

Security Protocols

Broadway Corridor

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Version: 2
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“To promote economic vitality, improve livability, and advocate area identity and history, with a commitment to making the area a safe, beautiful, and enjoyable place to live, work and visit”

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Contents

- 1. DOCUMENT CONTROL..... 3
 - 1.1 CHANGE RECORD..... 3
 - 1.2 REVIEWERS & DISTRIBUTION 3
 - 1.3 REFERENCE..... 3
- 2. INTRODUCTION..... 4
- 3. MISSION STATEMENT 4
- 4. BROADWAY CORRIDOR DEFINITION & DESCRIPTION 5
- 5. OVERVIEW ROUTE: EAST 7
- 6. OVERVIEW ROUTE: WEST..... 7
- 7. BSC MANAGEMENT: CONTACT DETAILS 8
- 8. SECURITY INTELLIGENCE SPECIALIST: CONTACT DETAILS..... 8
- 9. PROTOCOL 1: PARTY BUS ENVIRONMENT 8
- 10. PROTOCOL 2: EVENT PRODUCER & PROMOTER ENVIRONMENT..... 8
- 11. PROTOCOL 3: ENTERTAINMENT PROPERTIES’ SECURITY SOLUTION..... 9
- 12. PROTOCOL 4: GROUP COMMUNICATION SYSTEMS.....10
- 13. PROTOCOL 5: CCTV (CLOSE CIRCUIT TELEVISION)10
- 14. PROTOCOL 6: LIGHTING (FIXED & MOTION).....10
- 15. PROTOCOL 7: PARKING LOT GUIDELINES & LEGISLATION11
 - 15.1 BROADWAY STREET PARKING LOT LOCATIONS..... 11
 - 15.2 PARKING LOT ORDINANCE (87-12)..... 11
- 16. SECURITY PROTOCOLS: CONCLUSION.....12

1. Document Control

1.1 Change Record

Date	Author(s)	Version	Change Reference
06/01/13	Ken Johnson	Draft 0a	No previous document
07/12/13	John Windsor	Version 1	Aggregated Broadway Corridor business comments and updated from monthly meetings ; May through June 2013
07/30/13	Ken Johnson	Version 1a	Updated based on meetings and business user comments.
09/15/13	John Windsor	Version 2	Deleted all neighborhood photos in order to be more concise and relevant. Updated venue list. Updated sections with more information. Improved template design.

1.2 Reviewers & Distribution

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1.3 Reference

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2. Introduction

The **'Protocols: Broadway Corridor'** document has been created to observe, identify, assess, and examine the security solutions and its related procedures/protocols of the Broadway Corridor, San Francisco. Further, this will be a living document that governs all other related project documents and that will be appropriately referenced within these pages.

This document will capture the Broadway Corridor's Property & Threat assessments, security protocols enhancements and improvements, the accompanying business processes and procedures, and the overall Security Solution implemented. This Solution will accommodate the Broadway Corridor's entertainment event properties, its events, the business properties, and its customers while they evolve through the property's lifecycle.

3. Mission Statement

It is Broadway Corridor's primary priority to provide a safe environment for the customers and staff during all events including the opening and final shutdown of the related properties. A zero tolerance policy for any and all criminal activity is supported and strictly enforced. To achieve and successfully manage a compliant, organized, peaceful, and safe event property, Broadway Corridor will provide, vigorously implement, and maintain a security policy that emphasizes the following principles:

AWARENESS at all times

OBSERVE everything

ASSUME nothing

TRUST your instincts

BEWARE as appearances can be different than the truth

COMMUNICATE through the proper channels

RESPOND appropriately

DOCUMENT with photos, incident reports, security logs, and video recordings

REPORT to staff, management, and authorities

All security personnel embrace:

R: Respond Appropriately

A: Awareness is Paramount

D: Document Activities & Incidents

A: Assessment of Security Environment

R: Report to Staff, Management, & Authorities

4. Broadway Corridor Definition & Description

Definition: The Broadway Corridor is the two way street starting on the West side at Columbus Avenue, extending for two blocks through Kearny Street, and ending at Montgomery Street.

The following properties represent our understanding of the “Broadway Corridor” and those businesses contained within the Broadway Area CBD (Community Benefit District).

These business entities are a cross section of business types; all of which can positively contribute to a manageable and ever improving situation in the Broadway Corridor.

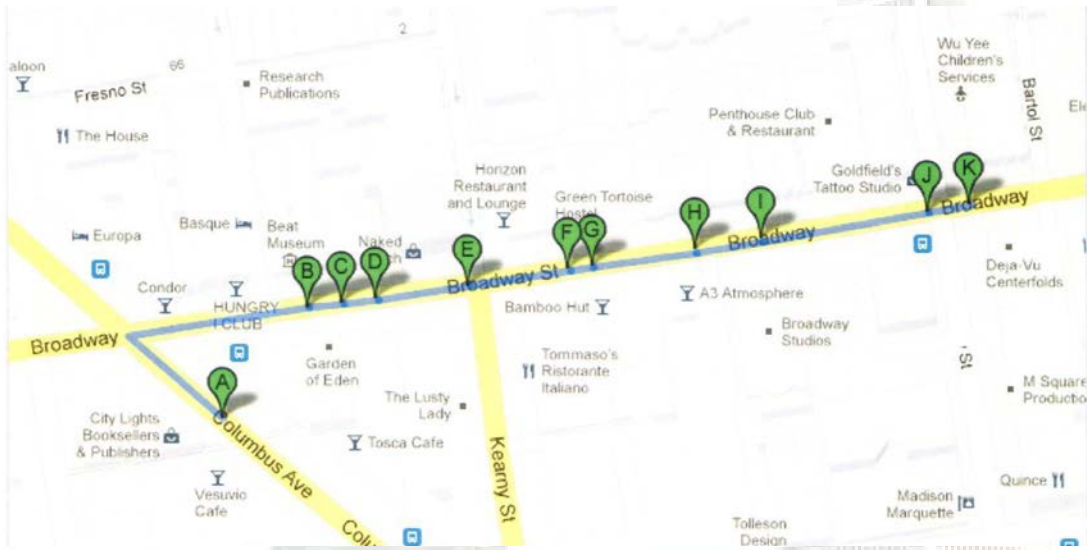
1. Alecia’s Locker: 406 Broadway Street: Type: **RETAIL**
2. Antologia Vinoteca Wine Bar: 515 Broadway Street: Type: **DINING**
3. Atmosphere: 447 Broadway Street: Type: **ENTERTAINMENT**
4. Bamboo Hut: 479 Broadway Street: Type: **ENTERTAINMENT**
5. Big Al’s: 556 Broadway Street: Type: **RETAIL**
6. Brioche: 210 Columbus Street: **DINING**
7. Broadway Cigars & Liquors: 550 Broadway Street: Type: **RETAIL**
8. Broadway Liquors: 460 Broadway Street: Type: **RETAIL**
9. Broadway Studios: 435 Broadway Street: **DINING**
10. Centerfolds: 391 Broadway Street: Type: **ENTERTAINMENT**
11. Cloud 9 Smoke Shop: 400 Broadway Street: Type: **RETAIL**
12. Condor: 560 Broadway Street: Type: **DINING/ENTERTAINMENT**
13. Crow Bar (Closed): 401 Broadway Street: Type: **ENTERTAINMENT**
14. Dream Masters Custom Tattoo: 228 Columbus Avenue: Type: **SERVICES**
15. E’ Tutto Qua: 270 Columbus Avenue: Type: **DINING**
16. FAME: 443 Broadway Street: Type: **ENTERTAINMENT**
17. Garden of Eden: 529 Broadway Street: Type: **ENTERTAINMENT**
18. Goldfield’s Tattoo: 404 Broadway Street: Type: **SERVICES**
19. Green Garden: 434 Broadway Street: Type: **DINING**
20. Green Tortoise: 494 Broadway Street: Type: **HOTEL**
21. Helmand (Closed): 430 Broadway Street: **DINING**
22. Hungry I Club: 546 Broadway Street: Type: **ENTERTAINMENT**
23. Hustler Club: 1031 Kearny Street: **DINING/ENTERTAINMENT**
24. Impala Lounge (Closed): 501 Broadway Street: Type: **ENTERTAINMENT**
25. Jazz @ Pearl’s (Closed): 256 Columbus Street: **ENTERTAINMENT**
26. Little Darlings: 312 Columbus Avenue: Type: **ENTERTAINMENT**
27. Monroe: 473 Broadway Street: Type: **ENTERTAINMENT**
28. Naked Lunch Pub & Grill: 504 Broadway Street: **DINING/ENTERTAINMENT**
29. North Beach Market & Deli: 536 Broadway Street: **RETAIL**
30. Palm Beach Video: 1043 Kearny Street: **RETAIL**
31. Paris Pizza: 448 Broadway Street: Type: **DINING**
32. Penthouse: 412 Broadway Street: Type: **DINING/ENTERTAINMENT**
33. Pizza Royal: 464 Broadway Street: Type: **DINING**
34. Pizzelle: 314 Columbus Street: **DINING**
35. Reveille Coffee: 200 Columbus Street: **DINING**
36. Roaring 20s: 552 Broadway Street: Type: **ENTERTAINMENT**
37. Score Bar & Lounge: 498 Broadway Street: Type: **FOOD/ENTERTAINMENT**
38. Secrets: 1030 Kearny Street: Type: **RETAIL**
39. Spec’s: 12 William Saroyan Place: **ENTERTAINMENT**

40. Taqueria Zorro: 308 Columbus Avenue: Type: **DINING**
41. The Beat Museum: 540 Broadway Street: Type: **MUSEUM**
42. The Cosmo: 440 Broadway Street: Type: **ENTERTAINMENT**
43. The Station: 596 Pacific Street: **DINING**
44. Tommaso's: 1042 Kearny Street: **DINING**
45. Tosca: 242 Columbus Street: **DINING**
46. Tryst Lounge (Under Construction): 493 Broadway Street: **DINING**
47. Urban Curry: 523 Broadway Street: Type: **DINING**
48. Urban Sidewalk: 218 Columbus Street: **DINING**
49. Viva: 318 Columbus Street: **DINING**
50. 425 Broadway Street: **PARKING LOT**
51. 470 Broadway Street: **PARKING LOT**
52. 530 Broadway Street: **PARKING LOT**

5. Overview Route: East

The following map is an overview of the **East Route** in determining the properties affected by the protocols. These are subject to change due to development and corridor enhancement.

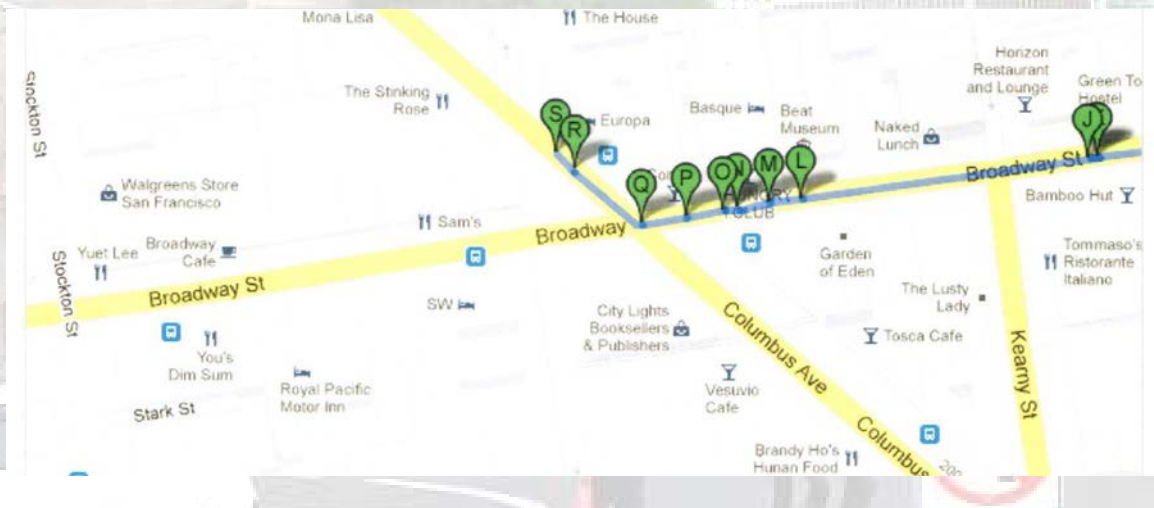
The full route map including venue frontage can be referenced at the end of this document.



6. Overview Route: West

The following map is an overview of the **West Route** in determining the properties affected by the protocols. These are subject to change due to development and corridor enhancement.

The full route map including venue frontage can be referenced at the end of this document.



7. BSC Management: Contact Details

Company Name:	BSC Management
Company Address:	250 Columbus Avenue, Suite #207, San Francisco, CA 94133
Company Telephone #:	(415) 434-2868
Company Fax #:	(415) 434-1443

8. Security Intelligence Specialist: Contact Details

Company Name:	Security Intelligence Specialist Corporation	
Company Telephone #:	(415) 926-1717	
Company Fax #:	(415) 628-2388	
Chief Executive Officer:	John Keith Windsor	C: (415) 602-9090
Project Manager:	Mark Bosque	C: (650) 245-1644
Senior Account Manager:	Justin Frazer	C: (925) 639-6816

9. Protocol 1: Party Bus Environment

The following protocols specifically address the Party Bus environment which is all commercial vehicles that cater to groups of patrons numbering 8 or more. The goal is to preserve the high standard of the Broadway Corridor, its businesses, and the compliant Party Bus companies themselves resulting in a safe and a more vibrant entertainment experience.

- Party Bus Companies and/or Drivers must make reservations by Thursday 4:30 p.m. for visitation rights on Friday and Saturday nights starting at 10:00 p.m. but are accepted no later than 11:00 p.m. No exceptions.
- Venues must submit their list of party buses weekly to the San Francisco Police Department. Event Producers & Event Promoters must have express permission from the venue they are holding their event at to use Party Buses.
- The Party Buses must arrive no later than 11:00 p.m. and their customers are to be dropped off directly in front of the venue which holds the reservation. If the venue does not have the reservation, the Party Bus cannot make an impromptu change by moving the group to another venue on Broadway Street.
- All customers must have wrist bands issued by the Party Bus Company. If a customer does not have a wristband, they must return to the bus and wait for their group there.
- All customers must have State and/or U.S. Government issued IDs regardless if they provided them prior to entering the Party Bus. These are to be produced to the Head of Security upon entry.
- The contact for each venue is the Head of Security and his or her decision is final regarding approval to let the guest(s) on site. The General Manager can be present but must be supported by the Head of Security's confirmation of the Party Bus reservation and customers IDs.
- The Venue will procure a picture of the Party Bus with the PUC number clearly visible.

10. Protocol 2: Event Producer & Promoter Environment

The following protocols specifically address the Event Producer and Promoter Environment. The goal is to retain the most professional and organized of these individuals and/or companies to

ensure a safe, entertaining, and vibrant social platform to continually attract the broadest variety of entertainment opportunities.

- All venues will notify the use of Event Producers and/or Event Promoters to the San Francisco Police Department and Entertainment Commission. This Producer/Promoter schedule is to be provided weekly on Tuesdays at 4:30 p.m.
- The venues, not the producers/promoters, must provide the security services. These security services are to adhere to all compliance protocols established by the Bureau of Security and Investigative Services (B.S.I.S.), San Francisco Police Department, and the Entertainment Commission.
- All venues will enforce the dress code policy set by the Broadway Corridor Handbook; developed in conjunction with this document.
- All businesses' security personnel will participate in training as outlined by the Broadway Corridor Handbook. If a venue is using a security vendor, said vendor must provide the Security Personnel Guidelines, the Security Plan, and the Training Curriculum to the business.

11. Protocol 3: Entertainment Properties' Security Solution

The following protocols specifically address the security solutions on the Broadway Corridor. Each property's security solution must not only be compliant, trained, and effectively implemented but also have a cohesive communication environment. The result of maintaining a venue-agnostic security methodology along with venue-specific security personnel guidelines is a complete and effective neighborhood security solution.

- There will be 1 certified security personnel for every 50 customers in a venue. Special Events as defined by the Best Practices and/or Security Plan will increase to 1 certified Security Personnel for every 40 customers.
- All businesses' management, employees, and security personnel will cooperate with and work with SFPD regarding anti-loitering laws.
- No excessive or loud noise as defined by the Entertainment Commission and no noise after hours unless an Extended Hours Permit is secured.
- Upon closing, all venues' security personnel will clean up the perimeter of the property.
- All clubs must have entry and exit points for patrons; controlling the lines with stanchions and ropes.
- All venues and businesses will have outside lighting and a CCTV system to a reasonable standard; as outlined in Protocol 5 and Protocol 6, CCTV and Lighting, respectively. This outside lighting will be bright enough to identify one person or a group at a distance of 20 feet.
- Security personnel will be posted at all egress points to assist in the exiting of customers in an orderly, peaceful, and quiet fashion.
- Upon the closing of a venue, the security personnel will continue to engage with the customers as the exit and escort the crowd to the outside perimeters of the venue, as defined by the Security Plan, until the property is closed and secure.
- All businesses will have commercial, synched, and functioning communication equipment; a very minimum, a commercial multi-channel radio and headset.

12. Protocol 4: Group Communication Systems

The following protocols are an outline of the Group Communication System that encompasses all properties in the Broadway Corridor as dictated in the 'Broadway Corridor Definition & Description' section. This will complement the venue security solutions as well as the Broadway Corridor Patrol solution by making it more fluid, dynamic, and result oriented.

- All Heads of Security will have a radio and/or pager that are on the same frequency/channel. General Managers will have access to this equipment at their venue.

13. Protocol 5: CCTV (Close Circuit Television)

The following protocols provide a high level outline of a property's surveillance CCTV solution that monitors customers, management, employees, non-tenants, and trespassers. This surveillance solution's sole purpose is to be proactive in crime prevention with privacy concerns addressed and protected.

- All ingress and egress breach points for customers and staff will have a high resolution, night vision capable camera connected to a CCTV system.
- Broad scope, high resolution, night vision cameras will complement the dedicated CCTV business systems with its primary requirement to provide visibility on Broadway Street itself.
- All secure and locked rooms will have a high resolution, night vision capable camera at the entrance.
- CCTV will be stored for 30 days and made available to the San Francisco Police Department if a crime has been committed where it can be shown that the CCTV footage would be of assistance.

CCTV aims to increase the perceived risk of capture, a factor which, assuming the offender is behaving in a rational (or limited rational) manner, will de-motivate the potential offender. For this crime prevention process to succeed, two elements must exist:

- 1) The potential offender must be aware of the cameras' presence.
- 2) The potential offender must believe the cameras present enough risk of capture to negate the rewards of the intended crime.

14. Protocol 6: Lighting (Fixed & Motion)

The following protocols have been developed and approached property agnostic; these protocols are listed without accommodating whether a property is private or public. In the context of this document, these protocols are to provide a higher level of public safety and awareness regardless if it's a privately owned business or a public owned asset (e.g. sidewalk, outdoor staircases).

- Main streets and side streets in the Broadway CBD will have lighting bright enough to distinguish license plates, accurate automobile descriptions, and an exact physical description of a customer.
- All businesses regardless of type, will have fixed lighting on all sides of the property that has a public access point; sidewalk, alley, and/or street.
- All businesses regardless of type, will have, at minimum, motion lighting in the exterior alcoves of the businesses such as garbage enclosures and entrance/exit areas.

- All parking lots, open-air or enclosed, will have lighting throughout the property that is bright enough to distinguish license plates, accurate automobile descriptions, and an exact physical description of a customer.
- Lighting will not be directly visible in private residences in the Broadway Corridor and reasonable steps will be taken to reduce the ambient lighting effect created by an outside light source into the private residences.

In broad terms, there are two types of lighting that used as layered symbiotic solution, will be most effective, especially in a high traffic area where there exists a wide range of business types:

- **FIXED:** Fixed, high powered, and flood scoped lights that provide light from dusk until dawn on Broadway Street and the additional streets that are covered by the Broadway CBD; these include emergency and maintenance alcoves and doorways that are maintained by the City of San Francisco.
- **MOTION:** Motion activated spot lights in and directly around the business entrances and exits. Can be expanded into emergency and maintenance alcoves and doorways.

15. Protocol 7: Parking Lot Guidelines & Legislation

The following protocols are to provide Parking Lot Guidelines and Legislation for the privately owned and operated parking lots in and around the Broadway Corridor. These areas are prone to criminal activity due to their inherent design; large, unmonitored, and dimly lit areas with no management of the individuals or groups using the lots.

- Parking Lot and Parking Structures will have no dark areas unless it's a private area for Parking Lot employees and/or their belongings.
- Parking Lot Companies will provide an employee for the duration their parking lots are open until all customers vehicles have been cleared at closing. The exception is if the parking lot is 24 hour at which point, it must be staffed for 24 hours.
- Parking Lot Employees will enforce the San Francisco Municipal Code that specifically outlines the No Loitering Law. Further, signage will be posted reflecting the Parking Lots policies including visible diagrams that CCTV is being implemented and that there is no loitering.

15.1 Broadway Street Parking Lot Locations

- 1) 425 Broadway Street
- 2) 470 Broadway Street
- 3) 530 Broadway Street
- 4) 65 Fresno Street

15.2 Parking Lot Ordinance (87-12)

The following is a synopsis of the Parking Lot Ordinance; Ordinance No. 87-12:

Factual Findings:

- (a) Parking garages and lots provide a great service by allowing San Francisco residents and visitors' access to businesses and other destinations in the City. But they can create a

substantial safety risk to individuals in or near those garages and lots, as well as to vehicles and other personal property, based on the nature of the parking garage or lot, its crime history, its location, and other factors. Parking garage and lot operators can reduce this risk by identifying and implementing reasonable security measures.

- (b) Businesses with a Place of Entertainment or an Extended Hours Premises permit issued by the Entertainment Commission may attract crowds that spill over onto the adjacent sidewalks and into nearby parking garages and parking lots, either before, during or at the end of events at those businesses. Incidents of violence and other criminal conduct in parking garages and parking lots in proximity to these businesses have raised awareness of the issue of and need for security in those parking garages and lots.
- (c) By requiring commercial parking permittees to identifying the likely security threats and crime risks associated with their parking garages and lots, and to develop and implement a reasonable security plan to address those threats and risks, the City and parking garage and parking lot operators can reduce the risks of violence and other criminal incidents in or near parking garages and parking lots, and better protect the public safety and welfare.

16. Security Protocols: Conclusion

The **'Security Protocols: Broadway Corridor'** document has been authored with a primary mission; to create a vibrant, dynamic, and safe entertainment environment providing a broad range of social activities for all customers who visit the Broadway Corridor. This is an iteration centric goal where at each stage of improvement, an assessment is made to identify areas that are slow to recover and those that have exceeded the success metrics governed by the Broadway Corridor businesses.