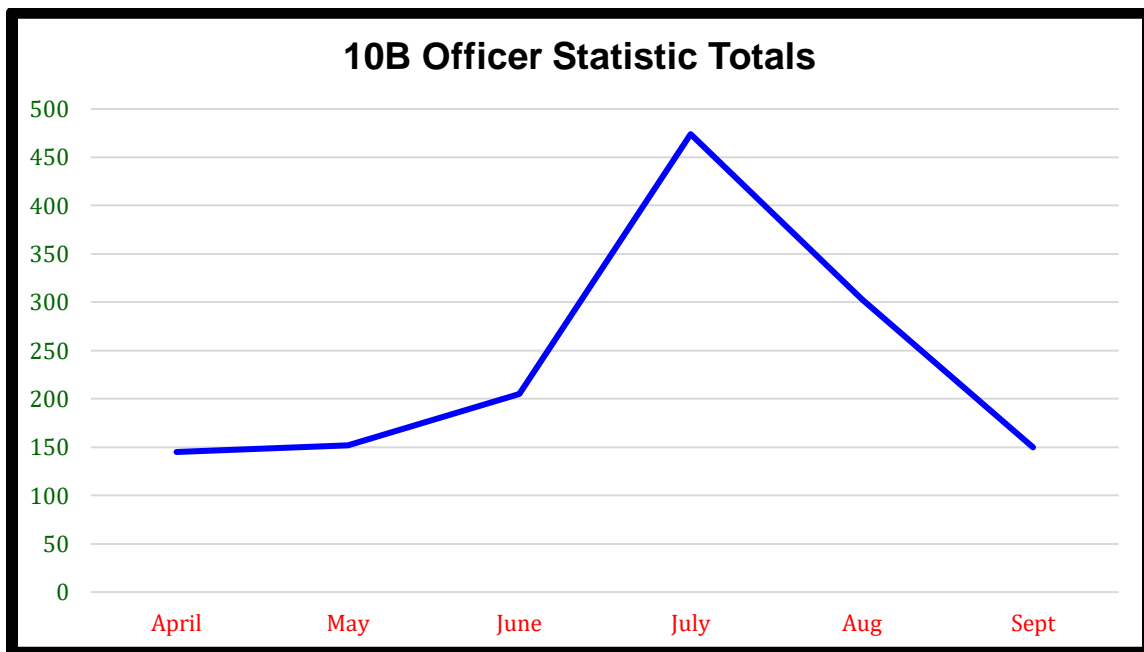
Statistics

Category	June	July	Aug	Sep	Oct	Nov	Total
Directions	1,338	1,201	1254	1085	855	629	6,362
Drunk & Disorderly	47	57	74	103	55	33	369
Graffiti Abated	910	1,039	909	763	681	530	4,832
Hazardous Waste Clean-Up (human)	44	336	681	491	379	276	2,207
Illegal vending - Observed	13	13	7	18	3	4	58
Litter/Debris/Leaf Number of Bags	680	565	561	869	820	843	4,338
Litter/Debris/Leaf Weight in Pounds	17,000	14,125	14,025	21,725	20,500	21,075	108,450
Mentally Disturbed	104	77	56	140	75	28	480
Noise Complaints	32	34	21	53	9	4	153
Overflowing Trashcans	253	202	243	203	126	80	1,107
Panhandling - Aggressive	35	62	66	78	9	0	250
Safety Escorts	4	9	28	22	24	9	96
Safety Hazards - Needles	130	144	179	181	155	94	883
Scrub Requests	430	331	688	732	593	758	3,532
Sit/Lie/Sleep - Comply	221	195	124	190	147	91	968
Sit/Lie/Sleep - Non-Comply	74	176	174	129	64	43	660
Sweep Requests	2,424	2,317	2,833	2,584	2,589	7,937	20,684
Trespass/25 MPC	128	234	190	122	80	57	811



“No 10B Officers from 10/1/2024 to 2/1/2025”

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

November 2024	Contracted Hours	Hours Worked
Pressure Washing	960	1036.26
Cleaning	1664	1932.56
Hospitality	160	159.48
Team Lead	640	642.97
Member Service	704	672.17
Special Projects	320	320.17
Total	4448	4652.46

November	Contracted Hours	Hours Worked	Variance
Week1	1112	1160.46	4.36%
Week2	1112	1223.15	10.00%
Week3	1112	1122.71	0.96%
Week4	1112	1146.14	3.07%
Week5	X	X	X
Total	4448	4652.46	4.60%

Previous 6 Months Requests for Video Footage

	June	July	Aug	Sept	Oct	Nov
Footage Requests	32	33	32	20	44	21
SFPD Only	26	28	19	12	26	12
External Requests	5	5	13	8	17	8
Internal Requests	1	0	0	0	1	1
Avg. Cameras Per Request (Complexity)	9	7.8	6	8.9	6.1	4.95

SFPD Retired Ambassador Stats

NOV 24' Total

903 Passing Calls	
909 Interview Citizen	
915 Contacts	
917 Suspicious Person Contacts	
423 Business Contacts	
520 Medical Aided Cases	

Before and After Photos



"Claude Lane"



"1 Ellis St."



"540 Sutter St."



**November Ambassador of the Month
2024
“Hector Salazar”**



The clean and safe management team would like to congratulate Mr. Hector Salazar, our BBB Ambassador of the Month; November 2024. Hector joined the Ambassador clean team on 07-17-2024 and has worked diligently in a short period of time to learn BBB protocol, Safety standards and Customer service level expectations. Hector has proven himself to be a real asset on the evening team, often going above and beyond what is expected of him; on occasion stepping up to assist the team lead in a leadership role. As well as trained to be a back-up ambassador for other positions. Thank you, Hector, keep up the great work!

Monthly Report: November 2024

**November 2024
Security Report**

Legion Corporation



**UNION
SQUARE**

Summary of Findings

In November, Legion officers reported a surge in aggressive panhandling, trespassing, interactions with mentally disturbed individuals, and observed narcotic use. As the holiday season approaches and foot traffic increases, Legion officers are working diligently to maintain a safe environment for the district's businesses and visitors.

Key Metrics

- **Self-Initiated Activities (S.I.A.)**
 - **October:** 1,526
 - **November:** 1,566
 - **Difference:** +2.6%
- **Passing Calls**
 - **October:** 3,532
 - **November:** 2,854
 - **Difference:** -19%
- **Dispatched Calls**
 - **October:** 330
 - **November:** 296
 - **Difference:** -10%

Observations: As mentioned above Aggressive Panhandling & Trespassing have increased due, as well as an increase in reports of mentally disturbed individuals and individuals openly using drugs. We can only speculate on the reasons for this; however, experience tells us it is partially due to displacement of these individuals from other areas and an increase in holiday traffic.

Aggressive Panhandling & Trespassing: Legion officers reported a significant spike in aggressive panhandling, up 76%, and trespassing incidents, up 18.75% in the month of November. In addition to the rationale for this mentioned above, as it gets colder we will continue to see a corresponding increase in trespassing as people look for ways to stay out of the weather.

Mentally Disturbed & Observed Narcotic Use: Legion officers reported a 37% increase in interactions with mentally disturbed individuals, and a 12% increase in observed narcotic use, which is consistent with the challenges of working within the district. Furthermore, there is a correlation between mental health issues and drug use compounding during the holiday season.

2024	October	November
Dispatches	330	296
S.I.A.'S	1526	1566
Aggressive Panhandling	21	37
Assault	3	8
Burglary	1	4
DUI	0	0
Human Trafficking	0	1
Illegal Dumping	0	18
Indecent Exposure	8	7
Mentally Disturbed	35	48
Narcotic Use	62	70
Noise Violation / Disturbing the Peace	15	13
Open Container	1	5
Property Damage	2	4
Public Intoxication	6	12
Selling w/o Permit	1	5
Shoplifting	0	2
Sit/Lie Violation	538	437
Theft	0	11
Threats	5	6

Traffic or Parking Violation	17	2
Trespassing	384	456
Vandalism	3	3
Miscellaneous (Passing Calls)	3532	2854
Hospitality Encounters	196	159

Incidents

- On Friday, November 22, Legion officers were dispatched to 167 Powell Street in response to a noise complaint. Legion officers reported that the individuals were non-compliant after advising them to relocate. Legion officers contacted The San Francisco Police Department (SMPD) Non-Emergency Line for assistance. SMPD officers arrived on-scene, and reported that the individuals were in accordance with the law and therefore could not provide any additional assistance.
- On Sunday, November 24, at approximately 8:20am, Legion officers observed a frequently contacted unhoused individual lying down against a parking garage at 390 Sutter Street. Legion offices advised the individual to relocate. The individual was non-compliant, stood up, and began approaching Legion officers in an aggressive manner. Legion officers created increased distance, and gave verbal commands to the individual not to approach. Legion officers reported the individual threw a box with unknown contents in an attempt to strike them. Legion officers reported the individual repeatedly approached in an aggressive manner, prompting the deployment of pepper spray. Legion officers contacted dispatch immediately as the individual departed. The San Francisco Police Department arrived on scene and received statements from all parties involved. *SFPD Officers #485, #1115, #1826, #1108*
- On Sunday, November 24, Legion officers observed an unhoused individual lying down at 438 Geary Street. The individual was advised to relocate, but responded with non-compliance. Legion officers applied varied verbal tactics to communicate with the individual, who then refused to respond, reason, or relocate. Legion officers created a safe distance while maintaining a security presence, which ultimately led the individual to leave the area.
- On Saturday, November 16, at approximately 7:15am, Legion officers were dispatched to 405 Geary in response to an unhoused individual. Upon arrival, Legion officers observed an individual who displayed symptoms of a mental crisis, behaving erratically. At approximately 7:26am, Legion officers contacted dispatch and reported the individual refused to relocate. Legion officers created a safe distance while maintaining a security presence, which ultimately led the individual to leave the area.