

# It all happens in Civic Center.

| History | Culture | Government | Annual Report 2020



# A look back at 2019

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



Friday Farmers' Market & Bazaar



1st Sunday Free Community Activity



SF Etsy Marketplace at Third Thursday

# A look back at 2019



**CCCBD Renewal Campaign Open House Event**



**Civic Center Holiday Tree Lighting Event**

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



2021 CCCBD District Boundaries



Zone 1



Zone 2

# 7am-7pm 7 days a week



Day Ambassadors



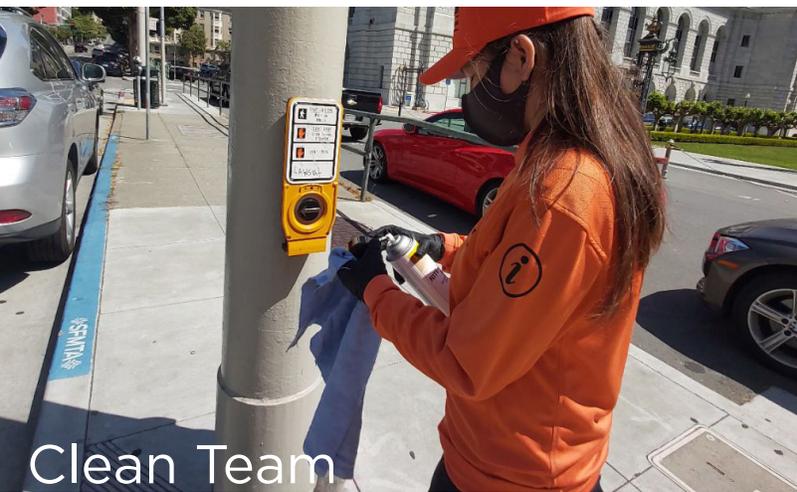
Evening Ambassadors



Playground Safety



Garage Greeter



Clean Team



Pressure Washer



Urban Alchemy



Downtown Streets Team

# significant CHALLENGES



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



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



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

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



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

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

# significant SOLUTIONS

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

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

Close collaboration with other front line workers and first responders - especially the City's highly effective [Healthy Streets Operation Center](#) (HSOC) - enabled us to address public health and safety concerns quickly. Neighboring Community Benefit Districts ([Tenderloin](#) and [Mid Market](#)) were also key partners sharing information and coordinating services for maximum effectiveness.

With many homeless shelters closed to prevent the spread of the virus, Civic Center's Fulton Mall became home to the City's first Safe Sleeping Village. The Village offered 100 managed tent sites for the homeless unwilling to shelter indoors. CCCBD field crews became intently focused on keeping the area around the Village clean and safe for occupants, and for surrounding buildings impacted by the intensified use of the space.

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



# significant SOLUTIONS

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

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

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

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

We are extremely grateful for our entire team, and our fellow essential workers, who showed up in the face of an unprecedented health crisis; and for the community-based organizations and business who kept their doors open to serve the District; and our property owners, residents, Board and elected officials who remained committed to supporting and enhancing CCCBD services.



# support for COMMUNITY



**CBD Ambassadors deliver safety information to District businesses**



## Secure Properties During Extended Closures

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



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

## District Businesses, We're Here For You

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



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

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

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



**CCCBDispatch (415) 781-4700**  
[dispatch@sfciviccenter.org](mailto:dispatch@sfciviccenter.org)



# support for operating **BUSINESSES**



## Take-Out Eats, Treats, Coffee and Drinks

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

**Civic Center**  
Community Benefit District

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



**Outdoor Dining at Doppio Zero**

# enhancement of the PUBLIC REALM



UN Plaza fountain barricade mural



Street tree lighting



Additional support for the Farmers' Market

# financials

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

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

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

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

NET ASSETS	ACTUAL
Unrestricted	\$3,216,348.90
<b>Total Net Assets</b>	<b>\$3,216,348.90</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$6,515,129.39</b>



## Key partners shaping District policy, programming and infrastructure

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



**Bill Whitfield**  
Shorenstein

**Tiffany Bohee**  
Lendlease

**Erika Boulding**  
Redwood Credit Union

**Nathan Brito**  
San Francisco Ballet

**John Caldon**  
San Francisco War Memorial  
and Performing Arts Center

**Mary Conde**  
Another Planet Entertainment

**Phil Ginsburg**  
San Francisco Recreation  
and Parks Department

**Patrice Griffith**  
California Department  
of General Services

**James Haas**  
Resident & Historian

**Gregory Holland**  
Broadway SF

**Roberto Lombardi**  
San Francisco Public Library

**Hank Mou**  
San Francisco Conservatory of Music

**Annette Turner**  
Judicial Council of California

**Patricia Unterman**  
Hayes Street Grill

**Tim Vrabel**  
Emerald Fund



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