



Annual Report FY 2016 -2017

Legal Authorization

The Lower Polk CBD has been providing cleaning, maintenance, and hospitality services to a roughly 22 block area along the Polk Street corridor (Van Ness to Larkin) from California to O’Farrell since January 1, 2016. LPCBD is formed pursuant to the Property and Business Improvement District Act of 1994 within the California Streets and Highway Code (Sections 36600 et seq.) (“1994” Act”) as augmented by the Business Improvement District Procedure, Article 15 of the San Francisco Business and Tax Regulations Code.

Program Areas

Cleaning and Maintenance

LPCBD employs full time staff and contractors to provide a variety of cleaning and maintenance services. LPCBD employs 6 full time cleaning ambassadors and a rotation of ambassador interns through the Human Services Agency’s ITIP Program.

In addition, contractors bringing a collective 50 years of experience to the Lower Polk include; Streetplus LLC, and Curb Appeal Inc. for pressure washing. These companies are contracted by LPCBD management to provide the following services:

LPCBD Cleaning and Maintenance Services	
Removal of litter, debris and cigarette butts on sidewalks from the building line to 18” into the street gutter	Daily
Damp wiping and straightening of public fixtures (such as trash can lids and news racks)	Daily
Power Washing of sidewalks and alleys (spot cleaning of most heavily trafficked areas/spills/stains)	Regular as needed
Removal of graffiti on private property with property owner consent	Within 48 hours of notification
Removal of graffiti from public infrastructure	Daily
Removal of isolated weeds (larger concentrations of weeds removed by cutting)	As needed
Special Projects. Defined as painting of public infrastructure, cleaning of tree wells, or other similar projects	As needed



Work with San Francisco Police and service organizations to identify strategies to help individuals in need	Daily
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In FY 2016/2017, LPCBD ambassadors removed over 184 tons of trash from the Lower Polk streets. Cleaning crews also removed approximately 1,287 instances of graffiti and pressure washed 306 block faces in the district. Further LPCBD staff conducted daily pan and broom litter patrol and clean up services, abated weeds 52 times, gave directions 63 times, and worked to remove 71 encampments and aggressive panhandlers.

Pan and broom cleaning by the numbers:

Block faces = 67,840

Trash bags collected = 6694 / 368,170 lbs.

Pressure Washing- block faces= 306

Weed abatement = 52

Directions = 63

Encampments/panhandling responses= 71

Graffiti/stickers abated = 1,287

Homeless Outreach

LPCBD outreach services are designed to support and promote the economic vitality of our community. To ensure our outreach staff has the best training and is coordinated with San Francisco City government, we have retained a consultant who is a former member of the SFHOT (Homeless Outreach) Team, and has several years of experience doing outreach in the Polk Street neighborhood. Our consultant's objective is to train our ambassadors and interns with the best practices that improve the overall safety and security of the neighborhood, while improving the quality of life for homeless individuals. We do this by referring those in need to other community-based service providers whenever possible.

LPCBD has regular training for ambassadors and outreach staff in trauma informed care, safety management and risk training (SMART), CPR, and first aid techniques. Outreach ambassadors are further given strategic engagement practices that facilitate relationship building through barriers such as mental health challenges, and drug and alcohol addiction.

The LPCBD Ambassadors regularly engage in social services activities including:

- Conducting daily outreach sessions to homeless within our boundaries
- Responding to calls by merchants requesting support
- Making referrals to other services such as Lava Mae for Showers, Glide, ST. Anthony's, and St Martin De Pores for meals
- Call the Hot Team for support
- Call 911 for support
- Provide access to clean and monitored restroom services 24 hours per day



Outreach Tent at Macaulay Park:

LPCBD has provided an outreach tent that we staff Monday through Friday. The tent is stocked with fresh drinking water and outreach materials for people needing services and support. The tent is strategically placed to activate and provide monitoring for Sgt. Macaulay children's park and the JC Decaux restroom on Larkin Street near the intersection of Myrtle Street.

Providing these outreach services has provided a calming force, and stabilized this corner of the Tenderloin neighborhood dramatically during business hours. LPCBD Outreach Ambassadors are a visible presence in the community, providing an enhanced atmosphere of public safety and social cohesion. LPCBD intervenes when there are concerns expressed by the business community and provides de-escalation services to people experiencing emotional disturbances whenever necessary. The CBD also provides an important security presence that observes and reports security concerns before they become out of control, defusing potentially dangerous situations in the district. We also make strategic interventions (when safe and appropriate) to serve as a buffer between law enforcement, the homeless, and the businesses and residents of the Lower Polk neighborhood.

Our objective through these services is to remove the barriers to the sustained vitality of our business community, and to improve the quality of life for residents and visitors to our district. To help accomplish our organizational objectives.

Administration

On the administrative front, LPCBD secured and began renovating a long-term office space at 1170 Sutter Street. The vacant Haji's Hardware store was selected as the future home of the CBD due to its sufficient size, location, and functionality for maintenance operations. The renovation began in FY16/17 and will be completed in January of 2018. The renovations of our new office space was made possible by utilizing CPMC mitigation funds received in the previous fiscal year.

The LPCBD also made significant progress raising new funds beyond the general assessment in 2016/17. These funds will make our programs financially sustainable in subsequent fiscal years. Specifically, LPCBD applied and received grant funding for the following; Lower Polk/Tenderloin Art Walk, Hemlock Mural Project, restroom services, and an innovative tenant landlord clinic to help prevent homelessness.

LPCBD procured the following professional services on an as needed basis; legal services, arts program consulting, website development and technical support, homeless outreach consulting, accounting, and grant writing assistance.

In addition to the Executive Director, full time employees include our Office Manager, Project Manager, and a Program Manager who supervises our cleaning and outreach personnel.



The LPCBD Board of Directors are; Vahram Massehian, Bhavana Manchanda, Michael Petricca, Al Casciato, Chris Schulman, and Lindsey Fisher. Recruitment of additional board members is currently taking place.

Marketing, beautification, streetscape improvements

Streetscape Improvements:

Working with SFDPW, SFMTA, Supervisor Peskin, Pacific Eagle Inc., Lower Polk Neighbors, and Interstice Architects, LPCBD is contributing to the neighborhood vision for beautifying and transforming neglected alleyways between Van Ness and Larkin. These plans are moving forward with Fern Alley and Austin Alley redesigns projects which the LPCBD has contributed \$100,000. These projects will make dramatic improvements to create a safer pedestrian experience, and a greener, cleaner, more complete street.

Beautification:

Murals funded in part by a grant by OEWD

Wine Barrel Planter boxes in Austin, Hemlock, Cedar, and Alice B. Toklas Alleys

Graffiti Removal

Marketing and Events:

Wine Walk

#Lower Polk is Open construction mitigation marketing campaign

Art Walk/SF First Thursday

E-Newsletter

CBD Website Redesign

Macaulay Park Website built



Financial Reporting

BENCHMARK 1: Whether the variance between the budget amounts for each service category was within 10 percentage points from the budget identified in the Management Plan

Service Category/Budget Line	Management Plan Budget	General Benefit Dollars	Management Plan Assessment Budget	% of Budget	2016-2017					
					FY 2016-17 Budget	General Benefit Dollars	FY 2016-17 Assessment Budget	% of Budget	Variance	Source
SA 74 - Lower Polk										
SA 74 - Lower Polk CBD - Cleaning, Maintenance, and Safety Program	\$ 5478,675.00	\$ 26,566.46	\$ 452,108.54	56.58%	\$ 830,158.00	\$ -	\$ 830,158.00	57.76%	1.18%	Quickbooks
SA 74 - Lower Polk CBD - Marketing, Streetscape Improvements, and Beautification	\$ 595,700.00	\$ 5,311.35	\$ 90,388.65	11.31%	\$ 145,414.67	\$ -	\$ 145,414.67	10.12%	-1.19%	Quickbooks
SA 74 - Lower Polk CBD - Management and Operations	\$ 240,900.00	\$ 13,369.95	\$ 227,530.05	28.47%	\$ 429,561.18	\$ -	\$ 429,561.18	29.89%	1.41%	Quickbooks
Contingency and Reserve	\$ 530,774.54	\$ 1,707.99	\$ 29,066.55	3.64%	\$ 32,100.00	\$ -	\$ 32,100.00	2.23%	-1.40%	
0	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	
0	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	
0	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	
TOTAL	\$ 846,049.54	\$ 46,955.75	\$ 799,093.79	100.00%	\$ 1,437,233.85	\$ -	\$ 1,437,233.85	100.00%		

BENCHMARK 2: General Benefit Requirement

Revenue Sources	FY 2016-2017 Actuals	% of actuals	Source
Assessment Revenue	\$ 803,205.48		
Total Assessment (Special Benefit) Revenue	\$ 803,205.48	79.50%	
Contributions and Sponsorships	\$ 62,900.00	6.23%	Profit & Loss Statement
Grants	\$ 139,954.75	13.85%	Profit & Loss Statement
Donations	\$ -	0.00%	
Interest Earned	\$ 673.96	0.07%	Profit & Loss Statement
Earned Revenue	\$ -	0.00%	
Other	\$ 3,589.10	0.36%	Profit & Loss Statement
Total Non-Assessment (General Benefit) Revenue	\$ 207,117.81	20.50%	
Total	\$ 1,010,323.29	100.00%	

BENCHMARK 3: Whether the variance between the budget amount and actual expenses within a fiscal year was within 10 percentage points

Service Category/Budget Line	FY 2016-17 Budget	Amount from Assessment	Amount from General Benefit	% of Budget (Assessment)	% Budget (Total Budget)	FY 2016-17							
						Actuals	Amount from Assessment	Amount from General Benefit	% of Actuals (Assessment)	% of Actuals (Total Budget)	Variance (Assessment)	Variance (Total Budget)	Source
SA 74 - Lower Polk CBD - Cleaning, Maintenance, and Safety Program	\$ 830,158.00	\$ 830,158.00	\$ -	57.76%	57.76%	\$ 457,800.00	\$ 457,800.00	\$ -	59.37%	59.37%	1.61%	1.61%	Excel spreadsheet, prepared from P&L
SA 74 - Lower Polk CBD - Marketing, Streetscape Improvements, and Beautification	\$ 145,414.67	\$ 145,414.67	\$ -	10.12%	10.12%	\$ 88,400.00	\$ 88,400.00	\$ -	11.46%	11.46%	1.35%	1.35%	Excel spreadsheet, prepared from P&L
SA 74 - Lower Polk CBD - Management and Operations	\$ 429,561.18	\$ 429,561.18	\$ -	29.89%	29.89%	\$ 224,900.00	\$ 224,900.00	\$ -	29.17%	29.17%	-0.72%	-0.72%	Excel spreadsheet,
Contingency and Reserve	\$ 32,100.00	\$ 32,100.00	\$ -	2.23%	2.23%	\$ -	\$ -	\$ -	0.00%	0.00%	-2.23%	-2.23%	
0	\$ -	\$ -	\$ -	0.00%	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	0.00%	0.00%	
0	\$ -	\$ -	\$ -	0.00%	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	0.00%	0.00%	
0	\$ -	\$ -	\$ -	0.00%	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	0.00%	0.00%	
TOTAL	\$ 1,437,233.85	\$ 1,437,233.85	\$ -	100.00%	100.00%	\$ 771,100.00	\$ 771,100.00	\$ -	100.00%	100.00%			

BENCHMARK 4: Whether CBD is indicating the amount of funds to be carried forward into the next fiscal year and designating projects to be spent in current fiscal year

FY 2016-2017 Carryover Disbursement	Source	Spenddown Timeline
General Benefit Project		
General Benefit Project 1	\$ 19,436.00	P&L Report
General Benefit Project 2	\$ -	
General Benefit Project 3	\$ -	
General Benefit Project 4	\$ -	
0	\$ -	
0	\$ -	
0	\$ -	
General Project Total	\$ 19,436.00	
Special Assessment Project		
SA 74 - Lower Polk CBD - Cleaning, Maintenance, and Safety Program	\$ -	Excel spreadsheet, created from P&L report
SA 74 - Lower Polk CBD - Marketing, Streetscape Improvements, and Beautification	\$ 176,100.00	Excel spreadsheet, created from P&L report
SA 74 - Lower Polk CBD - Management and Operations	\$ 66,200.00	Excel spreadsheet, created from P&L report
Contingency and Reserve	\$ 94,313.00	Excel spreadsheet, created from P&L report
0	\$ -	
0	\$ -	
0	\$ -	
Special Project Total	\$ 336,613.00	
Total Designated Amount for FY 2016-17	\$ 356,049.00	