

File No. 180247

Committee Item No. 2

Board Item No. 36

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date: April 4, 2018

Board of Supervisors Meeting:

Date: April 10, 2018

Cmte Board

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| <input type="checkbox"/> | <input type="checkbox"/> | Motion |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Resolution |
| <input type="checkbox"/> | <input type="checkbox"/> | Ordinance |
| <input type="checkbox"/> | <input type="checkbox"/> | Legislative Digest |
| <input type="checkbox"/> | <input type="checkbox"/> | Budget and Legislative Analyst Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Youth Commission Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Introduction Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Department/Agency Cover Letter and/or Report |
| <input type="checkbox"/> | <input type="checkbox"/> | MOU |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Information Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Subcontract Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Contract/Agreement |
| <input type="checkbox"/> | <input type="checkbox"/> | Form 126 – Ethics Commission |
| <input type="checkbox"/> | <input type="checkbox"/> | Award Letter |
| <input type="checkbox"/> | <input type="checkbox"/> | Application |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Public Correspondence |

OTHER

- | | | |
|-------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <u>OEWD Presentation - April 4, 2018</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>CBD Annual Report - FY2016-2017</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>CBD Financial Statements - June 30, 2017</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>OEWD Letter - February 13, 2018</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>Department Referral - March 20, 2018</u> |

Prepared by: John Carroll

Date: March 30, 2018

Prepared by: John Carroll

Date: April 4, 2018

1 [Castro/Upper Market Community Benefit District - Annual Report - FY2016-2017]

2
3 **Resolution receiving and approving an annual report for the Castro/Upper Market**
4 **Community Benefit District for FY2016-2017, submitted as required by the Property and**
5 **Business Improvement District Law of 1994 (California Streets and Highways Code,**
6 **Sections 36600, et seq.), Section 36650, and the District's management agreement with**
7 **the City, Section 3.4.**

8
9 WHEREAS, On June 7, 2005, pursuant to the Property and Business Improvement
10 District Law of 1994 (the "Act"), California Streets and Highways Code Sections 36600 et
11 seq., as augmented by Article 15 of the San Francisco Business and Tax Regulations Code,
12 the Board of Supervisors adopted Resolution No. 421-05, expressing the City's intention to
13 establish the Castro/Upper Market Community Benefit District (the "Castro/Upper Market
14 CBD"); and

15 WHEREAS, On August 2, 2005, the Board of Supervisors adopted Resolution
16 No. 582-05 establishing the Castro/Upper Market CBD ("Resolution to Establish") for a period
17 of 15 years, commencing FY2005-2006; and

18 WHEREAS, On January 10, 2006, the Board of Supervisors adopted Resolution
19 No. 14-06, authorizing an agreement with the owners' association for the administration and
20 management of the Castro/Upper Market CBD, and a management agreement (the
21 "Management Contract") with the owners' association, the Castro/Upper Market Community
22 Benefit District, was executed accordingly; and

23 WHEREAS, A copy of the Management Contract is on file with the Clerk of the Board
24 of Supervisors in File No. 051968; and

1 WHEREAS, On March 14, 2017, the Board of Supervisors approved the Castro/Upper
2 Market CBD's annual reports for FY2015-2016 in Resolution No. 079-17; and

3 WHEREAS, The Castro/Upper Market CBD has submitted for the Board's receipt and
4 approval the Castro/Upper Market annual reports for FY2016-2017 as required by
5 Section 36650 of the Act and Section 3.4 of the Management Contract; and

6 WHEREAS, The Annual Report is on file with the Clerk of the Board of Supervisors in
7 File No. 180247, and are incorporated herein by reference as though fully set forth; and

8 WHEREAS, Supporting documents, including, but not limited to, a transmittal letter and
9 memorandum report from the City's Office of Economic and Workforce Development, dated
10 February 13, 2018, and documentation from the Castro/Upper Market CBD for the Annual
11 Report is on file with the Clerk of the Board of Supervisors in File No. 180247; now, therefore,
12 be it

13 RESOLVED, That the Board of Supervisors hereby receives and approves the annual
14 report for the Castro/Upper Market Community Benefit District for FY2016-2017.

Presented in Committee - April 4, 2018

Castro/Upper Market Community Benefit District



Legislative Overview

**Community Benefit Districts (CBDs) /
Business Improvement Districts (BIDs) are
governed by:**

- State law
 - “1994 Act”
- Local law
 - “Article 15”

Review Process

This resolution covers Annual Report for FY 2016-2017

- OEWD ensures that all CBDs/BIDs are meeting their management plans.
- OEWD staff conducts an annual review of Annual Reports and CPA Financial Reviews.
- OEWD provides the Board Supervisors with a summary memo.

Castro/Upper Market CBD Formation

CUMCBD	Type	Assessment Budget*	Year Established	Expired
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	Property-Based	\$ 413,500	2005	June 30, 2020
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**budget identified in management plan*

Castro/Upper Market CBD Operations

Staff

- Executive Director - Andrea Aiello

Service Areas

- Public Rights of Way and Sidewalk Operations (PROWSO)

- This program includes street maintenance, beautification, and safety services.
 - "Clean Team" and Community Guides are funded through this program.
 - Hires a Patrol Special officer who patrols the neighborhood seven nights week.

- District Identity and Street Improvements (DISI)

- This service area includes marketing, public relations and street enhancements in the Central Market district.

- Administration and Corporate Operations

- Admin and operations includes oversight of service contract, implementation of major projects, staffing the Board of Directors and Committees, and general day to day operations.

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BENCHMARKS

OEWD's staff reviewed the following budget related benchmarks for Castro/Upper Market CBD:

Benchmark 1 – Whether the variance between the budget amounts for each service category was within 10 percentage points from the management plan.

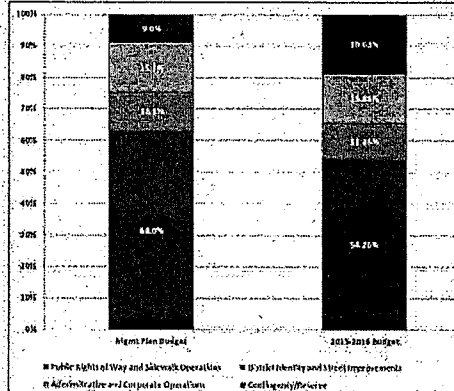
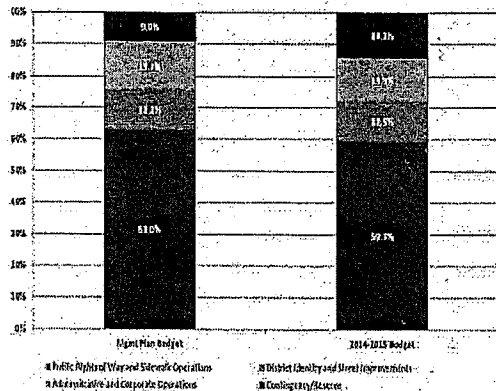
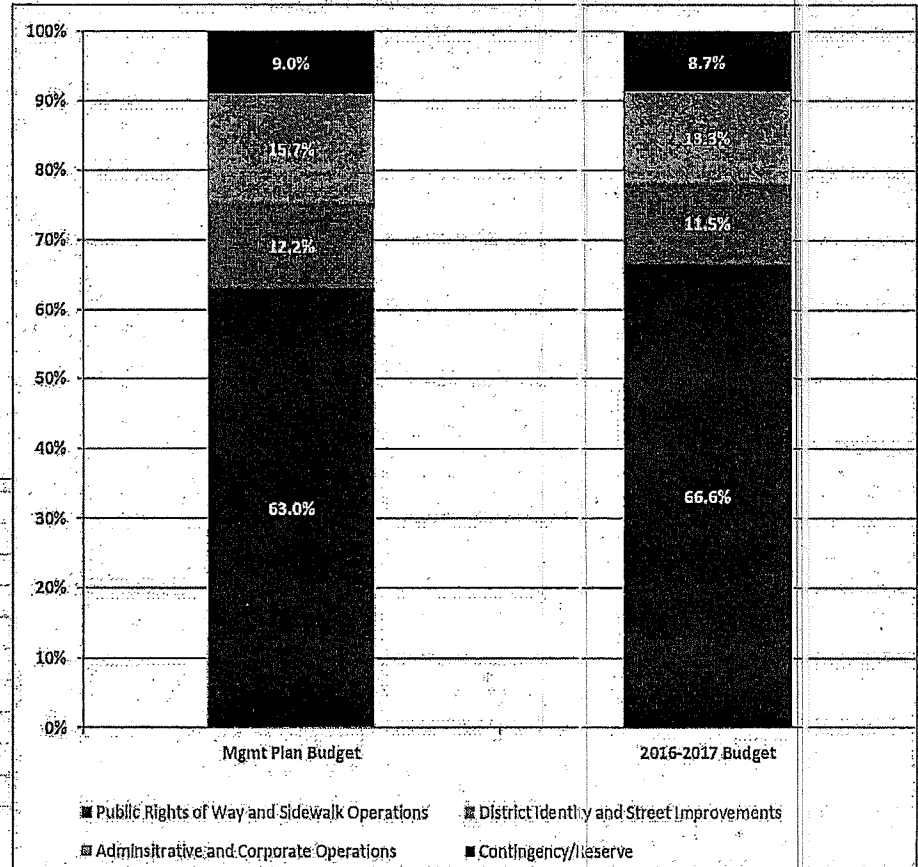
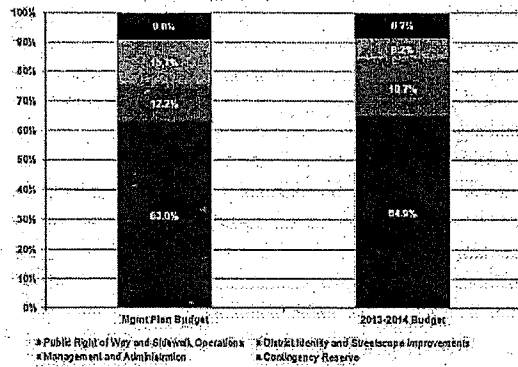
Benchmark 2 – Whether five percent (5%) of Castro/Upper Market CBD's actuals came from sources other than assessment revenue.

Benchmark 3 - Whether the variance between the budget amounts for each service category was within 10 percentage points from the actuals.

Benchmark 4 - Whether CBD is indicating the amount of funds carried over from the current fiscal year and designating projects to be spent in the upcoming fiscal year.

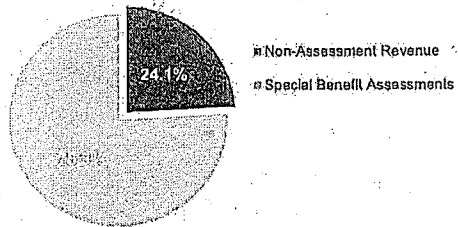
Management Plan vs. Annual Budgets

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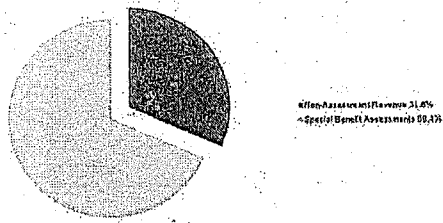


Assessment Revenue & Other Income

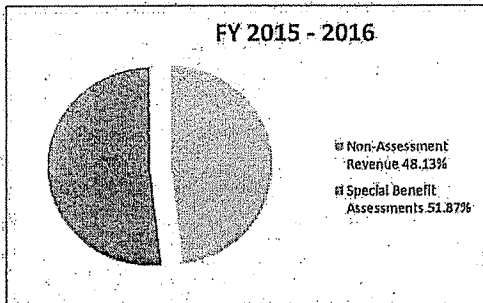
FY 2013 - 2014



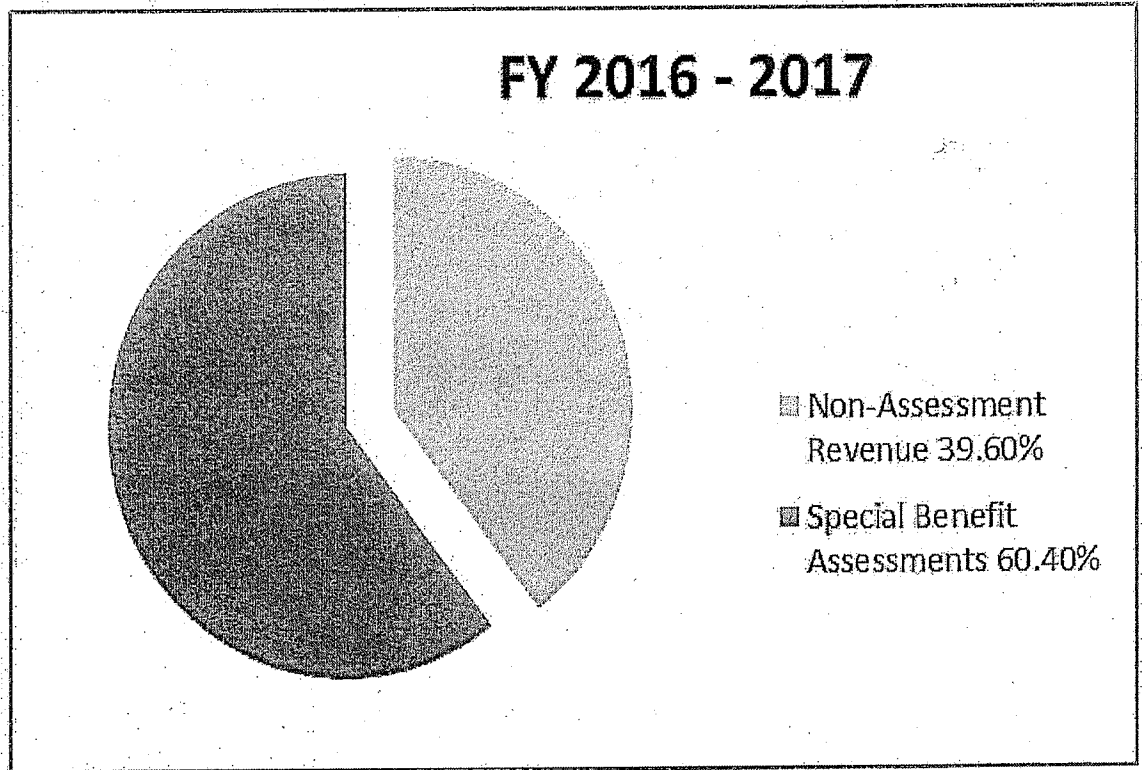
FY 2014 - 2015



FY 2015 - 2016



FY 2016 - 2017



1261

Budget vs Actuals

Service Category	FY 2013-2014 Variance Percentage Points	FY 2014-2015 Variance Percentage Points	FY 2015-2016 Variance Percentage Points	FY 2016-2017 Variance Percentage Points
Public Rights of Way and Sidewalk Operations	-19.4	-6%	+4.75%	-.91%
District Identity and Street Improvements	+21.5	+6.9%	+5.30%	+4.4%
Administrative Expenses	+6.0	+3.03%	-5.07%	+3.30%
Contingency/Reserve	-8.2%	-9.38%	-4.99%	+1.17%

1262

Carryover

Designated Projects	FY 2016-2017
General Benefit Projects	
Designated by the board for	
Jane Warner Plaza	\$167,235
Castro Cares	\$182,316
Castro Cares Donations	\$36,520
Retail Strategy	\$6,829
Total General Benefit Projects	\$392,900
Special Assessment Projects	
Restricted for	
District Identity and Streetscape Improvements	\$39,913.00
Public Rights of Way and Sidewalk Operations	\$182,833
Administrative and Corporate Operations	\$69,055.00
Contingency and Reserve	\$57,254.00
Total Special Assessment Projects	349,055.00
Total Temporarily restricted net assets	\$741,955

1263

Findings/Recommendations for Castro/Upper Market CBD

- Castro/Upper Market CBD met all benchmarks and requirements
- The CBD, in collaboration with OEWD, continues to implement successful programs like Castro Cares and Jane Warner Plaza activation
- The CBD is set to sunset on June 30, 2020
- OEWD recommends that the CBD begin planning for renewal campaign
- OEWD will continue to provide technical assistance to the CBD to guide them through renewal

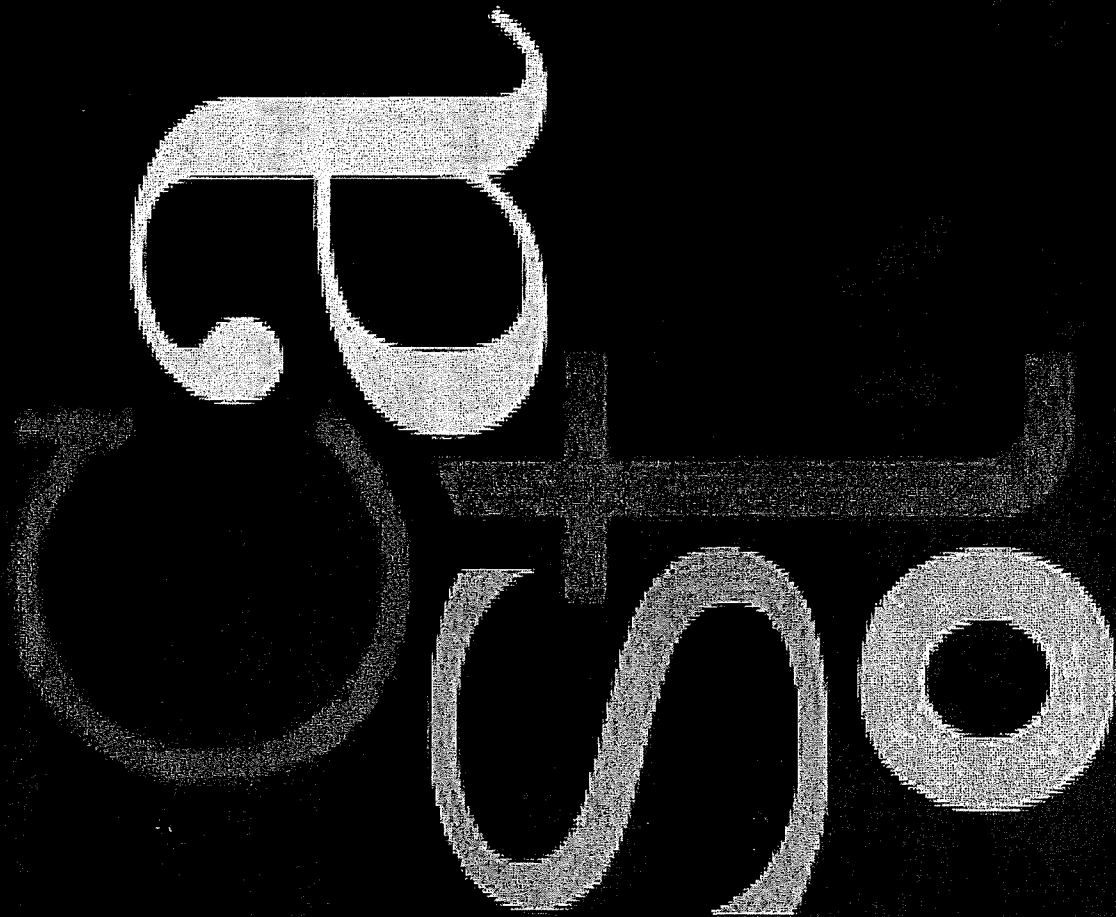
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Conclusion

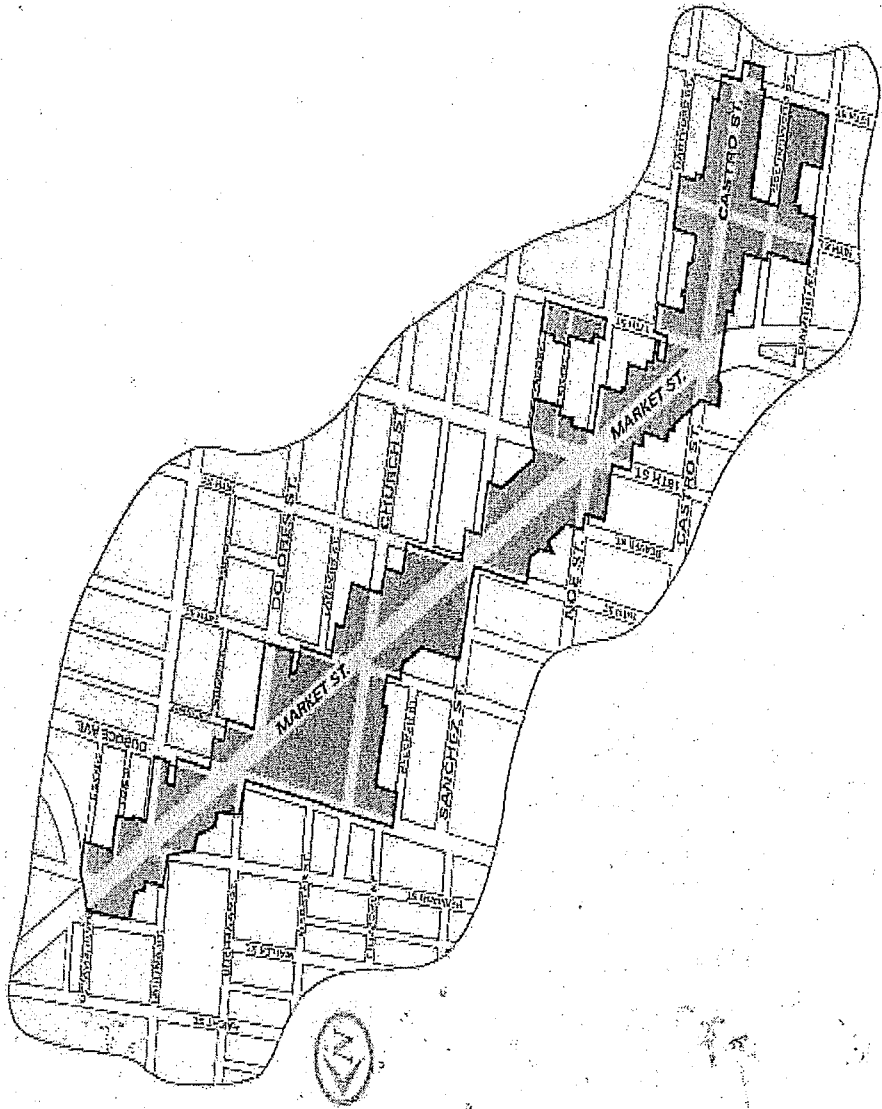
Castro/Upper Market CBD has performed well in implementing the service plan in the district:

- CBD has continued to successfully market and produce events like *Live! In the Castro*.
- Increased their opportunities in partnering with community stakeholders and numerous municipal agencies for the implementation of Castro Cares.
- Maintained an active board of directors and robust subcommittees

CASTRO / UPPER MARKET
COMMUNITY BENEFIT DISTRICT



Area Map of the CBD



Active Committees

- ◆ Executive Committee
- ◆ Finance Committee
- ◆ District Identity & Streetscape Committee
- ◆ Services Committee
- ◆ Land Use Committee
- ◆ Retail Strategy Committee
- ◆ Castro Cares Leadership Team

Partner Organizations

- ◆ Castro Merchants
- ◆ Castro/Eureka Valley Neighborhood Association (EVNA)
- ◆ Duboce Triangle Neighborhood Association (DTNA)
- ◆ Most Holy Redeemer Catholic Church
- ◆ ST. Francis Lutheran Church
- ◆ Recology
- ◆ DPW
- ◆ SFPD
- ◆ SFMTA

Grants FY 2016-17

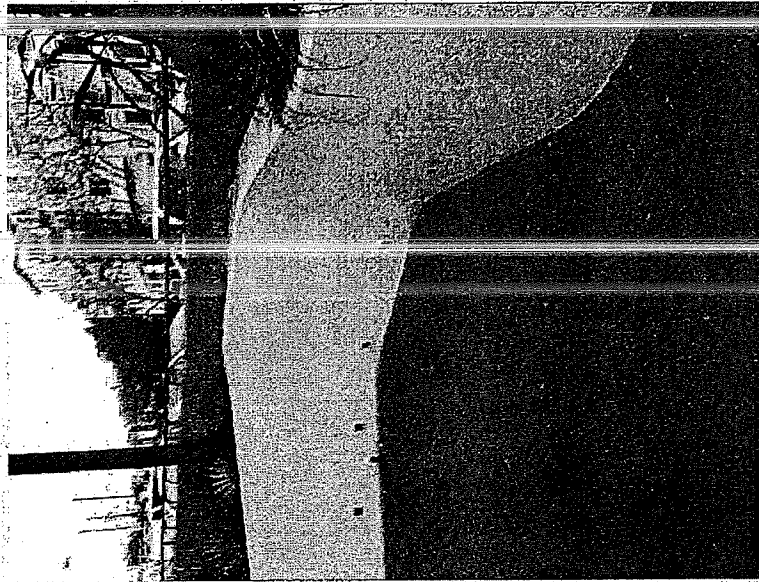
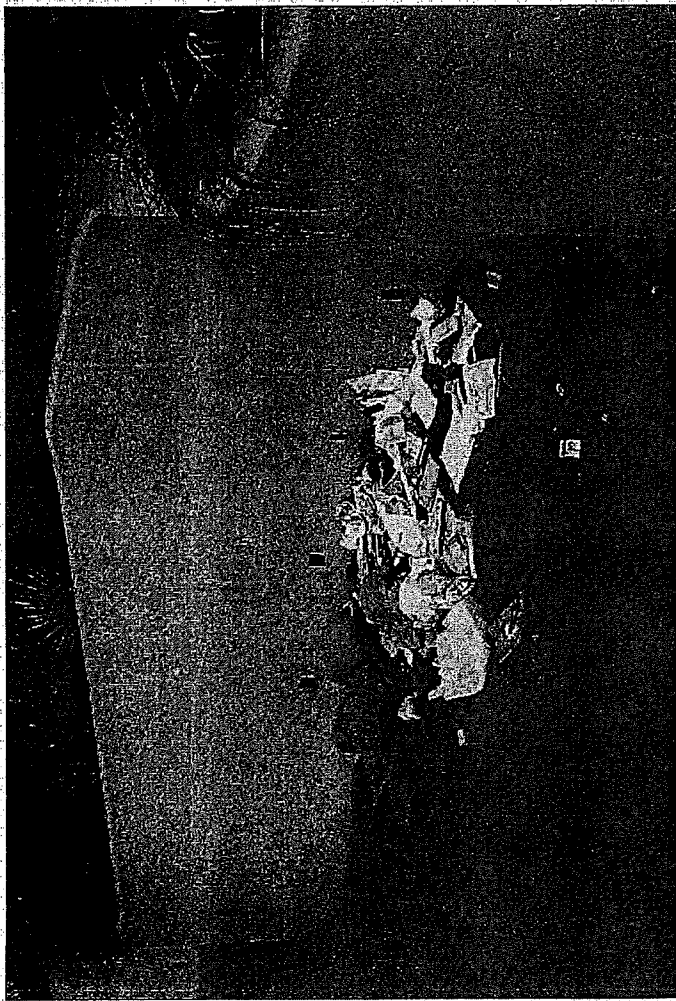
- ◆ OEWD Castro Cares
- ◆ OEWD Retail Strategy
- ◆ OEWD Jane Warner Plaza Improvement

Events + Highlights

Cleaning FY 16-17

- ◆ **Daily Sweeping** - Clean Team sweeps every parcel daily – 109,625 pounds of trash
- ◆ 1,430 instances of hazardous waste clean up (human feces)
- ◆ **Daily Graffiti Removal** – Graffiti abatement daily– 15,763 instances (tags, stickers, posters)
- ◆ **Quarterly Steam Cleaning** – Steam cleans quarterly/spot cleans on request.
- ◆ **Cleaning Dispatch #** - Call for urgent issues.

Keeping the District Clean



Community Benefit District Logo

Cleaning The District Daily Dumped Toters



Community Benefit District Logo

Clean Sidewalks Post CBD Clean



Community Benefit District Logo

Events & Highlights

Safety

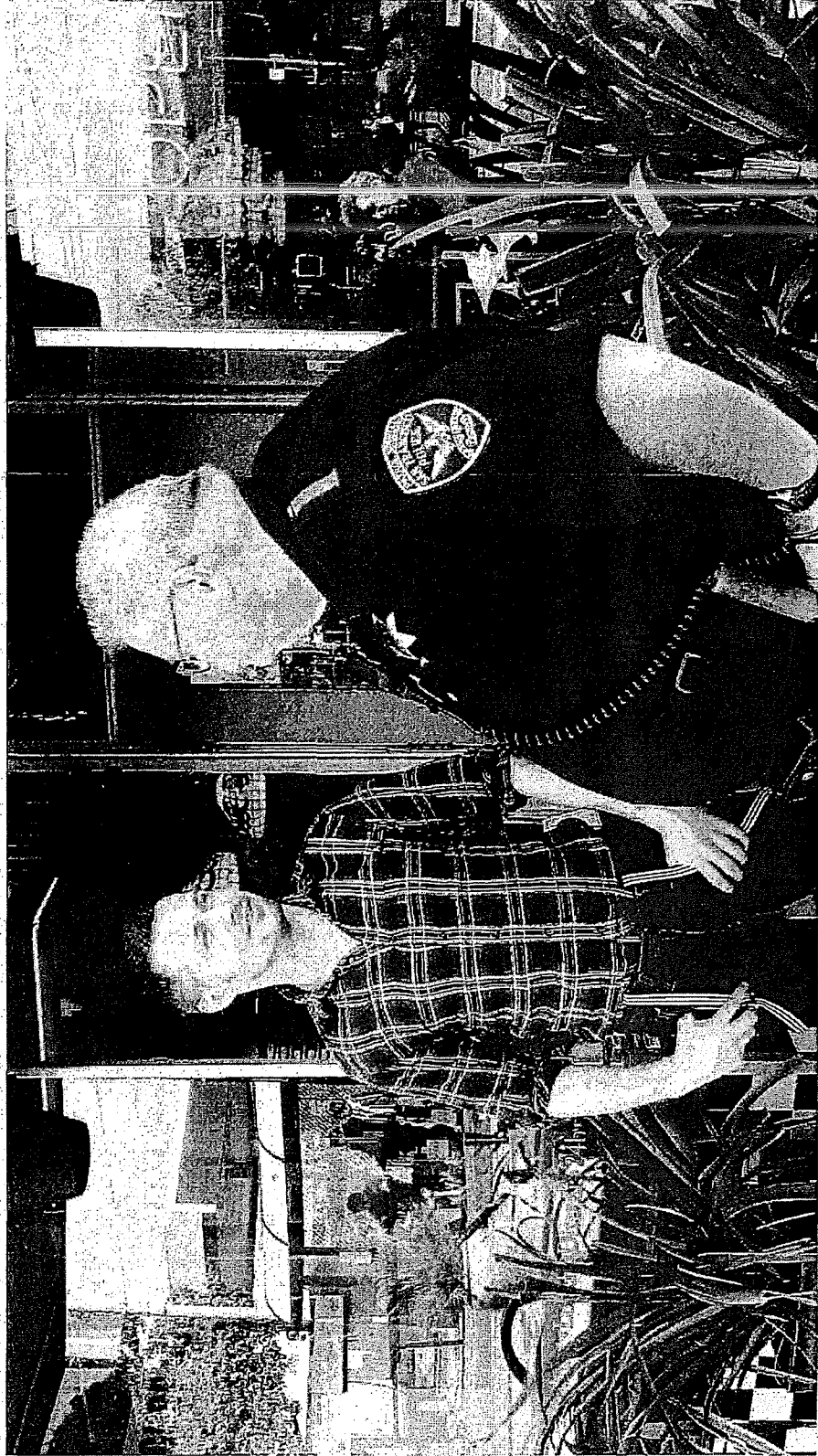
Collaborates with businesses to fund S.F. Patrol Special Police. Hours of patrol are:

- ◆ Sunday – Wednesday 4:00 p.m. – 1:00 a.m.
- ◆ Thursday – Saturday 4:00 p.m. – 3:00 a.m.

Reported **4292** incidents in FY 16-17

- ◆ 1178 Obstructing Sidewalk
- ◆ 603 MPC Violation
- ◆ 430 Shoplifting
- ◆ 419 Loitering Near ATM
- ◆ 403 illegal vendors

SF Patrol Special Police



Community Benefit District Logo

Events + Highlights

District Identity/Streetscape

- ◆ Grants & Donations Raised Additional \$356,911 for District
- ◆ *Live! In The Castro* - 50 Free outdoor events attracting 50 – 150 each event
- ◆ **Castro Ambassadors** - volunteers welcome 5,000 visitors to the Castro every season. Information is available in seven languages.
- ◆ **Plaza Management** – cleans, power washes, manages tables & chairs daily 11 a.m. – 6:30 p.m. in Jane Warner Plaza daily
- ◆ **Land Use**- comments on conditional use applications and pedestrian safety issues
- ◆ **Retail Strategy** – Broker Open House: Castro is Open for Business

Live! In The Castro



PS

Live! In The Castro



Community Benefit District Logo

Castro Ambassadors



Challenges

- ◆ Not enough SFPD Foot Patrols: residents & businesses feel vulnerable
- ◆ Dumping of Recology totes on a daily basis creates a huge problem for CBD clean team.
 - Program to store bins inside is expensive for merchants
 - Disposal of cardboard is an unsolved problem
- ◆ Commercial Vacancies: double the city avg.
 - One property owner in heart of Castro owns several storefronts which have been empty for over 15 years.
 - Foot traffic is inconsistent
 - Retail is weak
- ◆ Mentally Ill & Substance Abusers Living on Street

Cleaning The District Daily Challenge – Dumped Toters



Community Benefit District Logo

Opportunities

- ◆ Castro Cares funds additional, dedicated case management and law enforcement. More law enforcement needed.
- ◆ Castro & Upper Market Retail Strategy
 - ◆ Broker Relationships
 - ◆ Working on Delays
- ◆ Collaborating with MTA and community organizations to improve dangerous intersections.

Projects + Visions

- ◆ Public art on Market St.
 - The Seed in Jane Warner Plaza
- ◆ Increase foot traffic on Market St.
- ◆ Improve pedestrian, bicycle, and vehicle safety on upper Market St.
- ◆ Increase homeless services & law enforcement in the district, through a continuation of Castro Cares or an increase in City services.

Projects + Visions

- ◆ Jane Warner Plaza a thriving plaza. Continue successful collaboration with the City to make Jane Warner Plaza a success, continue funding Plaza Steward program & Live! In The Castro.
- ◆ Decrease in commercial vacancy rate. Relationships with brokers, “coming soon” promotion.

Thank You





Castro/Upper Market
Community Benefit District
ANNUAL REPORT 2016 - 2017

The Castro/Upper Market Community Benefit District Works for You!

Dear Friends and Neighbors,

I'm honored to take on the role of president for the Castro/Upper Market Community Benefit District. The Castro Community Benefit District staff, contractors and volunteers work hard to improve the Castro/Upper Market and we are making progress. I can't imagine a day without the Castro CBD clean team. The clean team works tirelessly 365 days a year.

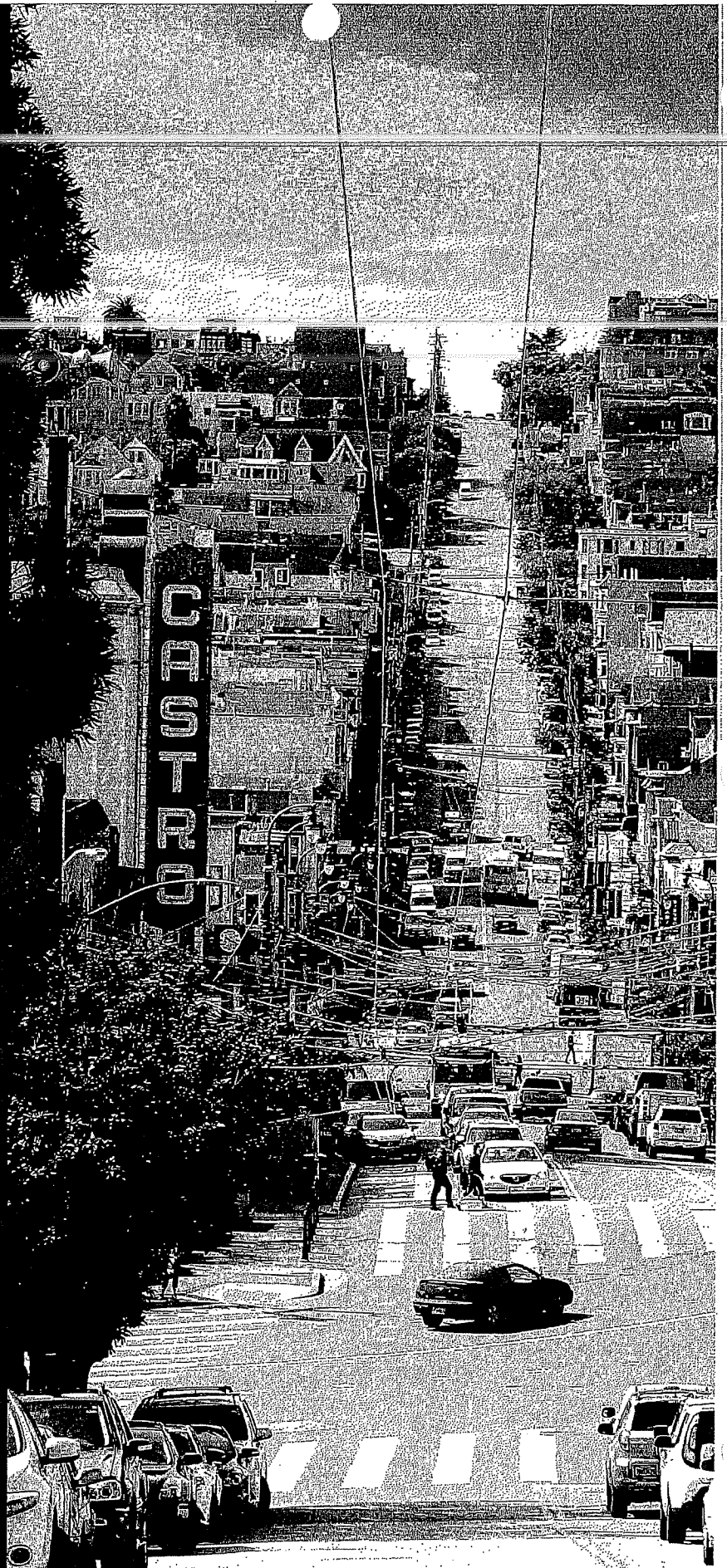
This year your clean team picked up 46.5 tons of trash off the sidewalks and collected 1,388 dirty syringes.

In addition to cleaning, your CBD pays for increased security patrols, and a variety of economic vitality strategies. But perhaps the most valuable services provided are the most intangible.... neighborhood advocacy and problem solving. Everyday the CBD advocates for the interests of the district and works with merchants, city agencies and residents to solve problems and improve our daily lives!

If you want to get involved with this amazing organization, let us know! Email info@castrocbd.org or call 415-500-1181.

Chase Chambers
President

The mission of the Castro/Upper Market Community Benefit District is to provide services that improve the quality of life in the neighborhood, emphasizing clean, safe, beautiful streets. It also promotes the area's economic vitality, fosters the Castro's unique district identity, and honors its diverse history.





CASTRO CBD Wins 2017 NEN Award!

The Castro/Upper Market Community Benefit District won the 2017 Neighborhood Empowerment Network award for the Best Community Benefit District. We were honored to have State Senator Scott Wiener present the award to Andrea Aiello, Executive Director, Castro CBD.



Economic Vitality Strategies

Castro Ambassadors

Since 2011, it has been a lot easier for tourists to find their way around the Castro. That is when the Castro Community Benefit District launched the Castro Ambassadors program, organizing volunteers to help visitors feel welcome in the community. "I love showing visitors our beautiful city," says long time volunteer Larry Holmes. "It's really warming for me to see people interested in our neighborhood, and I want them to have a good time."

"We can tell them our favorite restaurant or help them avoid the hills," says Mr. Holmes. "It's a wonderful way to get out there, help someone, and contribute to our community. Sometimes we even get to enjoy a little sunshine."


In 2017 the Castro Ambassadors welcomed 4,578 visitors from across the globe including Japan, Australia, India and of course France!

Retail Strategy Initiative



Broker tour promotes the Castro/Upper Market

"This is exactly the kind of activity the Castro needs to revitalize their retail scene," said James Merrick of Merrick & Merrick. "Broker tours should be a primary retail strategy."



Twin Peaks
A Historic Landmark

Gateway to the
Castro

Twin Peaks Tavern
401 Castro St @ Market
SF, Ca. 94114
415-864-9470

Mon - Wed / Noon til 2:00am
Thur - Sat / 9:00am til 2:00am
Sun. / 10:00am til 2:00am
TwinPeaksTavern.com

*Thank
you for
keeping
The
Castro
clean!*

LOOKOUT
LOOKOUTSF.COM
MARKET & 16th - SF

Volunteer Highlight

John Goldsmith, Pink Triangle Park Volunteer

John Goldsmith has donated his time to Pink Triangle Park because he believes in the community and the people who live there.

John Goldsmith is a volunteer at Pink Triangle Park. He has been volunteering for several years and has helped with many projects.

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The Pink Triangle Park
"A miracle that I could not
have imagined."

John Goldsmith



Castro Cares: Compassion and Enforcement

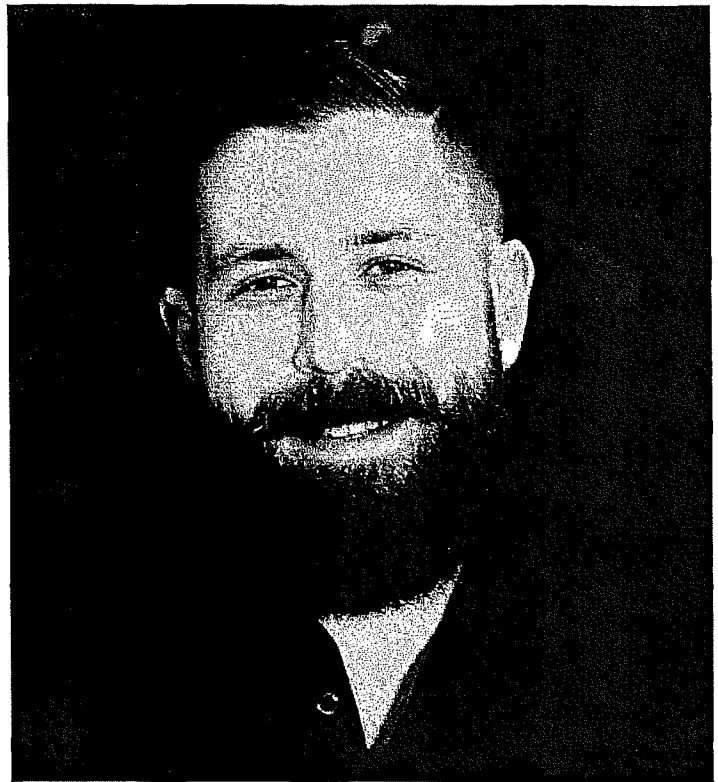
Brittney Beck, general manager at Beck's motor lodge, has noticed the change since Castro Cares launched in April, 2015. "The Castro is a small community," she explains. "Everyone wants the neighborhood to feel clean and safe. Castro Cares helps."

Castro Cares is a unique, community effort that builds on the city's baseline services.

The program supports homeless outreach teams to connect people living on the streets and at risk with the city's social service system. At the same time, Castro Cares supports increased law enforcement with Patrol Special Police foot patrols.

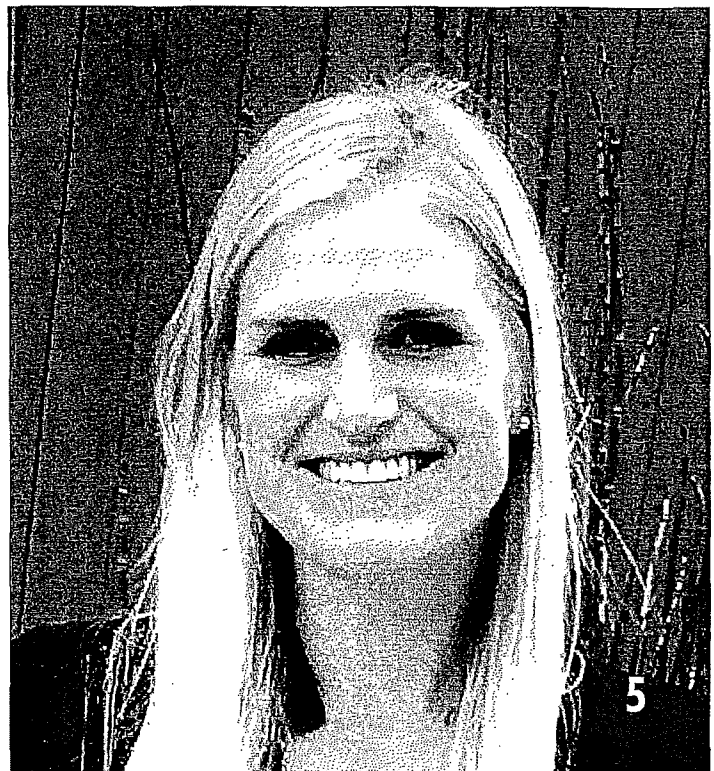
"We all care deeply about the people that live on the streets," explains Chase Chambers, general manager of The Apothecarium. "We want to make sure they have access to the services available. At the same time we love this crazy, colorful neighborhood. We want to make sure it remains a great place to live."

Castro Cares is funded through a grant from the Office of Economic & Workforce Development and donations. To donate go to <http://www.castrocares.org/donations/>.



"Everyone wants
the neighborhood to
feel clean and safe.
Castro Cares helps."

Brittney Beck



Volunteer Highlight

Harry Breaux, Volunteer Castro Ambassador

Harry Breaux sees sharing his personal knowledge of the gay rights movement as a contribution to the welfare of the neighborhood, a neighborhood that is sacred to him.

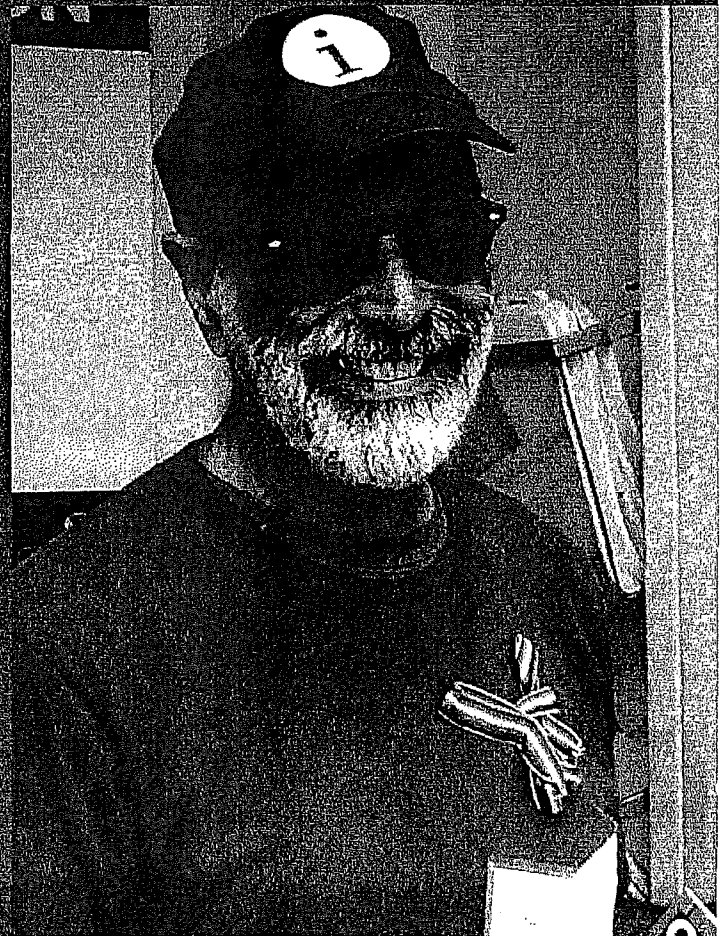
One of his most memorable moments as a Castro Ambassador was with an English woman and her two adolescent children. "I gave them directions to the Seward street slides," Breaux explains. "She came back later and

told me their story. Her husband, the children's father, had talked about visiting the Castro and enjoying the slides. He was a wonderful father, she told me, but he died of AIDS. He was gay. It meant so much for the kids to go to this place where their father had been."

Breaux is thrilled to be a volunteer: "It makes the Castro a more warm, friendly, and inviting place."

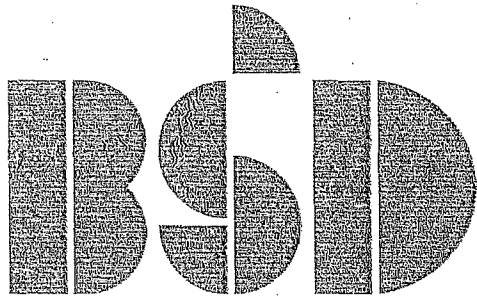
Being a volunteer
"...makes the Castro a
more warm, friendly,
and inviting place."

Harry Breaux



BEAUX

We Love
The
Castro CBD!



Brian
Spiers
Development

Castro CBD Makes Us Shine!

* *
* *
BECKS

MOTOR LODGE

Cleaning Up - By the Numbers

We live in one of San Francisco's most popular areas, and keeping things tidy is a challenge.



TRASH

1 month 7,760 pounds of trash and debris removals


In 1 year 93,120 pounds of trash

In 10 years 931,200 pounds of trash

Perspective In ten years, that adds up to the weight of more than four blue whales!



(x4)




GRAFFITI

9 removals

492 removals

4,920 removals




GRAFFITI STICKERS

41 removals

492 removals

4,920 removals

These are mostly the "artwork" flyers that are illegally pasted on public and private property. By comparison, the Louvre Museum only has 70,000 items on display.



NEEDLES COLLECTED

115 removals

1,380 removals

13,800 removals

Ourch!



HUMAN WASTE

9 removals

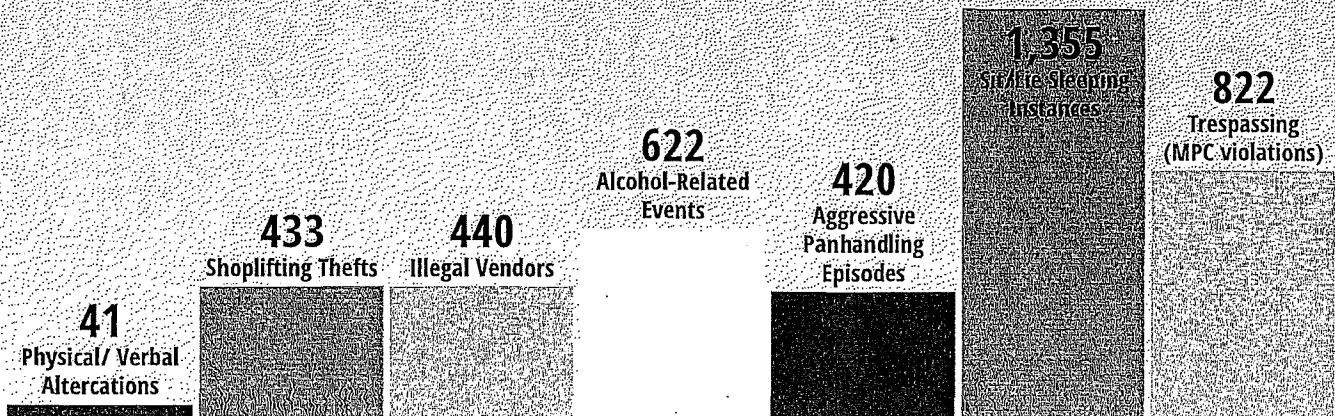
93 removals

930 removals

9,300 removals

93,000 removals

S.F. Patrol Special Police Interactions



Safe

CBD Coordinates with Local Police Station

The Castro CBD works closely with Supervisor Sheehy and Mission Station to ensure we have our share of beat patrols and foot officers. On a recent morning Supervisor Sheehy coordinated top brass to walk the Castro and talk with residents and merchants about their concerns and possible solutions.

The Castro CBD will continue to work hard to ensure we have our share of resources from Mission Station. The Castro CBD also funds SF Patrol Special Police Officers to patrol the neighborhood. Patrol Special Police are an important piece of the community policing puzzle in the Castro & Upper Market.

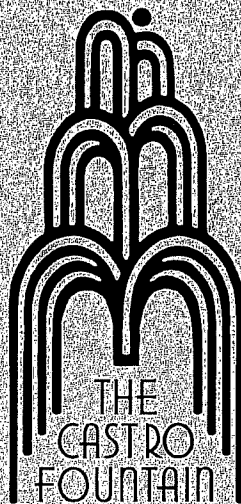




The Castro/Upper Market CBD mourns the loss of San Francisco Patrol Special Officer John Fitzinger.

Officer John was a fixture in the Castro/Upper Market. He devoted his life to this neighborhood, merchants and residents alike. John was always concerned, always willing to help and caring for all. A firm hand when necessary and a caring heart when called for. We will all miss John very much. Our hearts go out to his family.

Beth
Hoffman
Alternative
Mortgage
Sources



***CBD
Clean
Team***

Dispatch #
415-471-7536

MUDPUPPY'S
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Luis
Asst. Groomer

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Full Service, Expert Dog Grooming and Bathing in
the Heart of The Castro. Extra love included.

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Hat's off to Castro CBD

Castro
CBD's
Hard
Work
Makes
Us Look
Good!



Beautification & Activation Strategies

The Seed

Funded through a grant from the Office of Economic and Workforce Development, The Seed is a new public art installation in the Jane Warner Plaza featuring six 13-foot tall abstract flowers, representing seeds or wishes for equality blowing in the wind.

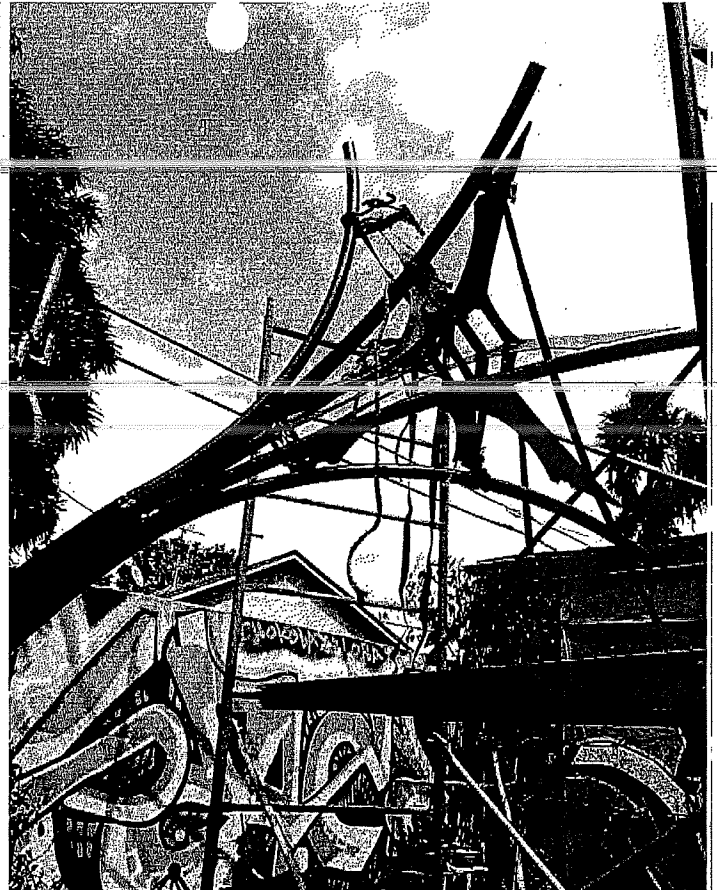
The inspiration for this art work draws from the many wishes many people had, to be able to freely love and to be able to be themselves. "The Castro District and its symbolism represents the collection of all these wishes into a manifestation for human rights."

- Aphidoidea

"The CBD board was drawn to the idea of light art in the Jane Warner Plaza as a way to bring positive energy and activity to the Plaza in the evening. Created by the artist group, Aphidoidea, the Seed stands as a beacon of equality and hope at the intersection of Castro and Market streets", explained Andrea Aiello, Castro CBD executive director.

Live! in the Castro

Live! In The Castro is one of the more popular day-time weekend events free to the public in the Castro. Every weekend between May – October you can find live entertainment in the Jane Warner Plaza thanks to the Castro/Upper Market Community Benefit District and a grant from the Office of Economic & Workforce Development. Neighbors, visitors and passersby enjoy music, dance, art, flagging and other entertainment. This season the CBD has hosted 56 unique performances.



Financials

Statement of Activities
(Year Ended June 30, 2017)

SUPPORT AND REVENUE	
Assessment revenue	\$499,476
Non-assessment revenue, grants, donations, inKind	\$344,233
Interest revenue	\$99
TOTAL SUPPORT AND REVENUE	\$841,808

EXPENSES	
Program services	\$706,669
General and administrative	\$69,181
TOTAL EXPENSES	\$775,850

NET ASSETS	
Unrestricted net assets*	\$57,254
Temporarily restricted**	\$684,701
TOTAL NET ASSETS	\$741,955

*Contingency & reserves

**Funds to carry through to Dec 2017 and grants

TOTAL CARRY OVER FROM 6/30/16	
Assessments***	\$334,307
Grants/Donations	\$341,850
TOTAL	\$676,157

*** Assessment dollars received immediately prior to fiscal year end 6/30/2016



Orphan Andy's
24 Hour Restaurant

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Best Breakfast &
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**Castro CBD - Keep
Up The Good Work!**

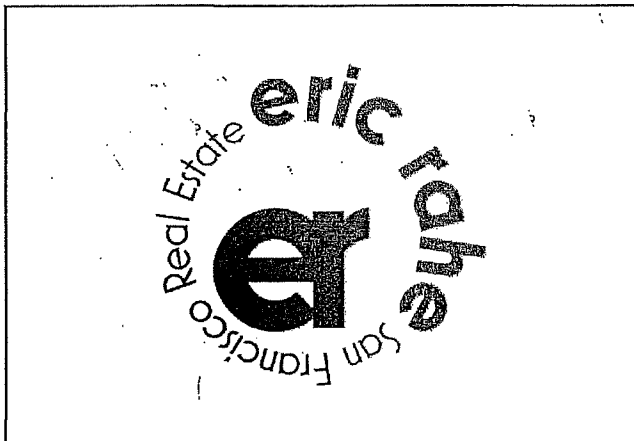
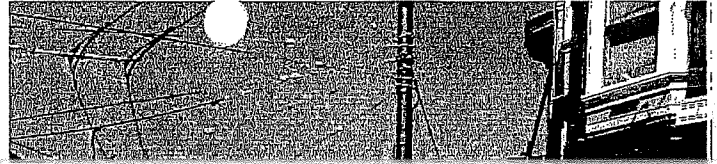


Assessments

The Castro/Upper Market CBD is funded through an annual assessment on the property in the district. Castro/Upper Market CBD assessments are based on the following factors:

Linear frontage, Lot/Parcel size, Building square footage, Building use. Each assessed property is listed on the Castro CBD website at http://castrocbd.org/wp-content/uploads/FY2016-17Assessments_PostWebsiteV2.pdf

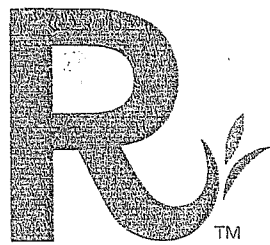
This information is provided to the Castro/Upper Market CBD from the S.F. Assessor's office. It is the responsibility of property owners to ensure the information provided to the CBD is correct. To correct information, property owners must contact the S.F. Assessor's Office at 415-554-5596 or at <http://www.sfassessor.org/>. The Castro/Upper Market Community Benefit District's Management Plan can be found on the CBD's website at <http://castrocbd.org/cbd-management-plan/>.



The City Country Group, Vanguard Properties
PAT PATRICELLI | RICHARD LESTER | JOHN GENOVESE



Thanks
for the
good work,
Castro CBD!



Recology™
WASTE ZERO

Who We Are

Board of Directors

Chase Chambers, President, Services Committee Chair
 Alan Lau, Vice President
 Alex Harken, Treasurer, Finance Committee Chair
 Pauline Scholten, Secretary
 Jamal Cool, Board Member
 Brian Gougherty, Board Member, DISI Committee Chair
 Hubert Ban, Board Member
 Scott James, Board Member
 Peter Laska, Board Member
 Jim Laufenberg, Board Member, Land Use Committee Chair
 Pat Sahagun, Board Member

Staff

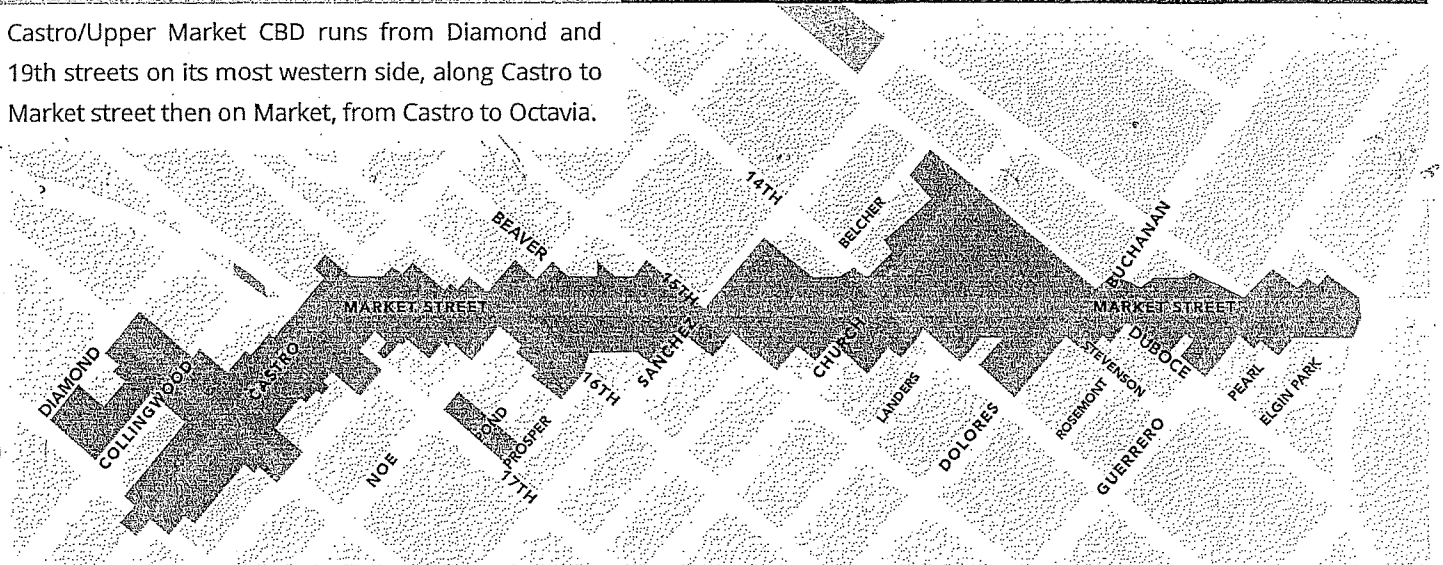
Andrea Aiello, Executive Director
 Kristin Wojkowski, Executive Assistant/Program Coordinator
 Anh Han, Accountant

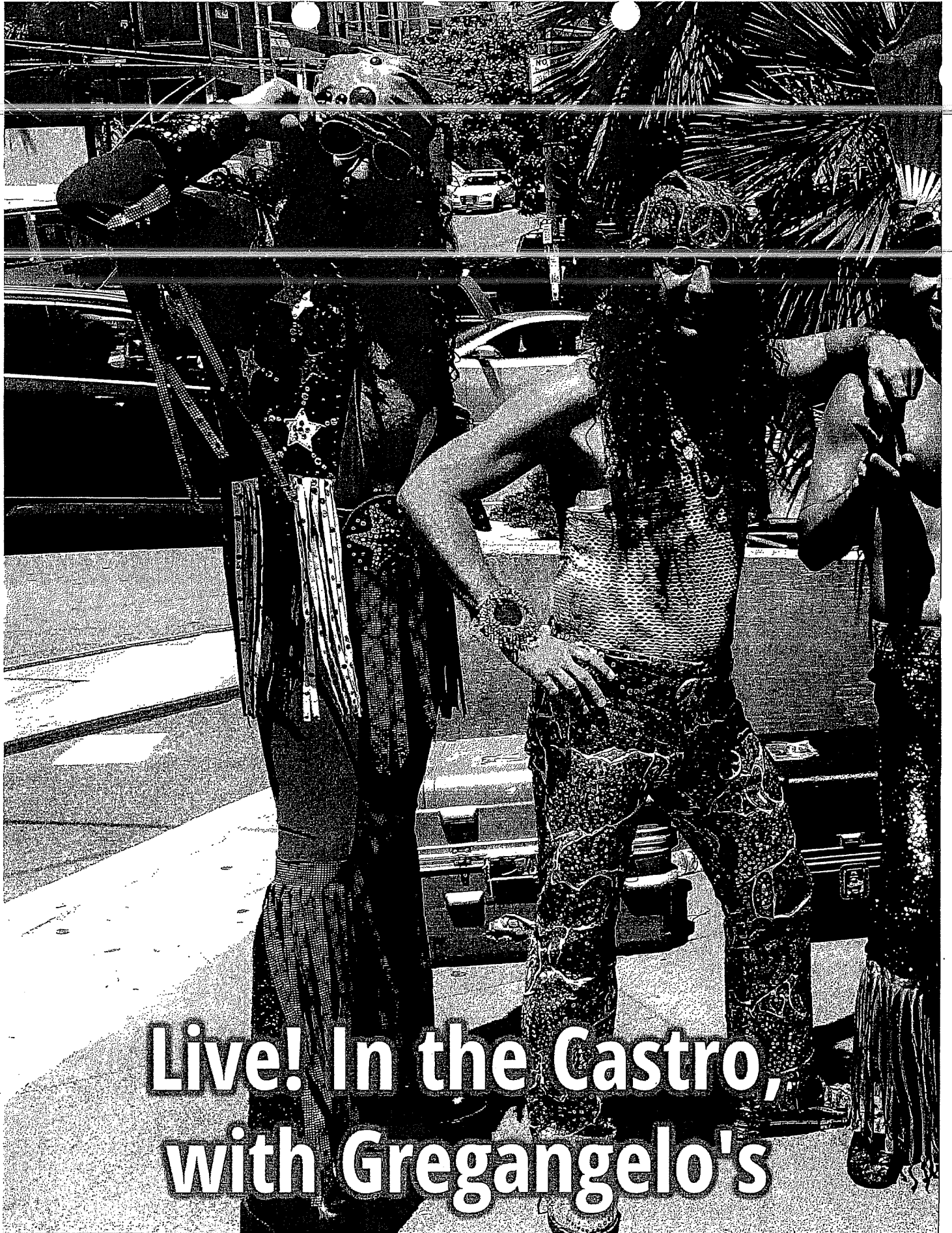
Castro Cares Leadership Team

Castro Community On Patrol
 Castro Merchants
 Castro/Upper Market Community Benefit District
 Duboce Triangle Neighborhood Association
 Eureka Valley Neighborhood Association
 Hartford Street Neighbors
 Most Holy Redeemer Catholic Church
 St. Francis Lutheran Church
 Wednesday Suppers, Most Holy Redeemer Catholic Church

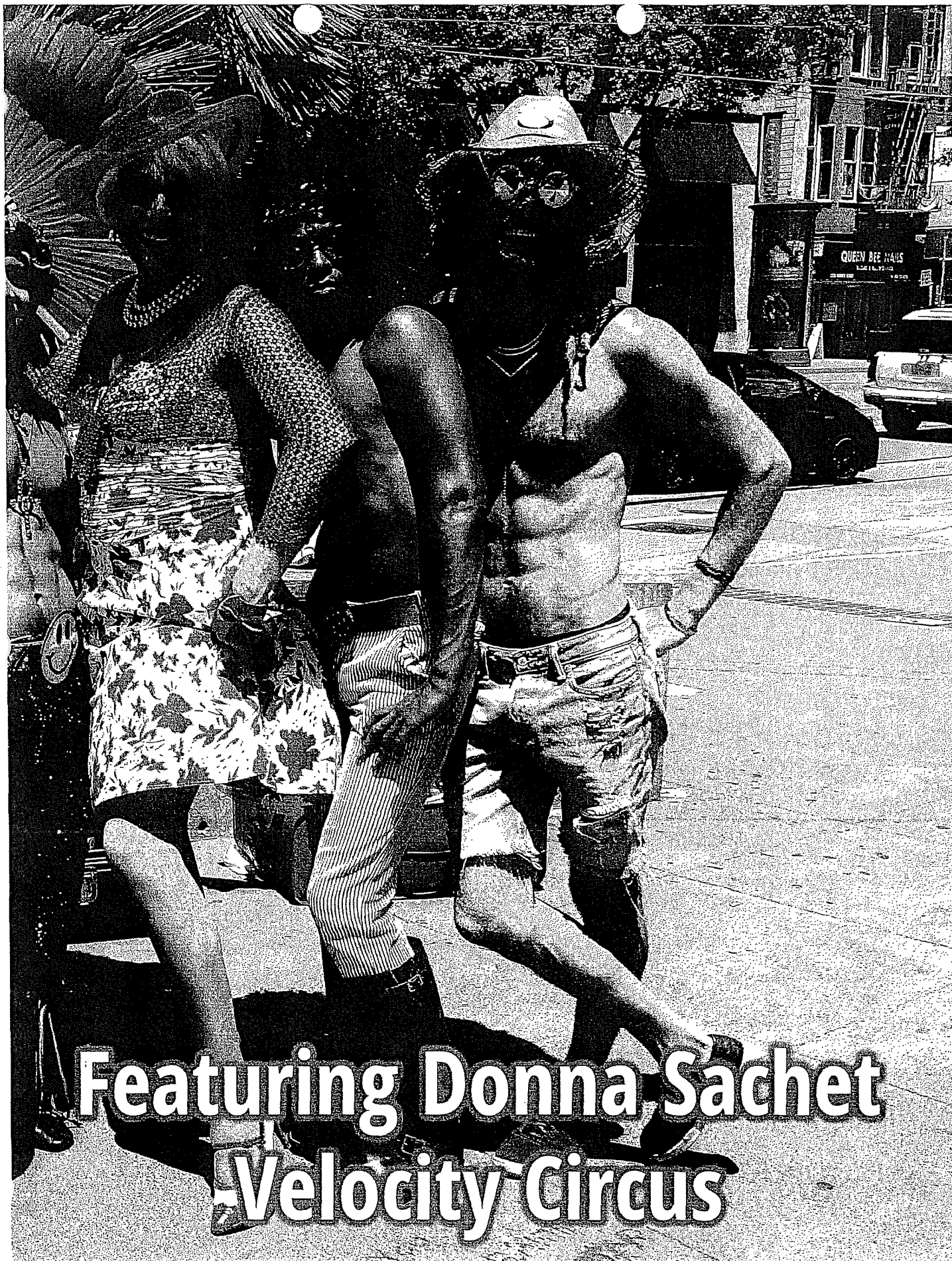
Castro/Upper Market CBD Board of Directors meetings are open to the public. Starting in December, 2017, meetings will be held bi-monthly at 6:00 p.m., at 501 Castro St., 2nd floor (above the Bank of America). For information on all Castro/Upper Market CBD meetings, see the CBD website at: <http://castrocbd.org/updates/embearings>.

Castro/Upper Market CBD runs from Diamond and 19th streets on its most western side, along Castro to Market street then on Market, from Castro to Octavia.





**Live! In the Castro,
with Gregangelo's**



**Featuring Donna Sachet
Velocity Circus**

Stay in Touch with the CBD!

WE WANT TO COMMUNICATE WITH YOU!

To join our email list, go to:

[http://castrocbd.org/
contact/](http://castrocbd.org/contact/)

Graffiti Removal!

The Castro CBD removes graffiti for free in the district. If you would like the CBD to remove graffiti from your property in the Castro, please go to

<http://castrocbd.org/graffiti-removal/> to sign up, or call the **Castro CBD at 415-500-1181.**

**Castro/Upper Market CBD
Dispatch #: 415-471-7536**

Call with urgent cleaning concerns/graffiti removal.

castro

CASTRO / UPPER MARKET
COMMUNITY BENEFIT DISTRICT

Castro/Upper Market Community
Benefit District



**CASTRO/UPPER MARKET COMMUNITY
BENEFIT DISTRICT, INC.**

(A California Not-For-Profit Corporation)

FINANCIAL STATEMENTS

JUNE 30, 2017



accountancy corporation

CASTRO/UPPER MARKET COMMUNITY
BENEFIT DISTRICT, INC.

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JUNE 30, 2017

Independent accountant's review report	2
Statement of financial position	3
Statement of activities	4
Statement of functional expenses	5
Statement of cash flow	6
Notes to financial statements	7 - 10



Independent Accountant's Review Report

Board of Directors
Castro/Upper Market Community Benefit District, Inc.

We have reviewed the accompanying financial statements of Castro/Upper Market Community Benefit District, Inc. (a nonprofit organization), which comprise the statement of financial position as of June 30, 2017, and the related statements of activities, functional expenses and cash flows for the year then ended, and the related notes to the financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the financial statements as a whole. Accordingly, we do not express such an opinion.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement whether due to fraud or error.

Accountant's Responsibility

Our responsibility is to conduct the review engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the financial statements for them to be in accordance with accounting principles generally accepted in the United States of America. We believe that the results of our procedures provide a reasonable basis for our conclusion.

Accountant's Conclusion

Based on our review, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in accordance with accounting principles generally accepted in the United States of America.

RINA accountancy corporation

Certified Public Accountants

San Francisco, California
October 12, 2017

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.

STATEMENT OF FINANCIAL POSITION - JUNE 30, 2017

ASSETS

CURRENT ASSETS:

Cash and cash equivalents	\$ 398,074
Accounts receivable	<u>386,671</u>
Property and equipment, at cost (net of accumulated depreciation of \$2,925)	1,393
Prepaid expenses	4,031
Security deposits	<u>3,892</u>
TOTAL ASSETS	<u><u>\$ 794,061</u></u>

LIABILITIES AND NET ASSETS

LIABILITIES:

Accounts payable	\$ 35,359
Accrued expenses and other payable	<u>16,747</u>
TOTAL LIABILITIES (All Current)	<u>52,106</u>

NET ASSETS:

Unrestricted net assets	48,291
Temporarily restricted net assets	<u>693,664</u>
TOTAL NET ASSETS	<u>741,955</u>
TOTAL LIABILITIES AND NET ASSETS	<u><u>\$ 794,061</u></u>

See accompanying independent accountants' review report and notes to financial statements.

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.

STATEMENT OF ACTIVITIES

YEAR ENDED JUNE 30, 2017

	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>
SUPPORT AND REVENUES:			
Assessment revenue	\$ 44,953	\$ 454,523	\$ 499,476
Government grants	0	300,594	300,594
Contributions	0	31,912	31,912
Affiliate member dues	0	8,963	8,963
In-kind donation	764	0	764
Interest income	99	0	99
Net assets released from restrictions	444,018	(444,018)	0
TOTAL SUPPORT AND REVENUES	<u>489,834</u>	<u>351,974</u>	<u>841,808</u>
EXPENSES:			
Program services	706,669	0	706,669
General and administrative	69,181	0	69,181
TOTAL EXPENSES	<u>775,850</u>	<u>0</u>	<u>775,850</u>
CHANGE IN NET ASSETS	(286,016)	351,974	65,958
NET ASSETS, beginning of year	<u>334,307</u>	<u>341,690</u>	<u>675,997</u>
NET ASSETS, end of year	<u>\$ 48,291</u>	<u>\$ 693,664</u>	<u>\$ 741,955</u>

See accompanying independent accountants' review report and notes to financial statements.

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.

STATEMENT OF FUNCTIONAL EXPENSES

YEAR ENDED JUNE 30, 2017

	Program Services		General and	Total
	District Identity & Streetscape Improvement	Public Right of Way	Administrative	
Sidewalk cleaning	\$ 0	\$ 296,853	\$ 0	\$ 296,853
Salaries and wages	62,740	71,070	28,632	162,442
Security and public safety	0	79,182	0	79,182
Castro Care services	42,025	34,977	0	77,002
Streetscape improvements	29,731	0	0	29,731
Operation expenses	8,640	10,841	9,179	28,660
Professional services	14,045	0	11,521	25,566
Accounting fees	2,065	5,814	10,100	17,979
Rent expense	3,944	7,173	2,945	14,062
Payroll taxes and workers' compensation	4,330	3,918	5,443	13,691
Marketing and advertising	8,126	3,639	953	12,718
Events and promotions	10,616	0	0	10,616
Castro Ambassadors	5,084	0	0	5,084
Depreciation	133	696	275	1,104
In-kind supplies	161	603	0	764
Travel and meetings	198	65	133	396
TOTAL FUNCTIONAL EXPENSES	\$ 191,838	\$ 514,831	\$ 69,181	\$ 775,850

See accompanying independent accountants' review report and notes to financial statements.

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.

STATEMENT OF CASH FLOWS

YEAR ENDED JUNE 30, 2017

CASH FLOWS FROM OPERATING ACTIVITIES:	
Change in net assets	\$ 65,958
Adjustment to reconcile change in net assets to net cash used in operating activities:	
Depreciation	<u>1,104</u>
NET CASH PROVIDED BY OPERATING ACTIVITIES BEFORE CHANGES IN OPERATING ASSETS AND LIABILITIES	<u>67,062</u>
CHANGES IN OPERATING ASSETS AND LIABILITIES:	
Accounts receivable	10,818
Prepaid expenses	(4,031)
Accounts payable	34,567
Accrued expenses and other payable	<u>8,291</u>
NET CASH PROVIDED BY OPERATING ASSETS AND LIABILITIES	<u>49,645</u>
NET CASH PROVIDED BY OPERATING ACTIVITIES	<u>116,707</u>
NET INCREASE IN CASH	116,707
CASH AND CASH EQUIVALENTS, beginning of year	<u>281,367</u>
CASH AND CASH EQUIVALENTS, end of year	<u>\$ 398,074</u>

See accompanying independent accountants' review report and notes to financial statements.

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.

NOTES TO THE FINANCIAL STATEMENTS - JUNE 30, 2017

Note 1. NATURE OF ACTIVITIES:

Organization:

The Castro/Upper Market Community Benefit District, Inc. ("Organization") was incorporated in California on December 7, 2005 as a non-profit public benefit corporation. Its mission is to provide services that improve the quality of life in the neighborhood emphasizing clean, safe, beautiful streets.

It also promotes the area's economic vitality, fosters the Castro's unique district identity, and honors its diverse history. All property owners whose parcels of land fall within the Organization's geographic area fund the Organization through a special assessment fee, as established after a majority of property owners vote and legislation adopted by the Board of Supervisors on August 2, 2005 and signed on August 8, 2005 by the Mayor of the City and County of San Francisco (the City).

Upon formation of the district in 2005, its members (property owners) were assessed an annual special tax assessment levied by the City under the Property and Business Improvement District Law of 1994. The term of the district will expire (unless renewed) on December 31, 2020. Under a contract with the City and a Management Plan, the Organization receives these special tax assessments and, in exchange, provides certain services to the members of the District. The services include, but are not limited to, supplemental regular cleaning of the sidewalks and curb gutters (sweeping/steam cleaning), graffiti removal, security, marketing, greening and landscaping services, public space management, sponsorship of special events and other district promotional activities, and management and corporate operations.

Note 2. SIGNIFICANT ACCOUNTING POLICIES:

Basis of Accounting:

The accompanying financial statements have been prepared on the accrual basis of accounting in accordance with the accounting principles generally accepted in the United States of America (GAAP).

Financial statement presentation:

Professional accounting standards require that the Organization report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets. A description of the three net asset categories follows:

Unrestricted net assets:

The portion of net assets that is not restricted by donor imposed stipulations or restrictions.

Temporarily restricted net assets:

The portion of net assets for which use by the Organization is limited by donor-imposed stipulations that either expire by passage of time or can be fulfilled and removed by actions of the Organization.

Permanently restricted net assets:

The portion of net assets held in perpetuity by donor imposed stipulations. Investment income is available for donor stipulated purposes and is included in temporarily restricted net assets. The Organization has no permanently restricted net assets.

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.
NOTES TO THE FINANCIAL STATEMENTS - JUNE 30, 2017

Note 2. SIGNIFICANT ACCOUNTING POLICIES (Continued):

Cash and Cash Equivalents:

Cash equivalents consist of highly liquid investments with an initial maturity of three months or less. The carrying value of cash and cash equivalents approximates fair value because of the short maturities of those financial instruments.

Property and Equipment:

All acquisitions of property and equipment in excess of \$5,000 and all expenditures for repairs and maintenance, renewals, and betterments that materially prolong the useful lives of assets are capitalized. Property and equipment are stated at cost or, if donated, at the approximate fair value at the date of donation. Depreciation is computed using the straight-line method over the estimated useful lives on the property and equipment.

Receivables:

Accounts receivable primarily consists of grants from the City and County of San Francisco that have been awarded but for which funds have not yet been received. The Organization provides an allowance for doubtful accounts that is based on prior year bad debt experience. No allowance was deemed necessary at June 30, 2017. It is the Organization's policy to charge off uncollectible accounts receivables when management determines the receivable will not be collected.

Contribution:

Contributions, including unconditional promises to give, are recognized as revenues in the period the promise is received. Conditional promises to give are not recognized until they become unconditional; that is when the conditions on which they depend are substantially met. Contributions of assets other than cash are recorded at their estimated fair value at the date of contribution. Contributions to be received after one year are discounted at an appropriate rate commensurate with the risks involved. Amortization of the discount is recorded as additional contribution revenue in accordance with donor-imposed restrictions, if any, on the contributions.

Unrestricted contributions are recorded as unrestricted revenue when received. All contributions are considered to be available for unrestricted use unless specifically restricted by the donor.

All donor-restricted contributions are reported as increases in temporarily or permanently restricted net assets, depending on the nature of the restriction. When a restriction expires (that is, when a stipulated time restriction ends or purpose restriction is accomplished), temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions.

Donated services and materials:

Donated services are reflected in the financial statements at the fair value of the services received only if the services (a) create or enhance nonfinancial assets or (b) require specialized skills, are performed by people with those skills, and would otherwise be purchased by the Organization.

Donated property is recognized as contribution in the accompanying financial statements at its estimated fair market value at date of gift.

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.

NOTES TO THE FINANCIAL STATEMENTS - JUNE 30, 2017

Note 2. SIGNIFICANT ACCOUNTING POLICIES (Continued):

Income tax status:

The Internal Revenue Service and the California Franchise Tax Board have determined that the Organization is exempt from federal and state income taxes under Internal Revenue Code Section 501(c)(3) and the California Revenue and Taxation Code Section 23701(d). Accordingly, no provision has been made for such taxes in the accompanying combined financial statements.

Use of Accounting Estimates:

The preparation of financial statements in conformity with accounting principles generally accepted in the United States requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Accordingly, actual results could differ from those estimates.

Concentration of Credit Risk:

The Organization maintains its cash and money market account balances at financial institutions located in San Francisco, California. Such balances with any one institution may, at times, be in excess of federally insured amounts. Risks associated with cash and cash equivalents are mitigated by banking with creditworthy institutions. The Organization has not experienced any losses in such accounts and believes it is not exposed to any significant credit risk.

Functional Allocation of Expenses:

The costs of providing various programs and other activities have been summarized on a functional basis in the statement of activities. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

Subsequent Events:

Management has evaluated subsequent events through October 12, 2017 the date which the financial statements were available for issue.

Note 3. PROPERTY AND EQUIPMENT:

At June 30, 2017, property and equipment consisted of the following:

		Estimated Useful Lives (years)
Computer equipment	\$ 2,527	3
Furniture and fixtures	1,831	7
	<hr/>	
Less: Accumulated depreciation	\$ 4,358	
	(2,965)	
	<hr/>	
Net property and equipment	\$ 1,393	
	<hr/>	

For the year ended June 30, 2017, depreciation expense amounted to \$1,104.

CASTRO/UPPER MARKET COMMUNITY BENEFIT DISTRICT, INC.
NOTES TO THE FINANCIAL STATEMENTS - JUNE 30, 2017

Note 4. CONCENTRATION OF SUPPORT AND REVENUE:

The Organization received special benefit assessments under a contract with the City and County of San Francisco, which represents approximately 59% of the Organization's total revenue.

Note 5. NET ASSETS:

Unrestricted net assets comprised the following at June 30, 2017:

Unrestricted net assets \$ 57,254

Temporarily restricted net assets and related activity comprise the following for the year ended June 30, 2017:

	July 1, 2016	Contributions and Income	Released from Restrictions	June 30, 2017
Assessment grants - public right of way	\$ 0	\$ 323,633	\$ 131,837	\$ 191,796
Assessment grants - district identity and streetscape improvements	0	59,937	20,023	39,914
Assessment grants - general and administration	0	79,916	10,861	69,055
Castro Care donations	30,006	29,312	22,798	36,520
JWP donations	434	0	434	0
Man Dance donations	0	1,700	1,700	0
Pink Triangle Park donations	0	900	900	0
OEWD - Castro Care grant	146,278	170,594	134,556	182,316
OEWD - JWP grant	140,517	130,000	103,283	167,234
OEWD - retail strategy	24,455	0	17,626	6,829
Totals	<u>\$ 341,690</u>	<u>\$ 795,992</u>	<u>\$ 444,018</u>	<u>\$ 693,664</u>

Note 6. OPERATING LEASE:

The Organization conducts its operation from a facility that is leased under a three-year non-cancelable operating lease expiring on August 31, 2017, which has been extended for an additional three years until August 31, 2020. Future minimum rental payments due under the lease are as follows:

For the year ending June 30,	
2018	\$ 49,586
2019	51,074
2020	52,606
2021	8,810
Total future minimum lease payments	<u>\$ 162,076</u>

Rental expense was \$14,062 for the year ended June 30, 2017.

A sublessor is obligated to pay the landlord \$5,250 of the future minimum lease payments due June 30, 2018 pursuant to a sublease directly between the sublessor and the landlord.



Office of Economic and Workforce Development

City and County of San Francisco: Office of Mayor Mark Farrell
Economic and Workforce Development: Todd Rufo, Director

MEMO

To: Supervisor Jeff Sheehy, District 8

CC: San Francisco Board of Supervisors

From: Chris Corgas, OEWD Senior Program Manager

RE: Castro/Upper Market Community Benefit District

Date: February 13, 2018

This is a memo summarizing the performance of the Castro/Upper Market Community Benefit District (Castro/Upper Market CBD) and an analysis of their financial statements (based on their audit) for the period between July 1, 2016 and June 30, 2017.

Each year the CBD is required to submit a mid-year report, an annual report, and a CPA Financial Review or Audit. The Castro/Upper Market CBD has complied with the submission of all these requirements. OEWD staff, with assistance from the Controller's Office, reviewed these financial documents to monitor and report on whether they have complied with the rules per the Property and Business Improvement District Law of 1994, California Streets and Highways Code Sections 36600 Et Seq.; San Francisco's Business and Tax Regulations Code Article 15; the Castro/Upper Market's Community Benefit District management contract with the City; and their Management Plan as approved by the Board of Supervisors in 2006.

Also attached to this memo are the following documents:

1. Annual Report
 - a. FY 2016-2017
2. CPA Financial Review Report
 - a. FY 2016-2017
3. Draft resolution from the Office of Economic and Workforce Development

1 Dr. Carlton B. Goodlett Place, Room 448
San Francisco, CA 94102



(415)554-6969
(415)554-6018

oewd.org
oewd@sfgov.org

Background

The Castro/Upper Market Community Benefit District spans 18 blocks and contains 279 parcels.

- August 2, 2005: the Board of Supervisors approved the establishment of the Castro/Upper Market Community Benefit District (Resolution # 582-05).
- January 10, 2006: the Board approved the contract for the administration and management of the Castro/Upper Market Community Benefit District (Resolution # 14-06).
- March 14, 2017: the Board of Supervisors approved the Castro/Upper Market CBD's Annual Reports for Fiscal Year 2015-2016 (Resolution # 079-17).

Basic Info about the Castro Upper Market CBD

Year Established	August 2005
Assessment Collection Period	FY 2005-2006 to FY 2019-2020 (July 1, 2005 to June 30, 2020)
Services Start and End Date	January 1, 2006 – December 31, 2020
Initial Estimated Annual Budget	\$413,500
Fiscal Year	July 1 – June 30
Executive Director	Andrea Aiello
Name of Nonprofit Entity	Castro/Upper Market Community Benefit District Corporation

The current CBD website, www.castrocdb.org, includes all the pertinent information about the organization and their programs, a calendar of events, their Management Plan, Mid-Year Report, Annual Report and meeting schedules.

Summary of Service Area Goals

Public Rights of Way and Sidewalk Operations (PROWSO)

Public Rights of Way and Sidewalk Operations program area includes cleaning and public realm management services include regular sidewalk and gutter sweeping within the district boundaries, enhanced trash emptying in public rights of way, graffiti removal within 24-48 hours, spot steam cleaning as necessary, and maintenance of public spaces. These services are provided daily by a "Clean Team. This program area augments its pedestrian safety initiatives with a Patrol Special officer who patrols the neighborhood seven nights a week. PROWSO may also include removal of bulky items, tree and plant maintenance, greening, landscaping and beautification of public spaces, The Castro/Upper Market CBD Management Plan calls for 63% of the budget to be spent on PROWSO.

District Identity and Street Improvements (DISI)

The District Identity and Street Improvements service includes marketing, public relations, street enhancements, historical markers and public art, and economic vitality related strategies in the Castro/Upper Market area. This program area may also sponsor events such as Halloween, Castro Street Fair, Pink Saturday, Bear Weekend, and Folsom Street Fair. The Castro/Upper Market CBD Management Plan allocates 12% of their funds to this service area.

Administration and Corporate Operations

The Castro/Upper Market CBD is staffed by a full-time executive director who serves as the focal point person and advocate for the CBD. The executive director also ensures that the CBD complies with the City contract and management plan as well as works towards organizational development issues including long term goals of the CBD. The executive director is in regular communication with community

stakeholders such as the SFPD, Public Works and Recology. The Castro/Upper Market CBD Management Plan calls for 16% of the budget to be spent on administration and corporate operations.

In FY 2015-2016 the Castro/Upper Market CBD board had ten (10) directors, represented by residents, property owners, community organizations, and non-property owning merchants. The full board meets on the second Thursday of each month. The five standing committees and meeting times are detailed below.

- **Executive Committee** – as needed.
- **Finance Committee** – as needed.
- **Land Use Committee** – Fourth Monday of the month.
- **District Identity & Streetscape Committee** – First Monday of the month.
- **Services Committee** – as needed.

Summary of Accomplishments, Challenges, and Delivery of Service Areas

FY 2016-2017

Public Rights of Way and Sidewalk Operations (PROWSO)

- 93,120 pounds of trash removed
- 1,632 instances of graffiti or sticker removal
- 1,380 needles removed
- 1,140 instances of bio-refuse removal
- 152,365 linear feet steam cleaned throughout the need
- Daily sweeping of entire district.
- Quarterly steam cleaning of sidewalks and plazas in district.
- Weeding and greenspace maintenance.
- Cleaning of Harvey Milk Plaza (upstairs/sidewalk level, sidewalk level planter beds).
- Topping off of City trash cans, and collection of street garbage, including animal/human feces, and to a limited extent removing illegal fliers, stickers from bus stops, city signage, and lampposts.
- Continual implementation of Castro Cares

District Identity and Street Improvements (DISI)

- Live! In the Castro activated Jane Warner Plaza with free weekend entertainment between May and October, this past season the CBD organized 56 unique performances.
- The CBD planned and began installation of “The Seed” public art activation in Jane Warner Plaza
- The CBD has been a leader in advocating for pedestrian safety improvements within the district and has been working closely with SFMTA on the implementation of Vision Zero.
- Completed the Castro & Upper Market Retail Strategy Implementation. This was a collaborative project aimed at addressing the increase in vacancies in the district and developing an actionable plan to fill ground floor retail in a manner which encourages the district to thrive.

Administration and Corporate Operations

- Continued to administer Castro Cares, Jane Warner Plaza, and other grants
- Recruited new Board Members.
- Website and social media updates.
- Represent CBD in the media, at City and community functions and in the public.

- Respond to communication from property owners, merchants, and residents regarding issues directly or indirectly related to the services provided by the CBD.
- Maintain a close working relationship with the SFPD's Mission Station, SF Public Works, SFMTA, and Recology.
- Ensured compliance with state and City CBD requirements; as well as Management Agreement with the City.

Castro/Upper Market CBD Annual Budget Analysis

OEWD's staff reviewed the following budget related benchmarks for the Castro/Upper Market CBD:

- **BENCHMARK 1:** Whether the variance between the budget amounts for each service category was within 10 percentage points from the budget identified in the Management Plan (*Agreement for the Administration of the "Castro/Upper Market Community Benefit District", Section 3.9 – Budget*).
- **BENCHMARK 2:** Whether five percent (5%) of actuals came from sources other than assessment revenue (*CA Streets & Highways Code, Section 36650(B) (6); Agreement for the Administration of the "Castro/Upper Market Community Benefit District", Section 3.4 - Annual Reports*).
- **BENCHMARK 3:** Whether the variance between the budget amount and actual expenses within a fiscal year was within 10 percent (*Agreement for the Administration of the "Castro/Upper Market Community Benefit District", Section 3.9 – Budget*).
- **BENCHMARK 4:** Whether the Castro/Upper Market CBD is indicating the amount of funds to be carried forward into the next fiscal year and designating projects to be spent in current fiscal year (*CA Streets & Highways Code, Section 36650(B)(5)*).

FY 2016-2017

BENCHMARK 1: Whether the variance between the budget amounts for each service category was within 10 percentage points from the budget identified in the Management Plan.

ANALYSIS: *The Castro/Upper Market CBD met this requirement. The variance between the budget amounts for each service category was within 10 percentage points from the budget identified in the Management Plan. See table below. Note: This indicates the amount budgeted in relation to Special Assessment dollars.*

Service Category	Management Plan Budget	% of Budget	FY 2015-2016 Budget	% of Budget	Variance Percentage Points
Public Rights of Way and Sidewalk Operations plus Public Safety Services	\$260,675	63.04%	\$332,947.00	66.58%	+3.54%
District Identity and Streetscape Improvements	\$50,500	12.21%	\$57,351.00	11.47%	-0.74%
Administrative/Corporate Operations	\$65,000	15.72%	\$66,442.00	13.29%	-2.43%

Contingency/Reserve	\$37,325	9%	\$43,304.00	8.66%	-.37%
TOTAL	\$413,500	100%	\$500,044.00	100%	

BENCHMARK 2: Whether five percent (5%) of actuals came from sources other than assessment revenue.

ANALYSIS: The Castro/Upper Market CBD met this requirement. Assessment revenue was \$508,439 or 60.40% of actuals and non-assessment revenue was \$333,369 or 39.60% of actuals. See table below.

Revenue Sources	FY 2016-2017 Actuals	% of Actuals
Special Benefit Assessments	\$508,439.00	
Total assessment revenue	\$508,439.00	60.40%
Grants	\$300,594.00	35.71%
Donations	\$31,912.00	3.79%
Other	\$764.00	0.09%
Interest Earned	\$99.00	0.01%
Total non-assessment revenue	\$333,369.00	39.60%
Total	\$841,808.00	100%

BENCHMARK 3: Whether the variance between the budget amount and actual expenses within a fiscal year was within 10 percentage points.

ANALYSIS: The Castro/Upper Market CBD met this requirement. See table below. Note: This indicates the amount of Special Assessment dollars utilized in this category.

Service Category	FY 2016-2017 Budget	% of Budget	FY 2016-2017 Actuals	% of Actuals	Variance Percentage Points
Public Rights of Way and Sidewalk Operations plus Public Safety Services	\$332,947.00	66.58%	\$334,415.00	65.67%	-.91%
District Identity and Streetscape Improvements	\$57,351.00	11.47%	\$60,657.00	11.91%	+.44%
Administrative/Corporate Operations	\$66,442.00	13.29%	\$69,182.00	13.59%	+.30%
Contingency/Reserve	\$43,304.00	8.66%	\$44,953.00	8.83%	+.17%
TOTAL	\$500,044.00	100%	\$509,207.00	100.0%	

BENCHMARK 4: Whether the Castro/Upper Market CBD is indicating the amount of funds to be carried forward into the next fiscal year and designating projects to be spent in current fiscal year.

ANALYSIS: *The Castro/Upper Market CBD met this requirement. Please note: There is a period between when the City collects assessment payment and when the City disburses the funds to the CBD. As a result, a CBD typically has a fund balance at the end of the fiscal year that is equal to about 6 months of their annual budget. See table below.*

FY 2016-2017 Carryover Disbursement	
General Benefit Projects	
Jane Warner Plaza Activation	\$167,235
Retail Strategy Grant	\$6,829
Castro Cares	\$182,316
Castro Cares Donations	\$36,520
Total General Benefit Projects	\$392,900
Special Assessment Project	
District Identity and Streetscape Improvements	\$39,913.00
Administrative and Corporate Operations	\$69,055.00
Contingency and Reserve	\$57,254.00
Public Rights of Way Sidewalk Operations	\$182,833
Total Special Assessment Allocation	\$349,055.00
Total Designated Amount	\$741,955.00

Findings and Recommendations

For the fiscal year in review, the Castro/Upper Market CBD has met all of the benchmarks as defined on page 4 of this memo.

Castro/Upper Market CBD's large carryover can be explained because there is a period between when the City collects assessment payment and when the City disburses the funds to the CBD. As a result, CBD's typically have a fund balance equal to about 6 months of their annual budget in order to fund operation until their next disbursement happens.

Castro CBD implemented OEWD recommendations from the previous fiscal year's annual report.

The Castro CBD will be up for renewal in FY 2019-2020, OEWD recommends that the CBD governing board and staff begin preparations for the district's renewal campaign.

Conclusion

The Castro/Upper Market CBD has performed well in implementing their service plan. The Castro/Upper Market CBD has continued to successfully market and produce events such as *Live!* in the Castro. The

Castro/Upper Market CBD has increased their opportunities in partnering with community stakeholders and numerous municipal agencies for the implementation of the Castro Cares Project. The Castro/Upper Market CBD has an active board of directors and committee members; and OEWD believes the Castro/Upper Market CBD will continue to successfully carryout their mission and service plans.



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City officials take firsthand look at Castro District public safety issues



Supervisor Jeff Sheehy and Mayor Mark Farrell walked through the Castro District Monday morning for a look at homelessness and public safety issues in the neighborhood. (Photo by Sadie Gribbon/Special to The Examiner)

By Sadie Gribbon on March 26, 2018 6:06 pm

City officials took a walk through the Castro District Monday morning to get a street-level view of issues with homelessness, cleanliness and crime in the neighborhood.

Supervisor Jeff Sheehy, who is running to keep his seat as District 8 Supervisor, met with Mayor Mark Farrell at the corner of Castro and 18th streets for a tour that took in trash on the ground, homeless people living on the sidewalks and a car with smashed in windows in a parking lot on 18th Street.

The final stop was at the Harvey Milk Memorial Library, which has been the recent recipient of new outdoor lighting, tree trimming for visibility and a fence to keep people from loitering.

Homelessness, and specifically homeless youth, were the primary points of concern for Sheehy and Farrell, who were accompanied by police officials and department heads including Public Works Director Mohammed Nuru.

"Since I've been in office, one of the things that has been hardest for me to deal with is what is going on in the Castro," Sheehy said, referencing the issues of homelessness in the area. "Our response is always to call the police or the DPW (Department of Public Works) to find them a place to stay. We cannot solve the problem until we find places."

Sheehy is a supporter of Proposition D, a June ballot measure that would tax commercial rents to allocate funds toward housing and homeless services, which he says is the first step in solving the multifaceted problems in the Castro.

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"One of the target areas is here, in the Castro," Farrell said. "This is going to be the number one focus area that we have across the city of San Francisco."

neighborhood including additional homeless outreach during evening hours and the closure of the public parking lot on 18th Street between 1 a.m. and 7 a.m. in an effort to reduce loitering and drug use in the lot.

In addition, the city will expand the Healthy Streets Operation, a multi-agency cooperative effort to respond to non-emergency complaints and connect homeless residents to proper housing and health services, from its current focus around Market and Castro Streets to reach further into the district

The visit by Farrell and Sheehy was greeted with skepticism by some neighborhood residents. Daniel Bergerac, president of the Castro Merchants Association, joined them on their walk but said afterward that he thought the condition of the streets Monday morning was not representative of the Castro.

"This morning when I got here, there were three or four DPW (Department of Public Works) trucks and DPW workers and we had cops and we had Homeless Outreach Team members sort of cleaning and sanitizing the situation," Bergerac said.

"I think that it creates a false narrative, it doesn't allow the powers that be to really see what is happening in the neighborhood," he said.

Robby Peddycoart, a San Francisco resident who has been homeless since 1992 and lives on Castro Street, said that despite the visit he felt that the needs of the homeless residents are overlooked by city officials.

"My experience is that we are underserved and we need some help out here," Peddycoart said.

He was unaware of Prop. D, and said he felt that the homeless needed a representative in City Hall.

"What is Prop. D? That's my whole point. I don't know what Prop. D is, it is not right in front of us," Peddycoart said. "We don't have a voice right now. We're being kept out of the process."

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Lyft, Uber commit 64 percent of downtown SF traffic violations

Ride-hailing drivers trying to use taxi lanes account for most of the problem

By Adam Brinklow | Sep 26, 2017, 9:33am PDT



Photo by Jeramey Lende

The San Francisco Police Department gave the city's Board of Supervisors an earful at a Monday hearing about downtown traffic and pointed the finger for traffic violations squarely at so-called transit network companies (TNCs) like Lyft and Uber.

At a hearing in front of the city's Land Use and Transportation Committee, Robert O'Sullivan, the department's commander of municipal transportation, presented a dramatic graphic to city lawmakers breaking down traffic violations during a three month period.

According to Cmdr. O'Sullivan, on a dozen targeted days between April 1 and June 30 of this year, SFPD recorded 2,656 transit violations in SoMa, FiDi, and parts of the Mission, of which 1,723 occurred on account of TNC drivers.

That would make companies like Lyft and Uber the genesis of more than 64 percent of traffic crimes in those neighborhoods.

Note that O’Sullivan says SFPD recorded cars bearing stickers identifying them as TNC drivers; it’s not clear how many violations were committed on the job versus on drivers’ own time.

LIVE Downtown Enforcement Efforts April 1, 2017 - June 30, 2017

Violation	# of Violations	# Identified as TNC
7.2.72 TC (Drive in Transit Lane)	1,715	1,144
21209 CVC (Drive in Bike Lane)	18	15
21211 CVC (Obstruct Bike Lane)	10	7
7.2.70 TC (Obstruct Bike Lane or Lane of Traffic)	239	183
21950 CVC (Failure to Yield to Ped.)	50	26
21202 CVC (U-Turn in Business District)	57	42
Other Transit Violations	567	306
Total	2,656	1,723

SFGOV

Chart via SFPD, SFGovTV

The overwhelming majority of problems stemmed from drivers straying into transit-only lanes. Of 1,715 such violations, 1,144 were TNCs. This one error accounts for more than two-thirds of TNC-related problems.

Perhaps notable is the fact that taxis bearing city-issued medallions may use these lanes, but Lyft and Uber drivers cannot.

Undefined “other violations” were the next most common error, with TNCs behind 306 out of 567, with the next most common problem being bike lane obstructions, of which TNC drivers committed 183 out of 239.

“This seems like a class-action problem,” said Supervisor Aaron Peskin. “We should take this to the state attorney general.”



Photo by Vincenzo Mancuso

Since O'Sullivan specifically instructed officers to record TNC-related problems during this period, it's not clear if these results are typical of other times or reflect what's happening to other neighborhoods.

A separate presentation at the same hearing claimed that San Francisco sees 170,000 ride-hailing trips during a typical weekday. Spokespersons for Uber and for Lyft were not immediately available for comment.

[Update: Lyft spokesperson Chelsea Harrison says simply, "We are supportive of holistic efforts to address congestion and have been in conversations with city officials for months to engage collaboratively on a pilot program to do just that."

Uber public policy manager Alex Randolph says the company "shares concerns" about traffic, adding, "Every day in San Francisco, thousands of people use Uber in ways that complement rather than compete with public transit, bicycling and walking. Our aim is to continue contributing to a robust, multi-modal transportation network that works well for everyone."]

This is not the first time that the city routed blame for traffic woes toward TNCs. Last December, for example, SFMTA suggested that the city should cap how many ride-hailing drivers it allows on the streets. Although at the time, a spokesperson for the Metropolitan Transportation Commission said that blaming these companies for downtown traffic is "probably giving them more credit than they deserve."

- Transportation Committee, 9.25.17 [SF Gov TV]
- Hearing Agenda, 9.25.17 [City of SF]
- Officials Blame Uber, Lyft [KQED]

JUL 19, 2017

Streetplus to Manage 3 San Fran Benefit Districts

All three downtown Community Benefit Districts were previously managed by MJM management Group, which will serve as a local advisor to Streetplus over the next two years.

by Evelina Croitoru | Jul 19, 2017

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(http://www.cpe.com/blog/2017/07/19/streetplus-to-manage-3-san-fran-benefit-districts/)
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Streetplus Co. has been awarded property management assignment for three San Francisco Community Benefit Districts. All three downtown CBDs were previously managed by MJM Management Group, which will serve as a local advisor to StreetPlus over the next two years and will continue to provide strategic consulting services on design, programming and effective management of public spaces (<https://www.cpe.com/post/lincoln-lands-sf-6b-transit-center-management-assignment/>).

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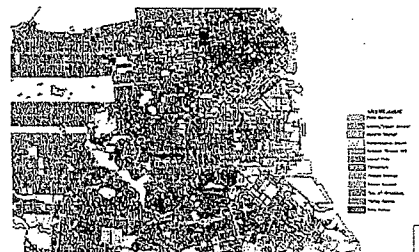
The CBDs for which Streetplus will manage day-to-day operations are Yerba Buena Community Benefit District, Central Market Community Benefit District and Civic Center Community Benefit District.

Through a partnership with the city and local communities, CBDs strive to improve the overall quality of life and economic vitality of commercial and mixed-use neighborhood. Community Benefit Districts provide services such as cleaning, safety, maintenance, business marketing, streetscape improvements, advocacy and other services to supplement the basic level of the city services.

"This is a win-win for each community benefit district as the collaboration will provide a forward thinking comprehensive vision of the areas, while the day-to-day operations continue to be skillfully handled to ensure services are provided in the most efficient and effective manner possible," said Steve Hillard, president of Streetplus, in prepared remarks.

The company has provided services to district improvements since 1991.

Image courtesy of City and County of San Francisco



Map of San Francisco Community Benefit Districts & Business Improvement Districts



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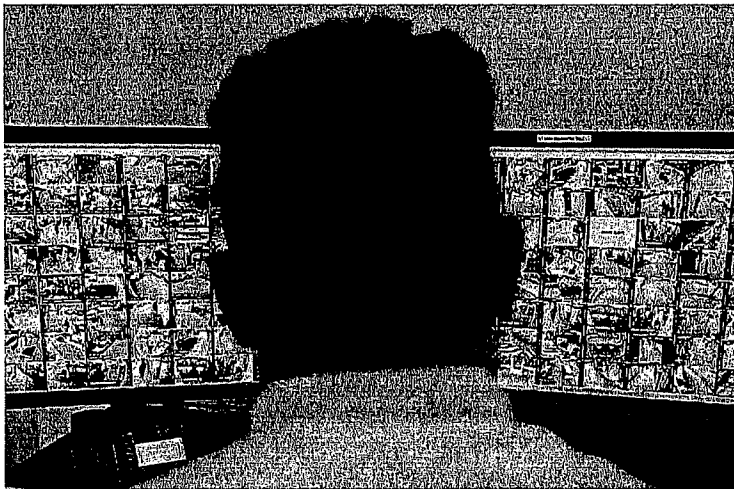
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The City > San Francisco News > Bay Area > Breaking News > Editor's Picks > Featured Breaking

Little-known surveillance helps nab thieves



Footage from the cameras is turned over to police or prosecutors to help them make cases against criminals. (Jessica Christian/S.F. Examiner)

By Joshua Sabatini on December 26, 2017 1:00 am

In 2012, the Union Square Business Improvement District installed six crime cameras to monitor the area of Market and Powell streets. That was just the beginning.

Five years later, the nonprofit managing the district has created a widespread surveillance network linking hundreds of cameras monitoring the Union Square area, San Francisco's commercial hub full of boutique hotels and big-name retailers like Macy's and the Apple store.

The footage from the cameras flows into a "video control center" overseen by the Union Square business district where cameras can be adjusted and live-monitored, although they say they are not. The footage is stored and turned over to police or prosecutors upon request to make cases against criminals like shoplifters or muggers.

More districts have since implemented a camera surveillance program or have plans underway to replicate one. The Fisherman's Wharf Community Benefit District and the East Cut Community Benefit District, which includes Rincon Hill and South Beach, are planning to establish security camera programs and see them as a means to combat the increasing incidents of thieves smashing car windows to grab what's inside, and other crimes.

The Tenderloin Community Benefit District has already installed cameras in "hot spots for violent and drug-related crimes," according to the district's reported activities. So has the Central Market Community Benefit District.

The TLCBD has installed "20 multi-sensor cameras with three views each for a total of 60 different views across seven locations" and is looking to expand the program while also asking property owners to link their security cameras to the network.

Sixty percent of the 27-block Union Square Business Improvement District is being watched by the cameras. The stored footage is frequently requested by the San

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The Union Square BID reports that since its security camera program's inception, there were 1,056 video requests, of which 513 came from the Police Department that contributed to 200 arrests.

It appears the installation of these cameras has escaped controversy, even though civil liberty groups often raise concerns about use of camera surveillance. That could be because these camera programs are established outside the realm of City Hall, where they would receive more scrutiny and public notice.

Community benefit districts or business improvement districts, of which there are 15 formed in San Francisco, are established through a vote by those with properties within the boundaries and they agree to pay an annual fee that funds services to augment what The City provides, such as increased street cleaning or graffiti abatement. These districts are overseen by nonprofits with a board of directors. The creation of the districts and their management plans require approval by the Board Supervisors.

The Union Square BID district uses Mission District-based company Applied Video Solutions, Inc. for the camera system, and was able to afford the camera program only after receiving more than \$2 million in grant funding from an anonymous donor through the Silicon Valley Community Foundation.

Karen Flood, executive director of the Union Square Business Improvement District, said the cameras each cost \$4,000 to install and the district spends \$250,000 annually to operate the program.

Flood said district continues to rely on grant funding, and she would like to expand the camera coverage to include all of the district, but doesn't have the funding for that.

She doesn't consider the cameras an infringement on someone's right to privacy. "Everyone has a cell phone with a camera," Flood said. "If we're not capturing it, someone else is."

The district also has protocols in place published on its website regarding the camera use, including a policy to "generally" only store footage for 30 days and then delete it on the 31st day.

Flood said it's unclear if the cameras are a crime deterrent, but believes as more cases are brought against thieves using the footage, the word will get out to criminals that "Union Square is hot" and they would stay away.

If the cameras are monitored live, concerns over privacy and abuse of surveillance are more pronounced.

Randall Scott, the Union Square BID services manager, said they do view the cameras live when adjusting them or for maintenance, but they are not "scanning for criminal activity."

The district had planned to pilot live monitoring the cameras between 1 a.m. and 6 a.m. from April to June "to assess the utility" of doing so, but Flood said they never did after not coming up with the funding for it.

Troy Campbell, executive director of the Fisherman's Wharf community benefit district, said that Applied Video Solutions is currently meeting with Fisherman's Wharf property owners to assess their existing security camera equipment and determine what exterior cameras would be needed to replicate something like Union Square has.

He said the cameras could help crack down on shoplifting, scammers and auto-break ins. Thieves often target vehicles with out-of-state plates or rental cars when targeting cars to break into. Fisherman's Wharf is a popular destination among out-of-towners.

Campbell said he expects to have the surveillance system up and running in time for the busy season, which begins around March.


Andrew Robinson, executive director of the East Cut Community Benefit District, said they are meeting with the same camera company next month to discuss what a camera surveillance program might look like for them. Robinson said the district currently doesn't have the funds to build out a system, but suggested The City could step up and provide funding in a public-private partnership.

Robinson said their district is more focused on residential crime concerns, such as home burglaries where bicycles are stolen from garages and auto-break ins.

Robinson said that installing cameras along First Street could make sense to capture people who may "smash and grab" and then "jump onto the bridge." He also said live-monitoring is an option worth examining in instances where they are aware of incidents occurring in certain places at certain times.

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"We're looking at this being the most efficient and effective method for addressing" a problem that's been occurring across The City, Robinson said.

Footage can help connect more incidents to specific individuals, helping to bring more significant charges. It's suspected a small number of organized street gangs are responsible for a high number of auto break-ins.

Cameras connected through the districts are not the only surveillance resource being tapped into to make cases. District Attorney George Gascon has a program where those with their own security cameras can register them online with his office. Since Sept. 15, 2015, 288 people have registered their cameras through the website.

Editor's note: An earlier version of this story attributed the final two quotes to the wrong person. The quotes should be attributed to Andrew Robinson, executive director of the East Cut Community Benefit District.

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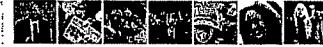


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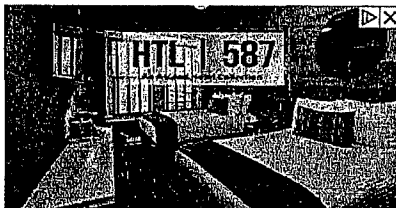
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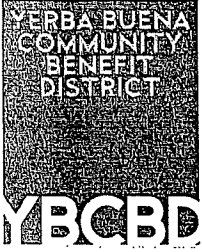
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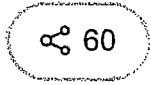
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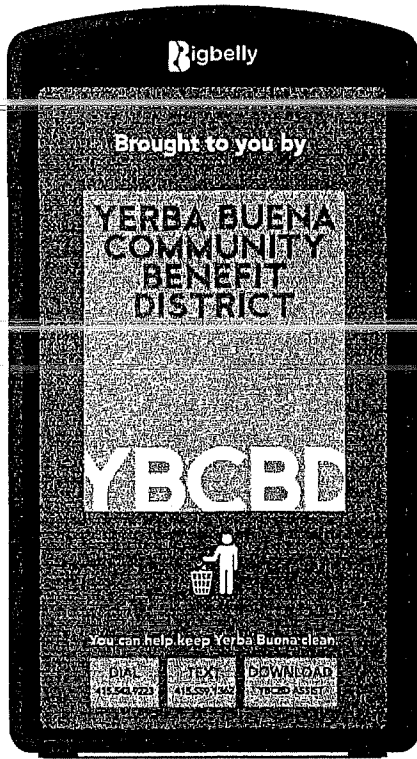


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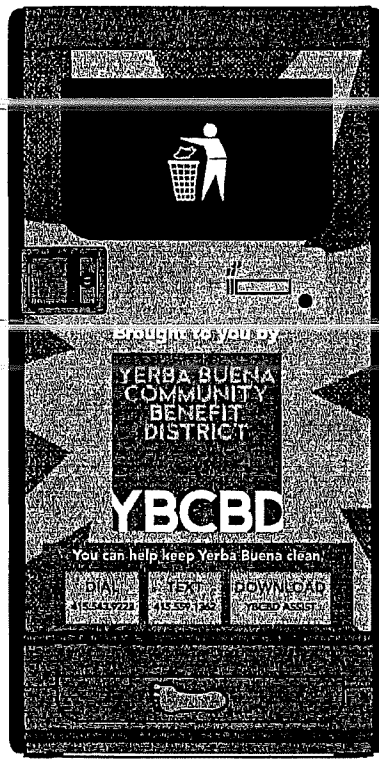
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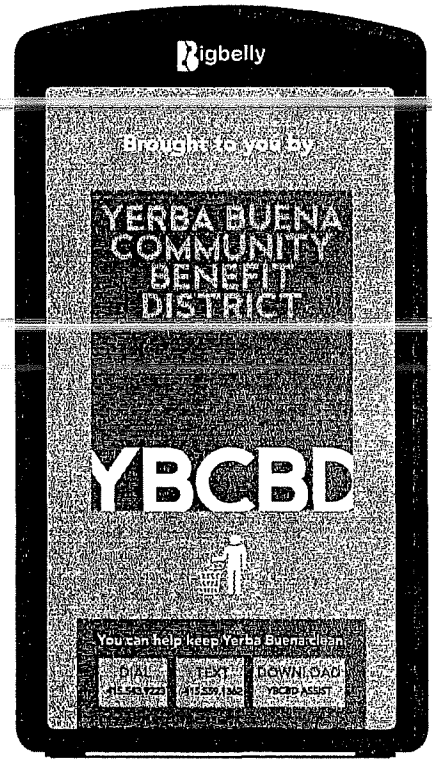
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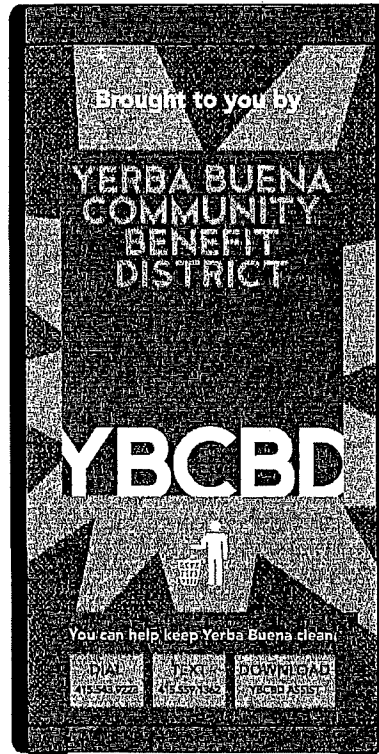
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The YCBCD is going to install 9 new high tech waste bins in Yerba Buena as part of a pilot program to collect data on their effectiveness. These units will be placed in highly trafficked areas to better understand how we can help to make our neighborhood cleaner and more waste efficient. The Bigbelly receptacles are compaction bins that can hold five times as much waste, do not leak, and are immune to pilfering.

We are holding a ribbon cutting ceremony on Tuesday, December 19th at 10:00am on Market Street and Yerba Buena Lane. Stop by and see these wonderful new receptacles and say hi!

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MEMORANDUM

TO: Ben Rosenfield, City Controller, Office of the Controller
Todd Rufo, Director, Office of Economic and Workforce Development

FROM: John Carroll, Assistant Clerk, Government Audit and Oversight
Committee, Board of Supervisors

DATE: March 20, 2018

SUBJECT: LEGISLATION INTRODUCED

The Board of Supervisors' Government Audit and Oversight Committee has received the following proposed legislation, introduced by Supervisor Sheehy on March 13, 2018:

File No. 180247

Resolution receiving and approving an annual report for the Castro/Upper Market Community Benefit District for FY2016-2017, submitted as required by the Property and Business Improvement District Law of 1994 (California Streets and Highways Code, Sections 36600, et seq.), Section 36650, and the District's management agreement with the City, Section 3.4.

If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

c: Todd Rydstrom, Office of the Controller
Ken Rich, Office of Economic and Workforce Development
Lisa Pagan, Office of Economic and Workforce Development

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- 9. Reactivate File No. []
- 10. Question(s) submitted for Mayoral Appearance before the BOS on []

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- Small Business Commission
- Youth Commission
- Ethics Commission
- Planning Commission
- Building Inspection Commission

Note: For the Imperative Agenda (a resolution not on the printed agenda), use the Imperative Form.

Sponsor(s):

[] *Sheehy*

Subject:

[] *Castro CBD Annual Report*

The text is listed:

[] *Attached*

Signature of Sponsoring Supervisor:

[] *Jeff Sheehy*

For Clerk's Use Only