



Services and Public Safety Committee Meeting

Tuesday, May 21, 2024

9:00am–10:30am

Hybrid Meeting via Zoom and In-Person at 291 Geary Street, Suite 200

Minutes

In attendance: Joe Garrity, Lieutenant Dean Hall, Officer Latimore (SFPD), Maxine Papadakis (Resident), Joe Della Cella (Recology), Tammy Brock (Property Owner), Israel Ginez (Legion), Dimitri (AVS), and Steven Suen (Biscuits & Blues), Jordan Buckley, Wes Tyler, Lance Goree (Block by Block)

Staff: Ben Horne (Chief Financial Officer), Jason Cherniss (Director of Operations), Melanie Medina (Executive Assistant), Kristina Ghishan (Intern).

1. Welcome, introductions, & brief announcements

2. Public Comment

Jason Cherniss called for public comment. Seeing none, he moved onto the next agenda item.

3. ACTION to Approve Committee Meeting Minutes from March 2024

Action: The Services Committee minutes from March 2024 were unanimously approved by the committee as motioned by Wes Tyler and seconded by Steven Suen.

4. Committee Updates

a. Texting Member Services

Jason announced the rollout of the member services texting program, which allows users to report safety and cleaning issues via text. The program received licensing agreements, and Lance will be training staff on it. Users will receive an auto-response that opens a case in the Salesforce database and informs them when the case has been resolved. Jason encouraged the committee to test the program and provide feedback.

b. Legion/Passing Call Program updates

Jason encouraged the committee to share “hot spots” in the district that need additional attention by Legion security. Legion has been focused on improving communication between the three shifts to ensure smooth transitions between shifts and optimal coverage of the district. Legion is also transitioning to District 360, like Block by Block, to ensure accuracy in reporting and data.

c. Union Square Derby Alley working group update

Jason shared that Derby Alley is an ongoing issue that requires both short-term and long-term attention. A working group focused on the alley has been formed between Steven Suen and Don Thomas to develop strategies to tackle the parking, disorganized trash, and gate situation of the alley. Ben noted Derby Alley is not assessed by the BID.



d. Upcoming events in Union Square Plaza

Melanie announced that SF Live events are to begin at the park for summer. The first event is a happy hour scheduled for June 13th at 5pm followed by a large event on June 15th from 1pm to 9pm. All SF Live events can be found on the Alliance website.

5. March 2024 Operation Report

a. Lance Goree, Operations Manager, Block by Block

Lance reported the events Block by Block assisted with such as Tulip Day and Greek Independence Day. Regarding the services stats, there has been an overall decrease in hospitality interactions, litter removal, quality of life calls, cleaning requests and graffiti removal compared to 2023. There has been a focus of additional pressure washing along Market Street with a dedicated cleaner to that corridor. Jason added that the Alliance, Block by Block, and Legion have been having weekly meetings to address service gaps and identify areas for improvement. Discussion took place about Block by Block's electrical vehicles and the tables and chairs at Union Square Park. Lance noted that Legion has been experiencing a lower turnover rate for which he thanked Israel.

b. Israel Ginez, Managing Director, Legion Corporation

Israel introduced himself as the new Managing Director for Legion Corporation. He informed the committee that legion security has been working on formalizing passing calls. They are also exploring to make their data concise to be presentable for future operations reports. Israel shared that if the committee would like the statistics presented differently, to let him know. Legion continues to address issues proactively, with guards demonstrating attention to detail and a commitment to public safety.

c. Joe Garrity, SFPD Ambassador Program

Joe Garrity shared that the ambassadors work in the district seven days a week, Monday through Sunday, from 10:30 am to 7:30 pm. He noted high activity and foot traffic in the district following Union Square in Bloom. There have been a few issues along the border of the district closer to the Tenderloin that unfortunately the Alliance cannot address. SFPD and the retired ambassadors have been addressing these issues separately.

6. Reports from SFPD – Lt Hall and Officer Latimore (Central Station)

Lieutenant Dean Hall shared that the gator is back for the long term and can be used for special events. He reported that property crime has decreased by 32% and violent crime by 14% from last year to this quarter. Excluding COVID-19, there has been a trend of declining crime over the past few years, with overall crime down and fewer active crews citywide. The department has been focused on addressing encampments in the district and a special focus on alleyways. Additionally, there have been complaints about sidewalk moped riders and electric bikers, which have increased due to mobile delivery services. In response, an enforcement operation issued 30 parking citations in one month. Discussion followed regarding street vendors and double-parked vehicles.

Officer Latimore then shared information about the Flock license plate reading camera system. This system detects cars used in crimes and reports them to officers in real time, providing photos of the



vehicles. They are setting up 1,000 cameras across the city. They are gradually rolling out the cameras and have just installed one in Union Square, which is now operational. This system will assist with automating the process instead of solely relying on human intervention.

7. Discussion regarding Bigbelly program, grant and status.

Jason shared that the Alliance has been awarded a grant from the city to address issues with the fleet of the Big Bellys. He and Ben are working with Big Belly to start improving the fleet with cosmetic and operational improvements. Of the 52 Big Belly bins, 45 are now on the street, and they are working on getting the necessary approvals to initiate payment for the work. Jason encouraged anyone with thoughts or concerns to contact him. Ben added that the city grant has been promised, and they are going through the legal process to finalize it. In the meantime, they are putting together an audit for the Big Belly bins.

8. Security Camera program updates

a. LPRs

Dimitri from AVS announced that the Alliance currently has approximately 16 camera locations capable of automation. The Alliance will need to create a policy that effectively outlines data retention and the duration for which plate data is stored. Once this policy is in place, the data will be shared with the SFPD. The technologies of LPR and the Flock systems are complementary, enhancing the ability to analyze and corroborate data. The current camera network supports the Flock deployment and the automation of license plate capture, providing a more complete picture of incidents. The Flock deployment relies on solar power, which can be affected by shade, so they are working with the SFPD on strategies to ensure no blind spots in downtown areas where Flock would not be a full-time solution. Dimitri and Jason then spoke on creating an FAQ about the camera systems to educate others.

b. Additional cameras.

Jason shared that there are several projects underway for additional cameras in the district. Dimitri shared that the installation at the Flood Building just received approval for the newest system and is expanding coverage on the Powell Street side. Several proposals are going through a refresh, including locations at 720 Market Street, the Burberry store at 110 Geary Street, the Emporium, and 167 Powell Street, which are in the queue.

9. Upcoming Events and Meetings:

- a. Board of Directors Annual Meeting- May 23, 2024, at 9am- Marriott Union Square

10. Adjourned: 10:19am