

Operations Report

October 2024



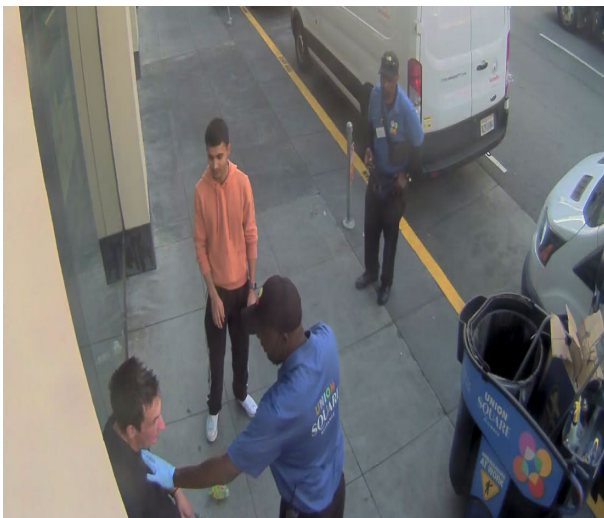
News & Updates

A Life on the Brink: Chance Encounter Turns into a Battle Against Time

On October 7th, while traveling down Stockton Street toward Ellis and Market, Ambassador Jerome Hunter noticed two men sitting in the alcove of the building at 800 Market Street. From a distance, it was clear they were using drugs. Rather than ignore the situation, he chose to engage with kindness, hoping that a simple act of hospitality might shift the dynamic. As he approached them, he greeted them and asked how their day was going.

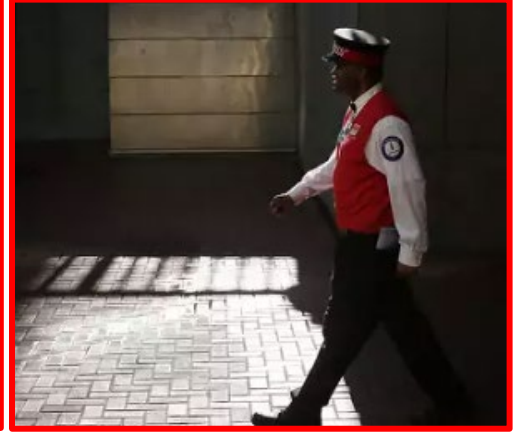


One of the men glanced up, his gaze distant, but then his expression shifted. Without warning, his eyes rolled back, and within seconds, his complexion began to change—first pale, then an alarming shade of purple. Realizing something was terribly wrong, Ambassador Hunter immediately dialed 911. At that same moment, a passerby quickly stepped in and began performing chest compressions while Mr. Hunter relayed the situation to the emergency dispatcher.



Minutes passed, and the Good Samaritan began to fatigue. Without hesitation, Ambassador Hunter took over, keeping the 911 dispatcher on speaker. They urged him to apply more pressure with each compression. Following their instructions, Hunter pressed harder, hoping it would make a difference. Slowly, the man's color began to return, and to his immense relief, the gentleman started to move, regaining consciousness. Moments later, the ambulance arrived, and medical professionals took over, ensuring he got the care he desperately needed.

What's Old is New Again



Wayne Alexis has been a Union Square ambassador for over a century. He has seen it all, done it all and worn it all.

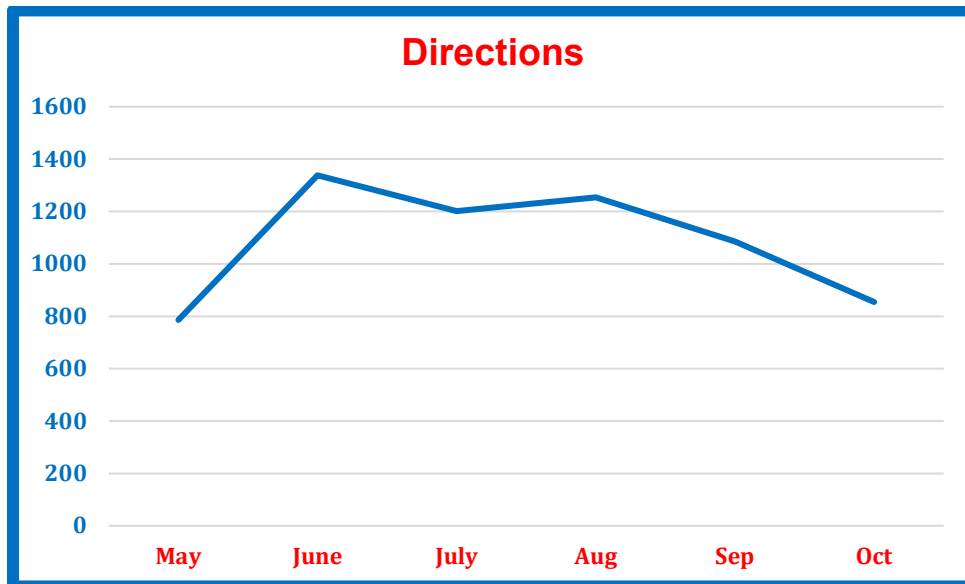


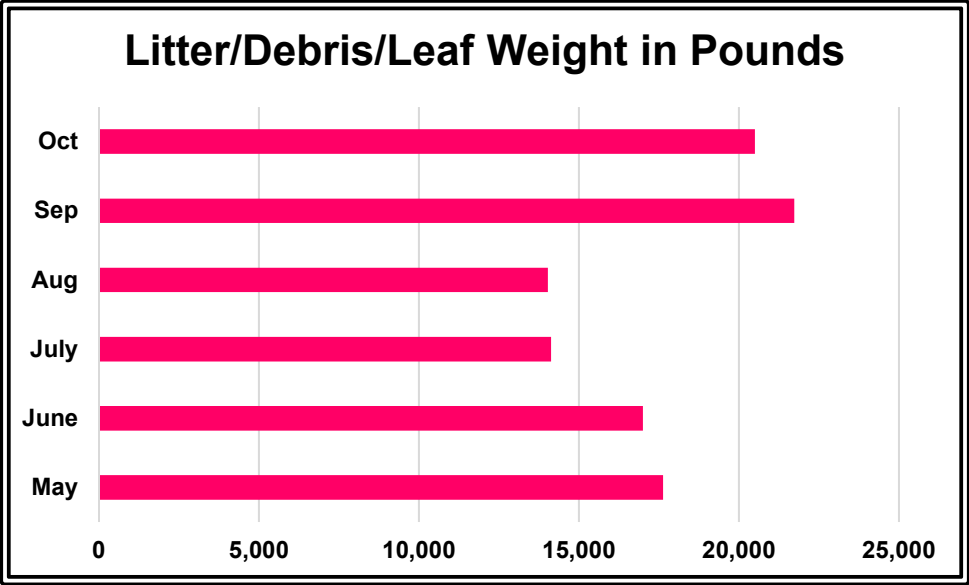
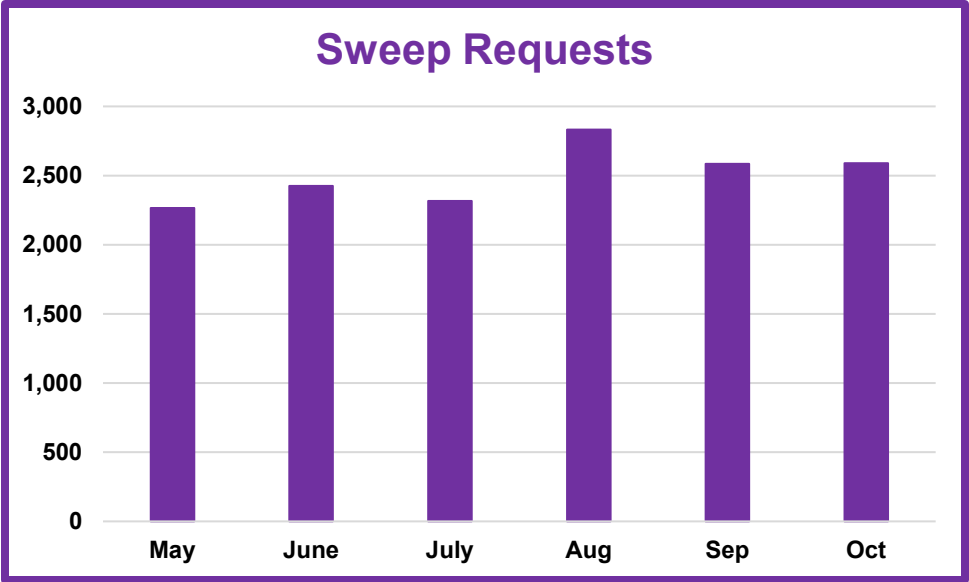
San Francisco is an iconic town and so is Wayne and his style. So we are bringing HIM back!



Statistics

Category	May	June	July	Aug	Sep	Oct	Total
Directions	786	1,338	1,201	1254	1085	855	6,519
Drunk & Disorderly	31	47	57	74	103	55	367
Graffiti Abated	840	910	1,039	909	763	681	5,142
Hazardous Waste Clean-Up (human)	432	44	336	681	491	379	2,363
Illegal vending - Observed	18	13	13	7	18	3	72
Litter/Debris/Leaf Number of Bags	705	680	565	561	869	820	4,200
Litter/Debris/Leaf Weight in Pounds	17,625	17,000	14,125	14,025	21,725	20,500	105,000
Mentally Disturbed	159	104	77	56	140	75	611
Noise Complaints	24	32	34	21	53	9	173
Overflowing Trashcans	294	253	202	243	203	126	1,321
Panhandling - Aggressive	71	35	62	66	78	9	321
Safety Escorts	7	4	9	28	22	24	94
Safety Hazards - Needles	177	130	144	179	181	155	966
Scrub Requests	453	430	331	688	732	593	3,227
Sit/Lie/Sleep - Comply	138	221	195	124	190	147	1,015
Sit/Lie/Sleep - Non Comply	174	74	176	174	129	64	791
Sweep Requests	2,265	2,424	2,317	2,833	2,584	2,589	15,012
Trespass/25 MPC	117	128	234	190	122	80	871

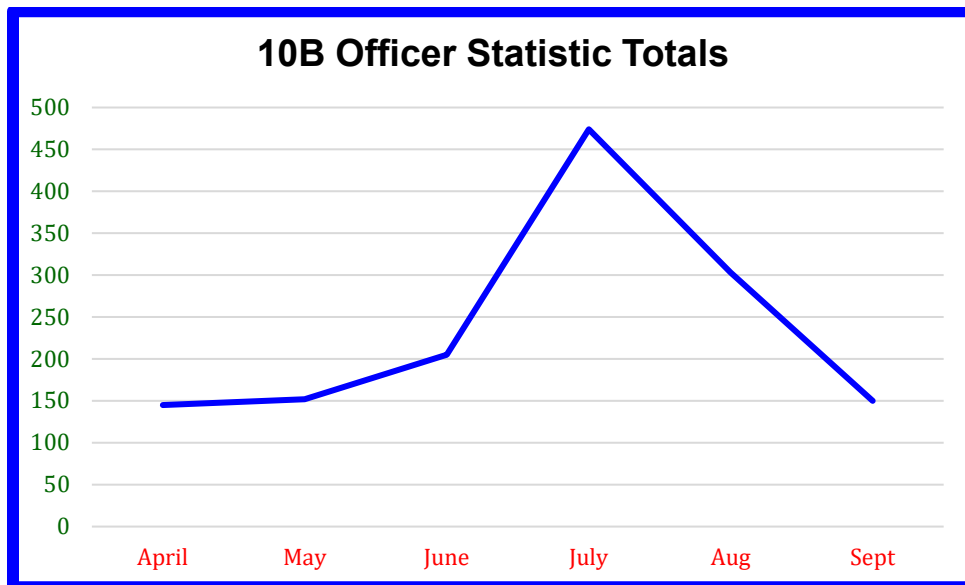




Retired SFPD Officer Stats

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 with out 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

October 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	4763.61

October	Contracted Hours	Hours Worked	Variance
Week1	1112	1155.44	3.91%
Week2	1112	1230.27	10.64%
Week3	1112	1229.57	10.57%
Week4	1112	1148.32	3.27%
Week5	--	--	--
Total	4448	4763.6	7.10%

Previous 6 Months Requests for Video Footage

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

SFPD Retired Ambassador Stats	Oct 24' Total
903 Passing Calls	1713
909 Interview Citizen	388
915 Contacts	236
917 Suspicious Person Contacts	70
423 Business Contacts	1504
520 Medical Aided Cases	1

Before and After Photos





Halledie Plaza
1 Powell Street



Network: Oct 7, 2024 at 8:09:16 AM PST
Local: Oct 7, 2024 at 8:09:16 AM PST
485 Mason St
San Francisco CA 94133
United States

October Ambassador of the Month Jerome Hunter





**October 2024
Security Report**

Legion Corporation



**UNION
SQUARE**



Monthly Report: October 2024

Summary of Findings

In the last few months we have responded to changing priorities by introducing new procedures and modifying our tactics and the manner in which we patrol the district. During periods of adjusting policies and procedures, key indicators may fluctuate as the enterprise responds to the new processes. This transition can initially lead to temporary variances in performance metrics as teams adapt to updated workflows and expectations. Over time, these indicators should stabilize, reflecting the intended improvements in efficiency, compliance, and overall organizational effectiveness.

Key Metrics

- **Self-Initiated Activities (S.I.A.)**
 - **September:** 1,455
 - **October:** 1,526
 - **Difference:** +71 S.I.A.
- **Passing Calls**
 - **September:** 2,482
 - **October:** 5,111
 - **Difference:** +2,629 Passing calls
- **Dispatched Calls**
 - **September:** 347
 - **October:** 525
 - **Difference:** +178 dispatched calls

Observations:

1. Dispatched Calls:

The number of dispatched calls increased from 347 in September to 525 in October, a 51% increase (an additional 178 calls). This reflects a rising demand for security services as the Legion team prepares for its upcoming transition to District 360. There's been an uptick in activity, possibly due to improved documentation, increased activity, and communication with dispatch.

- **Positive Implication:** This increase indicates that the team is handling rising demand effectively, demonstrating both responsiveness and



adaptability to new operational tools and protocols. While this increase in calls could be seen as a growing need for support, it's also an excellent opportunity to showcase the team's ability to manage higher service volumes.

2. **Self-Initiated Activities (S.I.A.):**

The 5% increase in S.I.A. (from 1,455 in September to 1,526 in October) demonstrates a strong proactive effort by the team to stay ahead of potential issues and ensure a smooth operational flow. We believe this increase in proactive activity is partly due to creating a clearer definition of SIA for reporting purposes and an increase of transient activity due to focused police activity in the surrounding areas.

- **Positive Implication:** The increase in S.I.A. reflects the team's commitment to anticipating and mitigating potential risks, ensuring that services remain seamless as we see a large increase in activity in the district.

Key Implications for Future Operations

As we move into the 4th quarter and holiday season, it is imperative that we remain proactive even as the call volume increases and focus our limited resources to where they will have the most impact. This includes identifying new hotspots and removing items from the list that no longer require the level of attention they once needed. This is critical so the two-person patrol team is not spread so thin that they are physically unable to address them all during their shifts.

Morale is vital for retention and performance, particularly during the holiday season as things ramp up, and it is essential to keep the team engaged and positive by setting realistic expectations and creating an environment where they can feel supported and appreciated.



Analytics

2024	September	October
Dispatches	347	330
S.I.A.'S	1,455	1526
Aggressive Panhandling	32	21
Assault	0	3
Burglary	1	1
DUI	0	0
Human Trafficking	1	0
Illegal Dumping	1	0
Indecent Exposure	2	8
Mentally Disturbed	51	35
Narcotic Use	54	62
Noise Violation / Disturbing the Peace	28	15
Open Container	13	1
Property Damage	2	2
Public Intoxication	2	6
Selling w/o Permit	0	1
Shoplifting	11	0
Sit/Lie Violation	749	538
Theft	5	0
Threats	12	5
Traffic or Parking Violation	0	17
Trespassing	321	384
Vandalism	6	3
Miscellaneous (Passing Calls)	2,482	3532
Hospitality Encounters	514	196



Bios

USBID Supervisor



Mychal Jones is the supervisor for Legion Corporation in the Union Square District. Mychal brings nearly 15 years of industry experience.



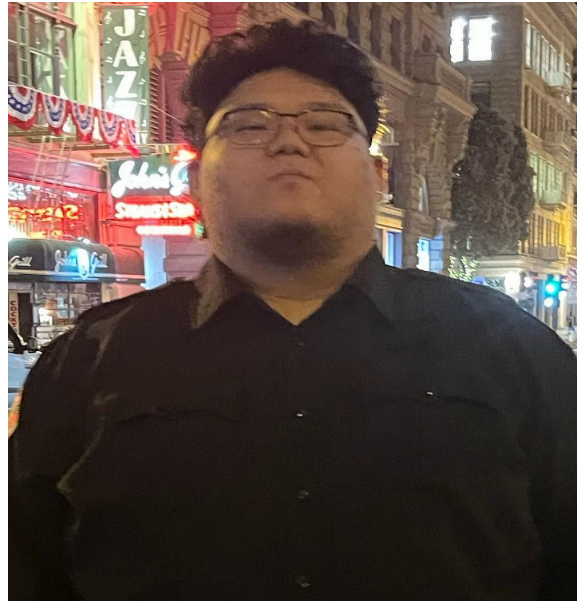
Mr. Nasir has been with Legion for one year.



Matthew Arif has been with Legion for three months.



Mir has been with Legion for three years.



Jonathan Mam has been with Legion for over 3 years.



Jack Dougherty has been with Legion since 2018.



Franklin Hearne has been with Legion August.