



JULY 2025

Operations Report for Union Square Alliance.





ANTONIO CHAPPELL

Antonio Chappell has consistently led by example with flexibility, dedication, and a strong sense of ownership. This month, Tony stood out for stepping up to train peers and covering critical gaps in Member Services without hesitation.

He takes pride in the performance of the entire dispatch team, delivering outstanding service to both customers and stakeholders. Tony's leadership through action, calm demeanor, and willingness to support others have made a noticeable impact on team morale and daily operations.

Tony, thank you for your commitment and professionalism. We're proud to recognize you as our July Ambassador of the Month—keep up the great work!

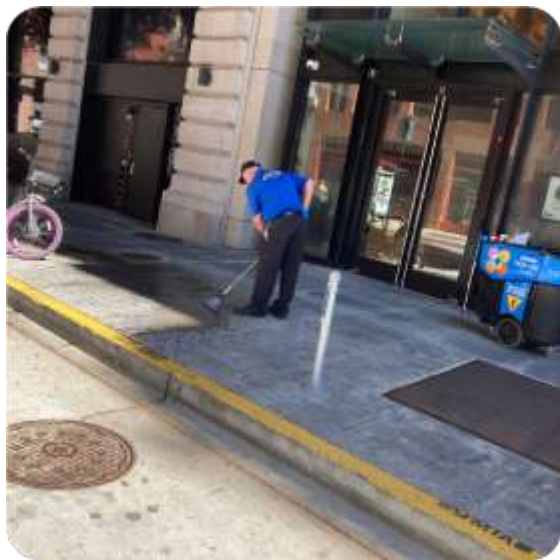
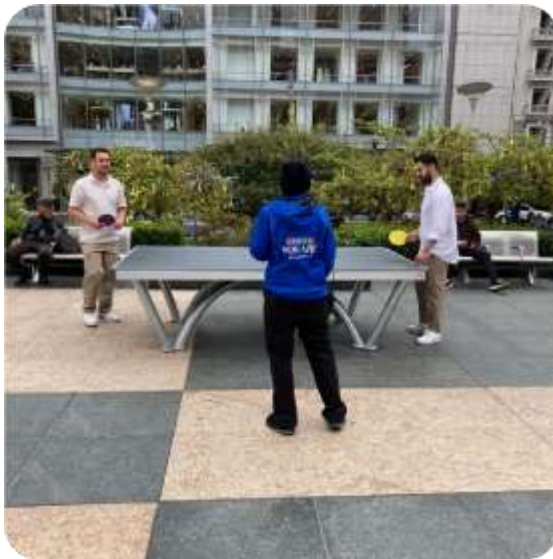
MAKING A DIFFERENCE



A common issue in Union Square is illegal dumping and businesses not locking their trash cans. This often leads to spills, scavenging, and trash left in the public right-of-way. Block by Block Ambassadors address these issues by cleaning up what they can right away. When the amount of trash is too large, they report it to 311 so city crews can respond.

We are working with DPW, and actively working with connecting with these businesses on preventative measures.

MAKING A DIFFERENCE



CLEANING STATISTICS

Graffiti Abatement

In July, graffiti abatement activity totaled 470, reflecting a 14.9% decrease from June's 552. This drop demonstrates that the surge in June helped clear many hotspots, allowing teams to transition back to maintenance-level operations.

Despite the dip, our team remains responsive through real-time dispatching and zone-based monitoring, ensuring quick resolution of new tags, especially in high visibility areas.

Graffiti Abatement Totals:

- February: 386
- March: 789 (↑ 104.4%)
- April: 935 (↑ 18.5%)
- May: 501 (↓ 46.4%)
- June: 552 (↑ 10.2%)
- July: 470 (↓ 14.9%)

YTD Total: 4,018

Scrub Requests Update

Scrub requests in July slightly decreased to 828, down 6.1% from June's 882. This marginal dip continues the stabilization trend seen after the post-event surges earlier in the year.

Teams are now focusing on preventive scrubbing and monitoring long-term problem zones, contributing to fewer urgent requests.

Scrub Requests Totals:

- February: 125
- March: 847
- April: 1,267
- May: 1,324
- June: 882 (↓ 33.4%)
- July: 828 (↓ 6.1%)

YTD Total: 4,774

Sweep Requests Update

Sweep requests rose to 6,381 in July, up 8.1% from June's 5,900. A common issue in Union Square is illegal dumping and businesses not locking their trash cans.

Sweep Requests Totals:

- June: 5,900
- July: 6,381 (↑ 8.1%)

YTD Total: 41,996

Litter & Debris Collection

In July, teams collected 29,000 pounds of litter and debris—a 14.2% increase over June's 25,400 lbs. This rebound reflects rising foot traffic and tourist activity during summer months, particularly in weekend corridors.

Field teams continue to utilize improved tracking of trash bag weights and litter volume logs, which bolster data accuracy and accountability.

Litter/Debris Totals:

- June: 25,400 lbs
- July: 29,000 lbs (↑ 14.2%)

YTD Total: 203,250 lbs

Category	Jan	Feb	Mar	Apr	May	Jun	Total
Graffiti Abated	385	386	789	935	501	552	3548
Hazardous Waste Clean-Up	353	360	1,147	1432	1086	958	5336
Scrub Requests	501	125	847	1267	1324	882	4946
Overflowing Trashcans	61	25	119	199	246	219	869
Needle Clean Up	59	47	133	124	176	77	616
Sweep Requests	5045	2759	7132	8846	5933	5900	35615
Litter/Debris/Leaf Weight in Pounds	14625	8875	34,800	46725	43825	25400	174250

Category	Jul	Aug	Sep	Oct	Nov	Dec	Total
Graffiti Abated	470						470
Hazardous Waste Clean-Up	966						966
Scrub Requests	828						828
Overflowing Trashcans	156						156
Needle Clean Up	111						111
Sweep Requests	6381						6381
Litter/Debris/Leaf Weight in Pounds	29000						29000

QUALITY OF LIFE STATISTICS

**Submitted by the district clean team.*

Due to the addition of our Safety Ambassador Team, many of these stats are zero or significantly lower because the responsibilities have shifted from the cleaning team to the safety team.

Category	Jan	Feb	Mar	Apr	May	Jun	Total
Drunk & Disorderly	18	5	0	0	0	0	23
Illegal vending - Observed	0	0	0	0	0	0	0
Mentally Disturbed	44	42	48	41	20	31	226
Noise Complaints	2	0	0	0	0	0	2
Panhandling - Aggressive	2	1	5	0	2	0	10
Safety Escorts	5	2	1	1	0	3	12
Sit/Lie/Sleep - Comply	81	60	60	58	34	30	323
Sit/Lie/Sleep - Non-Comply	31	47	59	62	42	40	281

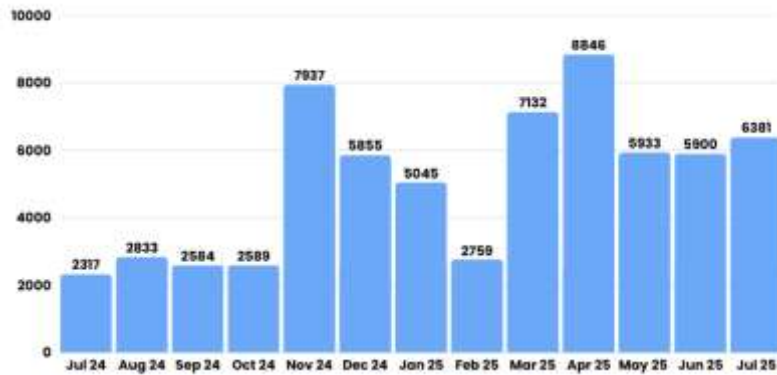
Category	Jul	Aug	Sep	Oct	Nov	Dec	Total
Drunk & Disorderly	3						3
Illegal vending - Observed	0						0
Mentally Disturbed	32						32
Noise Complaints	0						0
Panhandling - Aggressive	2						2
Safety Escorts	33						33
Sit/Lie/Sleep - Comply	38						38
Sit/Lie/Sleep - Non-Comply	37						37

YEAR OVER YEAR COMPARISON

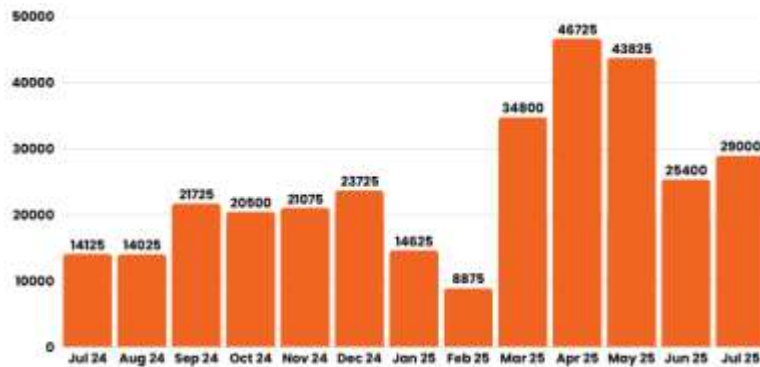
Category	Jul-25	Jul-24
Graffiti Abated	470	1039
Hazardous Waste Clean-Up	966	84
Scrub Requests	828	17
Overflowing Trashcans	156	3
Needle Clean Up	111	0
Sweep Requests	6381	2317
Litter/Debris/Leaf Weight in Pounds	29000	14125

Category	Jul-25	Jul-24
Drunk & Disorderly	3	0
Illegal vending - Observed	0	0
Mentally Disturbed	32	0
Noise Complaints	0	0
Panhandling - Aggressive	2	0
Safety Escorts	33	0
Sit/Lie/Sleep - Comply	38	3
Sit/Lie/Sleep - Non-Comply	37	10

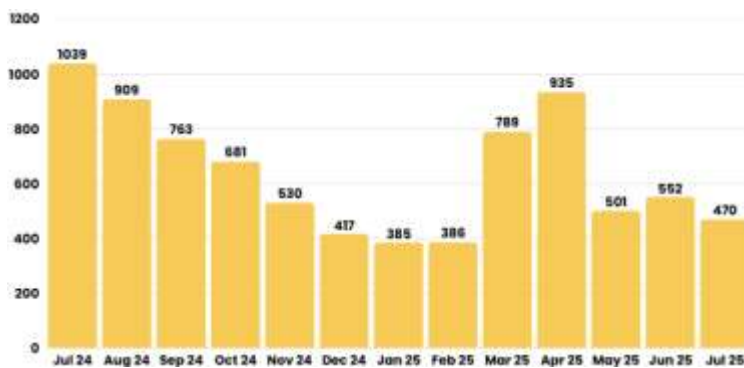
SWEEP REQUESTS



LITTER/DEBRIS/LEAVES (LBS)



GRAFFITI REMOVAL



STAFFING

Jul-25	Contracted Hours	Hours Worked
Pressure Washing	960	902
Cleaning	1600	1657
Hospitality	160	127
Team Lead	448	600
Member Service	416	367
Total	3584	3653

VIDEO REQUEST

Category	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	JUL
Footage Requests	32	20	44	21	28	23	16	18	21	23	13	7
SFPD Only	19	12	26	12	22	13	9	14	17	15	5	6
Time per request for MS Operator	6	8.9	6.1	4.95	6.9	9.8	3.4	9.4	13.16	7.1	5.36	3.3



**July 2025
Security Report**

Legion Corporation



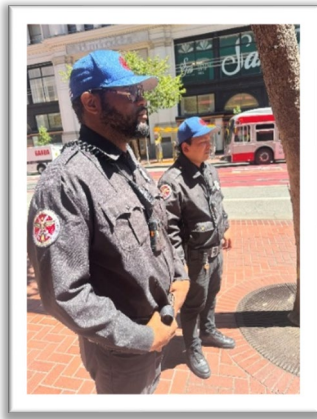
**UNION
SQUARE**

Monthly Report



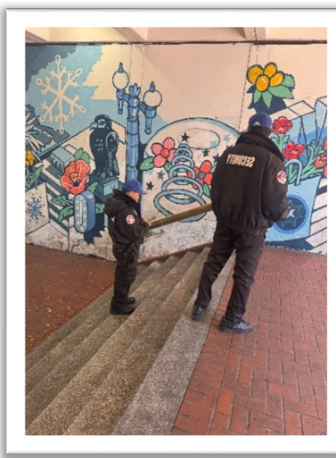
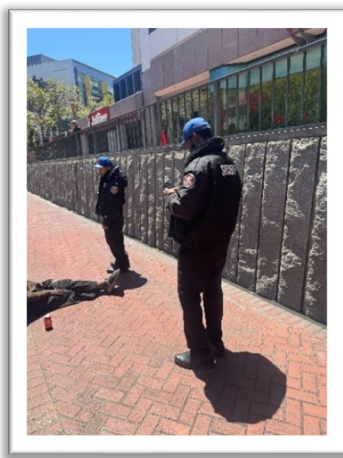
Union Square – Legion Security Monthly Report – July 2025

July brought another busy month to Union Square, with warmer weather and high pedestrian traffic driven by notable community events such as the Pikmin Bloom MINI WALK and the Booms and Bubbles Bar Crawl. These gatherings, along with the continued draw of the district's shopping, dining, and entertainment options, brought both tourists and the local community into the heart of Union Square.



Legion's security presence remained active and responsive, with officers executing 3,211 passing calls across key corridors including Shannon Alley, Trader Joe's on 4th Street, and the heavily trafficked cable car turnaround and Hallidie Plaza.

Our team conducted 1,202 self-initiated activities, a reflection of proactive patrol work that focused on visible deterrence, increased engagement, and swift intervention before issues could escalate. In addition to structured patrols, we responded to 769 dispatches from headquarters, demonstrating our responsiveness to dynamic district conditions and real-time incidents.



Community engagement remains central to our mission. In July, officers logged 708 hospitality encounters, including assistance to tourists, business owners, and vulnerable individuals navigating the area. These positive touchpoints are vital in maintaining public trust and fostering a welcoming atmosphere in Union Square.



Key Metrics 2025

Event	January-June 2025	July 2025	Year to Date
Dispatch Call	3,162	769	3,931
Self-Initiated Activity	7,455	1,202	8,657
Aggressive Panhandling	220	51	271
Assault	19	0	19
Burglary	10	0	10
DUI	0	0	0
Human Trafficking	1	0	1
Illegal Dumping	20	17	37
Indecent Exposure	138	23	161
Mentally Disturbed	294	62	356
Narcotic Use	381	72	453
Noise Violation / Disturbing the Peace	187	30	217
Open Container	34	7	41
Property Damage	34	0	34
Public Intoxication	155	64	219
Selling w/o Permit	20	0	20
Shoplifting	7	1	8
Sit/Lie Violation	4,767	731	5,498
Theft	7	0	7
Threats	60	15	75
Traffic or Parking Violation	7	10	17
Trespassing	1,890	235	2,125
Vandalism	89	2	91
Miscellaneous (Passing Calls)	16,184	3,211	19,395
Hospitality Encounters	4,676	708	5,384

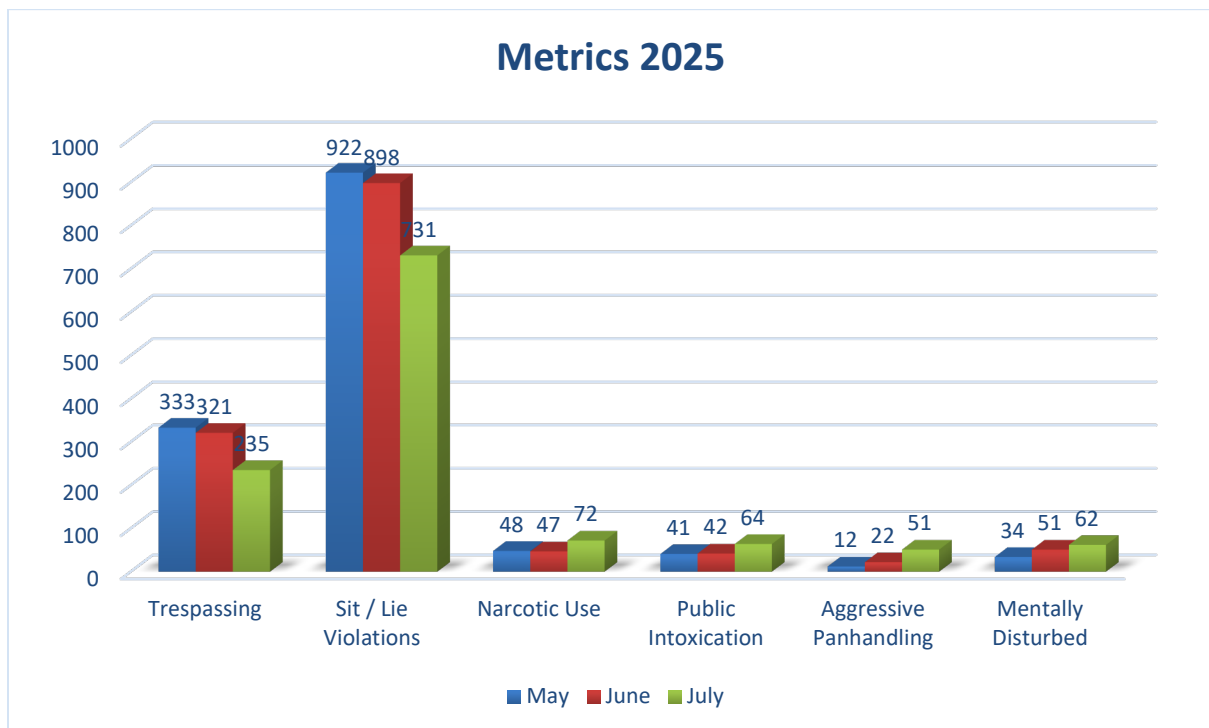


Monthly Activity Summary

Thanks to the continued partnership between Legion Security, Block by Block, and the Union Square Alliance, the district has seen a noticeable resurgence in tourism. Visitors are returning in large numbers, drawn by the cleaner, safer environment and the strong presence of compassionate and professional personnel. The safe atmosphere we've worked hard to restore has contributed directly to the district's growing vitality and increased foot traffic.

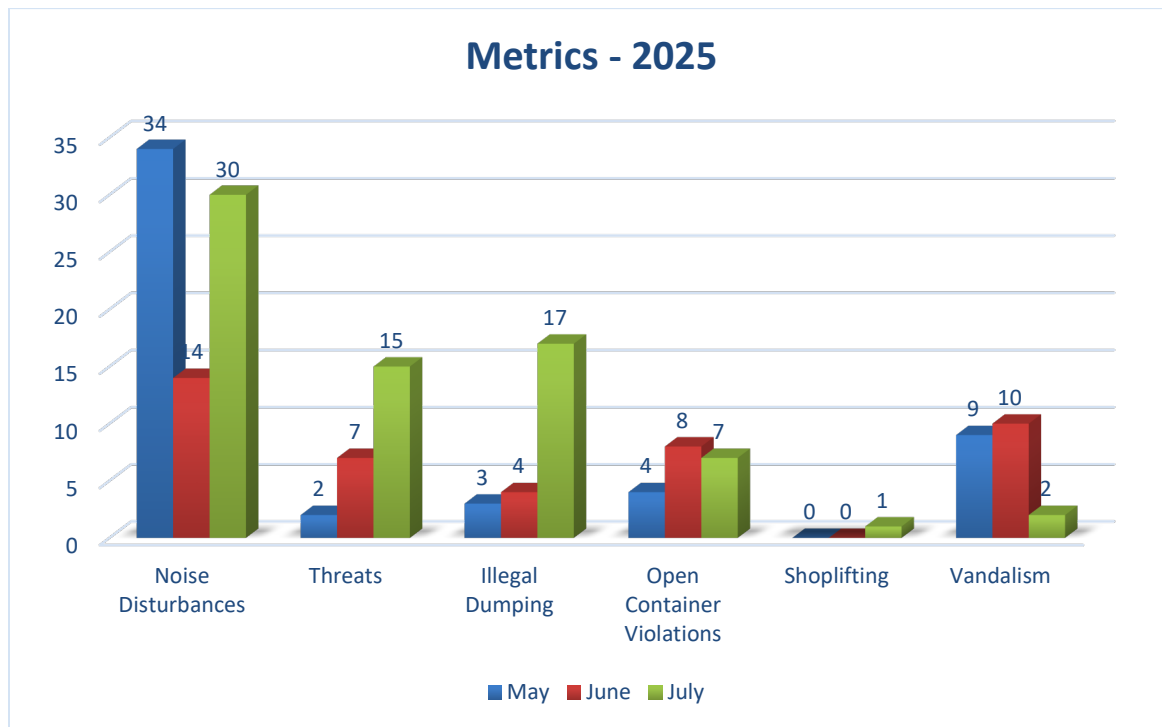
Enforcement and quality-of-life interventions were also a priority. Our officers addressed:

- 235 incidents of trespassing
- 731 sit/lie violations
- 72 cases involving narcotic use
- 64 public intoxication incidents
- 51 instances of aggressive panhandling
- 62 cases involving mentally disturbed individuals, often requiring additional compassion and coordination with external services.





We also continued to monitor and act on smaller but impactful infractions such as noise disturbances (30), threats (15), illegal dumping (17), and open container violations (7). Property crimes such as shoplifting (1) and vandalism (2) were minimal but addressed promptly



Notably, the continued absence of more severe crimes—such as assaults, burglaries, or property damage—reflects the effectiveness of our patrol presence and the positive relationship our team has developed with the public and local partners.

Looking ahead, we will continue our focus on priority hot spots including Elwood Alley, 525 Sutter (7-Eleven), Shannon Alley, and Jack in the Box near 400 Geary. Our officers are also undergoing additional in-field monthly training with an emphasis on de-escalation tactics, contact-and-cover protocols, and compassionate interventions, ensuring that we remain not just visible, but valuable.



Employee Introduction



Officer LC Marshall

Meet Our New Team Member!

We're excited to introduce our newest team member, Officer LC Marshall. With 5 years of professional experience, LC brings both skill and dedication to our team. Outside of work, he enjoys spending time with his family and watching football. We're glad to have you on board, Officer Marshall!



Union Square - Notable Incident Summaries

1. **Date & Time:** July 25, 2025 | 23:55
Reporting Officer: Officer Torrence Williams
Involved Officer: Officer Griffith
Location: 5th and Market @ SF Center
Type of Incident: Trespassing.

Summary:

On July 25, 2025, at approximately 23:55 hours, Officer Griffith and I responded to a passing call at 5th and Market Street, adjacent to the SF Center. Upon arrival, we observed a male individual situated among a large accumulation of personal property.

We initiated verbal contact with the subject and advised him that he needed to vacate the area. The individual refused to comply, stating that his wheelchair had been stolen, that he was legally blind, and that he was tending to an injury on his foot. We offered to request medical assistance on his behalf, which he declined.

The subject then requested assistance from the San Francisco Police Department (SFPD). At that time, we contacted Dispatch to request the SFPD Command Van for support. SFPD arrived on scene within approximately 10–15 minutes.

At around 00:30 hours, SFPD Officer (Star #1037) arrived and officially relieved us from the scene.

Conclusion:

The trespassing incident was resolved without the use of force or arrest. The subject remained in SFPD custody for further handling. No injuries were reported to officers, and no damage to property occurred. The scene was cleared without further incident.