



Services and Public Safety Committee Meeting

September 26, 2023, 9:00am – 10:30am

Hybrid Meeting

MINUTES

The following attendees were present: Don Thomas (Donatello Building), Officer Lovell (SFPD), John Joseph Garrity (SFPD), Joe Della Cella (Recology), Ricky Soares (Legion), Tinea Adams (Block by Block), Tammy Brock (Lids), Tom Brock (Lids), Steven Suen (Biscuits & Blues), Lt. Dean Hall, , Lt. Mason (Tenderloin Station), Brenna Carrick, Wes Tyler, Semu One Bear (Block by Block) and Jordan Buckley.

The following staff members were present: Ben Horne (CFO), Ken Rich (COO), Lance Goree (Director of Services), Melanie Medina (Executive Assistant), and Caitlin Keller (Intern).

1. Welcome, Introductions & Brief Announcements

- a) Don Thomas called the meeting to order at 9:02am. Don noted the absence of a representative from DPW, expressing the need to see them involved in the Services committee again. He also gave positive feedback regarding the TAAF Over The Edge event from the previous Saturday.
- b) Brief Overview of the Agenda/Key Points
- c) Upcoming Key Dates:
 - i. Bloom Finale and Bloomies, October 14, 2023.
 - ii. Safe Shopper – November 7, 2023 (TBC)
 - iii. Board Meeting- September 28th- Parc55, Market Street Room

2. Public Comments

Don asked for public comment. Members of the committee reiterated their previous comments that the Services committee needs a representative from DPW present. Ken responded stating that he would contact a representative from DPW to try to coordinate their attendance.

3. Action to approve committee meeting minutes.

- a) Services and Public Safety meeting minutes from 7/25/23.

Action: As moved by Wes Tyler and seconded by Steven Suen, the committee unanimously approved the meeting minutes from 7/25/23 as presented.

4. SFPD Union Square Area Updates and Reports



a) SFPD Lt. Hall (New Union Square Lieutenant), Sergeant Marino (Retail Theft Prevention), Lt. Mason (Tenderloin Station)

Lieutenant Hall provided updates on his strategy for policing within the District, noting that he has put emphasis on increasing police presence at the Cable Car turnaround and is working with Lt. Mason to patrol Market Street more effectively. He also provided the committee with updates regarding the department's plans for APEC, as the department will be increasing police presence from November 9-19 with no police officers receiving days off during this period and working 12-hour shifts.

The committee asked questions regarding the safety of Union Square and the rate of crime compared to other areas of San Francisco and the Bay Area and the rate of violent crime in comparison to Los Angeles. Lt. Mason noted that while San Francisco experiences fewer property crimes than Los Angeles, there are a significant number of lower exposure crimes.

Lieutenant Mason discussed the status of policing in the Tenderloin district, noting that they have increased the police presence at San Francisco Center to prevent retail theft. He pointed to Supreme as a business with a successful theft prevention strategy, as they keep most of their inventory in the back and not on the floor.

Lt. Hall prompted Officer Lovell to provide updates regarding policing in the district. Officer Lovell answered questions regarding potential bundling of charges when making arrests and the presence of overtime police officers in the District.

The committee had extensive discussion surrounding the potential introduction of LPRs to the District as a means to deter and catch crime, especially as LPRs have recently gone live in Fisherman's Wharf. The committee also discussed a desire to introduce a more immediate and formal communication system between loss prevention employees across the District so they can send an alert while a crime is in progress.

Sergeant Marino was not in attendance and did not provide updates.

b) Joe Garrity, Retired SFPD Ambassador

Joe Garrity discussed the improvements he has noticed around the district that have received positive feedback from tourists and the increased presence of DPW during Dreamforce. He noted Union Square's status as a focal point for SFPD during APEC, an increase in disorganized crime and mental health crises, and the opportunity to frame LPRs as a safety necessity rather than a privacy issue.

5. Operations - Big Belly and SMS Communications



The committee discussed the status of the Alliance's Big Belly program, as they have experienced problems with the locking of Big Bellies in recent months and Ben noted that the Big Bellies will require more attention than has previously been provided.

Ken introduced the committee to the Alliance's plan to allow those in the Square to contact Member Services via text. The Services committee may be utilized to help soft launch the service and work out any issues before it is advertised to the public. Ken noted the service will not be available before or during APEC.

6. July/August 2023 Operations Reports

a) Tinea Adams, Operations Manager, Block by Block

Tinea Adams summarized the operations report from Block by Block for July and August. Updates included introducing the committee to Block By Block's new West Coast District Vice President, Chip, recognizing Wayne Alexis and Greg Garrett as the Ambassadors of the Month from July and August, respectively, and Legion, Men At Work, and Block by Block's collaboration in returning one of the hearts in the Square to its proper positioning. The committee echoed Tinea's praise for Wayne. Tinea noted that July was almost fully staffed but that the staffing was down 9.53% in August due to losing staff but that Block by Block will be fully staffed by the following week.

b) Ricky Soares, Manager, Legion Corporation

Ricky Soares provided updates on Legion's work within the Square. They are experiencing notable turnover with part-time workers and he praised Legion's communication with other enforcement entities within the Square.

7. Contracting Updates – Ken Rich/Ben Horne

Ben and Ken informed the committee of the organizational transition of the management of Member Services from the Alliance to Block by Block. Member services staff, phone number, and services will remain the same and Lance will manage the Alliance's Block by Block account. This transition will take place at the end of October.

a) POSSIBLE ACTION -- AVS Contract

Ben introduced the new Amendment to the AVS contract that would begin on October 1 providing maintenance and repair for the Alliance's security cameras. He explained that the Alliance is receiving a significant discount by prebuying 180 hours of service. Half of the contract (\$45, 394.46) will be paid at signing and the other half (\$45, 394.46) will be due in January. Ben noted that the Alliance is still seeking more properties that would like to install security cameras. The committee asked questions regarding the number of cameras currently operating and if the cameras currently possess the technology to enable LPRs.

Action: As moved by Don Thomas and seconded by Wes Tyler, the committee unanimously approved the AVS contract to be presented at Thursday's Board meeting.



b) POSSIBLE ACTION – Legion Corporation Contract

Ben introduced a new contract for Legion. Legion was previously granted the RFP and has a 5-10% rate of unfilled shift as opposed to 30% at other security companies. The contract's major changes include increasing pay by \$1 an hour, raising holiday pay to double the standard rate, promoting one of the staff members to a team lead, shifting Legion to the District 360 platform, and introducing bikes to improve response times.

Action: The committee unanimously approved the new Legion contract as motioned by Wes Tyler and seconded by Steven Suen.

c) POSSIBLE ACTION – Block by Block contract

With the move of Member Services to be managed by Block By Block, the Alliance will adopt a new Block by Block contract. Ben presented the committee with a contract analysis comparing the old Block by Block budget with the new contract's budget. This contract incorporates the 21 previous amendments to the Block by Block contract, incorporates Member Services into the Block by Block budget, increases the rates of Block By Block staff pay by 3% and provides a holiday bonus.

Action: The committee unanimously approved the new Block by Block contract as motioned by Don Thomas and seconded by Steven Suen.

8. Adjourn - 10:24