

Street Report

HOSPITALITY & ENVIRONMENTAL CONDITIONS | SEPTEMBER 2023



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 September 2023. The data and information are obtained from Ambassadors conducting patrols and entered in Jia.



Community Guide Public Engagement

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

During the month of September, the YBCBD shone brightly. The inviting weather, newly planted greenery surrounding Yerba Buena Gardens, and consistently pristine sidewalks warmly welcomed numerous visitors to the area. Moscone Center, our District, and the City of San Francisco garnered high praise from attendees at Moscone's largest convention of the year—Dreamforce! Additionally, the extravagant creativity, diversity, and vibrancy of the SF Bay Area dance scene flourished at Yerba Garden Festival's ChoreoFest and Dance Outdoors workout series.

While we did receive invaluable support from city and state partners for marquee events, our team maintained its dedicated efforts throughout the entire month. Clean Team members worked their magic on grime and graffiti; Community Guides cleared obstructed doorways and offered assistance to visitors in need of directions; and Steam Cleaners banished the unsightly mess day and night. The collaboration with the 10-B officers and our partners at the Downtown Streets Team continued to be a source of strength for our team.

EVENTS/ACTIVITIES

- Dreamforce 2023: September 12–14
- Disrupt San Francisco 2023: September 19–21
- Workday Rising 2023: September 26–29



Dreamforce 2023: September 12–14



Disrupt San Francisco 2023: September 19–21



Workday Rising 2023: September 26–29

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.

Our Social Service Outreach Specialist, Martina, reported out that there were 25 unhoused individuals living within the district during the month of September, with significantly fewer around the time of Dreamforce. Martina provided assistance to these and other individuals throughout the month making 29 social service referrals. The chart on this page provides a breakdown of these referrals.

Below are two of Martina's significant encounters from September (clients names have been changed to protect their privacy):

September 6th - As I began my rounds, I encountered an older woman named Cecile. I asked if she needed assistance, and she expressed a desire to call her mother. I informed her about Hospitality House at 169 Sixth Street, where she could use a drop-in center to make a call. Cecile mentioned she had to walk there in her socks, so I proposed going to St. Anthony's at 121 Golden Gate Ave for shoes. I found some news socks in my bag and retrieved a wheelchair from the office, which I provided to Cecile. I then accompanied her to Hospitality House and St. Anthony's, where she made a phone call, had some food, and obtained a pair of shoes. Sybil also scheduled a Medical appointment.

September 19th - During my rounds this day, I encountered Rick, who had relocated from New York with his family and decided to stay in San Francisco. At 23 years old, he sought to live independently and had been on the city's streets since 2021. Rick shared that he hadn't needed to stay in a shelter due to his income-generating methods, but things had changed due to his addiction, which was evident from state of his arms and legs. I inquired if he needed support and offered snacks and a resource guide. We reviewed the guide together, and Rick expressed interest in a housing referral. I connected him with Central City Access Point at 37 Grove Street and the Larkin Youth Center for assistance. Additionally, I provided information about the Needles Exchange at 117 6th Street.

TYPE OF REFERRAL	July 23	Aug 23	Sept 23
Bus ticket	0	0	0
Clothing	7	5	4
Food	8	7	11
Storage	0	1	2
Shower	10	3	4
Miscellaneous	0	0	8
Total Referrals	25	16	29



SOS Patrols

OVERVIEW OF MONTHLY SERVICE STATISTICS

	FY23 Average (July 22 - June 23)	FY24 Average (July 21 - June 22)	July 23	August 23	September 23
Graffiti	702	751	854	774	626
Human/Animal Waste Removal	395	330	350	293	346
Meet & Greet w/ Merchants/Residents	725	465	478	512	406
Needles	896	967	900	1,000	1,000
Pounds of Trash	41,875	43,958	43,750	41,875	46,250
Steam Cleaning Requests	92	169	141	220	145
Steam Cleaning Routine	306	317	373	169	408
Wellness Check	1,299	779	833	707	785
311 Request	59	9	15	9	2

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 SF Aids Foundation

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



Cardboard Compile

Street Report

YERBA BUENA CBD STATUS REPORT SEPTEMBER 2023

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Hotspot Check



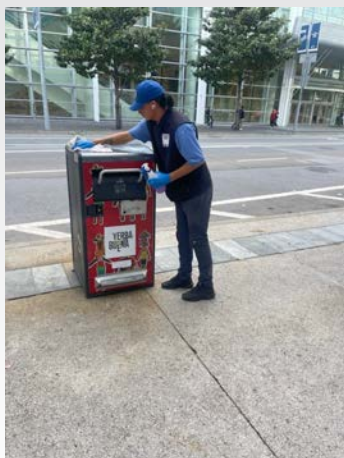
Walk with 10B



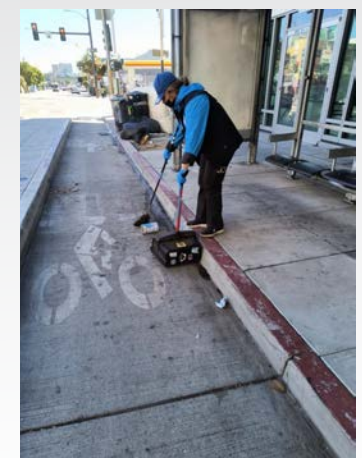
Flyer/Sticker



Cardboard Compiled



Big Belly Wipe Down



Clean Team Pan & Broom

Street Report

YERBA BUENA CBD STATUS REPORT SEPTEMBER 2023

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Steam Clean Request



Landscaping



Clean Team Pan & Broom



Graffiti Abatement



CG Engagement



Graffiti Abatement

Street Report

YERBA BUENA CBD STATUS REPORT SEPTEMBER 2023

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Graffiti Removal



Graffiti Removal



Graffiti Removal



Graffiti Removal



Graffiti Removal



Graffiti Removal



Graffiti Removal



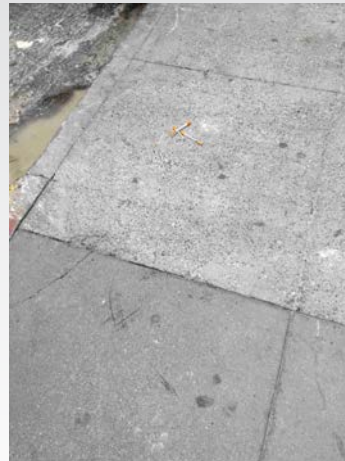
Graffiti Removal



Graffiti Removal



Graffiti Removal

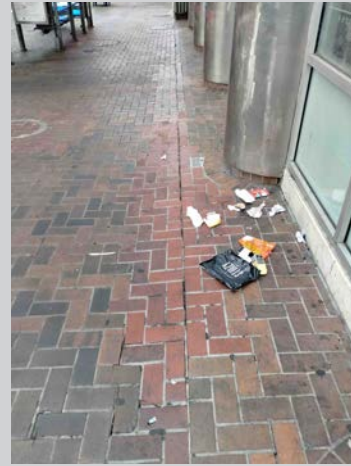


Needle removal

Street Report

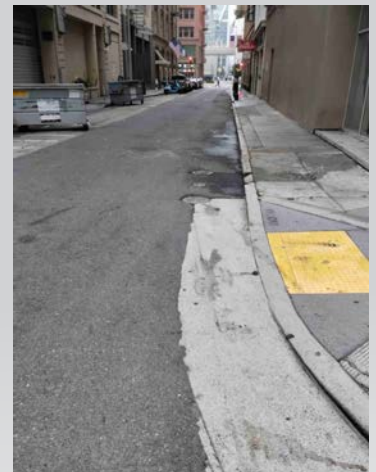
YERBA BUENA CBD STATUS REPORT SEPTEMBER 2023

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Illegal Dumping

Pan/Broom



Broken Glass Removal

Illegal Dumping



Power Washing

Broken Glass Removal