



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT

Services & Public Safety Committee

Tuesday, July 21, 2020

Zoom Meeting

9:00am – 10:30am

MEETING MINUTES

1. Welcome, Introductions & Brief Announcements

Chair of the Committee Don Thomas called the meeting to order at 9:02am. Introductions were made.

The following committee members were present: Maxine Papadakis, Orlando Torres (Gap Inc.), Steven Suen (Biscuits & Blues), Tee Chisholm (Hilton Parc 55), Wes Tyler (Chancellor Hotel on Union Square), Winnie Liao (Cushman & Wakefield), Joseph Shelley (Legion), Nic Cashman, Marcus Mirt (Recology), R. Soares (Legion), Richard, (415) 638-0539, a02202.

The following staff members were present: Karin Flood (Executive Director), Ben Horne (Deputy Director), Chris Boss (Director of Services), Karen Gagarin (Member Services Lead), Joshua Chan (Sr. Project Coordinator), Eva Schouten (Intern) and Karl Bijan (Operations Manager)

2. Public comment

Don called for public comment. Hearing none, he moved to the next agenda item.

3. ACTION: Approve Committee Meeting Minutes from May 26, 2020.

Action: As moved by Maxine Papadakis and seconded by Marcus Mirt, the committee unanimously approved the meeting minutes from May 26, 2020 with the suggested edits.

4. USBID Services Updates

a. Operations Office Update

Chris updated the committee that the landlord of 323 Geary no longer wants 24/7-



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hour services provided from his building. Therefore, the search for a different Operations office and possibly the USBID Admin staff started a few months ago. The options have narrowed down to the Flood Building and 512 Sutter Street. The final decision will be made on Thursday during the Board of Directors Meeting.

b. Union Square Gives Back Program Summary

Joshua Chan provided a summary of the Union Square Gives Back Program which has been concluded and shared some photos received from the beneficiaries. The USBID has purchased than 335 meals from 14 different restaurants in the district and supported 14 different organizations, including the SFPD, the SFFD, as well as grocery stores, pharmacies, and hospitals around San Francisco.

c. Mural Project

Chris summarized a few locations where murals have been created to beautify the district and to share hopeful and positive messaging. The lasts mural has been placed on Hotel Abri in response and support of the BLM movement.

d. Retail Prevention Committee Update

A summary of about the Retail Prevention Committee of July 6th was provided. Discussions about preventative measures, changing businesses operations to increase security, the new contact with the DA's office Mick Campbell and the riots on may 30-31 took place.

5. May/June 2020 Operations Reports

Karl Bijan directed committee members to the May 2020 and June 2020 Operations Reports. Services updates regarding more overnight security, and updates about the increase of graffiti in the district were provided. Karl also highlighted the statistics of the clean and safe of 20-21FY, the new smart system which is in place to enhance communication, district landscaping and beautifying projects and the on the spot rewards system which was implemented to uplift the spirits of the ambassadors.

6. Committee Updates

a. 2020 USBID Program Evaluations Results

A summary of the evaluation results and recommendations on behalf of the USBID were provided. The evaluations were in a response to review the increased amount of



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services and to ensure our promised services are up to desired standards. The overall conclusion was that all the equipment and staffing needed to comply with the USBID Management Plan are in place. However, it is recommended to increase supervision as the level of services decrease to unacceptable levels when staff members are left unsupervised. It was also recommended to have continuous audits of the services to ensure the level of services remain up to standard.

b. Services Updates and Changes for 20-21FY

Ben updated the committee that due to budget cuts because of the Shelter in Place the USBID were forced to make a 10% decrease in the overall budget to avoid deficit. The following recommendations were made to scale back the costs of the services without affecting the level of services.

- 10B Hours – Discussion and Action to revise 10B shifts from 2 – 10-hour shifts to 2 - 8hour shifts while maintaining coverage from 7am-11pm daily.

ACTION: As moved by Don Thomas and seconded by Wes Tyler, the committee unanimously approved to reduce the overnight shifts to 2 - 8-hour shifts.

- Overnight Security – Discussion of reducing Legion patrol from two guards to one (2 days/week) and Action to recommend to Board of Directors to approve beginning August 1, 2020

ACTION: As motioned by Don Thomas and seconded by Marcus Mirt, the committee unanimously approved to recommend reducing Legion patrol to Board of Directors from 2 to 1 guard (2 days/week)

- Block by Block Budget 20-21FY – Discussion of the Block by Block proposals and options and Action to recommend to Board of Directors to approve Block by Block proposal for the 20-21FY

ACTION: As motioned by Steven and seconded by Marcus Mirt, the committee unanimously approved to recommend to Board of Directors to approve Block by Block proposal for the 20-21FY



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c. **Security Camera Updates**

- Applied Video Solutions (AVS) – Discussion of the AVS proposal and Action to recommend to Board of Directors to approve AVS proposal beginning August 1, 2020

ACTION: As motioned by Maxine Papadakis and seconded by Don Thomas, the committee unanimously approved to recommend to Board of Directors to approve AVS proposal for the 20-21FY

- LPR Camera Installations

Chris updated the committee that preliminary outreach has been done for the License plate readers (LPR) cameras. One LPR camera has been installed and a few are in the process. A total of 12 will be installed throughout the district. With feedback of the initial LPR cameras will be installed at the southwest portion of the district.

- New Camera Installations

New security cameras have been installed at the Post Hotel which provides coverage from Taylor to Post. A camera is being installed on 180 O'Farrell, Hotel Nikko has confirmed to move forward with the project, and we are waiting for confirmation at 420 Taylor.

d. **New Big Belly Units Installed**

Chris updated the committee that 10 new Big Bellies have been installed creating a total of 37 Big Bellies in the district. The additional Big Bellies have been placed strategically in district 6 and 3.

e. **Nextdoor**

Chris informed the committee that Townsquared used to be an online platform we used to send alerts of issues in the district. However, this platform has been removed and USBID will replace use with Nextdoor. Nextdoor is most suited for our needs. Alerts can be sent out to overnight security and businesses can communicate efficiently with each other and update Member Services. The next step will be to put together a plan of implementation and get businesses to sign up.

7. Adjourn—10:39am