



**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](mailto: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.



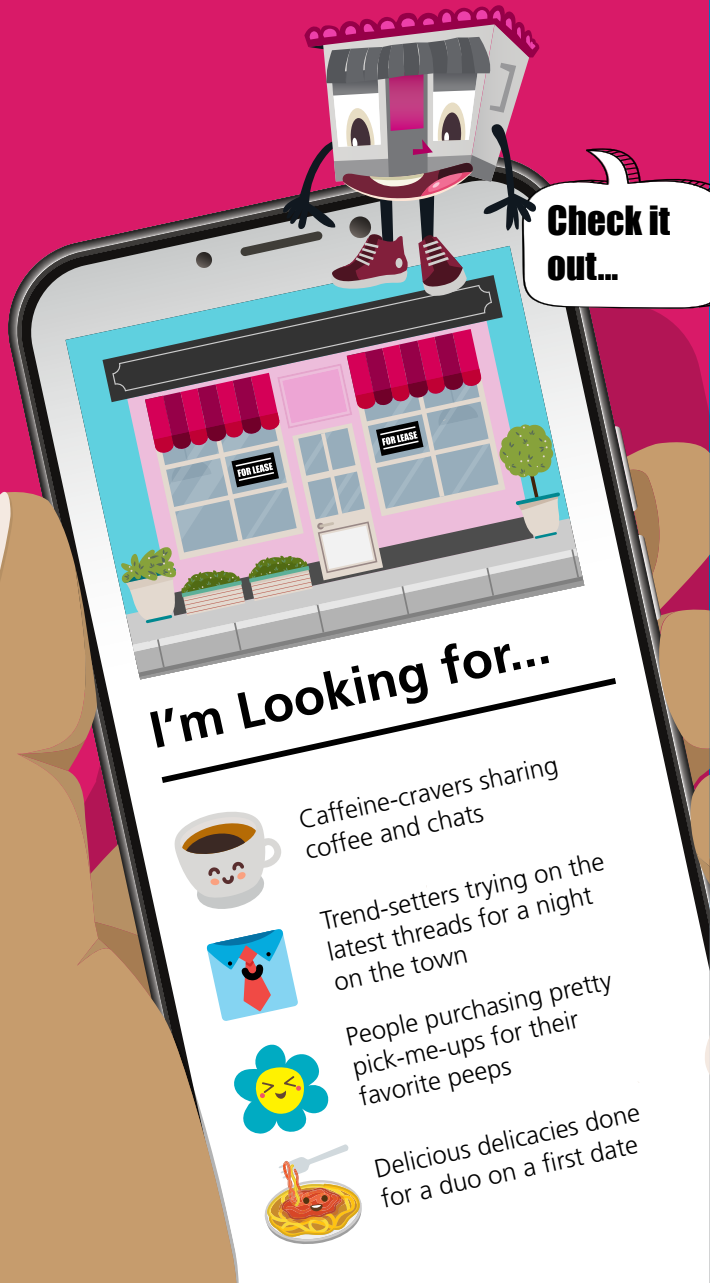
Between January – June 2022, the Community Ambassadors:

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



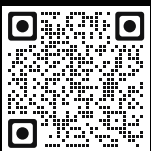
# I'm Available

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](mailto: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)

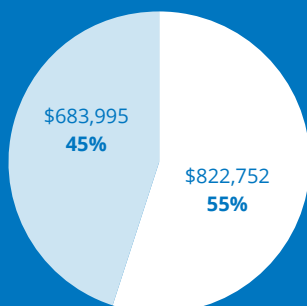
SUPPORT & REVENUES	
Assessment Revenue	\$ 822,752
Government Grants	\$ 672,012
Contributions	\$ 11,963
Interest Income	\$ 20
<b>TOTAL SUPPORT &amp; REVENUES</b>	<b>\$ 1,506,747</b>
EXPENSES	
Program Services	\$ 1,290,842
General & Administrative	\$ 209,737
<b>TOTAL EXPENSES</b>	<b>\$ 1,500,579</b>
NET 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
<b>TOTAL INCOME</b>	<b>\$ 1,163,449</b>
EXPENSES	
ASSESSMENTS	
Cleaning Services	\$ 619,500
Landscaping	\$ 2,625
Marketing	\$ 9,450
Administration and Contingency	\$ 227,955
<b>Total Assessments</b>	<b>\$ 859,530</b>
GRANTS	
Grant - Castro Cares	\$ 429,163
Grant - Jane Warner Plaza	\$ 97,630
Retail Strategy	\$ 38,144
<b>Total Grants</b>	<b>\$ 564,937</b>
DONATIONS, SPONSORSHIPS & OTHER	
Donations - Castro Cares	\$ 8,275
Donations - Retail Strategy Donations	\$ 5,870
Donations - General	\$ 3,010
<b>Total Donations, Sponsorships &amp; Other</b>	<b>\$ 17,155</b>
<b>TOTAL EXPENSE</b>	<b>\$ 1,441,622</b>
<b>REVENUE OVER EXPENSES</b>	<b>\$ (278,173)</b>

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
<b>FUTURE YEAR CARRYOVER</b>	<b>\$ 524,495</b>









**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**