

# Street Report

HOSPITALITY & ENVIRONMENTAL CONDITIONS | NOVEMBER 2022

YERBA BUENA  
COMMUNITY  
BENEFIT  
DISTRICT

YBCBD

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 November 2022. The data and information are obtained from Ambassadors conducting patrols and entered in Jia.



Meet & Greet – 5 3rd St

The YBCBD and dispatch center daily hours of operation are 6:00AM-10:00PM, 7 days a week

Dispatch Email: [dispatch@ybcbd.org](mailto:dispatch@ybcbd.org) | Phone: 415-543-9223

#### DISTRICT OVERVIEW

November was the busiest month for conventions in YBCBD in 2022 and there were so many diverse topics covered. From pop culture fan fests to landscaping and industrial software, YBCBD was host to an interesting array of conventions (find more details in the 'Events/Activities' section).

Trash weight collected increased from 32,500 pounds in October to 45,000 in November. Operations Manager, Greg J., commented the increase was due to added labor within the YBCBD team as part of the Clean California grant program. The program added 120 hours of labor (80 hours of cleaning, 40 hours of pressure washing) to a highly traveled area within the district.

#### EVENTS/ACTIVITIES

**Greenbuild International Conference & Expo (11/1-11/3)** at Moscone South: 5,000 people attended "the largest annual event for green building professionals worldwide"

**San Francisco Welcome Ambassador Anniversary Celebration (11/2)** at Children's Creativity Museum in Yerba Buena Gardens: Mayor London Breed attended a celebration for the first year of the SF Welcome Ambassador Program

**ASLA 2022 Conference on Landscape Architecture (11/10-11/14)** at Moscone South: The American Society of Landscape Architects hosted 5,500 for the event

**oktane22 (11/11-11/14)** at Moscone West: 3,000 people attended the 'biggest identity conference of the year'

**AVEVA World 2022 (11/14-11/17)** at Moscone West: AVEVA World is an "event for the industrial community" focusing on industrial software. 2,600 attended

**REITworld 2022 Annual Conference (11/15-11/17)** at Marriott Marquis: Nareit, the "worldwide representative voice for REITs and real estate companies with an interest in US real estate", hosted 1,300 people for their annual event

**FAN EXPO San Francisco (11/25-11/27)** at Moscone West: 10,000 people attended "the ultimate go-to event for sci-fi, horror, anime and gaming"



Greenbuild International Conference and Expo (11/1-11/3)  
Moscone South



FAN EXPO 2022 (11/25-11/27)  
Moscone West



oktane22 (11/8-11/10)  
Moscone West



San Francisco Welcome Ambassador Anniversary Celebration  
(11/2) YBG Gardens





#### 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 29 unhoused individuals (same count as October) living on the streets of YBCBD during the month of November. LaGina was able to assist these individuals and others who were in the district during the day with a total of 29 social service referrals. The chart on this page shows a breakdown of these referrals.

*Below are two of LaGina's significant encounters from November:*

- 11/3** - I was walking the district when I came across a young woman that was sitting at 632 Howard St (Academy of Art). I stopped and asked her if there was anything I could help her with. She told me that her name was 'Elisa' and she was 22 years old and was hungry. I gave her some snacks and water from my backpack and told her that St Anthony's or Glide Church had food and I could take her there. 'Elisa' said that her boyfriend who she has a tent with in the Castro district left her last night and took all of her money, and she had been looking for him. I told her that I could take her to the church to get some food and then maybe he would be back at the tent later in the day after she put some food in her stomach. On the walk there, 'Elisa' told me that she had been on drugs for a long time because she had been in foster care all her life and had a bad experience. She ran away from group homes and lived on the streets. She said she just met her boyfriend a couple months ago and they had a fight and he took everything and left. Once we made it to St Anthony's, I told her that she was in my prayers and I wished her well.
- 11/14** - I was contacted by our dispatcher to go to 801 Howard St for a service call. When I got there I was greeted by a gentleman by the name of 'Daniel'. I asked him what services I could help him with and he said a friend told him he could go to 1072 Mission Street and get an assessment to get on the waiting list for housing and he wanted to make sure that was the correct information. I let 'Daniel' know that was the right information and I could walk him there if he wanted and he agreed. He told me that he had housing about 10 years ago and he lost it because of his drug addiction. He said that he finally got off the drugs because of health reasons and he was trying to get his life back on track. 'Daniel' said that he currently was staying with a friend and sometimes his sister lets him crash at her house now because he is clean and sober. He told me he has been clean for 10 months, and he goes to AA meetings now. I congratulated 'Daniel' and told him t he was headed in the right direction. Once we made it to 1072 Mission St I connected him with a support provider that I know and knew he would be in great hands.

TYPE OF REFERRAL	Sept 22	Oct 22	Nov 22
Bus ticket	0	1	7
Clothing	8	2	9
Food	13	9	11
Storage	0	2	0
Shower	11	5	2
Miscellaneous	0	1	0
<b>Total Referrals</b>	<b>32</b>	<b>20</b>	<b>29</b>



Social Service Outreach Specialist, Lagina conducts a wellness check

#### EMPLOYEE OF THE MONTH, QUARTER AND YEAR

**Employee of the Month - Javiera O.:** Javiera is part of the YBCBD Clean Team. Her favorite parts of the job are beautifying in front of local storefronts and receiving compliments from the local business owners. She likes seating at the local Mel's Diner on Mission Street and she's most looking forward to spending more time with family and traveling in the new year.

#### Employee of the Quarter - Christian G:

Christian is one of YBCBD's longtime Community Guides, having initially joined the team in January 2020 on the Clean Team. He's proven himself to be reliable, hard-working and helpful to his teammates. Christian appreciates being able to help others while working, and he likes the responsibility of providing direct service to the businesses in YBCBD. His goal is to become a Shift Supervisor for the team and he looks forward to spending more time with his family in 2023.



Javiera O



Christian G.



Lagina W.

**Employee of the Year - Lagina W:** Lagina has worn several hats for YBCBD over the years, including Community Guide, Dispatcher and her current role as Social Outreach Specialist. She's grateful for the chance to help unhoused individuals with their basic needs every day and feels lucky to be in her role. Lagina has had many successes in her roles including establishing connections with local social service providers. Lagina looks forward to spending more time with family and friends in the new year.

*Congratulations to all three of our award recipients!*

#### OVERVIEW OF MONTHLY SERVICE STATISTICS

	September 22	October 22	November 22	FY22 Average (July 21 - June 22)	FY23 Average (July 22 - June 23)
<b>Graffiti</b>	<b>524</b>	<b>777</b>	<b>618</b>	<b>717</b>	<b>629</b>
<b>Human/Animal Waste Removal</b>	<b>300</b>	<b>511</b>	<b>445</b>	<b>315</b>	<b>410</b>
<b>Meet &amp; Greet w/ Merchants/Residents</b>	<b>725</b>	<b>858</b>	<b>627</b>	<b>850</b>	<b>798</b>
<b>Needles</b>	<b>1,000</b>	<b>500</b>	<b>800</b>	<b>850</b>	<b>800</b>
<b>Pounds of Trash</b>	<b>45,000</b>	<b>32,500</b>	<b>45,000</b>	<b>42,813</b>	<b>40,250</b>
<b>Steam Cleaning Requests</b>	<b>108</b>	<b>119</b>	<b>81</b>	<b>32</b>	<b>84</b>
<b>Steam Cleaning Routine</b>	<b>265</b>	<b>270</b>	<b>287</b>	<b>241</b>	<b>291</b>
<b>Wellness Check</b>	<b>1,295</b>	<b>1,753</b>	<b>1,314</b>	<b>1,224</b>	<b>1,525</b>
<b>311 Request</b>	<b>77</b>	<b>75</b>	<b>69</b>	<b>81</b>	<b>93</b>

#### 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



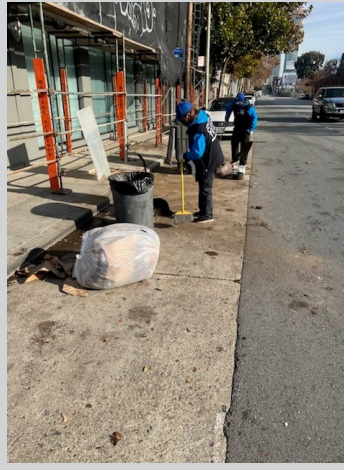
# Street Report

YERBA BUENA CBD STATUS REPORT NOVEMBER 2022

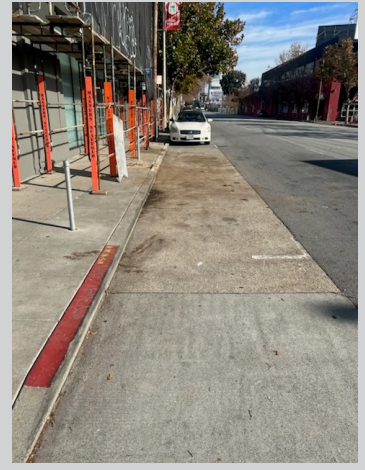
HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Graffiti removed  
5th & Shipley



Trash removed  
888 Harrison St



Trash can sanitation  
763 Mission St



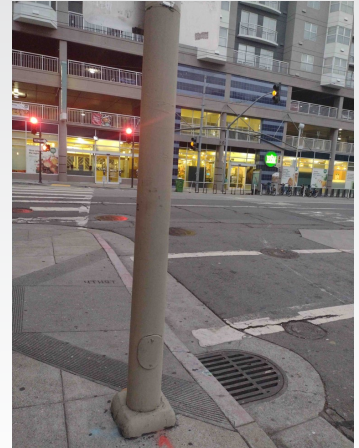
Trash removed  
282 2nd St



Cardboard removed  
144 2nd St



Flyer/Sticker removed  
4th Clara St





# Street Report

YERBA BUENA CBD STATUS REPORT NOVEMBER 2022

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Trash removed  
Jessie West



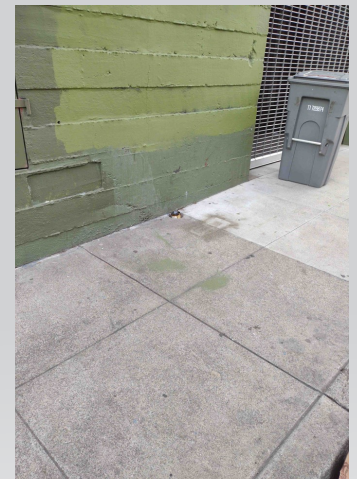
Meet & Greet  
120 2nd St



Flyer/Sticker removed  
122 New Montgomery St



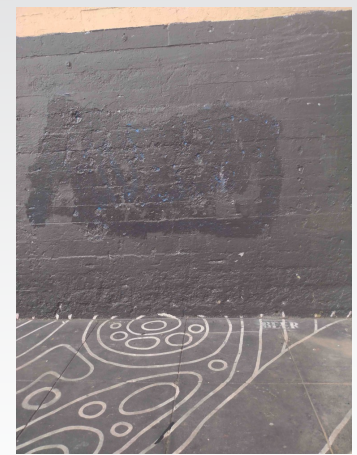
Cardboard removed  
363 Clementina St



Graffiti removed  
702 Harrison St



Graffiti removed  
Jessie West





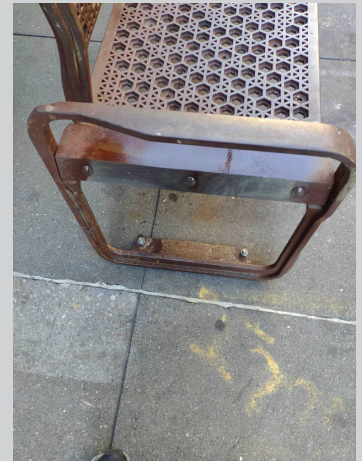
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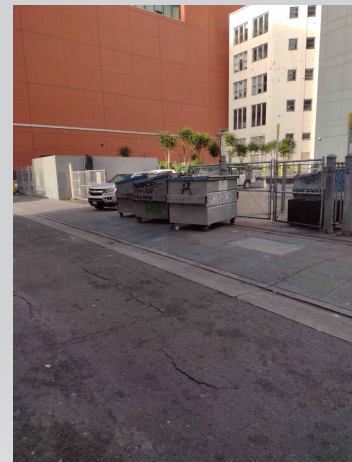
HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



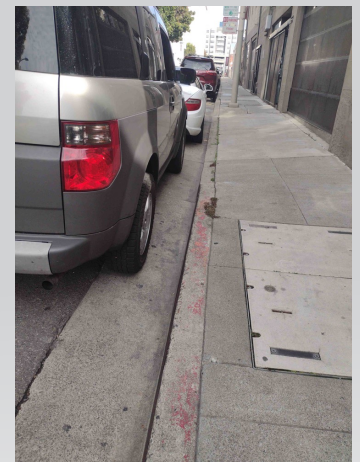
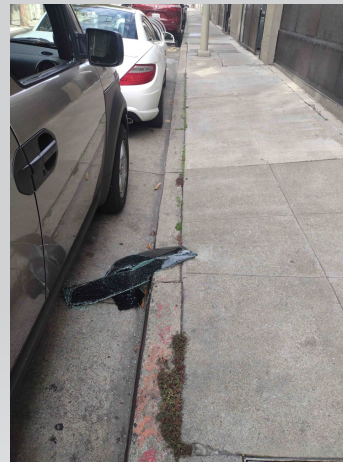
Graffiti removed  
100 Blk Jessie



Graffiti removed  
111 Minna St



Trash removed  
309 Jessie St



Broken glass removed  
189 Clara St



Needles removed  
309 Jessie St



Needles removed  
829 Mission St