

Operations & Stewardship Committee Meeting

December 6th, 2023, 12:00 pm

512 Ellis Street, San Francisco, CA

Meeting Minutes

**DRAFT\***

\*Minutes subject to change, and not official until approved by Board Committee

Present:

**Committee Board Members**

- Isabel Manchester, Chair, Ops & Stewardship Committee, Property Owner Seat (The Phoenix Hotel)
- Cindy Ramesh, Property Owner Seat (Hilton Hotel)
- Shelby Weidemann, Property Owner Seat Representative (UC College Of Law)

**Other Board Members**

- N/A

**TLCBD Staff**

- John Mello, TLCBD Staff
- Enrique Ovando, TLCBD Staff
- Kate Robinson, TLCBD Staff

Absent:

- N/A

**Guest(s)**

- Susie Mckinnon - Cova Hotel
- Pratibha Tekkey - THC

1. Call to Order, Welcome

The meeting was called to order at 12:05 PM

2. Approve Last Meeting Minutes

- There was a motion to approve with changes.
- Motion: Isabel, second by Shelby, voted unanimously

3. Program Spotlight: Clean

- **311**
- Kate - reviews program, and notes it's been very helpful to have the data and reports. But it's very hard to track the impact it has on the baseline services. Do we keep the system or not?
- All discuss the funding options and that they will only come via grants such as the one

- we applied for recently - this is how we can expand our services
- Cindy - it is valuable to have that system to serve as your dispatch, you don't want to get buried in phone calls instead
  - Susie - 311 is ubiquitous (throughout City), folks know about it, so it seems better known than dispatch; people know how to use it, access it - with dispatch, not as many will know about it (so we may not get as buried in calls as we'd think) – Also what about the benefit of systematic services...
  - Pratibha - didn't think 311 was a good thing because it took away from our normal schedule, I think if we continue to do 311 it will be the same story. Is there a way, I think we need to change something, I would not vote to keep 311. I think property owners like to be aware of when services are happening with the regular schedule, and we should be mindful of them as our lead 'members.' If we stop we need to make it public
  - Cindy - good to go back to a regular schedule, cleaning is the number 1. It's filthy, but how do we maintain the data we need for possible funding?
  - Susie - we have much data now
  - Kate - what if we went to BOS or requested a hearing? It is surprising how our pilot effort is unknown to many...
  - Pratibha - we don't have to wait for a commission hearing to pull away, make a statement, send a letter to Carla that we will step away from it. Request hearing with Streets & Sanitation Commission
  - Isabel - If there is no funding, we still need to make it forward moving; if we did pull out, how are we going to improve the current situation?
  - Cindy - still get the info from 311 but don't need to respond back, having a dispatch center will require too much manpower, a staff needs to answer the calls, critical that if we back out to make it stern and clear, City needs to know
  - John - calls go to a voice mail we pick up the next day
  - How many still use the system - 7 now
  - Need to make sure we would still get access to 311s - Kate notes app by Christian Martin has data (JIA), and it used to allow access to 311 data - need to check on this
  - All discuss the situation that the CBD did the work of DPW yet didn't get compensated for it. There is no official contract either. Also, it seems DPW rescinded regular work in the area. Unfair as they are a behemoth organization with so many resources.
  - Need to call out DPW, but be strategic in timing due to the outstanding grant
  - John - what do we do in place of?
  - Pratibha - not difficult to share dispatch number, if they are there every week and have relationship, we can share fliers/info regularly.
  - Susie - Asks about other CBDs in the pilot, notes TLCBD is a special case and different than other neighborhoods, we need extra services, where is the equity? We could still advocate and make a case to DPW.

Vote -

Isabel motions to recommend to the Executive Committee that we pull out of 311 and include a letter to Carla Short and the Streets & Sanitation Commission

Pratibha - Seconds

Unanimous

Next Steps:

- Pratibha: By end of January, there has to be plan presented to this committee
- Kate & Isabel will meet in advance of the 20th/Executive Committee

4. Next Meeting: Select Spotlight Topic & Draft Next Meeting Agenda
  - The Parks Team will be the spotlight for the month of November
  - Requests from Board Members to brainstorm and discuss issues/solutions to get them assistance on the huge caseload they continue to be faced with.
5. The meeting was adjourned at 1:07 PM

Next Operations & Stewardship Committee Meeting  
Wednesday, 12:00 pm | 512 Ellis Street