The following data and information is provided to the Yerba Buena Community Benefit District for tracking purposes. The information contained in this report is for activities reported in January 2022. The data and information are obtained from Ambassadors conducting patrols and entered in Jia.

Big Belly Cleaning – 789 Mission St
The YBCBD and dispatch center daily hours of operation are 6:00AM-10:00PM, 7 days a week
Dispatch Email: dispatch@ybcbd.org | Phone: 415-543-9223
DISTRICT OVERVIEW
The cold month of January was relatively quiet in YBCBD with several service statistics seeing a decrease. One exception was trash collected, which was up to a three-month high (45,000 pounds). Much of the trash being picked up was around encampments and the perimeter of local dumpsters and bins. YBCBD staff are working with Recology and local businesses to advise locking these receptacles in an effort to prevent waste from meeting the streets. Moscone held a couple events with moderate to large attendance (see Events/Activities), bringing new pedestrians to the area.

EVENTS/ACTIVITIES
Some events bringing people to YBCBD in January included:

• Gastrointestinal Cancers Symposium 2022 (1/20-1/22)...est. 3000 attendees.
• Photonics West 2022 (1/25-1/27)...est. 17,000 attendees
• Additionally, Mid Market and Civic Center Community Benefit district staff joined YBCBD staff to receive hands-on training for the new pressure wash units deployed in the area.

SPIE Photonics West 2022
720 Howard St. January 22-27

CBDs - Pressure washing training
50 Rizal St. January 13

A Solo Exhibition by Emily Fromm
111 Minna St. January 13
SOCIAL SERVICE OUTREACH SPECIALIST REPORT

The plight of our neighborhood’s unhoused and street population is a complex issue. Community Benefit Districts are only a piece of the response to larger issues surrounding homelessness, substance use, and mental health challenges. The YBCBD’s philosophy is to help people in need with compassion and respect. Our Social Services Outreach Specialist (SSOS) focuses on individual needs, using a person-centered approach to provide appropriate connection to services. Outreach begins by building trust. That takes time and intention. Trust leads to understanding people’s exact needs as they work towards housing security. Those needs can range from securing documents, making medical appointments, storing belongings, arranging transportation between appointments, enrolling in services or all of the above. Whatever the need, the SSOS strives to help people navigate the complex social services network around them.

YBCBD Social Service Outreach Specialist, Lagina W, reported 34 unhoused individuals living on the streets of YBCBD during the month of January. This number is up from December (32) with the increase due to encampments being shut down in neighboring districts. Lagina was able to assist these individuals and others who were in the district during the day with a total of 66 social service referrals. The below chart shows a breakdown of these referrals. In addition, she passed out 105 lunches for unhoused individuals with mobility disabilities during the month.

Below are two significant encounters from Lagina’s month:

“Abandoned from San Jose”
On Jan. 6th I was dispatched to Howard & 4th street. Once I got there, Community Guide Robert advised me he had a lady that was distraught and needed some services. We introduced one another and she told me she was 25 years of age and was from San Jose. She advised me that she came to San Francisco a couple of days ago with a boyfriend and he left her. She had nothing with her; not even a bag. We went to St. Anthony’s and we got her some clothes and food and put her on the list for a shower. While we waited for a shower, she was able to speak with a caseworker on the 2nd floor in the same building. The case worker advised her that she could go to the G.A office and they could get her a one-time copy of her birth certificate. That way she could get an identification card and get more services. She showered and ate some food, then I took her to the Linkage Center. Once we got there, I walked her to the door and let her know they were going to find her a shelter for the night.

“Home to Richmond”
On January 11, I was dispatched to 824 Howard Street. When I arrived, I was greeted by a gentleman who advised me that he was in need of clothing and asked if I could help with getting him on BART. The gentleman wanted to go to his dad’s house that was located in Richmond. I escorted him to St. Anthony’s and got him a hot meal and a change of clothes. I asked if he had a phone number for his dad and he said “yes”. I called his dad and told him that his son wanted to come to his house. The dad said that would be fine so I took the son to the Homeward Bound office on Mission Street. Homeward Bound helped him with the BART ticket to reunite with his father.
EMployee of the month
Sith P. always shows tremendous effort, helping with cleaning tasks and being flexible to fill in for staff illnesses. He is skilled with our mobile pressure washer, cleaning up spills as soon as they hit the street. His peers, along with dispatchers and management, all enjoy his warm presence.

Sith loves spending time with his kids and cooking in his spare time. He also enjoys sports and loves watching the Golden State Warriors.

<table>
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<tr>
<th>DEFINITIONS</th>
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<tbody>
<tr>
<td><strong>Graffiti</strong> - records each instance of graffiti abatement</td>
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<tr>
<td><strong>Human/Animal Waste</strong> - records each instance of human/animal waste removal and cleanup</td>
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<tr>
<td><strong>Needles</strong> - records total number of needles collected monthly, averaged based on containers filled. Counted by GLIDE Memorial Church</td>
</tr>
<tr>
<td><strong>Steam Cleaning Requests</strong> - records each instance of an additional requested and completed steam cleaning</td>
</tr>
<tr>
<td><strong>Steam Cleaning Routine</strong> - records each completed blockface cleaning, in accordance with YBCBD management plan requirements</td>
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<tr>
<td><strong>Wellness Check</strong> - records each occurrence of a verbal check to ensure an individual's safety/wellness. Multiple check-ins may be with the same person</td>
</tr>
<tr>
<td><strong>311 Requests</strong> - records each call/app/online request for services beyond the scope of YBCBD services/capabilities</td>
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<tr>
<th>OVERVIEW OF MONTHLY SERVICE STATISTICS</th>
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<tr>
<td>Month</td>
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<tr>
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<td>Meet &amp; Greet w/ Merchants/Residents</td>
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<td>Needles</td>
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<td>Pounds of Trash</td>
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<td>311 Request</td>
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YERBA BUENA CBD STATUS REPORT JANUARY 2022

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS

Trash removed
701 Mission St.

Pressure washing
4th & Mission

Trash removed
111 Minna St.

Special painting project
Graffiti removed
400 3rd St.

Graffiti removed
888 Howard St.

Continued on next page
Graffiti removed
2 3rd St.

Cardboard removed
829 Mission St

Meet & Greet
685 Market St

Trash removed
161 Jessie St

Flyer/sticker removed
701 Folsom St.

Cardboard removed
308 Jessie St
Broken concrete reported to 311 814 Mission St.

Trash removed 767 Mission St.

Needles removed 868 Mission St.

Landscaping 750 Harrison St.

Trash removed 440 3rd St.

Pressure washing 5th Street