



CLEAN AND SAFE SERVICES REPORT

May 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

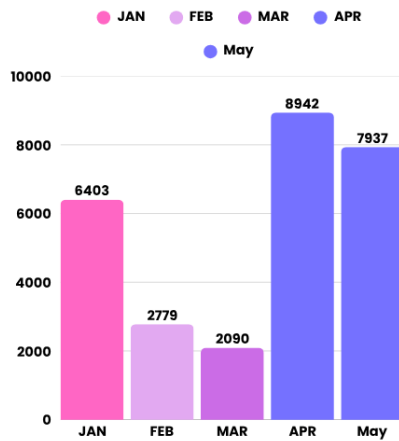
Stay Connected!

Follow @unionsquaresf on Instagram

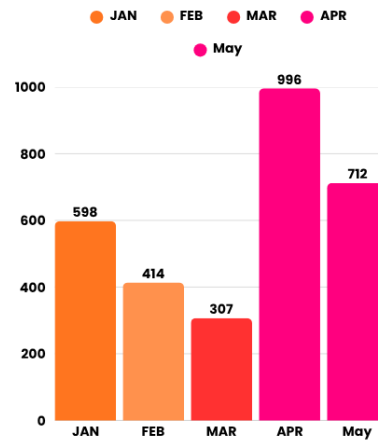


KEY METRICS

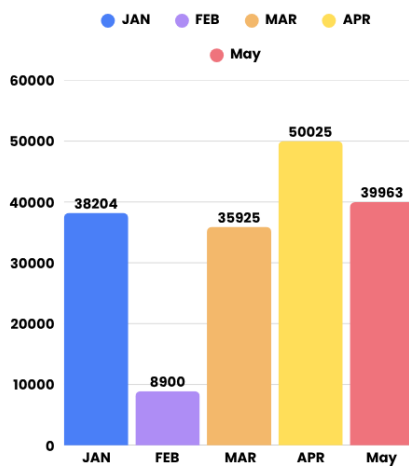
SWEEP REQUEST



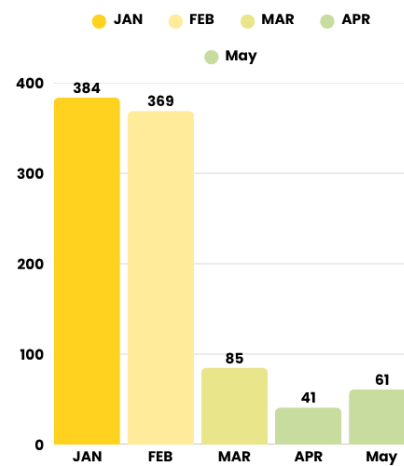
GRAFITTI REMOVAL



WASTE REMOVAL in LBS



HOSPITALITY INTERACTIONS





Video Requests

Category	Jan '26	Feb '26	Mar '26	April '26	May '26
Footage Request	12	12	23	21	8
SFPD Requests	9	5	11	17	4
Avg Cameras Used	5	6	8.5	9.4	5.25

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

CLEAN STATISTICS: QUALITY OF LIFE

STATISTIC	Jan '26	Feb '26	March '26	April '26	May '26
Drunk & Disorderly	7	5	1	16	4
Illegal vending - Observed	0	3	1	1	0
Mentally Disturbed	8	42	6	11	27
Noise Complaints	0	0	1	4	1
Panhandling - Aggressive	8	1	2	3	33
Safety Escorts	0	2	4	1	1
Sit/Lie/Sleep - Comply	19	110	31	62	42
Sit/Lie/Sleep - Non-Comply	26	61	31	29	88
Hospitality Interactions	81	669	85	41	61

Category	Jan '25	Feb '25	Mar '25	April '25	May '25
Drunk & Disorderly	3	0	0	0	0
Illegal vending - Observed	0	0	0	0	0
Mentally Disturbed	32	30	30	41	20
Noise Complaints	0	0	0	0	0
Panhandling - Aggressive	2	2	5	0	2
Safety Escorts	33	1	2	1	4
Sit/Lie/Sleep - Comply	38	36	32	58	34
Sit/Lie/Sleep - Non-Comply	37	34	34	62	42

CLEANING STATISTICS

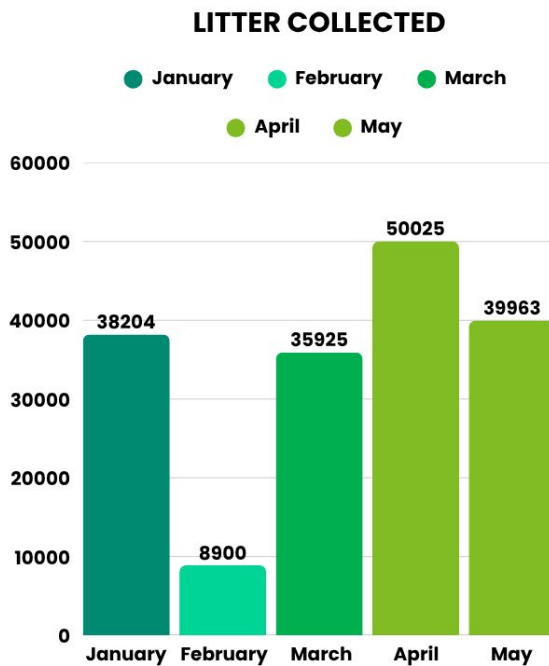
STATISTIC	Jan '26	Feb '26	March '26	April '26	May '26
Graffiti Abated	598	414	307	996	712
Hazardous Waste Clean-Up	1171	870	895	1473	1401
Scrub Requests	802	762	632	1408	912
Overflowing Trashcans	344	128	185	201	351
Needle Clean Up	117	47	47	89	73
Sweep Requests	6403	2779	2090	8942	7937
Litter/Debris/Leaf Weight in Pounds	38204	8900	35,925	50,025	39,963

April recorded the highest activity levels of the year across several service categories, largely driven by a significant increase in illegal dumping and related environmental maintenance needs. The elevated volume of illegally discarded materials contributed to substantial increases in sweep requests, graffiti abatement, scrub requests, hazardous waste clean-ups, and overall debris collection.

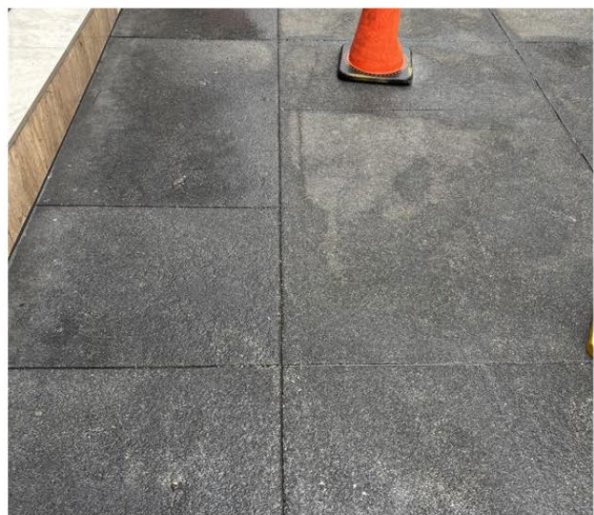
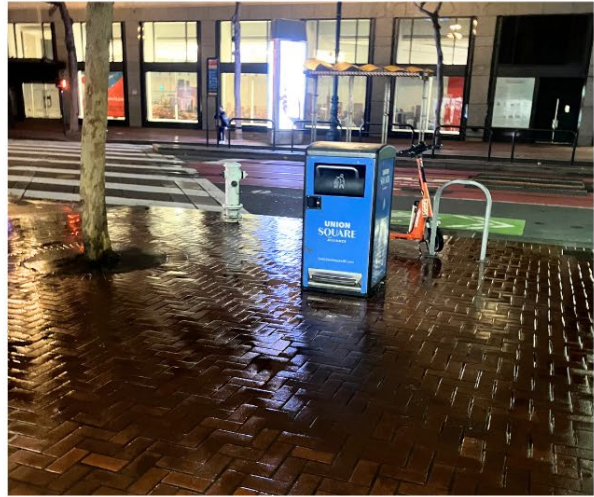
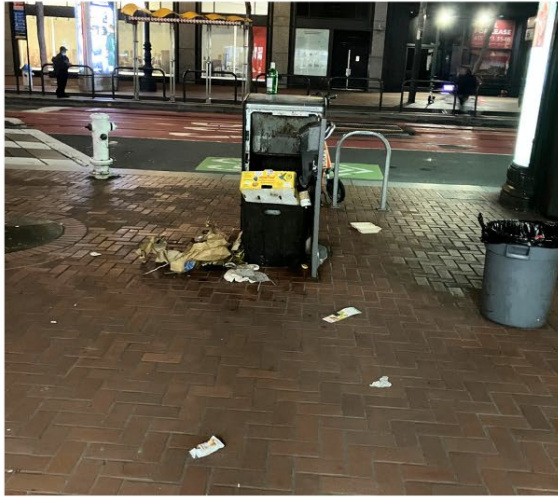
Statistics	Jan '25	Feb '25	Mar '25	Apr '25	May '25
Graffiti Abated	382	526	498	386	541
Hazardous Waste Clean-Up	828	1133	955	844	856
Scrub Requests	678	765	683	691	713
Overflowing Trashcans	125	210	167	338	202
Needle Clean Up	83	96	99	72	92
Sweep Requests	5740	6527	6275	5890	5857
Litter/Debris/Leaf Weight in Pounds	21150	32278	33251	36250	36337



Litter Collected (LBS)



BEFORE & AFTER



DEPLOYMENT DETAILS

May 2026	Contracted Hours	Hours Worked
Pressure Washing	1120	978
Cleaning	1760	1424
Team Lead	640	620
Member Services	688	604
Hospitality	128	0
Special Projects	160	160
Total	4496	3786

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

STATUS UPDATE

May activity in the Union Square district reflected the area's continued role as a premier destination for visitors, shoppers, and local residents. The district experienced consistent pedestrian traffic throughout the month, driven by retail, dining, entertainment, and ongoing events and conventions at the Moscone Center, which contributed to steady visitor activity across the neighborhood.

The Union Square Alliance Ambassador teams maintained a visible presence throughout the district, delivering hospitality services, wayfinding assistance, and proactive litter abatement to support the daily needs of businesses and visitors. Safety personnel and partner agencies also remained engaged to help foster a clean, safe, and welcoming environment. Overall, May operations remained focused on enhancing the visitor experience, maintaining accessible and well-kept public spaces, and supporting the continued vitality of Union Square as a key economic and cultural hub in San Francisco.

LOOKING AHEAD

Conferences Next Month

Snowflake Summit 2026

Snowflake

Jun 1, 2026 - Jun 4, 2026

Venue Type: Moscone Center

Config 2026

Figma, Inc.

Jun 24, 2026 - Jun 25, 2026

Venue Type: Moscone Center

57th Biennial NAD Conference

National Association of the Deaf

Jun 28, 2026 - Jul 4, 2026

Venue Type: Hotel

Visa Payments Forum 2026

Visa Inc. Corporate Headquarters

Jun 9, 2026 - Jun 11, 2026

Venue Type: Moscone Center

Data + AI Summit 2026

Databricks, Inc.

Jun 16, 2026 - Jun 18, 2026

Venue Type: Moscone Center

Trellis Impact 2026

GreenBiz Group, Inc.

Jun 23, 2026 - Jun 25, 2026

Venue Type: Moscone Center

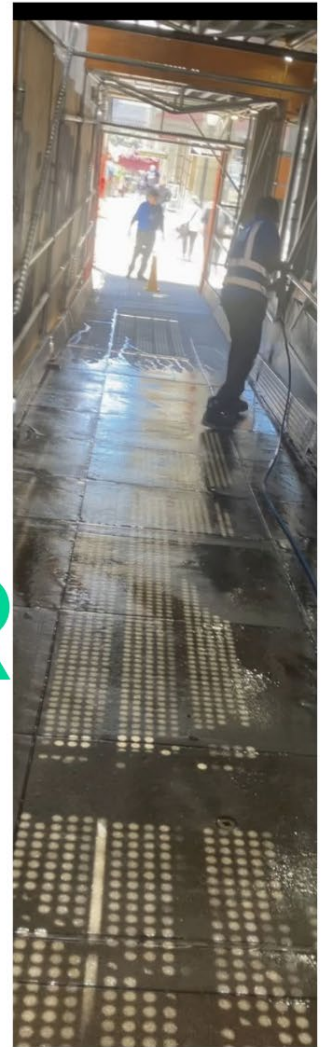
Good Morning, actually I have been meaning to send this a while ago, big shout out to Hector:
Anytime I see him, I know the street is going to be perfectly clean.
It's clear Hector takes pride in his work, and it shows with the result, everything nicely pressure washed and no litter.

Thank you for your services and thank you to Hector for good work every time!

Sleigh What? Holiday Parties Already?

The holiday season is calling and we've got the perfect answer. Check out our "[Sleigh What!!](#)" Promotion and book your holiday event [Promotion](#)

Michael Margulis
Night Auditor
415-348-1111
michael.margulis@shatelef.com



AMBASSADOR



HIGHLIGHTS

