



**Tenderloin Community  
Benefit District**

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Fiscal Year 22 - 23

**ANNUAL REPORT**

Leading the evolution of the  
Tenderloin neighborhood  
into a vibrant community for  
all!

# The Tenderloin District



**TLCBD RENEWAL BOUNDARIES**  
WITH **MICRO NEIGHBORHOOD ROUTES**

# Kate Robinson

## Executive Director



**O**n behalf of the Tenderloin Community Benefit District (TLCBD) and our Board of Directors, we are pleased to present this Annual Report to TLCBD members and the broader community deeply connected with the Tenderloin and its significance in our City. This report illuminates our principal achievements, forthcoming ventures, and financial performance from July 2022 - June 2023.

We eagerly anticipate feedback and encourage frequent visits to the Tenderloin, participating in the revitalization of this distinctive district in San Francisco, whose diversity represents a whole world in a neighborhood. The preceding year was a period of resurgence and strategic foresight as the Tenderloin, San Francisco, and the wider Bay Area found their feet post the pandemic's intense challenges. TLCBD's fundamental services remained unwavering through our delivery of responsive programs: Clean Team, Safe Passage, Park Stewardship, Policy & Voice, and the Camera Network.

San Francisco City and its Community partners acknowledge TLCBD's pivotal role in championing downtown's renaissance. We're thrilled to announce the launch and expansion of "the Spirit of SF Starts Here" marketing campaign; including new banners and streetscapes, physical improvements for small businesses and a forthcoming city-wide campaign to reframe perceptions of Tenderloin and to highlight our diverse, immigrant-owner restaurants, retail and entertainment. This endeavor is our proactive approach to envisioning the evolution of the Tenderloin and how the TLCBD can spearhead this transformation alongside all our city and neighborhood partners. TLCBD's strategic direction includes a commitment to making the Tenderloin Clean, Safe & Active by:

- Delivering nimble and effective cleaning services and expanding our clean team's impact
- Activate every level of the Tenderloin's residents, youth and small businesses in developing actionable, community-led solutions.
- Develop distinctive "Tenderloin" advertising and promotional tools to rebrand the Tenderloin and tell the story of our vibrant community.
- Revitalize and enhance public spaces, emphasizing the small businesses, commercial corridors, key streets, and alleyways.
- Make joy visible through community celebrations, public space activations, and positive, community-led events that highlight our neighborhoods cultural diversity and improves access and enjoyment of shared spaces.
- Safety & Stewardship of our children, families and seniors through Safe Passage (celebrating its 15th year anniversary) and stewardship and activation of our Parks Network.

Our CBD's programs and services are reflective of the unique needs of the Tenderloin community. As we transition from pandemic challenges, our optimism for the Tenderloin's prospects remains undiminished. Join the TLCBD in leading the evolution of the Tenderloin into a vibrant community for all!

Sincerely,

Kate Robinson  
Executive Director, TLCBD

# TLCBD's Organizational Profile

The Tenderloin Community Benefit District (TLCBD) is a non-profit organization established in 2005 by a collective of community leaders and property owners. Our mission is to lead the evolution of the Tenderloin neighborhood into a vibrant community for all. Over the years, our services, vision, and impact have expanded far beyond the traditional confines of community benefit districts. We've grown into an anchor institution focused on organizing, advocacy, and giving voice to residents as well as improving the conditions and lived environment. Responding to the community's needs, exacerbated by the pandemic, all of our programs strive to improve the health, social equity, and economic security of the community. Our commitment is reflected in our wide array of programs and initiatives, designed to boost community resilience, safety, and cleanliness while encouraging resident participation and skill development. We do this through:

1. Clean Programs: This initiative employs primarily residents in community cleaning roles, such as pressure washing, trash removal, and graffiti maintenance. It offers entry-point jobs for economically insecure residents and those with barriers to employment, allowing them to acquire industry experience and soft skills. The Clean Program also boosts neighborhood pride and encourages community engagement.
2. Safe Programs: Originating from the Safe Passage initiative, and started by Tenderloin mothers and youth 15 years ago – Safe Passage escorts children, youth and seniors to their destinations – detouring negative behavior and impacts, and ensuring their safety while accessing schools and resources. Furthermore, our stewardship role involves hiring high barrier residents (such as immigrants, mothers, seniors and those with disabilities and/or adverse lived experiences) to build their work-readiness.
3. Parks Network: TLCBD has developed a network of three active, refurbished parks in the Tenderloin and many public spaces such as "parklets" and alleyways. These parks and spaces have become community hubs offering essential services and fostering a wide array of community-led activities and celebrations.
4. Policy & Voice - Business Voice, Youth Voice & Resident Voice: Combining the energy of business owners, young people, and residents, we facilitate access to policymakers, resources, and organizing tools. These programs are key to driving physical improvement strategies and projects that enhance the living environment in the Tenderloin. From the Business Voice's support for small businesses and entrepreneurship, through Youth Voice's focus on turning research into policy action, to Resident Voice's emphasis on beautifying and activating neighborhood spaces, we're championing community-led change on multiple fronts.
5. Camera Program: Our resident-managed camera program is a crucial aspect of community-led safety. This initiative helps deter crime, assist businesses, and coordinate with local law enforcement.
6. Events & Activations: This program seeks to reclaim the streets and public spaces through music, learning, and cultural celebration. We host events that make joy visible, thereby detouring negative behaviors and encouraging positive engagement within the community.

Our ongoing commitment to the Tenderloin community is embodied in our diverse array of programs and initiatives. As an anchor institution, organizer, incubator, and innovator, TLCBD remains steadfast in our mission to transform the Tenderloin into a vibrant and thriving district. We continuously work in partnership with city agencies and other community-based organizations to foster community-led change, and together, we're shaping a better future for the Tenderloin and its residents. Through our collective efforts, we are not only enhancing the physical environment but also championing social equity and economic security, contributing to the enduring resilience and development of our beloved neighborhood.

# Programs

The Tenderloin Community Benefit District provides the following services:  
Clean Services, Safety & Stewardship, Events & Activations, Cameras  
and Policy & Advocacy for Youth, Residents & Small Business.  
Between July 2022 and June 2023, the TLCBD implemented and  
continued the following programs:



# Clean

## IMPACT BY THE NUMBERS

TLCBD's Clean Team continued to lead the neighborhood in responsiveness to 311 calls as well as baseline services in trash collection, street cleaning, washing and hazardous removal with:

- **93% of all cleaning-related 311 requests in district**
- **5,900 instances of Human/Animal Waste cleaned**
- **5,066 cleaning services performed**
- **495 graffiti paint cleaned from buildings**
- **Over 932,670 gallons of trash disposed of**
- **15,579 of needles removed from streets**

## CHANGES IN MANAGEMENT

As of April 2023, TLCBD has taken a significant step forward in its commitment to the community and operational efficiency. We have transitioned our Clean Team from being a contracted service through Block by Block to direct employment under the TLCBD umbrella. This strategic move is not just an administrative change, but a deeper endeavor into reshaping our organizational culture. By bringing the Clean Team services in-house, we aim to foster a culture of safety, belonging, and internal equity. This initiative further allows us to offer robust workforce development opportunities, ensuring our team is equipped with the skills and knowledge to excel in their roles and beyond. As we integrate the Clean Team with all our operational programs, we're building a cohesive unit, aligned in vision and purpose, dedicated to ensuring the Tenderloin remains a clean, safe, and vibrant community for all its residents and visitors.

## 7 DAYS/WEEK, 365 DAYS/YEAR

We are proud to continue offering Clean Team services seven days a week, every day of the year, with our dedicated in-house team. Through 311 data collection, and continued support of the 311 system, TLCBD is ensuring meticulous tracking of clean and safe data.

TLCBD's Clean Team services and maintains 80 Big Belly trash receptacles, responds to 93% + of all 311 cleaning requests, and is the primary steward of Tenderloin street cleaning - working with DPW, JFO, Recology and other city agencies to co-create daily solutions to some of the toughest social and economic challenges facing our neighborhood's streets.



# Safe

## IMPACT BY THE NUMBERS

Safe Passage, founded by community members including Tenderloin mothers and neighborhood youth, has grown into an established and critical part of the fabric of the Tenderloin's safety infrastructure. With over 18 staff, speaking 7 different languages, our Corner Captains and Safety Leads are from the community they serve, and provide safe escort on some of the most challenging intersections and streets within the Tenderloin, detouring negative behavior, and keeping children and families, residents, seniors and visitors safe.

- **190,951 child escorts provided**
- **87,644 senior escorts provided**
- **306 community activations**
- **206 days of operation**
- **734 average children assisted daily**
- **140 average seniors assisted daily**

## COMMUNITY-LED SOLUTIONS

For fourteen years, TLCBD's Safe Passage Program has steadfastly been at the forefront of ensuring the safety of the Tenderloin community, especially our children, families and seniors. Unwavering in our commitment, even in the face of the pandemic, Safe Passage adapted and evolved. Recognizing the importance of festivities in children's lives, we successfully organized the 'Safe Trick or Treat Route' for consecutive years, allowing children and families to enjoy Halloween festivities safely within the neighborhood.

The reach of the Safe Passage Program is expansive, extending to over 75 community events annually. Our ingrained relationships with local schools and after-school programs highlight our commitment to the educational and social well-being of our youngest residents. At the heart of it all, we lead as safety ambassadors, championing the cause of children and families, seniors, and small businesses within the dynamic community of the Tenderloin.



# Parks

## IMPACT BY THE NUMBERS

The success of our Parks Network lies in their inclusivity. These spaces are more than just recreational areas; they are communal grounds where individuals come together, build relationships, share experiences, and create lasting memories. At the heart of the Tenderloin district, our parks are not only green oases but also cultural epicenters, reflecting the dynamic spirit of our community.

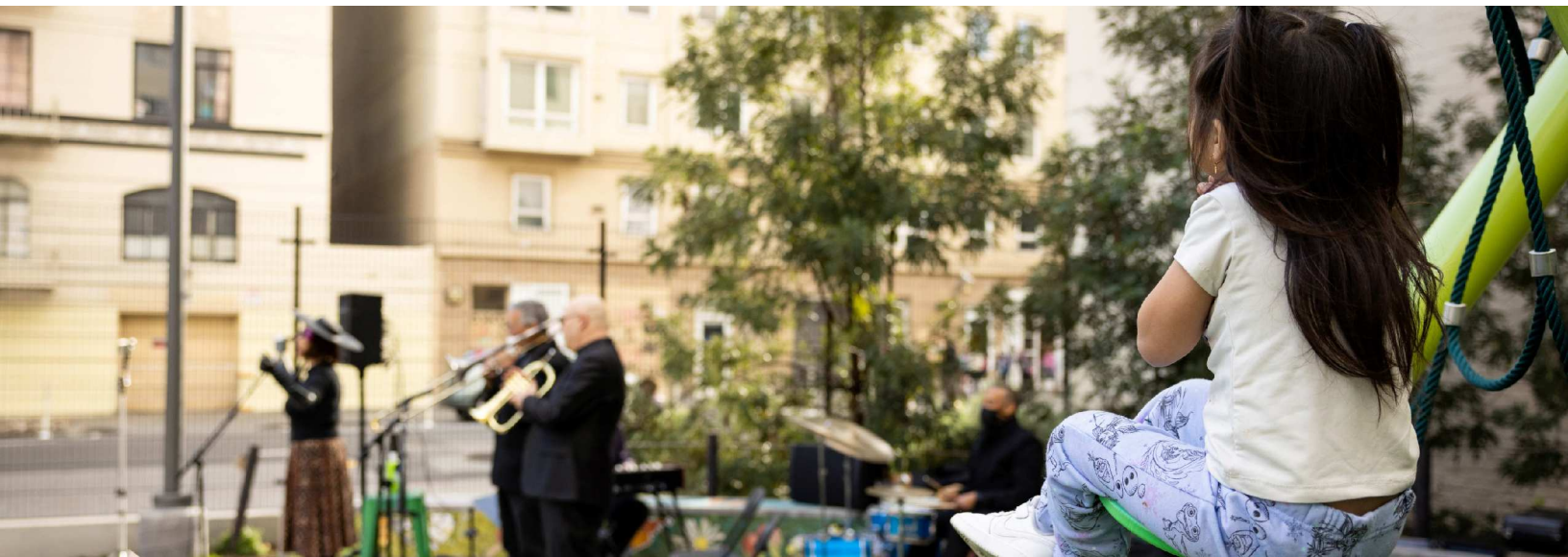
Through the Parks Network, TLCBD reaffirms its commitment to enhancing the quality of life in the Tenderloin. We invite all to partake in the rich tapestry of events and activities, embracing the joy, learning, and sense of community they bring.

- **84,685 children visits to the Parks**
- **72,596 youth and adult visits to the Parks**
- **40,811 senior visits to the Parks**
- **More than 540 people utilize the Parks daily**
- **95,122 Positive Engagements by Park Stewards**
- **2,570 Positive Interventions**

## 7 DAYS/WEEK, 365 DAYS/YEAR

The TLCBD's Parks Network stands as a testament to our dedication to fostering community engagement, enrichment, and well-being. Operating across three pristine parks, our network consistently offers a vibrant tapestry of over 250 programs, activities, classes, and cultural events. These events are not mere gatherings; they represent the heart and soul of the Tenderloin community, where culture, creativity, and learning converge.

Every day, for 10 hours a day, our parks come alive with a myriad of activities. Whether it's a morning Tai Chi class to start the day right, an art workshop in the afternoon, or a cultural event celebrating the rich diversity of our community in the evening, there's always something for everyone. Our programs are thoughtfully curated to cater to all age groups and interests, ensuring that each member of our community finds reflective opportunities for physical activity and enjoyment of safe, clean and active open spaces.





# Policy & Voice

## YOUTH VOICE

The Youth Voice fellowship continues to offer TAY youth (18-24) a paid opportunity to earn-while-they-learn; receiving training in policies and community-led strategies that impact their community; TL Youth are armed with research training and build a comprehensive understanding of how to effect political change; culminating in a forum with City Agency leaders.

Recruiting and team-building through Friday Soccer nights, the Youth Voice program offers youth a real pathway out of poverty.

## RESIDENT VOICE

Re-building in-person capacity and engagement, post-pandemic, TLCBD's Director of Community Organizing hosted 4 quarterly gatherings of all interested/active Block Groups; sharing information, resources, and opportunities for shared activations, political action, and planning for cultural events. Hosted with key notes from SFPD and other City Agencies, TLCBD continues to be a conduit for residents' self-advocacy and political action.

## BUSINESS VOICE

Business Voice, sparked by a coalition of small business owners coming together under the Tenderloin Business Coalition, to demand the Mayor's assistance in addressing persistent challenges and conditions impacting small business owners, became rooted at TLCBD to establish a formalized structure and purpose.

In 2022, the Tenderloin Business Coalition garnered the support of the Mayor, SFPD, the Governor's Office of Business & Economic Development, Small Business Association, and other resources and partners - working collaboratively to bring new resources and solutions to the Tenderloin - and to build lasting strategies for short- and long-term investment and change in the Tenderloin. Through this advocacy; and with the substantial support of OEWD for the "Spirit of SF Starts Here" (a marketing campaign to re-brand the TL and highlight small businesses), TLCBD is working to draw positive attention to the reality that the TL is a whole world in a neighborhood.



# Events & Activations

## PUBLIC REALM IMPROVEMENTS

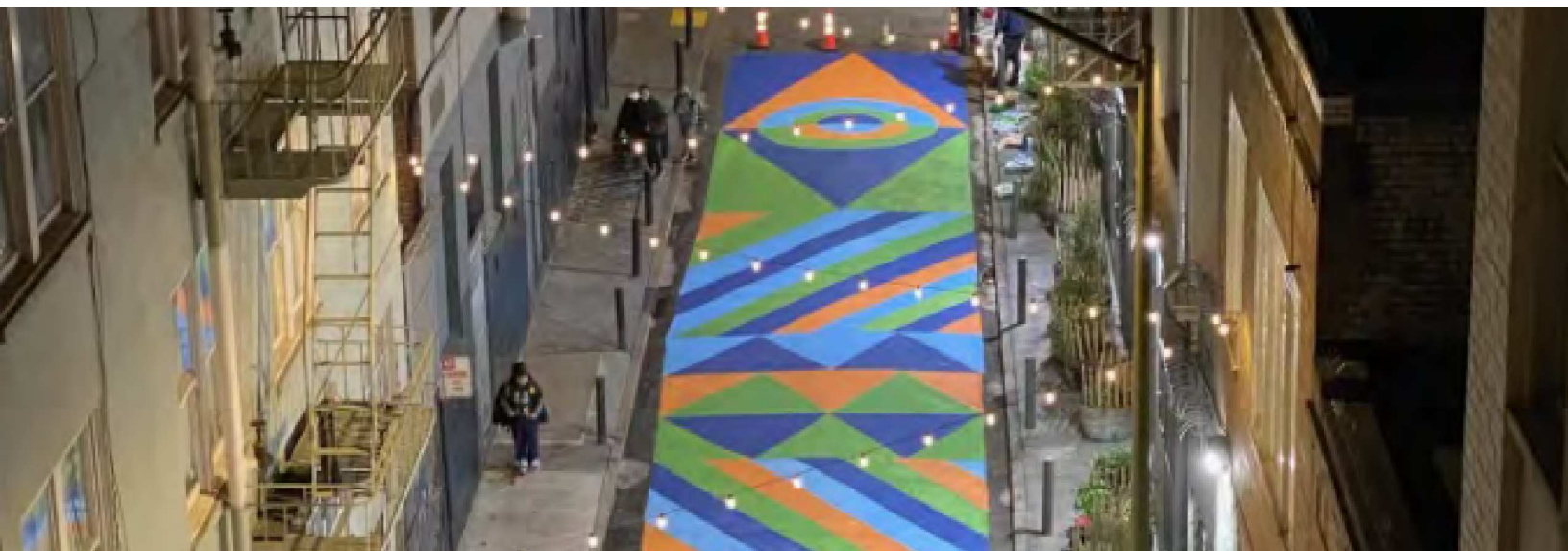
A notable project steering the district towards enhanced safety and aesthetic improvement is the Lower Larkin Gates project. As the project evolved, it symbolized more than just physical gate installations—it signified TLCBD's unwavering commitment to address business needs while navigating multifaceted challenges. By advocating for legislative changes and addressing concerns about ownership, taxation, and maintenance, we've demonstrated an adaptive and collaborative approach, ensuring transparency with our stakeholders.

Reaching completion in the Winter of 2023, the decorative gates are poised to provide a significant safety enhancement and elevate the aesthetic appeal of our local businesses, while highlighting and beautifying the most frequented entry point into the Tenderloin neighborhood; Lower Larkin Street. In the coming year, TLCBD looks forward to an expansion of this project, bringing improved aesthetic appeal, lighting and increased safety to our small business community through OEWD's support of this physical improvement strategy.

## COMMUNITY CELEBRATIONS

The TLCBD's dedication to celebrating the TL and its many rich cultures is palpably felt throughout the Tenderloin neighborhood. Over the past year, our Parks Network has pulsed with life, hosting over 245+ cultural celebrations and diverse programs, making every day a new opportunity for residents to learn, celebrate, and engage. Each event, be it a vibrant cultural celebration or an interactive community program, is thoughtfully crafted to resonate with the district's rich heritage, fostering unity and joy amongst our community members.

Amplifying our commitment to the community, we're thrilled about the launch of the Mini-Grant program through OEWD. This initiative promises to ignite the neighborhood's alleyways and public spaces with positivity, funding and supporting over 14 distinct, community-based projects in the upcoming year. From artsy alleyway activations to vibrant street performances, we envision these spaces teeming with creativity, culture, and community connections.



# TLCBD

## Board Roster

The Tenderloin Community Benefit District's Board of Directors is made up of Property Owners, Business Owners and Residents.

Mike Vuong  
President  
Business Owner Representative

Naomi Maisel  
Vice President  
Business Owner Representative

Bilal Mahmood  
Treasurer/Chair, Finance, Admin & Fund Development  
Resident Representative

Diana Pang  
Secretary  
Property Owner Representative

Justin Bautista  
Resident Representative

Nafy Flatley  
Chair, Policy & Voice  
Business Owner Representative

Isabel Manchester  
Chair, Operations & Stewardship  
Property Owner Representative

Jeff Pace  
Property Owner Representative

Cindy Ramesh  
Property Owner Representative

Greggory Johnson  
Resident Representative

Gordon Leung  
Property Owner Representative

Shelbey Weidemann  
Property Owner Representative

Jennifer Kiss  
At-Large  
At-Large Representative

# Strategy

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In 2021, TLCBD created a vision for the next 5 years through the creation of a Strategic Plan. Under the direction of both a new Board and Executive Director, TLCBD made great strides in implementing the key components of the Plan to building a stronger, more equitable infrastructure ensuring a sustainable TLCBD:

**August 2022** - Kate Robinson returned to TLCBD as the Executive Director.

**September - December, 2022** - The leadership team led a Change Process with Facente Consulting to reflect the Strategic Plan through its staffing structure with the focus of: Equity, Alignment, and Sustainability. This resulted in a new Organizational Chart.

TLCBD staff implemented a new systems process to build a more robust foundational structure for the Finance and Administrative Department.

TLCBD created its first Human Resources (HR) Department by transitioning Greg Moore, former Director of Safe Programs to Director of People & Culture, in order to build out an HR infrastructure.

**January 2023** - Implemented the new Organizational Structure with a corresponding Board Structure. TLCBD transitioned away from 8 individual programs: Safe Passage, Clean, Inviting Space, Economic Opportunity, Neighborhood Pride, Communications, and Cameras.

TLCBD officially restructured the departments to reflect the 3 Pillars named in the Strategic Plan: 1. Finance, HR & Administration, 2. Operations & Stewardship: Safe, Parks, Clean, 3. Policy & Voice: Youth, Business, and Resident Voice.

Implemented a more robust Payroll and HR system.

**March 2023** - TLCBD's Board restructured to align committees with the 3 pillars, and went from 16 Board seats to 13, and voted to extend Board President, Michael Vuong's term by one year to continue Strategic Plan implementation.

Board voted to bring Clean Team Operations in-house.

**April 2023** - Began working with Clean Team contractor, Block By Block, to thoughtfully transition the whole Clean Team and Operations in-house by July 2024, fulfilling the Operations & Stewardship Pillar.

**May - June 2023** - Began Deputy Director search; Switched to a new data tracking system for Clean Team; Elected new Board Members; Developed first-time organization performance evaluation process for all staff; Completed successful FY 22 audit and scheduled FY23 audit early to be completed on time for the first time.

# TLCBD SECURITY CAMERA POLICY



## Tenderloin Camera Network Usage Policy & Procedures

### I. Purpose of Network

The purpose of the Tenderloin Camera Network is to help make the Tenderloin safer for residents, employees, and visitors by providing camera video recording of key public spaces in an attempt to reduce criminal activity. This document outlines the general policies and procedures for usage of the Tenderloin Camera Network.

### II. Change of Usage Policy Terms

The Tenderloin Community Benefit Corporation ("TLCBC") Board of Directors reserves the right to modify or change these policies and procedures at any time, in accordance with applicable law and procedures.

### III. Definitions

As used within and for the purposes of this policy and related agreements, the following terms are defined as follows:

**Archived video** (also known as Recorded video): video footage that has been archived/recorded and stored, and is available for viewing for a period of 30 days. On the 31st day, archived/recorded video footage is deleted and is unavailable for viewing unless a copy has been made in accordance with a request related to a security or safety incident.

**Live video**: video footage that is available to view in real time.

**Recorded video** (see Archived video definition)

**Video copy** (also known as Video export): footage that has been copied in accordance with a request related to a security or safety incident. Copied footage is copied from recorded video footage to a transmission device, such as a flash drive.

**Video export** (see Video copy definition)

**Video request**: a written request to TLCBC for video footage to be reviewed and/or retrieved/released to appropriate public safety, law enforcement or other criminal justice

B. Tenderloin Camera Network usage for the purposes identified in this policy shall be conducted in a professional, ethical, and legal manner consistent with TLCBC policies, including the TLCBC Safety Statement. In addition, the Tenderloin Camera Network usage shall comply with all applicable laws and regulations, and shall not violate reasonable expectations of privacy as defined by the law. In accordance with the requirements of the law, TLCBC shall not consider race, gender, ethnicity, sexual orientation, or disability in determining whether to release or withhold video footage upon request.

C. To maintain an informed public community and to further this policy's goals of reducing crime and criminal activity in the district, and concerning the innocent, TLCBC - upon written request - will release video footage to appropriate public safety and criminal justice agencies; these organizations include but are not limited to the San Francisco Police Department (SFPD), District Attorney's Office, City Attorney's Office, and Public Defender's Office.

D. Property owners and authorized tenants of properties on which cameras are installed and participating in the Camera Network shall have access to the video footage in accordance with applicable laws and regulations by following the process for requests outlined herein.

### VI. Tenderloin Camera Network Recordings

A. All network cameras shall be recording continuously by a digital network video recording system. TLCBC retains the right to approve the request for Camera Network recordings subject to the purpose of the network as stated in Paragraph IV (A), completion of all questions in the Video Retrieval Request form attached as Appendix B herein referred to as the "Form", and subject to any applicable laws.

B. Recorded video shall be made available to the general public only to the extent required by law. In the event of a crime or security incident in the area where camera recordings may be available, individuals should report the crime to the SFPD or other appropriate law enforcement agency. The law enforcement agency can then request the data from TLCBC. If relevant data is available, TLCBC shall determine whether to release or withhold the relevant data, including but not limited to recorded video clips, images, time and date data, and location data, in accordance with the policies set forth herein, and subject to any applicable laws. If data is released, it shall be produced and made available by TLCBC to the law enforcement agency that submitted the request.

C. All requests for video recordings by individuals, entities, law enforcement agencies, public safety agencies, and criminal justice agencies, including, but not limited to the SFPD, District Attorney's Office, City Attorney's Office, and Public Defender's Office, shall be coordinated by and processed through TLCBC. TLCBC and its designees shall cooperate as required by law with all court orders or subpoenas for video recordings. TLCBC is not a crime

agencies. Requests for video review and/or copies shall be documented using the Video Retrieval Request form attached as Appendix B.

### IV. Basic Camera Network Information

A. Cameras are installed, with the permission of property owners, at selected properties located within the Tenderloin to maximize footage of public spaces, including sidewalks, alleys, public plazas, and parks. In the future, additional cameras may be installed, with the permission of property owners, in other public spaces in the Tenderloin. The property owner or authorized tenant may display signage in or near areas where TLCBC cameras are located to inform the public that activities in certain areas are subject to camera video recording.

B. Cameras in the network are not intended to protect private properties, and cameras will not be directed at areas where the public might have an expectation of privacy (e.g., public restrooms). TLCBC will not use covert, "dummy," or fake cameras. The cameras will not record any sounds or voices, and will not use personally identifying search features.

C. The Video Retrieval Center shall be located at TLCBC's office (currently 512 Ellis Street, San Francisco, CA 94109) and operated by TLCBC. The TLCBC shall not be required to maintain regular business hours or maintain staff to actively monitor live-video footage.

D. The Camera Network will not be actively or continuously monitored. TLCBC shall have the ability and sole discretion to control and adjust the cameras. TLCBC shall not be required to and should not be expected to report or otherwise take immediate action when suspicious or criminal activity occurs.

E. The Tenderloin Camera Network only monitors a designated public area within the scope of the network. The video footage may not capture the entire public space surrounding the property, nor would it capture every detail of any suspicious activities and/or behaviors.

F. The Tenderloin Camera Network is managed by TLCBC and shall be installed and maintained through TLCBC's contracted vendors.

### V. General Principles and Policies

A. The purpose of the Tenderloin Camera Network is to deter crime, assist in protecting the safety and property of persons and businesses within the district, assist in apprehending persons suspected of committing criminal activities, and help exonerate the innocent. The use of the Tenderloin Camera Network for purposes inconsistent with those identified in this policy is prohibited.

investigator and is under no obligation to provide video footage or conduct searches for general non-specific inquiries, unless such action is required by law.

D. Recorded video shall be stored for a period of 30 days. On the 31<sup>st</sup> day from the date of the recording, recorded video footage shall be deleted, unless a copy has been made in accordance with a request before the 31<sup>st</sup> day from the date of the recording. If a request is made and accepted, video associated with the request shall be converted into a permanent video clip and stored for one year from the date of its creation. Video clips that become evidence in a civil or criminal proceeding may be retained until the conclusion of those proceedings.

### VII. Process for Requests for Video Footage Review, and Copies of Records

A. This TLCBC policy does not guarantee provision of records upon request except as required by law.

B. All requests for footage review and copies of records shall be documented using the Form attached as Appendix B. Form requests shall reasonably describe a specific alleged criminal or safety incident. Copies of all forms shall be retained by TLCBC in accordance with TLCBC's document retention policy.

C. The Form may be submitted in person to TLCBC during normal business hours, 10:00 am to 5:00 pm, Monday through Friday. The Form may also be submitted by e-mail to [cameras@tlcbd.org](mailto:cameras@tlcbd.org). TLCBC shall respond to requests within 10 business days. Denied requests may be appealed in writing to TLCBC's Executive Committee.

D. TLCBC reserves the right to assess fees for requests, including, but not limited to, personnel costs for conducting a search for recorded video footage and/or images, and the actual costs of flash drives, CDs, DVDs, or other media devices. To help defray the cost associated with processing the request and copying the footage, requestors are encouraged to provide a flash drive or other device for transmission of the requested information.

E. Copies of all video records and images shall be made on TLCBC's premises only.

### VIII. Procedures and Processes

#### A. Camera Network Users

Camera Network Users are defined as those individuals and groups of individuals who have been authorized to have direct or remote access to live and/or recorded video footage captured by TLCBC cameras. Attached, as Appendix A, is a User Group Rights chart, identifying three main user groups and each group's access rights within the

network. All Camera Network Users shall have their own unique login name and password.

#### B. Camera Network Administrators

Camera Network Administrators shall possess full administrative rights in the network permitting performance of any network functions including all authorized Camera Network User functions. Camera Network administrators shall have access to network settings and are able to add, modify, and delete Camera Network Users.

#### C. Video Viewing and Monitoring

All Camera Network Users shall use only their designated username/password to access the Tenderloin Camera Network, and TLCBC and its affiliates accept no responsibility to secure network Users' usernames, passwords, and personal information. Network Users shall not disclose, or otherwise disseminate their username or password to others without the expressed written authorization of TLCBC. TLCBC staff shall log in at the beginning of their monitoring session and log out at the end of the session.

# TLCBD SURVEILLANCE TECHNOLOGY REPORT

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List of the Surveillance Technology that TLCBD either owns or licenses for ongoing use:

109 IP (internet protocol) Video Recording Cameras of three types:

- H4 Multi Sensor Cameras (AV-15C-H4A-}MH-180 AV-15C-H4A-5MH-UO)
- Multi-Sensor Cameras have to 4 lenses capturing footage at either 180 degrees or 870 degrees at 15 megapixels, either 4 mm lenses or 2.8 mm lenses, and light catcher technology (to capture detail in areas with low lighting).
- H5 Single Sensor IP Bullet Cameras (AV-4.OC-H5A-BO?-IR)
- Bullet Cameras have a single sensor capturing footage at 4 megapixels, 9-2? mm lens, and "light catcher technology" (to capture detail in areas with low lighting).
- Axis WOO-LE Outdoor Color HD IP Cameras (AX-0178?-001)
- Robust Outdoor Color HD Cameras have a single sensor capturing footage at ? MP (mega pixels), capture range of 50 meters to 100 meters, 1920 x 1080 resolution, and can capture sharp images to license plates during day and night

Avigilon Control Center 7 Video Management Software (ACC 7)

- Video Management Software secured through firewall port forwarding. Camera footage is stored on physical network servers at each site/location and is accessed remotely through the Centralized Camera Control Center which is password protected and can only be accessed by authorized users.

Purpose for the use of any Surveillance Technology:

- TLCBD's cameras are never monitored and are only accessed when a video retrieval request from is submitted and approved for after-the-tact safety and/or criminal incidents that occur in the Tenderloin in public spaces where the cameras are installed.

Private Contributions: \$250,500 from the Silicon Valley Community Foundation

Requesters of camera footage

Names of all organizations or individual who accessed information from the Surveillance Technology:

TLCBD authorized program staff

Camera Vendor Installation and Maintenance: Applied Video Solutions

Property owners who elect to access footage feed to cameras on their property:

- Page Hotel
- Broadway SF
- Rubicon Partners
- Cova Hotel
- Phoenix Hotel
- Murphy Properties
- Tenderloin Neighborhood Development Corporation
- Haig Mardikian Enterprise
- UC Hastings College of Law
- Youth With A Mission
- La Corina
- Faithful Fools Ministry
- Darussalam Mosque
- Prism Apartments

# Assessment & Financials

The Tenderloin Community Benefit District provides the following services:

Clean Services, Safety & Stewardship, Events & Activations,  
and Policy & Advocacy for Youth, Residents & Small Business.

Between July 2022 and June 2023, the TLCBD implemented and  
continued the following programs:



# TLCBD Property Assessment Calculations

## Property Assessment Method

The North of Market/Tenderloin CBD is funded by annual assessments upon parcels throughout the district. The services and activities are provided uniformly throughout the North of Market/Tenderloin CBD. The annual cost of the special benefits received from the services is apportioned in direct relationship to each parcel's use, building square footage, lot square footage and linear street frontage.

Each parcel is assigned a proportionate benefit unit for each building square foot, lot square foot and linear street front foot. The sum of the total special benefit units in the CBD is then divided into the assessment budget to determine the assessment rate for each benefit unit. Rates are subject to an annual increase per year not to exceed the greater of 4% or the consumer price index (CPI).

## FY22-23 Assessment Rates

RATE BY LAND USE TYPE

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LAND USE TYPE	RATE/ LOT SQ FT
Building Square Footage	0.047726
Lot Square Footage	0.290000
Linear Street Frontage	18.679659

Non-Profit Land Use	
LAND USE TYPE	RATE/ LOT SQ FT
Building Square Footage	0.037832
Lot Square Footage	0.230925
Linear Street Frontage	14.959892

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# TLCBD FINANCIALS

## FY22-23 Statement of Financial Position, Budget-to-Actual & Revenue

### July 2022 - June 2023 Statement of Financial Position

Assets		Liabilities & Net Assets	
Cash and cash equivalents	1,531,098	LIABILITIES	
Receivables (Net)	523,679	Accounts Payable & Accrued Expenses	399,768
Other Current Assets	60,977	<b>Total Liabilities</b>	<b>399,768</b>
Furniture & Equipment (Net)	2,820	NET ASSETS	
<b>Total Assets</b>	<b>2,118,574</b>	Without Donor Restrictions	1,218,764
		With Donor Restrictions	500,042
		<b>Total Net Assets</b>	<b>1,718,806</b>
		<b>Total Liabilities &amp; Net Assets</b>	<b>2,118,574</b>

### Management Plan Budget

Service Category	Dollar Amount	Percentage
Clean & Safe	1,356,618	66.77%
Public Realm, Marketing Events & Advocacy	315,950	15.55%
Management & Administration	359,103	17.68%
<b>Total</b>	<b>2,031,671</b>	<b>100%</b>
Assessment Revenue	1,963,813	96.66%
Non-Assessment Revenue	67,858	3.34%
<b>Total</b>	<b>2,031,671</b>	<b>100%</b>

### FY 22-23 Revenue Sources

ASSESSMENTS	FY 22-23 ACTUALS	% OF ACTUALS
FY Assessment Revenue	2,157,369	100%
Penalties	-	-
Redemption + Redemption Penalties	-	-
<b>Total Assessment (Special Benefit) Revenue</b>	<b>2,157,369</b>	<b>33.60%</b>
NON-ASSESSMENTS	FY 22-23 ACTUALS	% OF ACTUALS
Contributions and Sponsorships	1,260,771	19.64%
Grants	1,599,568	24.92%
Donations	4,984	0.08%
Interest Earned	576	0.01%
Earned Revenue	1,362,893	21.23%
Other (In-Kind & Misc - includes PPP Forgiveness)	33,720	0.52%
<b>Total Non-Assessment (General Benefit) Revenue</b>	<b>4,262,512</b>	<b>66.4%</b>
<b>Total</b>	<b>6,419,881</b>	<b>100%</b>

### FY 22-23 Carry Forward

FY 22-23 ASSESSMENT CARRY FORWARD DISBURSEMENT	DOLLAR AMOUNT	SPEND DOWN TIMELINE
Clean & Safe	439,225	July - December 2024
Public Realm, Marketing Events, & Advocacy	102,294	July - December 2024
Management & Administration	116,265	July - December 2024
<b>Special Assessment Total</b>	<b>657,784</b>	
FY 22-23 NON-ASSESSMENT CARRY FORWARD DISBURSEMENT	DOLLAR AMOUNT	SPEND DOWN TIMELINE
Non-Assessment Advocacy	500,042	July - December 2024
<b>Total Non-Assessment Revenue</b>	<b>500,042</b>	

### FY 2022-23 Budget

Dollar Amounts			
Service Category	ASSESSMENT	NON-ASSESSMENT	Total
Clean & Safe	1,375,228	554,038	1,929,266
Public Realm, Marketing Events & Advocacy	320,284	407,839	728,123
Management & Administration	364,000	73,913	437,914
<b>Total</b>	<b>2,059,512</b>	<b>1,035,789</b>	<b>3,095,303</b>
Percentages			
Service Category	ASSESSMENT	NON-ASSESSMENT	Total
Clean & Safe	66.77%	53.49%	62.33%
Public Realm, Marketing Events & Advocacy	15.55%	39.37%	23.52%
Management & Administration	17.68%	7.14%	14.15%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### FY 2022-23 Actuals

Dollar Amounts			
Service Category	ASSESSMENT	NON-ASSESSMENT	Total
Clean & Safe	1,440,571	1,821,252	3,261,823
Public Realm, Marketing Events & Advocacy	335,503	658,956	994,459
Management & Administration	381,295	85,755	467,050
<b>Total</b>	<b>2,157,369</b>	<b>2,565,963</b>	<b>4,723,332</b>
Percentages			
Service Category	ASSESSMENT	NON-ASSESSMENT	Total
Clean & Safe	66.77%	70.98%	69.06%
Public Realm, Marketing Events & Advocacy	15.55%	25.68%	21.05%
Management & Administration	17.68%	3.34%	9.89%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### FY 23-24 Budget

REVENUE	AMOUNT	% OF INCOME	
Assessment Revenue	2,277,389	46.30%	
Fundraising & Other	2,641,728	53.70%	
<b>Total Revenue</b>	<b>4,919,117</b>	<b>100%</b>	
<b>TLCBD total Revenue</b>	<b>6,591,984</b>		
EXPENSES	ASSESSMENTS	% OF ASSESSMENT	% OF ALL EXPENSES
Clean & Safe	1,595,841	70.07%	32.84%
Streetscapes, Advocacy, Marketing & Events	10,000	0.44%	0.21%
Management & Administration	671,548	29.49%	13.82%
<b>Total Assessment Expenses</b>	<b>2,277,389</b>	<b>100%</b>	
Other Grants & Fund Expenses	2,581,749		53.13%
<b>Total Expenses</b>	<b>4,859,138</b>		<b>100%</b>
<b>TLCBD Total Expense</b>	<b>6,460,389</b>		

# TLCBD FINANCIALS

## FY23-24 Donors

### FY 22-23 Donors \$1,000 and Over

DONOR NAME & ADDRESS	DATE OF DONATION	TOTAL AMOUNT OF DONATION WITHIN REPORTING PERIOD	IDENTIFIED RESTRICTED USES	FINANCIAL INTEREST OF DONOR
Hellman Foundation, San Francisco, CA	9/14/2022	50,000	Inviting Space Program use only	foundation
Silicon Valley Community Foundation, 2440 West El Camino Real, Suite 300	11/4/2022	100,000	shared program use only	foundation
Silicon Valley Community Foundation, 2440 West El Camino Real, Suite 300	12/6/2022	45,000	Clean Program use only	foundation
Silicon Valley Community Foundation, 2440 West El Camino Real, Suite 300	12/6/2022	58,500	Admin use only	foundation
Silicon Valley Community Foundation, 2440 West El Camino Real, Suite 300	6/8/2023	250,000	Camera Program use only	foundation
Sutter Health, Roseville, CA	12/14/2022	25,000	Admin use only	foundation
R&D Impact Foundation, San Francisco, CA	12/29/2022	25,000	Admin use only	foundation
Mid-Market Business Association, San Francisco, CA	9/19/2022	700,000	Inviting Space Program use only	corporation
Total		1,253,500		