



District and Community Services Meeting Minutes
Thursday April 13, 2017 at 1:00pm
549 Congress St.

Board members present: Josh Benthien (Northland Enterprises), Ken Cianchette (Portland Properties), Mike McDonald (North River Co), Phil Haughey (MHR Management) on phone

Others: Kelly Crotty (Portland Community Police), Peter Eiermann (resident), Megan Doane (Portland Stage), Harold Pachios (Preti Flaherty)

Staff present: Taffy Eaton, Amy Geren

Minute 1. Josh Benthien welcomed everyone and asked for introductions.

Minute 2. Review and acceptance of March 9th meeting minutes: On a motion made by Ken Cianchette and seconded by Phil Haughey, the committee unanimously accepted the March 9th meeting minutes.

Minute 3. Graffiti removal update:

- A. Casey explained that historically Portland Downtown had a partnership with the City to co-fund Learning Works Graffiti Busters restorative justice program for private property graffiti removal. Portland Downtown contributed \$12,000 for many years. In 2016 Learning Works was in transition with an interim director who envisioned that the Graffiti Busters budget needed to be doubled to successfully run the program. Neither Portland Downtown or the City had it in their budgets. At that time, Portland Downtown reduced our contribution to \$6,000. This resulted in an increase of graffiti because Learning Works was not able to keep up with the demand.
- B. There is a City ordinance in place stating that property owners are responsible for graffiti removal on their buildings. The Learning Works program was put in place to assist in the removal, not to take care of all graffiti. The Portland Downtown Board of Directors finds this program very important.
- C. Casey met with the new Learning Works Executive Director Heather Davis and others in 2017 to discuss the future of the program. City Manager Jon Jennings will restore the City's level of funding to \$28,000 citywide and they will provide a truck. Casey Gilbert will present the Portland Downtown Board a budget with a \$12,000 graffiti removal line-item for FY18.
- D. Learning Works will hire a program coordinator for the Graffiti Busters program.
- E. In the past, all See Click Fix reports went to Learning Works. Amy Geren will work with Rich Bianculli, the Neighborhood Prosecutor, to gather and prioritize the complaints, then send them to Learning Works. This will alleviate the administrative burden from falling on Learning Works.
- F. It has been a rough couple of years with graffiti. If the City's and Portland Downtown's budgets are approved, we should have a full removal program in place.
- G. Amy added that with the collaboration between the City, Portland Downtown and Learning Works, she will be applying for an International Downtown Association award for an award-winning partnership.
- H. What is the objective? Amy will combine data from Learning Works, what she sees downtown, the reduction in See Click Fix complaints and response times to develop efficiencies in response times and to identify hotspots.
- I. Graffiti deterrents are security cameras, talking to the artists and prosecution.

- J. Casey would like to have an end-of-season discussion with the same people involved with restarting the program.
- K. Amy will provide updates during the summer – this is an ongoing conversation.

Minute 4. Panhandling Ad hoc meeting update: Ken said the reason for the ad hoc committee is to address downtown safety. The committee meets at 2pm today.

- A. The committee has had meetings with local organizations from the economic, legal and the first of 2 of social services groups. Ordinance work is not appealing to any of the groups. A Have a Heart Give Smart campaign is appealing to most groups. Sharing information about how to give is important.
- B. The social services organizations are not looking for money, they would rather be out of a job because there is no longer a need for their services.
- C. The committee has gathered information from cities across the country.
- D. The City will start a pilot program for putting panhandlers to work.

Minute 5. Spring Blitz update: Amy will meet with Chris Branch, the Director of the Public Works Department next week and will have an update soon.

Minute 6. Downtown Experience Liaison update: Amy

- Cadets interviews are upcoming – two cadets are returning to the program.
- See Click Fix reports are attached
- Public Works data collection is going well
- The City street sweeping program is back in place

Josh adjourned the meeting at 2:50

Respectfully submitted,
Taffy Eaton, recorder

Update from your Downtown Experience Liaison

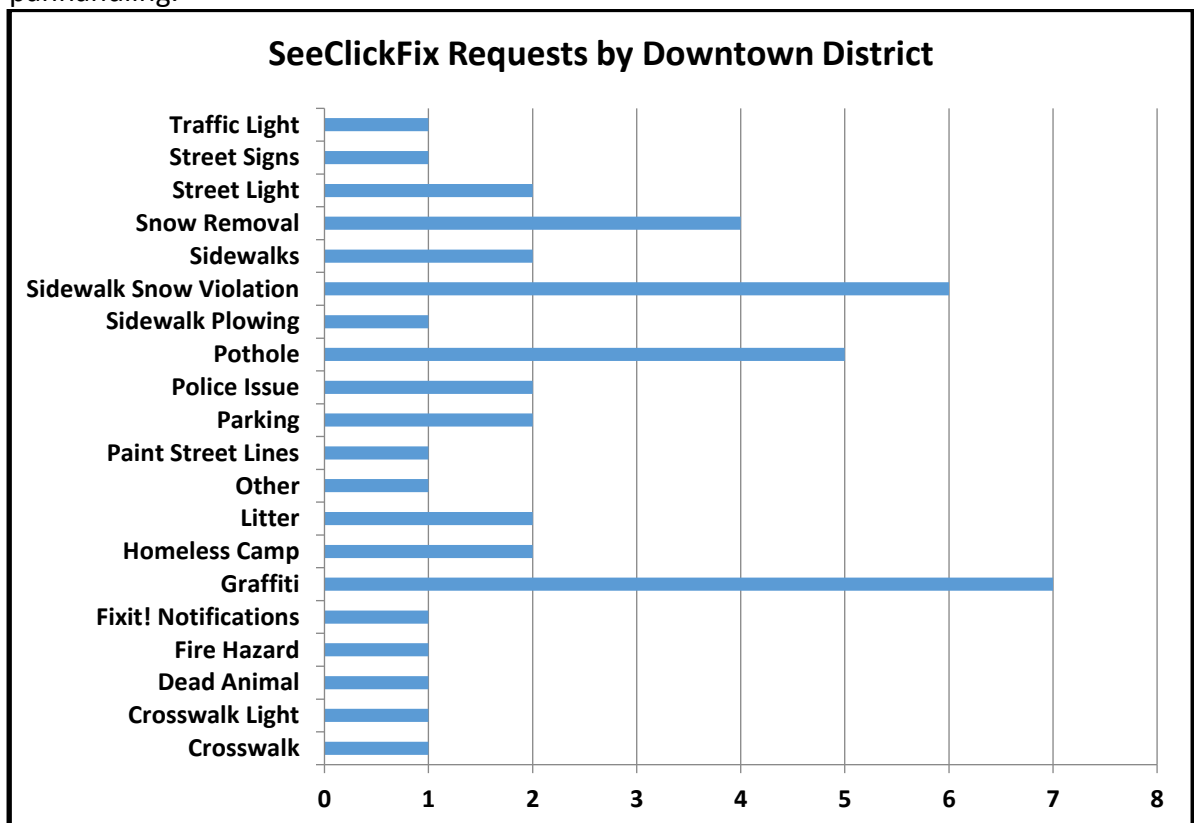
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Cadet Program

- The cadet job posting is down and their supervisor is reviewing applications. Two cadets from last season have applied. The police department will be in touch to schedule time for interviews, which they have invited me to participate in.
- I developed a data collection tool to share with the cadets this season. It includes collecting more details to better report on citation outcomes and to impact smoking violations. Based on last season's high smoking violation incidences and in partnership with the City's Tobacco Prevention Program, the cadets will carry *Maine Tobacco Helpline* materials to offer to violators receptive to cessation materials.
- I presented on the data collection effort and how we have used the data to make program improvements at the Data Innovation Project (DIP) Conference: Data Demystified on April 12th, at the request of the DIP. I extended an invitation to attend the conference to the two local cadet applicants through their supervisor.
- I am highlighting the cadet program data collection partnership in the *International Downtown Association Top Issues Council* that I am co-writing with a group of urban district professionals. We are working on the Security and Safety portion of the report, and I am focusing specifically on challenges to accessing data at the urban district level.

SeeClickFix Report

- SeeClickFix Requests by incident in the downtown district include 44 for February and March. Graffiti vandalism continues to be a top request issue (see Graffiti, below). Notes on some issues:
 - The request to address a fire hazard is actually in reference to an over-full Butt Butler, as are the two references to litter.
 - The *Other* request is a complaint about a parking garage being full.
 - The two police issues are in regard to loud music at the Old Port Tavern, and aggressive panhandling.

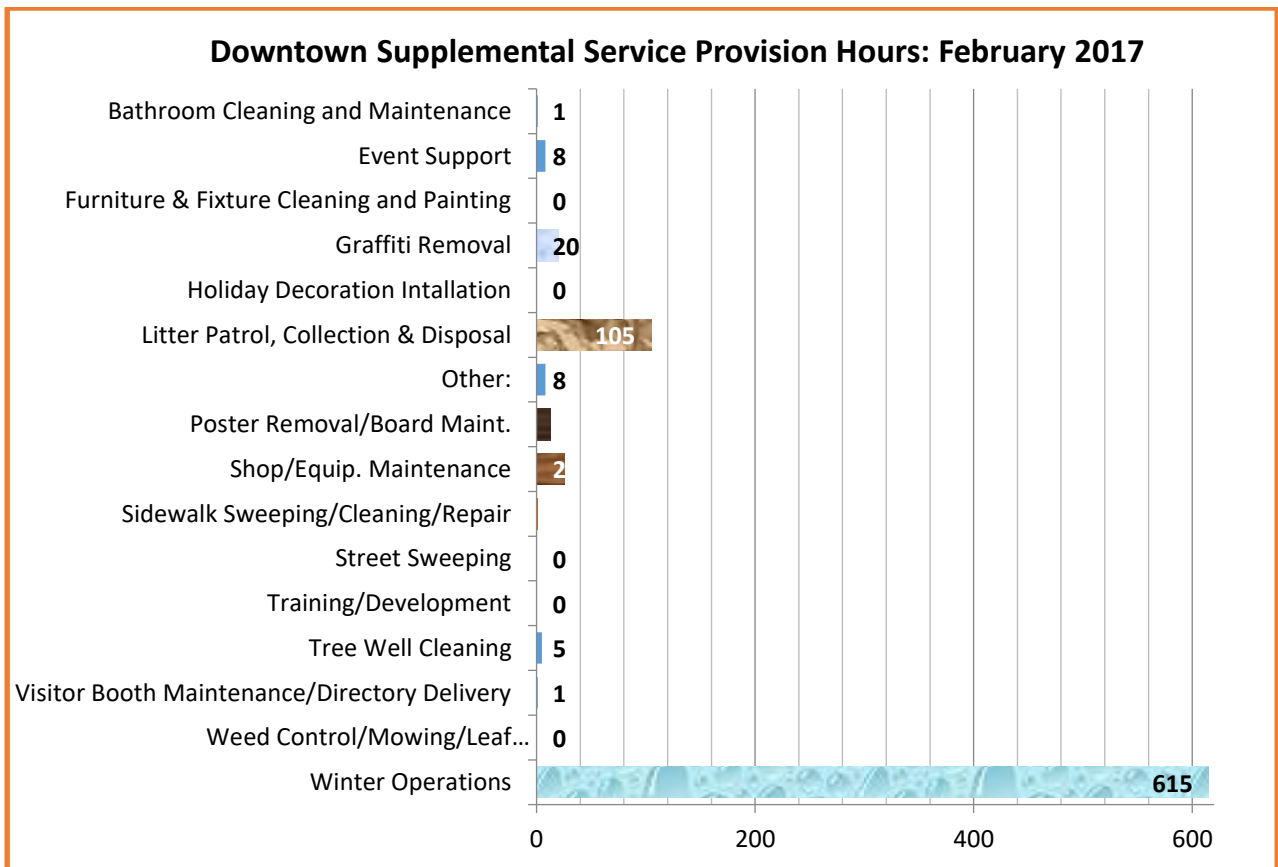


Graffiti

- Casey has been working with city management and LearningWorks to come to a formal funding agreement. Both the City of Portland and Portland Downtown agree, at this point, that the program meets more than one need (graffiti removal and restorative justice), and would benefit from funding.
- I am working with the neighborhood prosecutor with the police department and LearningWorks on an International Downtown Association submission for the annual awards again this year. We would like to present the collaboration as an innovative example of leadership and management. Applications are due May 5.

Supplemental Services Data Collection

- Data collection from the downtown public works crew is going smoothly. I continue to provide graphics for the crew to assure we are utilizing the data to show progress. I share these graphics with the public works director as well, who is impressed with the progress. **Note: These numbers include only our crew of four public works employees. The City's ballpark crew works nights in response to winter storms as well.**
- I presented on this data collection process at the Data Innovation Project (DIP) Conference: Data Demystified on April 12th, at the request of the DIP. They wanted to hear testimony on the adaptive challenge of working with partners at different levels of data maturity, while overcoming suspicion when incorporating new processes, something I could speak to as I worked on this process with Tom and the crew. I invited Tom to the conference presentation.



Downtown Supplemental Service Provision Hours: March 2017

