



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT

Services Committee Meeting

Tuesday, July 23, 2019

Union Square Business Improvement District

Conference Room, 323 Geary Street

San Francisco, CA 94102

9:00am - 10:30am

MEETING MINUTES

1. Welcome, Introductions & Brief Announcements

Don Thomas, Committee Chair, called the meeting to order at 9:00am.

Introductions were made; the following committee members were present:

Al Smyth (Clift Royal Sonesta Hotel), Anna Balta (Clift Royal Sonesta Hotel), Delondo Lemon (Hilton Parc55), Donald Thomas (Club Donatello), Euan Taylor (Clift Royal Sonesta Hotel), Jordan Buckley (Paramount Hotels, Inc.), Christine Torrington (M. Christine Torrington Photography), Marcus Mirt (Recology), Maxine Papadakis, Ramiro Alvarez (Recology), Kelly Powers (Hotel Council), Nancy Wong (SFPDW), Matt Conor (Salvatore Ferragamo), Wes Tyler (Chancellor Hotel), Jason Smith (JLL), and Mike Morelli (77 Maiden Lane).

The following members of the San Francisco Police department were present: Anthony Randolph (San Francisco Police Department), Carl Fabbri (San Francisco Police Department), and Marc Chan (San Francisco Police Department)

The follow staff members were present: Karin Flood (Executive Director), Benjamin Horne (Deputy Director), Chris Boss (Director of Services), Karl Bijan (Block By Block), and Isabella Hershey (Intern).

2. Public comment

Maxine Papadakis alerted the group that there was a break in at 181 O'Farrell. Don Thomas announced that Lunch on the Lane is continuing through October.



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT

3. **ACTION: Approve Committee Meeting Minutes from 5/21/2019**

Committee members were directed to review the meeting minutes included in their packet.

Action: As moved by Don Thomas and seconded by Jordan Buckley; the committee unanimously approved the meeting minutes from 5/21/19 as presented.

4. **SFPD Union Square Area Updates & Reports**

a. **Central Station Updates**

Marc Chan announced that there has been an uptick in retail theft recently. The San Francisco police Department has an analyst that sends out weekly statistics for those that are interested in getting these. He advised everyone to just be hyper aware of what is going on around them and urged people to call with anything, even mildly, concerning that they see. Karin Flood stood to say that a San Francisco Police Department Ambassador Program will be starting and that funding for 1 year (as a pilot) has been guaranteed. These will be retired police officers on the streets from 11am-9pm Tuesday-Saturday. Starting January 2020 there will also be overnight security provided by the Union Square Business Improvement District.

b. **Tenderloin Station Updates**

Carl Fabbri reported specifically in the Tenderloin violent crime has been down by roughly 14% and city-wide violent crime has been down approximately 15%. There have been 61 guns taken off the street as of July 22nd, 2019 for the 2019 year so far.

5. **Committee Updates**

a. **Renewal 2019 and Timeline of Services Implementation**

Karin Flood told the group that there was a 70% voter turnout for the renewal with 85% of voters in favor of the BID's renewal. Moving forward the BID plans to maintain its current staff of about 30 full time employees with a 3% increase in pay (with the intention of giving these employees a further raise in the future). In November the BID plans on increasing the night shift to 4-5 cleaning and 4-5 safety ambassadors. In addition to the physical staff, the BID will be leasing an overnight sidewalk sweep cleaner that will help the BID's cleaning staff gauge better how much trash is on the street. Karl Bijan assured everyone that the people manning this vehicle will be sent to



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT

do training in Oakland to learn how to drive it and how to deal with people that may get in the way of the vehicle. Ben Horne said that the BID is waiting for funding to start some of these services and that most should be starting on November 1st with increases in the 10B officer, overnight security, and overnight camera monitoring. Steven Suin, with Biscuits and Blues, stood to alert the committee of an issue going on in Derby Alley where people are bringing trash cans back to his alley and loading the contents inside of the trash can into a truck that then takes it away.

b. Union Square BID Garbage Management and Lock Pilot Program

Chris Boss announced the new garbage lock pilot program that will be tested on 5 different locations around Union Square that will hopefully deter people from digging through these trash bins because they (ideally) will not be able to. Boss also mentioned that a new trash bin may be tested out as well.

c. Union Square Cares Discussion Regarding Miracle Messages Extension from Sep 2019-June 2020

Ben Horne reminded the committee that the Miracle Messages partnership with Union Square Cares began October 2018. With the new fiscal year, the USBID plans on re-evaluating the Union Square Cares program and how to better it. With this, the Miracle Messages outreach may be switched from once a month to quarterly as it is roughly \$5,000 a month as of now. Changing the outreach to quarterly would save the BID a good amount of money.

d. Security Camera Program Update

Chris Boss announced that 3 new cameras have been added which makes the Union Square district now 60% covered, though the BID is still aiming for 100%.

e. DISCUSSION Regarding Internet Service Provider Wiline and Proposal Review and ACTION to Approve New Agreement

Ben Horne and Chris Boss discussed the favorable pricing that Wiline has granted the bid in the past (\$134 a month per location) and the support they have given at the Annual Lunch, though the current contract is still being negotiated. The only competing network is Monkey Brains, but they would not offer the BID a proposal, just a blanket price list. With Wiline, it would be a 3 year deal with a service level agreement.



UNION SQUARE
BUSINESS IMPROVEMENT
DISTRICT

Action: As moved by Wes Tyler and seconded by Delondo Lemon; the committee unanimously approved a new contract with Wline.

f. DISCUSSION Regarding Big Belly Program and Possible ACTION to Approve Big Belly New Agreement

The BID's Big Belly contract has been on for 3 years and the price has been in a process of negotiation.

Action: As moved by Mike Morelli and seconded by Kelly Powers; the committee unanimously approved a new contract with Big Belly.

g. DISCUSSION Regarding AVS Maintenance Contract and ACTION to Approve New Agreement

AVS has granted the BID a 50% discount on services moving forward.

Action: As moved by Mike Morelli and seconded by Maxine Papadakis; the committee unanimously approved a new contract with AVS.

6. May/June 2019 Operations Reports—Karl Bijan, Operations Director of Block By Block

Committee members were directed to the two Operations Reports included in their packets. Bijan noted that there was a major increase in graffiti, but with this graffiti removal has increased by 120%. He told everyone to alert member services if they ever see anybody vandalizing.

7. Pressure Washing Program June Audit Update

Boss explained how there are 116 block faces that are pressure washed twice a week, which makes for 232 block faces each month. Bijan re-did the pressure washing schedule to make more sense so that rather than random blocks here and there, a whole group of blocks will be cleaned at the same time. Boss detailed the pressure washing recommendations and advised he will continue to conduct regular audits throughout October 31. Bijan will also be checking to make sure that people have the right technique with the pressure washing to ensure that it is done correctly and that people see a difference. The New Safe Guard Procedure provided by Block by Block was shared with the members.

8. Adjourn—10:32AM