



## **Retail Theft Prevention Meeting Committee**

August 15, 2023, 9:00am – 10:30am

Hybrid Meeting- The Marker Hotel (501 Geary Street)  
or Zoom

### **DRAFT- MINUTES**

The following attendees were present:

Amanda Nalua'i (Macys), Anthony Oropeza (Victoria Secret), Andre Lawrence (The RealReal), Ashton Hutchins (Tory Burch), Audrey Moy (SFDA), Benhur Kasemwatana (Friscostocks), Brandon Fortman (Levi's), Brandon Quam (Japantown CBD), Brian Fenwick (The Marker Hotel), Chalmer Dillar (Bulgari), Christine Lvong (Friscostocks), Darrell Nichols, Dimitri Shimolin (AVS), Donald Thomas (Club Donatello), Duane Dickson (Victoria's Secret), Eduardo Fragoso (YSL), Eric Moreno (Bath & Body Works), Ernesto Lockhart (Hilton), Fabio Prieto (Back of the House), Gabriel Reyes (Tiffany), Jacari Brown (Apple), Jeanne Collado (Macy's), John Joe Garrity (SFPD), Jose Moreno (Luxottica), Joshua Graydon (Nike), Justin Lewis (Hermes), Keban Foust (Apple), Laura Kwan-Rosebush (Back of the House), Lin Huber (Neiman Marcus), Mario Howell (Ross Dress for Less), Mark Milligan (SFPD), Mark Sullivan (Tiffany), Molly Bramsway (Swarovski), Nicholas Wimett (Loro Piana), Paul Sandberg (Neiman Marcus), Paul Nunez (Lids), Roland Tolosa (AVS), Saul Castaneda (Sephora), Tammy Brock (Lids), Taylor Enstall (Samuel Schuer), Tina Nunez Ober (SFDA), Tom Brock (Lids), Thaddeus Southall (Cartier), Thau Long (SFPD), and Zuhail Mohsini (Louis Vuitton).

The following staff members were present: Marisa Rodriguez (CEO), Ken Rich (COO), Lance Gorée (Director of Services), Tinea Adams (Block by Block), Melanie Medina (Executive Assistant), and Caitlin Keller (Intern).

Guests: Lt. Dean Hall, Officer Kwame Lovell, Officer Haven Latimore, and Officer Gary Kunaboot.

#### **1. Welcome, introductions, & brief announcements**

- a. Marisa Rodriguez called the meeting to order at 9:08am.

#### **2. Public Comment**

- a. Marisa Rodriguez called for public comment. Marisa thanked Brian Fenwick, the GM of the Marker Hotel, for his generosity in hosting this meeting. Tammy Brock shared information on the incident that occurred at Lids the previous evening and discussion followed.

#### **3. Action to approve Meeting Minutes from 4/18/23.**



- a. Action: The committee unanimously voted to approve the minutes from 4/18/23 as motioned by Mark Sullivan and seconded by Don Thomas.

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

- a. **SFPD Retired Police Ambassador**

Joe Garrity gave an update on the work of SFPD retired officers. He emphasized the importance of small businesses reporting property damage to the police regardless of the concern that a report will lead to a higher insurance rate, as a police report does not mean an insurance report must be filed. Lance Goree spoke on the nature of the Ambassadors and their services for the district.

- b. **Tenderloin Station**

No updates from Tenderloin Station were given.

- c. **Central Station**

Updates were given later in the meeting.

#### 5. Introduction- Lieutenant Dean Hall

- a. Listening Session

Lieutenant Dean Hall introduced himself to the committee as the new dedicated Lieutenant for Union Square. Working out of the Command Van, he has 10-15 officers deployed throughout the Square. He also detailed two new efforts by the SFPD – one to manage the opioid crisis and mental health and the other, a FRET team. Lt. Hall noted that if members of the district need services, they can call 911, the SFPD non-emergency number (1-415-553-0123), or

Officers Lovell, Latimore, and Kunaboot shared information about the police's work preventing and catching organized retail crime in the district, namely a thief that was caught after a robbery at Apple and a recent organized retail theft crime that was prevented. They discussed similar organized retail theft incidents in other cities and potential future organized retail crime events. They noted that the increase in police for the district has made preventing organized retail crime much easier and that they believe the situation is steadily improving.

- b. Q&A

Marisa invited the committee to have a community discussion surrounding their challenges related to retail theft and ways in which the police can improve their strategies to better serve the community.



The committee discussed a rise in juvenile theft incidents in their stores. Matt McCarthy from the SFDA noted that detaining juveniles is especially difficult so there is a higher likelihood of repeat offenders.

Mark Milligan interjected to share the status of 10A and 10B officer deployment. He emphasized Joe Garrity's earlier statement on the importance of small businesses reporting damage. He also noted that conventions in 2024 are up from the past few years.

The committee also discussed stayaway orders for repeat retail theft offenders. Lt. Hall noted that this is something business owners can ask for in the police report for a crime.

The committee also discussed better ways to communicate with each other regarding organized retail theft, as there has been a pattern of multiple hits with the same tactic in succession. The committee also inquired about the timeline of a potential online reporting system.

The committee also discussed the best practices when dealing with individuals in mental health crisis that do not leave when requested to vacate a store. Lt. Hall noted that if the employee has asked the person to leave, they may call the non-emergency police line and it will be treated as a B priority. Member services can only respond to incidents if the individual is outside rather than inside a business.

The committee also inquired about the nature of plans for consistent patrolling for SFPD officers to which Lt. Hall noted that the police department may have up to 15 officers a day, but likely has much fewer.

Marisa concluded the meeting with an emphasis on the importance of Union Square's success for the economic prosperity of the city. She also publicized the upcoming Happy Hour on Thursday August 17<sup>th</sup> from 4:30-7:30 in Union Square Park.

**6. Adjourn: 10:38am**

**a. Next Meeting: November 7<sup>th</sup>- Joint Annual Safe Shopper Meeting**