

FILE NO. 140367

Petitions and Communications received from April 21, 2014, through April 28, 2014, for reference by the President to Committee considering related matters, or to be ordered filed by the Clerk on May 6, 2014.

Personal information that is provided in communications to the Board of Supervisors is subject to disclosure under the California Public Records Act and the San Francisco Sunshine Ordinance. Personal information will not be redacted.

From Controller, regarding audit report on the Municipal Transportation Agency, Taxis and Accessible Services Division. (1)

From City Administrator, submitting the Local Business Enterprise Contracting Report. (2)

From Mayor's Office of Housing and Community Development, regarding release of reserve for nonprofit rent stabilization services. File No. 140392. Copy: Each Supervisor. (3)

From Cinta Telfer, regarding seismic evaluation of private schools. File No. 140120. (4)

From concerned citizens, submitting signatures for petition regarding GoSolarSF. File No. 140076. 209 Signatures. Copy: Each Supervisor. (5)

From San Francisco Beautiful, regarding proposed graffiti prevention and abatement ordinance. File No. 140261. Copy: Each Supervisor. (6)

From Capital Planning, regarding action items to be considered by the Board approved at the March 17 and April 21, 2014, Committee meetings. Copy: Each Supervisor. (7)

From San Francisco Beautiful, regarding proposed Plaza Program legislation. File No. 140061. Copy: Each Supervisor. (8)

From concerned citizens, submitting signatures for petition regarding Municipal Transportation Agency. 2,604 signatures. (9)

From concerned citizens, submitting signatures for petition regarding Municipal Transportation Agency. 172 signatures. (10)

From Katy Arnold, regarding English as the official language. Copy: Each Supervisor. (11)

From Transplant Donor Network, regarding the Medical Examiner. Copy: Each Supervisor. (12)

From District Attorney, regarding candidacy for Police Commissioner. Copy: Each Supervisor. (13)

From Carl MacCurdo, regarding Uber. Copy: Each Supervisor. (14)

From Jeffrey Clay Barcus, regarding candidacy for Police Commissioner. Copy: Each Supervisor. (15)

From Emergency Management, regarding Supervisor Avalos' inquiry on potential sources of federal grant funding. (16)

From concerned citizen, regarding suggested strategy for Muni Bonds. Copy: Each Supervisor. (17)

From Wild Equity Institute, regarding notice of intent to file suit under the California Environmental Quality Act for approval of Sharp Park safety. Copy: Each Supervisor. (18)

From Jim Essex, regarding healthcare costs. (19)

From American Cancer Society Cancer Action Network, regarding proposed legislation on soda tax. File No. 140098. Copy: Each Supervisor. (20)

From concerned citizens, regarding Strawberry Music Festival. 59 letters. (21)

From: Coate, Micah (CON) [micah.coate@sfgov.org]
Sent: Thursday, April 24, 2014 12:05 PM
To: Calvillo, Angela (BOS); BOS-Supervisors; BOS-Legislative Aides; Kawa, Steve (MYR); Howard, Kate (MYR); Falvey, Christine (MYR); Elliott, Jason (MYR); Campbell, Severin (BUD); Newman, Debra (BUD); Rose, Harvey (BUD); Rosenfield, Ben (CON); Zmuda, Monique (CON); Lane, Maura; CON-EVERYONE
Subject: Report Issued: SFMTA: The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

The Office of the Controller's City Services Auditor Division (CSA) today issued an audit report on the Taxis and Accessible Services Division of the San Francisco Municipal Transportation Agency (SFMTA). The audit found that SFMTA does not provide adequate oversight to verify whether the paratransit broker ensures the delivery of safe, prompt, and high-quality paratransit services. SFMTA does not verify support for paratransit invoices so cannot be assured that all costs are valid. Also, SFMTA lacks adequate oversight and documented processes and procedures over the eligibility process to ensure that only eligible patrons receive paratransit services. Further, the paratransit broker's information technology systems should be better secured. Last, SFMTA must strengthen controls over its taxi complaint and taxi driver permit processes.

To view the full report, please visit our Web site at:
<http://openbook.sfgov.org/webreports/details3.aspx?id=1733>

This is a send-only e-mail address.

For questions about the report, please contact Director of City Audits Tonia Lediju at Tonia.Lediju@sfgov.org or 415-554-5393 or the CSA Audits Unit at 415-554-7469.

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City and County of San Francisco

Office of the Controller – City Services Auditor

**SAN FRANCISCO MUNICIPAL
TRANSPORTATION AGENCY:**

**The Taxis and Accessible Services
Division Needs to Better Manage
Its Paratransit Contract and Improve
Controls Over Its Taxi Complaint
and Taxi Driver Permit Processes**



April 24, 2014

**OFFICE OF THE CONTROLLER
CITY SERVICES AUDITOR**

The City Services Auditor Division (CSA) was created in the Office of the Controller through an amendment to the Charter of the City and County of San Francisco (City) that was approved by voters in November 2003. Charter Appendix F grants CSA broad authority to:

- Report on the level and effectiveness of San Francisco's public services and benchmark the City to other public agencies and jurisdictions.
- Conduct financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operate a whistleblower hotline and website and investigate reports of waste, fraud, and abuse of city resources.
- Ensure the financial integrity and improve the overall performance and efficiency of city government.

CSA may conduct financial audits, attestation engagements, and performance audits. Financial audits address the financial integrity of both city departments and contractors and provide reasonable assurance about whether financial statements are presented fairly in all material aspects in conformity with generally accepted accounting principles. Attestation engagements examine, review, or perform procedures on a broad range of subjects such as internal controls; compliance with requirements of specified laws, regulations, rules, contracts, or grants; and the reliability of performance measures. Performance audits focus primarily on assessment of city services and processes, providing recommendations to improve department operations.

CSA conducts audits in accordance with the Government Auditing Standards published by the U.S. Government Accountability Office. These standards require:

- Independence of audit staff and the audit organization.
- Objectivity of the auditors performing the work.
- Competent staff, including continuing professional education.
- Quality control procedures to provide reasonable assurance of compliance with the auditing standards.

For questions regarding the report, please contact Director of City Audits Tonia Lediju at Tonia.Lediju@sfgov.org or 415-554-5393 or CSA at 415-554-7469.

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City and County of San Francisco

Office of the Controller - City Services Auditor

**San Francisco Municipal Transportation Agency:
The Taxicab and Accessible Services Division Needs to Better Manage Its
Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver
Permit Processes**

April 24, 2014

Purpose of the Audit

The audit assessed whether the Taxicab and Accessible Services Division (division) of the San Francisco Municipal Transportation Agency (SFMTA) effectively manages the five-year, \$118.6 million paratransit contract to ensure that eligible patrons receive safe, prompt, and high-quality service. It also assessed whether SFMTA adequately ensures that the public receives safe and effective taxicab service in San Francisco, consistent with the division's mission. Specifically, the audit evaluated SFMTA's effectiveness in its taxi complaint and taxi driver permit processes.

Highlights

Nearly four million trips occur in San Francisco each day through various modes of transportation, including walking, biking, taxi, bus and other fixed-route services, and automobile. The division is responsible for managing more than 50,000 trips per day provided by taxicabs and accessible transportation vehicles. The audit found that:

- SFMTA does not adequately ensure that paratransit services are safe, prompt, and of high-quality. SFMTA relies on the paratransit broker, Veolia Transportation Services, Inc., (Veolia) to ensure the delivery of safe, prompt, and high-quality paratransit services based on performance goals. However, SFMTA does not adequately verify that the performance goals are met and instead relies on data reported by Veolia.
- SFMTA pays \$18.5 million yearly in paratransit costs but does not verify support for all these costs, so it cannot ensure that they are valid. SFMTA does not receive and verify support for 79 percent of monthly paratransit invoices that represent transportation costs. SFMTA receives support for Veolia's labor and other direct costs but does not thoroughly review the support.
- SFMTA should ensure that the paratransit broker agreement clearly defines outreach activities and priorities.
- SFMTA should strengthen internal controls over the eligibility determination process for paratransit applicants.
- Veolia lacks effective information system controls to ensure that the Trapeze system and Debit Card Central System (DCCS) are well-managed. Veolia does not frequently or thoroughly review user access to its systems, and some users have inappropriate user access.
- SFMTA does not have a reliable count of taxi complaints received, investigated, or resolved due to it not logging all taxi complaints received and inadequate written policies and procedures to consistently and reliably log, track, investigate, and resolve taxi

Recommendations

The report includes 42 recommendations for SFMTA to improve its management of the paratransit contract and improve internal controls over its taxi complaint and taxi driver permit processes. These include that SFMTA should:

- Periodically inspect to ensure that Veolia maintains adequate paratransit safety records for each of its service providers.
- Compare Veolia's calculations for measuring on-time paratransit trip performance to source data for taxi, SF Access, and group van services.
- Periodically review Veolia's process for tracking, investigating, and resolving paratransit complaints to ensure that they are entered into the tracking system promptly and are adequately resolved.
- Periodically review support for paratransit transportation costs and thoroughly review supporting documents for labor and other direct costs to ensure that costs are

complaints. Also, SFMTA does not obtain some video evidence because it uses an outdated, inaccurate Cabdriver Waybill Request form.

- SFMTA uses an insecure complaint-tracking system that could be tampered with without detection.
- The taxi driver permit process is inadequate and does not ensure that only safe and qualified drivers operate taxis in San Francisco. SFMTA's taxi driver permit process lacks supervisory review, does not verify that applicants meet health prerequisites, and does not verify that taxi drivers renew their permits yearly.

valid.

- Implement a formal monitoring process over the eligibility determination process to ensure that only eligible patrons receive paratransit services.
- Revise the outreach and related tasks in the paratransit broker agreement to reflect agency priorities and ensure that outreach activities are targeted to appropriate populations and areas of San Francisco.
- Require Veolia to regularly review current user access to the Trapeze system and DCCS and restrict system users' access in accordance with their job duties.
- Consider purchasing or developing a taxi complaint tracking system.
- Implement supervisory review in the taxi driver permit process, require applicants to pass a drug test, and implement a process to ensure that taxi drivers renew their permits yearly.

Copies of the full report may be obtained at:

*Office of the Controller • City Hall, Room 316 • 1 Dr. Carlton B. Goodlett Place • San Francisco, CA 94102 • 415.554.7500
or on the Internet at <http://www.sfgov.org/controller>*



CITY AND COUNTY OF SAN FRANCISCO
OFFICE OF THE CONTROLLER

Ben Rosenfield
Controller

Monique Zmuda
Deputy Controller

April 24, 2014

Board of Directors
San Francisco Municipal Transportation Agency
1 South Van Ness Avenue, 7th Floor
San Francisco, CA 94103

Mr. Edward D. Reiskin
Director of Transportation
San Francisco Municipal Transportation Agency
1 South Van Ness Avenue, 7th Floor
San Francisco, CA 94103

Dear Board Chairman, Board Members, and Mr. Reiskin:

The Office of the Controller's City Services Auditor Division (CSA) presents its audit report of the Taxis and Accessible Services Division (division) of the San Francisco Municipal Transportation Agency (SFMTA). The audit objectives were to assess whether SFMTA:

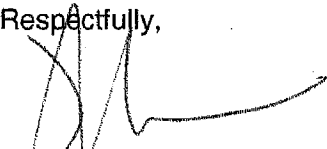
- Effectively manages its five-year, \$118.6 million paratransit contract to ensure that eligible patrons receive safe, prompt, and high-quality service.
- Adequately ensures that the public receives safe and effective taxi service in San Francisco, consistent with the division's mission.

The audit found that SFMTA does not provide adequate oversight to verify whether the paratransit broker ensures the delivery of safe, prompt, and high-quality paratransit services. Also, SFMTA does not verify support for paratransit invoices and cannot ensure that all costs are valid. Furthermore, SFMTA lacks adequate oversight and documented processes and procedures over the eligibility process to ensure that only eligible patrons receive paratransit services. The paratransit broker's information technology systems should be better secured. Last, SFMTA must strengthen controls over its taxi complaint and taxi driver permit processes.

The report includes 42 recommendations for SFMTA to consider. SFMTA's response to the report is attached as an appendix. CSA will work with SFMTA to follow up on the status of the recommendations made in this report.

CSA appreciates the assistance and cooperation of SFMTA staff during the audit. For questions about the report, please contact me at Tonia.Lediju@sfgov.org or 415-554-5393 or CSA at 415-554-7469.

Respectfully,


Tonia Lediju
Director of City Audits

cc: Board of Supervisors
Budget Analyst
Citizens Audit Review Board
City Attorney
Civil Grand Jury
Mayor
Public Library

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GLOSSARY OF TERMS

311	311 Customer Service Center
A-card	Permit to operate a taxi in San Francisco
ADA	Americans With Disabilities Act
BART	Bay Area Rapid Transit
City	City and County of San Francisco
CSA	City Services Auditor Division of the Office of the Controller
DAAS	Department of Aging and Adult Services
DCCS	Debit Card Central System; the software system used for taxi paratransit services
division	Taxis and Accessible Services Division of San Francisco Municipal Transportation Agency
IT	Information Technology
ITE	In Taxi Equipment; hardware installed in all taxi vehicles
FTA	Federal Transit Administration
FTE	Full-time equivalent
GAO	United States Government Accountability Office
MDC	Mobile Data Computer; hardware installed in paratransit vans
Muni	San Francisco Municipal Railway
NIST	National Institute of Standards and Technology
paratransit	Transportation for individuals who are unable to ride Muni's fixed-route system; mandated by the Americans With Disabilities Act
PCC	Paratransit Coordinating Council
PCO	Paratransit Coordination and Operation, a subcommittee of the PCC
ramp taxi	A taxi equipped with a wheelchair ramp
service provider	Local transportation providers and social services agencies contracted with Veolia to provide paratransit services
SFMTA	San Francisco Municipal Transportation Agency
SF Paratransit	The City's paratransit program
Trapeze	Trapeze-PASS Version 8; the software system Veolia uses for paratransit routing and scheduling, complaint tracking, and client data management
Veolia	Veolia Transportation Services, Inc.

INTRODUCTION

Audit Authority

This audit was conducted under the authority of the Charter of the City and County of San Francisco (City), Section 3.105 and Appendix F, which requires that the City Services Auditor (CSA) of the Office of the Controller conduct periodic, comprehensive financial and performance audits of city departments, services, and activities.

This is CSA's fourth annual performance audit of a unit of the San Francisco Municipal Transportation Agency (SFMTA). The audit evaluates SFMTA's management of its paratransit contract and taxi services, key responsibilities of SFMTA's Taxis and Accessible Services Division. This work is intended to inform SFMTA's leadership as it addresses ongoing fiscal concerns.

Background

In November 1999 San Francisco voters amended the City Charter by passing Proposition E, which called for the creation of SFMTA through the consolidation of the San Francisco Municipal Railway (Muni) and the City's Department of Parking and Traffic. The new agency began on July 1, 2002. In November 2007 voters approved Proposition A, which granted SFMTA regulatory authority over the taxi industry, effective March 1, 2009.

SFMTA is responsible for operating and maintaining the City's network of surface transportation that includes pedestrians, bicycles, transit, traffic, and parking. SFMTA also regulates the taxi industry in San Francisco.

Governance of SFMTA

A seven-member Board of Directors, appointed by the mayor and confirmed by the Board of Supervisors, governs SFMTA. The Board of Directors sets policy for SFMTA, approves its budget, and appoints the director of transportation, who is the chief executive responsible for the agency's day-to-day operations.

Office of the Controller, City Services Auditor
The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Taxis and Accessible Services Division

The Taxis and Accessible Services Division (division) manages the regulation of the San Francisco taxi industry and the accessible transportation offerings available to all users of SFMTA's services. The division:

- Licenses and trains taxi drivers.
- Recommends taxi regulations to the Board of Directors.
- Monitors taxi regulatory compliance and conducts enforcement and discipline for violations.
- Oversees the paratransit system.
- Supports other divisions of SFMTA by reviewing agency projects to ensure accessibility to residents and visitors with disabilities.
- Ensures that the Muni system is accessible.

Taxis and Accessible Services Division's budget

The division consists of the Taxi Services unit and Accessible Services unit. The Taxi Services unit had budgets of \$4.1 million and \$3.4 million, respectively, in fiscal years 2012-13 and 2013-14. In the same two years, the Accessible Services unit had budgets of \$20.9 million and \$22.2 million.

Exhibit 1 shows the total budgeted amounts for SFMTA and the amounts allocated for its various programs, including the two units in the division.

EXHIBIT 1 San Francisco Municipal Transportation Agency Budget by Program Fiscal Years 2012-13 and 2013-14			
Program	2012-13 Adopted Budget	2013-14 Adopted Budget	Difference
Accessible Services	\$20,913,224	\$22,178,474	\$1,265,250
Taxi Services	4,098,656	3,401,034	(697,622)
Administration	69,028,044	73,440,798	4,412,754
Agency-wide Expenses	105,049,662	66,161,614	(38,888,048)
Capital Programs and Construction	100,402	5,044,187	4,943,785
Development and Planning	714,521	1,012,278	297,757
Parking and Traffic	82,629,336	92,503,698	9,874,362
Parking Garages and Lots	24,377,430	28,878,125	4,500,695
Rail and Bus Services	443,907,050	481,671,539	37,764,489
Security, Safety, Training, and Enforcement	79,798,726	79,697,474	(101,252)
Total	\$830,617,051	\$853,989,221	\$23,372,170

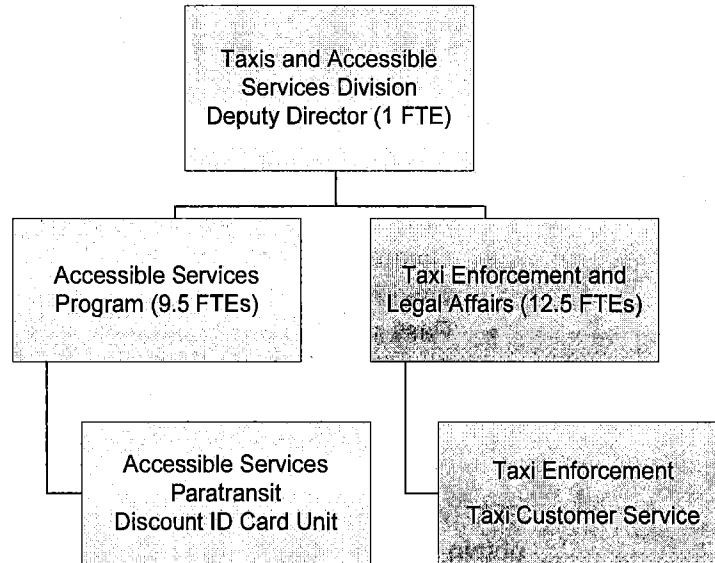
Source: City's fiscal year 2013-14 and 2014-15 Budget and Appropriation Ordinance

Office of the Controller, City Services Auditor
The Taxicab and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

The division has 23 budgeted full-time equivalent (FTE) positions for fiscal year 2012-13.

Exhibit 2 shows the division's organization chart with the number of budgeted positions for each unit.

EXHIBIT 2 Taxicab and Accessible Services Division Organization Chart



*Note: Full-time equivalents shown are for fiscal year 2012-13.

Source: SFMTA's fiscal year 2013 and 2014 Adopted Operating Budget

Taxi Services unit

On March 1, 2009, the Board of Supervisors transferred the regulatory jurisdiction of the San Francisco taxi industry to SFMTA from the Taxi Commission, which ceased to exist at that time. The division's Taxi Services unit now regulates the taxi industry in San Francisco. The Taxi Services unit is responsible for identifying, implementing, and enforcing appropriate policies through local motor vehicle for hire laws and regulations to:

- Protect public safety.
- Improve public service.
- Reduce congestion and increase parking availability.
- Improve air quality.
- Support the economic productivity and sustainability of the San Francisco motor vehicle for hire industry.

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The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

The Taxi Services unit performs administrative functions related to the taxi industry including issuance, denial, revocation, and renewal of taxi permits and the management of permit holder files and data, such as taxi medallions¹ and driver permits, among other things. The Taxi Services unit enforces the requirements of the Transportation Code, which address topics including passenger complaint investigations, driver discipline, and field investigations.

Taxi driver permit process in San Francisco

Those who wish to become a taxi driver in San Francisco must:

- Meet certain prerequisites.
- Pass a pre-screening for new drivers.
- Complete taxi school offered by a non-SFMTA provider.
- Pass a background check.
- Provide a ten-year driving history.
- Obtain a job offer from a taxi company.
- Pass SFMTA's in-house taxi training.

SFMTA administers the permit process for drivers to obtain a permit, also known as an A-card, to operate taxis in San Francisco. Prerequisites include:

- Proof of residency
- Personal hygiene
- Good health
- Valid California driver's license
- Ability to drive four or more hours per day
- No prior criminal history that, in the judgment of SFMTA, would present a risk to public safety
- Age 21 or older
- English language proficiency

Appendix A shows the taxi driver permit process.

¹A taxi medallion is a permit to operate a taxi in San Francisco. A person who holds an A-card may legally drive a taxi in San Francisco and either holds a medallion or rents a taxi from a medallion holder.

Office of the Controller, City Services Auditor
The Taxicab and Accessible Services Division Needs to Better Manage Its Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Taxi complaints

SFMTA receives most taxi complaints through the City’s 311 Customer Service Center (311). Relatively few complaints are received through phone calls or e-mails directly to SFMTA. An SFMTA employee tracks the complaints on electronic spreadsheets and requests information from the taxi companies based on the type of complaint. Based on the severity of the complaint and information received from the taxi company, the employee will either close the complaint or assign it to an investigator for investigation and resolution. Appendix B depicts the taxi complaint process.

Exhibit 3 shows the number of taxi complaints by source per fiscal year, according to SFMTA’s records.²

EXHIBIT 3 Recorded Number of Taxi Complaints by Source		
Sources	Fiscal Year 2011-12	Fiscal Year 2012-13 ^b
311	1,273 ^a	669
E-mail	123	7 ^c
Call	0	0 ^c
Other	10	1 ^c
Total	1,406	677

Notes: Finding 3.1.1 relates to the notes below.
^a No data for April through June 2012 in SFMTA’s records.
^b SFMTA did not retain records of complaints for August 2012 through March 2013.
^c SFMTA records contain no complaint information for non-311 complaints in April 2013.

Source: SFMTA records

Accessible Services unit

The Accessible Services unit is responsible for the following:

- Fixed-route accessibility
 - Ensures compliance with the Americans With Disabilities Act (ADA) regulations
 - Oversees Muni operational issues that impact senior and disabled access
 - Conducts transit operator trainings on ADA regulations and disability sensitivity
- Staffs the Muni Accessibility Advisory Committee

² SFMTA’s taxi complaint records are incomplete because they exclude 311 complaint data for three months of fiscal year 2011-12 and eight months of fiscal year 2012-13. Consequently, the numbers of taxi complaints derived from these records for the two years are understated. Refer to Finding 3.1.1.

**Office of the Controller, City Services Auditor
The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes**

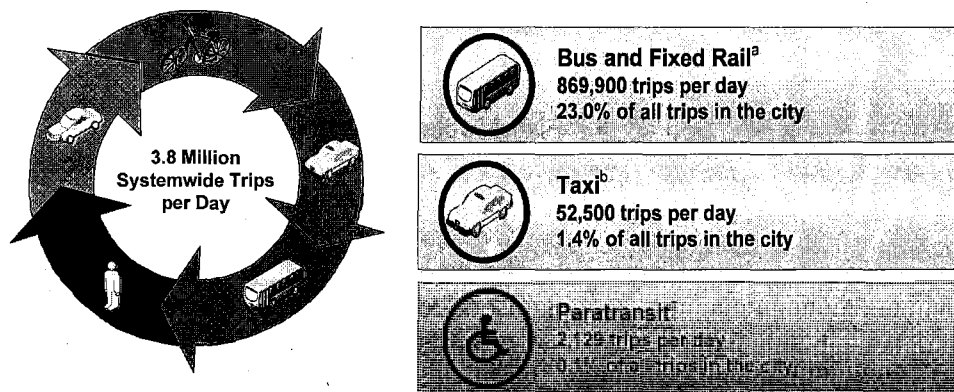
- Capital projects
 - Ensures infrastructure, facility, and vehicle procurement projects are ADA-compliant
- Paratransit
 - Manages ADA-mandated paratransit transportation for individuals who are unable to ride Muni's fixed-route system independently some or all of the time due to a disability or health-related condition
 - Manages the paratransit broker contract
- Technical assistance for ADA compliance
 - Provides as-needed assistance to SFMTA divisions on ADA compliance issues
 - Manages the Discount ID program

The division is responsible for more than 50,000 daily trips, most by taxi.

Nearly four million trips occur in San Francisco each day, including walking, biking, taxi, bus and other fixed-route, and automobile modes of transportation. The division is responsible for managing more than 50,000 trips per day provided by taxis and accessible transportation vehicles.

Exhibit 4 summarizes the average number of daily trips made in San Francisco by Muni's fixed-route vehicles, taxis, and paratransit.

EXHIBIT 4 Daily Fixed-Route, Taxi, and Paratransit Trips in San Francisco



Notes:

^a Bus and fixed rail trips are based on telephone survey data collected between October 2012 and January 2013.

^b Taxi trips are based on an extrapolation of 2013 taxi trip data.

^c Paratransit trips are based on fiscal year 2012-13 data and include van and taxi trips.

Source: SFMTA

Office of the Controller, City Services Auditor
The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

San Francisco's paratransit program

SFMTA has provided paratransit services to the San Francisco community since 1978. The City's paratransit program, known as SF Paratransit, offers services for eligible individuals who cannot independently use the City's fixed-route public transportation service due to a disability or disabling health condition. SF Paratransit offers complementary van and taxi services in accordance with requirements of the ADA. To serve people who are unable to access the fixed-route system but may not qualify under ADA requirements or have other transit-related needs, SF paratransit offers additional services.

SFMTA provides nearly 800,000 paratransit trips yearly.

SFMTA is one of the four largest paratransit operators in the San Francisco Bay Area, providing nearly 800,000 paratransit trips annually. According to a 2011 report written for the Metropolitan Transportation Commission, there were 19 ADA paratransit programs provided by public transit agencies and at least 32 non-ADA paratransit services provided by transit or other public agencies in the Bay Area.³

Veolia was awarded the current paratransit broker agreement in 2010.

On January 26, 2010, the Board of Supervisors approved a total not-to-exceed amount of \$118.6 million for the paratransit broker agreement with Veolia Transportation Services, Inc. (Veolia), continuing its role in administering the City's paratransit program under the direction of SFMTA. The agreement's initial term is five years, from April 1, 2010, through June 30, 2015, with an option to extend the agreement for another five years, through June 30, 2020. Veolia has been the City's broker for paratransit services since 2000.

Veolia administers the City's paratransit program.

As SFMTA's paratransit broker, Veolia is responsible for administering and managing all aspects of the City's paratransit program, including:

- Determining patron eligibility.
- Conducting outreach and providing customer service to patrons.
- Managing various paratransit information technology systems and databases.
- Developing and maintaining a structured protocol

³ Non-ADA paratransit services go beyond the scope of ADA requirements to meet community needs. For a list of these services in San Francisco, see Exhibit 7.

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for all assets purchased with city funds.

- Developing procedures for daily operations and adhering to reporting and record retention requirements.
- Controlling the budgeted resources and ensuring fiduciary control of funds collected.
- Providing qualified and skilled staff in accordance with contract requirements.
- Managing the delivery of services performed by subcontracted providers through competitive selection and effective monitoring practices.

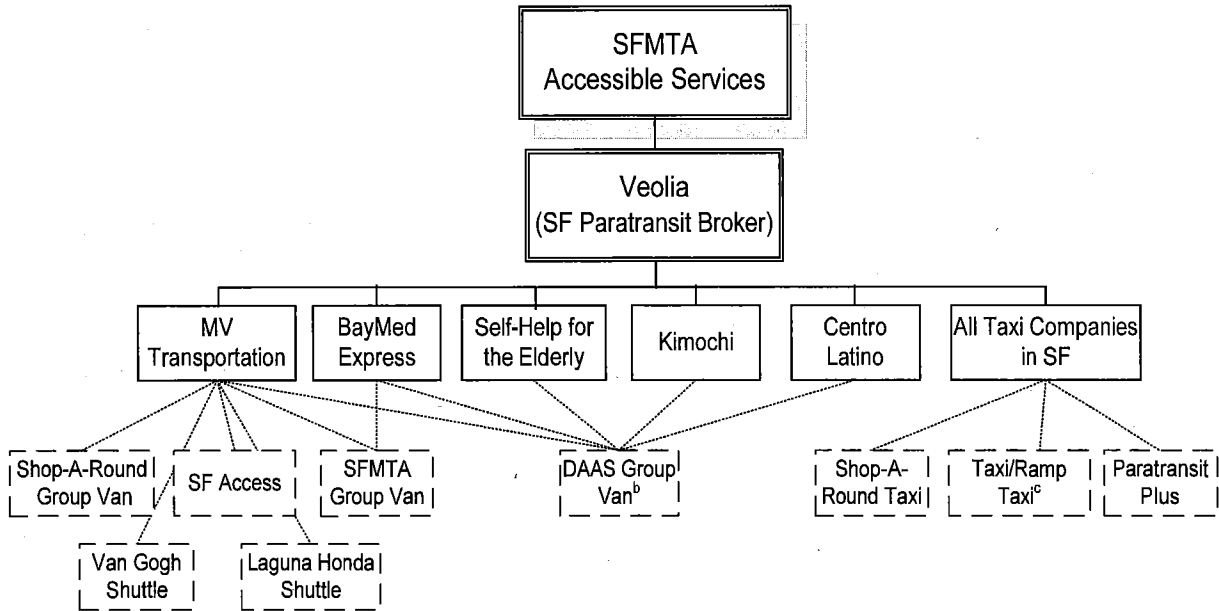
SF Paratransit services are operated by subcontracted providers.

Similar to other public transit agencies that provide paratransit services nationally and regionally, Veolia contracts for the delivery of all paratransit services with local transportation providers or social services agencies (service providers). As its contract with SFMTA requires, Veolia selected five service providers to operate the SF Access, Group Van, and Shop-A-Round services and established contracts with qualifying taxi companies in San Francisco to provide paratransit taxi services.

Exhibit 5 shows the contractual relationships between SFMTA, Veolia, and its service providers.

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EXHIBIT 5 Contractual Relationships of Organizations Involved in San Francisco's Paratransit Services^a



Notes:

- ^a Excludes intercounty services, which represented an average of less than 1 percent of all passenger trips in fiscal years 2011-12 through 2012-13.
- ^b DAAS – Department of Aging and Adult Services
- ^c Not all taxis are equipped with wheelchair-accessible ramps.

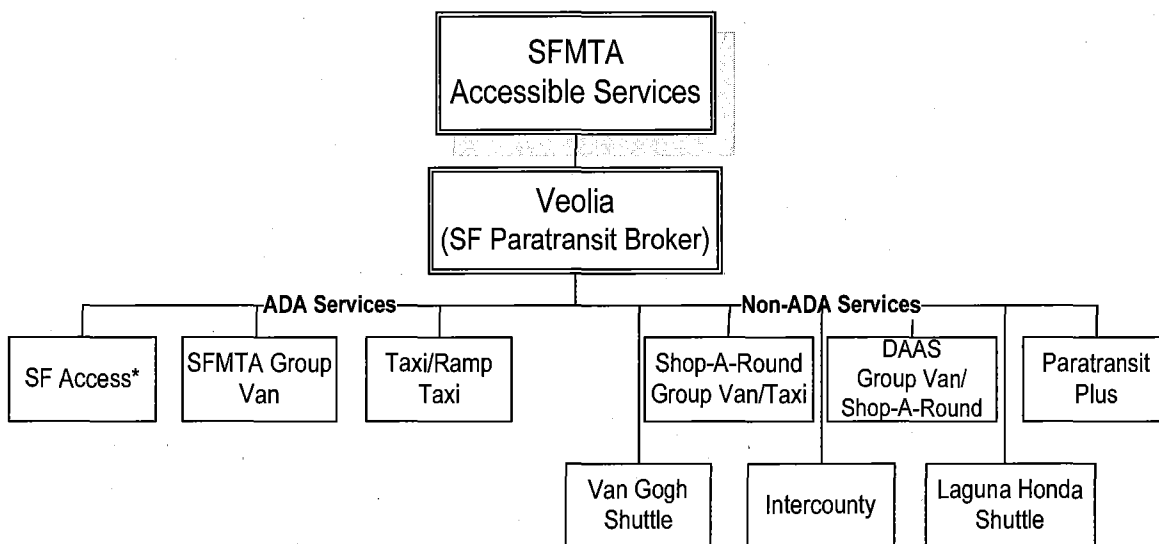
Source: SFMTA and Veolia

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SF Paratransit offers a variety of service modes, most of which are not required by ADA.

The key component of paratransit services in San Francisco is SF Access, the only mode of service that ADA requires SFMTA to provide. However, SFMTA has opted to provide other service modes as part of SF Paratransit, some of which qualify as ADA services, while others do not. Exhibit 6 shows the various ADA and non-ADA services provided by SF Paratransit.

EXHIBIT 6 Overview of Services Provided by SF Paratransit



*Note: SF Access is the only ADA-mandated mode of service required to be provided by SF Paratransit.

Source: SFMTA and Veolia

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Exhibit 7 briefly describes the services provided by SF Paratransit.

EXHIBIT 7 Description of Services Provided by SF Paratransit		
Service Type	Paratransit Service	Description of Service
ADA	SF Access	<ul style="list-style-type: none"> Complementary paratransit service to SFMTA's Muni fixed-route system. Scheduled, door-to-door shared ride service for ambulatory^a and wheelchair^b passengers.
ADA	SFMTA Group Van	<ul style="list-style-type: none"> Subscription, scheduled, shared-ride service for group programs typically held at social service agencies, such as adult day health care. Ambulatory and wheelchair services are provided, with the exception of stair-assist passengers.
ADA	Taxi/Ramp Taxi	<ul style="list-style-type: none"> Metered curb-to-curb taxi service provided to existing SF paratransit customers or new enrollees with qualifying circumstances, such as wheelchair users who need ramp taxi service, seniors age 80 or older, or individuals who need dialysis. Offers convenience for individuals who prefer same-day scheduling as opposed to scheduled trips.
Non-ADA	Shop-A-Round (Group Van/Taxi)	<ul style="list-style-type: none"> Grant-funded program for seniors and others with disabilities that live in designated neighborhoods and have limited access to grocery shopping opportunities. Group van and taxi modes offered.
Non-ADA	Van Gogh Shuttle	<ul style="list-style-type: none"> New program for seniors and individuals with disabilities to travel to opera, theater, and other group-related activities.
Non-ADA	Department of Aging and Adult Services (DAAS) (Group Van/Shop-A-Round)	<ul style="list-style-type: none"> Group van and Shop-A-Round services offered through separate arrangement between DAAS and SFMTA Accessible Services to fund and provide rides to seniors in San Francisco. All rides are DAAS-specific and are not to be mixed with SFMTA services.
Non-ADA	Intercounty	<ul style="list-style-type: none"> Direct regional paratransit service available for customers traveling between San Francisco and the East Bay or Marin County.
Non-ADA	Laguna Honda Shuttle	<ul style="list-style-type: none"> Weekend shuttle service between Forest Hill Muni station and Laguna Honda Hospital.
Non-ADA	Paratransit Plus	<ul style="list-style-type: none"> Taxi service program for those ineligible under ADA but who demonstrate a high level of difficulty in using fixed-route public transit.

Notes:

^a Ambulatory refers to individuals who do not use wheelchairs or scooters.

^b Wheelchair refers to individuals who use wheelchairs or scooters and need lift-assisted service and "stair-assist," which refers to wheelchair users who must be transported up and down exterior stairs.

Source: Auditor's analysis of information from Veolia

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The process of providing ADA paratransit services

The purpose of paratransit service is to provide complementary transportation service to individuals eligible for ADA paratransit to travel from their origin to their destination.⁴ To do so effectively, routing and scheduling functions are essential. Appendix C summarizes the process for the three ADA paratransit services, from reservation, through scheduling, pick-up, and drop-off.

ADA paratransit requirements

ADA requires that every public entity operating a fixed-route transit system offer complementary services to individuals with disabilities that are comparable to the level of service provided to the general public without disabilities who uses the fixed-route system.⁵

Veolia must perform paratransit outreach.

SFMTA's paratransit broker agreement with Veolia includes outreach tasks. Veolia is required to educate prospective users of paratransit services to increase the awareness of ADA paratransit services in the community, with particular attention to underserved populations, which include persons with limited English proficiency.

Veolia is responsible for enforcing ADA eligibility requirements.

San Franciscans who wish to apply for paratransit services may request an application by contacting Veolia by mail, phone, in person, or via the Internet. Applications can be submitted by mail or in person.

Veolia administers SFMTA's user certification and recertification process for applicants and determines eligibility based on ADA paratransit eligibility standards. According to Veolia's eligibility requirements for paratransit service, which are based on ADA paratransit requirements, an applicant must be in one of the following categories:

- Cannot use the fixed-route system. Applicant is unable to independently board, ride, or disembark from an accessible Muni bus, train, streetcar or a Bay Area Rapid Transit (BART) train some or all of the time.
- Cannot access the fixed-route system. Applicant is functionally able to independently navigate, board,

⁴ 56 FR 45621. (Sept. 6, 1991) and 49 CFR. §37.129.

⁵ 56 FR 45621. (Sept. 6, 1991) and 49 CFR. §37.121.

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ride, and disembark from an accessible Muni or BART vehicle, but there are no accessible vehicles on the route providing service to a particular destination. Riders in this category must use accessible Muni or BART routes/vehicles whenever they are available.

- Cannot get to or from the fixed-route system. Applicant has a specific impairment-related condition that prevents him or her from traveling to or from a bus stop or rail station some or all of the time.

Veolia's eligibility analysts

Veolia employs ADA paratransit eligibility analysts to review, assess, and process all new and recertification paratransit applications to determine eligibility based on the categories above. The eligibility analysts are to review applications for completeness and determine the next steps to reach an eligibility determination, which can include the need for a health professional's verification, a telephone interview, or an in-person interview of the applicant.

Exhibit 8 shows the paratransit eligibility statistics for fiscal year 2012-13.

EXHIBIT 8	Paratransit Eligibility Summary Fiscal Year 2012-13					
		New Applicants	Percentage	Recertifying Applicants	Percentage	Totals
Applicants	2,818	-	2,483	-	5,301	-
Approvals ^c	2,621	93%	2,430	98%	5,051	95%
Denials	186	7%	53	2%	250 ^a	5%
Second-level Assessments	-	-	-	-	4,222 ^b	-

Notes:

- ^a Includes 11 secondary denials, which are excluded from the new and recertifying applicant categories.
- ^b Includes both new and recertifying applicants. The contract requires that at least 90 percent of new applicants must receive a second-level assessment, while at least 30 percent of applicants applying for recertification must receive this type of assessment.
- ^c Includes approvals for both full and conditional eligibility. Full eligibility means that a patron has a permanent disability. Conditional eligibility means that a patron has a non-permanent disability.

Source: Auditor's analysis of Veolia data

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Paratransit eligibility process

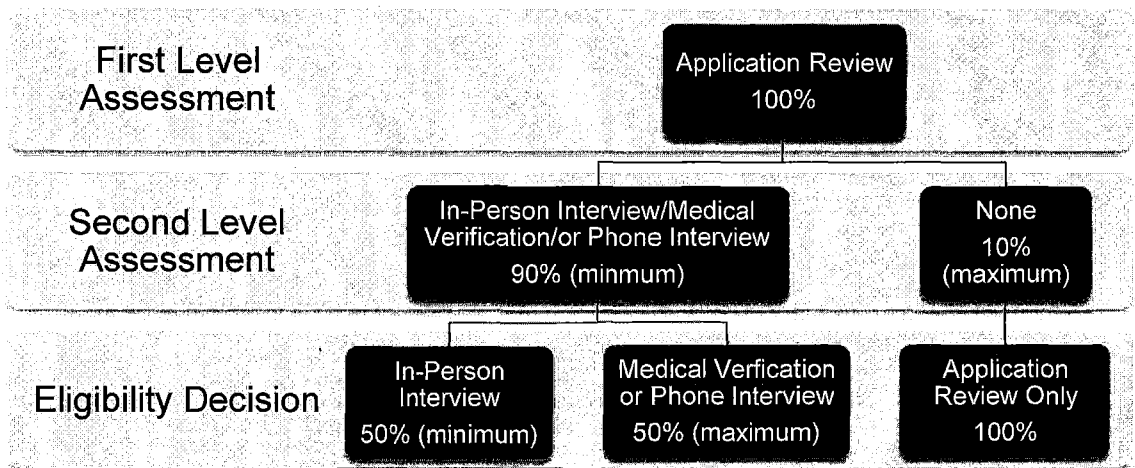
Applications for paratransit services go through an eligibility process that starts with a first-level assessment in which a Veolia eligibility analyst assesses eligibility based on the applicant's responses to the application questions. Also, as required by the contract, Veolia must:

- Conduct second-level assessments for a minimum of 90 percent of new applicants. Half of the applicants receiving a second-level assessment must be interviewed in person.
- Conduct second-level assessments for a minimum of 30 percent of applicants applying for recertification.
- Ensure that the eligibility process is compatible with SFMTA policies and procedures governing the SF Paratransit program.

The second-level assessment consists of either a medical verification form sent to the applicant's medical provider, a phone interview, or an in-person interview with an analyst.

Exhibit 9 shows the eligibility process for new applicants.

EXHIBIT 9 Eligibility Screening Process for New Applicants for Paratransit Services



Note: This exhibit only applies to new applicants.

Source: SFMTA contract with Veolia

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SF Paratransit uses the Trapeze system for routing and scheduling, complaint tracking, and client data management.

Veolia uses the Trapeze-PASS Version 8 (Trapeze) software system for paratransit operations. According to Veolia, Trapeze was implemented in phases, beginning in 2008, and fully launched in February 2010. The Trapeze system includes certification and complaint modules. Together, the system is used for paratransit routing and scheduling, complaint tracking, and client data management.

Trapeze interfaces with the Debit Card Central System for taxi paratransit services.

Trapeze interfaces with the Debit Card Central System (DCCS) for taxi paratransit services. Veolia staff enters and modifies all patron information in Trapeze. According to Veolia, DCCS was implemented in 2009 to replace the paper scrip coupons used by taxi companies for paratransit services and to improve the billing and data collection functions.

DCCS is intended to:

- Increase convenience to patrons by use of a debit card instead of paper coupons.
- Reduce the potential for fraud.
- Automate the data collection process for taxi drivers and companies through the In Taxi Equipment (ITE),⁶ which records the fare amount and location information.
- Improve the overall efficiency of revenue collection and processing.

Appendix D shows the high-level interface between Trapeze and DCCS.

Trapeze interfaces with Mobile Data Computers.

Trapeze also interfaces with equipment other than DCCS, such as the Mobile Data Computers (MDCs), which are portable, on-board computers that are mounted in paratransit vans. The MDCs are installed in 120 vehicles as Veolia continues testing the accuracy of data captured and the efficiency of the process before full implementation. The use of the MDCs is intended to improve the accuracy of trip data reporting by reducing manual entry of data, thereby improving the operational efficiency and the overall quality of service to paratransit customers.

⁶In Taxi Equipment, hardware installed in all San Francisco taxis, accepts the paratransit debit card for fare payment.

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Approximately 800,000 paratransit trips are made in San Francisco yearly.

Veolia provided 810,663 passenger trips⁷ in fiscal year 2011-12 and 777,324 trips in fiscal year 2012-13. ADA service trips were 88 percent of all paratransit trips provided by Veolia in fiscal year 2012-13, while 12 percent were for non-ADA services. Exhibit 10 shows the number of trips provided in the two years.

Service	Passenger Trips			
	FY 2011-12	Percentage	FY 2012-13	Percentage
Taxi/Ramp Taxi ^a	312,067	38.5%	277,761	35.7%
SF Access ^{a,b}	207,763	25.6%	219,278	28.2%
SFMTA Group Van ^a	223,897	27.6%	211,148	27.2%
Shop-A-Round Group Van	1,320	0.2%	3,197	0.4%
Shop-A-Round Taxi	810	0.1%	2,758	0.4%
Van Gogh Shuttle ^c	0	N/A	280	0.04%
DAAS Group Van	39,756	4.9%	36,396	4.7%
DAAS Shop-A-Round	7,168	0.9%	7,683	1.0%
Intercounty ^d	14,809	1.8%	16,269	2.1%
Laguna Honda Shuttle	3,073	0.4%	2,554	0.3%
Total	810,663	100.0%	777,324	100.0%

Notes:

^a Taxi, SF Access, and SFMTA Group Van are ADA services and the remaining are non-ADA services.

^b SF Access includes ambulatory and wheelchair trips.

^c Van Gogh Shuttle started recording trips in November 2012.

^d Intercounty includes trips performed by East Bay and Marin county service providers.

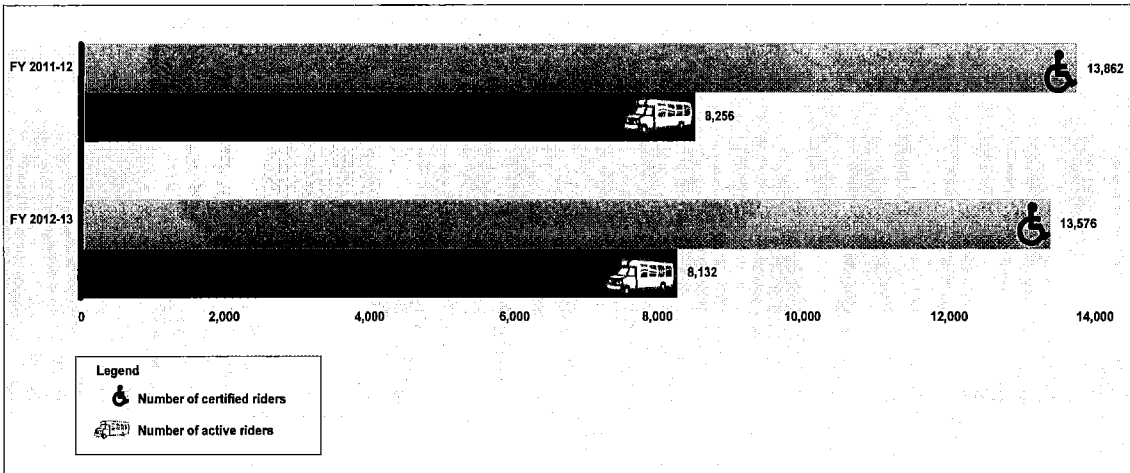
Source: Veolia reports

⁷ A trip is defined as the transportation of a certified rider traveling from origin to destination.

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Exhibit 11 shows the total number of certified and active riders in fiscal years 2011-12 and 2012-13.

**EXHIBIT 11 Total Number of Certified^a and Active^b Riders
 Fiscal Years 2011-12 and 2012-13**



Notes:

^a Certified refers to individuals who have been determined eligible to participate in ADA paratransit services.

^b Active refers to paratransit customers who have had at least one transaction in the last 12 months.

Source: Veolia reports

Veolia is entitled to receive a management fee of \$837,307 over the course of the contract.

In fiscal years 2011-12 and 2012-13, SFMTA spent a total of \$36.8 million for paratransit services, which represents an average of \$18.4 million spent yearly. The contract provides for Veolia to receive a broker management fee in the amount of \$837,307 over the contract's five-year term. Since the contract's April 2010 inception through January 2014, SFMTA had paid Veolia \$602,118 in management fees.

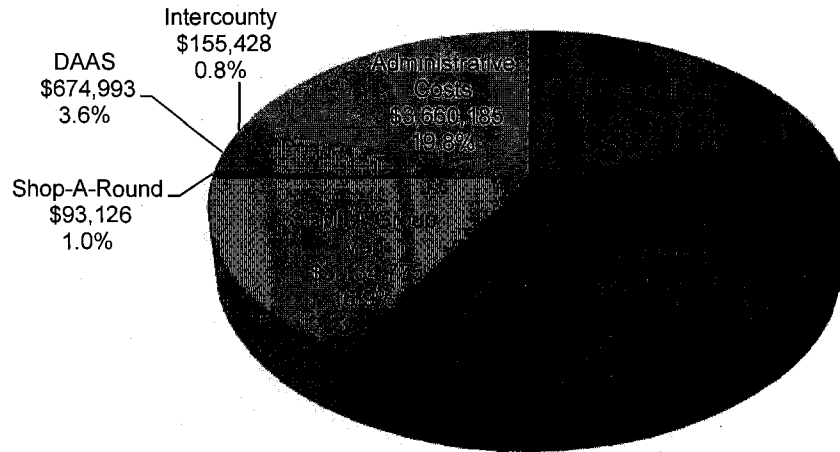
Veolia bills for its services monthly.

Each month SFMTA reimburses Veolia for administrative and operating expenditures and service costs for trips performed by subcontracted providers. Veolia submits a summary monthly invoice to SFMTA detailing the expenditures per service mode.

SFMTA receives paratransit funding from various federal, state, and local sources.

SFMTA receives funding from various federal, state, and local sources. These funds are used for operating and capital requirements of paratransit services. Exhibit 12 summarizes paratransit expenditures in fiscal year 2012-13.

EXHIBIT 12 Paratransit Expenditures by Type^{a, b, c}
Fiscal Year 2012-13



Notes:

^a Excludes Van Gogh and Laguna Honda Shuttle, which represent less than 0.5 percent of total expenditures.

^b Administrative costs include labor, operating, and ramp taxi driver incentive program.

^c Percentages do not add up to 100 percent due to rounding.

Source: Auditor's analysis based on Veolia's fiscal year reports to SFMTA

Objectives

The objectives of this audit were to determine whether:

1. SFMTA adequately ensures that the public receives safe and effective taxi service in San Francisco, consistent with the division's mission.
 - a. SFMTA effectively receives, tracks, investigates, and follows up on taxi complaints.
 - b. SFMTA's taxi driver permit process is effective to ensure that only well-trained, fully qualified drivers operate taxis in San Francisco.
2. SFMTA effectively manages its five-year, \$118.6 million paratransit contract to ensure that eligible patrons receive safe, prompt, and high-quality service.
 - a. SFMTA adequately manages its paratransit contract to ensure that only eligible persons receive service and that as many San Franciscans as possible who may be eligible for

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paratransit know that it exists and how to apply for it.

- b. SFMTA adequately ensures that paratransit services are safe.
- c. SFMTA adequately ensures that paratransit services are prompt.
- d. SFMTA adequately ensures that paratransit services are of high quality.
- e. The debit card system for paratransit patrons using taxis is adequately secure and well-controlled to avoid misuse.
- f. The costs that SFMTA pays under the paratransit contract are reasonable.

Scope and Methodology

The audit examined the current operations of SFMTA's Taxis and Accessible Services Division. To conduct the audit, the audit team:

- Reviewed key documents related to SFMTA's taxi and accessible services.
- Reviewed policy and procedures manuals related to taxi complaints, taxi driver permit processing, and paratransit services.
- Reviewed applicable laws and regulations regarding taxi and paratransit services.
- Surveyed seven other jurisdictions for relevant data related to taxi services and five other jurisdictions for relevant data regarding paratransit services.
- Interviewed key SFMTA and paratransit broker staff and management personnel to understand controls, procedures and common practices for taxi services and paratransit services.
- Analyzed trends in the numbers of new taxi drivers, taxi complaints, and paratransit services.
- Assessed the overall effectiveness of SFMTA's process for receiving, tracking, investigating, and following up on taxi complaints.

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- Observed the taxi permit process, including a review of SFMTA's new taxi driver test and assessed its effectiveness.
- Reviewed the paratransit program's eligibility and outreach data and determined its effectiveness.
- Analyzed the paratransit program's records for safety, on-time reliability, and—through a review of paratransit complaints—quality of services to determine the adequacy of the data.
- Evaluated performance measures used for paratransit services incentives and disincentives.
- Reviewed user surveys on performance and service levels to assess user satisfaction with the paratransit program.
- Reviewed paratransit complaints to determine if they were adequately received, investigated, and resolved in a timely manner.
- Performed a high-level systems review of the Trapeze and Debit Card Central System used for the paratransit program.
- Reviewed Debit Card Central System data to identify trends, outliers, irregularities, and system usage.
- Tested a sample of paratransit invoices to verify accuracy.

Statement of Auditing Standards

This performance audit was conducted in accordance with generally accepted government auditing standards. These standards require planning and performing the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for the findings and conclusions based on the audit objectives. CSA believes that the evidence obtained provides a reasonable basis for the findings and conclusions based on the audit objectives.

CHAPTER 1 – SFMTA Must Better Manage Its Five-Year, \$118.6M Paratransit Contract

Summary

SFMTA does not provide adequate oversight to verify whether Veolia ensures the delivery of safe, prompt, and high-quality paratransit services. Specifically, SFMTA does not:

- Verify whether Veolia ensures that its service providers have acceptable safety records.
- Adequately ensure that paratransit services are prompt.
- Have policies and procedures to ensure that complaints are adequately resolved.

Also, SFMTA does not verify support for monthly invoices and cannot ensure that all costs are valid. Further, SFMTA inadequately oversees the eligibility process so cannot be assured that only eligible patrons receive paratransit services. Last, SFMTA's contract with Veolia does not clearly define outreach activities and priorities.

Finding 1.1

SFMTA does not adequately ensure that paratransit services are safe, prompt, and of high quality.

SFMTA measures the delivery of safe, prompt, and high-quality paratransit services based on performance goals in its contract with Veolia. Each performance measure is associated with incentive payments that Veolia is eligible to receive, which is discussed in detail in Finding 1.3.

Finding 1.1.1

SFMTA does not ensure that Veolia verifies paratransit safety records.

Although its contract with SFMTA requires Veolia to ensure that service providers comply with safety requirements—which include driver training, vehicle maintenance, accident reporting, and insurance coverage—SFMTA does not verify that Veolia does this. Therefore, SFMTA cannot be assured that paratransit services are safe.

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SFMTA does not verify whether Veolia ensures that its subcontractors have satisfactory safety records.

SFMTA does not verify whether Veolia ensures that its service providers have acceptable safety records. According to Veolia, it maintains current insurance coverage documentation for all providers and conducts spot checks during file audits⁸ to ensure that providers maintain adequate documentation related to driver training based on accident and complaint reports, and insurance coverage. However, Veolia only conducted one file audit in 2013, and the documentation of the file audit is inadequate. It provides no evidence that Veolia reviews providers' insurance coverage. Also, the documentation primarily focused on retraining drivers. Last, the documentation of the audit is incomplete because Veolia only reviewed files for 5 out of 20 drivers on the list to verify dates of various trainings.

The contract between Veolia and the service provider performing SF Access paratransit service, MV Transportation, includes specific safety requirements. However, SFMTA does not verify that Veolia ensures the provider complies with the requirements.

The contract requires the provider to:

- Ensure that drivers and other related personnel participate in more than 62 hours of training before transporting passengers and take refresher training every two years after hire, as required under ADA regulations.
- Enroll in the California Department of Justice Live Scan programs. These include the background check program to ensure that all drivers have been cleared before being placed in service and the arrest notification program to ensure that the provider is notified if an arrest occurs after a driver is placed in service.
- Provide daily on-street supervision of drivers.
- Maintain adequate and current insurance coverage.

⁸ In a file audit, Veolia visits the service provider's facility to review driver files.

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- Comply with accident reporting requirements and procedures.

Other jurisdictions take extra measures to ensure safe delivery of paratransit services and adequate safety records.

According to SFMTA and Veolia, they have an established process for accident reporting, maintain constant verbal and written communication, and ensure they have adequate documentation detailing the accidents. This does not address all contract requirements as listed above. Other jurisdictions that provide paratransit services have additional processes and measures to ensure the delivery of safe paratransit services. Exhibit 13 provides an overview of such processes.

EXHIBIT 13 Paratransit Safety Oversight Processes Used by Other Jurisdictions	
Jurisdictions	Process
King County, Washington	<ul style="list-style-type: none"> • Reviews service providers' current insurance based on renewal dates. • Requests loss run* reports from service providers. • Reviews and updates safety policies and procedures as necessary. • Monitors safety trends and discusses incidents regularly. • Participates in ongoing training and safety campaigns to resolve safety issues.
Washington, DC	<ul style="list-style-type: none"> • Installs in-vehicle camera technology. • Provides on-street supervision and vehicle readiness audits. • Establishes comprehensive protocols related to incident reporting and contract performance penalties. • Continuously monitors operations personnel.
Denver Regional Transportation District, Colorado	<ul style="list-style-type: none"> • Routinely reviews accident records. • Regularly meets with contractors to address safety concerns, which include following up on complaints and reviewing contractor safety protocols.
Los Angeles County, California	<ul style="list-style-type: none"> • Regularly monitors safety trends and ensures safety issues are addressed individually through coaching sessions. • Equips vehicles with camera technology.

*Note: Loss runs are reports provided by an insurance company to document claims activity on a policy.

Source: Auditor's benchmarking survey

Recommendations

The San Francisco Municipal Transportation Agency should:

1. Periodically inspect Veolia's safety records to ensure that they are adequate for each of the service providers.

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2. Ensure that Veolia audits files more frequently than once a year and improves documentation of completed file audits.

Finding 1.1.2

SFMTA does not adequately ensure that paratransit services are prompt.

SFMTA relies on Veolia's on-time trip performance data but does not verify Veolia's calculations.

SFMTA adequately measures telephone call wait time, using a system-generated report, but relies on Veolia's reports of on-time trip performance that state the calculated performance measure and does not verify Veolia's calculations.⁹ Because Veolia is eligible to receive incentive payments for on-time trip performance, SFMTA should verify the source data that Veolia uses to calculate these performance measures for the three ADA services.¹⁰ Although Veolia did not earn incentive payments in fiscal year 2012-13 for meeting the on-time trip performance measure, SFMTA must ensure that it relies on valid data for these determinations.

SFMTA measures on-time trip performance on a systemwide level for the three ADA services: taxis, SF Access, and group vans. Each service has its own on-time trip performance criteria stipulated in the providers' contracts with Veolia. Exhibit 14 shows the on-time trip performance criteria for each service.

EXHIBIT 14 On-Time Trip Performance for ADA Services <i>(Measured In Minutes)</i>			
Description	Taxi	SF Access	Group Van
On-time window	0-30	0-15	0-15
Late window ^a 1	31-59	16-30	16-30
Late window ^a 2	60+	31-59 ^b	31-59 ^b
Late window ^a 3		60+	60+

Notes:
^aLate windows are part of Veolia's monthly reporting and are not listed in the contracts.
^bVeolia's monthly report uses a late window of 31-60 minutes but it should be 31-59 minutes.

Source: Veolia's contracts with service providers and monthly report submitted to SFMTA

⁹ This report uses "prompt services" to refer to telephone call wait time and on-time trip performance, both of which are subject to timeliness performance measures.

¹⁰ The source data includes trip data downloaded from Trapeze and analyzed for SF Access and group van on-time trip performance and data from surveyed patrons for on-time taxi trip performance.

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Veolia's process of collecting on-time taxi trip performance data is not statistically valid and, therefore, is insufficient.

Although SFMTA and Veolia have agreed on a method for determining on-time performance for taxi trips, the practice uses a very small sample size and is poorly documented. Veolia conducts a monthly telephone survey of approximately 30 taxi riders based on a system-generated list of recent trips. Taxi passengers are asked about their most recent taxi trip, including whether the taxi arrived on time or within the late windows identified in Exhibit 14. For July 2012 through October 2013, Veolia surveyed a total of 313 riders (a monthly average of 20), or only 0.13 percent of the 252,313 taxi trips provided.¹¹ The process of collecting data and the sample used (as a percentage of total trips) is inadequate. As a result, SFMTA is not assessing on-time trip performance accurately.

According to SFMTA, a former SFMTA statistician determined the appropriate number of taxi riders to survey. However, this was done nearly 15 years ago and may not be a sufficient sample for current taxi ridership. Based on current taxi and ramp taxi trip data and using a margin of error between 5 and 10 percent, statistical sampling would require that between 100 and 300 patrons be surveyed monthly.

Veolia's process for measuring SF Access on-time performance is adequate, but numbers of trips are not reconciled.

Because Veolia determines on-time performance for all SF Access trips performed in a given month, the audit concludes that this is adequate. However, Veolia does not reconcile the number of trips used to calculate on-time performance to the number of trips Veolia reports to SFMTA. As a result, Veolia reported 23,205 fewer trips to SFMTA for July 2012 through October 2013 than the total Veolia used to calculate on-time performance.¹²

According to Veolia, the discrepancy exists because the number of trips reported to SFMTA is based on invoices that have been adjusted for errors, not the uncorrected invoices that were originally submitted to Trapeze by the service providers.¹³ Although SFMTA indicated it wants to keep track of on-time performance for all trips, Veolia

¹¹ Veolia could not provide on-time performance reports for taxi trips for September 2012 through January 2013 due to significant staffing changes. As a result, the audit's analysis excludes taxi trips during this period.

¹² Excluding one month for which data is missing.

¹³ Service providers have 48 hours to enter and complete daily trip information into the Trapeze database.

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should reconcile trip data in Trapeze to monthly reports sent to SFMTA to ensure that it accurately measures on-time performance.

Veolia's measurement of group van on-time performance is inadequate.

Veolia's process for measuring on-time performance for group van services is insufficient and inconsistent. Group van on-time performance is measured by the arrival time of the van at one destination, also considered a run. Veolia downloads arrival times from Trapeze and manually selects a sample of 100 to 200 runs from a population of approximately 2,000 runs each month to determine the numbers of runs that are on time and that fall into the late windows. Veolia surveyed an average of 7.4 percent of all group van runs during July 2012 through October 2013.¹⁴ In October 2013 Veolia started collecting trip data from the MDCs¹⁵ and has been testing its data accuracy by reviewing all runs as recorded in Trapeze. As later discussed in Finding 1.2.2, upon full implementation, the MDCs will help Veolia collect and analyze data more efficiently and more accurately.

Recommendations

The San Francisco Municipal Transportation Agency should:

3. Determine, in agreement with Veolia, an appropriate method for determining on-time performance for paratransit taxi trips.
4. Require Veolia to reconcile SF Access trip data in Trapeze to monthly reports sent to the San Francisco Municipal Transportation Agency to ensure that Veolia is accurately measuring on-time performance for SF Access.
5. Require Veolia to use data from the Mobile Data Computers, upon their full implementation, to calculate on-time performance for group van runs based on the entire population of runs recorded monthly.
6. Compare Veolia's calculations for measuring on-time trip performance to source data for taxi, SF Access, and group van services.

¹⁴ Except for September 2012 and October 2013, for which Veolia reviewed on-time performance for all runs.

¹⁵ Mobile Data Computer hardware installed in paratransit vans.

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Finding 1.1.3

SFMTA must develop policies and procedures to ensure that paratransit complaints are adequately resolved in a timely manner to ensure high-quality service.

SFMTA does not verify that Veolia logs complaints in a timely manner, adequately resolves complaints, and reports accurate complaints data.

Veolia does not have a policy to ensure that complaints are logged when received.

According to Veolia, it does not have a policy to enter complaints into the Trapeze system's complaint module on the day they are received or within any specific period. This could cause some complaints to have shorter recorded and reported response times than the actual response times. As a result, SFMTA cannot be assured that Veolia or its service providers respond to all complaints within 14 days, as required.

Response times recorded in the system are used to ensure adherence to performance standards in both the contracts between service providers and Veolia and between Veolia and SFMTA. Under the contracts, both the providers and Veolia may be assessed liquidated damages for failure to comply with the timely complaint response requirements. Moreover, the practice of not recording complaints promptly also delays Veolia in responding to them.

Veolia inadequately follows up on complaint resolutions.

Veolia intends to conduct file audits of its service providers at least a few times a year as a way to follow up on complaint resolutions, but, as noted above, it only conducted one file audit in 2013. Of a sample of 24 complaints tested, 12 (50 percent) had resolutions stating that providers would give additional training or counseling to the identified drivers or other personnel or would make other changes to improve service delivery.

According to Veolia, it can only follow up on resolutions in which providers state a period for additional training or counseling, because other similar kinds of resolutions are difficult to measure. Only 3 of the 12 complaint resolutions indicated a timeframe to retrain drivers, Veolia did not follow up on the 9 remaining complaints, resulting in Veolia failing to hold providers accountable for assurances of improved service delivery.

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Further, of the 3 complaint resolutions with retraining timeframes, 2 called for retraining that was to have occurred after the file audit was completed. For these 2 complaints, Veolia stated that it would include the drivers in its next file audit. For the 1 complaint resolution completed before the file audit, the driver was not added to the list of drivers to be reviewed. Veolia stated that this is because the driver was no longer employed by the provider at the time of the file audit. However, Veolia should have included the driver's retraining and separation dates in its file audit documentation.

SFMTA does not verify whether all complaint resolutions are adequately followed up on.

According to SFMTA, it does not review complaint resolutions except for those received from the Mayor's Office on Disability. As such, SFMTA cannot be assured that complaints received by Veolia are adequately responded to and resolved in a timely manner. Further, SFMTA cannot rely on Veolia's file audits to ensure that Veolia is following up on complaint resolutions because the file audit documentation is incomplete and insufficient.

SFMTA does not verify that it receives correct complaint response dates.

Veolia has been reporting incorrect complaint response dates to SFMTA, and neither SFMTA nor Veolia were aware of this. Because service providers must first provide complaint resolutions before Veolia reviews and approves them, the Trapeze system both tracks the date that the provider closed the complaint and the date that Veolia closed the complaint. Veolia's reports to SFMTA show that Veolia used the date that the provider closed the complaint in the system, which does not account for the additional days that Veolia uses to approve resolutions before actually closing the complaint.

After closing a complaint in the system, Veolia sends a complaint response letter to each complainant. According to SFMTA, because the performance measure in the contract states that complaints must be responded to within 14 days of receipt, SFMTA is more concerned with the date of the complaint response letter and prefers to use this date to measure Veolia's compliance.

Veolia needs to reconcile complaints data in the system to complaints data reported to SFMTA.

For 5 of the 16 months from July 2012 through October 2013, discrepancies exist between the number of complaints recorded in the Trapeze complaints module and the number of complaints reported to SFMTA. Veolia

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reported 17 fewer complaints than it received, or 1.8 percent of the 969 complaints recorded for these 5 months. According to Veolia, the discrepancies for 2 of the 5 months are likely a result of manual data entry errors. The discrepancies for the remaining 3 months occurred because the monthly report did not include complaint counts for the Shop-A-Round taxi service. As a result, SFMTA received incomplete and unreliable complaints data. Although these discrepancies are insignificant, Veolia should ensure that all complaints tracked in the system are accurately reported to SFMTA.

Recommendations

The San Francisco Municipal Transportation Agency should:

7. Periodically review Veolia's process for tracking, investigating, and resolving complaints to ensure that complaints are promptly entered in the complaints tracking system and adequately resolved.
8. Ensure that Veolia records, tracks, and reports the date of the complaint response letter in future complaints reports.
9. Ensure that Veolia reconciles the complaints data recorded in the Trapeze system to complaints data manually entered into the monthly reports.

Finding 1.2

SFMTA pays \$18.5 million in yearly paratransit costs but does not verify support and, therefore, cannot ensure that these costs are valid.

Because SFMTA does not verify Veolia's monthly invoices thoroughly, SFMTA may be paying incorrectly.

SFMTA does not receive and verify supporting documentation for an average of 79 percent of monthly invoices and, therefore, cannot ensure that all costs invoiced by Veolia are valid. In fiscal year 2012-13 SFMTA paid Veolia \$18.5 million in paratransit costs, resulting in approximately \$14.7 million of costs that were not reviewed and verified by SFMTA. Exhibit 15 shows paratransit expenditures by service in fiscal year 2012-13 and indicates the services that SFMTA reviews monthly.

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EXHIBIT 15 **Summary of Expenditures by SFMTA**
Fiscal Year 2012-13

Service	Reviewed Monthly ^a	Amount	Percent of Total Expenditures
SF Access	No	\$6,953,013	37.5%
ADA Taxi/Ramp Taxi	No	3,837,861	20.7%
ADA Group Van	No	3,134,775	16.9%
DAAS Group Van	No	534,993	2.9%
Shop-A-Round Group Van	No	61,766	0.3%
Shop-A-Round Taxi	No	30,515	0.2%
Van Gogh	No	845	0.01%
Intercounty	No	155,428	0.8%
Laguna Honda Shuttle	No	22,632	0.1%
Ramp Taxi Driver Incentive Program	No	52,175	0.3%
SFMTA Broker	Yes	3,020,073	16.3%
Shop-A-Round Broker	Yes	25,021	0.1%
MDC Project	Yes	520,117	2.8%
DAAS Contribution	N/A ^b	140,000	0.8%
DAAS Broker	N/A ^b	42,799	0.2%
Total		\$18,532,013	100.0%^c

Notes:

^a A No in this column indicates that SFMTA does not receive or review monthly support for all services (transportation costs). A Yes indicates that support for all services is reviewed monthly.

^b DAAS Contribution and DAAS Broker are set percentage amounts established by SFMTA and DAAS, so no additional support is necessary for these amounts.

^c Percentages do not add up to 100 percent due to rounding.

Source: Auditor's analysis based on contracts and Veolia report data

Finding 1.2.1

SFMTA does not thoroughly review the support for labor and other direct costs it receives monthly from Veolia.

SFMTA only receives support for labor and other direct costs and does not thoroughly review it.

Each month SFMTA receives supporting documentation for the SFMTA Broker, Shop-A-Round Broker, and MDC Project line items, which are all labor and other direct costs. However, SFMTA does not receive system-generated payroll support for labor costs and only relies on manually generated reports by Veolia. Also, some of the support received for other direct costs is insufficient and does not demonstrate proof of payment. As a result, SFMTA cannot ensure that labor and other direct costs are accurate and allowable.

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SFMTA was overbilled \$644.94 for 16 hours of labor by Veolia, which was not detected.

Errors exist for two months reviewed by the audit. Based on a comparison of supporting documentation from SFMTA and actual source documents from Veolia for all labor and other direct costs for June and October 2013, Veolia mistakenly overcharged SFMTA \$644.94 for 16 hours of vacation and holiday pay. Veolia should not have invoiced SFMTA for these hours for Veolia's general manager. Veolia stated that it would reduce its next invoice to SFMTA by the overbilled amount. This overbilling went undetected, just as any similar overbillings that may have occurred would have gone undetected because SFMTA does not receive the system-generated payroll reports that would enable it to reconcile Veolia's billings to the labor invoice summaries submitted by Veolia.

Documentation for some other direct costs is insufficient.

Supporting documentation provided by Veolia for other direct costs was insufficient for \$2,317 (1.7 percent) of the amount invoiced for other direct costs in the two months reviewed. Also, costs for power at an offsite facility dedicated for servers, amounting to \$448 in October 2013, were not included in the documentation Veolia provided to SFMTA until the auditors requested it from Veolia. Exhibit 16 summarizes the categories of other direct costs that the audit identified to have insufficient documentation.

EXHIBIT 16 Insufficient Documentation for Veolia's Other Direct Costs June and October 2013		
Other Direct Costs Category	Amount	Documentation Provided
Office Supplies	\$1,813	Online shopping cart printout
Travel*	395	Broker expense report
Computer Supplies	109	Broker expense report
Total	\$2,317	

*Note: Travel expenses in June 2013 include hotel, meals, tolls, train fare, and parking.

Source: Veolia monthly invoices to SFMTA and auditor's analysis of invoicing process and documentation

The contract includes two different amounts for the broker management fee.

The body of the Veolia's contract with SFMTA incorrectly states that the broker management fee is \$674,277. The correct amount of \$837,307 is stated in a contract appendix.

Recommendations

The San Francisco Municipal Transportation Agency should:

10. Require Veolia to submit underlying documentation for labor and other direct costs.
11. Thoroughly review supporting documents each month to ensure that labor and other direct costs are valid.
12. Amend the body of the contract to specify the correct broker management fee.

Finding 1.2.2

SFMTA does not receive or review support for paratransit transportation costs.

Payment for Trips Performed

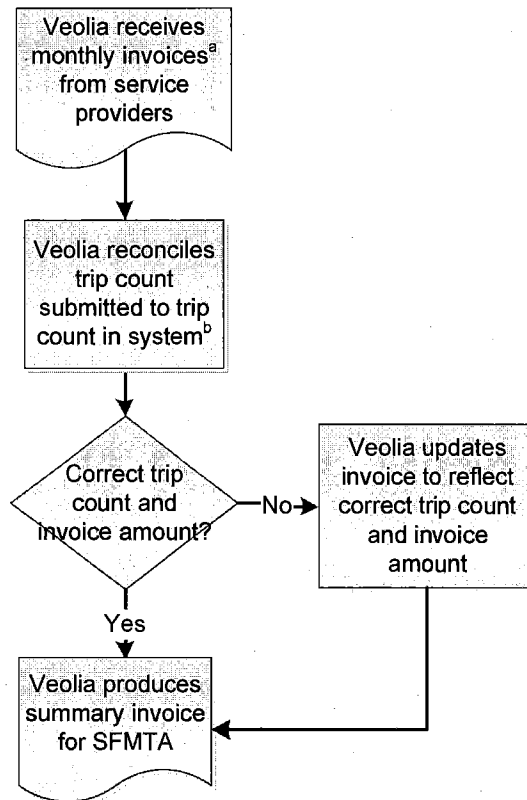
With the exception of taxi services that are based on metered fare amounts, payment for all other transportation services is based on an established flat rate per registered rider, on a one-way trip basis. SF Access and the ADA group van service also have different categories of payment for passengers who can be transported in sedans or vans and other rates for passengers who require accessible vehicles.

The contracts between Veolia and the service providers require drivers to complete daily trip manifests and obtain rider signatures or initials because providers may only invoice Veolia for trips actually made. Before invoicing SFMTA, Veolia verifies the final monthly count of trips by reviewing providers' trip manifests.

SFMTA does not frequently review support for transportation costs.

According to SFMTA, it occasionally reviews support for transportation costs but does so less often now because scheduling and trip tracking are mostly done electronically. However, because Veolia still heavily relies on daily trip manifests for its verification of trips, SFMTA must provide greater oversight to ensure that Veolia reviews and verifies support for transportation costs. Exhibit 17 is a flowchart of the invoicing process for trip transactions.

EXHIBIT 17 Trip Invoicing Process



Notes:

- ^a Service providers also submit daily trip manifests for all but taxi trips.
- ^b Veolia uses the Debit Card Central System to verify taxi trips and uses the Trapeze system to verify SF Access and Group Van trips.

Source: Auditor's analysis

Certain payments to providers may be adjusted.

SFMTA agreed to supply Veolia with vehicles for use in the paratransit program. Veolia collects monthly vehicle lease charges from the providers, which partially offset the payments made to them. Also, the contract allows Veolia to deduct liquidated damages and disincentives from payments due to providers, which would be reflected in the monthly invoice amount submitted by Veolia to SFMTA. Last, patrons may either purchase fare media¹⁶ from Veolia to use as a form of payment or can pay cash at the same rate of \$2 per registered rider. Any fares collected in cash are retained by the providers but deducted from monthly invoices submitted to Veolia.

¹⁶ Fare media are tickets purchased by patrons at a rate of \$2 for use with certain paratransit services instead of paying cash.

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Taxi trips are adequately invoiced.

Since all taxi trips¹⁷ and fare amounts charged by patrons with the paratransit debit card are tracked through DCCS, Veolia's process for verifying trips performed each month is straightforward. In fiscal year 2012-13 all taxi trips, which include regular sedan and ramp taxi services and Shop-A-Round taxi services, amounted to \$3,868,376, or 21 percent of total expenditures. Based on a review of all taxi trips in October 2013, Veolia accurately invoiced SFMTA for these trips. However, SFMTA should still periodically review taxi trips as part of its contract monitoring oversight responsibilities.

Group van invoicing is adequately calculated but relies on a heavily manual system.

Although the audit found no errors in a sample of group van trips reviewed, Veolia's process for verifying these trips is heavily based on a manual process and, therefore, allows for potential human errors in recording the data, calculating the trips performed, and making payment adjustments before invoicing SFMTA. For example, in October 2013 Veolia mistakenly did not deduct the \$455 in fares collected for Shop-A-Round group van services.

Veolia's verification process includes reviewing each daily trip manifest submitted by the service providers, manually counting the number of trips performed, and indicating which trips had ambulatory and wheelchair passengers. Also, Veolia must verify the number of canceled trips and number of trips that are considered no-show.¹⁸ As explained later, the manual process of reviewing invoices, which may result in errors, will be reduced once the use of MDCs in paratransit vehicles is fully implemented.

Accuracy in group van invoicing is critical given the amount of money at stake. In fiscal year 2012-13 expenditures for all group van services, which include ADA group van, DAAS group van, and Shop-A-Round group van, amounted to \$3,731,535, or 20 percent of total expenditures.

Veolia's process for invoicing SFMTA for SF

Unlike taxi and group van trips, Veolia verifies trips performed for SF Access based on an extrapolation.

¹⁷ Taxi trips include regular taxi, ramp taxi, and Shop-A-Round taxi.

¹⁸ SFMTA pays only for performed trips but uses the no-show and canceled trip data for monitoring purposes.

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Access trips is based on an extrapolation.

According to SFMTA, it agreed to this process to save Veolia time. However, the contract between Veolia and the SF Access service provider states that Veolia will review each invoice and reconcile each to Veolia's records.

Veolia selects five days out of the month and reviews all daily trip manifests submitted for the selected days to count the number of trips performed, indicating which trips had ambulatory, wheelchair, and stair-assist passengers. Veolia also counts the number of no-show and canceled trips. Veolia then calculates an error rate based on the difference between the trip count submitted by the service provider and the final trip count confirmed by Veolia. The error rate is then applied to the total trip count submitted by the provider to deduct the extrapolated variance from the total number of trips submitted for the month. Veolia uses the final trip count to bill SFMTA.

According to Veolia, the error rate is always less than 1 percent. The audit confirmed this for trips invoiced in October 2013, finding that Veolia accurately calculated an error rate of 0.78 percent. Veolia deducted \$1,461 (for 57 trips) from that month's final invoice amount billed to SFMTA, which amounted to \$705,275.

In fiscal year 2012-13 total expenditures for SF Access services amounted to \$6,953,013, or 38 percent of total expenditures, larger than the transportation costs for taxi and group van services. Using an extrapolated error rate to determine the number of trips to bill SFMTA for nearly \$7 million per year in transportation costs is inadequate and presents the risk that SFMTA may be paying for trips that were not actually performed.

An SF Access sample showed one error out of 92 trips.

Based on the audit's sample of nine trip manifests from October 17, 2013—one of the five dates for which Veolia performed a complete count of trips and used as the basis to extrapolate all SF Access trips in October 2013—only one error was found. Of the 92 trips reviewed on the nine trip manifests, Veolia staff inaccurately counted 1 trip as no-show instead of as a completed trip. SFMTA and Veolia accurately described the process as lengthy and complex.

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The use of MDCs should improve the trip tracking and invoicing process.

As mentioned in the Introduction, Veolia's providers have begun using MDCs that interface with the Trapeze software system in designated paratransit vans. Veolia reports that it is testing the accuracy of data captured through the MDCs and will be moving toward the use of MDC data for billing in the next few months. Through the use of the MDCs, Veolia and SFMTA anticipate the following benefits:

- Real-time trip data and schedule/manifest changes
- Vehicle tracking with global positioning software
- Increased capacity for providing back-up services and emergency dispatch assistance
- Instant communication with the driver and improved communication with the customer regarding pick-up time and driver location
- Better management of on-time performance
- Better management of fare collection information
- Increased efficiency and greater accuracy in processing invoices from service providers

SFMTA does not review support for more than \$200,000 in other transportation and incentive payments.

SFMTA does not verify the support for non-ADA services offered by Veolia, for which SFMTA paid \$178,905, or 1 percent of total expenditures, in fiscal year 2012-13. SFMTA also does not verify the support for ramp taxi driver incentive payments, which amounted to \$52,175, or 0.3 percent of total expenditures, in fiscal year 2012-13. According to SFMTA, it relies on Veolia to verify support for transportation costs and to determine ramp taxi incentive payments, and does not further verify these calculations.

Recommendations

The San Francisco Municipal Transportation Agency should:

13. Periodically review support for transportation costs to ensure that Veolia accurately determines invoice amounts for trips performed.
14. Require Veolia to use data from the Mobile Data Computers, upon their full implementation, so it can completely and accurately verify SF Access trip transportation costs.

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Finding 1.3

SFMTA made \$12,000 in incentive payments to Veolia in fiscal year 2012-13 without verifying support to ensure that Veolia earned these payments.

SFMTA may not be awarding incentives accurately.

SFMTA does not verify source data for determining Veolia's compliance with performance measures as outlined in the contract. SFMTA performs a quarterly incentive/disincentive review that relies solely on reports generated by Veolia.

SFMTA does not verify source data for on-time trip performance.

As discussed in Finding 1.1.2, SFMTA does not verify source data to determine Veolia's compliance with on-time trip performance. Veolia is eligible to receive \$2,500 per quarter if it achieves on-time trip performance at or above 90 percent. SFMTA relies on Veolia's calculated on-time trip performance percentages and does not review the source data to ensure that these percentages were accurately calculated. Without verifying source data, SFMTA cannot be assured that Veolia is measuring on-time trip performance accurately.

SFMTA does no supervisory review of its staff's calculations for the incentive/disincentive review.

Moreover, SFMTA does no supervisory review of its own staff's calculations of on-time trip performance during the incentive/disincentive review. In two of the four periods reviewed, SFMTA inaccurately calculated the on-time trip performance measure across all three modes of transportation – taxi, SF Access, and group van. Although the errors did not result in incorrect incentive payments to Veolia, staff's calculations should be reviewed by a supervisor to ensure that SFMTA is accurately awarding incentives.

SFMTA insufficiently documents its incentive/disincentive review.

Based on the audit's incentive/disincentive review of Veolia for the four quarters from July 2012 through June 2013, SFMTA's reviews are insufficiently documented. For example, the safe performance goal requires that paratransit services maintain less than one Federal Transit Administration (FTA)-defined reportable incident¹⁹ per 100,000 miles systemwide.²⁰ Veolia is eligible to receive an incentive payment of \$1,000 per quarter if it meets the specified performance measure in every

¹⁹ An FTA-defined reportable incident is an accident that results in a fatality confirmed within 30 days of incident, an injury requiring immediate medical attention away from the scene, or property damage equal to or exceeding \$25,000.

²⁰ Systemwide refers to the ADA services of SF Access, Group Van, and Taxi/Ramp Taxi.

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quarter reviewed. Because SFMTA found Veolia to have met this goal, Veolia received \$4,000 in fiscal year 2012-13. However, SFMTA's memorandum to Veolia does not specify the calculated number of FTA-reportable incidents per 100,000 miles and only indicates whether it is less or more than one FTA-reportable incident.

The audit recalculated this measure for each period based on Veolia's monthly report and arrived at different rates of occurrences. Because all were still less than the required minimum number of one, this did not affect the incentive earned by Veolia. Nonetheless, SFMTA's incentive/disincentive review should be better documented to demonstrate how it determines whether Veolia achieved performance measures.

SFMTA inadequately gauges consumer satisfaction for the related performance measure.

SFMTA relies on just one rating, the overall broker satisfaction rating, to determine Veolia's compliance with the consumer satisfaction performance measure. The measure states that Veolia may receive incentive payments between \$5,000 and \$15,000 for receiving satisfaction percentage "ratings" (plural) between 85 percent and 100 percent on broker-related aspects of an annual independent survey. Because the survey includes multiple questions related to consumer satisfaction based on various interactions with the broker, relying solely on the overall rating does not reflect the range of broker-related questions included in the survey.

Exhibit 18 shows the range of broker-related questions in the survey.

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EXHIBIT 18 Broker-Related Aspects Included in Annual Independent Survey	
Description	Measure
Personal contact with the broker's office	<ul style="list-style-type: none"> • Reason for visiting • Satisfaction with service and assistance received
Telephone contact with the broker's office	<ul style="list-style-type: none"> • Reason for telephone call • Satisfaction with service and assistance received
Broker customer service attributes	<ul style="list-style-type: none"> • Length of time on hold before speaking to a customer service agent • Length of time waiting in the lobby for services • Courtesy of the customer service agent • Skill of the customer service agent in solving the problem
Broker satisfaction	<ul style="list-style-type: none"> • Overall satisfaction based on the following areas: <ul style="list-style-type: none"> ○ Certification of riders ○ Sale of debit card value ○ Quality control oversight of the SF Paratransit program ○ General information about the program

Source: 2013 Customer Satisfaction Survey of San Francisco Paratransit Brokerage, Corey, Canapary, and Galanis Research

Recommendations

The San Francisco Municipal Transportation Agency should:

15. Verify source data for all performance measures for which Veolia is eligible to receive incentive payments.
16. Perform supervisory review of staff's calculations for the quarterly incentive/disincentive review.
17. Expand what it considers in determining whether Veolia meets the consumer satisfaction performance measure to include all broker-related aspects in the survey, as stated in the contract, or amend the contract to reflect current practice.

Finding 1.4

SFMTA should strengthen internal controls over the eligibility determination process for paratransit applicants.

Because Veolia lacks sufficient written policies and procedures and adequate supervisory review of applications and determinations, therefore, SFMTA

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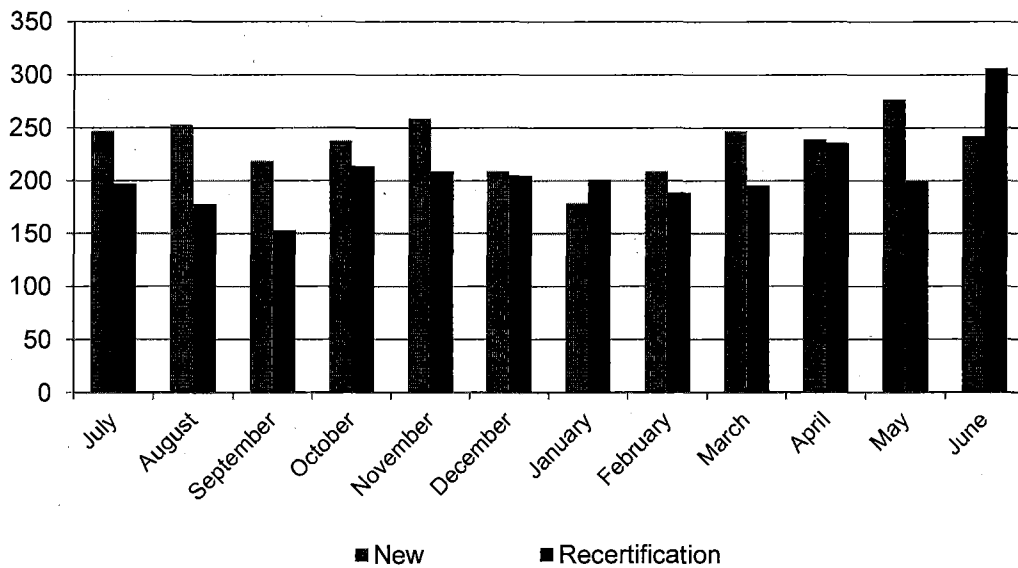
cannot be assured that Veolia adequately determines the eligibility of paratransit program applicants.

Veolia's analysts did not always sign certification documents.

Of a sample of 60 documents—30 certified eligible ADA Paratransit Eligibility Determination Summary Reports and 30 recertified eligible ADA Paratransit Eligibility Determination Summary Reports—processed by Veolia, 22 (19 certified and 3 recertified), or 37 percent, had no signature of a Veolia analyst or manager in the “Signature of Certification Analyst” section of the report. These reports had the name of the analyst typed in the signature section rather than a signature. Also, none of the tested reports indicated review by SFMTA division management or Veolia management. Without adequate review of Veolia’s determinations, SFMTA cannot be assured that only eligible persons receive paratransit services.

In fiscal year 2012-13 Veolia received 5,301 applications from new and recertifying applicants. Exhibit 19 shows the number of San Francisco paratransit applicants by month.

EXHIBIT 19 Paratransit Applicants Fiscal Year 2012-13



Source: Auditor’s analysis of Veolia data

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Veolia has no formal policy requiring supervisory review of certification reports.

Neither Veolia nor SFMTA has established procedures, including a review process, to ensure that management verifies in writing its review of applications and ADA Determination Summary Reports.

According to Veolia management, no formal policies exist on supervisory review of approved paratransit applications or ADA Paratransit Eligibility Determination Summary Reports. Veolia management also noted that supervisors review approximately 10 percent of applications approved by Veolia analysts. Veolia management estimates that supervisors review about 15 applications per week.

Veolia uses informal procedures rather than written policies and procedures for the processing and management review of applications. Written policies and procedures would strengthen internal controls over the paratransit eligibility determination process.

The GAO's internal control standards for monitoring can be used as guidance.

According to the U.S. Government Accountability Office (GAO) *Standards for Internal Control in the Federal Government*, control activities are important to an agency's planning, implementing, reviewing, and accountability for stewardship of government resources and achieving effective results. The standards state that internal control should be designed to assure that ongoing monitoring occurs in the course of normal operations. Monitoring is to be performed continually and must be ingrained in an agency's operations. It should include regular management and supervisory activities, comparisons, reconciliations, and other actions.

Veolia lacks policies and procedures to determine second-level assessments.

Veolia does not have policies and procedures to determine which applicants must go through a second-level assessment. This could result in inconsistent practices among staff and increase the risk that eligible applicants are denied acceptance and that ineligible applicants will be accepted by the paratransit program.

According to Veolia management, Veolia analysts use their judgment (and have no formal process) to determine which applicants are required to go through a second-level assessment. Thus, analysts have no written basis for their decision on whether an applicant should go through a second-level assessment or is eligible for

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certification after only a first-level assessment.

GAO's internal control standards state that components of internal control are the policies and procedures that are used to respond to risks in the internal control system. The standards state that management must develop the detailed policies, procedures, and practices to fit the operations of its organization and to ensure that these policies, procedures, and practices become an integral part of the organization's operations.

Recommendations

The San Francisco Municipal Transportation Agency should:

18. Require Veolia to have its analysts sign the ADA Paratransit Eligibility Determination Summary Report after approving or denying an application.
19. Implement a formal monitoring process over the eligibility determination process, which includes requiring Veolia to develop a written supervisory review procedure to add to the eligibility determination process.
20. Require Veolia to develop written policy and procedures for conducting first- and second-level assessments.

Finding 1.5

SFMTA should ensure that the paratransit broker agreement clearly defines outreach activities and priorities.

The contract between SFMTA and Veolia does not clearly define outreach activities and priorities.

Without clearly defined outreach activities and strategies in the broker agreement or adequate supporting documentation of the activities performed, SFMTA cannot adequately measure and monitor paratransit outreach activities and cannot ensure that outreach activities are targeted to appropriate populations and geographic areas in San Francisco.

Paratransit clients are concentrated in certain areas of San Francisco.

The distribution of paratransit taxi and van²¹ pick-ups and the home addresses of active paratransit clients in fiscal year 2012-13 show that, although paratransit is used to

²¹ Van pick-ups include SF Access, SFMTA group van, DAAS group van and Shop-A-Round group van.

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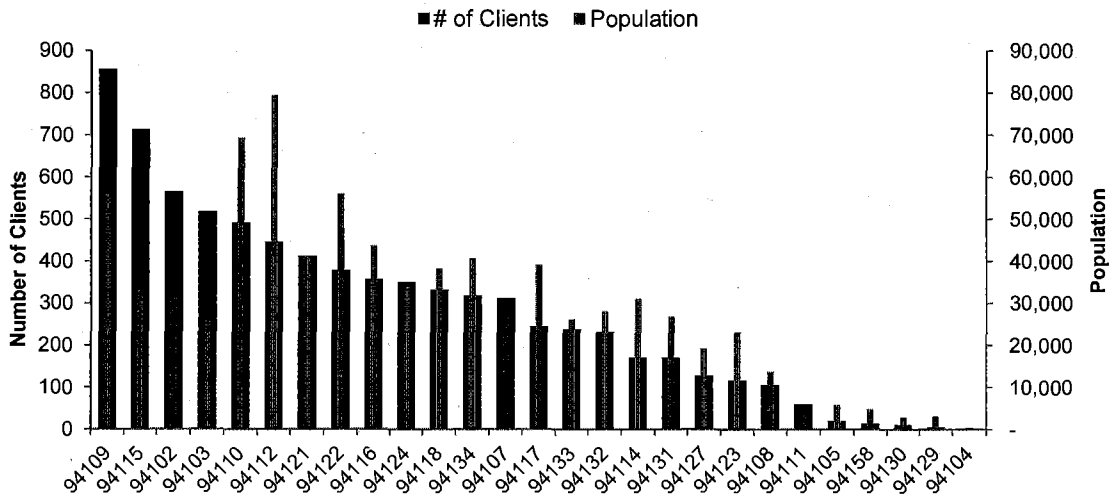
travel to and from locations across San Francisco and by persons residing throughout the service territory, travel activity and client home addresses are concentrated in certain areas. Further, the mode used by clients (taxi or van) tends to differ by geography. For example, more than 55 percent of taxi pick-ups are in five zip codes (94115, 94109, 94103, 94110, and 94102). Van pick-ups are also concentrated but more evenly distributed, with the top five zip codes (94124, 94115, 94121, 94112, and 94122) accounting for 38 percent of pick-ups.

The concentration of pick-up locations may have multiple causes, including demographic variation among San Francisco zip codes, type of residence of client, and location of commercial areas and medical offices. Figure 1 and Figure 2 in Appendix E show the geographic distribution of taxi and van pick-up locations, respectively, by zip code.

Similarly, the geographic distribution of paratransit clients is concentrated in specific zip codes, with a difference in the relative concentrations of taxi and van clients. For taxi clients, the top five zip codes (94109, 94115, 94102, 94103, and 94110) account for 42 percent of clients, and for van clients the top five zip codes (94112, 94124, 94116, 94102, and 94109) account for 40 percent of clients. Figure 3 and Figure 4 in Appendix E show the geographic distribution of active paratransit van and paratransit taxi clients across San Francisco by zip code.

In some zip codes the percentage of paratransit clients is substantially different than the percentage of population for that zip code. Exhibits 20 and 21 show the number of paratransit clients and the population for each zip code. Blue bars indicate the number of clients, and green bars extending above the blue indicate a higher relative population than the number of clients for that zip code. For example, zip code 94112 (Ingleside/Excelsior/Crocker-Amazon) has a lower concentration of taxi clients than its share of population, but a slightly greater share of van clients.

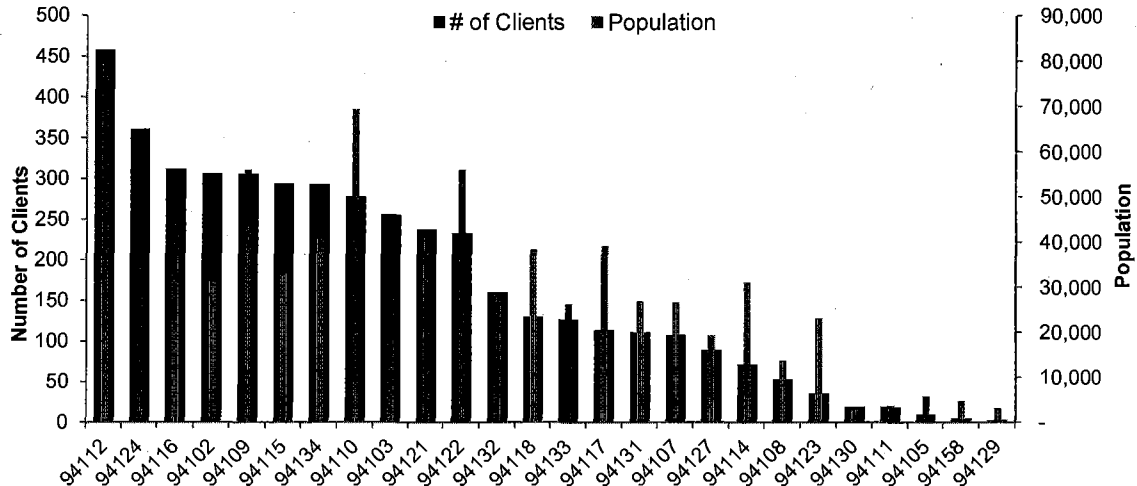
EXHIBIT 20 Active SF Paratransit Taxi Clients by Zip Code



*Note: San Francisco zip codes only

Source: Auditor's analysis of SFMTA and Census 2010 data

EXHIBIT 21 Active SF Paratransit Van Clients by Zip Code



*Note: San Francisco zip codes only

Source: Auditor's analysis of SFMTA and Census 2010 data

The broker agreement requires Veolia to provide 20 information sessions/workshops yearly to community-based agencies to assure awareness and understanding of the paratransit program. The agreement also states that Veolia should:

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- Develop an annual newsletter for consumers that provides paratransit services summaries, news, and information, to be disseminated to paratransit customers and group van agencies.
- Distribute a *Community in Motion* video to appropriate community-based organizations and the public library and make the video available to applicants and potential applicants.

Veolia exceeded the required 20 outreach events.

According to SFMTA, Veolia exceeds the yearly 20-session minimum outreach requirement and provided supporting documentation of its outreach. To illustrate this, SFMTA provided CSA with a list of 136 outreach events conducted by Veolia during July 1, 2012, through December 12, 2013. Of the 136 outreach activities, CSA reviewed 20 (15 percent) and found little supporting documentation to show that the activity aligned with the tasks outlined in the broker agreement. For example, no record of attendance was kept for 18 (90 percent) of the 20 events. Also, of the 136 events, 25 (18 percent) were taxi-driver training sessions rather than outreach activities.

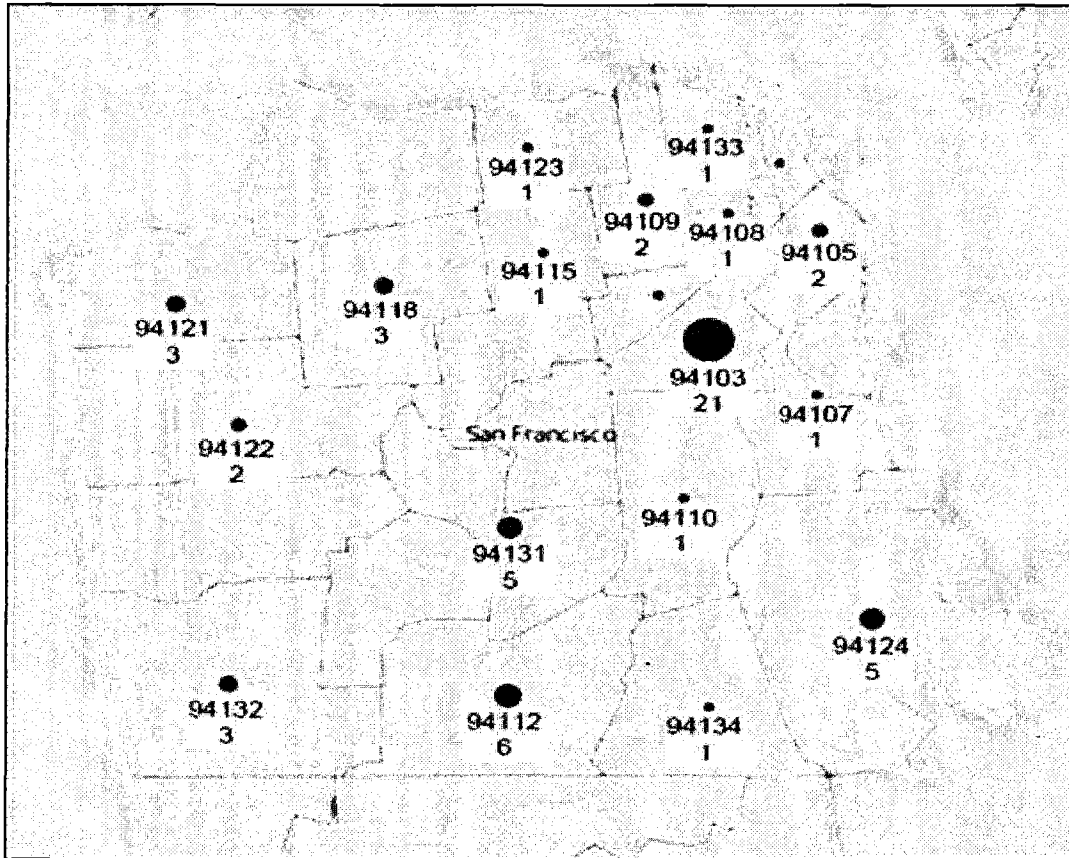
One-third of paratransit outreach events were held in the South of Market area, while few or none were held elsewhere.

To examine the location of true paratransit outreach events held in fiscal year 2012-13, CSA excluded taxi driver trainings, bicycle outreach events, PCC²² and PCO²³ board meetings, foreign visitor outreach events, and SFMTA Centennial celebration events, which left 61 outreach events held in San Francisco. Of these 61 events, 21 (34 percent) were held in the South of Market area (zip code 94103). Far fewer events were held in the City's other neighborhoods, with some areas having no outreach events. For example, in 12 zip codes, only 1 or 2 events were held, and no events were held in 7 zip codes where pick-ups occurred. Exhibit 22 shows the geographic distribution of outreach events held in San Francisco by zip code.

²² PCC – Paratransit Coordinating Council

²³ PCO – Paratransit Coordination and Operation, a subcommittee of the PCC

EXHIBIT 22 Location of Outreach Events in San Francisco by Zip Code
Fiscal Year 2012-13



Source: Auditor's analysis of SFMTA data

SFMTA no longer asks Veolia to perform some contract-required outreach tasks.

Due to a shift in SFMTA's priorities, Veolia is no longer required to perform some outreach tasks specified in the contract. According to SFMTA, Veolia no longer must produce the annual newsletter or distribute or make available the *Community in Motion* video. SFMTA further noted that the video was produced more than ten years ago. These responses indicate that SFMTA's broker agreement no longer accurately represents the tasks that Veolia must perform.

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Recommendations

The San Francisco Municipal Transportation Agency should:

21. Revise the outreach and related tasks in the paratransit broker agreement to reflect agency priorities and ensure that outreach activities are targeted to appropriate populations and areas of San Francisco.

22. Monitor Veolia's outreach efforts to ensure that all outreach tasks are accomplished and proper supporting documentation is maintained.

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CHAPTER 2 – Veolia’s Paratransit Information Technology Systems Should Be Better Secured to Avoid Misuse

Summary

Veolia lacks effective information technology (IT) controls to ensure that the Trapeze system and Debit Card Central System (DCCS) are secure and well-managed. Veolia’s IT department does not conduct a periodic and comprehensive user access review of Trapeze or any review of DCCS access. Further, some users have inappropriate user access, and password controls should be improved.

Finding 2.1

Veolia does not frequently or thoroughly review user access to its Trapeze system or Debit Card Central System.

Veolia only reviewed user access to Trapeze once and did not do so at all for DCCS in a recent 20-month period.

Although Veolia’s IT department has established a goal of reviewing user access every six months, during the period of May 2012 through January 2014, only one such review was conducted for Trapeze and none was conducted for DCCS. Infrequent or no user access reviews increase the vulnerability of data. System access reviews can detect unauthorized users and help safeguard data to prevent unauthorized access, including access that could allow malicious acts.

The one review that was done was inadequate.

Veolia’s one user access review for Trapeze was insufficiently documented and inadequately conducted. Specifically:

- Veolia’s IT department documents its user access review solely by e-mail. According to Veolia, it immediately deactivates user accounts based on current user lists submitted by the service providers’ management but does not document this action.
- Of four user accounts for which closure requests had been made, two were still open eight months later, and Veolia had not detected this. The requests to close these two accounts were made

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by service provider managers in May 2013, yet the accounts were still open in January 2014.

There are nearly 400 user accounts in the two systems.

Without proper documentation of user access reviews, Veolia inhibits its ability to investigate security violation incidents, if they occur. Also, Veolia cannot be certain that user access is removed promptly. This is critically important given that there are 233 user accounts in Trapeze and 160 user accounts in DCCS across multiple organizations.

Reviewing system user access is a recommended practice.

The National Institute of Standards and Technology (NIST) states that organizations should have policies for identifying account types, granting and removing user access, specifying and enforcing account privileges, requiring appropriate approvals, and regularly reviewing user access.²⁴ Further, access control policies and procedures should be evaluated regularly and well-documented.

Recommendation

23. The San Francisco Municipal Transportation Agency should require Veolia to regularly review current user access to the Trapeze system and Debit Card Central System, adequately document the process, and ensure that system access rights of users who no longer need access are immediately terminated.

Finding 2.2

Veolia's eligibility clerks have broad access to the Trapeze system and Debit Card Central System, creating the opportunity to grant eligibility and make changes to patrons' debit cards.

It is inappropriate that Veolia's eligibility clerks have edit access, which increases the risk of erroneous or fraudulent eligibility determinations.

All staff in Veolia's certification unit, which is responsible for all eligibility-related functions, have the same user access permissions to both Trapeze and DCCS. Giving eligibility clerks edit access to both systems is unnecessary and inappropriate.

The jobs, and duties of each, in the certification unit are as follows:

²⁴ NIST, *Recommended Security Controls for Federal Information Systems and Organizations*, special publication 800-53, revision 3, August 2009.

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- Manager of certification/eligibility programs – One position. Oversees the ADA eligibility process and supervises and supports the certification unit.
- Eligibility analyst – Four positions. Accepts and reviews paratransit eligibility applications and determines eligibility.
- Eligibility clerk – Two positions. Supports the work of the eligibility analysts. Accepts and logs applications, schedules appointments, and enters patron information into Trapeze.
- Eligibility filing clerk – One part-time position. Scans and files eligibility documents.
- Eligibility taxi allotment²⁵ clerk – One part-time position. Accepts, logs, and processes requests for taxi patrons' monthly allotments.
- Photo identification clerk – One position. Schedules appointments, creates paratransit identification and debit cards, and collects payments.

The broad access to systems allows certification unit employees, excluding the filing and taxi allotment clerks, to edit patron records in Trapeze. Eligibility clerks have edit access, which is contrary to their job description because it allows them the opportunity to grant eligibility. Moreover, Trapeze lacks additional controls to prevent eligibility analysts from using another employee's initials to grant eligibility in the system. This demonstrates poor user access controls by not defining user privileges according to clearly defined roles. Granting this access to employees who should not be making eligibility decisions increases the risk of erroneous or fraudulent eligibility determinations.

Eligibility clerks are to provide direct support to the unit's eligibility analysts. According to Veolia management, the system access granted to the clerks is purposeful because, due to Veolia's small staff, some duties and responsibilities overlap among employees regardless of

²⁵ Taxi allotment is the monthly amount allocated for paratransit taxi services based on patrons' eligibility.

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their job descriptions, so all these employees need the user access required to fulfill these duties.

Further, the same certification unit employees (all staff except filing and taxi allotment clerks) have the same edit access to DCCS, so they can change certain patron debit card information. These edit functions include the ability to:

- Activate or deactivate a patron debit card.
- Add, change, or remove a patron debit card's expiration date.
- Replace a patron debit card if it is reported lost or stolen.

Restricting access privileges to only those needed to perform assigned job duties represents a strong IT control and reduces the risk of erroneous or fraudulent eligibility determinations or modifications of data in the systems.

Veolia uses an unreliable, manually prepared user rights report instead of a system-generated report.

Although Trapeze records user activities to monitor system use and information access, Veolia has not established a process for regularly reviewing this system-recorded information. Instead, Veolia relies on a manually prepared report to monitor user accounts, security groups, and functions, which is unreliable and should not be used. According to Veolia, it uses the manually prepared report because it cannot generate a report from Trapeze that organizes the information similarly to how it is shown in the existing report. Trapeze could be made to run such a customized user access report but, as it is installed at Veolia, the software does not have this ability.

The misuse of user access rights may potentially affect eligibility determination, which, as explained in Chapter 1, is a process that is already weakened by a lack of written policies and procedures.

Recommendations

The San Francisco Municipal Transportation Agency should:

24. Require Veolia to restrict users' access to the Trapeze system and Debit Card Central System in

accordance with their job duties.

25. Require Veolia to use a reliable, system-generated user access report to review and monitor who has access to the Trapeze system.

Finding 2.3

Veolia has inadequate password-protection controls for its paratransit systems.

Veolia does not ensure that Trapeze and DCCS users' passwords are changed periodically to enhance password security. DCCS requires user passwords to be at least six characters (letters, numbers, or symbols) but only requires users to change their passwords the first time they log in, which is a weak control. Worse, Trapeze does not require passwords to meet any character requirements that would enhance password security and, like DCCS, does not require routine password changes.

Without an appropriately restricted, well-developed, adopted, and disseminated password policy for Trapeze and DCCS users to adhere to, Veolia increases the risk of unauthorized users being undetected, unnecessarily jeopardizing the integrity of data in the systems.

It is recommended²⁶ that strong passwords should:

- Be eight characters or more, and be a combination of upper case and lower case letters, numbers, and special characters.
- Be changed automatically every 90 days or at some other regular interval.
- Not be stored in an insecure and easily accessible location.
- Be terminated immediately upon an employee's departure from an organization.
- Have a minimum of login attempts before a user account is locked.

²⁶ Information Systems Control Journal, *What Every IT Auditor Should Know About Access Controls*, 2008.

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Recommendation

26. The San Francisco Municipal Transportation Agency should require Veolia to develop, implement, document, and communicate a password standard in the Trapeze system and Debit Card Central System that incorporates industry best practices such as complexity standards (for example, minimum length of eight characters, mix of alphabetical and numeric characters) and a policy that passwords will expire after a reasonable duration.

CHAPTER 3 – SFMTA Must Strengthen Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Summary

The SFMTA's Taxis and Accessible Services Division (division) has no reliable count of taxi complaints received, investigated, or resolved. This is the result of the division not logging all taxi complaints received and inadequate written policies and procedures to consistently and reliably log, track, investigate, and resolve taxi complaints. Also, SFMTA's taxi complaint tracking system is insecure and susceptible to unauthorized access. Further, the use of an outdated Cabdriver Waybill Request form hinders the division's ability to investigate or substantiate taxi complaints.

SFMTA's taxi driver permit process lacks supervisory review and standardized written policies and procedures to adequately ensure that only qualified drivers operate taxis in the City. Also, SFMTA does not:

- Verify that all taxi driver health prerequisites are met.
- Update and properly safeguard taxi driver tests.
- Properly secure the taxi driver permit database.
- Ensure that all taxi drivers have an active SFMTA taxi driver's permit.

Finding 3.1

SFMTA does not consistently log, track, investigate, or follow up on taxi complaints, which results in unreliable performance data.

SFMTA lacks a reliable and accurate count of taxi complaints due to outdated and inadequate written policies and procedures for the taxi complaints process, which may inhibit the division's ability to investigate and promptly resolve taxi complaints. Inadequacies in SFMTA's taxi complaint process prevent the agency from correctly assessing trends in taxi complaints in San Francisco. Inaccurate taxi complaint data also prevents SFMTA from effectively compiling data for its performance measures, which inhibits its ability to

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accomplish its mission to provide good customer service to the public. Also, SFMTA uses an insecure complaint tracking system and an outdated, inaccurate request form.

Finding 3.1.1

SFMTA's taxi complaint counts are unreliable due to a lack of monitoring by management and inadequate policies and procedures for complaint processing.

SFMTA's taxi complaint count is inaccurate due to inadequate policies and procedures.

SFMTA's count of taxi complaints is incomplete. The agency has partial or no data on taxi complaints received in 12 (50 percent) of the 24 months in fiscal years 2011-12 and 2012-13. The division receives taxi complaints from 311 Customer Service Center (311). 311 receives complaints via telephone or a self-service portal. Also, complaints are received through non-311 telephone calls or e-mails directly to SFMTA.

Division records show 1,406 taxi complaints for fiscal year 2011-12, but the division did not have data for complaints from 311 for three months. Division records for fiscal year 2012-13 show 677 complaints, but eight months had neither 311 nor non-311 complaints reported, and another month lacked records of non-311 complaints.

Exhibit 23 details the number of recorded taxi complaints per month for each of the fiscal years.

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EXHIBIT 23 SFMTA Taxi Complaints
Fiscal Years 2011-12 and 2012-13

Month	Fiscal Year 2011-12	Fiscal Year 2012-13
July	122	116
August	118	Not available ^b
September	29	Not available ^b
October	68	Not available ^b
November	137	Not available ^b
December	578	Not available ^b
January	37	Not available ^b
February	149	Not available ^b
March	134	Not available ^b
April	14 ^a	175 ^c
May	4 ^a	202
June	16 ^a	184
Total	1,406	677

Notes:

- ^a Records lack complaints received by 311.
- ^b Records lack both 311 and non-311 complaints.
- ^c Records contain only complaints received by 311.

Source: Auditor's review of SFMTA records

500 taxi complaints from 311 were closed without processing by SFMTA.

According to SFMTA, from August 2012 through February 2013, the sole employee responsible for tracking and receiving complaints was on leave. As a result, SFMTA requested 311 to close more than 500 complaints in its database that were opened before May 2013 without processing them.

SFMTA's records of taxi complaints do not match 311's records.

Multiple discrepancies exist between the number of taxi complaints received by SFMTA from 311 and the number of taxi complaints in SFMTA's records for fiscal years 2011-12 and 2012-13, mainly due to SFMTA not logging all complaints received by 311. The division could not provide an explanation for the discrepancies. Exhibit 24 illustrates the differences by fiscal year.

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EXHIBIT 24 Discrepancies of Taxi Complaint Count			
Fiscal Year	Number of 311 Complaints per SFMTA's System	Number of Complaints per 311 System	Difference
2011-12	1,273 ^a	1,680	407
2012-13	669 ^b	1,580	911
Total	1,942	3,260	1,318

Notes:

^a No complaints data received by 311 for three months in SFMTA's records.

^b No complaints data for eight months in SFMTA's records.

Source: Auditor's analysis of SFMTA and 311 Customer Service Center data

Only one employee handles taxi complaint processing.

According to SFMTA, one employee, a senior clerk, is responsible for processing taxi complaints. This clerk's duties include:

- Receiving complaints
- Logging complaint information into spreadsheets
- Requesting information from taxi companies
- Assigning complaints to the division's investigators for investigation
- Tracking complaint resolutions

No supervisor at SFMTA reviews the taxi complaint process.

SFMTA does not have supervisory review and policies for backup personnel in the event that the senior clerk is on leave. There is no supervisory review at any point in the taxi complaint process, from complaint intake to resolution, which increases the risk that taxi complaints are inadequately or inappropriately addressed. This risk is increased by the fact that only one SFMTA employee is responsible for logging taxi complaints and determining if investigations are warranted.

According to the U.S. Government Accountability Office's (GAO) *Standards for Internal Control in the Federal Government*, control activities that help ensure an agency's objectives are carried out include reviews by management.

SFMTA discovered a backlog of 150 unprocessed taxi complaints in 2013.

In November 2013 SFMTA identified a backlog of approximately 150 unprocessed taxi complaints dating back to May 2013. At that time SFMTA was only processing telephone complaints received by 311. The employee responsible for processing taxi complaints did not know that 311 also receives taxi complaints through a

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self-service portal as well as by telephone. Unlike complaints received by 311 via telephone, the self-service portal function is an electronic form completed by citizens to file a taxi complaint through the 311 Web site.

SFMTA's taxi complaint processing policies and procedures are inadequate.

SFMTA has inadequate policies and procedures for taxi complaint processing. Management has not set clear policies for the handling of taxi complaints and the written procedures do not specify what information should be logged into SFMTA's internal tracking system. As a result, SFMTA cannot reliably and consistently receive, track, investigate, or resolve taxi complaints. Further, the lack of adequate policy and procedures results in SFMTA management being unable to use complete, reliable complaint data, which may negatively affect safety and reduce public trust.

Division staff responsible for receiving and entering taxi complaint information into the complaint tracking system do so inconsistently. Complaints are tracked on a series of spreadsheets rather than in an automated purpose-specific system.

A lack of guidance allows for inconsistent handling of taxi complaints.

A lack of clear guidelines and policies allows for inconsistent handling of taxi complaints, increasing the risk that similar taxi complaints may result in widely varying resolutions or disciplinary actions. The policies and procedures for handling complaints contain no systematic criteria to assess the severity of different types of complaints and, therefore, the staff handling complaints is left to determine whether each complaint warrants investigation by an investigator. If the staff reviews a complaint and determines no investigation is needed, the complaint is closed without investigation.

According to the division's management, different circumstances surround each complaint. Therefore, it would be difficult to have a standard policy for investigating and resolving of each type of complaint.

SFMTA's policies and procedures do not guide the complaint investigation process or disciplinary actions that may be taken against taxi drivers or companies. It is wholly up to the investigators' judgment to determine investigative steps and disciplinary resolutions, if any.

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There is no central system to track taxi complaint resolutions.

Once a complaint is assigned to an investigator, there is no process to follow up on its investigation or resolution, which increases the risk that complaints are not resolved in a timely manner or remain unresolved. According to an SFMTA investigator, each investigator tracks his or her own investigations and resolutions because there is no central system to do so.

Other agencies use complaint tracking systems.

Six of the seven jurisdictions contacted for this audit use taxi complaint tracking databases—either customized or off-the-shelf software—to track taxi complaints. Exhibit 25 identifies the jurisdictions and describes the complaint tracking system of each.

EXHIBIT 25 Other Agencies' Taxi Complaint Databases		
Agency	Database	Description
City of Chicago	Motorola Customer Service Request System	A dispatch database system that manages citizen requests from the first call to resolution.
City of Los Angeles	Taxi & Franchise Information System	An in-house database that is used to track complaints.
City of New Orleans	L.A.G.A.N	A system that manages complaints from receipt to resolution.
City of New York	Siebel (customized)	An off-the-shelf database tracking system that is customized for New York City's complaints.
San Diego County	Custom-made for Metropolitan Transit System	A customized database which complaints are opened, tracked, and resolved.
City of Seattle	Microsoft Access	A database software

Source: Auditor's benchmarking survey

An optimal complaint-tracking system should provide management with trends and performance data.

A central complaint tracking system would improve the complaint process by providing a comprehensive mechanism to track complaints from the point of receipt, to investigation, and finally to resolution, and provide—or, at least, allow for—trend analysis.

Recommendations

The San Francisco Municipal Transportation Agency should:

- 27. Revise and establish policies and procedures to standardize the taxi complaint process, including:

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- a. Clear procedures on receiving and logging taxi complaints.
- b. Guidance on assessing whether a complaint warrants an investigation.
- c. Guidance on assessing and prioritizing complaints that warrant investigation.
- d. Policies and procedures that standardize the investigation process and possible disciplinary actions.
- e. Standard follow-up procedures for open taxi complaints.
- f. A method to track taxi complaint resolutions.
- g. Procedures for supervisory review and backup personnel when staff is on leave to ensure that taxi complaint information is complete, accurate, and up-to-date.

28. Consider purchasing or developing a complaint tracking system to reliably assist the Taxis and Accessible Services Division in receiving, tracking, investigating, and following up on taxi complaints.

Finding 3.1.2

Some video evidence for taxi complaints is unavailable due to an outdated SFMTA request form that allows taxi companies too much time to respond.

SFMTA does not obtain some video evidence because it uses an outdated, inaccurate Cabdriver Waybill Request form.

SFMTA's outdated and inaccurate Cabdriver Waybill Request form hinders its ability to investigate and substantiate taxi complaints and potentially discipline taxi drivers and taxi companies by allowing the companies too much time to respond to SFMTA requests, possibly allowing continued poor customer service to taxi patrons and even jeopardizing public safety.

Once taxi complaints are received and recorded in the complaint tracking system, the SFMTA clerk decides whether a complaint warrants an investigation. If an investigation is warranted, the clerk contacts the taxi company, may request taxi driver information, and requests the video recording for the time of the incident if the clerk determines that a video recording could assist the investigation. According to SFMTA, all taxis in San Francisco are equipped with video recording systems; however, after 48 to 72 hours, depending on the taxi company, the previous footage is recorded over.

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Recordings of the interior of the taxi can be extremely helpful during the investigation process. Without video evidence, it is much more difficult to substantiate or dismiss a complaint.

SFMTA allows taxi companies 72 hours to respond although a response is required in 24 hours.

According to the City's Taxi Rules and Regulations,²⁷ a response from taxi companies for any information request is required within 24 hours. However, SFMTA's information request form allows taxi companies 72 hours to respond. This form reflects a time when paper waybills were used instead of electronic waybills, and taxi companies needed more time to sort through the paper forms.

As a result of allowing taxi companies 72 hours to respond to information requests, according to division staff, approximately 70 to 80 percent of requests are unfulfilled because, according to the taxi companies, video footage has become unavailable due to being overwritten. As a result, complaints that may be valid cannot be sustained.

Recommendation

29. The San Francisco Municipal Transportation Agency should correct the Cabdriver Waybill Request form to require taxi companies provide video footage within 24 hours of requests.

Finding 3.1.3

Unauthorized employees have access to the taxi complaint tracking spreadsheets.

SFMTA uses an insecure complaint-tracking system that could be tampered with without detection.

The division's taxi complaint tracking system is insecure and creates a risk that data can be accessed and manipulated without being detected. SFMTA uses Microsoft Excel spreadsheets to log taxi complaints. These spreadsheets are insecure because they are stored on a shared computer drive that is accessible to all Taxi Services staff, some Accessible Services staff, numerous former employees, and several SFMTA information systems staff. This increases the risk that any division employee could alter, add, or delete complaint records.

²⁷ Article 1100: Regulation of Motor Vehicles for Hire.

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According to the GAO internal control standards, access to resources and records should be limited to authorized individuals and accountability for their custody and use should be assigned and maintained.

According to SFMTA management, division staff (other than the spreadsheets' "owner") is instructed not to alter the spreadsheets, and the spreadsheets are not password-protected because other employees need to view or access the information when the spreadsheets' owner is absent.

Recommendation

30. The San Francisco Municipal Transportation Agency should secure the taxi complaint tracking spreadsheets by granting editing capability only to the employee(s) directly responsible for recording data in the spreadsheets. For all others, the spreadsheets should be read-only.

Finding 3.2

SFMTA's taxi driver permit process is inadequate and needs improvement. It does not ensure that only safe and qualified drivers operate taxis in San Francisco.

Due to numerous inadequacies in the taxi driver permit process, SFMTA cannot reliably ensure that only safe and qualified drivers operate taxis in San Francisco. Specifically:

- The taxi driver permit process lacks supervisory review to ensure that SFMTA staff accurately administers it.
- SFMTA does not adhere to best practices in verifying health prerequisites for taxi drivers.
- The taxi driver test is outdated and insecure.
- The taxi driver database is insecure, so is vulnerable to potential tampering.
- SFMTA does not verify that taxi drivers renew their permits yearly.

The written policies and procedures for administering the taxi driver permit process are either outdated or inadequate.

Finding 3.2.1

SFMTA lacks management controls over its taxi driver permit process, increasing the risk of errors and incomplete records.

There is no supervisory review in the entering of test results into the database.

For the taxi permit process, SFMTA does not require a manager or supervisor to check the test results entered into the database or examine the documentation on file to ensure completeness.

The same SFMTA clerk proctors the exam, grades it, and enters test scores into a class roster spreadsheet. There is no supervisory review of the process to ensure that the employee entered the test scores accurately.

There is no supervisory review in the distribution of temporary A-cards to taxi drivers.

Temporary taxi driver permits (A-cards) are prepared before the tests are graded; they are printed based on the class roster. Once the clerk has entered test scores into the database, the clerk distributes the temporary A-cards to all applicants who passed the test. However, there is no oversight at the time or subsequent review of this process. Such oversight is advisable because the auditor observed that, before the A-card distribution, the clerk did not remove the temporary A-cards with the names of students who failed the exam until reminded to do so by the auditor. While this may be an isolated incident, it indicates the importance of supervisory review during the process.

The lack of supervisory review to ensure accuracy of data entry and the distribution of temporary A-cards increases the risk that students who failed the exam could be given a temporary permit to drive a taxi in San Francisco.

There is no supervisory review to ensure documentation is complete and accurate.

Taxi driver permit applicants must meet stated prerequisites and provide documentation verifying that they have completed the necessary application steps to receive a temporary A-card permit to drive a taxi in San Francisco. However, SFMTA does not perform supervisory reviews to ensure that all adequate documents are verified before issuing the A-card permits. Further, SFMTA's policies and procedures do not require supervisory review.

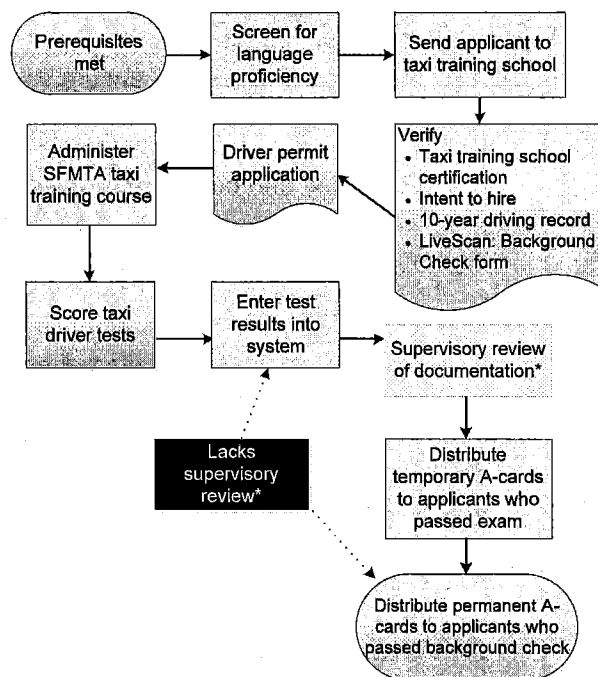
According to SFMTA management, division staff does review the drivers' files before distributing the temporary

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A-card permits. However, of 32 files tested by the audit, 6 (19 percent) did not have prescreening documentation and 3 (9 percent) did not have an A-card form, which drivers must complete to receive their permanent A-card. SFMTA should perform supervisory review regularly and consistently to ensure that all required steps of the permit process are completed before issuing a temporary A-card or permanent A-card to a driver. In this way, SFMTA can ensure that all permitted drivers are fully qualified to operate taxis in San Francisco.

Exhibit 26 details the taxi driver permit process and depicts where supervisory review should exist in the process.

EXHIBIT 26 Taxi Driver Permit Process



Note: Dotted lines and asterisks indicate steps that should include supervisory review but currently do not.

Source: Auditor's analysis based on observations

During January 2011 through September 2013 SFMTA issued 1,804 permanent A-cards. Exhibit 27 shows the number of A-cards distributed per calendar year.

EXHIBIT 27 **Number of A-Cards Issued**
Calendar Years 2011 Through 2013

Calendar Year	A-Cards Issued
2011	436
2012	586
2013*	782
Total	1,804

*Note: Through September

Source: SFMTA's A-card database

Recommendations

The San Francisco Municipal Transportation Agency should:

31. Implement supervisory reviews during the entering of taxi driver test scores, temporary A-card permit distribution, and permanent A-card permit distribution (to those who pass the test and background check) to ensure the integrity of testing procedures.
32. Regularly and consistently review taxi driver files before issuing A-card permits to ensure that all required documentation is complete.

Finding 3.2.2

SFMTA does not verify that drivers meet health prerequisites.

SFMTA cannot be assured that it allows only fully qualified applicants to drive taxis in San Francisco because it has no process to verify that applicants meet all prerequisites. For example, SFMTA does not verify three of its eight prerequisites for potential taxi drivers, as follows:

- Good health
- Ability to drive four or more hours a day
- Good personal hygiene

In contrast, four other local governments contacted for the audit require potential taxi drivers to submit verification of a medical or health exam. Further, six other surveyed jurisdictions require taxi driver applicants

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to pass drug tests before receiving a permit. Although, according to SFMTA, it is developing a drug testing program for taxi driver applicants, it does not currently require drug testing.

Exhibit 28 details the taxi driver health requirements of the other local governments surveyed.

EXHIBIT 28 Other Jurisdictions' Taxi Driver Health Requirements		
Jurisdiction	Medical or Physical Exam	Drug Test
City of Chicago	✓	✓
City of Houston	✓	✓
City of Los Angeles		✓
City of New Orleans		✓
City of New York	✓	✓
City of Seattle	✓	
San Diego County		✓

Source: Auditor's benchmarking survey

SFMTA does not verify that applicants meet all health prerequisites.

Although the taxi driver permit application includes questions regarding physical impairments, according to SFMTA, no one verifies the applicants' answers to these questions.

Without adequate health verification, SFMTA increases the risk of permitting unqualified drivers and thereby potentially endangering public safety.

Recommendations

The San Francisco Municipal Transportation Agency should:

- 33. Require taxi driver permit applicants to submit verification of a medical exam indicating that a health care provider certifies that they are in good health and should be able to drive a taxi four or more hours per day, in accordance with the prerequisites, or revise the prerequisites.
- 34. Require taxi driver permit applicants to pass a drug test before being granted a permit.

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Finding 3.2.3

The taxi driver test has at least three outdated questions that do not test knowledge required to drive a taxi in San Francisco.

SFMTA's taxi driver training test has outdated questions.

SFMTA's taxi driver test is outdated and does not reflect current procedures and practices. The taxi driver test is designed to assess applicants' knowledge of taxi driver procedures, practices, rules, and regulations in San Francisco and at San Francisco International Airport. However, it contains outdated questions.

At least three questions on the test relate to paper waybills, which are no longer used. In the past taxi drivers maintained handwritten waybills to record trip data. However, paper waybills were fully replaced by electronic waybills in June 2013. According to SFMTA management, it is aware of the outdated waybill questions, but lacks staff and time to update the taxi driver test. Nonetheless, the outdated exam questions degrade SFMTA's ability to effectively evaluate whether applicants are sufficiently knowledgeable of taxi industry practices in San Francisco, specifically about electronic waybills.

Exams should be updated at reasonable intervals. Other agencies surveyed for the audit update their tests at varying intervals, ranging from "as-needed" to every four to five years. However, Houston's Transportation Section updates its exam at least twice a year. In contrast, SFMTA's taxi driver tests were last updated in 2012.

Recommendation

35. The San Francisco Municipal Transportation Agency should update its taxi driver exams to reflect current taxi industry practices and review the test at least yearly to ensure it remains current.

Finding 3.2.4

SFMTA does not properly safeguard its taxi driver tests, allowing access to unauthorized staff.

SFMTA does not secure its taxi driver tests to prevent inappropriate access.

Copies of the taxi driver tests are stored in an unlocked crate in the taxi window clerk's office and are accessible to all division staff. Also, the electronic versions of the tests are stored in a shared drive that can be accessed by all Taxi Services staff, some Accessible Services staff, numerous former employees, and several SFMTA information systems staff. This poses a risk that test questions may be compromised.

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If the test questions are leaked to test takers, the exam's effectiveness in assessing the applicant's qualifications will be diminished, which would increase the risk that unqualified applicants could become permitted to drive taxis in San Francisco.

According to the GAO's internal control standards, an agency must establish physical controls to secure and safeguard vulnerable assets. Although test booklets are not assets in the traditional sense, they must be safeguarded for the information they contain. Also, the GAO standards state that access to resources and records, such as the electronic versions of the tests, should be limited to authorized individuals and accountability for their custody and use should be assigned and maintained.

Recommendations

The San Francisco Municipal Transportation Agency should:

36. Safeguard the paper copies of the taxi driver exams in a secure and locked location and limit access to them.
37. Ensure that only authorized individuals have access to the electronic versions of the taxi driver exams.

Finding 3.2.5

Unauthorized staff has access that would allow untraceable changes to the taxi driver database.

SFMTA does not secure its taxi driver permit records to prevent unauthorized access.

The taxi driver database is insecure and accessible to SFMTA staff, which compromises the database's integrity. The database, which is in Microsoft Access, contains confidential information of all drivers who have a permit to drive taxis in San Francisco. However, the database is located on a shared computer directory and can be accessed by division employees who are not directly involved with the taxi driver permit process.

According to SFMTA management, certain employees need access to view information in the database if the staff responsible for entering data is unavailable. However, access should be limited to only those who are

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involved in the Taxi Services unit, and that access should be read-only. Unlimited access increases the risk that untraceable or unauthorized edits may be made in the system.

According to the GAO internal control standards, access to resources and records should be limited to authorized individuals, and accountability for their custody and use should be assigned and maintained. Access security control protects the systems from inappropriate and unauthorized use.

Recommendation

38. The San Francisco Municipal Transportation Agency should ensure that only authorized employees have access to the taxi driver database and should restrict user access rights as necessary.

Finding 3.2.6

SFMTA does not verify whether taxi drivers renew their taxi driver permits.

SFMTA does not verify that taxi drivers have an unexpired taxi driver permit.

SFMTA does not verify whether taxi drivers renew their taxi driver permits yearly, increasing the risk that drivers operate taxis in San Francisco with expired permits. According to SFMTA, it relies on taxi companies to ensure that their drivers have current permits. According to SFMTA, on average, about 600 taxi driver permits expire each month and about 100-200 drivers do not renew their permits before expiration. However, SFMTA does not know whether taxi drivers who do not renew are still driving taxis in San Francisco.

In contrast, San Diego's Metropolitan Transit System, Taxicab Administration, works with its Sheriff's Department, which maintains records of taxi drivers to determine whether a driver has an expired permit.

SFMTA does not verify that drivers are still qualified and safe before renewing their permits.

SFMTA's taxi driver permit renewal procedures only require that a taxi driver pay an annual fee of \$101 to the City. While SFMTA does get updates from the California Department of Justice of any new criminal violations a taxi driver has committed since being permitted to drive taxis, there is no reassessment process to determine whether a driver continues to be qualified and able to safely operate a taxi in San Francisco. Unlike the taxi

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driver permitting process, where a driver's driving record is obtained from the California Department of Motor Vehicles and a background check is conducted, the renewal process does not verify that the driver continues to be in good health or has a clean driving record. Lack of verification of a valid A-card permit increases the risk that a driver who is in poor health continues to operate a taxi, which increases the risk of unsafe operation of taxis in San Francisco.

Recommendations

The San Francisco Municipal Transportation Agency should:

39. Implement a process to review expired taxi driver permits and, by coordinating with taxi companies, ensure that those whose permits have expired are no longer operating taxis in San Francisco.
40. Evaluate the feasibility of periodically assessing taxi drivers during the renewal process to ensure that they continue to have a clean driving record and meet the driving record requirement for being a taxi driver in San Francisco.
41. If the taxi driver health prerequisites are not changed, assess whether taxi drivers continue to be in good health.

Finding 3.2.7

SFMTA lacks adequate taxi permit policies and procedures for its staff.

SFMTA's taxi permit policies and procedures are inadequate, depriving staff of useful written guidance.

SFMTA's written policies and procedures for the taxi permit process are outdated and incomplete, which increases the risk that SFMTA staff does not consistently and adequately evaluate applicants to ensure that only safe and qualified drivers are allowed to obtain a taxi driver's permit.

SFMTA has two versions of written taxi permit policies and procedures and neither is adequate. One version is outdated; it contains procedures that are either not performed any longer or are performed differently than how they are written. The second version does not detail all the practices currently performed by the SFMTA staff responsible for evaluating and permitting taxi driver

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applicants. According to SFMTA, the second version is currently used. However, the second version does not have procedures for the SFMTA new taxi driver class, how to score tests, where to enter test results, and how to get a temporary and subsequent permanent A-card permit.

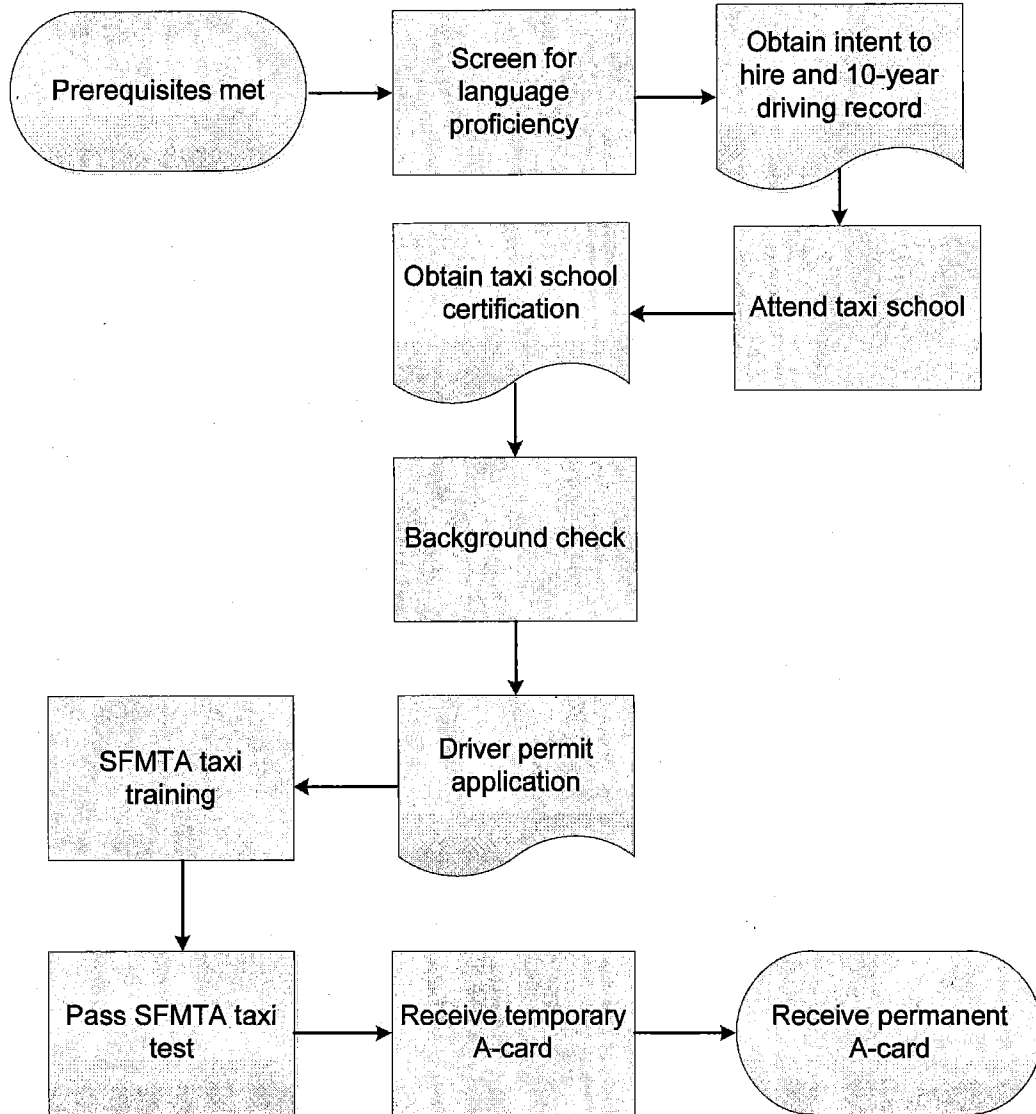
Because SFMTA window clerks are responsible for prescreening applicants and allowing them to advance in the application process, it is especially important that the clerks have comprehensive and up-to-date policies and procedures to follow that are aligned with management's objectives.

According to the GAO's internal control standards, adequate policies and procedures and internal controls ensure that government resources are used effectively and efficiently.

Recommendation

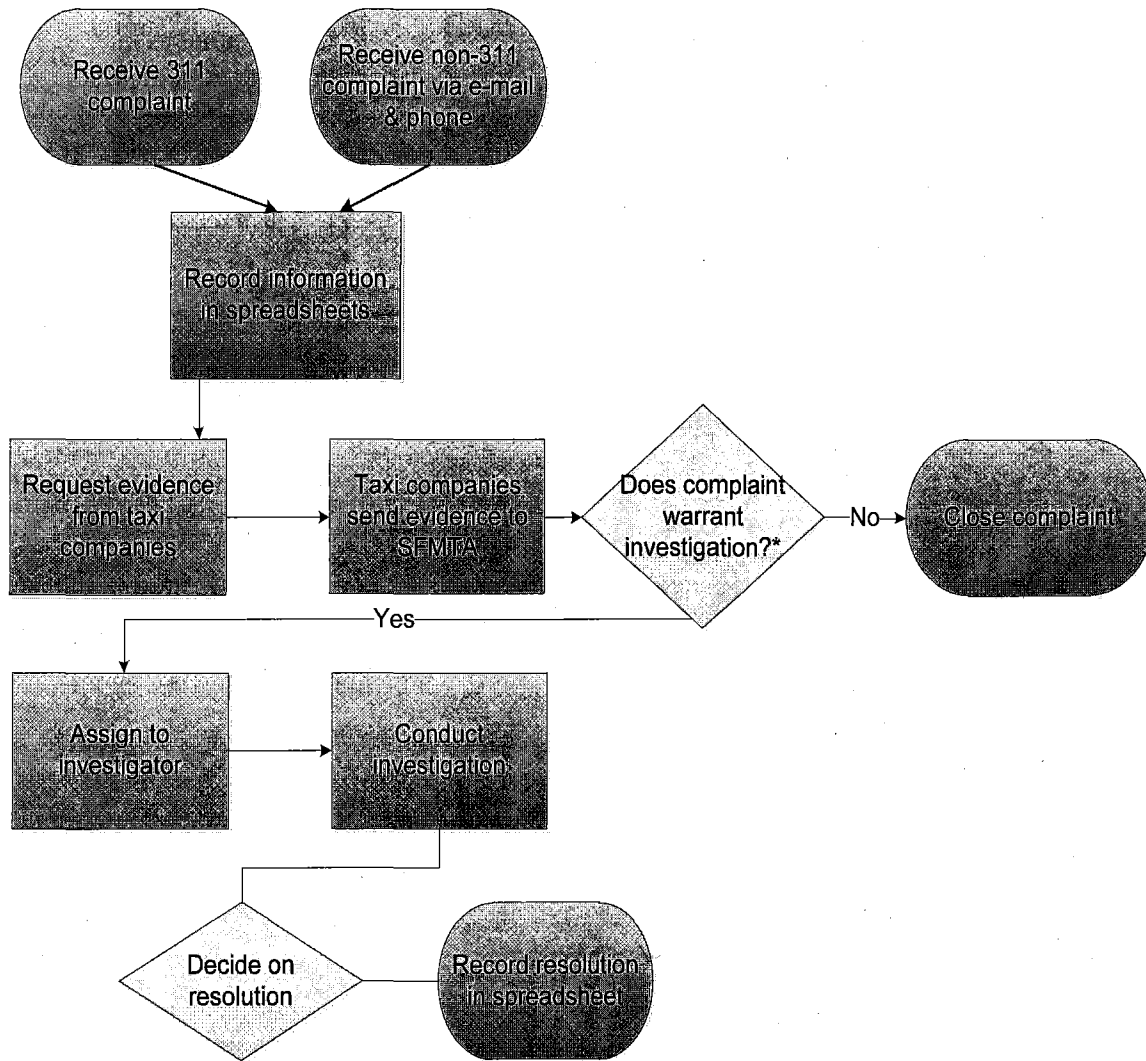
42. The San Francisco Municipal Transportation Agency should update its taxi permit policies and procedures to ensure that they are comprehensive and reflect management's objectives.

APPENDIX A: Taxi Driver Permit Process



Source: Auditor's observations and analysis of process

APPENDIX B: Taxi Complaint Process

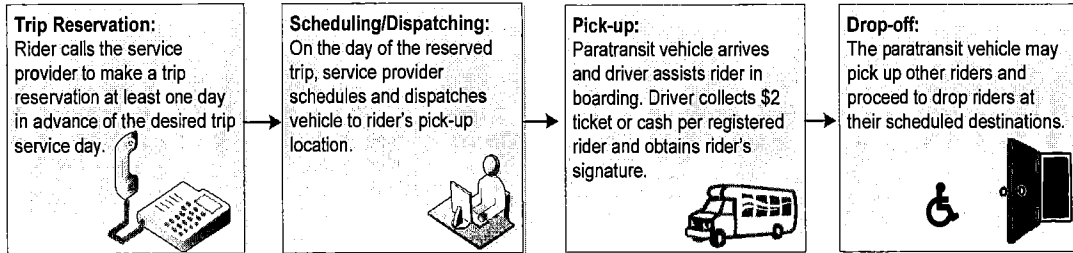


*Note: Not all complaints are assigned to an investigator. The employee that handles taxi complaints assigns complaints to investigators based on the severity of the complaint.

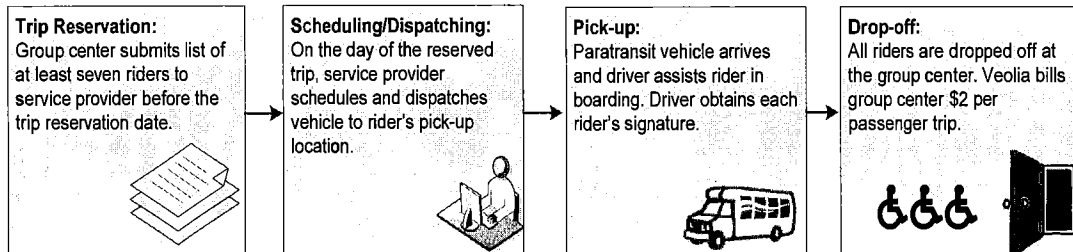
Source: Auditor's analysis based on interviews of SFMTA personnel

APPENDIX C: Process for ADA Paratransit Services

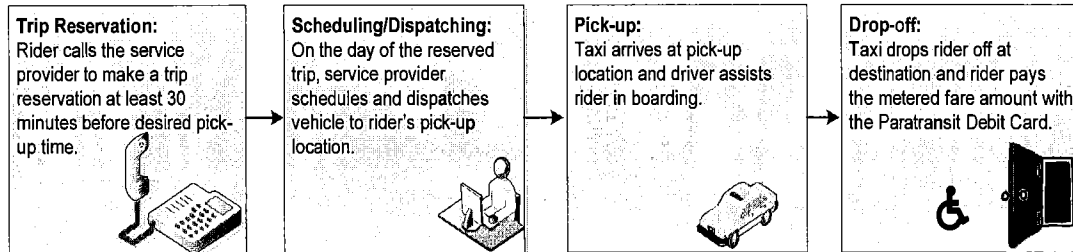
SF Access



SFMTA Group Van

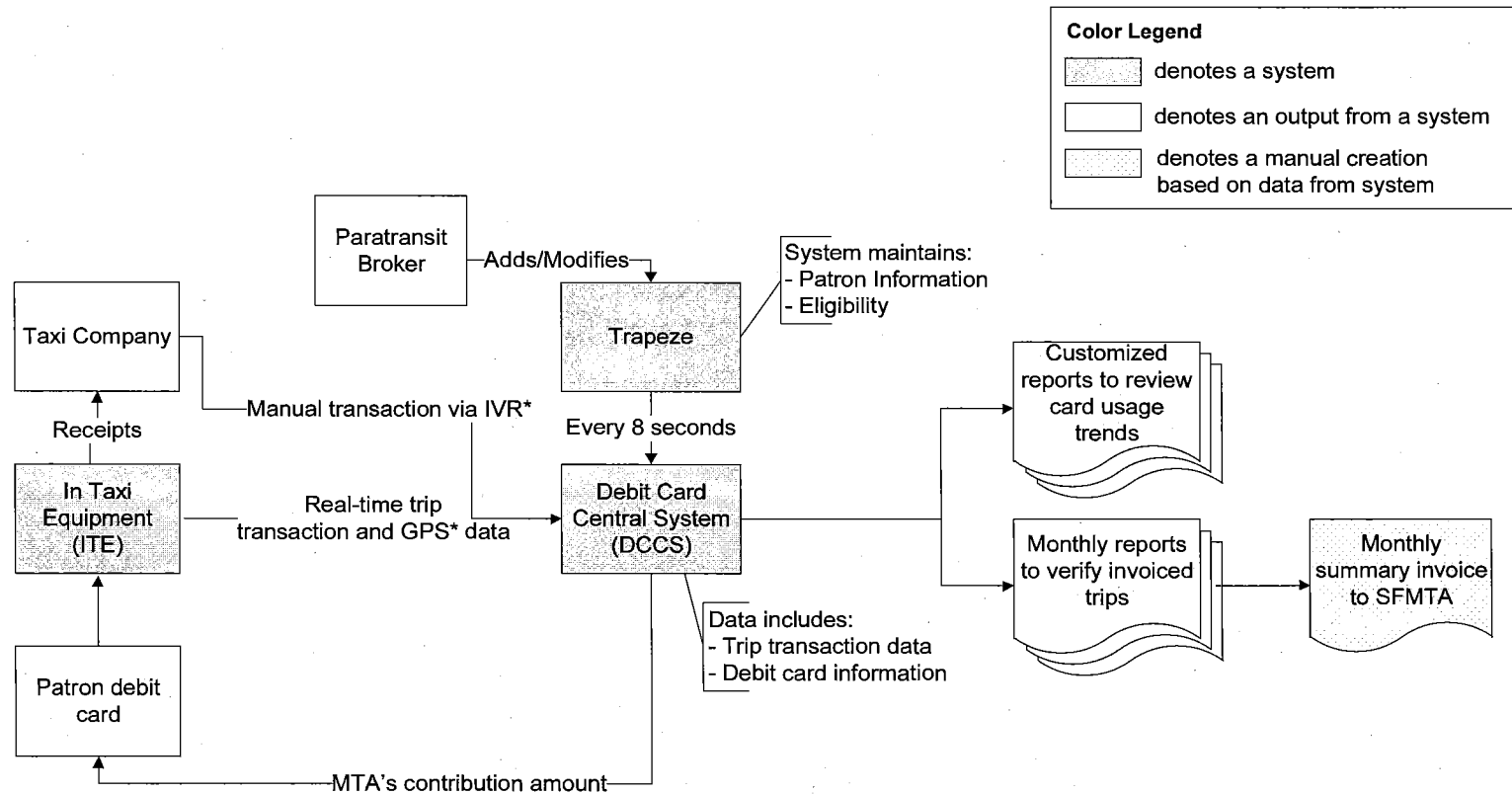


Taxi/Ramped Taxi



Source: Auditor's analysis of Veolia's services

APPENDIX D: SF Paratransit Debit Card Central System High-Level Systems Interface



Notes:

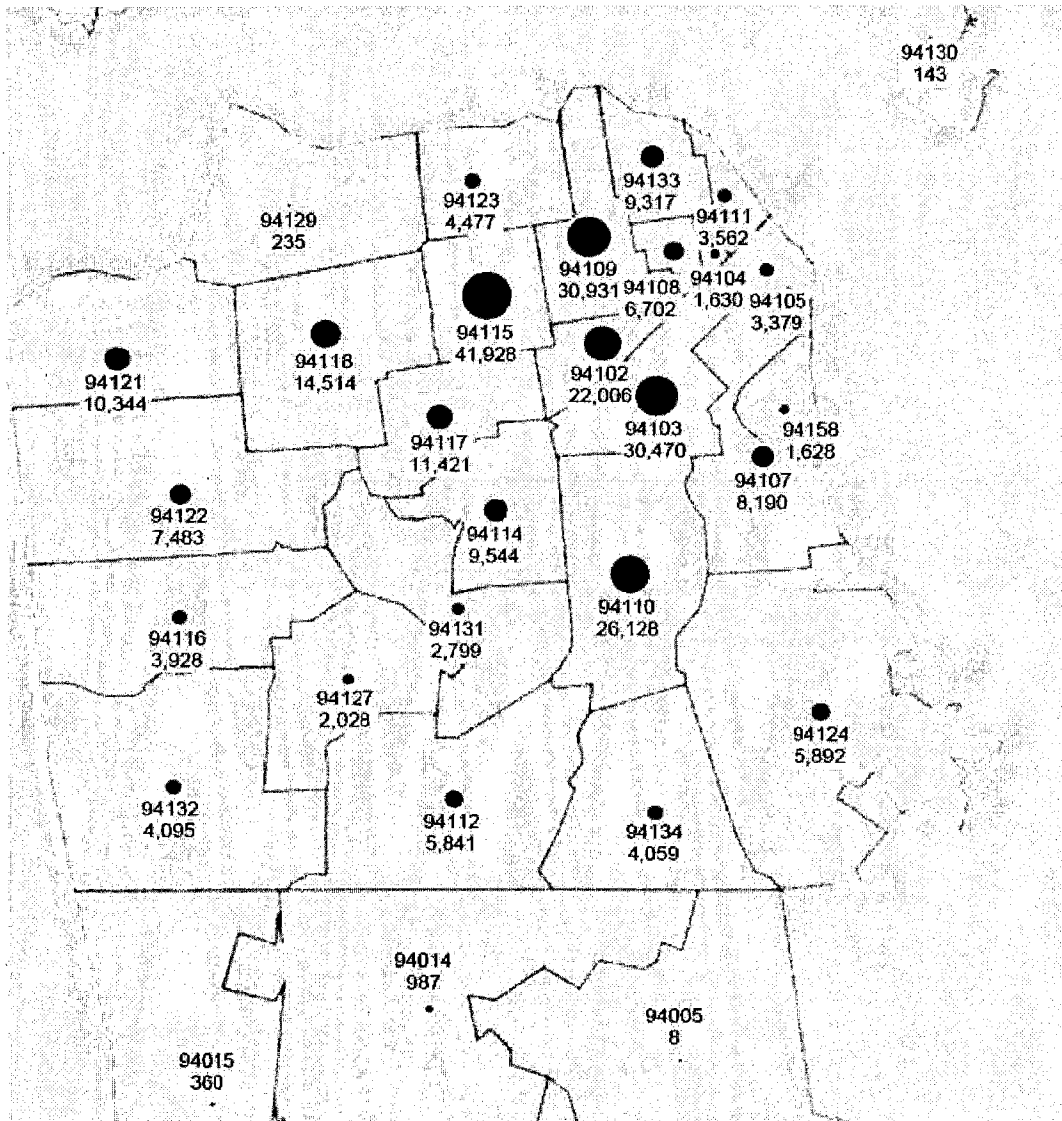
*GPS = Global Positioning System software

*IVR = Interactive Voice Response system

Source: Auditor's analysis based on interviews of Veolia staff

APPENDIX E: MAPS OF PARATRANSIT PICK-UPS AND CLIENTS BY ZIP CODE

Figure 1 – SF Paratransit Taxi Pick-ups by Zip Code*

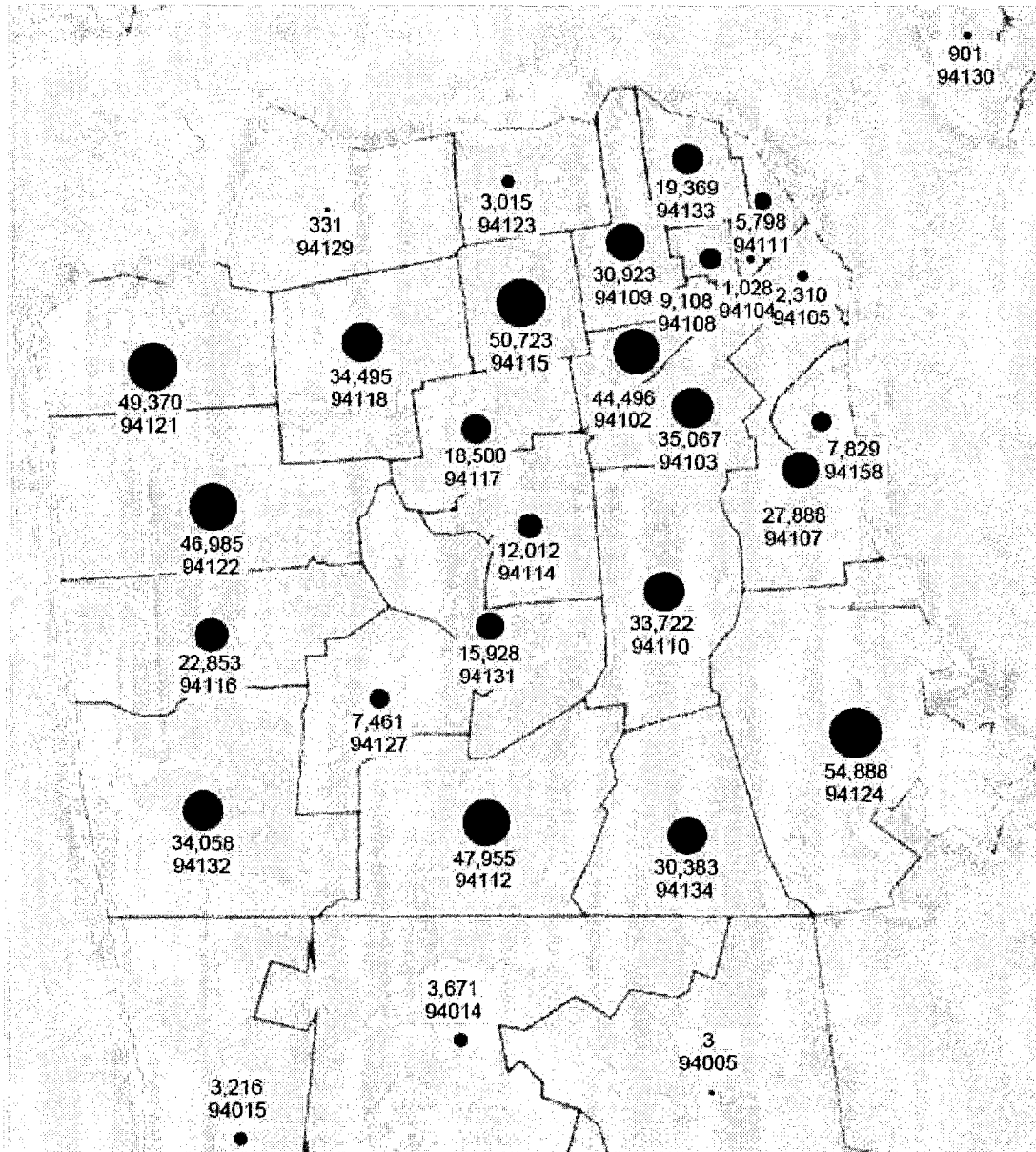


*Note: Larger circles indicate a larger number of pick-ups in that zip code. According to SF Paratransit, per ADA rules, San Francisco's paratransit service territory extends in a 3/4-mile radius from any fixed transit stop within the jurisdiction, so locations within portions of Daly City and Brisbane are included.

Source: Auditor's analysis of SFMTA data

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Figure 2 – SF Paratransit Van Pick-ups by Zip Code^{a, b}



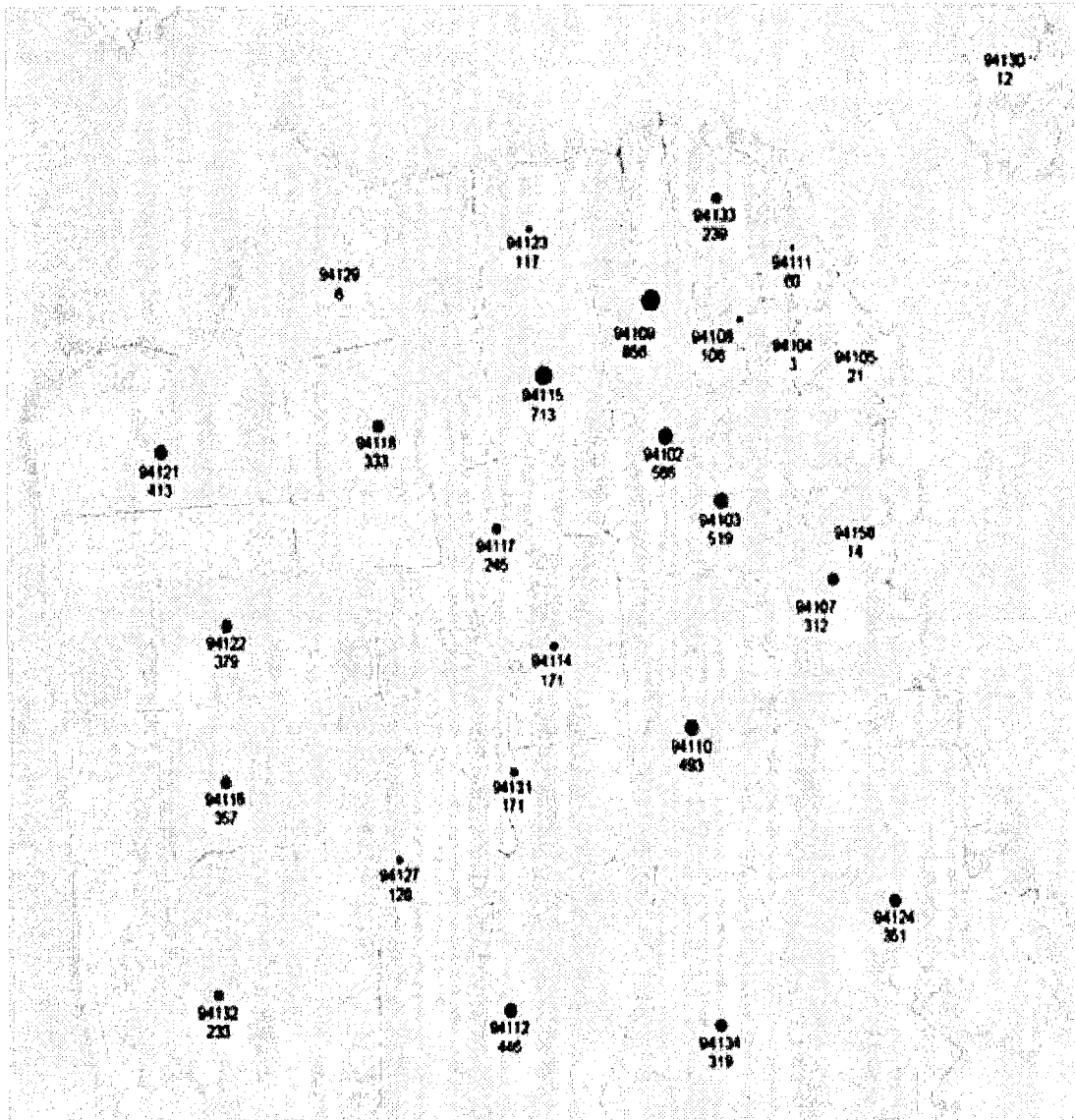
Notes:

- ^a Van pick-ups include SF Access, SFMTA group van, DAAS group van, and Shop-A-Round group van.
- ^b Larger circles indicate a larger number of pick-ups in that zip code. According to SF Paratransit, per ADA rules San Francisco's paratransit service territory extends in a 3/4-mile radius from any fixed transit stop within the jurisdiction, so locations within portions of Daly City and Brisbane are included.

Source: Auditor's analysis of SFMTA data

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Figure 3 – SF Paratransit Taxi Clients by Zip Code*

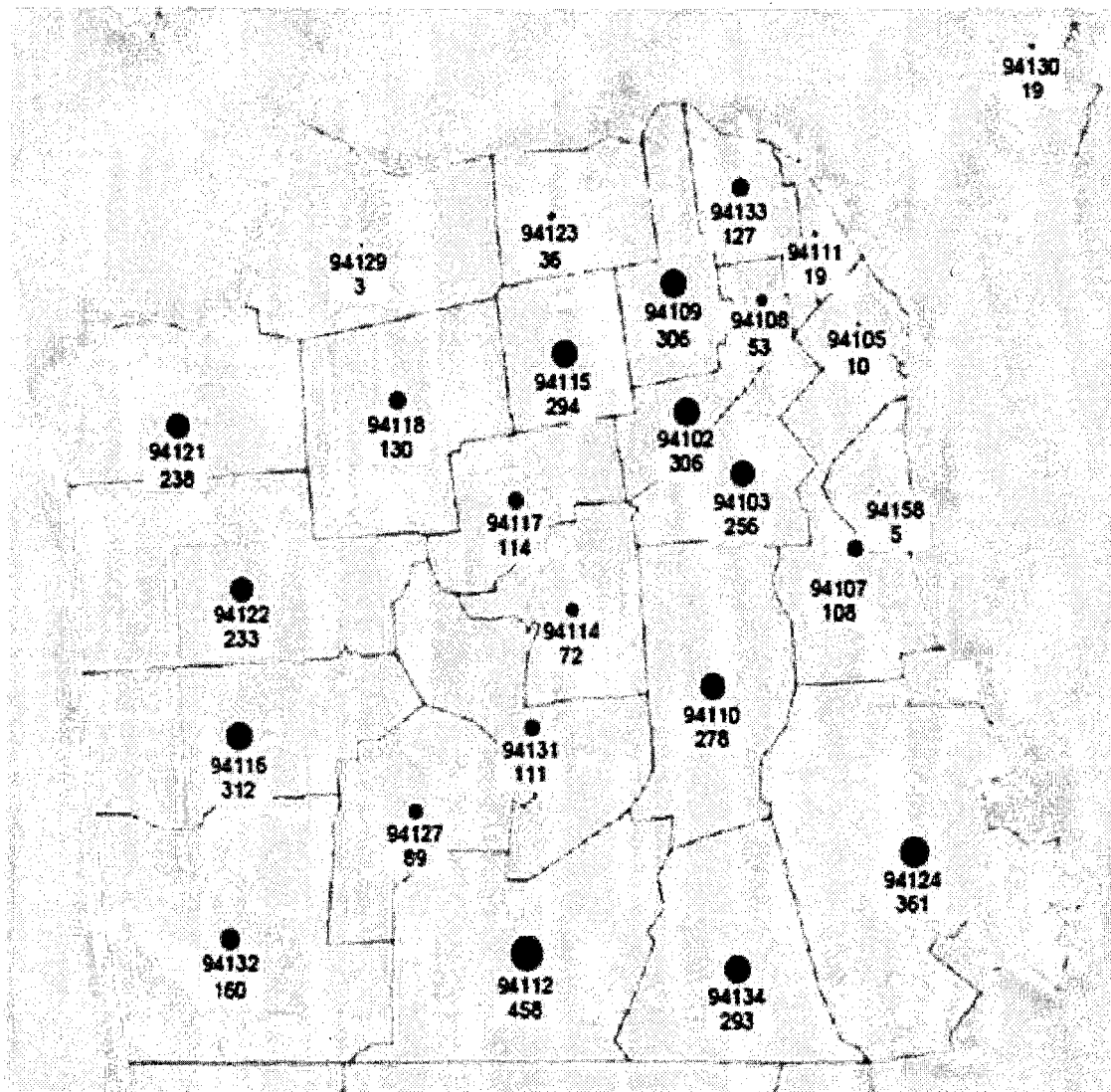


*Note: San Francisco zip codes only. Larger circles indicate a larger number of pick-ups in that zip code.

Source: Auditor's analysis of SFMTA data

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Figure 4 – SF Paratransit Van Clients by Zip Code^{a, b}



Notes:

^a Van clients include SF Access, SFMTA group van, DAAS group van, and Shop-A-Round group van.

^b San Francisco zip codes only. Larger circles indicate a larger number of pick-ups in that zip code.

Source: Auditor's analysis of SFMTA data

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APPENDIX F: DEPARTMENT RESPONSE



Edwin M. Lee, Mayor

Tom Nolan, Chairman

Malcolm Helnicka, Director

Joel Ramos, Director

Edward D. Reiskin, Director of Transportation

Cheryl Brinkman, Vice-Chairman

Jerry Lee, Director

Cristina Rubke, Director

April 21, 2014

Tonia Lediju
Director of City Audits
City Hall, Room 476
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Subject: Response to San Francisco Municipal Transportation Agency: The Taxis and Accessible Services Division Exceptions-Based Audit

Dear Ms. Lediju:

The San Francisco Municipal Transportation Agency is in receipt of the draft audit report, "San Francisco Municipal Transportation Agency: The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes." Please find enclosed our responses to the audit recommendations. I am pleased to report that several of the recommendations have either already been implemented or are in process.

SFMTA staff is proud of the work we do every day to oversee the delivery of high quality paratransit and taxi services and we would like to note that the purpose of the Controller's exceptions-based audit is to study and delineate deficiencies and not provide an overall analysis of programmatic quality. Both the SF Paratransit and Taxi programs are industry leaders and we consider the audit report a positive opportunity to fine tune both the SF Paratransit Program oversight and the Taxi complaint and driver permit process. We truly appreciate the efforts of your professional, high-quality audit team that we have worked with over the past six months.

If you have any questions or need additional information, please call Kathleen Sakelaris at 701-4339.

Sincerely,



Edward D. Reiskin
Director of Transportation

Enclosure

For each recommendation, the responsible agency should indicate whether it concurs, does not concur, or partially concurs. If it concurs with the recommendation, it should indicate the expected implementation date and implementation plan. If the responsible agency does not concur or partially concurs, it should provide an explanation and an alternate plan of action to address the identified issue.

RECOMMENDATIONS AND RESPONSES

Recommendation	Response
<p>The San Francisco Municipal Transportation Agency (SFMTA) should:</p> <ol style="list-style-type: none"> 1. Periodically inspect Veolia's safety records to ensure that they are adequate for each of the service providers. 	<p>Concur. At present, the SFMTA is notified via email of all accidents as they occur and responds to ensure Veolia and its subcontractors take appropriate action as needed. In addition, SFMTA receives and reviews accident data on a monthly basis. A safety goal is included in the City's contract with Veolia and has been consistently met.</p> <p>Starting July 2014, and on a bi-annual basis moving forward, SFMTA will inspect the insurance records, which are maintained and tracked by Veolia's Contract Administrator, for all service providers. SFMTA will also inspect the records Veolia receives from providers detailing provider staffing, specifically with regard to road supervisors, to assure that daily on-street supervision of drivers is sufficient. See response below to Recommendation #2 regarding reviewing the file audits, which will also be part of SFMTA's inspection of Veolia's safety records.</p> <p>It is important to note that Veolia utilizes many of the same safety oversight processes listed in the audit report under "Paratransit Oversight Processes Used by Other Jurisdictions," including reviewing service providers' current insurance based on renewal dates; monitoring safety trends and discussing incidents regularly; in-vehicle camera technology; routinely reviewing accident records and regularly meeting with contractors to address safety concerns, which includes following up on complaints and reviewing contractor safety protocols. In addition to the items listed above, Veolia established contract requirements of its van service providers, which promote safety requirements such as pre-employment checks (criminal, DMV H6,</p>

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Recommendation	Response
	and drug & alcohol), and strong driver training standards (including CTAA PASS, CPR & First Aid, and DDC-IV/Smith System defensive driving) for all van service contractors.
2. Ensure that Veolia audits files more frequently than once a year and improves documentation of completed file audits.	Concur. Veolia will review at least 10% of all active driver files quarterly and SFMTA will review file audit documentation on a quarterly basis, starting with the next incentive/disincentive review.
3. Determine, in agreement with Veolia, an appropriate method for determining on-time performance for paratransit taxi trips.	Concur. SFMTA will work with Veolia to develop and implement an updated process for establishing taxi on time reliability. The updated process will be developed by June 30, 2014 and implemented at the start of FY14-15.
4. Require Veolia to reconcile SF Access trip data in Trapeze to monthly reports sent to the San Francisco Municipal Transportation Agency to ensure that Veolia is accurately measuring on-time performance for SF Access.	<p>Partially concur with recommendation. The report accurately indicates that Veolia measures SF Access OTP for all trips performed in the month using data automatically generated by the Trapeze software system, and those trips do not match the trips reported as part of the monthly expanded monthly report (XMR). The trips reported on the XMR are completed trips that have been invoiced and paid for. The SFMTA will ensure notation is provided regarding each separate data element (OTP trip count and XMR trip count) to accurately reflect what is being counted. This will be implemented as part of the May 2014 XMR.</p> <p>SFMTA wants to continue to use the total trips provided through Trapeze because it reflects the service on the street that the customer receives. The XMR trip count is typically less than the OTP trip count as not all trips are invoiced due to Veolia's inability to validate the trip because, for example, the driver did not properly enter the necessary actions using the on-board computer or manifest or did not obtain a passenger signature or some other irregularity.</p>

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Recommendation	Response
5. Require Veolia to use data from the Mobile Data Computers, upon their full implementation, to calculate on-time performance for group van runs based on the entire population of runs recorded monthly.	Concur. SFMTA will ensure that Veolia uses data generated through the Mobile Data Computers to calculate OTP for group van based on all runs recorded monthly, two months after full implementation of MDCs. Full implementation will occur after the delivery and installation of the final 10 units. SFMTA expects the new process to be in place no later than October 2014.
6. Compare Veolia's calculations for measuring on-time trip performance to source data for taxi, SF Access, and group van services.	Concur. SFMTA staff will review source data for OTP as part of the Paratransit Broker quarterly incentive/disincentive process as part of the next quarterly review.
7. Periodically review Veolia's process for tracking, investigating, and resolving complaints to ensure that complaints are promptly entered in the complaints tracking system and adequately resolved.	<p>Concur. Recommendation implemented. A process was developed and implemented as part of the quarterly Broker incentive/disincentive review process, beginning in the first quarter of FY13-14.</p> <p>SFMTA has already implemented a random review of 10 complaint responses.</p> <ul style="list-style-type: none"> • Look for clarity of information provided and complaint outcome • Review steps taken as corrective action <p>Randomly review 10 complaint response for timeliness</p> <ul style="list-style-type: none"> • Compare dates in system when complaint was received and complaint response sent out to the dates listed in the complaint response log to verify the accuracy of the dates
8. Ensure that Veolia records, tracks, and reports the date of the complaint response letter in future complaints reports.	Concur. Recommendation implemented. At SFMTA's request, the complaint tracking process was updated January 2014. Veolia staff now enters the complaint into Trapeze the date it is received and the complaint is not closed out until the response letter has been sent to the complainant (and not when the provider responds, as had been the previous practice).

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Recommendation	Response
9. Ensure that Veolia reconciles the complaints data recorded in the Trapeze system to complaints data manually entered into the monthly reports.	Concur. Recommendation implemented as part of the April 2014 report procedure. Veolia verifies quarterly complaint numbers reported in the XMR by reviewing the COM-Rollup (Crystal) report, generated electronically from the Trapeze COM module.
10. Require Veolia to submit underlying documentation for labor and other direct costs.	Concur. Recommendation implemented as of the March 2014 invoice. SFMTA now requires Veolia to submit the following additional documentation: ADP report (previously, Veolia submitted a manual report, derived from the ADP report. The manual report has labor charges segmented according to fund source). Additionally, supporting documentation for other direct costs, such as office supplies, is provided by payment receipt instead of purchase order.
11. Thoroughly review supporting documents each month to ensure that labor and other direct costs are valid.	Concur. Recommendation implemented as of the March 2014 invoice. SFMTA staff had an existing practice of thoroughly reviewing the supporting documents each month, which was further tightened up with the March invoice. For labor, as stated in #10 above, ADP back up and timesheets for the GM will be submitted by Veolia to support labor costs.
12. Amend the body of the contract to specify the correct broker management fee.	Concur. Implementation of the recommendation is in process. The correct Broker management fee is included in the contract, Appendix B, although the body of the contract has a clerical error. The amendment language has already been drafted and reviewed by the City Attorney, and will be included in Amendment No. 4, which will also include approval for Veolia to lease newly procured paratransit vehicles. Amendment No. 4 is expected to be finalized by August 2014.
13. Periodically review support for transportation costs to ensure that Veolia accurately determines invoice amounts for trips performed.	Concur. SFMTA will develop a process to provide further oversight of the review of transportation support costs, which will be implemented starting with the next invoice.

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 The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
 Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
14. Require Veolia to use data from the Mobile Data Computers, upon their full implementation, so it can completely and accurately verify SF Access trip transportation costs.	Concur. SFMTA will ensure that Veolia uses data generated through the Mobile Data Computers to verify SF Access transportation costs two months after full implementation of MDCs. Full implementation will occur after the delivery and installation of the final 10 units. SFMTA expects the new process to be in place no later than October 2014.
15. Verify source data for all performance measures for which Veolia is eligible to receive incentive payments.	Concur. SFMTA staff will review source data as part of the Paratransit Broker quarterly incentive/disincentive process, during the next quarterly review.
16. Perform supervisory review of staff's calculations for the quarterly incentive/disincentive review.	Concur. Recommendation implemented as of January 2014. Staff was re-instructed and supervisory oversight was increased.
17. Expand what it considers in determining whether Veolia meets the consumer satisfaction performance measure to include all broker-related aspects in the survey, as stated in the contract, or amend the contract to reflect current practice.	Concur. SFMTA will re-evaluate the metric used for determining whether Veolia meets the consumer satisfaction performance measure, and will either change the metric or amend the contract to reflect the current practice. The next independent customer satisfaction survey is scheduled for September-October 2014. The review will be completed by that time.
18. Require Veolia to have its analysts sign the ADA Paratransit Eligibility Determination Summary Report after approving or denying an application.	Concur. Recommendation implemented. Veolia staff was re-trained to sign the Eligibility summary for each application as of April 1, 2014.

Office of the Controller, City Services Auditor
 The Taxicab and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
 Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
<p>19. Implement a formal monitoring process over the eligibility determination process, which includes requiring Veolia to develop a written supervisory review procedure to add to the eligibility determination process.</p>	<p>Concur. Veolia staff will develop written procedures which will be approved by SFMTA by July 2014.</p> <p>Additionally, SFMTA has already implemented a formal monitoring process over the eligibility determination process as part of the quarterly incentive/disincentive review process. This new process was implemented in the first quarter of FY13-14, and includes:</p> <p>Randomly review 10 eligibility determinations. Review the process and outcome.</p> <ul style="list-style-type: none"> • Examine eight new applications and two recertification (selected at random) • Review application receipt date and eligibility process actions taken (letters sent, any appointments scheduled and held, any medical verification requested and followed up with client if not promptly received) to ensure that completed applications were processed and determination was made within 21 days • Review that the appropriate determination was made and documented
<p>20. Require Veolia to develop written policy and procedures for conducting first- and second-level assessments.</p>	<p>Concur. Veolia staff will develop written procedures which will be approved by SFMTA by July 2014. SFMTA has started a process to review the entire eligibility process and may move to a 100% in-person interview process, but this review and development of such a substantive change in the eligibility process will take many months to study with a working group of the Paratransit Coordinating Council and possibly implement. So although the entire process may change, SFMTA will require written procedures in the interim.</p>
<p>21. Revise the outreach and related tasks in the paratransit broker agreement to reflect agency priorities and ensure that outreach activities are targeted to appropriate populations and areas of San Francisco.</p>	<p>Concur. The outreach related tasks will be updated as part of Amendment No. 4, which will be completed by August 2014.</p>

Office of the Controller, City Services Auditor
The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
<p>22. Monitor Veolia’s outreach efforts to ensure that all outreach tasks are accomplished and proper supporting documentation is maintained.</p>	<p>Concur. Veolia implemented an updated outreach monitoring system in January 2014, which includes goals for further documentation, for example, collection of sign in sheets where appropriate and agendas and/or handouts/flyers from each outreach meeting. In some cases, email printouts will be used to document outreach activities, where no handouts or agendas are provided, and collecting a sign-in sheet is not feasible or not appropriate. All outreach activities are also tracked on a central spreadsheet, by Veolia staff. SFMTA staff will review outreach documentation during the next quarterly incentive/disincentive review process.</p>
<p>23. Require Veolia to regularly review current user access to the Trapeze system and Debit Card Central System, adequately document the process, and ensure that system access rights of users who no longer need access are immediately terminated.</p>	<p>Concur. Recommendation in process of being implemented. Veolia’s current suite of Trapeze products (PASS version 8, CERT, COM) does not have built-in user audit/reporting tools. To address this, Veolia’s business improvement group has developed a report through it’s “Veolia Vision” software, a proprietary software system that works with Trapeze products, which lists the name of each user by specific login name, the date of most recent Trapeze activity, and the number of days since the account was last active. This report will run monthly starting May 2014 and report out activity over the previous 60 days. Veolia will use this report each month and cross check with each service provider and Veolia manager to validate each group’s account identity, and for inactive accounts, determine whether the account should be deleted.</p> <p>For any user or user group where validation does not occur after 72 hours, Veolia will automatically deactivate the account(s). Veolia will also automatically deactivate an account that has not been used in over 60 days. New user accounts will only be established when the user group request form has been properly completed, approved and submitted. This form was developed in March 2014 during this audit process. After a user account request form is approved and validated by Veolia’s Director of Operations, the new user account would be created and activated.</p> <p>Veolia will update to Trapeze PASS version 13 effective January 1, 2015. The time between now and then is needed to properly test the new version and ensure its safe and proper operation. This new version of PASS complies with the Microsoft definition of password complexity and will allow Veolia to require a password of at</p>

Office of the Controller, City Services Auditor
The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
	<p>least 8 alpha-numeric characters in length; allow tracking of password history and preclude the use of a previously used password; and, require that the password selected contains at least one number and one letter. The Veolia Vision user activity report will continue to be utilized as well.</p> <p>Veolia's user account request form will also be used for the DCCS system. Veolia will ask CabConnect to create a standard report, similar to the query run for this audit, which will allow Veolia to similarly monitor user activity on the DCCS side as described herein for Trapeze. For both Trapeze and DCCS use, Veolia's IT Administrator will perform the user activity review every 60 days.</p>
<p>24. Require Veolia to restrict users' access to the Trapeze system and Debit Card Central System in accordance with their job duties.</p>	<p>Partially concur with recommendation. With regard to the statement (Finding 2.2, page 48): "All staff in Veolia's certification unit, which is responsible for all eligibility-related functions, have the same user access permissions to both Trapeze and DCCS." is not accurate. An eligibility clerk is responsible for the entry of a patron record into Trapeze for a person who has been granted paratransit eligibility by an eligibility analyst. To that end, the clerk must have the ability to enter the patron eligibility but the analyst, not the clerk makes that determination.</p> <p>Veolia has a small staff and a high standard of customer service so, on the DCCS side, the clerk can VIEW (read only) but not make changes to the patron record. This allows the clerk to, as an example; give a patron information about their debit card account balance or the status of their "add value" activity without requiring the patron to speak with another person.</p> <p>From a broader perspective, the function of user access and granted permissions is not so much a Veolia function but a function of software system design. Both the DCCS and the Trapeze software systems are generally "off the shelf" systems. In checking with our regional peers that use Trapeze, they also do not specifically restrict access to the level prescribed by this audit.</p> <p>Nevertheless, SFMTA will ask Veolia to do the following by October 1, 2014, for both DCCS and Trapeze:</p>

Office of the Controller, City Services Auditor
**The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
 Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes**

Recommendation	Response
	<ul style="list-style-type: none"> • Perform a high level review of the current security groups and outline what overall rights and privileges are granted to each group by discussing access with software suppliers or other product experts; • Then Veolia will review of each user’s job description with relation to the access/permissions granted to that end user and adjust job descriptions accordingly. • Inform both Trapeze and Cabconnect of the need to integrate the highest level of security and monitoring in their software products.
25. Require Veolia to use a reliable, system-generated user access report to review and monitor who has access to the Trapeze system.	<p>Concur.</p> <p>Veolia has implemented a Veolia Vision report along with a report developed by Cabconnect to perform monitoring and review. This will be done monthly. Please see response to Recommendation #23.</p>
26. Require Veolia to develop, implement, document, and communicate a password standard in the Trapeze system and Debit Card Central System that incorporates industry best practices such as complexity standards (for example, minimum length of eight characters, mix of alphabetical and numeric characters) and a policy that passwords will expire after a reasonable duration.	<p>Concur.</p> <p>This is also a function of the software and not of Veolia. For the current versions of both software products, Trapeze and Cabconnect’s DCCS, there are no available password controls or enforcement. For Trapeze PASS, the upgrade to version 13 will resolve the password concerns. For the DCCS, we will investigate with Cabconnect an upgrade to their software so that it conforms to the Microsoft definition of password complexity as previously described in our response to Recommendation #23. The security recommendations outlined by the Controller will be included as a priority and best practice for all future paratransit software upgrades and acquisitions.</p>

**Office of the Controller, City Services Auditor
The Taxicab and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes**

Recommendation	Response
<p>27. Revise and establish policies and procedures to standardize the taxi complaint process, including:</p> <ul style="list-style-type: none"> a. Clear procedures on receiving and logging taxi complaints. b. Guidance on assessing whether a complaint warrants an investigation. c. Guidance on assessing and prioritizing complaints that warrant investigation. d. Policies and procedures that standardize the investigation process and possible disciplinary actions. e. Standard follow-up procedures for open taxi complaints. f. A method to track taxi complaint resolutions. g. Procedures for supervisory review and backup personnel when staff is on leave to ensure that taxi complaint information is complete, accurate, and up-to-date. 	<p>Concur. Recommendation in the process of being implemented.</p> <p>(a) Taxi Services' complaint processing procedures have been undergoing a process of revision for some time as we strive to improve our performance in that area. In the first years of SFMTA's jurisdiction over taxis, a lack of resources to perform that task, which was historically performed by the Police Department, caused a backlog of complaints. It wasn't until recently, when a full contingent of eight Taxi Investigators was hired that we have had sufficient staff to effectively address complaints. (a), (g) Since then, we have revised complaint-processing procedures. Investigators are assigned to retrieve complaints daily and to distribute the complaints amongst all eight investigators. All Taxi Investigators are trained in retrieving complaints. (b), (c) All complaints are investigated and an outcome assigned, either substantiated or not substantiated, and a disciplinary action taken or not, as appropriate. (a) Records of the complaint and its resolution are entered into our driver database and become part of the driver's permit file. (g) As a result of focused effort by the team of Taxi Investigators we have now brought all complaints up to date, meaning they are either resolved or are part of an active investigation, and a member of the public who files a complaint today will receive a prompt response.</p> <p>(f) In addition, recognizing the need to improve in this area and others, Taxi Services staff has worked for over a year to procure a license for software designed for transportation regulators called RideIntegrity, that, among other things, will provide the public with a web portal to submit and track complaints and follow their outcomes. This RideIntegrity software is just now beginning to be implemented, and should be available to the public very shortly. Recognizing the need in this area, staff requested the software vendor to prioritize implementation of the complaints module, and as a result that will be one of the first functions to be implemented when the software is fully operational.</p>

Office of the Controller, City Services Auditor
**The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
 Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes**

Recommendation	Response
	<p>(a), (d), (e) We concur that it is important to document these new procedures. (d), (e), (g) We also concur that an important part of those written policies should be clear, objective guidance on appropriate disciplinary responses to complaints so that we are consistent and fair, and that they should include procedures for supervisory review of complaint processing by Taxi Investigators. We will develop written policies and complaint processing procedures in conjunction with the implementation of the RideIntegrity software by the first quarter of 2015.</p>
<p>28. Consider purchasing or developing a complaint tracking system to reliably assist the Taxis and Accessible Services Division in receiving, tracking, investigating, and following up on taxi complaints.</p>	<p>Concur. Recommendation implemented in November, 2013.</p> <p>Taxi Services staff has worked for over a year to procure a license for software designed for transportation regulators called RideIntegrity, that, among other things, will provide the public with a web portal to submit and track complaints and follow their outcomes. This RideIntegrity software is just now beginning to be implemented, and should be available to the public very shortly. Recognizing the need in this area, staff requested the software vendor to prioritize implementation of the complaints module, and so it will be one of the first functions to be implemented when the software is fully operational.</p> <p>In the interim, staff developed an Access database for complaint tracking and has been manually entering in all complaints. This database includes information on fines/citations, warnings, resolution and appeals, and the Access data can be incorporated into the RideIntegrity database as part of the software implementation.</p>

Office of the Controller, City Services Auditor
 The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
 Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
<p>29. Correct the Cabdriver Waybill Request form to require taxi companies provide video footage within 24 hours of requests.</p>	<p>Concur. Recommendation was implemented in March 2014.</p> <p>This form has been eliminated. Transportation Code 1114(e)(9) requires taxi companies to “provide the SFPD or SFMTA, upon demand, with any data captured by the security camera in a vehicle.” When requested, security camera footage is copied onto CD by taxi companies and is routinely retrieved as part of the fieldwork performed by Taxi Investigators.</p> <p>Taxi Services staff would like to adopt security camera standards that would require longer memory so that there is more time to retrieve evidence, but pending a change to state law governing automobile cameras it would be difficult to do so.</p>
<p>30. Secure the taxi complaint tracking spreadsheets by granting editing capability only to the employee(s) directly responsible for recording data in the spreadsheets. For all others, the spreadsheets should be read-only.</p>	<p>Concur. Recommendation was implemented on April 16, 2014.</p> <p>Taxi Services has secured taxi complaint tracking spreadsheets by granting editing capability to only those staff members who perform data entry in those files.</p>
<p>31. Implement supervisory reviews during the entering of taxi driver test scores, temporary A-card permit distribution, and permanent A-card permit distribution (to those who pass the test and background check) to ensure the integrity of testing procedures.</p>	<p>Partially Concur. Taxi Services began secondary review of grading taxi driver test scores and of temporary and permanent A-Card distribution as of April 17, 2014.</p> <p>Taxi Services will implement secondary review, but not necessarily supervisory review, of grading taxi driver test scores and of temporary and permanent A-Card distribution. We agree that these actions should be reviewed by a separate individual. However, we do not believe that this review needs to be done by a supervisor.</p> <p>Also, please note that Taxi Services has always performed supervisory review of driver background checks. No driver is eligible for a permanent A-Card until a supervisor has reviewed his/her background.</p> <p>In addition, the notation at the bottom of the diagram titled “Exhibit 26 Taxi Driver Permit Process” incorrectly states that the process “Distribute permanent A-cards to</p>

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 The Taxicab and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
 Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
	applicants who passed background check,” lacked supervisory review. In fact, this element of the process has always been reviewed only by someone with supervisory authority.
32. Regularly and consistently review taxi driver files before issuing A-card permits to ensure that all required documentation is complete.	Concur. Recommendation was implemented on April 16, 2014. Taxi Services implemented procedures for regular and consistent review of new driver files before issuing A-Card permits. Supervisory staff will conduct its own regular internal audits to ensure that driver files are complete and accurate.
33. Require taxi driver permit applicants to submit verification of a medical exam indicating that a health care provider certifies that they are in good health and should be able to drive a taxi four or more hours per day, in accordance with the prerequisites, or revise the prerequisites.	Concur that the requirement should be revised. To date, the lack of medical screening of new drivers by a physician has not presented any problems of which we are aware. Medallion holders who cannot meet their driving requirement may bring a doctor’s certification of their condition in order to seek a waiver of the driving requirement. Taxi driver permit holders are not required to drive at all, and as independent contractors are free to work as long or as short a shift as they like, within legal limits on driving hours for for-hire drivers. Other for-hire drivers who compete with taxi drivers are not required to pass medical screenings. Taxi Services is not willing to impose this cost or this additional barrier to getting a permit on new taxi driver applicants. Taxi Services staff will draft legislation for consideration by the Board of Directors to eliminate this requirement for new taxi drivers by the first quarter of 2015.
34. Require taxi driver permit applicants to pass a drug test before being granted a permit.	Concur. Recommendation is in the process of being implemented. Taxi Services staff has been working for over a year to develop and issue a Request for Proposals (RFP) to obtain a third party administrator to perform drug testing for all 8000 taxi drivers. This RFP was issued in March, 2014. Drug and alcohol testing of taxi drivers will commence no later than the first quarter of 2015 following selection of the contractor and execution of the contract. In addition to testing new driver applicants, all existing drivers will be required to be tested upon permit renewal, following an accident or upon reasonable suspicion.

Office of the Controller, City Services Auditor
The Taxicab and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
35. Update its taxi driver exams to reflect current taxi industry practices and review the test at least yearly to ensure it remains current.	Concur. The exams will be updated by June 1, 2014, and will be updated annually going forward.
36. Safeguard the paper copies of the taxi driver exams in a secure and locked location and limit access to them.	Concur. Recommendation was implemented on April 16, 2014. Paper copies of the exams have been secured in a locked cabinet inside an office that requires badge access limited to Taxi Services staff, which in turn is inside an additional door that requires badge access limited to SFMTA employees. The two sets of keys to the cabinet are held by the employee who prepares the materials for taxi driver training classes and his immediate supervisor.
37. Ensure that only authorized individuals have access to the electronic versions of the taxi driver exams.	Concur. Recommendation was implemented on April 16, 2014. Access to the electronic versions of taxi driver tests has been limited to specifically authorized staff by password protecting the files.
38. Ensure that only authorized employees have access to the taxi driver database and should restrict user access rights as necessary.	Concur. Recommendation was implemented on April 16, 2014. Access to the taxi driver database has been limited to authorized staff on an as-needed basis by password protecting the files. Taxi Services has already submitted a request our IT department to eliminate inactive accounts belonging to former employees.

Office of the Controller, City Services Auditor
**The Taxicab and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
 Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes**

Recommendation	Response
<p>39. Implement a process to review expired taxi driver permits and, by coordinating with taxi companies, ensure that those whose permits have expired are no longer operating taxis in San Francisco.</p>	<p>Concur. Recommendation is in the process of being implemented.</p> <p>The resolution of this issue will be through the implementation of the RideIntegrity software and the integration of that system with the Ground Transportation Management System (GTMS) currently being implemented by the San Francisco International Airport (SFO). The driver database will reside in the RideIntegrity system and will notify the SFMTA, taxi companies and taxi drivers when permits are expiring or expired.</p> <p>The integration with the SFO system will create the capacity to block those expired permit holders from SFO. In addition, GTMS will provide "smart" A-Cards and handheld units for the use of Taxi Investigators to scan the card or enter driver information to determine if the driver has a valid permit in good standing. Issuance of the new "smart" A-Cards is expected to begin in August of 2014, with the distribution of all cards and 100% functionality of the GTMS system anticipated by January 2015.</p>
<p>40. Evaluate the feasibility of periodically assessing taxi drivers during the renewal process to ensure that they continue to have a clean driving record and meet the driving record requirement for being a taxi driver in San Francisco.</p>	<p>Concur. Recommendation has been implemented.</p> <p>Taxi Services has been working the Department of Motor Vehicles (DMV) for several years to implement DMV pull-notice capacity, but for technical reasons has not been authorized to connect to the DMV system. Accordingly, implementing DMV pull-notices has not been feasible to date. However, this issue will be solved through implementation of the GTMS system by SFO, which includes pull-notices for all drivers in the driver permit database. Full implementation of this capacity is expected by January, 2015.</p>
<p>41. If the taxi driver health prerequisites are not changed, assess whether taxi drivers continue to be in good health.</p>	<p>As stated in our response to Recommendation #33, Taxi Services staff will draft legislation for consideration by the Board of Directors to eliminate this requirement for new taxi drivers by the first quarter of 2015.</p>

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The Taxis and Accessible Services Division Needs to Better Manage Its Paratransit Contract and
Improve Controls Over Its Taxi Complaint and Taxi Driver Permit Processes

Recommendation	Response
42. Update its taxi permit policies and procedures to ensure that they are comprehensive and reflect management's objectives.	Concur. This is an ideal time for a comprehensive update of all taxi permit policies and procedures due to implementation of new technology systems and an imminent change in leadership of the Division of Taxis and Accessible Services. Staff will draft updated policies and procedures by the first quarter of 2015.



**OFFICE OF THE CITY ADMINISTRATOR
CONTRACT MONITORING DIVISION**

BOS-11



Edwin M. Lee, Mayor
Naomi M. Kelly, City Administrator

Maria Cordero, Director

April 21, 2014

San Francisco Board of Supervisors
City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102-4689

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2014 APR 21 PM 3:13

Dear San Francisco Board of Supervisors:

Pursuant to Chapter 14B.15(A) of the San Francisco Administrative Code, attached please find the Local Business Enterprise ("LBE") Contracting Report for the 1Q and 2Q of the 2013/14 Fiscal Year. The LBE Contracting Report documents the number of firms that the Contract Monitoring Division ("CMD") has certified and the LBE contract award statistics on 14B covered contracts for the Airport, Department of Public Works, Port, Public Utilities Commission and the Recreation and Park Department. CMD is currently implementing a new payment tracking system and will provide information on additional City departments in subsequent reports.

At this time, based on a thorough review of the 14B covered contracts that the CMD is currently monitoring, it appears that all five City departments have properly reported their contracting data to the CMD for the 1Q and 2Q of the 2013/14 Fiscal Year. Therefore, the CMD has concluded that all five City departments are materially compliant with the provisions of the Ordinance. Thank you for your continued support of the CMD and the LBE program. Should you have any questions and/or concerns please don't hesitate to contact me at 415-581-2310.

Sincerely,

Maria Cordero
Director, CMD

(2)

LBE Certification

January 2014

LBE Certified Small & Micro Firms

	FY 2012/13 Q2	FY 2012/13 Q3	FY 2012/13 Q4	FY 2013/14 Q1	FY 2013/14 Q2
MBE	481	485	465	484	476
OBE	436	437	439	448	441
WBE	293	295	289	305	292
Total	1210	1217	1193	1237	1209

PUC-LBE Certified Small & Micro Firms

	FY 2012/13 Q2	FY 2012/13 Q3	FY 2012/13 Q4	FY 2013/14 Q1	FY 2013/14 Q2
MBE	117	112	97	60	61
OBE	85	84	72	90	89
WBE	11	11	9	8	8
Total	213	207	178	158	158

Small & Micro MBE Firms by Ethnicity

Asian American	269
African American	119
Latino American	110
Arab American	19
Iran American	17
Native American	3
Total	537

LBE Firms by Size

Micro LBE	1205
Small LBE	78
SBA LBE	44
Total	1327

Airport**Contract Award and Payment Summary**

July 1 -December 31, 2013

Awarded Contracts		
Total Number of Contracts	7	
Professional Services	1	14%
Construction	6	86%
LBE Primes	5	71%
Non-LBE Primes	2	29%
MBE Primes	0	0%
OBE Prime	3	43%
WBE Prime	2	29%
SBA LBE Prime	0	0%

LBE Awards		
Amount Awarded	\$ 15,468,521	
Awarded to Non-LBE Primes	\$ 184,736	1%
Awarded to Non-LBE Subs	\$ 10,323,432	67%
Awarded to LBEs Primes	\$ 2,122,007	14%
Awarded to LBE Subs	\$ 2,838,346	18%
Awarded to MBE Primes	\$ -	0%
Awarded to MBE Subs	\$ 2,318,546	15%
Awarded to OBE Primes	\$ 531,443	3%
Awarded to OBE Subs	\$ 132,250	1%
Awarded to WBE Primes	\$ 1,590,564	10%
Awarded to WBE Subs	\$ 387,550	3%
Awarded to SBA Prime	\$ -	0%
Awarded to SBA Sub	\$ -	0%

Total Payments		
Total Paid	\$ 900,602	
Paid to Non-LBEs Primes	\$ 219,805	
Paid to Non-LBE Subs	\$ 439,377	
Paid to LBEs Primes	\$ 162,885	
Paid to LBE Subs	\$ 181,058	
Paid to MBE Primes	\$ -	
Paid to MBE Subs	\$ 178,759	
Paid to OBE Primes	\$ 18,173	
Paid to OBE Subs	\$ -	
Paid to WBE Primes	\$ 162,885	
Paid to WBE Subs	\$ -	

Micro Set Aside Contracts	
Total Eligible Contracts	0
Total Awarded Micro Set Asides	0

Airport Contracts
FY 13/14 Q1 Q2

Contract Number	Project Name	Prime	Prime LBE Status	LBE Goal	LBE Goal To Date	Original Contract Amount	Payments to LBE Subcontractors	Total Contract Payments	Award Notice	Industry
8427C.A	Design Build Services for Industrial Wastewater Treatment Plant	Shimmick Construction	Non-LBE	15%	0%	\$ 5,660,000.00	\$ -	\$ 219,805	9/4/2013	Construction
8594A	Boarding Area "A" 400 Hertz System Infrastructure Improvements	Schembri Construction	LBE-OBE	10%	0%	\$ 4,774,943.00	\$ -	\$ 95,565	7/9/2013	Construction
9221R	As Needed Airport Wide Fire Alarm System Construction/Repairs	Bass Electric	Non-LBE	6%	0%	\$ 323,604.00	\$ -	\$ -	7/16/2013	Construction
8984	Airport Pavement & Drainage Improvements	Azul Works	LBE-WBE	14%	0%	\$ 2,289,769	\$ -	\$ -	11/12/2013	Construction
9365	Boarding Area A Checkpoint Expansion	TRICO Construction	LBE-WBE	10%	0%	\$ 945,583	\$ -	\$ -	12/3/2013	Construction
9262	Bay Area Airports Ground Access Survey	Corey, Canapary & Galanis	LBE-OBE	10%	0%	\$ 285,000	\$ -	\$ -	12/3/2013	Professional Services
9110	SFO Training Center	Galleria, Inc. DBA Trico Constr	LBE-WBE	15%	31%	\$ 1,189,622	\$ 178,759	\$ 585,232	7/2/2013	Construction

Department of Public Works

Contract Award and Payment Summary

July 1 - December 31, 2013

Awarded Contracts		
Total Number of Contracts	35	
Professional Services	11	31%
Construction	24	69%
LBE Primes	26	74%
Non-LBE Primes	9	26%
MBE Primes	13	37%
OBE Prime	5	14%
WBE Prime	7	20%
SBA LBE Prime	1	3%

LBE Awards		
Amount Awarded	\$ 56,004,733	
Awarded to Non-LBE Primes	\$ 12,631,435	23%
Awarded to Non-LBE Subs	\$ 10,427,232	19%
Awarded to LBEs Primes	\$ 20,409,210	36%
Awarded to LBE Subs	\$ 12,540,906	22%
Awarded to MBE Primes	\$ 9,845,832	18%
Awarded to MBE Subs	\$ 4,829,996	9%
Awarded to OBE Primes	\$ 5,807,668	10%
Awarded to OBE Subs	\$ 4,530,409	8%
Awarded to WBE Primes	\$ 4,384,183	8%
Awarded to WBE Subs	\$ 3,174,501	6%
Awarded to SBA Prime	\$ 371,527	1%
Awarded to SBA Sub	\$ 6,000	0%

Total LBE Payments*		
Total Paid	\$ 5,439,621	
Paid to Non-LBEs Primes	\$ 790,544	15%
Paid to Non-LBE Subs	\$ 363,981	7%
Paid to LBEs Primes	\$ 2,966,691	55%
Paid to LBE Subs	\$ 1,150,437	21%
Paid to MBE Primes	\$ 1,135,731	21%
Paid to MBE Subs	\$ 725,658	13%
Paid to OBE Primes	\$ 595,896	11%
Paid to OBE Subs	\$ 678,197	12%
Paid to WBE Primes	\$ 1,235,064	23%
Paid to WBE Subs	\$ 12,600	0%

* Based on information from DPW CAT System dated 3/14/14

Micro Set Aside Contracts	
Total Eligible Contracts	7
Total Awarded Micro Set Asides	7

Department of Public Works
FY 13/14 Q1 Q2 Contracts

Contract Number	Project Name	Prime	Prime LBE Status	LBE Goal	LBE Goal to Date	Original Award Amount	Payments to LBE Subcontractors to Date	Total Contract Payments to Date	Award Notice	Industry
FCA13068/7253A	SFGH Building & Elevator Modernization	Gallera Inc. DBA Trico Construction	LBE-WBE	15%	0%	\$ 2,273,065	\$ -	\$ 137,019	7/8/2013	Construction
OCCM13100/2035D-7	As Needed Sidewalk Inspection and Repair Program (SIRP) No. 5	Empire Engineering & Construction, Inc.	LBE-MBE	25%	34%	\$ 1,730,111	\$ 239,616	\$ 715,232	8/13/2013	Construction
FCE13096/2031J	Various Locations Curb Ramps Project No. 4	Bay Area Lightworks, Inc.	LBE-MBE	27%	53%	\$ 662,387	\$ 120,928	\$ 227,630	8/26/2013	Construction
FCE13084/2158J(Rebid)	Various Locations Pavement Preservation FY 20013-2014	Intermountain Slurry Seal Inc.	Non-LBE	12%		\$ 1,247,247	\$ -	\$ -	9/6/2013	Construction
FCE13093/2067J	Pavement Renovation, Sewer Replacement, and Water Main Installation - Silver Avenue	Ranger Pipelines, Inc.	Non-LBE	26%	0.0%	\$ 5,425,835	\$ -	\$ -	9/9/2013	Construction
FCE13048/2142J	Various Locations Pedestrian Countdown Signals Contract No. 2	Bay Area Lightworks, Inc.	LBE-MBE	27%	0.0%	\$ 902,000	\$ -	\$ 145,236	9/20/2013	Construction
FCE13091/2061J	Pavement Renovation and Sewer Replacement - 20th Ave and Lincoln Way	L C General Engineering & Construction, Inc.	LBE-MBE	36%	16%	\$ 3,148,685	\$ 57,623	\$ 351,622	7/26/2013	Construction
FCE13072/1452(J) (Rebid)	SOMA West Skate Park and Dog Park	Trinet Construction Inc.	LBE-WBE	12%	13%	\$ 3,322,400	\$ 163,110	\$ 1,291,266	9/17/2013	Construction
ICE13106/2245J	Balboa Park Station - Geneva Avenue and Howth Street New Traffic Signal Micro Set-Aside	Phoenix Electric Company	LBE-MBE	Micro		\$ 108,665	\$ -	\$ -	7/9/2013	Construction
7318AR/FCA13044	San Francisco County Jail #3 Replacement Phase 2 Deputy Station	KCK Builders	LBE-OBE	13%	0%	\$ 2,225,000	\$ -	\$ 226,057	10/9/2013	Construction
7436A-5/FCA14014	ESER Fire Stations 10, 13, 17, & 26 Exterior Envelope	CF Contracting	LBE-OBE	15%		\$ 345,296	\$ -	\$ -	10/8/2013	Construction
1817J/ICE13108	Duncan Street Stair Replacement Project	Cogent Constuction and Consulting	LBE-WBE	Micro		\$ 116,600	\$ -	\$ -	10/1/2013	Construction
2159J/FCE14015	As Needed Paving Contract No. 9	Synergy Project Management	LBE-MBE	25%		\$ 4,610,670	\$ -	\$ -	10/25/2013	Construction
2200J/FCE14020	Proposition K FY 12-13 Various Curb Ramps	A Ruiz Construction	LBE-SBA	25%		\$ 574,505	\$ -	\$ -	10/28/2013	Construction
2313J/ICE14030	Intersection Improvements - Innes Avenue and Arellous Walker Drive	Empire Engineering & Construction	LBE-MBE	Micro		\$ 108,475	\$ -	\$ -	1/20/2013	Construction
2035D-8/OCCM14024	As-Needed Sidewalk Inspection and Repair Program (SIRP) No. 6	Phoenix Electric	LBE-MBE	25%		\$ 1,992,365	\$ -	\$ -	11/21/2013	Construction
1942J	County Jail No. 3 & 4 Fire Alarm Replacement	Fidato	LBE-OBE	Micro		\$ 345,000	\$ -	\$ -	12/3/2013	Construction
2048J	Retaining Wall at Market Street between 19th and Danvers	Phoenix Electric	LBE-MBE	Micro		\$ 158,460	\$ -	\$ -	12/17/2013	Construction
FPA 13103	Architectural & Engineering Design Services for the Medical Examiner	KMD Architects	Non-LBE	15%		\$ 4,685,129	\$ -	\$ -	12/4/2013	Professional Services
FCP13075/3077	Minnie Lovie Ward Athletic Field Renovation	OC Jones & Sons	Non-LBE	21%	24%	\$ 4,483,000	\$ 258,438	\$ 1,077,197	8/20/2013	Construction
FCA13109	ESER Bond No. 1, Firestations No. 36 and No. 44 Renovations	Roebuck Construction	LBE-OBE	14%	31%	\$ 4,413,984	\$ 250,573	\$ 805,674	9/25/2013	Construction
FCA14032	ESER Bond No. 1, Firestations No. 2, 18 and 31 Exterior Envelope	Roebuck Construction	LBE-OBE	15%		\$ 498,500	\$ -	\$ -	12/18/2013	Construction
ICA14035	San Francisco General Hospital Emergency Generator Project - Steel Work	Detail General Inc DBA Detail	LBE-MBE	Micro		\$ 85,500	\$ -	\$ -	11/13/2013	Construction
ICE14038	Roadway Structures - New Handrails at Various Locations	Phoenix Electric	LBE-MBE	Micro		\$ 136,725	\$ -	\$ -	12/2/2013	Construction
APC13095	As Needed Environmental Consulting and Planning Services	Baseline Environmental	Non-LBE	25%		\$ 600,000	\$ -	\$ -	7/15/2013	Professional Services
APC13095	As Needed Environmental Consulting and Planning Services	Northgate Environmental	Non-LBE	25%		\$ 600,000	\$ -	\$ -	7/15/2013	Professional Services
APC13036	As Needed Architectural Service Contracts	Paulett Traggart Architects	LBE-WBE	20%		\$ 1,000,000	\$ -	\$ -	7/19/2013	Professional Services
APC13036	As Needed Architectural Service Contracts	Mark Cavagnero Associates/Cary Bernstein	JV-WBE	20%		\$ 1,000,000	\$ -	\$ -	7/19/2013	Professional Services
APC13036	As Needed Architectural Service Contracts	Levy Design	LBE-WBE	20%		\$ 1,000,000	\$ -	\$ -	7/29/2013	Professional Services
3097V/FCP13098	Rossi Playground Restroom Renovation	DFPF DBA Fine Line Construction	JV-MBE	23%	70%	\$ 720,000	\$ 326,167	\$ 462,688	8/15/2013	Construction
APC13036	As Needed Architectural Service Contracts	Tom Eliot Fisch/Min Day	JV-WBE	20%		\$ 1,000,000	\$ -	\$ -	9/5/2013	Professional Services
APC13095	As Needed Environmental Consulting and Planning Services	Fugro Consultants	Non-LBE	25%		\$ 600,000	\$ -	\$ -	9/12/2013	Professional Services
APC13095.1	As Needed Environmental Consulting and Planning Services	Weiss Associates	Non-LBE	25%		\$ 600,000	\$ -	\$ -	9/18/2014	Professional Services
APC13095.2	As Needed Environmental Consulting and Planning Services	SCA Environmental	LBE-MBE	25%		\$ 600,000	\$ -	\$ -	9/18/2014	Professional Services
7372A	Architectural and Engineering Services for the Office of Medical Examiner	KMD Architects	Non-LBE	15%	0%	\$ 4,685,129	\$ -	\$ -	12/4/2013	Professional Services

Port

Contract Awards and Payments

July 1 -December 31, 2013

Awarded Contracts		
Total Number of Contracts	5	
Professional Services	3	60%
Construction	2	40%
LBE Primes	3	60%
Non-LBE Primes	2	40%
MBE Primes	1	20%
OBE Prime	2	40%
WBE Prime	0	0%
SBA LBE Prime	0	0%

Awards		
Amount Awarded	\$ 3,735,277	
Awarded to Non-LBE Primes	\$ 1,545,000	41%
Awarded to Non-LBE Subs	\$ 614,982	16%
Awarded to LBEs Primes	\$ 910,295	24%
Awarded to LBE Subs	\$ 665,000	18%
Awarded to MBE Primes	\$ 510,000	14%
Awarded to MBE Subs	\$ 225,000	6%
Awarded to OBE Primes	\$ 400,295	11%
Awarded to OBE Subs	\$ 125,000	3%
Awarded to WBE Primes	\$ -	0%
Awarded to WBE Subs	\$ 315,000	8%
Awarded to SBA Prime	\$ -	0%
Awarded to SBA Sub	\$ -	0%

Payments		
Total Paid	\$ 20,250	
Paid to Non-LBEs Primes	\$ -	0%
Paid to Non-LBE Subs	\$ -	0%
Paid to LBEs Primes	\$ 20,250	100%
Paid to LBE Subs	\$ -	0%
Paid to MBE Primes	\$ -	0%
Paid to MBE Subs	\$ -	0%
Paid to OBE Primes	\$ 20,250	100%
Paid to OBE Subs	\$ -	0%
Paid to WBE Primes	\$ -	0%
Paid to WBE Subs	\$ -	0%

Micro Set Aside Contracts	
Total Eligible Contracts	1
Total Awarded Micro Set Asides	1

Port
FY 13/14 Q1 Q2

Contract Number	Project Name	Prime	Prime LBE Status	LBE Goal	LBE Goal to Date	Original Award Amount	Payments to LBE Subcontractors to Date	Total Contract Payments to Date	Award Notice	Industry
2761	Blue Greenway Signage	Cal State Constructors	LBE-OBE	8%	0%	\$ 625,547	\$ -	\$ 20,250	8/13/2013	Construction
2767	Fisherman's Wharf Triangle Lot & SWL 321 Pedestrian Circulation Improvement Project Award Memo	JDB Construction	LBE-OBE	Micro	0%	\$ 109,730	\$ -	\$ -	12/4/2013	Construction
1213-07.1	As Needed Environmental and Related Professional Services	Weiss Associates	Non-LBE	21%	0%	\$ 1,000,000	\$ -	\$ -	9/27/2013	Professional Service
1213-07.2	As Needed Environmental and Related Professional Services	SCA Environmental	LBE-MBE	21%	0%	\$ 1,000,000	\$ -	\$ -	9/27/2013	Professional Services
1213-07.3	As Needed Environmental and Related Professional Services	Baseline Environmental	Non-LBE	21%	0%	\$ 1,000,000	\$ -	\$ -	9/27/2013	Professional Services

Public Utilities Commission

Contract Award and Payment Summary

July 1 -December 31, 2013

Awarded Contracts		
Total Number of Contracts	31	
Professional Services	16	52%
Construction	15	48%
LBE Primes*	26	84%
Non-LBE Primes	5	16%
MBE Primes	15	48%
OBE Prime	6	19%
WBE Prime	5	16%
SBA LBE Prime	0	0%

*Includes one LBE JV partnership

Awards		
Amount Awarded	\$ 150,019,777	
Awarded to Non-LBE Primes	\$ 31,784,500	21%
Awarded to Non-LBE Subs	\$ 45,173,860	30%
Awarded to LBEs Primes	\$ 49,201,284	33%
Awarded to LBE Subs	\$ 23,860,133	16%
Awarded to MBE Primes	\$ 24,735,955	16%
Awarded to MBE Subs	\$ 12,483,119	8%
Awarded to OBE Primes	\$ 18,264,781	12%
Awarded to OBE Subs	\$ 5,721,113	4%
Awarded to WBE Primes	\$ 6,200,548	4%
Awarded to WBE Subs	\$ 5,700,901	4%
Awarded to SBA Prime	\$ -	
Awarded to SBA Sub	\$ -	

Payments*		
Total Paid	\$ 25,291,347	
Paid to Non-LBEs Primes	\$ 2,254,928	9%
Paid to Non-LBE Subs	\$ 764,512	3%
Paid to LBEs Primes	\$ 20,946,080	83%
Paid to LBE Subs	\$ 1,578,779	6%
Paid to MBE Primes	\$ 5,125,645	20%
Paid to MBE Subs	\$ 774,594	3%
Paid to OBE Primes	\$ 13,521,252	53%
Paid to OBE Subs	\$ 708,059	3%
Paid to WBE Primes	\$ 2,299,183	9%
Paid to WBE Subs	\$ 96,126	0%

*Based on information from PUC SOLIS extract dated 3/28/14 & 4/16/14

Micro Set Aside Contracts	
Total Eligible	8
Total Awarded	4

Public Utilities Commission
FY 13/14 Q1 Q2

Contract Number	Project Name	Prime	Prime LBE Status	LBE Goal	LBE Goal to Date	Original Award Amount	Payments to LBE Subcontractors to Date	Total Contract Payments to Date	Award Date	Industry
WD-2695	Auxiliary Water Supply System - New Cisterns A	Trinet Construction	LBE-OBE	22%	2%	\$ 3,868,900	\$ 40,003	\$ 2,180,507	7/15/2013	Construction
CS-235	Digester Southeast Planning	Brown and Caldwell	Non-LBE	10%	1%	\$ 80,000,000	\$ 13,248	\$ 1,609,576	7/16/2013	Professional Services
CS-303	College Hill Demonstration Garden	Pamela C. Nagle	LBE-WBE	13%	27%	\$ 245,000	\$ 6,762	\$ 24,926	7/31/2013	Professional Services
WD-2710	San Francisco Local Water As-Needed Paving FY 14-16	A. Ruiz Construction	LBE-MBE	9%	4%	\$ 11,292,725	\$ 42,725	\$ 1,196,209	8/5/2013	Construction
WW-545	16th, 21st, 25th Avenue & Cabrillo/California Streets	Shaw Pipeline	LBE-OBE	10%	9%	\$ 3,960,311	\$ 267,989	\$ 3,037,375	8/5/2013	Construction
WD-2620	8 and 12 inch DI Main Installation and Pavement Renovation in Bryant Street	M Squared Construction	LBE-OBE	18%	12%	\$ 3,737,165	\$ 127,512	\$ 1,032,781	8/12/2013	Construction
CS-315.C	As-Needed Geotechnical Engineering Services	Geotechnical Consultants, Inc.	LBE-MBE	15%	0%	\$ 1,500,000	\$ -	\$ 24,638	8/19/2013	Professional Services
CS-315.A	As-Needed Geotechnical Engineering Services	AGS	LBE-MBE	15%	0%	\$ 1,500,000	\$ -	\$ -	8/19/2013	Professional Services
CS-315.B	As-Needed Geotechnical Engineering Services	ARUP/Terra Engineers	JV-WBE	15%	0%	\$ 1,500,000	\$ -	\$ -	8/19/2013	Professional Services
WD-2503R	8-inch DIP Main Installation in Jackson, Washington, Sacramento and Davis Streets	Empire Engineering & Construction, Inc.	LBE-MBE	13%	4%	\$ 2,139,389	\$ 11,003	\$ 278,727	8/19/2013	Construction
WW-551	18th/19th/Carolina/Connecticut/Indiana/Minnesota/Texas/ Wisconsin Streets Sewer Replacement	Harty Pipelines, Inc	LBE-WBE	16%	9%	\$ 2,385,030	\$ 204,867	\$ 2,202,309	8/19/2013	Construction
WW-558R	As Needed Sewer Cleaning	Proven Management	Non-LBE	9%	6%	\$ 1,594,500	\$ 72,095	\$ 1,132,706	8/19/2013	Construction
WD-2682	8-inch Ductile Iron Pipe Main Installation in 25th St, Noe, Hoffman	M. Hernandez	LBE-MBE	18%	8%	\$ 1,228,345	\$ 46,906.00	\$ 588,027.00	8/26/2013	Construction
WW-567	As Needed Spot Sewer Repair	J. Flores Construction	LBE-OBE	10%	6%	\$ 6,944,815	\$ 358,589	\$ 6,307,468	8/26/2013	Construction
WW-549	Buchanan/Divasadero/Fillmore/Green/Pierce and Scott Streets Sewer Replacement	Precision Engineering	LBE-MBE	16%	8%	\$ 2,178,505	\$ 126,366	\$ 1,633,107	9/3/2013	Construction
WW-548	Avila/Bay/Beach/Chestnut/Franisco/Jefferson/Scott Streets and Capra Way Sewer Replacement	D'Arcy & Harty	LBE-OBE	17%	4%	\$ 2,459,995	\$ 51,955	\$ 1,450,200	9/9/2013	Construction
WW-550	20th/Arkansas/Connecticut/Mississippi/Missouri Sewer Replacement	Precision Engineering	LBE-MBE	15%	4%	\$ 2,862,147	\$ 51,841.00	\$ 1,169,782.00	9/16/2013	Construction
WD-2683R	8 inch Ductile Iron Pipe Main Installation in Indiana and Tennessee Streets; and 16 Inch Ductile Iron Pipe	M Squared Construction	LBE-OBE	21%	16%	\$ 2,445,650	\$ 70,780	\$ 429,749	9/16/2013	Construction
CS-306.A	As-Needed Contracting and Employment Support	Alfred Williams Consultancy	LBE-MBE	Micro		\$ 50,000	\$ -	\$ 3,462	9/26/2013	Professional Services
CS-306.B	As-Needed Contracting and Employment Technical Support	Butler Enterprises Group	LBE-MBE	Micro		\$ 50,000	\$ 1,320	\$ 11,705	9/26/2013	Professional Services
CS-306.C	As-Needed Contracting and Employment Technical Support Services	Consulting Link 2000	LBE-MBE	Micro		\$ 50,000	\$ -	\$ 6,422	9/26/2013	Professional Services
CS-306.D	As-Needed Contracting and Employment Technical Support Services	JBR Partners	LBE-MBE	Micro		\$ 50,000	\$ -	\$ 4,496	9/26/2013	Professional Services
CS-306.E	As-Needed Contracting and Employment Technical Support Services	J L M Management Group	LBE-MBE	Micro		\$ 50,000	\$ -	\$ 2,023	9/26/2013	Professional Services
CS-306.F	As-Needed Contracting and Employment Related Technical Support Services	Merriwether & Williams Insurance	LBE-MBE	Micro		\$ 50,000	\$ -	\$ -	9/26/2013	Professional Services
CS-306.G	As-Needed Contracting and Employment Technical Support Services	Scope 1 Consultants	Non-LBE	0%		\$ 50,000	\$ -	\$ 33,881	9/26/2013	Professional Services
CS-306.H	As-Needed Contracting and Employment Technical Support Services	The Their Group	LBE-WBE	Micro		\$ 50,000	\$ -	\$ -	9/26/2013	Professional Services
CS-287	Real Estate and Land Negotiation Services	ECONOMIC & PLANNING SYSTEMS INC	Non-LBE	22%	0%	\$ 420,000	\$ -	\$ 63,653.00	10/11/2013	Professional Services
CS-193.B	As Needed Energy Efficiency Services	Enovity Inc	Non-LBE	6%		\$ 2,375,000	\$ -	\$ -	11/15/2013	Professional Services
WD-2685	Auxiliary Water Supply System, Reservoir, and Tanks Improvement Project	Cal State Constructors	LBE-MBE	16%	1%	\$ 8,469,000	\$ 2,538	\$ 484,710	11/18/2013	Construction
WD-2696	AWSS New Cisterns B Contract	Azul Works Inc.	LBE-WBE	15%	22%	\$ 5,013,300	\$ 83,600	\$ 382,908	12/2/2013	Construction
CS-317	Specialized and Technical Services - Restoration and Revegetation	Orion Environmental Associates	LBE-MBE	11%	0%	\$ 1,500,000	\$ -	\$ -	12/10/2013	Professional Services

Recreation and Parks Department

Contract Award and Payment Summary

July 1 -December 31, 2013

Awarded Contracts		
Total Number of Contracts	6	
Professional Services	5	83%
Construction	1	17%
LBE Primes	6	100%
Non-LBE Primes	0	0%
MBE Primes	1	17%
OBE Prime	4	67%
WBE Prime	1	17%
SBA LBE Prime	0	0%

Awards		
Amount Awarded	\$ 5,246,533	
Awarded to Non-LBE Primes	\$ -	0%
Awarded to Non-LBE Subs	\$ 1,131,453	22%
Awarded to LBEs Primes	\$ 2,406,957	46%
Awarded to LBE Subs	\$ 1,708,123	33%
Awarded to MBE Primes	\$ 258,000	5%
Awarded to MBE Subs	\$ 933,600	18%
Awarded to OBE Primes	\$ 1,698,957	32%
Awarded to OBE Subs	\$ 63,080	1%
Awarded to WBE Primes	\$ 450,000	9%
Awarded to WBE Subs	\$ 711,443	14%
Awarded to SBA Prime	\$ -	0%
Awarded to SBA Sub	\$ -	0%

Payments		
Total Paid	\$ 1,051,134	
Paid to Non-LBEs Primes	\$ -	0%
Paid to Non-LBE Subs	\$ 104,017	10%
Paid to LBEs Primes	\$ 481,069	46%
Paid to LBE Subs	\$ 466,048	44%
Paid to MBE Primes	\$ -	0%
Paid to MBE Subs	\$ 441,875	42%
Paid to OBE Primes	\$ -	0%
Paid to OBE Subs	\$ 10,980	1%
Paid to WBE Primes	\$ -	0%
Paid to WBE Subs	\$ 13,193	1%

Micro Set Aside Contracts	
Total Eligible Contracts	0
Total Awarded Micro Set Asides	0

Recreation and Parks Department
FY 13/14 Q1 Q2

Contract Number	Project Name	Prime	Prime LBE Status	LBE Goal	LBE Goal to Date	Original Award Amount	Payments to LBE Subcontractors to Date	Total Contract Payments to Date	Award Notice	Industry
4025-1213	Randall Museum Renovation	Pfau Long Architecture/Kuth Ranieri	JV-OBE	26%	10%	\$ 736,538	\$ 24,173	\$ 231,150	10/18/2013	Professional Services
CON13-002R	Coit Tower Renovation	Anvil Builders	LBE-OBE	25%	54%	\$ 1,109,995	\$ 441,875	\$ 819,984	11/15/2013	Construction
4112-1213-A	As Needed Construction Management Services	ABA Global, INC	LBE-WBE	21%	0%	\$ 850,000	\$ -	\$ -	11/25/2013	Professional Services
4112-1213-B	As Needed Construction Management Services	CM Pros	LBE-MBE	21%	0%	\$ 850,000	\$ -	\$ -	11/2/2013	Professional Services
4112-1213-C	As Needed Construction Management Services	CPM/ECS JV	JV-OBE	21%	0%	\$ 850,000	\$ -	\$ -	11/2/2013	Professional Services
4112-1213-D	As Needed Construction Management Services	Swinerton/MCK JV	JV-OBE	21%	0%	\$ 850,000	\$ -	\$ -	11/2/2013	Professional Services

File 140392

Mayor's Office of Housing and Community Development
City and County of San Francisco

BO 5-11
cpage



Edwin M. Lee
Mayor

Olson Lee
Director

April 24, 2014

Angela Calvillo
Clerk of the Board of Supervisors
1 Dr. Carlton B. Goodlett Place
City Hall, Room 244
San Francisco, CA 94102

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2014 APR 25 PM 2:10
PM

Subject: Release of Reserve for Nonprofit Rent Stabilization Services

Dear Ms. Calvillo:

I respectfully request that the reserve in the amount of \$4,515,000 for nonprofit rent stabilization services for FY2013-2014 be released and scheduled to be heard before the Board of Supervisors sitting as a Committee of the Whole on Tuesday, April 29, 2014. This amount was placed on reserve by the Board on March 18, 2014.

On November 15, 2013, the City and County of San Francisco adopted Resolution No. 395-13, which urged the Director of the Mayor's Office of Housing and Community Development to convene a work group to develop a series of recommendations on how the City can address the issue of nonprofit displacement. This recommendation arose in part because of a report issued on October 8, 2013, by the City's Budget & Legislative Analyst's Office, entitled "Review of the Impact of Increasing Rents in San Francisco on Local Nonprofits." Subsequent to the report, on October 9, 2013, the Budget and Finance Committee of the Board also conducted a hearing on the impact of the rapid rise of commercial rents and early termination of leases on non-profit organizations.

Resolution No 395-13 stated that a Working Group be formed and include staff from the Mayor's Office of Housing and Community Development, Mayor's Budget Office, Arts Commission, Office of Economic and Workforce Development, the Human Services Agency, the Department of Public Health, the Department of Children, Youth and their Families, the Department of Real Estate and the Planning department, as well as a broad representation of community stakeholders. On March 28, 2014, the Board of Supervisors recommended placing on reserve appropriated \$4,515,000 of General Fund Reserve Monies to be used for nonprofit rent stabilization services. The usage of these funds was to be guided by the recommendations contained within the Final Report of the Working Group. The Working Group held a series of meetings resulting in the creation of a Final Report on Nonprofit Displacement. The Final Report will be submitted to the Board on April 29, 2014.

I request that \$2,000,000 be released to the Arts Commission to be used for nonprofit displacement stabilization services for nonprofit arts organizations, and that \$2,515,000 be released to the Mayor's Office of Housing and Community Development for nonprofit displacement stabilization services for all other general nonprofit organizations.

If there are any questions in regards to this request, please feel free to contact me directly at (415) 701-5584 or brian.cheu@sfgov.org.

Sincerely,



Brian Cheu
Director of Community Development
Mayor's Office of Housing and Community Development

cc: Kate Howard
Josh Low
Debra Newman
Tom DeCaigny
Amy Chan
April Veneracion

File 140120

From: cinta.telfer@mac.com
Sent: Wednesday, April 23, 2014 11:01 AM
To: Board of Supervisors (BOS)
Subject: Help Save Our Schools!

Cinta Telfer
4-15th Ave
San Francisco, CA 94118-1009

April 23, 2014

City and County of San Francisco
1 Drive Carlton B. Goodlett Place
San Francisco, CA 94102-4603

Dear City and County of San Francisco:

Fully 30 percent of all San Francisco students attend private schools. Catholic schools disproportionately serve working class and inner-city families and are largely supported by local parishes, not the Archdiocese.

The proposed ordinance for seismic evaluation of private school buildings (file no. 140152), is being pushed too fast, and is problematic and punitive to private schools, as well as to the thousands of families with kids in San Francisco that they serve.

This ordinance needs to be revised to:

- Limit the study evaluation levels to the standard of life-safety;
- Limit the ordinance to school buildings;
- Encourage, rather than discourage, the seismic safety work by not triggering the catastrophic expense of unrelated code requirements.

This ordinance is being rushed for no reason, when instead it should be carefully crafted to limit its drastic impact on our schools, especially those that serve inner city students. Input from the private school community has been limited. We have a great deal of knowledge and expertise to contribute to this debate.

The working families and kids we serve are becoming an endangered species in San Francisco. So, please allow a diverse set of views to be part of process on this proposed ordinance so that affected communities in San Francisco can be heard

Please work with us to amend the legislation to incorporate the life-safety standard, limit the ordinance to school buildings, and grant relief from unrelated code requirements.

Thank you...for giving our religious, independent, and community schools a chance.

Sincerely,

Cinta Telfer

From: RAINET LEWIS [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 5:54 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: RAINET LEWIS, Dennis Labaria...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 209 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 210. RAINET LEWIS AVONDALE, Arizona
- 209. Dennis Labaria San Francisco, California
- 208. Melissa Forrest-Garcia San Francisco, California
- 207. Mark Sherburne Novato, California
- 206. Nino Dadomo New City, New York



From: Ana Kirola [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 6:15 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Ana Kirola, Gabriel Kiley...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 214 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

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Sincerely,

215. Ana Kirola San Francisco, California
214. Gabriel Kiley San Francisco, California
213. Janet Johnson Wallis, Texas
212. Alfred Cross san francisco, California
211. Alexander Diamond Wiscasset, Maine



From: Doris Holmes [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 5:39 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Doris Holmes, Colleen Perry...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 200 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

200. Doris Holmes Warren, Ohio
199. Colleen Perry West Roxbury, Massachusetts
198. James Hergan Spring City, Pennsylvania
197. Todd Christensen San Francisco, California
196. Andy mavraganis Sacramento, California



From: Bridget Wilmot [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 5:42 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Bridget Wilmot, Allen Mark...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 205 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 205. Bridget Wilmot Chicago, Illinois
- 204. Allen Mark miami, California
- 203. Dean Frick San Francisco, California
- 202. sandy fong San Francisco, California
- 201. Olivia De Gracia san francisco, California



From: Susan Halperin Family Nurse Practitioner [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 5:25 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Susan Halperin Family Nurse Practitioner, GENEVIEVE YUEN...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 190 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 190. Susan Halperin Family Nurse Practitioner San Francisco, California
- 189. GENEVIEVE YUEN San Francisco, California
- 188. Natalie Shuttleworth San Francisco, California
- 187. Tonya Holmes La Vergne, Tennessee
- 186. Kenneth Greenstein San Francisco, California



From: Frank Parsinitz [mailto:mail@changemail.org]
Sent: Wednesday, April 23, 2014 5:35 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Frank Parsinitz, richard cullen...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 194 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 195. Frank Parsinitz Gibbsboro, New Jersey
- 194. richard cullen ny, New York
- 192. Pamela Wilde Novato, California
- 191. Gabriel Domenech San Francisco, California
- 190. Susan Halperin Family Nurse Practitioner San Francisco, California



From: Jesus Barragan [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 5:01 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Jesus Barragan, Larry Turner...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 179 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 180. Jesus Barragan San Francisco, California
- 179. Larry Turner Cypress, Texas
- 178. Mrs. Jacqueline Grubb San Francisco, California
- 177. Shirley Wallack Santa Rosa, California
- 176. Sharon Camhi San Francisco, California



From: John de Forest [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 5:15 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: John de Forest, Jeffrey Hurwitz...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 185 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarSF/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 185. John de Forest San Francisco, California
- 184. Jeffrey Hurwitz San Francisco, California
- 183. Jorge Blanco Galvan San Francisco, California
- 182. LORRAINE honig SAN FRANCISCO, California
- 181. Lewis Ellingham San Francisco, California



From: Michael Levin [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 4:51 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Michael Levin, patricia Villa...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 170 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

170. Michael Levin San Francisco, California
169. patricia Villa Surprise, Arizona
168. Duane Davis Lancaster, California
167. Sheryl Farnstrom Westland, Michigan
166. Gregory Karr San Francisco, California



From: Christine Ponelle [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 4:56 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Christine Ponelle, Pennie Hobert...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 173 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 175. Christine Ponelle San Francisco, California
- 174. Pennie Hobert Lyons, Colorado
- 173. Slaughter, Sarah San Francisco, California
- 172. Lee Goodin San Francisco, California
- 171. Vivian Moore Laurel, Delaware



From: ALICE EHRHARDT [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 4:36 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Karl Carstensen, ALICE EHRHARDT...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 161 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 161. Karl Carstensen San Francisco, California
- 160. ALICE EHRHARDT QUEEN CREEK, Arizona
- 159. Aaron Routh Thomasville, North Carolina
- 158. Veronika Fimbres San Francisco, California
- 157. Richard Ross San Francisco, California

From: Michael Zagaris [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 4:43 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Michael Zagaris, Leonard Tremmel...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 164 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 165. Michael Zagaris San Francisco, California
- 164. Leonard Tremmel San Francisco, California
- 163. Linda Bynum Laurel, Mississippi
- 162. Dorothy Varellas SF, California
- 161. Karl Carstensen San Francisco, California

File 140076

From: lee Cote [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 4:24 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Paul Backer, Nathan Blaser...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 155 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

155. Paul Backer Indendence, Oregon
154. Nathan Blaser Lamar, Missouri
153. Jawara Pittman Atlanta, Georgia
152. Morwenna Rowe San Francisco, California
150. lee Cote El Reno, Oklahoma

From: Paul Backer [mailto:changemail.org]
Sent: Wednesday, April 23, 2014 4:30 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Veronika Fimbres, Richard Ross...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 158 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

- 158. Veronika Fimbres San Francisco, California
- 157. Richard Ross San Francisco, California
- 156. Janet Dyer San Francisco, California
- 155. Paul Backer Indendence, Oregon
- 154. Nathan Blaser Lamar, Missouri

File 140076

From: Board of Supervisors (BOS)
To: BOS-Supervisors; Miller, Alisa
Subject: File 140076: 5 new petition signatures: Annette Kowalczewski, Beth Hickey...

From: Jacqueline Samsel [mailto:mail@changemail.org]
Sent: Wednesday, April 23, 2014 4:02 PM
To: Board of Supervisors (BOS)
Subject: 5 new petition signatures: Annette Kowalczewski, Beth Hickey...

5 new people recently signed Save GoSolarSF's petition "Mayor Ed Lee: Please Fully Fund GoSolarSF!" on Change.org.

There are now 147 signatures on this petition. Read reasons why people are signing, and respond to Save GoSolarSF by clicking here:

<http://www.change.org/petitions/mayor-ed-lee-please-fully-fund-gosolarsf/responses/new?response=278ffa470b0c>

Dear SF Board of Supervisors,

We ask you to please restore full funding for the City's GoSolarSF program to its prior full amount of \$5 million. This landmark program has more than quadrupled the number of solar rooftops in the San Francisco and created hundreds of jobs. Please don't let this program grind down to a halt yet again, let's move forward and not backward with a fully funded GoSolarSF!

Sincerely,

147. Annette Kowalczewski Wyoming, Michigan
146. Beth Hickey Manchester, New Hampshire
145. Jacqueline Samsel Foster City, California
144. Jeanine Cotter San Francisco, California
141. Micah G-c burlington, Vermont

140261

From: Board of Supervisors (BOS)
To: Miller, Alisa
Subject: File 140261: San Francisco Beautiful endorsement letter for Graffiti Legislation
Attachments: SFB Graffiti Legislation Endorsement- BOS.pdf

From: Komal Panjwani [<mailto:komal@sfbeautiful.org>]
Sent: Wednesday, April 23, 2014 3:35 PM
To: Board of Supervisors (BOS); Cohen, Malia (BOS); Wiener, Scott; Kim, Jane (BOS); Breed, London (BOS); Yee, Norman (BOS); Campos, David (BOS); Chiu, David (BOS); Avalos, John (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Farrell, Mark (BOS)
Cc: Johnston, Conor (BOS)
Subject: San Francisco Beautiful endorsement letter for Graffiti Legislation

Board of Supervisors,
Please accept the attached letter on behalf of San Francisco Beautiful in support of the Graffiti Legislation.

Best,

Komal Panjwani
Policy Manager
San Francisco Beautiful
100 Bush Street | Suite 1812 | San Francisco, CA | 94104

(415) 421.2608 | komal@sfbeautiful.org

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Like us on [Facebook](#)
Follow us on [Twitter](#)

This e-mail message may contain confidential and/or privileged information. If you are not an addressee or otherwise authorized to receive this message, you should not use, copy, disclose or take any action based on this e-mail or any information contained in the message. If you have received this material in error, please advise the sender immediately by reply e-mail and delete this message. Thank you.



Executive Director

Kearstin Krehbiel

Board of Directors

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Jenifer Botch
Darcy Brown
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Thomas Butler
Peter Fortune
Robert C. Friese
Neil Gehani
Justin Kelly
Jill Manton
Neal Patel
Anneke Swinehart

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Jim Chappell
Joanne Chou
Carmen Clark
Michelle Curtis
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Roberta Economidis
Bill Evers
Mara Feeney
Kim Nguyen-Gallagher
Sophie Rogers-Gessert
Milo F. Hanke
Ephraim Hirsch
Amanda Hoenigman
Kathryn Inglin
Richard Lanzerotti
Naomi Lempert Lopez
Ye-Hui Lu
Nan McGuire
Richard Munzinger
Tito Patri
Scott Preston
Sharon Seto
Lisa Watada
Jane Winslow
Catherine Wong

4/23/2014

To,

San Francisco Board of Supervisors
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

Board of Supervisors,

Please accept this letter of support for the Graffiti Prevention and Abatement Legislation, which will allow the City to pursue civil suits against repeat graffiti offenders and cover costs for the damage. SF Beautiful has a long history of supporting efforts to curb graffiti vandalism and we believe this legislation is deserving of our support.

San Francisco Beautiful is a group of citizens, neighbors, friends and philanthropists have been integral in making San Francisco the extraordinary place it is today. We work with members, community-minded individuals, community organizations, corporations, and local government to help create and implement sustainable improvements and civic initiatives that improve the quality of life in San Francisco. We work to keep San Francisco beautiful through civic engagement, partnering with communities to build better neighborhoods, and celebrate urban innovation.

The legislation will better enable the City and County of San Francisco to preserve the beauty and enjoyment of our neighborhoods and our city for residents and visitors.

Sincerely,

Komal Panjwani
Policy Manager

cc:

Conor Johnston, Supervisor London Breed's Office
Erica Major, Clerk to the Government Audit and Oversight Committee

100 Bush Street, Suite 1812
San Francisco, CA 94104

www.sfbeautiful.org
info@sfbeautiful.org
415-421-2608



BOS-11
B+F Clerk
C-Page

Capital Planning Committee

Naomi M. Kelly, City Administrator, Chair

MEMORANDUM

April 22, 2014

To: Supervisor David Chiu, Board President *mkelly*

From: Naomi Kelly, City Administrator and Capital Planning Committee Chair

Copy: Members of the Board of Supervisors
Angela Calvillo, Clerk of the Board
Capital Planning Committee

Regarding: (1) Approval of the San Francisco Public Utilities Commission Water and Wastewater Enterprises' Revenue Bond Authorization Ordinances & Supplemental Appropriation Ordinances; and (2) Approval of the Enterprise Depts & General Fund Depts. Fixed 2-Year Capital Budgets for Fiscal Years 2014-15 & 2015-16 (*San Francisco Public Library, the Port of San Francisco, and the San Francisco International Airport*)

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2014 APR 24 PM 3:50

In accordance with Section 3.21 of the Administrative Code, on March 17, 2014 and April 21, 2014, the Capital Planning Committee (CPC) approved the following action items to be considered by the Board of Supervisors. The CPC's recommendations are set forth below.

1. Board File Number: TBD **Approval of the ordinance authorizing the issuance and sale of up to \$268,624,656 in San Francisco Public Utility Commission (SFPUC) water revenue bonds.**

Recommendation: Recommend the Board of Supervisors approve the bond ordinance.

Comments: The CPC recommends approval of these items by a vote of 11-0; Approved by CPC on April 21, 2014.

Committee members or representatives in favor include: Brian Strong, City Administrator's Office; Judson True, Board President's Office; Nadia Sesay, Controller's Office; Ed Reiskin, Director, SFMTA; Mohammed Nuru, Director, Public Works; Todd Rydstrom, SFPUC; Thomas DiSanto, Planning Department; Melissa Whitehouse, Mayor's Budget Office; Ivar Satero, San Francisco International Airport; Toks Ajike, Recreation and Parks Department; and Daley Dunham, Port of San Francisco.

2. Board File Number: TBD **Approval of the ordinance authorizing the appropriation of up to \$363,758,000 in SFPUC revenue bonds, water revenues, water capacity fees, and BAWSCA pre-payment funds for capital improvements.**

Recommendation: Recommend the Board of Supervisors approve the supplemental appropriation ordinance.

Comments: The CPC recommends approval of these items by a vote of 11-0; Approved by CPC on April 21, 2014.

Committee members or representatives in favor include: Brian Strong, City Administrator's Office; Judson True, Board President's Office; Nadia Sesay, Controller's Office; Ed Reiskin, Director, SFMTA; Mohammed Nuru, Director, Public Works; Todd Rydstrom, SFPUC; Thomas DiSanto, Planning Department; Melissa Whitehouse, Mayor's Budget Office; Ivar Satero, San Francisco International Airport; Toks Ajike, Recreation and Parks Department; and Daley Dunham, Port of San Francisco.

3. Board File Number: TBD **Approval of the ordinance authorizing the issuance and sale of up to \$846,906,000 in San Francisco Public Utility Commission (SFPUC) wastewater revenue bonds.**

Recommendation: Recommend the Board of Supervisors approve the bond ordinance.

Comments: The CPC recommends approval of these items by a vote of 11-0; Approved by CPC on April 21, 2014.

Committee members or representatives in favor include: Brian Strong, City Administrator's Office; Judson True, Board President's Office; Nadia Sesay, Controller's Office; Ed Reiskin, Director, SFMTA; Mohammed Nuru, Director, Public Works; Todd Rydstrom, SFPUC; Thomas DiSanto, Planning Department; Melissa Whitehouse, Mayor's Budget Office; Ivar Satero, San Francisco International Airport; Toks Ajike, Recreation and Parks Department; and Daley Dunham, Port of San Francisco.

4. Board File Number: TBD **Approval of the ordinance authorizing the appropriation of up to \$950,906,000 in SFPUC revenue bonds, wastewater revenue and capacity fees for capital improvements**

Recommendation: Recommend the Board of Supervisors approve the supplemental appropriation ordinance.

Comments: The CPC recommends approval of these items by a vote of 11-0; Approved by CPC on April 21, 2014.

Committee members or representatives in favor include: Brian Strong, City Administrator's Office; Judson True, Board President's Office; Nadia Sesay,

Controller's Office; Ed Reiskin, Director, SFMTA; Mohammed Nuru, Director, Public Works; Todd Rydstrom, SFPUC; Thomas DiSanto, Planning Department; Melissa Whitehouse, Mayor's Budget Office; Ivar Satero, San Francisco International Airport; Toks Ajike, Recreation and Parks Department; and Daley Dunham, Port of San Francisco.

5. Board File Number: TBD

Approval of the San Francisco Public Library's Fiscal Years 2014-15 & 2015-16 Capital Budget totaling \$2,864,800.

Recommendation:

Recommend the Board of Supervisors approve the two-year Capital Budget.

Comments:

The CPC recommends approval of these items by a vote of 11-0; Approved by CPC on April 21, 2014.

Committee members or representatives in favor include: Brian Strong, City Administrator's Office; Judson True, Board President's Office; Nadia Sesay, Controller's Office; Ed Reiskin, Director, SFMTA; Mohammed Nuru, Director, Public Works; Todd Rydstrom, SFPUC; Thomas DiSanto, Planning Department; Melissa Whitehouse, Mayor's Budget Office; Ivar Satero, San Francisco International Airport; Toks Ajike, Recreation and Parks Department; and Daley Dunham, Port of San Francisco.

6. Board File Number: TBD

Approval of the Port of San Francisco's Fiscal Years 2014-15 & 2015-16 Capital Budget totaling \$25,600,000.

Recommendation:

Recommend the Board of Supervisors approve the two-year Capital Budget.

Comments:

The CPC recommends approval of these items by a vote of 11-0; Approved by CPC on March 17, 2014.

Committee members or representatives in favor include: Brian Strong, City Administrator's Office; Judson True, Board President's Office; Nadia Sesay, Controller's Office; Ed Reiskin, Director, SFMTA; Mohammed Nuru, Director, Public Works; Todd Rydstrom, SFPUC; Keith DeMartini, Planning Department; Melissa Whitehouse, Mayor's Budget Office; Ivar Satero, San Francisco International Airport; Dawn Kamalanathan, Recreation and Parks Department; and Elaine Forbes, Port of San Francisco.

7. Board File Number: TBD

Approval of San Francisco International Airport's Fiscal Years 2014-15 & 2015-16 Capital Budget totaling \$23,487,000.

Recommendation:

Recommend the Board of Supervisors approve the two-year Capital Budget.

Comments:

The CPC recommends approval of these items by a vote of 11-0; Approved by CPC on March 17, 2014.

Committee members or representatives in favor include: Brian Strong, City Administrator's Office; Judson True, Board President's Office; Nadia Sesay, Controller's Office; Ed Reiskin, Director, SFMTA; Mohammed Nuru, Director, Public Works; Todd Rydstrom, SFPUC; Keith DeMartini, Planning Department; Melissa Whitehouse, Mayor's Budget Office; Ivar Satero, San Francisco International Airport; Dawn Kamalanathan, Recreation and Parks Department; and Elaine Forbes, Port of San Francisco.

File 140061 w

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: File 140061: San Francisco Beautiful endorsement letter for Plaza Programs
Attachments: SFB Plaza Program Endorsement- BOS.pdf

From: Komal Panjwani [<mailto:komal@sfbeautiful.org>]
Sent: Wednesday, April 23, 2014 1:25 PM
To: Board of Supervisors (BOS); Ausberry, Andrea; Kim, Jane (BOS); Wiener, Scott; Cohen, Malia (BOS)
Cc: Parker, Ellyn (MYR); Havens, Robin
Subject: San Francisco Beautiful endorsement letter for Plaza Programs

Board of Supervisors,
Please accept the attached letter on behalf of San Francisco Beautiful in support of the Plaza Program.

Best,
Komal Panjwani
Policy Manager
San Francisco Beautiful
100 Bush Street | Suite 1812 | San Francisco, CA | 94104

(415) 421.2608 | komal@sfbeautiful.org

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Tito Patri
Scott Preston
Sharon Seto
Lisa Watada
Jane Winslow
Catherine Wong

Date: 4/23/2014

To,

San Francisco Board of Supervisors
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102

Dear Board of Supervisors,

Please accept this letter of support for the **Plaza Program** to activate the public realm by empowering the community and stakeholders to steward the long term care, maintenance and activation of plazas adopted into the program. This legislation will create a much-needed systemic process and customized event permitting tools, along with one point contact for constant and cost-effective activation of plazas.

San Francisco Beautiful is a group of citizens, neighbors, friends and philanthropists have been integral in making San Francisco the extraordinary place it is today. We work with members, community-minded individuals, community organizations, corporations, and local government to help create and implement sustainable improvements and civic initiatives that improve the quality of life and create a vibrant San Francisco. We work to keep San Francisco beautiful through civic engagement, partnering with communities to build better neighborhoods, and celebrate urban innovation.

The **Plaza Program** will ultimately help strengthen local arts and culture, critical to the beauty and enjoyment of our neighborhoods for residents and visitors, thereby making San Francisco more beautiful.

Sincerely,

Komal Panjwani
Policy Manager

cc to:

Andrea Ausberry, Clerk to the Land Use and Economic Development Committee
Ellyn Parker, OEWD
Robin Havens, OEWD

100 Bush Street, Suite 1812
San Francisco, CA 94104

www.sfbeautiful.org
info@sfbeautiful.org
415-421-2608

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: I'm the 2,604th signer: "Stop SFMTA (San Francisco Municipal Transportation Agency)"

From: Andrea Werlin [mailto:petitions-noreply@moveon.org]
Sent: Monday, April 28, 2014 11:48 AM
To: Board of Supervisors (BOS)
Subject: I'm the 2,604th signer: "Stop SFMTA (San Francisco Municipal Transportation Agency)"

Dear San Francisco Board of Supervisors,

I just signed a petition addressed to you titled *Stop SFMTA (San Francisco Municipal Transportation Agency)*. So far, 2,604 people have signed the petition.

You can reach me directly by replying to this email. **Or, post a response for MoveOn.org to pass along to all petition signers by clicking here:** http://petitions.moveon.org/target_talkback.html?tt=tt-23483-custom-39844-20240428-cqOqsI

The petition states:

"As residents and taxpayers of San Francisco we believe that the SFMTA's first and foremost responsibility is to improve MUNI and to make MUNI a more desirable means of transportation. It is not SFMTA's job to make owning and driving a motor vehicle more expensive and difficult. The SFMTA needs to be accountable to all the citizens of San Francisco. We need a balanced, unbiased municipal transportation policy. We respectfully request that the Mayor and District Supervisors immediately stop the SFMTA from: 1. Installing new parking meters and extending the hours of enforcement 2. Enforcing Sunday parking meters 3. Increasing meter rates, fees and fines "

My additional comments are:

This petition represents the views of most reasonable citizens of SF - but we're never the loudest, so we're not heard. It's time to change this!!

To download a PDF file of all of your constituents who have signed the petition, including their addresses, click this link: http://petitions.moveon.org/deliver_pdf.html?job_id=1201518&target_type=custom&target_id=39844

To download a CSV file of all of your constituents who have signed the petition, including their addresses, click this link:

http://petitions.moveon.org/deliver_pdf.html?job_id=1201518&target_type=custom&target_id=39844&csv=1

Andrea Werlin
San Francisco, CA

This email was sent through MoveOn's public petition website, a free service that allows anyone to set up their own online petition and share it with friends. MoveOn does not endorse the contents of petitions posted on our public petition website. If you have any questions, please email petitions@moveon.org. If you don't want to receive further emails updating you on how many people have signed this petition, click here:

http://petitions.moveon.org/delivery_unsub.html?e=_m0xZcWlJXzqH9ZTz_cNZWJvYXJkLm9mLnN1cGVydmlz_b3JzQHNmZ292Lm9yZw--&petition_id=23483.

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: I'm the 2,602nd signer: "Stop SFMTA (San Francisco Municipal Transportation Agency)"

From: Dildido Ventura [<mailto:petitions-noreply@moveon.org>]
Sent: Saturday, April 26, 2014 7:17 PM
To: Board of Supervisors (BOS)
Subject: I'm the 2,602nd signer: "Stop SFMTA (San Francisco Municipal Transportation Agency)"

Dear San Francisco Board of Supervisors,

I just signed a petition addressed to you titled *Stop SFMTA (San Francisco Municipal Transportation Agency)*. So far, 2,602 people have signed the petition.

You can reach me directly by replying to this email. **Or, post a response for MoveOn.org to pass along to all petition signers by clicking here:** http://petitions.moveon.org/target_talkback.html?tt=tt-23483-custom-39844-20240426-eNl=zp

The petition states:

"As residents and taxpayers of San Francisco we believe that the SFMTA's first and foremost responsibility is to improve MUNI and to make MUNI a more desirable means of transportation. It is not SFMTA's job to make owning and driving a motor vehicle more expensive and difficult. The SFMTA needs to be accountable to all the citizens of San Francisco. We need a balanced, unbiased municipal transportation policy. We respectfully request that the Mayor and District Supervisors immediately stop the SFMTA from: 1. Installing new parking meters and extending the hours of enforcement 2. Enforcing Sunday parking meters 3. Increasing meter rates, fees and fines "

My additional comments are:

I live on 24th and mission but this is my mailing address. If you need my non digital signature let me know where to go sign.

To download a PDF file of all of your constituents who have signed the petition, including their addresses, click this link: http://petitions.moveon.org/deliver_pdf.html?job_id=1200370&target_type=custom&target_id=39844

To download a CSV file of all of your constituents who have signed the petition, including their addresses, click this link:

http://petitions.moveon.org/deliver_pdf.html?job_id=1200370&target_type=custom&target_id=39844&csv=1

Dildido Ventura
Fairfield, CA

This email was sent through MoveOn's public petition website, a free service that allows anyone to set up their own online petition and share it with friends. MoveOn does not endorse the contents of petitions posted on our public petition website. If you have any questions, please email petitions@moveon.org. If you don't want to receive further emails updating you on how many people have signed this petition, click here:

http://petitions.moveon.org/delivery_unsub.html?e=m0xZcWIJXzqH9ZTz_cNZWJvYXJkLm9mLnN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=23483.

From: Alex Levy [petitions-noreply@moveon.org]
Sent: Thursday, April 24, 2014 5:27 PM
To: Board of Supervisors (BOS)
Subject: I'm the 2,592nd signer: "Stop SFMTA (San Francisco Municipal Transportation Agency)"

Dear San Francisco Board of Supervisors,

I just signed a petition addressed to you titled *Stop SFMTA (San Francisco Municipal Transportation Agency)*. So far, 2,592 people have signed the petition.

You can reach me directly by replying to this email. **Or, post a response for MoveOn.org to pass along to all petition signers by clicking here:** http://petitions.moveon.org/target_talkback.html?tt=tt-23483-custom-39844-20240424-3ZkVDm

The petition states:

"As residents and taxpayers of San Francisco we believe that the SFMTA's first and foremost responsibility is to improve MUNI and to make MUNI a more desirable means of transportation. It is not SFMTA's job to make owning and driving a motor vehicle more expensive and difficult. The SFMTA needs to be accountable to all the citizens of San Francisco. We need a balanced, unbiased municipal transportation policy. We respectfully request that the Mayor and District Supervisors immediately stop the SFMTA from: 1. Installing new parking meters and extending the hours of enforcement 2. Enforcing Sunday parking meters 3. Increasing meter rates, fees and fines "

My additional comments are:

The metering and so called "street sweeping" are getting excessively ridiculous. Why do streets need to be swept? They just push dirt/debris onto the sidewalk

To download a PDF file of all of your constituents who have signed the petition, including their addresses, click this link: http://petitions.moveon.org/deliver_pdf.html?job_id=1198984&target_type=custom&target_id=39844

To download a CSV file of all of your constituents who have signed the petition, including their addresses, click this link:

http://petitions.moveon.org/deliver_pdf.html?job_id=1198984&target_type=custom&target_id=39844&csv=1

Alex Levy
San Francisco, CA

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http://petitions.moveon.org/delivery_unsub.html?e=_m0xZcWIJXzqH9ZTz_cNZWJvYXJkLm9mLnN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=23483.

From: Robin Con [petitions-noreply@moveon.org]
Sent: Thursday, April 24, 2014 5:56 PM
To: Board of Supervisors (BOS)
Subject: I'm the 2,593rd signer: "Stop SFMTA (San Francisco Municipal Transportation Agency)"

Dear San Francisco Board of Supervisors,

I just signed a petition addressed to you titled *Stop SFMTA (San Francisco Municipal Transportation Agency)*. So far, 2,593 people have signed the petition.

You can reach me directly by replying to this email. **Or, post a response for MoveOn.org to pass along to all petition signers by clicking here:** http://petitions.moveon.org/target_talkback.html?tt=tt-23483-custom-39844-20240424-3ZkVDm

The petition states:

"As residents and taxpayers of San Francisco we believe that the SFMTA's first and foremost responsibility is to improve MUNI and to make MUNI a more desirable means of transportation. It is not SFMTA's job to make owning and driving a motor vehicle more expensive and difficult. The SFMTA needs to be accountable to all the citizens of San Francisco. We need a balanced, unbiased municipal transportation policy. We respectfully request that the Mayor and District Supervisors immediately stop the SFMTA from: 1. Installing new parking meters and extending the hours of enforcement 2. Enforcing Sunday parking meters 3. Increasing meter rates, fees and fines "

My additional comments are:

stop sfmta

To download a PDF file of all of your constituents who have signed the petition, including their addresses, click this link: http://petitions.moveon.org/deliver_pdf.html?job_id=1199007&target_type=custom&target_id=39844

To download a CSV file of all of your constituents who have signed the petition, including their addresses, click this link:

http://petitions.moveon.org/deliver_pdf.html?job_id=1199007&target_type=custom&target_id=39844&csv=1

Robin Con
San Francisco, CA

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http://petitions.moveon.org/delivery_unsub.html?e=m0xZcWIJXzqH9ZTz_cNZWJvYXJkLm9mLnN1cGVydmlzb3JzQHNMZ292Lm9yZw--&petition_id=23483.

From: Miguelina Perez [petitions-noreply@moveon.org]
Sent: Friday, April 25, 2014 2:59 PM
To: Board of Supervisors (BOS)
Subject: I'm the 2,597th signer: "Stop SFMTA (San Francisco Municipal Transportation Agency)"

Dear San Francisco Board of Supervisors,

I just signed a petition addressed to you titled *Stop SFMTA (San Francisco Municipal Transportation Agency)*. So far, 2,597 people have signed the petition.

You can reach me directly by replying to this email. **Or, post a response for MoveOn.org to pass along to all petition signers by clicking here:** http://petitions.moveon.org/target_talkback.html?tt=tt-23483-custom-39844-20240425-tasPgi

The petition states:

"As residents and taxpayers of San Francisco we believe that the SFMTA's first and foremost responsibility is to improve MUNI and to make MUNI a more desirable means of transportation. It is not SFMTA's job to make owning and driving a motor vehicle more expensive and difficult. The SFMTA needs to be accountable to all the citizens of San Francisco. We need a balanced, unbiased municipal transportation policy. We respectfully request that the Mayor and District Supervisors immediately stop the SFMTA from: 1. Installing new parking meters and extending the hours of enforcement 2. Enforcing Sunday parking meters 3. Increasing meter rates, fees and fines "

My additional comments are:

Thank you for this petition. I feel very strongly about these issues.

To download a PDF file of all of your constituents who have signed the petition, including their addresses, click this link: http://petitions.moveon.org/deliver_pdf.html?job_id=1199602&target_type=custom&target_id=39844

To download a CSV file of all of your constituents who have signed the petition, including their addresses, click this link:

http://petitions.moveon.org/deliver_pdf.html?job_id=1199602&target_type=custom&target_id=39844&csv=1

Miguelina Perez
San Francisco, CA

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http://petitions.moveon.org/delivery_unsub.html?e=m0xZcWIJXzqH9ZTz_cNZWJvYXJkLm9mLnN1cGVydmlz_b3JzQHNMZ292Lm9yZw--&petition_id=23483.

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: 172 signers: Fix the MTA! petition

From: Peter Kirby [<mailto:petitions@moveon.org>]
Sent: Saturday, April 26, 2014 2:33 PM
To: Board of Supervisors (BOS)
Subject: 172 signers: Fix the MTA! petition

Dear Clerk of the Board,

I started a petition to you titled *Fix the MTA!*. So far, the petition has 172 total signers.

You can post a response for us to pass along to all petition signers by clicking here:
http://petitions.moveon.org/target_talkback.html?tt=tt-70172-custom-39492-20240426-7ZMBm=

The petition states:

"We support a Charter Amendment to reform the San Francisco Municipal Transit Agency (SFMTA / MTA) and request that the District Supervisors support a ballot initiative to let the voters decide. It is Muni's job to get us where we need to go, not tell us how to get there. "

To download a PDF file of all your constituents who have signed the petition, including their addresses, click this link: http://petitions.moveon.org/deliver_pdf.html?job_id=1200264&target_type=custom&target_id=39492

To download a CSV file of all of your constituents who have signed the petition, including their addresses, click this link:
http://petitions.moveon.org/deliver_pdf.html?job_id=1200264&target_type=custom&target_id=39492&csv=1

Thank you.

--Peter Kirby

If you have any other questions, please email petitions@moveon.org.

The links to download the petition as a PDF and to respond to all of your constituents will remain available for the next 14 days.

This email was sent through MoveOn's petition website, a free service that allows anyone to set up their own online petition and share it with friends. MoveOn does not endorse the contents of petitions posted on our public petition website. If you don't want to receive further emails updating you on how many people have signed this petition, click here:

http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=70172.

Nevin, Peggy

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: 153 signers: Fix the MTA! petition

From: Peter Kirby [<mailto:petitions@moveon.org>]
Sent: Thursday, April 24, 2014 1:30 PM
To: Board of Supervisors (BOS)
Subject: 153 signers: Fix the MTA! petition

Dear Clerk of the Board,

I started a petition to you titled *Fix the MTA!*. So far, the petition has 153 total signers.

You can post a response for us to pass along to all petition signers by clicking here:
http://petitions.moveon.org/target_talkback.html?tt=tt-70172-custom-39492-20240424-WQUZsH

The petition states:

"We support a Charter Amendment to reform the San Francisco Municipal Transit Agency (SFMTA / MTA) and request that the District Supervisors support a ballot initiative to let the voters decide. It is Muni's job to get us where we need to go, not tell us how to get there. "

To download a PDF file of all your constituents who have signed the petition, including their addresses, click this link: http://petitions.moveon.org/deliver_pdf.html?job_id=1198901&target_type=custom&target_id=39492

To download a CSV file of all of your constituents who have signed the petition, including their addresses, click this link:
http://petitions.moveon.org/deliver_pdf.html?job_id=1198901&target_type=custom&target_id=39492&csv=1

Thank you.

--Peter Kirby

If you have any other questions, please email petitions@moveon.org.

The links to download the petition as a PDF and to respond to all of your constituents will remain available for the next 14 days.

This email was sent through MoveOn's petition website, a free service that allows anyone to set up their own online petition and share it with friends. MoveOn does not endorse the contents of petitions posted on our public petition website. If you don't want to receive further emails updating you on how many people have signed this petition, click here:

http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=70172.

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: It's time to make English the official language of our county

-----Original Message-----

From: brownlady81@gmail.com [<mailto:brownlady81@gmail.com>]
Sent: Wednesday, April 23, 2014 9:37 AM
To: Board of Supervisors (BOS)
Subject: It's time to make English the official language of our county

Katy C. Arnold
24470 Marie Street
Perris, CA 92570-8242

April 23, 2014

City and County of San Francisco
1 Drive Carlton B. Goodlett Place
San Francisco, CA 94102-4603

Dear City and County of San Francisco:

I strongly support this effort of English unity and I urge you to introduce a similar resolution in our county.

An overwhelming 85% of likely voters support official English.

It's time to limit taxpayer-funded translations and encourage English language learning in our county.

Please make official English an agenda item for this year. I'll be phoning your office to follow up on this matter.

Sincerely,

Katy C. Arnold
(951) 940-0441

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Network



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94607-4099
510.444.8500
510.444.8501 fax

FRESNO OFFICE

1040 East Herndon Avenue,
Suite 104
Fresno, CA 93720
559.226.9002
559.432.4139 fax

NEVADA OFFICE

1495 Ridgeview Drive,
Suite 90
Reno, NV 89509
775.825.7700
775.825.7703 fax

SAN LEANDRO OFFICE

1850 Fairway Drive
San Leandro, CA 94577
510.957.9595
510.957.9594 fax

**PARTICIPATING
TRANSPLANT
CENTERS:**

California Pacific
Medical Center

Lucile Packard
Children's Hospital

Stanford University
Medical Center

University of California
San Francisco

April 21, 2014

San Francisco County Board of Supervisors
1 Dr. Carlton B. Goodlett Place
City Hall, Room 244
San Francisco, CA 94102-4689

BOS-11
Cpage
RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2014 APR 22 PM 2:58
BY *SHB*

Dear San Francisco County Supervisors,

California Transplant Donor Network (Donor Network) is the organ and tissue procurement agency for Northern and Central California as well as Northern Nevada. We facilitate the organ, eye, and tissue donation process in the hospitals within our region to save lives and attempt to mitigate the organ waiting list of nearly 122,000 nationally and over 21,000 in California alone. I would like to make you are aware that the city of San Francisco has played a major role in saving lives through working with the San Francisco Medical Examiner (SFME).

Medical Examiners play a large role in the donation process as their support in the release of the organs and tissues are required if the patient falls under their jurisdiction. In 2013 alone, San Francisco aided in 20 lives being saved through organ donation and approximately 2,462 lives were be changed and enhanced through tissue donation. In addition, working with SFME has allowed 125 San Franciscan families the option to choose donation at a time of great loss.

Dr. Hart is well known at the Donor Network and nationally in the donation industry as being reasonable and readily available when organ, eye, and tissue donation is an option for a family. We understand that we may not work with Dr. Hart as much in the future as you search for a new Chief Medical Examiner.

My purpose in writing is twofold. First, I would like to thank San Francisco and Dr. Hart for the amazing service to the community that is evidenced through continued support of the donation process. We thank you on behalf of all the recipients and donor families the Donor Network has been able to serve. Secondly, we hope that as you search and consider new leaders for the Chief Medical Examiner role that you consider the impact this individual will have on saving lives through organ, eye, and tissue donation. We urge that your search consider only leaders that will support donation as SFME has in the past.

Sincerely,

Cindy Siljstrom
Chief Executive Officer



George Gascón
District Attorney

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO

2014 APR 22 PM 3:01

Sub

*Orig: Rules Clerk
BOS-11
cpage*

April 17, 2014

San Francisco Board of Supervisors
San Francisco City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102

Dear Members of the Board,

I am writing in support of Victor Hwang's candidacy to become a Police Commissioner. Victor worked as an Assistant District Attorney under my leadership and that of my predecessor for six years. I was impressed by his commitment to the office and to the City and County of San Francisco. Prior to his tenor in the District Attorney's Office, Victor was a Public Defender and a Civil Rights Attorney. His experience and background coupled with his dedication to his community make him the ideal candidate to serve on the Police Commission. Please contact me should you have any questions.

Sincerely,


GEORGE GASCON
DISTRICT ATTORNEY

.. - - -

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Is Uber Keeping Riders Safe? | NBC Bay Area

-----Original Message-----

From: Carl Macmurdo [<mailto:cmac906@yahoo.com>]
Sent: Friday, April 25, 2014 4:43 AM
To: Board of Supervisors (BOS); Cityattorney (CAT)
Subject: Fw: Is Uber Keeping Riders Safe? | NBC Bay Area

Dear Supervisors and city attorney,

This five-minute video casts a negative light on Uber X for not having valid insurance or an adequate background screening process.

<http://www.nbcbayarea.com/investigations/Is-Uber-Keeping-Riders-Safe-256438921.html>

From: Board of Supervisors (BOS)
To: Miller, Alisa
Subject: FW: Please Appoint Victor Hwang

From: sfclay@att.net [mailto:sfclay@att.net]
Sent: Friday, April 25, 2014 11:30 AM
To: Board of Supervisors (BOS); Cohen, Malia (BOS); Campos, David (BOS); Chiu, David (BOS); Kim, Jane (BOS); Avalos, John (BOS); Wiener, Scott; Breed, London (BOS); Yee, Norman (BOS); Farrell, Mark (BOS); Tang, Katy (BOS); Mar, Eric (BOS)
Cc: Victor Hwang
Subject: Please Appoint Victor Hwang

Dear Board of Supervisors,

I write today to ask your support for the appointment of Victor Hwang to the Board of Supervisors seat on the San Francisco Police Commission. I can think of no candidate that rivals or even begins to equal his qualifications and experience for this position. Victor's unique leadership style and passion for public service is seriously needed on this critical oversight panel.

I met Victor Hwang in 2010 when I was a key eyewitness in a trial of a Hate Crime I witnessed from my apartment window. I called the police three times that night in November 2010, to get help for the young Mayan Mexican National that lay lifeless, unconscious, continually beaten and kicked in the head, on Hyde Street by a large group of white supremacists screaming and yelling racial slurs and hate speech at him. The victim and his friend were not in just a minor argument... they were severely beaten by these men, some of whom ran into the NITECAP Bar for refuge upon hearing the approaching police sirens. This kind of activity was not new in the vicinity of the corner NITECAP Bar at 699 O'Farrell Street and Hyde Street, as the neighborhood had been awakened on many prior occasions by violence and crime emanating from and around this bar which over time had become a nuisance bar and as it would come out in the trial, a meeting place for White Supremacists in the area. It would also come out at trial that three active hate groups with approximately 175 active members were living and operating in our downtown community. During this period I not only had my identity stolen, apparently a common practice by members of the Aryan Brotherhood who had also gained access to my secure building and knocked on my 5th floor apartment door trying to intimidate me into not testifying against their fellow members.

It was Victor Hwang that gave me the strength and courage to come forward and testify to the events of that night as well as speak out for a return of safety and civility for our neighborhood. He gave me the confidence, support, and assurance that it was OK to do the right thing and put these bad men in jail... and that he would do his best to ensure my safety and restore peace to our neighborhood. His perseverance, pushing for the extra efforts from the Police Department and our District 6 Supervisor Jane Kim has helped to bring a bad situation under better control...in short we have had many great successes thanks in large part to Victor Hwang. Not just in this case but also in many other violent crimes. The nuisance NITECAP Bar finally closed in 2013. But we as a community cannot rest, there is much more work to be done. Now in 2014, new proprietors are attempting to lease and open a new bar in it's place under the same name only adding Inc. to their moniker. The new lessors say they want to be "good neighbors" and restore the old NITECAP Bar, as a whiskey bar, but once again we are being enticed, threatened, strong armed and bullied by yet another new group into accepting a bar with a new liquor license that we do not want or need in a district already oversaturated with bars in a high crime area. The community has protested the new double transfer liquor license into this area with the California Department of Alcoholic Beverage Control. It was a bad fit for our densely populated quiet residential neighborhood then...just as it is now. Victor Hwang is familiar with our downtown Tenderloin District and other problem areas of the city with high crime situations having served as

Assistant District Attorney heading up the Hate Crime Division and he can also address our city's multi-cultural and multi-diverse population needs having served as an excellent Civil Rights Attorney in San Francisco.

Again I ask you to appoint Victor Hwang to the important San Francisco Police Commission so he can continue his efforts to make our wonderful city a safer peaceful place for all our citizens and tourists to enjoy. The unique expertise and leadership qualities he will bring to this position are important to consider. I fervently believe it would be very difficult to find a candidate as dedicated to public service with better credentials, qualifications, and personal character than Victor Hwang.

Sincerely,
Jeffrey Clay Barcus

From: Board of Supervisors (BOS)
To: BOS-Operations
Subject: FW: Response to Inquiry on Grant Funding for Body-Mounted Video Cameras
Attachments: Avalos response.pdf

From: Alden, Amiee (ECD)
Sent: Friday, April 25, 2014 3:06 PM
To: Avalos, John (BOS)
Cc: Cretan, Jeff (BOS); Kronenberg, Anne; Dzedzic, Craig (ECD); Suhr, Greg (POL); Fountain, Christine (POL); Tomioka, Lyn (POL); Board of Supervisors (BOS)
Subject: Response to Inquiry on Grant Funding for Body-Mounted Video Cameras

REFERENCE: 20140408-001

Supervisor Avalos, attached please find the Department of Emergency Management's response to your inquiry, referenced above, regarding potential sources of federal grant funding for body-mounted video cameras. Thank you.

Amiee Alden

Executive Policy and Legislation Assistant
Department of Emergency Management
1011 Turk Street
San Francisco, CA 94102
Phone: 415-558-3803
Cell: 415-519-1707
Web: www.sfdem.org



Edwin M. Lee
Mayor

Department of Emergency Management

1011 Turk Street, San Francisco, CA 94102

Division of Emergency Communications
Phone: (415) 558-3800 Fax: (415) 558-3843


Division of Emergency Services
Phone: (415) 487-5000 Fax: (415) 487-5043



Anne Kronenberg
Executive Director

MEMORANDUM

To: Supervisor John Avalos

From: Anne Kronenberg, Executive Director 

Date: April 25, 2014

Re: Grant Funding for Body Mounted Video Cameras for SFPD
Reference #: 20140408-001

This memorandum responds to your inquiry made at the April 8, 2014 Board of Supervisors meeting regarding potential sources of federal grant funding for body-mounted video cameras for members of the San Francisco Police Department (SFPD).

This equipment is not eligible for funding under the U.S. Department of Homeland Security (DHS) grant programs, including the Urban Areas Security Initiative (UASI), because it is not included on the FEMA Authorized Equipment List (AEL), which is a requirement for receiving DHS grants. This is likely because the cameras do not meet all of the federal criteria for inclusion on the AEL, the main criteria being a clear nexus to prevention, mitigation, response, and/or recovery from a terrorist event.

This equipment may be eligible for federal grant funding under the U.S. Department of Justice's Community Oriented Policing Services (COPS) Technology grant program, which funds a variety of programs at police departments nationwide. Because DEM does not manage COPS grants, we respectfully defer to the SFPD to provide any additional information on this initiative.

CC: Greg Suhr, Chief of Police

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Online Budget Town Hall

From: rclistad@gmail.com [<mailto:rclistad@gmail.com>]
Sent: Friday, April 25, 2014 5:46 PM
To: Board of Supervisors (BOS)
Subject: Fw: Online Budget Town Hall

Suggested Strategy for Muni Bonds – Keep them Separate on Ballot for example:

Replace Busses Bond
LRV and Subway Bond
Paving (only) Bond
New Parking Garages Bond
Bike, Pedestrian and Street calming Bond

I would like to be able to support bonds for replacing and expanding Muni busses and trains, new subways, and street paving, and parking. But as a driver who is over this city's anti-car policy I will never vote for a bond or tax that even potentially could include more anti-car measures. I hope you recognize how strongly drivers feel about this. **Separating the bonds is the only way I can see Muni getting funding.**

I support a balanced inter-modal transportation system:

Efficient Public Transportation – more LRV, less BRT. Many segments of the population are comfortable using LRVs but not the City's bussing system.

Safe streets – Provide **dedicated bicycle streets that are not on major thoroughfares**. Stop mixing bicycles, cars, and buses on major streets (e.g. Van Ness, Division, 3rd, Potrero, Caesar Chavez, etc.)

More accommodation and efficiency for the cars that are necessary and inevitable including traffic improvements, parking garages and street repairs.

Transit First must come with a major Park and Ride plan. SFMTA should build parking lots with high transit service to allow drivers to be truly multimodal. I am a senior. I live on a hill. All trips start in the car but if I could drive to a local Park and Ride facility with reasonable pricing, I would. Also there will be increased traffic with development. Park and Ride just outside congested areas would encourage Muni use. This should be a major component of the city plan to extend south along the waterfront. New Development along the waterfront should have separate new bicycle streets on land provide by the Port. Those projects should also provide major new parking lot construction.

Imagine a transit hub/parking lot south of Caesar Chavez along the T-line capturing auto commuters from the South and providing them with a good transit connection. This hub could be a major addition to Bayview and attract businesses and shopping that could serve commuters and the community. Cars coming into the city are reduced, transit is stimulated, the Bayview is stimulated, the new stadium is served!

Transit First doesn't mean Busses, Bicycles, and Walking only. Cars are transit too!

BOS-11 COB, Leg Dep
Dep Dist. Atty
page.

WILD Equity

INSTITUTE

*Building a healthy and sustainable global community for people
and the plants and animals that accompany us on Earth*

RECEIVED SUPERVISORS
BOARD OF SUPERVISORS
SAN FRANCISCO
2014 APR 22 AM 9:55
u

April 18, 2014

By U.S. Mail Only

City and County of San Francisco
1 Dr Carlton B Goodlett Pl #168
San Francisco, CA 94102

Office of Mayor Edwin M. Lee
City Hall, Room 200
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

San Francisco Planning Commission
1650 Mission St #400
San Francisco, CA 94103

San Francisco Planning Department
1650 Mission St #400
San Francisco, CA 94103

San Francisco Recreation & Parks
Department
McLaren Lodge-Golden Gate Park
501 Stanyan St.
San Francisco, CA 94117

San Francisco Recreation and Park
Commission
501 Stanyan Street
San Francisco, CA 94117

San Francisco Board of Supervisors
1 Dr. Carlton B. Goodlett Place City Hall,
Room 244 San Francisco, Ca. 94102

**RE: Notice of Intent to File Suit Under the California Environmental Quality Act
Regarding Approval of Sharp Park Safety, Infrastructure Improvement, and
Habitat Enhancement Project; and Mitigated Negative Declaration**

Dear County Clerk, Mayor Lee, Planning Commission, Planning Department, Rec & Park
Commission, and Rec & Park Department:

I am writing on behalf of Wild Equity Institute, Save The Frogs, and Sequoia Audubon Society
(collectively, "Petitioners") regarding the Sharp Park Safety, Infrastructure Improvement, and
Habitat Enhancement Project ("Pumphouse Project" or "Project"). The City and County of San
Francisco adopted a Mitigated Negative Declaration ("MND") for the Pumphouse Project on the
basis that the Project will have no significant environmental impact.

Please take notice, pursuant to Public Resources Code ("PRC") § 21167.5, that Petitioners intend
to file a Verified Petition for Peremptory Writ of Mandate and Complaint for Declaratory and
Injunctive Relief ("Petition"), under the provisions of the California Environmental Quality Act
("CEQA"), PRC § 21000 et seq., against Respondents and Defendants City And County of San
Francisco, San Francisco Board of Supervisors, San Francisco Planning Commission, San Francisco

Laura Horton, Staff Attorney • 474 Valencia St., Suite 295 • San Francisco, CA • 94103
O: 415-349-5787 • C: 415-235-0492 • lhorton@wildequity.org • http://wildequity.org

Page 1 of 2

18

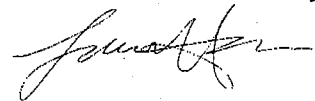
Planning Department, Mayor Edwin M. Lee, (collectively, "Respondents" or "City") and Real Parties in Interest and Defendants San Francisco Recreation and Park Department and San Francisco Recreation And Park Commission (collectively "Rec & Park").

The Petition alleges that Respondents violated CEQA by approving and filing a Notice of Determination for the Pumphouse Project without (1) preparing an environmental impact report ("EIR") for the Project; (2) failing to consider the whole of the action by improperly piecemealing the Project; (3) failing to analyze the cumulative effects of past, present, and future projects and project components; (4) failing to analyze several potential significant environmental effects; and (5) adopting infeasible and deferred mitigation measures.

The petition being filed will seek the following relief:

1. A peremptory writ of mandate, injunction and declaratory relief directing:
 - a. Respondents and Real Parties to vacate and set aside its approvals and resolutions adopting the MND for the Pumphouse Project and approving the Project;
 - b. Respondents and Real Parties to suspend all activity under the adoption of the MND and approval of the Pumphouse Project that could result in any change or alteration to the physical environment until Respondents have taken actions that are necessary to bring the certification and project approvals into compliance with CEQA;
 - c. Respondents and Real Parties to prepare a legally adequate EIR for the whole Pumphouse Project;
2. Costs of suit;
3. An award of attorney fees pursuant to Code of Civil Procedure §1021.5 and any other applicable provisions of law or equity;
4. Any other equitable or legal relief that the Court considers just and proper.

Sincerely,



Laura Horton
474 Valencia St., Suite 295
San Francisco, CA 94103
Telephone: (415) 349-5787
Email: lhorton@wildequity.org

BOS-11
Cpages

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO

2014 APR 25 PM 3: 07

Jim Essex
P. O. Box 1146
San Bruno, Ca. 94066

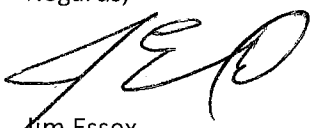
JES

Hello,

In order for me to get my story out...I am sending this letter to everyone I feel should know about it, or be concerned with the situation...so far--the response has been very good, and that is heartening, BUT-- do we just accept the current facts of life whereby the medical groups-- AND-- the government-promised relief agencies are at loggerheads, the medical people creating astronomical bills, and thinking nothing of it, and the government people not willing to accept these outrageous charges...and rightly so--which then places the person caught in the middle in a terrible position...facing ridiculous medical bills, and having only the hollow, empty PROMISES of coverage from government insurance programs with no real SOLUTION in sight!

Please feel free to contact me at the above address, or e-mail me at jamesessex@sbcglobal.net or call 650-455-0644...

Regards,



Jim Essex

cc: appro/dist

TO WHOM IT MAY CONCERN

On July 19, 2013, I was involved in a horrendous auto accident which sent me to the hospital with 8 broken ribs. THREE DAYS later , I was faced with \$49,000 worth of medical bills. A few months later, I had an emergency heart problem which sent me to the hospital--several TESTS later, I was facing \$5000 more!! My recent history will tell you that I am the poster boy for why we needed healthcare reform...my experiences were like opening a Pandora's Box of expenses that were totally out of proportion to reality. From \$7000 per night for minimum care, bad food, rude nurses and even worse Staff, to \$12,000 for the emergency room costs, to \$5000 for a couple of tests, and the list goes on and on...

Then begins the months of uncertainty and fear as the Sword of Damocles hangs over my head, supported by a single hair...as the people involved in this case become unreachable , and no one steps up to help or try to solve the problem of OUT-OF-CONTROL PRICES AND MEDICAL EXPENSES!!

Is this where America has now arrived--this terrible combination of devastating charges, lack of care, and total lack of consideration for anyone who unfortunately gets swept up in the maelstrom that is the modern medical scene. God help us if this is true...because if you add the new chaos of Obamacare, you really have a "Drama from Hell". How is it possible that after more than two hundred years of Freedom, Liberty, and the wonderful creative advances in all the sciences, we find ourselves in this horrible pit of despair? Why , after all the fantastic advantages we have offered our citizens, are we doing everything we can to destroy it? This truly boggles the mind!

What must we do going forward? How can we turn this situation around and solve these incredibly hurtful problems we have allowed to fester in our society? The saddest day in the life of any American is when they realize they have lost everything...every facet of their lives and it was done to them by the most well-meaning, but stupid people. This situation is REAL and it must be dealt with...it isn't going to go away, and it will only get worse the longer it is allowed to exist!

I welcome any and all ideas and help that you feel you could offer...it is very difficult to handle these issues alone--that is why I am sending this letter to everyone I think should get involved and do what they can to allieviate this evil, and step up to relieve the pressure on those who find themselves confronting these demons. Remember, it only takes a split second to find yourself in this type of embarrassing predicament through no fault of your own, and then you will appreciate that old saw..."There--but for the grace of GOD--go I...

Regards,



File 140098

From: Board of Supervisors (BOS)
To: BOS-Supervisors; Wong, Linda (BOS)
Subject: File 140098: christina.goette@sfdph.org; feriad@sfusd.edu; janafrankel7@yahoo.com; wbatiste916@gmail.com; ann.goure@cancer.org

From: Catherine Otto [<mailto:bonjour47@prodigy.net>]
Sent: Monday, April 28, 2014 10:52 AM
To: Board of Supervisors (BOS)
Subject: Fw: christina.goette@sfdph.org; feriad@sfusd.edu; janafrankel7@yahoo.com; wbatiste916@gmail.com; ann.goure@cancer.org

----- Forwarded Message -----

From: Catherine Otto <bonjour47@prodigy.net>
To: "board.oftsupervisors@sfgov.org" <board.oftsupervisors@sfgov.org>
Sent: Monday, April 28, 2014 10:45 AM
Subject: christina.goette@sfdph.org; feriad@sfusd.edu; janafrankel7@yahoo.com; wbatiste916@gmail.com; ann.goure@cancer.org

Dear San Francisco Board of Supervisors:

I am a volunteer Legislative Ambassador with the American Cancer Society Cancer Action Network in California. I live at 195 Twentieth Avenue, Suite #2, San Francisco, CA 94121 off Lake Street in the Richmond District.

American Cancer Society Cancer Action Network, as well as other community agencies like the American Heart Association, are working with San Francisco Health Department's Shape Up San Francisco on promoting physical education in elementary, middle and high schools. Evidence has shown that a poor diet and lack of physical activity can contribute to many types of cancers. When kids get off to the right start and are given the opportunity to have adequate exercise and nutrition, they reduce their chances of becoming overweight and obese thus ultimately their risk of developing cancer later in life.

I attended the San Francisco Board of Supervisors meeting held on Wednesday, April 16 at 1:00 pm. I wanted to get up and make a public comment representing the American Cancer Society's endorsement of adding the soda tax to soft drinks and placing this on the ballot. I did not get a chance to do this as there were many presentations, and there were many people ahead of me on the schedule to get up and speak. I had to leave at 3:00 pm.

American Cancer Society Cancer Action Network would like you to know that we endorse adding the soda tax.

Thanks for all your hard work for the citizens of San Francisco.

Regards,

Catherine Otto, MPH
Volunteer Legislative Ambassador
American Cancer Society
Bonjour47@prodigy.net

y

From: kim [saygoodnightgraci@earthlink.net]
Sent: Friday, April 25, 2014 6:18 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: strawberry music fest

please San Francisco's elected officials sign the permit for the 2014 Festival and put pressure on the Recreation and Park Department to return their telephone calls!

As a 20+ year strawberry attendee i can assure you there are several thousand people waiting wanting desperately to contribute to welfare and revitalization of the area economy and of course Camp Mather itself :) Strawberry is an integral part of my families traditions history and future..

we as group always leave the place cleaner then we find it, and packing in our water will be easily eagerly accomplished. It's the strawberry way.

Please please get er done. -

kim smalley

From: Katie Folio [calikate@gmail.com]
Sent: Friday, April 25, 2014 6:19 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Fall 2014 Strawberry Music Festival Permit

Aloha San Francisco Board of Supervisors,

Although I live on Maui, every fall I travel back to California, where I am from, to attend the fall Strawberry Music Festival. I have been attending this festival since 1987. More recently, I met my husband at the festival and got engaged the following year at the festival. We were supposed to be married at the Evergreen Lodge the weekend of the festival last year, but due to the Rim Fire, of course we had to change our plans. This year will be our one year anniversary and we are pregnant with our first child! We so look forward to raising our baby knowing the festival the way we have have throughout our lives.

It recently came to light that there is a possibility that Strawberry won't be receiving the permit they need for the Fall 2014 festival due to concerns about forest closure and potable water. The Strawberry staff have full confidence that they can mitigate these concerns, as do we as the festival goers, but have stated that they are having a hard time reaching the SF Recreation and Parks Department to discuss such mitigation and (hopefully) receive the permit in time to plan this festival. In order to have a festival this fall, the permit would need to go through as soon as possible so we as festival goers are begging you to help put them in touch with the Strawberry staff!

For anyone reading this from the Rec and Parks Department with concerns - I'm not sure if you're familiar with the Hawaiian principle of ohana, essentially meaning family, and the aloha spirit, but if there is anyplace outside of Hawaii where those ideas are embodied by an event and the people who attend, it is Strawberry. If we need to bring extra water, then we will have water by the bucket-loads - enough for ourselves and our neighbors. If we need to steer clear of forest closures, you can bet folks will be keeping an eye on those areas to make sure no one enters. We care so deeply about the festival, about Camp Mather and Groveland, about each other, and about the forest, that we will do whatever it takes to keep it all safe and secure. You should really attend, it's wonderful!

Please, please, please help ensure that the Strawberry folks get the permit they need so that we can bring Strawberry back this year. I am certain the local economy will be needing it as much as we festival goers do! Just tell the staff what you need to happen and we as a community will make sure it does. Thank you so much for your help.

Aloha,

Katie

P.S. our eternal gratitude to the fire fighters and everyone involved in fighting the rim fire last year. It was devastating, but it could have been so much worse. It was an incredible job you all did. Thank you.

From: Frank Buffum [frankbuffum@sbcglobal.net]
Sent: Friday, April 25, 2014 6:26 PM
To: Board of Supervisors (BOS); Cohen, Malia (BOS); Campos, David (BOS); Avalos, John (BOS); Wiener, Scott; Yee, Norman (BOS); Jan.Kim@sfgov.org; Breed, London (BOS); Tang, Katy (BOS); Chiu, David (BOS); Farrell, Mark (BOS); Mar, Eric (BOS)
Subject: Camp Mather permit for Strawberry Music Festival

Honorable Supervisors,
Please take note of the letter below.

Sincerely,
Frank Buffum

----- Forwarded Message -----

From: Frank Buffum <frankbuffum@sbcglobal.net>
To: "mayoredwinlee@sfgov.org" <mayoredwinlee@sfgov.org>
Cc: "phil.ginsburg@sfgov.org" <phil.ginsburg@sfgov.org>
Sent: Friday, April 25, 2014 3:03 PM
Subject: Camp Mather permit for Strawberry Music Festival

Mayor Edwin Lee
City Hall, Room
200 1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102
mayoredwinlee@sfgov.org
CC: phil.ginsburg@sfgov.org

RE: Camp Mather permit for Strawberry Music Festival

Dear Mayor Lee,

I write to you as a San Francisco homeowner, resident since 2000, and a Strawberry Music Festival participant since 1989. I urge you to act quickly to approve the festival's permit and contract for the 2014 festival. I have seen the concerns raised by Susan Szalki of the Forest Service in her March 5 letter to your Park and Rec department[1]. I understand those concerns, and am confident that Festival management will successfully address those and any other environmental impact concerns by fully and responsibly engaging not only with Park and Rec, the Forest Service, and every other concerned organization, but by actively informing and

enlisting the support of all participants in the festival, as it has consistently done for over 30 years of operations.

To view Strawberry a simple commercial event that rents City property would be a huge mistake right now. Approving the permit and contract for this year's Fall festival is the best investment in the long-term viability of Camp Mather you can make.

I have been a volunteer with Strawberry since my first festival in 1989. In that capacity I am fortunate to have witnessed first-hand the integrity of Festival management on a consistent basis. That management has always acted in the long-term interests of the forest where Camp Mather stands, the sustainability of the community it has created among patrons, performers, and volunteers.

Examples of that stewardship include:

- • Partnering with Camp Mather management throughout the decades of the to bring a positive financial stream to the camp, which has enabled facility improvements and maintenance that has benefitted all Camp users throughout the Camp season, over the years.
- • Choosing, during the 5-year period starting in 2008, when bad weather during the Spring festivals turned that into a financial liability, to make absolutely no evident compromise in making the festival a first-class experience for the performers and patrons, even when it meant investment in more infrastructure to put in place the best mitigation to the rains possible—including costly extra cleanup after the wet festivals, to leave the Camp in the best condition possible for the Summer camping season for City users.
- • Founding and supporting the Brush Crew, which over decades of annual clearing, made a critical contribution to the defensibility of the Camp during the Rim Fire

During the decades of my association with Strawberry, I have introduced countless people, including branches and generations of family and other residents of San Francisco as well as other areas of California (and beyond), to the festival. From City to rural residents, everyone I've known who has attended recognizes Strawberry as a unique treasure.

Thank you for your consideration,

Frank Buffum

[1] <http://www.mymotherlode.com/wp-content/uploads/2014/04/StrawberryMusicFestival.pdf?b87015>

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Fall Strawberry Musical Festival

From: paul royce [<mailto:p.royce@att.net>]
Sent: Friday, April 25, 2014 6:41 PM
To: Board of Supervisors (BOS)
Cc: recpark.commission@sfgov.org
Subject: Fall Strawberry Musical Festival

Dear Sirs,

I am in a quandary concerning your stalling the permit for The Fall Strawberry Music Festival. It is my understanding that any concerns you have voiced around potable water, the forest and/or roads to the camp mather location for this event, to go forward have been addressed by the long experienced management of this event. As a person who has attended "The strawberry" for many years and it has become much like a pilgrimage for me, my family that now includes children and grandchildren, and loving friends met at this gathering/event. It has become much more than just another music festival. I urge you to do what ever you need to do to allow this meeting of friends/family to continue.

Thank you.

Paul J. Royce

ps: it is very hard to explain to my 4, 6, and two 7 year old grandchildren why they may not go to their " strawberry" this fall

From: Joe Neulight [JoeNeulight@ca.rr.com]
Sent: Friday, April 25, 2014 7:28 PM
To: Board of Supervisors (BOS)
Cc: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Commission, Recpark (REC)
Subject: Urgent Intervention to save Strawberry

Dear Members of the Board of Supervisors,

The Tuolumne County Administrator's office has made numerous attempts over several weeks to reach officials at the San Francisco Recreation and Parks Department to discuss a vital permit required for the continuance of the historic Strawberry Music Festival at Camp Mather. As of today, the Recreation and Parks Department continues to stonewall all parties advocating for the festival, having returned NO calls - not to the Strawberry organizers or the Tuolumne County Supervisors or the Tuolumne County Administrators or even the office of State Senator Berryhill. This is highly inappropriate and insensitive to the many thousands who enjoy the festival every year.

The Strawberry Music Festival has been an annual pilgrimage for my family for more than 10 years, just a fraction of its own life. We rely on it as a respite from the city - a place where music, good cheer, and "The Strawberry Way" conspire to bring together the most decent and respectful gathering of thousands of people I have ever experienced. My children and I urge you to pressure the Recreation and Parks Department to act in good faith and return these telephone calls, to honestly work to mitigate any concerns with Strawberry, and to sign the permit for the 2014 Festival to go on. The festival has been damaged enough by the tragic Rim fire that saw its cancellation this fall. A lapse this fall will surely mean the end of it financially. A large and vocal community of current attendees and alumni are watching to see how this gets handled.

Sincerely,

Joseph Neulight and Family

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Camp Mather & The Strawberry Music Festival

From: Michael Witcher [<mailto:mikewitcher@gmail.com>]
Sent: Friday, April 25, 2014 7:31 PM
To: Board of Supervisors (BOS)
Subject: Camp Mather & The Strawberry Music Festival

To Whom It May Concern,

My name is Mike Witcher. I am writing in regards to the The Strawberry Music Festival held at Camp Mather. It has come to my attention that the permit for the Fall 2014 Festival at Camp Mather is in question due to concerns that have been raised over potable water supply and forest closure conditions on Evergreen Road. Last Tuesday, the Tuolumne County Board of Supervisors unanimously approved a letter to San Francisco Recreation and Parks Department requesting that a permit be issued for the Fall 2014 Festival with language allowing the option for the Strawberry Festival to mitigate these concerns. I have been attending this festival for 28 years. My wife has attended every festival for the past 32 years. I am confident that the Strawberry Music Festival is capable of mitigating these concerns just as they have in the past when similar issues have arisen. The festival along with it's patrons are a responsible bunch. We have always left Camp Mather in better condition than we found it.

Camp Mather is a sacred place for Strawberry goers. The community of people who put on and attend the festival are our extended family. There is no better family environment. No better place to celebrate life. We come together to enjoy nature, music and each other. I feel like I was raised at Strawberry. I met my wife at the festival and married her 10 feet from the place we met. My 3 year old son has been to every festival since he was born. Now a 5 festival veteran, he asks "when are we going back to Strawberry?" every single day. The idea that my son won't get the chance to grow up with the Strawberry experience breaks my heart. Strawberry is the one thing I look forward to through out the year. It is my family's chance to disconnect from our devices and reconnect with nature, people and music. Everyone at the festival lives by what we call "The Strawberry Way". It means we respect one another, help each other and always act kind toward one another. It's a place where total strangers great you with a smile and sparkle in their eye. I live for this festival and for Camp Mather.

The Strawberry Music Festival is an essential part of the economic recovery of the Groveland area and Hwy 120 corridor businesses. The residents and business owners of this community have suffered enough as a result of the Rim Fire and again during the month long closure of Yosemite National Park. As a festival goer I am willing to pack extra water, if necessary, as well as observe the Forest Closure along Evergreen Road and surrounding Camp Mather. It is imperative that The Strawberry Music Festival get a permit that allows for them to mitigate issues at Camp Mather so that they can refund their customers and continue to produce future festivals. Please help us continue our tradition,

Sincerely,

Michael Witcher

From: Steve Zimmerman [szimmerman@barclay.com]
Sent: Friday, April 25, 2014 8:31 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Cc: Steve Zimmerman; Vicki Peet
Subject: Permit for the Strawberry Music Festival at Camp Mather
Attachments: Letter to Mayor Lee concering the Strawberry Music Festival 04-11-14.pdf

I am hoping that you will take a few minutes to read the attached letter from my family to Mayor Lee concerning The Strawberry Music Festival. This event is extremely important to a lot of people, including three generations of my family, and I am hoping that you will do everything within your power to make sure that the City of San Francisco issues the permit necessary for the festival to take place this year. Issuing this permit will not only bring joy to the attendees of the event, but will also give a much needed economic boost to an area that has been extremely hard hit by Rim Fire.

Thank you in advance for your assistance with this matter.

All the best,
Steve

Steven A. Zimmerman
Barclay Associates LLC | President
Aukum Management LLC | Vice President, Business and Legal Affairs
999 Fifth Avenue, Suite 250 | San Rafael, CA 94901
Direct Phone and Fax (415) 684-7686
Office (415) 461-2440 | Cellular (415) 297-0903
szimmerman@barclay.com | szimmerman@aukum.com

STEVEN A. ZIMMERMAN

April 11, 2014

Mayor Edwin Lee
City Hall
Room 200
1 Dr. Carlton B Goodlett Place
San Francisco, CA 94102

Re: Permit for the Strawberry Music Festival at Camp Mather

Dear Mr. Mayor,

The Strawberry Music Festival, which has taken place at San Francisco's Camp Mather for the past 30 year, is very special to our family. Twice a year, every year, we have attended the festival - spring and fall, no matter the weather (which isn't always great up there in May). It is each family member's favorite vacation, even though we enjoy it in different ways. The young kids thrive on the arts and crafts, swimming, biking and story-telling by Birch Lake; the tweens and teenagers are excited to hang out with their friends from all over the state, many of whom they see only twice a year (at Strawberry), and we adults enjoy the music on the main stage, the camp jams, and the spectacular community that is created each time we all gather at Mather.

Given how splintered families and communities have become in this day and age, we have always found it all the more incredible that one event/place/community can be equally special to all of us, from our 22-year-old college graduate, to our 18-year-old high school senior and our 8-year-old twins, to my wife, myself and my mother. Not only are three generations of Zimmerman's represented, but my two brothers and their families attend the festival as well and have signed this letter to show their support of Strawberry, its wonderful staff and the community it inspires.

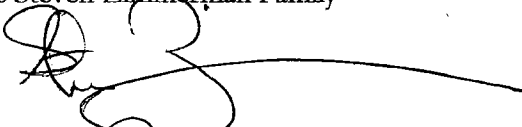
The importance of the event to our children was driven home in 2005 when we announced to our older daughters, then 10 and 14, that we would not be able to attend since our twins' due date was going to conflict with the festival. After digesting the information, my oldest daughter turned to us and said, "It makes sense that you can't go, but does that mean we can't go?" Next thing we knew they had my mother on the phone and plans to make the trip were underway. It was that important to them. There's Strawberry, and there's life between Strawberries.

Our entire family finds the thought that Strawberry might not always be there extremely sad and troubling. We also understand that Strawberry cannot take place unless the City of San Francisco will issue the permit required to make it happen. We fully appreciate all of the

complications the Rim Fire has presented, but we are also concerned that not allowing Strawberry to take place this year might well force the festival out of business, which would be a huge loss to the public at large. Because of this, we are hoping that you will do whatever you can to assure that permit gets issued so that the festival can continue to bring enjoyment and inspiration to families for years to come.

Thank you for your consideration.

Sincerely,
The Steven Zimmerman Family

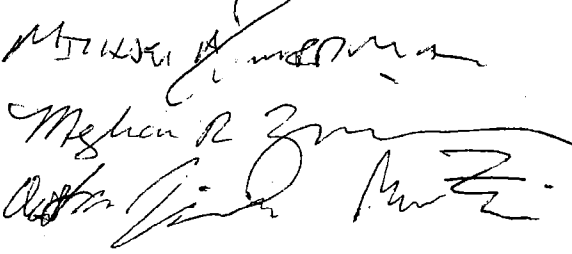


Mr Zimmerman



*Callie
Morgan*

The Michael Zimmerman Family



I ♥ strawberry

The David Zimmerman Family



Wynne!

Suzanne Zimmerman

*Suzanne Zimmerman, Grandma of the Zimmerman Clan!
Strawberry is such an amazing way
to share family time*

From: Keith Stegall [trailgrass@yahoo.com]
Sent: Friday, April 25, 2014 9:02 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: 2014 Strawberry Music Festival Permit

Dear San Francisco Supervisors and Parks Department-

I am writing to urge you to approve the permit for the 2014 Strawberry Music Festival to be held at Camp Mather and allow them to perform the needed mitigation measure required. I am a San Francisco resident (Dist. 1), and have been attending this festival with my family and friends for over 15 years. We look forward to and plan our year around this festival every year. I have attended many music festival across this country and I can honestly tell you that this festival is one of the best there is. They do an absolutely amazing job of providing a safe, family friendly and very entertaining environment. I have heard that the Tuolumne County Administrator's office have made numerous attempts over the past several weeks to reach officials at the San Francisco Recreation and Parks Department to discuss this permit and to allow the Festival Organizers to mitigate the issues that have been raised, and as of today, the Recreation and Parks Department hasn't returned calls to anyone (not to the Festival, not to the Tuolumne County Supervisors, not Tuolumne County Administrators, not even to the State Senator Berryhill). I have to say I find this very disturbing. I too work for a Government agency, and I can tell you if I treated the public like this....well lets just say it would be my ass.....pardon my French. As a registered voter living in the City of San Francisco I again urge you to approve the requested permit. I would also appreciate a response from one of you as to your intent in this matter, and I would hope that your response to my letter wont keep me waiting several weeks.

Thank you for your time, I appreciate your attention to this matter-

Keith Stegall

From: Patti Lemon [jazziepatti@gmail.com]
Sent: Friday, April 25, 2014 10:21 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Fwd: Strawberry Music Festival & Camp Mather

To the Board of Supervisors and the Parks and Recreation Commission:

Last year's Rim fire was a a terrible, heartbreaking tragedy. The one bright spot for those of us who attend the Strawberry Music Festival, even though it was cancelled, was that our beloved Camp Mather was spared. We had been sitting on the edge of our computer chairs, monitoring every website and news source we could for weeks, hoping and praying for a positive outcome. We were so grateful that our prayers were answered.

Now we hear that the issuing of our permit for the fall festival is in question due to concerns about water and the forest closure. Be assured that we festival goers are willing to do anything and everything necessary to ease your concerns and make this work.

A little information about our festival: This is no wild and wooly rock 'n roll drunkfest. It is a very family oriented, mellow and laid back Americana festival, with a large proportion of the attendees being musicians themselves, who come together to jam and perform in the campsites. One of the major tenets of our festival is "The Strawberry Way", which basically boils down to respect and consideration for each other and the environment. Do unto others as you would have them to unto you, behave with integrity, and leave Camp Mather in as pristine a condition as possible. Many attendees have been coming for many years, and consider Camp Mather "home", and the festival as a family reunion of sorts.

We are absolutely willing to bring in our own water to lessen the usage of on site water. And we are absolutely willing to follow any and all restrictions on entering the forest. The Strawberry Music Festival and Camp Mather mean the world to us. There is no way that we would do anything to compromise the trust that the city of San Francisco places in us or jeopardize our agreement in any way. As I said, we are willing to do anything and everything necessary to make this a successful arrangement for all parties. Anything less would not be "The Strawberry Way."

We also make a major contribution to the economies of the surrounding communities. My husband and I always stay in Groveland before the festivals, for instance. People stop for food and gas on their way to and from Mather, or to shop for some forgotten item. Some actually stay in Groveland and commute in to the festival, and a number stay at Evergreen Lodge. Tuolumne County's economy was very hard hit last year, due to the fire and also the closing of the park due to the dysfunction of Congress. They welcome and look forward to our return, and the economic boost that that will provide.

I am asking that the city of San Francisco goes forward with our permit for the fall festival. It was also one of the stipulations of our disaster relief loan from the SBA. If this doesn't come through, the festival could be permanently shuttered, dealing yet another blow to the local economy, and to those of us who love this festival and Camp Mather so dearly.

Thank you for your consideration,

Patti Lemon
Gilroy, CA

From: Michael Hall [hallmw@gmail.com]
Sent: Friday, April 25, 2014 11:02 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC); Lee, Mayor (MYR)
Subject: SF Parks & Rec -- Return Telephone Calls From Tuolumne County

Dear San Francisco Officials,

Please have the San Francisco Parks & Recreation Department return phone calls from Tuolumne County and Strawberry Music regarding Camp Mather -- these people are in desperate shape from the Rim Fire already and TIME IS RUNNING OUT.

A quick summary of the issue can be found at:

<http://www.scbs.org/2014/04/22/strawberry-music-festival-survival-hangs-in-balance-support-is-needed/>

Under the circumstances, returning phone calls from disaster victims about a matter of mutual financial benefit to the City & County Of San Francisco and to Tuolumne County seems both polite and rational. Please do it NOW.

Today's (4/25) desperate plea from the Strawberry Music Festival, San Francisco's long-time, loyal tenant at Camp Mather, is below.

Thank you for your cooperation in this matter....mh

Michael Hall hallmw@gmail.com Discover Bluegrass!

Official Strawberry Announcement:

April 25, 2014

The Tuolumne County Administrator's office has made numerous attempts over several weeks to reach officials at the San Francisco Recreation and Parks Department to discuss our permit and allow us to mitigate the issues that have been raised. As of today, the Recreation and Parks Department hasn't returned calls to anyone (not us, not Tuolumne County Supervisors, not Tuolumne County Administrators not even to the office of State Senator Berryhill).

We are calling for everyone's help in the fight for the Fall 2014 Strawberry Music Festival at Camp Mather; especially those who live in the City and County of San Francisco. If you have written a letter, we thank you and now call on you to forward that letter to the officials listed below. If you haven't written a letter, we ask that you write one. Tell San Francisco's elected officials how important the Festival is to you and urge them to put pressure on the Recreation and Parks Department to return these telephone calls, mitigate their concerns with Strawberry, and sign the permit for the 2014 Festival.

We cannot stress enough that action is required NOW!

San Francisco Board of Supervisors:

Eric Mar / District 1 / Eric.L.Mar@sfgov.org

Mark Farrell / District 2 / Mark.Farrell@sfgov.org

David Chiu / District 3 / David.Chiu@sfgov.org

Katy Tang / District 4 / Katy.Tang@sfgov.org

London Breed / District 5 / London.Breed@sfgov.org

Jane Kim / District 6 / Jan.Kim@sfgov.org

Norman Yee / District 7 / Norman.Yee@sfgov.org

Scott Wiener / District 8 / Scott.Wiener@sfgov.org

David Campos / District 9 / David.Campos@sfgov.org

Malia Cohen / District 10 / Malia.Cohen@sfgov.org

John Avalos / District 11 / John.Avalos@sfgov.org

Contact for the Office of the Clerk of the Board of Supervisors (San Francisco)

E-mail: Board.of.Supervisors@sfgov.org

San Francisco Recreation and Park Commission

Email: recpark.commission@sfgov.org

From: Richard Young [ryoung@fishnick.com]
Sent: Friday, April 25, 2014 11:16 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Cc: Steve Zimmerman
Subject: Strawberry Music Festival - Please Help

Greetings and thanks in advance for giving me a few minutes of your time.

I am a father of 4 children. We have a very busy family life and the rigors of work, school, community involvement and the basic hustle of modern living leave our family with very few options for quality time together. Let's face it – the pace of 21st century life, especially in the Bay Area, is not easy on families. **The one event that we all look forward too, that puts us all in the same place at the same time, that inspires all of us and gives my urban children a little natural freedom is the Strawberry Music festival.** These three days without cell phones, internet, emails, commuting, car alarms and sirens have become three of the most important days of the year for us. I am not exaggerating when I say that our attendance at **Strawberry has changed my children's attitudes about the world around them and made them better people.**

Please, please help the festival to survive the calamity of the rim fire and to get back on course. This is a low risk proposition for you with a high moral, ethical, and political pay out. All that is required is to **respond to the festival organizers so that they can receive their small business loan and rebuild their business.**

If I could take you to Strawberry and share one image, it would be the hundreds of small children playing in the meadow at dusk. They watch the horses crossing the neighboring field thru the evening fog - in awe – like a fairytale vision. They throw glow sticks up in the air and twirl about with hoola-hoops. They drink hot apple cider and snuggle on their blankets with their normally work-weary over-fraught parents. These few magical hours breed optimism and community in our future citizens. This is something that we cannot allow to die. Please help out.

Thanks again and best wishes,

Richard Young

From: S. Dunn [sejdunn@yahoo.com]
Sent: Saturday, April 26, 2014 4:16 AM
To: Lee, Mayor (MYR)
Cc: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Kim, Jane (BOS); Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Please Support the Strawberry Music Festival

Good Morning from New Hampshire!!

I am writing in support of the Strawberry Music Festival at Camp Mather. I want to make sure you knew the far-reaching effect of the festival. We make the trek from New Hampshire to Yosemite twice a year to attend Strawberry Music Festival. Strawberry differs from other festivals by its location. It has the feel of times gone by; it is refreshing to 'escape' from the realities of life even for a weekend.

I'm sure you are aware of the details of the effects of the Rim Fire and the Strawberry Music Festival. Please support the continuation of the festival.

I hope to see you at the fall 2014 Strawberry Music Festival!

Respectfully,
Sue J. Dunn
Bartlett, NH

From: Michael McNamer [michael.mcnamer@gmail.com]
Sent: Saturday, April 26, 2014 7:37 AM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Fall 2014 Sreawberry Music Festival

Dear friend,

Please issue the permit needed for the use of Camp Mather for the Fall 2014 Strawberry Music Festival. My family and I and many friends have attended every Strawberry Music Festival at Camp Mather since the mid-1990's. We cherish the festival as an important part of our family tradition. Our children have grown up here. As we were all packing to leave a festival a few years ago, I can remember a little girl in our camp asking her mom, "Why do we have to go? Can't we just live here." The experience for the kids who come is nonpareil.

I cannot imagine a better run music festival of comparable size. Over the years the management has nurtured a "Strawberry Way" ethic of respect for Camp Mather and everyone who attends. In the music world the Strawberry Music Festival is seen as a jewel of a festival, that has managed to bring out the best in performers and attendees. San Francisco can be proud of its long term association with this well -respected organization.

I urge you to allow this magical event to happen again this fall.
Please issue this permit.

Thank you for your consideration.

Sincerely,

Michael McNamer

From: Tom Jepson [tomcjepson@gmail.com]
Sent: Saturday, April 26, 2014 8:14 AM
To: Commission, Recpark (REC)
Cc: board of supervisors@sfgov.org
Subject: Fwd: Strawberry letter
Attachments: Strawberry letter.docx; ATT00001.htm

Sent from my iPad

Begin forwarded message:

From: Tom Jepson <tomcjepson@gmail.com>
Date: April 24, 2014 at 9:37:12 AM PDT
To: The Carter Family <phredpham@mlode.com>
Subject: Fwd: Strawberry letter

Sent from my iPad

Begin forwarded message:

From: Tom Jepson <tom@doodoowah.com>
Date: April 18, 2014 at 6:31:31 PM PDT
To: jodi <jodi@strawberrymusic.com>
Subject: Strawberry letter

Here's the letter Jodi. Let me know you you got it.

Tom

The Honorable Edwin M. Lee
City Hall, Room 200
1 Dr. Carlton B. Goodlett Place
San Francisco, Ca 94102

April 16, 2014

Dear Mayor Lee,

Twice a year for thirty years my family and I have been attending the Strawberry Music Festival held at Camp Mather. Obviously, after so many years this tradition has great importance for my family. My children always marked the summer's beginning and end with our Camp Mather trips where we met the same friends and camped at the same spot every year. The Festival is more than the music, it is a community of people who value the opportunity to come together and make new friends and share the glory of the beautiful Sierras.

I have always admired and appreciated the manner in which the Strawberry Music Festival people responsibly managed the thousands of people attending the festival. Top priority was concern for the Camp and the surrounding environment. Sensitive areas were off limits and clear direction was always given to ensure we were respectful. We were urged to leave the Camp better than we found it. I know that the Strawberry crew spent many hours before the festivals clearing brush to reduce the fire danger. They also, on their own, made many improvements to Camp Mather over the years. As head of the Festival, Charley Cran is a hero to all the festival goers for his dedication and focus.

I watched with heartache and fear last year as the Rim Fire tore through an area I hold most sacred. I know that the fire destroyed so much of the region but saw that Camp Mather sustained only minimal damage thanks to the valiant and courageous fire fighters. I would like to think that the brush clearing done by the Strawberry crew maybe played a small part in helping to keep the fire at bay. I understand that Camp Mather will be open this summer for the people of San Francisco and we were so looking forward to the Fall Labor Day Strawberry Music Festival. However, I have just heard that there is talk that the City of San Francisco may not give the Strawberry Music Festival folks permission to hold the Festival.

My wife, my children and my grandchildren want you to know what an extraordinarily special event the Festival is and how we treasure and respect Camp Mather. I believe the entire Strawberry community shares this feeling. It would be a tragedy to not have the Fall Festival at Camp Mather. I don't know if you have had a chance to tour the Camp since the fire but I have and I am happy to report that it looks very capable of hosting the Festival. The fire came close but did not enter. We hope you will do whatever you can to make sure that the Strawberry Music Festival can return to its home in Camp Mather for fall 2014. Thank you for your help.

Thomas Jepson
P.O. Box 143
Columbia, CA 95310

From: a.e.pierce54@comcast.net
Sent: Saturday, April 26, 2014 7:50 AM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival

April 23, 2014

Dear San Francisco Board of Supervisors,

As a attendee of the Strawberry Music Festival since 1984 I am asking for your support in the issuance of the use permit for Camp Mather for Fall 2014. This family tradition has been an important part of our lives for many years and we will do everything in our power to support the conditions of the use permit. We are aware of the water issues and forest closure around Camp Mather. I as well as other campers have the means to mitigate these factors by bringing our own water supply and strictly adhering to the forest closure. I have found that those that attend the Strawberry music festival committed to "the Strawberry Way" which includes awareness of the need to respect the beautiful surroundings and protect the area. We are all committed to seeing this incredible place regenerate and thrive.

Please support the issuance of the use permit of Camp Mather to the Strawberry Music Festival for Fall 2014.

Sincerely, Alan Pierce

From: Steve Premo [steve@premfine.com]
Sent: Saturday, April 26, 2014 9:40 AM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival

Dear Clerk of the Board:

I have been attending the Strawberry Music Festival at Camp Mather since 1983. It means the world to me, and to the many other loyal Strawberrians in California and around the world. My kids have attended since they were born, and they are now young adults.

An important part of the Strawberry experience has always been the Strawberry Way, which essentially means doing the right thing and being nice and helpful to everyone. This ethic is so strong that it is rare for people to have things stolen, and lost things are regularly returned. Strawberrians happily comply with fire regulations, requests regarding water or power use, and so on. You can absolutely count on us to stay out of closed areas around Mather, to bring up our own water, and to limit use of the camp water as requested.

The Strawberry Festival has had some hard times before, but the forced cancellation of the Fall 2013 Festival due to the Rim Fire has hurt them very badly. If the festival is to go on, it is very important for Strawberry to get disaster relief funds. To get those funds, they need to be able to put on the Fall 2014 Festival at Camp Mather. The future of Strawberry depends on it.

Time is running out, and artists are booking other jobs who would otherwise play at Strawberry. Please do what you can to help expedite the lease application of the Strawberry Music Festival for Labor Day Weekend, 2014. They were devastated by a major disaster, they deserve your support, and if this festival is allowed to go on, they will provide much needed revenue to the City of San Francisco for decades to come.

Thank you,

Steve Premo

--

Steve Premo -- Santa Cruz, California
Oh, freedom! Oh, liberty!
Oh, leave me alone
To find my own way home
- Robert Hunter, Jerry Garcia

From: dan bell [belldan@hotmail.com]
Sent: Saturday, April 26, 2014 11:32 AM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival

Dear Board: I am writing to ask your support for the city's continued support of the festival. I have been attending this festival since 1992 and my others have been since 1983. This is a fantastic family event that now has 3rd generation attendees. The gathering is much more than a music festival; it is a community. This community could stand as an example to the world on how people should live together and treat one another. I urge you to do everything in your power to aid the continued operation of the Strawberry Music Festival. Thank you, Daniel R. Bell

From: 60drpollock@comcast.net
Sent: Saturday, April 26, 2014 12:34 PM
To: Lee, Mayor (MYR)
Cc: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS)
Subject: Strawberry Music Festival and Camp Mather

Dear Mayor Edwin Lee:

For nearly 30 years, our family has attended at least one Strawberry Music Festival annually at Camp Mather. It has been a retreat at which our children have grown, and now they, their significant others and their children attend each year.

It is a family festival that leaves the grounds of Camp Mather clear of any litter. We pride ourselves in honoring those grounds and respecting the place they hold in San Francisco's history and the history of a festival that surely is a significant economic engine for the area.

We hope you will issue a permit for the fall 2014 festival, and we will comply with any concerns that you have as they are outlined by a festival staff and its many volunteers. We have dealt with previous fire delays, inclement weather that has included rain and snow and traffic challenges. We are a hardy lot that band together to adjust to challenges while respecting the wonderful setting on Evergreen Road near Yosemite National Park. We'll continue to do that.

Festival attendees have already been advised that they will need to bring extra water because its likely potable water will not be available in camp. We'll do so.

Having the festival could be a major step toward healing in a region ravished by the Rim Fire.

We hope you will enlist Strawberry's help in that healing.

Thank you,

Dennis and Harriett Pollock, Fresno, Calif.

From: Margo Smith [margosmith@cox.net]
Sent: Saturday, April 26, 2014 12:58 PM
To: Chu, Carmen (ASR); Campos, David (BOS); Chiu, David (BOS); Mar, Eric (BOS); Kim, Jane (BOS); Avalos, John (BOS); Breed, London (BOS); Farrell, Mark (BOS); Lee, Mayor (MYR); Yee, Norman (BOS); Scott.Weiner@sfgov.org; Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Strawberry Festival

Dear Mayor Lee and All Concerned:

As a attendee of the Strawberry Music Festival since 1993 I am asking for your support in the issuance of the use permit for Camp Mather for Fall 2014. This family tradition has been an important part of our lives for many years and we will do everything in our power to support the conditions of the use permit as I am sure fellow Strawberryrians will. We are aware that the use of potable water and forest closure around Camp Mather maybe necessary. I, as well as other campers, have the means to mitigate these factors by bringing our own water supply and strictly adhering to the forest closure. Over many years, I have found those that attend the Strawberry music festival committed to “ the Strawberry Way” which includes awareness of the need to respect the beautiful surroundings and protect the area. We are all committed to seeing this incredible place regenerate and thrive.

Strawberry Music Festival is an essential part of the economic recovery of the Groveland area and Hwy 120 corridor businesses. The residents and business owners of this community have suffered enough as a result of the Rim Fire and again during the month long closure of Yosemite National Park. It is imperative that you understand the positive impact Strawberry has had on the local economy and the integrity with which the Festival has conducted their business for over three decades.

Please support the issuance of the use permit of Camp Mather to the Strawberry Music Festival for Fall 2014.

Sincerely,

Margo Smith

From: Garth Hudelson [gartho@sonic.net]
Sent: Saturday, April 26, 2014 1:50 PM
To: Commission, Recpark (REC); Board of Supervisors (BOS)
Cc: Board of Supervisors (BOS)
Subject: Re: Strawberry Festival

Sirs:

It has been brought to my attention that many attempts by the Strawberry Music Festival to contact you regarding clearing up permit issues have been met with no response on your part.

This is unacceptable.

Please attend to these matters immediately as time is of the essence and help preserve one of the great cultural events that the great City of San Francisco is justly famous for.

Thank You,

Garth Hudelson

>

From: leon smith [leonsmith@cox.net]
Sent: Saturday, April 26, 2014 1:23 PM
To: Chu, Carmen (ASR); Campos, David (BOS); Chiu, David (BOS); Mar, Eric (BOS); Kim, Jane (BOS); Avalos, John (BOS); Breed, London (BOS); Farrell, Mark (BOS); Lee, Mayor (MYR); Yee, Norman (BOS); Scott.Weiner@sfgov.org; Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Strawberry Festival

Dear Mayor Lee and All Concerned:

As an attendee of the Strawberry Music Festival since 1993 I am asking for your support in the issuance of the use permit for Camp Mather for Fall 2014. This family tradition has been an important part of our lives for many years and we will do everything in our power to support the conditions of the use permit as I am sure fellow Strawberrians will. We are aware that the use of potable water and forest closure around Camp Mather maybe necessary. I, as well as other campers, have the means to mitigate these factors by bringing our own water supply and strictly adhering to the forest closure. Over many years, I have found those that attend the Strawberry music festival committed to " the Strawberry Way" which includes awareness of the need to respect the beautiful surroundings and protect the area. We are all committed to seeing this incredible place regenerate and thrive.

Strawberry Music Festival is an essential part of the economic recovery of the Groveland area and Hwy 120 corridor businesses. The residents and business owners of this community have suffered enough as a result of the Rim Fire and again during the month long closure of Yosemite National Park. It is imperative that you understand the positive impact Strawberry has had on the local economy and the integrity with which the Festival has conducted their business for over three decades.

Please support the issuance of the use permit of Camp Mather to the Strawberry Music Festival for Fall 2014.

Sincerely,

Leon Smith

From: Scott Owens [escottowens@gmail.com]
Sent: Saturday, April 26, 2014 2:39 PM
To: Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS)
Subject: Strawberry Music Festival - Camp Mather

To the San Francisco Board of Supervisors:

I am writing to request your assistance in getting the permit issued for the Fall 2014 Strawberry music festival held at Camp Mather in Tuolumne County.

This festival has been operating for over 25 years and has become a tradition in the community and is truly a family that gathers on Memorial Day and Labor day.

Due to the Rim Fire from 2013, the festival was cancelled last fall and again this spring. The organizers of the festival have always ran an outstanding festival and it is a wonderful family atmosphere. Camp Mather is truly a special place to be cherished and the Strawberry family would greatly appreciate anything you can do to assist with the permitting process to keep this valuable tradition moving forward.

Thank you.

Scott Owens
Elk Grove CA
916-296-2421
escottowens@gmail.com

From: Emily Martin [ewmartin@gmail.com]
Sent: Saturday, April 26, 2014 2:40 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Permit for the Strawberry Music Festival at Camp Mather

To Whom It May Concern,

I am sure we are amongst the many who are writing and asking you to do everything within your power to make sure that the City of San Francisco issues the permit necessary for the Strawberry Music festival to take place this year.

We went to our first Strawberry when our youngest son had just turned 3 and quickly realized that the Strawberry tradition was one we had to continue. No where else can you find 3 year olds having as much fun as 13 years old and 13 year olds having as much fun as 33 year olds and 33 year olds having as much fun as 73 year old and onward. Beyond the incredible music that the organizers bring to Camp Mather, there is a safe community spirit within the festival that exudes carefree fun for all. Our most prized family memories have come from Strawberry and we will be truly, truly saddened if the tradition is forced to end.

Hopefully with the outpouring of support that we know the Strawberry community is showing through emails and letters there will be countless more festivals...so that if you haven't been to one yet, you will have the opportunity to attend to see just how much of an impact your vote can have on so many families near and far.

Many thanks for your time and consideration.

Peter, Emily, Sam and Noah Martin
San Anselmo, CA

From: bonnie beck [bojebeck@gmail.com]
Sent: Saturday, April 26, 2014 6:30 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Kim, Jane (BOS); Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Strawberry Music Festival

Dear Mayor Lee - And elected officials

I imagine you have already had your fill of pleas from Berryheads. I do hope you have the patience to read yet another one.

I don't live in San Francisco, I live a few hundred miles south in a tiny place named Grover Beach. I do love your beautiful city and have many strong connections there. And I love Camp Mather even more.

I have attended the Strawberry Music Festival since 1983. My daughter is 28 years old now and she hasn't missed a festival. She's on staff now, as am I.

You know, I never even check out the music when I confirm that I will attend. I go for the magical communion with the mountains and the trees and the enduring granite of your beautiful little spot. The music and the happy company are great side benefits, of course.

It hurts like hell when I think that I may never see Camp Mather again without the festival, since I'm not a city resident.

It's true, what every other email has said - we can handle the water and the wandering issues. Draw up the requirements and we will wholeheartedly follow them and will do you one better. That's how we do things at the Strawberry Music Festival!

Hoping for a good day for you.



From: Peter Wilson [peter@peterwilsonworld.com]
Sent: Saturday, April 26, 2014 7:12 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); jan.kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Strawberry Music Festival - ACTION PLEASE

Hello,

The Strawberry Music Festival is a long-standing family tradition. Please act now to assure the return of Strawberry to Camp Mather Labor Day weekend.

THANKS,

Peter Wilson
530-477-0708 - office
530-913-5534 - cell
peter@peterwilsonworld.com
www.peterwilsonworld.com

From: Katie Pool [kpool831@gmail.com]
Sent: Saturday, April 26, 2014 7:17 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Kim, Jane (BOS); Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS)
Cc: Board of Supervisors (BOS)
Subject: Permit for Strawberry Music Festival at Camp Mather

To the San Francisco Board of Supervisors,

I am writing on behalf of the Strawberry Music Festival. At this time, the festival's management is requesting a permit from San Francisco Recreation and Parks Department so that the Fall 2014 festival may take place in Camp Mather. Although I understand that the Recreation and Parks Department is concerned about the festival taking place in the region affected by the Rim Fire, the Department has not allowed the festival to address or work to mitigate these concerns--in fact, most recently they have refused to return telephone calls made by festival management. I urge you to pressure San Francisco's Recreation and Parks Department to respond to the festival's request and issue a permit that allows for Strawberry Music Festival to mitigate the concerns relating Camp Mather, enable this cherished event to continue, and bring much-needed business to Tuolumne County's economy.

The Department has expressed concerns about the amount of traffic that may pass through the fire-ravaged area. For my part, twice a year for more than 25 years, I've witnessed the festival's management and CalTrans successfully coordinate with one another to ensure safe travel for countless festival-goers along Highway 120 and Evergreen Road. I trust that the festival will communicate about the required forest and road closures, and also that participants will comply with Forest Service regulations so that the area may recover from the Rim Fire.

The Department has also expressed concern about the availability of potable water at Camp Mather, as a result of California's current drought. Strawberry Music Festival has already stated that if a permit is issued, management will supply potable water for Fall 2014 festival-goers. We festival-goers already anticipate doing our part by bringing additional water as well. In short, both of the concerns expressed by San Francisco's Recreation and Parks Department have been considered by festival management and will be effectively taken care of.

San Francisco's Recreation and Parks Department has already announced that the 90th season of Camp Mather family camp will proceed as scheduled this summer, and will do so at full capacity. While I am thrilled that residents of San Francisco will be able to enjoy Camp Mather, I must make clear the critical role that Strawberry Music Festival plays in the economy of Tuolumne County, and the importance of the festival continuing. I lived in Tuolumne County for over fifteen years, and know firsthand that the thousands of families who attend Strawberry Music Festival on Memorial Day and Labor Day weekends fuel local businesses in the communities of Groveland, Big Oak Flat, Jamestown, Sonora, and Twain Harte. The Rim Fire had a devastating

effect on those who rely on the last Labor Day surge in order to fund their winter activity. This has forced many businesses to close. Although the last few Spring festivals have suffered lower attendance due to inclement weather, the Fall festivals have always met capacity. When the Rim Fire made it impossible for Strawberry Music Festival to regain its spending for the Fall 2013 festival, the entire county suffered--and will continue to suffer--as a result. Fall 2014 is the last opportunity to ensure Strawberry Music Festival's continued existence, and it may be one of the last opportunities to ensure that the local economy along Highways 108 and 120 succeeds.

For these reasons, I urge you to pressure San Francisco's Recreation and Parks Department to issue a permit to Strawberry Music Festival, so that the festival may put water and forest precautions in place and hold its Fall 2014 event at Camp Mather. I have attended this festival and Camp Mather for nearly 27 years, worked as festival staff for 15 years, and lived in Tuolumne County for almost 20 years, and if San Francisco grants the festival's permit I am confident that Strawberry Music Festival will respect and meet the needs stemming from both the Rim Fire and California's drought.

Sincerely,

Katie Pool

From: Bruce [bruzmer@comcast.net]
Sent: Saturday, April 26, 2014 11:32 AM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott
Cc: Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Urgent Matter of Renewal of Strawberry Music Festival Contract

Dear Representatives,

Our family has attended the Strawberry Music Festival at Camp Mather for 25 years. As you know, due to the catastrophic Rim fire last year, thousands of ticket holders were unable to use their tickets. We have been waiting patiently as the Strawberry Staff have been working on obtaining disaster relief to refund their various contractors and ticket holders, and for the renewal of the longstanding contract with San Francisco for the use of Camp Mather. We understand that there is now a mitigation concern regarding the availability of potable water at Camp Mather. The Strawberry Staff have demonstrated their professionalism over decades and their ability to solve complex management problems. The campers have decades of experience with "The Strawberry Way." For those of you who are not familiar with the Festival, that means well established norms of cooperation, consideration for others, and a willingness to follow the very reasonable "Strawberry rules." Campers are resourceful and can easily transport water for their camping needs to the festival. To my knowledge, this has been a very successful and lucrative arrangement for San Francisco as well for decades.

This festival is essential to the wellbeing of our area as well as a source of positive relations between the foothill communities that are the headwaters for water in San Francisco, who has the good fortune to own these resources. When the Rim Fire was at the gate of Camp Mather, the whole Strawberry Community was watching, praying, hoping, rooting for it's preservation. As you are aware, the governor released funding just in time to send air support to save it. The Strawberry festival is an essential part of the economy of the foothill area, the California (if not national) music scene, and the vacation tradition of thousands of families. It is unique and incredibly well managed. We have been to many festivals and none compare favorably with the way Strawberry is managed. If Tuolumne County has confidence in the Strawberry management to mitigate festival water issues as they have done with numerous other issues over the years, why isn't San Francisco doing their part to get the contract in place as soon as possible? Without the contract, it is my understanding that there will be a loss not only of Fall festival but also of the opportunity to provide disaster relief to all the affected parties.

We urge you to do whatever you can to get the contract renewed for the Strawberry Music Festival in place as soon as possible, so we can move on with our recovery and continue the festival tradition at the Camp Mather location this fall.

Sincerely,

Bruce and Anne

Murphys, CA

Calderwood

From: Doug [rice_douglas@hotmail.com]
Sent: Saturday, April 26, 2014 11:54 AM
To: Mayor (MYR)
Cc: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Kim, Jane (BOS); Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Camp Mather permit for Strawberry Music Festival

To the honorable Board of Supervisors:

I send greetings from the great State of Utah.

In regards to the permit to allow the Strawberry Music Festival be held over Labor Day weekend, I would hope you would mandate the fine employees in Recreation and Parks to approve the permit.

Please keep in mind one reason Camp Mather still stands is due to the firefighter fighting efforts of the men and women from numerous agencies, who placed their lives on the line fighting the Rim fire.

But keep in mind another major reason for Camp Mather's continued existence is the commitment of Strawberry Music's brush cleaning crew, who annually removes the fallen fuels from the grounds of Camp Mather. With this reduced fuel load, the area around Camp Mather is much more defensible, and stands as one reason resources could successfully be committed to the protection of the Camp, and ultimately save it from the fire.

As a professional firefighter, I would say without hesitation that without the work of volunteers at Strawberry Music, there is a very high probability there would be no Camp Mather.

Please see fit to approve the permit for Strawberry Music to hold the 2014 Fall Music Festival.

Respectfully,

Doug Rice

West Jordan, Utah

From: Doug [rice_douglas@hotmail.com]
Sent: Saturday, April 26, 2014 11:54 AM
To: Mayor (MYR)
Cc: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Kim, Jane (BOS); Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Camp Mather permit for Strawberry Music Festival

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As a professional firefighter, I would say without hesitation that without the work of volunteers at Strawberry Music, there is a very high probability there would be no Camp Mather.

Please see fit to approve the permit for Strawberry Music to hold the 2014 Fall Music Festival.

Respectfully,

Doug Rice

West Jordan, Utah

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Please renew the contract for the Strawberry Music Festival

From: Zach Beiley [<mailto:zbeiley@gmail.com>]
Sent: Saturday, April 26, 2014 2:49 PM
Cc: Wiener, Scott; Board of Supervisors (BOS); recpark.comission@sfgov.org
Subject: Please renew the contract for the Strawberry Music Festival

Dear Supervisor Wiener,

We would like to bring to your attention an issue that is very near and dear to our hearts as San Francisco residents: the renewal of the contract for the Strawberry Music Festival to use Camp Mather. Our family has attended the Strawberry Music Festival at Camp Mather for 25 years. As you know, due to the catastrophic Rim fire last year, thousands of ticket holders were unable to use their tickets. We have been waiting patiently as the Strawberry Staff have been working on obtaining disaster relief to refund their various contractors and ticket holders, and for the renewal of the longstanding contract with San Francisco for the use of Camp Mather. Without the contract, it is my understanding that there will be a loss, not only of Fall festival, but also of the opportunity to provide disaster relief to all the affected parties.

The Strawberry festival is an essential part of the economy of the foothill area, the California (if not national) music scene, and the vacation tradition of thousands of families. It is unique and incredibly well managed. We have been to many festivals and none compare favorably with the way Strawberry is managed. Tuolumne County has confidence in the Strawberry management to mitigate festival water issues, as they have done with numerous other issues over the years, and we believe that you should as well.

We urge you to do whatever you can to get the contract renewed for the Strawberry Music Festival as soon as possible, so we can move on with recovery and continue the festival tradition at the Camp Mather location this fall.

Sincerely,

Zach Beiley and Divya Vohra
1864 15th St
San Francisco, CA

--
Zach

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Request to my District 8 Supe -- Strawberry Needs Your Help!

From: Carol DiBenedetto [<mailto:caroldb2001@yahoo.com>]
Sent: Saturday, April 26, 2014 2:51 PM
To: Wiener, Scott; Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Request to my District 8 Supe -- Strawberry Needs Your Help!

To Scott Wiener, District 8 Supervisor and elected officials ~

Please understand important the Strawberry Festival is to families living here in SF. Would you please press the Recreation and Parks Department to return the telephone calls to Strawberry Festival and Tuolumne County's Administrator's office? Their permit for the fall is needed, and is critical for the local economy as well as the well-being of loyal attendees from San Francisco. I am sure that the festival and Tuolumne County will mitigate any concerns about Strawberry. Please help them move forward to attain the permit for the 2014 Festival.

Thank you,
Carol DiBenedetto
433 Upper Terrace
SF CA 94117

111

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Why is Strawberry important to me?

From: Laurel Becker [<mailto:laurelbecker@mac.com>]
Sent: Saturday, April 26, 2014 4:01 PM
To: Board of Supervisors (BOS)
Subject: Why is Strawberry important to me?

Dear Board of Supervisors,

I am writing to urge you to please request (require, if you have the authority) the Recreation and Parks Department to return the telephone calls made by the Tuolumne County Supervisors, Tuolumne County Administrators and the Strawberry Music Festival to discuss means to mitigate the Recreation and Parks Department's concerns related to the Strawberry Music Festival, and to please sign the permit for the 2014 Festival.

WHY IS THIS IMPORTANT TO ME?

I have attended every Fall Strawberry Festival since 1986, where I met my then future husband. It took a few festivals to figure out we were meant for each other, but we eventually did, and we are eternally grateful to Strawberry for bringing us together. We have faithfully attended every Fall festival since, and many Spring festivals. Our 14-year son has attended every Fall Festival since he was 3 months old. Being born a "Strawberrian", he can't wait for our Camp Mather getaways! We typically have between 20 and 40 members of our Strawberry Family that camp with us every year. Few of us are blood relatives, but have become just as good as family because of our Strawberry experiences together. Many of these people pictured attended our wedding in Mexico 17 years ago.



In short, the Strawberry Music Festival is an incredibly important part of my, my family's, and my extended Strawberry family's lives. I cannot emphasize this enough!

We festival goers are extremely cooperative with the Festival organizers, staff and volunteers, and will gladly comply with rules that may be necessary to assure our safety. We have demonstrated this repeatedly through the years of the Festival.

Please request the Recreation and Parks Department to return telephone calls so that their concerns surrounding the Strawberry Music Festival may be addressed, and urge the Department to please sign the permit for the 2014 Festival.

Thank you for bearing with the long message!

Respectfully,

Laurel Becker
270 Tradewinds Drive
Boulder Creek, California

From: Evangeline Elston [elstonevangeline@gmail.com]
Sent: Saturday, April 26, 2014 5:47 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS)
Cc: Commission, Recpark (REC)
Subject: Please Ask SFPRC to Permit Strawberry Music Festival at Camp Mather for Fall 2014

Dear San Francisco Board of Supervisors, Chairman,

I have been attending the strawberry Music Festival at Camp Mather just outside Yosemite National Park for many years. It has become part of my family and friend's tradition to attend the festival, enjoy the world class music there and experience the beauty and wonder of the Yosemite and Hetch Hetchy areas every year, sometimes twice a year.

It has come to my attention that the San Francisco Parks and Recreation Commission has stalled the permitting process for the Fall 2014 Strawberry Music Festival and has stopped responding to Strawberry staff, Tuolumne County Supervisors and Administrators in their efforts to move the permitting process forward. I'm writing to you today to urge the San Francisco Parks and Recreation to communicate with Strawberry staff and Tuolumne County, mitigate their concerns with the festival and sign the permit for the 2014 Festival.

3000-4000 people enjoy the spring festival and 4000-6000 enjoy the fall festival every year. The festival makes a very significant contribution to the local economy in and around the entrance to Yosemite and has had a long, satisfying relationship with the City of San Francisco. Please help move this process forward by urging SF Parks and Recreation to respond.

Thank you very much for your time and attention.

Kindly,

Evangeline Elston

530-632-3798

Cc – San Francisco Park and Recreation Commission

--
Evangeline Elston

Director
Valhalla Art, Music and Theatre Festival
P.O. Box 19273
South Lake Tahoe, CA 96151

530-541-4975 - office (May-September)
530-632-3798 - cell

From: Michael Mindel [MikeM@ilfo.com]
Sent: Saturday, April 26, 2014 4:48 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Strawberry Music Festival Fall 2014 Permit

Dear Supervisors and Commissioners-

It has recently come to our attention that the permit for the Fall 2014 Festival at Camp Mather is in question due to concerns that have been raised over potable water supply and forest closure conditions on Evergreen Road. Last Tuesday, the Tuolumne County Board of Supervisors unanimously approved a letter to San Francisco Recreation and Parks Department requesting that a permit be issued for the Fall 2014 Festival with language allowing the option for them to mitigate these concerns.

As you may know, the permit for the Fall 2014 Festival is required for the organizers to receive previously approved disaster relief funding from the Small Business Administration. Their loan with the SBA was approved, in part, because Strawberry Music Festival is an essential part of the economic recovery of the Groveland area and Hwy 120 corridor businesses. The residents and business owners of this community have suffered enough as a result of the Rim Fire and again during the month long closure of Yosemite National Park.

For over 30 years, the organizers have worked with the Tuolumne County Public Works Department and Cal Trans to insure the safe entry and exit of festival goers on Evergreen Road. The organizers are confident in their ability to inform festival participants of the Forest Closure and the importance of complying with Forest Service regulations.

As part of three generations of native San Franciscans that have been attending the Strawberry Music festival for the past 10 years, we feel Strawberry is the best possible use for Camp Mather. The festival is a cherished tradition that anyone can join. It provides meaningful, non-intermediated interaction among family, friends and complete strangers in ways that are rapidly disappearing from modern society. Many San Franciscans have felt the same way, including the late Warren Hellman, who attended and performed at Strawberry over the years.

Tuolumne County Board of Supervisors and the County Administrator's office have lent their full support, because of the positive impact Strawberry has had on the economy and the integrity with which the organizers have conducted their business for over three decades.

It is imperative that the organizers get a permit so that the organizers can refund their customers and continue to produce future festivals. The organizers remain committed to doing everything possible to make this happen. We are supporting them in this endeavor to hold the Fall 2014 Festival at Camp Mather.

Thank you,

Marilyn Mindel, 465 Avila Street, San Francisco, CA 94123
Michael Mindel, 60 Bayview Ave., Larkspur CA 94939
Joni Mindel, 60 Bayview Ave., Larkspur CA 94939
Dashiel Mindel, 60 Bayview Ave., Larkspur CA 94939
Alexander Mindel, 60 Bayview Ave., Larkspur CA 94939

Michael Mindel
SVP-Marketing
Il Fornaio
770 Tamalpais Drive, Suite 400
Corte Madera, CA 94925
415-945-4236
www.ilfornaio.com
Find us on [Facebook](#)

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Save Strawberry Music Festival at Camp Mather

From: Frances Sparky Sotcher [<mailto:fsotcher@yahoo.com>]
Sent: Saturday, April 26, 2014 11:03 PM
To: Linda Collins
Subject: Save Strawberry Music Festival at Camp Mather

April 26, 2014

As a long time attendee of the Strawberry Music Festival I ask the City of San Francisco and the Rec and Parks department to make every effort possible to work with the Strawberry Music Festival organizers, staff of the County of Tuolumne, the US Forest Service and any other entities to ensure that a use permit can be and is issued for the 2014 Fall festival.

As a grandmother my friends and I have enjoyed The Strawberry Way and appreciated the freedom the young people, who attend, have to roam safely throughout the Camp Mather grounds. We arrive, park our car, and enjoy the small town atmosphere of walking everywhere even late at night and feeling safe.

In order for the festival to survive, it is imperative that it be allowed to take place THIS Fall 2014 for the organizers to financially recover from the loss of last year's canceled festival. The festival has received approval from the SBA for disaster relief funding, however that loan is contingent upon a permit being issued for the Fall 2014 festival. Should this permit not be issued, and the funding falls through, the likelihood of the Strawberry Music Festival's demise would be assured, and result in one more extremely painful casualty of the Rim fire creating a ripple effect impossible to quantify.

The festival organizers and community have expressed their eager willingness to overcome remaining obstacles, it seems that with cooperation, the concerns of the City of SF and the USFS can all be addressed to the satisfaction of everyone. Past history of this festival is certainly testament to the integrity of this community for having respect in adherence to guidelines and restrictions, and taking care of the land and Camp Mather.

Allowing the Strawberry Music Festival to take place this Labor Day weekend would provide an enormous boost to those businesses now struggling to keep their heads above water, and may indeed keep some of them from closing their doors permanently. In light of this, and because the Strawberry Music Festival means so much to so many...spiritually, emotionally, mentally, economically, physically, we ask that you do everything within your power to support and work toward the approval of the Strawberry Music Festival Fall 2014 use permit at Camp Mather.

*Thank you for your consideration and efforts.
Respectfully,*

Frances Sotcher, 12479 Walsh Ave, Los Angeles, CA 90066.

From: fisksd@aol.com
Sent: Sunday, April 27, 2014 10:01 AM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: The Strawberry Music Festival

The City's lack of response related to the music festival really should be embarrassing to you all! Not returning calls and/or trying to resolve the issues to have this event succeed really make the folks in public service look bad. The Tuolumne County Administrator's office has made numerous attempts over several weeks to reach officials at the San Francisco Recreation and Parks Department to discuss our permit and allow us to mitigate the issues that have been raised. As of today, the Recreation and Parks Department hasn't returned calls to anyone (not us, not Tuolumne County Supervisors, not Tuolumne County Administrators not even to the office of State Senator Berryhill).

This music festival is family oriented and has been going for in excess of 20 years. The Yosemite fire caused it to cancel last year, a week before the event. All of us who go, miss it and it will be a great loss if you don't work to make this once again happen. It also generates considerable revenue within the area and employs locals.

Please take a moment of your time and see what you can do to personally open communication, leading to a positive resolution! If I was personally involved in local government, I would find this lack of response both embarrassing and a bad representation related my involvement in representing the citizens of my city.

Thank you in advance for resolving this in a positive manner,
Sheldon Donig (415) 672-2249

From: Peter Thompson [bgsignal@comcast.net]
Sent: Sunday, April 27, 2014 12:43 PM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival

Greetings -

I am writing to urge you to advise the San Francisco Recreation and Parks Department of the importance of the resumption of the Strawberry Music Festival at Camp Mather, Yosemite.

The festival is a vital source of musical expression and cultural community -- as well as providing significant economic advantages to the surrounding communities.

The Strawberry Music Festival is now able to produce another exceptional event, despite the extensive damage and other repercussions of the Rim Fire. But it cannot do so without a permit from the S.F. Recreation and Parks Department. Their delayed approval is not only unreasonable but also puts the festival's future in jeopardy.

Thank you very much for your understanding -- and action.

Sincerely -
Peter Thompson

From: Patricia Gomez [pgomezsl@gmail.com]
Sent: Sunday, April 27, 2014 12:10 PM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival Recreation & Parks Dept permit

The Strawberry Music Festival at Camp Mather over Labor Day weekend is awaiting response from the SF Recreation and Parks Department regarding their permit for this event. I strongly urge you to use the influence that you wield to have the Department work with the applicant Strawberry to mitigate any concerns they may have and sign the permit.

It is my understanding that the Department has concerns over potable water and forest closure conditions on Evergreen Road. Over the past weeks Strawberry, the Tuolumne County Supervisors, the Tuolumne County Administrative office and the office of State Senator Berryhill have all called to discuss concerns of the Department and issuance of the permit. NOT ONE OF THE CALLS HAS BEEN RETURNED. This is not an example of good public service.

I have long been an attendee of the Strawberry Music Festival. It is not all about the music. Many friends I see only once a year and that is at the Strawberry Festival. Without it these friendships would likely have withered. Moreover, Strawberry is a significant economic driver for Tuolumne County that cannot be ignored. We stay in lodging prior to the event, buy food and gas in the neighboring communities. These residents and business owners have suffered enough as a result of the Rim Fire.

Strawberry has a long history of working well with the County and State Park Service. Any concerns of the Recreation and Parks Dept. can be mitigated. Not so, however, if the Department staff does not even return calls.

Please act now to direct your Dept. staff of their duty to serve their client Strawberry and the public. Direct them to promptly discuss concerns they may have and work towards a reasonable resolution so that the permit can be issued.

Thank you,

Patricia Gomez, Strawberian since 1989

San Luis Obispo

From: Lisa Burns [lisa@lisaonbass.com]
Sent: Sunday, April 27, 2014 10:50 AM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival

Lisa Burns
312 Walker Dr.
Mountain View, CA 94043

April 22, 2014

Dear Supervisors:

I have been attending the Strawberry Music Festival since 1992. It is the highlight of my year. As many as 25 of my friends and I camp together at Camp Mather. We have watched children grow up and have deep friendships with the folks in our camp and in neighboring camps. I have played on the stage, and am now part of the radio station staff.

We urge you to grant a permit to Strawberry for their 2014 Fall Festival. We realize there are issues with water and forest closures.

These are things the Festival staff has overcome before.

The economy of the surrounding area will benefit greatly from the festival. These folks have suffered quite a blow with the Rim Fire and allowing the Festival to continue will mean much needed income for the small businesses in the area. We join with Tuolumne County in asking you to grant this permit.

Sincerely,

Lisa Burns
and the 25 other souls who call our camp home

Lisa Burns
www.lisaonbass.com
lisa@lisaonbass.com
650-303-4600

From: Windsor Green [windsorg@vom.com]
Sent: Sunday, April 27, 2014 11:12 AM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival

Hello

I am writing to encourage you to support the permit for Strawberry Music festival in the Fall of 2014, by encouraging the Dept of Parks and Rec to work with the management of Strawberry and issue the permit.

My family has attended the festival for more than 25 years, my kids grew up there. It has become a very important part of our family. Everyone was and is so disturbed about the Rim fire, and want to do what is necessary to get the festival back on track.

Please allow the festival to continue.

Windsor Green

Sonoma, CA

Windsor Green

windsorg@vom.com

From: Patrick Koepele [pkoepele@gmail.com]
Sent: Sunday, April 27, 2014 12:25 AM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC); Lee, Mayor (MYR)
Subject: Camp Mather and the Strawberry Music Festival

Dear Mr. Mayor, Members of the Board of Supervisors, and Members of the Recreation and Park Commission,

I write you to urge you to quickly issue a permit to the Strawberry Music Festival to hold a festival over the coming Labor Day Holiday weekend. I am a long-time attendee of the festival and resident of Tuolumne County.

Last summer's Rim Fire was devastating to the local economy. The community is just beginning to slowly recover from this disaster and the Labor Day Strawberry Music Festival would be one more important step in that recovery. This festival brings tourism and jobs to Tuolumne County.

The residents of San Francisco benefit in so many ways from its facilities in Tuolumne County (water, power, recreation). It is important that San Francisco do what it can to support Tuolumne County in some small way so that the county can continue to provide these benefits.

The Strawberry Music Festival is a very unique family-friendly festival with a warm community of festival goers who are more than capable of taking care of Camp Mather under the current difficult conditions. If potable water is an issue, festival attendees and the festival producers can mitigate this problem.

Again, I urge you to issue a permit for the fall 2014 festival right away.

Sincerely,
Patrick Koepele

From: Ralph Williams [ralph_bloomfieldlabs@yahoo.com]
Sent: Sunday, April 27, 2014 1:46 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Fall 2014 Strawberry Mitigation of Issues

Dear San Francisco County Board of Supervisor, Mayor and Parks and Recreation Department,

I really appreciate your attention to the details of getting the Mather Camp repairs done in a timely, effective and safe manner. At the same time, the Strawberry Music Festival has happened at Camp Mather for over 30 years and has provided an amazing opportunity for families to enjoy the landscape and all the camp has to offer.

I understand that there are concerns regarding public safety and the fact that there are logging operations being done near Evergreen Road. I strongly feel that the festival goers can honor the necessary rules regarding the road, and camp within the confines of Camp Mather. I also am of the opinion that the festival organizers are incredibly good in their organizational and security operations to ensure that there is no unlawful camping.

I also understand that there is a concern about potable water. Certainly the festival, goers including me would be happy to bring our own drinking water to ensure that the festival occurs on Labor Day weekend. I also understand that Charlie Cran has offered to bring in a water truck with potable water.

The other thing is that the festival is an important part of California culture and diversity. The people who go to the festival are incredibly cooperative and understanding of the current mitigating circumstances. I feel confident that we can all work together to have a successful and safe festival this fall.

Please take my thought into consideration in your deliberations.

Thanks,
Ralph Williams

From: steve [danner.phone@gmail.com]
Sent: Sunday, April 27, 2014 7:25 PM
To: Mar, Eric (BOS)
Cc: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Re: 2014 Strawberry Music Festival at Camp Mather

On Apr 27, 2014, at 5:12 PM, KW <klwcislo@gmail.com> wrote:

> The 2013 Rim fire was devastating, but I am writing to request you to urge the San Francisco Parks and Recreation department to work with the Tuolumne County and the Strawberry Festival Staff to mitigate any concerns you have about the Strawberry Festival returning for fall 2014.

>

> Strawberry has been an important event in our family's lives. We've attended annually since 1983 and it is a tradition that we would like to see continue.

>

> Please work with the Parks and Recreation Department, and try to resolve any identified issues.

> Thanks for your attention to this matter.

>

> Steve Danner
> 408-427-4590

From: Karen Sellers [ksellers3858@gmail.com]
Sent: Sunday, April 27, 2014 7:17 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Strawberry Music Festival Fall 2014 Festival

To San Francisco Board of Supervisors, San Francisco Recreation & Park Commission:

To some the Strawberry Music Festival is just a music festival. But to those of us who have attended over the past 25 years "Strawberry" is a way of life. If the world behaved as the staff of Strawberry encouraged people to behave the world would be a much better place. The operators of the Strawberry Music Festival respect their patrons and the property on which the festival is held and encourage that same respect from all attendees on the property. I'm always proud to hear attendees brag that they leave their camp space cleaner than how they found it. To many the festival grounds – Camp Mather is treated almost like sacred space. We've met people who have become our life partners here, seen our children grow here, forged long-lasting friendships here, and had more fun than can be imagined here.

Some have said that Strawberry has too many rules but over the years I've seen that the festival operators have made these common-sense rules to ensure the enjoyment and safety of the festival for all. As a volunteer we've been encouraged to be helpful to those attending for the first time. To first timers we've helped find a space for them to camp, even welcoming them into our already crowded camp area. We've kindly explained the rules and why they exist and helped them find their way around the campground. Strawberry staff promotes this pay-it-forward attitude that many of us have adopted in our day to day world

I have to implore you to work with the Tuolumne County Administrator's office to discuss their permit and the allow them to mitigate the issues that have been raised in order to have a Fall 2014 festival. There are now generations of people who would be so disappointed to see it all end. This truly is one of the most welcoming atmospheres for all ages who love music and friendship.

Respectfully,

Karen Sellers, Sacramento, CA

Strawberry Music Festival attendee since 1989

From: KW [klwcislo@gmail.com]
Sent: Sunday, April 27, 2014 5:13 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: 2014 Strawberry Music Festival at Camp Mather

The 2013 Rim fire was devastating, but I am writing to request you to urge the San Francisco Parks and Recreation department to work with the Tuolumne County and the Strawberry Festival Staff to mitigate any concerns you have about the Strawberry Festival returning for fall 2014.

Strawberry has been an important event in our family's lives. We've attended annually since 1983, and our children were 'raised' at Strawberry. They are now strong supporters of live music, as are we. It is a strong, positive tradition that we would like to see continue.

Please work with the Parks and Recreation Department, and try to resolve any identified issues, so the tradition can continue.

Thanks for your attention to this matter. Although I am not a San Francisco resident, I have been a Bay Area resident since the early 1970s

Karen Wcislo
408-427-4591

From: David Cherner [david@yoltrips.com]
Sent: Sunday, April 27, 2014 7:48 PM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: Permit for the Strawberry Music Festival at Camp Mather
Attachments: PastedGraphic-2.tiff

Dear Supervisors-

As a long time resident of San Francisco (21 years until 2012!) and a longtime fan and participant in the Strawberry Music Festival at Camp Mather, I strongly urge you to do everything in your power to ensure that the City of San Francisco issues the requisite permits for the festival to take place this year.

Thank you,
David Cherner

David Cherner

415.730.1370
www.yoltrips.com
[facebook.com/YOLtrips](https://www.facebook.com/YOLtrips)

Baja in May? More here: <http://bit.ly/1gbwtIG>

YÖL
mind.body.service.

From: Loree [loraleellen@sbcglobal.net]
Sent: Sunday, April 27, 2014 7:56 PM
To: Board of Supervisors (BOS); Commission, Recpark (REC); Avalos, John (BOS); Cohen, Malia (BOS); Campos, David (BOS); Wiener, Scott; Yee, Norman (BOS); Jan.Kim@sfgov.org; Breed, London (BOS); Tang, Katy (BOS); Chiu, David (BOS); Farrell, Mark (BOS); Mar, Eric (BOS)
Subject: Request your immediate Review

I would like to request that you review the permit for The Strawberry Music Festival that would usually take place on the Memorial and Labor Day weekends at Camp Mather.

This festival is one of the premier Music Festivals on the west coast! Attended twice per year for nearly 30 years, it has become a family tradition for many Bay Area residents and others from outside the state & country. In our camp in particular we have several members who have attended since the beginning and now their children are bringing their children. I can't stress enough how this festival brings so many people together to enjoy a weekend of fellowship - and oh yes - the music! Bands attend from all over the world and are awed and amazed by the setting and the people - from the organizers to the audience - to the family camps where they are invited to join us for meals and to add some class to our home made music.

This festival must surely be good for tourism in the area as a whole. The small towns that we pass through must benefit greatly from our various needs as we stop for the essentials forgotten from home! Not to mention return trips since it is so close to the Bay Area.

Our disappointment over the cancellation of the Festival last fall due to the Rim Fire was displaced by our gratitude to the firefighters who saved Camp Mather. We can also understand that perhaps there are other circumstances that have prevented the Spring Festival from occurring but now we are once again in fear that the Festival may not happen even in September!

Please - Please - Please consider the request of the Festival organizers to let our beloved Strawberry Music Festival happen once again at Camp Mather in September. This is a wonderful venue and I proudly tell my friends and family about this amazing area.

Thank you for your consideration.
Loree Robinson

From: Cecily Johnson-Underwood [cstrawb@earthlink.net]
Sent: Sunday, April 27, 2014 11:15 PM
To: Mar, Eric (BOS); Chiu, David (BOS); Farrell, Mark (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS)
Cc: Board of Supervisors (BOS); Commission, Recpark (REC); Rosalie.Howarth@cumulus.com; cmusiker@kqed.org; DWiegand@sfgchronicle.com; lkatz@sfxaminer.com; studio@michaelromanowski.com
Subject: Strawberry Music Festival at Camp Mather- Permit Renewal

Distinguished Public Servants of the great City of San Francisco,

I am writing regarding a matter which of great concern to myself, my family, and to a large community deeply seeded in over 30 years of tradition. The Strawberry Music Festival has had the pleasure of calling beautiful Camp Mather its home since 1983, and I fear that its future may be in jeopardy.

The Strawberry Music Festival is more than just a music festival. It is a unique, diverse, artful, family, nature-driven experience which is so closely woven into the fabric of Camp Mather itself, that to think of Strawberry outside of Camp Mather is unfathomable. Strawberry is a cultural, musical and historical beacon, which pairs naturally with a city like San Francisco. With the City's brilliant, world class array of culture, art, music, multifariousness, and love of beautiful, natural spaces, having a festival like Strawberry within City property is, and has always been, a perfect fit. As a former resident of San Francisco, I am keenly aware of the City's devotion to preserving places and events which are of historical significance. I am hoping that the decision-makers at City Hall will see Strawberry in this same light. **The Strawberry Music Festival is a landmark, a treasure to the City, and must be preserved.**

It is my understanding that the Parks and Recreation Department has not yet approved a renewed contract with The Strawberry Music Festival due to concerns over the Rim Fire disaster. Strawberry has been diligent in their compliance of all of the Parks and Recreation's concerns and requests, and yet the permit process is still in limbo. The delay in approval is wreaking havoc on Strawberry's ability to function and is causing deep distress in the greater Strawberry community. I urge you to encourage the Parks and Recreation Department to communicate with Strawberry in a timely fashion in order to mitigate their concerns. **The timely approval of Strawberry's permit is absolutely urgent.**

I am humbly requesting your assistance in aiding this process along. I am hopeful that you too appreciate the importance of this festival, not only to the great city of San Francisco, but to the entire music world. Countless legends have graced Strawberry's stage over the years, and with your help, many more will for years to come.

Thank You.

Sincerely,

Cecily Johnson-Underwood
925-876-7262
cstrawb@earthlink.net

From: Randy & Mardeen Gordon [randeenland@comcast.net]
Sent: Sunday, April 27, 2014 11:40 PM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival Use Permit at Camp Mather Fall 2014

To the Office of the Clerk of the Board of Supervisors (San Francisco),

I and my family urge you on behalf of ourselves and the citizens of this state, to please encourage the City of San Francisco and the Rec and Parks department to make every effort possible to work with the Strawberry Music Festival organizers, staff of the County of Tuolumne, the US Forest Service and any other entities to ensure that a use permit can be and is issued for the 2014 Fall festival. We have been informed that the Rec and Parks department is planning to not sign the permit.

In order for the festival to survive, it is imperative that it be allowed to take place THIS Fall 2014 for the organizers to financially recover from the loss of last year's canceled festival. The festival has received approval from the SBA for disaster relief funding, however that loan is contingent upon a permit being issued for the Fall 2014 festival. Should this permit not be issued, and the funding falls through, the likelihood of the Strawberry Music Festival's demise would be assured, and result in one more extremely painful casualty of the Rim fire creating a ripple effect impossible to quantify.

The festival organizers and community have expressed their eager willingness to overcome remaining obstacles, it seems that with cooperation, the concerns of the City of SF and the USFS can all be addressed to the satisfaction of everyone. Past history of this festival is certainly testament to the integrity of this community for having respect in adherence to guidelines and restrictions, and taking care of the land and Camp Mather. Indeed, the firefighters who saved Camp Mather credit the Strawberry Brush Crew for it's diligence and hard work in clearing brush around Camp Mather over the years, creating the defensible space that was the difference needed to save the camp.

Why is Strawberry so special? Strawberry is a valuable cultural asset. While always being about the music first, since it's start in 1982 it has also evolved into a community experience like none other. Everyone takes care of their neighbor...is probably one of the easiest ways to sum up what has become affectionately coined as 'The Strawberry Way', and that philosophy is extended to all of life. It's probably one of the most often heard phrases around camp. During these years, we've seen children born, raised, and having children of their own, and all within the backdrop of this wonderful experience known as Strawberry...a place that teaches all of us so many important lessons about respecting life, music, art, our planet and our fellow neighbors at Strawberry and in life. So, from a human standpoint it has immeasurable value. Economically this festival has value as well. The people that come to Camp Mather year in and year out also contribute heavily to the local economies of the communities in Tuolumne County and the surrounding areas. Many of the businesses in those areas rely on this contribution to stay healthy year after year. Certainly that economy has taken a huge hit since the fire occurred. Allowing the Strawberry Music Festival to take place this Labor Day weekend

would provide an enormous boost to those businesses now struggling to keep their heads above water, and may indeed keep some of them from closing their doors permanently.

In light of this, and because the Strawberry Music Festival means so much to so many...spiritually, emotionally, mentally, economically, physically, we ask that you do everything within your power to support and work toward the approval of the Strawberry Music Festival Fall 2014 use permit at Camp Mather.

Thank you for your consideration and efforts.

Respectfully,

Randy Gordon
1201 Dundee Ave.
Ben Lomond, CA 95005

From: Gladys Marie Tjorhom [mailto:mail@changemail.org]
Sent: Sunday, April 27, 2014 11:56 PM
To: Board of Supervisors (BOS)
Subject: Sign the Permit to allow The Strawberry Music Festival to be held in Camp Mather for 2014

Dear To Whom it May Concern,

I just signed dawn passaro's petition "[To Whom it May Concern: Sign the Permit to allow The Strawberry Music Festival to be held in Camp Mather for 2014](#)" on Change.org.

SAVE THE MUSIC! Please Sign the Permit to allow The Strawberry Music Festival to be held in Camp Mather for 2014. As a long time Strawberry Music Festival attendee, I implore you to sign the permit, or at least respond to the requests to negotiate and allow the festival Organizers to find ways to meet the needs of the City of San Francisco as they relate to this decision. It would be a real blow to the Northern California Americana Music scene if this Festival were to disappear. This type of music is just now starting grow and the Strawberry Music Festival is one of the corner-stones of Americana Music in the San Francisco bay area. Don't let this amazing resource fall to the way-side. Please find a way to allow Strawberry Music Festival to continue.

Sincerely,
Gladys Marie Tjorhom Oslo, Norway

There are now 3 signatures on this petition. Read reasons why people are signing, and respond to dawn passaro by clicking here:

<http://www.change.org/petitions/to-whom-it-may-concern-sign-the-permit-to-allow-the-strawberry-music-festival-to-be-held-in-camp-mather-for-2014/responses/new?response=bd265042d46e>

From: Mirjam Kapoen [mailto:changemail.org]
Sent: Sunday, April 27, 2014 11:08 PM
To: Board of Supervisors (BOS)
Subject: Sign the Permit to allow The Strawberry Music Festival to be held in Camp Mather for 2014

Dear To Whom it May Concern,

I just signed dawn passaro's petition "[To Whom it May Concern: Sign the Permit to allow The Strawberry Music Festival to be held in Camp Mather for 2014](#)" on Change.org.

SAVE THE MUSIC! Please Sign the Permit to allow The Strawberry Music Festival to be held in Camp Mather for 2014. As a long time Strawberry Music Festival attendee, I implore you to sign the permit, or at least respond to the requests to negotiate and allow the festival Organizers to find ways to meet the needs of the City of San Francisco as they relate to this decision. It would be a real blow to the Northern California Americana Music scene if this Festival were to disappear. This type of music is just now starting grow and the Strawberry Music Festival is one of the corner-stones of Americana Music in the San Francisco bay area. Don't let this amazing resource fall to the way-side. Please find a way to allow Strawberry Music Festival to continue.

Sincerely,
Mirjam Kapoen Los Angeles, California

There are now 2 signatures on this petition. Read reasons why people are signing, and respond to dawn passaro by clicking here:

<http://www.change.org/petitions/to-whom-it-may-concern-sign-the-permit-to-allow-the-strawberry-music-festival-to-be-held-in-camp-mather-for-2014/responses/new?response=bd265042d46e>

From: Beth McGreevy [bmcgreevy@gmail.com]
Sent: Sunday, April 27, 2014 9:22 PM
To: Wiener, Scott; Commission, Recpark (REC); Board of Supervisors (BOS)
Subject: Strawberry Music Festival at Camp Mather

Dear Supervisor Wiener,

As a long-time member of your district I am compelled to write you ask that you help save the beloved and vital Strawberry Music Festival at Camp Mather.

I have attended every festival since 2001. The festival that was canceled due to the Rim Fire this past fall was to be my 25th, my husband's 15th, and my 4-year-old daughter's 10th festivals.

The Strawberry Music festival goes above and beyond any other I've attended in working to create an atmosphere of kindness and responsible enjoyment, in addition to being a mecca of wonderful music from all parts of the globe, and helping to enrich everyone's appreciation for good musicianship. And unlike most music festivals it is very safe and family friendly! I really have to emphasize how hard they work - it is the CLEANEST festival I have ever attended in more than 30 years of going to music festivals around the nation, with an army of dedicated staff and volunteers to keep things running smoothly and safely.

Many of our neighbors and friends also volunteer with the festival - and we all work very hard to leave Camp Mather better than we find it each festival. In fact, the work of the brush clearing crew that Strawberry has for nearly a week each spring can be credited with helping to keep Camp Mather defensible during the Rim Fire. Without Strawberry, Camp Mather might not have been saved at all.

Strawberry management has communicated with those of us who are eagerly awaiting the next festival that there have been concerns about having enough water and protecting certain areas that may not be safe for people to camp in -- and I have NO DOUBT that Strawberry festival management can and will do everything that's needed to meet these concerns with workable solutions. We've seen them bring in water trucks, we've all made adjustments for staying off areas that need protection (or that we need protection from) before. This festival and the people who run it are truly the best at taking care of the people who come to the festival and of Camp Mather.

Just to give you an idea of how much we treasure this festival - I will tell you my story: At my first festival in 2001, I went up as a new transplant to San Francisco from Chicago. I knew of only 1 out of 25 artists that were going to play, and NONE of the people attending. I brought a tent and some gear and hoped for the best.

I was "adopted" immediately by a camp of families who helped me set up my tent, lent me anything I was missing, showed me around, included me in their traditions and camp jam sessions and helped me fall in love with the festival.

Several years later I brought my new fiance to the festival - and my cadre of festival neighbors (a second family to me really) - all came over to meet him and make sure he was the right guy for me. Quickly they recognized him as wonderful and busied themselves with welcoming and helping him enjoy the festival. We held a second wedding reception there the next festival and even in the worst weather have marveled at how everyone helps each other and the music plays on.

When our only daughter was born much closer to the spring festival than we anticipated (are all first babies so late?), we still couldn't imagine not going. At 17-days-old we took her up to the festival and we were amazed at how wonderful it was - everyone was excited to see us, we had lots of caring people to help out, the facilities are amazing and we felt safe and "at home," even with a newborn. She has been to every festival since and she is truly a Strawberry girl. There's no other music festival that we feel comfortable bringing her to where she can meet and play with other children, dance and run around safely as we watch but don't have to be worried if she gets 20+ feet away -- we can still see and hear her and let her explore. Compare this to most festivals that are so crowded it would be crazy to let a child her age get more than 5 feet away (or less in some circumstances).

Please do everything you can to ensure that the Recreation and Parks Department gives Strawberry Festival Management a fair chance to show their plans to mitigate the stated concerns so that they can be issued a permit to hold a festival this Fall over Labor Day weekend.

I am certain they will exceed the needs and requirements in order to be able to resume the festival and bring us back to a place and an event we love so much.

Thank you,

Beth McGreevy & Adam Winer
538 27th Street
San Francisco, CA 94131

kidpowerSan Francisco

- > Earliest Teachable Moment: Personal Safety for Babies, Toddlers, and Preschoolers
- > One Strong Move: A Cartoon-Illustrated Introduction to Teaching Self-Defense

From: Cindy Reynolds [52postcards@gmail.com]
Sent: Sunday, April 27, 2014 9:09 PM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival

April 27, 2014

Dear Board of Supervisors,

Strawberry Music Festival is an exceptional celebration which combines music, family, friends, and the beautiful Camp Mather. I urge you to support the issuance for The Strawberry Music Festival's use permit for Camp Mather for Fall 2014 to allow the festival to continue to be held.

By this time, you have probably read about The 'Strawberry Way' which embodies the spirit of the festival. There is a strong sense of community and responsibility; for four days you are part of something so incredibly special and it is a feeling you hold with you long after you make that turn back onto Highway 120. This sense of community, is not limited to the people of Strawberry, it includes the beautiful surroundings and we are committed to making sure that Camp Mather is left better than we found it. Please be assured that this conviction will guarantee that forest closures will be strictly adhered to, water will be conserved and brought in by participants and any other regulations will be followed to ensure the safety of Camp Mather and the continuance of the Strawberry Music Festival.

I and my family urge you on behalf of ourselves and the citizens of this state, to please direct your staff in the Rec and Parks department to make every effort possible to work with the Strawberry Music Festival organizers, staff of the County of Tuolumne, the US Forest Service and any other entities to ensure that the permit can be and is issued for the 2014 Fall festival.

Thank you for your consideration and efforts.
Respectfully,

Cindy K. Reynolds

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: Strawberry Music Festival Use Permit at Camp Mather Fall 2014

From: Mardeen [<mailto:mardeen@comcast.net>]
Sent: Monday, April 28, 2014 12:01 AM
To: Board of Supervisors (BOS)
Subject: Strawberry Music Festival Use Permit at Camp Mather Fall 2014

To the Office of the Clerk of the Board of Supervisors (San Francisco),

I and my family urge you on behalf of ourselves and the citizens of this state, to please encourage the City of San Francisco and the Rec and Parks department to make every effort possible to work with the Strawberry Music Festival organizers, staff of the County of Tuolumne, the US Forest Service and any other entities to ensure that a use permit can be and is issued for the 2014 Fall festival. We have been informed that the Rec and Parks department is planning to not sign the permit.

In order for the festival to survive, it is imperative that it be allowed to take place THIS Fall 2014 for the organizers to financially recover from the loss of last year's canceled festival. The festival has received approval from the SBA for disaster relief funding, however that loan is contingent upon a permit being issued for the Fall 2014 festival. Should this permit not be issued, and the funding falls through, the likelihood of the Strawberry Music Festival's demise would be assured, and result in one more extremely painful casualty of the Rim fire creating a ripple effect impossible to quantify.

The festival organizers and community have expressed their eager willingness to overcome remaining obstacles, it seems that with cooperation, the concerns of the City of SF and the USFS can all be addressed to the satisfaction of everyone. Past history of this festival is certainly testament to the integrity of this community for having respect in adherence to guidelines and restrictions, and taking care of the land and Camp Mather. Indeed, the firefighters who saved Camp Mather credit the Strawberry Brush Crew for it's diligence and hard work in clearing brush around Camp Mather over the years, creating the defensible space that was the difference needed to save the camp.

Why is Strawberry so special? Strawberry is a valuable cultural asset. While always being about the music first, since it's start in 1982 it has also evolved into a community experience like none other. Everyone takes care of their neighbor...is probably one of the easiest ways to sum up what has become affectionately coined as 'The Strawberry Way', and that philosophy is extended to all of life. It's probably one of the most often heard phrases around camp. During these years, we've seen children born, raised, and having children of their own, and all within the backdrop of this wonderful experience

known as Strawberry...a place that teaches all of us so many important lessons about respecting life, music, art, our planet and our fellow neighbors at Strawberry and in life. So, from a human standpoint it has immeasurable value. Economically this festival has value as well. The people that come to Camp Mather year in and year out also contribute heavily to the local economies of the communities in Tuolumne County and the surrounding areas. Many of the businesses in those areas rely on this contribution to stay healthy year after year. Certainly that economy has taken a huge hit since the fire occurred. Allowing the Strawberry Music Festival to take place this Labor Day weekend would provide an enormous boost to those businesses now struggling to keep their heads above water, and may indeed keep some of them from closing their doors permanently.

In light of this, and because the Strawberry Music Festival means so much to so many...spiritually, emotionally, mentally, economically, physically, we ask that you do everything within your power to support and work toward the approval of the Strawberry Music Festival Fall 2014 use permit at Camp Mather.

Thank you for your consideration and efforts.

Respectfully,

Mardeen Gordon
1201 Dundee Ave.
Ben Lomond, CA 95005

From: Karen Carchidi [kcarchidi@hotmail.com]
Sent: Monday, April 28, 2014 7:27 AM
To: Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Subject: From a concerned citizen: Strawberry needs your help!

To all of you to whom it should concern;

I am writing this letter to strongly urge you to take action to help us move forward with plans for Strawberry Music Festival this fall. Please put pressure on the Recreation and Parks Department to return phone calls to the producers of the festival, mitigate their concerns with Strawberry and sign the permit for the 2014 fall festival immediately.

The Tuolumne County Administrator's office has made numerous attempts over several weeks to reach officials at the San Francisco Recreation and Parks Department to discuss the permit and allow them to mitigate the issues that have been raised. As of today, the Recreation and Parks Department hasn't returned calls to anyone (not the Strawberry producers, not Tuolumne County Supervisors, not Tuolumne County Administrators not even to the office of State Senator Berryhill). What is up with that?

This festival has been a huge part of many of our lives for decades and has served the interests of the City of San Francisco, the communities surrounding Strawberry, a huge music community, thousands of families and many many others. The fire last year devastated us all. Let's get back on track. Allowing the festival to happen this year will do much more good than harm, so I urge you to take action now on behalf of this beloved institution.

Sincerely,
Karen Carchidi

Karen Carchidi
Artist & Music Promotions
530 277-1396
530 272-5785
12628 Towle Court
Grass Valley, CA 95945

California Organics & The Organic Grill
Friday and Saturday nights
karen.calorg@gmail.com
530 265-9392

House Concerts

Club Acoustica West
Nevada City, California

From: Terry Mollica [tjm@cmlawoffices.com]
Sent: Monday, April 28, 2014 10:29 AM
To: Lee, Mayor (MYR); Shelly_Abajian@feinstein.senate.gov; Mar, Eric (BOS); Farrell, Mark (BOS); Chiu, David (BOS); Tang, Katy (BOS); Breed, London (BOS); Jan.Kim@sfgov.org; Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS); Board of Supervisors (BOS); Commission, Recpark (REC)
Cc: Strawberry Music Festival Announcements
Subject: Camp Mather Use Permit for the Strawberry Music Festival 2014
Attachments: 140428 Letter to Mayor Lee SF Board of Sups and RPC re Strawberry Music Festival.pdf

Dear Mayor Lee, Ms. Abajian, Hon. San Francisco Supervisors and Recreation and Parks Department,

Please see the attached correspondence regarding the above-referenced matter.

Terry J. Mollica



2121 N. California Blvd., Suite 520
Walnut Creek, CA 94596
Tele : (925) 262-4888
FAX : (925) 262-4889
E-MAIL: tjm@cmlawoffices.com

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2121 N. CALIFORNIA BLVD., SUITE 290
WALNUT CREEK, CALIFORNIA 94596
TELE: (925) 974-3325
FAX: (925) 974-3506

TERRY J. MOLLIKA
DIRECT DIAL: (925) 974-3332
E-MAIL: TJM@CMLAWOFFICES.COM

April 28, 2014

VIA EMAIL TRANSMISSION ONLY

Mayor Edwin Lee
City Hall, Room 200
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102
mayoredwinlee@sfgov.org

Shelly H. Abajian
Director, Central California
U.S. Senator Dianne Feinstein
2500 Tulare Street, Suite 4290
Fresno, CA 93721
Shelly_Abajian@feinstein.senate.gov

San Francisco Board of Supervisors:

Eric Mar / District 1 /
Eric.L.Mar@sfgov.org
Mark Farrell / District 2 /
Mark.Farrell@sfgov.org
David Chiu / District 3 /
David.Chiu@sfgov.org
Katy Tang / District 4 /
Katy.Tang@sfgov.org

London Breed / District 5 /
London.Breed@sfgov.org
Jane Kim / District 6 / *Jan.Kim@sfgov.org*
Norman Yee / District 7 /
Norman.Yee@sfgov.org
Scott Wiener / District 8 /
Scott.Wiener@sfgov.org
David Campos / District 9 /
David.Campos@sfgov.org
Malia Cohen / District 10 /
Malia.Cohen@sfgov.org
John Avalos / District 11 /
John.Avalos@sfgov.org

Clerk of the Board of Supervisors
Board.of.Supervisors@sfgov.org

**San Francisco Recreation and Park
Commission**
Email: *recpark.commission@sfgov.org*

Re: Camp Mather --- Fall 2014 Strawberry Music Festival

Hon. Mayor Lee, Ms. Abajian, Supervisors and Park Commission Members,

I write to you concerning an issue of utmost importance to many families in the Northern California and specifically the Bay Area; the issuance of the use permit for Camp Mather to the organizers of the Strawberry Music Festival ("SMF"). I understand that as a result of the Rim Fire, the San Francisco Recreation and Parks Commission ("RPC") has had concerns about the issuance of a use permit to the SMF due to concerns over potable water supply and forest closure

SF Board of Supervisors
SF Recreation and Parks Commission
April 28, 2014
Page 2

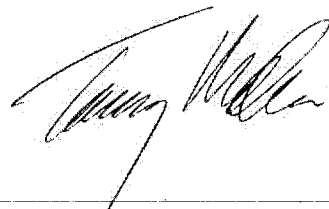
conditions on Evergreen Road. Despite SMF's willingness to engage in mitigation measures, the RPC has been reluctant to issue the permit or engage in a dialogue with event organizers. I urge the Board of Supervisors and RPC to issue the use permit to SMF so that the festival can resume its long tradition of family-friendly programs. Whatever the environmental concerns may be, I am confident that the SMF organizers and attendees will address every concern reasonably and thoughtfully.

My family of four has attended every fall Strawberry Music Festival over the thirteen years prior to the Rim Fire, as did the families of many of our friends. The SMF has become a family tradition that my children have grown up with and one that I am proud to say has had a very positive impact on the growth and development of my kids. They have learned that the "Strawberry Way" is to be considerate, kind, cooperative, and appreciative of the needs of others and of the environment in which the event takes place. Unlike many festivals, the SMF promotes the festival as a family event and encourages all attendees to demonstrate good citizenship. Most of the attendees of the SMF, like us, return frequently to the festival.

One of the things that keeps people coming back is the fact that the SMF staff does such an excellent job of organizing the event. In my experience, few events are as thoughtfully planned and prepared. The SMF has always adopted plans to mitigate the impact of conducting the festival at Camp Mather and for the most part the festival goers seem to understand that it is a privilege to conduct the festival at such a wonderful venue. I am confident that the organizers will adopt mitigation measures that will protect Camp Mather and the surrounding community and I also believe that the festival goers can be depended upon to respect the need for mitigation measures.

Although we are no longer residents of San Francisco, we have lived there and I had my business there for many years. Yet, the SMF is an event attended by people from all over California, especially the Bay Area. I hope that you will understand and appreciate the impact of your decision on the families that love and support the SMF and that you will see fit to issue the use permit to SMF so that the festival can resume in 2014. Thank you very much for your consideration.

Very truly yours,

A handwritten signature in black ink, appearing to read "Terry J. Mollica". The signature is fluid and cursive, with a long, sweeping underline that extends to the left.

Terry J. Mollica

From: Bridget R. Miller [beherenowww@gmail.com]
Sent: Monday, April 28, 2014 10:33 AM
To: Avalos, John (BOS); Commission, Recpark (REC); Board of Supervisors (BOS)
Subject: Camp Mather

Dear Supervisor Avalos; Please take action now with the Recreation & Park Commission. They have been dragging their feet, been non responsive, to Strawberry Music Festival's request for a Permit to hold the Fall Festival on Labor Day. Me and my friends from here have been traveling to the most beautiful Yosemite area where Camp Mather is located for the most fantastic music festival, Strawberry. for decades!! The Rim Fire last year caused complete economic devastation, not to mention the forest's devastation, and closed Yosemite.

Strawberry Music goers are very adaptable, and we will do whatever is needed in regard to rationing water useage, etc. (which seems to be the issue) and we always leave the camp in better shape than we found it! But Strawberry has only four months left...they can't get the SBA Disaster Relief funds to operate without the City's permit. Please, please please help. We rely on Tuolumne County for our water...don't they deserve to be rescued from last year's financial disaster?

Thank you. Bridgett Miller, 427 Paris Street, SF 94112

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Camp Mather ? Strawberry Music Festival

From: Michael Lewis [<mailto:malewis@wildblue.net>]
Sent: Monday, April 28, 2014 9:41 AM
To: Commission, Recpark (REC)
Cc: Board of Supervisors (BOS)
Subject: Fwd: Camp Mather ? Strawberry Music Festival

To whom it may concern,
I tried sending this letter to all of the supervisors but many of the addresses were kicked back, so this is an attempt to reach everyone on the board regarding the Strawberry Music Festival at Camp Mather.

Sincerely,
Michael A Lewis

Begin forwarded message:

From: Michael Lewis <malewis@wildblue.net>
Subject: Camp Mather ? Strawberry Music Festival
Date: April 26, 2014 at 8:01:38 PM PDT
To: Eric.L.Mar@sf.gov.org

Dear board members,

As a long time participant in the Strawberry Music Festival I have become well acquainted with the "Strawberry Way" in that every one is to get along, not cause issues, take very short showers to conserve water, clean up a after yourself, be ready for any sort of weather, have a good time, enjoy the scenery, and the festival. This event held twice annually has become like Camelot, in that it appears magically from nowhere and exists for a few days, and then is gone, only to arise again next time round. This event is a family friendly 'happening' with activities tailored to the different age groups, world class music on stage, wonderful food concessions, and a great group of friendly and interesting attendees.

Please don't smother this event, it is a shining example of cultural expression and social cooperation. The staff at this event are always helpful and ready to deal with whatever comes their way, be it failure of the camp electrical system, too much rain causing seas of mud, sprinklers that come on in the middle of the night, bears in camp, not enough ice, or vehicles that won't start. They take care of the festival and nurture it, and nearly everyone that has been to the festival wants to return, and for good reason: it's a great cultural event to be enjoyed by all in the serene setting of Camp Mather. It is a good thing.

You as board members know that this event has been a successful endeavor and has developed over the years into a valuable draw for "tourists" to visit Camp Mather and spend some money in the towns along Highway 120. It is important to your neighbors in those towns as the economy has not been kind to many out there in the hills. They need every little bit they can get. This event has been good for San Francisco too as many attendees live in your city, plus the staff of the Strawberry Music Festival have made improvements to YOUR infrastructure at Camp Mather over the years. They are good neighbors, are YOU?

Maybe the staff will find a different venue for their festival, after all it is such a great event it must go on.

Wishing the world well,

Michael Lewis

www.michaellewisinstruments.com

Michael Lewis

www.michaellewisinstruments.com

From: Board of Supervisors (BOS)
To: BOS-Supervisors
Subject: FW: Strawberry Music Festival at Camp Mather

-----Original Message-----

From: Larry Lauter [<mailto:larrylauter@earthlink.net>]
Sent: Monday, April 28, 2014 11:00 AM
To: Lee, Mayor (MYR); Commission, Recpark (REC); Board of Supervisors (BOS)
Subject: Strawberry Music Festival at Camp Mather

Mr. Mayor, Board of Supervisors, and Dept of Recreation,

Please support the continued use of Camp Mather by the Strawberry Music Festival. Back in 1995, when I was just out of college and resided at 1323 17th Ave, SF, I began to attend the Strawberry Music Festival. Now 19 years later, I have continued to attend every year. It is a family tradition for myself, my wife, and my two children. Strawberry Music Festival and Christmas are the two annual events my kids look forward to the most.

Strawberry Music Festival is attended by many San Franciscans.

Strawberry Music Festival management, Tuolumne County Board of Supervisors, and many others, have had numerous phone calls and communications unreturned by the SF Dept. of Recreation. Please do all you can to pressure the SF Dept. of Recreation to return calls, mitigate their concerns with Strawberry Festival, and complete the permit for 2014.

I encourage you to make very effort you can to insure that the 2014 Fall Strawberry Festival can happen. We need your support to insure that this cultural and musically important event to happen for many more years to come.

Thank you,

Larry Lauter
larrylauter@earthlink.net

From: Michele Davison [foxhouse@cox.net]
Sent: Monday, April 28, 2014 11:32 AM
To: Commission, Recpark (REC)
Cc: Board of Supervisors (BOS); Avalos, John (BOS); Cohen, Malia (BOS); Campos, David (BOS); Wiener, Scott; Yee, Norman (BOS); Jan.Kim@sfgov.org; Breed, London (BOS); Tang, Katy (BOS); Chiu, David (BOS); Farrell, Mark (BOS); Mar, Eric (BOS)
Subject: Strawberry Music Festival

I am writing to encourage you to act on behalf of the Strawberry Music Festival. This festival is a fantastic family event that brings an appreciation for the arts and our natural world together in one beautiful weekend. Please help it to continue to exist!

Respectfully,
Michele Davison
San Diego, CA