



CLEAN AND SAFE SERVICES REPORT

April 2026



OVERVIEW OF SERVICES

The Union Square Alliance is a Business Improvement District (BID) dedicated to maintaining a clean, safe, and welcoming environment for businesses, residents, and visitors in the Union Square district. The BID provides services focused on cleanliness, hospitality, and safety, including daily ambassador teams who assist with street cleaning, wayfinding, and visitor support. Safety services are supported through partnerships with the San Francisco Police Department, private security teams, and a district-wide network of security cameras monitored by a Member Services dispatch center.

Union Square is also one of San Francisco's most popular tourist destinations, attracting visitors from around the world for its luxury shopping, dining, theaters, and cultural attractions. The district is home to iconic retail stores, historic hotels, art installations, and the central plaza at Union Square, which regularly hosts public events, seasonal markets, and community gatherings. Its close proximity to major venues like the Moscone Center further makes the area a hub for tourism, conventions, and entertainment.

Make a Request!

Our Clean & Safe Ambassadors respond to requests from 6am-10pm, 7 days a week, 365 days a year.

Member Services: 415-781-4456

Email:

cleanandsafe@unionsquarealliance.com
video.request@unionsquarealliance.com

Stay Connected!

Follow @unionsquaresf on Instagram



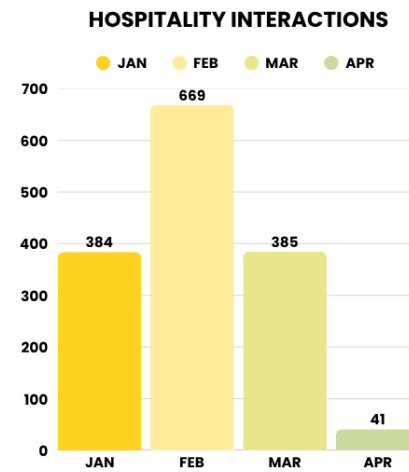
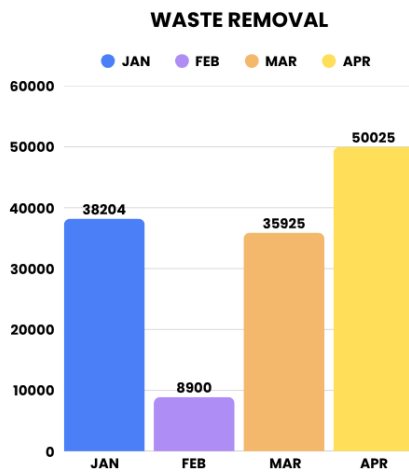
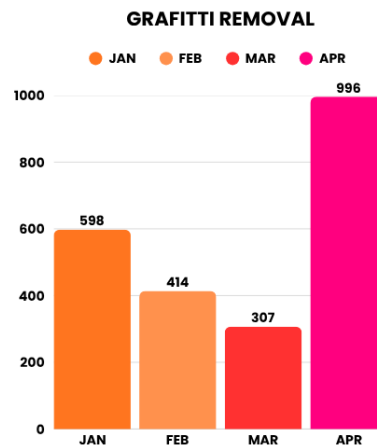
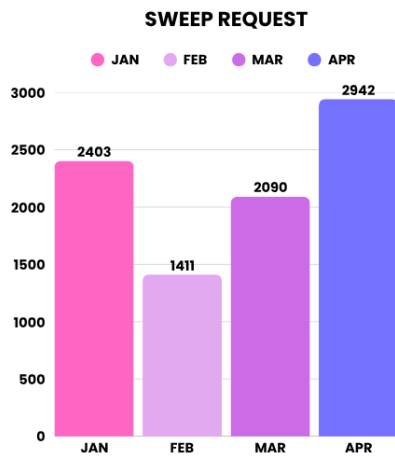
AMBASSADOR OF THE MONTH



Alan Duarte

Meet our Ambassador of the Month, Alan Duarte, our newest Graffiti Tackler making a huge impact across the district! Alan has been a dedicated and hardworking team member, consistently responding to graffiti throughout the community and helping keep our neighborhoods clean and welcoming. His strong work ethic is reflected in the impressive amount of graffiti our team has been able to clear. Thank you, Alan, for your commitment, hustle, and pride in making a visible difference every day!

KEY METRICS





Video Requests

Category	Jan '26	Feb '26	Mar '26	April '25	April '26
Footage Request	12	12	23	21	6
SFPD Requests	9	5	11	17	5
Avg Cameras Used	5	6	8.5	9.4	3

Category	Jan '25	Feb '25	Mar '25	April '25
Footage Request	23	16	18	21
SFPD Requests	13	9	14	17
Avg Cameras Used	9.8	3.4	9.4	13.16

QUALITY OF LIFE

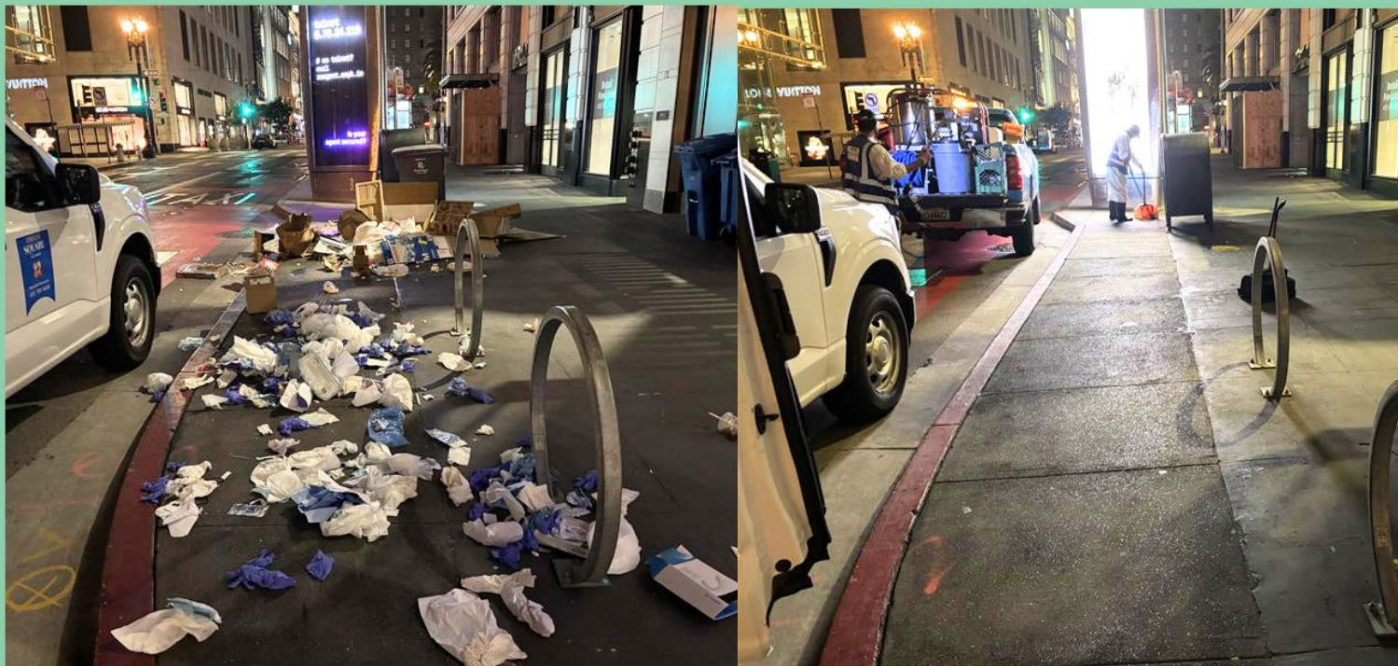
Category	Jul '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Drunk & Disorderly	3	0	0	0	2	10
Illegal vending - Observed	0	0	0	1	7	4
Mentally Disturbed	32	30	30	28	33	35
Noise Complaints	0	0	0	0	1	3
Panhandling - Aggressive	2	2	5	6	7	5
Safety Escorts	33	1	2	1	4	2
Sit/Lie/Sleep - Comply	38	36	32	35	41	33
Sit/Lie/Sleep - Non-Comply	37	34	34	38	30	22

STATISTIC	Jan '26	Feb '26	March '26	April '25	April '26
Drunk & Disorderly	7	5	1	0	16
Illegal vending - Observed	0	3	1	0	1
Mentally Disturbed	8	42	6	41	11
Noise Complaints	0	0	1	0	4
Panhandling - Aggressive	8	1	2	0	3
Safety Escorts	0	2	4	1	1
Sit/Lie/Sleep - Comply	19	110	31	58	62
Sit/Lie/Sleep - Non-Comply	26	61	317	62	292
Hospitality Interactions	81	669	85	15	41

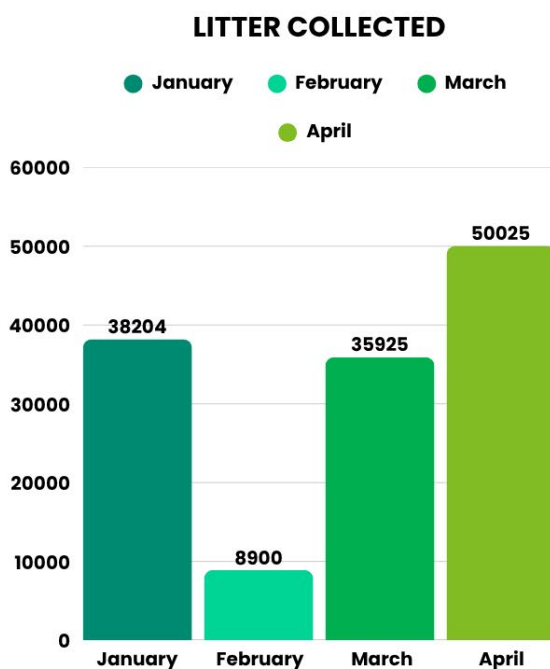
CLEANING STATISTICS

Category	July '25	Aug '25	Sep '25	Oct '25	Nov '25	Dec '25
Graffiti Abated	382	526	498	386	541	601
Hazardous Waste Clean-Up	828	1133	955	844	856	1151
Scrub Requests	678	765	683	691	713	789
Overflowing Trashcans	125	210	167	338	202	312
Needle Clean Up	83	96	99	72	92	103
Sweep Requests	5740	6527	6275	5890	5857	6344
Litter/Debris/Leaf Weight in Pounds	21150	32278	33251	36250	36337	37542

STATISTIC	Jan '26	Feb '26	March '26	April '25	April '26
Graffiti Abated	598	414	307	935	996
Hazardous Waste Clean-Up	1171	870	895	1432	1473
Scrub Requests	802	762	632	1267	1408
Overflowing Trashcans	344	128	185	199	201
Needle Clean Up	117	47	47	124	89
Sweep Requests	6403	2779	2090	8846	8942
Litter/Debris/Leaf Weight in Pounds	38204	8900	35,925	46,725	50,025



Litter Collected (LBS)



BEFORE & AFTER



DEPLOYMENT DETAILS

Apr 2026	Contracted Hours	Hours Worked
Pressure Washing	1120	852
Cleaning	1760	1591
Team Lead	640	592
Member Services	381	393
Hospitality	160	104
Special Projects	160	161
Total	4221	3693

TERMS DEFINED

SAFETY & HOSPITALITY

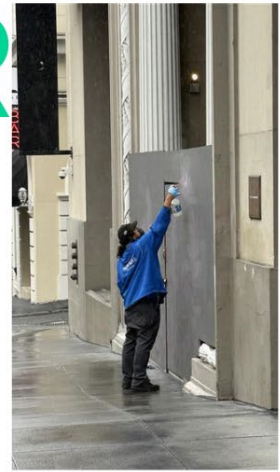
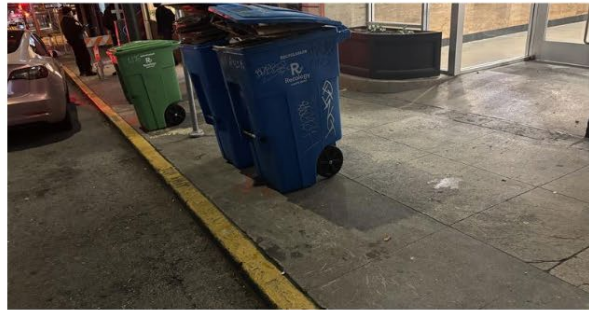
- Emergency Calls to 911:
 - Records each time a call is made to 911 (this can include calls to SFFD)
- Non-Emergency Calls to SFPD:
 - Records each time a call is made to SFPD non-emergency
- Requests to 311:
 - Each time an issued is reported to 311 (ex. broken bus shelter, broken curb/sidewalk)
- Drug Activity:
 - Each time a team member witnesses illegal drug activity .
- Hotspot Check:
 - Each time a designated "Safety Hot Spot" is patrolled
- Naloxone Administered:
 - Each time Naloxone/Narcan in administered
- Panhandling:
 - Every time a team member witnesses and engages with a person panhandling.
- Business Contact:
 - Checking in with businesses, introducing businesses to YBP clean and safe services and providing dispatch information
- Hospitality Contact:
 - Interactions with the public, directions, recommendations, general assistance, escorts
- Wellness Check:
 - Each time a team member provides a welfare check to an individual

CLEANING

- Biohazard Cleanup:
 - Clean-up of feces, urine, or vomit
- Broken Glass:
 - Clean-up of broken glass
- Emptied Trashcans:
 - Every time a trashcan is emptied
- Needle Removal:
 - Clean-up of needles (each needle counted)
- Graffiti Removal:
 - Clean-up of graffiti (large and small)
- Regular Pressure Washing:
 - Regular scheduled block face pressure wash completed
- Spot Pressure Washing:
 - Use of Hydroshot or any extra or spot pressure washing activity
- Sticker/Flyer/Poster Removal:
 - Removal of a flyer, sticker or poster
- Sweeps:
 - Every time a block face is swept from corner to corner
- Other:
 - includes all other cleaning categories such as Big belly Cleaned, Ashtray Emptied, Landscaping/Weeding, Dog Park Check



AMBASSADOR



HIGHLIGHTS

