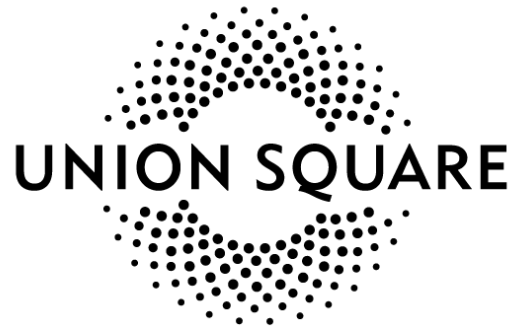


Operations Report

Union Square Business Improvement District

February 2021



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT



Overnight Ambassador Progress

Since the inception of the USBID overnight ambassador program, the clean and safe team has been instrumental in preventing a host of break-ins and other criminal activity throughout the District. The team has also been contributory in assisting SFPD and Legion with multiple apprehensions of persons of interest and alleged suspects. Overnight ambassadors coordinate with USBID member services in a group effort to observe and report district issues and provide a visible deterrent during the overnight hours.

Block By Block Executive Visit

Block by Block Vice President Derreck Hughes visited the Union Square Business Improvement District at the beginning of the month. During his visit, a District walk was conducted with Operations Director Karl Bijan. Topics of discussion included new ideas and concepts that might help improve the flow of overall operations. Karl and Derrick discussed innovative operations implementations that some of our other accounts are utilizing, and additional services we may provide the USBID, including a more proactive role in bus shelter maintenance, particularly washing the SFMTA muni shelters' rooftops. Derrick also took the opportunity to meet with USBID staff members as well as the clean and safe team.

New Towable Utility Cart

The USBID clean and safe team is consistently modifying, fine-tuning, and implementing new and innovative procedures, equipment and ideas to better serve the customer. We recently added a towable trash utility cart to our overnight ATLV vacuum services. The utility cart has a capacity of 1,200 lbs. and is towed behind the all-terrain litter vacuum (ATLV). For safety, the cart has been fitted with reflectors and flashing safety lights. Our ATLV operator is able to carry a 30-gallon trash bin, dust pan, and broom to sweep up any refuse that cannot be vacuumed. In addition to the trash bin, there is ample room for random cardboard or illegally dumped bags of debris that the driver may encounter during their route. The cart has made a significant impact as to ensuring our ATLV services are more efficient and productive.

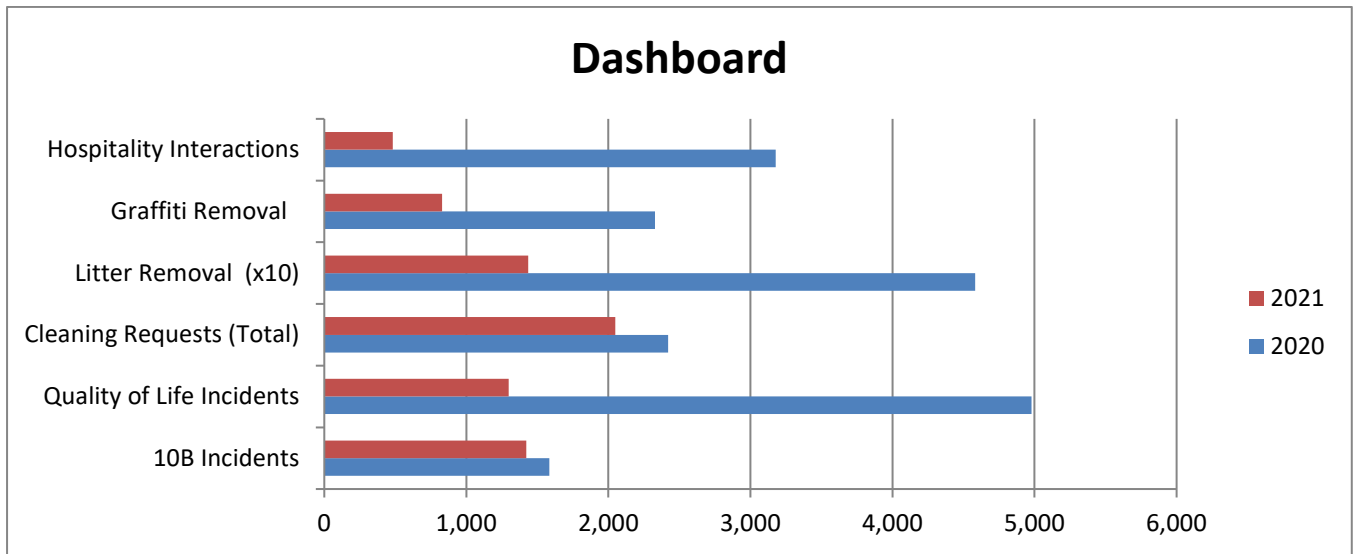
Heart's In Union Square

During February, The Hearts in San Francisco series were publicly displayed in the historic Flood building windows at Market and Powell. The Heart sculptures series, will also be exhibited in Union Square Park from February through October 2021. Several local artists designed the Hearts. The clean and safe team is taking precautions to monitor USP sculptures, ensuring the art remains secure and preventing any vandalism. Select Hearts will be auctioned at the 'Hearts in SF' virtual fundraiser.

Big Belly Maintenance

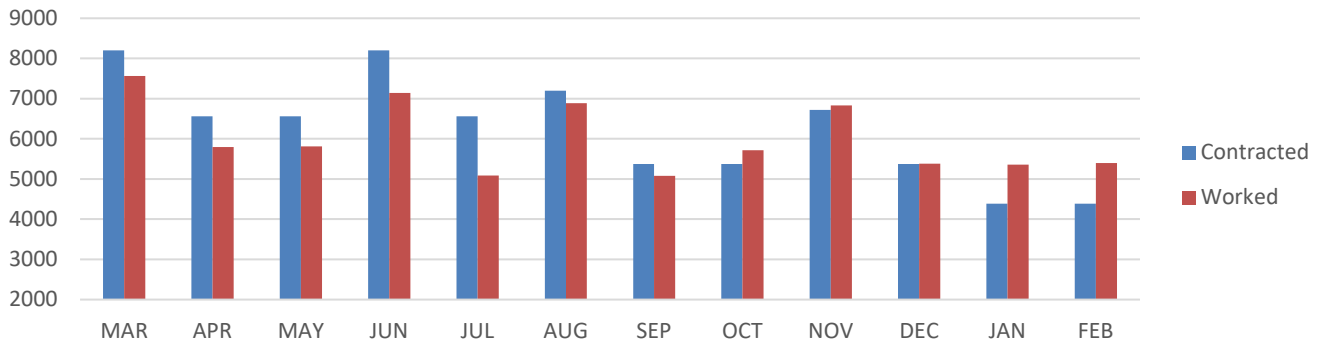
The clean and safe team has coordinated with USBID staff to find judicious solutions to mitigate issues such as vandalism, graffiti, broken door locks, and stolen ashtrays. Early last spring, the clean and safe team introduced a larger cable system that would replace the smaller wire cables originally installed to secure the aluminum ashtrays. A Big Belly audit conducted near the first of the month indicated four missing ashtrays out of 37 units. Clean and safe ambassadors replaced and secured the four missing ashtrays and continue to monitor the units.

Charted Statistics & Overview

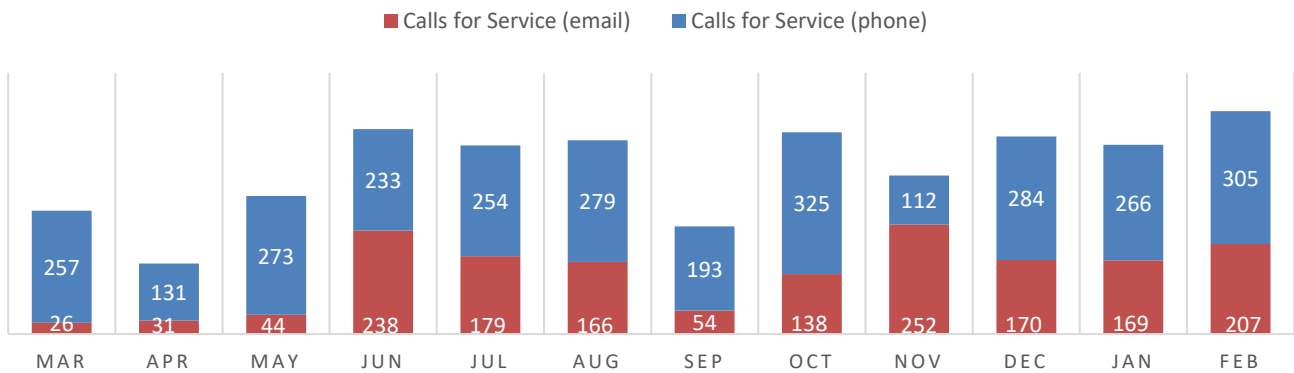


2020	2021	Overview
3,177	481	Hospitality Interactions: Due to ongoing training of the new data platform District 360, and the lack of data entries by ambassadors, comparative totals can't be accurately analyzed.
2,327	830	Graffiti Removal: Due to ongoing training of the new data platform District 360, and the lack of data entries by ambassadors, comparative totals can't be accurately analyzed.
45,825	14,350	USBID Ambassador Litter Removal Total (x10): Due to ongoing training of the new data platform District 360, and the lack of data entries by ambassadors, comparative totals can't be accurately analyzed.
2,420	2,048	Cleaning Requests: Due to ongoing training of the new data platform District 360, and the lack of data entries by ambassadors, comparative totals can't be accurately analyzed.
4,979	1,299	Quality of Life Calls: Due to ongoing training of the new data platform District 360, and the lack of data entries by ambassadors, comparative totals can't be accurately analyzed.
1,585	1,422	10B Incidents: Decreased by 10% . Totals remain constant with last year's totals. Officers recorded fewer interactions in the tracked stats categories with a significant decrease in panhandling by 41 incidents.

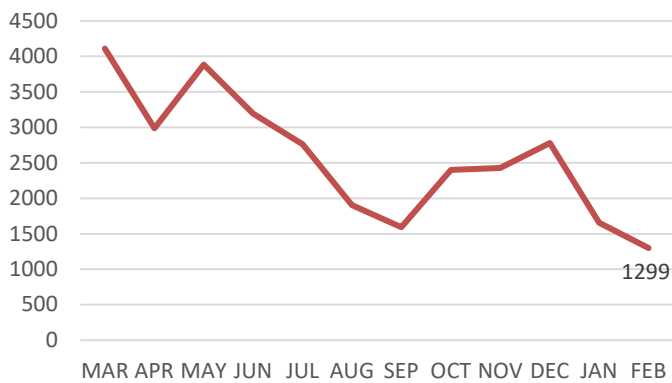
Worked vs. Contracted Hours



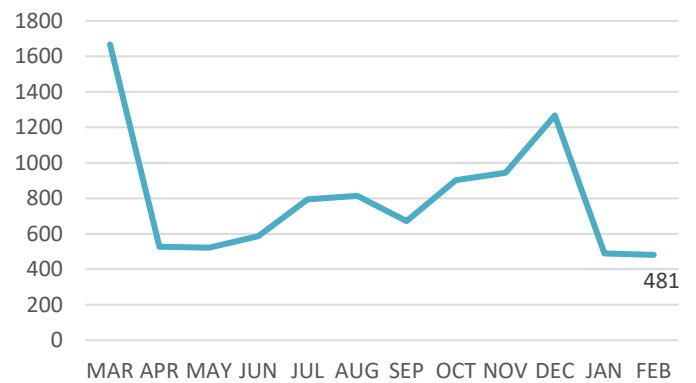
Calls for Service by type



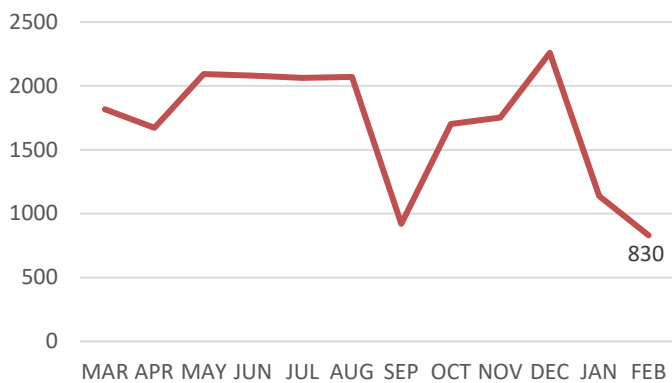
Quality of Life Incidents



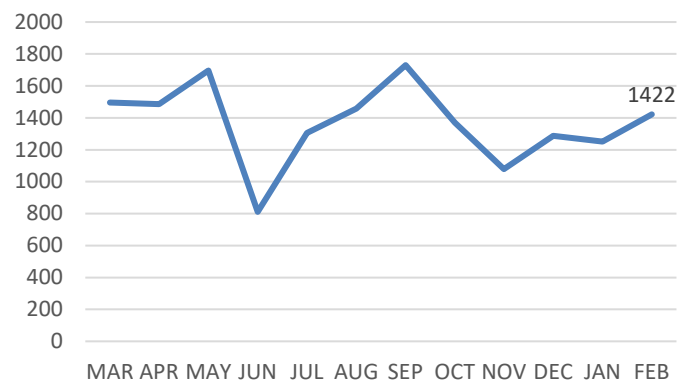
Directions Provided



Graffiti Removed

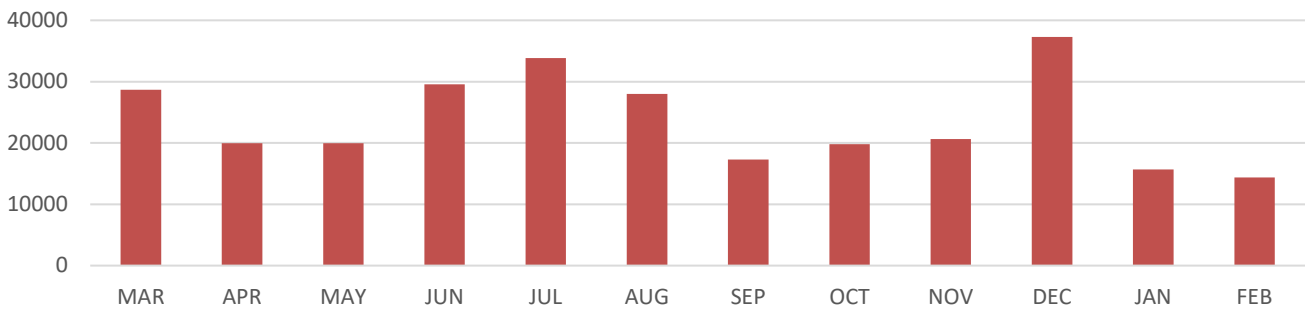


10B Incidents

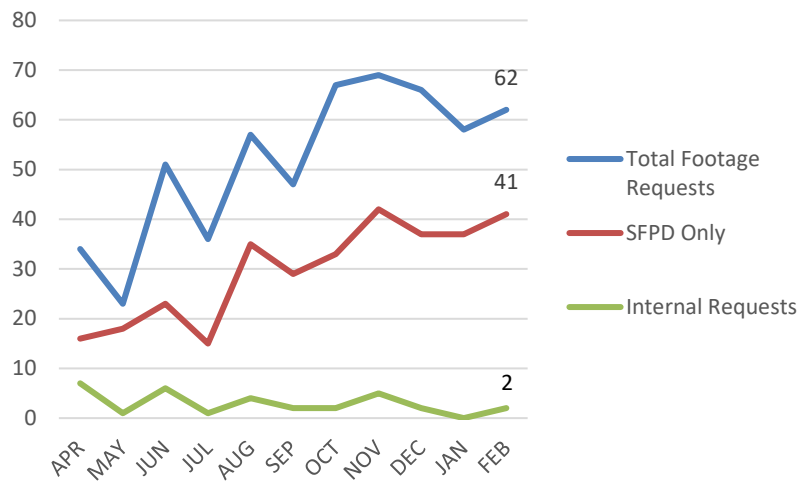


USBID Litter Collection Total

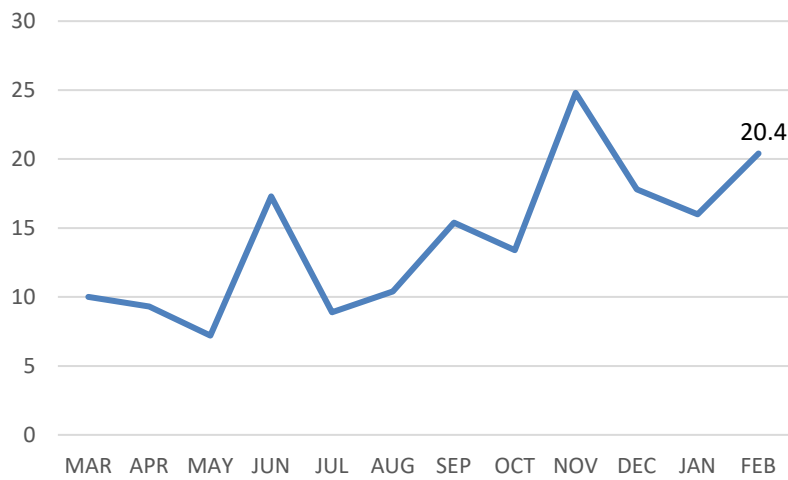
■ Litter/Debris/Leaf Weight in pounds



Security Camera Metrics for 2021



Cameras per Request (Complexity)



Statistics and Data

Past 12 months	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Totals
Directions - Cleaning Ambassadors	857	308	303	360	531	469	384	347	402	564	150	249	4,924
Directions - Hospitality Ambassadors	227	72	55	72	71	127	157	224	166	159	178	113	1,621
Directions - Safety Ambassadors	583	147	163	155	192	218	130	332	376	543	162	119	3,120
Drunk and Disorderly	215	330	328	373	148	117	139	145	68	177	12	13	2,065
Graffiti Removed - Total	1818	1673	2093	2080	2062	2071	919	1702	1751	2259	1138	830	20,396
Hazardous Waste Clean-up (human)	1186	995	880	932	1082	893	588	634	801	998	569	715	10,273
Illegal Vending - Observed	31	5	17	23	36	41	15	20	20	25	29	36	298
Litter/Debris/Leaf Number of Bags	1147	798	798	1183	1353	1119	691	793	826	1492	628	574	11,402
Litter/Debris/Leaf Weight in pounds	28675	19950	19950	29575	33825	27975	17275	19825	20650	37300	15700	14350	285,050
Mentally Disturbed	637	338	631	612	379	227	148	423	465	301	37	28	4,226
Noise Complaints (Amplified Sound)	20	20	28	14	30	16	21	13	21	29	6	9	227
Overflowing Trashcans Leveled	372	183	193	295	379	364	222	352	331	557	174	141	3,563
Panhandling - Aggressive	83	52	31	61	74	41	31	32	39	38	14	40	536
Safety Escorts	53	41	93	42	17	23	13	39	50	37	9	6	423
Safety Hazards - Needles	896	664	561	651	642	449	288	364	379	320	163	98	5,475
Scrub Requests	351	220	242	300	286	409	314	448	266	381	219	229	3,665
Sit/Lie/Sleep Non-Comply, Police Notified	555	465	567	529	522	381	274	361	388	658	298	516	5,514
Sit/Lie/Sleep; Comply	1807	1205	1442	1030	1151	817	671	924	884	929	1203	614	12,677
Sweep Requests	442	290	322	340	437	458	274	276	355	642	957	893	5,686
Trespass/25 MPC	762	571	810	533	423	266	292	475	542	684	59	43	5,460

Highlights

Ambassador of the Month

Block by Block is pleased to present pressure washer Joel Springer with the ambassador of the month award. Joel is new to our overnight pressure washing program and has been on the team for only a few short months. His eagerness to get the job done, combined with his focus, willingness to go the extra mile, excellent attendance, and effective communication skills, earned him a \$25 gift card and accolades from the BxB management team. Keep up the good work, Congratulations!



New Paint Sprayers

Since the COVID-19 shutdown, when we saw the plywood facades going up all around the USBID, the clean and safe ambassadors have been tackling substantial amounts of reoccurring graffiti throughout the district. The Clean and safe management team revisited current graffiti removal processes to improve the efficacy and speed at which the clean and safe team can clear the unwanted tags on structures throughout the district. A preliminary pilot was initiated with one commercial paint spray gun. The results were such that three more sprayers were purchased and implemented into the graffiti removal process. Graffiti abatement is faster and more efficient when it comes to time management, allowing the ambassadors to clear more graffiti in a shorter amount of time.



USBID Holiday Lighting Comes Down

During the week of Feb 25, holiday light vendor Lighting Pros removed holiday lighting on Maiden Lane and at Union Square Park. USBID clean and safe ambassadors also removed holiday lighting from the Powell Street trees between Market and Ellis streets, near the cable car turnaround. USBID holiday lighting was left up for an extended period this year to bring more visitors to Union Square and cast a bit more cheer amidst the ongoing COVID-19 crisis.





Legion Corporation Overnight Security Patrol

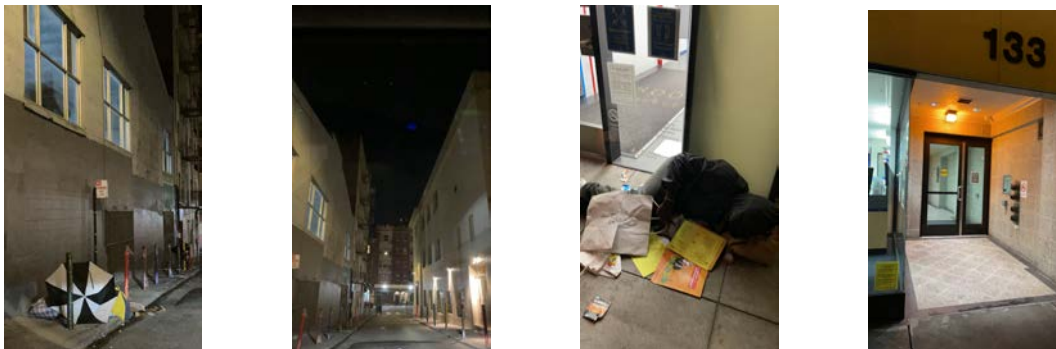
Narrative summary:

In the month of February, we continued our efforts to locate and prevent burglaries within the District. Increasing our security presence while focusing on suspicious persons and vehicles is key as we look to prevent and identify commercial spaces from being targeted by vandals and burglars alike. We also have continued to perform building checks in the form of passing calls; looking for any signs of vandalism or if any doors and windows have been breached. Attention to details is key as we look to identify any problems with buildings in the USBID.

Trespassers Violating 25 MPC continues to be a problem as individuals attempt to block doorways and exits of buildings within the District. This number has decreased over time since the inception of Legion security but remains an issue. Preventing individuals from camping out in front of buildings and partaking in nefarious activities such as drug usage has a positive effect on overall crime reduction. Identifying trash and graffiti also has a positive effect and we are continuing to work to identify those issues and report them to the Ambassadors who assist in cleanup of such items found.

Monthly Highlight:

At approximately 0210 hours, Legion security officers Acosta and Lucas were dispatched to the 200 block of Powell regarding two suspicious individuals in front of a commercial retail store. Upon arrival they observed an unknown subject exiting through the windows of the store front. The subject had a duffle bag in hand and threw it at officer Acosta. After a brief altercation, the subject was placed under arrest by the Legion security officer Acosta. SFPD was called for assistance. SFPD arrived and took the subject into custody without incident.



Trespassing Advisement Before & After



Legion Corporation Overnight Security Patrol

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aggressive Panhandling	0	0											0
Assault	0	0											0
Burglary	8	5											13
DUI	0	0											0
Human Trafficking	0	6											6
Illegal Dumping	60	56											116
Indecent Exposure	27	25											52
Mentally Disturbed	16	52											68
Narcotic Use	51	73											124
Noise Violation / Disturbing the Peace	23	21											44
Open Container	4	11											15
Property Damage	9	7											16
Public Intoxication	17	26											43
Selling w/o Permit	0	0											0
Shop Lifting	0	0											0
Sit/Lie Violation	0	0											0
Theft	1	0											1
Threats	0	0											0
Traffic or Parking Violations	0	0											0
Trespassing	515	487											1002
Vandalism	20	19											39
Miscellaneous (Passing Calls)	1575	1168											2743
Totals:	2326	1956											4282

Notable Before and After Photos

Before



After



MASON STREET



HARLAN PLACE



ELLIS STREET