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 May 2022. The data and information are obtained from Ambassadors conducting patrols and entered in Jia.
DISTRICT OVERVIEW
Warmer weather in May meant more visitors to the YBCBD! Service statistics were all within a normal range. Several encampments moved from the district, leaving behind lots of debris for our teams to remove. The few people who moved along from the area were replaced by other folks from neighboring districts according to the YBCBD Operations Manager. A couple events at Moscone Center rounded out a good late Spring month.

EVENTS/ACTIVITIES
Some events happening in the YBCBD during May included:

Bay To Breakers (5/15/22): The world famous SF race made its way through YBCBD.

ATS International Conference (5/13-5/15) at Moscone Center: 14,000 medical professionals working in pulmonary, critical care and sleep care attended, presented and shared knowledge about advances in their fields.
SOCIAL SERVICE OUTREACH SPECIALIST REPORT

Community Benefit Districts are only a piece of the response to the complex 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.

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, reported 32 unhoused individuals (31 in April) living on the streets of YBCBD during the month of May. 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 chart on this page shows a breakdown of these referrals.

Below are two of LaGina’s significant encounters from April:

May 4 - I was dispatched to a woman requesting services at the SPUR building named “Karla.” “Karla” said she was from Washington, DC and had been homeless for a while and was in need of some clothes and food. “Karla” didn’t have a shirt on so I gave her t-shirt and socks from my backpack. Once she put her shirt on, I gave her snacks and told her I could take her to get more clothes nearby. She agreed to let me take her to St. Anthony and Glide. On the walk over, she told me she has five kids who were all taken from her and they were currently “in the system”. She confessed she had a drug addiction for the last 12 years and she really wanted to quit and try to get her kids back. I told her that there were many drug programs that could help her to get clean and sober. We made an appointment with St. Anthony’s and I escorted her there to receive services.

May 12th - At YBCBD hotspot 111 Minna, I saw a gentleman named “Rocky” whom I previously offered multiple services to, including Homeward Bound (he’s from Houston, TX). I explained to him, as I did previously, that the Homeward Bound service’s main goal is to reunite people experiencing homelessness in San Francisco with family and friends willing and able to offer ongoing support to end the cycle of homelessness. I made sure to note to him that he must have someone down in Texas that Homeward Bound people can speak to, and make sure that he has a place to stay down there so he can use their services. He assured me he had a sister he has been in contact with. I escorted him to Homeward Bound and introduced him to their staff. I stayed with him for a little bit while he was processed, and then wished him well on his way back home.
EMPLOYEE OF THE QUARTER & MONTH

Harlan A is the YBCBD service staff Employee of the Quarter. Harlan serves YBCBD as a Supervisor where he goes above and beyond the call of duty to handle complex issues in the field while supporting the Operations Manager and providing training for staff. Harlan loves to spend time with his family and work on cars in his free time.

Patrick W is the YBCBD service staff Employee of the Month. Patrick has been very consistent with his work in YBCBD especially when utilizing the Eco Blaster (portable steam cleaning machine) throughout the area. Patrick loves watching sports and spending time with his family.

Congrats to our award recipients!

OVERVIEW OF MONTHLY SERVICE STATISTICS

<table>
<thead>
<tr>
<th>Service</th>
<th>March 22</th>
<th>April 22</th>
<th>May 22</th>
<th>FY21 Average</th>
<th>FY22 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graffiti</td>
<td>913</td>
<td>640</td>
<td>515</td>
<td>299</td>
<td>727</td>
</tr>
<tr>
<td>Human/Animal Waste Removal</td>
<td>510</td>
<td>423</td>
<td>272</td>
<td>109</td>
<td>316</td>
</tr>
<tr>
<td>Meet &amp; Greet w/ Merchants/Residents</td>
<td>737</td>
<td>636</td>
<td>586</td>
<td>851</td>
<td>887</td>
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<tr>
<td>Needles</td>
<td>1,000</td>
<td>550</td>
<td>1,100</td>
<td>595</td>
<td>804</td>
</tr>
<tr>
<td>Pounds of Trash</td>
<td>43,750</td>
<td>38,750</td>
<td>43,750</td>
<td>39,271</td>
<td>42,614</td>
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<tr>
<td>Steam Cleaning Requests</td>
<td>30</td>
<td>27</td>
<td>25</td>
<td>18</td>
<td>31</td>
</tr>
<tr>
<td>Steam Cleaning Routine</td>
<td>274</td>
<td>258</td>
<td>272</td>
<td>n/a</td>
<td>240</td>
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<tr>
<td>Wellness Check</td>
<td>962</td>
<td>992</td>
<td>1,174</td>
<td>209</td>
<td>1,259</td>
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<tr>
<td>311 Request</td>
<td>43</td>
<td>59</td>
<td>81</td>
<td>85</td>
<td>79</td>
</tr>
</tbody>
</table>

DEFINITIONS

Graffiti - records each instance of graffiti abatement

Human/Animal Waste - records each instance of human/animal waste removal and cleanup

Needles - records total number of needles collected monthly, averaged based on containers filled. Counted by GLIDE Memorial Church

Steam Cleaning Requests - records each instance of an additional requested and completed steam cleaning

Steam Cleaning Routine - records each completed blockface cleaning, in accordance with YBCBD management plan requirements

Wellness Check - records each occurrence of a verbal check to ensure an individual’s safety/wellness. Multiple check-ins may be with the same person

311 Requests - records each call/app/online request for services beyond the scope of YBCBD services/capabilities
Flyer/Sticker Removed
New Montgomery & Howard

Cardboard removed
308 Jessie St.

Flyer/Sticker removed
4th & Mission

Graffiti removed
4th St.

Graffiti removed
188 Minna St.

Graffiti removed
861 Folsom St.
YERBA BUENA CBD STATUS REPORT MAY 2022

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS

Graffiti removed
111 Minna St.

Cardboard removed
Annie Alley

Big Belly service (sensor replacement)
2nd & Market

Pressure washing

Trash removed
Jessie East

Trash removed
4th & Howard

Continued on next page
Trash removed
151 Natoma St.

Broken glass removed
37 Clara St.

Broken glass removed
84 Mabini St

Trash removed
111 Minna St.

Needles removed
887 Harrison St.

Landscaping
37 Clara St.