



**Castro Community
Benefit District
2021–2022 Annual Report**

Dear Community Member,

As the city pulls out of the pandemic, it is plagued with commercial vacancies, dirty sidewalks and increasing numbers of unhoused living on the sidewalks. The neighborhoods are faring a bit better than downtown and I'm pleased to say, in the Castro, we are beginning to see some positive change and activity.

The past few months the Castro has experienced an increase in previously vacant commercial storefronts filled with new businesses. We have new spas, restaurants, fitness and retail establishments. We also have four development projects working their way through city approvals. This growth demonstrates the hope, dreams and faith entrepreneurs, investors and developers have in the Castro. As of this printing, we have seven new businesses that have opened, three pop-ups and nine properties that are leased but not yet open. And, we have a new grant funded campaign to help fill commercial ground floor vacancies. This retail leasing campaign is detailed later in this report.

Our partner, the Castro Merchants association, has received grants to activate the neighborhood with outdoor events and a new grant to activate vacant storefronts. We will be working with them closely on their efforts to bring pop-ups or other types of activation into vacant storefronts.

As always, the Castro Community Benefit District's core cleaning and graffiti removal services work 12 hours a day, seven days week to keep the Castro clean. This year we removed 109,260 pounds of trash from our sidewalks and public spaces, and 9,353 incidences of graffiti from both public and private property in the district.

We are always trying to improve our services, email our executive director, Andrea Aiello, andrea@castrocbd.org, with any concerns you may have or if you want to learn more about the CBD.

Wishing you the best,



Justine Shoemaker
President, Board of Directors
Castro Community Benefit District





Neighborhood Beautification – It's What We Do!

In FY 2021-22

73.0%

of our assessment dollars were
dedicated to cleaning the Castro,
Upper Church and Upper Market.



This includes:

- Daily sweeping and trash removal
- Power washing sidewalks
- Scrub Requests (power washing calls for service and hot spots)
- Cleaning up human feces and other hazardous waste
- Disposal of dirty needles
- Graffiti removal
- Ensuring city removes dumped debris



You can see the CBD team out seven days a week. Sometimes its the details that make a neighborhood look well cared for. The Castro CBD detail work includes: weeding tree wells and sidewalk cracks, painting mailboxes and fire hydrants, cleaning city trash cans and other city furniture, removing trash from overflowing city trash cans, calling 311 for damaged city property, and saying Hi! to passersby.

Cleaning by the Numbers

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



TRASH

in pounds

109,260



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 SEVEN cable cars!



POWER WASHING

block faces

1,789



SCRUB REQUESTS

18,865



HUMAN WASTE

11,845



CARDBOARD

yards collected

21,232



NEEDLES COLLECTED

3,267



GRAFFITI

9,353



Castro Cares and Public Safety

What is Castro Cares?

Castro Cares, a program of the Castro Community Benefit District (Castro CBD):

- Deploys Community Ambassadors seven days a week
- Provides outreach and referral to the most vulnerable
- Deters negative street behavior
- Helps merchants resolve street level challenges
- Provides hospitality and wayfinding services



Community Outreach Services

Castro Cares saves lives. Between January – June 2022, the community ambassadors administered Narcan seven times, saving the lives of our most vulnerable. During one of these incidents, an individual was unresponsive on the F-Line at Jane Warner Plaza. The operator flagged the Community Ambassadors down, they administered Narcan and called 911. The trolley was then able to continue its route. Community ambassadors also conduct wellness checks, engage with the unhoused on our sidewalks providing referrals, water and calling 911 for those in crisis.



Hospitality Services

Community ambassadors assist neighbors, passersby and visitors.

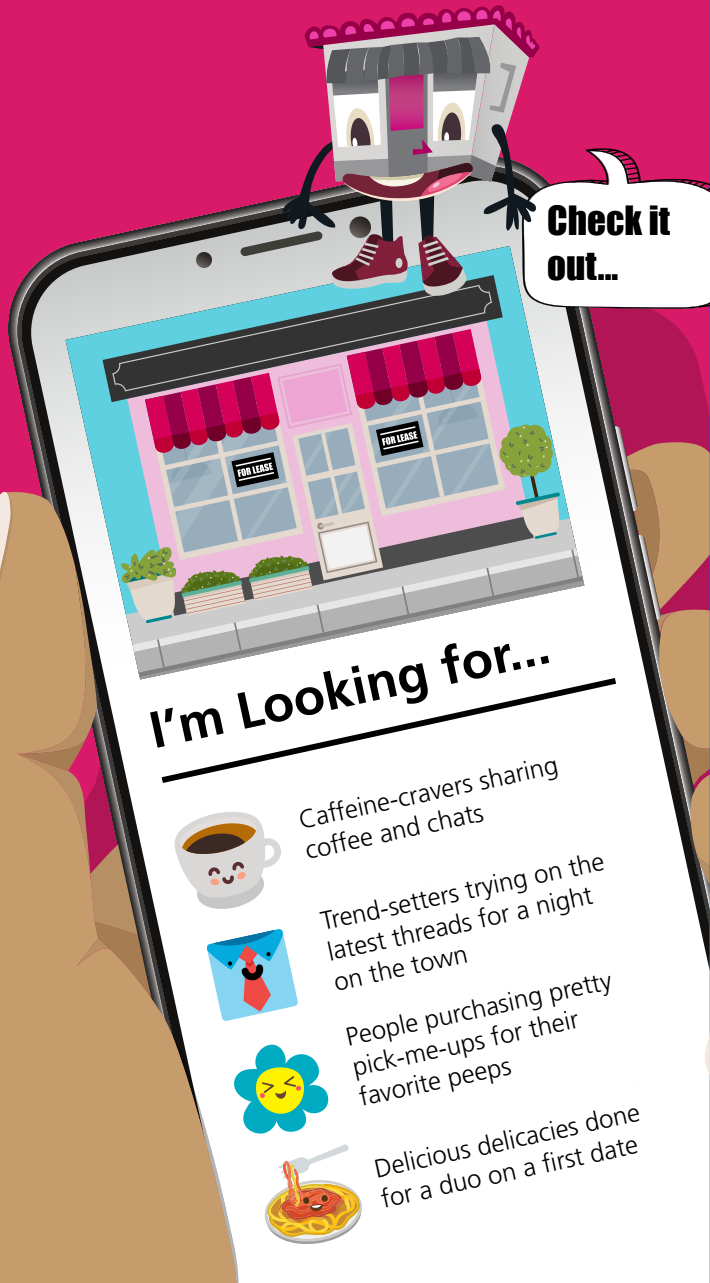


Between January – June 2022, the Community Ambassadors:

- Engaged with homeless 904 times
- Conducted 622 wellness checks
- Administered Narcan seven times

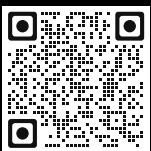
I'm Available

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 also visit <https://castrocbd.org/retailleasing/>.



The Castro CBD and the Castro Merchants are leaders in advocating for the Castro's needs. A recent walk with Supervisor Mandelman and District Attorney Brooke Jenkins enabled them to hear first hand what we see in the Castro, how we can intervene and the support that is needed. We are amplifying the needs of the Castro and working towards solutions.

Castro CBD is a Strong Voice for the Castro



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



Assessments

The Castro CBD is partially funded through an annual assessment on the property in the district. The assessment rates for the district from July 1, 2021 - June 30, 2022 can be found at:

<https://castrocbd.org/information-for-property-owners/>

Assessments

Annual assessments are based upon an allocation of program costs and a calculation of assessable footage. Five property assessment variables: **property and building square footage, linear frontage, land use** and **location** are used in the calculation.

Benefit Zones

Location is important in determining special benefits received by each parcel and the assessment fee for each parcel. The district is divided into three benefit zones (see map on page 6). Each zone receives a different special benefit, and therefore different special assessment, based on the needs of that zone.

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 at:
<http://castrocbd.org/information-for-property-owners/>

This information 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

Justine Shoemaker, President
Alan Lau, Vice President
Crispin Hollings, Treasurer
Jim Laufenberg, Secretary
Billy Lemon, Board Member
Leon Shannon, Board Member
Ralph Hibbs, Board Member
Daniel Bergerac, Board Member
Angel Davis, Board Member
Michael 'Misha' Langley, Board Member
Helen McClure, Board Member
Desmond Morgan, Board Member
Pat Sahagun, 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
Duboce Triangle Neighborhood Association
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://castrocdb.org/upcoming-meetings/>*



Financials

Statement of Activities

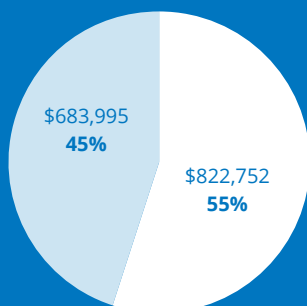
(Year Ended June 30, 2022)

SUPPORT & REVENUES	
Assessment Revenue	\$ 822,752
Government Grants	\$ 672,012
Contributions	\$ 11,963
Interest Income	\$ 20
TOTAL SUPPORT & REVENUES	\$ 1,506,747
EXPENSES	
Program Services	\$ 1,290,842
General & Administrative	\$ 209,737
TOTAL EXPENSES	\$ 1,500,579
NET ASSETS	
CHANGE IN NET ASSETS	\$ 6,168
NET ASSETS, beginning of year	\$ 492,338
NET ASSETS, end of year	\$ 498,506

*Your Assessment Dollars
Multiply through the CBD's
Fundraising Efforts!*

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.

July 2022–June 2023 Budget

INCOME	
Assessments	\$ 859,530
Grant - Castro Cares Grant	\$ 207,500
Grant - Jane Warner Plaza	\$ 50,000
Retail Strategy	\$ 38,144
Donations - Castro Cares	\$ 8,275
TOTAL INCOME	\$ 1,163,449
EXPENSES	
ASSESSMENTS	
Cleaning Services	\$ 619,500
Landscaping	\$ 2,625
Marketing	\$ 9,450
Administration and Contingency	\$ 227,955
Total Assessments	\$ 859,530
GRANTS	
Grant - Castro Cares	\$ 429,163
Grant - Jane Warner Plaza	\$ 97,630
Retail Strategy	\$ 38,144
Total Grants	\$ 564,937
DONATIONS, SPONSORSHIPS & OTHER	
Donations - Castro Cares	\$ 8,275
Donations - Retail Strategy Donations	\$ 5,870
Donations - General	\$ 3,010
Total Donations, Sponsorships & Other	\$ 17,155

TOTAL EXPENSE	\$ 1,441,622
REVENUE OVER EXPENSES	\$ (278,173)

FUTURE YEAR CARRY OVER	
Assessments	\$ 443,000
Grant - Castro Cares	\$ 37,502
Grant - Jane Warner Plaza	\$ 6,966
Donation - Castro Cares	\$ 35,876
Donation - General	\$ 1,151
FUTURE YEAR CARRYOVER	\$ 524,495





Never Alone

Funding for this mural was provided by the San Francisco Arts Commission, Maitri, and the Castro CBD.

Artist and photographer: Serge Gay Jr.

Dispatch

Help us keep the
district clean!

Bad spill in front of your business? Overflowing city trash can with litter blowing around? 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**