

File No. 180963

Committee Item No. 7

Board Item No. 33

## COMMITTEE/BOARD OF SUPERVISORS

### AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date: November 7, 2018

Board of Supervisors Meeting:

Date: Nov. 13, 2018

#### Cmte Board

<input type="checkbox"/>	<input type="checkbox"/>	Motion
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Resolution
<input type="checkbox"/>	<input type="checkbox"/>	Ordinance
<input type="checkbox"/>	<input type="checkbox"/>	Legislative Digest
<input type="checkbox"/>	<input type="checkbox"/>	Budget and Legislative Analyst Report
<input type="checkbox"/>	<input type="checkbox"/>	Youth Commission Report
<input type="checkbox"/>	<input type="checkbox"/>	Introduction Form
<input type="checkbox"/>	<input type="checkbox"/>	Department/Agency Cover Letter and/or Report
<input type="checkbox"/>	<input type="checkbox"/>	MOU
<input type="checkbox"/>	<input type="checkbox"/>	Grant Information Form
<input type="checkbox"/>	<input type="checkbox"/>	Grant Budget
<input type="checkbox"/>	<input type="checkbox"/>	Subcontract Budget
<input type="checkbox"/>	<input type="checkbox"/>	Contract/Agreement
<input type="checkbox"/>	<input type="checkbox"/>	Form 126 – Ethics Commission
<input type="checkbox"/>	<input type="checkbox"/>	Award Letter
<input type="checkbox"/>	<input type="checkbox"/>	Application
<input type="checkbox"/>	<input type="checkbox"/>	Public Correspondence

#### OTHER

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<u>OEWD Presentation - November 7, 2018</u>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<u>Annual Report 2016-2017</u>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<u>CPA Report - June 30, 2017</u>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<u>OEWD Memo - September 28, 2018</u>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<u>Referral FYI - October 10, 2018</u>

Prepared by: John Carroll

Date: November 2, 2018

Prepared by: John Carroll

Date: November 8, 2018

1 [Civic Center Community Benefit District - Annual Report for FY2016-2017]

2  
3 **Resolution receiving and approving an annual report for the Civic Center Community**  
4 **Benefit District for FY2016-2017, submitted as required by the Property and Business**  
5 **Improvement District Law of 1994 (California Streets and Highways Code,**  
6 **Sections 36600, *et seq.*, Section 36650, and the District's Management Agreement with**  
7 **the City, Section 3.4.**

8  
9 WHEREAS, On November 2, 2010, pursuant to the Property and Business  
10 Improvement District Law of 1994 (the "Act"), California Streets and Highways Code,  
11 Sections 36600 *et seq.*, as augmented by Article 15 of the San Francisco Business and Tax  
12 Regulations Code, the Board of Supervisors adopted Resolution No. 514-10, expressing the  
13 City's intention to establish the Civic Center Community Benefit District (the "Civic Center  
14 CBD"); and

15 WHEREAS, On January 4, 2011, the Board of Supervisors adopted Resolution  
16 No. 21-11 establishing the Civic Center CBD ("Resolution to Establish") for a period of 10  
17 years, commencing FY2011-2012; and

18 WHEREAS, On October 18, 2011, the Board of Supervisors adopted Resolution  
19 No. 443-11, authorizing an agreement with the owners' association for the  
20 administration/management of the Civic Center CBD, and a management agreement (the  
21 "Management Contract") with the owners' association, the Civic Center Community Benefit  
22 District, Inc., was executed accordingly; and

23 WHEREAS, A copy of the Management Contract is on file with the Clerk of the Board  
24 of Supervisors in File No. 110969; and  
25

1 WHEREAS, On May 9, 2017, the Board of Supervisors approved the Civic Center  
2 CBD's annual report for FY2015-2016 in Resolution No. 164-17; and

3 WHEREAS, The Civic Center CBD has submitted for the Board's receipt and approval  
4 the Civic Center an annual report for FY2016-2017 as required by Section 36650 of the Act  
5 and Section 3.4 of the Management Contract; and

6 WHEREAS, The annual report for FY2016-2017 is on file with the Clerk of the Board of  
7 Supervisors in File No. 180963, and is incorporated herein by reference as though fully set  
8 forth; and

9 WHEREAS, Supporting documents, including, but not limited to, a transmittal letter and  
10 memorandum report from the City's Office of Economic and Workforce Development, dated  
11 September 28, 2018, and documentation from the Civic Center CBD for the annual report for  
12 FY2016-2017 are on file with the Clerk of the Board of Supervisors in File No. 180963; now,  
13 therefore, be it

14 RESOLVED, That the Board of Supervisors hereby receives and approves the annual  
15 report for the Civic Center Community Benefit District for FY2016-2017.  
16  
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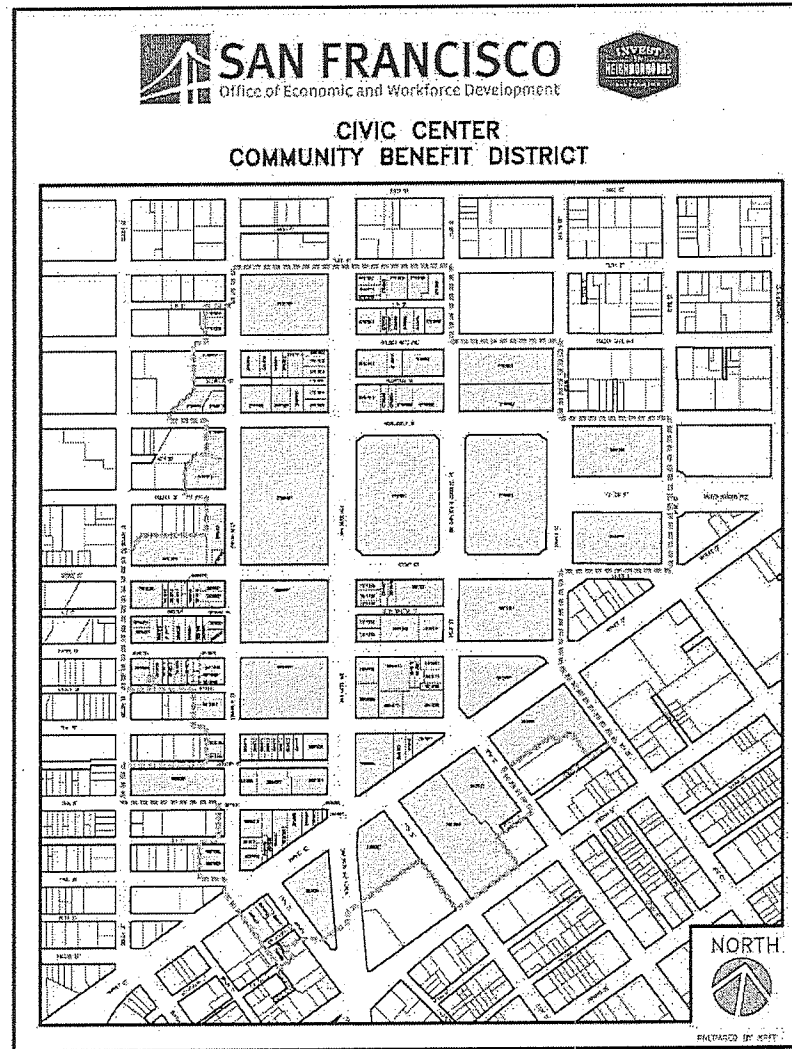
Presented in Committee - November 7, 2018

# Civic Center Community Benefit District





# Parcel Map



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# CCCBD Formation

YBCBD	Type	Assessment Budget*	Year Established	Expires
	Property-Based	\$ 691,964	2011	June 30, 2021

*\*budget identified in management plan*

# CCCBD Operations

- **Staff**

- Executive Director – Tracy Everwine

- **Service Areas**

- **Safety Program/CSAs**

- This program supports both uniformed Ambassadors and activates the sidewalks and open space.
  - Contracts with MJM Management Group to staff a team of Community Safety Ambassadors

- **Cleaning Program**

- This program area is allocated for cleaning and on-call graffiti removal.
  - Provides a uniformed maintenance worker to respond to maintenance calls to remove graffiti, wash down the sidewalk or pick up an accumulation of debris on the sidewalk 20 hours/week

- **Beautification**

- This program area includes streetscape improvements such as way finding signage and sidewalk lighting and capital enhancements.

- **Activation of Public Places**

- This service area implements programs that support Civic Center Plaza's night time activation.

# BENCHMARKS

**OEWD's staff reviewed the following budget related benchmarks for Civic Center CBD:**

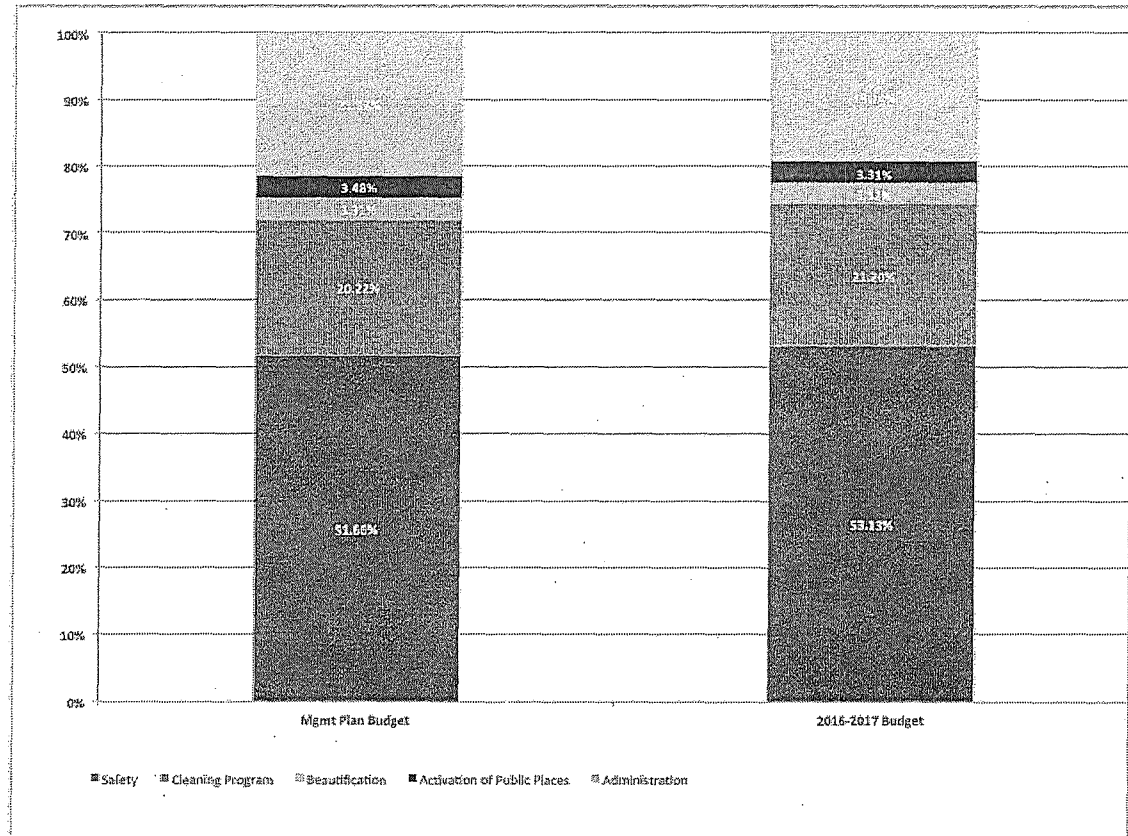
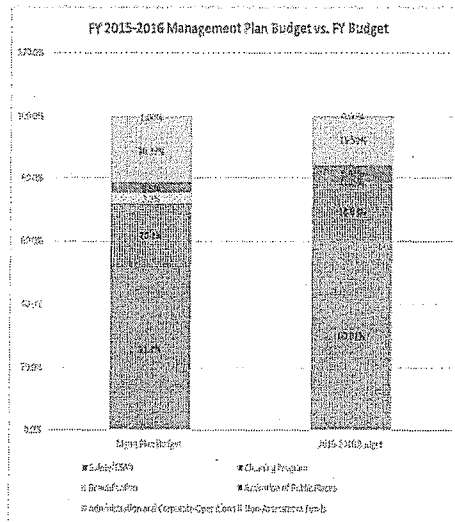
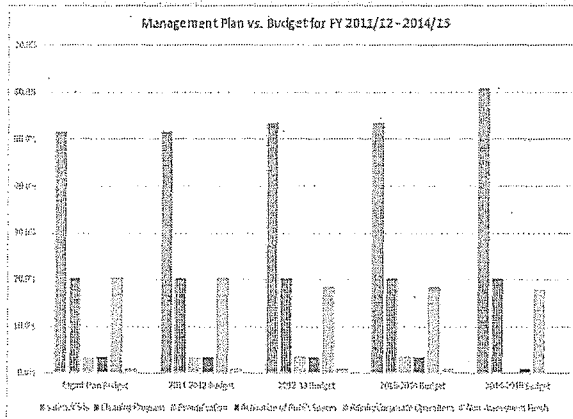
**Benchmark 1 – Whether the variance between the budget amounts for each service category was within 10 percentage points from the management plan.**

**Benchmark 2 – Whether one percent (1%) of CCCBD's actuals came from sources other than assessment revenue.**

**Benchmark 3 - Whether the variance between the budget amounts for each service category was within 10 percentage points from the actuals.**

**Benchmark 4 - Whether CBD is indicating the amount of funds carried over from the current fiscal year and designating projects to be spent in the upcoming fiscal year.**

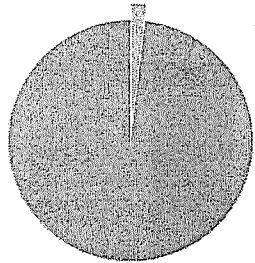
# Management Plan vs. Annual Budgets





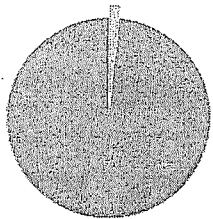
# Assessment Revenue & Other Income

FY 2013 - 2014



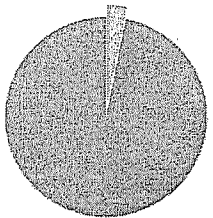
■ Non-Assessment Revenue 1.8%  
■ Special Benefit Assessments 98.2%

FY 2014 - 2015



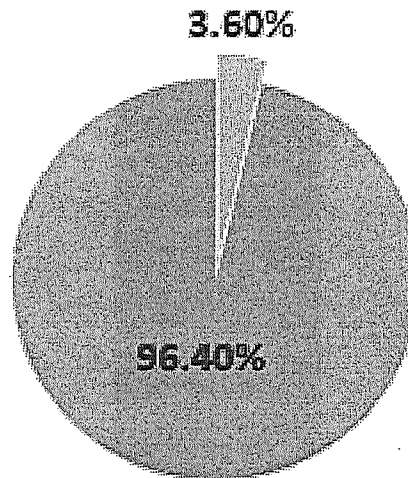
■ Non-Assessment Revenue 1.63%  
■ Special Benefit Assessments 98.37%

FY 2015 - 2016



■ Non-Assessment Revenue 3.05%  
■ Special Benefit Assessments 96.95%

FY 2016 - 2017



■ Non-Assessment Revenue 3.56%  
■ Special Benefit Assessments 96.44%

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# Budget vs Actuals

Service Category	FY 13-14 Variance % Points	FY 2014-2015 Variance % Points	FY 2015- 2016 Variance % Points	FY 2016-2017 Variance % Points
Safety/CSAs	-0.80%	-4.70%	+6.81%	-2.94%
Cleaning Program	-2.90%	-1.68%	+0.17%	-4.30%
Beautification	-3.50%	0.00%	-3.65%	-1.86%
Activation of Public Places	-1.40%	+4.07%	+1.77%	+1.65%
Administration and Corporate Operations	+9.60%	+2.31%	-4.15%	+7.54%
Non-Assessment Funds	-1.00%	0.00%	-0.95%	--

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# Carryover

FY 16-17 Carryover Disbursement	To be used by FY 17-18
Safety Program	\$195,448.66
Cleaning Program	\$77,980.14
Beautification	\$11,491.89
Activation of Public Spaces	\$12,188.37
Administration	\$70,767.93
Total Designated Amount	\$367,877.00

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# Findings/Conclusion

Civic Center CBD has performed well in implementing the service plan in the district:

- CCCBD has met all requirements set forth by their Management Agreement with the City and State code.
- Since bringing on Ms. Everwine as the Executive Director, the CBD has greatly increased its capacity to partner with public, private and non-profit stakeholders on specific initiatives, most notably, the Civic Center Commons
- Maintained an active board of directors and several sub committees who engaged on day-to-day CBD operations.



Photo: SF Travel + Mooncricket Films LLC



## **FY 2016-2017 Annual Report**

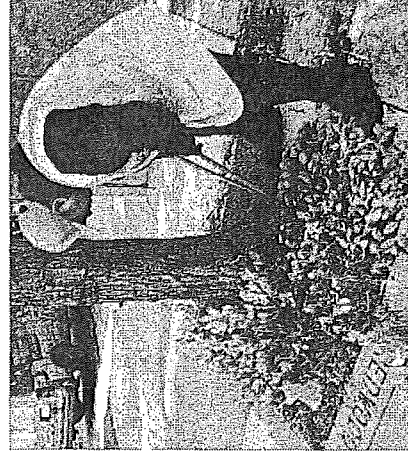
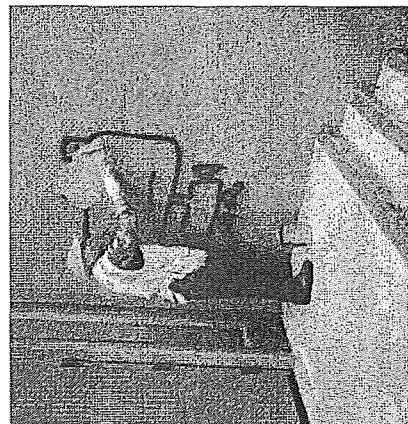
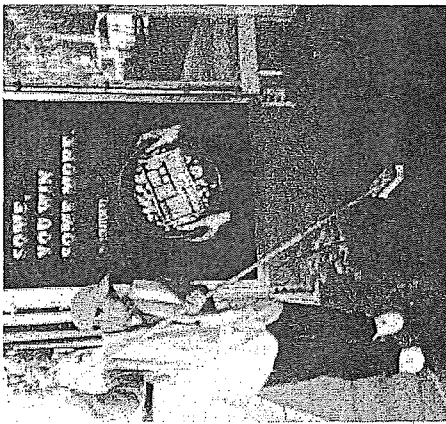
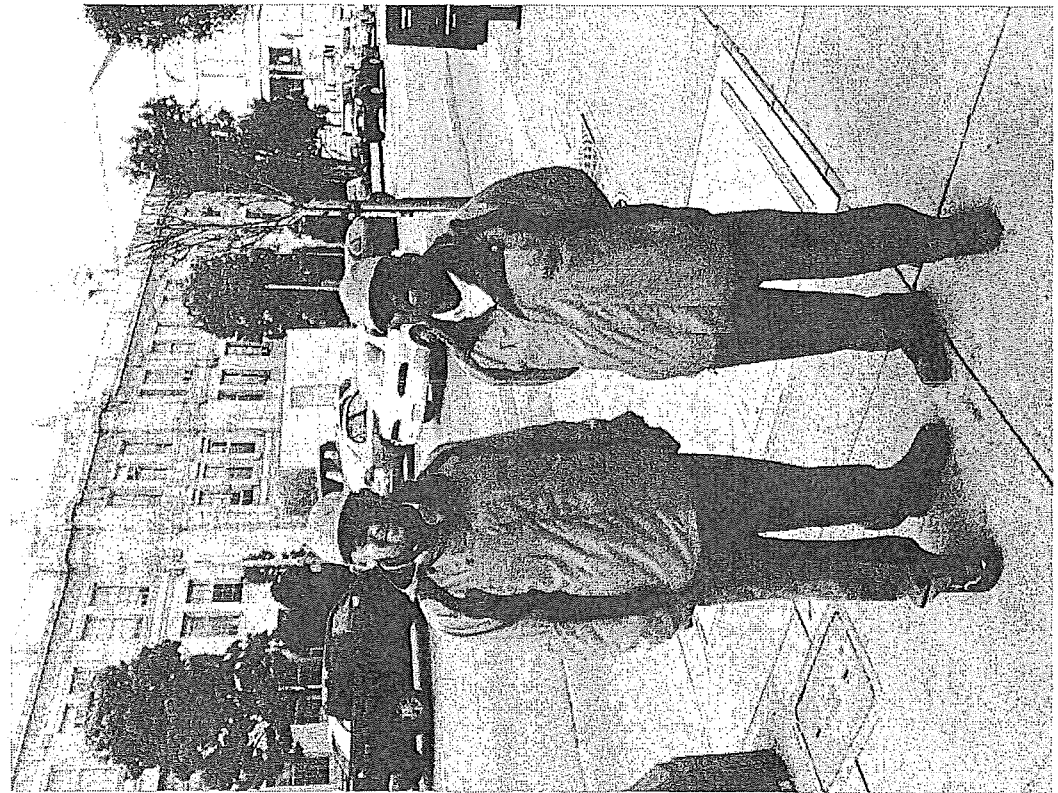
**San Francisco Board of Supervisors  
General Audit and Oversight Committee**



# CCCBD District 2016 – 294 Parcels, \$750,000 Budget



# CLEANING • MAINTENANCE • PUBLIC SAFETY



## CLEANING • MAINTENANCE



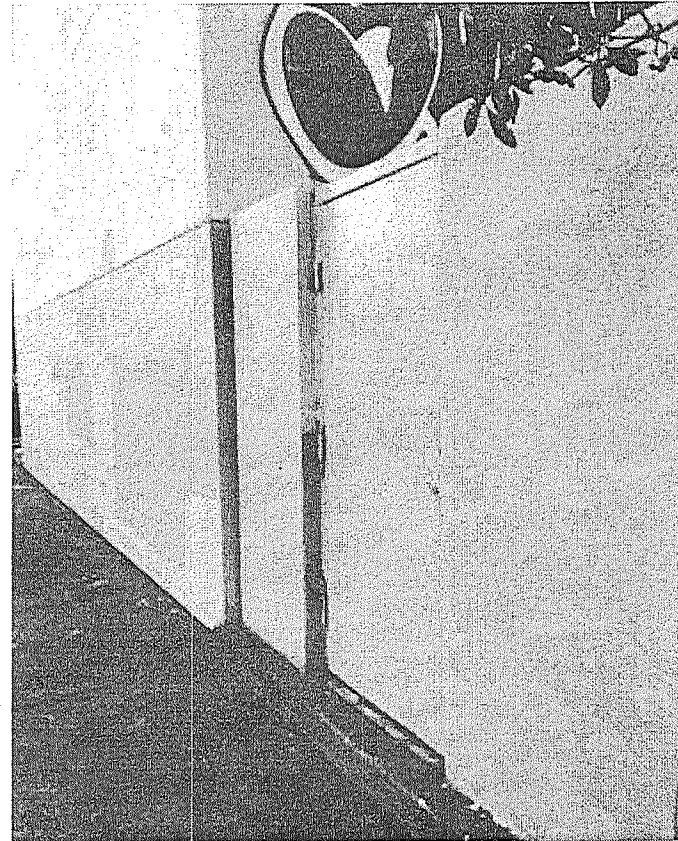


## CLEANING • MAINTENANCE



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## CLEANING • MAINTENANCE





CLEANING • MAINTENANCE



# CLEANING & MAINTENANCE



## CLEANING • MAINTENANCE



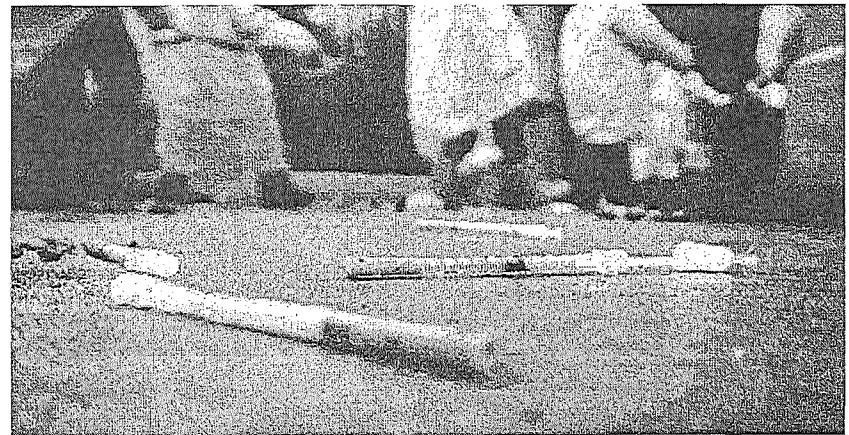
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## CLEANING • MAINTENANCE

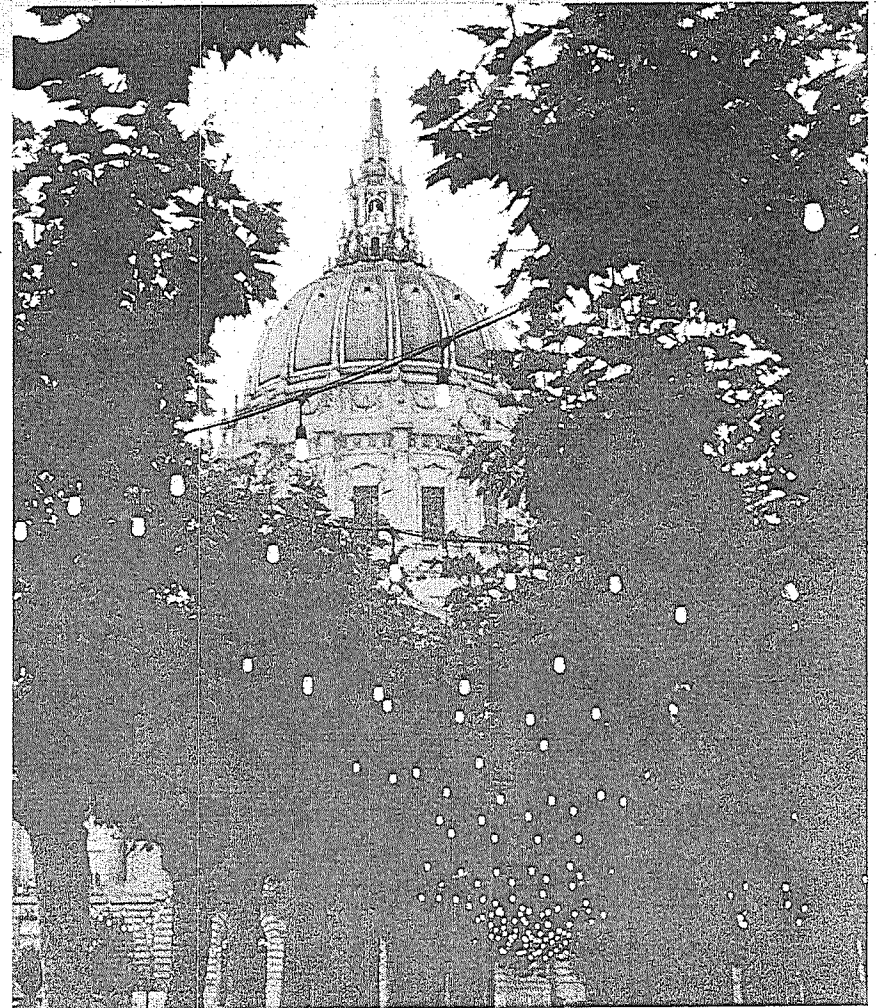


## PUBLIC SAFETY





## BEAUTIFICATION



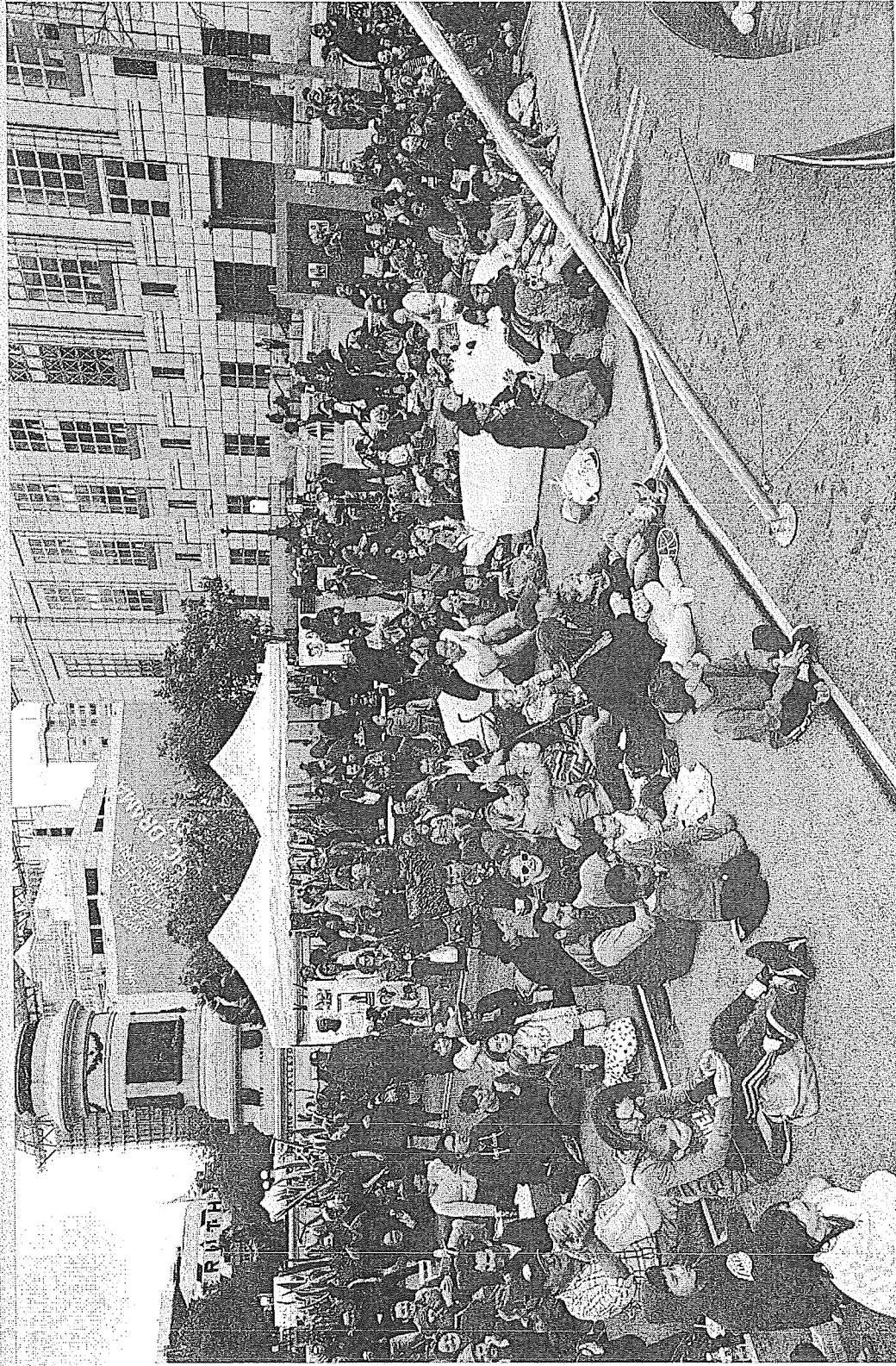
## ACTIVATION — Civic Center Commons



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## ACTIVATION — Civic Center Commons



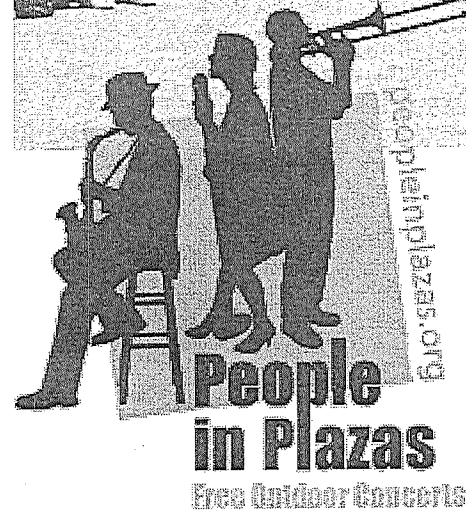
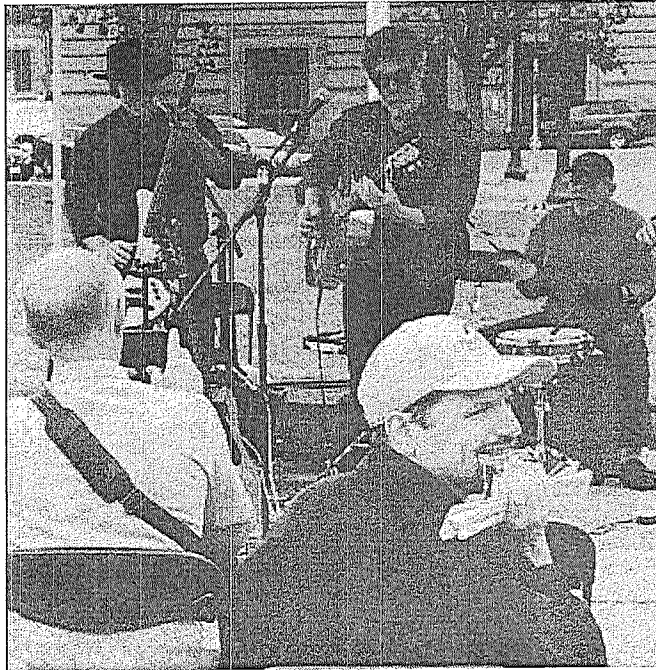
**1 Civic Center**  
Community Benefit District

## ACTIVATION — Civic Center Commons





## ACTIVATION 2016 — Lunchtime Concerts



**1 Civic Center**  
Community Benefit District



# ACTIVATION 2016 — Holiday Concerts

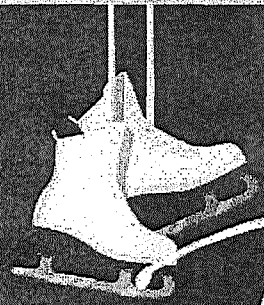


**civic  
center**  
Community Benefit District

## ACTIVATION — Civic Center Plaza Tree Lighting





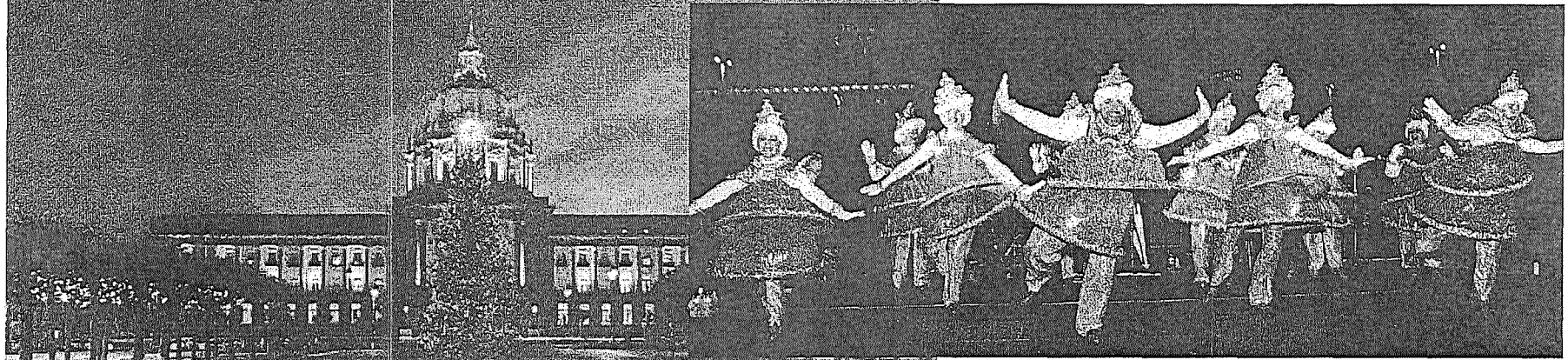


SAN FRANCISCO  
CIVIC CENTER PLAZA

# Tree Lighting

WEDNESDAY  
DECEMBER 5, 2018 | 5PM-7PM

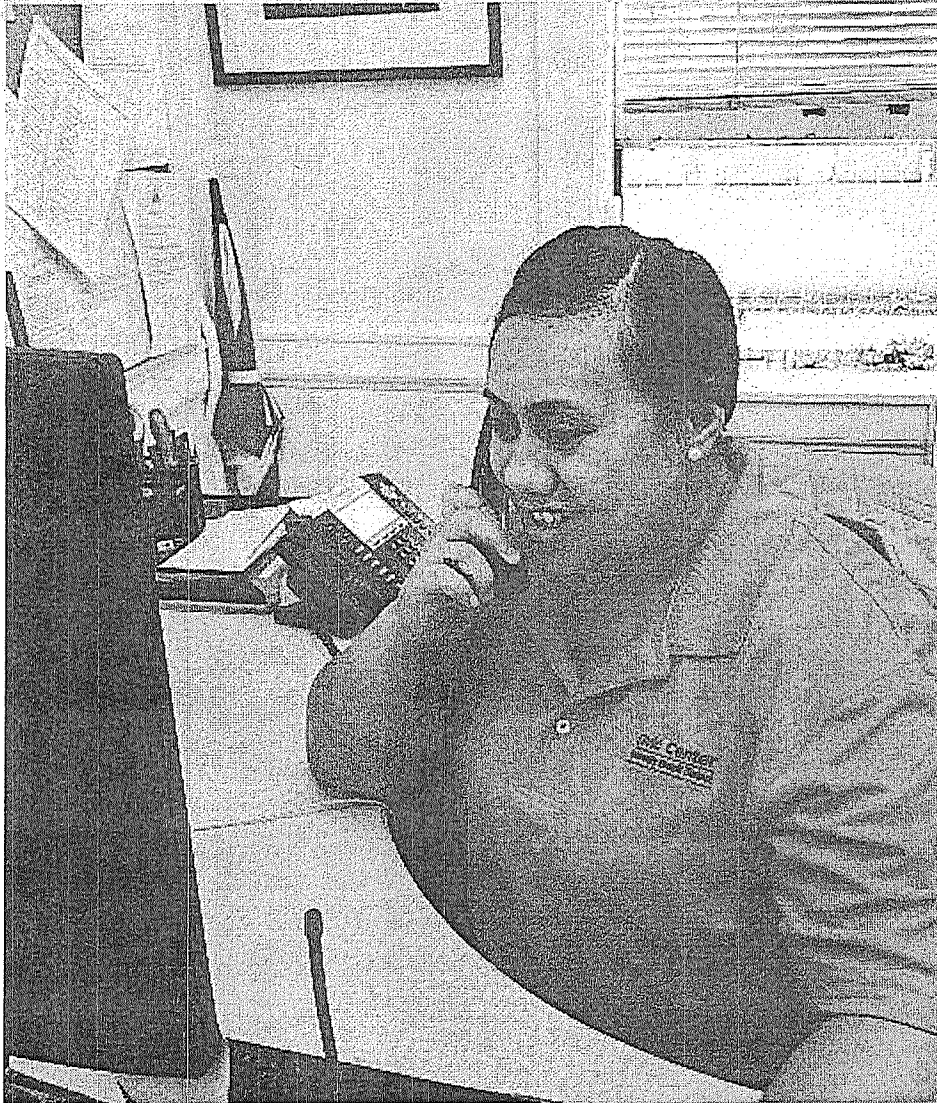
COME FOR AN EVENING FEATURING MUSICAL PERFORMANCES,  
HOLIDAY FOOD AND BEVERAGES, A TOY GIVEAWAY, ICE SKATING  
AT WINTER PARK AT CIVIC CENTER PLAZA AND MUCH MORE!



CIVICCENTERCOMMONS.ORG



**1 Civic Center**  
Community Benefit District



Community Benefit District

## **DISPATCH**

**7 a.m. - 7 p.m.**

**7 days a week**

**Phone**

**(415) 781-4700**

**Text or Email**

**[dispatch@sfciviccenter.org](mailto:dispatch@sfciviccenter.org)**





DISPATCH 415-781-4700  
info@sfciviccenter.org  
Administrative Office 415-626-1819

## Annual Report

2016-2017

History. Culture.  
Government.

It all happens  
in Civic Center.

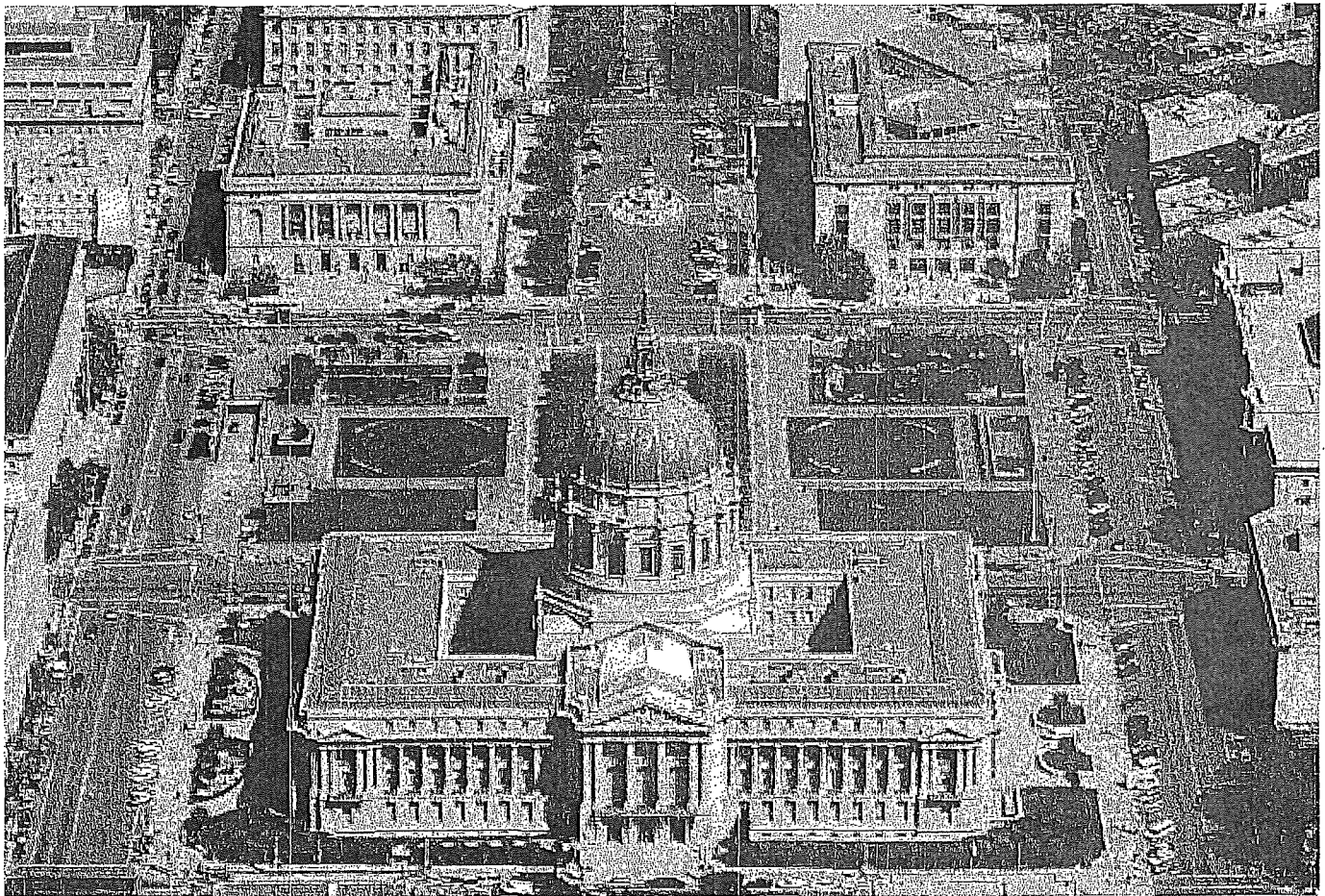


Photo: Judith Carlson / Special To The Chronicle

**History**  
Protests, Celebrations,  
Remembrances

101 Years

14,000  
City Hall Tours Annually

**Culture**  
Music, Dance, Theatre

11 Venues

1,000  
Performances a Year

**Government**  
City, State, Federal

13 Buildings

18,000  
Employees

Civic Center Community Benefit District | Annual Report - 2016-2017



## Public Realm Enhancement

- Cleaning & Maintenance Services  
7 days per week | 7am-7pm
- Daytime Ambassadors
- Nighttime Ambassadors

### SF Police 10b Program

SFPD 10b officers work alongside CCCBD Cleaners and Ambassadors to enhance pedestrian safety and the quality of life for all in the District.

### Civic Center Garage Greeter

A CCCBD Ambassador is stationed in the elevator lobby of the Civic Center Parking Garage 6 PM to 11 PM. The presence of the uniformed Ambassador provides pedestrians, including area arts venue patrons, additional guidance and support at night.

## Beautification and Activation

### Civic Center Commons Initiative Work

CCCBD is a key partner with several City agencies, local arts and cultural institutions and private sector stakeholders to breathe new life into Civic Center's 3 main public open spaces that stretch from City Hall to Market Street. Look for new events and programming beginning Fall 2017 in Civic Center Plaza, Fulton Street and UN Plaza - now collectively known as "The Commons".

### Quick #s: Public Realm Enhancement

**4,500**  
Calls for Cleaning Fulfilled

## Lunchtime & Holiday Concerts

CCCBD funded two series of outdoor, musical performances that activated Civic Center Plaza at lunchtime and complimented arts venue shows along Van Ness Avenue performing arts corridor sidewalks during the Holiday season.

### Civic Center Plaza Holiday Tree Lighting

The ceremony began with opening remarks from City and Community Representatives, performances by the Lesbian/Gay Chorus of San Francisco, a toy drive in conjunction with Another Planet Entertainment and the San Francisco Police Department, and a children's sing-along to "Rudolph, the Red Nose Reindeer." The Tree lighting was followed by the Hayes Valley Holiday Block Party. Sponsors included: Another Planet Entertainment, CCCBD, MJM Management Group, San Francisco Conservatory of Music and the San Francisco Recreation and Parks Department.

### Ivy Street Livable Alley

CCCBD submitted a grant application to make improvements to Ivy Street and was approved for \$200,000 to work with the neighbors, business owners and several partners to turn the 200-block into a pedestrian friendly community space. The grant is from the Mayor's Office of Housing and Community Development (MOHCD), and is funded through the Complete Neighborhoods Program (CNP).

### Tivoli Lights

In partnership with the San Francisco Recreation and Parks Department, CCCBD installed Tivoli lights in the trees lining Civic Center Plaza enhancing safety and charm for evening Plaza-goers.

## Advocacy and Community Outreach

### Coalition Impacts Parking, Transit and Pedestrian Safety

A group of interested parties organized by CCCBD, SFMTA and the War Memorial now meets regularly to improve patron parking and traffic concerns in and around District performing arts venues.

### Partnering with Stakeholders

CCCBD Board and Staff collaborated with stakeholders to shape District policy, programming and infrastructure throughout the year.

- BART
- Districts 5 & 6 Supervisorial Offices
- Hayes Valley Neighborhood Association
- Mayor's Office of Economic and Workforce Development
- Public Works
- San Francisco Recreation and Parks Department
- San Francisco Police Department
- SF Planning
- SF Travel
- SFMTA

### Website & Social Media

- [sfciviccenter.org](http://sfciviccenter.org)
- [facebook.com/sfciviccenter](https://facebook.com/sfciviccenter)
- [twitter.com/civiccenter](https://twitter.com/civiccenter)
- [instagram.com/sfciviccenter/](https://instagram.com/sfciviccenter/)

### Quick #s: Public Safety

**462**  
Individuals in Need  
Helped by  
CCCBD Ambassadors

## 2016-2017 Budget & Balance Sheet

INCOME	BUDGET	ACTUAL
Assessments	\$768,732	\$821,806
Non-Assessment Income: Fundraising/ In-kind	\$7,765	\$30,000
Interest Income	\$0	\$343
Total Income	\$776,497	\$852,149

EXPENSE	BUDGET	ACTUAL
Safety	\$435,807	\$454,980
Cleaning and Maintenance	\$173,879	\$153,197
Beautification	\$25,624	\$11,452
Activation	\$27,177	\$44,963
Administration	\$157,797	\$249,895
Non-Assessment Expense: Fundraising/ In-kind	\$6,212	\$24,000
Total Expense	\$826,497	\$938,487

ASSETS	
Cash and Cash Equivalents	\$368,888
Accounts Receivable	\$15,000
Total Assets	\$383,888

LIABILITIES	
Accounts Payable	\$13,211
Accrued Expenses	\$2,800
Total Liabilities	\$16,011

NET ASSETS	
Unrestricted	\$367,877
Total Net Assets	\$367,871
Total Liabilities & Net Assets	\$383,888

## Board of Directors

Chair  
**Bill Whitfield**  
Shorenstein

Vice Chair  
**Tim Vrabel**  
The Emerald Fund

Vice Chair  
**Ruth Nott**  
San Francisco Opera

Treasurer  
**John Updike**  
San Francisco Real Estate

Secretary  
**Jennifer Norris**  
San Francisco War Memorial

**Nathan Brito**  
San Francisco Ballet

**Mary Conde**  
Another Planet  
Entertainment

**Phil Ginsburg**  
San Francisco  
Recreation and Parks  
Department

**Jim Haas**  
Resident

**Jason Kamen**  
Crescent Heights

**Roberto Lombardi**  
San Francisco Public Library

**Susan McConkey**  
San Francisco  
Conservatory of Music

**Janan New**  
San Francisco  
Apartment Association

**Annette Turner**  
State of California

**Patricia Unterman**  
Hayes Street Grill

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

SA 31 - Civic Center		FY 2016-17								
Service Category/Budget Line	Management Plan Budget	General Benefit Dollars	Management Plan Assessment Budget	% of Budget	FY 2016-17 Budget	General Benefit Dollars	FY 2016-17 Assessment Budget	% of Budget	Variance	Source
SA 31 - Civic Center CBD - Safety Program	\$357,495	\$ -	\$ 357,495.00	51.66%	\$ 435,807.36	\$ -	\$ 435,807.36	53.13%	1.46%	
SA 31 - Civic Center CBD - Cleaning Program and On-Call Graffiti	\$139,890	\$ -	\$ 139,890.00	20.22%	\$ 173,878.50	\$ -	\$ 173,878.50	21.20%	0.98%	
SA 31 - Civic Center CBD - Beautification	\$22,876	\$ -	\$ 22,876.00	3.31%	\$ 25,624.38	\$ -	\$ 25,624.38	3.12%	-0.18%	
SA 31 - Civic Center CBD - Activation of Public Spaces	\$24,081	\$ -	\$ 24,081.00	3.48%	\$ 27,177.38	\$ -	\$ 27,177.38	3.31%	-0.17%	
SA 31 - Civic Center CBD - Administration and Corporate Operations	\$147,622	\$ -	\$ 147,622.00	21.33%	\$ 157,796.87	\$ -	\$ 157,796.87	19.24%	-2.10%	
SA 31 - Civic Center CBD - Non-Assessment Funds	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	
Contingency and Reserve	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	
TOTAL	\$ 691,964.00	\$ -	\$ 691,964.00	100.00%	\$ 820,284.49	\$ -	\$ 820,284.49	100.00%		

BENCHMARK 2: General Benefit Requirement

1.00%

Revenue Sources		FY 2016-2017 Actuals	% of Actuals	Source
Assessment Revenue		\$ 821,806.09	96.44%	
Total Assessment (Special Benefit) Revenue		\$ 821,806.09	96.44%	
Contributions and Sponsorships		\$ -	0.00%	
Grants		\$ -	0.00%	
Donations		\$ -	0.00%	
Interest Earned		\$ 3,477.25	0.04%	
Earned Revenue		\$ -	0.00%	
Other		\$ 30,800.00	3.52%	
Total Non-Assessment (General Benefit) Revenue		\$ 30,342.72	3.56%	
Total		\$ 852,148.81	100.00%	

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

SA 31 - Civic Center		FY 2016-17											
Service Category/Budget Line	FY 2016-17 Budget	Amount from Assessment	Amount from General Benefit	% of Budget (Assessment)	% Budget (Total Budget)	Actuals	Amount from Assessment	Amount from General Benefit	% of Actuals (Assessment)	% of Actuals (Total Budget)	Variance (Assessment)	Variance (Total Budget)	Source
SA 31 - Civic Center CBD - Safety Program	\$ 435,807.36	\$ 435,807.36	\$ -	53.13%	53.13%	\$ 454,980.35	\$ 454,980.35	\$ -	50.19%	50.19%	-2.94%	-2.94%	
SA 31 - Civic Center CBD - Cleaning Program and On-Call Graffiti	\$ 173,878.50	\$ 173,878.50	\$ -	21.20%	21.20%	\$ 153,196.67	\$ 153,196.67	\$ -	16.90%	16.90%	-4.30%	-4.30%	
SA 31 - Civic Center CBD - Beautification	\$ 25,624.38	\$ 25,624.38	\$ -	3.12%	3.12%	\$ 11,451.96	\$ 11,451.96	\$ -	1.26%	1.26%	-1.86%	-1.86%	
SA 31 - Civic Center CBD - Activation of Public Spaces	\$ 27,177.38	\$ 27,177.38	\$ -	3.31%	3.31%	\$ 44,962.50	\$ 44,962.50	\$ -	4.96%	4.96%	1.65%	1.65%	
SA 31 - Civic Center CBD - Administration and Corporate Operations	\$ 157,796.87	\$ 157,796.87	\$ -	19.24%	19.24%	\$ 241,895.42	\$ 241,895.42	\$ -	26.68%	26.68%	7.45%	7.45%	
SA 31 - Civic Center CBD - Non-Assessment Funds	\$ -	\$ -	\$ -	0.00%	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	0.00%	0.00%	
Contingency and Reserve	\$ -	\$ -	\$ -	0.00%	0.00%	\$ -	\$ -	\$ -	0.00%	0.00%	0.00%	0.00%	
TOTAL	\$ 820,284.49	\$ 820,284.49	\$ -	100.00%	100.00%	\$ 906,466.90	\$ 906,466.90	\$ -	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		
Special Assessment Project		
SA 31 - Civic Center CBD - Safety Program		
SA 31 - Civic Center CBD - Cleaning Program and On-Call Graffiti		
SA 31 - Civic Center CBD - Beautification		
SA 31 - Civic Center CBD - Activation of Public Spaces		
SA 31 - Civic Center CBD - Administration and Corporate Operations		
Special Project Total	\$ 367,877.00	
Total Designated Amount for FY 2016-17	\$ 367,877.00	

CCCBBD Monthly Service Statistics for 2018		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Totals
<b>Emergency Services</b>														
Ambulance		6	1	0	1	2	2	1	2	0	0	0	0	15
Police		23	21	24	19	26	17	15	21	12	17	12	7	214
Fire		0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Criminal Activity Reported</b>														
Aggressive Panhandlers		42	40	37	74	64	43	31	26	6	5	9	6	383
Drunk and Disorderly		22	27	44	62	53	52	21	16	9	9	21	12	348
Indecent Exposure		0	6	3	1	1	4	2	2	1	1	3	1	25
Sleepers, Campers, Trespassers and Loiterers		1091	885	713	861	946	864	1379	949	185	263	321	259	8,716
Illegal Vendors		8	4	11	7	10	3	3	4	0	2	1	0	53
Possible Drug Dealing		58	39	44	32	81	66	51	46	6	5	6	3	437
<b>Quality of Life Assistance</b>														
SFHOT Referrals		0	1	1	1	1	1	0	1	1	2	2	0	11
Social Services Referrals		11	17	14	9	8	14	5	10	1	0	4	1	94
Mentally Disturbed Assisted		8	11	12	13	11	15	12	7	1	6	15	3	114
<b>Merchant/Resident/Visitor Services</b>														
Merchants & Owners Meet and Greet		326	321	310	225	319	347	336	280	156	188	144	125	3,077
Visitors Directions and Referrals		344	209	167	324	304	251	229	101	102	172	93	37	2,333
Flyers, maps and Information distributed for CCCBD		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	19	19	4	43
<b>Cleaning &amp; Maintenance Services</b>														
<b>Cleaning</b>														
Overflowing trashcans topped off		2	1	2	4	4	5	3	6	1	8	1	1	38
Shopping Cart Removed		4	2	1	7	8	6	4	4	3	8	17	5	69
Illegal Dumping		247	188	196	266	276	156	214	189	24	47	40	29	1,872
Needles Disposed		291	186	202	276	324	266	202	187	23	41	1343	1118	4,459
Cardboard Removed		321	223	259	216	201	162	212	199	26	59	44	29	1,951
Human & Animal Waste Removed (fka Scrub Request)		918	802	792	562	512	408	670	501	15	76	52	15	5,323
Stickers and Flyers Removed		51	60	50	35	36	19	36	24	76	121	147	90	745
Graffiti Removed		311	338	271	211	204	131	273	243	287	614	447	321	3,651
Pounds of Trash Removed from District		2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	2000	24,000
<b>Requests for service (in addition to regular service)</b>														
Sweep requests		365	586	573	488	444	302	678	406	59	146	260	148	4,455
Pressure & Steam Cleaning requests		1	1	3	2	3	4	0	0	1	27	2	1	45
<b>Regular + Additional service stats</b>														
Regular Linear feet Pressure & Steam Cleaning		3872	3872	3872	3872	3872	3872	3872	3872	3872	3872	3872	3872	46,464
Additional Linear feet Pressure & Steam Cleaning		0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Calls</b>														
Safety Related Calls or Emails into Dispatch		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	2	44	49
Cleaning Related Calls or Emails into Dispatch		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	4	31	36
Total Dispatch calls to 311		48	29	35	46	45	38	37	41	37	88	58	47	549
Calls to other City agencies or service providers		0	0	0	0	0	1	0	0	0	0	0	0	1



**CIVIC CENTER COMMUNITY BENEFIT DISTRICT**

**REVIEWED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
JUNE 30, 2017**

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## INTRODUCTORY SECTION

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CIVIC CENTER COMMUNITY BENEFIT DISTRICT

Financial Statements  
For the Year Ended June 30, 2017

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**CIVIC CENTER COMMUNITY BENEFIT DISTRICT**

**BOARD OF DIRECTORS**

**JUNE 30, 2017**

**BOARD OF DIRECTORS**

Tim Vrabel, Chair  
Ruth Nott, Vice Chair  
Bill Whitfield, Vice Chair  
John Updike, Treasurer  
Jennifer Norris, Secretary  
Nathan Brito  
Mary Conde  
Phil Ginsburg  
Jim Haas  
Jason Kamen  
Roberto Lombardi  
Susan McConkey  
Janan New  
Annette Turner  
Patricia Unterman

**MANAGEMENT**

Tracy Everwine, Executive Director

## FINANCIAL SECTION



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## INDEPENDENT ACCOUNTANT'S REVIEW REPORT

To the Board of Directors  
Civic Center Community Benefit District  
San Francisco, California

We have reviewed the accompanying financial statements of Civic Center Community Benefit District (a nonprofit organization), which comprise the statement of financial position as of June 30, 2017, and the related statements of activities and cash flows for the year then ended, and the related notes to the financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the financial statements as a whole. Accordingly, we do not express such an opinion.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of the financial statements that are free from material misstatement whether due to fraud or error.

### Accountant's Responsibility

Our responsibility is to conduct the review engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the financial statements for them to be in accordance with accounting principles generally accepted in the United States of America. We believe that the results of our procedures provide a reasonable basis for our conclusion.

### Accountant's Conclusion

Based on our review, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in conformity with accounting principles generally accepted in the United States of America.

### Report on Summarized Comparative Information

We have previously audited the Organization's 2016 financial statements, and we expressed an unmodified audit opinion on those audited financial statements in our report dated May 16, 2017. In our opinion, the summarized comparative information presented herein as of and for the year ended June 30, 2016 is consistent, in all material respects, with the audited financial statements from which it has been derived.

Pleasant Hill, California  
February 22, 2018

Accountancy Corporation  
8478 Buskirk Avenue, Suite 215  
Pleasant Hill, CA 94523

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CIVIC CENTER COMMUNITY BENEFIT DISTRICT  
STATEMENTS OF FINANCIAL POSITION  
AS OF JUNE 30, 2017 AND 2016

ASSETS	<u>2017</u>	<u>2016</u>
Current Assets:		
Cash and cash equivalents (Note 3)	\$368,888	\$403,492
Accounts receivable, net	<u>15,000</u>	<u>98,912</u>
Total Current Assets	<u>383,888</u>	<u>502,404</u>
Non-Current Assets:		
Furniture and equipment, net of accumulated depreciation of \$11,791 and \$11,791, respectively (Note 2C)	<u>                    </u>	<u>                    </u>
Total Non-Current Assets	<u>                    </u>	<u>                    </u>
Total Assets	<u><u>\$383,888</u></u>	<u><u>\$502,404</u></u>
LIABILITIES		
Current Liabilities:		
Accounts payable	\$14,793	\$51,333
Accrued vacation (Note 2D)	<u>1,197</u>	<u>4,835</u>
Total Liabilities	<u>15,990</u>	<u>56,168</u>
NET ASSETS (Note 2A)		
Unrestricted	<u>367,898</u>	<u>446,236</u>
Total Net Assets	<u>367,898</u>	<u>446,236</u>
Total Liabilities and Net Assets	<u><u>\$383,888</u></u>	<u><u>\$502,404</u></u>

See accountant's review report and notes to financial statements.

CIVIC CENTER COMMUNITY BENEFIT DISTRICT  
STATEMENTS OF ACTIVITIES  
FOR THE YEARS ENDED JUNE 30, 2017 AND 2016

	<u>2017</u>	<u>2016</u>
<b>UNRESTRICTED SUPPORT AND REVENUES</b>		
Assessments	\$821,805	\$898,765
Grants	30,000	
Contributions		23,171
Other	343	1,409
Total Support and Revenues	<u>852,148</u>	<u>923,345</u>
<b>PROGRAM EXPENSES</b>		
Cleaning and Maintenance	164,648	152,627
Safety	478,981	443,122
Activation and Beautification	44,963	34,212
Total Program Expenses	<u>688,592</u>	<u>629,961</u>
<b>SUPPORT SERVICES</b>		
Facilities and equipment	9,243	9,340
Payroll and related	111,619	91,444
Legal and accounting	12,168	3,811
Bad debt expense	98,912	107,446
Other	9,952	12,185
Total Support Services Expenses	<u>241,894</u>	<u>224,226</u>
Total Expenses	<u>930,486</u>	<u>854,187</u>
<b>CHANGES IN NET ASSETS</b>	<b>(78,338)</b>	<b>69,158</b>
Net Assets, beginning of year	<u>446,236</u>	<u>377,078</u>
Net Assets, end of year	<u><u>\$367,898</u></u>	<u><u>\$446,236</u></u>

See accountant's review report and notes to financial statements.

CIVIC CENTER COMMUNITY BENEFIT DISTRICT  
STATEMENTS OF CASH FLOWS  
FOR THE YEARS ENDED JUNE 30, 2017 AND 2016

	<u>2017</u>	<u>2016</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Changes in net assets	<u>(\$78,338)</u>	<u>\$69,158</u>
Adjustments to reconcile to net cash provided by (used for) operating activities:		
Bad debt expense	98,912	107,446
(Increase) in accounts receivable	(15,000)	(117,153)
Decrease in prepaid assets		750
(Decrease) increase in accounts payable	(36,540)	4,031
(Decrease) increase in accrued vacation	<u>(3,638)</u>	<u>436</u>
Cash Flows (Used) Provided by Operating Activities	<u>(34,604)</u>	<u>64,668</u>
Net (decrease) increase in cash and cash equivalents	(34,604)	64,668
Cash and cash equivalents, beginning of year	<u>403,492</u>	<u>338,824</u>
Cash and cash equivalents, end of year	<u><u>\$368,888</u></u>	<u><u>\$403,492</u></u>

See accountant's review report and notes to financial statements.

**CIVIC CENTER COMMUNITY BENEFIT DISTRICT**  
**NOTES TO FINANCIAL STATEMENTS**  
**For the Year Ended June 30, 2017**

**NOTE 1 – REPORTING ENTITY**

**A. General**

The Civic Center Community Benefit District (District) was incorporated on June 1, 2011. The District is a 501(c)(3) nonprofit public benefit special assessment district conceived and organized by a group of concerned Civic Center property owners, arts organizations, government entities and other stakeholders (Members). Funding is provided primarily from special assessments from Members that are collected by the City and County of San Francisco and remitted to the District, pursuant to an administration agreement, dated July 1, 2011.

The goal of the District is to improve coordination and communication around the management, image, safety, beautification and cleanliness of the greater Civic Center area for the benefit of patrons, residents, employees, merchants, property owners and visitors within the District.

**B. Programs**

**Cleaning and Maintenance** – Cleaning and maintenance teams sweep and steam-clean sidewalks, remove graffiti, pick up litter and respond to immediate District cleaning needs daily 7 a.m. to 7 p.m./7 days per week.

**Community Service Ambassadors** – Community Service Ambassadors are a key element of the District. Their function is to assist the public with information and direct them to destinations within the area, made possible by training on local geography, area venues and businesses, transportation systems, and other useful information. The Ambassadors are goodwill ambassadors who assist the public in navigating the District with a welcoming and informed presence. They also play a vital role in promoting the Civic Center area as safe and friendly. They are easily visible and identifiable by their orange uniforms. Their presence is a deterrent to anti-social behavior, and they report conditions or observations of criminal activity immediately through the District dispatch to the SFPD.

**10-B Police Officer Program** – The District partnered with the Central Market Community Benefit District to employ an off-duty police officer to work in our District part-time through the SFPD's 10-B Program. The officers work alongside District Ambassadors and cleaners to primarily address quality of life issues within the neighborhood and within the purview of SFPD, such as issuing citations for Public intoxication, trespassing, permit violations, littering and pedestrian safety infractions.

**Activation and Beautification** – The District facilitates and encourages public realm events that showcase the District as the ceremonial and functional center of the City and highlight its role as the premiere regional performing arts District for the entire San Francisco Bay Area. Beautification efforts include improvement projects such as lighting, signage, landscaping and public art installations.

**Civic Center Greeter** – The District added one nighttime Community Service Ambassador dedicated to the entrance and elevator of the Civic Center Parking Garage to improve safety and use of the garage at night.



**CIVIC CENTER COMMUNITY BENEFIT DISTRICT**  
**NOTES TO FINANCIAL STATEMENTS**  
**For the Year Ended June 30, 2017**

**NOTE 1 – REPORTING ENTITY (Continued)**

**Cleaning and Graffiti Team** – The service provide for uniformed maintenance workers to respond to maintenance calls to remove graffiti, wash down the sidewalk or pick up an accumulation of debris on the sidewalk. They are aided by calls by the District staff to the Department of Public Works to coordinate delivery of the maintenance service that the City provides.

**NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**A. Basis of Presentation and Financial Statement Presentation**

The financial statements of the District have been prepared on the accrual basis of accounting. Net assets, revenues, expenses, gains and losses are classified based on the existence or absence of donor-imposed restrictions. Accordingly, net assets of the District and changes therein are classified and reported as follows:

**Unrestricted Net Assets** – Net assets that are not subject to donor imposed stipulations.

**Temporarily Restricted Net Assets** – Net assets subject to donor-imposed stipulations that may or will be met, either by actions of the District and/or the passage of time. When a restriction expires, temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions, if any. Support that is restricted by the donor is reported as an increase in unrestricted net assets if the restriction expires in the reporting period in which the support is recognized. At June 30, 2017 and 2016, the District had no temporarily restricted net assets.

**Permanently Restricted Net Assets** – Net assets subject to donor-imposed stipulations that they be maintained permanently by the District. Generally, the donors of these assets permit the District to use all or part of the income earned on any related investments for general or specific purposes. At June 30, 2017 and 2016, the District had no permanently restricted net assets.

**B. Support and Revenues**

The District relies on member assessments which are invoiced in advance from San Francisco City and County. All contributions are recorded upon receipt, and are considered to be available for unrestricted use unless specifically restricted by the donor.

The District and the City and County of San Francisco entered into an administration agreement whereby, on the District's behalf, the City and County of San Francisco will levy and collect the assessments from the Members through the Members' secured property tax bills. For payments received in conjunction with the first and second installment of secured property taxes, the City and County of San Francisco will remit those funds to the District on or before January 10<sup>th</sup> and May 10<sup>th</sup>, respectively. Delinquent assessments will be remitted to the District at least once during the final quarter of the fiscal year and from time to time, at the discretion of the Controller of the City and County of San Francisco.

**CIVIC CENTER COMMUNITY BENEFIT DISTRICT**  
**NOTES TO FINANCIAL STATEMENTS**  
**For the Year Ended June 30, 2017**

**NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

**C. Furniture and Equipment**

Furniture and equipment is stated at cost. Donated assets are recorded at their estimated fair market values at date of donation. Depreciation is computed over the estimated useful lives of the respective assets, ranging from 2 to 3 years, on a straight-line basis. Expenses for maintenance, repairs and minor renewals are charged against operations as incurred. As of June 30, 2017 and 2016, respectively, all of the District's furniture and equipment were fully depreciated.

**D. Accrued Vacation**

Accrued vacation is comprised of unpaid vacation. Vacation is accrued as earned and sick leave is not accrued since it does not vest. All accrued vacation is considered to be a current liability. The balance at June 30, 2017 and 2016 was \$1,197 and \$4,835, respectively.

**E. Estimates**

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that effect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

**F. Income Taxes**

The District is exempt from income tax under Section 501(c)(3) of U.S. the Internal Revenue Code. Accordingly, no provision for income taxes has been provided in these financial statements. In addition, the District qualifies for the charitable contribution deduction under Section 170(b)(1)(a) and has been classified as an organization that is not a private foundation under Section 509(a)(1). Unrelated business income, if any, may be subject to income tax. The District paid no taxes on unrelated business income in the years ended June 30, 2017 or 2016.

Generally accepted accounting principles require the recognition, measurement, classification, and disclosure in the financial statements of uncertain tax positions taken or expected to be taken in the organization's tax returns. Management has determined that the District does not have any uncertain tax positions and associated unrecognized benefits that materially impact the financial statements or related disclosures. Since tax matters are subject to some degree of uncertainty, there can be no assurance that the District's tax returns will not be challenged by the taxing authorities and that the District will not be subject to additional tax, penalties, and interest as a result of such challenge. Generally, the District's tax returns remain open for federal income tax examination for three years from the date of filing.

**G. Advertising Costs**

Advertising costs, if any, are expensed as incurred.

**CIVIC CENTER COMMUNITY BENEFIT DISTRICT**  
**NOTES TO FINANCIAL STATEMENTS**  
**For the Year Ended June 30, 2017**

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

**H. Fair Value Measurements**

Fair value is defined as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Accounting standards set a framework for measuring fair value using a three tier hierarchy based on the extent to which inputs used in measuring fair value are observable in the market.

Level 1: Quoted prices in active markets for identical assets or liabilities.

Level 2: Observable inputs other than Level 1 prices such as quoted prices for similar assets or liabilities, quoted prices in markets that are not active, or inputs (interest rates, currency exchange rates, commodity rates and yield curves) that are observable or corroborated by observable market data for substantially the full term of the assets or liabilities.

Level 3: Inputs that are not observable in the market and reflect the management's judgment about the assumptions that market participants would use in pricing the asset or liability.

**NOTE 3 – CASH AND CASH EQUIVALENTS**

The District's cash and cash equivalents are comprised of cash in banks, which is insured by the Federal Depository Insurance Corporation up to \$250,000, and is reported using the Level 1 fair value measurement. The District has not experienced any losses in such accounts. Management believes the District is not exposed to any significant risk related to the security of its cash.

**NOTE 4 – ASSESSMENT REVENUE**

The District receives assessment revenues from the San Francisco City and County on behalf of members in the assessment district as a part of the County tax roll. Conversely, the District does not have control over unpaid assessments. The City and County may not be able to collect on unpaid assessments. As such, revenue is only recorded when received.

**NOTE 5 – OPERATING LEASE**

The District rented office space subject to an operating lease beginning December 1, 2011, for \$750 per month, plus common area maintenance charges. The lease term is month-to-month, subject to termination by either party. Rent expense, including common area maintenance charges totaled \$7,750 and \$9,340 for the years ended June 30, 2017 and 2016, respectively, and is included with facilities and equipment expense on the Statement of Activities.

**CIVIC CENTER COMMUNITY BENEFIT DISTRICT**  
**NOTES TO FINANCIAL STATEMENTS**  
**For the Year Ended June 30, 2017**

**NOTE 6 – OUTSIDE SERVICE CONTRACTS**

The District contracts with MJM Management Group to provide ambassador, janitorial, maintenance, and other services on the District's behalf. At June 30, 2017 and 2016, MJM charges were \$688,592 and \$629,961, respectively.

On May 1, 2017, the District entered into a services agreement with Central Market Community Benefit District (CMCBD), a California nonprofit corporation, for the management of the District.

The District will pay CMCBD \$10,516.42 per month, up to a maximum of \$126,197 per calendar year. The agreement commenced on May 1, 2017 and terminates on April 30, 2018.

**NOTE 7 – SUBSEQUENT EVENTS**

The District evaluated subsequent events for recognition and disclosure through February 22, 2018, the date which these financial statements were available to be issued. Management concluded that no material subsequent events have occurred since June 30, 2017 that require recognition or disclosure in such financial statements.



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**MEMO**

To: Supervisor Jane Kim, District 6  
CC: San Francisco Board of Supervisors  
From: Chris Corgas, OEWD Senior Program Manager  
RE: Civic Center Community Benefit District  
Date: September 28, 2018

---

This is a memo summarizing the performance of the Civic Center Community Benefit District (CCCBD) and an analysis of their financial statements (based on their audit) for the period between July 1, 2016 and June 30, 2017.

Each year the CBD is required to submit a mid-year report, an annual report, and a CPA Financial Review or Audit. Civic Center CBD has complied with the submission of all these requirements. OEWD staff reviewed these financial documents to monitor and report on whether they have complied with the rules per the Property and Business Improvement District Law of 1994, California Streets and Highways Code Sections 36600 Et Seq.; San Francisco's Business and Tax Regulations Code Article 15; the Civic Center's Community Benefit District management contract with the City; and their Management Plan as approved by the Board of Supervisors in 2008.

Also attached to this memo are the following documents:

1. Annual Report
  - a. FY 2016-2017
2. CPA Financial Review Report
  - b. FY 2016-2017
3. Draft resolution from the Office of Economic and Workforce Development



### **Background**

The CCCBD includes both privately and publicly owned properties. The district covers 35 blocks and includes approximately 289 parcels.

- January 4, 2011, the Board of Supervisors approved the resolution that established the Civic Center Community Benefits District for 10 years (Resolution # 21-11).
- October 18, 2011, the Board approved the contract for the administration and management of the Civic Center Community Benefit District (Resolution # 443-11).
- April 28, 2015, the Board of Supervisors approved the Annual Reports for FYs 2011-2012, 2012- 2013, and 2013-2014 annual reports (Resolution # 162-15).
- August 2, 2016, the Board of Supervisors approved the Annual Report for FY 2014-2015 (Resolution #347-16).
- May 9th, 2017, the Board of Supervisors approved the Annual Report for FY 2015-2016 (Resolution # 164-17).

### **Basic Info about Civic Center CBD**

Year Established	January 2011
Assessment Collection Period	FY 2011-2012 to FY 2020-2021 (July 1, 2011 to June 30, 2021)
Services Start and End Date	February 1, 2012 – June 30, 2021
Budget	Initial Estimated Annual \$691,964
Fiscal Year	July 1 – June 30
Executive Director	June 2016-April 2017- Donald Savoie/May 1, 2017-present Tracy Everwine
Name of Nonprofit Entity	Civic Center Community Benefit District Corporation

The current CBD website, <http://sfciviccenter.org/>, includes all the pertinent information about the organization and their programs, a calendar of events, their Management Plan, Mid-Year Report, Annual Report and meeting schedules.

## **Summary of Service Area Goals**

### **Safety Program**

#### **Community Guide Ambassador**

- Daytime Ambassadors: Community Guide Ambassadors provide pedestrian support in the areas of: wayfinding, hospitality, information and social service support. They also serve to deter unsafe conditions in the public realm by proactively deterring crime and reporting suspicious or illegal activity to the appropriate authorities.
- Garage Greeters: In the evenings a Garage Greeter staffs the elevator entrance to the Civic Center Garage helping patrons safely find their way.
- Evening Ambassadors: In coordination with District performing arts venues, CCCBD provides Community Guide Ambassadors on the evenings of select performances to ensure safe passage for pedestrians throughout the District at night.

#### **10B Officers**

As requested by CCCBD SFPD 10B officers are hired to work alongside the Community Guide Ambassadors and Cleaners for additional support. The SFPD 10B officers also provide instrumental support for District special events and programs.

### **Cleaning Program**

CCCBBD's cleaning services are in addition to those provided by the City. CCCBD provides maintenance workers to respond to calls for graffiti removal, sidewalk sweeping/pressure washing, landscaping and illegally dumped refuse.

### **Beautification**

Beautification efforts include capital improvements such as: public art, landscaping, wayfinding signage, sidewalk lighting.

### **Activation**

CCCBBD facilitates activation in Zone 2 of the District with a focus on open space designed for events and activities.

### **Administration**

CCCBBD's 15-member Board of Directors and the Executive Director oversee the organization with



various support staff

### Summary of Accomplishments, Challenges, and Delivery of Service Areas

#### **Safety Program**

- Community Ambassadors assisted approximately 462 individuals in need
- Community Ambassadors provided approximately 2,333 directions and referrals to visitors
- Community Ambassadors completed 3,077 meet and greets with merchants
- Utilized a Garage Greeter at Civic Center Garage to increase safety of garage patrons
- CCCBD collaborated with District art and cultural organizations to add evening Ambassador coverage during the evenings during the Holiday season
- Assisted 114 individuals dealing with mental health illness
- Referred 94 individuals to social services
- Referred 11 individuals to SFHOT
- 10B Officers were used part-time, in collaboration with the neighboring Central Market CBD

\*CCCBBD has taken the lead in coordinating all of the ambassador and cleaning programs working within the District to ensure everyone understands their role and how to effectively and efficiently communicate and work with one another.

#### **Cleaning Program**

- Removed approximately 24,000 pounds of trash from the District
- Removed 5,323 instances of human and animal waste
- Fulfilled approximately 4,500 calls for cleaning
- Disposed of approximately 4,459 needles
- Handled approximately 1,872 instances of illegal dumping
- Removed approximately 4,396 instances of graffiti, stickers, or flyers
- Pressure washed or steam cleaned approximately 46,464 linear feet

## **Beautification**

- Collaborated with the Recreation and Parks Department to install Tivoli lights in Civic Center Plaza trees.
- CCCBD was awarded a \$200,000 reimbursable grant to enhance the 200 block of Ivy Street and is now in search of working capital to complete the work.

## **Activation**

- CCCBD designed and implemented its “Summer Concert Series” in Civic Center Plaza.
- Over the course of the holiday season CCCBD executed 22 free “Holiday Fanfare” concerts throughout the District at locations along Van Ness Avenue, in front of Bill Graham Civic Auditorium, and City Hall.
- In partnership with the Recreation and Parks Department, CCCBD organized the Civic Center Plaza Holiday Tree Lighting event curating a speaking program followed with performances by the Gay and Lesbian Choir and the Conservatory of Music.

## **Administration**

- CCCBD embarked on expanding its stewardship role in Civic Center in partnership with several public and private sector stakeholders including: City’s Real Estate Division, the Recreation and Parks Departments, the Office of Economic and Workforce Development, Public Works and Planning to ensure the success of
  - the new Civic Center playgrounds
  - the new café kiosk
  - the Civic Center Commons Initiative
- Worked with OEWD to develop and implement a process to modify the District’s Management Plan
- Entered into a management agreement for services with the neighboring Central Market CBD.
  - Staffing now includes direction and expertise from an Executive Director, a Project Director, an Accountant, a Part-time Marketing & Communications consultant, and a part-time Programming Manager for Civic Center Commons.
- The 15-member Board remained the same throughout the year as did the Committees: Executive, Services and Capital Improvements & Planning.

### CCCBDB Annual Budget Analysis

OEWD's staff reviewed the following budget related benchmarks for CCCBD:

- **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 (*Agreement for the Administration of the "Civic Center Community Benefit District", Section 3.9 – Budget*).
- **BENCHMARK 2:** Whether one percent (1%) of actuals came from sources other than assessment revenue (*CA Streets & Highways Code, Section 36650(B) (6); Agreement for the Administration of the "Civic Center Community Benefit District", Section 3.4 - Annual Reports*).
- **BENCHMARK 3:** Whether the variance between the budget amount and actual expenses within a fiscal year was within 10 percent (*Agreement for the Administration of the "Civic Center Community Benefit District", Section 3.9 – Budget*).
- **BENCHMARK 4:** Whether CCCBD 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 (*CA Streets & Highways Code, Section 36650(B)(5)*).

#### FY 2016-2017

**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

**ANALYSIS:** CCCBDB met this requirement. See table below.

Service Category	Management Plan Budget	% of Budget	FY 2016-2017 Budget	% of Budget	Variance Percentage Points
Safety	\$357,495	51.66%	\$435,807.36	53.13%	+1.46
Cleaning Program	\$139,890	20.22%	\$173,878.50	21.20%	+0.98%
Beautification	\$22,876	3.31%	\$25,624.38	3.12%	-0.18%

Activation of Public Places	\$24,081	3.48%	\$27,177.38	3.31%	-0.17%
Administration	\$147,622	21.33%	\$157,797.87	19.24%	-2.10%
<b>TOTAL</b>	<b>\$691,964</b>	<b>100.00%</b>	<b>\$820,284.49</b>	<b>100%</b>	

**BENCHMARK 2:** Whether one percent (1%) of actuals came from sources other than assessment revenue

**ANALYSIS:** *CCCB*D met this requirement. Assessment revenue was \$821,806.09 or 96.44% of actuals and non-assessment revenue was \$30,342.72 or 3.56% of actuals. See table below.

Revenue Sources	FY 2016-2017 Actuals	% of Actuals
Assessment Revenue	\$821,806.09	
<b>Total assessment revenue</b>	<b>\$821,806.09</b>	<b>96.44%</b>
Fee for Service	\$30,000	
Interest Earned	\$342.72	
Other	\$0.00	
<b>Total non-assessment revenue</b>	<b>\$30,342.72</b>	<b>3.56%</b>
<b>Total</b>	<b>\$852,148.81</b>	<b>100%</b>

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

**ANALYSIS:** *CCCB*D met this requirement. See table below.

Service Category	FY 2016-2017 Budget	% of Budget	FY 2016-2017 Actuals	% of Actuals	Variance Percentage Points
Safety	\$ 435,807.36	53.13%	\$ 454,980.35	50.19%	-2.94%
Cleaning Program	\$ 173,878.50	21.20%	\$ 153,196.67	16.90%	-4.30%
Beautification	\$ 25,624.38	3.12%	\$ 11,451.96	1.26%	-1.86%
Activation of Public Places	\$ 27,177.38	3.31%	\$ 44,962.50	4.96%	+1.65%

Administration	\$ 157,796.87	19.24%	\$ 241,895.42	26.68%	+7.45%
<b>TOTAL</b>	<b>\$ 820,284.49</b>		<b>\$ 906,486.90</b>		

**BENCHMARK 4:** Whether CCCBD 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

**ANALYSIS:** CCCBD met this requirement. See table below.

<b>FY 2016-17 Carryover Disbursement</b>	<b>\$ 367,877.00</b>	<b>To be used in FY 2017-2018</b>
Safety Program	\$195,448.66	\$195,448.66
Cleaning Program	\$77,980.14	\$77,980.14
Beautification	\$11,491.89	\$11,491.89
Activation of Public Spaces	\$12,188.37	\$12,188.37
Administration	\$70,767.93	\$70,767.93
<b>Total Designated Amount</b>	<b>\$ 367,877.00</b>	<b>\$ 367,877.00</b>

### Findings and Recommendations

CCCBD has met all of its required benchmarks as defined on page 7 of this memo. CCCBD has made great strides partnering with new public and private sector partners to improve Civic Center, most notable through the Civic Center Commons initiative. CCCBD has begun its renewal process and looks forward to expanding its stewardship role in the District.

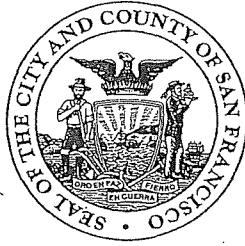
Since bringing on Ms. Everwine as the Executive Director of the CBD, the organization has greatly increased its capacity to partner with public, private, and non-profit actors on specific initiatives – most notably, the Civic Center Commons. Additionally, Ms. Everwine’s leadership and experience has put the CBD in a strong position to address future growth opportunities, both under the current term and in the upcoming renewal, in a sustainable manner.



### **Conclusion**

CCCBBD has continued to successfully supplement the City's baseline cleaning and maintenance services and to sponsor events and programs in the District. Board and current staff have worked diligently to carry out its mission and strengthen the organization for the future.

BOARD of SUPERVISORS



City Hall  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco 94102-4689  
Tel. No. 554-5184  
Fax No. 554-5163  
TDD/TTY No. 554-5227

## MEMORANDUM

TO: Ben Rosenfield, City Controller, Office of the Controller  
Joaquin Torres, Director, Office of Economic and Workforce Development

FROM: John Carroll, Assistant Clerk, Government Audit and Oversight  
Committee, Board of Supervisors

DATE: October 10, 2018

SUBJECT: LEGISLATION INTRODUCED

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The Board of Supervisors' Government Audit and Oversight Committee has received the following proposed legislation, introduced by Supervisor Kim on October 2, 2018:

**File No. 180963**

**Resolution receiving and approving an annual report for the Civic Center Community Benefit District for FY2016-2017, submitted as required by the Property and Business Improvement District Law of 1994 (California Streets and Highways Code, Sections 36600, et seq.), Section 36650, and the District's Management Agreement with the City, Section 3.4.**

If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

c: Todd Rydstrom, Office of the Controller  
Ken Rich, Office of Economic and Workforce Development  
J'Wel Vaughan, Office of Economic and Workforce Development  
Lisa Pagan, Office of Economic and Workforce Development

**Introduction Form**

By a Member of the Board of Supervisors or Mayor

RECEIVED  
BOARD OF SUPERVISORS  
SAN FRANCISCO

2018 OCT -2

Stamp  
or meeting date

hereby submit the following item for introduction (select only one):

- ☒ 1. For reference to Committee. (An Ordinance, Resolution, Motion or Charter Amendment).
- ☐ 2. Request for next printed agenda Without Reference to Committee.
- ☐ 3. Request for hearing on a subject matter at Committee.
- ☐ 4. Request for letter beginning : "Supervisor [ ] inquiries"
- ☐ 5. City Attorney Request.
- ☐ 6. Call File No. [ ] from Committee..
- ☐ 7. Budget Analyst request (attached written motion).
- ☐ 8. Substitute Legislation File No. [ ]
- ☐ 9. Reactivate File No. [ ]
- ☐ 10. Topic submitted for Mayoral Appearance before the BOS on [ ]

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- ☐ Small Business Commission      ☐ Youth Commission      ☐ Ethics Commission
- ☐ Planning Commission      ☐ Building Inspection Commission

**Note: For the Imperative Agenda (a resolution not on the printed agenda), use the Imperative Form.**

Sponsor(s):

Kim

Subject:

Civic Center Community Benefit District - Annual Report for FY 2016-2017

The text is listed:

Attached

Signature of Sponsoring Supervisor:

or Clerk's Use Only