

FILE NO. 141092

Petitions and Communications received from October 11, 2014, through October 20, 2014, for reference by the President to Committee considering related matters, or to be ordered filed by the Clerk on October 28, 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 Representative Louise M. Slaughter, regarding Preservation of Antibiotics for Medical Treatment Act. File No. 140929. Copy: Each Supervisor. (1)

From Ray W. Hartz, Jr., regarding Sunshine Ordinance Task Force File No. 14096. 2 letters. Copy: Each Supervisor. (2)

From concerned citizens, regarding short-term residential rentals. File No. 140381. 8 letters. Copy: Each Supervisor. (3)

From concerned citizens, submitting signatures for petition regarding short-term residential rentals. 120 signatures. File No. 140381. Copy: Each Supervisor. (4)

From concerned citizens, submitting signatures for petition regarding Municipal Transportation Agency. 4,062 signatures. Copy: Each Supervisor. (5)

From Controller, submitting Citywide Nonprofit Monitoring and Capacity Building Program FY2013-2014 Annual Report. Copy: Each Supervisor. (6)

From Sunshine Ordinance Task Force, submitting FY2012-2014 Annual Report. Copy: Each Supervisor. (7)

From Public Health, regarding Final Report of the 2014 Noise Workgroup. Copy: Each Supervisor. (8)

From Controller, submitting Park Maintenance Standards FY 2013-2014 Annual Report. Copy: Each Supervisor. (9)

From District Attorney, submitting Real Estate Fraud FY2013-2014 Annual Report. Copy: Each Supervisor. (10)

From San Francisco Bay Regional Water Quality Control Board, regarding Sonoma Valley Salt and Nutrient Management Plan. (11)

From concerned citizens, submitting signatures for Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting. 40 signatures. File No. 141010. Copy: Each Supervisor. (12)

From concerned citizens, regarding Gleneagles Golf Course lease extension. File No. 140979. Copy: Each Supervisor. (13)

From concerned citizens, regarding Marina Bay Trail Improvement Project. 2 letters. Copy: Each Supervisor. (14)

From Nick Yale, regarding homeless at BART stations. Copy: Each Supervisor. (15)

From Janette Barroca, regarding Fire Chief. Copy: Each Supervisor. (16)

From Sierra Club, regarding San Francisco Public Utilities Commission appointees. Copy: Each Supervisor. (17)



BOS-11  
C-Page

140929

DISTRICT OFFICE:  
3120 FEDERAL BUILDING  
100 STATE STREET  
ROCHESTER, NY 14614  
(585) 232-4850

WEBSITE: <http://www.louise.house.gov>

LOUISE M. SLAUGHTER  
CONGRESS OF THE UNITED STATES  
25TH DISTRICT, NEW YORK

October 1, 2014

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

Board Members,

Thank you for the resolution your board recently passed to address the critical issue of antibiotic resistance and the role played by the overuse of antibiotics in livestock production.

I deeply appreciate your support of my bill, the Preservation of Antibiotics for Medical Treatment Act (PAMTA), and for taking the initiative to recognize the importance of a national ban on nontherapeutic uses of antibiotics in animal agriculture. Over 2 million Americans are sickened each year from antibiotic resistant infections, and 23,000 die as a result. Antibiotics are key ingredients in surgeries, and scientists around the country are predicting that in as soon as ten years, common surgeries such as knee and hip replacements, cesarean sections, and dental work could become lethally dangerous due to antibiotic resistance. In a post-antibiotic world, we will see more women die in childbirth, and many more children will die in their first year of life. Common diseases like strep throat could become fatal. I cannot stress enough the importance of careful stewardship of our antibiotics.

It is through local, grassroots efforts like yours that we will make a difference in public health on a national level. Please review the attached list of organizations supporting PAMTA and encourage your Members of Congress to cosponsor this critical legislation, which I have been leading since 2007.

Your resolution of support is key to my work in Congress, and it is also a genuine source of personal encouragement.

Sincerely,

*Louise Slaughter*  
Louise M. Slaughter

RECEIVED  
BOARD OF SUPERVISORS  
SAN FRANCISCO  
2014 OCT 14 PM 4:18

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**From:** Ray [rwhartzjr@comcast.net]  
**Sent:** Monday, October 20, 2014 11:02 AM  
**To:** Calvillo, Angela (BOS)  
**Cc:** SOTF (BOS); Zitrin, Gabriel (HSA); Ethics Commission (ETH); Avalos, John (BOS); Breed, London (BOS); Campos, David (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS); Association, Library  
**Subject:** OFFICIAL COMMUNICATION WITH THE SAN FRANCISCO BOARD OF SUPERVISORS AND IT'S INDIVIDUAL MEMBERS

Ms. Calvillo,  
Please include this email exchange as an official communication to the Board of Supervisors.

Sincerely,

Ray W. Hartz, Jr.  
Director, San Francisco Open Government

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**From:** "Ray" <rwhartzjr@comcast.net>  
**To:** "Zmuda, Monique" <monique.zmuda@sfgov.org>  
**Cc:** "SOTF" <sotf@sfgov.org>, "Ben Rosenfield (CON)" <ben.rosenfield@sfgov.org>, "Avalos, John" <John.Avalos@sfgov.org>, "Breed, London" <London.Breed@sfgov.org>, "Campos, David" <David.Campos@sfgov.org>, "Chiu, David" <David.Chiu@sfgov.org>, "Cohen, Malia" <Malia.Cohen@sfgov.org>, "Farrell, Mark" <Mark.Farrell@sfgov.org>, "Kim, Jane" <Jane.Kim@sfgov.org>, "Mar, Eric" <Eric.L.Mar@sfgov.org>, "Tang, Katy" <Katy.Tang@sfgov.org>, "Wiener, Scott" <Scott.Wiener@sfgov.org>, "Yee, Norman" <Norman.Yee@sfgov.org>, "Association, Library" <libraryusers2004@yahoo.com>, "Commission, Ethics" <ethics.commission@sfgov.org>, "Zitrin, Gabriel" <Gabriel.Zitrin@sfgov.org>  
**Sent:** Monday, October 20, 2014 10:56:39 AM  
**Subject:** Re: SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Ms. Zmuda and Mr. Rosenfield,

One of my favorite authors, Frank Herbert, wrote: **"Politics is the art of appearing candid and open, while concealing as much as possible."**

You truly are a politician by that definition.

You repeatedly interrupted me, although demanding that I allow you to finish the truly ridiculous explanations which you were putting forward. How is someone supposed to react when they are being sold a "BILL OF GOODS?" I sincerely hope you were not recording our conversation in violation of State law. Although I feel my actions and reactions would seem, to any impartial reviewer, to be quite understandable, especially given you and the Controllers Office repeated failures to produce documents requested. You violate my rights under local ordinance and state law and then want to play the "Mr. Hartz was rude to me" card?

As far as calling you "dishonest" I think your responses and/or lack of responses in this matter would make anyone think that you and your office are hiding things. I also think that any reasonable person would consider your actions and behaviors to be "dishonest" in their efforts to cover the asses of the "City Hall family."

Try to turn this into a personal matter, when you can't defend yourself or the Controllers Office, is nothing but a cheap, political trick, evident on it's face!

Sincerely,

Ray W. Hartz, Jr.

Director, San Francisco Open Government

P.S. I have to wonder how many other "deals" like this your office has allowed to deceive the citizens of San Francisco?

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**From:** "Zmuda, Monique" <monique.zmuda@sfgov.org>  
**To:** "Ray" <rwhartzjr@comcast.net>, "SOTF" <soft@sfgov.org>  
**Cc:** "Ben Rosenfield (CON)" <ben.rosenfield@sfgov.org>  
**Sent:** Monday, October 20, 2014 10:24:19 AM  
**Subject:** RE: SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Mr. Hartz and Sunshine Task Force

I am documenting the fact that you shouted at me, defamed me, called me dishonest and hung up the phone on me today twice, when I told you that I have provided all documents that the Controller has in its possession regarding Friends of the Public Library. Although you do not agree with the content of the materials and reports that are available regarding gifts received by the Public Library from the Friends, all information has been provided.

I insist that you no longer shout at me or members of the Controller's Office, use profane language or harass me and staff when they provide you with information that you request.

Monique Zmuda

Monique Zmuda  
Deputy Controller  
City and County of San Francisco  
415-554-7500  
[Monique.zmuda@sfgov.org](mailto:Monique.zmuda@sfgov.org)

---

**From:** Ray [mailto:rwhartzjr@comcast.net]  
**Sent:** Thursday, October 16, 2014 10:09 AM  
**To:** SOTF (BOS)

**Cc:** Zmuda, Monique (CON); Rosenfield, Ben (CON); Colla, Nicholas (CAT); Hartz, Ray; Caldeira, Rick (BOS); Calvillo, Angela (BOS); Chiu, David (BOS); Tang, Katy (BOS); Yee, Norman (BOS); Avalos, John (BOS); Breed, London (BOS); Mar, Eric (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Cohen, Malia (BOS); Wiener, Scott; Campos, David (BOS); Jesson, Paula (CAT); Jack.Song@sfgov.org

**Subject:** Re: SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Victor,

Am I incorrect or has the Controller failed to respond to the notice of complaint on a timely basis. I already have one Order of Determination finding his office in violation for failure to respond, which I included in the complaint.

It seems the Controller and his staff, particularly Ms. Zmuda-Day don't feel the need to comply with the Sunshine Ordinance. I believe this is also a prima facie set of facts indicating a violation of the California Public Records Act (CPRA). Mr. Rosenfeld seems particularly contemptuous of the "public's right to know."

Sincerely,

Ray W. Hartz, Jr.  
Director, San Francisco Open Government  
(415) 345-9144

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**From:** "SOTF" <sotf@sfgov.org>

**To:** "Zmuda, Monique" <monique.zmuda@sfgov.org>, "Ben Rosenfield (CON)" <ben.rosenfield@sfgov.org>

**Cc:** "Nicholas Colla (CAT)" <nicholas.colla@sfgov.org>, "Hartz, Ray" <rwhartzjr@sbcglobal.net>, "Rick Caldeira (BOS)" <rick.caldeira@sfgov.org>, "Angela Calvillo (BOS)" <angela.calvillo@sfgov.org>

**Sent:** Wednesday, October 8, 2014 2:29:00 PM

**Subject:** SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Good Afternoon,

You have been named as a Respondent in the attached complaint filed with the Sunshine Ordinance Task Force. Please respond to the following complaint/request within five business days.

**The Respondent is required to submit a written response to the allegations including any and all supporting documents, recordings, electronic media, etc., to the Task Force within five (5) business days of receipt of this notice.** This is your opportunity to provide a full explanation to allow the Task Force to be fully informed in considering your response prior its meeting. Please refer to the File Number when submitting any new information and/or supporting documents pertaining to this complaint.

The Complainant alleges:

**File No. 14096:** Complaint filed by Ray Hartz against Ben Rosenfield, Controller, and the Office of the Controller for allegedly violating Administrative Code (Sunshine Ordinance), Section 67.21 for failure to respond to an Immediate Disclosure Request in a timely and complete manner.

*Complaint Attached.*

**Both parties** (Complainant and Respondent) **will be contacted once a hearing date is determined.**

**Complainants:** Your attendance is required at this meeting/hearing.

**Respondents/Departments:** Pursuant to Section 67.21 (e) of the Ordinance, attendance by the custodian of records or a representative of your department, who can speak to the matter, is required at the meeting/hearing.

Also, attached is the Sunshine Ordinance Task Force's complaint procedures.

Pursuant to Section 67.21(b), If the custodian of public records believes the record or information requested is not a public record or is exempt, the custodian shall justify withholding any record by demonstrating, in writing as soon as possible and within ten days following receipt of a request, that the record in question is exempt under express provisions of the Sunshine Ordinance.

Thank you.

**Victor Young**

Administrator

Sunshine Ordinance Task Force

1 Dr. Carlton B. Goodlett Pl., Room 244

San Francisco CA 94102

phone 415-554-7724

fax 415-554-5163

Complete a Board of Supervisors Customer Satisfaction form by clicking the link below.

<http://www.sfbos.org/index.aspx?page=104>

*Disclosures: 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 provided will not be redacted. Members of the public are not required to provide personal identifying information when they communicate with the Board of Supervisors and its committees. All written or oral communications that members of the public submit to the Clerk's Office regarding pending legislation or hearings will be made available to all members of the public for inspection and copying. The Clerk's Office does not redact any information from these submissions. This means that personal*

*information—including names, phone numbers, addresses and similar information that a member of the public elects to submit to the Board and its committees—may appear on the Board of Supervisors website or in other public documents that members of the public may inspect or copy.*



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**From:** Ray [rwhartzjr@comcast.net]  
**Sent:** Monday, October 20, 2014 10:59 AM  
**To:** Calvillo, Angela (BOS)  
**Cc:** SOTF (BOS); Avalos, John (BOS); Breed, London (BOS); Campos, David (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS); Zitrin, Gabriel (HSA); Ethics Commission (ETH); Association, Library  
**Subject:** OFFICIAL COMMUNICATION TO THE SAN FRANCISCO BOARD OF SUPERIVORS AND IT'S INDIVIDUAL MEMBERS

Ms. Calvillo,  
Please include this email exchange as an official communication to the Board of Supervisors.

Sincerely,

Ray W. Hartz, Jr.  
Director, San Francisco Open Government

---

**From:** "Ray" <rwhartzjr@comcast.net>  
**To:** "Zmuda, Monique" <monique.zmuda@sfgov.org>  
**Cc:** "SOTF" <sotf@sfgov.org>, "Victor Young" <victor.young@sfgov.org>, "Ben Rosenfield (CON)" <ben.rosenfield@sfgov.org>, "Avalos, John" <John.Avalos@sfgov.org>, "Breed, London" <London.Breed@sfgov.org>, "Campos, David" <David.Campos@sfgov.org>, "Chiu, David" <David.Chiu@sfgov.org>, "Cohen, Malia" <Malia.Cohen@sfgov.org>, "Farrell, Mark" <Mark.Farrell@sfgov.org>, "Kim, Jane" <Jane.Kim@sfgov.org>, "Mar, Eric" <Eric.L.Mar@sfgov.org>, "Tang, Katy" <Katy.Tang@sfgov.org>, "Wiener, Scott" <Scott.Wiener@sfgov.org>, "Yee, Norman" <Norman.Yee@sfgov.org>, "Association, Library" <libraryusers2004@yahoo.com>, "Zitrin, Gabriel" <Gabriel.Zitrin@sfgov.org>  
**Sent:** Monday, October 20, 2014 10:44:23 AM  
**Subject:** Re: SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Mrs. Zmuda and Controller Rosenfeld,

On the day that Budget and Finance approved the recommendation to the full Board of Supervisors, you assured them that you and/or the Controllers Office had looked into The Friends of the San Francisco Public Library. I'll have to go back and review the video of the actual exchange, but, I believe Supervisor Avalos and Supervisor Farrell approved the recommendation to the full BOS on your assurances. This after Mr. Warfield and I both raised serious questions about the failure of either the City Librarian or the Library Commission being able to show where the more than \$6,000,000 per year The Friends expend actually goes. That day the committee was approving the "gift" of \$750,000, of which the funds actually from The Friends was only \$320,000. This is in the range of 5% to 6% of the money they expend each year.

If the only documents you have are those provided by The Library, then I don't understand how you as a financial expert with the Controllers Office can misrepresent to the public your level of knowledge in this matter. I spent two years fighting with the City Librarian and the Library Commission trying to get documents which showed their level of understanding of those finances. If the SFPL has

produced documents for you now that give a clearer picture, then they withheld those documents from me. I have findings from the Sunshine Ordinance Task Force against both the City Librarian and the Library Commission for withholding documents and failing to produce documents requested. I also have a finding against former DCA Paula Jesson for failing to act on requests to the City Attorney's Office to get the City Librarian to produce documents. This included two petitions to the City Attorney's Office as Supervisor of Public Records, demanding the productions of documents, and multiple requests that the willful and intentional withholding be referred either to the District Attorney or the Attorney General as required by the Ordinance. I will also say that the facts in those cases also support the contention that the actions of the City Librarian and the Library Commission were also violations of the California Public Records Act (CPRA).

There has been a fraud perpetrated on the citizens of San Francisco who think that when they give money to The Friends that it is going to benefit the Library and its patrons. The City Librarian assures the members of the Library Commission that everything is "on track" regarding The Friends and they blindly approve the "gifts" without any understanding of how little of the money actually reaches the Library. **I think the members of the Library Commission have been willfully and grossly negligent in giving a group of private individuals the right to raise money in the name of the SFPL, and by extension the citizens of San Francisco, without making any attempt to carry out the fiduciary responsibilities they have in approving such "a deal."** In fact, if you review the "presentations" given at Library Commission meetings, there is NOTHING that could pass any level of review which would establish that any care was taken by the members of the Library Commission, let alone an acceptable level of care. In addition, Luis Herrera was found by the Fair Political Practices Commission (FPPC) to have unlawfully accepted an average of \$5000 per year in gifts and then lying on his Statements of Economic Interest (SEI), under penalty of perjury, that he got \$ZERO. **This while failing to make any effort to determine how the money was spent which was raised on behalf of the SFPL.**

This willful and gross negligence on the part of the City Librarian and the Library Commission is nothing but criminal at this point. You have made the Controllers Office a party to this long-term and continuing fraud on the citizens of San Francisco. I don't actually believe that your report, which you seem to feel is a response to my IDR, will make all this "go away." In our conversation today, you tried to marginalize and minimize my concerns over this matter. This is NOT a question only relating to one aspect of this situation, but, concern over the total lack of concern with the fiduciary responsibilities of the parties involved, now including you and your office.

You also mentioned some document relating to the reporting requirements of the SFPL, the City Librarian and the Library Commission that you sent me. I received not such information! I got nothing but the responses to emails I sent throughout September, insisting on the production of requested documents by your office. I have provided those emails as part of my complaint to the SOTF. **As of today, you have not produced one document in response to the IDR and the case before the SOTF will proceed. In addition they can consider the finding by the SOTF against you for a similar failure to respond to a previous request. I'm certain that will impress them as to your credibility and that of the Controllers Office in this instance.**

The City Librarian, the Library Commission, the Board of Supervisors and now the Controllers Office have become a party to this deception of the public. This is no different, in my mind, than the good citizens who give money to funds supposedly for the benefit of military veterans, only to find out that 6 cents out of a dollar expended actually goes to help veterans. The public has been deceived by all the parties involved, choosing to think that oversight must be a part of the fund-raising arrangement. Your office, and Mr. Rosenfield in particular, have now become a party to this ongoing deception.

And, if you honestly review the monetary dealings of The Friends, I don't think you would want to go before a jury in a court case to try and explain your office's part in this matter.

In my interactions with Maureen Sullivan, CFO of the SFPL, she has become very sensitive to the way the City Librarian and the Library Commission has dealt with these financial matters. We are, after all talking about more than \$60,000,000 over the period of 2001-2013. According to the SFPL and the Library Commission, although The Friends have engaged in thousands of financial transactions, by paying for or reimbursing City employees for trips, training, and many other activities, there are no documents showing any financial interactions between The Friends and the SFPL. How credible is that?

Frankly, this is a cast of "heads I win, tails you lose." Your failure to respond to my IDR will make people take notice of the "collusion" between members of the "City Hall family" to hide their ongoing negligence in the handling and/or review of these dealings. At previous hearings before the SOTF they found it truly incredible that all this money was raised and expended without even an attempt at oversight. And, as I said before, you have now made your office a party to this series of deceptions, which I believe any civil jury or the Civil Grand Jury will see as anything but "totally irresponsible."

I await your final production of any documents in this matter. Although, the response will prove to be "too little, too late."

Sincerely,

Ray W. Hartz, Jr.  
Director, San Francisco Open Government

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**From:** "Zmuda, Monique" <monique.zmuda@sfgov.org>  
**To:** rwhartzjr@comcast.net, "SOTF" <sotf@sfgov.org>, "Victor Young" <victor.young@sfgov.org>  
**Cc:** "Ben Rosenfield (CON)" <ben.rosenfield@sfgov.org>  
**Sent:** Monday, October 20, 2014 8:55:59 AM  
**Subject:** FW: SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Good Morning Mr. Hartz

I will be sending the Finance Committee a memo with attachments regarding the Library's records concerning gifts received by the Friends of the Public Library later today. I have assembled the information and documents that the Controller's Office has as attachments to the memo. I will send this to you and to Mr. Warfield at the same time.

I know that these public documents were provided to you by the Library in the past, so I do not believe that there is any new information for you beyond the regular reporting that is done on a monthly basis. As you are aware, these reports of gifts received are available on the Public Library's web site. However, my task was to provide information to the Board members on what reporting requirements exist, and where they may be accessed.

After today, I will be on vacation until my retirement date of December 9<sup>th</sup>.

You may reach our office through [Controller@sfgov.org](mailto:Controller@sfgov.org). I will try to call you this morning to clarify any questions about documents should you have any.

Thank you.

Monique Zmuda  
Deputy Controller  
City and County of San Francisco  
415-554-7500  
[Monique.zmuda@sfgov.org](mailto:Monique.zmuda@sfgov.org)

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**From:** Rosenfield, Ben (CON)  
**Sent:** Thursday, October 16, 2014 10:18 AM  
**To:** Zmuda, Monique (CON)  
**Subject:** FW: SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Would you like me to take this, or can you file the response before departing?

---

**From:** Ray [<mailto:rwhartzjr@comcast.net>]  
**Sent:** Thursday, October 16, 2014 10:09 AM  
**To:** SOTF (BOS)  
**Cc:** Zmuda, Monique (CON); Rosenfield, Ben (CON); Colla, Nicholas (CAT); Hartz, Ray; Caldeira, Rick (BOS); Calvillo, Angela (BOS); Chiu, David (BOS); Tang, Katy (BOS); Yee, Norman (BOS); Avalos, John (BOS); Breed, London (BOS); Mar, Eric (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Cohen, Malia (BOS); Wiener, Scott; Campos, David (BOS); Jesson, Paula (CAT); [Jack.Song@sfgov.org](mailto:Jack.Song@sfgov.org)  
**Subject:** Re: SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Victor,

Am I incorrect or has the Controller failed to respond to the notice of complaint on a timely basis. I already have one Order of Determination finding his office in violation for failure to respond, which I included in the complaint.

It seems the Controller and his staff, particularly Ms. Zmuda-Day don't feel the need to comply with the Sunshine Ordinance. I believe this is also a prima facie set of facts indicating a violation of the California Public Records Act (CPRA). Mr. Rosenfeld seems particularly contemptuous of the "public's right to know."

Sincerely,

Ray W. Hartz, Jr.  
Director, San Francisco Open Government  
(415) 345-9144

**From:** "SOTF" <[sotf@sfgov.org](mailto:sotf@sfgov.org)>

**To:** "Zmuda, Monique" <[monique.zmuda@sfgov.org](mailto:monique.zmuda@sfgov.org)>, "Ben Rosenfield (CON)" <[ben.rosenfield@sfgov.org](mailto:ben.rosenfield@sfgov.org)>

**Cc:** "Nicholas Colla (CAT)" <[nicholas.colla@sfgov.org](mailto:nicholas.colla@sfgov.org)>, "Hartz, Ray" <[rwhartzjr@sbcglobal.net](mailto:rwhartzjr@sbcglobal.net)>, "Rick Caldeira (BOS)" <[rick.caldeira@sfgov.org](mailto:rick.caldeira@sfgov.org)>, "Angela Calvillo (BOS)" <[angela.calvillo@sfgov.org](mailto:angela.calvillo@sfgov.org)>

**Sent:** Wednesday, October 8, 2014 2:29:00 PM

**Subject:** SOTF - Complaint Filed with the Sunshine Ordinance Task Force - Complaint No. 14096

Good Afternoon,

You have been named as a Respondent in the attached complaint filed with the Sunshine Ordinance Task Force. Please respond to the following complaint/request within five business days.

**The Respondent is required to submit a written response to the allegations including any and all supporting documents, recordings, electronic media, etc., to the Task Force within five (5) business days of receipt of this notice.** This is your opportunity to provide a full explanation to allow the Task Force to be fully informed in considering your response prior its meeting. Please refer to the File Number when submitting any new information and/or supporting documents pertaining to this complaint.

The Complainant alleges:

**File No. 14096:** Complaint filed by Ray Hartz against Ben Rosenfield, Controller, and the Office of the Controller for allegedly violating Administrative Code (Sunshine Ordinance), Section 67.21 for failure to respond to an Immediate Disclosure Request in a timely and complete manner.

*Complaint Attached.*

**Both parties** (Complainant and Respondent) **will be contacted once a hearing date is determined.**

**Complainants:** Your attendance is required at this meeting/hearing.

**Respondents/Departments:** Pursuant to Section 67.21 (e) of the Ordinance, attendance by the custodian of records or a representative of your department, who can speak to the matter, is required at the meeting/hearing.

Also, attached is the Sunshine Ordinance Task Force's complaint procedures.

Pursuant to Section 67.21(b), If the custodian of public records believes the record or information requested is not a public record or is exempt, the custodian shall justify withholding any record by demonstrating, in writing as soon as possible and within ten days following receipt of a request, that the record in question is exempt under express provisions of the Sunshine Ordinance.

Thank you.

**Victor Young**

Administrator

Sunshine Ordinance Task Force

1 Dr. Carlton B. Goodlett Pl., Room 244

San Francisco CA 94102

phone 415-554-7724

fax 415-554-5163

Complete a Board of Supervisors Customer Satisfaction form by clicking the link below.

<http://www.sfbos.org/index.aspx?page=104>

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**From:** Board of Supervisors (BOS)  
**To:** Ausberry, Andrea  
**Subject:** FW: Please Pass Sensible Home Sharing Legislation [File Number: 140381]

-----Original Message-----

From: Jon Kantor [<mailto:kantor@pacbell.net>]  
Sent: Friday, October 03, 2014 2:29 PM  
To: Calvillo, Angela (BOS); Board of Supervisors (BOS)  
Cc: Avalos, John (BOS); Breed, London (BOS); Campos, David (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS)  
Subject: Please Pass Sensible Home Sharing Legislation [File Number: 140381]

Respected Supervisors,

We support home sharing because it helps us and other San Franciscans to pay our bills and stay in our homes in the city we love - avoiding foreclosure, spending more time with our families, and pursuing our dreams. And it gives guests the chance to experience the real San Francisco --- visiting local small businesses in neighborhoods they normally wouldn't visit.

I support home sharing in San Francisco, and I urge you to pass sensible legislation, without delay, that ensures San Franciscans can continue to share the homes in which they live.

Specifically, I urge you to pass legislation that:

- Keeps enforcement clear and fair. The City can and should enforce its laws before encouraging residents, landlords and tenants to sue each other. Allowing neighbors to harass home sharers with lawsuits disproportionately impacts lower income hosts who can't afford to hire a lawyer while wealthier homeowners are able to defend themselves. Those of us who rely on the income we earn to make ends meet will suffer most from this process.
- Avoids unnecessary limits on shared space rentals. Please enable families to share their homes with guests when they are present with no limits. We rely on this supplemental income to stay in the city and the home we love.
- Is clear, transparent, and easy to follow. So much time and energy has been poured into this legislation - let's make it something that will work.

I thank you for taking so much time to consider this important issue - and urge you to get it done right.

Sincerely,

Jon Kantor

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**From:** Board of Supervisors (BOS)  
**To:** Ausberry, Andrea  
**Subject:** Please Pass Sensible Home Sharing Legislation - Keep SF from becoming a pied-à-terre city

-----Original Message-----

From: Russell Blank [<mailto:inspector.b@gmail.com>]  
Sent: Friday, October 03, 2014 3:32 PM  
To: Calvillo, Angela (BOS); Board of Supervisors (BOS); Campos, David (BOS)  
Cc: Avalos, John (BOS); Breed, London (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS)  
Subject: Please Pass Sensible Home Sharing Legislation - Keep SF from becoming a pied-à-terre city

Dear Supervisors,

I support regulating home sharing in San Francisco, and I urge you to pass sensible legislation, without delay, that ensures San Franciscans not remove rental units from circulation to provide pied-à-terres for tourists.

This is a complex issue and I don't envy the tough decisions you are making. I appreciate that there are a number of landlords who feel they need this extra income to remain in the city but there is a far greater number of people who would like to make San Francisco their home but cannot when these units are being rented out to tourists.

I thank you for taking so much time to consider this important issue - and I urge you to get it done right.

Sincerely,

Russell Blank  
Mission District



**From:** Board of Supervisors (BOS)  
**To:** Ausberry, Andrea  
**Subject:** File 140381: Please Pass Sensible Home Sharing Legislation + Fair [File Number: 140381]

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**From:** James Hummel [<mailto:jhummel@verticalresponse.com>]  
**Sent:** Monday, October 06, 2014 11:17 AM  
**To:** Calvillo, Angela (BOS); Board of Supervisors (BOS)  
**Cc:** Avalos, John (BOS); Breed, London (BOS); Campos, David (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS)  
**Subject:** Please Pass Sensible Home Sharing Legislation + Fair [File Number: 140381]

Dear Supervisors,

The city is changing. Industries are changing. Home sharing is now a common way for people to experience travel. The truth is, home sharing has always been an option, services and communities like AirBnB have brought them to the forefront and made them exponentially more accessible. If you choose to restrict home sharing in San Francisco, you might as well abolish car sharing and ride sharing along with it.

I do support limits, for example, if a person stays in a space long enough to claim residency, this is a problem. But, if the stays are limited and the person is insured to be there, I believe house sharing provides a valuable social, economic, and vibrant option for visitors to our city and around the world. Please do not extinguish it.

Sincerely,

James Hummel

Russian Hill

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**From:** Board of Supervisors (BOS)  
**To:** Ausberry, Andrea  
**Subject:** File 140381: Please Pass Sensible Home Sharing Legislation--Keep Enforcement Clear

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**From:** Anthony Gooran [<mailto:agooran@gmail.com>]

**Sent:** Friday, October 03, 2014 4:37 PM

**To:** Calvillo, Angela (BOS); Board of Supervisors (BOS)

**Cc:** Avalos, John (BOS); Breed, London (BOS); Campos, David (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS)

**Subject:** Please Pass Sensible Home Sharing Legislation--Keep Enforcement Clear

Dear Supervisors,

Home sharing helps countless San Franciscans to pay their bills and stay in their homes in the city they love - avoiding foreclosure, spending more time with their families, and pursuing their dreams. And it gives guests the chance to experience the real San Francisco --- visiting local small businesses in neighborhoods they normally wouldn't visit.

I support home sharing in San Francisco, and I urge you to pass sensible legislation, without delay, that ensures San Franciscans can continue to share the homes in which they live.

Specifically, we urge you to pass legislation that:

- Keeps enforcement clear and fair. The City can and should enforce its laws before encouraging residents, landlords and tenants to sue each other. Allowing neighbors to harass home sharers with lawsuits disproportionately impacts lower income hosts who can't afford to hire a lawyer while wealthier homeowners are able to defend themselves. Those of us who rely on the income we earn to make ends meet will suffer most from this process.
- Avoids unnecessary limits on shared space rentals. Please enable families to share their homes with guests when they are present with no limits. Many of us rely on this supplemental income to stay in the city and the homes we love.
- Is clear, transparent, and easy to follow. So much time and energy has been poured into this legislation - let's make it something that will work.

We thank you for taking so much time to consider this important issue - and we urge you to get it done right.

Sincerely,

--

Anthony B. Gooran

[About Me](#)

[Join me on LinkedIn](#)

Downtown, San Francisco

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**From:** Board of Supervisors (BOS)  
**To:** Ausberry, Andrea  
**Subject:** Please Pass Sensible Home Sharing Legislation - [File Number: 140381]

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**From:** Kelly Thompson [<mailto:kelly.thompson@lithium.com>]  
**Sent:** Friday, October 03, 2014 3:32 PM  
**To:** Calvillo, Angela (BOS); Board of Supervisors (BOS)  
**Cc:** Avalos, John (BOS); Breed, London (BOS); Campos, David (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS)  
**Subject:** Please Pass Sensible Home Sharing Legislation - [File Number: 140381]

Dear Supervisors,

I understand that in some cities home sharing may not be ideal. But as a homeowner in San Francisco I do not see an issue.

We love San Francisco and want to stay owning and contributing to the city, without the ability to home share, we would have to sell our home and move outside of the city. Both my partner and I work in San Francisco and would be heartbroken if we had to live somewhere else. We are active members of the community and do our best to take good care of this amazing place we call home.

To be honest do you really want more of the 30+ years old moving out of the city? We have seen a huge difference in attitude and just being 'nice' in the city the past few years. By not allowing the hardworking families to keep their homes and ability to home share, I'm afraid the city will transform into a place that only the young rich can afford and it will change the face of San Francisco.

Thank you for taking the time to read my email.

Best,

Kelly Thompson  
Lower Pacific Heights

**Kelly Thompson**  
**Director Training Services**

Lithium Technologies, Inc.  
225 Bush St., 15th Floor  
San Francisco, CA 94104  
O: +1.415.635.3444  
M: +1.415.999.3227  
Twitter: @kithompson



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**From:** Board of Supervisors (BOS)  
**To:** Ausberry, Andrea  
**Subject:** Please Pass Sensible Home Sharing Legislation - Keep Enforcement Clear + Fair [File Number: 140381]

-----Original Message-----

From: Arthur McLaughlin [<mailto:amclaughlin@arthurmclaughlin.com>]  
Sent: Tuesday, October 14, 2014 9:12 PM  
To: Calvillo, Angela (BOS); Board of Supervisors (BOS)  
Cc: Avalos, John (BOS); Breed, London (BOS); Campos, David (BOS); Chiu, David (BOS); Cohen, Malia (BOS); Farrell, Mark (BOS); Kim, Jane (BOS); Mar, Eric (BOS); Tang, Katy (BOS); Wiener, Scott; Yee, Norman (BOS)  
Subject: Please Pass Sensible Home Sharing Legislation - Keep Enforcement Clear + Fair [File Number: 140381]

Dear Supervisors,

Home sharing helps countless San Franciscans to pay their bills and stay in their homes in the city they love - avoiding foreclosure, spending more time with their families, and pursuing their dreams. And it gives guests the chance to experience the real San Francisco -- visiting local small businesses in neighborhoods they normally wouldn't visit.

I support home sharing in San Francisco, and I urge you to pass sensible legislation, without delay, that ensures San Franciscans can continue to share the homes in which they live.

Specifically, we urge you to pass legislation that:

- Keeps enforcement clear and fair. The City can and should enforce its laws before encouraging residents, landlords and tenants to sue each other. Allowing neighbors to harass home sharers with lawsuits disproportionately impacts lower income hosts who can't afford to hire a lawyer while wealthier homeowners are able to defend themselves. Those of us who rely on the income we earn to make ends meet will suffer most from this process.
- Avoids unnecessary limits on shared space rentals. Please enable families to share their homes with guests when they are present with no limits. Many of us rely on this supplemental income to stay in the city and the homes we love.
- Is clear, transparent, and easy to follow. So much time and energy has been poured into this legislation - let's make it something that will work.

We thank you for taking so much time to consider this important issue  
- and we urge you to get it done right.

Sincerely,

Arthur McLaughlin

Alamo Square

Arthur McLaughlin,  
Principal Designer

Arthur McLaughlin & Associates  
Sent from my iPhone

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**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors; Ausberry, Andrea  
**Subject:** File 140381: Remove restrictions on home sharing

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**From:** Lisa Laursen [<mailto:misslaursen@gmail.com>]  
**Sent:** Monday, October 13, 2014 7:39 AM  
**To:** Board of Supervisors (BOS)  
**Subject:** Remove restrictions on home sharing

Dear Supervisors,

Home sharing helps countless San Franciscans to pay their bills and stay in their homes in the city they love - avoiding foreclosure, spending more time with their families, and pursuing their dreams.

**As a home owner I should have the right (within reason and within the law) to rent my home as I wish. The housing crisis in SF has been a long-standing problem (long before home sharing on the internet came to be) that the city hasn't effectively addressed. Now, in this election year, I feel city officials like you are using home sharing as a scapegoat for the poor planning around housing in SF.**

I support home sharing in San Francisco, and I urge you to pass sensible legislation, without delay, that ensures San Franciscans can continue to share the homes in which they live.

Specifically, we urge you to pass legislation that:

- Keeps enforcement clear and fair. The City can and should enforce its laws before encouraging residents, landlords and tenants to enforce laws themselves through individual lawsuits. Without proper limits, these lawsuits can be misused and those of us who rely on the income we earn to make ends meet will suffer most from this process.
- Avoids unnecessary limits on shared space rentals. Arbitrary caps on home sharing while hosts are home will not make the law any more enforceable. Many of us rely on this supplemental income to stay in the city and the homes we love.
- Is clear, transparent, and easy to follow. So much time and energy has been poured into this legislation - let's make it clear, fair, and easy to follow so it works.

We thank you for taking so much time to consider this important issue - and we urge you to get it done right.

Sincerely,

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**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors; Ausberry, Andrea  
**Subject:** File 140381: Please Vote Yes AGAIN on Short Term Rental Legislation

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**From:** Nancy Niederhauser [mailto:nancen@earthlink.net]  
**Sent:** Thursday, October 16, 2014 2:16 PM  
**To:** Wiener, Scott; Kim, Jane (BOS); Cohen, Malia (BOS); Tang, Katy (BOS); Farrell, Mark (BOS); Breed, London (BOS); Chiu, David (BOS)  
**Cc:** Board of Supervisors (BOS); Chan, Amy (BOS)  
**Subject:** Please Vote Yes AGAIN on Short Term Rental Legislation

Thank you all for your votes on October 7. It was a wonderful way to celebrate my birthday. Thank you for the terrific present. I will be there with you next Tuesday for the 2<sup>nd</sup> reading.

I truly understand the complexity of this legislation in the context of our City politics and culture. I commend you for your thoughtful deliberations and ultimately for your support to President Chiu's legislation. I thank also Amy Chan for her heroic efforts over the past two years. You have reminded me of the power of our democratic process. Watching you all in action was inspiring.

Like my fellow home sharers, I am counting on your 2<sup>nd</sup> yes vote. I look forward to applauding the end of this exhausting yet thoroughly rewarding process.

Nancy Niederhauser  
Potrero Hill

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**From:** Nancy Niederhauser [mailto:nancen@earthlink.net]  
**Sent:** Saturday, October 04, 2014 10:51 AM  
**To:** 'Scott.Wiener@sfgov.org'; 'jane.kim@sfgov.org'; 'Malia.Cohen@sfgov.org'; 'John.Avalos@sfgov.org'; 'david.campos@sfgov.org'; 'Katy.Tang@sfgov.org'; 'Norman.Yee@sfgov.org'; 'Eric.L.Mar@sfgov.org'; 'Mark.Farrell@sfgov.org'; 'London.Breed@sfgov.org'; 'David.Chiu@sfgov.org'  
**Cc:** 'Board.of.Supervisors@sfgov.org'  
**Subject:** Sensible Regulation of Homesharing in San Francisco

Dear Supervisors,

I am a 42 year resident of SF and Potrero Hill specifically. I have shared my home via Airbnb over the last three years and write to enlist your support for sensible regulation of this phenomenon.

#### Some background

I have owned my home and paid property taxes since 1975. I was fortunate to purchase a 2 unit building when things were much more affordable. I live in one unit and rent the 2<sup>nd</sup> long term, keeping the rent well below market rate, charging a rent that a regular person like me could afford. I have spent 10s of thousands of dollars renovating my building, permitted by the City and County. Before I began home sharing, I changed my home owner's insurance policy and carrier, paying approximately 40% additional per year to ensure I was properly covered for liability (both ways) specifically for this activity. I offer an attractive and secure space to travelers, with all appropriate safety equipment, first aid kit, professionally serviced fire extinguishers for each floor of the building, and instructions to my guests about these and needed resources.

#### Benefits to me

I retired 5 years ago after 40 years as a social worker. I offer a small guest room and private bath 10-15 days a month for 2 – 5 days at a time, only when I am present. This endeavor has given me a chance to share my now beautiful home and garden with guests from all over the US and the world. The revenue (fully reported on my income taxes) has been a huge support to my fixed income. It has been a lifesaver this year with medical expenses. ***It has also allowed me to keep my long term rental unit considerably below market rate.***

### **Benefits to the community and SF**

My little “cottage industry” benefits Potrero Hill as well. I shop locally for flowers, food and household items for the guests. I emphasize local enterprises, detailing more than 20 restaurants, stores and cafes within walking distance. I provide an official Visitor’s Map and explain public transit routes all over the City (also referring guests to our cool 311 system). I suggest some favorite “off the beaten path” sites in our beautiful City. I generally do my own cleaning but occasionally enlist help from a local worker whom I pay well above the minimum wage. My room also offers a resource to neighbors who do not have space to house relatives coming to visit. I’ve hosted a Kentucky couple many times over the years as they visit their son and his expanding family one block away. We have developed a genuine friendship and they bring the new baby down to visit me. They even came by to say hello one time I could not accommodate their stay. Two different guests used my place to explore Potrero Hill as a potential home due to job relocation. They became my friends and neighbors. I just attended the engagement party of a young woman who stayed with me, where I’d been present at the start of her relationship. My guests are quiet, personable and considerate. I select them based on these important criteria given that they share my home. Thus, they also are an asset to my neighbors and the community.

### **Please pass sensible legislation**

I want to thank President Chiu, the Planning Department, Planning Commission and the Land Use Committee for their hard work and thoughtful deliberations about this complex issue. I personally attended the Planning Commission, both Land Use hearings and so appreciate the demonstration of democracy in action. I am excited to come out of the shadows, pay the TOT and have our activity regulated to benefit us who share our homes and to benefit our community. As written, the legislation addresses concerns about loss of long term housing in our City.

I urge you to pass sensible legislation, without delay, that ensures San Franciscans can continue to share the homes in which they live.

Specifically, we urge you to pass legislation that:

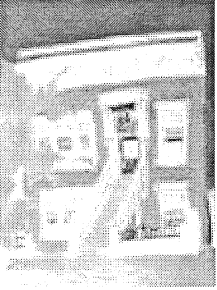
- Keeps enforcement clear and fair. The City can and should enforce its laws before encouraging residents, landlords and tenants to enforce laws themselves through individual lawsuits. Without proper limits, these lawsuits can be misused and those of us who rely on the income we earn to make ends meet will suffer most from this process. ***Given all the documentation we have for our homesharing activity (listing details on the various platforms, tax documents), I do not understand the belief that it will be hard to enforce this legislation.***
- Avoids unnecessary limits on shared space rentals. Arbitrary caps on home sharing while hosts are home will not make the law any more enforceable. Many of us rely on this supplemental income to stay in the city and the homes we love. ***In my case, it literally allows me to subsidize tenants in my long term rental unit. Without this income, I would need to consider a significant rent increase when the current tenants leave.***
- Is clear, transparent, and easy to follow. So much time and energy has been poured into this legislation - let’s make it clear, fair, and easy to follow so it works.
- ***Does not include public disclosure of our personal information online which risks security to our homes and our person.***

We thank you for taking so much time to consider this important issue - and we urge you to get it done right.

Yours truly,



Nancy Niederhauser, Potrero Hill  
SF Urban Haven and Secret Garden



To: BOS-Supervisors; Ausberry, Andrea  
Subject: File 140381: 5 new petition signatures: Adam Nisbet, Kate Holum...

From: Adam Nisbet [mailto:mail@changemail.org]  
Sent: Thursday, October 16, 2014 11:36 AM  
To: Calvillo, Angela (BOS)  
Subject: 5 new petition signatures: Adam Nisbet, Kate Holum...

5 new people recently signed It Might Happen To You's petition "We're AirbnScrewed: Make it harder to evict to rent on Airbnb" on Change.org.

There are now 120 signatures on this petition. Read reasons why people are signing, and respond to It Might Happen To You by clicking here:

<http://www.change.org/p/we-re-airbnscrewed-make-it-harder-to-evict-to-rent-on-airbnb/responses/new?response=b150507f0f08>

Dear Angela Calvillo,

We thank you for your hard work on the Airbnb law. We want to vote for many of you. But we struggle with that because we're getting evicted, partly because of the Airbnb law (though our landlord said we did nothing wrong). We're grateful to Campos, Mar, Avalos and Yee for voting no on Oct. 7. SUMMARY: This petition tries to make it harder to evict tenants to rent on Airbnb. We respectfully request that you amend that law as requested below, or ask SFBOS to vote no in their final vote on Oct. 21 and the Mayor to veto it on Oct. 31. See our story, reasons, and requests below. (If you want to check our research, see links at <http://chn.ge/YKzjme>).

OUR STORY: We're getting owner move in (OMI) evicted. When we asked what our landlord would do without our rental income, he said he's making up for it by renting his illegal unit and hosted unit on Airbnb. Even with part of that income, he doesn't need our rent. (We'll show you the math below). To add insult to injury, many tenants like us: - Can't host on Airbnb because we can get evicted in three days for subletting. - Can't sue Airbnb hosts (e.g., our landlord) if guests access common storage areas or take street parking. We don't have time to: check our storage daily to see if guests took our stuff, prove who took our stuff, or sue. We can only sue if it's a bigger nuisance (per lawyers we talked to).

THE BIGGER PROBLEM: 1. 9,282 rental units were taken off the market in SF due to Airbnb (<http://bit.ly/1vXZh0e>). 2. There have been more OMI than Ellis evictions (<http://bit.ly/1vKVIBo>). OMI evicted tenants like us cannot get large Ellis relocation payments. 2. Landlords can make more in SF on short-term rentals for 90 days versus renting a year to long-term tenants. The media reports that wherever you live in the world, Airbnb will probably get you evicted and priced out because people earn more on short-term rentals than long-term rentals. 3. Airbnb says landlords won't want to deal with the hassle of short-term rentals. But your landlord can easily hire short-term rental property managers and still make more money than renting to long-term tenants.

OUR 5 REQUESTS: 1. Please allow for public comment on Oct. 21. We thank you for engaging with the public for two years on this law. We ask for three minutes to speak on the 14 amendments that were introduced and voted on without public comment on Oct. 7. 2. If the Airbnb law passes as-is, if you're evicted, your landlord can rent your unit for: - Unlimited days if s/he lives in the unit, and make \$100,000/year. - 90 days if s/he doesn't live in the unit, and make at least \$45,000/90 days for 3-bedroom unit at \$500/night. That's a lot more than what some long-term tenants pay a year now for a 3-bed unit (\$30,000/year). PLEASE: A. In buildings where a no-fault eviction occurred,

please don't allow short-term rentals in in-law units. B. As soon as a landlord files a OMI eviction notice with the SF Rent Board, that unit is prohibited from the City short-term rental registry for three years (which is what the Rent Ordinance says). 3. You probably won't have time or money to catch your landlord, and you'd have to subpoena Airbnb to learn how many days your unit was rented: You'd have to monitor your old unit by: - Hiring a private investigator. - Tracking at least five rental sites. But your landlord can give a fake address. PLEASE require: A. That costs for private investigators be funded by City-funded legal aid fees funded, or other currently available funds. B. The approximate location the public sees on short-term rental sites matches the address guests stay in. C. The City-run registry of addresses of short-term rentals be public online, and allow you to get email notifications if your old unit is available for rent, and list the number of nights rented for past and future rentals. 4. Even if you catch your landlord renting your unit, nothing will likely happen under the current Airbnb law: The Planning Department won't have money for new staff. Plus, they have a 1,200 complaint backlog for illegal tourist rentals. The proposed Airbnb law reduces fines, and might not be a deterrent. If your landlord rents past the proposed 90 day limit, s/he would still have made an average of \$33,333 before getting fined \$416 the first day, then \$1,000/day after. PLEASE: A. Allow buildings with three or more units to sue whether they are rental or illegal units. That needs to be specified in Jane Kim's private right of action amendment. B. Have landlords pay the current \$1,000 fine/day if s/he even rents the unit you were evicted from for one day. 5. Some SF Supervisors said they can't help OMI evicted tenants until they have more data. 6,952 were OMI and 3,693 were Ellis evictions from 1997-2013 (<a href="http://bit.ly/1vKVIBo" rel="nofollow">http://bit.ly/1vKVIBo</a>). There was 58% increase in OMI evictions from 2012-13 (<a href="http://bit.ly/1Db6777" rel="nofollow">http://bit.ly/1Db6777</a>). No one knows the total fraudulent OMI evictions where owners/relative did not move in (<a href="http://bit.ly/ZDbEVp" rel="nofollow">http://bit.ly/ZDbEVp</a>), how many tenants were evicted (e.g. seniors, people with disabilities), or how many were done by small property owners. Also, there's no public data on informal eviction notices. PLEASE ask the Rent Board to collect the following new no fault eviction info and add it to monthly eviction reports (<a href="http://bit.ly/1pQTecd" rel="nofollow">http://bit.ly/1pQTecd</a>): A. The number of informal eviction notices (e.g., asking tenants to move, saying the legal notice is coming), which cause severe stress on tenants. B. The legal eviction notice includes the: - Number of bedrooms in the unit - Names and addresses of accompanying non-relatives that will move in - Number of years the longest tenured tenant lived in the unit C. 40 days after the legal eviction notice is filed, what's the number of tenants that: - Will be evicted - Are seniors, or have disabilities - Earn below 120% of the area median income (AMI) D. If tenants moved out of SF, what's the reason they left. E. If after 90 days after tenants move, the owner/relative did not move in as required (fraudulent OMI eviction), what was the: - Evidence (e.g., unit empty, occupied or rented to other tenants) - Rent if the unit was illegally re-rented - Amount the tenant successfully sued for \_\_\_\_\_ If the law can't be amended as mentioned above, please do not pass the Airbnb law. Please tell us what you really think! SUGGESTIONS? QUESTIONS? Call (415) 506-8048 or email <a href="mailto:ItMightHappenToYou@gmail.com" rel="nofollow">ItMightHappenToYou@gmail.com</a>.

Sincerely,

- 120. Adam Nisbet San Francisco, California
- 119. Kate Holum San Francisco, California
- 118. Peter Hargreaves Oakland, California
- 117. Gisela Iribarren san francisco, California
- 116. Nicole Wires Oakland, California

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**From:** ENUF and CSFN [petitions@moveon.org]  
**Sent:** Sunday, October 19, 2014 1:16 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** 4,062 signers: Stop SFMTA (San Francisco Municipal Transportation Agency) petition

Dear San Francisco Board of Supervisors,

I started a petition to you titled *Stop SFMTA (San Francisco Municipal Transportation Agency)*. So far, the petition has 4,062 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-23483-custom-39844-20241019-t1U5\\_J](http://petitions.moveon.org/target_talkback.html?tt=tt-23483-custom-39844-20241019-t1U5_J)

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 "

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=1337793&target\\_type=custom&target\\_id=39844](http://petitions.moveon.org/deliver_pdf.html?job_id=1337793&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=1337793&target\\_type=custom&target\\_id=39844&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337793&target_type=custom&target_id=39844&csv=1)

Thank you.

--ENUF and CSFN

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*If you have any other questions, please email [petitions@moveon.org](mailto: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=m0xZcWlJXzqH9ZTz\\_cNZWJvYXJkLm9mLnN1cGVydmlz\\_b3JzOHNmZ292Lm9yZw--&petition\\_id=23483](http://petitions.moveon.org/delivery_unsub.html?e=m0xZcWlJXzqH9ZTz_cNZWJvYXJkLm9mLnN1cGVydmlz_b3JzOHNmZ292Lm9yZw--&petition_id=23483).*

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**From:** Reports, Controller (CON) [controller.reports@sfgov.org]  
**Sent:** Wednesday, October 15, 2014 10:35 AM  
**To:** BOS-Supervisors; BOS-Legislative Aides; Howard, Kate (MYR); sfdocs@sfpl.info; Kent, Lani (MYR); CON-EVERYONE; CON-CCSF Dept Heads; CON-Finance Officers; Calvillo, Angela (BOS); Kawa, Steve (MYR); Falvey, Christine (MYR); Steeves, Asja (CON); Campbell, Severin (BUD); Newman, Debra (BUD); Rose, Harvey (BUD)  
**Subject:** Issued: Citywide Nonprofit Monitoring & Capacity Building Program FY13-14 Annual Report

The Office of the Controller's City Services Auditor Division (CSA) today issued a memorandum documenting the work of the Citywide Nonprofit Monitoring and Capacity Building Program in FY13-14. Nine City departments jointly monitored 116 nonprofit contractors on fiscal, compliance and governance standards. Among monitored nonprofits, 54 (47%) had no findings, and another 30 (26%) corrected all findings prior to the close of the monitoring cycle. The most common types of findings relate to financial reports, cost allocation procedures, and payroll. Six nonprofit contractors received technical assistance and an additional seven participated in the Bayview Nonprofit Capacity Building Project. Two contractors have been placed on Elevated Concern status due to repeated, uncorrected findings. Elevated Concern status requires the agency to participate in technical assistance.

To view the full memorandum, please visit our Web site at:  
<http://openbook.sfgov.org/webreports/details3.aspx?id=1839>  
This is a send-only e-mail address.

For questions about the memorandum, please contact Susie Smith, Project Manager, at 415-554-6126 or [Susie.Smith@sfgov.org](mailto:Susie.Smith@sfgov.org).

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Ben Rosenfield  
Controller

Monique Zmuda  
Deputy Controller

# MEMORANDUM

**TO:** Mayor Edwin Lee  
Members, San Francisco Board of Supervisors  
Controller Ben Rosenfield  
Kate Howard, Mayor's Budget Director  
Lani Kent, Mayor's Office

**FROM:** Peg Stevenson, City Performance Director, Controller's Office  
Susie Smith, Project Manager, Controller's Office  
Laura Marshall, Performance Analyst, Controller's Office  
Julia Salinas, Performance Analyst, Controller's Office

**CC:** Steering Committee, Citywide Nonprofit Monitoring and Capacity Building Program  
City Department Heads and Chief Financial Officers

**DATE:** October 15, 2014

**SUBJECT:** **FY13-14 Annual Report of the Citywide Nonprofit Monitoring and Capacity Building Program**

## I. Background

The Controller's Office coordinates the ongoing citywide program of fiscal and compliance monitoring for nonprofit organizations that have multiple City contracts. In this program, nine City departments conduct fiscal and compliance monitoring jointly so that it is done efficiently and uses consistent standards and methods. The program also identifies nonprofits in need of technical assistance or coaching, and provides consulting services at the City's expense to help those organizations improve their fiscal health and comply with City standards. The program has been in place since 2005 and now includes approximately 120 nonprofit providers annually with an aggregate of over \$400 million in City funding from participating departments.

FY14 Joint Monitoring Program Departments	
ARTS	Arts Commission
CFC	Children and Families Commission (First 5)
DCYF	Department of Children, Youth and Their Families
DOSW	Department on the Status of Women
DPH	Department of Public Health
HSA	Human Services Agency
MOHCD	Mayor's Office of Housing and Community Development
OEWD	Office of Economic and Workforce Development
SHF	Sheriff's Department

This annual report documents 1) the major findings of the Joint Monitoring Program, 2) the capacity building activities performed throughout the year, 3) performance measurement for the program, and 4) the Corrective Action Policy and recommendations. Thanks to the dedication of participating

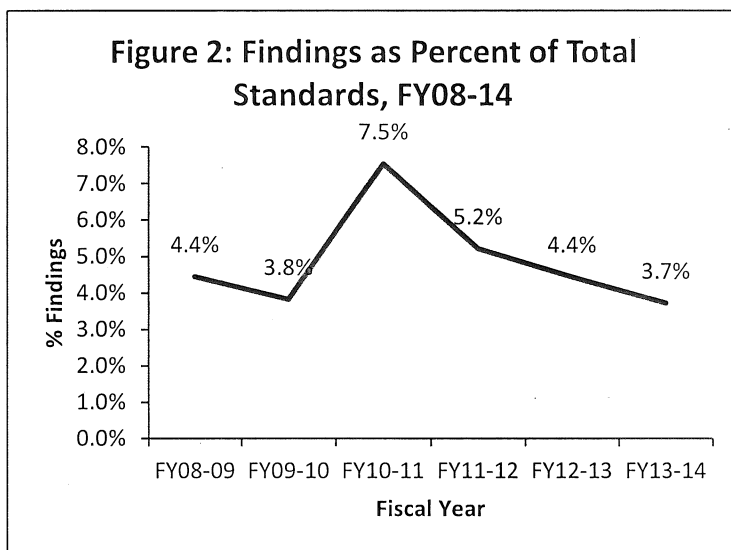
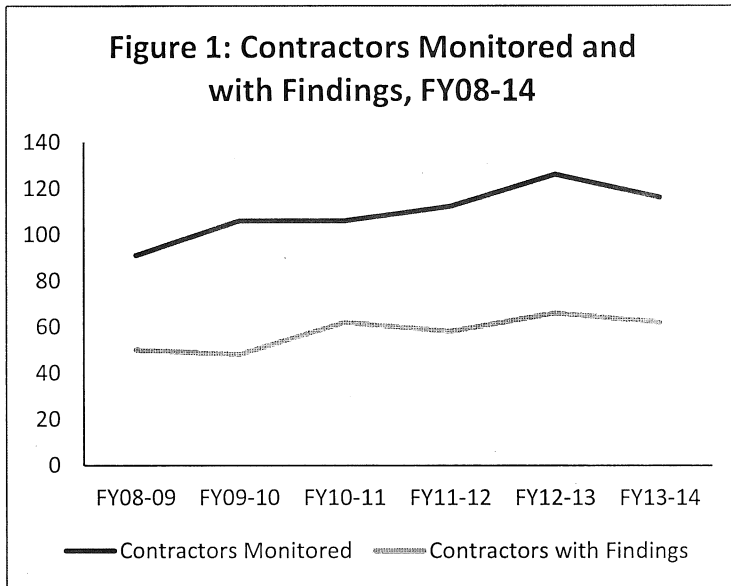
departmental staff and the program team, we were able to make significant improvements in data collection and analysis in Fiscal Year 2013-2014 (FY14).

## II. Findings of the Joint Monitoring Program

The standards that must be met by nonprofits contracting with the City and the documentation and steps that the City uses to test compliance with these standards are detailed in a handbook available on the Controller’s website at <http://www.sfcontroller.org/nonprofits>. Every year, the City trains both nonprofit agencies and its own staff on how to meet the standards and generally improve financial and administrative management (see Technical Assistance section below).

During FY14, 116 nonprofit contractors participated in the Monitoring Program between October 2013 and June 2014 (another two received a waiver for the year). Of these, 62 contractors (53%) had one or more findings (i.e., did not meet a standard in some area). The remaining 54 nonprofit contractors (47%) met all standards with no findings (see Appendix A for a list of the contractors with no findings).

The percent of contractors with findings has remained relatively steady over the past five years, from a low of 45% in FY10 to a high of 58% in FY11 (see Figure 1). The total number of findings among all contractors monitored also peaked in FY11, to a high of 575, which we posit relates to the effects of the recession destabilizing San Francisco nonprofits. As the number of nonprofits monitored and the number of standards assessed has varied slightly over the years, Figure 2 shows the total number of findings as a percentage of that year’s total possible findings. Over the last four years, this ratio has steadily declined to a program low of 3.7% FY14.



The Monitoring Program conducts a “point in time” assessment of contractors in three broad areas of organizational health: fiscal, compliance, and governance. Each area is divided into categories containing the specific standards being monitored, e.g. the Fiscal Section includes eight areas of review, each of which has several specific standards. Governance standards are considered best practices, and failing to meet one of these best practices does not constitute a “finding.” Figure 3 shows the number of nonprofits with each category of finding, as well as the total findings within each category, and the status of those findings at the end of the monitoring cycle. Figure 4 depicts the most common findings by sub-category, or specific standard.

Contractors addressed over 40% of their findings before the monitoring cycle closed in June 2014.<sup>1</sup> Half of the findings required longer-term work or an extended corrective action plan. The status of the remaining 9% of findings is unknown (e.g., the Controller’s Office may not have received the close-out letter indicating the status of each finding from the City department leading the monitoring).

Fiscal findings are more common than compliance findings, with 48% of all nonprofits monitored having one or more fiscal findings, and only 27% of contractors having a compliance finding.

**Figure 3: Total Findings by Category and Status**

Category	Nonprofits with 1 or More Findings in a Category		Status of Each Finding at Close of Monitoring Cycle (June 2014)				
	#	%	Finding Corrected	Work in Progress	Outcome Unknown	Total Findings	
<b>FISCAL</b>							
1F	Financial Reports	24	21%	14	24	3	41
1A	Agency-wide Budget	24	21%	12	24	3	39
1B	Cost Allocation Procedures	15	13%	9	20	8	37
1E	Fiscal Policies and Procedures	15	13%	9	17	1	27
1H	Payroll	15	13%	17	3	2	22
1G	Invoices	11	9%	8	7	0	15
1C	Audited Financial Statements	6	5%	1	13	1	15
1D	Tax Forms	5	4%	1	2	2	5
<b>SUBTOTAL – FISCAL</b>		<b>56</b>	<b>48%</b>	<b>71</b>	<b>110</b>	<b>20</b>	<b>201</b>
				35%	55%	10%	67%
<b>COMPLIANCE</b>							
2G	Personnel Policies	19	16%	14	9	3	26
2H	Emergency Operations Plan	17	15%	14	15	1	30
2I	ADA <sup>2</sup>	10	9%	9	5	0	14
2E	Subcontracts	8	7%	8	1	0	9
2A	Board Minutes	5	4%	3	3	2	8
2B	Board Meetings	5	4%	4	3	0	7
2C	Public Access to Records	4	3%	1	3	0	4
2D	Client Represented on Board	3	3%	0	3	0	3
2F	Licenses	0	0%	0	0	0	0
2J	DUNS <sup>3</sup>	0	0%	0	0	0	0
<b>SUBTOTAL – COMPLIANCE</b>		<b>31</b>	<b>27%</b>	<b>53</b>	<b>42</b>	<b>6</b>	<b>101</b>
				52%	42%	6%	33%
<b>TOTAL FINDINGS</b>				<b>124</b>	<b>152</b>	<b>26</b>	<b>302</b>
				41%	50%	9%	
<b>GOVERNANCE</b>							
3A	Board Best Practices	6	5%	0	7	10	17
				0%	41%	59%	

<sup>1</sup> FY14 was the first year that Monitors reported the outcomes of each finding within the monitoring cycle.

<sup>2</sup> Americans with Disabilities Act

<sup>3</sup> Data Universal Numbering System, a unique identifier for entities receiving federal funds



As with the total number of findings among contractors in the monitoring pool, FY14 continued a multi-year declining trend within specific categories of findings. In particular, five Compliance findings saw a reduction of 9 - 19% since FY11. Similarly, five Fiscal findings saw a reduction of 10 – 14% in the same period. The percent of nonprofits in the monitoring pool with findings in 1A. *Agency-wide Budget* remained steady at 21% since FY12. Appendix B shows trend analysis for findings categories over the course of the Monitoring Program.

For the first time in the Monitoring Program, the Controller’s Office tracked findings at the standard level (in the past, all findings were tracked by category rather than standard). While we see in Figure 3 that the most common findings are in the categories of 1A. *Agency-wide Budget* (21%), 1F. *Financial Reports* (21%), and 2G. *Personnel Policies* (16%), we can now drill down to note which specific standards cause the most difficulty for nonprofit contractors. For example, we can now see under the category 1F. *Financial Reports – Balance Sheets* that 16% (19) of agencies in the monitoring pool did not meet the standard “Current assets exceed current liabilities by 2 to 1” and 10% (12) did not meet the standard “Process for cost allocation procedures is documented in a written narrative” within category 1B. *Cost Allocation Procedures* (although in both cases some nonprofits were able to correct these findings within the fiscal year). See Figure 4 for details.

**Figure 4: Most Common Findings by Standard**

Category	Standard	Status of Finding at Close of Monitoring Cycle (June 2014)			Total Count of Findings	% Agencies with Finding (n=116)
		Finding Corrected	Work in Progress	Outcome Unknown		
1F. Financial Reports – Balance Sheet	c. Current assets exceed current liabilities by 2 to 1	6	11	2	19	16%
1B. Cost Allocation Procedures	a. Process for cost allocation procedures is documented in a written narrative	4	6	2	12	10%
1H. Payroll	d. If employee time is paid by more than one source, it is recorded on timesheets	8	3	1	12	10%
1B. Cost Allocation Procedures	b. Process for allocating shared program costs is consistent and reasonable	3	6	2	11	9%
2G. Personnel Policies	c. Documentation of the following is maintained on file	8	2	1	11	9%
1A. Agency-wide Budget	c. Shows allocation of shared and indirect cost by program	3	6	1	10	9%
1A. Agency-wide Budget	d. Shows fundraising separate from indirect cost by program	6	4	0	10	9%
1E. Fiscal Policies & Procedures	a. Current	7	3	0	10	9%
1A. Agency-wide Budget	f. 15% of funding from non-City sources	1	8	0	9	8%
1F. Financial Reports - Profit and Loss	g. YTD net income is positive or the Contractor provides a sound explanation	6	3	0	9	8%
1G. Invoices - Expenses	a. Expenses tested on invoices have supporting documentation	5	4	0	9	8%

Appendix C expands on Figure 4 by providing a complete list of findings and outcomes for all standards monitored through the program.

In general, a high number of findings or repeated findings raise a concern that a nonprofit does not have the organizational capacity to correct deficiencies and/or the leadership of the agency is failing to act on known important issues of financial management, governance, compliance reporting or other core factors. Some of the findings signal serious organizational problems that jeopardize an organization’s ability to provide effective and sustainable services to residents in need. City departments and the Controller’s Office continue to work with these agencies to correct monitoring findings and improve organizational health.

Figure 5 shows monitored agencies that had the same finding (at the standard level) in both FY13 and FY14. Eighteen (16%) of the monitored nonprofits had repeated findings in FY14, though only six (5%) had multiple repeated finding.

**Figure 5: Nonprofits with Repeated Findings in FY12-13 and FY13-14**

Nonprofit Name	Funding Departments	Repeated Findings	Count of Repeated Findings
BOOKER T WASHINGTON COMMUNITY SERVICES CENTER	DCYF, MOHCD	1A.c., 1A.d., 1B.a., 1B.b., 1B.c., 1B.d., 2I.b.	7
GUM MOON RESIDENCE HALL	CFC, DOSW, HSA, MOHCD	1C.a., 1C.b., 1C.c., 1C.d., 1C.e., 1C.f., 1C.g.	7
BAYVIEW HUNTERS POINT FOUND. FOR COM. IMPROVEMENT	DCYF, DPH, HSA	1A.f., 1B.a., 1B.b., 2D.a.	4
LA RAZA CENTRO LEGAL INC	HSA, MOHCD	1B.d., 1D.a., 2H.b.	3
SELF HELP FOR THE ELDERLY	DPH, HSA, MOHCD, OEWD	1C.b., 1D.a., 1F.c.	3
HORIZONS UNLIMITED OF SF	DCYF, DOSW, DPH	1A.f., 1F.c.	2
BAYVIEW HUNTERS POINT MULTIPURPOSE SENIOR SERVICES	ARTS, HSA, SHF	1F.c.	1
BERNAL HEIGHTS NEIGHBORHOOD CENTER	DCYF, HSA, MOHCD	1F.f.	1
CENTRAL AMERICAN RESOURCE CENTER	DCYF, MOHCD	2G.b.	1
CENTRAL CITY HOSPITALITY HOUSE	DPH, HSA, MOHCD	1A.f.	1
CHILDREN'S COUNCIL OF SAN FRANCISCO	CFC, DCYF, DPH, HSA	1F.c.	1
EPISCOPAL COMMUNITY SERVICES OF SF INC	DCYF, DPH, HSA, MOHCD, OEWD	1F.c.	1
HEALTHRIGHT 360	DPH, HSA, SHF	1F.c.	1
MISSION NEIGHBORHOOD CENTERS INC	DCYF, DOSW, HSA	1F.c.	1
SAGE PROJECT INC	DCYF, DPH	1F.c.	1
SAN FRANCISCO LGBT COMMUNITY CENTER	DCYF, HSA, OEWD	1F.c.	1
ST VINCENT DE PAUL SOCIETY OF SAN FRANCISCO	DOSW, HSA	2I.a.	1
WESTSIDE COMMUNITY MENTAL HEALTH CENTER INC	DCYF, DPH	1A.f.	1

Repeated findings are important indicators of noncompliance with monitoring standards. Nonprofits that do not adequately address findings from year to year may be labeled “unresponsive,” which may lead to being placed on Elevated Concern Status, per the program’s Corrective Action Policy (see Attachment 1).

There are two potential exceptions:

- 1A.f. Agency-wide Budget: 15% of funding from non-City sources
- 1F.c. Financial Reports: Current assets exceed current liabilities by 2 to 1

Both standards are important to the financial health of an agency, but correcting these may take more than a single year. Often, agencies with one of these findings have submitted a multi-year corrective action plan, and as such, would not be placed on Elevated Concern Status unless the monitoring showed that the agency was not following its corrective action plan.

Standard 1F.c. is the most commonly repeated finding, with nine nonprofits (8% of all monitored agencies) having this finding two years in a row. Standard 1A.f. is the second most commonly repeated finding, with four nonprofits (3% of all monitored agencies) having this finding two years in a row.

In addition to repeated findings, having a large number of total findings can also illustrate potential instability. Figure 6 shows the nonprofits with the most findings, ranked by the number of findings not fully corrected by the close of the monitoring cycle. Appendix D shows all nonprofits with initial findings.

**Figure 6: Contractors with the Most Findings, FY14**

Nonprofit Name	Funding Departments	Initial Findings	Findings Addressed	Outstanding Findings	Initial Findings Detail
GUM MOON RESIDENCE HALL	CFC, DOSW, HSA, MOHCD	30	1	29	1A.a., 1A.c., 1A.e., 1B.a-d., 1C.a-g., 1D.a., 1F.a-g., 1G.a-c., 2G.b., 2H.b-c., 2I.a-b.
BAYVIEW OPERA HOUSE	ARTS, OEWD	27	1	26	1A.b-c., 1B.a-d., 1E.b., 1E.e-g., 1H.d., 2A.a., 2A.c., 2C.a., 2D.a., 2E.a., 2G.a-c., 2H.a-f., 2I.a-b.
AFRICAN AMERICAN ART & CULTURE COMPLEX	ARTS, DCYF	21	2	19	1A.c-d., 1B.a-d., 1E.b-c., 1E.g., 1F.c., 1H.d., 2A.a., 2A.c-d., 2B.a-b., 2C.a., 2G.a., 2G.c., 2H.d., 2I.b.
NIHONMACHI LEGAL OUTREACH DBA API LEGAL OUTREACH	DOSW, HSA	15	0	15	1A.a-f., 1B.a., 1C.a., 1F.a-g.
BRAVA FOR WOMEN IN THE ARTS	DCYF, MOHCD	10	0	10	1A.c., 1B.a-d., 1E.b., 1F.c., 2G.b., 2G.c., 2H.a.
SAGE PROJECT INC	DCYF, DPH	9	0	9	1B.b., 1E.c., 1F.c., 1G.c., 2B.b., 2C.a., 2D.a., 2G.a., 2H.b.
SAN FRANCISCO VETERANS EQUITY CENTER	HSA, MOHCD	9	0	9	1A.a., 1B.a-d., 1H.d-e., 2A.b., 2G.b.
CENTRAL CITY HOSPITALITY HOUSE	DPH, HSA, MOHCD, OEWD	9	1	8	1A.f., 1E.b-g., 2H.b., 2H.f.
BOOKER T WASHINGTON COMMUNITY SERVICES	DCYF, MOHCD	10	4	6	1A.c-d., 1B.a-d., 1H.d-e., 2H.c., 2I.b.
BAYVIEW HUNTERS POINT MULTIPURPOSE SENIOR SERVICES	ARTS, HSA, SHF	6	0	6	1C.a-d., 1D.a., 1F.c.

What is noticeable about this list and the list in Appendix D is that nonprofits with fewer findings also tend to have more scattered findings, e.g., a single issue within a category. Those with more overall findings are more likely to have multiple sub-findings within each category. Additionally, agencies with fewer findings are more likely to have addressed the findings (often by simply submitting additional documentation) within the monitoring cycle, while the nonprofits with the highest number of findings are more likely to have them categorized as “work in progress” at the end of the monitoring cycle.

It should be noted that several of the agencies listed in Figures 5 and 6 are currently receiving technical assistance to address the issues raised in the monitoring cycle. See Section III for details.

### **III. Technical Assistance, Coaching, and Trainings**

#### **A. Technical Assistance**

In an effort to help nonprofits correct their findings and improve their overall operations, the Controller's Office provides coaching and technical assistance to City-funded nonprofits. These services are generally provided through a contract between the City and CompassPoint Nonprofit Services, an organization with broad professional and community experience in nonprofit management.

In FY14, the following six nonprofits received technical assistance, generally through referrals by City departments:

1. African American Arts and Cultural Complex
2. Collective Impact
3. Gum Moon Residence Hall
4. La Raza Community Resource Center (City vendor, not in FY14 Monitoring Pool)
5. Mission Neighborhood Centers
6. Vietnamese Youth Development Center (ongoing from FY13)

Technical assistance in FY14 focused on fiscal issues: cost allocation procedures, budgeting, fiscal policies and procedures, and fiscal management. One organization will receive assistance with board capacity building in FY15.

#### **B. Bayview Nonprofit Capacity Building Project**

Building on a previous neighborhood-based capacity building project in Visitacion Valley in FY13, the Controller's Office and a multi-departmental Steering Committee launched the Bayview Nonprofit Capacity Building Project in FY14. The project, continuing into FY15, provides technical assistance, coaching, and training to selected nonprofits serving Bayview residents. By strengthening an organization's infrastructure, the project strives to increase each nonprofit's capacity to serve vulnerable Bayview residents.

##### **1. *Technical Assistance***

The project focuses primarily on Bayview nonprofit organizations that receive funding from the City. The amount and duration of assistance varies depending on the needs of participating organizations. Thirteen nonprofits applied to the program and the Project Steering Committee selected seven nonprofits to participate, six of which are currently in the wider Nonprofit Monitoring Program pool. The organizations selected include:

- Bayview Hunters Point Foundation for Community Improvement
- Bayview Hunters Point Multipurpose Senior Services
- Bayview Opera House
- Black Coalition on AIDS
- Hunters Point Family
- Old Skool Café
- San Francisco Housing Development Corporation

In partnership with CompassPoint, these nonprofits began receiving support in FY14 on such critical topics as budgeting, cost allocation plans, financial systems improvement, board development, fundraising, and staff leadership. The program will conclude in FY15 with an evaluation of its efficacy.

**2. Southeast Nonprofit Resource Fair**

Months of planning during FY14 culminated in the Southeast Nonprofit Resource Fair held on July 16, 2014 at the PUC’s Contractors Assistance Center. The purpose of the event was to help nonprofits in District 10 learn about upcoming City funding opportunities and contractor requirements, participate in interactive trainings on various funding-related topics, and learn best practices for applying for City funding.

The collaborative event featured resource tables hosted by 18 City departments, as well as four concurrent workshops on City funding-related topics, and many opportunities for networking. District 10 Supervisor, Malia Cohen, and staff members from the Controller's Office and the Public Utilities Commission provided remarks. There were over 60 nonprofit staff members in attendance and 20 City Departments involved in the planning and execution of the event.

**C. Spring 2014 Nonprofit Training Series**

Each year, the Controller’s Office organizes a Spring Training Series to nonprofits in the Nonprofit Monitoring Program pool. In FY14, the Controller’s Office surveyed nonprofits to assess interest and need, and revised the training offerings accordingly. Partnering with CompassPoint Nonprofit Services, the Controller’s Office offered two sessions each of the following three workshops during April and May 2014:

1. Building Better Budgets
2. Strategy Formation for Sustainability and Impact
3. Engaging your Board in Governance and Fundraising

The Controller’s Office encouraged nonprofits to attend all three workshops in the series, and offered a Certificate of Participation to the 35 agencies that sent representatives to each. Overall, 81 nonprofits participated in at least one workshop, with 199 total participants (duplicated) at the six sessions.

**IV. Performance Measures**

The Controller’s Office evaluates the Citywide Nonprofit Monitoring and Capacity Building Program using a variety of process and satisfaction measures. Many measures come from an annual survey of city monitoring staff and monitored contractors. Full results of these surveys are included as Appendix E. Other measures relate to whether monitors adhered to program guidelines. A full accounting of FY14 contractor and City monitoring staff surveys can be found in Appendix E, and trends for all performance measures can be found in Appendix F.

New in FY14, the Controller’s Office asked monitors to comment on the benefits of the program. Generally, monitors believe the joint monitoring process improves their departments’ monitoring practices and increases contractor accountability.

**Figure 7: Benefits of the Nonprofit Monitoring Program**

Survey Questions	Strongly agree	Agree	Disagree	Strongly disagree
Does sharing the monitoring process among multiple departments save you/your staff time?	7	4	2	1
Do consistent standards and a shared monitoring process between City departments increase the City’s ability to hold nonprofits accountable?	8	5	2	0
Does the Non-profit Monitoring Program help improve your Department’s non-profit fiscal and compliance practices?	7	5	0	2

## V. Corrective Action Policy

As an outgrowth of the joint monitoring work, the City initiated a corrective action policy in 2011. This policy is intended to encourage accountability, compliance with government funding requirements, and reliable service delivery for San Francisco residents. It ensures that the City as a funder acts appropriately when a nonprofit contractor is failing to meet standards and that the nonprofit has a plan in place and work underway to correct deficiencies. As part of this policy, a funding department or the Controller may place nonprofits in an “elevated concern” or a “red flag” status if the organization meets the specified criteria and does not respond to the City’s efforts to bring it into compliance with contract standards.

City departments or the Controller can designate elevated concern or red flag status to a nonprofit organization for fiscal, compliance, and/or programmatic reasons, or when a nonprofit fails to complete any step in the Citywide Nonprofit Monitoring Process. Designation of elevated concern status results in the provision of mandatory technical assistance to support the nonprofit in establishing sound fiscal and management practices. Elevated concern will not result in defunding, though if the nonprofit is unresponsive to technical assistance and remains out of compliance with monitoring requirements, the status may be heightened to red flag, for which de-funding is an option. Nonprofit organizations designated with red flag status are less competitive (or may be ineligible) in Requests for Proposal (RFP) processes for new grants and contracts.

### A. Elevated Concern

Elevated concern status can occur when a nonprofit has not done any or all of the following by City department deadlines:

- Responded to the City’s request for monitoring documents
- Responded to the City’s request for corrective action
- Provided a corrective action plan that is acceptable to the City
- Complied with the implementation of a corrective action plan

The Controller’s Office has placed the following two contractors on elevated concern status based on FY14 and historical monitoring:

#### 1. *Booker T Washington Community Services Center*

In FY14, this contractor had ten total findings, seven of which had been findings in FY13 and were not adequately addressed per the corrective action plan. Findings in the areas of budget and cost allocation plan have appeared on this contractor’s monitoring reports for the last three monitoring cycles. Additionally, with ten findings, this contractor is among the top five contractors in FY14 with the highest number of total findings. The Controller’s Office recommends elevated concern status until monitoring shows that the contractor has the capacity to develop and adhere to annual budgets and cost allocation plans that are reasonable and meet City guidelines. The Controller’s Office will provide technical assistance as needed and appropriate, per the recommendation of lead City departments.

#### 2. *Gum Moon Residence Hall*

In FY14, this contractor had 30 total findings, the most of any monitored nonprofit. Seven of these findings, all in the Audited Financial Statements category, are repeated from FY13. This contractor’s failure to conduct and/or pass an audit poses a serious financial risk for the City, and the Controller’s Office recommends elevated concern status until monitoring shows that the contractor has conducted an audit resulting in an unqualified opinion and no material weaknesses mentioned by the auditor. The contractor is already receiving technical assistance, and the Controller’s Office will continue to provide it, as needed and appropriate, per the recommendation of lead City departments.

These two nonprofits also had the most number of repeated findings among all contractors between FY13 and FY14.

**B. Red Flag**

Red flag status is for service providers at imminent risk of being unable to perform services per their contract. The designation is determined by City department or division heads, with recommendations made by the Controller's Office, and in these cases, the department heads also prescribe specific corrective action. The Controller's Office does not recommend any contractors be placed on Red Flag Status based on FY14 monitoring.

Please see Attachment 1 for the full Corrective Action Policy.

#####

Appendices:

- A. Contractors with No Findings in FY14
- B. Trend Analysis: Change in Findings FY09-FY14
- C. Complete List of Standards, Findings and Contractor Outcomes for FY14
- D. All Contractors with Findings, FY14
- E. City Monitoring Staff and Contractor Survey Results, FY14
- F. Performance Measures

Attachments:

- 1. Citywide Nonprofit Monitoring Program Corrective Action Policy
- 2. Standard Monitoring Form

**APPENDIX A: Contractors with No Findings in FY14**

1	AIDS LEGAL REFERRAL PANEL OF THE SF BAY *	28	LEGAL ASSISTANCE TO THE ELDERLY INC *
2	ASIAN LAW CAUCUS *	29	LEGAL SERVICES FOR CHILDREN INC
3	ASPIRANET	30	MAITRI *
4	BAY AREA LEGAL AID	31	MENTAL HEALTH ASSOCIATION OF SF
5	BAY AREA VIDEO COALITION *	32	MISSION ECONOMIC DEVELOPMENT AGENCY
6	BAYCAT	33	MISSION HIRING HALL
7	BOYS & GIRLS CLUBS OF SAN FRANCISCO	34	MISSION HOUSING DEVELOPMENT CORP
8	CATHOLIC CHARITIES CYO	35	MISSION SF COMMUNITY FINANCIAL CENTER
9	CHINATOWN COMMUNITY DEVELOPMENT CENTER *	36	MUJERES UNIDAS Y ACTIVAS
10	COMMUNITY AWARENESS & TREATMENT SVCS INC *	37	PERFORMING ARTS WORKSHOP *
11	COMMUNITY HOUSING PARTNERSHIP	38	POSITIVE RESOURCE CENTER
12	COMMUNITY YOUTH CENTER SAN FRANCISCO *	39	PROVIDENCE FOUNDATION OF SAN FRANCISCO
13	COMPASS FAMILY SERVICES *	40	RICHMOND AREA MULTI-SERVICES INC
14	DONALDINA CAMERON HOUSE *	41	RICHMOND DISTRICT NEIGHBORHOOD CTR INC
15	FACES SF	42	SAN FRANCISCO FOOD BANK *
16	FAMILY SERVICE AGENCY OF SAN FRANCISCO	43	SAN FRANCISCO STUDY CENTER INC *
17	FRIENDSHIP HOUSE ASSOC OF AMERICAN INDIAN *	44	SENECA CENTER *
18	GLIDE COMMUNITY HOUSING INC *	45	SPECIAL SERVICE FOR GROUPS *
19	GOODWILL INDUST OF S F SAN MATEO & MARIN	46	SWORDS TO PLOWSHARES
20	HUCKLEBERRY YOUTH PROGRAMS INC	47	TENDERLOIN HOUSING CLINIC INC
21	IN-HOME SUPPORTIVE SERVICES CONSORTIUM *	48	TENDERLOIN NEIGHBORHOOD DEVEL. CORP *
22	JAPANESE COMMUNITY YOUTH COUNCIL	49	TIDES CENTER
23	JEWISH COMMUNITY CENTER OF SF *	50	TOOLWORKS INC *
24	JEWISH FAMILY AND CHILDREN'S SERVICES *	51	VIETNAMESE YOUTH DEVELOPMENT CENTER
25	JEWISH VOC & CAREER COUNSELING SVC (JVS)	52	WESTED *
26	LA CASA DE LAS MADRES *	53	YMCA OF SAN FRANCISCO
27	LAVENDAR YOUTH RECREATION & INFO CENTER (LYRIC) *	54	YOUNG COMMUNITY DEVELOPERS

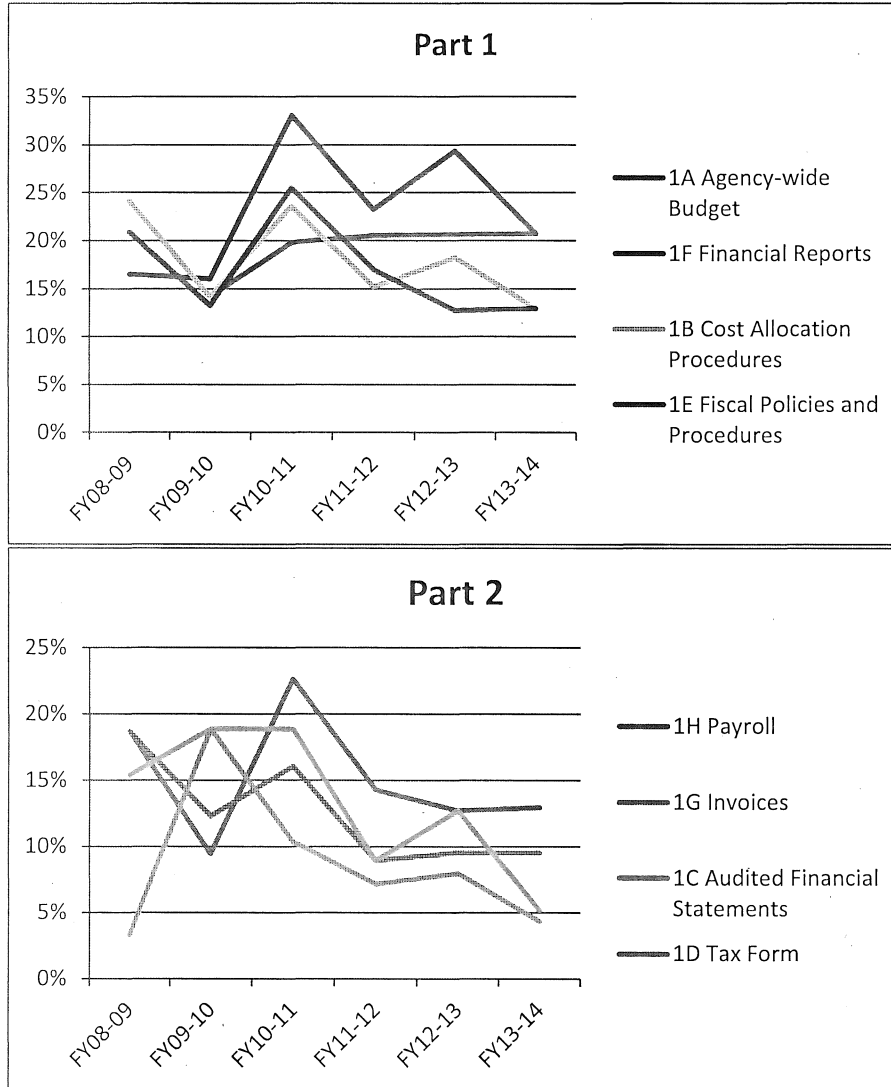
*\* indicates no findings in FY12-13 as well*



**APPENDIX B: Trend Analysis  
Change in Findings, FY09-FY14**

**1. Fiscal Standards**

**Figure B1: Percent of Nonprofits with Fiscal Findings by Category, FY09-FY14**

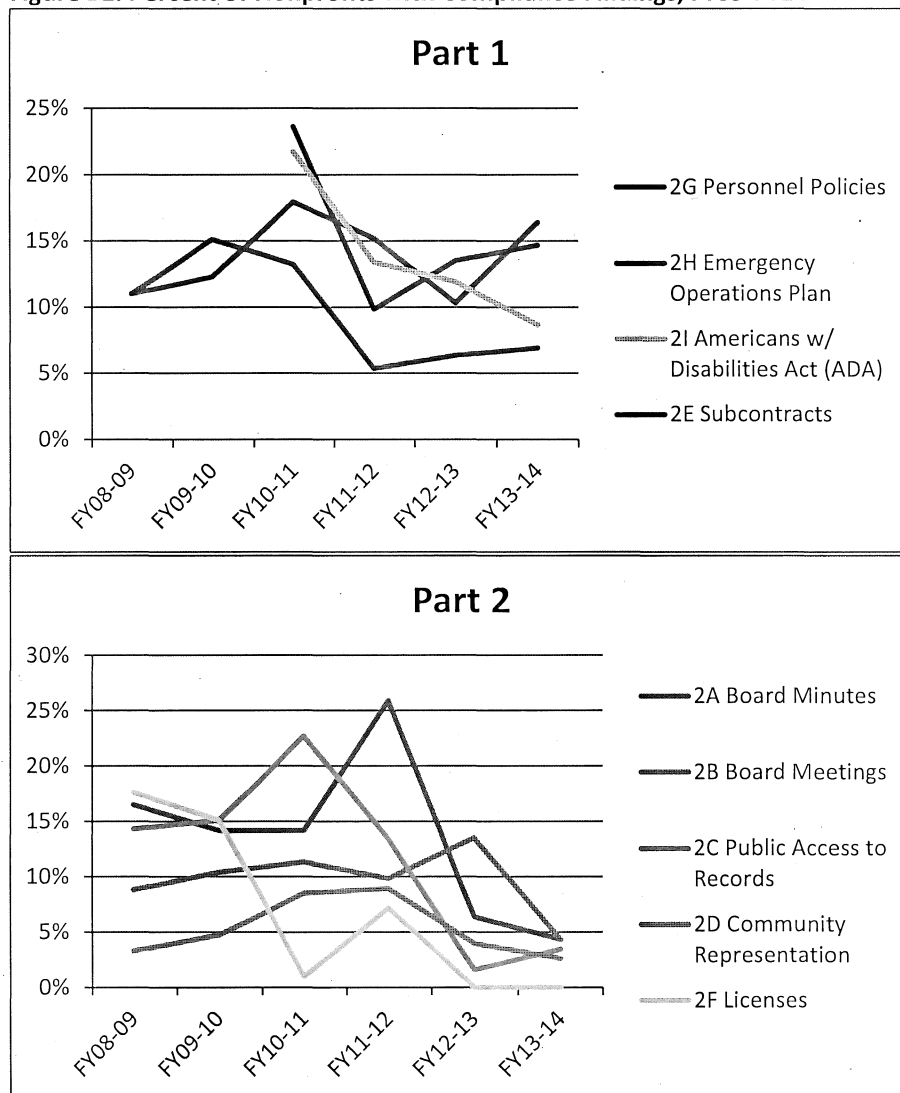


1C. Audited Financial Statements saw the biggest decline in findings in recent years, dropping from 19% of contractors having one or more findings in this category in FY10 to just 5% in FY14. Though 1F. Financial Reports had a similar drop of 13% over the same time period, it remains one of the most common categories with findings in the Monitoring Program, with a little over one in five contractors having a finding in this category. As noted elsewhere, standard 1F.c. (current assets exceed current liabilities by 2 to 1) is the most common finding overall and can take several years to address. Since FY11, about 20% of nonprofits have had findings in 1A. Agency-wide Budget. In FY14, while nearly all agencies had a current budget, the most common findings in this category were:

- 1A.c. Shows allocation of shared and indirect cost by program (8%)
- 1A.d. Shows fundraising separate from indirect cost by program (9%)

## 2. Compliance Standards

Figure B2: Percent of Nonprofits with Compliance Findings, FY09-FY14



The Monitoring Program has made changes to the Compliance standards it monitors since the program's inception. In FY11, departments began monitoring new standards related to emergency operations plans (2H.) and Americans with Disabilities Act (ADA) training and compliance (2I.). In FY14, departments began monitoring whether contractors had a Data Universal Numbering System (DUNS) registration (2J., no findings).

As opposed to Fiscal standards, fewer than 5% of nonprofits had findings in the majority of Compliance standards monitored in FY14 (or, more positively stated, over 95% of nonprofits met six of the ten Compliance standards, with increasing positive results over the past few fiscal years). For example, in FY13, only three standards in this category had over 95% compliance, and in FY12, there were none with that level of compliance.

The number of nonprofits with findings in 2G. *Personnel Policies* and 2H. *Emergency Operations Plan* increased in FY14, though the multi-year trend shows both have decreased from highs of 18% and 24% respectively in FY11.

**APPENDIX C: Complete List of Standards, Findings and Contractor Outcomes**

The FY14 Standard Monitoring Form comprises 71 standards, with 46 Fiscal standards and 25 Compliance standards, as well as an additional seven Governance best practices. They are organized below in the order they appear on the monitoring form.

Category	Standard	Status of Finding at Close of Monitoring Cycle (June 2014)			Total	% Agencies with Finding (n=116)
		Finding Corrected	Work in Progress	Outcome Unknown		
<b>FISCAL</b>						
1A. Agency-wide Budget	a. Current (fiscal or calendar year)	0	2	1	3	3%
1A. Agency-wide Budget	b. Shows income and expense by program	2	2	0	4	3%
1A. Agency-wide Budget	c. Shows allocation of shared and indirect cost by program	3	6	1	10	9%
1A. Agency-wide Budget	d. Shows fundraising separate from indirect cost by program	6	4	0	10	9%
1A. Agency-wide Budget	e. Clearly identifies all revenue sources	0	2	1	3	3%
1A. Agency-wide Budget	f. 15% of funding from non-City sources	1	8	0	9	8%
1B. Cost Allocation Procedures	a. Process for cost allocation procedures is documented in a written narrative	4	6	2	12	10%
1B. Cost Allocation Procedures	b. Process for allocating shared program costs is consistent and reasonable	3	6	2	11	9%
1B. Cost Allocation Procedures	c. Process for cost allocation procedures is documented in a written narrative	0	4	2	6	5%
1B. Cost Allocation Procedures	d. Process for allocating indirect costs is consistent and reasonable	2	4	2	8	7%
1C. Audited Financial Statements	a. Complete	0	3	0	3	3%
1C. Audited Financial Statements	b. Unqualified opinion	0	2	1	3	3%
1C. Audited Financial Statements	c. Management letter has been signed by the audit firm	1	2	0	3	3%
1C. Audited Financial Statements	d. For any prior year findings, the Contractor has corrected all the findings	0	2	0	2	2%
1C. Audited Financial Statements	e. No material weaknesses mentioned	0	2	0	2	2%
1C. Audited Financial Statements	f. No current findings and/or questioned costs	0	1	0	1	1%
1C. Audited Financial Statements	g. For any prior year findings, the Contractor has corrected all the A-133 findings	0	1	0	1	1%
1D. Tax Form	a. Federal 990 return filed for most recent tax year	1	2	2	5	4%
1E. Fiscal Policies & Procedures	a. Current	7	3	0	10	9%

Category		Standard	Status of Finding at Close of Monitoring Cycle (June 2014)			Total	% Agencies with Finding (n=116)
1E. Fiscal Policies & Procedures	b. Internal controls		2	3	1	6	5%
1E. Fiscal Policies & Procedures	c. Financial reporting		0	3	0	3	3%
1E. Fiscal Policies & Procedures	d. Accounts payable		0	1	0	1	1%
1E. Fiscal Policies & Procedures	e. Accounts receivable		0	2	0	2	2%
1E. Fiscal Policies & Procedures	f. Petty cash		0	2	0	2	2%
1E. Fiscal Policies & Procedures	g. Payroll		0	3	0	3	3%
1F. Financial Reports - Balance Sheet	a. Current		0	2	0	2	2%
1F. Financial Reports - Balance Sheet	b. Overall cash balance is positive		0	2	0	2	2%
1F. Financial Reports - Balance Sheet	c. Current assets exceed current liabilities by 2 to 1		6	11	2	19	16%
1F. Financial Reports - Balance Sheet	d. Current bank reconciliation		0	2	0	2	2%
1F. Financial Reports - Profit and Loss	e. Current		0	2	0	2	2%
1F. Financial Reports - Profit and Loss	f. Shows YTD income and expense by program/ contract/ funding source		2	2	1	5	4%
1F. Financial Reports - Profit and Loss	g. YTD net income is positive or the Contractor provides a sound explanation		6	3	0	9	8%
1G. Invoices - Expenses	a. Expenses tested on invoices have supporting documentation		5	4	0	9	8%
1G. Invoices - Expenses	b. Contractor follows its policies for writing checks, credit card use, etc.		1	1	0	2	2%
1G. Invoices - Expenses	c. Tested expenses on invoices associated with the program budget		2	2	0	4	3%
1G. Invoices - Expenses	d. Units of service provided are documented and agree with invoices		0	0	0	0	0%
1G. Invoices - Expenses	e. Subcontractor authorized by contract		0	0	0	0	0%
1G. Invoices - Expenses	f. Contractor paid its subcontractors' invoices per the schedule		0	0	0	0	0%
1G. Invoices - Expenses	g. Subcontractor invoices show basis for work billed as performed		0	0	0	0	0%
1H. Payroll	a. State and federal payroll tax returns were filed		0	0	0	0	0%
1H. Payroll	b. Employees paid with City funds are listed on the DE 9 and		0	0	0	0	0%

Category	Standard	Status of Finding at Close of Monitoring Cycle (June 2014)			Total	% Agencies with Finding (n=116)
	DE 9C					
1H. Payroll	c. Documentation that payroll taxes were paid	0	0	0	0	0%
1H. Payroll	d. If employee time is paid by more than one source, it is recorded on timesheets	8	3	1	12	10%
1H. Payroll	e. Employee & supervisor signatures on timesheets	6	0	1	7	6%
1H. Payroll	f. All changes to timesheet are initialed by supervisor and employee	3	0	0	3	3%
1H. Payroll	g. Timesheets of employees paid with City funds are consistent with invoices	0	0	0	0	0%
<b>COMPLIANCE</b>						
2A. Board Minutes	a. Minutes show that paid City employee on the Board did not vote on items related to City contracts	1	1	0	2	2%
2A. Board Minutes	b. Minutes show that the Executive Director is a non-voting member	1	0	1	2	2%
2A. Board Minutes	c. Minutes show current agency-wide budget approved	0	1	1	2	2%
2A. Board Minutes	d. Minutes show that financial reports are shared with the Board	1	1	0	2	2%
2B. Board Meetings	a. At least two meetings with quorum status are open to the public each year	2	1	0	3	3%
2B. Board Meetings	b. These two meetings are announced to the general public	2	2	0	4	3%
2C. Public Access to Records	a. Contractor acknowledges that it must maintain (1) most recent budget, (2) most recent tax returns, and (3) any financial audits	1	3	0	4	3%
2D. Client Representation on Board	a. By-laws include client representation on Board	0	3	0	3	3%
2E. Subcontracts	a. Documentation that procurement procedures were followed	2	1	0	3	3%
2E. Subcontracts	b. Legally binding agreements between Contractor and subcontractors are valid and current	1	0	0	1	1%
2E. Subcontracts	c. Documentation that contractor regularly monitors fiscal and programmatic performance of subcontractor	5	0	0	5	4%
2F. Licenses	a. Site licenses required by City contracts are available, verified and current	0	0	0	0	0%
2F. Licenses	b. Staff licenses required by City contracts are available, verified and current	0	0	0	0	0%
2G. Personnel Policies	a. Written and current personnel/employee manual	2	6	0	8	7%

Category	Standard	Status of Finding at Close of Monitoring Cycle (June 2014)			Total	% Agencies with Finding (n=116)
2G. Personnel Policies	b. Evidence that staff were trained regarding personnel	4	1	2	7	6%
2G. Personnel Policies	c. Documentation of the following is maintained on file	8	2	1	11	9%
2H. Emergency Operations Plan	a. Written emergency operations plan	0	2	1	3	3%
2H. Emergency Operations Plan	b. Plan contains contingency planning	3	4	0	7	6%
2H. Emergency Operations Plan	c. Staff and volunteers were trained within the last year	4	3	0	7	6%
2H. Emergency Operations Plan	d. At least one fire drill and one earthquake drill have been conducted in last year	4	3	0	7	6%
2H. Emergency Operations Plan	e. Elevator permit is current	2	1	0	3	3%
2H. Emergency Operations Plan	f. All sites have received fire inspections	1	2	0	3	3%
2I. Americans with Disabilities Act (ADA)	a. Written policies and procedures to allow people with disabilities to benefit from services	3	3	0	6	5%
2I. Americans with Disabilities Act (ADA)	b. Staff is trained regarding Contractor's ADA policies and procedures	6	2	0	8	7%
2J. Data Universal Numbering System (DUNS)	a. Demonstration of registered DUNS number	0	0	0	0	0%
<b>GOVERNANCE</b>						
3A. Board Best Practices	a. Assist with the raising of funds	0	2	2	4	3%
3A. Board Best Practices	b. Participate in annual giving to agency	0	2	2	4	3%
3A. Board Best Practices	c. Achieve quorum at every meeting	0	0	1	1	1%
3A. Board Best Practices	d. Conduct an Executive Director performance review annually	0	0	2	2	2%
3A. Board Best Practices	e. Bylaws define term limits, quorum, etc.	0	3	1	4	3%
3A. Board Best Practices	f. Board leadership positions filled	0	0	1	1	1%
3A. Board Best Practices	g. Conduct recruitment	0	0	1	1	1%

APPENDIX D: All Contractors with Findings, FY14  
 Ranked by Total Outstanding Findings at Close of Monitoring Cycle

Nonprofit Name	Funding Departments	Total Initial Findings	Findings Addressed	Outstanding Findings	Initial Findings Detail
GUM MOON RESIDENCE HALL	CFC, DOSW, HSA, MOHCD	30	1	29	1A.a., 1A.c., 1A.e., 1B.a-d., 1C.a-g., 1D.a., 1F.a-g., 1G.a-c., 2G.b., 2H.b-c., 2I.a-b.
BAYVIEW OPERA HOUSE <sup>4</sup>	ARTS, OEWD	27	1	26	1A.b-c., 1B.a-d., 1E.b., 1E.e-g., 1H.d., 2A.a., 2A.c., 2C.a., 2D.a., 2E.a., 2G.a-c., 2H.a-f., 2I.a-b.
AFRICAN AMERICAN ART & CULTURE COMPLEX <sup>5</sup>	ARTS, DCYF	21	2	19	1A.c-d., 1B.a-d., 1E.b-c., 1E.g., 1F.c., 1H.d., 2A.a., 2A.c-d., 2B.a-b., 2C.a., 2G.a., 2G.c., 2H.d., 2I.b.
NIHONMACHI LEGAL OUTREACH DBA API LEGAL OUTREACH	DOSW, HSA	15	0	15	1A.a-f., 1B.a., 1C.a., 1F.a-g.
BRAVA FOR WOMEN IN THE ARTS	DCYF, MOHCD	10	0	10	1A.c., 1B.a-d., 1E.b., 1F.c., 2G.b., 2G.c., 2H.a.
SAGE PROJECT INC	DCYF, DPH	9	0	9	1B.b., 1E.c., 1F.c., 1G.c., 2B.b., 2C.a., 2D.a., 2G.a., 2H.b.
SAN FRANCISCO VETERANS EQUITY CENTER	HSA, MOHCD	9	0	9	1A.a., 1B.a-d., 1H.d-e., 2A.b., 2G.b.
CENTRAL CITY HOSPITALITY HOUSE	DPH, HSA, MOHCD, OEWD	9	1	8	1A.f., 1E.b-g., 2H.b., 2H.f.
BOOKER T WASHINGTON COMMUNITY SERVICES CENTER	DCYF, MOHCD	10	4	6	1A.c-d., 1B.a-d., 1H.d-e., 2H.c., 2I.b.
BAYVIEW HUNTERS POINT MULTIPURPOSE SENIOR SERVICES	ARTS, HSA, SHF	6	0	6	1C.a-d., 1D.a., 1F.c.
BAYVIEW HUNTERS POINT FOUNDATION FOR COMMUNITY IMPROVEMENT	DCYF, DPH, HSA	6	1	5	1A.f., 1B.a-b., 1G.a., 2A.d., 2D.a.
ARAB CULTURAL & COMMUNITY CENTER	DCYF, DOSW, MOHCD	4	0	4	1E.a., 2G.a., 2H.c-d.
SAN FRANCISCO LGBT COMMUNITY CENTER	HSA, OEWD	5	2	3	1F.c., 1F.g., 1H.f., 2G.a., 2H.b.
MISSION NEIGHBORHOOD HEALTH CENTER	DCYF, DPH, HSA, MOHCD	3	0	3	1A.d., 1E.a., 1H.d.

<sup>4</sup> The Arts Commission (ARTS) joined the Citywide Nonprofit Monitoring and Capacity Building Program in FY14. When ARTS joined, two contractors became newly eligible for joint fiscal and compliance monitoring: Bayview Opera House and African American Art and Culture Complex. It is reasonable that these agencies may have a large number of findings in their first year in the program, as standards of monitoring may be more rigorous than previously applied.

<sup>5</sup> See above (3).

Nonprofit Name	Funding Departments	Total Initial Findings	Findings Addressed	Outstanding Findings	Initial Findings Detail
PORTOLA FAMILY CONNECTIONS INC	CFC, DCYF	3	0	3	1E.a., 1G.a., 1H.d.
SELF HELP FOR THE ELDERLY	DPH, HSA, MOHCD, OEWD	3	0	3	1C.b., 1D.a., 1F.c.
SUCCESS CENTER SAN FRANCISCO	DCYF, OEWD	3	0	3	1A.e., 1D.a., 1F.f.
APA FAMILY SUPPORT SERVICES	CFC, DCYF, DOSW, MOHCD	3	1	2	2E.c., 2G.a., 2I.a.
HORIZONS UNLIMITED OF SF	DCYF, DOSW, DPH	2	0	2	1A.f., 1F.c.
MARY ELIZABETH INN	DOSW, HSA	7	6	1	1E.a., 1G.a., 1H.d., 2A.b., 2C.a., 2E.a., 2G.a.
CENTRAL AMERICAN RESOURCE CENTER	DCYF, MOHCD	4	3	1	1G.a., 2G.b-c., 2H.a.
EVICTON DEFENSE COLLABORATIVE INC	HSA, MOHCD	3	2	1	1A.f., 1H.d-e.
MISSION NEIGHBORHOOD CENTERS INC	DCYF, DOSW, HSA, MOHCD	3	2	1	1A.d., 1F.c., 2G.c.
CHILDREN'S COUNCIL OF SAN FRANCISCO	CFC, DCYF, HSA	1	0	1	1F.c.
CONARD HOUSE INC	DPH, HSA	1	0	1	1A.f.
DOLORES STREET COMMUNITY SERVICES	DPH, HSA, MOHCD	1	0	1	1A.c.
EDGEWOOD CENTER FOR CHILDREN AND FAMILIES	ARTS, CFC, DPH, HSA	1	0	1	1F.c.
HEALTHRIGHT 360	DPH, MOHCD, SHF	1	0	1	1F.c.
INSTITUTE ON AGING	DOSW, DPH, HSA	1	0	1	1C.e.
INSTITUTO FAMILIAR DE LA RAZA INC	ARTS, CFC, DCYF, DPH, HSA	1	0	1	1A.f.
MISSION COUNCIL ON ALCOHOL ABUSE	DPH, SHF	1	0	1	1F.g.
WESTSIDE COMMUNITY MENTAL HEALTH CENTER INC	DCYF, DPH	1	0	1	1A.f.
SUNSET YOUTH SERVICES	ARTS, DCYF, MOHCD	9	9	0	1A.b., 1A.c-d., 1B.a-b., 1E.a-b., 2B.a-b.
FILIPINO-AMERICAN DEVELOPMENT FOUND.	DCYF, DOSW, MOHCD	8	8	0	1E.a-b., 1H.d-e., 2E.b-c., 2G.a-b.
COLLECTIVE IMPACT (DBA MO' MAGIC)	DCYF, MOHCD, OEWD	7	7	0	1A.d., 1F.c., 1F.g., 1G.a-c., 1H.d.
ARRIBA JUNTOS	DCYF, HSA, OEWD	6	6	0	1H.d-f., 2E.c., 2G.b-c.
CHARITY CULTURAL SERVICES CENTER	DCYF, OEWD	6	6	0	1A.d., 1A.f., 1B.a., 2G.c., 2H.c-d.
GOOD SAMARITAN FAMILY RESOURCE CENTER INC	CFC, DCYF	6	6	0	1G.c., 2E.c., 2G.c., 2H.c-d., 2I.b.
BAY AREA COMMUNITY RESOURCES	DCYF, OEWD	5	5	0	1B.a-b., 1E.a., 1G.a., 2B.a



Nonprofit Name	Funding Departments	Total Initial Findings	Findings Addressed	Outstanding Findings	Initial Findings Detail
BERNAL HEIGHTS NEIGHBORHOOD CENTER	DCYF, HSA, MOHCD	5	5	0	1A.d., 1E.a., 1F.c., 1F.f-g.
SAN FRANCISCO CHILD ABUSE PREVENTION CENTER	CFC, DCYF, DPH, HSA	5	5	0	1B.a., 2E.c., 2G.c., 2I.a-b.
HOMELESS PRENATAL PROGRAM	CFC, DPH, HSA	4	4	0	2G.c., 2H.e., 2I.a-b.
SOUTH OF MARKET CHILDCARE INC	CFC, MOHCD	4	4	0	1A.b-d., 1F.f.
BLACK COALITION ON AIDS	DPH, MOHCD	3	3	0	1C.c., 2H.e-f.
EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO INC	DCYF, DPH, HSA, MOHCD, OEWD	3	3	0	1F.c., 1F.g., 2B.b.
GLIDE FOUNDATION	CFC, DCYF, DOSW, HSA	3	3	0	2H.c-d., 2I.b.
HUNTERS POINT FAMILY	DCYF, OEWD	3	3	0	1H.e-f., 2G.c.
LA RAZA CENTRO LEGAL INC	HSA, MOHCD	3	3	0	1B.d., 1D.a., 2H.b.
ASIAN NEIGHBORHOOD DESIGN	MOHCD, OEWD	2	2	0	1G.a., 1H.e.
COMMUNITY WORKS WEST INC	DPH, HSA, SHF	2	2	0	1B.b., 1B.d.
FIRST PLACE FOR YOUTH	DCYF, HSA	2	2	0	2H.b., 2H.d.
SAN FRANCISCO HOUSING DEVELOPMENT CORPORATION	HSA, MOHCD	2	2	0	1A.c., 1E.a.
ASIAN WOMEN'S SHELTER	DOSW, HSA, MOHCD	1	1	0	1F.g.
BRIDGE HOUSING CORP	HSA, MOHCD	1	1	0	2E.a.
CENTER ON JUVENILE & CRIMINAL JUSTICE	DCYF, DPH, HSA, SHF	1	1	0	1F.c.
HAMILTON FAMILY CENTER	DPH, HSA, MOHCD	1	1	0	1F.c.
HEARING & SPEECH CENTER OF NOR CAL	DCYF, MOHCD, OEWD	1	1	0	1E.a.
LARKIN STREET YOUTH CENTER	ARTS, DCYF, DPH, HSA, MOHCD, OEWD	1	1	0	1F.g.
LUTHERAN SOCIAL SERVICES OF NOR CAL	DPH, HSA	1	1	0	1G.a.
NORTH OF MARKET SENIOR SERVICES DBA CURRY SENIOR CENTER	DPH, HSA	1	1	0	1H.d.
PROJECT OPEN HAND	DPH, HSA	1	1	0	1F.c.
ST VINCENT DE PAUL SOCIETY OF SAN FRANCISCO	DOSW, HSA	1	1	0	2I.a.

**APPENDIX E: City Monitoring Staff and Contractor Survey Responses, FY14**

**1. City Monitoring Staff Survey Responses**

Each year, the Controller’s Office solicits feedback from city staff that monitor contracts for nonprofits in the Citywide Nonprofit Monitoring and Capacity Building Program using an online survey. In FY14, 15 contract monitors responded, representing approximately 50% of total monitors, with one to three monitors per department providing feedback.<sup>6</sup> Sixty percent of respondents served as the Lead Department on one or more of their monitoring site visits or self-assessments. Over half of respondents reported spending an average of one to four hours on site visits, while self-assessments took anywhere between one and 12 hours.

A large majority of contract monitors reported clarity on their monitoring responsibilities, confidence in their findings, and adequate training and support to conduct monitoring. Respondents reported less confidence with their role of coaching contractors on improving fiscal and compliance documents.

**Figure E1: Feedback on the Monitoring Process**

Survey Questions	Always	Most of the Time	Sometimes	Never
Were you clear about your role and responsibilities as a team member for the monitorings?	5	6	2	0
Did you receive adequate support, tools and training to effectively contribute to the monitorings?	3	8	1	1
Did the Lead Department Representatives for your monitoring teams coordinate with you prior to the monitorings?	4	4	4	1
Did Lead Department Representatives vet findings with you before sending the Monitoring Report Letters to the contractors?	4	5	3	1
Did the monitoring teams you participated in work well together?	6	4	2	1
Were you confident about the monitoring team’s findings documented on the Monitoring Report Letter?	4	8	0	1
When needed, did you feel comfortable coaching Contractor staff to improve their fiscal and compliance documents, e.g. cost allocation plans?	4	5	2	2

Overall, contract monitors found resources from the Controller’s Office and their department managers helpful. A number of staff did not attend workshops or use the online resources available through the Controller’s Office. Some monitors reported that the lead monitors on their team had exceptional fiscal knowledge and experience, and clearly and patiently reported findings to the contractor at the end of their site visits.

<sup>6</sup> Except the Children and Families Commission (First 5), which did not provide feedback due to staff member leave.

**Figure E2: Value of Available Resources in Conducting Monitoring**

Survey Questions	Very helpful	Somewhat helpful	Not helpful	Did not use
Guidance from my manager and/or Steering Committee Representative	4	6	1	4
Monitoring team colleagues from other departments/divisions	10	2	1	2
Steering Committee Meetings (if you attend)	5	3	0	6
Controller's Office staff	6	5	0	4
Written Citywide Monitoring Guidelines	6	7	2	0
Controller's Office Technical Workshops, conducted by CompassPoint	4	4	1	6
Templates and other resources in the Controller's Google Drive folders	4	3	1	7
Controller's website for non-profits	3	4	1	6

Some respondents provided additional ideas to help improve the Monitoring Program.

**Figure E3: Suggestions for Improvement from City Monitoring Staff**

In general, what are your top two ideas for improving the Citywide Nonprofit Monitoring Program?
<ul style="list-style-type: none"> <li>• Involve both program and fiscal staff in monitoring process.</li> <li>• Involve city audit team's assistance.</li> <li>• Having individuals with fiscal knowledge and experience act as leads at the onsite monitoring visits.</li> <li>• Create a clearer tool.</li> <li>• An efficient system which streamlines the joint monitoring process, e.g. a repository that easily, quickly uploads and downloads documents, and a tracking system that allows monitors to ascertain the monitoring health/history of an agency over the past four years.</li> <li>• Do not assume that all monitors have the fiscal experience for parts of the review process; separate the review day, therefore, into a fiscal review day and a compliance review day, or separate into morning and afternoon sessions so that those with limited expertise can participate appropriately and efficiently.</li> <li>• Resources to provide to CBO's after monitoring has concluded, such as technical assistance trainings available through the Controller's Office.</li> <li>• More planning and discussions prior to site visit.</li> <li>• A centralized, internet based database/calendar. Right now, too many moving parts.</li> <li>• We monitor the current program year, meaning that any misdeeds done in the second half of the year go unmonitored. The last month or two, when agencies are trying to spend out, are the most sensitive.</li> <li>• Not redoing information so many times: the letter to agencies, upload to COOL, email to Gmail, input info in Google dashboard, input info into Google form, plus the internal logs we use in our department. It seems repetitious.</li> </ul>

- Can the online checklist form automatically generate the monitoring report letters?
- Better training for all fiscal monitors. This training should cover both general nonprofit financial systems as well as the City’s joint monitoring process. We need more consistency among the monitors.
- Simplify the Monitoring Form. I’m not sure it serves the City or the nonprofits we work with to go through such an extensive form every single year.
- Better coordination between departments, and more uniform standards across departments.
- Decreasing time wasted during on-site visits: arriving at the site, waiting for team arrivals, waiting for tasks to be assigned, waiting for things to be finished because one member is still doing their task.
- Great TA from the Controller’s Office! One other suggestion, more support for “solo” monitoring. There are large single grants going to organizations without grants from other departments, meaning that one has to do solo monitoring visits, which can be difficult.
- Invoice review should not be part of the fiscal visit. There are far too many differences between departments, and it is confusing for the nonprofits. Also, departments should feel free to review invoices at any time, not just at the single annual visit.

## 2. Contractor Survey Responses

Each year, the Controller’s Office solicits feedback from nonprofits engaged in the Monitoring Program using an online survey. In FY14, 38 contractors responded, representing 32% of the year’s pool. The majority of the respondents (71%) received a site visit, while 26% received a self-assessment, and one contractor had a waiver for the year.

Respondents were monitored by a mix of lead departments, with the most common lead being DPH or HSA. The Sheriff’s Department was not the lead for any of the contractors responding, but may have been on the monitoring team for one or more of the respondents. Site visits generally required a half day of the contractors’ time (63%), though some visits (26%) required up to a full day.

**Figure E4: Lead Departments of Responding Contractors**

Department	Number of Responses
Department of Public Health (DPH)	10
Human Services Agency (HSA)	10
Department for Children, Youth and Their Families (DCYF)	5
Office of Economic and Workforce Development (OEWD)	5
Mayor’s Office of Housing and Community Development (MOHCD)	4
First 5 (CFC)	2
Arts Commission	1
Department on the Status of Women (DOSW)	1
<b>Total Responses</b>	<b>38</b>

The majority of respondents strongly agree that they understand the Monitoring Program and that it saves them time. Respondents are still overall positive, but less firm, about the training they received and the reasonableness of the Monitoring Program policies.

**Figure E5: Contractor Opinions about the Monitoring Program Overall**

Survey Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
Do you have a clear understanding of the fiscal and compliance elements that are monitored in your City contracts/grants through the citywide monitoring process?	23	13	2	0
Does the City's consolidated monitoring process save you time compared to being separately monitored by individual City departments?	25	12	1	0
Has the City offered quality training for you and/or your staff related to the citywide fiscal and compliance monitoring process?	12	22	2	2
Are the City's fiscal and compliance monitoring requirements generally reasonable and reflective of financial best practices and state, local, and federal laws and regulations?	16	21	1	0

The survey asked respondents to provide feedback on whether the monitors adhered to the guidelines of the Monitoring Program. The overwhelming trend shows that City monitors performed their roles as instructed.

**Figure E6: Contractor Feedback about the Monitoring Process**

Survey Questions	Monitoring Type	Yes	No	Not Sure / NA	Blank
Did City staff provide a clear explanation of the citywide fiscal & compliance monitoring process?	SV & SA (38)	36	0	0	1
Did you receive 20-day advanced notice of your site visit and a copy of the monitoring form?	SV Only (27)	26	0	0	1
Were you given at least 6 weeks to complete the self-assessment?	SA Only (10)	8	0	2	0
Did City staff appear well coordinated?	SV Only (27)	25	0	1	1
Did City staff check in with you and/or your staff at the end of the site visit?	SV Only (27)	26	0	0	1
Did you receive a written response letter from the City within 6 weeks of your site visit?	SV & SA (38)	34	1	1	1
Were you given a clear deadline to respond to any monitoring findings?	SV & SA (38)	32	0	4	1
Were City staff accessible and responsive when you needed clarification about the process?	SV & SA (38)	35	0	1	1

Some respondents provided additional comments about their experience with the Monitoring Program.

**Figure E7: Additional Comments about the Monitoring Experience**

- I didn't receive the email with the entire list of items they would need to look at before they came so the day was a little more stressful and the follow up was more time consuming than it would have been if I had been more prepared. I'm not sure what happened to that email, but it was a fluke. Other years have been much smoother.
- [DPH Lead Monitor] was very responsive, thorough, helpful, and professional. We appreciated working

with him on this process.

- This year's Citywide Fiscal and Compliance Monitoring was very well coordinated.
- There were things requested in the letter response that were not included in the initial request.
- DPH was lead department for us. We also have contracts with MOHCD and received no feedback from them.
- While not difficult, it still feels duplicative. Examples are sending in 990's, audit reports, board minutes, board roster, etc. We are already asked to upload that to 7c2 for OEWD, and to 7c2 for OEWD-Workforce (same info, different database), CARBON for HSA, as well as individual grant managers asking for documents that we've already provided this way. It would be nice to have an online central repository that was really used. Insurance is another example that we upload 3 times and then submit electronically to several departments.

The Controller's Office and City departments offer technical assistance and training throughout the monitoring cycle. Respondents found their contract officer very helpful, but commonly did not use the Controller's workshops or website. Based on the comments offered, many may not have known about these resources.

**Figure E8: Feedback on the Value of Resources Provided to Contractors**

Survey Options	Very helpful	Somewhat helpful	Not helpful	Did not use	Blank
My contract officer or other City staff	22	11	0	3	2
Controller's Office Technical Workshops	12	10	0	14	2
Controller's website for nonprofits	7	9	0	20	2

Contractors shared the following suggestions for the program.

**Figure E9: Suggestions for Improvement from Contractors**

What do you think could make Citywide Fiscal and Compliance Monitoring easier and more effective both for City staff and contractors?
<ul style="list-style-type: none"> <li>• Evening workshops would be fantastic. Many of the board-focused workshops are fantastic, but our board can't attend them during the day on workdays. These workshops are so great; it's a huge value to have access to them for free!</li> <li>• I applaud the use of optional/beta best practices and expectations that are not strict legal/regulatory requirements (e.g. bi-annual board review of bylaws).</li> <li>• Staff are helpful and professional -- greatly appreciated. It's that we get these from more than one department and the citywide process hasn't really seemed to alleviate this. Thanks.</li> <li>• Experienced auditors for the process that has patience to see through an accurate monitoring session.</li> <li>• Alternating site visits &amp; self-assessments.</li> <li>• We were not made aware of any trainings. It would be helpful to be exposed to these as well as the</li> </ul>

website mentioned in the previous question. We felt in the dark about our visit and overall throughout the year.

- The training were great, but having a schedule for the year would help with scheduling and planning. It would also be helpful if some of the workshops could be repeated throughout the year.
- I think it's really good as it is.
- Reminding us about the resources available through the Controller's office. If I have been informed of this, I don't remember.
- Generally, the fiscal and compliance monitoring went smoothly this year and wasn't too terribly burdensome. As a general rule, though, the more flexibility an organization has, the more effective it tends to be. While we more or less had our ducks in a row, I've worked with smaller nonprofits that were really overwhelmed by the pages-long compliance checklist. I get that it's very important to monitor how tax money is spent, but there has to be a balance between the need for monitoring and the burden on the nonprofit. Funders tend to want it both ways - nearly every penny is supposed to be spent on programs, yet we need an extremely sophisticated administrative infrastructure to keep up with the compliance mandates. I'm sure you've heard this all before, but you gave me a box to type in, so I thought I'd use it. Nonetheless, we appreciate the funding and understand that some level of monitoring to ensure the money is used for its intended purpose is necessary.

**APPENDIX F: Performance Measures**

#	Category	Measure	Target	FY11 Actual	FY12 Actual	FY13 Actual	FY14 Actual
1	Monitoring Team Feedback	% of Monitoring Team respondents who state their monitoring teams worked well together always or most of the time	95%	92%	100%	100%	77%
2	Department Lead Feedback	% of Lead Department Representatives reporting that they were always or most of the time confident about their findings	95%	91%	95%	90%	89%
3	Department Lead Feedback	% of Lead Department Representatives who felt they had adequate support, tools, and training to perform their responsibilities always or most of the time	95%	91%	89%	80%	78%
4	Monitoring Processes	% of monitorings are scheduled in the online calendar by December 15, 2012	95%	77%	91%	87%	94%
5	Monitoring Processes	% of the year's Monitoring Report Letters sent to the contractor/ posted to centralized repository within the deadline	80%	68%	67%	75%	88%
6	Monitoring Processes	% of City staff reporting that the monitoring process among multiple departments saves City staff time	85%	n/a	n/a	n/a	79%
7	Monitoring Processes	% of City staff reporting that consistent standards and a shared monitoring process between City departments increases the City's ability to hold nonprofits accountable	85%	n/a	n/a	n/a	87%
8	Monitoring Processes	% of City staff reporting that the Non-profit Monitoring Program helps improve your Department's non-profit fiscal and compliance practices	85%	n/a	n/a	n/a	86%
9	Contractor Feedback	% of Contractors who report a clear understanding of the fiscal and compliance elements to be monitored in their contracts	95%	98%	90%	100%	95%
10	Controller's Resources	% of City monitors who rate the training series as very helpful or somewhat helpful (of those who attended)	95%	100%	91%	100%	89%
11	Controller's Resources	% of City contractors who rate the training series as very helpful or somewhat helpful (of those who attended)	95%	n/a	n/a	100%	100%
12	Capacity Building	% reduction in findings for Nonprofits that received technical assistance in the previous fiscal year	80%	n/a	67%	50%	68%



**City and County of San Francisco  
Controller's Office Nonprofit Corrective Action Guidelines**

**I. Controller Office Policies on Nonprofit Compliance to Monitoring Standards**

**Background** – In response to a 2009 Community-Based Organization Task Force Report, City departments and nonprofits collaboratively drafted and adopted a corrective action policy in November 2010. In winter 2013, the policy was revised in response to department contract monitors and the Budget Analyst. This revised policy offers a guide for use by City departments for situations when nonprofit contractors consistently fail to meet City monitoring standards or performance measures agreed upon by contract. The Controller's office recommends City departments adopt appropriate sections of this guideline as a tool for working with nonprofits in jeopardy.

**Definitions**

*Required action* is a list of activities a nonprofit should perform within the context of the Citywide Nonprofit Monitoring Program. All nonprofits with findings discovered during the yearly monitoring process will be required to come into compliance through completion of activities detailed in their required action plan. A required action plan does not indicate overall poor performance or put a nonprofit's contract with the City in jeopardy. It should not be confused with the corrective action process.

*Corrective action* is a list of activities a nonprofit should perform within an agreed upon time frame in order to improve its overall functioning. The Controller's Office recommends corrective action when a nonprofit has consistently failed to meet performance and/or monitoring standards agreed upon between a City department and the nonprofit service provider. A clear corrective action process is a valuable tool to help ensure nonprofit accountability, compliance with state and federal funding sources, and regular service delivery to San Francisco residents.

**Technical Assistance** – In cases of corrective action or required action, City departments may also consider technical assistance, offered by the Controller's Office or an external contractor, to assist nonprofits to come into compliance.

**Oversight and reporting** – Two times per year, in July and December, the Controller's Office will draft and issue a citywide list of nonprofits that have numerous monitoring findings and repeated monitoring findings under the Citywide Nonprofit Monitoring process. Nonprofits that have been placed on elevated concern or red flag status (see below), will also be included on this semi-annual list in a separate section.

**II. Standard Monitoring and The Controller's Office List**

**Performance standards and monitoring** - All City departments are responsible for performing risk-based monitoring and oversight on fiscal, compliance, and programmatic aspects on nonprofits in receipt of their funding. Performance and monitoring standards as well as reporting deadlines should be clear and reasonable in all City grants and contracts. In addition to standard monitoring assessments, City departments should make as-needed site visits or inquiries to follow up on issues or concerns that may arise.

**Nonprofits funded by more than one City department** - City departments should follow the policies and procedures laid out in the Controller's Office Citywide Nonprofit Fiscal and Compliance Monitoring Guidelines (see <http://sfcontroller.org/index.aspx?page=420>) for nonprofits that are part of the citywide monitoring pool.

**The Controller's Office List** – The Controller's Office will review all monitoring report letters for nonprofits in the shared monitoring pool. The twenty nonprofits with the highest number of findings and/or repeated finding, as well as nonprofits with no findings, will be listed in a semi-annual report published at the close of the monitoring season in July and updated in December. Departments are recommended to view the list to consider how best to assist nonprofits with multiple findings and support nonprofits with no findings to maintain higher performance.

### III. Elevated Concern Status

**Definition** - The City may designate elevated concern status to a nonprofit when it fails to complete any step in the Citywide Nonprofit Monitoring Program process (see section on Monitoring: <http://sfcontroller.org/index.aspx?page=420>) or in an agreed upon Corrective Action process (see section I). For example, elevated concern status can occur when the nonprofit has not:

- Responded to the City's request for monitoring information by a designated deadline
- Provided a recommended action plan that is acceptable to the City by a designated deadline
- Complied with the implementation of their recommended action plan by a designated deadline

Any City department holding a contract with the nonprofit at issue, or the Controller's Office, can initiate an elevated concern status designation.

The nonprofit should be notified that elevated concern status means it will be less competitive for new grants or contracts from the City as it may not meet the minimum qualifications for new grants or contracts. Elevated concern status is meant to be temporary and a department can remove the designation once a nonprofit performs its required activities.

**Internal City Communication** – When considering elevated concern status in instances of multi-department funding, the City should designate a lead staff person who will be responsible for coordination and information sharing with other department funders. City departments should issue letters and hold meetings jointly.

**Documentation** - Once a nonprofit is designated as being of elevated concern, the City should notify the nonprofit leadership, including Executive Director and executive leadership of the Board of Directors, of this new status in writing. The designation letter should also include the issues leading to elevated concern status, specific requested actions required, the deadline for completion of each action item, the ramifications of elevated concern status, such as being less competitive for grants, and the process for removal from this status.

**De-designation** - The nonprofit should remain on elevated concern status until the nonprofit provides a satisfactory response to the City's requests for information or action. Upon submission of information or proof of activity by the nonprofit, the City should send a written response to the nonprofit within one month. The City's response must detail either a de-designation of elevated concern status or a clear plan with detailed steps the nonprofit needs to take to remove the status.

#### IV. Red Flag Status - Designation

**Definition** – In rare cases, red flag status can occur when a nonprofit is at imminent risk of losing their funding for mismanagement or for being unable to perform services per their agreement. Red flag status can occur regardless of whether or not a nonprofit has elevated concern status. Nonprofits undergoing corrective action may be considered, but not required, for red flag status at any stage of the corrective action process.

For example, the following fiscal, compliance or programmatic issues can lead to red flag status:

- Cash flow inadequate to ensure successful delivery of services
- Invoicing consistently and significantly inaccurate and/or late
- Inability to produce basic financial documents such as global budget, cost allocation plan, balance sheet, and profit and loss statement, despite repeated requests
- Payroll tax forms not submitted for more than one quarter
- Consistently low units of service; far below needed outcome/ output measurements
- Governance and management problems resulting in financial or service issues
- Critical safety and legal concerns
- Licensing or facilities problems threatening continued delivery of service
- State/federal investigations documenting serious concerns
- Proven, recent cases of fraud or discrimination
- Significant unresolved client complaints

**Internal City Communication** - When considering red flag status in instances of multi-department funding, City departments will jointly determine if a nonprofit should be on red flag status; funding department should issue letters and hold meetings jointly as well. The City should designate a lead who will be responsible for coordination and information sharing with other department funders. Any City department holding a contract with the nonprofit at issue, or the Controller's Office, can initiate the process for red flag status designation.

**Documentation** - Once a nonprofit is designated as being red flag status, the City should notify the nonprofit leadership, including Executive Director and executive leadership of the Board of Directors, of this new status in writing. The designation letter should also include the issues leading to red flag status, specific requested corrective actions required, the deadline for completion of each action item, the ramifications of red flag status, such as being less competitive for grants, and the process for removal from this status.

The nonprofit's leadership may be given an opportunity to contest the designation if they disagree with the factual basis of the department's determination that red flag status is warranted. City departments that provide contracts, not grants, to nonprofits must take disciplinary action per the default provisions in the contract. This includes providing the nonprofit with appropriate notice and an opportunity to correct issues as specified in the default and termination sections of the contract.

**De-designation** – The nonprofit should remain on red flag status until the nonprofit provides a satisfactory response to the City's requests for information or action. Upon submission of information

or proof of activity by the nonprofit, the City should send a written response to the nonprofit within one month. The City's response must detail either a de-designation of red flag status or a clear plan with detailed steps the nonprofit needs to take to remove the status.

The nonprofit should remain on the red flag status until the nonprofit has fully implemented the requested corrective action, or partially implemented corrective action to the satisfaction of the City department(s) in question. Upon submission of information or proof of activity by the nonprofit, the City should send a written response to the nonprofit within one month. The City's response must include either a de-designation of red flag status or a clear road map as to the steps the nonprofit still needs to take so that the City will remove the status. The City may choose to dialogue with the nonprofit leadership, including the board of directors, to make progress on the implementation of corrective action and may consider technical assistance, as appropriate.

**De-funding** - De-funding is a possible ultimate sanction for nonprofits that are out of compliance with the City's grant and contract conditions. Note that those City departments that provide contracts, not grants, to nonprofits must take disciplinary action per the default provisions in the contract and defunding may require termination of the contract. Termination for default requires that the nonprofit be given appropriate notice and an opportunity to fix the contract breach.

#### V. Corrective Action Process – Suggested Responsibilities

**Identification of alternative service providers** - City departments may choose to identify appropriate alternative service providers immediately upon designation of a nonprofit to either elevated concern or red flag status. If existing agreements or pre-qualified nonprofits cannot accommodate the service delivery need, the City may choose to undertake a solicitation process to procure needed services.

**Dialogue with nonprofit leadership** - The City may choose to hold meetings and dialogue with the nonprofit's leadership, including the executive committee of the board of directors, as needed and appropriate to help make progress on required or corrective action. The department may provide the nonprofit's leadership with a reasonable opportunity to respond to the department's determination that serious deficiencies exist which warrant implementation of a required or corrective action plan.

**Technical assistance** - The City may consider, on a case-by-case basis, whether technical assistance is appropriate and necessary in assisting the provider to come into compliance. For guidance, tools, and resources on fiscal, governance, and compliance technical assistance (regardless of whether the nonprofit is funded by multiple City departments or just one), contact the Citywide Nonprofit Monitoring and Capacity Building Program facilitated by the Controller's Office.

**Elevated concern and red flag list** - All departments should keep an ongoing list of those nonprofits with elevated concern and red flag status and the reason(s) why, as well as regularly notify their commissions/ oversight bodies and the Controller's Office. The Controller's Office will distribute a consolidated list semi-annually as described above, including to the Mayor's Budget Office and Board of Supervisors

**Funding limitations** - City departments may choose to include in their solicitations that nonprofits on elevated concern or red flag status would not meet suggested minimum qualifications. City departments may then review the elevated concern/ red flag status list and perform appropriate due diligence in the scoring process and before awarding a grant or contract.

**Incentives for good performance** – If appropriate and in alignment with the department's solicitation procedures, departments are encouraged to provide incentives for good performance by including the opportunity for nonprofits applying for City funding to describe their ability to successfully comply with the City's fiscal and compliance standards, and to award them points for their past success, as part of the RFP scoring system.

**Whistleblower referral** - In cases of suspected/ alleged fraud (as opposed to fiscal mismanagement) City departments should contact the Controller's Office Whistleblower Program – [www.sfgov.org/controller/whistleblower](http://www.sfgov.org/controller/whistleblower)

**HRC referral** - In cases of suspected/ alleged discrimination, City departments should contact the Human Rights Commission.

**Vendor debarment** – In cases of egregious misconduct, City department heads should pursue debarment against any City-funded nonprofit who engages in any willful misconduct with respect to any City bid, request for qualifications, request for proposals, purchase order and/or contract. This includes failure to comply with grant/ contract terms, unexcused delays, poor performance, and providing false information. Debarment requires a hearing at which the vendor can be represented by an attorney and present facts and evidence refuting the department's allegations of misconduct. The Controller's Office currently posts debarred nonprofits on the internet ([http://www.sfgov.org/site/controller\\_index.asp?id=28412](http://www.sfgov.org/site/controller_index.asp?id=28412)). See Chapter 28 of the San Francisco Administrative Code for more information.

**Grievances** - Departments should inform their nonprofit service providers about their dispute resolution procedures as well as that of the Nonprofit Review/ Appellate Panel: <http://sfgsa.org/index.aspx?page=379>



**NONPROFIT CONTRACTOR REVIEW**  
**STANDARD MONITORING FORM: FISCAL & COMPLIANCE**

**Contractor Name:**

**City Contracts Reviewed:**

Department / Program	Contract Name and Description

**For City Staff Use Only – Please indicate how this form is being used:**

**Self Assessment Submitted by Contractor:** *Send form to Contractor to complete and submit to the City for review; maintain file copy with lead department.*

*Submit by:* \_\_\_\_\_ *Submit to:* \_\_\_\_\_  
 (Due Date) (Name, Title, Department)

**Site Visit Conducted by City Staff:** *Complete this form for use in writing up Monitoring Report Letter; maintain file copy with lead department.*

*Date of Visit:* \_\_\_\_\_ *Time Started:* \_\_\_\_\_ *Time Ended:* \_\_\_\_\_

	Name	Dept/Division
<b>Assigned lead for this monitoring</b>		
<b>Additional staff (if applicable)</b>		



Citywide Non-profit Fiscal and Compliance Monitoring

<b>1. FISCAL REVIEW</b>	
<b>Tasks</b>	<b>Comments</b>
<p><b>1A. Agency-wide Budget</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> a. Current (fiscal or calendar year)</li> <li><input type="checkbox"/> b. Shows income and expense by program</li> <li><input type="checkbox"/> c. Shows allocation of shared and indirect costs by program</li> <li><input type="checkbox"/> d. Shows fundraising separate from program expense</li> <li><input type="checkbox"/> e. Clearly identifies all revenue sources (City, state, federal)</li> <li><input type="checkbox"/> f. 15% of funding from non-City sources</li> </ul> <p><i>(Guidance to City staff: request and review the agency-wide budget to certify above items; ask Contractor if there is any missing information.)</i></p>	
<p><b>1B. Cost Allocation Procedures</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> a. Process for cost allocation procedures and plan for <u>shared</u> costs is documented in a written narrative or in the footnotes of the current approved agency-wide budget</li> <li><input type="checkbox"/> b. Process for allocating <u>shared</u> program costs is consistent and reasonable</li> <li><input type="checkbox"/> c. Process for cost allocation procedures and plan for <u>indirect costs</u> is documented in a written narrative or in the footnotes of the current approved agency-wide budget</li> <li><input type="checkbox"/> d. Process for allocating <u>indirect</u> costs is consistent and reasonable</li> </ul> <p><i>(Guidance to City staff: request and review the agency-wide budget or written cost allocation narrative to certify the above.)</i></p>	
<p><b>1C. Audited Financial Statements</b>  <i>As Applicable (Per Departmental Requirements):</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> a. Complete: all sections and statements included; opinion and other audit letters are signed</li> <li><input type="checkbox"/> b. Unqualified opinion</li> </ul> <p><i>For Organizations which received a Management Letter:</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> c. Management letter has been signed by the audit firm</li> <li><input type="checkbox"/> d. For any prior year findings, the Contractor has provided you with a reasonable explanation of how the Contractor has corrected all the findings</li> </ul> <p><i>For Organizations which had A-133 Audit:</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> e. No material weaknesses mentioned</li> <li><input type="checkbox"/> f. No current findings and/or questioned costs</li> <li><input type="checkbox"/> g. For any prior year findings, the Contractor has provided you with a reasonable explanation of how the Contractor has corrected all the findings</li> </ul> <p><i>(Guidance to City staff: Check departmental requirements to determine applicability. If applicable, request and review the Contractor's external audit, including the management letter if available (a-d); an A-133 audit should have been conducted if the Contractor spent over \$500,000 in federal funds (e-g).)</i></p>	



Citywide Non-profit Fiscal and Compliance Monitoring

<b>1. FISCAL REVIEW</b>	
<b>Tasks</b>	<b>Comments</b>
<p><b>1D. Tax Form</b></p> <p><input type="checkbox"/> a. Federal 990 return filed for most recent tax year or request for extension submitted on time</p> <p><i>(Guidance to City staff: "on time" is 4.5 months after the close of the fiscal period, although extensions are allowed; date of submission is on page 9.)</i></p>	
<p><b>1E. Fiscal Policies &amp; Procedures</b></p> <p><input type="checkbox"/> a. Current (updated within the past two calendar years or to reflect monitoring/audit recommendations)</p> <p>In writing, contains at a minimum:</p> <p><input type="checkbox"/> b. Internal controls (safeguarding of assets, authorization of transactions, reconciliation of accounting records)</p> <p><input type="checkbox"/> c. Financial reporting</p> <p><input type="checkbox"/> d. Accounts payable</p> <p><input type="checkbox"/> e. Accounts receivable</p> <p><input type="checkbox"/> f. Petty cash</p> <p><input type="checkbox"/> g. Payroll</p> <p><i>(Guidance to City staff: request and review fiscal policy and procedures to certify above items.)</i></p>	
<p><b>1F. Financial Reports</b></p> <p><b>Balance Sheet (a.k.a. Statement of Financial Position):</b></p> <p><input type="checkbox"/> a. Current (as of the last four months, at least)</p> <p><input type="checkbox"/> b. Overall cash balance is positive</p> <p><input type="checkbox"/> c. Current assets exceed current liabilities by 2 to 1</p> <p><input type="checkbox"/> d. Current bank reconciliation (as of the last four months, at least)</p> <p><b>Profit and Loss Statement (a.k.a. Statement of Activity):</b></p> <p><input type="checkbox"/> e. Current (as of the last four months, at least)</p> <p><input type="checkbox"/> f. Shows year-to-date (YTD) income and expense by program/ contract/ funding source, including indirect costs</p> <p><input type="checkbox"/> g. Year-to-date net income is either a positive number or the Contractor provides a sound explanation of how it will be positive by the end of the fiscal year</p> <p><i>(Guidance to City staff: request and review the Contractor's most recent balance sheet, bank reconciliation, and profit and loss statement to certify the above items. Note that item 1Fb is strongly recommended but not required for City monitors to complete.)</i></p>	





Citywide Non-profit Fiscal and Compliance Monitoring

1. FISCAL REVIEW	
Tasks	Comments
<p><b>1G. Invoices</b></p> <p>Expenses:</p> <p><input type="checkbox"/> a. Expenses tested on invoices have supporting documentation: credit card charges and/or petty cash expenditures are all documented with an original receipt and reasonably tie to the cost allocation plan.</p> <p><input type="checkbox"/> b. Contractor follows its policies for writing checks, credit card use, petty cash use, and/or reimbursement for expenses tested on invoices</p> <p><input type="checkbox"/> c. Tested expenses on invoices appear to be reasonably associated with the program budget</p> <p><b>If Units of service contract (usually DPH contracts only):</b></p> <p><input type="checkbox"/> d. Units of service provided are documented and agree with invoices</p> <p><b>If payments to subcontractors are included on invoices:</b></p> <p><input type="checkbox"/> e. Subcontractor authorized by contract</p> <p><input type="checkbox"/> f. Contractor paid its subcontractors' invoices per the schedule established in the subcontracting agreement and/or prior to receiving City reimbursement for the services delivered</p> <p><input type="checkbox"/> g. Subcontractor invoices show basis for work billed as performed (units of service, hours, reimbursable costs)</p> <p><i>(Guidance to City staff: test selected expenses on selected invoices, requesting documentation and explanation from Contractor as needed (a-d); request and review subcontracting agreement &amp; invoices as needed for select months (e-g).)</i></p>	



Citywide Non-profit Fiscal and Compliance Monitoring

1. FISCAL REVIEW	
Tasks	Comments
<p><b>1H. Payroll</b></p> <p><input type="checkbox"/> a. State (DE 9 and DE 9C) and federal (941) payroll tax returns were filed by the end of the month following the end of the quarter for monitoring months under review</p> <p><input type="checkbox"/> b. Employees paid with City funds listed on invoices checked in Section 1G above are listed on the DE 9 and DE 9C for the quarter(s) that includes the monitoring months under review</p> <p><input type="checkbox"/> c. Documentation that payroll taxes due were actually paid</p> <p><b>Timesheets:</b></p> <p><input type="checkbox"/> d. If employee time is paid by more than one source, it is recorded by funding source or program on timesheets</p> <p><input type="checkbox"/> e. Employee &amp; supervisor signatures on timesheets in ink (e-timesheets are acceptable)</p> <p><input type="checkbox"/> f. All changes to timesheet are initialed by supervisor and employee in ink (e-timesheets are acceptable)</p> <p><input type="checkbox"/> g. Timesheets of employees paid with City funds listed on invoices checked in Section 1G above list hours worked that are consistent with invoices</p> <p><i>(Guidance to City staff: request and review the Contractor's DE 9, DE 9C, and 941 returns, payroll tax verification, bank statements, select employee timesheets, and payroll register/ journal for the months under review.)</i></p>	



<b>2. COMPLIANCE REVIEW</b>	
<b>Tasks</b>	<b>Comments</b>
<p><b>2A. Board Minutes</b></p> <p><input type="checkbox"/> a. Minutes show that if a paid City employee or City commission member is on the Board, he or she did not vote on items related to City contracts with their affiliated City department (excluding vote on Agency-Wide Budget)</p> <p><input type="checkbox"/> b. Minutes show that if the Executive Director is a member of the Board, he or she is a non-voting member</p> <p><input type="checkbox"/> c. Minutes show current agency-wide budget approved</p> <p><input type="checkbox"/> d. Minutes show that financial reports are shared with the Board on a regular basis</p> <p><i>(Guidance to City staff: request and review the Board roster and minutes.)</i></p>	
<p>Does the Contractor receive at least \$250,000 in City funds? <input type="checkbox"/> YES <input type="checkbox"/> NO            If YES, the Sunshine Ordinance applies and monitor should answer 2B, 2C and 2D below.            If NO, Monitor should skip 2B, 2C and 2D below and proceed directly to 2E.</p>	
<p><b>2B. Board Meetings</b></p> <p><input type="checkbox"/> a. At least two meetings with quorum status are open to the public each year</p> <p><input type="checkbox"/> b. These two meetings are announced to the general public at least 30 days in advance through the SF Public Library and the Clerk of the Board of Supervisors</p> <p><i>(Guidance to City staff: request Contractor to show minutes and other relevant documents to certify above items.)</i></p>	
<p><b>2C. Public Access to Records</b></p> <p><input type="checkbox"/> a. Contractor acknowledges that, per the Sunshine Ordinance, it must maintain and make available for public inspection (1) most recent budget, (2) most recently filed State and federal tax returns, and (3) any financial audits and performance evaluations performed by or for the City pursuant to a City contract</p> <p><i>(Guidance to City staff: confirm Contractor's adherence to the above requirements.)</i></p>	
<p><b>2D. Client Representation on Board</b></p> <p><input type="checkbox"/> a. By-laws include requirements for client representation on Board, or Contractor makes other good-faith efforts to ensure client representation</p> <p><i>(Guidance to City staff: it is sufficient to ask Contractor to disclose information.)</i></p>	



Citywide Non-profit Fiscal and Compliance Monitoring

<b>2. COMPLIANCE REVIEW</b>	
<b>Tasks</b>	<b>Comments</b>
<p><b>2E. Subcontracts (includes fiscal sponsors &amp; fiscal intermediaries)</b></p> <p><input type="checkbox"/> a. Documentation that procurement procedures in the Contractor’s fiscal policies and procedures were followed by Contractor to select subcontractors (if applicable)</p> <p><input type="checkbox"/> b. Legally binding agreements between Contractor and subcontractors are valid and current, and include scope of work/deliverables</p> <p><input type="checkbox"/> c. Documentation that contractor regularly monitors fiscal and programmatic performance of subcontractor (e.g. copies of subcontractor’s fiscal documents and invoices)</p> <p><i>(Guidance to City staff: request Contractor to explain using specific examples and documents in order to certify the above items.)</i></p>	
<p><b>2F. Licenses</b></p> <p><input type="checkbox"/> a. Site licenses required by City contracts are available, verified and current</p> <p><input type="checkbox"/> b. Staff licenses required by City contracts are available, verified and current</p> <p><i>(Guidance to City staff: request to see copies of licenses to certify above items.)</i></p>	
<p><b>2G. Personnel Policies</b></p> <p><input type="checkbox"/> a. Written and current personnel/employee manual, including:</p> <ul style="list-style-type: none"> <li>- Equal Employment Opportunity</li> <li>- Harassment and Discrimination</li> <li>- Reasonable Accommodation - ADA</li> <li>- Grievance Procedures</li> </ul> <p><input type="checkbox"/> b. Evidence that staff were trained regarding personnel policies</p> <p><input type="checkbox"/> c. Documentation of the following is maintained on file:</p> <ul style="list-style-type: none"> <li>- Job description</li> <li>- Employment application or résumé</li> <li>- Employment confirmation or letter of hire</li> <li>- Salary information including adjustments</li> <li>- Verification of employee orientation</li> <li>- Annual TB clearance (required for some City contracts; Check with funding departments)</li> <li>- Fingerprinting (required for children’s services)</li> </ul> <p><i>(Guidance to City staff: request to see manual, documentation that staff have been trained, and check personnel files to certify above items.)</i></p>	



<b>2. COMPLIANCE REVIEW</b>	
<b>Tasks</b>	<b>Comments</b>
<p><b>2H. Emergency Operations Plan</b></p> <p><input type="checkbox"/> a. Written emergency operations plan</p> <p><input type="checkbox"/> b. Plan contains contingency planning, including an alternate site, if needed</p> <p><input type="checkbox"/> c. Staff and volunteers were trained within the last year on the emergency plan</p> <p><input type="checkbox"/> d. At least one fire drill and one earthquake drill have been conducted in last year</p> <p><input type="checkbox"/> e. Elevator permit is current (if building owned by the Contractor)</p> <p><input type="checkbox"/> f. All sites have received fire inspections (if required)</p> <p><i>(Guidance to City staff: request and review plan, permits, and inspection certifications if required; it is sufficient to ask Contractor to disclose information regarding training and drills (c and d).)</i></p>	
<p><b>2I. Americans with Disabilities Act (ADA)</b></p> <p><input type="checkbox"/> a. Written policies and procedures to allow people with disabilities to benefit from services and containing an agency-wide ADA grievance procedure</p> <p><input type="checkbox"/> b. Staff is trained regarding Contractor's ADA policies and procedures</p> <p><i>(Guidance to City staff: request to see policies and procedures to verify item a; it is sufficient to ask Contractor to disclose information regarding b.)</i></p>	
<p><b>2J. Data Universal Numbering System (DUNS)</b></p> <p><input type="checkbox"/> a. Demonstration of registered DUNS number</p>	



### 3. GOVERNANCE REVIEW

For FY 13-14, monitoring staff will review governance best practices with contracted agencies, identifying areas of strength and areas for improvement. Deviation from these best practices will not be considered monitoring findings in the Monitoring Report Letter; however as important indicators of healthy nonprofits, they will be tracked in a separate section of the report. Monitoring staff should review and discuss with agency representatives.

Tasks	Comments
<p><b>3A. Board of Directors Best Practices</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> a. Assist with the raising of funds</li><li><input type="checkbox"/> b. Participate in annual giving to agency</li><li><input type="checkbox"/> c. Achieve quorum at every meeting</li><li><input type="checkbox"/> d. Conduct an Executive Director performance review annually</li><li><input type="checkbox"/> e. Bylaws define term limits, quorum, committee structures, and voting/decision-making process</li><li><input type="checkbox"/> f. Board leadership positions filled</li><li><input type="checkbox"/> g. Conduct recruitment (including identifying and recruiting potential board members) at least once in the past year</li></ul>	



Citywide Non-profit Fiscal and Compliance Monitoring

SIGNATURES	
Lead Department Monitor Signature & Title	Date
<i>FOR SELF ASSESSMENTS ONLY: I, the authorized representative for the contractor mentioned above, state that the information provided is true and correct to the best of my knowledge.</i>	
Contractor Representative Signature & Title	Date

SUNSHINE ORDINANCE  
TASK FORCE



City Hall  
1 Dr. Carlton B. Goodlett Place Room 244  
San Francisco CA 94102-4689  
Tel. No. (415) 554-7724  
Fax No. (415) 554-7854  
TDD/TTY No. (415) 554-5227

President David Chiu and Members  
Board of Supervisors  
1 Dr. Carlton B. Goodlett Place Room 244  
San Francisco CA 94102-4689

October 14, 2014

Re: Sunshine Ordinance Task Force 2012-2014 Annual Report

Dear President Chiu and Members,

The Sunshine Ordinance Task Force (Task Force) submits the attached Annual Report covering the period of May 2012 to April 2014 to the Board of Supervisors pursuant to San Francisco Administrative Code, Section 67.30 (c). The report reflects the experience of the members who served on the Task Force during the time period covered.

The report summarizes the predominant matters managed by the Task Force during this period, first and foremost being the sheer volume of complaints submitted in what was essentially a condensed term; the Task Force was not able to meet for the first 4 months because of the lack of a member who is physically handicapped.

If you have any questions or concerns regarding this report please direct them to me or Task Force Administrator Victor Young at (415) 554-7724 or by email to [sotf@sfgov.org](mailto:sotf@sfgov.org).

Best Regards,

Allyson Washburn  
Chair

- c: Sunshine Ordinance Task Force Members
- Nicholas Colla, Deputy City Attorney
- Angela Calvillo, Clerk of the Board
- Mayor Edwin Lee
- City Attorney Dennis Herrera
- District Attorney George Gascón
- Ethics Commission

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**CITY AND COUNTY OF SAN FRANCISCO  
SUNSHINE ORDINANCE TASK FORCE  
2012-2014 ANNUAL REPORT**

The San Francisco Sunshine Ordinance Task Force (Task Force) submits this annual report for the term of May 2012 to April 2014 to the Board of Supervisors pursuant to San Francisco Administrative Code, Section 67.30 (c).

**SUNSHINE ORDINANCE**

*San Francisco Administrative Code Chapter 67*

The Sunshine Ordinance is San Francisco's open government law, enacted in 1993 by the Board of Supervisors and signed by former Mayor Frank Jordan. San Francisco voters amended and approved the current version of the Ordinance in November 1999 as Proposition G.

The Sunshine Ordinance is based on the California Public Records Act and the state open meetings law known as the Ralph M. Brown Act. It draws additional authority and potency from Article I, Section 3 of the California Constitution and is intended to ensure and broaden the public's access to local government guaranteed by state law. San Francisco voters enacted the law to assure that public officials conduct the people's business in full view of the public and that the people remain in control of their government.

## **SUNSHINE ORDINANCE TASK FORCE**

The Task Force is established pursuant to Sunshine Ordinance section 67.30 to promote transparency and accountability in City government.

### **Members**

The Task Force consists of 11 seats for voting members and two seats for non-voting members. Voting members from May 2012 to April 2014 were:

1. Chair Kitt Grant (5/22/12), Press or Electronic Media, \*resigned 4/30/14
2. Vice Chair Louise Fischer (5/22/12), General Public
3. Richard Knee (holdover), Society of Professional Journalists, Local Journalist
4. Suzanne Manneh (holdover), New California Media, \*resigned 4/3/13
5. Allyson Washburn (holdover), League of Women Voters
6. David Pilpel (6/6/12), Consumer Advocacy
7. David Sims (6/6/12), Consumer Advocacy
8. Todd David (6/4/12), General Public
9. Chris Hyland (5/24/12), General Public
10. Bruce Oka (11/7/12), General Public

The Board of Supervisors appoints voting members pursuant to requirements outlined in the Sunshine Ordinance. Voting members serve two-year terms without pay or expense reimbursement. There is no term limit for serving on the Task Force.

All Task Force members are required to have experience and/or demonstrated interest in the issues of citizen access and participation in local government. At all times the Task Force shall include at least one member who is a member of the public and is physically handicapped. Member Oka met that requirement when he was appointed in November 2012.

The two non-voting seats are designated for ex-officio members from the offices of the Mayor and the Clerk of the Board of Supervisors. Mayor Edwin Lee failed to designate a person to represent his office. Clerk of the Board Angela Calvillo attended two or three meetings in 2012, primarily to acclimate new Task Force members to their roles and address transitional issues.

## **Responsibilities**

The Task Force protects the public interest in open government and performs the duties outlined in the Sunshine Ordinance. It monitors the effectiveness of the Ordinance and recommends ways to improve it. The goal is to maximize public access to City records, information, and meetings and help public officials, employees, and entities find effective, efficient, and practical ways to meet open government requirements.

The Task Force is responsible for determining whether a record or information, or any part of that record or information, is public and must be disclosed; for determining whether meetings of policy, advisory, and passive meeting bodies should be open to the public; and for hearing public complaints alleging violations of the Sunshine Ordinance, California Public Records Act, Ralph M. Brown Act, and the Nonprofit Public Access Ordinance.

## **Meetings**

Regular Task Force meetings are currently held on the first Wednesday of each month at 4:00 p.m. When the transition of new members occurred the Task Force met on June 6 and July 11, 2012, but determined that the Task Force could not meet again until at least one member of the Task Force who is a member of the public and is physically handicapped was appointed. Meetings resumed in November 2012, after Member Oka was appointed.

## **Standing Committees of the Task Force**

During this period the Compliance and Amendments Committee (CAC) and the Education, Outreach, and Training Committee (EOTC) were active. Reports from those two committees are included below.

Although the Task Force By-Laws establish a Complaint Committee and a Rules Committee neither were active during this period. Members were appointed to the Rules Committee, but there was a decision to prioritize the backlog of cases that had accrued and it did not meet.

## **Task Force Administrator**

The Task Force is assisted by a full time Administrator from the office of the Clerk of the Board of Supervisors pursuant to Sunshine Ordinance, Section 67.31. During this period the role of Administrator was initially filled by Andrea Ausberry, followed by Victor Young, who currently serves in that role.

The Administrator receives complaints related to the Sunshine Ordinance and assists the public in resolving open government issues. The number of complaints received by the Administrator is substantially higher than the number of complaints actually heard by the Task Force, primarily because the Administrator is sometimes able to resolve conflicts between parties.

## **Deputy City Attorney**

The City Attorney assigns a Deputy City Attorney to serve as legal advisor to the Task Force. Jerry Threet, Celia Lee, and currently, Nicholas Colla, served in that capacity during this period.

## **Complaints**

During this period there were a total of 190 complaints heard with 62 complaints still pending.

2012: 59 heard, 9 pending

2013: 91 heard, 23 pending

2014: 40 heard, 30 pending

As a result of the Task Force's inability to meet for several months in 2012 there was a backlog of complaints to be heard once meetings resumed.

## **Referrals**

During this period the Task Force referred 32 complaints to Task Force committees, the Board of Supervisors, or the Ethics Commission for enforcement.

2012: 8 CAC, 6 EOTC, 1 Board of Supervisors, 3 Ethics Commission

2013: 5 CAC, 6 EOTC, 1 Board of Supervisors, 2 Ethics Commission

2014: 6 CAC, 1 EOTC, 0 Board of Supervisors, 0 Ethics Commission

In choosing where to refer complaints after being heard on the merits the Task Force took into account whether there was an intent to deny the public documents to which they were entitled. The Task Force found that in many City departments there was no clear process in place for complying with the Sunshine Ordinance and referred those cases to the EOTC. Complaints that involved a violation by a City department or representative were referred to the CAC. Blatant disregard of Sunshine requirements and subsequent non-compliance with Orders of Determination were referred to the Board of Supervisors or the Ethics Commission.

## **Highlights of Cases Resulting in Orders of Determination and Referrals**

The cases discussed below represent some of the cases that were important in providing greater transparency in the day-to-day business of City departments. As stated in previous annual reports, the Task Force is seeking a stronger partnership and accountability by municipal offices with enforcement power through timely action to see these cases through to their important and just conclusions.

1) Allen Grossman (Complainant) v. John St. Croix, Executive Director, Ethics Commission (Respondent), for failure to provide public records subject to disclosure. (File No. 12056)

The Task Force heard the complaint on June 5, 2013. The Complainant alleged that the Respondent violated public records laws by not fully responding to his October 3, 2012 public records request. The Complainant appeared before the Task Force and presented his claim. The Respondent presented the Ethics Commission's defense. The issue in this case was whether the Respondent violated Sunshine Ordinance sections 67.21, 67.24, and 67.27 and / or California Public Records Act sections 6253 and 6254.

The Task Force found the testimony of the Complainant persuasive and that Sunshine Ordinance sections 67.21 (b) and 67.24 (b) (1) were applicable in this case. The Task Force found that the records requested from the Ethics Commission were public records subject to disclosure and that the Respondent had violated Sunshine Ordinance section 67.21 (b) by failing to provide the records within ten days following receipt of a request and section 67.24 (b) (1) by withholding records subject to disclosure. An Order of Determination was issued on June 24, 2013 asking the Respondent to release the requested records within 5 business days and appear before the CAC on August 20, 2013.

After an unsuccessful referral to the CAC, the Task Force found the Respondent in violation of Sunshine Ordinance sections 67.21 (b), 67.24 (b) (1) (i) and (iii), and 67.27 (a) and (b) on September 4, 2013 and referred the matter to the Board of Supervisors and the Ethics Commission for enforcement.

The matter has since been heard in San Francisco Superior Court and the Court of Appeal.

2) Dominic Maionchi (Complainant) v. Phil Ginsburg, General Manager, Recreation and Park Department (Respondent), for failure to provide unredacted copies of records pertaining to waiting lists for slips in the Marina Yacht Harbor. (File No. 12058)

The Task Force heard the complaint on May 1, 2013. The Complainant alleged that the Recreation and Park Department (Department) violated public records laws by failing to timely respond to his November 22, 2012 public records request and failing to provide unredacted copies of the requested records pertaining to waiting lists for slips in the Marina Yacht Harbor. The Complainant appeared before the Task Force and presented his claim. Olive Gong, Custodian of Records for the Department, presented the Department's defense. The issue in this case was whether the Department violated Sunshine Ordinance sections 67.21 and 67.24 and / or California Public Records Act section 6253.

The Task Force found the testimony of the Complainant persuasive and that Sunshine Ordinance section 67.26 was applicable in this case. The Task Force did not find the testimony of the Department persuasive regarding the alleged violation of Sunshine Ordinance section 67.26. An Order of Determination was issued on June 12, 2013.

The Complainant provided an update at the July 16, 2013 CAC meeting. The Complainant stated that the Department had provided the same documents as had been provided in response to the original records request, which does not comply with the Order of Determination. Olive Gong of the Department stated that the California Government Code supports the Department's decision to redact documents provided to the Complainant and not disclose others.

The Task Force found the Department in violation of Sunshine Ordinance sections 67.21 (e), 67.24 (g), and 67.34 on November 6, 2013 and referred the matter to the Ethics Commission for enforcement, specifically naming Phil Ginsburg, General Manager, Recreation and Park Department, responsible.

The Ethics Commission referred the matter back to the Task Force on May 2, 2014, and requested additional information.

3) Ray Hartz (Complainant) v. Luis Herrera, City Librarian, Public Library (Respondent), for failure to provide equal access to members of the public to Library audiovisual equipment for use during public comment at Library Commission meetings. (File No. 13013)

The Task Force heard the complaint on July 9, 2013. The Complainant alleged that the Respondent violated the public meeting requirements of the Sunshine Ordinance by failing to provide equal access to members of the public to Library audiovisual equipment for use during public comment at Library Commission meetings, thereby abridging their speech. The Complainant appeared before the Task Force and presented his claim. Sue Blackman, Commission Secretary, Public Library, presented the Library's defense. The issue in this case was whether the Library violated Sunshine Ordinance section 67.15.

The Task Force found the testimony of the Complainant persuasive and that Sunshine Ordinance sections 67.15 (a) and (d) were applicable in this case. The Task Force did not find the testimony of the Library persuasive. An Order of Determination was issued on August 19, 2013.

The Complainant provided an update at the October 2, 2013 Task Force meeting. Sue Blackman of the Library provided an overview of the Library's position. The Task Force found the Respondent in violation of the Sunshine Ordinance as determined in the Order of Determination and referred the matter to the Board of Supervisors and the Ethics Commission for enforcement.

The Ethics Commission heard the matter on March 24, 2014, and found Luis Herrera, City Librarian, did not violate the Sunshine Ordinance.

4) Mica Ringel (Complainant) v. John Rahaim, Director, Planning Department, for failure to permit public records to be inspected and copied without unreasonable delay. (File No. 13024)

The Task Force heard the complaint on October 2, 2013. The Complainant alleged that the Planning Department (Department), via staff members Ben Fu, Don Lewis, and Lulu Hwang, violated the public records requirements of the Sunshine Ordinance by failing to provide access to various requested public records without unreasonable delay. The Complainant appeared before the Task Force and presented his claim. Lulu Hwang, Operations and IS Administrator for the Department, presented the Department's defense and provided a copy of the complete case file on a compact disk for the Complainant. The issue in this case was whether the Department violated Sunshine Ordinance sections 67.21, 67.24, 67.25, 67.26, and 67.27.

The Task Force found the testimony of the Complainant persuasive and that Sunshine Ordinance sections 67.21 (a) and 67.29-7 were applicable in this case. The Task Force did not find the testimony of Lulu Hwang of the Department persuasive. An Order of Determination was issued on October 23, 2013 ordering the Department to release the requested records and appear before the CAC on November 19, 2013.

The matter was heard at the CAC, referred back to the Task Force, referred to the EOTC, and referred back again to the Task Force. The Task Force found John Rahaim, Director, Planning Department, in violation of the Sunshine Ordinance for willful failure to comply with the Task Force's Order of Determination and referred the matter to the Ethics Commission and the Board of Supervisors for enforcement.

The Ethics Commission held a public hearing on the matter on July 28, 2014 and found John Rahaim, Director, Planning Department, in violation of Sunshine Ordinance section 67.21 (a). The Ethics Commission also found that there was not enough evidence to sustain a willful violation of Sunshine Ordinance section 67.29-7. The Ethics Commission instructed Director John Rahaim and Planning Department staff to cease and desist from failing to permit public records to be inspected and examined without unreasonable delay.

### **Enforcement of the Sunshine Ordinance**

Sunshine Ordinance, Section 67.30 (c) provides that "the Task Force shall make referrals to a municipal office with enforcement power under this ordinance or under the California Public Records Act and the Brown Act whenever it concludes that any person has violated any provisions of this ordinance or the Acts."

Municipal offices with enforcement power under the Sunshine Ordinance are the District Attorney and the Ethics Commission. The District Attorney's office has failed to respond to any referral for enforcement from the Task Force, including a failure to provide any explanation to the Task Force or the underlying complainant. Enforcement of the Ordinance is essential to protecting the public's right to open government. The Ordinance is not merely local law; it also encompasses open government rights guaranteed by state law. The Task Force recommends that the Board of Supervisors take meaningful steps to improve enforcement of the Ordinance.

## **Short-Term Issues**

The biggest issue is handling the sheer volume of complaints filed with the Task Force. Even though many complaints are resolved with mediation, there is still a backlog of complaints due to a party's unwillingness to mediate or when mediation is not successful. This backlog is the biggest issue before the Task Force. An additional monthly meeting has been temporarily added to tackle this issue; however, most Task Force members have full-time jobs and, as a result, this increases the burden on them. Currently, the expectation that pending complaints will be heard in a timely manner is difficult to attain. The Task Force has discussed making changes to its by-laws and the Administrator has developed a list of suggested amendments that has not yet been discussed by the Task Force. Discussions are also underway to implement creative and effective ways to reduce the backlog and comply with the 45-day rule to hear complaints.

If municipal offices with enforcement power actually did so, the Task Force believes that in itself would decrease the number of complaints, as it would send a strong message to City departments that they must comply with Sunshine requirements. Unfortunately, the lack of enforcement is tantamount to giving them a "(city) hall pass" to ignore and undermine our Sunshine law.

## **Long-Term Issues**

The Task Force has been in existence for 20 years with mixed results. Although transparency in City government is crucial to fostering a working relationship with the public, many sections of the Sunshine Ordinance itself are outdated and require amendment in order to be both current and effective for both the public and City officials.

There needs to be a better way for the Administrator to manage the process and streamline complaints so that by the time they are heard by the Task Force they have been fully vetted and every mediation opportunity has been exhausted.

The volume of cases is so high that other pertinent Task Force issues, including updating the by-laws, complying with new laws related to technology and digital data storage, working with other City agencies on enforcement, increasing education of City departments, and conducting outreach to the public have fallen to the wayside and have not been adequately addressed.

During this period the Task Force's priority has been managing complaints and hearing them in as timely a manner as possible.

Another major issue that continues to be a problem is the lack of a full Task Force membership. Members of the Board of Supervisors were asked repeatedly for assistance in filling the two Task Force seats that were empty for most of this period. Moving forward, it is important that all positions on the Task Force are filled in order to illustrate the level of seriousness to which the Board of Supervisors considers the responsibilities of the Task Force. It is hoped that this situation will be corrected in the upcoming term. The Board of Supervisors Rules Committee is thus strongly urged to fill any vacant seats on the Task Force within one or two months.



Until there are meaningful changes to the process, the Task Force will continue to struggle to be effective and taken seriously by other City departments and agencies. Members of the public have the right to appear before the Task Force and receive due process; however, both the public and City departments need to recognize the limitations of the Task Force and respect the decisions that are ultimately rendered. Otherwise the Task Force has limited effectiveness and respect, which is totally out of alignment with the purpose and spirit of the Sunshine Ordinance.

### **Conclusion**

In conclusion, the Task Force urges the Board of Supervisors and the Mayor to take a hard look at the Task Force, its purpose in promoting open government, and give it the tools necessary to make it a viable decision-making body that serves the public interest and creates an environment where City officials and agencies can work with the public in a respectful and efficient manner.

**Sunshine Ordinance Task Force  
Compliance and Amendments Committee  
2012-2014 Annual Report**

The Compliance and Amendments Committee (CAC) takes the lead in monitoring effectiveness of the Sunshine Ordinance and proposing revisions thereto. The CAC also follows up on Orders of Determination that the Task Force issues when finding violations of the Ordinance, investigates whether the Orders have been met, and recommends when necessary that the Task Force refer cases of willful failure to comply with the Orders to offices with enforcement power.

The CAC has been comprised of three members for the past several years, most recently, Allyson Washburn, who has served as chair, Richard Knee, and Kitt Grant.

The CAC normally meets on the third Tuesday of each month at 4 p.m.

**Hearings on Orders of Determination**

From May 2012 to April 2014 the CAC followed up on 19 Orders of Determination that the Task Force issued after finding violations of the Sunshine Ordinance.

**May 2012**

*Ray Hartz v. Luis Herrera, City Librarian, Public Library* (File No. 11098)

Finding of noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission

*Library Users Association v. Arts Commission* (File No. 12001)

Finding of noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission

**November 2012**

*William Clark v. Arts Commission* (File No. 11008)

Due to lack of a motion the committee had no further recommendation.

*Anonymous v. Planning Department* (File No. 11068)

Complainant did not appear; matter was continued to the call of the chair.

*Ray Hartz v. Ethics Commission* (File No. 11088)

Due to lack of a motion the committee had no further recommendation.

*Library Users Association v. David Campos, Supervisor, Board of Supervisors* (File No. 12007)

Matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission and the EOTC to develop procedures regarding fulfilling public records requests.

*Allen Grossman v. Marisa Moret, Managing Attorney, City Attorney's Office* (File No. 12009)

Finding of willful failure to meet request and noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission.

*Allen Grossman v. Susana Martinez, Chief Fin. Officer, City Attorney's Office* (File No. 12010)  
Finding of willful failure to meet request and noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission.

### **January 2013**

*Anonymous v. Planning Department* (File No. 11068)  
Finding of noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission.

### **February 2013**

*William Clark v. Howard Lazar, Street Artist Program Dir., Arts Commission* (File No. 12013)  
Matter was referred back to the Task Force without recommendation.

### **March 2013**

*Lars Nyman v. Frank Lee, Executive Assistant, Department of Public Works* (File No. 12011)  
Complainant did not appear; matter was continued to the call of the chair.

*Lars Nyman v. Frank Lee, Executive Assistant, Department of Public Works* (File No. 12012)  
Complainant did not appear; matter was continued to the call of the chair.

*William Clark v. Ben Rosenfield, Controller, Office of the Controller* (File No. 12038)  
Due to lack of a motion the matter was concluded.

### **April 2013**

*Lars Nyman v. Frank Lee, Executive Assistant, Department of Public Works* (File No. 12011)  
Complainant did not appear; matter was concluded.

*Lars Nyman v. Frank Lee, Executive Assistant, Department of Public Works* (File No. 12012)  
Complainant did not appear; matter was concluded.

### **June 2013**

*Ray Hartz v. John St. Croix, Executive Director, Ethics Commission* (File No. 12049)  
The matter was concluded.

## **July 2013**

*Dominic Maionchi v. Recreation and Park Department* (File No. 12058)

Finding of noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission for enforcement for violating Sunshine Ordinance sections 67.21 (i), 67.26, and 67.34; Chair to draft a letter to the City Attorney stating that the Recreation and Park Department's attorney is in violation of Sunshine Ordinance section 67.21 (i).

## **August 2013**

*Allen Grossman v. John St. Croix, Executive Director, Ethics Commission* (File No. 12056)

Finding of noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Board of Supervisors and the Ethics Commission for failure to comply with the Order of Determination.

## **September 2013**

*Ray Hartz v. Luis Herrera, City Librarian, Public Library* (File No. 13013)

Matter was referred back to the Task Force, with notice to be sent requiring the City Librarian to attend the Task Force's next hearing on the matter, and with recommendation to refer it to the Ethics Commission.

## **November 2013**

*Mica Ringel v. Planning Department* (File No. 13024)

Finding of noncompliance with the Order of Determination; matter was referred back to the Task Force with recommendation to refer it to the Ethics Commission.

## **December 2013**

*Patrick Monette-Shaw and Maria Rivero v. Health Commission* (File No. 13021)

Due to lack of a motion the matter was concluded.

## **April 2014**

*Ray Hartz v. Paula Jesson, Deputy City Attorney, City Attorney's Office* (File No. 13027)

Matter was continued to the May meeting with request that the City Attorney order the Public Library to furnish all remaining requested records to the Complainant by a date certain.

To summarize, the CAC found non-compliance with 11 of the 19 Orders of Determination, 10 of which were referred back to the Task Force with recommendations for further action.

The CAC would be aided immeasurably by the presence of a Deputy City Attorney at CAC meetings. Economy moves within the City Attorney's office have eliminated the CAC's ability to have a legal voice for assistance during meetings.

**Sunshine Ordinance Task Force  
Education, Outreach, and Training Committee  
2012-2014 Annual Report**

The Education, Outreach, and Training Committee (EOTC) makes recommendations to the Task Force regarding outreach and publicity to the media and the general public about the Sunshine Ordinance and the Task Force. The EOTC also assists City departments to develop procedures to comply with the Ordinance.

The EOTC has been comprised of four or five members for the past several years, most recently, David Pilpel, who has served as chair, Todd David, Chris Hyland, Louise Fischer, and Bruce Oka.

The EOTC normally meets the second Monday of each month at 3 p.m.

**Hearings and Areas of Discussion**

Placement of 150-word summaries from members of the public in meeting minutes.

Public access to records and meetings of nonprofit organizations. (Admin. Code Chapter 12L)

Review of the Task Force website.

Review of the use of City Attorney advice as a defense for not complying with the Sunshine Ordinance.

Review of the Planning Department's public records policies and procedures.

Review of the Arts Commission's public records policies and procedures.

Public comment process used by the Board of Supervisors Budget and Finance Committee during deliberations on the annual budget.

Review of time limit rules for public comment.

BOS-11

cpage

**From:** Weintraub, June  
**Sent:** Wednesday, October 15, 2014 10:54 AM  
**To:** Yee, Norman (BOS); Maimoni, Andy (311); Rivera, Anthony (FIR); Burke, Sean (ADM); Blackstone, Cammy (ADM); Cushing, Stephanie (DPH); Dennis, Rassendyll; Duffy, Joseph (DBI); Fosdahl, Patrick (DPH); Kline, Heidi (CPC); Young, Janine (DPH); Kane, Jocelyn (ADM); Zushi, Kei (CPC); Lotti, Bob (REC); Maimoni, Andy (311); Martinsen, Janet (MTA); Jacinto, Michael (CPC); Alfaro, Nancy (311); Scanlon, Olivia (BOS); O'Malley, Lisa (DPH); Piakis, Jonathan (DPH); Sanchez, Diego (CPC); Burke, Sean (ADM); Thi, Khun; Veneracion, April (BOS); Wong, Clifton P; Wong, Kenny (DPH); Redmond, Michael (POL); Kaiser, Sherri (CAT); McGoldrick, Ronald (POL); Board of Supervisors (BOS)  
**Cc:** Alves, Kelly (FIR); Ballard, Sarah (REC); Chawla, Colleen (DPH); Lee, Richard (DPH); Lombardi, Ken (FIR); Range, Jessica (CPC); Strawn, William (DBI); Turrell, Nannie (CPC); Lowrey, Daniel (DBI); O'Riordan, Patrick (DBI); Hallisey, Jeremy (MYR); Crowder, Erika (POL); Veatch, Christopher (MTA); Oswald, Scott (311); Yian Liou (311); Content Content; Lowrey, Daniel (DBI); O'Riordan, Patrick (DBI); Veatch, Christopher (MTA); Roualdes, William (POL); Heidohrn, Scott (POL); Bereket, Idil (PUC); Nieves, Israel (DPH); Lee, Richard (DPH); Aragon, Tomas (DPH)  
**Subject:** Final Report of the Noise Workgroup--Response to BOS Letter of Inquiry 20140107-002  
**Expires:** Monday, April 13, 2015 12:00 AM



Final report of 2014  
 Noise Wor...

Good morning,

As promised in my email message last week, attached is the final report of the Noise Workgroup. This memo summarizes the work we have done this year to respond to Supervisor Yee's letter of Inquiry and identifies specific next steps which include:

1. Finalizing our Citywide guidance. This will require careful review by all of you and your agency colleagues to ensure correct interpretation of existing codes
2. Finalizing the 311 Matrix and Process as described in last week's email.
3. Develop amendments to existing law(s), principally Article 29 of the Police Code.

As a specific next step for amendment development, we are preparing a two-page summary document for public consideration. The document will be a simple fact sheet to describe the conclusions of the interagency work group, to summarize proposed changes to the existing law, and to concisely lay out evidence justifying the benefits and drawbacks of proposed changes. After we have finalized the fact sheet we will begin working with each agency to convene stakeholder meetings and outreach so that we can ensure ample opportunity for the perspectives all stakeholders to be heard.

Thanks for all of your continued attention and participation,  
 June

-----  
 June M. Weintraub, Sc.D.  
 Acting Manager of Air, Water, Noise, Radiation and Smoking Programs | Environmental Health Branch  
 Population Health Division | San Francisco Department of Public Health | 1390 Market St, Ste 210 | San Francisco CA 94102  
 phone: 415-252-3973 | fax: 415-252-3894  
 email: [June.Weintraub@sfdph.org](mailto:June.Weintraub@sfdph.org) | <http://www.sfdph.org/dph/EH>

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→ Please note my (un)usual hours for Fall 2014:

M 8:15-2:45 | T 8:15-12:15 | W 8:15 – 5:45 | Th 8:15-12:15 | F 8:15 – 4:45

-----  
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City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**ENVIRONMENTAL HEALTH**


Edwin M. Lee, Mayor  
Barbara A. Garcia, MPA, Director of Health

Richard J. Lee, MPH, CIH, REHS  
Acting Environmental Health Director

**MEMO**

Date: October 15, 2014

To: Supervisor Norman Yee  
San Francisco Board of Supervisors

From: June Weintraub, Sc.D.   
Acting Manager of Air, Noise, Smoking and Radiation Programs

Re: Letter of Inquiry Number 20140107-002

In response to Supervisor Yee's Letter of Inquiry dated January 7, 2014, we offer the following summary and recommendations.

**I. Participation**

The following agencies participated in one or more of the activities of the workgroup:

- Department of Building Inspection
- Department of City Planning
- Department of Public Works
- Recreation and Parks Department
- 311
- Entertainment Commission
- Fire Department
- Police Department
- Department of Public Works
- Office of the City Attorney
- SF Municipal Transportation Authority

**II. Meetings**

We convened a total of seven meetings to systematically address the elements of the inquiry:

1. Workgroup Meeting #1
2. Subgroup Meeting A: Inter-agency referrals, through 311 and direct agency-to agency
3. Subgroup Meeting B: Construction noise and related permitting
4. Subgroup Meeting C: Public entertainment, street fairs, street performers, parks
5. Workgroup Meeting #2
6. 311 referral and matrix process Meeting 1
7. 311 referral and matrix process Meeting 2



Meeting materials, including agendas, sign-in sheets and critical follow-up correspondence are attached.

### III. Conclusions

The workgroup members agreed that with its diverse and active population, proximity of homes to businesses, urban traffic, and construction, San Francisco can be a loud place.

Noise is a subjective quality—any unwanted sound can be characterized as noise; everyone reacts differently to noise, and not everyone agrees about what sounds are noisy. What can be unbearable for one person may pass almost unnoticed by another—for example, some people become irritated by music playing in an elevator while others may not even notice this sound.

For most San Franciscans, the levels of sound in their environment are neither high enough nor persistent enough to cause hearing damage. While hearing damage may result from prolonged exposure to very loud sounds, other health effects may be experienced from exposure to other types of sound. Transient sounds may interrupt sleep, and unwanted sound may be so annoying that it causes a physical stress response or difficulty concentrating, leading to adverse effects on physical health and quality of life. Research shows that physiological effects such as increased blood pressure are mediated by the release of the stress hormone cortisol when certain individuals are exposed to certain sounds. The extent of the health problems that result from exposure to sounds depend on many factors besides simply loudness—the source, setting, time, place, frequency and subjective qualities or content of the noise all influence how it is perceived by individuals, and any individual sensitivities or underlying health issues may also impact the subjective and objective response to sound.

The Workgroup considered with great interest the emerging research that regular access to and use of quiet or silent spaces helps to prevent annoyance and improves tolerance to unwanted sound.<sup>1</sup> Our city is fortunate to have libraries, parks and natural spaces that provide opportunity to experience quietness.

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<sup>1</sup> Yano T1, Gjestland T, Lee S. Community response to noise. *Noise Health*. 2012 Nov-Dec;14(61):303-6. doi: 10.4103/1463-1741.104898. <http://www.noiseandhealth.org/article.asp?issn=1463-1741;year=2012;volume=14;issue=61;spage=303;epage=306;aulast=Yano;>

Ohrstrom E, Skanberg A, Svensson H, Gidlof-Gunnarsson A. Effects of road traffic noise and the benefit of access to quietness. *J Sound Vib* 2006;295:40-59.

Gidlöf-Gunnarsson A, Ohrström E. Attractive "quiet" courtyards: A potential modifier of urban residents' responses to road traffic noise? *Int J Environ Res Public Health* 2010;7:3359-75.

de Kluizenaar Y, Salomons EM, Janssen SA, van Lenthe FJ, Vos H, Zhou H, et al. Urban road traffic noise and annoyance: The effect of a quiet façade. *J Acoust Soc Am* 2011;130:1936-42.

Yang W, Kang J. Acoustic comfort evaluation in urban open public spaces. *Appl Acoust* 2005;66:211-29.

Jeon JY, Lee PJ, You J, Kang J. Perceptual assessment of quality of urban soundscapes with combined noise sources and water sounds. *J Acoust Soc Am* 2010;127:1357-66.

The Interagency Workgroup identified a number of issues with existing laws that govern noise and sound in the city and formulated ideas about how best to address the gaps and inconsistencies identified. We focused much of our work on strategies to improve city stakeholders' understanding of how noise and sound are currently regulated in the city. We also considered the merits of proposing amendments to the existing codes that govern noise.

#### **IV. Good neighbor Policy**

When citizens have concerns about any sound, whether it is covered by a specific law or not, all agencies that regulate noise in San Francisco advise people to attempt to discuss the issue directly with the person or entity producing the sound in order to try and achieve a solution and to allow an appropriate time frame to do something about it. The City Family shares the enforcement philosophy to prioritize mediating a solution to a noise complaint and using regulatory enforcement and penalties as a tool when necessary.

To improve consistency in the city's response to noise complaints, we undertook work with 311 to develop a comprehensive system for response, referral and tracking of public inquiries and complaints about noise. When this product is complete, Customer Service Representatives at 311 will be equipped to be the first stop for information and referral about noise complaints. They will be able to explain to callers which types of sound are allowed under existing law and, if appropriate, will refer callers to the appropriate agency for additional information, assistance or enforcement. This work will assist all agencies by ensuring that only relevant inquiries are routed to them; more importantly, by providing a single point for information, referral and tracking, residents' concerns will be responded to in a more timely and efficient way, resulting in lower frustration due to improved understanding and realistic expectations of how their issues will be handled.

#### **V. Existing Law**

In San Francisco, Article 29 of the Police Code (SF Police Code Article 29) specifies the joint responsibility of the Police Department, the Department of Public Health, the Department of Building Inspection, the Department of Public Works, the Department of City Planning, the Department of Recreation and Parks, and the Entertainment Commission for collectively sharing the responsibilities for noise control and prevention (see Appendix A). Noise and sound are also governed or referenced in several other San Francisco Codes (see Appendix B).

Many noises and sounds are not covered by the noise control laws in San Francisco. These include wind chimes, the unamplified human voice, leaf blowers, and other sounds shown in Appendix C.

A significant product of our work has been the compilation of the many agency-specific resources and guidance that are used for implementing portions of City Code that govern sound levels in the city. These resources were used to develop a draft City-wide guidance to existing law.

#### **VI. Next Steps**

- a. Finalize a Citywide guidance to existing law as a mutually understood technical guidance to implementing existing law. The workgroup initiated a draft of this guidance which will be further developed with the following steps:
  - i. Careful review by the interagency partners, including the Office of the City Attorney to ensure correct interpretation of existing codes
  - ii. Formatting, Production and Distribution to City Agencies
- b. Finalize 311 Matrix and Process. The 311 Subgroup will continue to meet, and with the support of 311, finalize a referral matrix, informational scripts and city-wide tracking system for noise and sound service requests.
- c. Consider amendments to existing law(s), principally Article 29 of the Police Code. Potential amendment topics and code references are in Appendix D.
- d. Convene community meetings with stakeholder groups to:
  - Educate and inform about existing policy and 311's role in managing and tracking noise issues in the city; and
  - Discuss proposed changes to laws governing noise and sound in San Francisco.
  - i. Prepare two-page document for public consideration. The document will be a simple fact sheet to describe the conclusions of the interagency work group, to summarize proposed changes to the existing law, and to concisely lay out evidence justifying the benefits and drawbacks of proposed changes.
  - ii. Draft amendment language and proceed with continued communication and community outreach in conjunction with ordinance introduction.

**APPENDICES**

Appendix A: Article 29 of the San Francisco Police Code

Appendix B: Other local codes where sound or noise is referenced

Appendix C: Noises and sounds not covered by the noise control laws in San Francisco

Appendix D: Potential amendment topics and code references

Appendix E: Meeting Agendas and Minutes

[Print](#)

## San Francisco Police Code

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## ARTICLE 29: REGULATION OF NOISE

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Sec. 2900.	Declaration of Policy.
Sec. 2901.	Definitions.
Sec. 2902.	Noise Level Measurement.
Sec. 2904.	Waste Disposal Services.
Sec. 2905.	Vehicles and Nonstationary Source Repairs.
Sec. 2907.	Construction Equipment.
Sec. 2908.	Construction Work at Night.
Sec. 2909.	Noise Limits.
Sec. 2910.	Variances.
Sec. 2912.	Additional Responsibilities of the Department of Public Health and the Department of Building Inspection.
Sec. 2913.	Use of Amplified Sound on Unenclosed Tour Buses.
Sec. 2916.	Enforcement.
Sec. 2917.	Violations.
Sec. 2920.	Authority to Adopt Rules and Regulations.
Sec. 2922.	Preemption.
Sec. 2924.	City Undertaking Limited to Promotion of General Welfare.
Sec. 2926.	Severability.

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### SEC. 2900. DECLARATION OF POLICY.

(a) Building on decades of scientific research, the World Health Organization and the U.S. Environmental Protection Agency have determined that persistent exposure to elevated levels of community noise is responsible for public health problems including, but not limited to: compromised speech, persistent annoyance, sleep disturbance, physiological and psychological stress, heart disease, high blood pressure, colitis, ulcers, depression, and feelings of helplessness.

(b) The General Plan for San Francisco identifies noise as a serious environmental pollutant that must be managed and mitigated through the planning and development process. But given our dense urban environment. San Francisco has a significant challenge in protecting public health from the adverse effects of community noise arising from diverse sources such as transportation, construction, mechanical equipment, entertainment, and human and animal behavior.

(c) In order to protect public health, it is hereby declared to be the policy of San Francisco to prohibit unwanted, excessive, and avoidable noise. It shall be the policy of San Francisco to maintain noise levels in areas with existing healthful and acceptable levels of noise and to reduce noise levels, through all practicable means, in those areas of San Francisco where noise levels are above acceptable levels as defined by the World Health Organization's Guidelines on Community Noise.

(Added by Ord. 274-72, App. 9/20/72; amended by Ord. 278-08, File No. 081119, App. 11/25/2008; Ord. 75-14, File No. 140226, App. 5/28/2014, Eff. 6/27/2014)

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## SEC. 2901. DEFINITIONS.

(a) "Ambient" means the lowest sound level repeating itself during a minimum ten-minute period as measured with a type 1, precision sound level meter, using slow response and "A" weighting. The minimum sound level shall be determined with the noise source at issue silent, and in the same location as the measurement of the noise level of the source or sources at issue. However, for purposes of this chapter, in no case shall the ambient be considered or determined to be less than: (1) Thirty-five dBA for interior residential noise, and (2) Forty-five dBA in all other locations. If a significant portion of the ambient is produced by one or more individual identifiable sources of noise that contribute cumulatively to the sound level and may be operating continuously during the minimum ten-minute measurement period, determination of the ambient shall be accomplished with these separate identifiable noise sources silent or otherwise removed or subtracted from the measured ambient sound level.

(b) "Director" means the Director or department head of any City department having administrative or enforcement responsibilities under this Article or any other provision of the Municipal Code regarding noise control, as well as his or her designee.

(c) "Dwelling Unit" means

(1) a dwelling space consisting of essentially complete independent living facilities for one or more persons, including, for example, permanent provisions for living and sleeping;

(2) a room in group housing, even if such room lacks private cooking facilities and private plumbing facilities, such as rooms in senior citizen housing, single room occupancy or residential hotels, dorms, hostels, or shelters; or,

(3) a housekeeping room as defined in the Housing Code.

(d) "Emergency work" means work made necessary to restore property to a safe condition following a public calamity or work required to protect persons or property from an imminent exposure to danger or work by private or public utilities when restoring utility service. This term shall not include testing of emergency equipment.

(e) "Fixed source" means a machine or device capable of creating a noise level at the property upon which it is regularly located, including but not limited to: industrial and commercial process machinery and equipment, pumps, fans, air-conditioning apparatus or refrigeration machines.

(f) "Low frequency ambient" means the lowest sound level repeating itself during a ten-minute period as measured with a sound level meter, using slow response and "C" weighting. The minimum sound level shall be determined with the music or entertainment noise source at issue silent, and in the same location as the

measurement of the noise level of the source or sources at issue. However, for purposes of this chapter, in no case shall the local ambient be considered or determined to be less than: (1) Forty-five dBC for interior residential noise, and (2) Fifty-five dBC in all other locations. If a significant portion of the ambient is produced by one or more individual identifiable sources that would otherwise be operating continuously during the minimum ten-minute measurement period, determination of the low-frequency ambient shall be accomplished with these separate identifiable noise sources silent or otherwise removed or subtracted from the measured ambient sound.

(g) "Noise level" means the maximum continuous sound level or repetitive peak sound level, produced by a source or group of sources as measured with a sound level meter. In order to measure a noise level, the controls of the sound level meter should be arranged to the setting appropriate to the type of noise being measured. For example, the settings should be slow response for continuous noise sources and fast response for noises with rapid onset and decline.

(h) "Person" means a person, firm, association, copartnership, joint venture, corporation, or any entity, public or private in nature, but shall not include the City and County of San Francisco.

(i) "Place of Entertainment" has the same meaning as the term is defined in San Francisco Police Code Section 1060.

(j) "Powered construction equipment" means any tools, machinery, or equipment used in connection with construction operations which can be driven by energy in any form other than manpower, including all types of motor vehicles when used in the construction process of any construction site, regardless of whether such construction site be located on-highway or off-highway, and further including all helicopters or other aircraft when used in the construction process except as may be preempted for regulation by State or Federal law.

(k) "Property plane" means a vertical plane including the property line that determines the property boundaries in space.

(l) "Public Property " means property leased or owned by a governmental entity, to which the public or a substantial group of persons has access, including but not limited to any street, highway, parking lot, plaza, transportation facility, school, place of amusement, park, or playground located within the City and County of San Francisco.

(m) "Residential Property" means any property that has at least one dwelling unit and has been approved for human habitation by the City and County of San Francisco.

(n) "Sound level," expressed in decibels (dB), means a logarithmic indication of the ratio between the acoustic energy present at a given location and the lowest amount of acoustic energy audible to sensitive human ears and weighted by frequency to account for characteristics of human hearing, as given in the American National Standards Institute Standard S1.1, "Acoustic Terminology," paragraph 2.9, or successor reference. All references to dB in this chapter refer to the A-level or C-level weighting scale, abbreviated dBA or dBC, measured as set forth in this section.

(o) "Limited Live Performance Locale" has the same meaning as the term is defined in San Francisco Police Code Section 1060.

(Amended by Ord. 309-73, App. 8/10/73; Ord. 278-08, File No. 081119, App. 11/25/2008; Ord. 172-11, File No. 110506, App. 9/12/2011, Eff. 10/12/2011; Ord. 100-12, File No. 120405, App. 6/8/2012, Eff. 7/8/2012)

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**SECS. 2901.1-2901.14. RESERVED.**

(Repealed by Ord. 278-08, File No. 081119, App. 11/25/2008)

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**SEC. 2902. NOISE LEVEL MEASUREMENT.**

A person measuring the outside noise level shall take measurements with the microphone not less than four feet above the ground, at least four and one-half feet distant from walls or similar large reflecting surfaces, and protected from the effects of wind noises and other extraneous sounds by the use of appropriate windscreens. A person measuring the inside noise level measurements shall take measurements with the microphone at least three feet distant from any wall, and the average measurement of at least three microphone positions throughout the room shall be used to determine the inside noise level measurement.

(Added by Ord. 274-72, App. 9/20/72; Ord. 278-08, File No. 081119, App. 11/25/2008)

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**SEC. 2903. RESERVED.**

(Added by Ord. 274-72, App. 9/20/72; repealed by Ord. 278-08, File No. 081119, App. 11/25/2008)

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**SEC. 2904. WASTE DISPOSAL SERVICES.**

It shall be unlawful for any person authorized to engage in waste removal, collection, or disposal services or recycling removal or collection services to provide such services so as to create an unnecessary amount of noise, in the judgment of the Director of Public Health. For the purpose of this Section, noise emitted by equipment shall not be deemed unnecessary or without justification if the person engaged in such services hast to the extent the Director of Public Health has Judged reasonably feasible, incorporated available sound-deadening devices into equipment used in rendering those services.

Notwithstanding the foregoing, it shall be unlawful for any person authorized to engage in waste removal, collection, or disposal services, or recycling removal or garbage-collection services to operate hydraulic compaction or mechanical processing systems on any truck-mounted waste, recycling, or garbage loading and/or compacting equipment or similar mechanical device so as to create mechanical or hydraulic noise exceeding 75 dBA when measured at a distance of 50 feet from the equipments. This maximum noise level does not apply to the noise associated with crushing, impacting, dropping, or moving garbage on the truck, but only to the truck's mechanical processing system. All other waste disposal or collection noises are subject to the Director of Public Health's judgment as described in this Section.

(Added by Ord. 274-72, App. 9/20/72; Ord. 278-08, File No. 081119, App. 11/25/2008)

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**SEC. 2905. VEHICLE AND NONSTATIONARY SOURCE REPAIRS.**

It shall be unlawful for any person within any residential area of the City and County to repair, rebuild, or test any motor vehicle or nonstationary source in such a manner as to cause unnecessary, excessive or offensive noise.

(Added by Ord. 274-72, App. 9/20/72)



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**SEC. 2906. RESERVED.**

(Added by Ord. 274-72, App. 9/20/72; repealed by Ord. 278-08, File No. 081119, App. 11/25/2008)

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**SEC. 2907. CONSTRUCTION EQUIPMENT.**

(a) Except as provided for in Subsections (b), (c), and (d) hereof, it shall be unlawful for any person to operate any powered construction equipment if the operation of such equipment emits noise at a level in excess of 80 dBA when measured at a distance of 100 feet from such equipment, or an equivalent sound level at some other convenient distance.

(b) The provisions of Subsections (a) of this Section shall not be applicable to impact tools and equipment, provided that such impact tools and equipment shall have intake and exhaust mufflers recommended by the manufacturers thereof and approved by the Director of Public Works or the Director of Building Inspection as best accomplishing maximum noise attenuation, and that pavement breakers and jackhammers shall also be equipped with acoustically attenuating shields or shrouds recommended by the manufacturers thereof and approved by the Director of Public Works or the Director of Building Inspection as best accomplishing maximum noise attenuation.

(c) The provisions of Subsection (a) of this Section shall not be applicable to construction equipment used in connection with emergency work.

(d) Helicopters shall not be used for construction purposes for more than two hours in any single day or more than four hours in any single week.

(Amended by Ord. 309-73, App. 8/10/73; Ord. 278-08, File No. 081119, App. 11/25/2008)

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**SEC. 2908. CONSTRUCTION WORK AT NIGHT.**

It shall be unlawful for any person, between the hours of 8:00 p.m. of any day and 7:00 a.m. of the following day to erect, construct, demolish, excavate for, alter or repair any building or structure if the noise level created thereby is in excess of the ambient noise level by 5 dBA at the nearest property plane, unless a special permit therefor has been applied for and granted by the Director of Public Works or the Director of Building Inspection. In granting such special permit the Director of Public Works or the Director of Building Inspection shall consider: if construction noise in the vicinity of the proposed work site would be less objectionable at night than during daytime because of different population levels or different neighboring activities if obstruction and interference with traffic, particularly on streets of major importance, would be less objectionable at night than during daytime; if the kind of work to be performed emits noises at such a low level as to not cause significant disturbance in the vicinity of the work site, if the neighborhood of the proposed work site is primarily residential in character wherein sleep could be disturbed: if great economic hardship would occur if the work were spread over a longer time if the work will abate or prevent hazard to life or property; and if the proposed night work is in the general public interest. The Director of Public Works or the Director of Building Inspection shall prescribe such conditions, working times, types of construction equipment to be used, and permissible noise emissions, as required in the public interest.

The provisions of this Section shall not be applicable to emergency work.

(Added by Ord. 274-72, App. 9/20/72; Ord. 278-08, File No. 081119, App. 11/25/2008)

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## SEC. 2909. NOISE LIMITS.

### (a) Residential Property Noise Limits.

(1) No person shall produce or allow to be produced by any machine, or device, music or entertainment or any combination of same, on residential property over which the person has ownership or control, a noise level more than five dBA above the ambient at any point outside of the property plane.

(2) No person shall produce or allow to be produced by any machine, or device, music or entertainment or any combination of same, on multi-unit residential property over which the person has ownership or control, a noise level more than five dBA above the local ambient three feet from any wall, floor, or ceiling inside any dwelling unit on the same property, when the windows and doors of the dwelling unit are closed, except within the dwelling unit in which the noise source or sources may be located.

(b) **Commercial And Industrial Property Noise Limits.** No person shall produce or allow to be produced by any machine, or device, music or entertainment or any combination of same, on commercial or industrial property over which the person has ownership or control, a noise level more than eight dBA above the local ambient at any point outside of the property plane. With respect to noise generated from a licensed Place of Entertainment, licensed Limited Live Performance Locale, or other location subject to regulation by the Entertainment Commission or its Director, in addition to the above dBA criteria a secondary low frequency dBC criteria shall apply to the definition above. No noise or music associated with a licensed Place of Entertainment, licensed Limited Live Performance Locale, or other location subject to regulation by the Entertainment Commission or its Director, shall exceed the low frequency ambient noise level defined in Section 2901(f) by more than 8 dBC.

(c) **Public Property Noise Limits.** No person shall produce or allow to be produced by any machine or device, or any combination of same, on public property, a noise level more than ten dBA above the local ambient at a distance of twenty-five feet or more, unless the machine or device is being operated to serve or maintain the property or as otherwise provided in this Article.

(d) **Fixed Residential Interior Noise Limits.** In order to prevent sleep disturbance, protect public health and prevent the acoustical environment from progressive deterioration due to the increasing use and influence of mechanical equipment, no fixed noise source may cause the noise level measured inside any sleeping or living room in any dwelling unit located on residential property to exceed 45 dBA between the hours of 10:00 p.m. to 7:00 a.m. or 55 dBA between the hours of 7:00 a.m. to 10:00p.m. with windows open except where building ventilation is achieved through mechanical systems that allow windows to remain closed.

(e) **Noise Caused By Activities Subject To Permits From the City and County of San Francisco.** None of the noise limits set forth in this Section apply to activity for which the City and County of San Francisco has issued a permit that contains noise limit provisions that are different from those set forth in this Article.

(Added by Ord. 274-72, App. 9/20/72; amended by Ord. 278-08, File No. 081119, App. 11/25/2008; Ord. 172-11, File No. 110506, App. 9/12/2011, Eff. 10/12/2011; Ord. 100-13, File No. 130182, App. 6/6/2013, Eff. 7/6/2013)

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## SEC. 2910. VARIANCES.

The Directors of Public Health, Public Works, Building Inspection, or the Entertainment Commission, or the Chief of Police may grant variances to noise regulations, over which they have jurisdiction pursuant to Section 2916. All administrative decisions granting or denying variances are appealable to the San Francisco Board of Appeals.

(Added by Ord. 274-72, App. 9/20/72; Ord. 278-08, File No. 081119, App. 11/25/2008)

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## **SEC. 2911. RESERVED.**

(Added by Ord. 274-72, App. 9/20/72; repealed by Ord. 278-08, File No. 081119, App. 11/25/2008)

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## **SEC. 2912. ADDITIONAL RESPONSIBILITIES OF THE DEPARTMENT OF PUBLIC HEALTH AND THE DEPARTMENT OF BUILDING INSPECTION.**

- (a) The Department of Public Health shall designate a Noise Prevention and Control Officer to coordinate the responsibilities of the Department of Public Health under this Article and the Health Code with respect to noise.
- (b) The Department of Public Health may monitor the noise complaint response by all City agencies charged with regulating noise under this Article. City Departments and Agencies charged with responsibility for responding to noise complaints shall cooperate and share information with the Department of Public Health in tracking and monitoring complaint responses.
- (c) At least every two years the Department of Public Health shall make recommendations to the Planning Commission for noise assessment and prevention in land use planning or environmental review.
- (d) The Department of Public Health may investigate and take enforcement action on any noise complaint resulting in human health impacts. The Director of the Department of Public Health shall be the sole determiner of what constitutes a human health impact with respect to noise.
- (e) The Department of Building Inspection shall send acoustical reports submitted with each building permit to the Department of Public Health within 15 days of the date the building permit applicant submits the acoustical report to the Department of Building Inspection.

(Added by Ord. 274-72, App. 9/20/72; Ord. 278-08, File No. 081119, App. 11/25/2008)

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## **SEC. 2913. USE OF AMPLIFIED SOUND ON UNENCLOSED TOUR BUSES.**

- (a) For purposes of this Section, "Unenclosed Tour Bus" shall mean a privately-owned passenger vehicle for hire with a capacity of nine or more passengers, including the driver, that:
- (1) is used primarily for the conveyance of passengers over the public streets, for the purpose of visiting or viewing places of interest; and
  - (2) lacks either a permanently attached solid roof covering all seating areas of the vehicle or permanently attached side panels, which with any doors or windows closed, fully enclose the sides of the vehicle.

(b) Effective October 1, 2012, it shall be a violation of this Section for any Person to operate an Unenclosed Tour Bus using electronically amplified sound to communicate with passengers without having received authorization from the Director of the Department of Public Health or his or her designee ("Director of Public Health") that the sound system is in compliance with the requirements of this Section.

(c) The Director of Public Health may approve the electronically amplified sound system on an Unenclosed Tour Bus and issue a Certificate of Authorization to Operate Electronically Amplified Sound on Unenclosed Tour Buses ("Certificate") where the Director of Public Health determines that either:

(1) At maximum volume and without modification, the sound system is not audible at a distance of 50 or more feet outside the vehicle with the vehicle windows open and any operable or removable roof or side panels opened or removed; or

(2) The sound system includes volume limiting technology, which in its default mode prevents the sound system from being heard at a distance of 50 or more feet outside the vehicle. Such a system may include an override mode for use in emergencies.

(d) Following a hearing, the Director of Public Health may suspend or revoke a Certificate for any violation of this Section. The Director of Public Health may base such action on 1) the Director of Public Health's determination that the Certificate holder has violated this Section; or 2) a citation from the San Francisco Police Department for any violation of this Section or California Vehicle Code Section 27007, or any successor provisions. A Certificate holder may appeal the suspension or revocation of a Certificate to the Board of Appeals.

(e) The Owner or Operator of the Unenclosed Tour Bus shall post the Certificate in a clearly visible location on the exterior of the vehicle.

(f) The Director of Public Health shall review the compliance history of each approved Unenclosed Tour Bus and reinspect the Unenclosed Tour Bus annually, and upon any change in ownership, and if found in compliance with this Section and any implementing regulations, the Director of Public Health may reissue the Certificate.

(g) The Director of Public Health shall report to the Board of Supervisors one year from the effective date of this ordinance and every two years thereafter:

(1) the number of Certificates issued to Unenclosed Tour Buses;

(2) the number of complaints received by the Director of Public Health regarding Unenclosed Tour Buses; and

(3) the effectiveness of the Department of Public Health's program to regulate amplified sound from Unenclosed Tour Buses and any suggested changes to the program.

(h) Decisions by the Director of Public Health regarding the issuance or reissuance of Certificates may be appealed to the Board of Appeals.

(i) The fee for the initial application to obtain a Certificate and for each yearly renewal shall be \$394, payable to the Director of Public Health. The initial application fee shall be due at the time of application. The annual fee to renew the Certificate shall be due on July 1.

Beginning with fiscal year 2013-2014, fees set forth in this Section may be adjusted each year, without

further action by the Board of Supervisors, as set forth in this Section.

Not later than April 1, the Director of Public Health shall report to the Controller the revenues generated by the fees for the prior fiscal year and the prior fiscal year's costs of operation, as well as any other information that the Controller determines appropriate to the performance of the duties set forth in this Section.

Not later than May 15, the Controller shall determine whether the current fees have produced or are projected to produce revenues sufficient to support the costs of providing the services for which the fees are assessed and that the fees will not produce revenue that is significantly more than the costs of providing the services for which the fees are assessed.

The Controller shall, if necessary, adjust the fees upward or downward for the upcoming fiscal year as appropriate to ensure that the program recovers the costs of operation without producing revenue which is significantly more than such costs. The adjusted rates shall become operative on July 1.

(j) The requirements of this Section shall not apply to an Unenclosed Tour Bus equipped with and using electronically amplified sound to communicate with passengers where all non-emergency communications through the system are audible to passengers only through technology designed to make such communications audible only to the individual listener, such as individual headsets or headphones.

(k) The noise standards set forth in Section 2909 shall not apply to Unenclosed Tour Buses.

(Added by Ord. 100-12, File No. 120405, App. 6/8/2012, Eff. 7/8/2012)

(Former Sec. 2913 repealed by Ord. 278-08, File No. 081119, App. 11/25/2008)

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## **SECS. 2914-2915. RESERVED.**

(Repealed by Ord. 278-08, File No. 081119, App. 11/25/2008)

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## **SEC. 2916. ENFORCEMENT.**

The Director of Public Health may enforce the provisions of Section 2904, 2909, and 2912 of this Article.

The Department of Building Inspection may enforce the provisions of Sections 2907 and 2908 of this Article insofar as said provisions relate to construction operations conducted on private property under appropriate permits issued pursuant to the San Francisco Building Code, Housing Code, Electrical Code and Plumbing Code. Insofar as these provisions relate to construction operations conducted on publicly-owned property subject to the police power of the City and County of San Francisco, the Department of Public Works may enforce the provisions of Sections 2907 and 2908 of this Article.

The Executive Director of the Entertainment Commission may enforce noise standards associated with licensed Places of Entertainment, licensed Limited Live Performance Locales, or other location subject to regulation by the Entertainment Commission or its Director.

The Chief of Police or his or her designee ("Chief of Police") shall also enforce the provisions of Section 2913 of this Article. The Chief of Police shall make law enforcement activities related to Unenclosed Tour Buses under Section 2913 a priority for one year after the effective date of the ordinance enacting that

## Section.

The Chief of Police may enforce the provisions of this Article that relate to noise created by humans or any other noise source not specifically assigned or designated to another Department or Agency.

(Added by Ord. 274-72, App. 9/20/72; amended by Ord. 278-08, File No. 081119, App. 11/25/2008; Ord. 172-11, File No. 110506, App. 9/12/2011, Eff. 10/12/2011; Ord. 100-12, File No. 120405, App. 6/8/2012, Eff. 7/8/2012; Ord. 100-13, File No. 130182, App. 6/6/2013, Eff. 7/6/2013)

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## SEC. 2917. VIOLATIONS.

(a) **Criminal Penalties.** Any person violating any of the provisions of this Article shall be deemed guilty of an infraction and upon conviction thereof, shall be fined in an amount not exceeding (1) \$100 for a first violation of this Article; (2) \$200 for a second violation of this Article; and (3) up to \$300 for each additional violation of this Article within one year of the date of a second or subsequent violation. Each day such violation is committed or permitted to continue shall constitute a separate offense and shall be punishable as such.

(b) **Administrative Penalties.** Administrative penalties shall be assessed and collected by the Departments specified in Section 2916 of this Article in accordance with San Francisco Administrative Code Chapter 100.

(c) **Civil Penalties.**

(1) **Presumption of Noncompliance with Order.** In addition to any other penalties provided in this Article, any person or entity served with a notice or order by the Director setting forth the nature of the violation of this Article, demanding correction of such violation, and specifying the time within which such violation must be corrected, shall be presumed, in subsequent civil proceedings, to have failed to comply with that notice or order at and after the time given in that notice or order for correction of such violation, after the time period specified in the notice or order has expired without correction of that violation.

(2) **Penalty Amounts.** Any person or entity violating this Article shall be liable for a civil penalty of up to \$500 per violation for each day such violation is committed or permitted to continue, which penalty shall be assessed and recovered in a civil action brought in the name of the people of the City and County of San Francisco by the City Attorney in any court of competent jurisdiction.

(3) **Setting Civil Penalty.** In assessing the amount of the civil penalty, the Court shall consider anyone or more of the relevant circumstances presented by any of the parties to the case, including but not limited to the following: the nature and seriousness of the misconduct, the number of violations, the persistence of the misconduct, the length of time over which the misconduct occurred, the willfulness of the defendant's misconduct, and the defendant's assets, liabilities, and net worth. In addition, such violations will not be deemed legally abated until the property owner makes full payment of the assessment of costs and fees awarded to the City under this Article or any applicable State law.

(4) **Cost Recovery.** In any civil proceeding filed by the City Attorney to collect civil penalties, the Court may award the Department the costs and fees, including but not limited to attorneys' fees, and costs of investigation, enforcement, abatement, and litigation, authorized under this Article.

(Added by Ord. 274-72, App. 9/20/72; amended by Ord. 278-08, File No. 081119, App. 11/25/2008; Ord. 100-13, File No. 130182, App. 6/6/2013, Eff. 7/6/2013)

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## **SEC. 2918. [REPEALED.]**

(Added by Ord. 274-72, App. 9/20/72; amended by Ord. 278-08, File No. 081119, App. 11/25/2008; repealed by Ord. 75-14, File No. 140226, App. 5/28/2014, Eff. 6/27/2014)

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## **SEC. 2920. AUTHORITY TO ADOPT RULES AND REGULATIONS.**

The Director of Public Health may issue and amend rules, regulations, standards, guidelines, or conditions to implement and enforce this Article.

(Added by Ord. 278-08, File No. 081119, App. 11/25/2008)

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## **SEC. 2922. PREEMPTION.**

In adopting this Article, the Board of Supervisors does not intend to regulate or affect the rights or authority of the State to do those things that are required, directed, or expressly authorized by Federal or State law. Further, in adopting this Article, the Board of Supervisors does not intend to prohibit that which is prohibited by Federal or State law. This Article shall be construed so as not to conflict with applicable federal or state laws, rules, or regulations. Nothing in this Article shall authorize any City agency or department to impose any duties or obligations in conflict with limitations on municipal authority established by state or federal law at the time such agency or department action is taken.

(Added by Ord. 278-08, File No. 081119, App. 11/25/2008; amended by Ord. 100-12, File No. 120405, App. 6/8/2012, Eff. 7/8/2012)

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## **SEC. 2924. CITY UNDERTAKING LIMITED TO PROMOTION OF GENERAL WELFARE.**

In undertaking the adoption and enforcement of this Article, the City is assuming an undertaking only to promote the general welfare. The City does not intend to impose the type of obligation that would allow a person to sue for money damages for an injury that the person claims to suffer as a result of a City officer or employee taking or failing to take an action with respect to any matter covered by this Article.

(Added by Ord. 278-08, File No. 081119, App. 11/25/2008)

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## **SEC. 2926. SEVERABILITY.**

If any of the provisions of this Article or the application thereof to any person or circumstance is held invalid, the remainder of this Article, including the application of such part or provisions to persons or circumstances other than those to which it is held invalid, shall not be affected thereby and shall continue in full force and effect. To this end, the provisions of this Article are severable.

(Added by Ord. 278-08, File No. 081119, App. 11/25/2008)



City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**ENVIRONMENTAL HEALTH**

Edwin M. Lee, Mayor  
 Barbara A. Garcia, MPA, Director of Health  
 Richard J. Lee, MPH, CIH, REHS  
 Acting Environmental Health Director

## APPENDIX B

### Occurrences of Noise References in San Francisco City Codes (in addition to Article 29 of the Police Code) As of May 2014

#### **Administrative Code**

CHAPTER 5: COMMITTEES: noise consideration in establishing Pedestrian Safety Advisory Committee

CHAPTER 16: OFFICERS AND EMPLOYEES GENERALLY: establishes noise abatement job class for airport

CHAPTER 26. DEEMED APPROVED OFF-STREET ALCOHOL USE NUISANCE REGULATIONS: noise considerations when deciding if deemed approved

CHAPTER 35: RESIDENTIAL AND INDUSTRIAL COMPATIBILITY AND PROTECTION (requires disclosure and consideration when allowing the use to exist)

CHAPTER 37: RESIDENTIAL RENT STABILIZATION AND ARBITRATION ORDINANCE: requires landlords to exercise diligence to minimize exposure to noise

CHAPTER 67: THE SAN FRANCISCO SUNSHINE ORDINANCE OF 1999: requires noise control in operating recording equipment

CHAPTER 90: ENTERTAINMENT COMMISSION: defines sound technician role in Entertainment Commission "... shall be responsible for conducting tests and investigations relating to noise levels and compliance with Article 29 of the San Francisco..."

#### **Building**

0-0-0-1631 Attachment A to AB-088 Collection and Storage of Trash, Recycling, and Compostable Materials refers to noise considerations in locating recycling areas in housing "... shall be adequately protected for any adverse impacts such as noise odor vectors or glare through measures including but not limited..."

CHAPTER 5 NONRESIDENTIAL REQUIREMENTS: 5.103.1.10 CALGreen mandatory measures in California for new non-residential buildings include: Title 24, Part 11, Sections 5.507.4, 5.507.4.1, and 5.507.4.2: Acoustical control and noise transmission



**Health Code**

ARTICLE 1: ANIMALS: police can cite barking dog if two people who live within 300 feet complain and sign an affidavit; noise considerations in animal sale stores near dwellings or businesses; noise considerations in issuing wild animal permits

ARTICLE 23: VIDEO DISPLAY TERMINAL WORKER SAFETY: requires noise control on impact printers

**Park Code**

ARTICLE 4: DISORDERLY CONDUCT Section 4.14 refers to state law prohibition of unreasonable noise in public places

**Planning**

ARTICLE 1.5: OFF-STREET PARKING AND LOADING: noise as part of justification for car sharing ordinance

ARTICLE 1.7: COMPLIANCE: SEC. 186. EXEMPTION OF LIMITED COMMERCIAL AND INDUSTRIAL NONCONFORMING USES IN RH, RM, RTO, AND RED DISTRICTS: Noise considerations for allowing nonconforming use in these districts

ARTICLE 1.7: COMPLIANCE: Section 187.2: Allows mechanical car wash facilities on 19<sup>th</sup> Ave if "Noise from the facility complies with Article 29 of the San Francisco Police Code and in no event shall noise from mechanical equipment exceed 65 dBA, as defined in Article 29, from 7:00 am to 10:00 pm, or 60 dBA from 10:00 pm to 7:00 am, when measured at any location on adjoining residential property;"

ARTICLE 2: USE DISTRICTS: Noise considerations for uses allowed or disallowed in certain planning use districts

ARTICLE 2.5: HEIGHT AND BULK DISTRICTS provides that live/work units may be used to qualify for height exception if "... (2) Each live/work unit is sufficiently insulated for noise attenuation between units to insure that noise shall not exceed the acceptable decibel levels established..."

ARTICLE 3: ZONING PROCEDURES: refers to noise as part of determination of whether to allow a conditional uses

ARTICLE 7: NEIGHBORHOOD COMMERCIAL DISTRICTS. Section 787. 1800 MARKET STREET COMMUNITY CENTER PROJECT SPECIAL USE DISTRICT: "The noise associated with any amplified music, outdoor speakers, or other devices located in the outdoor activity area shall not exceed a noise level more than eight dBA above the local ambient at any point outside of the property plane, as defined by Chapter 29 of the Police Code."

ARTICLE 8: MIXED USE DISTRICTS: establishes special conditions for mixed use districts—no excessive noise, good neighbor, time limits

ARTICLE 9: MISSION BAY DISTRICTS: noise considerations in use allowances

ARTICLE 12: OIL AND GAS FACILITIES: includes noise considerations

**Police Code**

ARTICLE 1: PUBLIC NUISANCES: specific rules on amplified sound; refers to Article 29; makes exception for emergency vehicles; 10 Watt bullhorns allowed

ARTICLE 11: REGULATIONS FOR AMUSEMENTS: noise considerations in miniature golf course permitting

ARTICLE 15.1: ENTERTAINMENT REGULATIONS PERMIT AND LICENSE PROVISIONS; ARTICLE 15.2: ENTERTAINMENT REGULATIONS FOR EXTENDED-HOURS PREMISES

ARTICLE 15.4: ENCOUNTER STUDIOS (55 dBA maximum anywhere in studio)

ARTICLE 15.7: EVENT PROMOTERS: noise considerations in decisions about allowing event promoters to operate

ARTICLE 29: [This is the principal law governing noise and sound in San Francisco]

ARTICLE 37: POLICE EMERGENCY ALARM ORDINANCE refers to Article 29 which prohibits unnecessary, excessive and offensive noise from all sources<sup>2</sup> in context of audible vehicle alarms; defines unnecessary, excessive and offensive as “an alarm which does not shut off within the prescribed time...”

ARTICLE 47: PERSONAL WATERCRAFT: refers to noise in Purpose

**Port**

ARTICLE 3: DISORDERLY CONDUCT: Section 3.13 refers to state law prohibition of unreasonable noise in public places

**Public Works**

ARTICLE 5.8: PERMIT REGULATIONS FOR MOBILE FOOD FACILITIES CONCERNING PRODUCTS FOR HUMAN CONSUMPTION: noise considerations in mobile food facilities permitting

ARTICLE 16: URBAN FORESTRY ORDINANCE: refers to noise control benefits in purpose of ordinance

ARTICLE 25: PERSONAL WIRELESS SERVICE FACILITIES: Section 1517: “ (3) Noise . If the Department determines, either after an inspection required under 1516(b) above or at any other time, that noise from a permitted Personal Wireless Service Facility at any time of the day or night exceeds forty-five (45) dBA as measured at a distance three (3) feet from any residential building facade, the Department shall issue a notice of deficiency and require the

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<sup>2</sup> This reference to Article 29 may not be valid anymore

Permittee to take corrective action to bring the Personal Wireless Service Facility into compliance with the noise limit.”

**Transportation Code**

ARTICLE 1100: REGULATION OF MOTOR VEHICLES FOR HIRE: Noise considerations in issuing medallions

**INITIATIVE ORDINANCES:** Proposition H 1999 Caltrain electrification referred to noise; 1986 Oil Development Moratorium refers to noise; Sunshine Ordinance refers to noise in reference to recording equipment

**ADMINISTRATIVE BULLETINS:** AB-026 Noise Insulation Enforcement Procedures

**APPENDIX C: Exceptions**

DRAFT EXCEPTIONS FOR SAN FRANCISCO ARE COMPILED FROM OTHER NOISE ORDINANCES AND SF-SPECIFIC EXPERIENCE AND POLICIES !! THIS IS ONLY A DRAFT !!

**Certain noise sources do not violate local law and will not be investigated by any city department; these include, but are not limited to**

Emergency Generators or other emergency energy release devices;

When public health or safety is involved, emergency work to provide electricity, water, or other public utilities; to conduct emergency construction or demolition work; to make emergency repairs to public roadways or bridges; to address emergency incidents such as the cleanup of spills of hazardous materials; or upon written approval of the authorized enforcement agency, to utilize sound producing devices to relocate wildlife;

National Warning System (NAW AS): Systems used to warn the community of attack or imminent public danger such as flooding or explosion;

Delivery and Service Trucks

Active recycling, dumping and processing of glass bottles and cans are governed by Administrative Bulletin 0-0-0-1631 of the building code.

Rolling of recycling containers to pick up locations

Garbage or recycling trucks, except for the Hydraulic or mechanical features (see Section 4.2)

Vehicle and Traffic Noise

Public roadways;

Landscaping and Property Maintenance Equipment

Pressure or Steam Washers

Barking Dogs

Sporting and Special Events and Venues

Windchimes, Doorbells, Garage Door Openers, and Other Small Portable Devices

Bells, chimes or carillons, which may include electronic devices that imitate the sounds of bells, chimes or carillons;

Noise and sound from street protests;

Use of 10 Watt bullhorns by pedestrians is specifically allowed by Article 1 of the San Francisco Police Code;

Helicopter and Helipad

Noise of aircraft flight operations;

Public celebrations that are government-sponsored or government-permitted events;

Surface carriers engaged in commerce by railroad when the noise sources in question are trains in motion, operating retarders, train horns and whistles, or performing locomotive load test cell stands;

The unamplified human voice;

Use of explosive devices: These are regulated by SFFD and other state and federal agencies;

Normal operation of a handgun, rifle, shotgun, skeetshooting or trapshooting range permitted by Article 45 of the Police Code or other applicable laws

## Appendix D

### Preliminary Draft Possible Amendments to Article 29 of the San Francisco Police Code

#### **2901**

1. Expand and improve definitions section in Police Code Section 2901 and/or replace references to some of the following terms throughout City Codes to remove redundancy and improve clarity, consistency and specificity:
  - “Ambient” definition
    - Change lowest sound level repeating over a minimum 10 minute period to less arbitrary value consistent with “noise level” definition
    - Change type of sound level meter required from Type 1 to Type 2
  - Raucous (not in 29)
  - Living Room
  - Audible
  - Unnecessary Noise (not in 29)
  - Noise Level
  - Sound level
  - Fixed Noise Source
  - Threshold Distance (not in 29 but could be)
  - Commercial Noise
  - Mixed Commercial
  - Mixed Use
  - Industrial Noise
  - Industrial Property
  - Residential Property
  - Residential Noise
  - Residential Construction
  - Residential Hotel
  - Mixed Use
  - Public Property (defined)
  - Property Line
  - Property Plane
  - Unsafe
  - L90
2. • “Noise level” definition in Police Code Sec. 2901(g) from maximum continuous level to average over a time period or other value in line with ambient.

#### **2909**

3. Change measurement location to improve inspector safety.
4. Clarify public property noise limits to make consistent with Article 1, Section 49
5. Eliminate fixed interior noise limit because it is impractical to achieve in too many cases.

#### **2907 and 2908:**

6. Make revisions improve consistency of noise regulation and public safety on construction projects

#### **2908**

7. Make revisions to improve consistency of regulation for waste disposal noise

**2910**

8. Add time limit for variances to be appealed

**2913**

9. Improve enforceability and implementation

**2916**

10. Add enforcement authority of different Departments based on feedback from workgroup

**2917**

11. Update penalties to better support resolution of violations

**Other/General**

12. Add back section addressing Emergency Generators and testing of Emergency devices.
13. Adding references to other codes (i.e. also subject to limits in...)
  - i. Assess limits in relation to other limits in city codes (see "Occurrences of Noise References in San Francisco City Codes)
  - ii. Eliminate conflicting limits, redundancies, archaic references, etc.

APPENDIX E

2014 INTERAGENCY NOISE WORKGROUP MEETING  
AGENDAS, MINUTES AND SIGN IN SHEETS



City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**ENVIRONMENTAL HEALTH**

Edwin M. Lee, Mayor  
Barbara A. Garcia, MPA, Director of Health  
Richard J. Lee, MPH, CIH, REHS  
Acting Environmental Health Director

**Interagency Noise Workgroup Meeting #1**

**Monday March 3, 2014 1:30 – 2:30 pm**

**City Hall Conference Room 278**

**Agenda**

**Overall Goal of the Workgroup:** Address Supervisor Yee Letter of Inquiry

**Meeting #1 Goal:** Assess successes and obstacles to interagency implementation issues with noise laws in the city.

1. Introductions (June, Olivia) (10 minutes)
2. Overview (June, DPH/EH Staff) (10 minutes)
  - a. Purpose of the Workgroup—timeline, overall goals, agenda for this meeting
  - b. Article 29—Revision History
  - c. Work of the Noise Task Force
3. Current implementation of the law (all attendees) (15 minutes)
  - a. What is missing or incorrect in the list attached?
  - b. Agency challenges implementing the requirements of the law
4. Noise issues that agencies are faced with that are not covered by the law (all attendees) (20 minutes)

*Given current understanding and interpretation of the existing law, technical capacities and human resources:*

  - a. Issues not specified within Article 29 for enforcement authority that “should”, or “could” be specified (e.g. through amendments, rules and regs or guidance)
  - b. Issues not specified within Article 29 for enforcement authority that “should not”, or “could not” be specified (e.g. because it does not make sense to try to regulate these problems as a public health hazard or nuisance)
5. Next steps (all attendees) (5 minutes)
  - a. Schedule interim meeting with 311 to discuss referral strategies
  - b. Schedule interim meeting with DBI and SF Planning to discuss acoustical report review and referral
  - c. Schedule additional interim meetings as identified
  - d. Schedule Interagency Workgroup Meeting #2



## MULTI-AGENCY ROLES IN NOISE CONTROL (REGULATORY AND JURISDICTIONAL)

### SFPD

- Accept and refer citizen noise complaints

### SFPD

- Noise from mechanical fixed noise sources
- Amplified sound from open top tour buses
- Street entertainment

### Department of Planning

- Violation of conditions of approval (includes noise)
- Environmental review of plans and projects

### Department of Building Inspection

- Regulation of construction noise

### Marin

- Vehicle and transit noise

### Fire Department

- Sirens

### Entertainment Commission

- Regulation of entertainment noise (nightclubs)

### Rec and Park

- Noise in parks and outdoor city venues

### Department of Public Works

- Permitted street uses (e.g. parties and temporary parking spot uses)
- Regulation of construction noise

### Police Department

- Regulation of noise from audio equipment
- Regulation of noise from people or animals
- Street entertainment

### City Attorney

- Ordinance interpretation and revision
- Enforcement

Barking dogs

## NOISE WORKGROUP MEETING #1

## HISTORY OF NOISE LAW FEDERAL

- 1970 Clean Air Act established EPA Office of Noise Abatement and Control (EPA phased out the office's funding in 1982)
- 1972 Noise Control Act
- 1974 "Information on Levels of Environmental Noise Requisite to Protect Public Health and Welfare with an Adequate Margin of Safety" released
  - 24-hour exposure level of 70 decibels to prevent any measurable hearing loss over a lifetime.
  - 55 decibels outdoors and 45 decibels indoors to prevent activity interference and annoyance—levels represent averages of acoustic energy over periods of time such as 8 hours or 24 hours, and over long periods of time such as years.
- 1978 Quiet Communities Act

Noise Control Act of 1972 and the Quiet Communities Act of 1978 were never rescinded by Congress and remain in effect today, although essentially unfunded.

## HISTORY OF NOISE LAW SAN FRANCISCO

- 1972: Ordinance 274-72
- 1973: Added construction equipment
- 2008: Repealed and replaced many sections
- 2011: Added Licensed Limited Live Performance Locales
- 2012: Tourbuses added
- 2013: Expanded definition of live performance and granted SFDPH authority to issue administrative citations

TO BEY BUCKY BUCKY BUCKY - Draft up for the audio consultant  
10/27/2007

Everyone talks about the noise ordinance laws of SF but no one knows exactly what the laws are...

## MULTI-AGENCY ROLES IN NOISE CONTROL (REGULATORY AND JURISDICTIONAL)

- |  |   |
|--|---|
| <p>311<br/>• Accol and refer citizen noise complaints</p> <p>SFDPH<br/>• Noise from mechanical fixed noise sources<br/>• Amplified sound from open top low buses<br/>• Street entertainment</p> <p>Department of Planning<br/>• Violation of conditions of approval (includes noise)<br/>• Environmental review of plans and projects</p> <p>Department of Building Inspection<br/>• Regulation of construction noise</p> <p>MUT<br/>• Vehicle and transit noise</p> <p>Fire Department<br/>• Sirens</p> | <p>Entertainment Commission<br/>• Regulation of entertainment noise (nightclubs)</p> <p>Rec and Park<br/>• Noise in parks and outdoor city venues</p> <p>Department of Public Works<br/>• Permitted street uses (e.g. parades and temporary parking spot uses)<br/>• Regulation of construction noise</p> <p>Police Department<br/>• Regulation of noise from audio equipment<br/>• Regulation of noise from people or animals<br/>• Street entertainment</p> <p>City Attorney<br/>• Ordinances interpretation and revision<br/>• Enforcement</p> |
|--|---|

## NOISE TASK FORCE 2008-2011

"Enforcement of noise problems is fractionated among many different Commissions, Agencies, and Departments and this has led to unclear jurisdiction and confusion for the public filing complaints. The new noise task force would develop understanding regarding jurisdiction and clarify responsibilities. In addition it will identify noise problems that require specific new legislation for proper control." (from the 2008 Legislative Digest)

### SELECTED ISSUES DISCUSSED BY NOISE TASK FORCE 2008-2011

- Motorcycle noise and vehicle code enforcement
- Collection of noise complaint data – 311
- Helicopter noise
- Garbage collection
- Street cleaning noise
- Sirens
- Backup alarms
- Entertainment noise
- Planning projects
- Nighttime construction noise
- Emergency generators
- Churches

### SUPERVISOR YEE LETTER OF INQUIRY

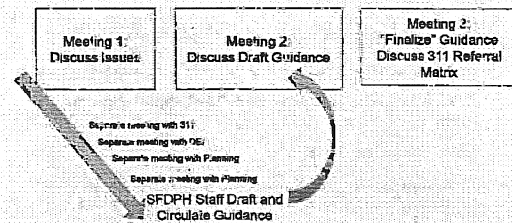
- Assess successes and obstacles to interagency implementation issues with noise laws in the city.
- Assess the need for revisions to the existing noise ordinance and, if appropriate, recommend a framework and strategy to develop revisions that includes an opportunity for community and stakeholder input.
- Initiate and draft uniform guidance and agreements on inter-departmental cooperation to guide interpretation and improve consistency in implementation of the existing law.

### NEXT STEPS TODAY

Goal: Assess successes and obstacles to interagency implementation issues with noise laws in the city.

- Current implementation of the law
- Noise issues that agencies are faced with that are not covered by the law (all attendees)
- Appropriate gaps in noise control to fill
- Next steps

### PROPOSED TIMELINE



NOISE WORKGROUP MEETING #1

NAME	DEPARTMENT	PHONE	
✓ Joe GARRITY	SFPD.	415-553-9975	john.garrity@sfgov.org
✓ Janet Martinson	SFMTA	415 994-3143	janet.martinson@sfmta.com
✓ Cammy Blackstone	SF Ent. Commission	554-7793	cammyblackstone@sfgov.org
✓ Janine Young	DPH-EH	(415)252-3903	janine.young@sfdph.org
✓ PATRICK FOSDAHL	DPH-EH	(415)252-3904	patrick.fosdahl@sfdph.org
Jonathan Pickett	DPH-EH	(415)252-3911	Jonathan.Pickett@sfdph.org
✓ Stephanie Cushing	DPH-EH	(415)252-3926	stephanie.cushing@sfdph.org
✓ BOB LOTTI	REC PARK PATROL	242-6396	bob.lotti@sfgov.org
✓ Andy Maimoni	311	701-3150	andy.maimoni@sfgov.org
✓ NANCY ALFARO	311	701-3137	nancy.alfaro@sfgov.org
✓ CAPT. ANTHONY RIVERA	S.F.F.D.	558-3514	anthony.rivera@sfgov.org
✓ Kenny Wong	DPH	252-3822	kenny.wong@sfdph.org
✓ SEAN D. BURKE	ENTERTAINMENT COMMISSION	554-6268	sean.burke@sfgov.org
Jocelyn Kane	Ent. Comm.	554-5793	jocelyn.kane@sfgov.org
✓ Lisa O'Malley	DPH	252-3834	lisa.o'malley@sfdph.org
✓ Virginia Dario Elizondo	deputy city attorney	554-3808	virginia.dario.elizondo@sfgov.org
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Rassendyll Dennis	DPW-BSM	554-4683	Rassendyll.Dennis@SFDPW.ORG
✓ Kei Zushi	SF Planning	575-9036	kei.zushi@sfgov.org
✓ Michael Jacinto	SF Planning	575-9033	michael.jacinto@sfgov.org
✓ Heidi Kline	SF Planning	575-9043	heidi.kline@sfgov.org
✓ DIEGO SANCHEZ	PLANNING	575-9062	diego.sanchez@sfgov.org
Joseph Duffy	SBI	558-6656	Joseph.Duffy@sfgov.org
April Veneracion	SF Suptm	554-7972	April.Veneracion@sfgov.org
Olivia Scanlon	SFP. yee	554-6519	Olivia.Scanlon@sfgov.org



City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**ENVIRONMENTAL HEALTH**

Edwin M. Lee, Mayor  
Barbara A. Garcia, MPA, Director of Health  
Richard J. Lee, MPH, CIH, REHS  
Acting Environmental Health Director

**Interagency Noise Workgroup  
Subgroup Meeting A**

**Wednesday April 2, 2014 11:30 am – 12:30 pm**

**1390 Market Street, Suite 810**

**Agenda**

**Overall Goal of the Workgroup:** Address Supervisor Yee Letter of Inquiry

**Meeting A Goals:**

- Understand perspectives toward strategies for handling noise complaints related specifically to public entertainment, street fairs, street performers, parks, etc.
- Brainstorm mutually manageable ideas for how to improve or change current strategies

1. Introductions (June) (5 minutes)
2. Current implementation challenges of the law (all attendees) (40 minutes)
  - a. Measuring ambient
  - b. Deciding if a public health hazard exists
  - c. Determining where to take measurements
  - d. Multiple complaints from a single person
  - e. Repeat violators
  - f.
  - g.
  - h.
  - i.
  - j.
3. Addressing the challenges and defining next steps (10 minutes)
  - a. Inter agency guidance
  - b. Article 29 revisions
  - c. Ongoing collaborative meetings
  - d.
  - e.
  - f.
  - g.
  - h.





City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**ENVIRONMENTAL HEALTH**

Edwin M. Lee, Mayor  
Barbara A. Garcia, MPA, Director of Health  
Richard J. Lee, MPH, CIH, REHS  
Acting Environmental Health Director

**Interagency Noise Workgroup**  
**Subgroup Meeting B**

**Friday April 4, 2014, 2014 10:00 am – 11:00 am**

**1390 Market Street, Suite 810**

**Agenda**

**Overall Goal of the Workgroup:** Address Supervisor Yee Letter of Inquiry

**Meeting B Goals:**

- Understand perspectives toward strategies for handling noise complaints related specifically to **construction noise and permit issues**.
- Brainstorm mutually manageable ideas for how to improve or change current strategies

1. Introductions (June) (5 minutes)
2. Current implementation challenges of the law (all attendees) (40 minutes)
  - a. Measuring and monitoring compliance with permits and with Article 29
  - b. Permit requirements, conditions of approval
  - c. Technology measures for sound mitigation
  - d.
  - e.
  - f.
  - g.
  - h.
3. Addressing the challenges and defining next steps (10 minutes)
  - a. Inter agency guidance
  - b. Article 29 revisions
  - c. Ongoing collaborative meetings
  - d.
  - e.
  - f.
  - g.
  - h.

AIR, NOISE AND RADIATION PROGRAM

1390 Market Street, Suite 210 San Francisco, CA 94102

Phone 415-252-3800, Fax 415-252-3875







City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**ENVIRONMENTAL HEALTH**

Edwin M. Lee, Mayor  
Barbara A. Garcia, MPA, Director of Health  
Richard J. Lee, MPH, CIH, REHS  
Acting Environmental Health Director

**Interagency Noise Workgroup  
Subgroup Meeting C**

**Monday April 7, 2014, 2014 1:00 pm – 2:00 pm**

**1390 Market Street, Suite 810**

**Agenda**

**Overall Goal of the Workgroup: Address Supervisor Yee Letter of Inquiry**

**Meeting C Goals:**

- Understand challenges and develop improved strategies for **inter-agency referrals through 311 and direct agency-to agency referrals** for noise complaints

1. Introductions (June) (5 minutes)
2. Current needs for interagency communication (all attendees) (40 minutes)
  - a. As part of complaint response (e.g. checking permits, understanding whose jurisdiction a complaint would fall under, when to refer to police, other resource referrals)
  - b. Interagency communication needs in planning, development, and permit application processes to try to prevent noise issues
  - c.
  - d.
  - e.
3. Addressing the challenges and defining next steps (10 minutes)
  - a. Inter agency guidance / referral matrix
  - b. Ongoing collaborative meetings
  - c. Customized 311 eform
  - d.
  - e.
  - f.
  - g.
  - h.





City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**ENVIRONMENTAL HEALTH**

Edwin M. Lee, Mayor  
Barbara A. Garcia, MPA, Director of Health

Richard J. Lee, MPH, CIH, REHS  
Acting Environmental Health Director

**Interagency Noise Workgroup Meeting #2**

**Wednesday June 11, 2014 10:00 am – 12:00 pm**

**City Hall Conference Room 278**

**Agenda**

**Overall Goal of the Workgroup:** Address Supervisor Yee Letter of Inquiry

**Meeting #2 Goal:** Consider Citywide Guidance Draft and potential amendments to noise laws in San Francisco

1. Introductions (10 minutes)
2. Review of the draft city-wide guidance (60 minutes)
  - a. Purpose of the Guidance
  - b. Revisions to Introduction/Citywide Philosophy about noise
  - c. Specific issues including:
    - i. Exceptions—What we don't regulate
      1. How to communicate
      2. How to make comprehensive
      3. 311
    - ii. Variances
    - iii. Safety concerns in measurement
    - iv. Use and consideration of 3<sup>rd</sup> Parties for compliance and enforcement
3. Use and distribution of the guidance and Development of Centralized 311 Process (all attendees) (15 minutes)
4. Possible revisions to the noise ordinance (20 minutes)
5. Next steps (15 minutes)
  - a. Schedule preliminary meeting for 311 Process and Matrix Development
  - b. Send comments on Citywide Guidance to June by June 30 2014
  - c. Send comments on potential noise ordinance revisions to June by June 30 2014
  - d. Schedule Interagency Workgroup Meeting #3

AIR, NOISE AND RADIATION PROGRAM

1390 Market Street, Suite 210 San Francisco, CA 94102

Phone 415-252-3800, Fax 415-252-3875



**Interagency Noise Workgroup Meeting #2**  
**Wednesday June 11, 2014 10:00 am – 12:00 pm**  
**City Hall Conference Room 278**

**Meeting Minutes**

**Overall Goal of the Workgroup:** Address Supervisor Yee Letter of Inquiry

**Meeting #2 Goal:** Consider Citywide Guidance Draft and potential amendments to noise laws in San Francisco

**I. Introductions (10 minutes)**

- a. June Weintraub (DPH) welcomed Workgroup members and reviewed the challenges associated with enforcing noise issues and the purpose of the workgroup to respond to Supervisor Yee's letter of inquiry regarding noise management and policy in the city.

**II. Review of the draft city-wide guidance (60 minutes)**

- a. Purpose of the Guidance
  - i. June Weintraub explained how DPH took the many Department specific materials and merged them into one City Guidance
    1. Explore possible budget to publicize document when completed
- b. Revisions to Introduction/Citywide Philosophy about noise
  - i. Defining noise as unwanted sound and explaining the subjectivity of sound
  - ii. Importance of quiet spaces
  - iii. Explanation of appendix documents for reference
  - iv. Good Neighbor Policy – advising people to contact those associated with the sound source primarily to resolve issue
  - v. Jocelyn Kane (Entertainment Commission) comments:
    1. Pointed out the advisability of limiting use of the word "noise". As pointed out above (II.b.i) "Noise" is generally defined as "unwanted sound" and the concept of "unwanted" varies from person-to-person and in different contexts
    2. Suggested that the format and level of technicality in the draft guidance make it a useful document for agency use, and we should try to also publish a more accessible version for the public
    3. Noted that the Entertainment Commission might have resources/contacts that could help with design of public document or Supervisor Yee might be able to help with budget
  - vi. Andy Maimoni (311) also suggested that two documents would be a good idea

- vii. The recurring issue of mixed use buildings with commercial ground floor (health club, studio, bar/restaurant etc.) was discussed, including the role of Environmental Health's Plan Check group, which does not general check the building sound insulation parameters
- c. Specific issues addressed and not addressed in the guidance including:
  - i. Exceptions—What we don't regulate
    - 1. June Weintraub (DPH) identified the common complaints in which noise limits do not apply (i.e. wind chimes, bells, leaf blowers, etc.)
    - 2. Captain Rivera (SFFD) stressed the importance of needing a specific exemption for sirens as a source of noise
    - 3. Jonathan Piakis (DPH) said that a section addressing emergency equipment should have a specific exemption for siren noise as well as adding back in emergency back-up generators use and testing noise limits (removed during last amendments)
    - 4. Heidi Kline (CPC) can work with DPH on limits for emergency generator testing and limits
  - ii. How to communicate among agencies-- complainants are currently being forwarded to different departments for issues not covered by codes
  - iii. Tracking complaints and issues citywide is difficult and leads to frustration among citizen, agency staff and legislators
  - iv. 311--Andy Maimoni (311) explained how 311 can assist with development of a citywide matrix and complaint tracking
    - 1. Benefits would include: managing customer expectations, relaying information regarding what is/is not enforced, tracking, proper routing
    - 2. Joseph Duffy (DBI) mentioned that DBI could start providing information regarding construction night noise permits to 311 (DPW already does this)
    - 3. All members discussed the benefit of involving or informing 311 early when special projects or events that the public may call about are planned, so 311 can provide timely and complete information when people call.
  - v. Variances
    - 1. Workgroup members discussed inclusion of individual department variance procedures in the Appendix of the Citywide Guidance
    - 2. Jonathan Piakis (DPH) mentioned that the City Attorney had suggested we include a specific deadline to appeal variance decisions (i.e. 15 days). This should be added to the code if we amend it, and can be added to the Citywide Guidance for clarity in the interim.
    - 3. Clifton Wong (DPW) and Joseph Duffy (DBI) pointed out that night noise permits should not be appealable (Jonathan Piakis (DPH) agreed and clarified that appeals are only for variance decisions; Jonathan will double check this with the city attorney).
    - 4. Clifton Wong (DPW) stated the need for coordination with SFPD as they respond to construction noise complaints if an inspector is not on site off hours
      - Clifton Wong (DPW) and Jocelyn Kane (EC) noted that Commander Garrity (SFPD) has been reassigned to SFO and Commander Redmond (SFPD) will now assist with noise issues on behalf of SFPD
    - 5. Rassendyll Dennis and Clifton Wong (DPW) stated the need to get SFMTA involved in variance discussion because they also issue exemptions/variances for specific projects

- vi. Safety concerns in measurement
  - 1. All participants agreed that inspector safety should always be a priority and never compromised during investigations
  - 2. If measurements cannot be safely made, it may not be possible to investigate a complaint
- vii. Use and consideration of 3<sup>rd</sup> Parties for compliance and enforcement
  - 1. June Weintraub and Jonathan Piakis (DPH) explained how DPH reviews utilizes 3<sup>rd</sup> party reports
  - 2. Workgroup members agreed that 3<sup>rd</sup> party reports should not usually be used for enforcement purposes but can guide decision making.

III. Use and distribution of the guidance and Development of Centralized 311 Process (all attendees) (15 minutes)

- a. Joseph Duffy (DBI) will be in contact with Andy Maimoni (311) regarding 311's specific needs for information going forward
- b. Andy Maimoni (311) explained that eventually a matrix will be generated for easy routing of complaints and relaying information

IV. Possible revisions to the noise ordinance (20 minutes)

- a. Specific revisions addressed at various times throughout the meeting by different Departments
  - i. DPH requested review of revision document by Departments
- b. Heidi Kline (CPC) stressed the need to add the noise limits previously in Title 24 somewhere in the code
  - i. June Weintraub and Jonathan Piakis (DPH) will seek guidance from the city attorney regarding the addition of the Title 24 requirements.

V. Next steps (15 minutes)

- a. Schedule preliminary meeting for 311 Process and Matrix Development
  - i. DPH will coordinate with 311 and others to schedule meeting after receiving review comments.
- b. All Workgroup Members please **send comments on Citywide Guidance to June by June 30 2014.**
- c. All Workgroup Members please **send comments on potential noise ordinance revisions to June by June 30.**
- d. Schedule Interagency Workgroup Meeting #3
  - i. DPH will coordinate with Olivia Scanlon (BOS) and Supervisor Yee to schedule next meeting.

NOISE WORKGROUP MEETING #2

June 11, 2014

NAME	DEPARTMENT	PHONE
Jonathan Pinkis	DPH-EH	415-252-3111
Andy Maimoni	311	415-701-3150
BOB LOTTI	REC PARK	242-6396
SEAN D. BURKE	SF ENT Commission	415-554-6268
Jocelyn Kane	SC	554-5793
ANTHONY RIVERA	FIRE DEPT.	415 558-3514
Kelsey Owyang	Board of Sup	<del>415 554 6516</del> <del>408 805 0135</del>
Russendyll Dennis	DPW	554-4683
KHUN V. THI	DPW-BSM	(415) 554 5884
William P. Wong	DPW-BSM	(415) 740-5512
Heidi Kline	Planning	579-9013285
PATRICK FOSDICK	SFDPH	415 252-3904
Jane Weintraub	SFDPH	415 252 3973



**Interagency Noise Workgroup 311 Complaint Matrix Meeting**

**Thursday July 24, 2014 2:00 pm – 3:00 pm**

**311 Service Center 1 S. Van Ness**

**Draft Agenda**

1. Welcome and Introductions
2. Background and Goals

Overview of 311: Leveraging a process that works and demonstration of similar process with multiple participating departments

Goal: Commitment to the process, follow up and service request resolution

3. Discussion items - creating a response matrix:
  - What types of sound/noise will we include in the project?
  - What can 311 operators tell public?
  - Which agency and division is responsible for managing the request
  - How long should it take for the request to be addressed and how are the complaints addressed (Noted/Abated/Finced?)
  - What tracking is available for the public?
4. Next steps  
Schedule next meeting

Conversation between San Francisco 311 Customer Service Center and [REDACTED]



2:32pm Jul 22

Hi - I'm just curious where I can find more information on noise restrictions or ordinances in San Francisco. I commonly hear incredibly loud motorcycles on my street that completely rattles everyone (animals, kids, adults) around them. Just curious where I can find more information if that's allowed or if there's a way to report those types of violations.

Thanks!







**Interagency Noise Workgroup 311 Complaint Matrix Meeting**

**Wednesday August 20 2014 11:00 am – 12:00 pm**

**311 Service Center 1 S. Van Ness**

**Draft Agenda**

1. Reminder of Goals

Overview of 311: Leveraging a process that works and demonstration of similar process with multiple participating departments

Goal: Commitment to the process, follow up and service request resolution

2. Feedback on draft response matrix:

- Types of sound/noise
- Scripts--What can 311 operators tell public?
- Which agency and division is responsible for managing the request
- How long should it take for the request to be addressed and how are the complaints addressed (Noted/Abated/Finced?)
- What tracking is available for the public?

3. Next steps



NOISE WORKGROUP MEETING # 311 (#2)  
 August 20 ~~June 11~~, 2014

NAME	DEPARTMENT	PHONE
Scott Oswald	311	415-701-3130
KHUN V. THI	DPW-BSM	(415) 554-5984
Clifton Wong	DPW-BSM	(415) 740-5512
Stefan Hoffmeister	DPW-BSM	415-554-6209
Rassendyll Dennis	DPW-BSM	415 554-4683
Andy Maimoni	311	701-3150
Sherri Kaiser	City Attorney	554-3886
Patrick Fosdahl	DPH-EHS	252-3904
JANINE YOUNG	DPH-EH	252-3903
CAPT. ANTHONY RIVERA	FIRE	415 558-3514
Jonathan Prakes	DPH-EH	(415) 252-3211
Jocelyn Kane		



CITY & COUNTY OF SAN FRANCISCO

## About CCC

City workers have proven time and again to be the "Heart of the City", both on the job and in the workplace.

You can give to the charity of your choice, your church, your school, or to one of the federations or charities listed in the campaign brochure. Workplace giving is an efficient way of contributing to the charity of your choice. Overhead costs for hundreds of charitable organizations are reduced by becoming a member of one of the seven Federations representing them during this campaign. It costs less than bulk mail solicitations or even sending renewal letters to regular contributors.

We encourage you to research an organization prior to donating.

Please contact your Department Coordinator with questions.

Listed below are key dates:

Event	Date	Time
Kick-Off Event at City Hall	September 18	9:00am
Campaign Begins	October 1	
Last Day to turn in forms for Coffee Card Drawing	October 8	Noon
Coffee Card Drawing	October 9	10:45am
Last Day to turn in forms for Early Bird Drawing	October 22	COBD
Early Bird Drawing	October 23	
Campaign Ends	October 31	
Last Day to Submit Pledge Forms	November 20	

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**From:** Reports, Controller (CON)  
**Sent:** Thursday, October 16, 2014 11:53 AM  
**To:** Calvillo, Angela (BOS); Nevin, Peggy; 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); sfdocs@sfpl.info; gmetcalf@spur.org; CON-EVERYONE; CON-CCSF Dept Heads; CON-Finance Officers; Ginsburg, Phil (REC); Kern, Dennis (REC); Zaverukha, Lydia (REC); Alvarez, Ana; Rockwell, Steve (REC)  
**Subject:** Issued: Park Maintenance Standards Annual Report FY 2013-14

The Controller's Office has issued the San Francisco Park Maintenance Standards Annual Report for fiscal year (FY) 2013-14. On average, scores decreased from 91.1 percent to 90.7 percent since last year. The majority of parks (82 percent) continue to score above 85 percent.

Supervisory district averages decreased .4 percent since last year, with six districts receiving lower scores than in FY 2012-13. Additionally, the difference in average score between the highest and lowest rated districts increased from 5.8 percentage points last year to 9.5 percentage points this year. This widening indicates less evenly distributed scores and maintenance outcomes across the City.

The Controller's Office would like to thank the staff of the Recreation and Parks Department for their cooperation on the Park Maintenance Standards Program.

To view the full report, please visit our website at: <http://openbook.sfgov.org/webreports/details3.aspx?id=1840>

You can also access the report on the Controller's website (<http://www.sfcontroller.org/>) under the News & Events section.

This is a send only email. For more information, please contact:

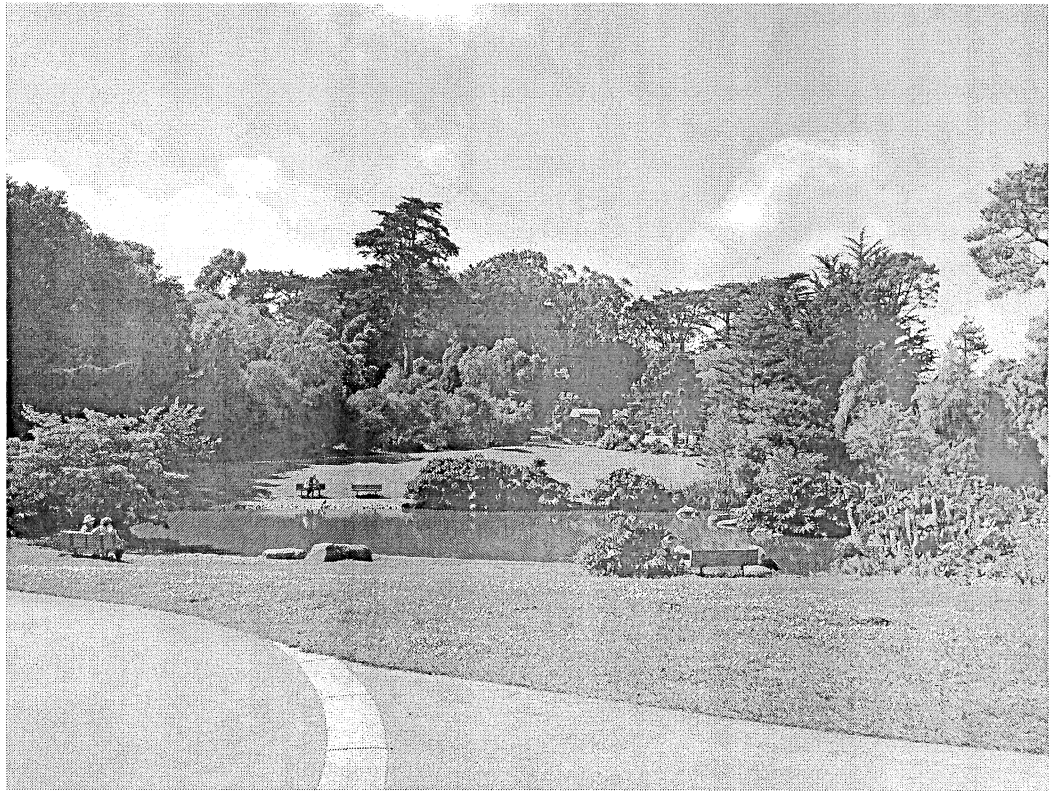
Office of the Controller  
City Services Auditor Division  
Phone: 415-554-7463  
Email: [CSA.ProjectManager@sfgov.org](mailto:CSA.ProjectManager@sfgov.org)

9

# PARK MAINTENANCE STANDARDS

ANNUAL REPORT FISCAL YEAR 2013-14

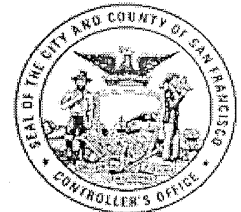
CITY AND COUNTY OF SAN FRANCISCO  
OFFICE OF THE CONTROLLER  
CITY SERVICES AUDITOR (CSA)



Golden Gate Park Section 3 Arboretum

## CSA Project Team

Natasha Mihal, Project Manager  
Claire Phillips, Performance Analyst  
Peg Stevenson, Director  
CSA City Performance Staff



October 16, 2014



CONTROLLER'S OFFICE  
CITY SERVICES AUDITOR

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.

The audits unit conducts 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.

We conduct our audits in accordance with the Government Auditing Standards published by the U.S. Government Accountability Office (GAO). 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.

The City Services Auditor (CSA) Charter Amendment requires that CSA work with the Recreation and Parks Department (Rec Park) to establish objective standards for park maintenance, and that CSA issue an annual report on performance under the standards. This report provides the results of fiscal year (FY) 2013-14 evaluations of all open City parks.

## EXECUTIVE SUMMARY

This report contains a summary and analysis of park evaluations performed between July 1, 2013 and June 30, 2014 and recommendations for improving the park evaluation and maintenance program. Additionally, this report provides milestones and information about the new, revised park evaluation standards that are being implemented for the FY 2014-15 fiscal year.

### HIGHLIGHTS

After three years of score increases, the citywide average for park scores decreased from 91.1 percent to 90.7 percent since last year. This decrease is the first since FY 2010-11 when scores decreased by one percent. In general, a score above 85 percent indicates that a park is well maintained and that its features are in good condition.



Ornamental Bed at Civic Center Plaza

### RESULTS

- Most parks (82 percent) continue to score above 85 percent. Additionally, of the 159 parks that had scores for both FY13 and FY14, more than half (76 parks or 47 percent) saw increases in score.
- The gap in scores between highest and lowest scoring supervisorial districts increased from a 5.8 percent to 9.5 percent spread.
- Five of 11 districts saw increases in scores ranging from .7 to 4 percent, while six districts saw decreases in scores ranging from .7 to 3.8 percent. On average, district scores dropped by 0.4 percent.
- Citywide, open space and parking lot features significantly improved since last year. Most features continued to score consistently well, with few feature scores decreasing by significant amounts.

### RECOMMENDATIONS

The report includes four recommendations for the Recreation and Parks Department (Rec Park) to improve the park maintenance standards program and park maintenance generally by incorporating evaluation data into its operational planning.

Specifically, Rec Park should:

1. Continuously assess Rec Park's use of park evaluation data to improve park maintenance activities and develop new reports based on the implementation of the new standards.
2. Use evaluation data to strategically plan for improvement to consistently low-performing parks, Park Services Areas, or certain facilities or features. Consider data to identify maintenance tactics that have consistently led to improved park scores and apply those approaches to struggling parks.
3. Provide quarterly outreach to staff in the form of trainings, newsletters, brown bag sessions, or other means to provide current information, refresh staff understanding of the evaluation guidelines, ask questions, and provide feedback about the park evaluation program.
4. Continue to dedicate resources to update the map and features list for each evaluated site.



## INTRODUCTION

### PARK EVALUATIONS THEN AND NOW

In November 2003, San Francisco voters passed Proposition C establishing the City Services Auditor (CSA) in the Controller's Office. City Charter Appendix F, Section 102 mandates that CSA work with the Recreation and Parks Department (Rec Park) on the following:

- Develop measurable, objective standards for park maintenance
- Issue an annual report evaluating performance to those standards, with geographic detail
- Establish regular maintenance schedules for parks and make them available to the public
- Publish compliance reports regularly showing the extent to which Rec Park has met its published schedules

Beginning in April 2004, CSA and Rec Park have worked together to design and implement Proposition C's requirement for standards, evaluations, schedules, and reporting.

Since the park evaluation program began, approximately \$455 million has been expended in over 100 parks from general obligation bond programs approved by the voters in 2000, 2008 and 2012. Bond funds have been used to replace or upgrade playgrounds and to improve restrooms, playing fields, sports courts, accessibility, and many other park facilities and features. While many factors affect the day-to-day cleanliness of parks and drive evaluation scores, it is the City's expectation that bond investments will improve park structural conditions and that the component of park scores related to those conditions will also improve over time.

This ninth annual report on the condition of the City's parks provides results from evaluations in fiscal year (FY) 2013-14. This report discusses Rec Park's efforts to use the standards and results to inform operational decisions, and includes recommendations to improve the City's performance in these areas.

While the last ten years have provided a lot of improvements to parks and strengthened the evaluation process itself, fiscal year 2014-15 is a transition period for park evaluations, as the City is implementing new, revised standards to improve data collection and more accurately report current park maintenance levels. The new standards were implemented in July 2014 and will be used for next year's annual report. The new standards implementation was a joint effort with Rec Park and the Controller's Office. Staff worked closely to finalize the new standards, redesign the evaluation forms, and apply appropriate weighting and scoring metrics to park scores. Rec Park anticipates changes in FY 2014-15 scores as a result of the new rigorous standards and weighting methodology.

### METHODOLOGY AND DATA COLLECTION

Park scores to date have been based on performance standards set for the 14 categories of park features (lawns, trees, athletic fields, courts, children's play areas, and benches, tables and grills etc.) listed in the Exhibit 1 table on the next page. Generally, a score above 85 percent indicates that a park is well maintained and that its features are in good condition.

The San Francisco Park Maintenance Standards Manual, created in FY 2004-05, defines the performance standard for park features and is used to evaluate conditions in parks in all 11 supervisorial districts. See Exhibit 1 for more detail.

The park scores in this report represent a combination of Rec Park and CSA evaluation efforts. Each park is evaluated once a year by CSA and up to four times per year by Rec Park staff. A park's yearly final score is the average of all available Rec Park and CSA evaluation scores. See Appendix A for more detail. This year's results are based on 966 evaluations of 164 parks.

Exhibit 1: Park Maintenance Standards

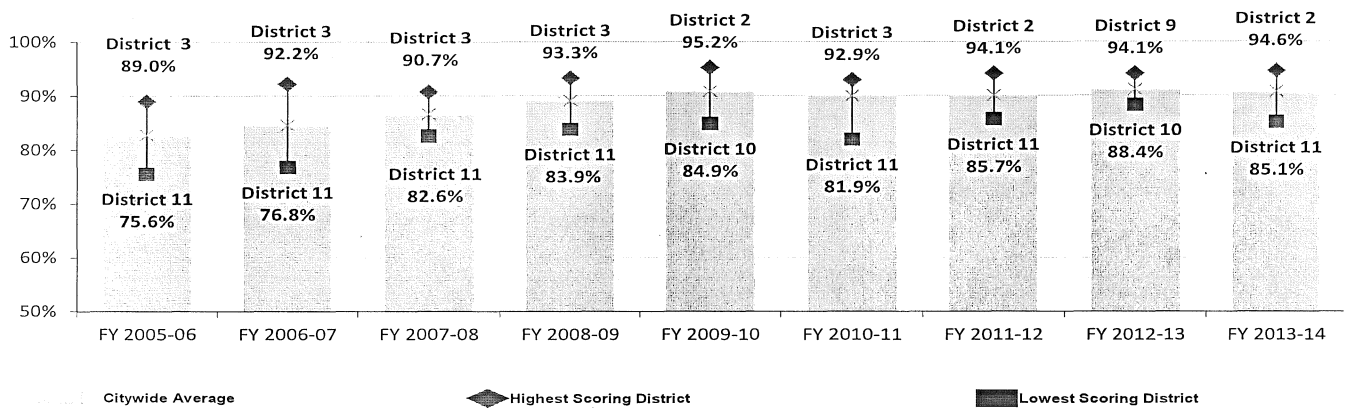
Park feature		Elements examined under each park feature			
Landscaped and Hardscape Areas	<b>1. Lawns</b>	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Edged
		<input type="checkbox"/>	Color	<input type="checkbox"/>	Height/mowed
		<input type="checkbox"/>	Density and spots	<input type="checkbox"/>	Holes
		<input type="checkbox"/>	Drainage/ flooded area		
	<b>2. Ornamental Gardens, Shrubs, and Ground Covers</b>	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Pruned
		<input type="checkbox"/>	Plant health	<input type="checkbox"/>	Weediness
	<b>3. Trees</b>	<input type="checkbox"/>	Limbs	<input type="checkbox"/>	Vines
		<input type="checkbox"/>	Plant health		
	<b>4. Hardscapes and Trails</b>	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Surface quality
		<input type="checkbox"/>	Drainage/flooded area	<input type="checkbox"/>	Weediness
		<input type="checkbox"/>	Graffiti		
	<b>5. Open Space</b>	<input type="checkbox"/>	Cleanliness		
Recreational Areas	<b>6. Turf Athletic Fields</b> (E.g., ball fields, soccer pitches)	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Functionality of structures
		<input type="checkbox"/>	Color	<input type="checkbox"/>	Graffiti
		<input type="checkbox"/>	Drainage/flooded area	<input type="checkbox"/>	Height/ mowed
		<input type="checkbox"/>	Fencing	<input type="checkbox"/>	Holes
	<b>7. Outdoor Athletic Courts</b> (E.g., tennis and basketball courts)	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Graffiti
		<input type="checkbox"/>	Drainage/ flooded area	<input type="checkbox"/>	Painting/stripping
		<input type="checkbox"/>	Fencing	<input type="checkbox"/>	Surface quality
		<input type="checkbox"/>	Functionality of structures		
<b>8. Children's Play Areas</b>	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Integrity of equipment	
	<input type="checkbox"/>	Fencing	<input type="checkbox"/>	Painting	
	<input type="checkbox"/>	Functionality of equipment	<input type="checkbox"/>	Signage	
	<input type="checkbox"/>	Graffiti	<input type="checkbox"/>	Surface quality	
<b>9. Dog Play Areas</b>	<input type="checkbox"/>	Bag dispenser	<input type="checkbox"/>	Signage	
	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Surface quality	
	<input type="checkbox"/>	Drainage/ flooded area	<input type="checkbox"/>	Waste Receptacles	
	<input type="checkbox"/>	Height/ mowed			
Amenities and Structures	<b>10. Restrooms</b>	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Painting
		<input type="checkbox"/>	Graffiti	<input type="checkbox"/>	Signage
		<input type="checkbox"/>	Functionality of structures	<input type="checkbox"/>	Supply inventory
		<input type="checkbox"/>	Lighting	<input type="checkbox"/>	Waste receptacles
		<input type="checkbox"/>	Odor		
	<b>11. Parking Lots and Roads</b>	<input type="checkbox"/>	ADA parking spaces	<input type="checkbox"/>	Graffiti
		<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Painting/ striping
		<input type="checkbox"/>	Curbs	<input type="checkbox"/>	Signage
		<input type="checkbox"/>	Drainage/ flooded areas	<input type="checkbox"/>	Surface quality
	<b>12. Waste and Recycling Receptacles</b>	<input type="checkbox"/>	Cleanliness of receptacles	<input type="checkbox"/>	Painting
		<input type="checkbox"/>	Fullness	<input type="checkbox"/>	Structural integrity and functionality
	<b>13. Benches, Tables, and Grills</b>	<input type="checkbox"/>	Cleanliness	<input type="checkbox"/>	Structural integrity and functionality
		<input type="checkbox"/>	Graffiti		
		<input type="checkbox"/>	Painting		
<b>14. Amenities &amp; Structures</b>	<input type="checkbox"/>	Exterior of buildings	<input type="checkbox"/>	Retaining walls	
	<input type="checkbox"/>	Drinking fountains	<input type="checkbox"/>	Signage	
	<input type="checkbox"/>	Fencing	<input type="checkbox"/>	Stairways	
	<input type="checkbox"/>	Gates / locks			

# PARK EVALUATION RESULTS

## CITYWIDE RESULTS

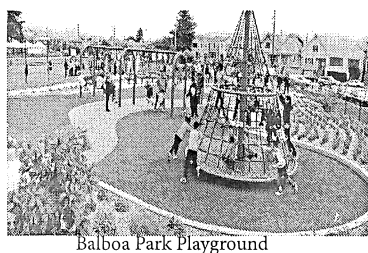
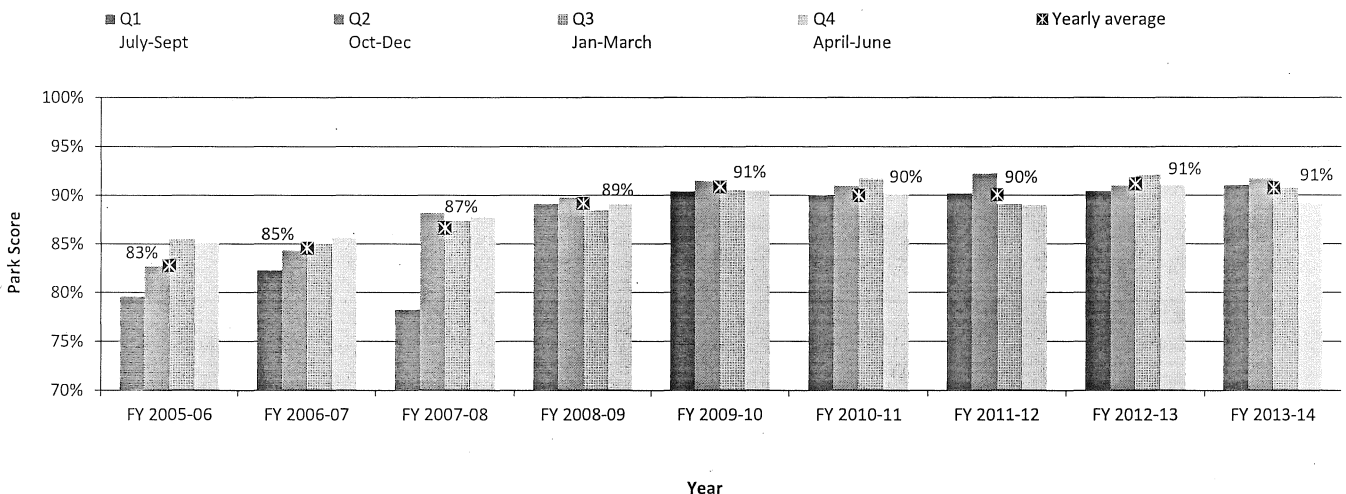
The citywide average park score for FY 2013-14 decreased from last year by 0.4 percentage points to 90.7 percent. The last several years saw increases in scores; though, the last decrease in score was FY 2010-11 when the citywide average decreased by one percent. In addition to the citywide average decreasing in FY14, the lowest district score decreased by 3.3 percent from last year to 85.1 percent. In contrast, the highest district score increased by .43 percent.

Exhibit 2: Citywide Averages and District Results



Quarterly scores vary within fiscal years for a variety of reasons, likely including the extent of park use or dryness of the season. Quarter one (July through September) generally sees greater park use than Quarter two (October through December). Consistent with greater park use in the summer months, scores tend to be lower in Q1 than in Q2, as seen in most years below. Similar to prior years, FY 2013-14 average quarterly scores saw a decrease in Q3 scores.

Exhibit 3: Citywide Results by Quarter by Fiscal Year



Balboa Park Playground



South Sunset Playground



St. Mary's Rec Center Playground

### DISTRICT SCORES

Supervisory district averages rose in five districts in FY 2013-14, with six of the 11 districts receiving lower scores than last year. The difference in average score between the highest and lowest rated districts increased — 9.5 percentage points separated the highest and lowest compared to 5.8 percentage points last year. Since the inception of the park evaluation program, highest scoring district scores trended upward. Lowest scoring districts tend to fluctuate both up and down. This year’s lowest scoring district decreased in score from 88.3 percent last year to 85.1 percent this year.

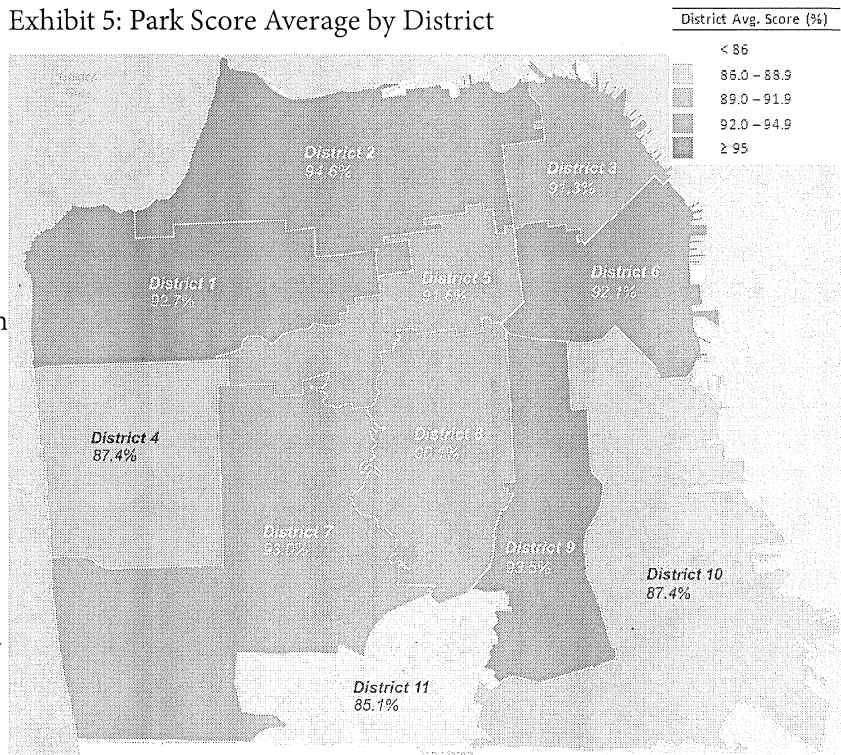
Exhibit 4: District Park Scores

District	FY 2005-06	FY 2012-13	FY 2013-14	Change from FY 13 to FY 14	Change From FY 06 to FY 14
1	88.2%	88.7%	92.7%	4.0%	4.5%
2	87.3%	93.9%	94.6%	0.7%	7.3%
3	89.0%	93.4%	91.3%	-2.1%	2.3%
4	77.5%	89.2%	87.4%	-1.7%	10.0%
5	77.2%	90.6%	91.6%	1.0%	14.5%
6	84.0%	90.9%	92.1%	1.2%	8.2%
7	83.4%	90.5%	93.0%	2.5%	9.6%
8	81.7%	92.0%	90.1%	-1.9%	8.4%
9	84.3%	94.1%	93.5%	-0.7%	9.1%
10	78.9%	88.3%	87.4%	-1.0%	8.5%
11	75.6%	88.9%	85.1%	-3.8%	9.5%
<b>Citywide Average</b>	<b>82.8%</b>	<b>91.2%</b>	<b>90.7%</b>	<b>-0.4%</b>	<b>8.0%</b>

Exhibit 5: Park Score Average by District

District 2 had the highest score at 94.6 percent, while Districts 7 and 9 had the second and third highest scores (93.5 percent and 93 percent respectively). Both District 7 (up 2.5 percentage points) and District 1 (up 4 percentage points) had significantly improved scores from last year. District 1 had the greatest increase in score from last year.

The southeastern section of the City – Districts 10 and 11 – have historically been the lowest scoring part of the City. While this trend continues, it should be noted that District 10 and 11 saw scores decrease by 1 and 3.8 percentage points, as opposed to FY 2012-13 where they saw increases of 1.2 and 3.2 percentage points, respectively.



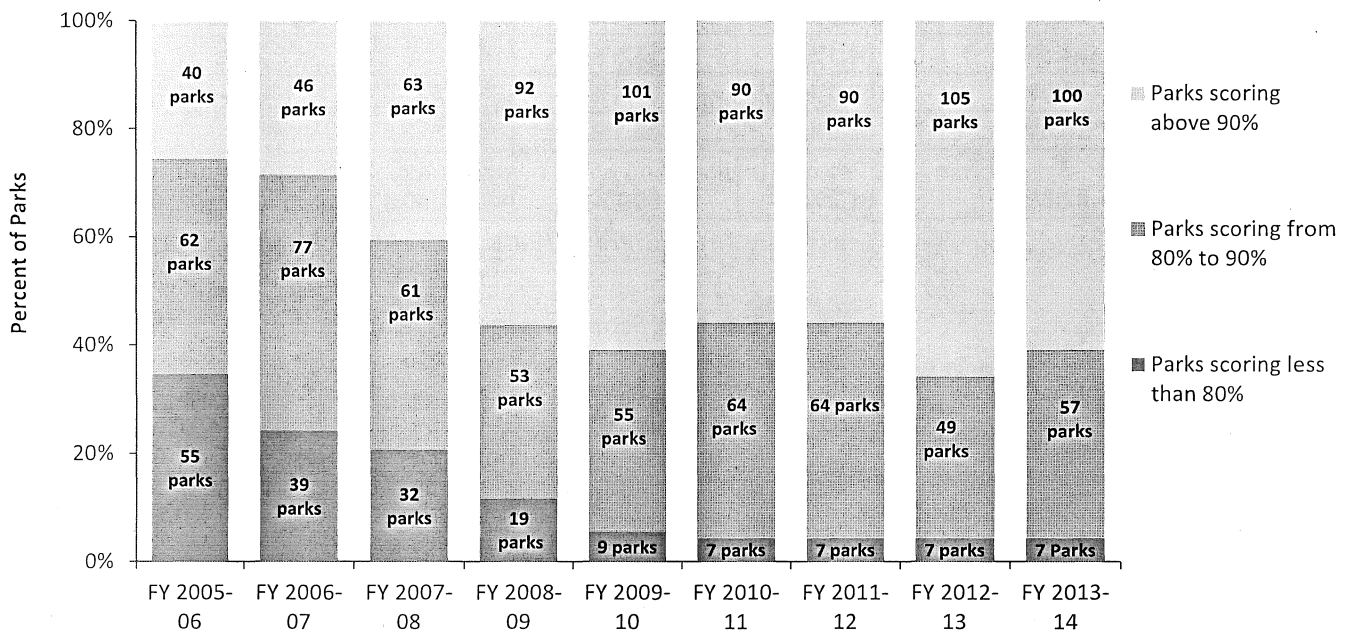
### DISTRICT SCORES CONTINUED

Districts have improved an average of 8 percentage points since the program began in FY 2005-06. Districts 2 and 3 typically score above the citywide average, whereas Districts 10 and 11 usually score below. Part of the reason for the consistently high and low scoring districts is that there are specific parks that tend to be high or low scorers. For example, the three parks with the greatest decrease in score from last year to this year include District 10's Visitacion Valley Playground (-19 percent), and District 11's Chester/Palmetto Mini Park (-13.9 percent) and Head/Brotherhood Mini Park (-13.3 percent). However, only one park, Visitacion Valley Playground, is in the overall lowest three scoring parks with a combined score of 68.1 percent. The highest overall combined park score this year was Maritime Plaza in District 3, with a score of 100 percent.

### DISTRIBUTION OF SCORES

In FY 2013-14, 96 percent of parks scored above 80 percent. Parks scoring above 90 percent decreased from 105 (65 percent) in FY 13 to 100 in FY 14 (61 percent of parks). Parks scoring between 80 percent and 90 percent increased in FY 14 to account for about 35 percent of parks compared to only being 30 percent of parks in FY 13. However, there were more parks scoring in the higher part of this range (87 to 89 percent) in FY 14 than in FY 13.

Exhibit 6: Distribution of Park Scores Citywide; parks scoring above 90 percent decreased by five parks.



Of the 159 parks that had scores for both FY 2012-13 and FY 2013-14, 76 parks, or 47 percent, saw increases in score. Of the 159 parks, 85 or 53 percent saw a decrease in score. Only 7 parks (4 percent) had scores lower than 80 percent, which is the same number as FY 2012-13, but far less than in FY 2005-06, the first year of the evaluation program where 54 parks or 32 percent scored below 80 percent.

Although the number of parks scoring below 80 percent has held constant at 7 parks for the past 4 years, which parks account for the lowest scores has changed from year to year. For example, only two parks scored below 80 percent both in FY 2012-13 and FY 2013-14; Park Presidio (62.9 percent and 69.5 percent) and Gilman Playground (77.7 percent and 78.1 percent).

### HIGHEST AND LOWEST SCORING PARKS

Highest and lowest scoring parks are distributed throughout the City. However, District 1, 3, and 9 have more highest scoring parks, while districts 4, 10, and 11 have more on the lowest scoring park list. Most parks on the highest scoring list have been consistent high scorers, while a variety of parks have appeared on the lowest scoring list over the years. The map in Exhibit 7 below shows the ten highest and lowest scoring parks.

Exhibit 7: Highest and Lowest Scoring Parks Map

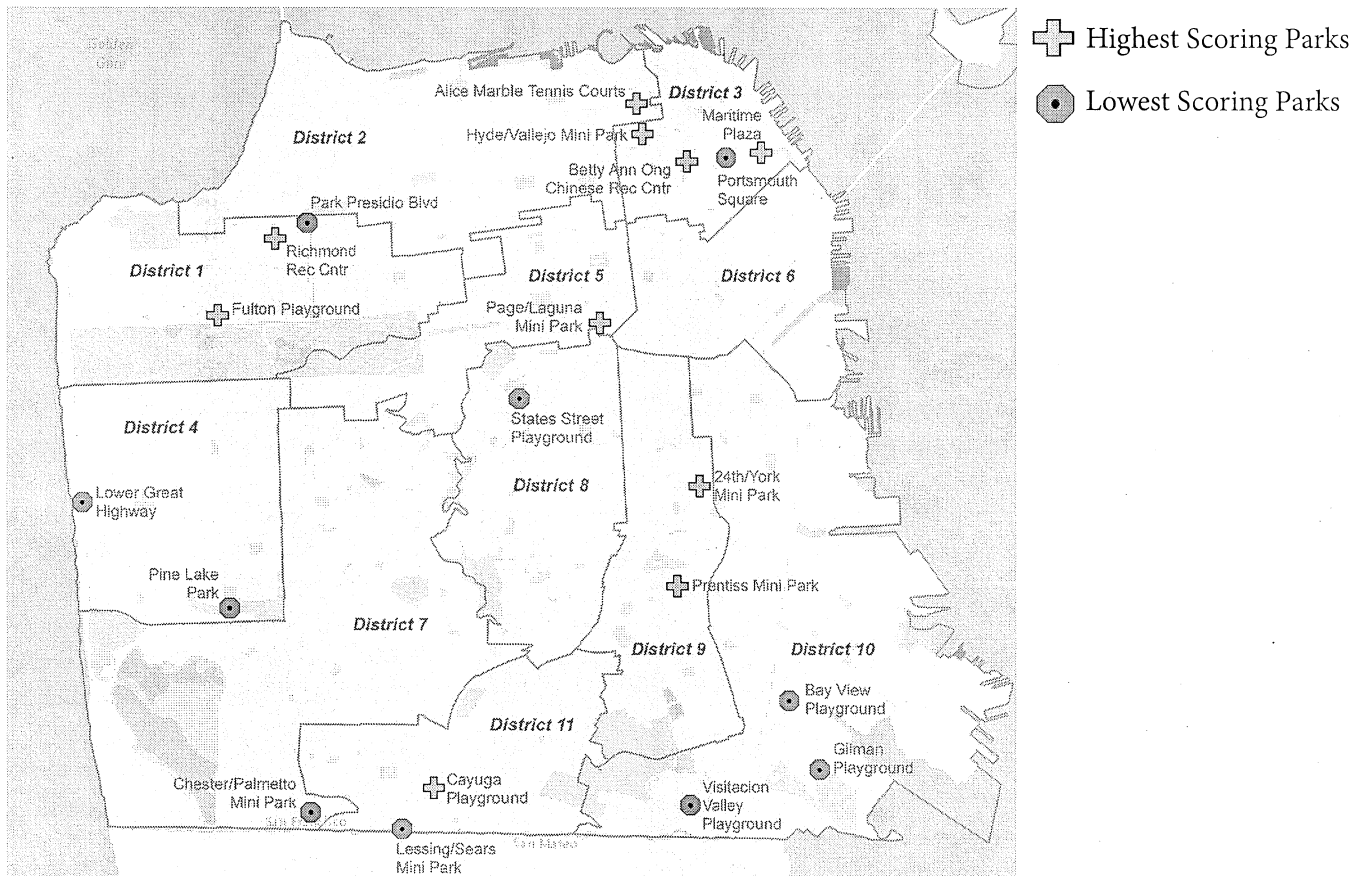


Exhibit 8: Top Ten Highest Scoring Parks

Rank	Park Name	PSA	District	FY 14	FY 13	FY 12	FY 11	FY 10	FY 09	FY 08	FY 07
1	Maritime Plaza	1	3	100.0%	98.7%	97.3%	99.0%	96.7%	99.5%	96.3%	93.9%
2	Fulton Playground	1	1	99.8%	95.1%	77.4%	94.9%	85.0%	89.9%	90.2%	89.0%
3	Alice Marble Tennis Courts	1	2	99.7%	99.0%	98.6%	98.7%	98.1%	98.2%	78.5%	99.1%
4	Richmond Recreation Center	1	1	99.4%	97.9%	96.0%	96.1%	96.4%	98.1%	98.2%	94.7%
5	Hyde/Vallejo Mini Park	1	3	99.3%	96.1%	94.9%	88.8%	97.4%	97.5%	96.8%	85.2%
6	Betty Ann Ong Chinese Recreation Center	1	3	99.1%	97.7%			86.9%	81.2%	89.4%	85.6%
7	Cayuga Playground	3	11	98.5%			87.2%	87.7%	80.7%	86.8%	85.7%
8	Page/Laguna Mini Park	2	5	98.4%	98.0%	94.2%	94.0%	91.3%	90.8%	93.7%	68.1%
9	24th/York Mini Park	6	9	98.2%	98.8%	97.6%	96.6%	98.8%	95.2%	94.8%	96.3%
10	Prentiss Mini Park	6	9	98.2%	94.7%	92.0%	95.6%	95.0%	91.7%	91.0%	81.8%

Exhibit 9: Top Ten Lowest Scoring Parks

Rank	Park Name	PSA	District	FY 14	FY 13	FY 12	FY 11	FY 10	FY 09	FY 08	FY 07
1	Visitacion Valley Playground	3	10	68.1%	87.1%	82.2%	87.4%	87.3%	90.8%	91.1%	86.9%
2	Park Presidio Blvd	1	1	69.6%	62.9%	58.3%	78.1%	87.2%	78.3%	72.6%	68.1%
3	Lessing/Sears Mini Park	3	11	75.9%	87.6%	85.4%	86.6%	82.3%	83.7%	74.6%	82.4%
4	Pine Lake Park	4	4	76.0%	83.7%	80.1%	88.6%	89.4%	84.7%	88.0%	69.9%
5	Chester/ Palmetto	4	11	77.1%	91.0%	86.0%					
6	Gilman Playground	3	10	78.1%	77.7%	87.6%	79.3%	82.6%	83.1%	76.2%	84.4%
7	Portsmouth Square	1	3	78.5%	85.2%	88.5%	90.6%	92.0%	85.3%	85.4%	77.8%
8	Lower Great Highway	4	4	81.3%	77.9%	78.3%	86.7%	77.9%	85.0%	82.2%	86.7%
9	Bay View Playground	3	10	81.7%	87.2%	85.3%	84.3%	83.8%	74.1%	64.4%	83.7%
10	States Street Playground	5	8	81.7%	79.4%	85.3%	88.7%	84.6%	91.3%	91.1%	93.0%

**PARKS WITH THE GREATEST IMPROVEMENTS FROM LAST YEAR**

The three parks with the greatest improvements from FY 2012-13 to FY 2013-14 include Cabrillo Playground, Dupont Courts, and Golden Gate/Steiner Mini Park. Cabrillo Playground received capital improvements, funded by the 2008 parks bond, to the playground and clubhouse, which was completed and reopened in August 2013.

Park Name	PSA	District	FY 2013-14	FY 2012-13	Change from FY 2012-13 to FY 2013-14
Cabrillo Playground	1	1	97.4%	84.2%	13.3%
Dupont Courts	1	1	92.2%	79.4%	12.9%
Golden Gate/Steiner Mini Park	2	5	95.5%	83.3%	12.1%
Lake Merced Park	4	7	85.8%	76.6%	9.3%
Park Presidio Blvd	1	1	69.6%	62.9%	6.6%

The Dupont Courts are in the midst of restroom renovations and court resurfacing. Restrooms and courts were closed periodically throughout the year. Restrooms were not scored for two evaluations last year, which may have impacted scores by not receiving a score, while prior to the closing they may have been scored low due to needed repairs.

**PARKS WITH THE GREATEST DECREASE IN SCORES FROM LAST YEAR**

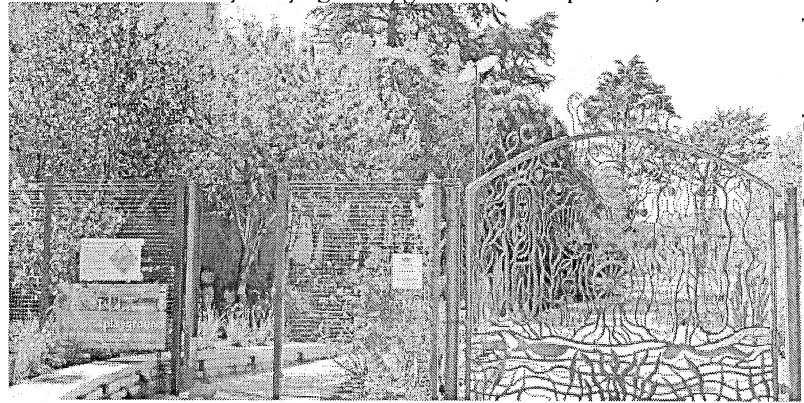
The greatest decrease in park score from last year to this year was Visitacion Valley Playground. Last year, Visitacion Valley Playground scored 87.1 percent, which decreased this year by 19 percent to 68.1 percent. Quarter 3 scores of 53 and 61 percent contributed to this park's decrease. The other quarters' scores were between 72 and 82 percent. Chester/Palmetto also saw a significant decrease in a Quarter 3 score which decreased the overall score of 91 percent last year to 77.1 percent this year, a 13.9 percent drop. However, the Chester/Palmetto scores in later quarters were in the parks typical 75-85 percent range. This indicates that the 54 percent score in Quarter 3 may be an outlier. However, each of the parks listed below encountered similar issues that drove their scores down. Litter, weeding, and long grass that needs mowing were among the main concerns

Park Name	PSA	District	FY 2013-14	FY 2012-13	Change from FY 2012-13 to FY 2013-14
Visitacion Valley Playground	3	10	68.1%	87.1%	-19.0%
Chester/ Palmetto	4	11	77.1%	91.0%	-13.9%
Head/Brotherhood Mini Park	4	11	82.0%	95.3%	-13.3%
Lessing/Sears Mini Park	3	11	75.9%	87.6%	-11.6%
Saturn Street Steps	5	8	84.2%	95.7%	-11.5%

for each of these parks, as noted on the evaluation forms last year. Four of these sites are classified as mini parks, where litter and weeding issues can have a significant affect on scores.

### HIGH PARK SCORES AND SIGNIFICANT CAPITAL IMPROVEMENTS

Fulton Playground (99.8 percent) ranked second highest in FY 2013-14. This was in large part due to a capital improvement project that completed in October 2012, creating a new playground, resurfacing the basketball and tennis courts, and upgrading the park's clubhouse. Additionally, Cayuga Playground (98.5 percent) had a complete renovation, which opened in August 2013 and boasted a new 2,500-square-foot clubhouse, an upgraded children's play area and refurbished basketball and tennis courts.



Cayuga Playground

24th/York Street Mini Park (98.2 percent) received capital improvements for a \$1 million renovation that completed in 2006; this park has consistently scored above 94 percent since FY 2006-07.

### FEATURES RESULTS

Half of all features scored above 90 percent (7 scored above 90 and 7 scored below). Open Space was the lowest scoring feature, but increased significantly (5.5 percent) compared to last year. Parking lots and Roads also increased significantly this year from 83.8 percent to 89 percent. As of July 1, 2014, as part of the implementation of the new standards, changes were made to Feature categories; next year's report will reflect those changes. See page 13 for more information about the new FY 15 park maintenance standards.

Exhibit 10: Park Feature Scores

	Feature	FY 2013-14	FY 2012-13	Change from FY 2012-13	Change from FY 2005-06	FY 2005-06
Landscaped and Hardscape Areas	1. Lawns	88.4%	88.5%	-0.1%	11.1%	77.3%
	2. Ornamental Gardens, Shrubs & Ground Covers	89.4%	89.5%	-0.1%	15.4%	74.0%
	3. Trees	91.2%	90.9%	0.3%	2.7%	88.5%
	4. Hardscapes & Trails	87.3%	87.4%	-0.1%	6.9%	80.4%
	5. Open Space	77.3%	71.8%	5.5%	-3.8%	81.1%
Recreational Areas	6. Turf Athletic Fields	90.1%	91.6%	-1.5%	10.9%	79.2%
	7. Outdoor Athletic Courts	91.1%	91.1%	0.0%	4.4%	86.7%
	8. Children's Play Areas	89.5%	90.4%	-0.9%	6.1%	83.4%
	9. Dog Play Areas	85.7%	85.8%	-0.1%	6.7%	79.0%
Amenities and Structures	10. Restrooms	93.9%	93.5%	0.4%	11.5%	82.4%
	11. Parking Lots & Roads	89.0%	83.8%	5.2%	8.1%	80.9%
	12. Waste & Recycling Receptacles	95.0%	94.8%	0.2%	4.5%	90.5%
	13. Benches, Tables & Grills	91.4%	90.9%	0.5%	7.8%	83.6%
	14. Amenities & Structures	90.6%	89.5%	1.1%	7.6%	83.0%

Maintenance of most park features requires collaboration by multiple Rec Park divisions, such as Golf & Turf and Structural Maintenance or distinct Park Services Area (PSA) staff, such as gardeners or custodians. Some features are rated on multiple elements, such as Children's Play Areas and Outdoor Athletic Courts, which are rated on eight elements each. Some features, additionally, receive multiple scores for a single feature because multiple instances of the feature exist at a site (e.g., multiple restrooms, athletic courts, children's play areas, etc.) Open Space is only rated on a single element, cleanliness, and only rated once at any park -- both factors which may lead to higher variability in Open Space scores compared to other features. With the exception of Open Space, all features have improved since the inception of evaluations and all features average above 85 percent.



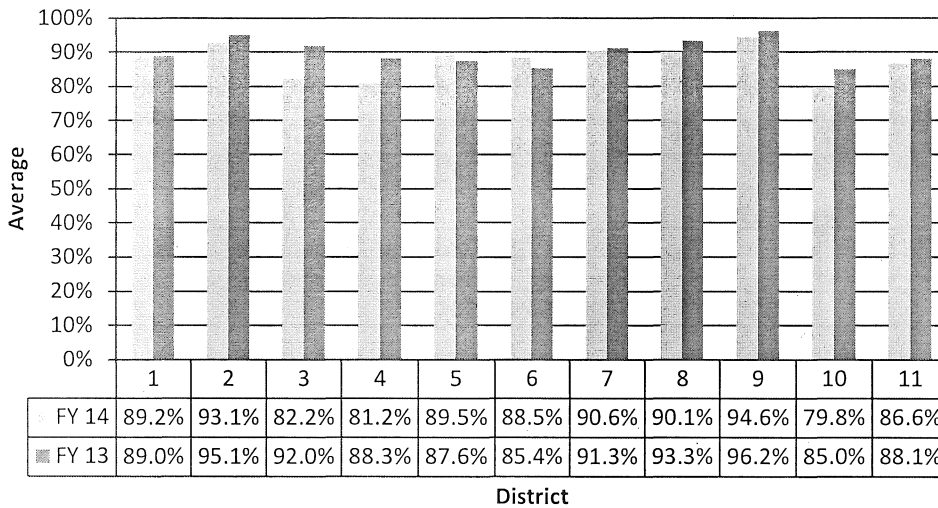
### CLEANLINESS RESULTS

Cleanliness is rated in every feature except Trees. Generally, cleanliness standards are met when only small amounts of litter or debris are found in a given area. For example, the lawn standard regarding cleanliness states that in a neighborhood or regional park, no more than five pieces of litter or debris, lightly scattered, should be visible in a 100' by 100' area or along a 200' line. Cleanliness scores have remained relatively consistent; however, this year District 3 decreased by 9.8 percent, District 4 decreased by 7.1 percent, and District 10 decreased by 5.2 percent. The citywide average decreased (2.3 percent) from 90.1 percent in FY 2012-13 to 87.8 percent in FY 2013-14.



Litter, Golden Gate Park, Section 5, Metson Lake

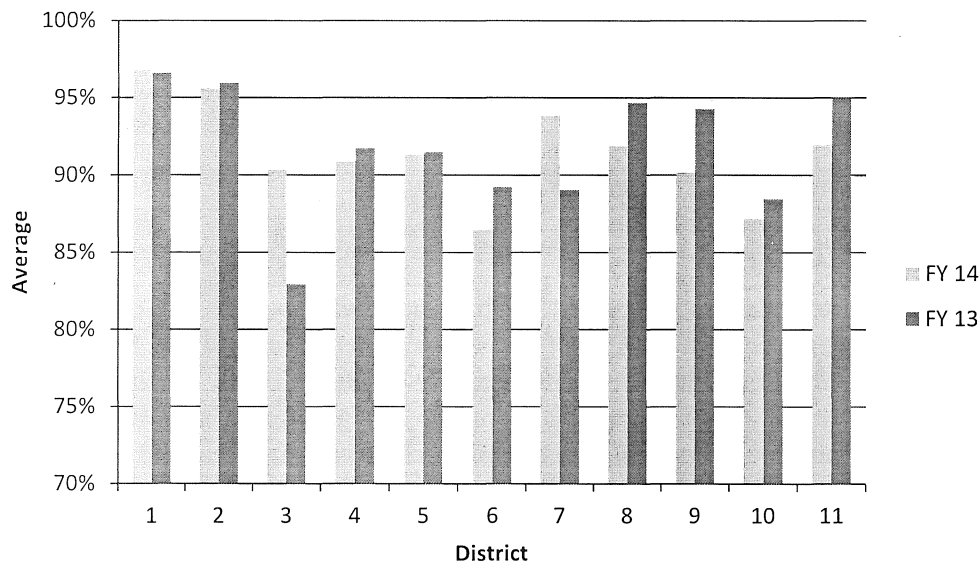
Exhibit 11: FY 14 and FY 13 Cleanliness Scores by District



*District 9 has the overall highest score for cleanliness.*

Four districts scored at or above 90 percent in cleanliness, compared to five districts in FY 2012-13. Although the average cleanliness score decreased this year (2.3 percent), some individual districts did see increases. District 5 and 6 saw improvements with 1.9 and 3.2 percent increases, respectively.

Exhibit 12: Restroom Cleanliness Score by District



Restroom scores remained relatively consistent from last year with the average being around 91.5 percent. Some individual districts did change, such as District 3, which increased the most from 82.9 percent to 90.3 percent. District 9 decreased the most from 94.3 to 90.2 percent.

## REC AND PARK DEPARTMENT OPERATIONS

At the time of the implementation of the Park Standards Program in 2004, the Neighborhood Services section of Rec Park's Operations Division managed the City's parks, recreation centers, and natural areas. The City's parks were divided into nine geographical Neighborhood Service Areas (now called Park Service Areas (PSAs)), one of which was comprised of Golden Gate Park and the Lower Great Highway.

In August 2010, Rec Park revised its Operations Division by separating recreation and park responsibilities. For more information on the reorganization, see Appendix D. This is the fourth annual report that looks at park scores under this new organizational structure.

Exhibit 13: PSA Scores are highest for PSA 1 and PSA 6

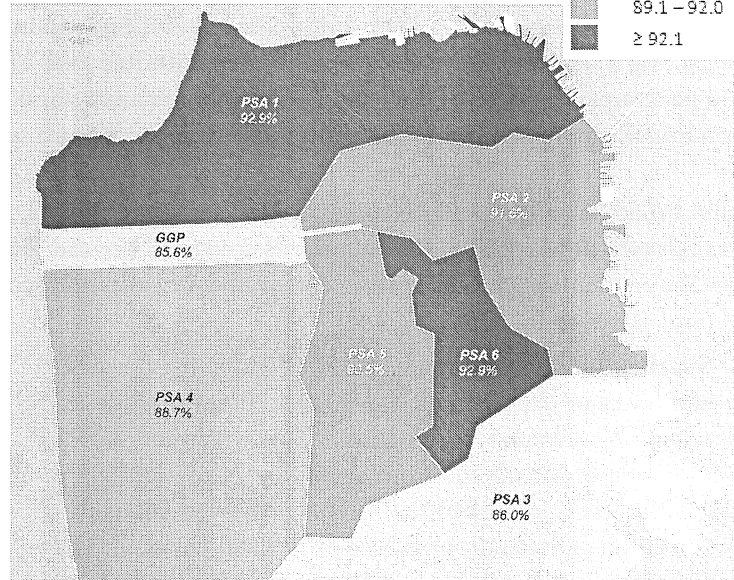


Exhibit 14: PSA 1 and 2 scores increase; all others decrease, most notably in Golden Gate Park.

PSA	District	FY 2013-14	Change from FY 2012-13	Number of parks higher than 80%	Number of parks lower than 80%
1	1, 2, 3	92.9%	0.5%	41	2
2	3, 5, 6, 10	91.6%	0.9%	32	0
3	9, 10, 11	86.0%	-0.7%	20	3
4	4, 7, 11	88.7%	-1.2%	20	2
5	7, 8, 11	90.5%	-2.2%	21	0
6	6, 8, 9, 10	92.9%	-0.9%	21	0
GGP	Golden Gate Park	85.6%	-4.7%	2	0

Each PSA has a manager that directs horticultural and custodial activities for the PSA. PSAs are defined geographically, but do not correspond to supervisorial districts, as shown in the exhibit to the left.

Golden Gate Park has the lowest average score this year, perhaps due to the FY 14 effort to subdivide the park into smaller evaluation segments which allow evaluators to more effectively visit and review all park areas. PSA 3 had the lowest score in FY 2012-13 and the second lowest score this year, although this year's score is lower than last year.

### How does Rec Park use park scores?

Rec Park began tracking how staff use park scores and comments to adjust maintenance efforts. Using evaluations as a maintenance tool has increased in the past year: Evaluation results trigger action plans that address each finding.

Exhibit 15: PSA Scores by Evaluation Year

PSA	FY 14	FY 13	FY 12	FY 11	FY 10	FY 09	FY 08	FY 07
1	92.9%	92.3%	91.7%	94.2%	92.6%	88.1%	89.1%	88.5%
2	91.6%	90.7%	90.6%	90.7%	88.1%	86.2%	83.6%	80.5%
3	86.0%	86.7%	86.9%	83.8%	84.0%	82.2%	82.7%	78.7%
4	88.7%	89.9%	87.6%	91.7%	88.4%	86.1%	82.5%	79.3%
5	90.5%	92.7%	91.8%	92.0%	92.6%	85.6%	79.0%	78.9%
6	92.9%	93.8%	90.5%	90.9%	92.0%	91.1%	86.9%	85.7%
GGP	85.6%	90.2%	84.2%	83.0%	87.8%	83.2%	84.2%	82.1%

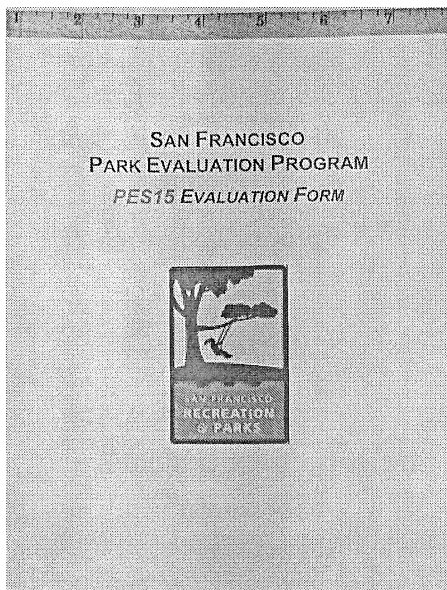
Scores in black represent PSA scores under 85 percent.

## FY 15 PARK EVALUATION STANDARDS REVISION

Prior to Proposition C, Rec Park did not have published maintenance schedules or performance standards. Beginning in January 2004, CSA collaborated with Rec Park executive management, assistant superintendents, and park supervisors to draft cleaning and maintenance standards. CSA staff researched best practices and benchmarks by reviewing park maintenance standards from several jurisdictions.

After broad consultation with stakeholders (see Appendix A), the San Francisco Park Standards Evaluation Form was released in May 2005. The standards covered 14 broad features ranging from lawns to restrooms and tested specific elements such as cleanliness, plant health, and playground conditions.

In November 2011, CSA recommended in the fiscal year 2011 Park Standards Annual Report that Rec Park should revise or clarify the standards and methodology, and train evaluators to improve the consistency of Rec Park and CSA evaluations. Further, CSA noted that Rec Park should review recent park evaluations, including examination of comments from evaluators, and highlight discrepancies in the interpretation of the evaluation standards. It was identified that there can be a significant range in the amount of time different staff members take to conduct evaluations of similarly sized parks, and there were outlier evaluation scores. Finally, the park features in the park database and on park maps were identified as outdated, making it difficult to complete evaluations.



In August 2012, Rec Park and CSA began regular meetings to discuss potential revisions to the standards. Issues and proposed changes were identified and documented by November 2012. A Park Evaluation Standards Revision Steering Committee was formed to brainstorm methods to revise the standards, research industry best practices, and review and approve proposed changes to the evaluation standards. New drafts of the evaluation forms were created, reviewed, tested and revised between January 2013 and May 2014. The final standards were implemented beginning July 1, 2014.

### MAJOR MILESTONES

- March 2012 Park Evaluation Standards Revision Steering Committee is formed.
- March 2014 Park Evaluation Standards Revision tested by CSA and Rec Park executive staff.
- May 2014 final draft Park Evaluation Standards Revision tested by Rec Park staff.
- June 26, 2014 first staff training on the new standards.
- July 1, 2014 CSA and Rec Park staff began using new standards for Quarter 1 park evaluations.

## RECOMMENDATIONS

Below are CSA's recommendations to Rec Park on how to improve the park maintenance standards program and park evaluation scores. Some are similar to past recommendations, and Rec Park is already working to implement others.

1. *Recommendation:* Continuously assess Rec Park's use of park evaluation data to improve park maintenance activities and develop new reports based on the implementation of the new standards.

Rec Park and CSA staff evaluate almost every park each quarter, providing substantial data on park conditions. Rec Park reports the results quarterly internally and externally, and has implemented new practices to communicate and use evaluation results to direct maintenance activities. These new internal reports have improved the degree of transparency of park scores throughout the year. Rec Park should continue to find ways to share this data so that it informs operational decisions. Rec Park should also make an effort to evaluate the relationship between any changes in park scores and the communication of these reports and accompanying recommendations to park managers. Rec Park should consider tracking the relationship between changes in parks scores and capital improvements/renovations, as well as departmental policy changes resulting from the communication of evaluation results.

2. *Recommendation:* Use evaluation data to strategically plan for improvement to consistently low-performing parks, Park Services Areas, or certain facilities or features. Rec Park should also consider data that shows the greatest changes in park scores to identify approaches that worked successfully.

Rec Park should continue to review park scores quarterly and adjust its strategic plan for improving low-performing parks. Rec Park currently compiles quarterly reports for internal evaluation purposes. These reports are reviewed at Executive Staff and Parks & Open Spaces manager meetings with the aim of reallocating custodian, gardener, and Structural Maintenance resources to low-scoring parks. Additionally, Rec Park should use the greatest changes in park score data to identify strategies that were successful and those less successful to appropriately track and understand what efforts should be considered to improve park maintenance standards.

Rec Park should more closely track specific quarterly recommendations that come out of the park evaluation result reports as well as any necessary action items that follow those recommendations.

3. *Recommendation:* Rec and Park should provide quarterly outreach to staff in the form of trainings, newsletters, brown bag sessions, or other means to provide current information, refresh staff understanding of the evaluation guidelines, ask questions, and provide feedback about the park evaluation program.

Park evaluation results will be stronger if evaluators have the same understanding of what is evaluated and how to appropriately apply the standards. Quarterly training opportunities for both existing and new staff will provide an opportunity for questions, concerns, and the dissemination of information. This is especially important throughout FY 2014-15 because staff are learning how to apply the new standards and will likely encounter questions as more evaluations are performed throughout the year.

4. *Recommendation:* Rec Park should continue their effort and dedicate resources to update the map and features list for each evaluated park.

Rec Park staff provide a park map and list of features in each park packet for the evaluators to understand where they should evaluate and what features are located at each park. This information is out of date on many evaluation forms and should be updated to reflect current conditions. We understand that Rec Park began undertaking this effort in 2013 and has remapped some recently renovated properties. We recommend that Rec Park continue to prioritize this effort by ensuring necessary resources are dedicated to this process, as it benefits the evaluators and the public. An updated map and features list would make the evaluation packets more accurate and give evaluators better information to precisely evaluate the criteria that is required.

## Appendix A: Detailed Methodology

### Program History

#### *Standards Development*

Prior to Proposition C, Rec Park did not have published maintenance schedules or performance standards. Beginning in January 2004, CSA collaborated with Rec Park executive management, assistant superintendents, and park supervisors to draft cleaning and maintenance standards. CSA staff researched best practices and benchmarks by reviewing park maintenance standards from several jurisdictions.

CSA consulted broadly with stakeholders while drafting the standards, including the Park, Recreation and Open Space Advisory Committee (PROSAC) and the Neighborhood Parks Council. Several public outreach meetings were held with the Board of Supervisor's City Services Committee, the Recreation and Park Commission, and PROSAC during the public comment period when the general public was invited to review the draft standards manual and to submit written comments.

#### *Implementation*

The San Francisco Park Standards Manual and Evaluation Form was released in May 2005. The standards cover 14 broad features ranging from lawns to restrooms and test 76 specific elements such as cleanliness, plant health, and playground conditions. Rec Park originally rated all parks twice per year, but started to rate all parks once per quarter in October 2007 while CSA evaluates all parks once per year. All supervisory and management staff at Rec Park and all staff at CSA City Performance perform evaluations.

Each park has a different set of features to be evaluated. Each feature is evaluated as to the condition of various "elements." Each element is rated "yes" or "no," based on whether or not conditions meet the element's performance standard. For example, an evaluator rates the "height/mowed" element of the Lawns feature by answering "yes" or "no" as to whether all of a park's lawns meet the standard of being mowed and kept at a uniform height of less than ankle height.

All elements rated during a park evaluation contribute equally to the park's overall score. The score is simply determined by the number of "yes" answers divided by the total number of "yes" and "no" answers.

### Park Standards

The San Francisco Park Maintenance Standards manual and evaluation form can be found on the Rec Park website: <http://sfrecpark.org/about/park-maintenance-standard/park-maintenance-schedule-posting-system/schedule-compliance-checking/>

As each park is differently configured and boasts a different set of facilities, a different set of features is to be evaluated at each site. Some parks may have many features while others may only have a few. The number of features does not depend on the size of the park, only on what is in the park. A large park may not have many features like athletic courts or playgrounds; a small park could be filled with many of these features. As the number of evaluated features increases, a park score generally becomes more stable. Deficiencies found at a park that has very few features may have a significant impact on bringing down the site's score.

Each feature has a number of elements that are to be rated, from only one element for open space – cleanliness – to 11 elements for the amenities and structures feature. Elements range from issues regarding cleanliness to appearance and health of lawns, plants, and trees to structural integrity of park structures. Each element is rated “yes” or “no,” based on whether or not the site meets the required level of maintenance set as the threshold for passing that element’s standard. For example, the “height/ mowed” element in the Lawns feature defines a passing score as lawns mowed and kept at a uniform height of less than ankle height.

**Scores**

All elements rated during a park evaluation contribute equally to the park’s overall score. The score is simply determined by the number of “yes” answers divided by the total number of “yes” and “no” answers.

The scores in this report represent a combination of Rec Park and CSA evaluation scores. A park’s final score is the average of the Rec Park and CSA scores, weighting each evaluation score equally.

**Score Weighting**

Beginning in FY 2012-13, Rec Park and the Controller’s Office jointly agreed that each evaluation score for a park should be weighted equally, regardless of which department performed the evaluation. Using the same data as above, the example below illustrates how this change in methodology affects the overall park score.

To see park scores for all prior years, by park, see Appendix B, and to see all current year park evaluation scores by district and park, see Appendix C.

Dept.	Q1	Q2	Q3	Q4	Avg.
Rec Park	78%	82%	83%	86%	-
CSA	73%				-
Park Score					80.4%

## Appendix B: Individual Park Results

Park Name	District	Current		Previous							
		FY 2013-14	Change from FY 2012-13	FY 2012-13	FY 2011-12	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
10th Ave/Clement Mini Park	1	90.9%	-2.3%	93.2%	94.0%	93.6%	96.9%	97.1%	0.0%	47.1%	77.2%
24th/York Mini Park	9	98.2%	-0.6%	98.8%	97.6%	96.6%	98.8%	95.2%	94.8%	96.3%	85.3%
Adam Rogers Park	10	83.3%	1.9%	81.4%	86.7%	81.1%	77.9%	73.0%	72.4%	76.9%	68.7%
Alamo Square	5	86.5%	5.8%	80.7%	94.6%	89.1%	92.4%	92.5%	64.9%	85.9%	88.5%
Alice Chalmers Playground	11	81.9%	3.2%	78.7%	88.6%	86.8%	91.8%	91.2%	95.4%	88.6%	92.6%
Alice Marble Tennis Courts	2	99.7%	0.7%	99.0%	98.6%	98.7%	98.1%	98.2%	78.5%	99.1%	99.2%
Alioto Mini Park	9	92.6%	1.1%	91.5%	89.9%	88.6%	88.9%	92.5%	96.7%	91.2%	95.0%
Allyne Park	2	88.0%	-7.1%	95.1%	94.7%	91.8%	97.9%	91.7%	86.7%	85.8%	89.3%
Alta Plaza	2	91.7%	1.6%	90.0%	91.6%	92.2%	97.1%	90.1%	73.6%	86.6%	92.0%
Angelo J. Rossi Playground	1	93.9%	5.2%	88.7%	90.4%	97.0%	94.2%	91.1%	89.6%	93.8%	88.0%
Aptos Playground	7	94.7%	4.0%	90.7%	93.1%	91.3%	90.7%	91.7%	93.2%	97.1%	0.0%
Argonne Playground	1	94.1%	0.8%	93.3%	95.4%	92.6%	93.3%	91.6%	88.6%	0.0%	84.5%
Balboa Park	7	93.0%	-3.0%	96.0%	89.3%	89.4%	95.2%	87.1%	85.0%	82.7%	78.6%
Bay View Playground	10	81.7%	-5.5%	87.2%	85.3%	84.3%	83.8%	74.1%	64.4%	83.7%	76.0%
Beideman/O'Farrell Mini Park	5	93.0%	0.4%	92.6%	98.9%	95.3%	80.3%	78.7%	75.3%	91.8%	77.7%
Bernal Heights Recreation Center	9	95.1%	2.1%	93.0%	95.5%	88.2%	93.8%	93.5%	72.1%	79.6%	85.4%
Betty Ann Ong Chinese Recreation Center	3	99.1%	1.3%	97.8%			97.1%	86.3%	88.5%	86.6%	78.0%
Broadway Tunnel West Mini Park	3	93.8%	4.2%	89.5%	92.6%	75.2%	97.1%	86.3%	88.5%	86.6%	92.1%
Brooks Park	11	85.5%	3.0%	82.5%	0.0%	93.3%	96.4%	86.0%	81.5%	89.3%	68.3%
Buchanan Street Mall	5	84.4%	-6.4%	90.8%	88.5%	80.1%	85.0%	79.3%	78.5%	70.9%	71.3%
Buena Vista Park	8	90.5%	-1.5%	92.0%	87.2%	84.4%	95.7%	81.2%	85.9%	87.9%	78.9%
Bush/Broderick Mini Park	5	86.9%	2.7%	84.2%	91.2%	95.5%	95.5%	90.6%	92.8%	87.3%	63.6%
Cabrillo Playground	1	97.4%	97.4%	0.0%	88.0%	85.7%	86.3%	83.0%	82.4%	72.7%	92.1%
Carl Larsen Park	4	81.9%	81.9%	0.0%	0.0%	87.2%	87.7%	80.7%	86.8%	85.7%	57.9%
Cayuga Playground	11	98.5%	3.9%	94.6%	91.5%	87.1%	85.0%	80.2%	68.1%	61.6%	78.7%
Cayuga/Lamartine Mini Park	11	85.2%	-5.8%	91.0%	86.0%	0.0%	0.0%	0.0%	0.0%	0.0%	54.6%
Chester/Palmetto Mini Park	11	77.1%	-20.7%	97.8%	0.0%	0.0%	86.9%	81.2%	89.4%	85.6%	0.0%
Coleridge Mini Park	9	95.3%	-4.7%	100.0%	91.7%	91.3%	91.7%	97.1%	91.1%	84.5%	87.3%
Collis P. Huntington Park	3	92.5%	-2.2%	94.8%	91.0%	91.3%	96.2%	97.1%	99.5%	95.7%	82.7%
Corona Heights	8	87.1%	-1.6%	88.7%	85.2%	84.9%	84.3%	80.7%	92.2%	87.8%	95.5%
Coso/Precita Mini Park	9	96.3%	-1.1%	97.3%	90.0%	93.0%	94.1%	95.7%	84.9%	96.7%	85.5%
Cottage Row Mini Park	5	91.7%	-0.9%	92.7%	96.0%	92.7%	93.2%	94.1%	90.4%	89.9%	82.8%
Cow Hollow Playground	2	96.9%	-0.8%	97.7%	95.4%	93.1%	97.6%	97.1%	85.3%	99.4%	79.6%
Crocker Amazon Playground	11	86.1%	0.2%	85.9%	88.3%	82.9%	87.8%	75.5%	78.5%	75.7%	91.8%
Douglass Playground	8	90.4%	5.9%	84.5%	94.6%	91.9%	92.0%	89.5%	82.3%	75.1%	84.7%
Duboce Park	8	92.9%	-1.2%	94.1%	97.5%	94.5%	92.9%	92.9%	94.1%	84.4%	72.9%

Park Name	District	FY 2013-14	Change from FY 2012-13	FY 2012-13	FY 2011-12	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
Dupont Courts	1	92.2%	12.9%	79.4%	83.1%	93.5%	94.4%	85.0%	81.9%	89.3%	93.8%
Esprit Park	10	96.3%	5.3%	91.1%	88.3%	92.7%	94.8%	92.5%	88.3%	87.9%	85.3%
Eureka Valley Recreation Center	8	95.4%	-2.2%	97.6%	97.0%	93.8%	98.8%	94.0%	94.7%	82.9%	87.5%
Excelsior Playground	11	85.5%	0.7%	84.8%	89.1%	77.3%	84.5%	89.4%	93.6%	91.0%	92.4%
Father Alfred E. Boeddeker Park	6	0.0%	-89.8%	89.8%	85.9%	82.9%	88.8%	91.8%	89.6%	85.0%	92.0%
Fay Park	3	97.2%	-0.5%	97.7%	100.0%	99.6%	100.0%	97.7%	99.4%	93.9%	78.1%
Fillmore/Turk Mini Park	5	93.2%	4.9%	88.3%	84.3%	87.8%	89.5%	91.6%	84.0%	85.1%	100.0%
Franklin Square	6	86.0%	-2.6%	88.6%	88.5%	86.4%	85.1%	86.6%	74.5%	72.1%	72.1%
Fulton Playground	1	99.8%	4.6%	95.1%	77.4%	94.9%	85.4%	89.9%	90.2%	89.2%	57.5%
Garfield Square	9	94.8%	0.3%	94.5%	83.3%	87.8%	88.3%	88.3%	94.8%	86.1%	95.4%
Eugene Friend Recreation Center	6	94.9%	3.4%	91.5%	89.3%	94.6%	89.2%	91.7%	90.4%	89.9%	72.7%
George Christopher Playground	8	96.0%	1.7%	94.4%	95.2%	93.1%	96.5%	95.7%	91.8%	76.5%	84.8%
Gilman Playground	10	78.1%	0.4%	77.7%	87.6%	79.3%	82.6%	83.1%	76.2%	84.4%	84.9%
Glen Park	8	90.4%	-0.6%	91.0%	90.8%	88.4%	86.5%	90.5%	92.5%	89.3%	79.7%
Golden Gate Heights Park	7	93.1%	5.5%	87.6%	87.3%	85.8%	87.3%	91.7%	87.7%	83.5%	90.8%
Golden Gate Park	1	89.8%	-0.4%	90.2%	90.1%	88.7%	88.1%	90.7%	84.1%	81.8%	86.1%
Golden Gate/Steiner Mini Park	5	95.5%	12.1%	83.3%	89.2%	88.9%	91.0%	88.7%	86.9%	82.9%	82.1%
Grattan Playground	5	93.7%	1.5%	92.2%	90.3%	85.5%	83.5%	91.9%	87.7%	82.0%	76.9%
Hamilton Recreation Center	5	93.9%	0.4%	93.5%	96.2%	97.9%	93.5%	0.0%	74.6%	67.5%	67.7%
Hayes Valley Playground	5	96.5%	1.4%	95.2%	94.4%	0.0%	94.5%	83.2%	92.5%	88.8%	59.2%
Head/Brotherhood Mini Park	11	82.0%	-13.3%	95.3%	82.1%	76.0%	82.5%	72.7%	75.8%	63.5%	85.3%
Helen Wills Playground	3	96.4%	3.0%	93.4%	94.8%	97.7%	99.4%	96.7%	97.9%	97.1%	85.4%
Herz Playground	10	86.9%	1.1%	85.8%	84.8%	81.7%	76.9%	82.4%	82.2%	90.5%	95.6%
Hilltop Park	10	82.1%	-7.4%	89.4%	86.2%	81.3%	64.4%	67.6%	85.4%	71.4%	0.0%
Holly Park	9	92.3%	-3.6%	95.9%	96.1%	96.5%	93.4%	93.7%	91.3%	81.0%	57.7%
Hyde/Vallejo Mini Park	3	99.3%	3.2%	96.1%	94.9%	88.8%	97.4%	97.5%	96.8%	85.2%	82.5%
Ina Coolbrith Mini Park	3	83.8%	-1.8%	85.7%	88.8%	89.2%	94.4%	91.0%	79.7%	93.6%	85.4%
India Basin Shoreline Park	10	90.1%	-3.1%	93.2%	88.3%	91.4%	88.7%	81.8%	86.4%	84.3%	82.0%
J. P. Murphy Playground	7	96.0%	-1.6%	97.6%	94.8%	96.3%	98.5%	97.9%	0.0%	97.2%	82.6%
Jackson Playground	10	92.1%	-1.3%	93.3%	88.3%	88.3%	96.2%	89.5%	91.8%	84.4%	98.6%
James Rolph Jr. Playground	9	88.7%	-1.5%	90.2%	86.7%	89.0%	90.5%	94.3%	0.0%	70.1%	88.2%
Japantown Peace Plaza	5	91.1%	-4.8%	96.0%	95.5%	90.9%	93.6%	94.5%	92.2%	83.7%	80.9%
Jefferson Square	6	88.4%	2.5%	85.9%	90.6%	82.8%	89.7%	83.5%	76.0%	79.2%	85.5%
Joe Dimaggio Playground	3	93.3%	-0.6%	93.8%	94.0%	96.6%	91.5%	97.2%	93.5%	95.1%	81.4%
John McLaren Park	10	88.5%	-0.3%	88.8%	79.0%	85.4%	76.7%	77.3%	70.9%	86.7%	93.3%
Joost/Baden Mini Park	8	94.2%	-3.3%	97.5%	96.0%	95.2%	97.3%	93.8%	78.7%	68.7%	79.5%
Jose Coronado Playground	9	88.8%	5.6%	83.3%	82.6%	95.9%	90.8%	87.1%	91.5%	80.6%	83.8%



Park Name	District	FY 2013-14	Change from FY 2012-13	FY 2012-13	FY 2011-12	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
Joseph Conrad Mini Park	3	83.2%	-9.9%	93.1%	93.1%	93.8%	96.7%	96.2%	90.0%	91.7%	71.9%
Joseph L. Alioto Performing Arts Piazza	3	87.3%	-4.3%	91.6%	92.5%	88.2%	93.8%	91.8%	93.4%	98.4%	91.8%
Joseph Lee Recreation Center	10	91.3%	0.8%	90.4%	92.7%	98.0%	97.1%	98.0%	94.2%	0.0%	84.8%
Julius Kahn Playground	2	94.9%	3.0%	91.9%	94.2%	94.8%	98.0%	95.3%	90.1%	88.2%	50.1%
Junipero Serra Playground	7	95.8%	5.9%	89.9%	94.6%	91.0%	94.6%	96.9%	0.0%	97.5%	93.8%
Juri Commons	9	85.2%	-6.4%	91.6%	92.0%	91.2%	87.3%	96.9%	91.3%	94.7%	93.6%
Justin Herman/Embarcadero Plaza	3	88.0%	-4.9%	92.9%	92.5%	96.4%	91.2%	88.7%	88.6%	94.5%	84.1%
Kelloch Velasco Mini Park	10	88.3%	-2.9%	91.2%	93.1%	95.2%	86.8%	97.7%	76.6%	67.0%	86.4%
Kid Power Park	6	97.2%	-1.9%	99.1%	96.0%	97.4%	94.6%	91.2%	92.5%	95.4%	83.9%
Koshland Park	5	93.6%	3.3%	90.3%	92.0%	92.7%	85.4%	87.7%	96.5%	84.1%	99.3%
Lafayette Park	2	97.4%	97.4%	0.0%	91.1%	83.9%	93.9%	91.5%	83.4%	86.0%	87.8%
Lake Merced Park	7	85.8%	9.3%	76.6%	74.9%	84.6%	88.9%	75.5%	81.6%	87.8%	73.8%
Laurel Hill Playground	2	95.3%	3.5%	91.8%	92.5%	87.2%	96.4%	97.2%	87.5%	88.4%	82.7%
Lessing/Sears Mini Park	11	75.9%	-11.6%	87.6%	85.4%	86.6%	82.3%	83.7%	74.6%	82.4%	92.8%
Lincoln Park	1	94.6%	1.2%	93.4%	91.4%	90.1%	89.9%	88.9%	79.4%	81.3%	69.2%
Little Hollywood Park	10	84.4%	-0.2%	84.6%	82.5%	90.9%	74.9%	82.2%	77.1%	75.7%	77.4%
Louis Sutter Playground	10	89.7%	-0.4%	90.1%	86.9%	90.5%	87.9%	79.4%	83.6%	90.9%	93.3%
Lower Great Highway	4	81.3%	3.4%	77.9%	78.3%	86.7%	77.9%	85.0%	82.2%	86.7%	0.0%
Margaret S. Hayward Playground	6	89.1%	1.5%	87.6%	91.8%	93.8%	86.9%	95.5%	88.0%	81.6%	0.0%
Maritime Plaza	3	100.0%	1.3%	98.7%	97.3%	99.0%	96.7%	99.5%	96.3%	93.9%	82.8%
McCoppin Square	4	91.4%	-2.3%	93.7%	85.7%	91.2%	93.3%	88.5%	85.5%	81.7%	0.0%
McKinley Square	10	89.9%	4.2%	85.7%	88.9%	87.4%	93.4%	72.0%	88.3%	70.6%	79.3%
Merced Heights Playground	11	88.9%	-2.2%	91.1%	81.5%	85.6%	88.6%	89.3%	87.6%	80.8%	76.7%
Michelangelo Playground	3	92.3%	-3.3%	95.6%	90.1%	91.4%	95.1%	95.8%	91.2%	94.0%	69.3%
Midtown Terrace Playground	7	96.0%	-0.4%	96.4%	95.2%	99.2%	100.0%	97.2%	97.8%	92.2%	97.0%
Minnie & Lovie Ward Recreation Center	11	85.7%	1.0%	84.7%	83.3%	81.0%	91.8%	82.8%	0.0%	59.4%	95.1%
Miraloma Playground	7	96.5%	-1.3%	97.7%	95.3%	96.0%	94.0%	92.9%	0.0%	89.0%	45.4%
Mission Dolores Park	8	82.9%	-3.3%	86.2%	76.8%	85.9%	74.8%	75.4%	90.0%	84.6%	77.9%
Mission Playground	8	97.0%	-1.5%	98.5%	0.0%	88.6%	84.5%	91.2%	94.4%	94.2%	86.9%
Mission Recreation Center	9	91.9%	-4.6%	96.5%	92.7%	94.2%	98.0%	96.3%	94.2%	93.1%	80.0%
Moscone Recreation Center	2	93.6%	0.0%	93.6%	94.7%	95.3%	94.7%	95.2%	0.0%	93.8%	91.1%
Mountain Lake Park	2	94.2%	2.7%	91.5%	91.3%	88.7%	85.7%	94.9%	83.6%	87.1%	87.4%
Mt. Olympus	8	83.1%	-7.6%	90.7%	87.8%	84.0%	86.6%	77.6%	74.3%	71.0%	84.0%
Mullen/Peralta Mini Park	9	96.5%	4.5%	92.0%	92.3%	91.2%	92.8%	98.5%	89.9%	100.0%	88.3%

Park Name	District	FY 2013-14	Change from FY 2012-13	FY 2012-13	FY 2011-12	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
Muriel Leff Mini Park	1	94.3%	6.5%	87.9%	86.8%	91.5%	94.6%	91.5%	75.3%	91.8%	100.0%
Noe Valley Courts	8	88.4%	-2.2%	90.6%	87.2%	91.3%	90.8%	84.7%	91.5%	81.2%	94.9%
Page/Laguna Mini Park	5	98.4%	0.4%	98.0%	94.2%	94.0%	91.3%	90.8%	93.7%	68.1%	85.3%
Palace Of Fine Arts	2	89.8%	-2.7%	92.5%	96.5%	94.5%	96.9%	87.7%	87.4%	91.0%	79.6%
Palega Recreation Center	9	92.5%	92.5%	0.0%	81.8%	86.7%	88.8%	86.4%	85.0%	77.2%	81.2%
Palou/Phelps Park	10	86.3%	4.1%	82.2%	83.4%	82.1%	78.8%	82.6%	77.1%	86.6%	75.5%
Park Presidio Boulevard	1	69.6%	6.6%	62.9%	58.3%	78.1%	87.2%	78.3%	72.6%	68.1%	87.0%
Parkside Square	4	90.9%	3.5%	87.4%	90.3%	94.4%	93.5%	91.6%	91.4%	80.4%	0.0%
Parque Ninos Unidos	9	90.7%	-3.0%	93.6%	89.7%	94.7%	95.3%	97.0%	95.4%	94.0%	69.3%
Patricia's Green in Hayes Valley	5	86.7%	-11.0%	97.7%	90.2%	96.5%	94.9%	90.1%	95.0%	89.0%	89.5%
Peixotto Playground	8	90.6%	-0.7%	91.3%	96.6%	91.9%	90.3%	83.7%	86.8%	90.3%	96.3%
Pine Lake Park	4	76.0%	-7.7%	83.7%	80.1%	88.6%	89.4%	84.7%	88.0%	69.9%	87.2%
Portsmouth Square	3	78.5%	-6.7%	85.2%	88.5%	90.6%	92.0%	85.3%	85.4%	77.8%	69.7%
Potrero Del Sol Park	10	84.3%	-1.2%	85.5%	82.3%	76.7%	81.4%	86.2%	0.0%	65.4%	80.6%
Potrero Hill Recreation Center	10	95.0%	-0.2%	95.1%	91.9%	75.8%	86.4%	83.5%	88.8%	77.2%	80.6%
Precita Park	9	95.0%	-1.2%	96.2%	91.9%	87.8%	93.9%	91.0%	85.9%	82.7%	82.2%
Prentiss Mini Park	9	98.2%	3.5%	94.7%	92.0%	95.6%	95.0%	91.7%	91.0%	81.8%	87.4%
Presidio Heights Playground	2	95.9%	0.4%	95.6%	97.6%	95.2%	94.1%	94.8%	91.0%	93.1%	79.3%
Randolph/Bright Mini Park	11	89.1%	-5.6%	94.7%	74.2%	75.8%	86.8%	90.8%	77.0%	69.7%	90.7%
Raymond Kimbell Playground	5	88.9%	3.8%	85.1%	89.4%	92.0%	82.3%	73.4%	70.8%	73.4%	67.5%
Richmond Playground	1	94.2%	-0.6%	94.8%	93.8%	95.9%	96.9%	98.3%	94.7%	86.7%	66.5%
Richmond Recreation Center	1	99.4%	1.5%	97.9%	96.0%	96.1%	96.4%	98.1%	98.2%	94.7%	87.7%
Rochambeau Playground	1	94.8%	2.6%	92.2%	89.5%	94.3%	91.2%	94.4%	91.9%	88.1%	99.4%
Rolph Nicol Playground	7	86.9%	-1.2%	88.1%	91.9%	90.7%	87.2%	85.3%	75.4%	84.9%	94.8%
Roosevelt/Henry Steps	8	90.0%	0.2%	89.9%	88.6%	82.5%	85.7%	93.8%	85.0%	83.3%	74.9%
Saturn Street Steps	8	84.2%	-11.5%	95.7%	87.8%	78.0%	94.7%	75.8%	87.1%	59.8%	0.0%
Selby/Palou Mini Park	10	90.5%	2.8%	87.7%	85.5%	86.3%	84.5%	84.8%	71.5%	83.3%	67.6%
Seward Mini Park	8	85.7%	-9.1%	94.8%	88.6%	87.7%	94.7%	83.3%	82.1%	78.3%	68.9%
Sgt. John Macaulay Park	6	92.7%	3.1%	89.6%	87.4%	89.3%	90.7%	74.4%	76.5%	78.2%	69.5%
Sigmund Stern Recreation Grove	4	89.2%	3.0%	86.2%	92.0%	86.3%	92.7%	91.9%	84.2%	84.8%	81.0%
Silver Terrace Playground	10	85.4%	-5.6%	91.0%	89.3%	87.2%	87.6%	86.1%	89.2%	86.9%	87.7%
South Park	6	87.8%	6.0%	81.8%	87.2%	93.2%	93.7%	93.5%	81.4%	79.4%	71.9%
South Sunset Playground	4	93.0%	-0.7%	93.7%	85.5%	92.4%	91.7%	92.7%	83.6%	82.6%	90.1%
St. Mary's Recreation Center	9	96.7%	-0.1%	96.7%	93.2%	95.5%	88.6%	85.6%	95.8%	89.4%	84.4%
St. Mary's Square	3	91.0%	2.8%	88.2%	92.7%	92.7%	93.8%	88.6%	88.2%	81.1%	87.5%

Park Name	District	FY 2013-14	Change from FY 2012-13	FY 2012-13	FY 2011-12	FY 2010-11	FY 2009-10	FY 2008-09	FY 2007-08	FY 2006-07	FY 2005-06
States Street Playground	8	81.7%	2.3%	79.4%	85.3%	88.7%	84.6%	91.3%	91.1%	93.0%	93.9%
Sue Bierman Park	3	88.2%	-9.6%	97.9%	89.6%	0.0%	92.8%	93.9%	70.5%	92.4%	78.3%
Sunnyside Conservatory	8	97.6%	-1.8%	99.4%	99.0%	100.0%	100.0%	75.6%	80.5%	69.6%	89.5%
Sunnyside Playground	7	96.9%	0.3%	96.5%	97.0%	96.9%	98.6%	95.5%	97.5%	75.7%	61.0%
Sunset Playground	4	95.4%	-3.8%	99.2%	0.0%	92.9%	96.1%	92.4%	93.3%	84.8%	76.0%
Telegraph Hill/Pioneer Park	3	92.9%	-4.3%	97.2%	95.6%	95.1%	99.3%	95.8%	94.1%	94.7%	85.9%
Tenderloin Children's Recreation Center	6	95.9%	-0.9%	96.9%	92.7%	97.1%	94.0%	95.4%	87.5%	95.0%	79.5%
Turk/Hyde Mini Park	6	92.2%	-1.6%	93.8%	83.3%	87.9%	85.4%	93.1%	92.2%	86.7%	95.8%
Union Square	3	94.6%	1.9%	92.7%	94.6%	96.0%	96.8%	99.0%	95.7%	100.0%	88.7%
Upper Noe Recreation Center	8	91.7%	-5.1%	96.8%	93.2%	95.1%	96.4%	97.0%	0.0%	0.0%	97.4%
Utah/18th Street Mini Park	10	93.5%	-3.9%	97.4%	85.4%	80.5%	95.6%	79.8%	92.5%	76.1%	73.5%
Victoria Manalo Draves Park	6	96.9%	1.5%	95.4%	96.8%	95.5%	87.2%	93.4%	96.6%	95.4%	81.2%
Visitation Valley Greenway	10	91.3%	0.4%	90.9%	94.1%	93.1%	94.9%	94.6%	87.3%	87.7%	0.0%
Visitation Valley Playground	10	68.1%	-19.0%	87.1%	82.2%	87.4%	87.3%	90.8%	91.1%	86.9%	95.8%
Walter Haas Playground	8	91.7%	3.1%	88.7%	92.8%	94.5%	94.6%	92.6%	86.9%	92.6%	92.9%
Washington Square	3	89.9%	-0.6%	90.5%	92.2%	92.0%	95.1%	89.1%	92.8%	89.8%	91.0%
Washington/Hyde Mini Park	3	93.5%	-4.5%	98.0%	93.8%	90.5%	96.2%	94.6%	89.1%	98.9%	82.6%
West Portal Playground	7	88.4%	1.5%	86.9%	87.5%	85.0%	91.9%	86.1%	90.4%	87.2%	94.2%
West Sunset Playground	4	87.9%	-3.8%	91.7%	98.1%	0.0%	93.0%	89.6%	90.3%	81.6%	85.8%
Willie Woo Woo Wong Playground	3	92.0%	3.5%	88.5%	86.1%	89.7%	92.2%	92.1%	89.3%	94.6%	85.6%
Woh Hei Yuen Park	3	88.6%	-3.1%	91.6%	94.5%	98.2%	98.6%	92.7%	93.9%	94.0%	86.7%
Yacht Harbor & Marina Green	2	97.3%	3.6%	93.7%	91.1%	92.6%	92.3%	82.1%	84.6%	88.7%	87.1%
Youngblood Coleman Playground	10	90.6%	5.4%	85.3%	90.9%	84.0%	73.5%	89.6%	90.9%	76.6%	71.6%

## Appendix C: Park Results by Supervisorial District

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2013-14 Score	FY 2012-13 Score	Change from FY 2012-13
<b>District 1</b>								
10th Avenue/Clement Mini Park	CON			74.3%		90.9%	93.2%	-2.3%
	REC	100.0%	97.1%	91.4%	91.4%			
Angelo J. Rossi Playground	CON				91.2%	93.9%	88.7%	5.2%
	REC	99.2%	90.6%	98.0%	90.5%			
Argonne Playground	CON			91.5%		94.1%	93.3%	0.8%
	REC	95.1%	91.4%	97.5%	95.0%			
Cabrillo Playground	CON			95.9%		97.4%	84.2%	13.3%
	REC	97.7%	98.9%	100.0%	94.7%			
Dupont Courts	CON			95.0%		92.2%	79.4%	12.9%
	REC	91.5%	89.1%	94.0%	91.5%			
Fulton Playground	CON			100.0%		99.8%	95.1%	4.6%
	REC	100.0%	100.0%	98.8%	100.0%			
Golden Gate Park	CON	88.6%	89.2%	92.6%	82.8%	89.8%	90.2%	-0.4%
	REC	92.0%	91.5%	91.4%	90.3%			
Lincoln Park	CON	93.1%				94.6%	93.4%	1.2%
	REC	100.0%	83.5%	100.0%	96.6%			
Muriel Leff Mini Park	CON				88.9%	94.3%	87.9%	6.5%
	REC	90.0%	92.9%	100.0%	100.0%			
Park Presidio Boulevard	CON	72.2%				69.6%	62.9%	6.6%
	REC	83.3%	88.9%	31.3%	72.2%			
Richmond Playground	CON		90.1%			94.2%	94.8%	-0.6%
	REC	98.8%	98.9%	92.3%	91.0%			
Richmond Recreation Center	CON		100.0%			99.4%	97.9%	1.5%
	REC	100.0%	100.0%	100.0%	97.0%			
Rochambeau Playground	CON		95.2%			94.8%	92.2%	2.6%
	REC		95.5%	96.4%	92.1%			
<b>District 2</b>								
Alice Marble Tennis Courts	CON				100.0%	99.7%	99.0%	0.7%
	REC	100.0%	100.0%	100.0%	98.5%			
Allyne Park	CON			78.8%		88.0%	95.1%	-7.1%
	REC	97.0%	96.0%	83.3%	84.8%			
Alta Plaza	CON		88.7%			91.7%	90.0%	1.6%
	REC	96.7%	94.8%	79.1%	99.0%			
Cow Hollow Playground	CON		92.5%			96.9%	97.7%	-0.8%
	REC	100.0%	100.0%	96.2%	95.8%			
Julius Kahn Playground	CON				93.9%	94.9%	91.9%	3.0%
	REC	98.4%	96.0%	88.9%	97.4%			
Lafayette Park	CON			96.1%		97.4%	0.0%	97.4%
	REC	100.0%	100.0%	95.7%	95.5%			
Laurel Hill Playground	CON				83.6%	95.3%	91.8%	3.5%
	REC	100.0%	98.6%	95.7%	98.6%			
Moscone Recreation Center	CON			99.4%		93.6%	93.6%	0.0%
	REC	96.7%	0.0%	85.7%	92.6%			
Mountain Lake Park	CON	95.0%				94.2%	91.5%	2.7%
	REC	100.0%	85.2%	97.2%	93.6%			
Palace Of Fine Arts	CON			93.8%		89.8%	92.5%	-2.7%
	REC	94.2%	74.5%	100.0%	86.3%			
Presidio Heights Playground	CON				94.0%	95.9%	95.6%	0.4%
	REC	100.0%	95.5%	97.1%	93.0%			
Yacht Harbor & Marina Green	CON			94.7%		97.3%	93.7%	0.0%
	REC	98.9%	100.0%	92.9%	100.0%			
<b>District 3</b>								
Broadway Tunnel West Mini Park	CON	94.6%				93.8%	97.8%	-4.0%
	REC	96.7%	85.9%	100.0%	91.7%			
Betty Ann Ong Chinese Recreation Center	CON	100.0%				99.1%	97.8%	1.3%
	REC	99.1%	100.0%	96.3%	100.0%			
Collis P. Huntington Park	CON				91.3%	92.5%	94.8%	-2.2%
	REC	95.7%	93.5%	97.8%	84.4%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2013-14 Score	FY 2012-13 Score	Change from FY 2012-13
Fay Park	CON		97.3%			97.2%	97.7%	-0.5%
	REC	100.0%	94.4%	100.0%	94.4%			
Helen Wills Playground	CON	89.3%				96.4%	93.4%	3.0%
	REC	98.8%	100.0%	98.8%	95.2%			
Hyde/Vallejo Mini Park	CON			100.0%		99.3%	96.1%	3.2%
	REC	100.0%	100.0%	100.0%	96.6%			
Ina Coolbrith Mini Park	CON		92.0%			83.8%	85.7%	-1.8%
	REC	96.0%	73.9%	73.3%	84.0%			
Joe Dimaggio Playground	CON				92.4%	93.3%	93.8%	-0.6%
	REC	84.9%	99.1%	95.2%	94.6%			
Joseph Conrad Mini Park	CON				71.0%	83.2%	93.1%	-9.9%
	REC	100.0%	100.0%	87.1%	58.1%			
Joseph L. Alioto Performing Arts Piazza	CON				71.2%	87.3%	91.6%	-4.3%
	REC	94.4%	96.2%	94.1%	80.8%			
Justin Herman/Embarcadero Plaza	CON		87.5%			88.0%	92.9%	-4.9%
	REC	96.3%	84.4%	78.6%	93.1%			
Maritime Plaza	CON				100.0%	100.0%	98.7%	1.3%
	REC	100.0%	100.0%	100.0%	100.0%			
Michelangelo Playground	CON				88.9%	92.3%	95.6%	-3.3%
	REC	94.0%	97.0%	92.2%	89.4%			
Portsmouth Square	CON				68.7%	78.5%	85.2%	-6.7%
	REC	91.4%	77.5%	81.6%	73.3%			
St. Mary's Square	CON				84.6%	91.0%	88.2%	2.8%
	REC	100.0%	94.0%	90.2%	86.0%			
Sue Bierman Park	CON		70.6%			88.2%	97.9%	-9.6%
	REC	84.2%	94.7%	91.7%	100.0%			
Telegraph Hill/Pioneer Park	CON			87.9%		92.9%	97.2%	-4.3%
	REC	88.6%	97.4%	92.9%	97.6%			
Union Square	CON				87.5%	94.6%	92.7%	1.9%
	REC	95.2%	90.2%	100.0%	100.0%			
Washington Square	CON		84.8%			89.9%	90.5%	-0.6%
	REC	90.2%	84.1%	98.4%	91.9%			
Washington/Hyde Mini Park	CON			91.9%		93.5%	98.0%	-4.5%
	REC	100.0%	97.3%	100.0%	78.4%			
Willie Woo Woo Wong Playground	CON				92.8%	92.0%	88.5%	0.0%
	REC	93.5%	96.8%	85.6%	91.4%			
Woh Hei Yuen Park	CON	0.0%	84.6%			88.6%	91.6%	
	REC	90.2%	82.0%	96.0%	90.0%			
Carl Larsen Park	CON	72.9%				81.9%	0.0%	81.9%
	REC		81.0%	84.5%	89.0%			
<b>District 4</b>								
Lower Great Highway	CON	64.1%				81.3%	77.9%	3.4%
	REC	87.8%	79.3%	92.7%	82.9%			
McCoppin Square	CON				86.0%	91.4%	93.7%	-2.3%
	REC	96.6%	84.9%	92.5%	96.8%			
Parkside Square	CON			94.9%		90.9%	87.4%	3.5%
	REC	80.3%	100.0%	95.3%	84.0%			
Pine Lake Park	CON	75.0%				76.0%	83.7%	-7.7%
	REC	66.0%	75.0%	86.5%	77.4%			
Sigmund Stern Recreation Grove	CON			93.3%		89.2%	86.2%	3.0%
	REC	95.1%	85.5%	89.4%	82.8%			
South Sunset Playground	CON		87.0%			93.0%	93.7%	
	REC	95.0%	87.2%	95.6%	100.0%			
Sunset Playground	CON				92.9%	95.4%	99.2%	
	REC	99.0%	99.1%	97.4%	88.5%			
West Sunset Playground	CON		80.8%			87.9%	91.7%	
	REC	81.7%	0.0%	90.9%	98.1%			
<b>District 5</b>								
Alamo Square	CON				68.0%	86.5%	80.7%	5.8%
	REC	98.8%	86.7%	81.5%	97.6%			

Parks	Dept	Q1	Q2	Q3	Q4	FY 2013-14 Score	FY 2012-13 Score	Change from FY 2012-13
		July-Spt	Oct-Dec	Jan-Mar	Apr-Jun			
Beideman/O'Farrell Mini Park	CON	0.0%	0.0%	88.9%		93.0%	92.6%	0.4%
	REC	100.0%	84.0%	96.0%	96.0%			
Buchanan Street Mall	CON				78.0%	84.4%	81.1%	3.3%
	REC	73.8%	82.1%	96.6%	91.5%			
Bush/Broderick Mini Park	CON				89.3%	86.9%	92.0%	-5.1%
	REC	78.6%	100.0%	100.0%	66.7%			
Cottage Row Mini Park	CON				90.9%	91.7%	92.7%	-0.9%
	REC	90.0%	93.5%	92.9%	91.4%			
Fillmore/Turk Mini Park	CON				96.7%	93.2%	88.3%	4.9%
	REC	0.0%	92.9%	86.7%	96.7%			
Golden Gate/Steiner Mini Park	CON				94.7%	95.5%	83.3%	12.1%
	REC	94.4%	100.0%	100.0%	88.2%			
Grattan Playground	CON	89.6%				93.7%	92.2%	1.5%
	REC	89.7%	98.8%	92.0%	98.5%			
Hamilton Recreation Center	CON			91.2%		93.9%	93.5%	0.4%
	REC	97.3%	93.0%	92.1%	95.6%			
Hayes Valley Playground	CON	93.7%				96.5%	95.2%	1.4%
	REC	96.6%	97.0%	98.5%	97.0%			
Japantown Peace Plaza	CON				82.8%	91.1%	96.0%	-4.8%
	REC	100.0%	96.7%	86.7%	89.7%			
Koshland Park	CON	90.0%				93.6%	90.3%	3.3%
	REC	95.7%	100.0%	88.0%	94.1%			
Page/Laguna Mini Park	CON	100.0%				98.4%	98.0%	0.4%
	REC		100.0%	93.5%	100.0%			
Patricia's Green in Hayes Valley	CON	88.4%				86.7%	97.7%	-11.0%
	REC	95.2%	97.7%	77.3%	75.0%			
Raymond Kimbell Playground	CON			81.8%		88.9%	85.1%	3.8%
	REC	93.6%	83.6%	85.5%	100.0%			
<b>District 6</b>								
Father Alfred E. Boeddeker Park	CON	Closed				0.0%	89.8%	-89.8%
	REC							
Franklin Square	CON			75.0%		86.0%	88.6%	-2.6%
	REC	82.5%	96.6%	98.3%	77.8%			
Eugene Friend Recreation Center	CON				89.6%	94.9%	91.5%	3.4%
	REC	95.7%	90.3%	98.9%	100.0%			
Jefferson Square	CON			83.7%	0.0%	88.4%	85.9%	2.5%
	REC	90.5%	89.7%	83.3%	94.9%			
Kid Power Park	CON	93.3%				97.2%	99.1%	-1.9%
	REC	0.0%	97.8%	97.8%	100.0%			
Margaret S. Hayward Playground	CON		84.0%			89.1%	87.6%	1.5%
	REC	94.1%	85.9%	91.1%	90.4%			
Sgt. John Macaulay Park	CON			85.2%		92.7%	89.6%	3.1%
	REC	89.3%	96.3%	96.4%	96.3%			
South Park	CON				75.0%	87.8%	81.8%	6.0%
	REC	95.9%	91.7%	93.5%	83.0%			
Tenderloin Children's Recreation Center	CON				93.1%	95.9%	96.9%	-0.9%
	REC	94.8%	98.3%	98.3%	95.2%			
Turk/Hyde Mini Park	CON			92.3%		92.2%	93.8%	-1.6%
	REC	84.0%	96.3%	100.0%	88.5%			
Victoria Manalo Draves Park	CON	96.2%				96.9%	95.4%	1.5%
	REC	97.5%	100.0%	94.3%	96.4%			
<b>District 7</b>								
Aptos Playground	CON		91.9%			94.7%	90.7%	4.0%
	REC	86.4%	97.6%	97.7%	100.0%			
Balboa Park	CON				87.6%	93.0%	96.0%	-3.0%
	REC	89.7%	96.4%		98.3%			
Golden Gate Heights Park	CON		96.5%			93.1%	87.6%	5.5%
	REC		94.6%	89.8%	91.5%			
J. P. Murphy Playground	CON			88.0%		96.0%	97.6%	-1.6%
	REC	97.3%	98.0%	97.0%	100.0%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2013-14 Score	FY 2012-13 Score	Change from FY 2012-13
Junipero Serra Playground	CON		93.3%			95.8%	89.9%	5.9%
	REC	100.0%	100.0%	89.0%	96.6%			
Lake Merced Park	CON	0.0%	71.9%			85.8%	76.6%	9.3%
	REC	84.6%	90.2%	90.3%	92.2%			
Midtown Terrace Playground	CON			89.9%		96.0%	96.4%	-0.4%
	REC	94.9%	97.7%	97.4%	100.0%			
Miraloma Playground	CON		97.9%			96.5%	97.7%	-1.3%
	REC	96.7%	100.0%	89.9%	97.8%			
Rolph Nicol Playground	CON		85.7%			86.9%	88.1%	-1.2%
	REC	100.0%	97.6%	95.1%	56.1%			
Sunnyside Playground	CON		97.7%			96.9%	96.5%	0.3%
	REC	95.3%	100.0%	96.4%	95.1%			
West Portal Playground	CON		79.8%			88.4%	86.9%	1.5%
	REC	88.2%	93.9%	82.7%	97.6%			
<b>District 8</b>								
Buena Vista Park	CON				82.0%	90.5%	90.8%	-0.3%
	REC	97.2%	95.1%	85.9%	92.5%			
Corona Heights	CON			75.4%		87.1%	88.7%	-1.6%
	REC	84.7%	91.1%	90.0%	94.1%			
Douglass Playground	CON	97.4%				90.4%	84.5%	5.9%
	REC			90.7%	83.2%			
Duboce Park	CON		87.9%			92.9%	94.1%	-1.2%
	REC	94.2%	100.0%	91.9%	90.7%			
Eureka Valley Recreation Center	CON	91.7%				95.4%	97.6%	-2.2%
	REC	98.8%	92.6%	97.6%	96.3%			
George Christopher Playground	CON	98.6%				96.0%	94.4%	1.7%
	REC	97.3%	98.9%	90.2%	95.1%			
Glen Park	CON				86.7%	90.4%	91.0%	-0.6%
	REC	85.5%	94.0%	100.0%	85.7%			
Joost/Baden Mini Park	CON		96.0%			94.2%	97.5%	-3.3%
	REC	91.7%	95.8%	100.0%	87.5%			
Mission Dolores Park	CON	85.0%				82.9%	86.2%	-3.3%
	REC	76.8%	75.5%	77.2%	100.0%			
Mission Playground	CON	94.5%				97.0%	98.5%	-1.5%
	REC	95.2%	100.0%	97.6%	97.6%			
Mt. Olympus	CON	84.2%				83.1%	90.7%	-7.6%
	REC	63.2%	94.4%	84.2%	89.5%			
Noe Valley Courts	CON		89.2%			88.4%	90.6%	-2.2%
	REC	92.8%	79.7%	94.0%	86.5%			
Peixotto Playground	CON				81.4%	90.6%	91.3%	-0.7%
	REC	93.8%	96.8%	91.3%	89.9%			
Roosevelt/Henry Steps	CON				85.0%	90.0%	89.9%	0.2%
	REC	95.2%	95.0%	90.0%	85.0%			
Saturn Street Steps	CON				75.0%	84.2%	95.7%	-11.5%
	REC	91.7%	87.5%	87.5%	79.2%			
Seward Mini Park	CON				86.8%	85.7%	94.8%	-9.1%
	REC	73.7%	100.0%	97.2%	70.6%			
States Street Playground	CON			76.7%		81.7%	79.4%	2.3%
	REC	82.1%	79.2%	80.8%	89.8%			
Sunnyside Conservatory	CON		97.1%			97.6%	99.4%	-1.8%
	REC	100.0%	97.1%	97.0%	97.1%			
Upper Noe Recreation Center	CON			84.4%		91.7%	96.8%	-5.1%
	REC	93.4%	90.0%	97.6%	93.0%			
Walter Haas Playground	CON				85.7%	91.7%	88.7%	3.1%
	REC	98.2%	100.0%	98.1%	76.7%			
<b>District 9</b>								
24th Street/York Mini Park	CON				94.1%	98.2%	98.8%	-0.6%
	REC	97.0%	100.0%	100.0%	100.0%			
Alioto Mini Park	CON	88.6%				92.6%	91.5%	1.1%
	REC	95.9%	96.0%	96.0%	86.3%			
Bernal Heights Recreation Center	CON			89.5%		95.1%	93.0%	2.1%
	REC	100.0%	93.2%	97.2%	95.8%			

Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2013-14 Score	FY 2012-13 Score	Change from FY 2012-13
Coleridge Mini Park	CON			91.7%		95.3%	100.0%	-4.7%
	REC	96.7%	96.9%	100.0%	91.4%			
Coso/Precita Mini Park	CON			87.5%		96.3%	97.3%	-1.1%
	REC	93.8%	100.0%	100.0%	100.0%			
Garfield Square	CON			88.1%		94.8%	94.5%	0.3%
	REC	87.7%	98.4%	100.0%	100.0%			
Holly Park	CON			86.0%		92.3%	95.9%	-3.6%
	REC	98.0%	96.0%	91.0%	90.6%			
James Rolph Jr. Playground	CON				86.1%	88.7%	90.2%	-1.5%
	REC	98.1%	95.3%	90.3%	73.6%			
Jose Coronado Playground	CON	86.3%				88.8%	83.3%	5.6%
	REC	83.6%	85.2%	89.1%	100.0%			
Juri Commons	CON			62.8%		85.2%	91.6%	-6.4%
	REC	95.3%	93.0%	88.4%	86.4%			
Mission Recreation Center	CON				87.8%	91.9%	96.5%	-4.6%
	REC	94.4%	100.0%	95.4%	81.8%			
Mullen/Peralta Mini Park	CON			93.8%		96.5%	92.0%	4.5%
	REC	100.0%	100.0%	100.0%	88.9%			
Palega Recreation Center	CON		83.7%			92.5%	0.0%	92.5%
	REC			99.1%	94.8%			
Parque Ninos Unidos	CON				77.0%	90.7%	93.6%	-3.0%
	REC	95.9%		97.3%	92.4%			
Precita Park	CON			92.0%		95.0%	96.2%	-1.2%
	REC	96.0%		95.9%	96.0%			
Prentiss Mini Park	CON			97.1%		98.2%	94.7%	3.5%
	REC	100.0%	100.0%	100.0%	93.8%			
St. Mary's Recreation Center	CON			95.2%		96.7%	96.7%	-0.1%
	REC	99.1%	97.7%	91.3%	100.0%			
<b>District 10</b>								
Adam Rogers Park	CON				73.4%	83.3%	81.4%	1.9%
	REC	85.0%	87.0%	94.8%	76.2%			
Bay View Playground	CON		73.8%			81.7%	87.2%	-5.5%
	REC	65.7%	94.0%	82.1%	92.9%			
Esprit Park	CON				85.2%	96.3%	91.1%	5.3%
	REC	96.4%	100.0%	100.0%	100.0%			
Gilman Playground	CON		71.9%			78.1%	77.7%	0.4%
	REC	57.8%	92.2%	73.3%	95.3%			
Herz Playground	CON	75.0%				86.9%	85.8%	1.1%
	REC		75.4%	97.4%	100.0%			
Hilltop Park	CON				79.6%	82.1%	89.4%	-7.4%
	REC	51.0%	87.5%	100.0%	92.2%			
India Basin Shoreline Park	CON		84.6%			90.1%	93.2%	-3.1%
	REC	95.4%	90.5%	96.8%	83.1%			
Jackson Playground	CON			83.2%		92.1%	93.3%	-1.3%
	REC	91.3%	90.7%	95.1%	100.0%			
John McLaren Park	CON	81.9%				88.5%	88.8%	-0.3%
	REC	90.7%	95.0%	89.8%	85.3%			
Joseph Lee Recreation Center	CON				79.7%	91.3%	90.4%	0.8%
	REC	100.0%	96.6%	93.3%	86.7%			
Kelloch Velasco Mini Park	CON			76.2%		88.3%	91.2%	-2.9%
	REC	94.4%	92.2%	92.6%	86.0%			
Little Hollywood Park	CON		86.5%			84.4%	84.6%	-0.2%
	REC			94.1%	72.5%			
Louis Sutter Playground	CON	85.9%				89.7%	90.1%	-0.4%
	REC	79.3%	99.2%	83.9%	100.0%			
McKinley Square	CON			82.1%		89.9%	85.7%	4.2%
	REC		90.9%	92.9%	93.8%			
Palou/Phelps Park	CON				76.9%	86.3%	82.2%	4.1%
	REC	82.2%	96.0%	100.0%	76.5%			
Potrero Del Sol Park	CON				76.5%	84.3%	85.5%	-1.2%
	REC	88.6%	98.6%	88.4%	69.4%			



Parks	Dept	Q1 July-Spt	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY 2013-14 Score	FY 2012-13 Score	Change from FY 2012-13
Potrero Hill Recreation Center	CON				91.9%	95.0%	95.1%	-0.2%
	REC		94.9%	93.8%	99.3%			
Selby/Palou Mini Park	CON		93.2%			90.5%	87.7%	2.8%
	REC	92.3%	88.1%	97.6%	81.1%			
Silver Terrace Playground	CON		76.0%			85.4%	91.0%	-5.6%
	REC	91.1%	88.3%	100.0%	71.6%			
Utah/18th Street Mini Park	CON			85.7%		93.5%	97.4%	-3.9%
	REC	95.5%	95.5%	100.0%	90.9%			
Visitacion Valley Greenway	CON			88.6%		91.3%	90.9%	0.4%
	REC	90.9%	90.9%	95.5%	90.7%			
Visitacion Valley Playground	CON			53.5%		68.1%	87.1%	-19.0%
	REC	72.0%	79.6%	60.9%	74.5%			
Youngblood Coleman Playground	CON		92.7%			90.6%	85.3%	5.4%
	REC	95.3%	80.0%	88.8%	96.3%			
<b>District 11</b>								
Alice Chalmers Playground	CON			83.6%		81.9%	78.7%	3.2%
	REC	80.5%	78.8%	89.7%	77.1%			
Brooks Park	CON	60.0%				85.5%	89.5%	-4.0%
	REC	72.5%	100.0%	95.0%	100.0%			
Cayuga/Lamartine Mini Park	CON		87.1%			85.2%	94.6%	-9.4%
	REC	96.8%	100.0%	71.0%	71.0%			
Chester/Palmetto Mini Park	CON	84.6%				77.1%	91.0%	-13.9%
	REC	85.2%	76.9%	54.2%	84.6%			
Crocker Amazon Playground	CON	87.3%				86.1%	85.9%	0.2%
	REC	95.7%	69.0%	83.0%	95.5%			
Excelsior Playground	CON		79.6%			85.5%	84.8%	0.7%
	REC	91.3%	79.6%	82.9%	94.1%			
Head/Brotherhood Mini Park	CON	80.6%				82.0%	95.3%	-13.3%
	REC	77.4%		70.0%	100.0%			
Lessing/Sears Mini Park	CON			65.9%		75.9%	87.6%	-11.6%
	REC	95.7%	68.9%	76.7%	72.5%			
Merced Heights Playground	CON				75.6%	88.9%	91.1%	-2.2%
	REC	90.0%	89.5%	95.7%	93.8%			
Minnie & Lovie Ward Recreation Center	CON				78.0%	85.7%	84.7%	1.0%
	REC	82.2%	94.5%	85.2%	88.5%			
Randolph/Bright Mini Park	CON	87.8%				89.1%	94.7%	-5.6%
	REC	85.7%	92.9%	87.5%	91.7%			

## Appendix D: Park Service Areas

The following table provides information about Rec Park's PSAs and includes applicable districts, neighborhoods, manager names, number of parks (including total acreage), and FTEs. Please note that this information includes parks that are not rated under the standards such as community gardens, natural areas, and libraries.

In August 2010, Rec Park revised its Operations Division by separating recreation and park responsibilities. A Recreation and Community Services division, comprised of four competencies (Cultural Arts, Community Services, Leisure Services, and Sports and Athletics), now manages all recreation responsibilities. Golden Gate Park is now the purview of the Golden Gate Park Director. All other parks are now organized into six geographical Park Service Areas (PSAs). The PSAs fall under the management of a Parks and Open Spaces division, which also manages Natural Areas, Golf and Turf, the Marina Small Craft and Yacht Harbor, Camp Mather, and Candlestick Park. Several of the Golf and Turf subsections (Agronomy of Stadiums, Citywide Turf Renovation, the Citywide Mowing Crew and the Mobile Landscaping Group) manage turf areas that are reviewed using the Park Maintenance Standards. The Urban Forestry division also manages tree issues that are reviewed using the Park Maintenance Standards.

PSA	Districts	Neighborhoods	Manager	Number of Parks (acreage)	Number of FTEs <sup>1</sup>
1	1,2,3	Richmond, Presidio Heights, Marina, Cow Hollow, Pacific Heights, Chinatown, North Beach, Nob Hill, Russian Hill	Zachary Taylor (acting)	49 (313 acres)	42
2	3,5,6,10	Western Addition, Tenderloin, South of Market, Potrero Hill, South Park	Steve Cismowski	35 (83 acres)	30.5
3	9,10,11	Crocker Amazon, Excelsior, Portola, Visitacion Valley, Bayview, Hunter's Point	Robert Watkins	25 (436 acres)	32.5
4	4,7,11	Sunset, Parkside, West Portal, Merced Heights, Oceanview, Ingleside	Marianne Bertuccelli	26 (1010 acres)	30
5	7,8,11	Cole Valley, Castro, Twin Peaks, Noe Valley, Diamond Heights, Glen Park, Sunnyside	Steve Cismowski (acting)	33 (269 acres)	25
6	6,8,9,10	Mission, Bernal Heights	Adrian Field (acting)	30 (89 acres)	25
7	Golden Gate Park	Golden Gate Park	Eric Anderson	n/a (1017 acres)	76

More information including a map with all parks can be found on Rec Park's website: <http://sfrecpark.org/wp-content/uploads/City-Wide-Map-with-Park-Service-Area-Info-and-Supervisors-Districts-Lines.pdf>

<sup>1</sup>FTEs are PSA custodians and gardeners and associated supervisors

## Appendix E: Status of FY 2012-13 Recommendations

1. Recommendation: Continuously assess Rec Park's use of park evaluation data to improve park maintenance activities.

In FY 2013-14, Rec Park continued to report quarterly evaluation results internally and externally, and implement practices to communicate and use evaluation results to direct maintenance activities. Staff were directed to consistently prepare remedial action plans for deficiencies noted in park evaluations. Rec Park reports will review this action planning process in upcoming quarters.

2. Recommendation: Rec Park should make a plan for training staff on the new standards that will be Park Maintenance Standards Annual Report FY 2013-14 implemented in FY 2014-15. The training should strive for a clear understanding of the standards, consistency in use of the standards, and appropriate investment of time performing evaluations.

Between June 26, 2014 and September 5, 2014, all park evaluators were required to attend a mandatory training led by Rec Park staff to discuss the new standards, discuss the changes, provide feedback, and ask questions to clarify staff understanding and ensure that evaluators have the same understanding of the new standards.

3. Recommendation: Monitor the implementation of the revised maintenance standards and require greater consistency and quality of the publicly posted maintenance schedules.

Rec Park posts maintenance schedules for all parks on their public website and updates the information quarterly. The data is easily downloadable into many formats. Having now compiled a year's worth of data, Rec Park plans to review the results and efficacy of the revised system for checking maintenance schedules in FY 2014-15. Review of the revised maintenance standards will occur at the end of that fiscal year.

4. Recommendation: Use evaluation data to strategically plan for improvement to low-performing parks, Park Services Areas, or certain facilities or features.

Rec Park reviewed the quarterly reports at Executive Staff and Parks & Open Spaces manager meetings with the aim of reallocating custodian, gardener, and Structural Maintenance resources to low-scoring parks.

## Appendix F: Department Response



Edwin M. Lee, Mayor  
Philip A. Ginsburg, General Manager

October 10, 2014

Ben Rosenfield, Controller  
City Hall, 1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102

Dear Mr. Rosenfield:

The Recreation and Parks Department (RPD) has carefully reviewed the Park Maintenance Standards Annual Report prepared by the City Services Auditor (CSA) for FY 2013-14. Like past reports, this report is an invaluable aid to park maintenance. RPD concurs with its findings.

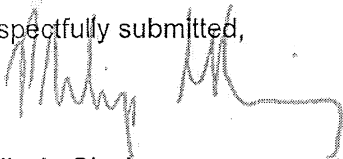
We are proud to have nearly matched last year's highest-ever citywide score (coming in just 0.4% beneath it, at 90.7%). Once again, all districts and park service areas scored above the 85% threshold indicating good park maintenance, corroborating RPD's efforts to sustain maintenance at high levels, even as we face acute drought and persistent, significant shortages in gardening and custodial staff.

A near decade of San Francisco Park Evaluation Program (SFPEP) evaluations has documented steady improvement in citywide scores and noteworthy progress on all Feature maintenance except Open Space. SFPEP has demonstrated the correlation between increased custodial staffing and positive score results. But, as noted in past years, such across the board improvement may be difficult to sustain. Since attempts to address maintenance needs within resource limitations and with balanced delivery across the city may result in negligible fluctuations in score at particular parks, we continue to seek CSA's guidance as to the amounts of score change which represent statistically significant improvement or worsening of park conditions.

To ensure the continued value of SFPEP to park maintenance efforts and provide enhanced outcomes for park users, RPD and CSA have spent two years updating the program's standards, as this report notes. The standards have been broadened in scope so that they cover a wider array of park amenities, including park sidewalks and road edges. Enhanced detail will make possible more focused targeting of department resources and training. The revisions will dramatically improve the consistent measurement of deficiencies, rating objectivity, and the accuracy of results.

I thank CSA for their continuing partnership and their commitment to the improvement of SFPEP. We look forward to launching the new standards and a second decade of park maintenance improvement.

Respectfully submitted,

  
Philip A. Ginsburg  
General Manager

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**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors  
**Subject:** FW: Real Estate Fraud Annual Report FY1314  
**Attachments:** Real Estate Grant submitted 2013-2014\_Final2.pdf

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**From:** McKee, Maria (DAT)  
**Sent:** Thursday, October 16, 2014 11:56 AM  
**To:** Board of Supervisors (BOS)  
**Cc:** Clendinen, Eugene (DAT); Del Rosario, Conrad (DAT); Arcelona, Sheila (DAT)  
**Subject:** Re: Real Estate Fraud Annual Report FY1314

Please find an updated version of the report. We updated the financial figures.

Thanks!  
Maria

Maria McKee, MPP  
Policy & Grants Manager  
The Office of District Attorney George Gascón  
City and County of San Francisco  
850 Bryant Street, Room 322  
San Francisco, CA 94103  
Phone: (415) 553 1189  
Fax: (415) 575 8815  
[maria.mckee@sfgov.org](mailto:maria.mckee@sfgov.org)

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**Fiscal Year 2013-14 Real Estate Fraud Prosecution Trust Fund Report  
(Government Code Section 27388)**

**I. Case Statistics**

1. Name of Reporting County: San Francisco
2. Reporting Period (Fiscal Year): July 1, 2013 - June 30, 2014

**REFERRALS**

3. Number of **referrals** entering in the fiscal year: **0**
4. Number of **referrals initiated** during the fiscal year: **9**
5. Total number of referrals: **9**

**INVESTIGATIONS**

6. Number of **investigations entering** in the fiscal year: **5**
7. Number of **investigations initiated** in the fiscal year: **1**
8. Total number of investigations: **6**

**FILED CASES**

9. Number of **filed cases** entering in the fiscal year: **6**
10. Number of **filed cases** initiated in the fiscal year: **2**
11. Total number of filed cases: **8**

**VICTIMS**

12. Number of victims in filed cases entering in the fiscal year: **8**
13. Number of victims in filed cases initiated in the fiscal year: **4**
14. Total number of victims in filed cases: **12**
15. Number of convictions obtained in the fiscal year: **1**

16. Aggregate monetary loss suffered by victims for filed cases entering in the fiscal year: **\$6,645,519.11**
17. Aggregate monetary loss suffered by victims for filed cases initiated during the fiscal year: **35,200**
18. Aggregate monetary loss suffered by victims in cases in which there has been an investigation, filing, or conviction: **4,050,200**

## **II. Accounting Information**

Funds available: \$231,251

Funds expended: \$172,240

Salary: \$ 130,277

Fringe benefits: \$ 39,967

Travel and Training: \$1,418

Legal Services: \$579

Materials and Supplies: \$0

## **III. Contact Information**

Maria McKee

Policy & Grants Manager

Office of the District Attorney

850 Bryant Street, Room 322

San Francisco, CA 94103

[Maria.mckee@sfgov.org](mailto:Maria.mckee@sfgov.org)

415-553-1189

(415) 553-9700

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**Subject:** Public Comment Period - Tentative Resolution to Concur with Findings of the Sonoma Valley Salt and Nutrient Management Plan

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**From:** [lyris@swrcb18.waterboards.ca.gov](mailto:lyris@swrcb18.waterboards.ca.gov) [<mailto:lyris@swrcb18.waterboards.ca.gov>]

**Sent:** Friday, October 10, 2014 2:59 PM

**To:** Calvillo, Angela (BOS)

**Subject:** Public Comment Period - Tentative Resolution to Concur with Findings of the Sonoma Valley Salt and Nutrient Management Plan

This is a message from the San Francisco Bay Regional Water Quality Control Board.

The San Francisco Bay Regional Water Quality Control Board's staff has prepared a Tentative Resolution that concurs with the findings of the Sonoma Valley Salt and Nutrient Management Plan.

The "Policy for Water Quality Control for Recycled Water" (Recycled Water Policy; Resolution No. 2009-01 as amended by Resolution No. 2013-03) of the State Water Resources Control Board calls for local water and wastewater entities, together with local salt and nutrient contributing stakeholders, to develop salt and nutrient management plans for each groundwater basin/subbasin in California to assess water quality and evaluate strategies for complying with salt and nutrient water quality objectives. The Tentative Resolution recognizes the completion of the Sonoma Valley Salt and Nutrient Management Plan prepared by the Sonoma Valley County Sanitation District. The Tentative Resolution consists of findings regarding use of recycled water and water quality information about the Sonoma Valley groundwater subbasin, and does not include any new or revised regulatory requirements.

The Tentative Resolution and supporting Staff Report are available online at:  
[www.waterboards.ca.gov/sanfranciscobay/board\\_decisions/tentative\\_orders.shtml](http://www.waterboards.ca.gov/sanfranciscobay/board_decisions/tentative_orders.shtml)

There will be a 30-day comment period on the above documents. **Written comments must be received no later than 5:00 p.m. on November 9, 2014 and should be submitted to the staff contact below.**

The public hearing on the Tentative Resolution will be held as follows:

Date: December 10, 2014

Time: 9:00 am

Place: Elihu Harris State Building Auditorium  
1515 Clay Street  
Oakland, CA 94612

Staff contact: for more information, please contact Ben Livsey at (510) 622-2308, or by e-mail at [Blivsey@waterboards.ca.gov](mailto:Blivsey@waterboards.ca.gov).

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**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors  
**Subject:** File 141010: I'm the 40th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

The Office of the Clerk of the Board has received fifteen email petitions like the one below.

Office of the Clerk of the Board  
Board of Supervisors  
#1 Dr Carlton B. Goodlett Place, Room 244  
San Francisco CA 94102  
415-554-5184

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**From:** kevin eisenstaedt [<mailto:petitions-noreply@moveon.org>]  
**Sent:** Sunday, October 19, 2014 12:15 AM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 40th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 40 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-83144-custom-49729-20241019-mvavFZ](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241019-mvavFZ)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need

for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are: voters need to impress politicians this is an issue important to their constituents!

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=1337542&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337542&target_type=custom&target_id=49729)

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=1337542&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337542&target_type=custom&target_id=49729&csv=1)

kevin Eisenstaedt, 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](mailto: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=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=83144).

File 141010

**From:** Julie Choey [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 17th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

LM

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

Developers are extremely inconsiderate of residents need for quiet at nighttime.

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=1337236&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337236&target_type=custom&target_id=49729)

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[http://petitions.moveon.org/deliver\\_pdf.html?job\\_id=1337236&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337236&target_type=custom&target_id=49729&csv=1)

Julie Choey  
San Francisco, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).

File 141010

**From:** Robert N [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 19th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

LU

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting. So far, 27 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-83144-custom-49729-20241018-UVPITr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVPITr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

Supervisor Kim, Demonstrate that you care and STOP THE MADNESS!

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=1337238&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337238&target_type=custom&target_id=49729)

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Robert N  
San Francisco, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).

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**From:** Kay Walker [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 23rd signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

Outrageous! This is a health issue and against SF law. No exceptions - all people need sleep.

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=1337235&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337235&target_type=custom&target_id=49729)

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Kay Walker  
San Francisco, CA

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*[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).*



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**From:** Erica B. [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 18th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

The health and hearing of District-6 residents are already assaulted by continual Fire Department sirens all day and all night. Noise at night has been shown to have deleterious health effects.

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=1337237&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337237&target_type=custom&target_id=49729)

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=1337237&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337237&target_type=custom&target_id=49729&csv=1)

Erica B.  
San Francisco, CA

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*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](mailto: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=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=83144).

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**From:** shirley lam [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 4th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

Stop this non-sense of working at night. It affects the residents' health and welfare!

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=1337241&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337241&target_type=custom&target_id=49729)

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=1337241&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337241&target_type=custom&target_id=49729&csv=1)

shirley lam  
San Francisco, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).

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**From:** Marc Salomon [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 5th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

Why does city government hold San Franciscans in such contempt?

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=1337239&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337239&target_type=custom&target_id=49729)

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=1337239&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337239&target_type=custom&target_id=49729&csv=1)

Marc Salomon  
San Francisco, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).

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**From:** ping lam [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 7th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

Stop this construction noise please!

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=1337242&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337242&target_type=custom&target_id=49729)

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ping lam  
san francisco, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=83144).



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**From:** Elizabeth Gaston [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 3rd signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

N-E-E-D. S-L-E-E-P.

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=1337240&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337240&target_type=custom&target_id=49729)

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=1337240&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337240&target_type=custom&target_id=49729&csv=1)

Elizabeth Gaston  
San Francisco, CA

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**From:** Kenneth Morrison [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 21st signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

There needs to be a balance between construction activity and tax paying residents and property owners on Rincon Hill. Current the noise is constant, day and night. The permit process must restore the balance.

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=1337244&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337244&target_type=custom&target_id=49729)

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Kenneth Morrison  
San Francisco, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzQHNMZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzQHNMZ292Lm9yZw--&petition_id=83144).

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**From:** MICHAEL NULTYr [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 12th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

The Noise Ordinance was created by Tom Ammiano. The Noise Ordinance must be upheld and San Francisco residents need know city officials will do their jobs to enforce this ordinance.

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=1337243&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337243&target_type=custom&target_id=49729)

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

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MICHAEL NULTYr  
San Francisco, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLLN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLLN1cGVydmlzb3JzOHNmZ292Lm9yZw--&petition_id=83144).

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**From:** David Chu [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 25th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

No construction at night should be an obvious rule unless the developer pays a huge fee to help the neighborhood benefit from such disruption.

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=1337246&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337246&target_type=custom&target_id=49729)

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

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David Chu  
San Francisco, CA

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*[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).*



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**From:** Gardiner McKleroy [petitions-noreply@moveon.org]  
**Sent:** Saturday, October 18, 2014 2:22 PM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 24th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 27 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-83144-custom-49729-20241018-UVP1Tr](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241018-UVP1Tr)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

There is currently concrete cutting on the street outside my home. I've lost count of the number of times that either my small children or I have been woken up on a weekend due to loud construction work. As a native San Franciscan, who grew up in the City, I am concerned that the City only cares about construction and not it's current citizens. Please respect the neighbors who already live in the SOMA neighborhood and stop the nighttime and weekend work.

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=1337245&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337245&target_type=custom&target_id=49729)

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=1337245&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337245&target_type=custom&target_id=49729&csv=1)

Gardiner McKleroy  
San Francisco, CA

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*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](mailto: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=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNMZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUQkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNMZ292Lm9yZw--&petition_id=83144).

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**From:** Alison Platt [petitions-noreply@moveon.org]  
**Sent:** Sunday, October 19, 2014 12:02 AM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 39th signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 39 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-83144-custom-49729-20241019-mvavFZ](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241019-mvavFZ)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

Do any off you actually live here just now? It's getting intolerable.

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=1337534&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337534&target_type=custom&target_id=49729)

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[http://petitions.moveon.org/deliver\\_pdf.html?job\\_id=1337534&target\\_type=custom&target\\_id=49729&csv=1](http://petitions.moveon.org/deliver_pdf.html?job_id=1337534&target_type=custom&target_id=49729&csv=1)

Alison Platt  
SF, CA

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[http://petitions.moveon.org/delivery\\_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLlN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).

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**From:** Jamie Whitaker [petitions@moveon.org]  
**Sent:** Sunday, October 19, 2014 10:28 AM  
**To:** Board of Supervisors (BOS)  
**Subject:** 43 signers: Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe... petition

Dear Board of Supervisors via Clerk of the Board,

I started a petition to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, the petition has 43 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-83144-custom-49729-20241019-mvavFZ](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241019-mvavFZ)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

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=1337713&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337713&target_type=custom&target_id=49729)

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Thank you.

--Jamie Whitaker

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*If you have any other questions, please email [petitions@moveon.org](mailto: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=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition\\_id=83144](http://petitions.moveon.org/delivery_unsub.html?e=A6ccxHGcs0jUOkZWj4v0gUJvYXJkLm9mLIN1cGVydmlzb3JzQHNmZ292Lm9yZw--&petition_id=83144).

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**From:** Kelly Moran [petitions-noreply@moveon.org]  
**Sent:** Sunday, October 19, 2014 10:28 AM  
**To:** Board of Supervisors (BOS)  
**Subject:** I'm the 43rd signer: "Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Pe..."

Dear Board of Supervisors via Clerk of the Board,

I just signed a petition addressed to you titled *Stop DBI's Approvals of Harassment with Excessive Night Construction Noise Permitting*. So far, 43 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-83144-custom-49729-20241019-mvavFZ](http://petitions.moveon.org/target_talkback.html?tt=tt-83144-custom-49729-20241019-mvavFZ)

The petition states:

"STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Please stop harassing and harming the health of residents by allowing the Department of Building Inspections to prioritize the profits and project schedule timeline of construction work in the middle of the night over the health, safety, and well-being of the thousands of residents. Our health is NOT for sale! Normal construction work is allowed to occur between 7 a.m. and 8 p.m. - a 13-hour long period of time that residents can accept in general. While the condo and apartment developers understandably want to maximize profits by working 17 hours or more per day to get their product finished and ready for sale or rent sooner rather than later, the City must not continue to prioritize the profit goals of developers before the health, safety, and well-being of residents as has been occurring since at least July 2014. It should be with the highest possible regard for the health, safety, and well-being of neighbors that DBI must see no possible alternative such as delaying the work until the weekend if traffic is an issue before issuing any Nighttime Noisy Construction permits that harass and harm the health of residents every time one is issued in a residential neighborhood. In July 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 14 out of the total 23 workweek days - that's 61%! In August 2014, residents of The Metropolitan condominium complex suffered through sleep deprivation and disturbances due to DBI permitting nighttime noisy construction at one of four surrounding high-rise projects on 16 out of the total 21 workweek days - that's 76%! The excessive permitting of disturbances in the middle of the night is cruel and abusive of the City and County of San Francisco to families who chose to live in SoMa in order to help the environment by walking to work, taking transit, or otherwise limiting the need for a car. STOP ISSUING NIGHTTIME NOISY CONSTRUCTION PERMITS! Sincerely, San Francisco Voters"

My additional comments are:

I cannot begin to tell you how tired i am from the waking up due to construction vehicles and deliveries in the middle of the night.

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=1337712&target\\_type=custom&target\\_id=49729](http://petitions.moveon.org/deliver_pdf.html?job_id=1337712&target_type=custom&target_id=49729)

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Kelly Moran  
San Francisco, CA

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**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors; Wong, Linda (BOS)  
**Subject:** File 140979: Gleneagles Lease Renewal

-----Original Message-----

From: Kevin Brunner [<mailto:kevinbron@aol.com>]  
Sent: Wednesday, October 15, 2014 10:17 AM  
To: Board of Supervisors (BOS)  
Subject: Gleneagles Lease Renewal

Dear Board of Supervisors members of the Budget and Finance Committee:  
I strongly urge you to extend the lease of the current lessee at Gleneagles Golf Course in McLaren Park. The current operator has done a great job with the course, is a good neighbor to the people of Visitation Valley and a wonderful steward for the game of golf ( see the NY Times Sports article Sept 26, 2014). Thank you for your consideration.

Sincerely,  
Kevin Brunner  
15 21st Ave  
San Francisco, CA 94121

---

**From:** Board of Supervisors (BOS)  
**To:** Wong, Linda (BOS)  
**Subject:** File 140979: Gleneagles Golf / Support Lease Extension / BofS Mtg. 10.21.14 / Agenda #12 / File #140979  
**Attachments:** GleneaglesBofSLtr101914.pdf

-----Original Message-----

From: Richard H. Harris Jr. [<mailto:richard@erskinetulley.com>]  
Sent: Sunday, October 19, 2014 7:57 PM  
To: Board of Supervisors (BOS); Chiu, David (BOS); Mar, Eric (BOS); Farrell, Mark (BOS); Tang, Katy (BOS); BreedStaff (BOS); Kim, Jane (BOS); Yee, Norman (BOS); Wiener, Scott; Campos, David (BOS); Cohen, Malia (BOS); Avalos, John (BOS)  
Cc: 'Tom Hsieh'; Ginsburg, Phil (REC)  
Subject: Gleneagles Golf / Support Lease Extension / BofS Mtg. 10.21.14 / Agenda #12 / File #140979

Dear Members of the San Francisco Board of Supervisors, Attached please find my letter in support of the Gleneagles Golf lease extension, which appears on your Oct. 21 Agenda as Item #12.

Thank you.

-- Richard Harris  
1370 Masonic Ave.  
San Francisco, CA. 94117  
415-290-5718

**Richard Harris, Jr.**  
**1370 Masonic Ave.**  
**San Francisco, CA. 94117**  
**415-290-5718**  
**Richard@erskinetulley.com**

October 19, 2014

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

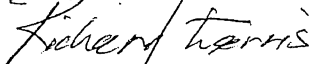
Re: Pubic Meeting, October 21, 2014  
Agenda Item #12 / File #140979  
Support for Gleneagles Golf Course Lease Extension

Dear Supervisors,

I am a San Francisco resident (District #5), and a long-time member of the Gleneagles Golf Club and user of the Gleneagles Golf Course at McLaren Park. I write this letter in my individual capacity, in support of the proposed extension of the lease term of Gleneagles Golf Partners LP to operate the golf course.

During its initial 9-year lease term, Gleneagles Partners has engaged the wider community in many ways, most notably by welcoming young First Tee Program golfers from the neighboring Visitacion Valley Middle School. Additionally, at considerable expense, Gleneagles Partners replaced all nine greens on the golf course, after the greens were badly damaged by disease in or about 2010. Under the proposed lease extension terms, Gleneagles Partners proposes to work with a Laborers' Union pre-apprentice training program, which will simultaneously improve golf maintenance and develop job skills.

For these reasons, I encourage the Board of Supervisors to approve the lease extension.

Very truly yours,  
  
Richard Harris

cc: Tom Hsieh  
General Manager Phil Ginsburg

---

**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors  
**Subject:** Marina Bay Trail Improvement Project

---

**From:** B CHill [<mailto:ufbernie@gmail.com>]  
**Sent:** Sunday, October 19, 2014 6:19 PM  
**To:** Kamalanathan, Dawn (REC); [janice@sfbike.org](mailto:janice@sfbike.org); Hobson, Mary (REC); Kim, Jane (BOS); Board of Supervisors (BOS); Lee, Mayor (MYR); [mtaboard@sfmta.com](mailto:mtaboard@sfmta.com); [ed.reiskin@sfmta.com](mailto:ed.reiskin@sfmta.com); Streets, Sustainable (MTA)  
**Cc:** [mari.eliza@sbcglobal.net](mailto:mari.eliza@sbcglobal.net)  
**Subject:** Marina Bay Trail Improvement Project

To SF City Planners, Supervisors, and Stakeholders,

I'm all for making the walking/biking paths safer, however I oppose the removal of parking spot for the Marina Bay Trail Improvement. The parking should not be removed, rather relocated if necessary. If parking spots are going to be relocated, the SAME number of spots should be accounted for in the relocation, not a reduction. The parking areas are not just convenient, they're necessary for ALL to enjoy the Marina Bay.

I too ride my bike here once a month and haven't had any issues. I enjoy the fact that I see people boating, tourist enjoying the sites, and people out playing in the park areas. Many of these people need to bring equipment and supplies for them to enjoy their day, especially with children. How do you expect to do that if people cannot bring these things with them. Not everyone lives conveniently to the Marina and need to somehow get there with a load of supplies. Sorry but Muni is impossible to bring 'stuff' with you. These areas aren't just for local bicyclist to have their own riding sanctuary, it's for all to enjoy.

San Francisco uses any excuses to remove parking spaces throughout the city and ENOUGH IS ENOUGH. Four thousand parking spots have been removed yet traffic is getting worse. A major cause of traffic is the driving around of motorist looking for parking spaces. So how does removing spaces solve this problem?

So please accommodate ALL types of commuters and ensure if the parking spaces are relocated, at least the same number of spots will be relocated appropriately.

SF Citizen, Voter, Tax Payer, Cyclist, Pedestrian and Motorist,  
Bernard Hill

---

**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors  
**Subject:** FW: Removal of parking on Marina Boulevard

-----Original Message-----

From: Jamey Frank [mailto:jameyfrank@me.com]  
Sent: Sunday, October 19, 2014 4:43 PM  
To: Board of Supervisors (BOS)  
Subject: Removal of parking on Marina Boulevard

As a 25 year citizen of San Francisco, I am vehemently opposed to the draconian anti-parking anti-car measures taken by SFMTA and the board of supervisors, as well as the mayors office. Clearly, you are not representing the majority of San Franciscans that use cars. I have a family, I have a dog , and I visit the Marina with by car as public transportation is completely impractical. Should you remove parking in the Marina, I simply will no longer visit, and point my car in the direction of the suburbs for shopping and recreation.

City government, and the bicycle coalition are completely out of control and running roughshod over the democratic process in San Francisco.

--Jamey ▪  
370 Church Street

<http://www.restorebalance14.org>

---

**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors; BOS-Legislative Aides  
**Subject:** FW: homeless in bart jeopardize conventions

-----Original Message-----

From: nick yale [<mailto:nyale@mindspring.com>]  
Sent: Thursday, October 16, 2014 1:14 AM  
To: Board of Supervisors (BOS)  
Subject: homeless in bart jeopardize conventions

Last night I entered the Powell St station at 4th and Market St from in front of the Old Navy store. As I descended the stairs I could see an encampment of homeless and even a dog near the bottom on the concourse level. I was then verbally harassed by one homeless person regarding the security guard uniform which I was still wearing after just getting off work at the Salesforce convention at Moscone Center.

I ignored the verbal taunts of "security guard" "security guard" and then proceeded to the turnstile to enter BART when I noticed a strong stench of excrement which nearly made me gag and was especially upsetting after just getting off a 12 hour shift to come home.

At the platform level I called on the white courtesy phone to complain about the homeless and the excrement and the agent indicated he would check it out.

I then boarded the last Dublin Pleasanton train about 12:20 AM. (Wednesday morning 10/15/14) Upon returning home I immediately called the BART police and spoke to operator 302 regarding why the homeless were being allowed to camp and relieve themselves inside the station and not be cleared out for blocking the exits to the transit station. I was especially disappointed because I had already complained of similar problems several months ago in the same station and new BART policies were passed to stop people from lying and blocking exits of transit stations. The operator advised that the agent had already put in a request to BART police to have the homeless persons removed. I asked when this call to police had been made and was told it was at 12:30 AM indicating it was only after my report had already been made to the agent 10 minutes earlier.

I am horrified that BART personnel are so indifferent to their responsibilities to enforce public decency and social order, especially during a trade show involving over 130,000 participants from 91 countries and projected to generate up to 100 million dollars in spending to the local economy.

I sincerely hope for all of us that this kind of poor reflection on our community does not jeopardize this or similar events from being held in San Francisco.

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**From:** Board of Supervisors (BOS)  
**To:** BOS-Supervisors  
**Subject:** FW: WHO'S NEXT ??

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**From:** Janette Barroca [mailto:jbb3252@yahoo.com]  
**Sent:** Thursday, October 16, 2014 6:47 PM  
**Subject:** WHO'S NEXT ??

***LET THE MAYOR KNOW HOW YOU FEEL ABOUT THIS . . . .***

The residents and taxpayers of San Francisco can only hope that the Fire Commission and Mayor Ed Lee will resist this thuggish attempt to oust a fire chief in payback for an earlier discipline action against high-ranking members of the department. *If these conspirators are successful, they will establish a model for a banana-republic style of governance in San Francisco.*

**Who's next?** The police chief, the director of public health, the controller? As an experienced chief administrative officer of San Francisco, Mayor Lee can be expected to understand the dangers posed by such a grievance-based attack as we are now witnessing being leveled against Fire Chief Joanne Hayes-White, who in 2013, faced with a disciplinary challenge, **dared to do the right thing!**

BOS-11

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**Subject:** Letter to Supervisors  
**Attachments:** SFPUC Appointee ltr10-13-14.doc; ATT00001.htm

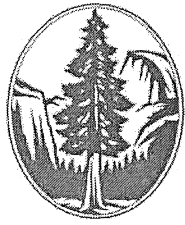
Rules Clerk  
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**From:** Feinstein Arthur [<mailto:arthurfeinstein@earthlink.net>]  
**Sent:** Saturday, October 18, 2014 1:30 PM  
**To:** Calvillo, Angela (BOS)  
**Subject:** Letter to Supervisors

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**San Francisco Group of the San Francisco Bay Chapter**

October 17, 2014

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

RE: Reject Any SFPUC Commission Appointees Not Committed to a 2015 Launch of CleanPowerSF

Dear President Chiu:

The Sierra Club views the near term launch of San Francisco's CleanPowerSF Community Choice program as vital to the City meeting its clean energy goals, and showing global leadership toward reversing the climate crisis.

To this end, it is essential that the SFPUC Commission be comprised of a majority of members who support launching CleanPowerSF.

Therefore we strongly urge you to reject any mayoral appointee to the SFPUC Commission who will not firmly and credibly commit to support a 2015 launch of the CleanPowerSF program.

Sincerely yours,  
Arthur Feinstein, Chapter Conservation Chair  
590 Texas Street  
San Francisco, CA 94107

CC:

Clerk of the San Francisco Board of Supervisors, Angela Calvillo, [Angela.Calvillo@sfgov.org](mailto:Angela.Calvillo@sfgov.org)  
Supervisor Eric L. Mar, [eric.l.mar@sfgov.org](mailto:eric.l.mar@sfgov.org)  
Supervisor Mark Farrell, [mark.farrell@sfgov.org](mailto:mark.farrell@sfgov.org)  
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