



REQUEST FOR PROPOSALS

Cleaning & Safety Program

ISSUED BY:

**The East Cut Community Benefit District
160 Spear Street, Suite 415
San Francisco, CA 94105**

THE EAST CUT COMMUNITY BENEFIT DISTRICT REPRESENTATIVE:

**Garrick Mitchler
Public Realm Maintenance & Operations Manager
gmitchler@theeastcut.org
(415) 536-5880**

The East Cut Community Benefit District

I. Overview

The East Cut Community Benefit District (hereafter CBD or District) is a San Francisco Community Benefit District, a nonprofit 501(c)(3) community-based organization. The East Cut CBD is funded through a special assessment of District property owners, and serves San Francisco's fastest growing mixed-use neighborhood. The District is bounded roughly from the east side of 2nd Street to Steuart Street, and from just south of Market Street to just south of Harrison Street.

The East Cut CBD works to advance the quality of life for residents, workers, and visitors within its boundaries. The District's mission is to foster a safer and more secure community, enhance the environmental quality and beauty of the neighborhood, and reinforce the viability of the area's economic base. The East Cut CBD [Management Plan](#) (formed as the Greater Rincon Hill Community Benefit District) approved by property owners, governs all operations of the District. For more information on the District please visit TheEastCut.org.

The East Cut CBD is seeking proposals from providers (hereafter Contractor) to provide a Clean and Safe Services Program to commence July 1, 2022.

II. Pertinent Dates

- Release of RFP: **Tuesday, February 22, 2022**
- Bidders' conference and District tour: **Tuesday, March 1, 2022**
- Contractor questions due: **Friday, March 4, 2022**
- Statement of Qualifications due: **Thursday, March 17, 2022**
- CBD Board of Directors authorizes contract negotiations: **Monday, April 11, 2022**
- CBD Executive Committee approves contract: **Friday, April 29, 2022**
- Services commence: **July 1, 2022**

III. Submission Process

All proposals must be received by close of business day Thursday, March 17, 2022 at 5:00pm (PST). All proposals must include all items noted in the **RFP Submittal Checklist**.

Submit your statement electronically in PDF format to:

Garrick Mitchler

The East Cut CBD Public Realm Maintenance & Operations Manager

gmitchler@theeastcut.org

The District will not accept statements by fax, mail, etc.

All questions regarding the RFP must be in writing and should be directed to Garrick Mitchler, via email (gmitchler@theeastcut.org) by March 4, 2022 at 5:00pm (PST).

IV. Proposal Components

Proposals must include all items noted on the **RFP Submittal Checklist**. Incomplete submissions will not be considered.

V. Scope of Work

The Contractor will be responsible for administering Clean and Safe Programs as described in The East Cut Community Benefit District Management Plan of July 2015 (pg. 26-28). The Contractor's responsibilities will include overall management, janitorial services, general maintenance, and security services as described in the RFP Submittal Checklist and Attachment C – Scope of Services.

VI. Service Area

The East Cut District generally includes 57 whole or partial blocks from approximately the east side of Second Street to the west side of the Embarcadero and from the north side of Mission Street to the north side of I-80/Bay Bridge (See Attachment A – District Boundaries).

A Bidders Conference and District Tour will be held **Tuesday, March 1 from 9-11:00am**. The meeting will include general information about the neighborhood, the RFP process, an opportunity to ask questions, and a tour of the District. **Attendance is *not* mandatory to be considered for selection.** Information disseminated at the Bidders Conference, including verbal responses to questions, may not be made available in other forms. Please email Garrick Mitchler at gmitchler@theeastcut.org for directions and to confirm your attendance.

VII. Term

The East Cut CBD seeks to enter into an initial one (1) year contract with the selected Contractor with full services to commence July 1, 2022. The CBD will have the right to terminate the Contract with or without cause, upon proper notice. The East Cut CBD reserves the option, upon agreement of The East Cut CBD's Board of Directors and the Contractor, to extend the contract for twenty-four (24) more months, to June 30, 2024. The CBD will have the right to terminate the extended Contract with or without cause, upon proper notice.

VIII. Selection Process

The East Cut CBD will select the Contractor which, in its sole judgment, is the most advantageous to the District and which successfully demonstrates the qualities necessary to provide the services of the District. Each complete submission will be evaluated pursuant to the following criteria:

- Experience, qualifications and methods of the Contractor in dealing appropriately with members of the public including tourists, visitors, residents, elderly, disabled, urban youth, homeless, and non-English speaking persons.
- Ability to satisfy the CBD 's insurance requirements (see Attachment B).
- Cost.
- Comparability of wages and benefits with local industry standards.
- Responsiveness to this RFP.
- Ability to launch full services and operations beginning July 1, 2022.
- Understanding of The East Cut CBD mission and how to deliver services in a manner best suited to that mission.
- Understanding of The East Cut CBD commitment to accountability and transparency and how to deliver services that demonstrate the value of the CBD to property owners and stakeholders.
- Demonstrated and proposed method for responding to client concerns and ability to resolve problems quickly and appropriately.
- Corporate and financial stability.
- Other criteria as determined, at the sole discretion of The East Cut CBD management.

The East Cut CBD reserves the right, at its sole and absolute discretion, to: a) reject any and all responses submitted without negotiation or comment; b) accept any response as submitted without negotiation or comment; c) require revisions to, corrections of, or other changes to any response submitted as conditions precedent to further consideration; d) select one or more responses for negotiations; e) seek new response from new or existing Contractors; and/or f) withdraw this Request for Proposal without notice.

IX. Transparency

The East Cut CBD serves over 4,500 properties located within the District boundaries, each paying a special assessment for these services. In the interest of transparency, all information provided by Contractors may be disclosed, unless the information is specifically noted as a trade secret and considered to be as such under data privacy laws. Please mark each page of your submittal that is to be considered a trade secret. All information will be subject to data privacy laws and is subject to disclosure at The East Cut CBD's sole discretion. The CBD is subject to disclosure of its records under the California Public Records Act.

X. Limitations on Contact with The East Cut CBD Representatives

Questions and contact will be directed to Garrick Mitchler, Public Realm Maintenance & Operations Manager at gmitchler@theeastcut.org or Andrew Robinson, Executive Director, arobinson@theeastcut.org. All bidders are otherwise prohibited from contacting or participating in discussion with any other representative or official of the CBD, board, and/or

staff regarding any aspect of the bid and award process at any time until award of the bid. Violation of this no-contact rule by any bidder or subcontractor, or any representative or agent thereof, shall result in disqualification.

XI. Right to Terminate, Modify, or Suspend RFP

The East Cut CBD reserves the unqualified right to modify or suspend any and all aspects of the RFP, to terminate the RFP process at any time, to waive any defects as to form or content of any proposals submitted in response to the RFP, and to reject any and all proposals without explanation.

XII. The East Cut CBD Rights Regarding Selection, Negotiation, and Contract Award

The East Cut CBD retains the right to orally interview, and to request clarification or additional information in oral or written form, and to check references orally or in writing, at any time in the selection process, for any, all, or none of the respondents submitting proposals. The CBD retains the right to select any or none of such respondents for exclusive Contract negotiations, to terminate such negotiations at any time, and to enter into negotiations with another respondent. The East Cut CBD retains the right to accept, reject or require the replacement of any subcontractor during the selection and negotiation process. The selection of a respondent for Contract negotiations shall not in any way bind The East Cut CBD to approve or execute a contract with the respondent. The final selection of the Contractor and the Contract terms are subject to approval by the CBD Board of Directors. The East Cut CBD reserves the right to reject any proposal, all proposals, or any part of a proposal submitted in response to the RFP.

XIII. Claims Against The East Cut CBD

By responding to this RFP, the respondent waives any claim against The East Cut CBD or The East Cut CBD property by reason of any or all of the following: the selection process or any part thereof; any informalities or defects in the selection process, award or non-award of the Contract; any statements, representations, acts, or omissions of The East Cut CBD, its staff or board in the exercise of any discretion set forth in or concerning any of the foregoing; and any other matters arising out of all or any of the foregoing.

XIV. Personnel

All personnel used by the Contractor or subcontractor(s) under this program will be employees of the Contractor or subcontractor(s) as appropriate. Contractor and subcontractor(s) shall pay all salaries, insurance and expenses, all federal social security taxes, federal and state unemployment taxes, and all other taxes relating to their respective employees. Contractor and subcontractor(s) must comply with legal requirements including, but not limited to, the Federal Fair Labor Standards Act, Equal Opportunity Employment, and Americans with Disabilities Act. The Contractor, the Contractor's employees, and its subcontractors, shall be competent and

Careful workers skilled in their respective trades. Subcontractors shall be subject to prior approval by The East Cut CBD. The Contractor shall not knowingly employ nor contract with any person who engages in misconduct or is incompetent or negligent in due and proper performance of his or her duties and the Contractor must warrant the fitness of all employees. The East Cut CBD shall have the right to require that a background check be completed on and a 10-panel drug test be administered by the Contractor to all personnel, as well as require the Contractor to remove from Contract services any employee who displays misconduct toward the public or public property, or is in any way discourteous or inappropriate to the public. The CBD reserves the right to audit employee payroll records and review testing programs, policies and procedures, the employee handbook, and other written information, and observe training.

XV. Fulfilling All San Francisco City and County Requirements

The selected Contractor will be required to comply with the terms of the Management Agreement between The East Cut Community Benefit District and the City and County of San Francisco, in particular Article 16: Compliance, sections 16.2: Nondiscrimination, 16.6: Drug-Free Workplace Policy, 16.7: Compliance with ADA, 16.8: Requiring Minimum Compensation for Employees, 16.10: First Source Hiring Program, and 16.15: Requiring Health Benefits for Covered Employees. A copy of these sections is available upon request.

NEIGHBORHOOD CLEAN AND SAFE PROGRAM

RFP SUBMITTAL CHECKLIST

The items listed on the following checklist are intended to clarify the scope of services and inform Contractors of the level of service The East Cut CBD is pursuing. Final levels of service, staffing and equipment will be determined as part of a Cost-Plus contract to be negotiated with The East Cut CBD management.

Contractor Name:

Indicates a required submittal.

Provide a cover letter

A cover letter describing the composition of the Contracting team (identifying services to be provided by the Contractor and any subcontractors, if applicable), summarizing the experience and qualifications of the team relative to the selection criteria above, and outlining the Contractor's approach to providing services for The East Cut CBD.

I. COMPANY/BUSINESS INFORMATION

Provide the following information:

1. Name, address, telephone numbers and email addresses
2. Location and size of local and national offices (if any)
3. Name of parent company (if any)
4. Number of years in business
5. Company's Federal ID number
6. Legal structure (including whether privately or publicly held), incorporation information and corporate structure
7. Documentation of financial stability and resources. Include current financial statements for the entity that will execute the contract and any guarantors
8. List of any applicable licenses and permits currently held
9. List of commercial general liability insurance policies held in conjunction with current contracts for similar security programs similar to the District's. Include details of policy limit amounts and describe/explain any claims that have been made on any of these policies within the last three (3) years.

II. EXPERIENCE AND REFERENCES

Provide the following information:

1. Description of Contractor's experience in San Francisco (if any)

2. List all relevant experience and provide at least three references. References should include contact names, email addresses and telephone numbers.
3. Describe each management team position and their responsibilities for executing the contract.
4. Provide a list of organizations in the District with whom Contractor currently has contracts.

NOTE: *Having contracts with properties or organizations within the District will not exclude Contractor from consideration.*

III. THE EAST CUT CBD OBJECTIVES AND HOURS

- Provide detailed description of Contractor’s plan to deliver the expected services including staffing levels and management structure.**

Team Leads

One of the most important special benefit services provided by The East Cut CBD will be addressing quality of life issues. The District’s Team Leads will use a four-point prevention approach to achieve this objective. It will focus on the following:

1. Public safety
2. Outreach to those in need of social services
3. Hospitality/customer service
4. Public realm cleaning

A *minimum* of 6 full-time-equivalent Team Leads will patrol the District. Precise scheduling of the Team Leads will be determined by the TECCBD Board of Directors and Executive Director. Services are being budgeted for seven days a week, 5 AM to 10 PM. The Team Leads will be on foot or in vehicle.

Cleaning Ambassadors

Cleaning Ambassadors will be proactively deployed throughout the District per the services plan. In addition to the services outlined in the Management Plan, ambassadors are responsible for responding to immediate neighborhood cleaning needs. Ambassadors will take before and after photos to demonstrate that identified issues have been properly addressed.

A *minimum* of 7 full-time-equivalent Clean Team members will monitor and respond to cleaning and maintenance issues in the neighborhood. TECCBD and the Contractor will determine the precise Clean Team Schedule.

Safety Ambassadors

Contractor shall provide overnight safety ambassadors in the East Cut Neighborhood to support a safer neighborhood for all who live, work, and visit the neighborhood. The Contractor shall provide ambassadors seven days a week, 365 days a year. The safety services will concentrate on maintaining order, rapid response, and early intervention in quality of life matters. Contractor’s duties will include, but are not limited to:

- Patrolling the sidewalks

- Assisting people in distress, including people living on the streets
- Watching for potential criminal activity
- Intervening in suspected or actual crime scenes
- Alerting the San Francisco Police Department to needs in the neighborhood

Under the CBD’s management plan, a *minimum of 2.5* full-time-equivalent safety patrols will circulate in the neighborhood. The precise distribution of safety resources will be determined by The East Cut CBD Board of Directors and Executive Director. Services are being budgeted for seven days a week, 8 PM to 6:30 AM. The security patrols will be on bike, foot, or in a car, depending on the time of day and as determined in partnership with the CBD.

The safety ambassadors will coordinate with central Dispatch nightly to ensure tasks are routed correctly, and provide a morning “hand-off” to Dispatch that documents overnight calls for services.

Services Dispatch

Essential to the function and success of The East Cut CBD street services and safety operations is an easily accessible Dispatch Center to receive, route, and track calls for services. The Contractor shall provide multiple ways for the public to report issues, including calling, emailing, and social media. Per the Service Plan, Dispatch will be available Monday through Friday, 7:00 AM to 8:00 PM, Saturday and Sunday from 7:00 AM through 3:30 PM.

Management Staff

Dedicated FTEs to management staff are not expected, but vendor must show plan for management of day to day operations of employee FTEs with ability to communicate to CBD staff during standard business hours and after hours in case of emergencies.

- Provide description of Contractor’s plan to deliver the expected Team Lead, Clean team and Dispatch services. Include a detailed scope of services and describe how they will be implemented. Proposed staffing levels (including hours of staffing), management structure and weekly schedule should also be included.**

IV. BUDGET NARRATIVE

Based upon the scope detailed in The East Cut CBD Security Objectives (above) and Scope of Services (V. above), Contractor shall provide budget figures for a 12-month period from July 1, 2022 to June 30, 2023 operations. Include a detailed breakdown of personnel costs, equipment and supply costs, communication and reporting costs, overhead and profit. Service provider shall be subject to local labor ordinances as mandated by the City of San Francisco and those costs should be reflected in the budget narrative.

- Provide complete budget.**
- Provide completed Personnel Bid Form (Attachment F) with labor costs to provide services.**

V. REPORTING AND METRICS

TECCBD requires that the Contractor establish a comprehensive data collection system that tracks incidents and interactions with the public, services performed, property conditions, work orders and employee performance. These metrics will be used to demonstrate the achievements and value of TECCBD to stakeholders. The organized collection of data is essential; all activities of the cleaning and maintenance, safety, and dispatch functions must be captured. Data to be collected include (but are not limited to) TECCBD specific statistics on pounds of trash removed, graffiti removed and pedestrian assists.

TECCBD expects Team Leads and Ambassadors to regularly engage with the ground floor businesses in the neighborhood and report any changes to CBD staff to make sure data is current.

- Provide methodology for tracking and reporting all data and work performed. Indicate the type of system(s) proposed and describe the capabilities for tracking incidents and interactions, querying data and providing trend reporting and analysis. Provide associated costs.**

VI. FACILITY

Contractor shall provide a facility(ies) in which to house the Program. The facility(ies) shall include all areas for management of the program including: locker rooms, uniform storage, break rooms, shift assignments, storage for vehicles, equipment maintenance area, general offices and any other space needed by the Program.

VII. TIMELINE

- Provide timeline showing sequence of steps from award notification (anticipated to be by April 29, 2022) to assumption of The East Cut CBD Clean and Safe Program on July 1, 2022. Please note any hiring that will be required to perform the services.**

VIII. FINANCIAL AND LEGAL DISCLOSURES

- Provide information on whether your firm ever defaulted on a loan or other financial obligation, and if so, describe every such instance. This includes all affiliate corporations and partnerships in which your firm is a general partner. The description must explain the circumstances regarding the default, including dates and current status.**

- Provide all legal or administrative proceedings or actions, past or pending, that have been filed against your firm or wholly-owned subsidiaries. The description must include the dates the complaints or actions were filed and the present status of the matters, and/or their resolution of the litigation, if applicable.**
- Provide all past or pending administrative complaints/hearings against or any debarment or suspension of, or any other administrative determination by any federal, state, or local government entity relating to your firm, individual principals, corporation, LLC, LLP, against any affiliated corporations or partnerships in which they are general partner, or other business entity. The circumstances, including dates and current status, must be described.**
- Provide whether your firm or wholly-owned subsidiaries ever filed for bankruptcy, and if so, describe every such incident. The descriptions must include dates and jurisdiction of filing, an explanation of the circumstances of the bankruptcy filing, and the current status.**
- Provide any business operation or ownership, property ownership, investments or other financial relationships of your firm, individual principals, corporation, LLC, LLP, or any affiliated corporations or partnerships in which they are a general partner, or other business entity, with, or any gifts or loans made to, any member of The East Cut CBD Board of Directors or their immediate families. If none, state "None."**
- Provide following statement before the signature line of any response:**

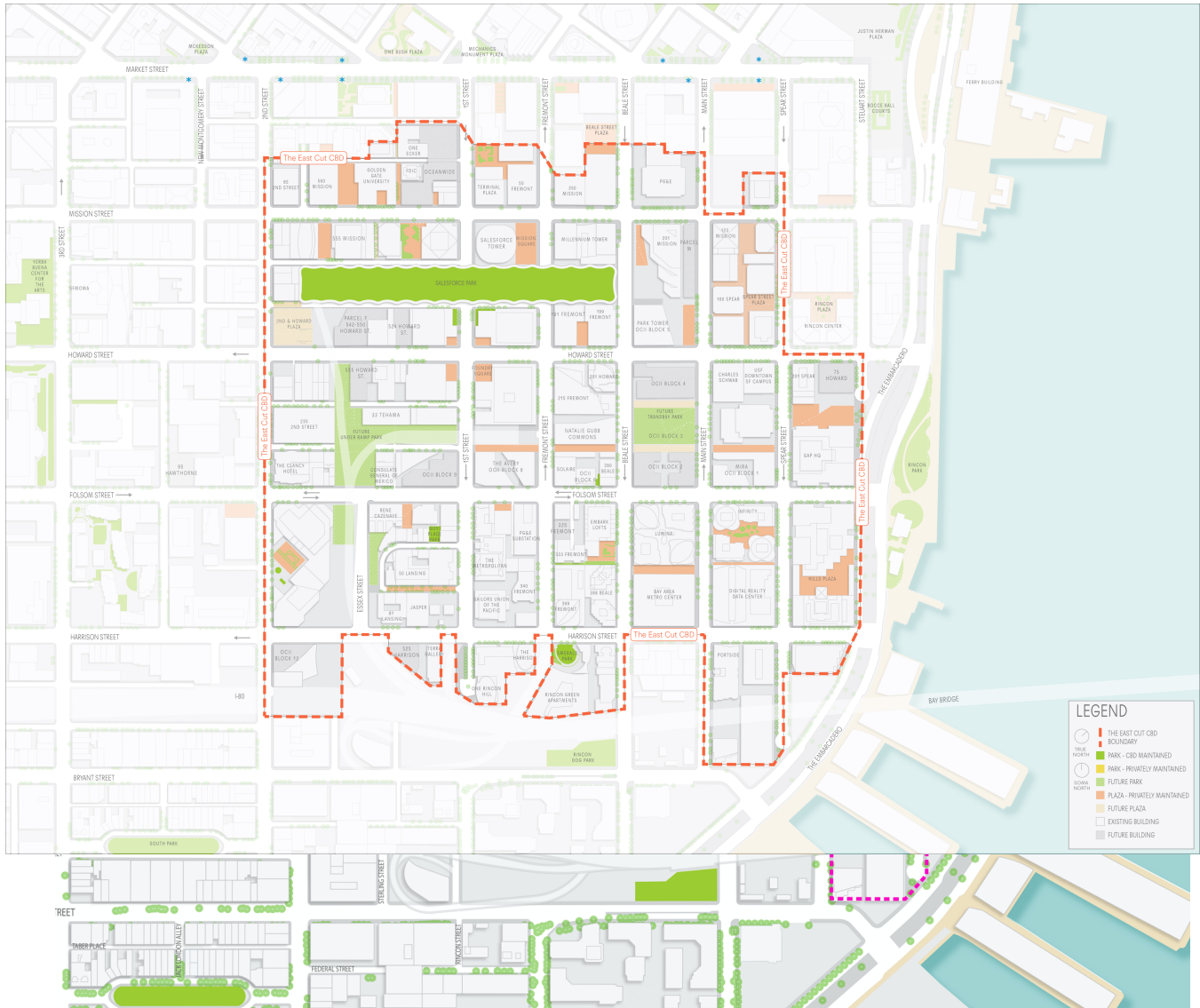
"I am an officer authorized by my company to submit this Response to Request for Proposals and to bind my company to this proposal and any ensuing Agreement. I certify that the Company, its officers, representatives and assigns accept all of the terms of the RFP, including the Limitation on Contact with The East Cut CBD Representatives in Section X.

This Statement of Proposal is genuine, and not a sham or collusive, nor made in the interest or on behalf of any person not named herein. The submitter has not directly or indirectly induced or solicited any other proposer to submit a sham bid, or any other person, firm or corporation to refrain from submitting a Statement of Qualifications. The submitter has not in any manner sought by collusion to secure for themselves an advantage over any other submitter."

- Provide completed Attachment D: Minimum Compensation Policy Declaration.**
- Provide completed Attachment E: Health Care Accountability Policy Declaration.**

Attachment A District Boundaries

The East Cut CBD is generally 57 whole or partial blocks from approximately the east side of Second Street to the west side of the Embarcadero and from the north side of Mission Street to the north side of Harrison



The approximate boundaries of The East Cut CBD are:

- 2nd Street from Jessie Street to Harrison Street, and from Harrison Street to the southwest corner of APN 3764-067 (east side only)
- Harrison Street from 2nd Street to Main Street (east and west side – street and affronting parcels; however specifically excluding the following parcels and affronting public right of way: APN 3764-066, APN 3764-064, APN 3765-018, APN 3767-014 to 3767-310)
- Main Street from Harrison Street to southwest corner of APN 3768-021-089 (east side only)
- From southwest corner of APN 3768-021-089 to southeast corner of APN 3768-016 (north side only)
- The Embarcadero from Bryant Street to Harrison Street (west side only – street and affronting parcels; however, specifically excluding the following parcel and affronting public right of way: APN 3769-001)
- Steuart Street from Harrison Street to Howard Street (west side only)
- Howard Street from Steuart Street to Spear Street (south side only)
- Spear Street from Howard to Mission Street, and from Mission Street to the northeast corner of APN 3712-023 (west side only)
- Mission Street from Spear Street to 1st Street (east and west side – street and affronting parcels; however specifically excluding the following parcel and affronting public right of way: APN 3712-025)
- First Street to the northwest corner of APN 3709-019/020 (east side only) to Stevenson Street (west side only)
- Stevenson Street from 1st Street to Ecker Street (south side only)
- Ecker Street from Stevenson Street to the northeast corner of APN 3708-023 (east side only)
- Northern property line of APN 3708-023 from the northeast corner of the parcel to the northwest corner of the parcel
- Western property line of APN 3708-023 from the northwest corner of the parcel to the southwest corner of the parcel from the southwest corner of APN 3708-023 to 2nd Street (south side only)

Attachment B
Contract Requirements

1. Indemnification

The selected Contractor and its sub-contractors will be required to hold harmless and indemnify the City and County of San Francisco; the East Cut Community Benefit District and its officers, staff, board members, and employees; and the residents, merchants, and property owners within the District from all claims, loss, damage, injury, actions, causes of action and liability of any kind, nature and description directly or indirectly arising out of or connected with the performance of the East Cut Community Benefit District contract and any of the Contractor's operations or activities related thereto, excluding the willful misconduct of the person or entity seeking to be defended, indemnified, or held harmless.

2. Insurance

The Contract will contain language requiring the Contractor to procure and maintain for the duration of the Contract, including any extensions, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work under Contract by the Contractor, its personnel, agents, representatives, employees, or sub-contractors. Limits of insurance shall be no less than:

- A. Commercial General Liability - \$5,000,000 per occurrence for bodily injury, including death, personal injury, and property damage.
- B. Automobile Liability - \$2,000,000 per accident for bodily injury and property damage.
- C. Umbrella Policy - \$5,000,000 minimum coverage required.
- D. Workers' Compensation and Employer's Liability – Workers' Compensation limits as required by the State of California and Employer's Liability limits of \$1,000,000 per bodily injury by accident and \$1,000,000 per person in the annual aggregate for bodily injury by disease.
- E. Fidelity Bond or other form of Commercial Crime coverage acceptable to The East Cut CBD – minimum coverage of \$250,000.
- F. Contractor shall include all sub-contractors as insured under its policies or shall furnish separate certificates and endorsements for each sub-contractor. All coverages for sub-contractors shall be subject to all the requirements stated herein; however, the minimum limits for sub-contractors may be reduced to no less than \$1,000,000 per occurrence for Commercial General Liability and Automobile Liability at the reasonable discretion of The East Cut CBD.
- G. All Coverages – Each insurance policy required above shall be endorsed to state that coverage shall not be suspended, voided, cancelled, reduced in coverage or in limits, except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the East Cut Community Benefit District. Current certification of such insurance shall be kept on file at all times during the term of this agreement with the East Cut Community Benefit District.

All insurance providers must be rated not less than A by A.M. Best.

3. Proof of Insurance

The Contractor shall transmit proof of such insurance to The East Cut CBD before execution of the Contract and annually thereafter, subject to The East Cut CBD's right to request documentation regarding such insurance at any time.

4. Additional Insured

The East Cut Community Benefit District, its officers, officials, employees, and volunteers are to be covered as additional insured on the Commercial General Liability policy with respect to liability arising out of activities performed by or on behalf of the Contractor and premises owned or used by the Contractor.

The Contractor's insurance coverage shall be primary insurance in regard to the East Cut Community Benefit District, its officers, officials, employees, and volunteers. Any insurance maintained by the East Cut Community Benefit District, its officers, officials, employees, or volunteers shall be in excess of the Contractor's insurance and shall not conflict with it.

The Contractor's insurance shall apply separately to each insured against whom a claim is made or suit is brought, except with respect to the limits of the insurer's liability.

Attachment C
Scope of Services

TECCBD will provide services that are either not provided by the City and County of San Francisco or that will be of a quality and/or frequency in excess of what the City provides. TECCBD objective is for the level of services for safety, cleanliness, and neighborhood amenities to be equal throughout the District, and hence the benefit from services will be equally apportioned throughout the District.

Table 1 summarizes the TECCBD's planned services and *minimum* number of staff required to provide them:

Services	Staff-based on 40hr/FTE
Safety	2.5
Cleaning Ambassadors	7
Team Leads	6
Dispatch	2.4

Team Leads

The CBD's Team Lead's will use a three-pronged approach that focuses on quality of life, outreach to those in need of social services, and hospitality/customer service. A minimum of 6.2 full-time-equivalent Team Leads will patrol the District. Precise scheduling of the Team Leads will be determined by TECCBD Board of Directors and Executive Director. Team Leads are being budgeted for seven days a week, 5 AM to 10 PM.

Team Leads are specially trained to constructively engage with individuals in need on the street and connect them to local services. The Leads will patrol streets in the District to also address transient behaviors and public disruption while providing a sense of safety and well-being to residents, workers, and visitors. Specifically, CBD Team Leads:

- act as "eyes and ears" for the community, safety agencies, and service providers;
- add a presence in the neighborhood to prevent undesirable behavior;
- assist pedestrians with directions and information;
- maintain open communications with City agencies when collaboration needed;
- help connect individuals in need of assistance to local service providers and refer those in need to social services.

*Full-time equivalent (FTE) is 40 hours per week, per staff member. FTE staff numbers are approximate.

Cleaning and Maintenance

By local ordinance (Public Works Code Section 706), property owners, not the City, are responsible for maintenance, repair, and replacement of sidewalks fronting their parcels. The CBD will provide cleaning and maintenance services within the public rights-of-way and sidewalks on behalf of the District's individual parcel owners. However, major repairs and replacement of streetscape amenities, fixtures, furniture, and sidewalk paving materials will continue to be the responsibility of individual parcel owners. For services such as trash removal, the CBD will provide services above and beyond the baseline level of service provided by the City and County of San Francisco and its franchisee.

The CBD will determine the precise scheduling of a minimum of 7 full-time-equivalent workers on the CBD streets – the “Clean Team” – to provide:

- sidewalk sweeping;
- trashcan topping (monitoring of public trash receptacles for overflow and trash removal);
- weeding of sidewalk tree basins, sidewalk cracks, and landscape planters;
- reporting of bulky items for removal;
- spot cleaning of sidewalk street furniture, fixtures, and equipment;
- graffiti abatement

Sidewalk sweeping is budgeted for *at least* once daily throughout the District.

Dispatch

The Team Leads and Ambassadors will be connected to a central dispatch office by electronic device. Dispatch will be available Monday through Friday, 7:00 AM to 8:00 PM, and from 7:00 AM to 3:30PM on Saturday and Sunday.

TECCBD will respond to all maintenance, safety, and quality of life requests received by the District's central dispatch office. The dispatch office will log all requests and route them to the appropriate staff or City department and follow up with the individuals who asked for service.

Operations Management

FTE count in Table 1 does not include management staff to oversee day to day operations.