

# Castro Community Benefit District

2022-2023 Annual Report





Dear Community Member,

As the city's downtown is mired in talk of a doom-loop, the Castro is moving forward. We had a great Pride this June, our restaurants and bars are holding events, tourists are coming back, and even the Castro Street Fair is expanding to its post-pandemic footprint this October! We are looking forward to a great 2024.

As more and more people visit the Castro, the Castro Community Benefit District is working hard to make sure they have a great experience and come back. And, we are succeeding. During Pride weekend, while standing at the corner of 18th and Castro, I overheard a group of SF residents say how they haven't been to the Castro in a while and they were impressed with how clean it looked.

Our cleaning and safety ambassadors are easy to spot in the bright safety green jackets, and provide a sense that the neighborhood is cared for.

The Castro Community Benefit District is here to make the neighborhood a better place to spend time, shop and dine. Help us make the neighborhood a more pleasant place. Call our dispatch number, 415-471-7536, if you see trash that needs cleaning up, graffiti or a greasy spill.

Together we can make the Castro a more vibrant community!

Thank You,



Billy Lemon

**President**

Castro Community Benefit District







# Keeping the Castro Clean!

You are our customers! Our street teams respond to your needs and provide key services to our merchants and property owners.

## Our Schedule:

7:00 a.m. - 7:30 p.m. Monday - Saturday

9:00 a.m. - 5:00 p.m. Sunday

**Have a spill on your sidewalk?  
Trash dumped in front of your  
store? Other unseemly detritus on  
your sidewalk?**

Call/Text:

# 415-471-7536

for service

The Castro CBD works hard to diversify our funding and include funds above and beyond our assessment dollars to fund our critical services. We have a city grant which funds 40 hours a week of cleaning services.





# Cleaning by the Numbers

A few highlights of some of the work we've accomplished this past year:



## TRASH

*in pounds*

212,325



The Castro CBD works 12 hours a day/7 days a week. We provide daily sweeping, litter removal, graffiti removal, human waste disposal, disposal of dirty needles, and collect cardboard. We also power wash every block and respond to calls for hot spot power washing and scrub requests.

We're excited that more and more of you are using our clean & safe dispatch number to report bad spills, or negative behavior on the sidewalk. Keep calling/texting us! 415-471-7536.

That's more than TEN ship anchors!



## POWER WASHING

*feet of steam cleaning*

221,760



## SCRUB REQUESTS

7,473



## HAZARDOUS WASTE

15,327



## CARDBOARD

*yards flattened*

20,903



## NEEDLES COLLECTED

7,437



## GRAFFITI

14,301





# Castro Cares and Public Safety

## What is Castro Cares?

Castro Cares is the Castro Community Benefit District's program promoting public safety and outreach to the unhoused in the district. The program includes: 4 Full-Time unarmed Community Ambassadors walking the district 12 hours a day, 7 days a week. These community ambassadors:

- Respond to calls for service
- Act as an extra set of eyes and ears, creating a sense of safety in the neighborhood
- Assist merchants with negative street behavior challenges
- Check on unhoused
- Connect unhoused to city services

The 4 full time Community Ambassadors are not funded with assessment dollars, rather, they are funded through a city grant.

## Community Ambassador Statistics (FY July 2022 – June 2023)

### SUPPORT & REVENUES

Business Contact	10,847
Citizen Contact	10,882
Homeless Engagement	1,822
Obstructing the Sidewalk	449
Dispatch Call	151
Trespassing	550
Wellness Check	3,507
Overdose (Narcan Administered)	3



## Community Ambassadors Get Award!

Quick thinking community ambassadors go the extra mile!

*About to take their lunch break, they noticed a scuffle up the street, they ran to de-escalate the situation and realized a naked young man had pushed an elderly couple to the ground. While one Ambassador attended to the 2 who were knocked down, the other two were able to detain the suspect until the police arrived.*

*Asking an unhoused individual if he needed any water or assistance, a knife was pulled on our Community Ambassador. This quick thinking Ambassador backed up, called 911 and then directed all passersby to go around him, so that no one was put in a potentially dangerous situation. The police arrived within a few minutes and the situation was resolved without further incident.*





# I'm Available

The Castro CBD is actively working with brokers to get our vacant storefronts leased. Property owners, you can hang this poster in your empty storefront to help draw attention to your property. Contact [info@castrocbd.org](mailto:info@castrocbd.org). As of this writing, the vacancy rate is 17%, down from 25% a year ago. The current up-to-date vacancy count can be found [here](#).



Whether its district walks with the District Attorney, SFPD, the Mayor, Supervisor Mandelman, launching letter writing campaigns, or testifying at city hall

# the Castro Community Benefit District does it all!

This year, the Castro CBD focused our advocacy efforts on supporting Another Planet Entertainment as they sought approvals to renovate the historic Castro Theatre and bring it back to life.

The Castro CBD is also part of the San Francisco Benefit District Alliance (SFBDA), formed to promote the common interests of the property and business improvement districts in San Francisco. The formation of the SFBDA allows the member districts to advocate for policy change at the local and state level as one unified voice.



Scan here to go to our website for business vacancy and leasing information in the Castro





# Assessments

## Property Assessment Method

The levy and collection of annual assessments upon property within the Castro Community Benefit District area provides the primary funding source for the improvements, maintenance, and activities carried out by the Castro Community Benefit District. Funding for the district is proportionally shared by property owners, who are self-assessed to supplement services provided by the City.

These annual assessments are based on the following variables:

- Linear (sidewalk) frontage
- Lot square footage
- Building square footage
- Type of land use
- Location (zone)

Each property owner's assessment is calculated according to the special benefit received from the services provided by the Castro Community Benefit District. Accordingly, each

property is assessed with their proportional special benefit based upon the various property characteristics and land use type compared to other properties within the district.

The following charts provide a summary of the assessment rate calculations for Zone 1, Zone 2 and Zone 3 (see map on page 6). For more information on assessment calculations, please refer to the Castro CBD's **Management Plan**.

## Assessment Increases

Assessment rates may increase by up to 5% per year or by the change in the Consumer Price Index for All Urban Consumers (CPI-U) for the San Francisco-Oakland-Hayward area for February, whichever is less. The determination of annual adjustments in assessments rates will be subject to the approval of the Castro CBD Board of Directors.

Each assessed property is listed on the CBD **website**: <http://castrocbd.org/information-for-property-owners/>

## 2023-2024

### ZONE 1

Land Use Type	Per Front ft	Per Bldg sq ft	Per Lot sq ft
Non-Residential Property	\$ 33.34	\$ 0.10	\$ 0.17
Residential Property (5+ Units)	\$ 22.22	\$ 0.07	\$ 0.11
Residential Property (1-4 Units)	\$ 16.67	\$ 0.05	\$ 0.08
Non-Profit Property	\$ 11.11	\$ 0.03	\$ 0.06

### ZONE 2

Land Use Type	Per Front ft	Per Bldg sq ft	Per Lot sq ft
Non-Residential Property	\$ 22.22	\$ 0.07	\$ 0.11
Residential Property (5+ Units)	\$ 14.82	\$ 0.04	\$ 0.07
Residential Property (1-4 Units)	\$ 11.11	\$ 0.03	\$ 0.06
Non-Profit Property	\$ 7.41	\$ 0.02	\$ 0.04

### ZONE 3

Land Use Type	Per Front ft	Per Bldg sq ft	Per Lot sq ft
Non-Residential Property	\$ 14.82	\$ 0.04	\$ 0.07
Residential Property (5+ Units)	\$ 9.88	\$ 0.03	\$ 0.05
Residential Property (1-4 Units)	\$ 7.41	\$ 0.02	\$ 0.04
Non-Profit Property	\$ 4.94	\$ 0.01	\$ 0.02

The information used in determining each parcel's assessment, is provided to the Castro CBD from the S.F. Assessor's office. It is the responsibility of property owners to ensure the information provided to the CBD is correct. To correct information, property owners must contact the S. F. Assessor's office at 415-554-5596 or at <https://sfassessor.org/>

The Castro CBD's Management Plan can be found on the CBD's website at: <https://castrocbd.org/management-plan/>



# Who We Are

## Board of Directors

Billy Lemon, President  
Alan Lau, Vice President  
Ralph Hibbs, Treasurer  
Jim Laufenberg, Secretary  
Brittney Beck, Board Member  
Gregory Carey, Board Member  
Nick Engel, Board Member  
Helen McClure, Board Member  
Paul Miller, Board Member  
Kent Mirkhani, Board Member  
Desmond Morgan, Board Member  
Pat Sahagun, Board Member  
Leon Shannon, Board Member

## Staff

Andrea Aiello, Executive Director  
Anh Han, Accountant  
Josh Decolongon, Social Media Coordinator

## Castro Cares Leadership Team

Castro Community Benefit District  
Castro Community On Patrol  
Castro Merchants  
Eureka Valley Neighborhood Association  
Hartford Street Neighbors  
Most Holy Redeemer Catholic Church  
St. Francis Lutheran Church

*All Castro CBD meetings are open to the public.*

*Meeting times and location are listed on the CBD's website at:  
<http://castrocbd.org/upcoming-meetings/>*





# Financials

## Statement of Financial Position\*

(July 2022 – June 2023)

ASSETS	
CURRENT ASSETS	
Cash and Cash Equivalents	\$ 594,673
Accounts Receivable	
Assessments	\$ 16,408
Grants	\$ 125,961
Other	\$ 500
<b>Total Accounts Receivable</b>	<b>\$ 142,869</b>
<b>TOTAL CURRENT ASSETS</b>	<b>\$ 737,542</b>
OTHER CURRENT ASSETS	
Prepaid Expenses	\$ 6,226
Security deposits	\$ 3,185
<b>Total Other Current Assets</b>	<b>\$ 9,411</b>
<b>TOTAL ASSETS</b>	<b>\$ 746,953</b>

LIABILITIES AND NET ASSETS	
CURRENT LIABILITIES	
Accounts Payable	\$ 86,489
Accrued Expenses and Other Payable	\$ 8,946
Deferred Rent	\$ 3,205
<b>Total Current Liabilities</b>	<b>\$ 98,640</b>
NET ASSETS	
Without donor restrictions	\$ 598,430
With donor restrictions	\$ 49,883
<b>Total Net Assets</b>	<b>\$ 648,313</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 746,953</b>

## Management Plan Budget

SERVICE CATEGORY	DOLLAR AMOUNT	PERCENTAGE
Cleaning Services	\$ 582,425.60	67.23%
Landscaping	\$ 2,500.00	0.29%
Marketing	\$ 9,000.00	1.04%
Administration and Contingency	\$ 272,349.97	31.44%
<b>TOTAL</b>	<b>\$ 866,275.57</b>	<b>100.00%</b>
Assessment Revenue	\$ 819,403.41	94.59%
Non-Assessment Revenue	\$ 46,871.56	5.41%
<b>FUTURE YEAR CARRYOVER</b>	<b>\$ 866,274.97</b>	<b>100.00%</b>

## FY 2022-23 Donors \$1,000 and Over

DONOR NAME AND ADDRESS	DATE OF DONATION	TOTAL AMOUNT OF DONATION(S) WITHIN REPORTING PERIOD	GIFT	ESTIMATED VALUE OF GIFT	IDENTIFIED RESTRICTED USES	FINANCIAL INTEREST OF DONOR
American Endowment Foundation, 5700 Darrow Road, Suite 118, Hudson, OH 44236	12/19/2022	\$ 10,000.00	0	–	No	None
Krammer and Ramos Charitable Foundation	5/19/2023	\$ 2,500.00	0	–	Yes	Property Owner in District
Timothy J Flint Revocable Trust 570 Castro Street, SF, CA 94114	6/26/2023	\$ 1,000.00	0	–	Yes	Merchant in District
<b>TOTAL</b>		<b>\$ 13,500.00</b>				



## FY 2022-23 Budget

<b>DOLLAR AMOUNT</b>			
<b>SERVICE CATEGORY</b>	<b>ASSESSMENT</b>	<b>NON-ASSESSMENT</b>	<b>TOTAL</b>
Cleaning Services	\$ 619,500.00	\$ 425,745.00	\$ 1,045,245.00
Landscaping	\$ 2,625.00	\$ 2,400.00	\$ 5,025.00
Marketing	\$ 9,450.00	\$ 54,332.14	\$ 63,782.14
Administration and Contingency	\$ 227,955.00	\$ 100,064.32	\$ 328,019.32
<b>TOTAL</b>	<b>\$ 859,530.00</b>	<b>\$ 582,541.46</b>	<b>\$ 1,442,071.46</b>

<b>PERCENTAGES</b>			
<b>SERVICE CATEGORY</b>	<b>ASSESSMENT</b>	<b>NON-ASSESSMENT</b>	<b>TOTAL</b>
Cleaning Services	0.720742732%	0.730840686%	0.724821917%
Landscaping	0.003053995%	0.004119878%	0.003484571%
Marketing	0.010994381%	0.093267422%	0.044229528%
Administration and Contingency	0.265208893%	0.171772014%	0.227463984%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## FY 2022-23 Actuals\*

<b>DOLLAR AMOUNT</b>			
<b>SERVICE CATEGORY</b>	<b>ASSESSMENT</b>	<b>NON-ASSESSMENT</b>	<b>TOTAL</b>
Cleaning Services	\$ 550,019.69	\$ 421,460.21	\$ 971,479.90
Landscaping	\$ 67.64	\$ 3,603.68	\$ 3,671.32
Marketing	\$ 7,957.31	\$ 64,175.46	\$ 72,132.77
Administration and Contingency	\$ 153,142.15	\$ 155,294.30	\$ 308,436.45
<b>TOTAL</b>	<b>\$ 711,186.79</b>	<b>\$ 644,533.65</b>	<b>\$ 1,355,720.44</b>

<b>PERCENTAGES</b>			
<b>SERVICE CATEGORY</b>	<b>ASSESSMENT</b>	<b>NON-ASSESSMENT</b>	<b>TOTAL</b>
Cleaning Services	77.34%	0.653899467%	0.716578338%
Landscaping	0.01%	0.005591143%	0.002708021%
Marketing	1.12%	0.099568828%	0.053206227%
Administration and Contingency	21.53%	0.240940562%	0.227507413%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



## FY 2022-23 Revenue Sources

ASSESSMENTS	FY 2022-23 ACTUALS	% OF ACTUALS
FY Assessment Revenue	\$ 855,163.61	100%
Penalties	\$ -	0.00%
Redemption + Redemption Penalties	\$ 1,430.95	0.17%
<b>Total Assessment (Special Benefit) Revenue</b>	<b>\$ 856,594.56</b>	<b>100.00%</b>
Contributions and Sponsorships	\$ 1,500.00	0.10%
Grants	\$ 619,851.11	41.17%
Donations	\$ 27,218.83	1.81%
Interest Earned	\$ 363.55	0.02%
Earned Revenue	\$ -	0.00%
Other	\$ -	0.00%
<b>Total Non-Assessment (General Benefit) Revenue</b>	<b>\$ 648,933.49</b>	<b>43.10%</b>
<b>TOTAL</b>	<b>\$ 1,505,528.05</b>	<b>100.00%</b>

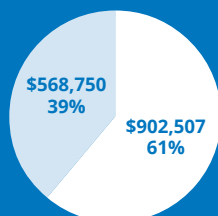
## FY 2022-23 Carry Forward

FY 2022-23 ASSESSMENT CARRY FORWARD DISBURSEMENT	DOLLAR AMOUNT	SPENDDOWN TIMELINE
Cleaning Services	\$ 364,566.41	December 2023
Landscaping	\$ 6,156.35	December 2023
Marketing	\$ 7,150.66	December 2023
Administration and Contingency	\$ 210,626.58	December 2023
<b>Special Assessment Total</b>	<b>\$ 588,500.00</b>	
FY 2022-23 NON-ASSESSMENT CARRY FORWARD DISBURSEMENT	DOLLAR AMOUNT	SPENDDOWN TIMELINE
Castro Cares Grant	\$ 1,869.63	December 2023
Jane Warner Plaza Grant	\$ 824.14	December 2023
Castro Cares Donations	\$ 43,799.06	June 2024
Other Donations	\$ 13,320.21	June 2024
<b>Non-Assessment Total</b>	<b>\$ 59,813.04</b>	

## FY 2023-24 Budget

REVENUE	AMOUNT	% OF INCOME	
Assessments	\$ 902,507.00	61.00%	
Grants	\$ 526,250.00	36.00%	
Donations, Sponsorships, & Other	\$ 42,500.00	3.00%	
<b>Total Revenue</b>	<b>\$ 1,471,257.00</b>	<b>100.00%</b>	
EXPENSES	ASSESSMENTS	% OF ASSESSMENT EXPENSES	% OF ALL EXPENSES
Cleaning Services	\$ 657,096.00	70.00%	43.40%
Landscaping	\$ 2,617.00	0.30%	0.20%
Marketing	\$ 9,386.00	1.00%	0.60%
Administration	\$ 269,835.00	28.70%	17.80%
<b>Total Assessment Expenses</b>	<b>\$ 938,934.00</b>	<b>100.00%</b>	<b>62.00%</b>
Grants	\$ 526,250.00		35.00%
Donations, Sponsorships, & Other	\$ 50,273.00		3.00%
<b>Total Non-Assessment Expenses</b>	<b>\$ 576,523.00</b>		<b>38.00%</b>
<b>TOTAL EXPENSES</b>	<b>\$ 1,515,457.00</b>		<b>100.00%</b>

## Support & Revenues Assessment & Other Income Sources



Assessment
  Non-Assessment\*

\*Non-Assessment income includes all other sources of income, including but not limited to: grants, contributions, etc.









**Photo Credit**  
Erick Davidson @erickd on instagram



# Dispatch

Help us keep the district clean!

Bad spill in front of your business? Overflowing city trash can? Abandoned cardboard and other detritus? Negative Street Behavior? Needles or human excrement on the sidewalk?



**CALL THE CASTRO CBD DISPATCH NUMBER:**

**415-471-7536**

*Pro tip: Save this number in your phone under "CBD Dispatch" for quick reference!*



**Castro Community Benefit District**

693 14th St., San Francisco CA 94114 • 415-500-1181

**facebook.com/castrocbd**

**@inthecastro**

email: **info@castrocbd.org**