



Office of the City Manager

990 Palm Street, San Luis Obispo, CA 93401-3249
805.781.7114
slocity.org

January 31, 2019

Ms. Bettina Swigger
Chief Executive Officer
Downtown SLO
1135 Chorro St.
San Luis Obispo, CA 93401

RE: City of San Luis Obispo-Level of Service

Dear Ms. Swigger,

The City of San Luis Obispo is supportive of Downtown SLO's (DSLO)'s effort to work with the community to determine if a Property-Based Business Improvement District (PBID) in the downtown area is supported and appropriate. We understand that the PBID would increase resources available for downtown revitalization and build the capacity of the Downtown SLO/City partnership in promoting a safe, clean, and economically vibrant downtown.

The City has historically provided a base level of services in the downtown area, as outlined in the attached document. Each relevant City department was requested to describe their services and staff is committed to continuing to deliver these services in a consistent and professional way into the future, subject to funding availability.

As the economy continues to fluctuate there may be times when financial constraints cause the City to reduce budgets affecting base level services. Nevertheless, any reductions would be mindful of our stated goals to support and enhance a thriving downtown.

If you have any questions, please feel free to contact me for any further discussion or clarification.

Sincerely,

A handwritten signature in blue ink, appearing to read "D. Johnson".

Derek Johnson
City Manager

Attached: City of San Luis Obispo Base Level Services in the Proposed PBID Area

The Downtown Baseline Services listed below are provided by the Police Department, the Department of Parks and Recreation, the Department of Utilities, and the Department of Public Works. Please note that funding for portions of a few of these services come through non-City grant sources and may be subject to budget pressures outside of City control. The purpose of this Appendix is to provide a point in time summary of services. The City Council may adjust service levels based on budget priorities and other factors. This description is in no way intended to constrain or otherwise limit the discretion of future City Councils.

Police Department Downtown Services

Bike Officers:

1. Provide four (4) Bike Officers assigned to downtown. Two (2) bike officers are assigned to work during the days. They provide coverage Monday through Saturday, working from 7:00 AM to 5:00 PM. The other two (2) Officers are assigned to work evenings. These Officers work Wednesday through Saturday from 5:00 PM to 3:00 AM. There are also special functions like marathons, parades, Thursday Night Farmers' Market and permitted events where their hours may be flexed, or they are payed overtime to work these events through permit fees. Their primary coverage area is Palm to the north, Pismo to the south, Carmel to the west and Santa Rosa to the east. Depending on patrol staffing needs, these officers may be temporarily reassigned to maintain minimum staffing within patrol.

Community Action Team Officers:

1. Provide two (2) Community Action Team (CAT) Officers to primarily address chronic offenders within the downtown. CAT Officers cover Monday through Friday from 7:00 AM to 5:00 PM. They alternate every other Monday and Friday. In addition, these Officers work with City Rangers to patrol the open spaces and creeks surrounding downtown. Depending on patrol staffing needs, these Officers may be temporarily reassigned to maintain minimum staffing in patrol.

Patrol Officers:

1. Weekly, the Police Department staffs four (4) to six (6) Officers, in vehicles, to patrol within the downtown and respond to calls for service when needed. These Officers patrol the entire City with no specific assigned beat.

Graffiti Removal:

1. The Police Department tracks graffiti through calls received in dispatch and on the police department's webpage. The department works with volunteers and city staff to ensure the graffiti is removed in a timely manner.

Parks and Recreation Downtown Services

Banner Reservations:

1. Downtown SLO receives 50% discounts on banner reservations and priority booking prior to the public.

Facility Rentals:

1. Downtown SLO is not charged for the use of facilities for special events including Mission Plaza.
2. Downtown SLO has four (4) reservations per year to use the library community room for public education workshops.

Special Events Permits:

1. Special events permit processing at 50% of standard City fees.

Storage:

1. Free storage and access to the Mission Plaza Adobe.
2. Downtown SLO and the City have each contributed 50% of the chairs that are stored in the Mission Plaza Adobe.

Staff Support:

1. In previous years, Downtown SLO received free support from Parks & Recreation staff for Snow Night, from set up to trucks to staff.

Public Art Support:

1. Staff participation and support of increased public art in downtown.

Utilities Department Downtown Services

Sewer:

1. Sewer pipe cleaning occurs every two (2) months with two (2) Wastewater Collection Operators and the vacuum truck for the entire downtown district amounting to 12 personnel hours.
2. Storm drain cleaning occurs every summer with two (2) Wastewater Collection Operators and the vacuum truck to prepare for winter storm events.
3. The downtown creek corridor is walked by two (2) Wastewater Collection Operators every three months to monitor private laterals and storm drain source points.
4. Quarterly downtown pressure washer surveillance by one (1) Environmental Compliance Inspector taking four (4) hours.
5. Quarterly creek tunnel inspection through two (2) Environmental Compliance Inspectors taking four (4) hours per inspection.
6. Annual priority storm inlet/outfall inspection prior to winter with one (1) Environmental Compliance Inspector taking about 18 hours.

Solid Waste:

1. San Luis Garbage Company empties the downtown bins daily during non-business hours requiring a special truck. This is a service that is carried by all City rate payers. The maintenance of the bins falls on the City through Public Works. This is an area worth exploring to analyze if different rates should be pursued to address the unique service needs of the downtown.

Public Works Downtown Service

Streets Maintenance Division:

1. Daily street sweeping.
2. Thursday Night Farmers' Market street closure set-up and take down by four (4) part-timers for an annual total of 1,479 hours (29 hours weekly x 51 weeks). The current fee for each closure is \$132, which Downtown SLO pays quarterly.
3. Third party sidewalk pressure washing on specific, high pedestrian areas. Friday morning and Monday morning cleaning in Bubblegum Alley. Quarterly sidewalk pressure washing of the entire downtown area. Total annual contract budget for sidewalk pressure is \$30,000.
4. Sidewalk trash pickup (2-3 hours by a part-timer) four (4) days a week.

Parks Maintenance Division:

1. Part-time employee bags parking meters and then delivers and sets up two (2) porta potty facilities for Thursday Night Farmers' Market. The employee maintains the facilities during the entire duration of the event, then removes and cleans them. Total annual staff hours are 714 (14 hours weekly x 51 weeks).

Urban Forest Division:

1. Two employees, using a bucket truck, hang and take down special event banners. Each service takes approximately two (2) hours. Due to the high pedestrian and vehicle traffic in the downtown, the trees in the downtown are maintained at a higher frequency than other areas in the city.

Parking Services Division:

1. Loss of parking meter revenue, approximately two (2) hours, due to the meters being 'bagged' in preparation for Thursday Night Farmers' Market on Thursday or on Saturdays for special events. Staff time spent verifying the correct meters were bagged (by Downtown SLO, etc.) to ensure the 24-hour notification period has been achieved. This results in a direct loss of parking meter revenues that is partially offset by increased revenue in the parking structures. The Police Department will not tow vehicles unless this notification requirement has been met.

Transit Division:

1. Subsidized Trolley service (\$.50 per rider) on Thursday, Saturday and Sunday from 5:00 pm — 9:00 pm.