

Operations Report

Union Square Alliance

April 2022

**UNION
SQUARE
ALLIANCE**



Mall light lanterns

Union Square Alliance ambassadors coordinated with Alliance staff to repair and replace multiple paper lanterns at Hallidie plaza as well as Union Square Park. The festive, colorful lanterns adorn the string lights of Maiden Lane, as well as those in Hallidie plaza and Union Square Park. Ambassadors were able to repair and replace several lanterns damaged by heavy winds. The lanterns are monitored/checked daily for any missing or damaged spheres that may need extra attention.

Lawn Chairs/Turf

The Union Square Alliance is putting out new lounge chairs on Union Square Park. These colorful chairs are placed in pairs on large, circular green turf near the stage area during the Saturday Music Series. Clean and safe ambassadors begin setting up the lounge chairs at 11am in time for the performances that begin at noon. Ambassadors maintain and monitor the chairs and turf areas throughout the day to ensure they are clean and secure. All chairs are disinfected and picked up for storage around 4pm.

Abandoned Safety Cone Collection

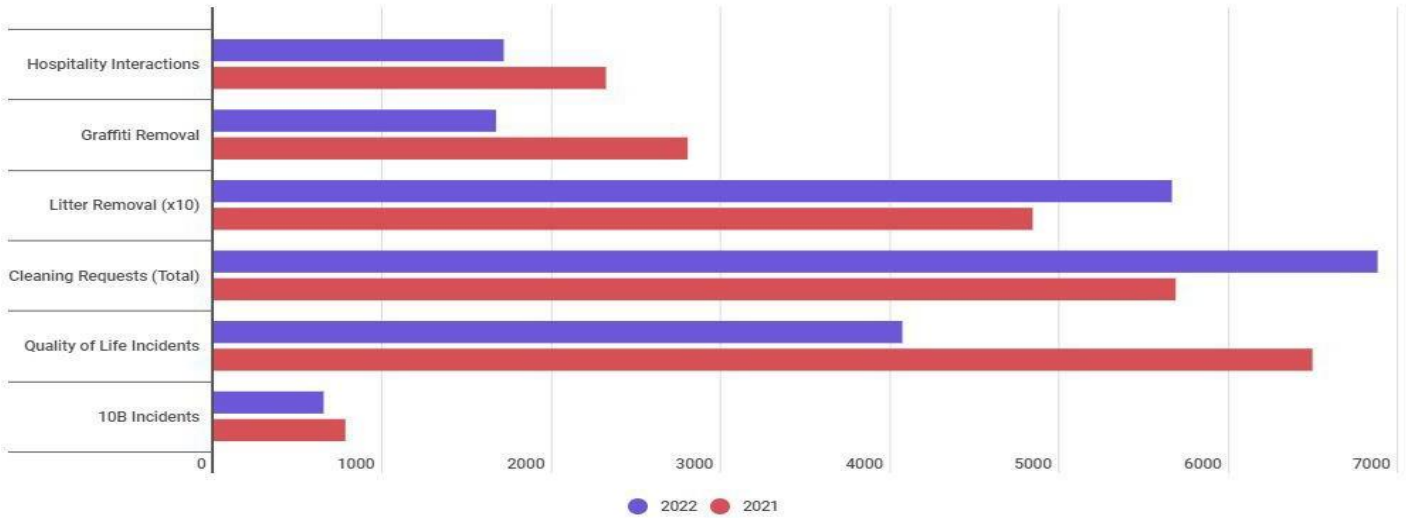
Each month, Block By Block ambassadors remove multiple abandoned, damaged, or misplaced safety cones and A-Frames from the sidewalks, and work with DPW to coordinate a pick-up for them. With the assistance of Team Leads and ambassadors, the Block by Block team used this month's cleanup as an opportunity to train new hires on the proper reporting and removal protocols for any abandoned cones and signages. In the month of April, the team removed a total of 100 abandoned safety cones, as well as 40 a-frames from the streets.

TerraCycle Reactivation

In collaboration with the Union Square Alliance, the clean and safe ambassador team previously installed approximately 30 TerraCycle cigarette recycling units throughout the district. The TerraCycle program began in 2017, however, due to closed businesses during the pandemic, ambassadors reported very little use of these sidewalk recycling units, as well as damaged or missing units. The Alliance purchased new ashtray units and is re-organizing strategic placement. Ambassadors collect and send the discarded cigarette butts to the TerraCycle recycling plant for processing where the waste is repurposed into various products such as plastic pallets.

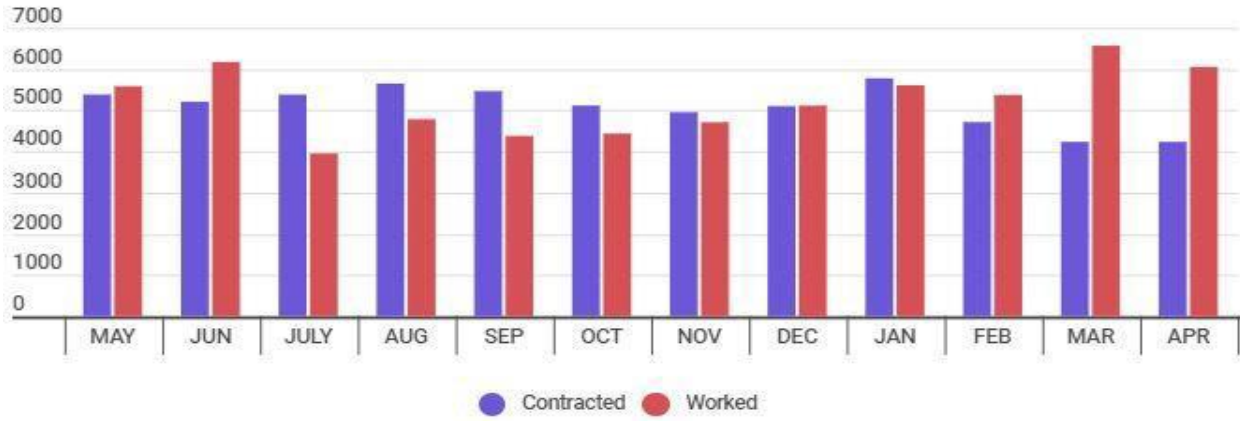
Charted Statistics & Overview

Dashboard

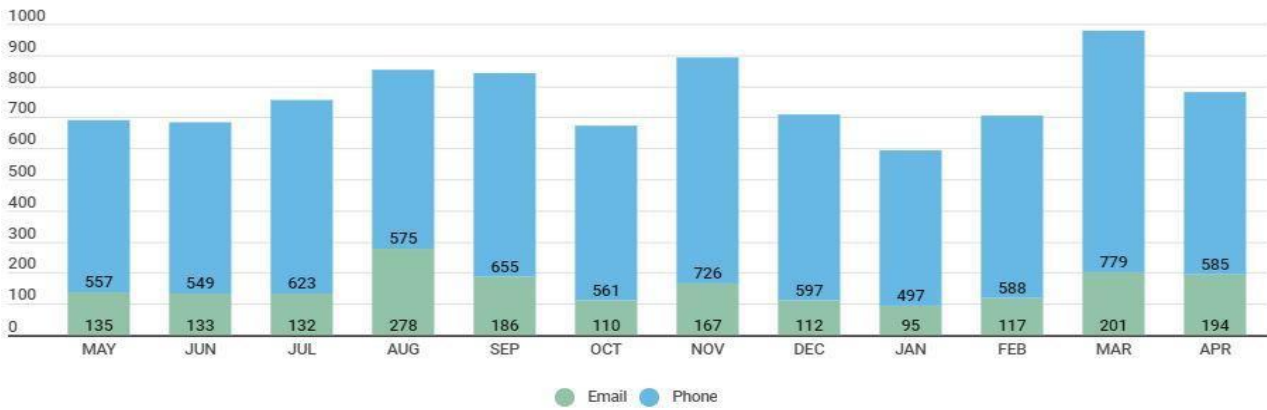


2021	2022	Overview
2,320	1,712	Hospitality Interactions: Decreased by -26%. The Hospitality Department was down one Ambassador. Due to this factor, the statistics decreased.
2,803	1,672	Graffiti Removal: Decreased by -40%. The addition of more Cleaning Ambassadors and increased police in the district has allowed us to better monitor and prevent higher numbers of graffiti.
48,375	56,650	Litter Removal Total (x10): Increased by 17%. In 2022, we have an all-time high of ambassadors. This has allowed us to collect more garbage throughout the district.
5,688	6,878	Cleaning Requests: Increased by 21% As the Union Square area starts to open closer to its normal business hours, more requests and opportunities for cleaning have occurred. With higher staffing levels, we are able to record higher numbers than 2021.
6,493	4,071	Quality of Life Calls: Decreased by -37%. In combination with increased SFPD presence in the district and being down one Hospitality Ambassador, we have lower numbers to report for 2022.
781	653	10B Incidents: Decreased by -16%. SFPD has had staffing issues which has caused a decrease in our 10B incidents.

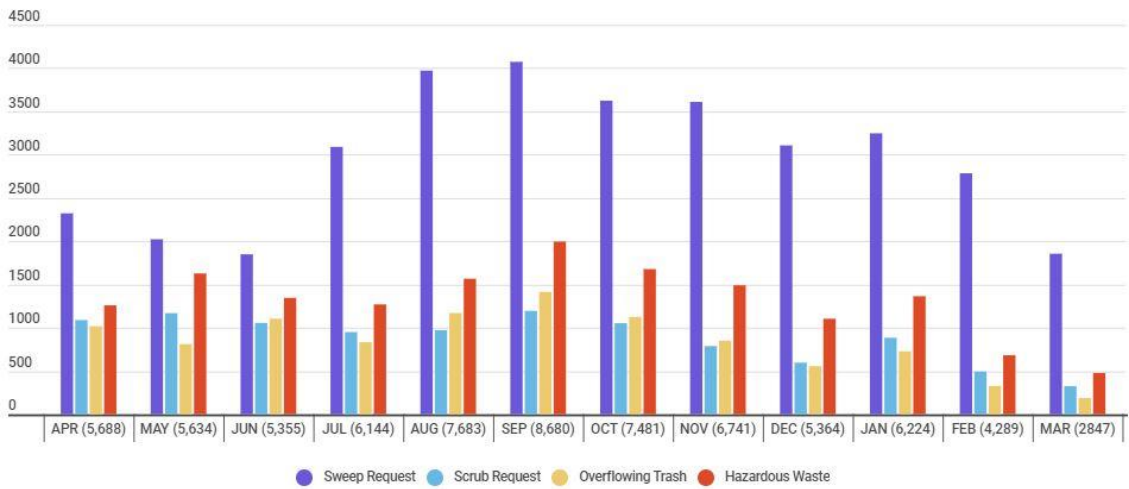
Contracted Hours vs Worked Hours



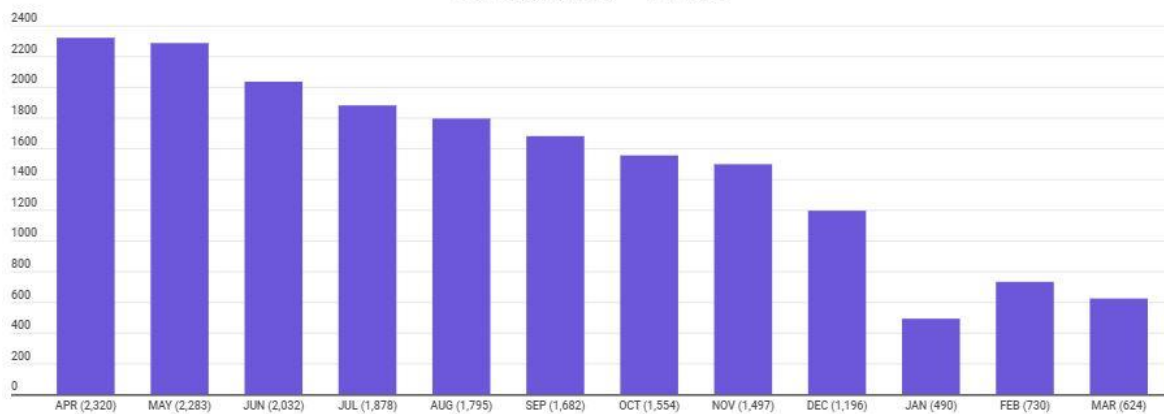
Calls for Service by Type



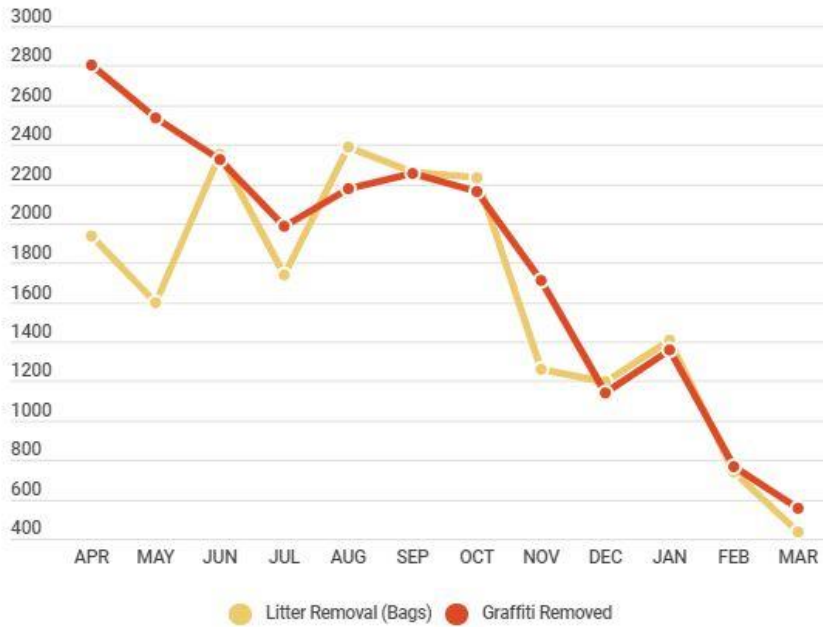
Cleaning Requests



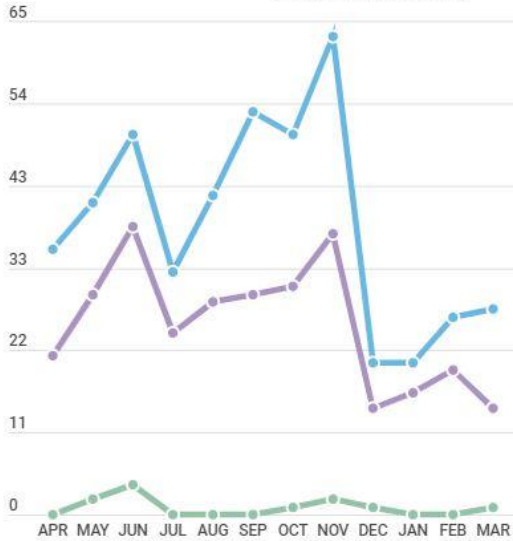
Directions - Total



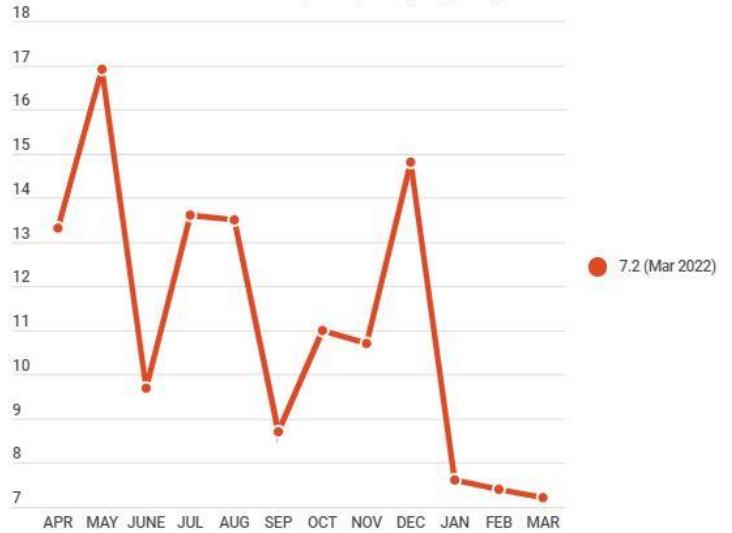
Litter & Graffiti Removal



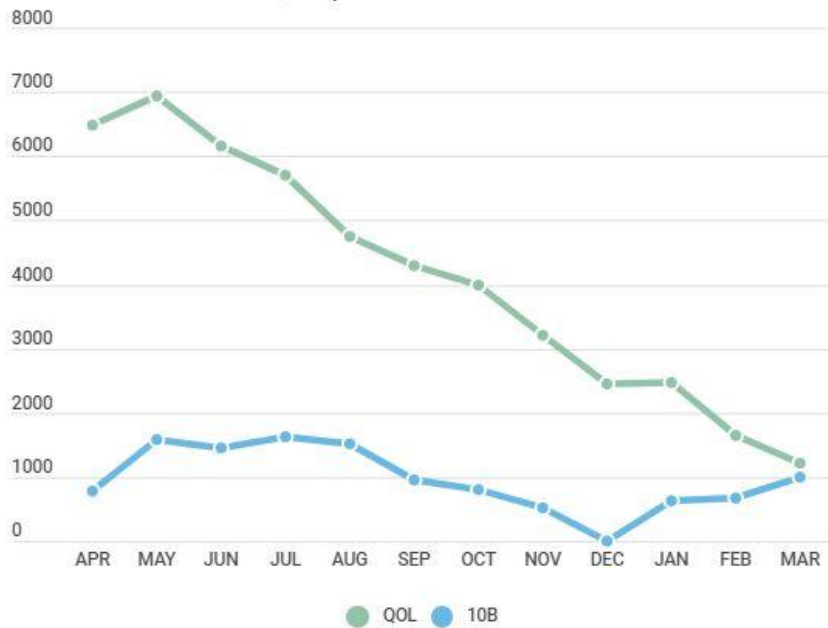
Security Camera Metrics



Cameras per Request (Complexity)



Quality of Life and 10B Incidents



Statistics and Data

Past 12 months	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	Totals
Directions - Cleaning Ambassadors	1,006	1,132	942	791	1,030	1,018	985	968	797	816	360	1,097	10,942
Directions - Hospitality Ambassadors	846	672	730	829	444	395	416	372	347	221	263	596	6,131
Directions - Safety Ambassadors	468	479	360	258	321	269	153	157	52	21	1	19	2,558
Drunk and Disorderly	1,043	1,006	907	857	661	581	617	490	323	386	178	255	7,304
Graffiti Removed - Total	2,803	2,537	2,324	1,983	2,173	2,253	2,158	1,714	1,141	1,361	557	1,672	22,676
Hazardous Waste Clean-up (human)	1,259	1,628	1,345	1,270	1,567	1,996	1,678	1,491	1,104	1,364	478	1,289	16,469
Illegal Vending - Observed	694	846	640	511	501	435	399	386	254	258	118	255	5,297
Litter/Debris/Leaf Number of Bags	1,935	1,599	2,349	1,737	2,384	2,262	2,235	1,257	1,193	1,408	436	2,266	21,061
Litter/Debris/Leaf Weight in pounds	48,375	39,975	58,725	43,425	59,600	56,550	55,875	31,425	29,825	35,200	10900	56,650	526,525
Mentally Disturbed	1,313	1,218	1,019	919	759	652	567	485	365	382	169	581	8,429
Noise Complaints (Amplified Sound)	115	45	66	62	89	91	68	45	14	1	0	12	608
Overflowing Trashcans Leveled	1,017	811	1,105	833	1,171	1,415	1,125	851	556	728	188	992	10,792
Panhandling - Aggressive	565	811	806	753	579	419	394	305	216	245	69	666	5,828
Safety Escorts	246	210	228	189	173	190	156	94	42	23	20	33	1,604
Safety Hazards - Needles	1,025	1,135	976	980	828	834	812	485	395	488	143	997	9,098
Scrub Requests	1,089	1,169	1,056	950	972	1,195	1,053	788	596	884	325	1,114	11,191
Sit/Lie/Sleep Non-Comply, Police Notified	109	595	572	419	413	371	349	285	234	267	154	679	4,447
Sit/Lie/Sleep; Comply	1,444	1,395	1,219	1,290	1,068	1,060	951	745	626	522	303	1,295	11,918
Sweep Requests	2,323	2,026	1,849	3,091	3,973	4,074	3,625	3,611	3,108	3,248	1856	3,483	36,267
Trespass/25 MPC	1,210	1,029	928	885	688	690	647	366	421	403	232	328	7,827

Highlights

In Memory of Joey Chapman

It is with a heavy heart that all of us at the Union Square Alliance and Block by Block are paying our respects to one of our own. Mr. Joey Chapman passed away at his home in April. He worked here in San Francisco since October 10, 2018; starting out as a Cleaning Ambassador and was later promoted to Hospitality Ambassador. He could not have been happier about his new promotion and always had a smile for those around him.

We will miss you greatly Joey. 10-4!



April Ambassador Awards

Hospitality Ambassador Michelle Quecke was presented with our Ambassador of the Quarter Award for the first quarter of 2022. Michelle began working with Block by Block in November of 2020. Being one of our most proficient hospitality ambassadors, Michelle has a fantastic attendance record and continues to go above and beyond the expectations of her position. Michelle has proved herself to be a real asset to our team. Great job and congratulations, Michelle!



Back-up Team Lead

In an ongoing effort to maintain a rewarding work culture, Block by Block's management team is promoting from within. The management team has elected cleaning ambassador Justin Garcia for leadership training in April; his training will continue into the month of May. Having Justin as an additional Team Lead will ensure there is sufficient staffing in place in the event that backup supervision is needed. Justin will continue working primarily as a cleaning ambassador while he prepares for his leadership role.





Legion Corporation Overnight Security Patrol

Narrative summary:

In the month of April, we continue to put forth our best effort to address issues facing the district. Majority of our encounters relate to quality-of-life issues. We continue to be on the lookout for graffiti, vandalism, as well as people rummaging through toters. Legion Patrol Officers continue to be vigilant in their surroundings as they look to deter and prevent as much crime as possible. We look to accomplish this by combining foot patrols with vehicle patrols to allow for more ground coverage within the district. Majority of encounters involve subjects loitering in front of doorways, who often appear to be under the influence of narcotics or are actively using narcotics. Once we make contact, we notify them of their violations and inform them of services available. Majority of people comply and do not have an issue with leaving the area as they gather their paraphernalia and belongings prior to leaving the district. After the encounters, we notify the Union Square Alliance ambassadors who promptly respond and assist with cleanup. This type of team work and productivity help make the Union Square area cleaner and safer for everyone.

Monthly Highlight:

On Thursday, April 28th at 0220 hours, Legion Patrol Officers Mam and Acosta were patrolling the 100 block of Powell when they observed 4 subjects loitering in front of 167 Powell (Lids). Legion Officers connected with the suspicious individuals who were possibly planning to burglarize the store. It should be noted there have been multiple break-ins in the past regarding this location. After a brief encounter, the subjects left the area without any incident.



Trespassing Advisement Before & After



Legion Corporation Overnight Security Patrol

2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aggressive Panhandling	0	8	8	10									
Assault	0	0	0	0									
Burglary	0	0	0	0									
DUI	0	0	0	0									
Human Trafficking	0	0	0	0									
Illegal Dumping	5	27	10	14									
Indecent Exposure	4	19	14	11									
Mentally Disturbed	30	40	31	38									
Narcotic Use	30	46	30	17									
Noise Violation / Disturbing the Peace	10	30	15	8									
Open Container	2	11	9	11									
Property Damage	0	8	0	3									
Public Intoxication	0	31	6	17									
Selling w/o Permit	14	3	1	0									
Shop Lifting	0	0	0	0									
Sit/Lie Violation	75	149	391	386									
Theft	0	0	0	0									
Threats	0	0	0	0									
Traffic or Parking Violations	0	0	0	0									
Trespassing	310	308	247	237									
Vandalism	5	5	1	0									
Miscellaneous (Passing Calls)	1638	2804	2995	2544									
Totals:	2123	3489	3758	3296									

Before and After Photos

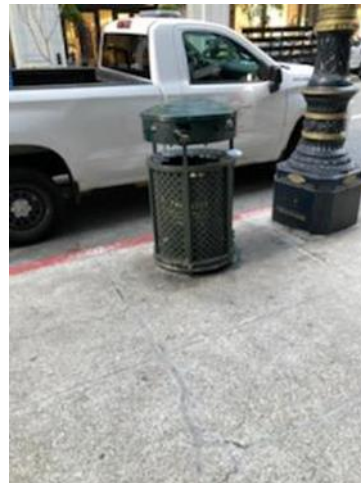
Before



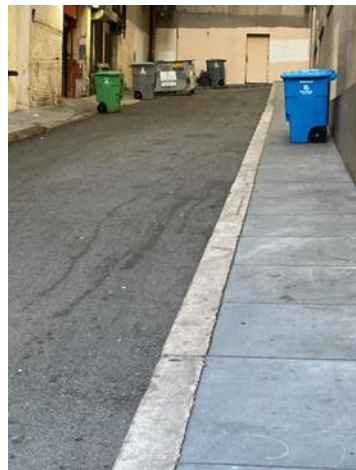
After



Powell & Ellis



Post St.



Harlan Alley