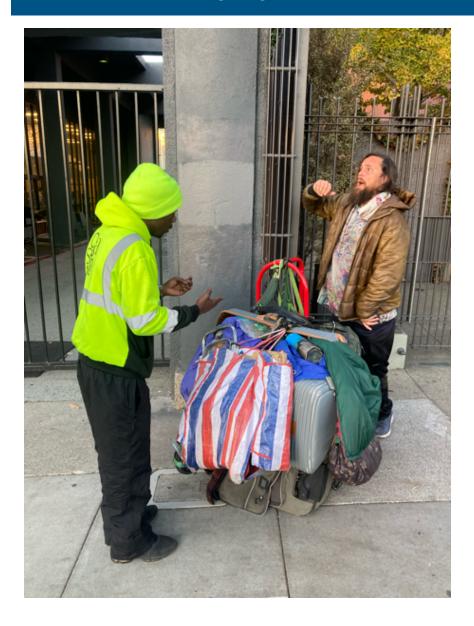


Castro Community Benefit District July 2023 - June 2024 Castro Cares Annual Report





Castro Cares Highlights



Castro Cares Highlights

Accomplishments

Castro Cares is a program of the Castro Community Benefit District that provides a broad range of community ambassador services to the Castro. Community Ambassadors walk the district and act as another set of eyes and ears for the district. In doing so they:

- conduct wellness checks on the unhoused and offer to connect them with city services
- respond to calls on the CBD dispatch telephone line (415-471-7536)
- assist merchants with negative street behavior by trying to de-escalate situations and call 311 or 911 as is appropriate
- conduct wellness checks
- monitor no trespassing signs
- greet passersby

The Community Ambassadors provided:

- 28,153 Business contacts which ranges from greeting a business, helping to deescalate, providing resource informtion to the business, etc.
- 17,026 Homeless Engagements which includes talking to unhoused and sometimes just providing a listening ear
- 17,118 Wellness Checks which generally involves waking someone up who is sleeping and making sure they are OK, offering to connect them with city services
- (In the future Homeless Engagment and Wellness checks will be combined)
- 26,022 Citizen Interactions which can range from greeting passersby, answering questions, calling 311 for someone, etc.



Statistics

July 2023 through June 2024

| | | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | ОСТ | NOV | DEC | TOTAL |
|--------------------------------|-----|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| Business Contact | '23 | | | | | | | 3177 | 2965 | 2483 | 2442 | 2290 | 2273 | 15630 |
| | '24 | 1973 | 2507 | 2113 | 1066 | 2261 | 2603 | | | | | | | 12523 |
| Citizen Interaction | '23 | | | | | | | 2172 | 2104 | 1901 | 1884 | 1634 | 1583 | 11278 |
| | '24 | 1510 | 1797 | 1724 | 1053 | 2723 | 5937 | | | | | | | 14744 |
| Homeless Engagement | '23 | | | | | | | 1458 | 1605 | 1434 | 1332 | 1341 | 1370 | 8540 |
| | '24 | 1240 | 1335 | 1412 | 856 | 1674 | 1969 | | | | | | | 8486 |
| Incident Report | '23 | | | | | | | 9 | 168 | 1 | 1 | 2 | | 181 |
| | '24 | | | | 1 | | | | | | | | | 1 |
| Obstructing Sidewalk | '23 | | | | | | | 39 | 13 | 10 | 9 | 9 | | 80 |
| | '24 | 10 | 14 | 1 | 2 | 1 | 11 | | | | | | | 39 |
| Other | '23 | | | | | | | | 7 | 2 | 1 | 3 | | 13 |
| | '24 | 1 | | 1 | | 2 | 1 | | | | | | | 5 |
| Overdose | '23 | | | | | | | | 2 | | 1 | | | 3 |
| | '24 | | | | | | 2 | | | | | | | 2 |
| Safety Dispatch Call | '23 | | | | | | | 8 | 3 | 2 | | 2 | 3 | 18 |
| | '24 | | 1 | 2 | 3 | 2 | 5 | | | | | | | 13 |
| Sleepers | '23 | | | | | | | 366 | 104 | 47 | 12 | 8 | 16 | 553 |
| | '24 | 8 | 14 | 7 | | 19 | 78 | | | | | | | 126 |
| Tent Counts | '23 | | | | | | | 212 | 145 | 19 | 7 | 29 | 26 | 438 |
| | '24 | 37 | 7 | 2 | | 5 | 8 | | | | | | | 59 |
| Trespassing (Blocking Doorway) | '23 | | | | | | | 25 | 3 | 7 | 1 | 16 | 5 | 57 |
| | '24 | 6 | 16 | 2 | | 6 | 6 | | | | | | | 36 |
| Wellness Check | '23 | | | | | | | 1598 | 1595 | 1428 | 1274 | 1261 | 1315 | 8471 |
| | '24 | 1266 | 1235 | 1455 | 897 | 1748 | 2046 | | | | | | | 8647 |

