



Lower Polk CBD
FY 15/16 Annual Report

This annual report works in conjunction with the excel sheet sent to OEWD on 10/31/2016.

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.

Christian Martin is the Executive Director of the Lower Polk Community Benefit District (CBD). Prior to joining the Lower Polk CBD, Christian Martin served as the Executive Director of the Trenton Downtown Association in Trenton, NJ, and has experience in the executive and legislative branches of New Jersey State government. Mr. Martin has over 5 years of experience running special services districts providing litter removal and ambassador services.

LPCBD employs full time staff and contractors to provide a variety of cleaning and maintenance services. Local and national contractors bringing a collective 50 years of experience to the Lower Polk include; Streetplus LLC, City Resource Inc., J&J Works PW, and Curb Appeal Company. These businesses 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 15/16, LPCBD ambassadors removed over 17 tons of trash from the Lower Polk streets. Cleaning crews also removed approximately 260 instances of graffiti and steam cleaned each block face in the district.

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 our 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 by referring them to other community-based service providers whenever possible. LPCBD outreach services are designed to support and promote the economic vitality of our community.

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.

LPCBD employs 6 full time cleaning ambassadors and trains interns through the Human Services Agency's ITIP Program. Three of the ITIP interns have been hired as full-time ambassadors with LPCBD.

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

Providing these services has provided a calming force, and stabilized the neighborhood dramatically during business hours. LPCBD 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 provide 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, obviating 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 LPCBD has 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.

The LPCBD sponsored and/or worked in some capacity on the following community events:

- SF Pride Parade
- First Annual Polk Street Summer Wine Walk
- St. Patrick's Day on Polk Street,
- Super Bowl (restroom services, security monitoring, 10B Police)
- Santa Con (restroom services, security monitoring)
- Halloween party for homeless neighbors
- Cedar Alley Block Party
- Thanksgiving turkey and pumpkin pie giveaway for needy families of the Tenderloin
- Sponsored "Santa in Macaulay Park" toy drive for needy kids of the Tenderloin
- Monthly Lower Polk/TL Art Walk sponsor

Public Space Improvements:

- Fern Alley 50k donation
- Ongoing planter maintenance
- 10 Dog waste units installed
- Decorative lights installed and maintained (Polk and Cedar)
- Public planning and policy work
- Cigarette disposal stations distributed

Grant requests submitted for support for the following:

- Art programming and activation
- Alley infrastructure improvements
- Restroom access services for the homeless

LPCBD Planning and Policy Commitments:



- SFMTA committee
- SF Recreation and Parks MacAulay Park planning process
- Next Door Shelter Coordination
- Construction impact mitigation
- LPN Alley Vision Support
- Middle Polk CBD Fiscal Sponsorship

Donations:

- To SFDPW for Fern Alley improvements
- Temporary restroom services for special events
- Food and clothing for those in need

LPCBD provided over 300 volunteer hours to the neighborhood and received significant donations of food and clothing which were distributed to those in need.

Homeless Outreach/Community Service:

- General welfare check ups
- Emergency health care assistance
- Hygiene kits distributed
- Drop in services (discontinued)
- Medical referrals and emergency first aid
- Shelter referrals
- Other social service provider referrals
- periodic snacks and food distribution to establish trust and good will

Business Services:

- Advocacy
- Small Business MTA Committee Van Ness Construction
- Homeless intervention support
- Encampment removal efforts

Organizational Development:

- Staff hired
- Insurances procured
- Office and storage space secured and furnished



- Strategic partnerships with city departments and agencies developed
- Board Retreat and monthly meetings conducted in accordance with all public meeting regulations

Cleaning Services:

- Litter Patrol
- Sharps/needle disposal
- Feces, needles and other bio hazard disposal
- Regular pressure washing and steam cleaning
- Gum and grime removal
- Graffiti removal and abatement
- Planter maintenance

Cleaning Equipment Purchased:

- 2 Pickup trucks
- 2 pressure washing units
- 1 Billy Goat High power street vacuum
- 2 shred and vacuum blowers

Regular Supplies used:

- dust pans and brooms
- pickers
- trash cans and liners
- paint and painting supplies
- cleaning supplies
- uniforms

Contracted Maintenance Services:

- Pressure Washing/Deep Cleaning
- Graffiti removal
- Port a Pot services

Community Partnerships:

- La Voz Latina
- Redding Elementary School
- California Pacific Medical Center



- Academy of Art University
- Pacific Eagle Inc.
- Lower Polk Neighbors
- Working Solutions
- SEACSC
- Friends of the Urban Forest

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	FY 2015-16				Variance	Source
	Management Plan Budget	General Benefit Dollars	Management Plan Assessment Budget	FY 2015-16 Assessment Budget		
SA 74 - Lower Polk						
SA 74 - Lower Polk CBD - Cleaning, Maintenance, and Safety	\$ 478,675.00	\$ 26,566.46	\$ 452,108.54	\$ 478,675.00	\$ 26,566.46	Cleaning Safety & Maintenance
SA 74 - Lower Polk CBD - Marketing, Streetscape	\$ 95,700.00	\$ 5,311.35	\$ 90,388.65	\$ 95,700.00	\$ 5,311.35	Marketing, Streetscape Improvements and
SA 74 - Lower Polk CBD - Management and Operations	\$ 240,900.00	\$ 13,369.95	\$ 227,530.05	\$ 240,900.00	\$ 13,369.95	Management and Operations
Contingency and Reserve	\$ 30,774.54	\$ 1,707.29	\$ 29,067.25	\$ 30,774.54	\$ 1,707.29	Contingency and Reserves
0	\$ -	\$ -	\$ -	\$ -	\$ -	
0	\$ -	\$ -	\$ -	\$ -	\$ -	
0	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL	\$ 846,049.54	\$ 46,555.75	\$ 798,893.79	\$ 846,049.54	\$ 46,555.75	
						100.00%

BENCHMARK 2: General Benefit Requirement

Revenue Source	FY 2015-2016 Actuals	% of actuals	Source
Assessment Revenue	\$ 751,211.38	54.60%	
Total Assessment (Special Benefit) Revenue	\$ 751,211.38	54.60%	
Contributions and Sponsorships	\$ 785.58	0.06%	Various
Grants	\$ -	0.00%	CPMC Hospital
Donations	\$ 529,650.00	41.31%	CPMC Hospital & kind donations
Interest Earned	\$ 374.09	0.03%	Wells Fargo - Savings
Earned Revenue	\$ -	0.00%	
Other	\$ -	0.00%	
Total Non-Assessment (General Benefit) Revenue	\$ 530,809.67	41.40%	
Total	\$ 1,282,021.05	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 2015-16				Variance (Total Budget)	Source
	FY 2015-16 Budget	Actuals	% of Budget (Assessment)	% of Actuals (Total Budget)		
SA 74 - Lower Polk CBD - Cleaning, Maintenance, and Safety	\$ 478,675.00	\$ 400,806.97	83.56%	77,868.03	-7.69%	
SA 74 - Lower Polk CBD - Marketing, Streetscape Improvements	\$ 95,700.00	\$ 75,327.88	78.71%	20,372.12	-21.29%	
SA 74 - Lower Polk CBD - Management and Operations	\$ 240,900.00	\$ 239,837.50	99.56%	62.50	-0.03%	
Contingency and Reserve	\$ 30,774.54	\$ 30,887.00	100.64%	-112.46	0.36%	
0	\$ -	\$ -	0.00%	\$ -	0.00%	
0	\$ -	\$ -	0.00%	\$ -	0.00%	
0	\$ -	\$ -	0.00%	\$ -	0.00%	
TOTAL	\$ 846,049.54	\$ 696,804.30	82.24%	\$ 149,245.24	-17.64%	

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

Service Category/Budget Line	FY 2015-2016 Carryover Disbursement	Source	Spentdown Timeline
General Benefit Project	\$ 530,809.67		
Cleaning, Maintenance and Safety Program	\$ 302,561.51		1 to 3 years
Marketing, Streetscape Improvements and Beautification Program	\$ 58,388.00		1 to 3 years
Management and Operations	\$ 145,626.71		1 to 3 years
Contingency and Reserves	\$ 21,232.39		1 to 3 years
0	\$ -		
0	\$ -		
General Project Total	\$ 530,809.67		
Special Assessment Project			
SA 74 - Lower Polk CBD - Cleaning, Maintenance, and Safety	\$ 470,393.53	Financial records	1 to 3 years
SA 74 - Lower Polk CBD - Marketing, Streetscape Improvements	\$ 142,893.52	Financial records	1 to 3 years
SA 74 - Lower Polk CBD - Management and Operations	\$ 179,574.45	Financial records	1 to 3 years
Contingency and Reserve	\$ -		
0	\$ -		
0	\$ -		
Special Project Total	\$ 792,861.50		
Total Designated Amount for FY 2016-17	\$ 1,323,671.17		