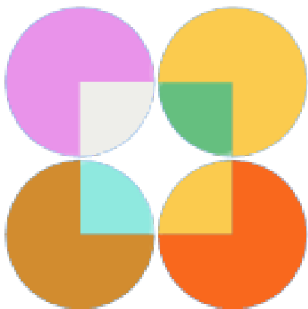




MAY 2025

Operations Report for Union Square Business Improvement District Operations.





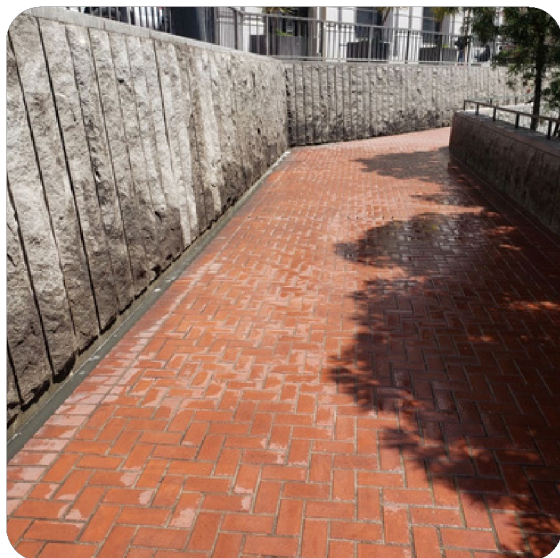
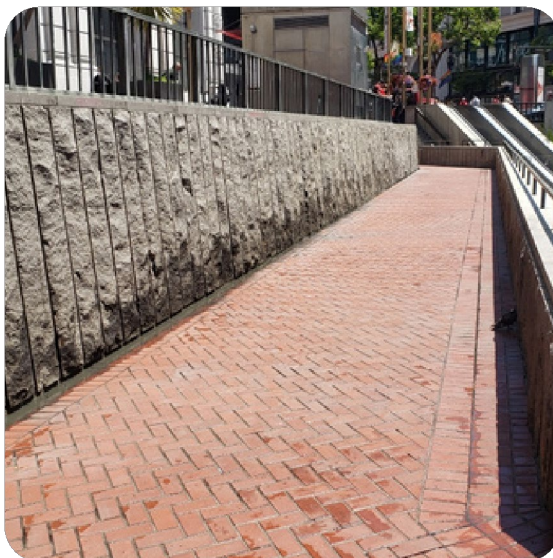
STEVE SULLIVAN

Steve has been steadily growing into a leadership role, stepping up as a backup Team Lead and using his experience and initiative to support both operations and team morale. His ability to lead by example has had a noticeable impact on our day-to-day flow and the overall culture of the Cleaning Ambassador team.

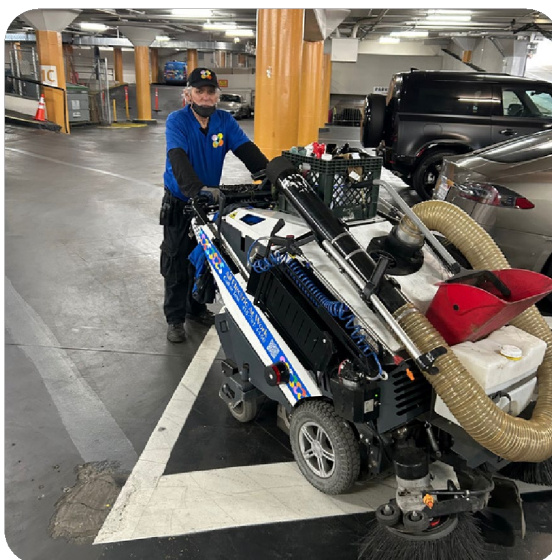
Whether guiding his peers through busy shifts or stepping in to problem-solve in real time, Steve brings a calm, confident presence that others can count on. His efforts don't go unnoticed—from helping to maintain high standards in the field to fostering a more connected and efficient team.

Steve, thank you for rising to the challenge and showing what strong leadership looks like in action. Your contributions continue to make a difference, and we're proud to recognize you this month. Keep up the great work!

MAKING A DIFFERENCE



MAKING A DIFFERENCE



CLEANING STATISTICS

Graffiti Abatement Update – May 2025

In May, graffiti abatement actions totaled 501, marking a 46.4% decrease from April’s 935. This reduction is not due to a slowdown in effort but rather the result of catching up to and clearing a large backlog of graffiti tags throughout March and April. Our aggressive approach during those months—enabled by cross-trained Cleaning Ambassadors and improved dispatch coordination—effectively addressed the bulk of outstanding reports and recurring hotspots.

May’s lower total indicates that our proactive response strategy is working, with fewer new tags reported and a quicker turnaround for removal. While the raw number is down, it confirms the success of our cleanup surge and the sustained performance of zone-based graffiti response.

Graffiti Abatement Totals: February: 386

- March: 789 (↑ 104.4%)
- April: 935 (↑ 18.5%) May:
- 501 (↓ 46.4%)
- Total (YTD): 2,996
-

Scrub Requests Update – May 2025

Scrub requests rose slightly in May to 1,324, a 4.5% increase from April. This sustained growth is a direct result of improved tracking protocols and mandatory documentation of each serviced block face, especially by our overnight Power Wash team, who previously operated without stat accountability. Unlike earlier spikes, which reflected a correction in underreported work, May’s numbers show a normalized high-volume workflow, confirming that our documentation practices are now fully integrated into daily operations across both day and night shifts.

Total increase since February: 960% YTD Total:
4,064

Sweep Requests Update – May 2025

Sweep requests declined to 5,933 in May, a 32.9% decrease from April. This reduction was an intentional operational adjustment: labor was reallocated toward graffiti abatement and deep cleaning efforts following the RSO Convention in April. Additionally, May had fewer large events, which contributed to lower pedestrian and vehicle traffic, and therefore, less debris generation.

Importantly, this drop does not reflect a decline in service quality. Our Cleaning Ambassadors continue to follow stat-reporting protocols, and sweep requests remain over double the February count, showing our baseline performance is substantially improved.
YTD Total: 29,715

Litter & Debris Collection – May 2025

In May, the team collected 43,825 pounds of litter, a 6.2% decrease from April. This modest decline corresponds directly with: The absence of large-scale

- events (like April’s 40,000-attendee RSO Convention),
- A drop in illegal dumping activity, and
- Our successful ramp-up of sweep and scrub interventions in previous months, which prevented buildup.

Despite the decrease, May’s numbers are still nearly 5 times higher than February, driven by ongoing improvements in tracking cleaner generated trash bags and consistent performance expectations for all staff.

YTD Total: 148,850 lbs

Category	Jan	Feb	Mar	Apr	May	Jun	Total
Graffiti Abated	385	386	789	935	501	0	2996
Hazardous Waste Clean-Up	353	360	1,147	1432	1086	0	4378
Scrub Requests	501	125	847	1267	1324	0	4064
Overflowing Trashcans	61	25	119	199	246	0	650
Needle Clean Up	59	47	133	124	176	0	539
Sweep Requests	5045	2759	7132	8846	5933	0	29715
Litter/Debris/Leaf Weight in Pounds	14625	8875	34,800	46725	43825	0	148850

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.

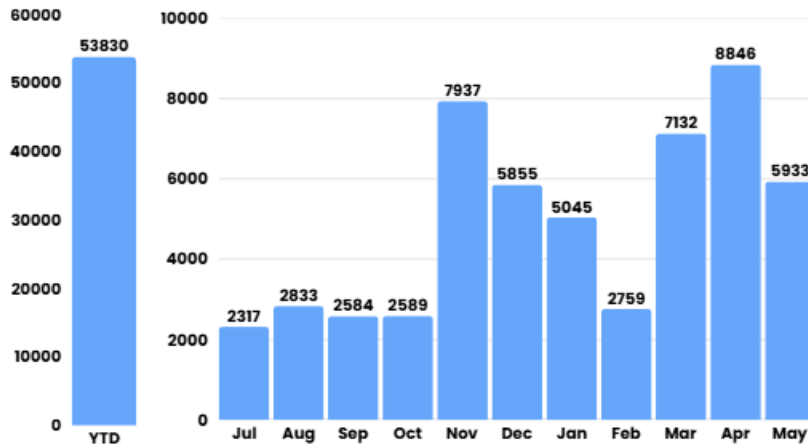
Category	Jan	Feb	Mar	Apr	May	Jun	Total
Drunk & Disorderly	18	5	0	0	0	0	23
Illegal vending - Observed	0	0	0	0	0	0	0
Mentally Disturbed	44	42	48	41	20	0	175
Noise Complaints	2	0	0	0	0	0	2
Panhandling - Aggressive	2	1	5	0	2	0	8
Safety Escorts	5	2	1	1	0	0	9
Sit/Lie/Sleep - Comply	81	60	60	58	34	0	259
Sit/Lie/Sleep - Non-Comply	31	47	59	62	42	0	199

YEAR OVER YEAR COMPARISON

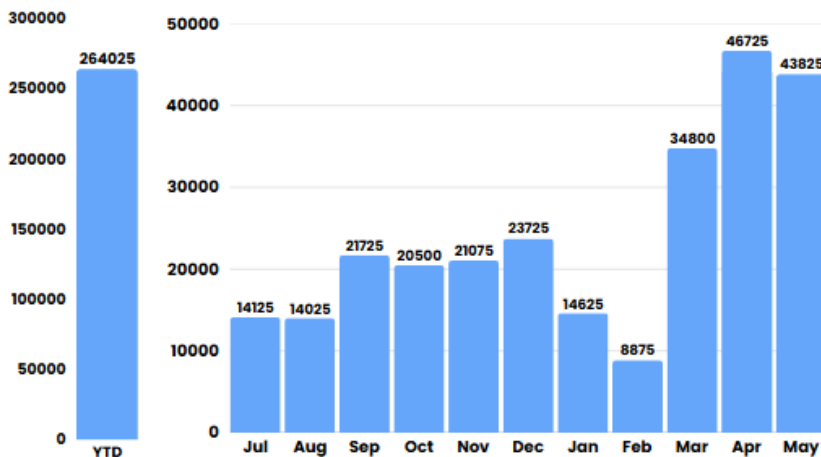
Category	May 2025	May 2024
Graffiti Abated	501	277
Hazardous Waste Clean-Up	1086	144
Scrub Requests	1324	98
Overflowing Trashcans	246	97
Needle Clean Up	176	49
Sweep Requests	5933	227
Litter/Debris/Leaf Weight in Pounds	43825	

Category	May 2025	May 2024
Drunk & Disorderly	0	31
Illegal vending - Observed	0	6
Mentally Disturbed	20	53
Noise Complaints	0	24
Panhandling - Aggressive	2	27
Safety Escorts	0	7
Sit/Lie/Sleep - Comply	34	46
Sit/Lie/Sleep - Non-Comply	42	58

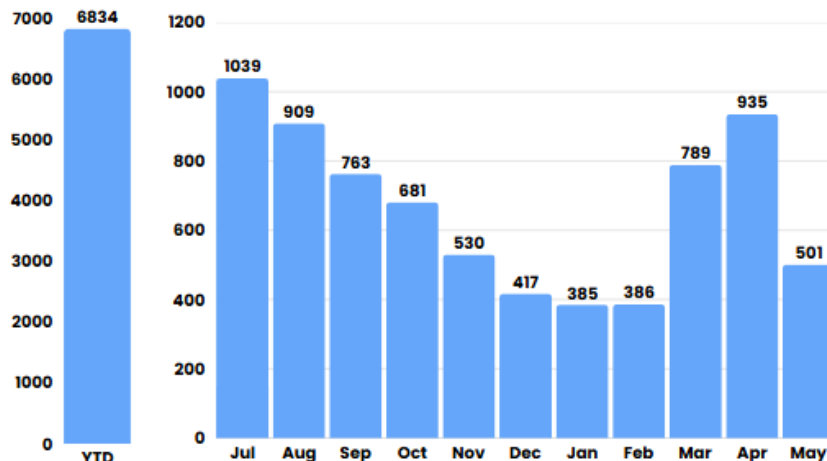
SWEEP REQUESTS



LITTER/DEBRIS/LEAVES (LBS)



GRAFFITI REMOVAL



STAFFING

April 2025	Contracted Hours	Hours Worked
Pressure Washing	960	975
Cleaning	1664	1961
Team Lead	640	662
Member Services	384	365
Total	3712	3963

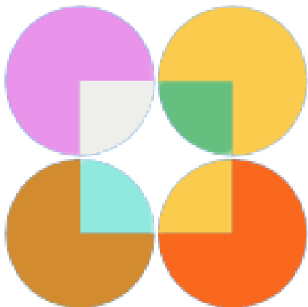
VIDEO REQUEST

Category	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Footage Requests	32	20	44	21	28	23	16	18	21	23
SFPD Only	19	12	26	12	22	13	9	14	17	15
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



MAY 2025

SAFETY REPORT FOR RFP 230



UNION SQUARE SAFETY PROGRAM UPDATE - MAY 2025



In May, the Safety Ambassador team continued to serve the Union Square community with professionalism and care. While we saw a decrease in overall activity compared to previous months, the team remained focused on high-impact actions and community engagement.

Key Highlights:

Outreach Referrals hit a new monthly high at 389, a 62% increase from April, reflecting strong coordination with service partners and proactive engagement.



Welfare Checks – Comply remained our highest category at 1,007, bringing our YTD total to over 7,100.

This shows our continued commitment to compassionate presence and support in the public realm.

Directions Given remained high at 2,007, showing strong ambassador visibility and interaction with visitors.

Litter Removal decreased to 159, in line with seasonal trends and shifting priorities toward engagement and safety-related tasks.



Calls for emergency services were minimal, with only 4 911 calls and 12 311 service requests, suggesting improved public stability this month.

Though some categories like Business Contacts (123) and Welfare Check – Non Comply (69) saw a slight dip, the focus remains on strategic deployment and high quality service.

- The team continues to evolve with shifting demands, and the strong performance in May reflects our commitment to maintaining a safe, welcoming Union Square.



BREANNA DEAGUERRO

Since joining the team, Breanna has made an immediate and meaningful impact, both in the field and behind the scenes. With nearly 6,000 stats recorded in May, she led the Safety team with impressive performance and consistent reliability, setting the standard for excellence.

Beyond the numbers, Breanna has taken real ownership of our deployment office, keeping it clean, organized, and fully stocked with snacks and supplies for team recognition. Her attention to detail and pride in our shared workspace reflects her commitment to building a positive, high-performing environment.

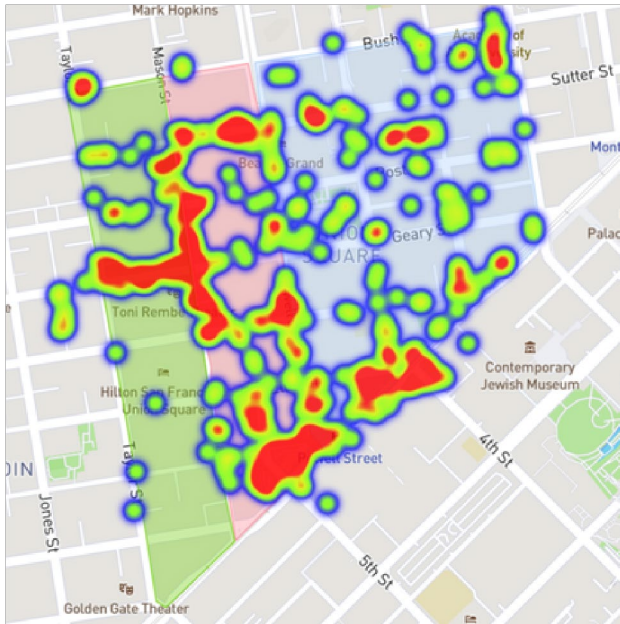
Breanna, thank you for your drive, initiative, and leadership. Your contributions are felt across every shift, and your dedication is helping shape the culture of Union Square Safety. We're proud to recognize you this month, keep up the outstanding work!

SAFETY STATS

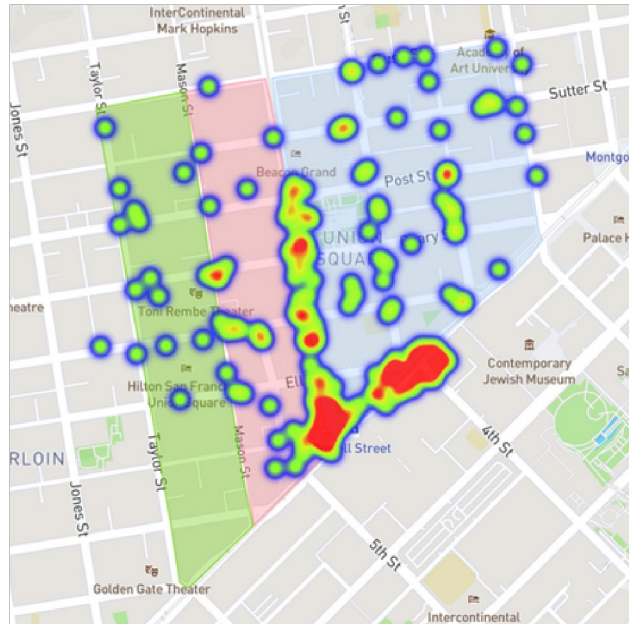
Union Square Safety Ambassador Stats	FEB	MAR	APR	MAY	YTD
911 Emergency Call	16	13	11	4	52
311 Service	51	33	9	12	193
Business Contact – Safety Ambassador	50	179	164	123	516
Call for Safety Ambassador	80	26	12	8	177
Directions Given	427	1571	2394	2007	6684
Litter Removal	60	463	252	159	952
Outreach Referral	9	145	240	389	783
PD Command Van	2	1	1	2	6
Legion Security Dispatch (Call for Backup)	35	22	15	5	111
Welfare Check – Comply	1557	2034	1387	1007	7111
Welfare Check – NON Comply	87	138	63	69	369

STAT MAPS

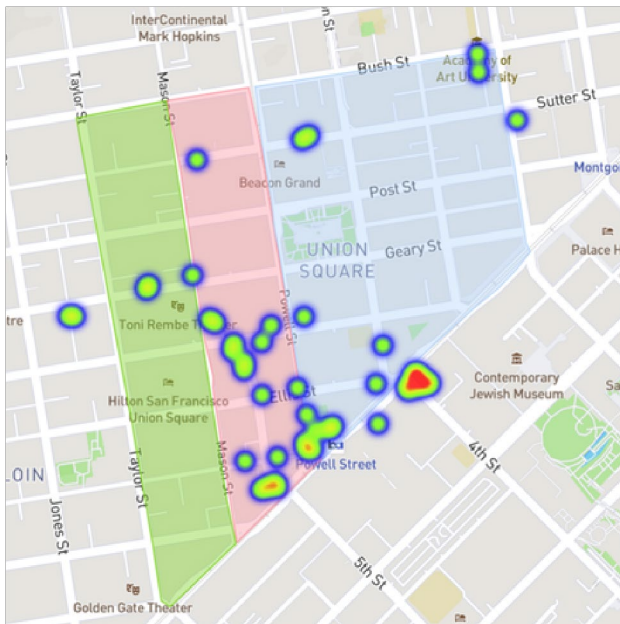
WELFARE CHECK - COMPLY 1,007



DIRECTIONS GIVEN - 2,007



WELFARE CHECK - NON COMPLY 69



OUTREACH REFERRALS - 389



STAT DESCRIPTIONS

SA = Safety Ambassador		
Activity	Definition	Example
PD Command Van	Escalation - Safety issue beyond our scope of interaction.	SA notices a group of individuals engaged in a potentially violent confrontation. The SA determines the situation is beyond their control and contacts the PD Command Van for assistance.
SFPD Non-Emergency	Escalation - Safety issue beyond our scope of interaction	An SA observes a suspicious person loitering near a business after hours but there's no immediate threat. The SA escalates the issue to SFPD Non-Emergency since the PD Command Van is unavailable.
911 Emergency	Emergency PD	SA witnesses a physical altercation escalating with potential for serious injury. The SA calls 911 to request immediate police intervention.
Litter Removal (Small)	Trash Removal	SA picks up a beer can and disposes of it properly while on the path walk. (e.g., large paper, soda bottle, debris)
311 Service	Reporting issues to 311	SA reports a broken bus shelter on a dark corner via 311, ensuring the issue is logged into SMART for tracking.
Request for Safety Ambassador	Inbound Request & Dispatch assigns to SA.	Dispatch receives a call about a homeless individual sleeping in front of a business. The call is assigned to an SA, who documents their visit and outcome in SMART.
Directions Given	SA offers directions to the public.	A tourist asks an SA for directions to the nearest public restroom. The SA provides clear and friendly guidance.
Hotspot Checks	SA checks a pre-designated hotspot.	SA inspects a known hotspot for loitering and confirms that no unauthorized activity is occurring.
Business Contacts	When SA connects with a business/property owner on-site.	SA introduces themselves to the manager of a local café, shares their role, and asks if there are any concerns.
Welfare Check - Comply	SA Performs Successful Welfare Check.	SA approaches an individual sleeping in a doorway and politely asks them to move along. The individual complies with SA's request.
Welfare Check - Non-Comply	Subject does not comply with SA Welfare Check.	SA approaches the same individual, who refuses to leave and becomes verbally aggressive. The SA documents the encounter, escalates, and sets a time window to follow up.
Legion Security Dispatch	Escalation - Safety issue beyond our scope of interaction	SA encounters unauthorized access to a private property and calls Legion Security for immediate assistance.
Outreach Referral	SA refers someone to social services.	SA encounters a homeless individual asking for assistance. The SA refers them to a nearby shelter or outreach program and logs this in SMART.
Hospitality Contact	Friendly public interaction.	SA greets a shopper in the district with a warm smile and asks if they need any assistance or directions.

STAFFING

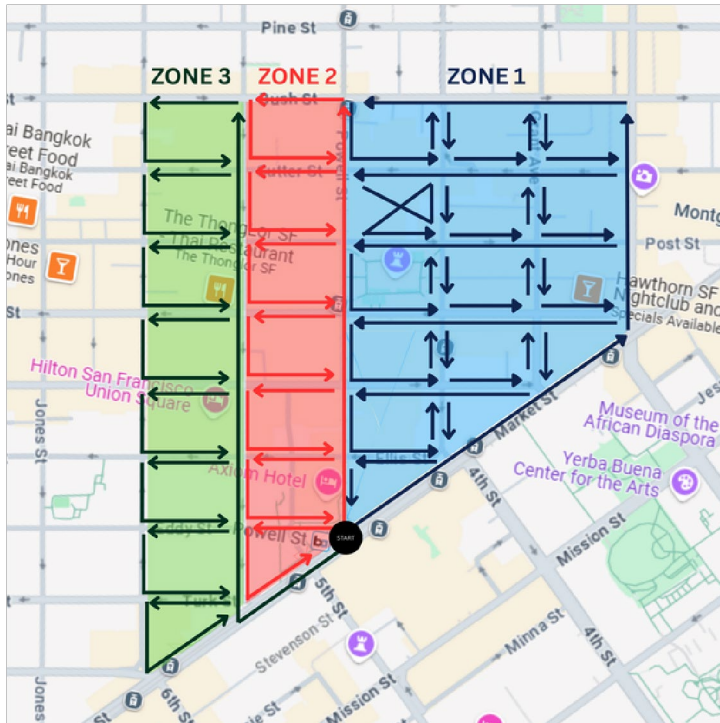
May 2025 Staffing	Contracted Hours	Hours Worked
Safety Ambassador	2338	2068
Safety Team Lead	566	517
Hospitality	177	176
Member Services	336	382
Total	3417	3143

DEPLOYMENT SCHEDULE

UNION SQUARE BID - RFP 230	WED	THUR	FRI	SAT	SUN	MON	TUE
AM SAFETY: 6:00 AM - 2:00 PM	3	3	3	3	3	3	2
PM SAFETY: 2:00 PM - 10:00 PM	4	3	4	4	4	3	3
ON SAFETY: 10:00 PM - 6:00 AM	6	6	7	5	7	7	7
SAFETY KIOSK: 9:00 AM - 5:00 PM	1	1	2	2	2	1	1
HOSPITALITY: 8:00 AM - 4:00 PM	1	1	1	1	1	0	0
Totals	15	14	17	15	17	14	13

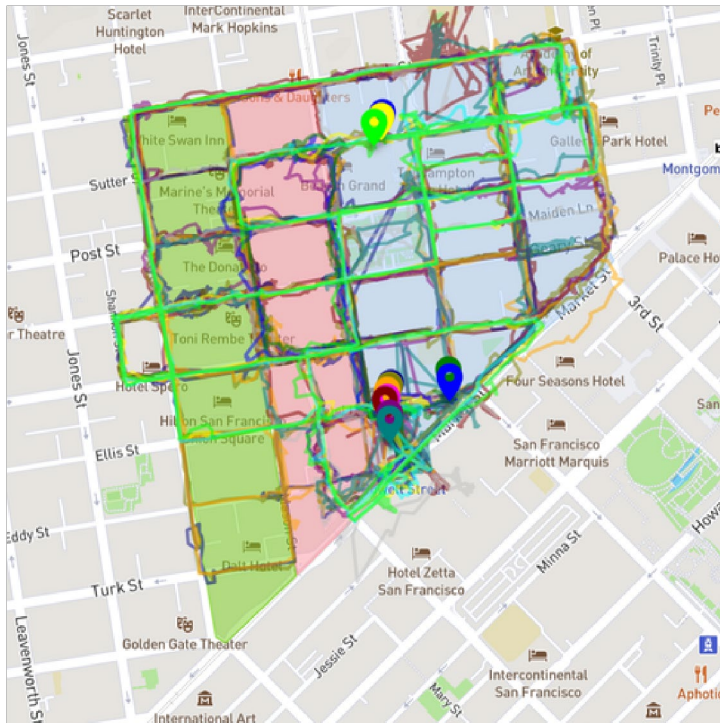
DEPLOYMENT MAP

Effective 5/1/25

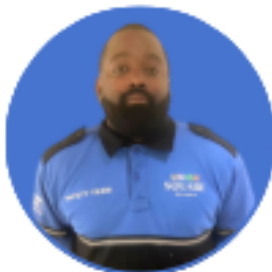


WALK PATH

FROM 5/12/25



MEET THE TEAM



MYCHAL JONES

A Bay Area native with a strong background in leadership, Mychal brings energy and dedication to his role on the safety team. When he's off duty, you'll find him on the softball field or spending quality time with his daughter.



BREANNA DEAOUERO

Is a proud mother to her 6 year old son. Breanna enjoys taking him on hikes and the beach. Breanna's favorite food is Mexican and aspires to own real estate in the near future.



BENJAMIN BREWER

Is our evening team lead. Benjamin has had a huge part in training the evening ambassadors which led to his promotion. When Benjamin is not at work he is a certified barber and grill master



ZAKIA BERDOUZ

loves to travel and knows 5 different languages. Zakia is a newly promoted Safety Ambassador originally hired on the clean team. Zakia exemplifies friendliness and is an expert on all places of interest in the district.



MYRA RUTHERFORD

a San Francisco native, is known for her bubbly and friendly personality. She prefers enjoying her home-cooked, culturally rich meals over dining out. Outside of work, she dedicates her time to her child and her education.



ISSA WILLIAMS

Is a new ambassador that joined the team. Issa is a huge fan of street food. Issa likes to spend his time his kids.



RAFAEL GUTIERREZ

A proud native of San Francisco's Mission District, Rafael has a love for spaghetti and meatballs. In his free time, he enjoys catching action films at the movies, though his all-time favorite film is The Notebook.



DAMONTAE SCOTT

Is a proud father to a spirited 3-year-old daughter. Born and raised in Oakland, he's an avid hiker and sports enthusiast. He enjoys steak and classic comfort foods, and when he's not at Union Square, he's continuing his education in school.



TANISHA SANTIAGO

Is a proud mother and likes spending her time cooking and participating in cultural events.



**May 2025
Security Report**

Legion Corporation



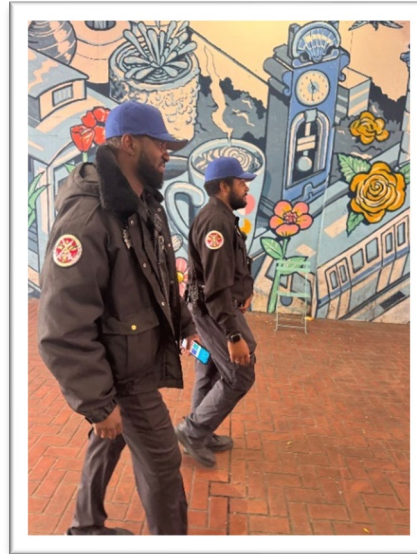
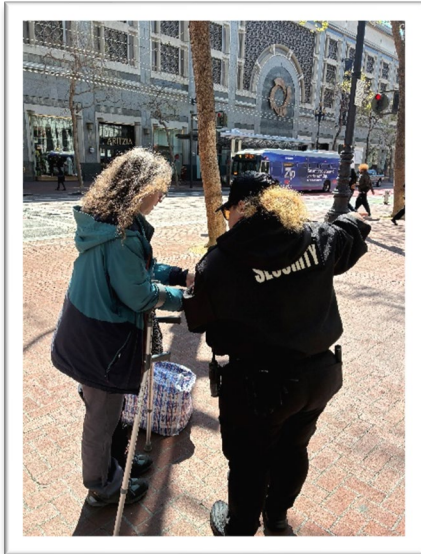
**UNION
SQUARE**

Monthly Report

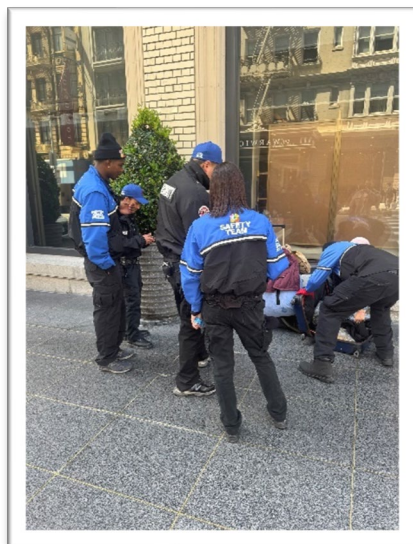


Union Square – Legion Security Monthly Report

May marked a particularly dynamic period for Union Square, with heightened pedestrian activity, increased public engagement, and the highly anticipated grand opening of the **Nintendo store**—a major retail milestone that attracted thousands of visitors to the district. Legion's security team rose to the challenge in close coordination with Block by Block's safety ambassadors, ensuring visibility, rapid response, and professionalism across all high-traffic areas of the district.



Throughout the month, our officers remained consistently present, working to ensure a **safe, welcoming environment** for shoppers, tourists, commuters, and residents. Whether assisting lost visitors, responding to behavioral health concerns, or deterring disruptive conduct, our team demonstrated adaptability, accountability, and community-focused engagement at every turn.





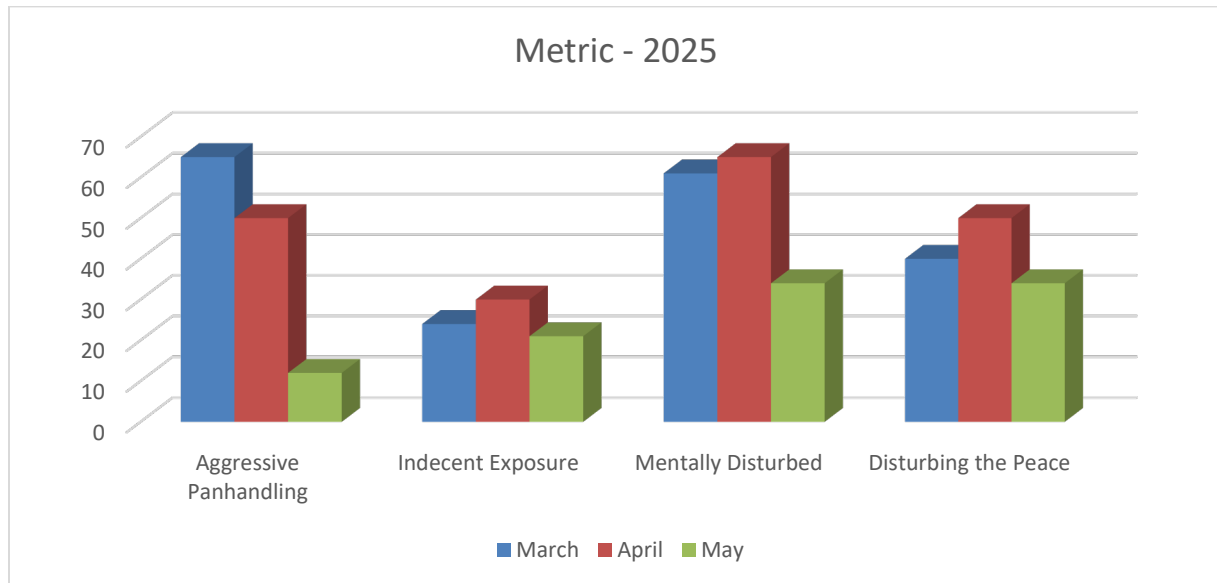
Key Metrics

Event	January 2025	February 2025	March 2025	April 2025	May 2025	Year to Date
Dispatches	475	409	536	600	549	2,569
S.I.A.'S	1,209	1,234	1,240	1,287	1,229	6,199
Aggressive Panhandling	40	31	65	50	12	198
Assault	3	1	2	8	2	16
Burglary	1	1	2	6	0	10
DUI	0	0	0	0	0	0
Human Trafficking	0	1	0	0	0	1
Illegal Dumping	7	0	1	5	3	16
Indecent Exposure	6	28	24	30	21	109
Mentally Disturbed	33	50	61	65	34	243
Narcotic Use	111	60	45	70	48	334
Noise Violation / Disturbing the Peace	25	24	40	50	34	173
Open Container	2	4	8	8	4	26
Property Damage	6	1	9	11	3	30
Public Intoxication	12	4	21	35	41	113
Selling w/o Permit	2	3	3	10	1	18
Shoplifting	2	1	2	2	0	7
Sit/Lie Violation	667	624	766	890	922	3,869
Theft	0	1	1	2	0	4
Threats	3	17	11	20	2	53
Traffic or Parking Violation	0	1	3	2	1	7
Trespassing	252	281	323	380	333	1,569
Vandalism	36	6	17	11	9	79
Miscellaneous (Passing Calls)	2,507	2,068	2,884	2,915	2,868	13,242
Hospitality Encounters	398	612	827	1050	987	3,874



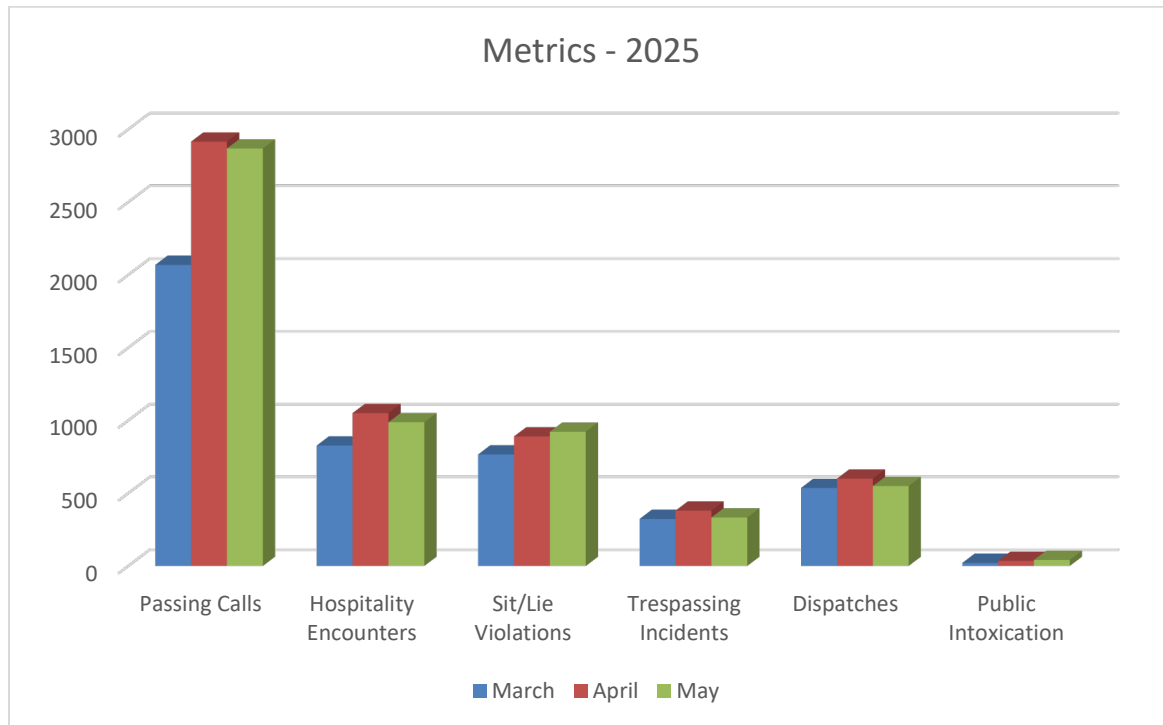
Monthly Activity Summary

A total of **7,103 security-related activities** were recorded across Union Square in May. This significant volume of engagement reflects both our proactive patrol model and the sharp seasonal increase in foot traffic driven by retail events and improving weather.



Operational Highlights

- **Surge in Foot Traffic:** The opening of the Nintendo store created substantial visitor overflow, especially around Powell Street, the cable car turnaround, and the storefront's immediate vicinity. Our teams increased coverage in this area, ensuring crowd management, queuing control, and a visible deterrent presence amid heavy retail traffic.
- **Proactive Patrols:** Officers conducted **2,868 passing calls**, maintaining a strong patrol presence throughout Hallidie Plaza, Cyril Magnin, and Market Street corridors across all shifts. This steady coverage remains central to our preventive security model.
- **Community Engagement:** With **987 hospitality encounters** recorded, officers routinely provided directions, helped tourists, and supported individuals in emotional distress. These engagements—often informal—remain critical to fostering trust and approachability in our field operations.
- **Behavioral Health & Quality-of-Life Interventions:** The team addressed **922 sit/lie violations** and **333 trespassing incidents**, often involving vulnerable individuals facing housing insecurity or mental health crises. These were managed with patience, de-escalation techniques, and backup support when needed.
- **Rapid Dispatch Response:** Officers responded to **549 dispatch calls**, ranging from merchant concerns and wellness checks to escalated safety issues. Our team's ability to maintain response times under pressure continues to be a core strength of operations.
- **Public Intoxication & Welfare Checks:** There were **41 incidents involving public intoxication**, most of which were resolved through verbal advisement, or referral to medical assistance or member services. Officers prioritized de-escalation and safety in all such encounters.



This month served as a real-world test of our capacity to manage **event-driven crowd surges** and sustain a high operational tempo. The Nintendo store launch was a focal point that highlighted our team's readiness, discipline, and coordination with Block-by-Block safety team ambassadors and S.F.P.D

As **Union Square continues to rebound**, we're seeing it emerge not just as a commercial destination—but as one of San Francisco's **most resilient and iconic public spaces**. The energy is returning, and with it, new challenges, and opportunities for Legion to play a stabilizing, community-facing role.

Looking ahead to June, we anticipate continued high foot traffic, especially during dedicated events and warmer weather and will adjust patrol deployments accordingly. Our goal remains clear: to support Union Square's recovery with smart, visible, and dependable safety security coverage.



Employee Introduction



Officer Jesse Marriot

Officer J. Marriot

We are pleased to introduce Officer Jesse Marriot, who has been with the company for about four months. Jesse brings a strong sense of dedication and enthusiasm to his role, with a clear passion for the field of security. In his free time, he enjoys playing chess and spending quality time with his daughter. Jesse is focused on building a long-term career in public safety and aspires to become an officer with the San Francisco Police Department. We are excited to have him on the team and look forward to his continued growth and contributions.



Union Square - Notable Incident Summaries

1. **Date & Time:** May 4, 2025 | 14:31

Reporting Officers: Thor Read

Location: Sketchers – Ellis St.

Type of Incident: Medical Case

Summary:

On May 4, 2025, at approximately 2:31 PM, Officer Thor Read responded to assist Legion Two with a noncompliant male individual (914) seated near the entrance of Sketchers on Ellis Street. The subject stated he was unable to move, claiming his body had shut down. After several verbal exchanges and repeated offers of medical assistance, the individual requested an ambulance. AMR Unit 110 arrived at 2:45 PM, and EMT Michelle transported the individual without further resistance. No further action was required, and no arrest was made.

2. **Date & Time:** May 25, 2025 | 17:00.

Reporting Officers: Thor Read & Mauricio Bejarano

Location: 391 Sutter St.

Type of Incident: Property Damage

Summary:

On May 25, 2025, at approximately 5:00 PM, Officers Thor Read and Mauricio Bejarano were dispatched to 345 Sutter Street regarding a male individual (914) sleeping on the sidewalk. The subject became hostile, spat in the officers' direction, and left the area. Moments later, while continuing their patrol, officers observed the same subject forcefully kicking doors along the street. Officers were then alerted by security staff that the glass entrance doors at 391 Sutter had been shattered. To avoid further escalation, the officers monitored the subject from a safe distance and contacted dispatch. SFPD responded and collected body-worn footage and witness statements. No arrest was made in connection with the damage.

3. **Date & Time:** May 30, 2025 | 12:30

Reporting Officers: Matthew Garcia and Kamal Singh

Location: Cyril Magnin Bus Stop – Carl's Jr.

Type of Incident: Assault / Drug Activity

Summary:

On May 30, 2025, at approximately 12:30 PM, Officers Matthew Garcia and Kamal Singh observed multiple individuals (914s) engaged in drug use at the bus stop on Cyril Magnin, adjacent to Carl's Jr. Upon being instructed to vacate the area, one subject stood from a wheelchair and aggressively approached Officer Garcia, ignoring commands to stop. OC spray was deployed to prevent further advancement. In retaliation, the subject threw a beverage that struck Officer Garcia. The officers created distance and contacted dispatch and 911 for police and medical support. No arrests were made during the incident.