



Services and Public Safety Committee Meeting

Tuesday, September 16, 2025

9:00am–10:30am

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

Minutes

In attendance: Don Thomas (Club Donatello), Maxine Papadakis (resident), Brenna Carrick (Newmark Knight Frank), Gil Steven (CBRE), Kristie Arevalo (CBRE), Steven Suen (Biscuits & Blues), Wes Tyler (Chancellor), Joe Garrity (SFPD), Lt. Dean Hall (SFPD), Capt. Chris Del Gandio (SFPD), Curtis Wong (SFPD), Assist. Lt. Jennifer Marino (SFPD), Sgt. Kimberly Ng (SFPD), Dominique Charles (SF Public Works), Dmitri Shimolin (AVS), Miracle Matau (Block by Block), Jaffar Mendieta (Block by Block), Israel Ginez (Legion), Lisa Ising (SFMTA), Stephen (CRBE), Clarisha (CBRE), Dominique Charles (DPW), Charles Miller (Property Owner), and Tammy Brock (Property Owner).

Staff: Daniela Vasile (COO), Ben Horne (CFO), Melanie Medina (Executive Assistant), and E. Ryan Santamaria (Intern).

1. Welcome, introductions, & brief announcements

Don Thomas called the meeting to order at 9:00 a.m.

2. Public Comment

Don called for a public comment.

He reminded the committee that once Minutes are approved, he advises to share with their staff members and other community members.

Steven Suen acknowledged the collaborative efforts of the SFPD, DPW, and the Alliance to resolve the challenging issues along Mason Street and Derby Alley. Tammy Brock acknowledged the positive impact security cameras have had on her property and recommends all property owners to invest in security cameras.

3. ACTION to Approve Committee Meeting Minutes

Don directed the Committee to review the previous Services Committee meeting minutes sent out in advance.

Action: The Committee unanimously approved July 22, 2025, meeting minutes, as motioned by Maxine Papadakis and seconded by Dmitri Shimolin.

4. Committee Updates

- a. Alliance staffing update – Services Manager position



Daniela shared that the Alliance is still in search of a Services Manager and continues to interview candidates for the position.

b. District360 updates.

Daniela reported that District360 is up and running for Legion, which is currently working on mapping out the ambassador routes within the district.

c. Union Square Derby Alley working group update/DPW.

Daniela informed the committee that Block by Block has relocated to the ground floor of the Flood Building. As a result, the Flood Building released the Alliance from lease obligations and Block by Block took it over. Ben expressed the possibility of the Flood Building getting a tenant which will leave Block by Block with a 90 day termination clause. The Alliance will be exploring alternative office locations, such as Hallidie Plaza, as a potential space for an operations center.

The committee acknowledged Dominique Charles' of DPW, for her strong efforts to tackle the challenges at Derby Alley. Daniela noted that Derby Alley has been seeing significant improvement, with the likes of a fixed gate and decreased loitering, as well newly installed floodlights to create a safer environment. Security cameras

d. Union Square Park services update.

Daniela reminded the committee that the Alliance's contract with the park expires at the end of the month. SF Recreation and Parks will be contracting directly with Block by Block and Legion for services. Discussion took place regarding BRV's superb job activating the plaza with their games and activations.

e. San Francisco Security Alliance

Daniela explained that the Alliance was invited to join the San Francisco Security Alliance, a task force composed of chief security officers, private sector representatives, CBDs, BIDs, and public safety agencies. The purpose of the organization is to enhance communication, coordination, and security efforts across downtown San Francisco and upcoming city wide major events. The partnership includes Partnership for San Francisco and the DDC with big name corporations such as Apple, Google, GAP, Chase Center, etc. A pilot program was put into action, with welcome ambassadors stationed at the entrance of the Montgomery Bart station.

5. **SFPD Updates – Capt. Del Gandio, Lt Hall (Central Station), Captain Matt Sullivan (Tenderloin)**

Captain Chris Del Gandio shared that San Francisco currently has the lowest homicide rates in about 60 years. The perception of safety in the City has improved significantly over the past year, as many individuals expressed feeling safer when visiting Union Square.

Lt. Dean Hall reported that homicides have decreased by 50% in the Central District and 29% citywide, while burglaries have declined by approximately 28% both in the Central District and across the city. He also noted that the SFPD offers services to when encountering transients in the district. In addition, Lt. Hall mentioned that the pilot program for the installation of bollards is progressing and being expanded



throughout the district. He further shared that more community-wide events, such as block parties and downtown activations, are taking place, and the SFPD has been actively preparing and maintaining a presence at these gatherings. Finally, there was discussion about the allocation of police officers and the level of security in specific areas, including the SFMTA Ellis-O'Farrell Parking Garage.

Dmitri Shimolin thanked the Alliance, noting that without their shared camera access, RTIC and SFPD would not have been able to apprehend a premeditated attack. Further discussion took place regarding the successes of security camera access.

6. Hospitality Zone RFP 230 Update

Ben stated that the Alliance recently received RFP 230, a \$500K grant for additional Welcome Ambassadors, with an additional \$50K as well as a broadened scope to provide ambassadors with a focus on hospitality. Ben is currently working on a proposal with Block by Block and will submit it by Wednesday's deadline. This RFP 230 would be until June 30, 2026. Discussion took place regarding responsibilities of a Welcome Ambassador in hospitality zones.

a. July and August Reports.

Jaffar Mendieta reported that with RFP 230, Block by Block reduced the size of their program in July. Despite reduced hours and staffing, the ambassadors prioritized key areas to maintain high service levels, which resulted in an increase in 311 requests for litter removal and outreach referrals from the team. Jaffar concluded by recognizing a Block by Block ambassador, Alice Triplett, for identifying a suspicious individual on August 5th, who was starting fires throughout the park and was very proactive in her communication with the team.

b. Staffing, Schedule & Deployment.

As previously mentioned, Block by Block downsized their program to 12 Safety ambassadors, 2 team leads, and kept the same overnight operations supervisor to lead the staff. Jaffar noted that the team has maintained a high employee retention rate over the past few months, allowing them to operate efficiently, remain proactive, and continue providing strong service to the community.

7. July and August 2025 Operations Reports

a. Jaffar Mendieta, Operations Manager, Block by Block

Jaffar stated that there were further productivity and accuracy around their stack keeping. For welfare check compliance, the team had a 94% success rate in June, increased to 95% in July, and rose to 97% in August. Discussion took place regarding the process of welfare check. Don Thomas suggested that these success stories from Block by Block should be shared publicly to show residents and visitors that San Francisco is much safer and cleaner now. For cleaning, the Block by Block team has been very consistent in delivering quality service, as the staff has been reporting and documenting many 311 requests for illegal dumping. He also recommended that murals be considered in areas with high graffiti activity, as they could serve as an effective deterrent to further vandalism.

b. Jackson Alcantra, Security Manager, Legion Corporation



Israel Ginez led this discussion since Jackson Alcantra was not present. Israel reported that for both July and August, the statistics remained consistent from last meeting. He recounted a few success stories that displayed great communication and partnership with SFPD. Israel stated that the Legion team has fully transitioned to District360. Although there are still a few technological issues that arise, the Legion team is confident that it will positively impact their operations in the long run and has been discussions with their IT team to get it all sorted. Discussion took place regarding the success of body cameras. Israel concluded by noting that their presence in the community has had a significant effect, particularly on visitors' experiences and the sense of safety within the district.

8. Contract updates, discussion, and action to approve for recommendation to Board of Directors:

a. Block by Block

Ben reiterated that the Alliance reviewed the proposal from Block by Block, received a new offer from the city two days ago, and is ready to move forward. The Alliance is pending quote from Block by Block. Adjustments need to be made to the Block by Block contract with the current grants ending and contracts expiring within the next couple months.

b. Legion

Daniela shared that the Legion contract expires at the end of September, so Legion provided the Alliance with an updated budget. When the Alliance first received the HEART Safety grant, the Alliance doubled Legion's staff but will be reverting to two members for shift while keeping the staff manager. Weekly hours will be reduced from the previous total of 736 hours to 400 hours. With the ramp-down of the HEART Safety grant, Legion services will start scaling back on October 1st, with a gradual reduction thereafter.

Action: The committee unanimously approved to recommend the proposed changes within both the Block by Block and Legion contracts to the Board of Directors, as motioned by Don Thomas and seconded by Dmitri Shimolin.

c. BigBelly

Daniela reminded the committee that there are 47 BigBelly units across the district but it has been challenging to maintain them as it has been costly to fix them. Of those 47, 27 units expire at the end of August, with the rest soon after. Daniela has been in discussion with Supervisor Sauter's office regarding the city wide trash cans while also gathering quotes from other vendors: Metro Store, Secure Camp, and BigBelly. Discussion took place regarding trash can quotes.

9. Security Camera program updates – AVS

a. Recent/Current camera projects and LPRs updates and remaining grant funds

Dmitri shared that RTIC completed the project's front on 459 Geary Street. He noted that RTIC conducted their regular training for the Member Services team. These regular trainings ensure that the team uses the cameras effectively and efficiently. Daniela added that cameras at Derby Alley are still pending. The latest camera views have been approved, totaling to a network of 530 cameras installed over the past decade. Dmitri thanked the committee for their support and



reminded them that they are always open to requesting video footage from the Member Services team.

b. Potential security camera additional funding

Ben stated that the Alliance has additional funding that they would like to potentially use for security cameras.

10. Upcoming Events and Meetings

- a. Alliance Board of Directors Meeting – October 1, 2025, 9am (Hotel Nikko)
- b. Next Services Committee – November 18, 2025
- c. SAVE the DATE Holiday Fundraiser December 4, 2025

11. Adjourned: 10:43 a.m.