



Downtown Hayward Improvement Association
Sidewalk Operations, Beautification & Order Committee
Friday, February 18, 2022, at 10:30 a.m.
Zoom Virtual Meeting

<https://us02web.zoom.us/j/87456856669?pwd=SzhFMzAraktNelZmVoemVGRXZpQT09>

Meeting ID: 874 5685 6669 | Passcode: 344222 | Call- In (669)900-9128

- 1) Roll Call & Zoom Etiquette / Chair Needed
All participants will be put on mute during the topic presentation and then the moderator will unmute the microphones to take comments/feedback. Please keep comments directed to the topic being discussed.
- 2) Continuing Virtual Meetings Pursuant to AB 361 *Action Item*
Find and determine that a state of emergency remains in effect at the state level, and that as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.
- 3) Public Comment (3-Minute Max Per Person)
- 4) Approval of October 27, 2021, Minutes *Action Item*
- 5) Committee Updates:
 - a. Downtown Hayward Camera Program
 - b. Downtown Hayward Supplemental Security Patrol *Action Item*
 - c. Downtown In-House Maintenance Operations
 - I. Current Status
 - II. Recent Challenges
 - III. Options to Consider *Action Item*
- 6) Next Meeting:
- 7) Adjournment *Action Item*

BROWN ACT:

Government Code 54950 (The Brown Act) requires that a brief description of each item to be transacted or discussed be posted at least 72 hours prior to a regular meeting. The Corporation posts all Board and Committee agendas outside of the building that the meetings are being held. Action may not be taken on items not identified as such and posted on the agenda. Meeting facilities may be accessible to persons with disabilities. If you require special assistance to participate in the meeting, notify Monica Montes at least 48 hours prior to the meeting. For more information on the upcoming Committee or Interim Board of Directors meeting, please call Monica Montes at 888 356-2726.

DOWNTOWN HAYWARD IMPROVEMENT ASSOCIATION

22654 Main Street • Hayward, CA 94541

AB 361 Overview
9/30/2021

On September 16, 2021, AB 361 was adopted on an urgency basis (AB 361, section 9) meaning it has immediate effect. Shortly thereafter, Governor Newsome issued an executive order delaying implementation until October 1. After October 1 and through January 1, 2024 (when the bill sunsets), bodies subject to the Brown Act can continue to meet electronically (without the need to allow the public to participate from a physical location) after making specific findings and subject to added requirements.

Findings

A body subject to the Brown Act may continue to meet virtually when:

- 1) **it is meeting during a proclaimed state of emergency AND**
- 2) either: **state or local officials have imposed or recommended measures to promote social distancing OR the body is meeting to determine or has determined by majority vote, whether as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.**

Thereafter, at least every 30 days the body must make the following findings by majority vote:

- (A) The legislative body has reconsidered the circumstances of the state of emergency.
- (B) Any of the following circumstances exist:
 - (i) The state of emergency continues to directly impact the ability of the members to meet safely in person.
 - (ii) State or local officials continue to impose or recommend measures to promote social distancing

Additional Requirements

In addition to requirements established under the Governor's Executive Orders, public entities that continue to meet virtually must also:

- Allow real-time public comment; may not require public comments to be submitted in advance.
- Allow people to register (get in line) to give public comment during the entire public comment period for a given item.
- Suspend any action in the event of a service interruption. If there is a disruption (within the agency's control) that prevents broadcast of the meeting or prevents the public from providing comments, the body may not take actions until service is restored or those actions may be challenged.



**Downtown Hayward Improvement Association
Sidewalk Operations, Beautification & Order (SOBO) Committee
Meeting Minutes
Wednesday, October 27th, 2021 – 11:00 a.m.
Meeting held via zoom**

Present: Dinesh Shah (by phone), Sara Buizer, Catherine Ralston, Resti Zaballos, Bill Matheson, Kim Huggett, Thomas Leung

Absent:

Guests:

Staff: Marco Li Mandri, Dominic Li Mandri/New City America

MINUTES:

<i>Item</i>	<i>Discussion</i>	<i>Action Taken?</i>
1. Introductions	District Manager Dominic LiMandri called the meeting to order at 11:03 a.m.	No action taken
2a. Downtown Maintenance Operations: 2b. Downtown Security & Public Concerns: 2c. Downtown Supplemental Security Patrol: i. Review of Legion Proposal	<p>a. Dominic began the meeting with an overview of the in-house maintenance operation. The DHIA maintenance crew is currently back to operating at full capacity, after about a two-week period in October in which the operation was without a maintenance truck due to the truck being vandalized while parked on the secured third story of the Watkins Parking Garage. Dominic has now secured a rental truck and pressure washing/watering services have resumed.</p> <p>b. Dominic began the discussion by reporting on a recent incident reported to the DHIA by a local property owner regarding a shooting that took place on B Street in front of the Pizza House establishment. This recent incident, as well</p>	

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	<p>as a string of random crimes in downtown, has produced a perception of disorder that is being exacerbated by unruly operators during the evening hours. Extensive discussion followed on the need for increased police services and code enforcement in downtown to ensure such operators are not creating an unsafe atmosphere for other businesses.</p> <p>Catherine Ralston suggested the DHIA explore the hosting of a “Responsible Hospitality Training” course to inform local operators on best practices with regards to running a safe, welcoming business. Catherine referenced the success of the program used in Livermore as an example.</p> <p>c. Dominic presented the final contract from Legion corporation to provide supplemental security patrol services to the downtown district. The purpose of the patrol is to provide an additional layer of security and presence in the downtown area, per the RFP scope and the attached Exhibit map.</p> <p>Committee members discussed potential time frames in which patrols would be deployed and the expectations of the patrols in attending the Committee meetings. Committee consensus was for coverage on Wednesdays – Sundays from 10:30 a.m. – 7:00 p.m. Discussion followed.</p>	<p>c. Catherine Ralston motioned to authorize staff to negotiate with Legion Corporation the final approval of the contract per the details found in the proposed presented. Thomas Leung seconded the motion. The motion carried unanimously.</p>
<p>3. Next Meeting</p>	<p>No future meeting was set at the time. The Committee will meet as needed.</p>	
<p>4. Adjournment</p>		

Minutes taken by Dominic Li Mandri, District Manager

Dominic Li Mandri

From: Dmitri Shimolin <dmitri@avsnext.com>
Sent: Thursday, February 17, 2022 9:29 AM
To: Dominic Li Mandri
Subject: Re: Accepted: AVS - Downtown Hayward Camera Program Walk-through

Dominic,

Hope you are well.

Just a quick update - we are working on the proposal and will have it to you next week.

Apologies it's taking longer, but you'll have it.

If you need it by a particular date and time, let me know and we'll aim accordingly.

Thank you,



Dmitri Shimolin
CEO & Co-founder

On Fri, Feb 4, 2022 at 6:57 AM Dmitri Shimolin <dmitri@avsnext.com> wrote:

Good morning Dominic,

This is perfect. Yes, this timeline is achievable and we look forward to working with you.

Thanks,



Dmitri Shimolin
CEO & Co-founder

On Thu, Feb 3, 2022 at 1:34 PM Dominic Li Mandri <dominic@newcityamerica.com> wrote:

Hi Dmitri,

Please find the Hayward district map attached. Also, if you could have the proposal to us by mid-February, we can make sure we have a chance to review the proposal before meeting via our Board in March.

Does that time frame work for you?

Thanks Dmitri,

Dominic Li Mandri

District Manager

Downtown Hayward Improvement Association

22654 Main Street

Hayward, CA. 94541

510-556-1278 (office)

From: Dmitri Shimolin <dmitri@avsnext.com>

Sent: Wednesday, February 2, 2022 11:16 AM

To: Dominic Li Mandri <dominic@newcityamerica.com>

Subject: Re: Accepted: AVS - Downtown Hayward Camera Program Walk-through

Hi Dominic,

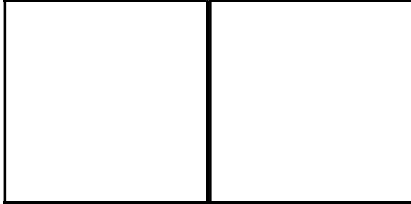
Hope you're well.

Just wanted to check in on a couple of fronts:

- Could you please share a soft copy of the Downtown Hayward district?

- What's a good target date for us to deliver the proposal to you by?

Thank you,



Dmitri Shimolin
CEO & Co-founder

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Dominic Li Mandri

To: ricky soares
Subject: RE: Touch Base Re: Hayward Foot Patrol

From: ricky soares <rick.legioncorporation@gmail.com>
Sent: Tuesday, February 1, 2022 11:19 AM
To: Dominic Li Mandri <dominic@newcityamerica.com>
Subject: Re: Touch Base Re: Hayward Foot Patrol

Sounds good. See you then. Have a great day.

Ricky Soares
Director of Operations
Legion Corporation
5150 N. Sixth Street, Suite 173
Fresno, Ca 93710

On Tue, Feb 1, 2022 at 9:54 AM Dominic Li Mandri <dominic@newcityamerica.com> wrote:
Great! Can we plan to meet at 11:30 AM tomorrow at the DHIA office?

Thanks,

Dominic

From: ricky soares <rick.legioncorporation@gmail.com>
Sent: Tuesday, February 1, 2022 8:59 AM
To: Dominic Li Mandri <dominic@newcityamerica.com>
Subject: Re: Touch Base Re: Hayward Foot Patrol

Hi Dominic,

Yes i am available. Works for me.

Thank you,

Ricky Soares
Director of Operations
Legion Corporation
5150 N. Sixth Street, Suite 173
Fresno, Ca 93710

On Tue, Feb 1, 2022 at 8:53 AM Dominic Li Mandri <dominic@newcityamerica.com> wrote:
Hey Ricky,

Would you still like to meet tomorrow to tour the district with the patrol?

Thanks,

Dominic

From: ricky soares <rick.legioncorporation@gmail.com>
 Sent: Thursday, January 27, 2022 1:46 PM
 To: Dominic Li Mandri <dominic@newcityamerica.com>
 Cc: Joseph Shelley <joe.legioncorporation@gmail.com>
 Subject: Re: Touch Base Re: Hayward Foot Patrol

Hey Dominic,

I wanted to check to see if you wanted to still meet his zoom today at 4.

Thank you,
 Ricky

On Jan 26, 2022, at 3:58 PM, ricky soares <rick.legioncorporation@gmail.com> wrote:
 Hi Dominic,

That's works for me.

Thank you,
 Ricky

On Jan 24, 2022, at 1:44 PM, Dominic Li Mandri <dominic@newcityamerica.com> wrote:

Hi Ricky,

Sounds good. Can we plan to connect via Zoom on Thursday at 4 PM?

Thanks,
 Dominic

From: ricky soares <rick.legioncorporation@gmail.com>
 Sent: Monday, January 24, 2022 9:33 AM
 To: Dominic Li Mandri <dominic@newcityamerica.com>
 Cc: Joseph Shelley <joe.legioncorporation@gmail.com>
 Subject: Re: Touch Base Re: Hayward Foot Patrol

Hi Dominic,

Thank you for this information. I look forward to discussing your thoughts on improvement and making necessary changes regarding. Thursday works best for me if that's ok. Please get back to me at your convenience.

Thank you,
 Ricky

On Jan 24, 2022, at 9:21 AM, Dominic Li Mandri <dominic@newcityamerica.com> wrote:

Hi Joe and Ricky,

I hope you both are doing well and had a great weekend.

I'm reaching out today to hopefully schedule a time this week to touch base regarding the downtown hayward foot patrols. I've reviewed about a dozen reports throughout the two month run and I definitely feel there's some need for improvement on how these two guards checkin around the district and how they document their reported interactions.

Please let me know if you both have some time this Wednesday or Thursday to Zoom.

Thanks,

Dominic

PROJECT: Hayward BID

ADDRESS:

EMPLOYEE: Mam, Johnnathan

FORM TYPE: Hayward End of Watch
D.A.R.

COMPLETED: 06:36PM on February 10,
2022

FORM DETAILS

Team Member's Name: Johnnathan

Date of Work: February 11 2022

Start Time: 10:30 AM

End Time: 7:00 PM

Aggressive Panhandling Addressed: 0

Assault addressed: 0

Burglary Addressed: 0

DUI Addressed: 0

Human Trafficking Addressed: 0

Illegal Dumping Addressed: 5

Indecent Exposure Addressed: 1

Mentally Disturbed Addressed: 2

Narcotic Use Addressed: 0

**Noise Violation / Disturbing the Peace
Addressed: 0**

Open Container Addressed: 0

Property Damage Addressed: 1

Public Intoxication Addressed: 0

Selling w/o Permit Addressed: 0

Shop Lifting Addressed: 0

Sit/Lie Violation Addressed: 0

Theft Addressed: 0

Threats Addressed: 0

Traffic or Parking Violation Addressed: 0

Trespassing Addressed: 0

Vandalism Addressed: 0

Passing Calls Completed: 1

Teammate's Name:: Chris

Sign in and out sheet completed.: []



How Many dispatches occurred: 2

ADDRESS:**EMPLOYEE:** Serrano, Chris**FORM TYPE:** Hayward D.A.R**COMPLETED:** 06:39PM on February 12, 2022**FORM DETAILS****Team Member's Name:** Chris**Date of Work:** February 13 2022**Start Time:** 10:30 AM**End Time:** 7:00 PM**Aggressive Panhandling Addressed:** 0**Assault addressed:** 0**Burglary Addressed:** 0**DUI Addressed:** 0**Human Trafficking Addressed:** 0**Illegal Dumping Addressed:** 0**Indecent Exposure Addressed:** 1**Mentally Disturbed Addressed:** 1**Narcotic Use Addressed:** 0**Noise Violation / Disturbing the Peace
Addressed:** 0

Open Container Addressed: 0

Property Damage Addressed: 1

Public Intoxication Addressed: 10

Selling w/o Permit Addressed: 1

Shop Lifting Addressed: 0

Sit/Lie Violation Addressed: 4

Theft Addressed: 0

Threats Addressed: 1

Traffic or Parking Violation Addressed: 0

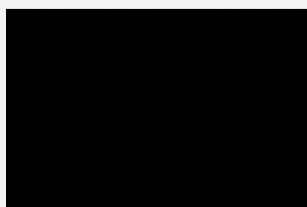
Trespassing Addressed: 0

Vandalism Addressed: 0

Passing Calls Completed: 2

Teammate's Name:: John

Sign in and out sheet completed.: [X]



Amount of dispatches from Head Quarters.:

None

ADDRESS:**EMPLOYEE:** Mam, Johnnathan**FORM TYPE:** Hayward D.A.R**COMPLETED:** 07:02PM on February 13, 2022**FORM DETAILS****Team Member's Name:** Johnnathan**Date of Work:** February 14 2022**Start Time:** 10:30 PM**End Time:** 7:00 PM**Aggressive Panhandling Addressed:** 0**Assault addressed:** 0**Burglary Addressed:** 0**DUI Addressed:** 0**Human Trafficking Addressed:** 0**Illegal Dumping Addressed:** 0**Indecent Exposure Addressed:** 0**Mentally Disturbed Addressed:** 0**Narcotic Use Addressed:** 0**Noise Violation / Disturbing the Peace
Addressed:** 0

Open Container Addressed: 0

Property Damage Addressed: 0

Public Intoxication Addressed: 0

Selling w/o Permit Addressed: 0

Shop Lifting Addressed: 0

Sit/Lie Violation Addressed: 0

Theft Addressed: 0

Threats Addressed: 0

Traffic or Parking Violation Addressed: 0

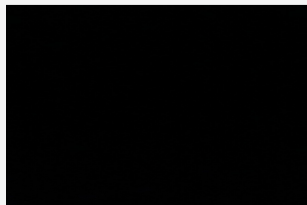
Trespassing Addressed: 0

Vandalism Addressed: 0

Passing Calls Completed: 1

Teammate's Name:: Chris

Sign in and out sheet completed.: []



Amount of dispatches from Head Quarters.: Yes

ADDRESS:**EMPLOYEE:** Mam, Johnnathan**FORM TYPE:** Hayward D.A.R**COMPLETED:** 06:45PM on February 16,
2022**FORM DETAILS****Team Member's Name:** Johnnathan**Date of Work:** February 17 2022**Start Time:** 10:31 PM**End Time:** 7:00 PM**Aggressive Panhandling Addressed:** 0**Assault addressed:** 0**Burglary Addressed:** 0**DUI Addressed:** 0**Human Trafficking Addressed:** 0**Illegal Dumping Addressed:** 1**Indecent Exposure Addressed:** 2**Mentally Disturbed Addressed:** 0**Narcotic Use Addressed:** 1**Noise Violation / Disturbing the Peace
Addressed:** 1

Open Container Addressed: 0

Property Damage Addressed: 0

Public Intoxication Addressed: 1

Selling w/o Permit Addressed: 0

Shop Lifting Addressed: 0

Sit/Lie Violation Addressed: 7

Theft Addressed: 0

Threats Addressed: 0

Traffic or Parking Violation Addressed: 1

Trespassing Addressed: 1

Vandalism Addressed: 0

Passing Calls Completed: 1

Teammate's Name:: Chris

Sign in and out sheet completed.: [X]



Amount of dispatches from Head Quarters.:

None

ADDRESS:**EMPLOYEE:** Serrano, Chris**FORM TYPE:** Hayward D.A.R**COMPLETED:** 06:47PM on February 17,
2022**FORM DETAILS****Team Member's Name:** Chris**Date of Work:** February 18 2022**Start Time:** 10:30 AM**End Time:** 7:00 PM**Aggressive Panhandling Addressed:** 0**Assault addressed:** 0**Burglary Addressed:** 0**DUI Addressed:** 0**Human Trafficking Addressed:** 0**Illegal Dumping Addressed:** 0**Indecent Exposure Addressed:** 0**Mentally Disturbed Addressed:** 0**Narcotic Use Addressed:** 0**Noise Violation / Disturbing the Peace
Addressed:** 0

Open Container Addressed: 0

Property Damage Addressed: 0

Public Intoxication Addressed: 1

Selling w/o Permit Addressed: 0

Shop Lifting Addressed: 0

Sit/Lie Violation Addressed: 3

Theft Addressed: 0

Threats Addressed: 0

Traffic or Parking Violation Addressed: 0

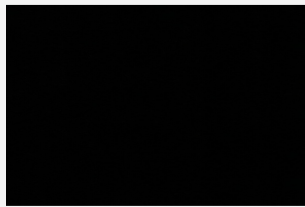
Trespassing Addressed: 0

Vandalism Addressed: 0

Passing Calls Completed: 1

Teammate's Name:: John

Sign in and out sheet completed.: [X]



Amount of dispatches from Head Quarters.: 1

Dominic Li Mandri

From:
Sent: Tuesday, February 15, 2022 2:02 PM
To: Dominic Li Mandri
Subject: Re: RESPONSE REQUESTED: DHIA Contracted Security Patrols with Legion Corp - Survey

Hi Dominic,

The extra layer of patrol is good. The guys are very friendly.

However, I'm sure by law they cannot do much regarding the homeless, which is a horrible problem in downtown.

Here at we've been forced to provide our own armed private security Wednesday - Sunday at a cost of \$1k/week.

Unfortunately the laws allow the homeless to trespass, assault, threaten, steal, vandalize, intimidate, and masterbate in front of patrons and employees.

When we go to US Bank for banking, my management team walks from which has security, by Bank of The West which has security, and crosses the street at Cookies which has security.

Anyhow hope this helps.

-----Original Message-----

From: Dominic Li Mandri <dominic@newcityamerica.com>

To:

Cc: downtownhayward@gmail.com <downtownhayward@gmail.com>

Sent: Tue, Feb 15, 2022 1:36 pm

Subject: RESPONSE REQUESTED: DHIA Contracted Security Patrols with Legion Corp - Survey

Good afternoon Downtown Hayward Business Owners and Stakeholders,

My name is Dominic LiMandri with the Downtown Hayward Improvement Association. The DHIA is a local 501c(3) non-profit organization tasked with the maintenance, enhancement, and promotion of downtown Hayward as a prominent East

Dominic Li Mandri

From:
Sent: Tuesday, February 15, 2022 2:11 PM
To: Dominic Li Mandri
Subject: Re: RESPONSE REQUESTED: DHIA Contracted Security Patrols with Legion Corp - Survey

Greetings Dominic. This is
respond on my observations/impressions of this contracted patrol.

I'm writing this email to

Firstly, I have not noticed any visual impression around our area/business. That might also be due to the fact that I'm not sure what they look like. In my opinion, they should be wearing something to help visually identify themselves as extra security.

I have not reported anything and it hasnt been clear what I should report to them on. Recently, someone hit my car when it was parked while I was working. If the presence of the extra security was strong, than it should deter violence and crimes. I don't think it has made any difference (at least in our area of downtown Hayward).

In general, there are more transients, homeless people in the area than there ever has been in the last five years. Downtown Area is relatively big to only have two security officers walk around. There's also language barriers which I've mentioned, and communication barriers (many merchants and more importantly, the employees) do not know these numbers. If you walked up to any business in the area and asked an employee for the number to this extra security, I'm sure the vast majority will NOT know it.

I definitely appreciate the action and gesture of adding more security. Have I noticed any difference? To put it simply, No. But my response is that we need MORE, in order to get a better assessment and idea of how needed the security is. Not just in the amount of security, but everyone knowing about them and having their numbers ready. I myself, have printed your email with their numbers by my register for my employees to use but I doubt the other merchants have done that.

On Tue, Feb 15, 2022 at 1:36 PM Dominic Li Mandri <dominic@newcityamerica.com> wrote:

Good afternoon Downtown Hayward Business Owners and Stakeholders,

My name is Dominic LiMandri with the Downtown Hayward Improvement Association. The DHIA is a local 501c(3) non-profit organization tasked with the maintenance, enhancement, and promotion of downtown Hayward as a prominent East Bay destination. Back in December 2021, the DHIA announced the deployment of a contracted security patrol via Legion Corporation in the downtown area to provide an extra layer of security presence as well as to ensure local public safety concerns were adequately addressed. The 2-guard security patrol has since been on-shift 5 days-a-week in downtown Hayward, scheduled currently from 10:30 AM – 7:00 PM, Wednesdays – Sundays.

Dominic Li Mandri

From:
Sent: Tuesday, February 15, 2022 9:56 PM
To: Dominic Li Mandri
Subject: RE: [External]RESPONSE REQUESTED: DHIA Contracted Security Patrols with Legion Corp - Survey

Hello,

To be completely honest we don't think the security that patrols doesn't discourage any illegal activity from happening.

There has been a lot of vandalism going on; our side doors get tagged almost on a weekly basis now. Most of the vandalism happens during the weekends when the patrols are supposed to happen.

For a few weeks there was a homeless woman living in the bushes right next to our exit doors. There have been many times where a homeless person will get into the dumpster/compactor area and use the water to take showers and use that area as a restroom. There have been several times where we have found human feces by our compactor. We have caught guests coming from the near by bars going to the bushes by our exit doors to urinate.

This past weekend someone was able to turn off our water main.

Car break ins are still an issue. Our overnight janitorial crew has had their car broken into several times and even stolen once. About two weeks ago I was getting picked up from work by my fiancé and someone tried stealing his car while he went to throw something away. Our GM, , had her car windows smashed just a few months ago.

The only time we see security is when they come in to our building without masks to use our restrooms.

We need better security and for them to patrol later at night.

Thank you,

Dominic Li Mandri

From:
Sent: Thursday, February 17, 2022 2:25 PM
To: Dominic Li Mandri
Subject: Re: RESPONSE REQUESTED: DHIA Contracted Security Patrols with Legion Corp - Survey

Hi Dominic,

I feel that they have made a big difference down here. They talk to homeless people and tell them to move from in front of my businesses. They are not rude about it or on a power trip with their badges. They respond when I call or text them. I think its a good program and hopefully it expand to longer hours in the evening.

On Tuesday, February 15, 2022, 01:36:09 PM PST, Dominic Li Mandri <dominic@newcityamerica.com> wrote:

Good afternoon Downtown Hayward Business Owners and Stakeholders,

My name is Dominic LiMandri with the Downtown Hayward Improvement Association. The DHIA is a local 501c(3) non-profit organization tasked with the maintenance, enhancement, and promotion of downtown Hayward as a prominent East Bay destination. Back in December 2021, the DHIA announced the deployment of a contracted security patrol via Legion Corporation in the downtown area to provide an extra layer of security presence as well as to ensure local public safety concerns were adequately addressed. The 2-guard security patrol has since been on-shift 5 days-a-week in downtown Hayward, scheduled currently from 10:30 AM – 7:00 PM, Wednesdays – Sundays.

I'm reaching out to you all today to survey the downtown community on its impressions of this contracted patrol. Have merchants found these patrols helpful? Has the extra presence been noticed or recognized? The DHIA would like to hear from you!

Also, as a reminder, please find the contact numbers for the security patrols below.

DHIA Security Patrols #s: (559) 281-2285 or (559) 260-7840 (only Wednesdays – Sundays | 10:30 AM – 7:00 PM)