

September 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):

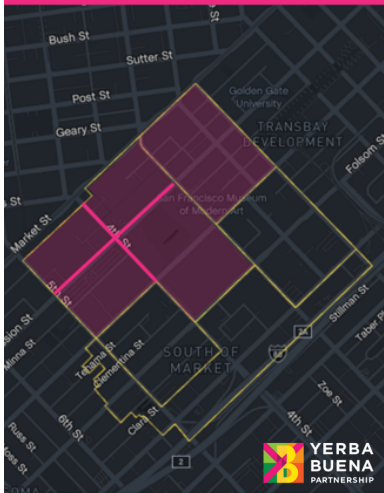
Yerba Buena Partnership's baseline Clean and Safe Team is responsible for services throughout the community benefit district's full boundaries. The team includes cleaners, pressure washers, safety/hospitality ambassadors, a special projects ambassador, a dispatcher, and management.

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.

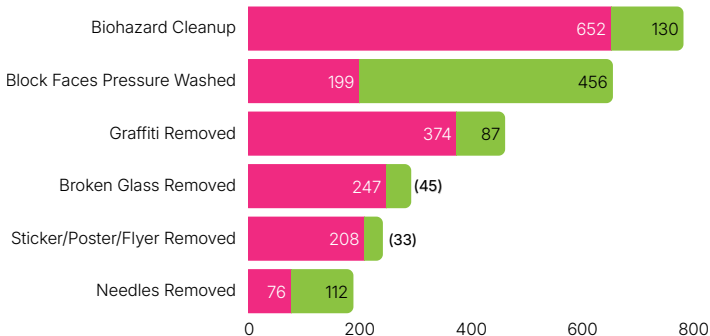
Convention Corridor Cleaning Program (grant funded from the SFDDC): The Convention Corridor team grows the Partnership's cleaning capacity with additional cleaners, pressure washers, and a special projects ambassador. Their additive services are focused on the streets highlighted in hot pink, which are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

Service Zones

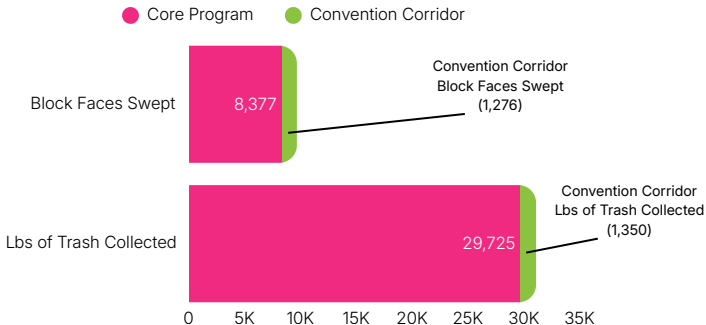


Cleaning: September Key Stats

● Core Program ● Convention Corridor

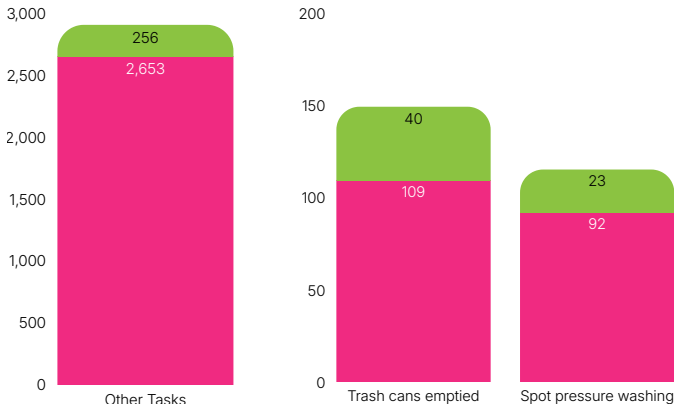


Cleaning: September Key Stats

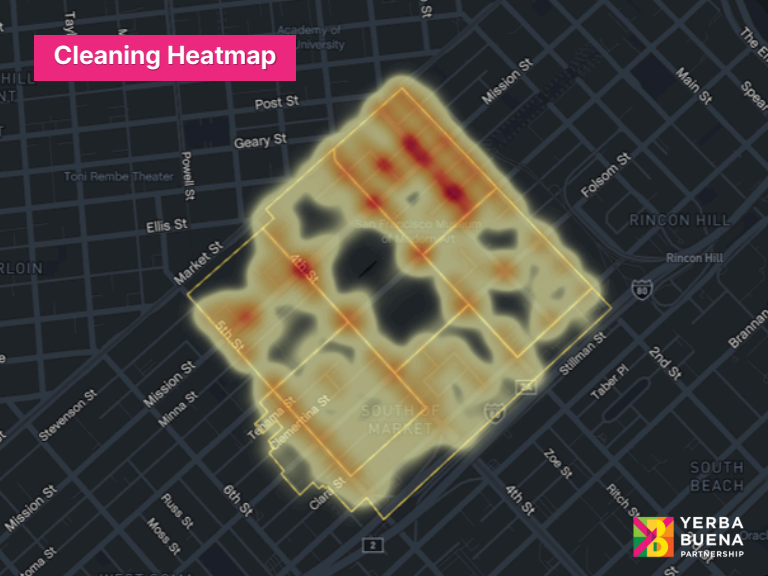


Cleaning: September Key Stats

● Core Program ● Convention Corridor



Cleaning Heatmap



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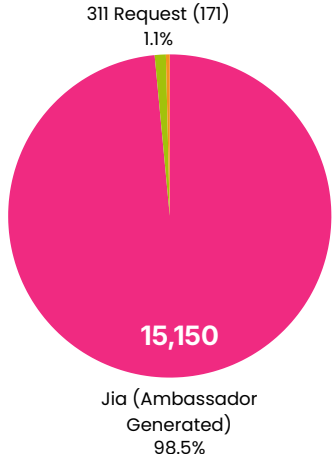
Distribution of Biohazards, Needles, and Broken Glass

- Biohazards
- Needles
- Broken Glass



Cleaning Task Sources

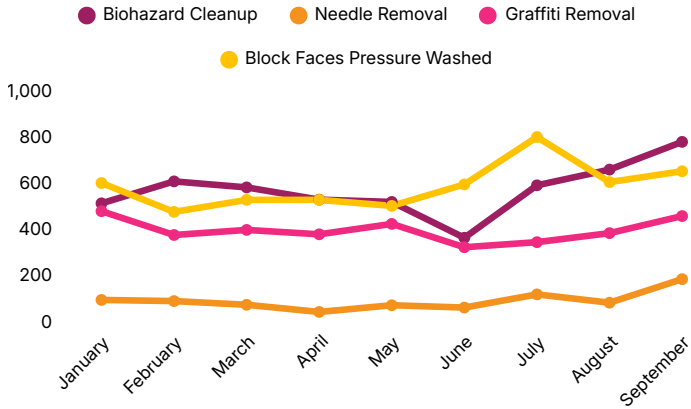
- Jia (Ambassador Generated) 98.5% (15,150)
- 311 Request 1.1% (171)
- Public Request to Dispatch Line 0.4% (59)



Total Cleaning Tasks: 17,038

Cleaning Task	Core Program	Convention Corridor	Safety Ambassadors	Month Total	YTD
Biohazard Cleanup	652	130		782	5,758
Broken Glass Removed	247	45		292	2,476
Trash Cans Emptied	109	40		149	504
Needles Removed	76	112		188	850
Graffiti Removed	374	87		461	3,593
Block Faces Pressure Washed	199	456		655	5,314
Spot Pressure Washings	92	23		115	712
Sticker/Flyer/Poster Removed	208	33	479	720	3,710
Litter Picked Up (Safety Ambassadors only)			1,114	1,114	3,641
Block Faces Swept	8,377	1,276		9,653	80,815
Trash Collected (in pounds)	29,725	1,350		31,075	243,525
Other Tasks	2,653	256		2,909	29,663

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.

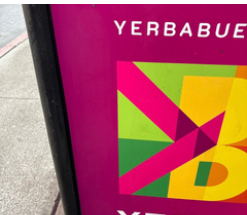
Litter Picked Up: A Safety Ambassador helps out a colleague by picking up a large piece of litter (e.g. a cup, bottle, or takeout bag) and placing it in a nearby trash can.

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



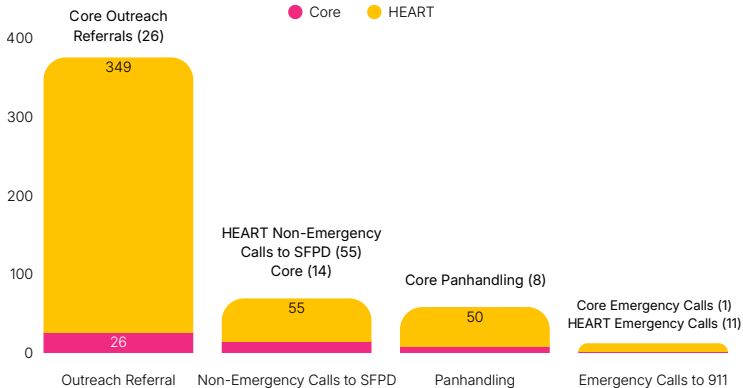
Pressure Washing



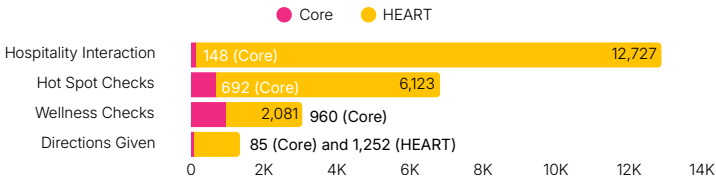
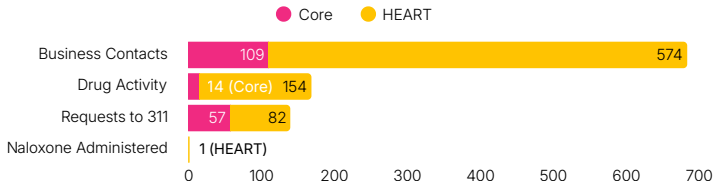
Sweeping



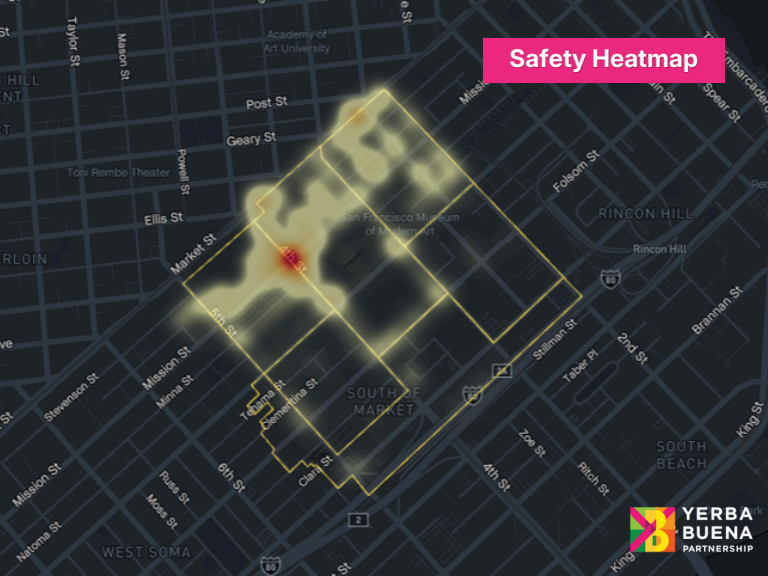
Safety and Hospitality - September Key Stats



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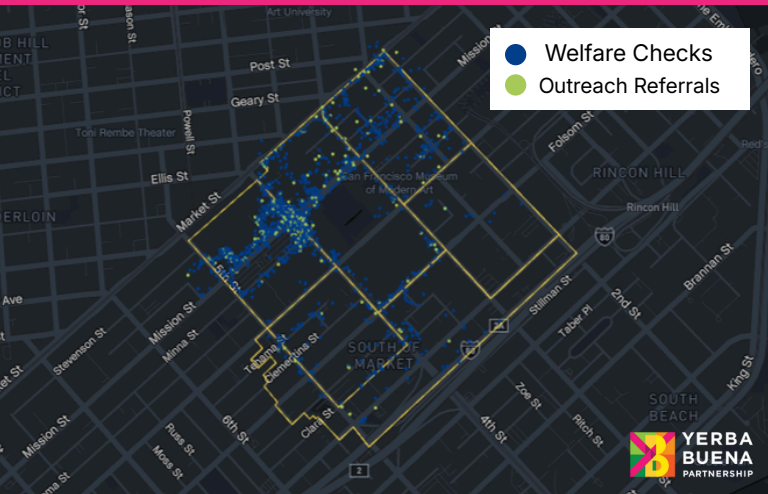


Safety Heatmap



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Distribution of Welfare Checks and Outreach Referrals



Hospitality Tasks

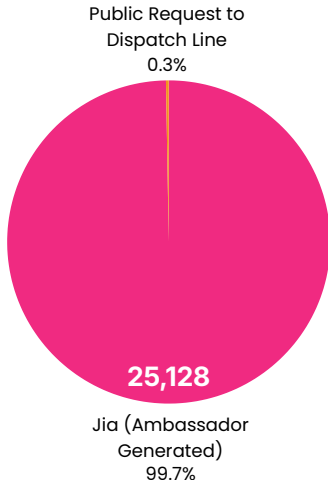
- Hospitality Interactions
- Directions Given
- Business Contacts



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Safety & Hospitality Task Sources

- Jia (Ambassador Generated) 99.7% (25,128)
- Public Request to Dispatch Line 0.3% (70)
- 311 Request 0.0% (0)



Total Safety & Hospitality Tasks: 25,198

Safety and Hospitality Task	Core Program	HEART Program	Month Total	YTD
Emergency Calls to 911	1	11	12	105
Non-Emergency Calls to SFPD	14	55	69	729
Requests to 311	57	82	139	642
Drug Activity	14	154	168	843
Hotspot Check	692	6,123	6,815	80,792
Naloxone Administered	0	1	1	6
Panhandling	8	50	58	379
Business Contacts	109	574	683	3,160
Hospitality Contacts	233	13,979	14,212	79,056
Wellness Checks	960	2,081	3,041	18,258

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: September

Ambassador of the Month

Dylan Pemberton consistently demonstrates dedication, professionalism, and a strong commitment to his role as a Safety Ambassador. He is trustworthy, detail-oriented, and approaches his responsibilities with care and empathy. Dylan maintains regular contact with local businesses, helping foster positive relationships throughout the district, and works effectively alongside the San Francisco Hospitality Task Force. His thoughtful approach to his work and genuine concern for others make him a dependable and valued member of the Yerba Buena team.

Beyond his daily responsibilities, Dylan actively contributes to building a positive and engaging team environment. He helps co-lead monthly team safety activities, bringing creativity, enthusiasm, and a willingness to get involved. Dylan consistently participates in team initiatives, is always willing to lend a hand, and maintains positive relationships with his coworkers. His dedication, collaborative spirit, and genuine willingness to support others make him a deserving recipient of September's Ambassador of the Month recognition.

Dylan Pemberton (Safety Team)



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Ambassador Impact, Visualized



September Accomplishments & Highlights



September 2026 Event Highlights

Sep 15–17 | Dreamforce 2026

Salesforce's flagship global conference brought significant visitor volume and increased pedestrian activity throughout Yerba Buena.

Sep 24 | Affordable Housing Conference

Regional housing conference contributed to continued weekday professional visitation and district activity.

Sep 28–Oct 1 | Amazon UnBoxed & CoreWeave Fully Connected

Overlapping technology events generated increased professional visitation and sustained activity across the district through the end of September.

Throughout September | Yerba Buena Programming

Cultural programming and community events continued to activate public spaces and support daytime and evening visitation.

Looking Ahead



October 2026 Event Highlights

Sep 28–Oct 1 | CoreWeave Fully Connected 2026

Technology and AI conference activity carrying into October and supporting continued professional visitation across the district.

Oct 13–15 | SEMICON West & TechCrunch Disrupt 2026

Two major technology conferences overlapping at Moscone Center, expected to generate significant pedestrian traffic and visitor activity throughout Yerba Buena.

Oct 19–22 | Cloudflare Connect 2026

Technology conference expected to bring continued professional visitation and increased weekday activity to the district.

Operational Focus

Ambassador teams will maintain strong hospitality visibility, wayfinding support, and proactive cleanliness coverage, with deployment adjusted around peak conference and community event periods.