



CLEAN AND SAFE SERVICES REPORT

March 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

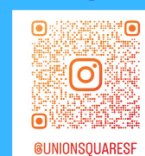
Email:

cleanandsafe@unionsquarealliance.com

video.request@unionsquarealliance.com

Stay Connected!

Follow @unionsquaresf on Instagram



AMBASSADOR OF THE MONTH

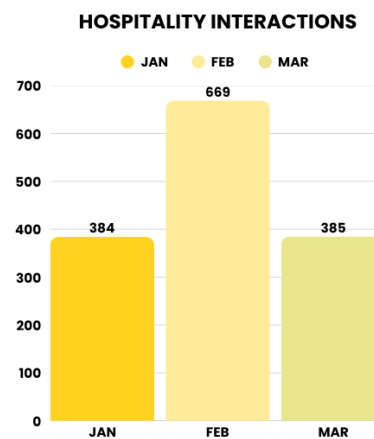
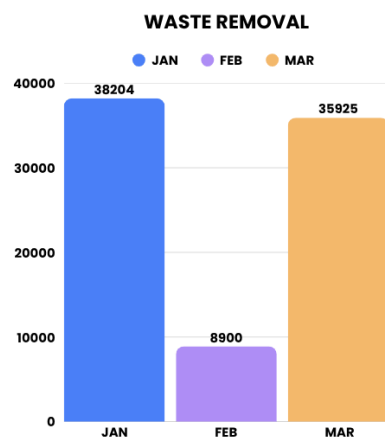
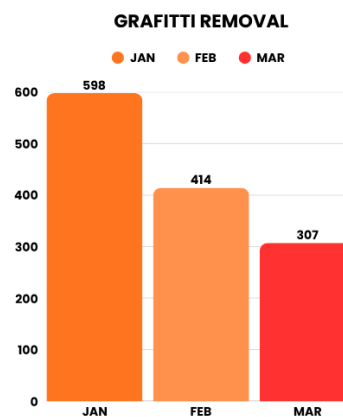
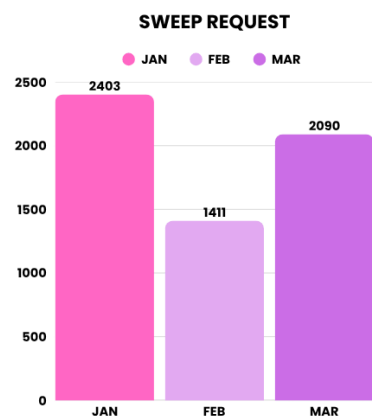


Andrew Armijo

Andrew Armijo has demonstrated exceptional dedication and performance, earning recognition as Employee of the Month. Throughout the reporting period, Andrew consistently recorded the highest number of operational statistics among his peers, reflecting his strong work ethic, productivity, and commitment to supporting the team's goals. His ability to remain proactive in the field ensures that key service areas are addressed efficiently, contributing to the overall effectiveness and impact of daily operations.

Beyond his individual performance, Andrew regularly goes out of his way to support and train fellow team members, sharing his knowledge and helping strengthen the team as a whole. He is known for stepping up whenever additional responsibilities arise, approaching each task with a positive attitude and a willingness to help wherever needed. Andrew's reliability, leadership, and team-oriented mindset make him a valuable asset and a strong example of the standards we strive to uphold.

KEY METRICS





40,529

TOTAL TASKS COMPLETED

QUALITY OF LIFE

STATISTIC	March '25	March '26
Drunk & Disorderly	0	1
Illegal vending - Observed	0	1
Mentally Disturbed	48	6
Noise Complaints	0	1
Panhandling - Aggressive	5	2
Safety Escorts	1	4
Sit/Lie/Sleep - Comply	60	31
Sit/Lie/Sleep - Non-Comply	59	317
Hospitality Interactions	29	85

CLEANING

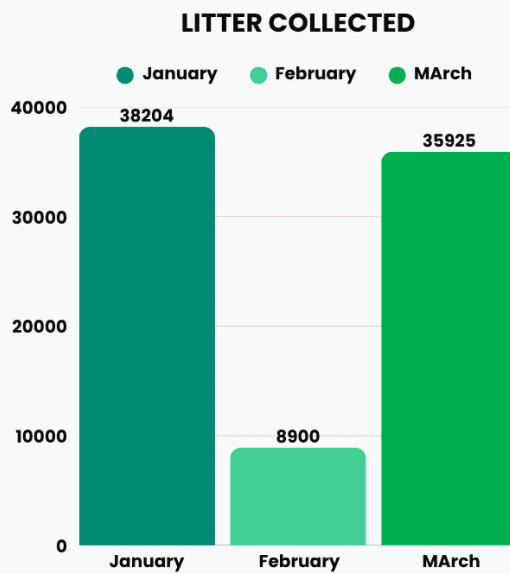
STATISTIC	March '25	March '26
Graffiti Abated	789	307
Hazardous Waste Clean-Up	1147	895
Scrub Requests	847	632
Overflowing Trashcans	119	185
Needle Clean Up	133	47
Sweep Requests	1132	2090
Litter/Debris/Leaf Weight in Pounds	34,800	35,925

Video Requests

Category	March '25	March '26
Footage Request	18	23
SFPD Requests	14	11
Avg Cameras Used	9.4	8.5



Litter Collected (LBS)



BEFORE & AFTER



DEPLOYMENT DETAILS

Mar 2026	Contracted Hours	Hours Worked
Pressure Washing	1400	1330
Cleaning	2200	2130
Team Lead	800	799
Member Services	475	522
Hospitality	200	148
Special Projects	200	199
Total	5275	5128

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

March activity in the Union Square district reflected typical early spring patterns, with a steady mix of tourists, shoppers, local visitors, and increased daytime and evening foot traffic. The area continued to serve as a central destination for retail, dining, and entertainment, while nearby conventions and events at the Moscone Center contributed to consistent visitor activity throughout the district.

Ambassador teams from the Union Square Alliance maintained a strong presence by providing hospitality services, wayfinding assistance, and proactive litter abatement to support daily activity in the district. Safety teams and partner resources also remained active to help ensure a safe and welcoming environment. Overall, March operations focused on maintaining clean, safe, and accessible public spaces while supporting the steady flow of visitors and businesses that make Union Square a key destination in San Francisco.

LOOKING AHEAD

Conferences Next Month

- **April 15–16: Salesforce: TDX 2026 – Moscone West**
- **April 16–18: American College of Physicians: Internal Medicine Meeting 2026 Moscone North & South**
- **April 19–22: ABFE Annual Meeting 2026**
- **April 21–26: Western Institute of Nursing (WIN) Conference**
- **April 27–May 4: Society for American Archaeology**



AMBASSADOR



HIGHLIGHTS

