

# #46

**COMPLETE**

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Page 2: General Information & District Composition

**Q1** **Flatbush Avenue**

BID Name:

**Q2** **I would like my BID's name to be published in the upcoming FY20 Trends Report to be the same as the name above**

The FY20 Trends Report will publish the name of your BID as reflected in the dropdown menu from the previous question which is what we published in the FY19 report. Please advise if you would like your BID's published name to be something different (ie. removing "Alliance" or "Partnership" from your name for publication purposes).

**Q3** **Staff Information (FY20):Please do not double-count staff members in multiple of the following categories.**

Number of full-time staff members employed by your BID (not including "clean team" or public safety officers)	<b>0</b>
Number of sanitation workers employed by your BID (including in-house/contracted and full-time/part-time)	<b>2</b>
Number of public safety officers/ambassadors employed by your BID (including in-house/contracted and full-time/part-time)	<b>0</b>
Number of other part-time and/or seasonal staff employed by your BID (including paid or unpaid interns)	<b>4</b>

**Q4** **Number of approximate total BID members (registered and unregistered): (Indicate "I Don't Know" or "Do Not Track" if unable to answer)All property owners, commercial tenants, and residential tenants in your BID boundaries are automatically members of the BID but may only vote after registering with the BID. Please report all potential members.**

Property owners	<b>176</b>
Commercial tenants	<b>308</b>
Residential tenants	<b>I don't know</b>

**Q5**

Number of registered BID members:(Indicate "I Don't Know" or "Do Not Track" if unable to answer)BID members must register with the BID in order to vote at the annual meeting of the membership; each BID's bylaws outline the process for registering members. Please report only registered members.

Property owners	<b>8</b>
Commercial tenants	<b>23</b>
Residential tenants	<b>0</b>

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**Q6**

Number of individual businesses in your district:Please include all retail, restaurant, office, etc., including individual businesses located in multi-tenant spaces

308

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**Q7**

Number of storefronts in your district:(non-residential units that front the street; including ground floor and basement/second floor storefronts with entrances on the street)

Occupied (active tenant or active renovation)	<b>264</b>
Vacant (empty space, no active use, no activity, no construction)	<b>44</b>
Total (should be sum of occupied and vacant)	<b>308</b>

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Page 3: Sanitation

**Q8** **Yes**

Does your BID provide any supplemental sanitation services?(If you are unsure which services qualify as supplemental sanitation, check "yes" to view the list.)

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Page 4: Sanitation

**Q9** **Contracted**

Are your sanitation services:

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**Q10** **No**

Is there a workforce development component to the hiring and/or training of your sanitation staff? (either in-house or with a partner organization)

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**Q11**

What types of duties are assigned to your sanitation workers?

**Street Sweeping and Bagging,  
Power Washing,  
Snow and Ice Removal,  
Graffiti Removal**

**Q12**

**Sanitation Outputs & Operations**

Number of days per week sanitation services are provided (1-7 days/wk)	<b>7</b>
Number of hours logged by sanitation workers in FY20 (total hours/year; NOT hours/week or hours/month)	<b>4344</b>
Number of incidents of graffiti removed by your BID in FY20 (including graffiti, sticker, poster removal)	<b>2205</b>
Number of trash bags collected by your BID in FY20 (total bags/year; NOT bags/week or bags/month)	<b>61000</b>
Number of trash and recycling receptacles serviced by your BID (inclusive of BID and City receptacles)	<b>40</b>
AVERAGE hourly wage for sanitation workers at your BID (\$XX.XX/hour; please only enter numerical values) Note the wage rate is the rate sanitation workers are paid.	<b>15</b>
AVERAGE hourly bill rate for sanitation workers at your BID (\$XX.XX/hour; please only enter numerical values) Note the bill rate is the rate the BID pays the vendor.	<b>25.26</b>

Page 5: Public Safety

**Q13**

**No**

Does your BID provide any supplemental public safety services? (If you are unsure what services qualify as supplemental public safety, check "yes" to view the list.)

Page 6: Public Safety

**Q14**

**Respondent skipped this question**

Are your public safety services:

**Q15** **Respondent skipped this question**

Is there a workforce development component to the hiring and/or training of your public safety staff? (either in-house or with a partner organization)

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**Q16** **Respondent skipped this question**

What activities does your public safety program include? (Please select all that apply.)

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**Q17** **Respondent skipped this question**

Public Safety Outputs & Operations

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Page 7: Streetscape/Beautification

**Q18** **Yes**

Does your BID provide any supplemental streetscape/beautification services? (If you are unsure what services qualify as supplemental streetscape/beautification, check "yes" to view the list.)

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Page 8: Streetscape/Beautification

**Q19**

Streetscape/Beautification Outputs Please do not double-count items in the following categories.

Number of planters and hanging baskets installed and/or maintained by your BID	<b>0</b>
Number of tree pits installed and/or maintained by your BID	<b>0</b>
Number of banners installed and/or maintained by your BID in FY20	<b>23</b>
Number of public art installations sponsored by your BID in FY20	<b>0</b>
Number of street furniture elements installed and/or maintained by your BID (e.g. permanent tables, chairs, benches)	<b>0</b>
Number of wayfinding elements installed and/or maintained by your BID (e.g. signs, frames, poles, kiosks)	<b>0</b>
Number of lighting elements installed and/or maintained by your BID (e.g. light poles, rooflights, luminaires)	<b>0</b>
Number of other infrastructure elements installed and/or maintained by your BID (e.g. tree guards, bollards, bike racks, news racks)	<b>0</b>

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Page 9: Public Space Management

**Q20**

Total number of public spaces managed/maintained by your BID

0

**Q21**

Respondent skipped this question

Please list all the public spaces that you maintain.

Page 10: Marketing & Public Events

**Q22**

Yes

Does your BID have a Holiday Lighting Program?

**Q23**

Which communication channels does your BID use?

Print advertising (i.e. local newspaper),  
 Direct mailings,  
 Door-to-door visits,  
 Flyers,  
 Email bulletins,  
 Social media,  
 Digital advertising (i.e. Google, Facebook, Instagram ads)

**Q24**

Which social media platforms does your BID employ?

Facebook,  
 Twitter,  
 Instagram

**Q25**

For each of the following platforms you employ, how many subscribers/followers do you have?

Email Distribution List	100
Facebook	1075
Twitter	460
Instagram	980

**Q26**

What kinds of marketing collateral does your BID distribute? (Please select all that apply.)

**Event-specific posters/flyers,**  
**Apparel & Accessories (e.g. t-shirts, totes, sunglasses),**  
**Office supplies (e.g. pens, notepads)**

**Q27**

How many of each item did your BID distribute during the previous fiscal year? Please enter the total distribution number for each category

Event-specific posters/flyers (total print run)	<b>3025</b>
Apparel & Accessories (e.g. total t-shirts, totes, sunglasses distributed)	<b>180</b>
Office supplies (e.g. total pens, notepads distributed)	<b>180</b>

**Q28**

Total number of public events coordinated or co-coordinated by your BID during the previous fiscal year:

5.0

**Q29**

Number of attendees to public events coordinated or co-coordinated by your BID (best estimate):

795.0

Page 11: COVID-19 Pandemic Response

**Q30**

How much of each type of PPE did you distribute to businesses?

Masks	<b>1850</b>
Hand sanitizer	<b>15</b>
Gloves	<b>0</b>

**Q31**

How many businesses did you assist with grant or loan applications in response to COVID-19 economic hardship? (e.g. PPP, EIDL, NY Forward Loan, NYC SBS small business grant & loan programs) (please enter "n/a" if you did not engage in this activity)

110

**Q32**

Share Your Successes: How else did you help support businesses and your districts during the COVID-19 pandemic?

Right after the shut down happened, the BID shifted into mostly remote activities while making ourselves accessible 7 days per week. Activities included:

- Several Facebook Live discussions with members starting a few days before the shut down in March.
- Regular tailored email blasts giving updates and links to apply for eligible grants and loans, explanations of often complicated guidelines and shut down information.
- During the protests, we were sending daily updates with protest locations and staying in touch with the local police precinct, community groups, and BID members.
- We are especially proud of our one-on-one assistance to businesses to help them get the help they need to keep their doors open, connect with free legal and business consultants, determine which grants and loans they are eligible for, and help with any COVID or non COVID business need.

**Q33**

Please describe which of your BID programs were most affected by the COVID-19 pandemic. Which programs or services did you have to pause or cancel?

We had to cancel our annual street fair, sidewalk sales weekends, much of our street outreach, and a series of five member mixers, the first of which had been scheduled for mid March 2020.

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Page 12: Business Support

**Q34**

What kinds of initiatives did your BID implement to support existing business owners in your district during the previous fiscal year? (Please select all that apply.)

**Information Sessions on federal/state/city regulations or programs (e.g. Paid Sick Leave, Affordable Care Act)**

**Social Events (e.g. networking events, meet & greets, sector breakfasts)**

**Q35**

What kinds of initiatives did your BID engage in to attract businesses to your district during the previous fiscal year? (Please select all that apply.)

**Recruited prospective retail/commercial tenants**

**Q36**

What tools do you use to track vacancies? (Please select all that apply.)

**Office/admin staff walking corridor,  
Communicating with brokers and agents**

**Q37**

Please list the ways you use collected vacancy data.

We use the gathered data for discussions with prospective tenants and interested property owners and to monitor construction projects.

**Q38**

How many storefront businesses opened in your district during the previous fiscal year? If you do not track this, please enter "Do Not Track."

5

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**Q39**

How many storefront businesses closed in your district during the previous fiscal year? If you do not track this, please enter "Do Not Track."

52

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**Q40**

How did business turnover in your district this year compare to last year?

**Higher turnover this year,**

What trends have you observed in businesses closing in your district?:

While some businesses that closed were already in a precarious position, others seemed to be doing well but couldn't keep paying bills when they weren't allowed to open. We expect an increase in closures as the pandemic continues and as business owners have to climb out of the debt they incurred during the shut down.

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**Q41**

Issues Facing Businesses: Taking into account the effects of the COVID-19 pandemic in 2020, please rate from 1-5 how challenging the following issues are for business owners in your district:

Access to capital (loans, grants, other funding)	<b>5 - Most challenging</b>
Applying for City licenses and permits	<b>2 - Somewhat challenging</b>
Working to secure government contracts	<b>2 - Somewhat challenging</b>
Accessing customers	<b>5 - Most challenging</b>
Staying on top of trends in their industry	<b>2 - Somewhat challenging</b>
Adapting to economic trends (such as the rise of online shopping)	<b>4 - Significantly challenging</b>
Finding the right talent for open positions	<b>2 - Somewhat challenging</b>
Training employees in new skills	<b>1 - Not challenging</b>
Rebounding following interruption or emergencies (sidewalk sheds, fires, etc)	<b>5 - Most challenging</b>
Locating affordable real estate	<b>4 - Significantly challenging</b>
Lack of loading zones	<b>2 - Somewhat challenging</b>
Other (please specify):	Paying Rent - 5

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**Q42**

Services for Businesses: Taking into account the effects of the COVID-19 pandemic in 2020, please rate from 1-5 how valuable these services are to business owners in your district:

Assisting with applying for financing (loans, etc)	<b>5 - Most valuable</b>
Navigating City processes (applying for licenses, permits, etc)	<b>5 - Most valuable</b>
Facilitating disputes regarding fines and fees issued by the City	<b>4 - Significantly valuable</b>
Helping to access government contracts	<b>2 - Somewhat valuable</b>
Providing lectures, classes and information on how to improve business practices	<b>2 - Somewhat valuable</b>
Connecting businesses with qualified job candidates	<b>2 - Somewhat valuable</b>
Providing support & financial assistance to train employees	<b>1 - Not at all valuable</b>
Applying for City tax incentive programs	<b>2 - Somewhat valuable</b>
Supporting businesses following an emergency/significant interruption	<b>4 - Significantly valuable</b>
Supporting businesses in negotiating leases	<b>3 - Moderately valuable</b>
Helping entrepreneurs connect with legal advice	<b>4 - Significantly valuable</b>
Identifying available commercial space	<b>3 - Moderately valuable</b>
Creating opportunities to network with business owners for B2B sales	<b>3 - Moderately valuable</b>

Page 13: Surveys & Studies

**Q43**

What kinds of surveys did your BID conduct during the previous fiscal year? (Please select all that apply.)

**Satisfaction survey of BID services,**

Other (please specify):

Survey asking members about their COVID-related needs. Survey gathering data from gyms and fitness studios on their outdoor/online classes so we could promote and develop strategies to help them open; survey asking board member feedback about the BID. Survey of Board members to identify strengths and weaknesses of the BID.

**Q44**

Which audience(s) did your BID survey? (Please select all that apply)

**Business owners,**

**Property owners,**

Other (please specify):

Board members

**Q45**

How were stakeholder surveys conducted? (Please select all that apply)

**Online (e.g. SurveyMonkey, Google form),**

**Walk-in (to businesses)**

**Q46**

What district data is your BID collecting and/or tracking?

**Common business violations and fines,  
311 reports in district,  
Real estate development projects,  
Changes in business operations (what's open, hours,  
delivery/pick-up)  
,  
Open Restaurants - DOT program**

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**Q47**

Did you provide any of this data to City agencies to solve a specific problem in your district? Please explain.

We shared BID members' interest in (and concerns about) incoming bus-only lane with elected officials, the Community Board, and Dept. of Transportation. Data and complaints about sanitation, illegal dumping, and graffiti was shared with the Dept. of Sanitation and the Community Board.

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**Q48**

What tools and resources would help your BID better collect/track this data?

Free BID-oriented database to help us track complaints and pull reports on trends.

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**Q49**

What datapoints, not currently in the Trends Report, would you find useful to know about your fellow BIDs?

**Respondent skipped this question**

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**Q50**

Did your BID complete any research or planning studies during the previous fiscal year?(e.g. streetscape study, parking study, market research, retail leakage)

**No**

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**Q51**

What was the topic the research/planning study?

**Respondent skipped this question**

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**Q52**

What was/is the desired outcome of the research/planning study?

**Respondent skipped this question**

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**Q53**

How frequently do you report district issues to 311?

**Several times a year**

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**Q54**

Please check the top 5 issues that you most frequently report to 311:

- Parking Meter,**
- Pothole,**
- Traffic Light,**
- Street Light**

**Q55**

Please rate your satisfaction with 311, based on the timeliness and thoroughness of resolution of reported incidents.

☆

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**Q56**

Please provide general feedback on the resolution of your 311 complaints:

It is often much more efficient for us to also contact the Community Board so we sometimes skip 311.

Page 14: District & Interagency Challenges

**Q57**

Please rank the most important issues facing your district.(drag and drop boxes to sort these issues; select N/A if not a relevant issue in your district)

Cleanliness	<b>5</b>
Security/crime	<b>4</b>
Illegal street vending	<b>6</b>
Not enough foot traffic	<b>2</b>
Sidewalk congestion	<b>N/A</b>
Commercial vacancies	<b>3</b>
Rising commercial rents	<b>1</b>
Homelessness	<b>12</b>
Panhandling	<b>9</b>
Drug abuse	<b>13</b>
Street parking	<b>7</b>
Infrastructure construction	<b>8</b>
Building construction	<b>11</b>
Traffic congestion	<b>10</b>

**Q58**

Respondent skipped this question

Are there additional issues your district is facing that you would like to bring to the attention of SBS?

**Q59**

Department of Transportation (DOT),  
 NY Police Department (NYPD),  
 Citywide Event Coordination & Management/Street Activity Permit Office (CECM/SAPO)

Please select the top 3 agencies with which you have the most difficulty coordinating & communicating.

**Q60**

Respondent skipped this question

Please describe the specific challenges you have with these 3 agencies. (Example: lack of appropriate contact/relationship, slow response, etc.)

**Q61**

Respondent skipped this question

Please suggest specific ideas and tools that may be helpful in addressing these challenges.

Page 15: Governance: FY19 Meetings

**Q62**

SBS keeps a log of the hundreds of BID meetings (Annual, Board, Committee, etc.) we attend, including important information regarding quorum, official actions taken, and purpose/intent of meeting. To assist in verifying our records, please indicate the dates of those meetings for FY20 (July 1, 2019 – June 30, 2020) in the fields below. Please indicate your meetings in the following format: MM/DD/YYYY. If you were unable to hold your annual meeting in FY20 due to COVID-19, please leave this line blank. We understand this was a challenge this spring.

Annual Meeting	<b>12/12/2019</b>	,
Board of Directors meeting 1	<b>09/24/2019</b>	,
Board of Directors meeting 2	<b>11/12/2019</b>	,
Board of Directors meeting 3	<b>03/26/2020</b>	,
Board of Directors meeting 4	<b>06/25/2020</b>	,
Finance Committee meeting	<b>08/06/2019</b>	,
1		
Finance Committee meeting	<b>06/18/2020</b>	,
2		
Audit Committee meeting	<b>12/12/2019</b>	

**Q63**

If you had more meetings in FY20, please enter in the below textbox.

Additional Audit Mtg: 01/21/20

**Q64**

Yes

Is your BID filed in PASSPort (the City's digital Procurement and Sourcing Solutions Portal)?

**Q65**

**Yes**

If filed in PASSPort, have your BID's principal owners/officers been updated in the portal since any recent changes? (e.g. since Officers of the Board were last elected or a new Executive Director started)

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Page 16: Fiscal Information: External Revenue

**Q66**

**No**

Did you allocate executive/staff salaries to program expenses in your accompanying FY20 budget (Excel template)? In other words, please ensure the financials you submit on the accompanying Excel file are consistent with how you respond below.

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**Q67**

Estimate how many total hours of staff time per week are dedicated to raising external revenue. (including writing grant applications, planning fundraising events, facilitating revenue-generating programs/services, etc.)

2

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**Q68**

External Grants

In FY20, how many grants did you apply to? (including grants from government and private sources) **3**

In FY20, how many grants were you awarded? (including grants from government and private sources) **2**

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**Q69**

**City government**

In FY20, what types of grants did you apply to?

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**Q70**

**No**

In FY20, did you secure any capital funding for your district? (i.e. funding allocated to district but not directly awarded to BID)

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Page 17: Share Your Successes: Core Services

**Q71**

Respondent skipped this question

Share Your Successes: Many BIDs implement innovative programs, and SBS wants to hear about it so we can share how BIDs impacting New York City. Highlight stories featured in the FY20 BID Trends Report will largely be gathered from these responses. Check out last year's stories in the FY19 NYC BID Trends Report for inspiration. In the space below, please highlight the most innovative programs or initiatives your BID took-on during the previous fiscal year. Include as many stories as you would like, and separate them by a blank line. Think about examples in any or all of the following categories:

- Sanitation · Public Safety · Streetscape & Beautification · Marketing & Public Events · Business Support and Attraction · Market Research and/or Planning Studies · Sustainability/Green Initiatives · Social Services & Volunteer Programs · Tourist/Visitor Assistance · Other

Innovative Programs or Accomplishments

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Page 18: Feedback for SBS

**Q72**

Please share your feedback for SBS. What else can SBS do to help your organization be more successful and effective? What challenges has your BID experienced related to working with other City agencies? What are the most important policy priorities for the next year? What topics would you like to see addressed in future workshops or roundtables?

What else can SBS do to help your organization be more successful and effective?

- More multi-language webinar offerings explaining changing reopening rules to businesses. These have been much appreciated and we don't always have the capacity to offer them ourselves.
- Identify grant money for businesses to help them make it through and no-strings-attached programs for property owners who still have to pay their mortgage regardless of whether commercial tenants are able to pay rent.

What challenges has your BID experienced related to working with other City agencies? -Conflicting information from different agencies as to which agency is in charge of which tasks (e.g., vendor enforcement).

- Lack of a centralized City office overseeing all reopening activities.

What are the most important policy priorities for the next year?

- Helping keep businesses stay open after lengthy closures including finding rent and mortgage relief.
- Attracting customers back to the BID when events are currently restricted.
- Helping interested businesses shift to the new rules, including taking advantage of new opportunities for conducting business outdoors.
- Filling vacancies with businesses that will enhance the existing business mix.

What topics would you like to see addressed in future workshops or roundtables?

- Understanding indoor dining/permanent outdoor dining rules, especially related to air filtration.
  - Low-cost ways independent businesses can pivot their offerings and take advantage of opportunities that are now available.
  - Panel of experts who can give low-cost ideas that would allow indoor exercise/dance studios to stay in business.
-