

August 2026

Monthly Operations Report



Our Clean & Safe Ambassadors provide services 6am-10pm, 7 days a week, 365 days a year.



Core Clean & Safe Program

(Property assessment funded):

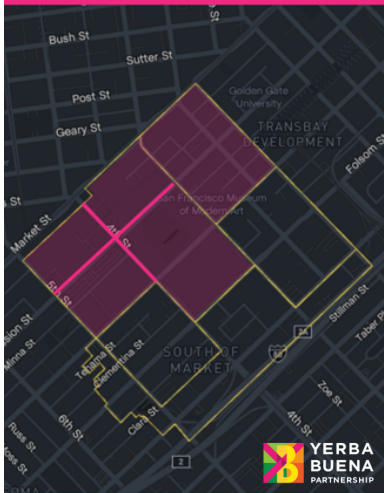
Yerba Buena Partnership's baseline Clean and Safe Team is responsible for services throughout the community benefit district's full boundaries. The team includes cleaners, pressure washers, safety/hospitality ambassadors, a special projects ambassador, a dispatcher, and management.

HEART Safety Program (grant funded from the SF Downtown Development Corporation):

This grant funds additional Safety Ambassadors (on top of the Partnership's baseline Safety team) to patrol the "Hospitality Zone," which is shaded light pink on the map.

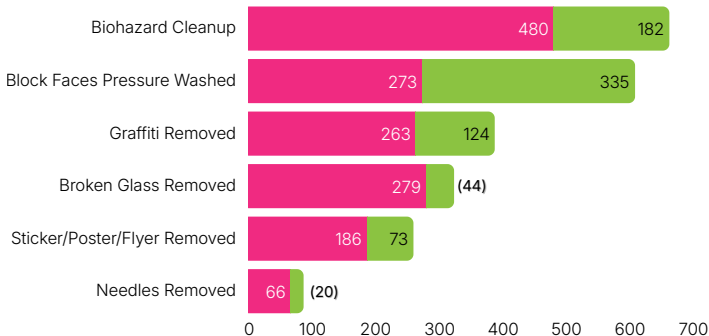
Convention Corridor Cleaning Program (grant funded from the SFDDC): The Convention Corridor team grows the Partnership's cleaning capacity with additional cleaners, pressure washers, and a special projects ambassador. Their additive services are focused on the streets highlighted in hot pink, which are the most heavily trafficked by conventioners, visitors, and transit users.

Service Zones

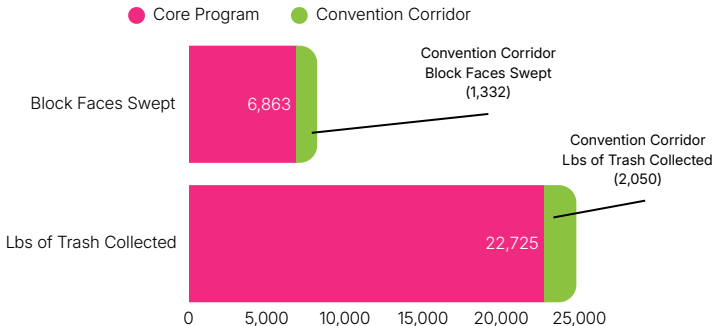


Cleaning: August Key Stats

● Core Program ● Convention Corridor

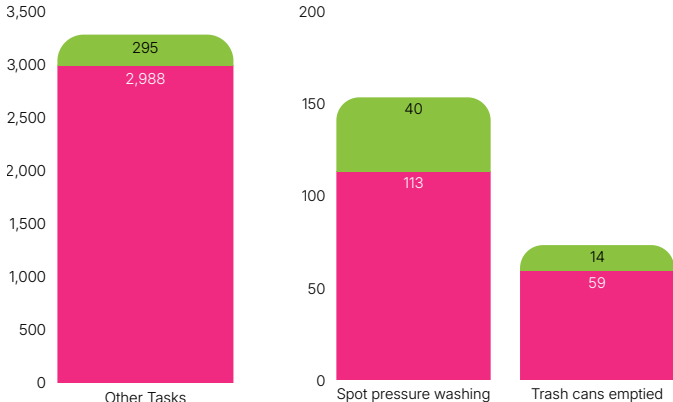


Cleaning: August Key Stats



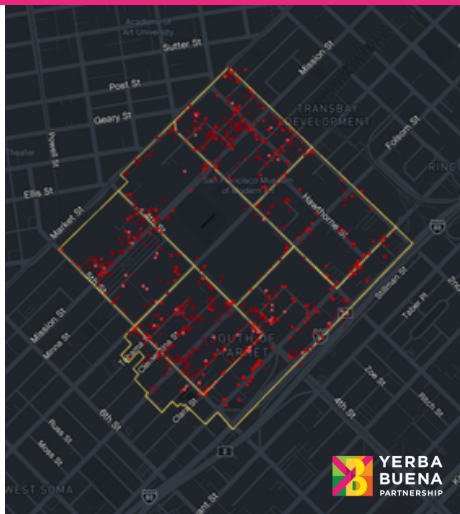
Cleaning: August Key Stats

● Core Program ● Convention Corridor



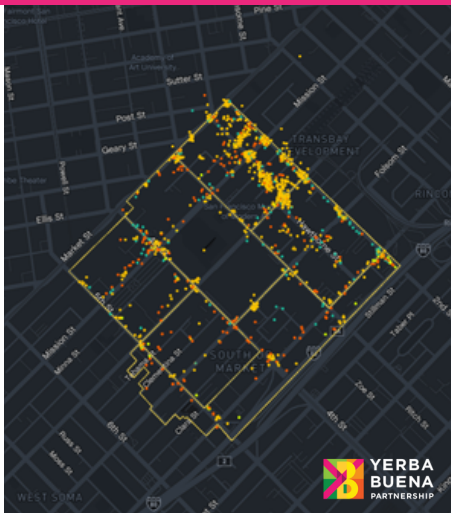
Distribution of Biohazards, Needles, and Broken Glass

- Biohazards
- Needles
- Broken Glass



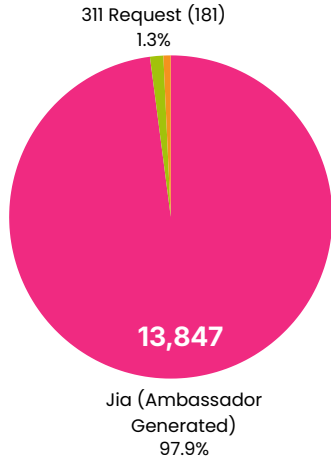
Other Cleaning Tasks

- Graffiti
- Sticker/Poster/
Flyer
- Weeding/
Landscaping
- Fixture/Furniture
Cleaned



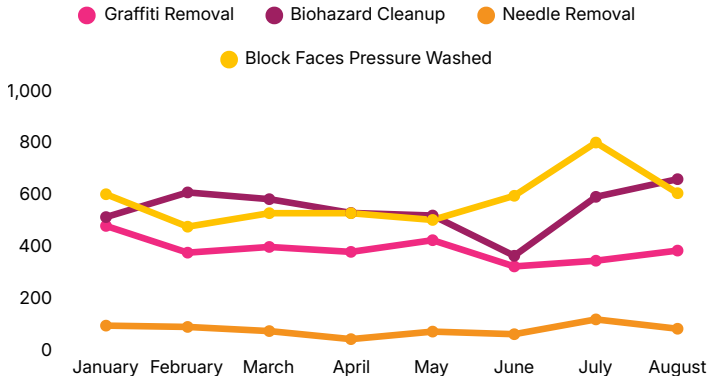
Cleaning Task Sources

- Jia (Ambassador Generated) 97.9% (13,847)
- 311 Request 1.4% (181)
- Public Request to Dispatch Line 0.7% (99)



Total Cleaning Tasks: 15,538					
Cleaning Task	Core Program	Convention Corridor	Safety Ambassadors	Month Total	YTD
Biohazard Cleanup	480	182		662	4,976
Broken Glass Removed	279	44		323	2,184
Trash Cans Emptied	59	14		73	355
Needles Removed	66	20		86	662
Graffiti Removed	263	124		387	3,132
Block Faces Pressure Washed	273	335		608	4,659
Spot Pressure Washings	113	40		153	597
Sticker/Flyer/Poster Removed	186	73	324	583	2,990
Litter Picked Up (Safety Ambassadors only)			1,185	1,185	2,527
Block Faces Swept	6,863	1,332		8,195	71,162
Trash Collected (in pounds)	22,725	2,050		24,775	212,450
Other Tasks	2,988	295		3,283	26,754

Selected Cleaning Tasks - Trends Over Time



Defined Terms: Cleaning



Biohazard Cleanup: Clean-up of feces, urine, or vomit.

Broken Glass Removed: Clean-up of broken glass.

Trash Can Emptied: Removal of the top layer of trash ("topping off") from a Yerba Buena "Big Belly" can or city trash can, because it's overflowing or very close to overflowing.

Needles Removed: Clean-up of needles (each needle counted).

Graffiti Removed: Clean-up of graffiti (large and small). Also includes sidewalk stencils/graffiti.

Block Face Pressure Washed: Regular scheduled block face pressure wash completed.

Spot Pressure Wash: Use of a Hydroshot or any extra or spot pressure washing activity.

Sticker/Flyer/Poster Removed: Removal of a flyer, sticker, or poster.

Litter Picked Up: A Safety Ambassador helps out a colleague by picking up a large piece of litter (e.g. a cup, bottle, or takeout bag) and placing it in a nearby trash can.

Block Faces Swept: Every time a block face is swept from corner to corner, picking up all litter and debris found.

Trash Collected: Bags of trash collected x 25 lbs (average weight of each bag).

Before and After - Cleaning Results

Graffiti Removal



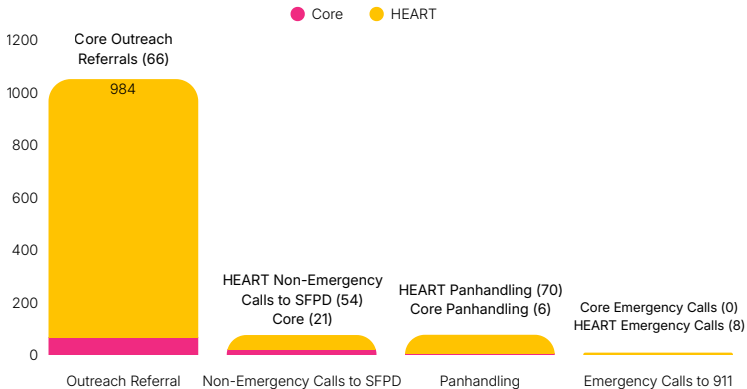
Pressure Washing



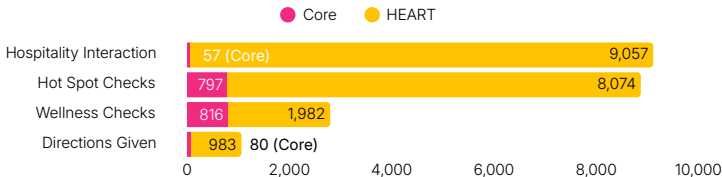
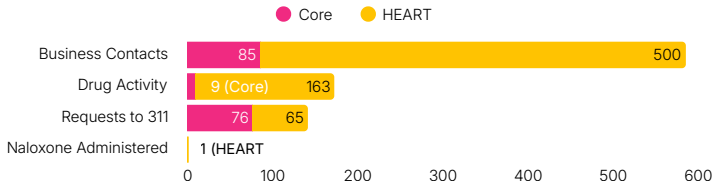
Sweeping



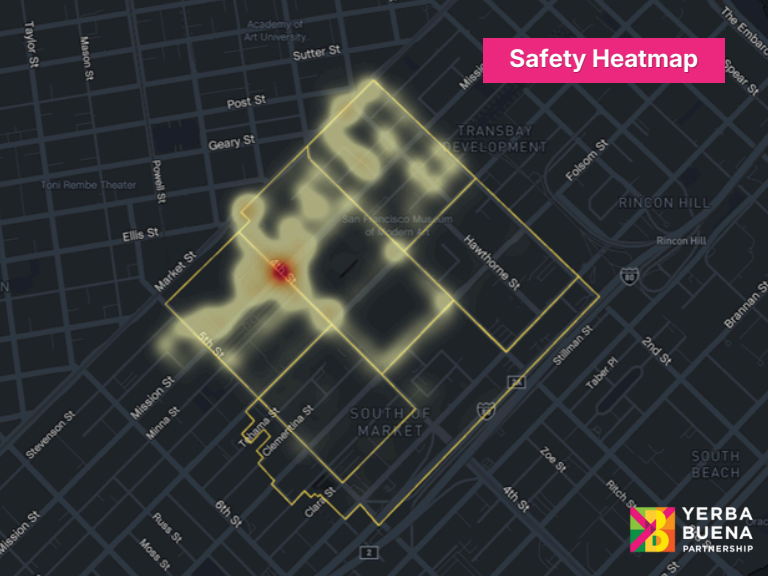
Safety and Hospitality - August Key Stats



Safety and Hospitality - August Key Stats



Safety Heatmap



**YERBA
BUENA**
PARTNERSHIP

Distribution of Welfare Checks and Outreach Referrals



Hospitality Tasks

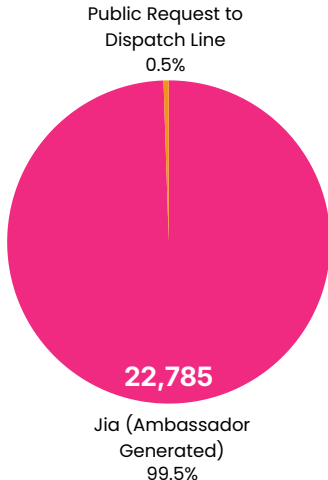
- Hospitality Interactions
- Directions Given
- Business Contacts



**YERBA
BUENA**
PARTNERSHIP

Safety & Hospitality Task Sources

- Jia (Ambassador Generated) 99.5% (22,785)
- Public Request to Dispatch Line 0.5% (119)
- 311 Request 0.0% (0)



Total Safety & Hospitality Tasks: 22,904

Safety and Hospitality Task	Core Program	HEART Program	Month Total	YTD
Emergency Calls to 911	0	8	8	93
Non-Emergency Calls to SFPD	21	54	75	660
Requests to 311	76	65	141	503
Drug Activity	9	163	172	675
Hotspot Check	797	8,074	8,871	73,977
Naloxone Administered	0	1	1	5
Panhandling	6	70	76	321
Business Contacts	85	500	585	2,477
Hospitality Contacts	137	10,040	10,177	64,844
Wellness Checks	816	1,982	2,798	15,217

Defined Terms: Safety & Hospitality



Emergency Calls to 911: Records each time a call is made to 911 (this can include calls to SFFD).

Non-Emergency Calls to SFPD: Records each time a call is made to SFPD non-emergency.

Requests to 311: Each time an issue that is beyond Yerba Buena Partnership's scope is reported to 311 (e.g. broken bus shelter, broken curb/sidewalk).

Drug Activity: Each time a team member witnesses illegal drug activity.

Hotspot Check: Each time a designated "Safety Hot Spot" is patrolled.

Naloxone Administered: Each time Naloxone/Narcan is administered.

Panhandling: Every time a team member witnesses and engages with a person panhandling.

Business Contact: Checking in with businesses, introducing businesses to YBP clean and safe services, and providing dispatch information.

Hospitality Contact: Interactions with the public, directions, recommendations, general assistance, escorts.

Wellness Check: Each time a team member provides a welfare check to an individual.D).

Ambassador of the Month: August

Francisco Escorcia (Clean Team)

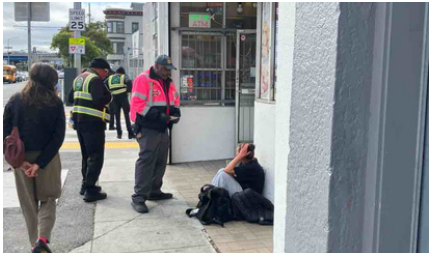
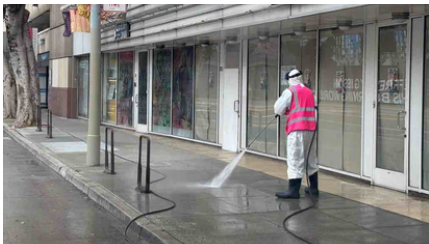
Francisco Escorcia consistently demonstrates a strong work ethic and takes great pride in his role as a Cleaning Ambassador. He is highly detail-oriented, thorough, and efficient, with an ability to get the job done quickly without sacrificing the quality of his work. His consistency and commitment to maintaining high standards throughout the district have made him someone the team can depend on.

Francisco is also a great team player who is always willing to lend a hand and support his fellow ambassadors. His dependable nature and willingness to step in wherever needed have earned him consistent praise for the quality of his work. While he takes his work seriously, he always has a smile on his face and enjoys having fun with the team. His strong work ethic, attention to detail, positive personality, and willingness to help others make him a valued and respected member of the Yerba Buena team.



**YERBA
BUENA**
PARTNERSHIP

Ambassador Impact, Visualized



August Accomplishments & Highlights



August 2026 Event Highlights

Aug 8–9 | Pistahan Festival

Annual Filipino cultural celebration brought music, food, arts, and community programming to Yerba Buena, supporting strong weekend visitation and increased pedestrian activity.

Throughout August | Yerba Buena Gardens Programming

Outdoor performances, cultural programming, and community events continued to activate public spaces and support steady daytime and weekend visitation throughout the district.

Aug 28–30 | Pokémon World Championships

Major international gaming event welcomed competitors, fans, and families from around the world, generating significant visitor activity and increased hospitality needs across Moscone Center and surrounding Yerba Buena corridors.

Operational Success:

Ambassador teams successfully supported a diverse mix of cultural programming, community activity, and major events throughout August. Teams maintained a strong visible presence across the district, completing 8,871 hotspot checks and 9,545 hospitality interactions, while providing consistent wayfinding support, proactive cleanliness coverage, and a welcoming presence during periods of increased visitor activity.

Looking Ahead



September 2026 Event Highlights

Sep 2–5 | Yerba Buena Gardens Programming

Outdoor dance, live music, and Movie Night will support community engagement and evening activity in the district.

Sep 15–17 | Dreamforce 2026

Salesforce's flagship global conference returns to Moscone Center, bringing significant visitor volume and increased pedestrian activity throughout Yerba Buena and surrounding downtown corridors.

Sep 24 | Affordable Housing Conference

Regional housing conference at Moscone Center will contribute to continued weekday professional visitation and district activity.

Operational Focus

Ambassador teams will maintain strong hospitality visibility, wayfinding support, and proactive cleanliness coverage throughout September, with increased deployment attention during Dreamforce and other high-traffic event periods.

Clean & Safe Team - Leadership



**OPERATIONS MANAGER
APRIL OWENS**



**OPERATIONS SUPERVISOR
JOEL RAMIREZ**



**OPERATIONS SUPERVISOR
ZACH WATSON**



**DISPATCHER (LOA)
BRITTANY WILLIAMS**

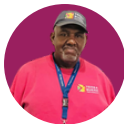


**DISPATCHER
TONY CHAPPELL**



**OPERATIONS SUPERVISOR
EZRA RAYO**

Meet the Clean Team



DARNELL



SAM



OSCAR



FRANCISCO



MICHAEL R.



DeSHAWN



MATTHEW



HOWARD



MICHAEL



CRISTIAN C.

Meet the Safety Team



DYLAN



EMILY



ROBERT



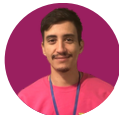
LENISE



RAJA



RASHIQ



YOUSSEF



WILLIAM



NAFIYSAH



SHAHEED



KYNDALL

Meet the Safety Team



GREG



SHALENDRA



THOMAS V.



MARC



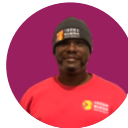
ALASIA



MATTHEW S.



JOHN



ANTWANE



ERICA



THOMAS L.

Clean & Safe Team (Convention Corridor)



CRISTIAN S.
Special Projects



GUILLERMO
Pressure Washer



FREDDIE
Pressure Washer



MIKAEL
Cleaning
Ambassador



DEBBIE
Cleaning
Ambassador



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