



**Tenderloin Community  
Benefit District**

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Fiscal Year 23 - 24

**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, I am honored to share this Annual Report for Fiscal Year 2023-2024 with our property owners and community. This report reflects not only the progress we've made as an organization, but also as a neighborhood. The Tenderloin is a place alive with diversity, creativity, and strength—a place that continually inspires us to do more, dream bigger, and build a brighter future together.

This past year has been one of significant growth and transformation. In April 2024, TLCBD secured \$2M+ from the Department of Public Works, allowing us to double the size of our Clean Team. This investment did more than just expand our street cleaning efforts; it gave us the opportunity to bring more people into meaningful employment. By hiring residents with high barriers to employment, we provided not only jobs but also access to training and pathways toward permanent, living-wage careers. These opportunities have already reshaped lives, created economic stability for individuals, and strengthened the fabric of our community. Your support has been instrumental in helping us build on this foundation to create meaningful change.

At the same time, we deepened our commitment to youth development by securing a five-year, \$2M+ grant from the Department of Children & Families. This critical funding ensures the continuation of our Youth Voice program, which offers paid internships, work-readiness training, and mentorship in community organizing and advocacy. Through Youth Voice, we are investing in the future leaders of the Tenderloin, equipping them with the skills they need to thrive and empowering them to make meaningful change in their community. This program is part of our broader Policy & Voice strategy, which amplifies the voices of our youth, residents, and businesses, ensuring that the solutions we pursue are rooted in the lived experiences of our community.

Completing our 3 year Strategic Plan this year was a key milestone, allowing us to sharpen our focus and align our efforts under two main pillars: Policy & Voice and Operations & Stewardship. The Policy & Voice pillar includes Business Voice, Youth Voice, and Resident Voice programs, fostering leadership and advocacy at every level of our community. Operations & Stewardship encompasses our Parks, Clean Team, and Safe Passage programs, which focus on stewardship of public spaces to ensure they are inviting for everyone. This strategic framework allows us to be more agile and responsive to the evolving needs of the Tenderloin, while ensuring that every initiative we undertake contributes to the economic and social well-being of the neighborhood. We employ and invest in the development of Tenderloin residents.

Collaboration has also been central to our work this year. Through our partnership with the Office of Economic & Workforce Development, TLCBD brought 334 events and activations to the Tenderloin, drawing over 12,000 attendees and investing more than \$60,000 into local businesses. These events transformed streets and alleyways into spaces of connection, joy, and celebration, while reinforcing the importance of supporting our local economy. Working with the same city partners, we also initiated a decorative gate project along Lower Larkin Street, which will enhance both safety and aesthetic appeal along a critical commercial corridor, paving the way for new business opportunities and a more vibrant public realm.

Each of these achievements reflects our belief that the Tenderloin's future lies in the power of community-led change. Our programs not only address immediate needs but also create opportunities that uplift the entire neighborhood. Looking ahead, we are proposing a modest 4% increase in the tax assessment to ensure the continued expansion of these impactful programs. This adjustment will allow us to maintain and grow essential services, including additional cleaning, public safety initiatives, and youth programming, ensuring that the Tenderloin remains a place where property owners, residents, and businesses can thrive together. As we look to the future, we remain steadfast in our commitment to making the Tenderloin a place where every resident, small business owner, and property owner has the opportunity to join us in the leading the Tenderloin.

Sincerely,

# 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 over 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 Stewardship: TLCBD has developed a network of three active parks in the Tenderloin. These parks 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. Policy & Voice includes community engagement.
5. Camera Program: Our 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 2023 and June 2024, 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 daily services in litter collection, sidewalk cleaning, power washing, graffiti abatement and hazardous removal with:

- **90%+ cleaning-related 311 requests in district**
- **16,820 instances of Human/Animal Waste cleaned**
- **13,895 cleaning services performed**
- **6,047 graffiti paint cleaned from buildings**
- **Over 199,750 pounds of trash disposed of**
- **2,282 of needles removed from streets**

## 7 DAYS/WEEK, 364 DAYS/YEAR

Our Clean Team has entered an exciting new phase of growth and impact. Thanks to the new award from the Department of Public Works (DPW) in April 2024, we expanded from 16 to 35 employees, dramatically increasing our capacity to maintain clean sidewalks and respond swiftly to community needs. This expansion not only boosts our daily operations but also deepens our commitment to hiring high-barrier residents from the Tenderloin, providing meaningful jobs, workforce development, and pathways to permanent, living-wage careers.

## CHANGES IN MANAGEMENT

At the heart of this transformation is our new Director of Clean Operations, Paris McBride, whose leadership is fostering a culture of safety, belonging, and equity within the team. Through close coordination with DPW, Recology, JFO, and other partners, we manage 80 Big Belly trash receptacles and respond to over 90% of all 311 requests, reinforcing our role as the neighborhood's primary steward of sidewalk cleaning. This year, with increased effectiveness and efficiency through streamlined operations, making every effort contribute to a cleaner, safer, and more vibrant Tenderloin.

With this growth, we are not just cleaning streets but creating opportunities for individual and community transformation. Our expanded team reflects the power of investing in people, proving that a cleaner Tenderloin is possible when we pair operational excellence with a commitment to workforce development and local connection.





# Safe

## IMPACT BY THE NUMBERS

TLCBD Safe Passage was created by Tenderloin community members, including local mothers and youth. Since then, Safe Passage has grown into a trusted and vital part of the neighborhood's safety network. Today, with a team of over 18 dedicated staff fluent in seven languages, our Safety Stewards and Leads—who come directly from the community they protect—offer safe escorts at some of the Tenderloin's most challenging intersections and corridors. Their presence actively deters negative behavior, fostering a safer environment for children, families, residents, seniors, and visitors alike.

- **198,576 child escorts provided**
- **141,873 senior escorts provided**
- **557 community activations**
- **225 days of operation**
- **883 average children assisted daily**
- **631 average seniors assisted daily**

## COMMUNITY-LED SOLUTIONS

For over fifteen years, TLCBD's Safe Programs has been a steadfast force for safety in the Tenderloin, especially for children, families, and seniors. Amid challenges like the fentanyl crisis, Safe Passage has adapted and persevered. Understanding the value of community celebrations, we support cherished events such as National Night Out, the "Safe Trick or Treat Route," and the Tenderloin Tree Lighting Ceremony, creating safe spaces where families can make memories together.

Our reach is extensive; Safe Passage supports over 75 community events each year. Our deep connections with local schools and after-school programs underscore our dedication to the educational and social well-being of our youngest residents. At the heart of it all, we serve as safety ambassadors, championing the Tenderloin's children, families, seniors, and small businesses, and strengthening the fabric of this vibrant community.



# Parks

## IMPACT BY THE NUMBERS

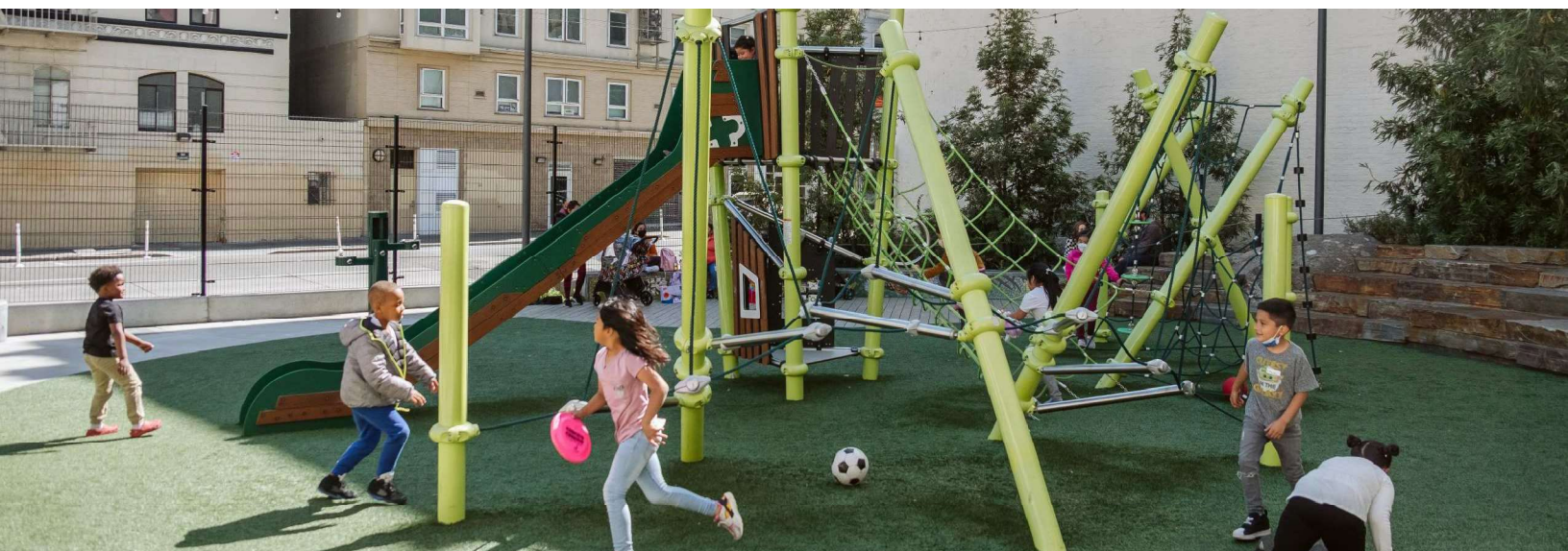
Our Parks Network remains a cornerstone of community life in the Tenderloin, offering more than just recreational spaces—they are places where connections are made, cultures celebrated, and experiences shared. This year, we focused on training and operational efficiency, ensuring that our parks not only continue to thrive but also provide the highest quality experience for every visitor. Through enhanced staff training, we streamlined operations across our parks, allowing us to maximize programming and create more seamless, welcoming environments for all.

- **80,676 children visits to the Parks**
- **80,141 youth and adult visits to the Parks**
- **48,590 senior visits to the Parks**
- **More than 578 people utilize the Parks daily**
- **127,181 Positive Engagements by Park Stewards**
- **2,615 Positive Interventions**

## 7 DAYS/WEEK, 365 DAYS/YEAR

Operating across three vibrant parks, our network is alive 10 hours a day, every day, hosting more than 250 activities, classes, and cultural events throughout the year. From morning Tai Chi sessions to afternoon art workshops and evening cultural celebrations, these programs reflect the dynamic spirit of our diverse community. Our efforts this year have been driven by the goal of ensuring that every visitor—whether child, senior, or family—has access to safe, clean, and active spaces that foster physical activity, creativity, and joy.

With our focus on efficiency and growth, we continue to strengthen the role of the Parks Network in enhancing the quality of life in the Tenderloin. These spaces are more than green oases; they are cultural hubs where learning, celebration, and community converge. We invite everyone to explore and enjoy all that our parks have to offer, embracing the vibrant tapestry of activities and relationships that make the Tenderloin a place of belonging for all.





# Policy & Voice

## YOUTH VOICE

TLCBD 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 engage in research training and build a comprehensive understanding of how to effect political change; culminating in a forum with City Agency leaders.

We completed a 10-week Fellowship in the summer of 2023. The Fellows were able to give their voice to the City's Tenderloin Community Action Plan. Their final project was to give feedback to TLCBD about their work and their impact in the community.

We successfully wrote for 5 years of funding with DCYF for \$2M+ to relaunch the program as a paid youth Internship providing work readiness and community advocacy training. The program is ready to launch in the 1st quarter of FY25.

## RESIDENT VOICE

The Resident Voice program has grown stronger this year as our Block Groups continue to thrive, becoming more organized and active in shaping the future of the Tenderloin. To further support this momentum, we have introduced quarterly gatherings for all block groups—bringing residents together with city leaders, including SFPD, DEM, Dept. of Planning, and other key agencies. These gatherings provide a platform to share resources, discuss community concerns, and plan collaborative activations, cultural events, and political actions. Through these events, TLCBD strengthens its role as a vital conduit for resident-led advocacy and community-led change.

## BUSINESS VOICE

Building on the success of the first two years of the Economic Vitality initiative, TLCBD's strategic plan emphasizes deepening support for small businesses in critical ways through physical improvements and increased safety, robust marketing, technical assistance to small business owners and advocacy and organizing within the small business community.

Additionally, TLCBD's strategy for enhancing the Tenderloin's physical and economic landscape incorporates physical improvement projects aimed at increasing security, aesthetic appeal and improving overall conditions.

Core components of this initiative include:  
Tenderloin Small Business Support  
Tenderloin Business Coalition (TBC) Support  
TL Small Business Marketing Campaign  
"The Spirit of SF Starts Here" and  
CPTED Initiatives and Decorative Gates Project



# Events & Activations

## PUBLIC REALM IMPROVEMENTS

The Lower Larkin Gates project stands as a key initiative in TLCBD's efforts to enhance both safety and the aesthetic appeal of the Tenderloin. Set for completion before the New Year 2025, the gates represent more than just a physical installation—they symbolize our commitment to addressing the needs of businesses while navigating complex challenges. From advocating for legislative changes to addressing ownership, taxation, and maintenance concerns, TLCBD has taken an adaptive, collaborative approach, ensuring transparency and alignment with stakeholders at every step.

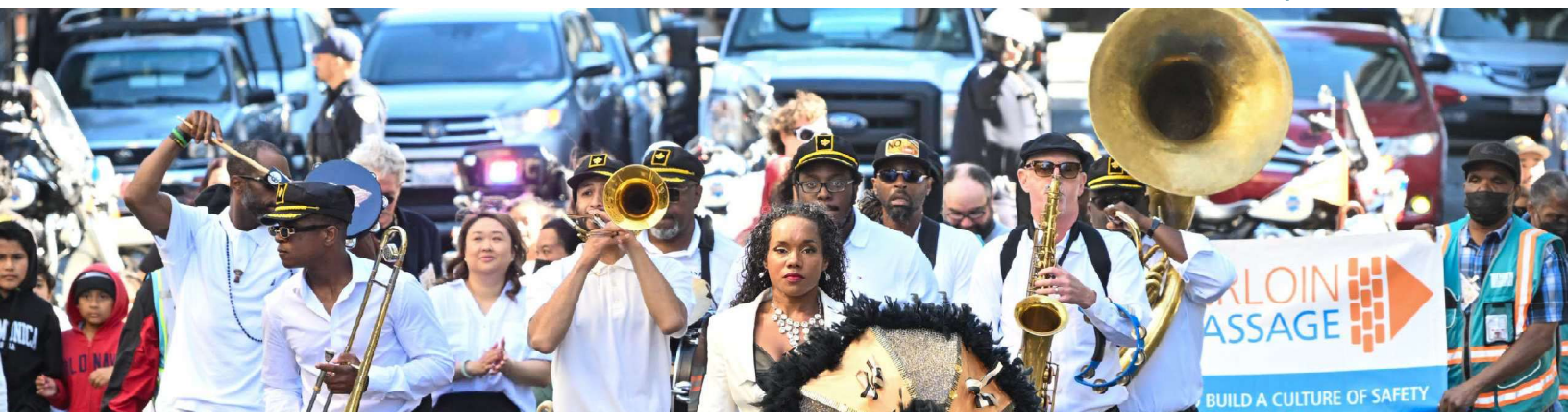
Once installed, the decorative gates will boost safety, elevate the streetscape, and beautify Lower Larkin Street, the most prominent gateway into the Tenderloin. This project highlights the neighborhood's character and creates a more welcoming environment for residents, visitors, and businesses alike. With continued support from the Office of Economic & Workforce Development (OEWD), TLCBD looks forward to expanding similar improvements across the Tenderloin in the coming year, including enhanced \*\*lighting, aesthetics, and safety features\*\* to benefit the entire business community.

## COMMUNITY CELEBRATIONS

The Tenderloin Community Benefit District (TLCBD) celebrated a year of creativity and connection through our Mini-Grant Program, launched in partnership with the Office of Economic & Workforce Development (OEWD). In 2024, this program provided over \$60,000 in direct support to local businesses, artists, and musicians, helping to bring 334 activations and cultural events to life across the Tenderloin. Through these events, we welcomed over 12,000 attendees, turning parks, alleys, and commercial corridors into hubs of community engagement, creativity, and joy.

These activations played a crucial role in revitalizing commercial corridors such as Larkin Street, Little Saigon, and Dodge Alley, drawing visitors to local gems like Saigon Sandwich, Mi Morena, and the Tenderloin Museum. Highlights included the Cumbia Block Party, the "I Love Tenderloin Day" celebration, and family-friendly events like our first-ever petting zoo and pony rides, all of which fostered neighborhood unity and economic activity. Surveys showed that 70% of attendees left with a more favorable view of the Tenderloin, with half saying they would share positive stories on social media.

Looking ahead, TLCBD will continue working with OEWD to expand cultural programming and reduce event production costs through new legislation that lowers permit fees for outdoor events. Plans are already underway to host quarterly festivals and major celebrations, including Tet Festival, Día de Muertos, and the First Thursdays Art Walk. These events reflect our ongoing commitment to strengthening the neighborhood's economic and cultural vitality, creating spaces where residents and visitors alike can celebrate the richness of our community.





# TLCBD

## Board Roster

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

Naomi Maisel  
President  
Business Owner Representative

Isabel Manchester  
Vice President  
Property Owner Representative

Diana Pang  
Secretary  
Property Owner Representative

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

Justin Bautista  
Resident Representative

Josie Dominguez-Chand  
Resident Representative

Nafy Flatley  
At-Large Representative

Brennan Foley  
Property Owner Representative

Geoffrey McFarland  
Chair, Operations & Stewardship  
Business Owner Representative

Mark Puchalski  
Property Owner Representative

Patricia Tu  
Business Owner Representative

Kristen Villalobos  
Chair, Policy & Voice  
Property Owner Representative

Shelbey Weidemann  
Property Owner Representative

# Strategy

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The 2023-2024 fiscal year was a pivotal period for TLCBD as we implemented the final phases of our Strategic Plan and expanded programs to address the evolving needs of the Tenderloin. With a clear focus on Operations & Stewardship, Policy & Voice, and community partnership, TLCBD achieved key milestones that align with our long-term goals of fostering equity, sustainability, and resilience. Below is a timeline of our progress:

## July 2023

- **TLCBD launched the Mini-Grant Program in partnership with OEWD, providing grants to nonprofits, businesses, and artists to activate parks, alleyways, and commercial corridors throughout the Tenderloin.**

## September 2023

- **Hired a Deputy Director into our leadership team.**

## October 2023

- **Events like the Cumbia Block Party fostered unity and increased foot traffic to local businesses.**
- **Youth Voice interns continued their leadership development, participating in Friday Soccer Nights to build teamwork and trust.**

## January 2024

- **TLCBD fulfilled its Strategic Plan, marking the successful alignment of the organization under three pillars:**
  - 1. Operations & Stewardship (including Clean Team, Parks, and Safe Passage)**
  - 2. Policy & Voice (Youth, Business, and Resident Voice programs)**
  - 3. Finance & Admin (Finance, Development & AR/AP)**
- **Quarterly gatherings with Resident Voice block groups were launched, bringing residents together with city leaders, SFPD, and key partners to share resources, address challenges, and plan future actions.**

## April 2024

- **With \$2M+ in funding from the Department of Public Works, TLCBD expanded the Clean Team from 16 to 35 employees, improving efficiency and hiring high-barrier residents from the Tenderloin.**
- **TLCBD secured a \$2,123,700, five-year grant from the Department of Children & Families to support the continuation of the Youth Voice internship program, equipping at-risk youth with work readiness and advocacy skills.**

## May 2024

- **TLCBD facilitated 334 events and activations through the Mini-Grant Program, attracting over 12,000 attendees and investing \$60,000 back into local businesses, artists, and musicians.**
- **Significant progress was made on the Lower Larkin decorative gates project, with completion scheduled for December 2024 to enhance safety and the aesthetic appeal of a vital business corridor.**
- **The I Love Tenderloin Day celebration took place across six venues, attracting thousands of attendees and reinforcing community pride. E**

## June 2024

- **The Mini-Grant Program concluded successfully, achieving significant economic and cultural impact across the neighborhood.**
- **Surveys showed a 70% increase in favorable perceptions of the Tenderloin among event participants, with many expressing a new appreciation for the community's businesses, arts, and culture.**
- **TLCBD's Resident Voice block groups grew stronger through regular quarterly gatherings, and the organization actively sought additional funding to expand the block group program and deepen resident engagement.**

With the completion of the Strategic Plan and the successful execution of key initiatives, TLCBD has laid a solid foundation for continued growth and community impact. As we enter the next phase, we will build on these achievements to further enhance workforce development, cultural programming, and neighborhood revitalization.

# 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, without delay.

**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.

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

**Video request:** a written or electronic request to TLCBC, or its authorized service provider, Safe City Connect for video footage to be reviewed and/or retrieved/released to appropriate public safety, law enforcement or other criminal justice agencies. Requests for video review and/or copies shall be documented using the Video Retrieval Request form attached as Appendix B or their electronic equivalent.

### 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 remotely and operated by TLCBD or at the authorized service provider facility. The TLCBC shall not be required to maintain regular business hours or maintain staff to actively monitor live-video footage.

D. TLCBC may provide camera viewing access in pre-approved circumstances, in accordance with applicable local laws. TLCBD and its authorized vendor, Safe City Connect, shall exclusively have the ability and discretion to control and adjust the cameras. All procedures are outlined in the attached Safe City Connect slides. 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.

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 exonerating 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 by a digital network video recording system. TLCBC, and/or its authorized service provider, Safe City Connect, 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 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, or its electronic equivalent. Form requests shall reasonably describe a specific alleged criminal or safety incident. Copies of all forms shall be retained by TLCBC, and/or Safe City Connect, 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.

### 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: \$1,479,243 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

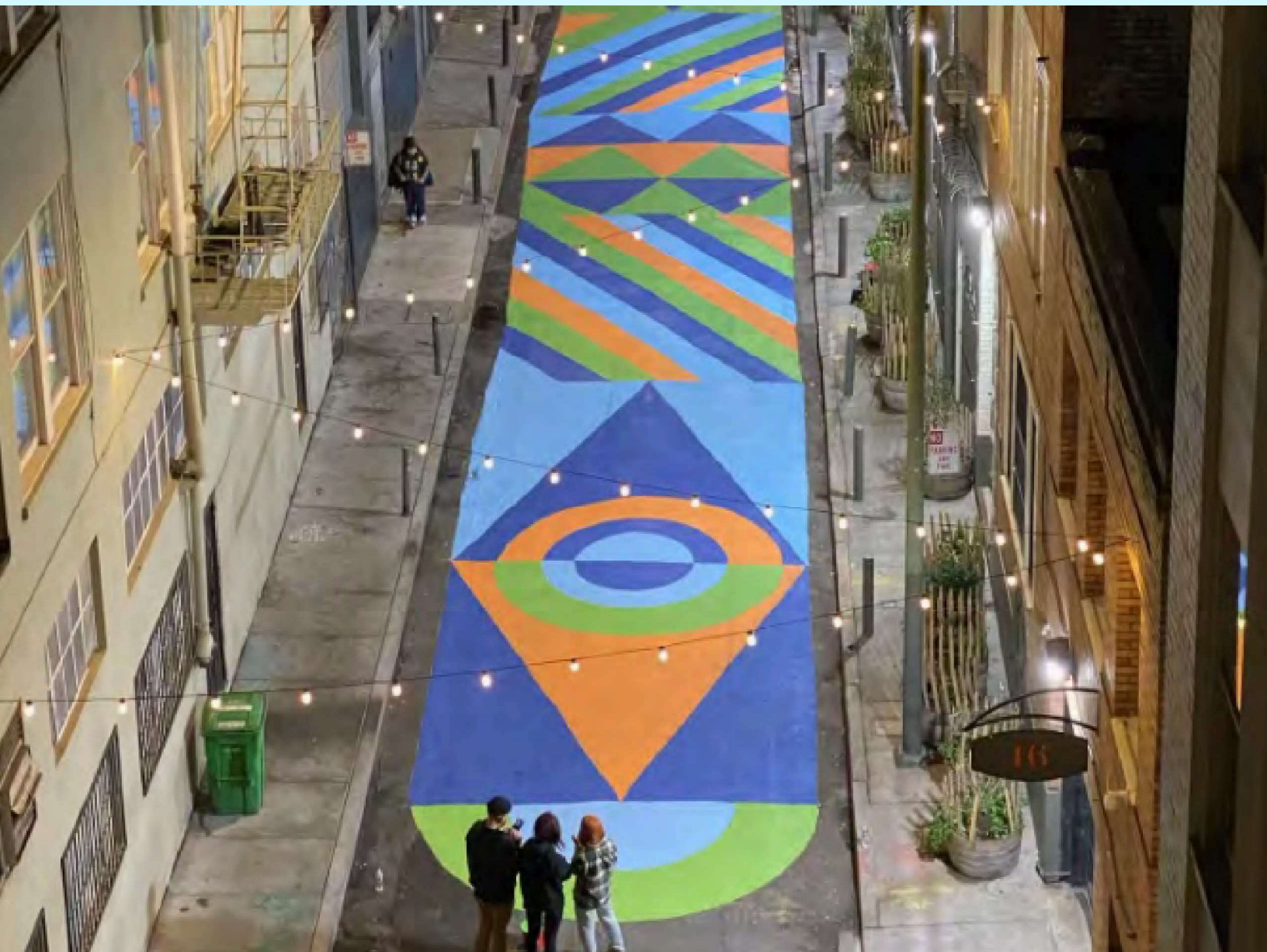


# Assessment & Financials

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 2023 and June 2024, 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).

## FY23 -24 Assessment Rates

RATE BY LAND USE TYPE

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### FY24-25 Assesment Rates

#### For Profit Land Use

<u>LAND USE TYPE</u>	<u>RATE/LOT SQ FT</u>
Building Square Footage	0.049635
Lot Square Footage	0.3016
<u>Linear Street Frontage</u>	<u>19.42685</u>

#### Non-Profit Land Use

<u>LAND USE TYPE</u>	<u>RATE/LOT SQ FT</u>
Building Square Footage	0.039345
Lot Square Footage	0.240162
<u>Linear Street Frontage</u>	<u>15.55829</u>



# TLCBD FINANCIALS

## FY23 -24 Statement of Financial Position, Budget-to-Actual & Revenue

### FY23-Statement of Financial Position, Budget-to-Actual & Revenue

#### July 2023 - June 2024 Statement of Financial Position

Assets		Liabilities & Net Assets	
Cash and cash equivalents	\$ 2,309,313	Liabilities	
Receivables (net)	1,147,564	Accounts Payable & Accrued Expenses	\$ 1,696,569
Other Current Assets	543,654	<b>Total Liabilities</b>	<b>\$ 1,696,569</b>
Furniture & Equipment (Net)	21,676	Net Assets	
<b>Total Assets</b>	<b>\$ 4,022,197</b>	Without Donor Restrictions	\$ 1,951,945
		With Donor Restrictions	373,683
		<b>Total Net Assets</b>	<b>\$ 2,325,628</b>
		<b>Total Liabilities &amp; Net Assets</b>	<b>\$ 4,022,197</b>

#### Management Plan Budget

Service Category	\$ Amount	%
Clean & Safe	\$ 1,520,613	66.77%
Public Realm, Marketing Events & Advocacy	354,134	15.55%
Management & Administration	402,643	17.68%
<b>Total</b>	<b>\$ 2,277,390</b>	<b>100.00%</b>

#### FY2023-2024 Budget

##### Dollar Amounts

Service Category	Assessment	Non-Assessment	Total
Clean & Safe	\$ 1,595,841	\$ 942,938	\$ 2,538,779
Public Realm, Marketing Events & Advocacy	10,000	2,784,398	2,794,398
Management & Administration	671,549	506,892	1,178,441
<b>Total</b>	<b>\$ 2,277,390</b>	<b>\$ 4,234,228</b>	<b>\$ 6,511,618</b>

##### Percentages

Service Category	Assessment	Non-Assessment	Total
Clean & Safe	70.07%	22.27%	38.99%
Public Realm, Marketing Events & Advocacy	0.44%	65.76%	42.91%
Management & Administration	29.49%	11.97%	18.10%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

#### FY2023-2024 Actuals

##### Dollar Amounts

Service Category	Assessment	Non-Assessment	Total
Clean & Safe	\$ 1,590,342	\$ 1,086,518	\$ 2,676,860
Public Realm, Marketing Events & Advocacy	390,542	3,905,448	4,295,990
Management & Administration	354,606	873,639	1,228,245
<b>Total</b>	<b>\$ 2,335,490</b>	<b>\$ 5,865,605</b>	<b>\$ 8,201,095</b>

##### Percentages

Service Category	Assessment	Non-Assessment	Total
Clean & Safe	68.09%	18.62%	32.64%
Public Realm, Marketing Events & Advocacy	16.72%	66.58%	52.38%
Management & Administration	15.18%	14.89%	14.98%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

#### FY2023-2024 Revenue Sources

Assessment	FY23-24 Actuals	% of Actuals
Assessment Revenue	\$ 2,335,490	28.48%
Penalties	-	-
Redemption & Redemption Penalties	-	-
<b>Total Assessment (Special Benefit) Revenue</b>	<b>\$ 2,335,490</b>	<b>28.48%</b>
Non-Assessment	FY23-24 Actuals	% of Actuals
Contributions and Sponsorships	\$ 3,314,080	40.41%
Grants	1,902,792	23.20%
Donations	131,940	1.61%
Interest Earned	8,815	0.11%
Earned Revenue	372,473	4.54%
Other(In-Kind, Miscellaneous)	135,505	1.65%
<b>Total Assessment (Special Benefit) Revenue</b>	<b>\$ 5,865,605</b>	<b>71.52%</b>
<b>Total</b>	<b>\$ 8,201,095</b>	<b>100.00%</b>

#### FY2023-2024 Carry Forward

FY22-23 Assessment Carry Forward Disbursement	\$	Spend Down Timeline
Assessment Advocacy	\$ -	
<b>Special Assessment Total</b>	<b>-</b>	

FY22-23 Non-Assessment Carry Forward Disbursement	\$	Spend Down Timeline
Non-Assessment Advocacy	\$ 2,358,089	July - December 2024
<b>Total Non-Assessment Revenue</b>	<b>\$ 2,358,089</b>	

#### FY2024-2026 Budget

Revenue	Amount	% of Income
Assessment Revenue	\$ 2,368,485	50.91%
Fundraising & Other	2,284,243	49.09%
<b>Total Revenue</b>	<b>\$ 4,652,728</b>	<b>100.00%</b>
<b>TLCBD Total Revenue</b>	<b>\$ 9,365,117</b>	

Expenses	Assessment	% of Assessment	% of All Expenses
Clean & Safe	\$ 1,484,516	62.68%	31.91%
Public Realm, Marketing Events & Advocacy	\$ 185,401	7.83%	3.96%
Management & Administration	\$ 698,568	29.49%	15.01%
<b>Total Assessment Expense</b>	<b>\$ 2,368,485</b>	<b>100.00%</b>	<b>50.91%</b>
Other Grants & Fund Expenses	\$ 2,284,243		49.09%
<b>Total Expenses</b>	<b>\$ 4,652,728</b>		<b>100.00%</b>
<b>TLCBD Total Expense</b>	<b>\$ 8,173,825</b>		

# TLCBD FINANCIALS

## FY23-24 Donors

### FY2023-2024 Donors \$1,000 and Over

	Date of Donation	Total Amount of Donation Within Reporting Period	Identified Restricted Uses	Financial Interest of Donor
Hellman Foundation 555 California St Ste 4905 San Francisco, CA 94104	9/1/2023 1/16/2024	\$50,000 \$50,000	Parks Capacity Building/Core Support	Foundation Foundation
James Irvine Foundation 1 Bush St., Suite 800 San Francisco, CA 94104	3/26/2024	\$ 10,000	Capital Campaign	Foundation
Silicon Valley Community Foundation, 2440 West El Camino Real, Suite 300	4/29/2024	1,479,243	Camera Program Use	Foundation
Sutter Health Community Benefit, Roseville, CA 95661	1/1/2024	50,000	Safe Passage use only	Foundation
Rippleworks	2/2/2024	500,000	Capital Campaign	Foundation
<b>Total</b>		<b>\$ 2,139,243</b>		

