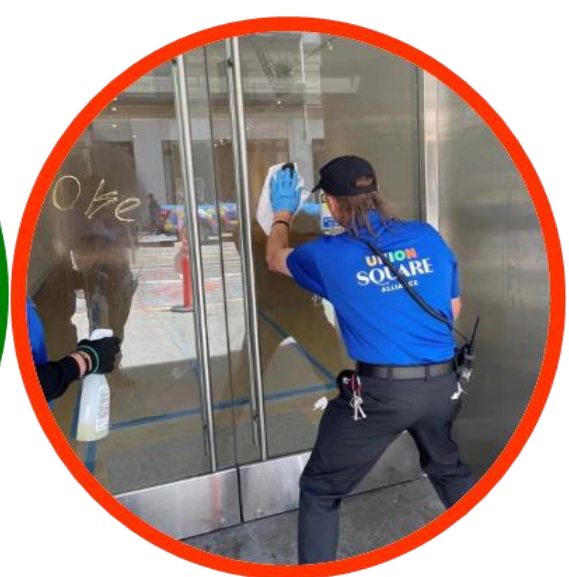


Operations Report

September 2024



News & Updates

Persistent Encampment at 240 Post Addressed Through District Efforts



240 Post Street became the temporary overnight home to a small group from the street population, who set up camp in the doorways and surrounding areas of the building. Despite efforts by Legion Security, the San Francisco Police Department (SFPD) and support services, the group initially resisted assistance and relocation, showcasing the challenges of addressing non-compliant encampments in Union Square.

The Clean and Safe Team often encounters individuals who are reluctant to move, even when confronted by law enforcement and support teams offering resources. Thanks to the combined efforts of local authorities, service providers, and community engagement, the group ultimately chose to leave, recognizing that 240 Post—and Union Square—was not the place to stay. The situation highlights the ongoing complexities of addressing homelessness in high-traffic areas like Union Square, where collaboration across the district remains key.



Derby Alley – A Non-District, District Problem

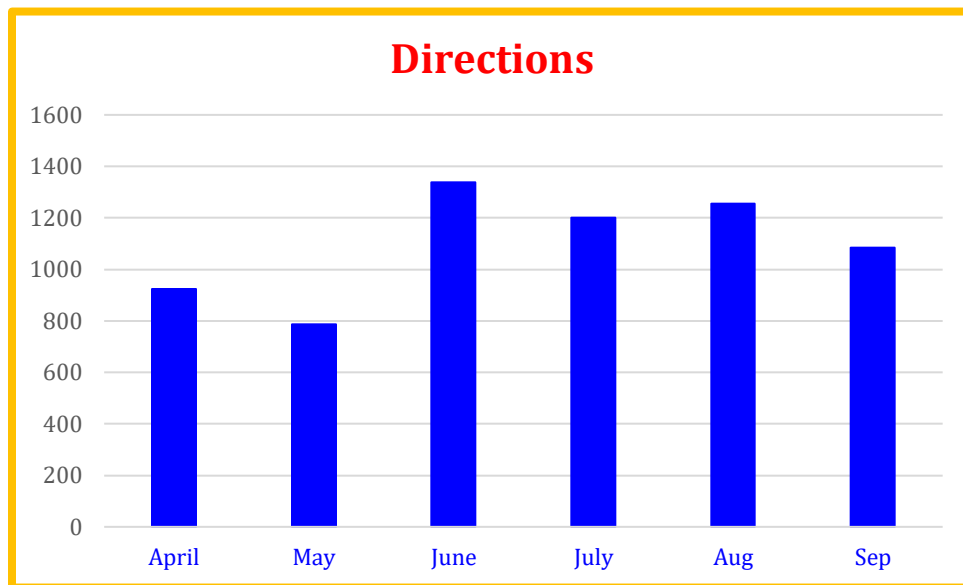
Derby Alley, situated between Geary and Post on Mason Street, has long been a source of frustration for nearby properties. Despite not falling under the jurisdiction of the Union Square Alliance, the alley has become an eyesore and a hotspot for negative activity. “They are relentless, and they do not go away,” said Steven Suen, owner of Biscuits and Blues, voicing concerns shared by many.

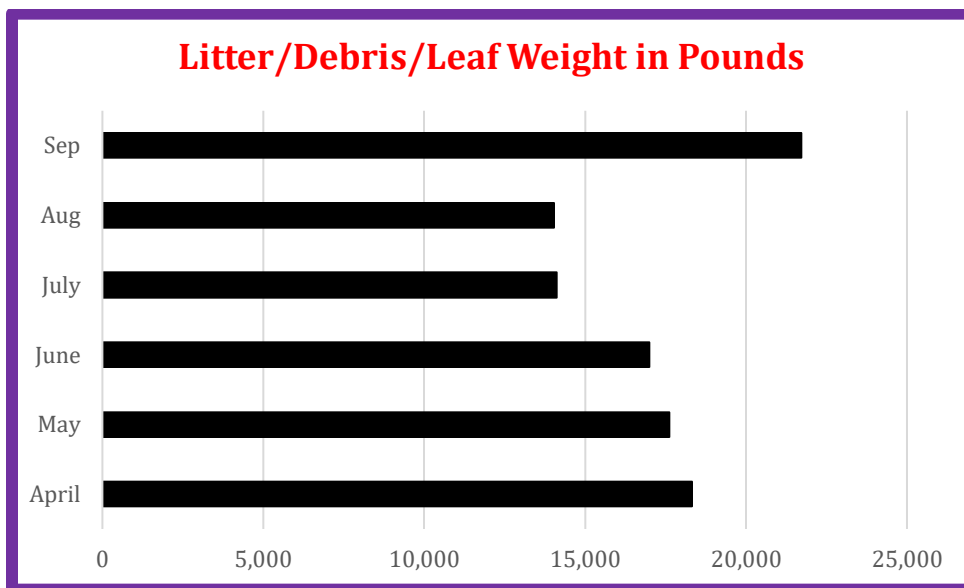
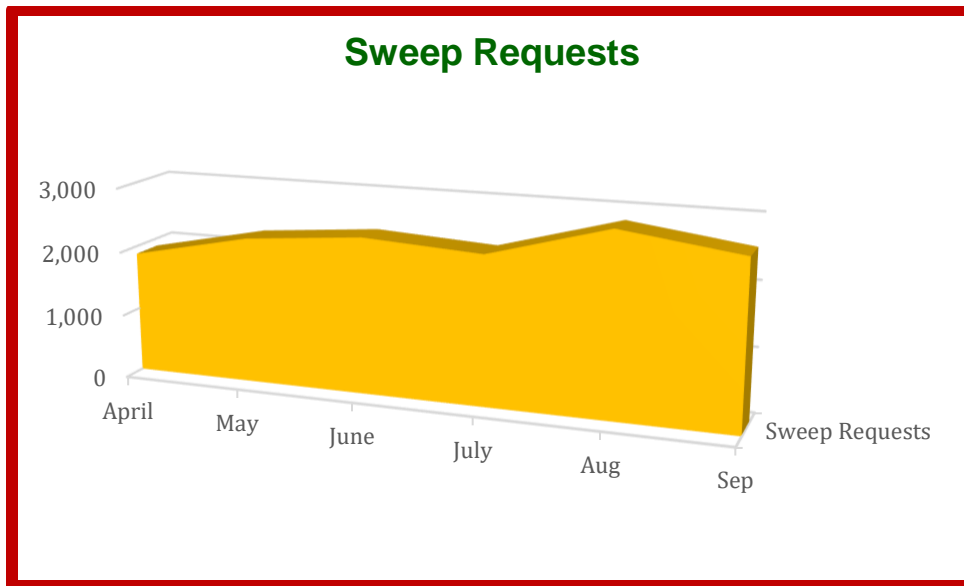
Domenique Charles, Outreach Coordinator for San Francisco Public Works, has played a key role in organizing cleanups in collaboration with the SFPD. She has engaged with the Alliance, business owners, and property owners to address ongoing issues. While some progress has been made, continued efforts are required.

This situation underscores the need for multi-departmental collaboration to resolve street-level challenges, and Union Square and Block by Block remain committed to driving positive change.

Statistics

Category	April	May	June	July	Aug	Sep	Total
Directions	924	786	1,338	1,201	1254	1085	6,588
Drunk & Disorderly	66	31	47	57	74	103	378
Graffiti Abated	765	840	910	1,039	909	763	5,226
Hazardous Waste Clean-Up (human)	501	432	44	336	681	491	2,485
Illegal vending - Observed	19	18	13	13	7	18	88
Litter/Debris/Leaf Number of Bags	733	705	680	565	561	869	4,113
Litter/Debris/Leaf Weight in Pounds	18,325	17,625	17,000	14,125	14,025	21,725	102,825
Mentally Disturbed	144	159	104	77	56	140	680
Noise Complaints	57	24	32	34	21	53	221
Overflowing Trashcans	286	294	253	202	243	203	1,481
Panhandling - Aggressive	78	71	35	62	66	78	390
Safety Escorts	4	7	4	9	28	22	74
Safety Hazards - Needles	239	177	130	144	179	181	1,050
Scrub Requests	377	453	430	331	688	732	3,011
Sit/Lie/Sleep - Comply	175	138	221	195	124	190	1,043
Sit/Lie/Sleep - Non Comply	136	174	74	176	174	129	863
Sweep Requests	1,882	2,265	2,424	2,317	2,833	2,584	14,305
Trespass/25 MPC	92	117	128	234	190	122	883





It looks like you've got some notable increases in various operational statistics from August to September. Here's a quick summary:

1. **Drunk & Disorderly Incidents:** Increased from 275 in August to 378 in September, a rise of 103 incidents.
2. **Scrub Requests:** Jumped significantly from 732 in August to 3,011 in September, showing a substantial increase in activity.
3. **Litter/Debris/Leaf Weight:** Increased from 21,725 pounds in August to 102,825 pounds in September, reflecting a rise of 81,100 pounds.

These trends suggest a marked increase in certain issues or activities, which could be indicative of seasonal changes, events, or other factors impacting these statistics.

Welcome To Miracle Matau



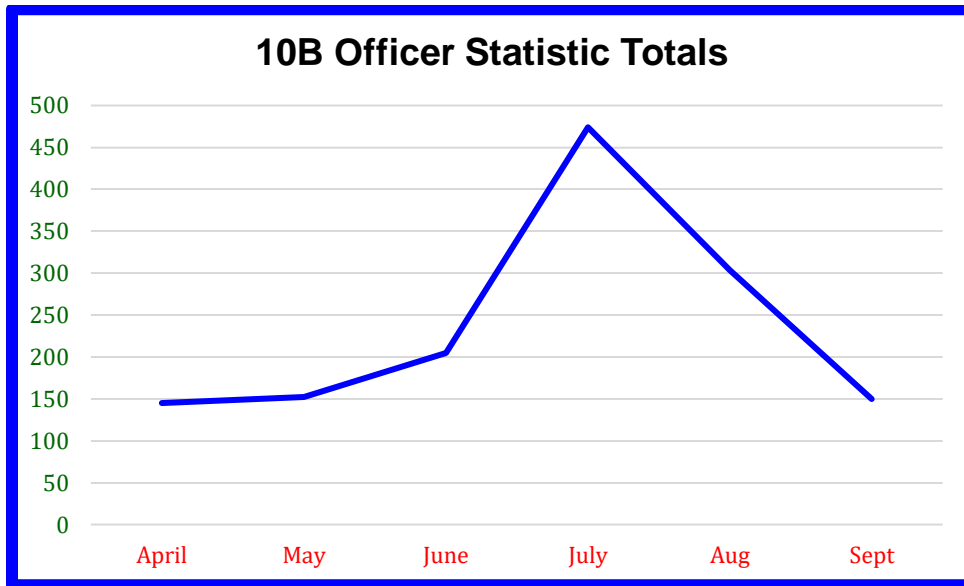
Miracle Matau has been an invaluable member of the Block by Block team for the past three years. She began her journey as a dispatcher and quickly showcased her leadership skills, earning a promotion to a lead position within just three months—an impressive testament to her dedication and talent. Miracle successfully managed the Call Center, ensuring smooth communication and responsiveness, while also overseeing daily operations and maintaining high standards.

In addition to her operational duties, Miracle played a key role in supporting management and her team, contributing to the planning and execution of various community events that fostered engagement and enhanced the vibrancy of the district. Her ability to balance multiple responsibilities, focusing on both the big picture and intricate details, has made her an indispensable asset to Block by Block.

Miracle's commitment to her team and community, along with her proactive problem-solving and leadership, drives success and strengthens relationships throughout the district. Her rapid advancement within the organization and her ongoing contributions highlights her talent, work ethic, and the positive impact she continues to make. Union Square is fortunate to have her on board, and we look forward to seeing her replicate the outstanding success she achieved at Block by Block.

10B Officer End of Shift Outcome Report Tally

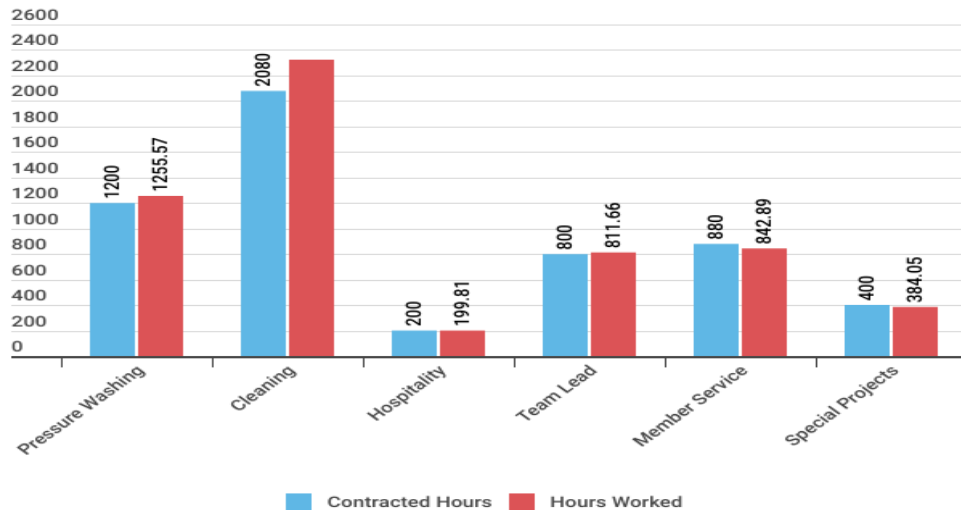
	April	May	June	July	Aug	Sept
Aggressive Panhandling	12	10	21	47	19	10
Assaults	0	0	0	1	0	0
Burglary	0	0	0	0	0	0
DUI	0	0	0	0	2	0
Indecent Exposure	6	8	10	28	14	4
Mentally Disturbed	3	12	11	49	28	16
Narcotics	4	16	13	21	13	5
Noise Violations/Disturbing the Peace	0	4	1	10	11	15
Open Container	4	10	17	17	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

September 2024	Contracted Hours	Hours Worked
Pressure Washing	1200	1255.57
Cleaning	2080	2324.41
Hospitality	200	199.81
Team Lead	800	811.66
Member Service	880	842.89
Special Projects	400	384.05
Total	5560	5818.39

September 2024 Staffing - Contractual vs Actual



Previous 6 Months Requests for Video Footage

	April	May	June	July	Aug	Sep
Footage Requests	25	33	32	33	32	20
SFPD Only	17	28	26	28	19	12
External Requests	8	5	5	5	13	8
Internal Requests	0	1	1	0	0	0
Avg. Cameras Per Request (complexity)	5.3	7.8	9	7.8	6	8.9

September Ambassador of the Month TBD



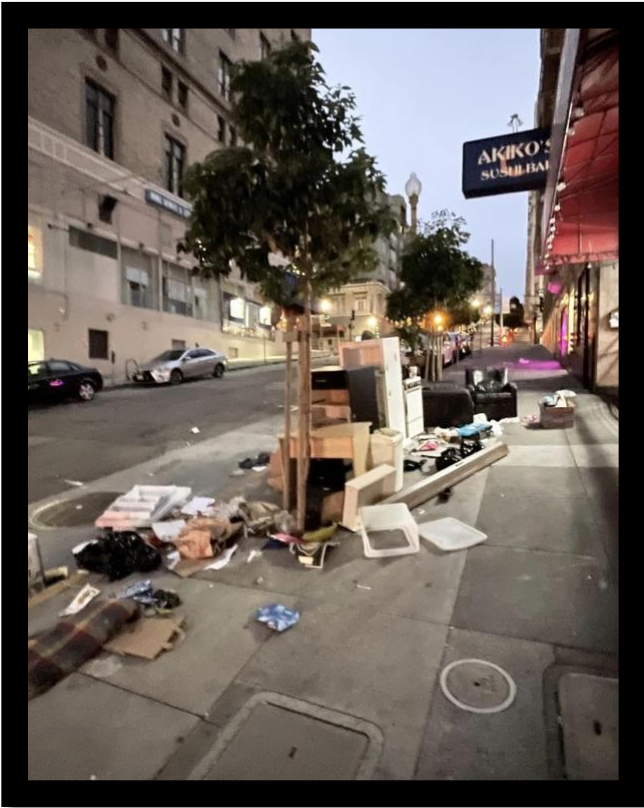
We are excited to celebrate Celaya Gavina as our Employee of the Month for her outstanding performance and dedication! Celaya's proactive approach and commitment to excellence shine through in everything she does. She ensures efficiency by closely monitoring response times and auditing service logs to keep our processes running smoothly. Her exceptional attention to detail and insightful feedback have been key in enhancing our operations.

Celaya's leadership extends beyond her auditing expertise—she's an incredible mentor, training new dispatch staff and serving as a go-to expert for guidance. In high-pressure situations, Celaya remains calm and decisive, ensuring emergencies are managed swiftly and effectively.

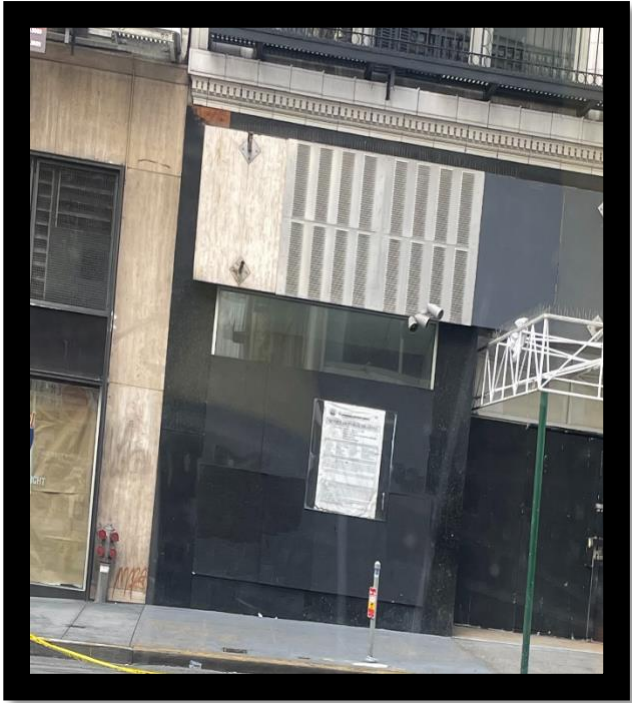
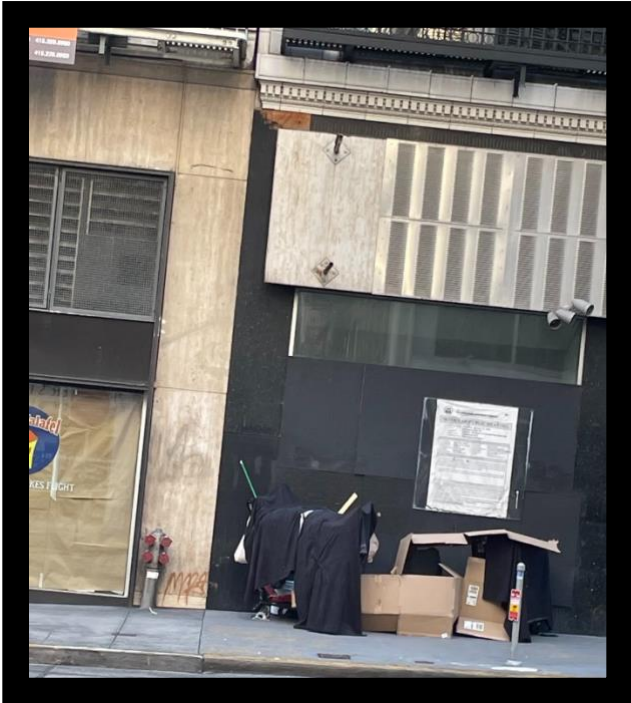
We are proud to have Celaya on our team and truly appreciate her hard work, positive attitude, and unwavering commitment. She exemplifies the best of what it means to be a dedicated and skilled employee!

Before and After Photos

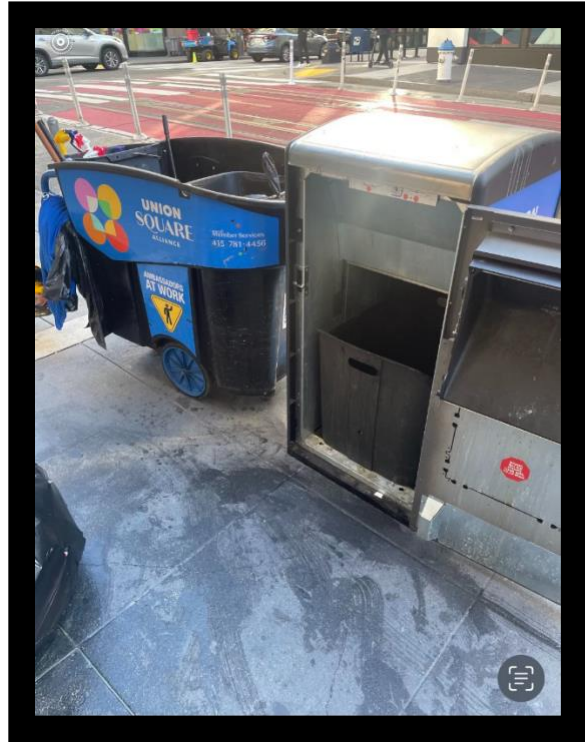
400 Post St.



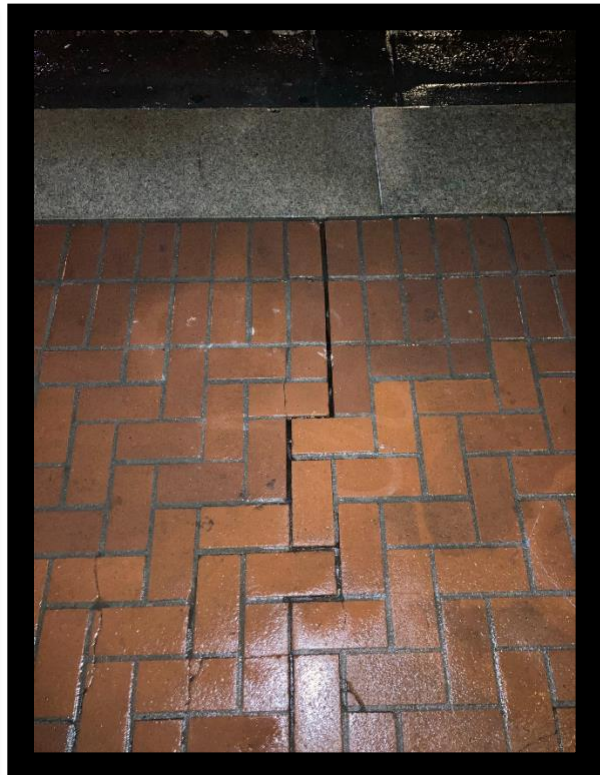
655 Bush St.



114 Powell St.



240 Powell St.





September 2024
Security Report

Legion Corporation



UNION
SQUARE



Monthly Report: September 2024

Summary of Findings

In September, we observed a significant decrease in dispatched calls for service, accompanied by a marked increase in Sit/Lie violations. While it can be challenging to pinpoint the exact reasons behind the fluctuations in call frequencies, the rise in both trespassing and Sit-Lie violations suggests that our strategic initiatives, particularly the implementation of passing calls, are yielding positive results. Through the utilization of the passing call list, we are obtaining more accurate reports by adopting a more effective approach to monitoring and engaging with both the environment and the individuals within it.

Key Metrics

- **Self-Initiated Activities (S.I.A.):**
 - **August:** 202 S.I.A.
 - **September:** 1,455 S.I.A.
 - **Difference:** An increase of 1,253 S.I.A. in September, indicating a substantial rise in proactive measures taken by our guards.
- **Dispatched Calls:**
 - **August:** 451 dispatched calls
 - **September:** 347 dispatched calls
 - **Difference:** A decrease of 104 dispatched calls in September compared to August, highlighting a shift in operational dynamics.

Analysis

The proactive engagement of our security guards has significantly contributed to the increase in September's numbers, particularly through the implementation of passing calls. With this new responsibility added to their duties, the guards are performing their tasks with greater intent and focus.

Through coordinated efforts with Legion and the Union Square Alliance, we developed a list of hot spots that became our passing call lists. This strategic approach allows our guards to monitor key areas more effectively, addressing potential issues before they escalate. Their commitment to these passing calls not only helps in identifying violations, such as Sit-Lie infractions, but also fosters a safer environment for the community.

By maintaining a visible presence in these identified areas, our guards can deter criminal activity and strengthen community relations, demonstrating their dedication to ensuring safety in the Union Square area.

Implications for Future Operations

Moving forward, it is crucial to maintain and further encourage the increased engagement of our guards through initiatives like passing calls. These regular patrols not only enhance visibility but also foster a proactive approach to security. By integrating passing calls into their routines, guards can identify potential issues early, engage with community members, and reinforce their presence in key areas. This consistent interaction allows guards to build rapport within the community, making residents feel safer and more connected to their security team.

By collaborating closely with Block by Block and the Union Square Alliance, we can refine the passing call list to ensure that patrols are strategically focused on the areas that require the most attention. Additionally, establishing a feedback loop where guards can share insights from their passing calls will facilitate more informed decision-making and targeted resource allocation.

In conclusion, the positive correlation between the increase in passing calls, self-initiated activities, and the decrease in dispatched calls underscores the effectiveness of our current operational strategies. By continuing to emphasize guard engagement through passing calls and proactive measures, we can further enhance safety, strengthen community ties, and promote overall well-being in the area.

Analytics

2024	May	June	July	August	September
Dispatches	476.00	480.00	389.00	451.00	347.00
S.I.A.'S				202.00	1,455.00
Aggressive Panhandling	53.00	18.00	18.00	52.00	32.00
Assault	2.00	5.00	1.00	2.00	-
Burglary	-	5.00	-	1.00	1.00
DUI	-	-	-	-	-
Human Trafficking	3.00	1.00	-	-	1.00
Illegal Dumping	16.00	15.00	11.00	-	1.00
Indecent Exposure	61.00	51.00	8.00	3.00	2.00
Mentally Disturbed	165.00	180.00	98.00	41.00	51.00
Narcotic Use	257.00	227.00	75.00	225.00	54.00
Noise Violation / Disturbing the Peace	71.00	48.00	16.00	16.00	28.00
Open Container	21.00	12.00	14.00	-	13.00
Property Damage	17.00	2.00	8.00	1.00	2.00
Public Intoxication	52.00	92.00	23.00	21.00	2.00
Selling w/o Permit	1.00	1.00	-	-	-
Shoplifting	13.00	4.00	1.00	-	11.00
Sit/Lie Violation	312.00	149.00	176.00	140.00	749.00
Theft	1.00	5.00	4.00	1.00	5.00
Threats	19.00	15.00	17.00	2.00	12.00
Traffic or Parking Violation	4.00	5.00	-	-	-
Trespassing	153.00	239.00	179.00	93.00	321.00
Vandalism	7.00	14.00	4.00	-	6.00
Miscellaneous (Passing Calls)	1,874.00	1,300.00	1,490.00	1,787.00	2,482.00
Hospitality Encounters	320.00	367.00	213.00	165.00	514.00
Totals:	3,898.00	3,235.00	2,745.00	3,203.00	6,089.00

The total percentage increase in all events from August to September is approximately **90.2%**.

Passing Call Locations



S.I.A.'s



Before

After

- Worker: Jones, Mychal
- Time
- 09/24/2024 07:27 AM
- Distance
- worker is off site: 0.52 miles
- Worker Notes: 595 Sutter 914's loitering

S.I.A.'s



-
- Worker: Mam, Jonathan
- Time: 09/11/2024 03:40 AM
- Distance: worker is off site: 0.3 miles
- Worker Notes: 914 was observed starting a fire at union square park, 914 vacated the area after I made contact.

S.I.A.'s

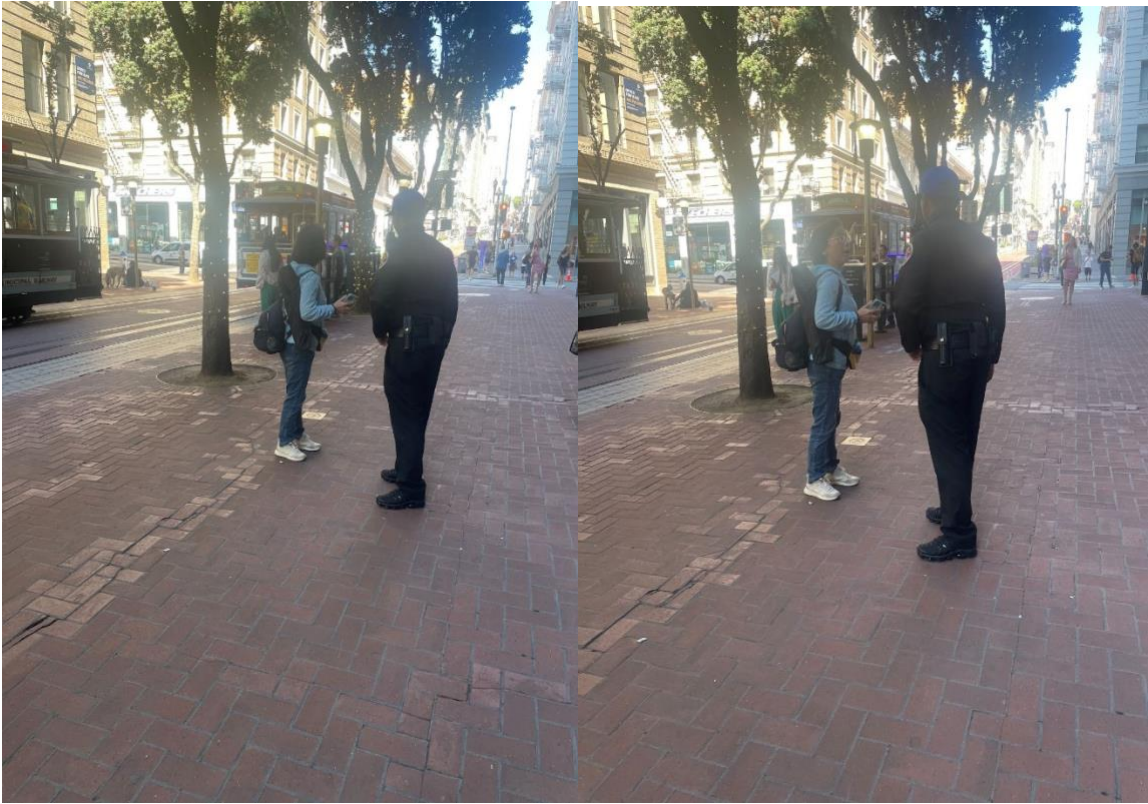


Before

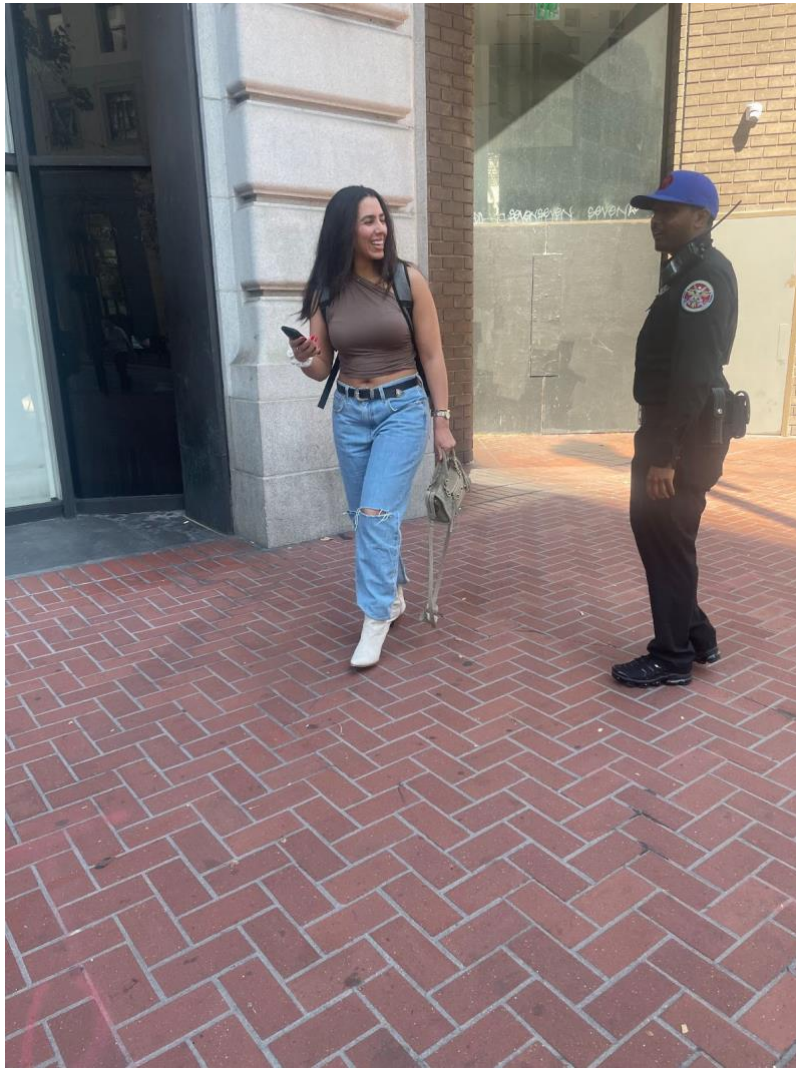
After

-
- Worker: Arif, Matthew
- Time: 09/22/2024 09:22 AM
- Distance: worker is off site: 0.46 miles
- Worker Notes: 914's Shannon Alley Loitering

Hospitality Engagements



Officer Mathew was flagged down and asked for directions, he offered hospitality services with a smile on his face and assisted by giving directions to the person in need



Officer Mathew charming the community and creating smiles.



Officer Matthew(Left) and New Supervisor Mike Jones(middle) with one of the Union Square community members(right).



2024	May	June	July	August
Dispatches	476	480	389	451
Aggressive Panhandling	53	18	18	52
Assault	2	5	1	2
Burglary	0	5	0	1
DUI	0	0	0	0
Human Trafficking	3	1	0	0
Illegal Dumping	16	15	11	0
Indecent Exposure	61	51	8	3
Mentally Disturbed	165	180	98	41
Narcotic Use	257	227	75	225
Noise Violation / Disturbing the Peace	71	48	16	16
Open Container	21	12	14	0
Property Damage	17	2	8	1
Public Intoxication	52	92	23	21
Selling w/o Permit	1	1	0	0
Shoplifting	13	4	1	0
Sit/Lie Violation	312	149	176	140
Theft	1	5	4	1
Threats	19	15	17	2
Traffic or Parking Violation	4	5	0	0
Trespassing	153	239	179	93
Vandalism	7	14	4	0
Miscellaneous (Passing Calls)	1874	1300	1490	1787
Hospitality Encounters	320	367	213	165
Totals:	3898	3235		3001