

It all happens in Civic Center.

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A look back at 2019

We ended 2019 having completed our District's renewal process and holding several wonderful and free community events.



Friday Farmers' Market & Bazaar



1st Sunday Free Community Activity



SF Etsy Marketplace at Third Thursday

A look back at 2019



CCCBD Renewal Campaign Open House Event



Civic Center Holiday Tree Lighting Event

2020 a new year and a newly expanded District
with more services and longer hours.



2021 CCCBD District Boundaries



Zone 1



Zone 2

7am-7pm 7 days a week



Day Ambassadors



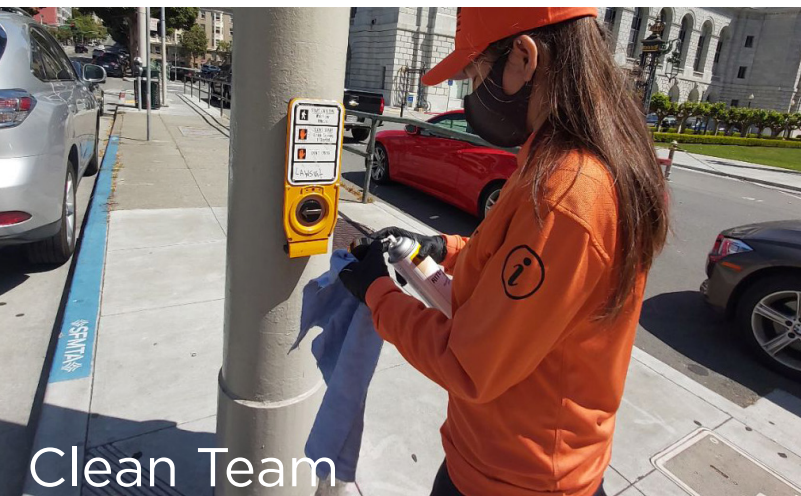
Evening Ambassadors



Playground Safety



Garage Greeter



Clean Team



Pressure Washer



Urban Alchemy



Downtown Streets Team

significant CHALLENGES



In March, year one of our recently renewed District, the Covid-19 pandemic put San Francisco on pause. While downtown streets and sidewalks saw significantly less pedestrian activity, there was heightened demand for CCCBD's safety, sanitation, and social service support District-wide. CCCBD's entire team, our vendors, partnering organizations, and City agency departments, worked tirelessly to provide essential services under the guidance of City and State shelter-in-place orders.



The desolate downtown landscape, with its boarded-up storefronts and empty sidewalks, fostered more anti-social behavior, criminal activity, illegal street vending and homeless encampments - which further undermined public health and safety.



With many homeless shelters closed to prevent the spread of the virus, downtown San Francisco experienced a dramatic increase in the number of individuals living on the street. CCCBD field crews did their best to provide services in and around the District's many encampment sites; and our collaboration with other front line workers from the City's Health Streets Operation Center (HSOC) and neighboring Community Benefit Districts Tenderloin and Mid Market grew significantly.

Extra support was also given to organizations providing community outreach during the pandemic. CCCBD team members worked with individual property owners such as the Tenderloin School and the San Francisco Ballet to make sure their building exteriors were cleaner and safer for community distribution programs.



Protests and acts of vandalism related to the presidential election and killing of George Floyd in Minneapolis, took a heavy toll on District property and public spaces. In addition to having significantly more graffiti and broken glass to remove, CCCBD field personnel were left without the eyes and ears of others around for added safety. Workers on our City streets also became the target of verbal and physical attacks while carrying out their duties serving the District.

Smokey air and ashy debris made work days even more challenging as California experienced one of its worst wild fire seasons in history.

significant SOLUTIONS

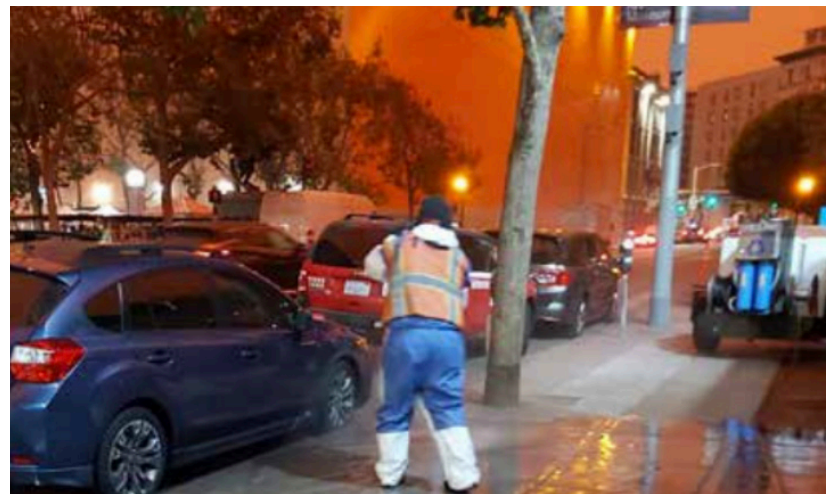
CCCBD remained committed to keeping the public realm as clean and safe as possible amidst the extenuating circumstances. Priority was given to sanitizing touch points throughout the District, removing graffiti from empty and boarded storefronts, and reporting vandalism and suspicious activity to law enforcement. We had extra support in the sanitation department from the Downtown Streets Team and new pressure washing units in each of our two zones.



CCCBD also made personal protective equipment (PPE) and Covid-19 safety posters available to District stakeholders. The City PPE available for free and CCCBD Ambassadors then distributed it to residential buildings, offices, businesses, and people in need on the street. Homeless individuals were provided with CCCBD's Food | Shelter | Help Resource Guide and linked to available social support service. Team members also posted City signs in public spaces, especially around homeless encampments, declaring Covid-19 safety protocols.



Collaboration with other front line workers from the City's Health Streets Operation Center (HSOC) and neighboring Community Benefit Districts (Tenderloin and Mid Market) strengthened. With many homeless shelters closed to prevent the spread of the virus, Civic Center's Fulton Mall became home to the City's first Safe Sleeping Village. The Village offered 100 managed tent sites for the homeless unwilling to shelter indoors. CCCBD field crews worked closely with adjacent buildings to mitigate the impacts of the Village.



CCCBD's information sharing became even more critical. Staff worked overtime making sure breaking news of available support resources for District members was shared. CCCBD made sure stakeholders received the vast amount of ever-changing information on: where to obtain free masks and other PPE, how to get tested, how to file for unemployment, childcare, food access, housing support; and grants for small businesses and performing arts venues, to name a few.



significant SOLUTIONS

The CCCBD administrative team regularly hit the streets and made personal calls to survey District needs. Input from District businesses resulted in CCCBD providing:

- Distribution of PPE and pandemic protocols signage
- Promotion of District businesses and arts and cultural venues open or operating digitally
- Shared Space Program support:
 - Disseminated Program guidelines
 - Recommended design best practices
 - Provided additional maintenance support
 - Extra public realm safety support
- Decorative street tree lighting

Additional public safety support was also provided to Heart of the City Farmers' Market, which remained open as an essential service throughout the pandemic, as the Market adjusted to operating under increasingly stringent health and safety guidelines and public safety challenges in UN Plaza.

CCCBD also remained focused on its longer-term safety and activation goals such as: the return of outdoor plaza seating, a dog run and music system for UN Plaza; and free community events and holiday fanfare in the coming year.

We could not be more proud of our entire team and our partners who showed up in the face of an unprecedented health crisis, the business owners who kept their doors open to serve their customers; and our property owners, residents, Board and elected officials who remained committed to our community and committed to providing the tools necessary for recovery.



support for COMMUNITY



CBD Ambassadors deliver safety information to District businesses



Secure Properties During Extended Closures

Properties that are unlawfully entered pose safety and security risks; please securely lock properties that aren't currently open to the public. Generic deadbolts are often cut in a few seconds, providing unfettered access to all aspects of building interiors without owner knowledge for extended periods of time. Regaining access to properties after this time often requires police presence as unsafe conditions can multiply quickly and lead to instances of personal injury, accumulation of debris and refuse, vandalism and fires.



If needing assistance installing the proper security for your property please refer to SFSAFE (<https://sfsafe.org/projects/business-security/>)

District Businesses, We're Here For You

For clean and safe services requests:
Call dispatch: (415) 781-4700 or Email: dispatch@sfciviccenter.org
Need anything else? Give us a call.
Marlo Sandler (206) 920-2963

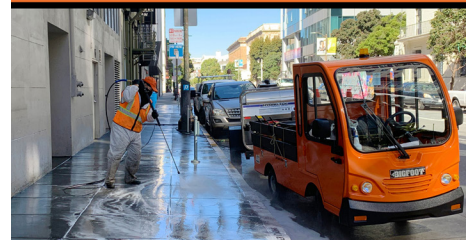


Businesses can print City mandated posters and flyers for free at: <https://sf.gov/get-coronavirus-posters-and-flyers>
Temporary signage shown below can be downloaded from our website: sfciviccenter.org/signage
If you need additional signage sizes please contact us.

<p>WE ARE OPEN!</p> <p>To place orders, contact us here: <input type="text"/></p> <p>Visit our website: <input type="text"/></p> <p>Takeout and Delivery!</p> <p><small>Please use our takeout and delivery services.</small></p>	<p>Temporarily Closed</p> <p>Contact us for updates: <input type="text"/></p> <p>Visit our website: <input type="text"/></p> <p><small>We look forward to our re-opening in the future.</small></p>	<p>Temporarily Closed</p> <p>Visit our Online Shop!</p> <p>Visit our website: <input type="text"/></p> <p><small>We look forward to our re-opening in the future.</small></p>
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We're here to help!

The Dispatch line is open 9AM-5PM Monday-Saturday.
Please contact us for cleaning, maintenance and public safety needs.



CCCBD DISPATCH (415) 781-4700
dispatch@sfciviccenter.org



support for operating **BUSINESSES**



Take-Out Eats, Treats, Coffee and Drinks

1	Ananda Fuara	Vegetarian	Sun & Wed: 11am-3pm Tue, Thu, Fri, Sat: 11am-8pm
2	Andersen Bakery	Pastry & deli sandwiches	Mon-Fri: 8am-2pm
3	Arsicault	Pastry	Mon-Fri: 8am-3pm
4	Charmaine's (Proper Hotel)	Rooftop cocktail lounge & kitchen	Mon-Tue: 4pm-10pm Wed-Fri: 4pm-12am Sat: 8am-12am Sun: 8am-10pm
4	Villon (Proper Hotel)	American	Mon-Fri: 8am-2pm Sat-Sun: 2pm-5pm
5	Farmer's Market	Produce, baked & prepared foods	Sun: 7am-5pm Wed: 7am-5:30pm
6	Fermentation Lab *Outdoor dining	Gastropub	Tue-Sat: 4pm-9pm
7	Gyro King	Mediterranean	Mon-Tue: 10am-8pm Wed-Sat: 10am-9pm
8	HoM Kitchen	Korean	Mon-Thu: 11am-2pm Fri: 11am-8pm Sat: 12pm-8pm
9	La Cuisine Café	Coffee & light fare	Mon-Sat: 6am-5pm Sun: 8am-4pm
10	Philz Coffee	Coffee & light fare	Mon-Fri: 6:30am-3pm Sat-Sun: 7am-3pm
11	SAMS American Eatery Diner	Diner	Mon-Fri: 7:30am-2pm
12	Starbuck's	Coffee & light fare	Mon-Fri: 5am-7pm Sat-Sun: 6:30am-5pm

Civic Center
Community Benefit District

(Please call to confirm business hours, hours may have changed due to Covid-19)



Outdoor Dining at Doppio Zero

enhancement of the PUBLIC REALM



UN Plaza fountain barricade mural



Street tree lighting



Additional support for the Farmers' Market

financials

INCOME	BUDGET	ACTUAL
Assessments (Net of Contingency)	\$2,826,714.67	\$2,774,624.26
Non-Assessment/Fundraising In-Kind/Interest	\$159,400.91	\$483,718.76
Total Income	\$2,986,115.58	\$3,258,343.02

EXPENSE	BUDGET	ACTUAL
Safety	\$1,290,662.00	\$776,349.50
Cleaning & Maintenance	\$812,076.50	\$843,772.87
Beautification & Activation	\$222,834.87	\$196,317.53
Marketing/Communication	\$239,444.15	\$134,290.91
Administration	\$315,797.15	\$353,769.60
Non-Assessment/Fundraising In-Kind	\$118,300.91	\$373,704.23
Total Expense	\$2,999,115.58	\$2,678,204.64

ASSETS	ACTUAL
Cash and Cash Equivalents	\$4,941,651.12
Contingencies and Reserve	-\$543,105.87
Accounts Receivable Net	\$78,177.35
Prepaid and Other Assets	\$2,038,406.79
Total Assets	\$6,515,129.39

LIABILITIES	ACTUAL
Accounts Payable	\$543,360.49
Accrued Expenses	\$17,791.79
Deposits Payable	\$52,692.16
Deferred Revenues	\$2,614,442.55
Equipment Loan	\$70,493.50
Total Liabilities	\$3,298,780.49

NET ASSETS	ACTUAL
Unrestricted	\$3,216,348.90
Total Net Assets	\$3,216,348.90
Total Liabilities & Net Assets	\$6,515,129.39



Key partners shaping District policy, programming and infrastructure

- Assemblymember David Chiu
- BART
- Department of Emergency Management
- Department of Public Health
- District 5 Supervisor's Office
- District 6 Supervisor's Office
- Healthy Streets Operations Center
- Homeland Security
- Human Services Agency
- Mid Market Community Benefit District
- Office of Economic and Workforce Development
- Office of the City Administrator
- SF Planning
- San Francisco Police Department
- Streetplus
- Public Works
- Recreation and Parks Department
- SFMTA
- SF Travel's Clean and Safe Coalition
- United States of America



Bill Whitfield
Shorenstein

Tiffany Bohee
Lendlease

Erika Boulding
Redwood Credit Union

Nathan Brito
San Francisco Ballet

John Caldon
San Francisco War Memorial
and Performing Arts Center

Mary Conde
Another Planet Entertainment

Phil Ginsburg
San Francisco Recreation
and Parks Department

Patrice Griffith
California Department
of General Services

James Haas
Resident & Historian

Gregory Holland
Broadway SF

Roberto Lombardi
San Francisco Public Library

Hank Mou
San Francisco Conservatory of Music

Annette Turner
Judicial Council of California

Patricia Unterman
Hayes Street Grill

Tim Vrabel
Emerald Fund



facebook.com/sfciviccenter
twitter.com/civiccenter
instagram.com/sfciviccenter

Instructions: In this sheet, you shall include the Management Plan budget as articulated in the Management Plan for the CBD/BID for the reporting period in question.

Management Plan Budget

Service Category	Dollar Amount	Percentage
Clean/Safe/Activation	\$ 2,500,855.86	75.31%
Marketing/Communication	\$ 250,000.00	7.53%
Administration/Contingency	\$ 570,000.00	17.16%
TOTAL	\$ 3,320,855.86	100.00%

Assessment Revenue	\$ 3,161,454.78	95.20%
Non-Assessment Revenue	\$ 159,401.08	4.80%
TOTAL	\$ 3,320,855.86	100.00%

Instructions: In this sheet, you shall include the budget as approved by your Owners' Association as the beginning of the reporting period in question. The City Attorney recently advised that the special assessment districts operating under CBD/BID code sections should report amounts separated by what is in assessment dollars and non-assessment dollars to ensure they met general benefit requirements across all service categories that are subject to them. **Only fill Columns B and C, others will populate.**

Service Category	Assessment Dollar Amount	Non-Assessment Dollar Amount	Total Dollar Amount	% Total Assessment	% Total Non-Assessment	% Total
Clean/Safe/Activation	\$ 2,325,573.37	\$ 118,300.91	\$ 2,443,874.28	0.770728755	1	0.77937858
Marketing/Communication	\$ 239,444.15		\$ 239,444.15	0.079355265	0	0.076361392
Administration/Contingency	\$ 452,351.89		\$ 452,351.89	0.149915979	0	0.144260029
CBD Reserve			\$ -	0	0	0
TOTAL	\$ 3,017,369.41	\$ 118,300.91	\$ 3,135,670.32	100%	100%	100%

Instructions: In this sheet, you shall include the actuals as spent by your organization during the reporting period in question. The City Attorney recently advised that the special assessment districts operating under CBD/BID code sections should report amounts separated by what is in assessment dollars and non-assessment dollars to ensure they met general benefit requirements across all service categories that are subject to them. **Only fill Columns B and C, others will populate.**

Service Category	Assessment Dollar Amount	Non-Assessment Dollar Amount	Total Dollar Amount	% Total Assessment	% Total Non-Assessment	% Total
Clean/Safe/Activation	\$ 1,816,439.90	\$ 373,704.23	\$ 2,190,144.13	71%	0.776100137	0.721060253
Marketing/Communication	\$ 134,290.91	\$ -	\$ 134,290.91	5%	0	0.044212541
Administration/Contingency	\$ 605,147.77	\$ 107,811.25	\$ 712,959.02	24%	0.223899863	0.234727206
CBD Reserve	\$ -	\$ -	\$ -	0%	0	0
TOTAL	\$ 2,555,878.58	\$ 481,515.48	\$ 3,037,394.06	100%	100%	100%

Instructions: In this sheet, you shall break down your financial sources for the reporting period in question. A high level of this is usually found in your financial statements. Please break down your assessment sources by Assessment Revenue for the reporting period FY, penalties recieved for the reporting FY, and redemptions + redemption penalties which are for prior year assessments recieved during this FY. This will more accurately indicate where sources are coming from. **Only fill in green cells.**

Revenue Sources	FY 2020-21 Actuals	% of actuals
FY Assessment Revenue	\$ 3,133,813.68	1
Penalties	\$ -	0
Redemption + Redemption Penalties	\$ -	0
Total Assessment (Special Benefit) Revenue	\$ 3,133,813.68	100.00%
Contributions and Sponsorships	\$ -	0.00%
Grants	\$ 202,353.20	5.59%
Donations	\$ -	0.00%
Interest Earned	\$ 36.58	0.00%
Earned Revenue	\$ 279,828.98	7.74%
Other	\$ 1,500.00	0.04%
Total Non-Assessment (General Benefit) Revenue	\$ 483,718.76	13.37%
Total	\$ 3,617,532.44	100.00%

Instructions: State law requires you to indicate the amount of any surplus or deficit revenues to be carried over from one FY to the next. If you operate on the FY then that means about 50% of received revenues would be carried over to pay for services during the part of the year that the City does not disburse funding to CBD/BIDs. The code does not distinguish between non-assessment and assessment revenue sources, so please account for both. You must provide a spenddown timeline as well. Please add rows, as necessary, for non-assessment carryforward funds.

CY 2021 Assessment Carryforward Disbursement		Spenddown Timeline
Service Category	Dollar Amount	
Clean/Safe/Activation	\$ 513,150.05	spending in 2021 & 2022
	\$ 42,567.81	spending in 2021 & 2022
Marketing/Communication		
Administration/Contingency	\$ 604,852.30	when needed
Special Assessment Total	\$ 1,160,570.16	

FY 2020-21 Non-Assessment Carryforward Disbursement		Spenddown Timeline
Non-Assessment Project or bucket name	Dollar Amount	
Non-Assessment	\$ 533,785.68	when needed
	\$ 2,065,098.93	N/A
Non-Assessment - Kiosk (non-cash)	\$ -	
	\$ -	
Non-Assessment Total	\$ 2,598,884.61	