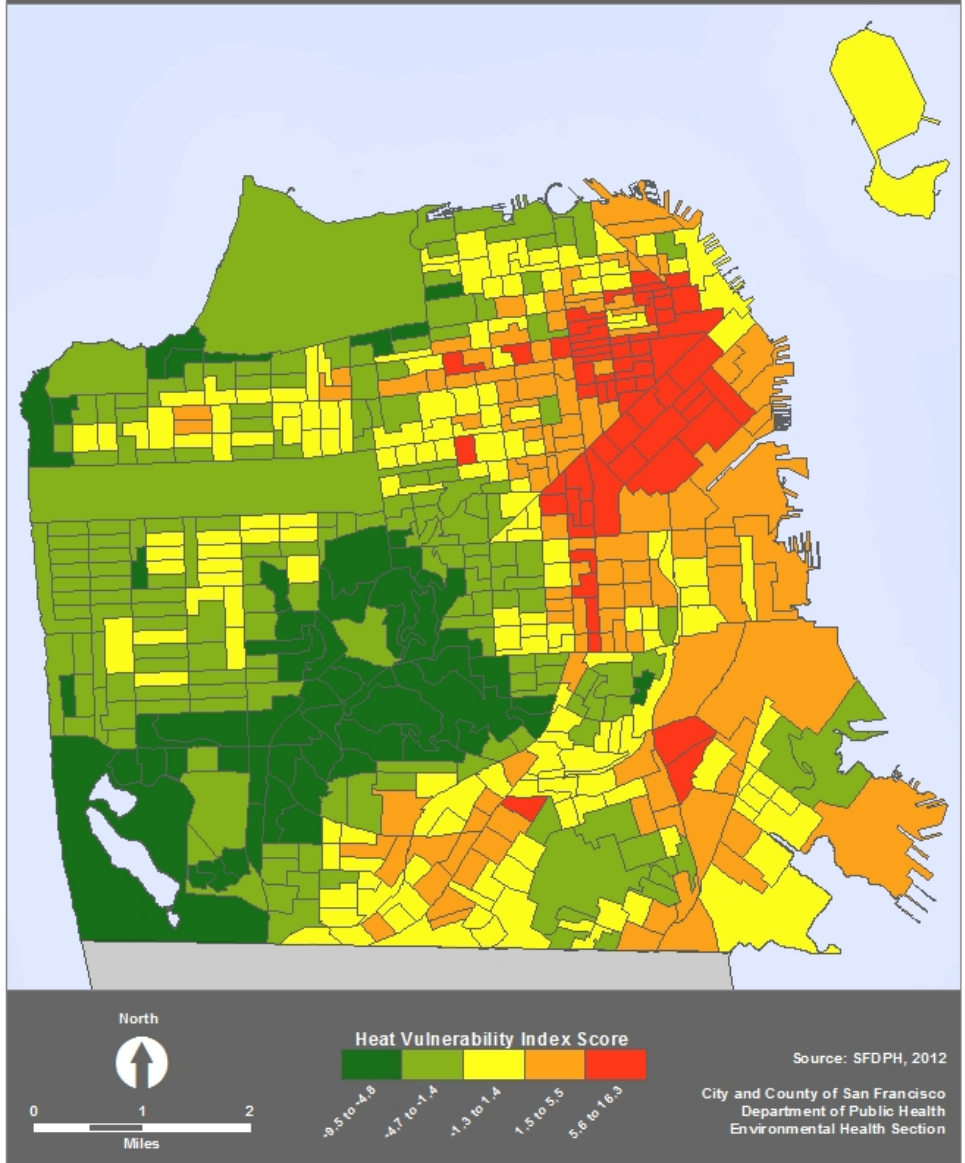


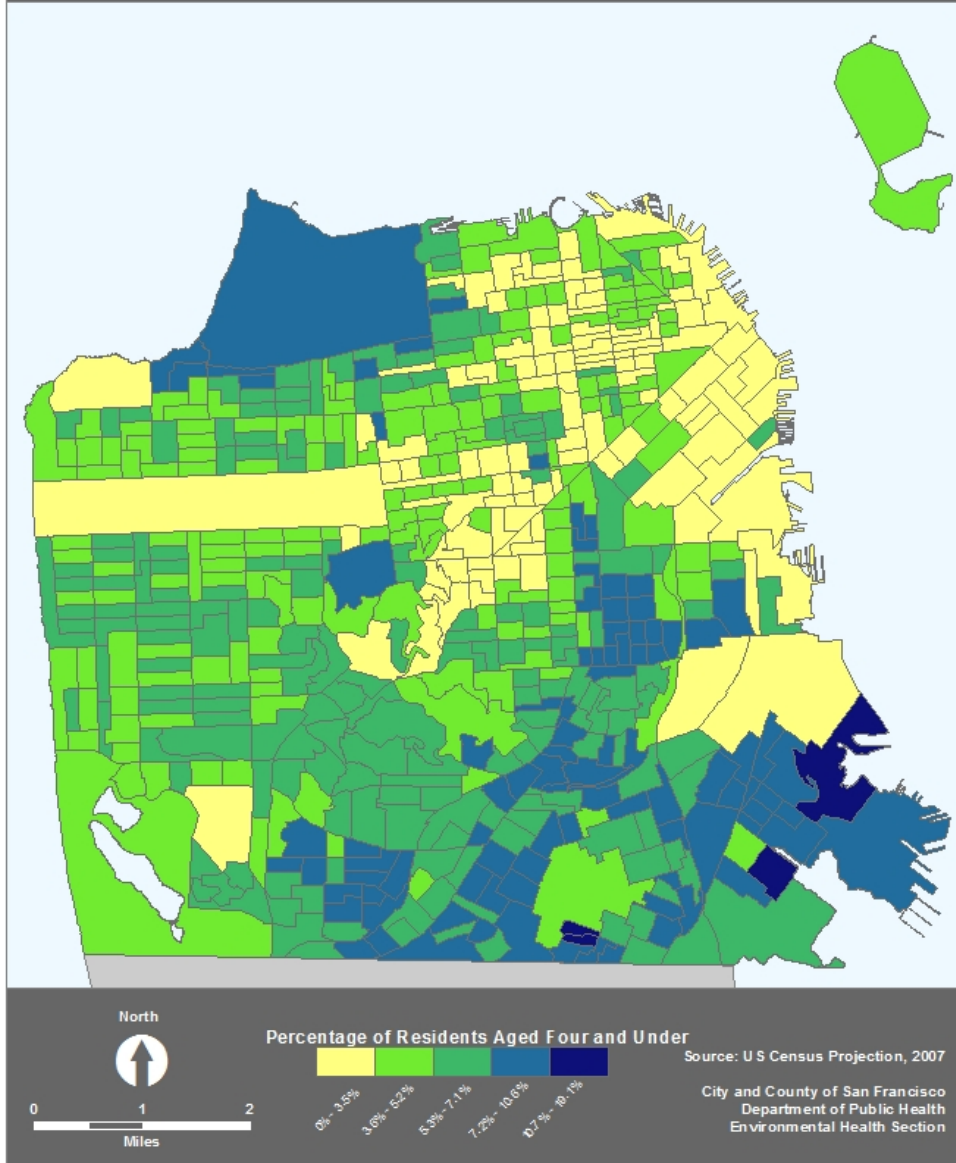
Populations and Risk Factor Maps for Adverse Health Outcomes from Extreme Heat



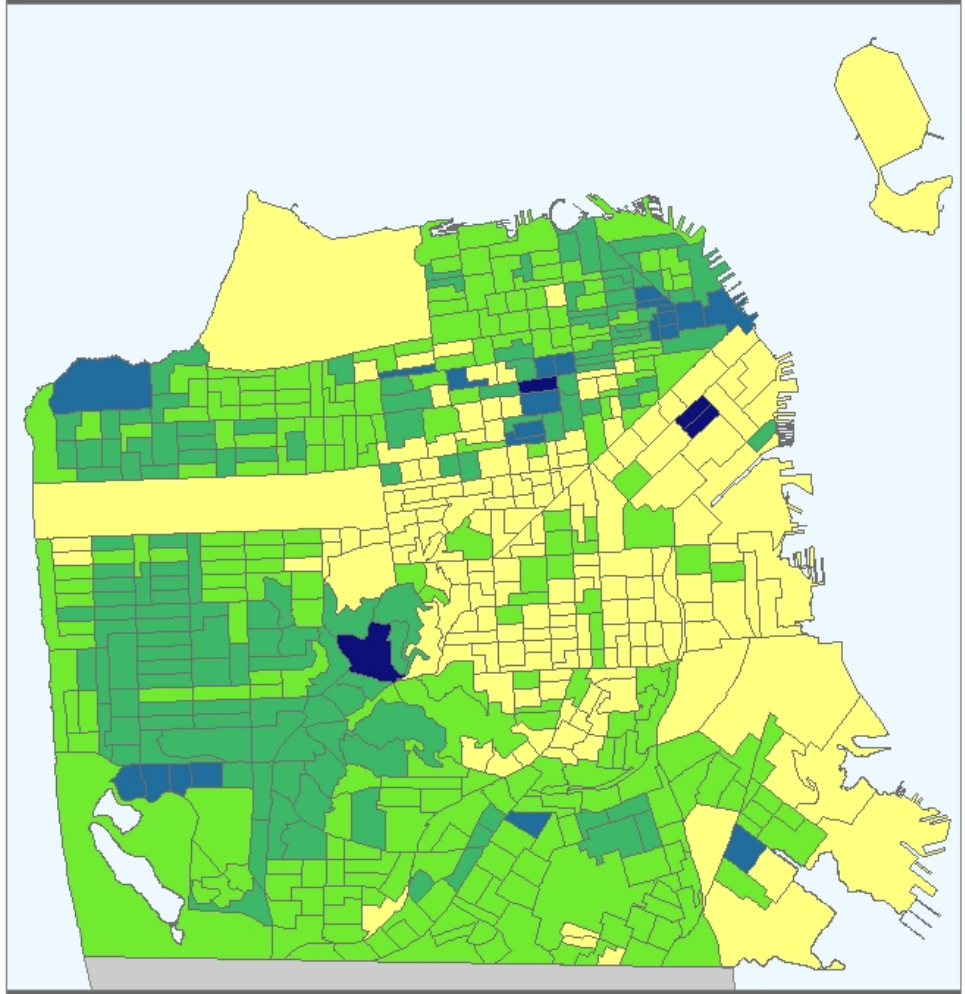
Heat Vulnerability Index by Census Block Group San Francisco, CA



Infants and Young Children by Census Block Group San Francisco, CA



Percent of Residents Aged 65 and Over by Census Block Group San Francisco, CA



North

0 1 2
Miles

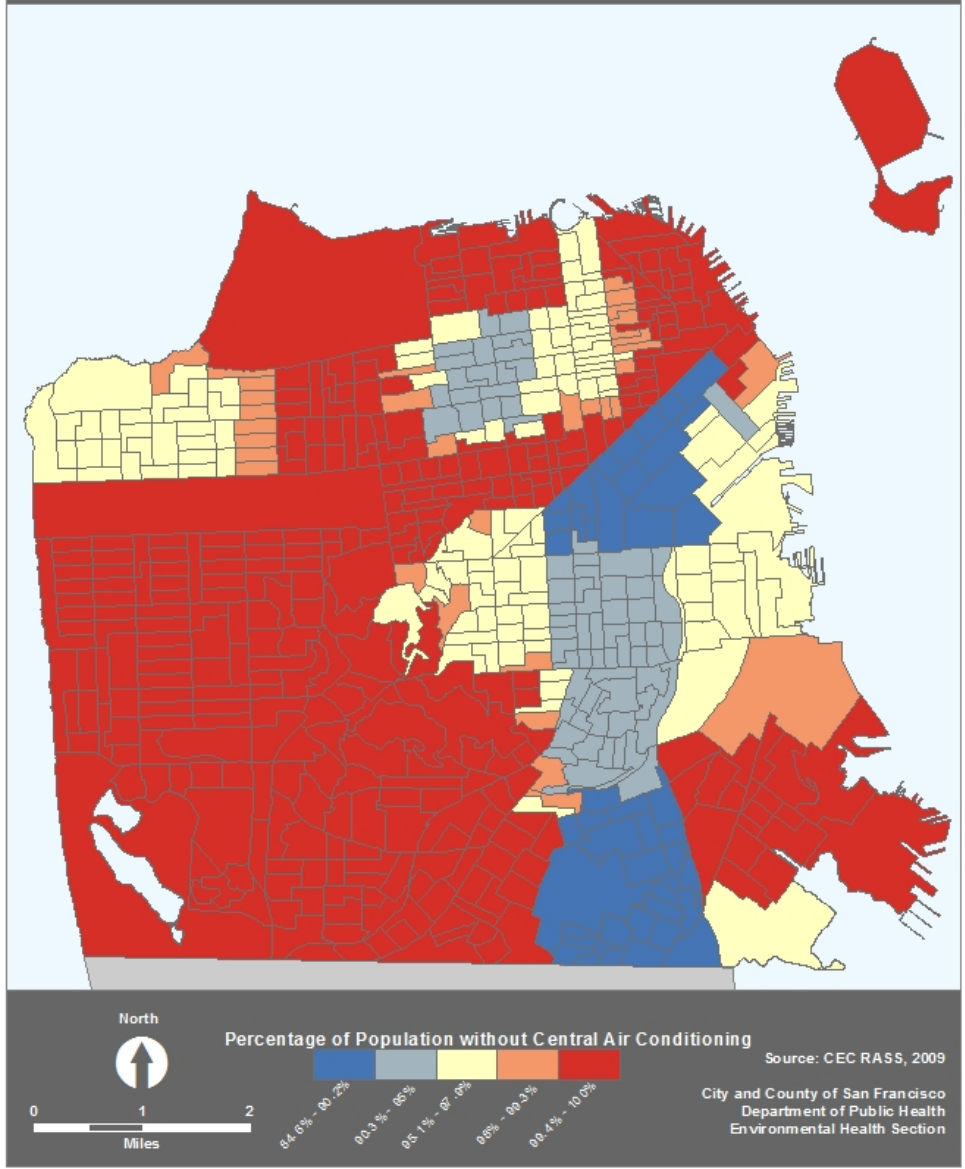
Percentage of Residents Aged 65 and Over

2% - 11%	12% - 17%	18% - 26%	27% - 41%	42% - 76%
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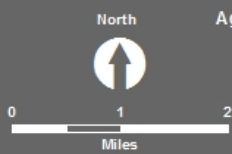
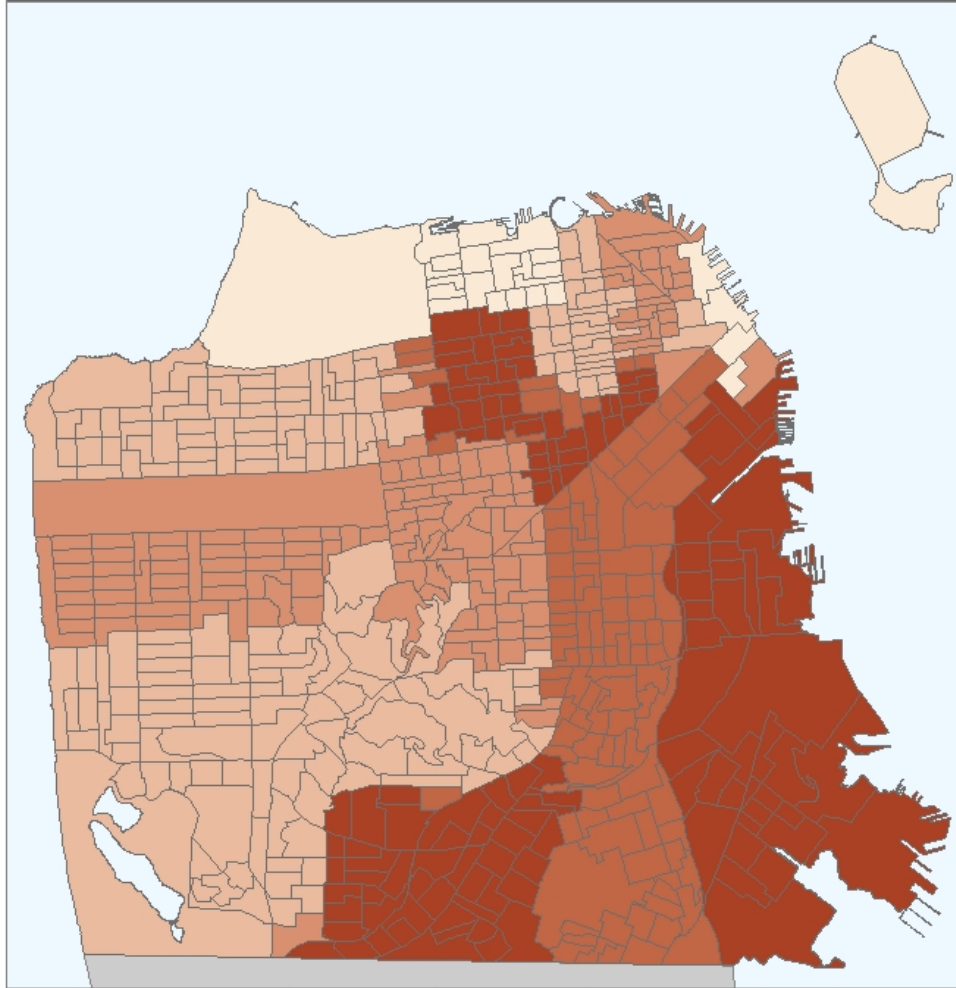
Source: U.S. Census Projection, 2007

City and County of San Francisco
Department of Public Health
Environmental Health Section

Air Conditioning Prevalence by Census Block Group San Francisco, CA



Rate of Asthma Hospitalizations by Census Block Group San Francisco, CA



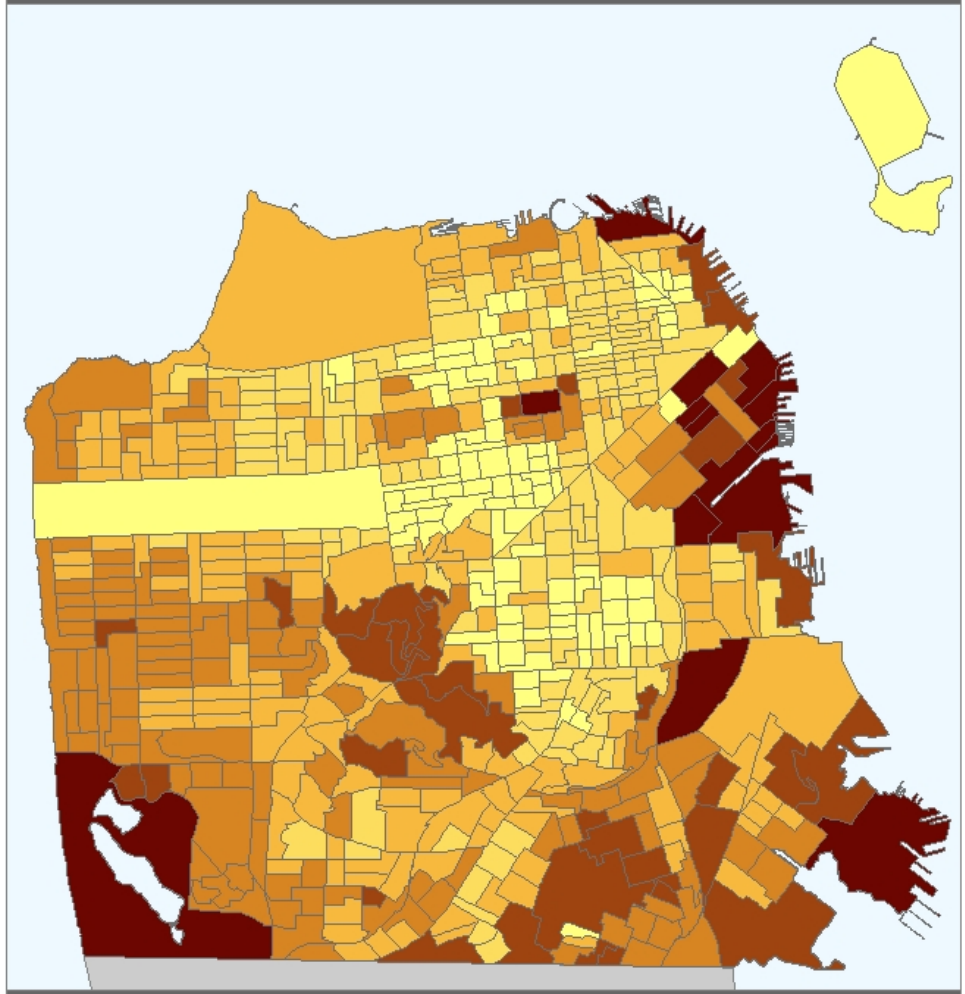
Age-Adjusted Rate of Asthma Hospitalizations
per 10,000 residents per year (2006-2008)



Source: California Breathing, 2009

City and County of San Francisco
Department of Public Health
Environmental Health Section

Average Building Age by Census Block Group San Francisco, CA



North

0 1 2
Miles

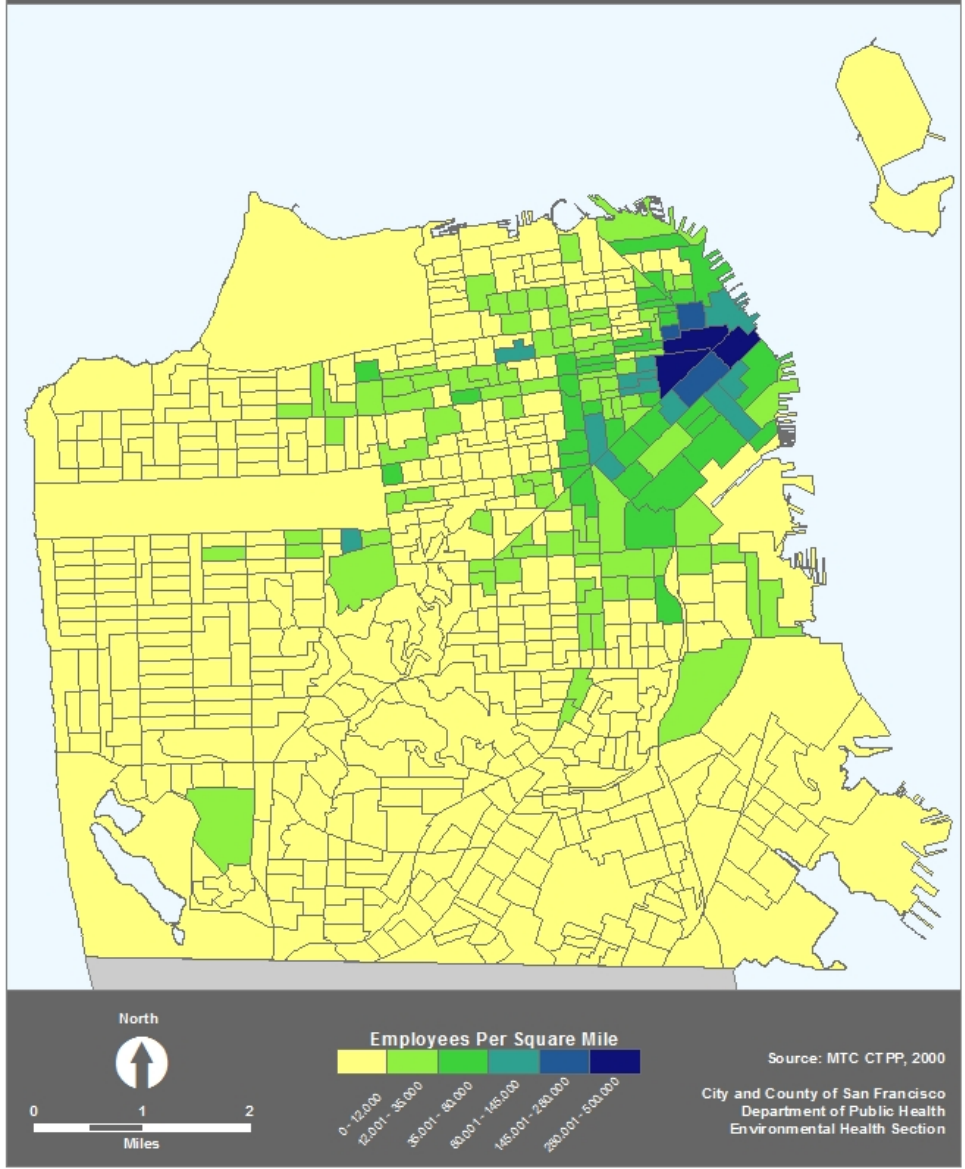
Average Building Year Built

1900 - 1915	1916 - 1925	1926 - 1935	1937 - 1950	1951 - 1969	1970 - 2004
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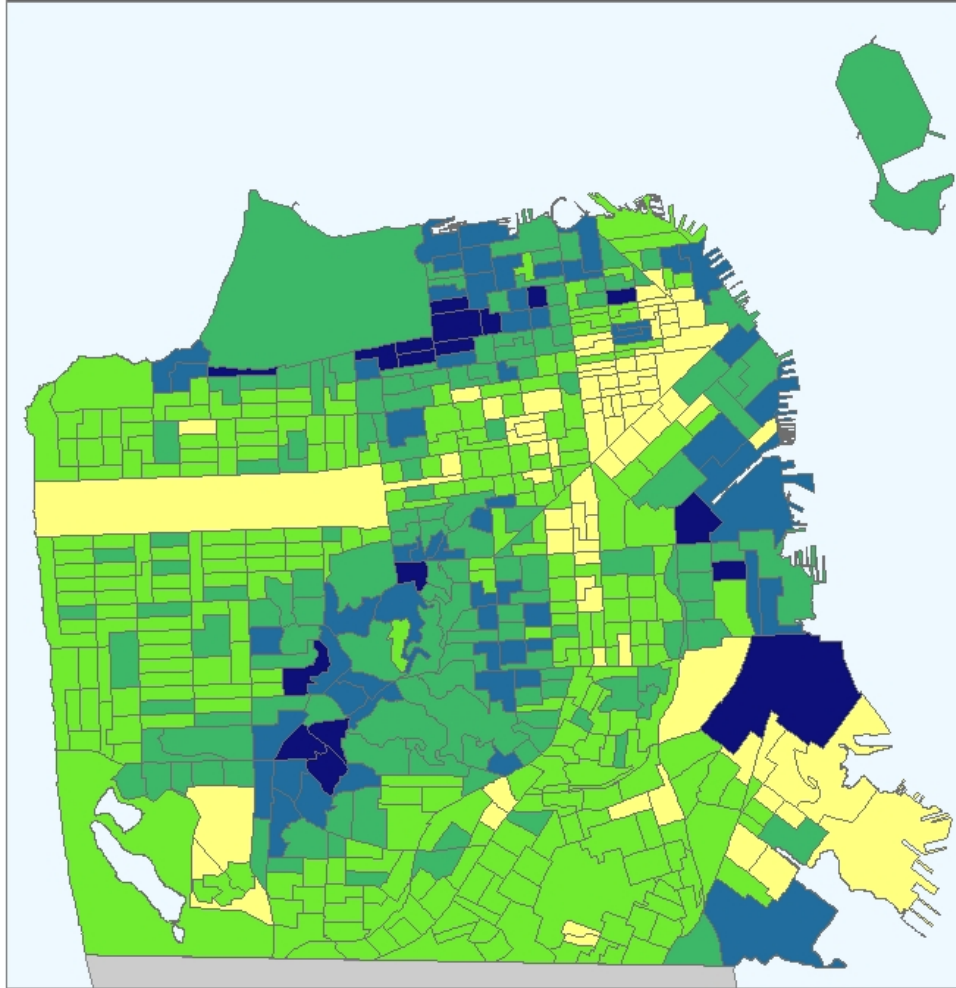
Source: SF Dept of Public Works

City and County of San Francisco
Department of Public Health
Environmental Health Section

Employee Density by Census Block Group San Francisco, CA



Income by Census Block Group San Francisco, CA

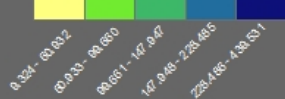


North



0 1 2
Miles

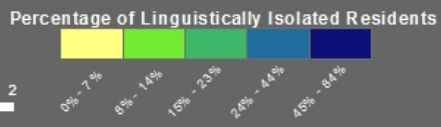
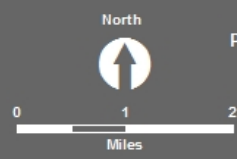
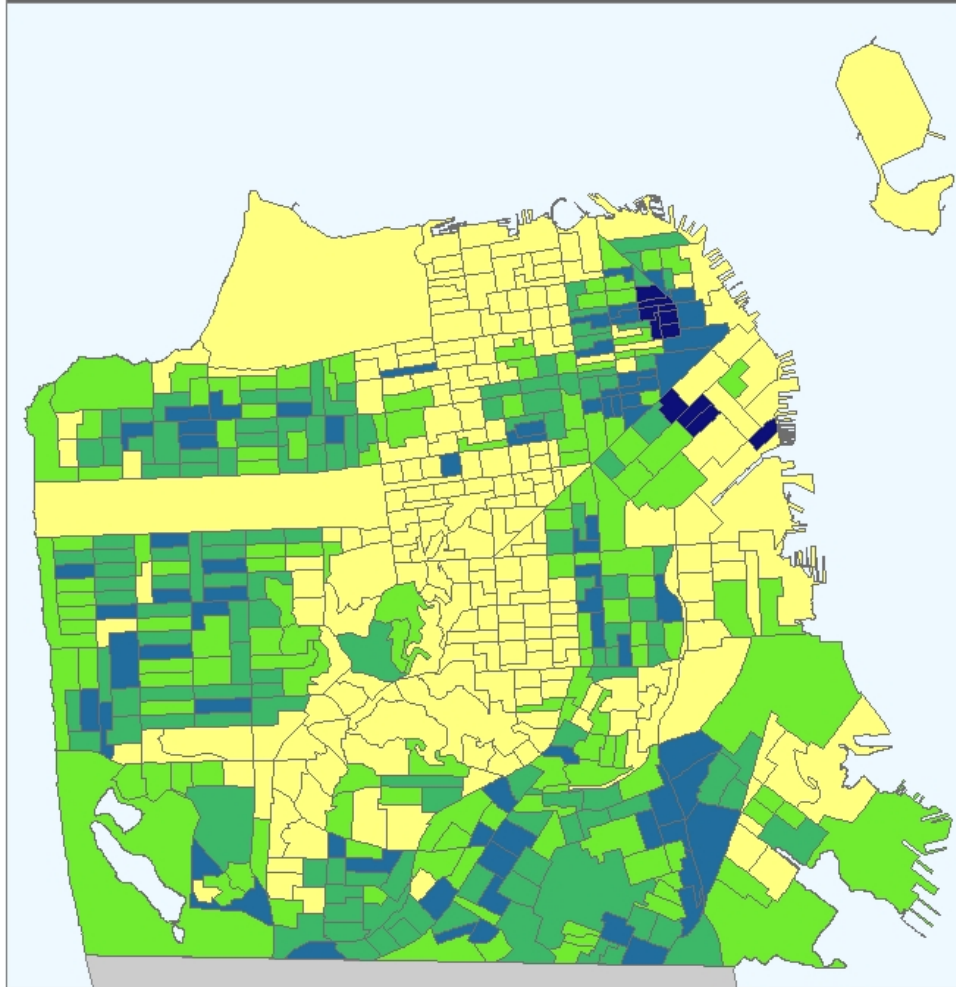
Average Household Income



Source: U.S. Census Projection, 2007

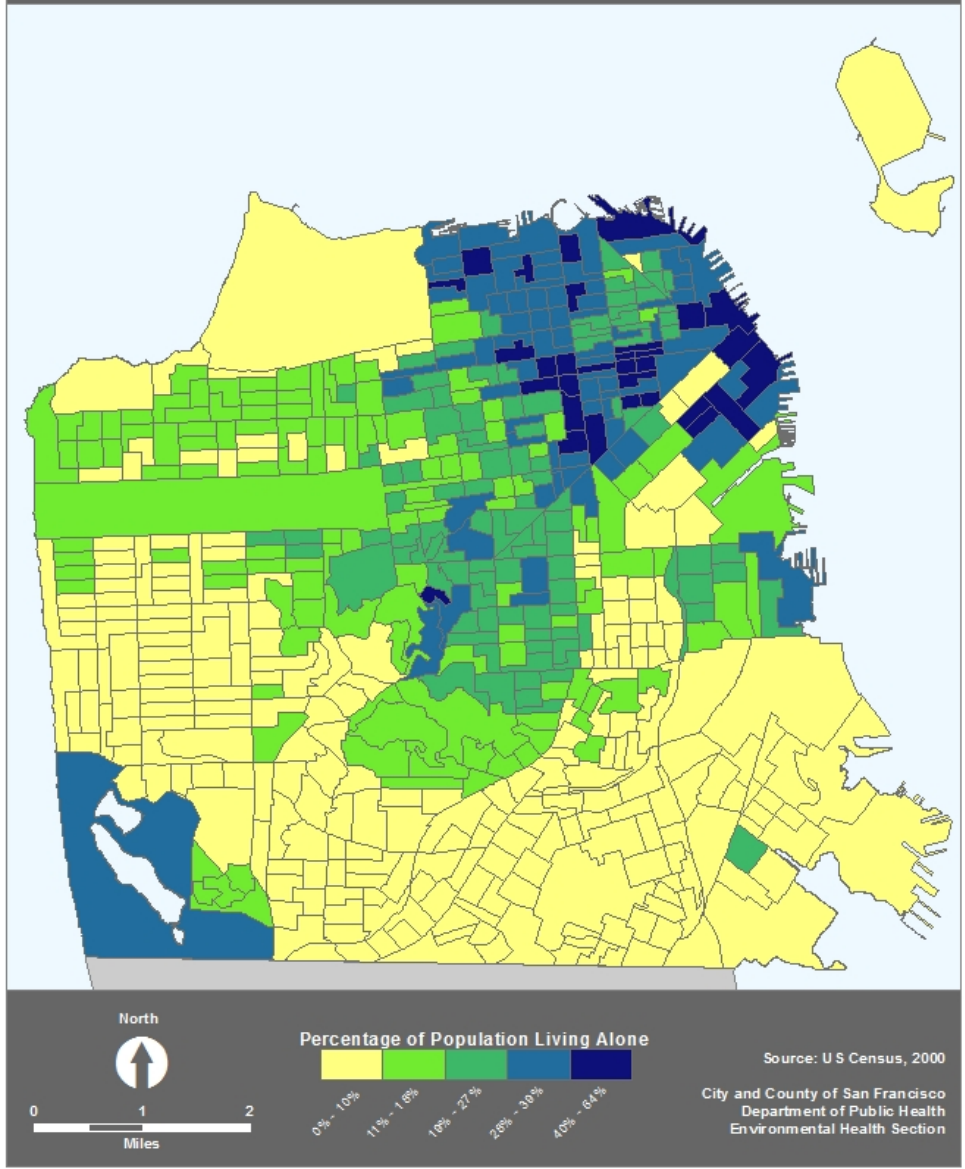
City and County of San Francisco
Department of Public Health
Environmental Health Section

Linguistic Isolation by Census Block Group San Francisco, CA

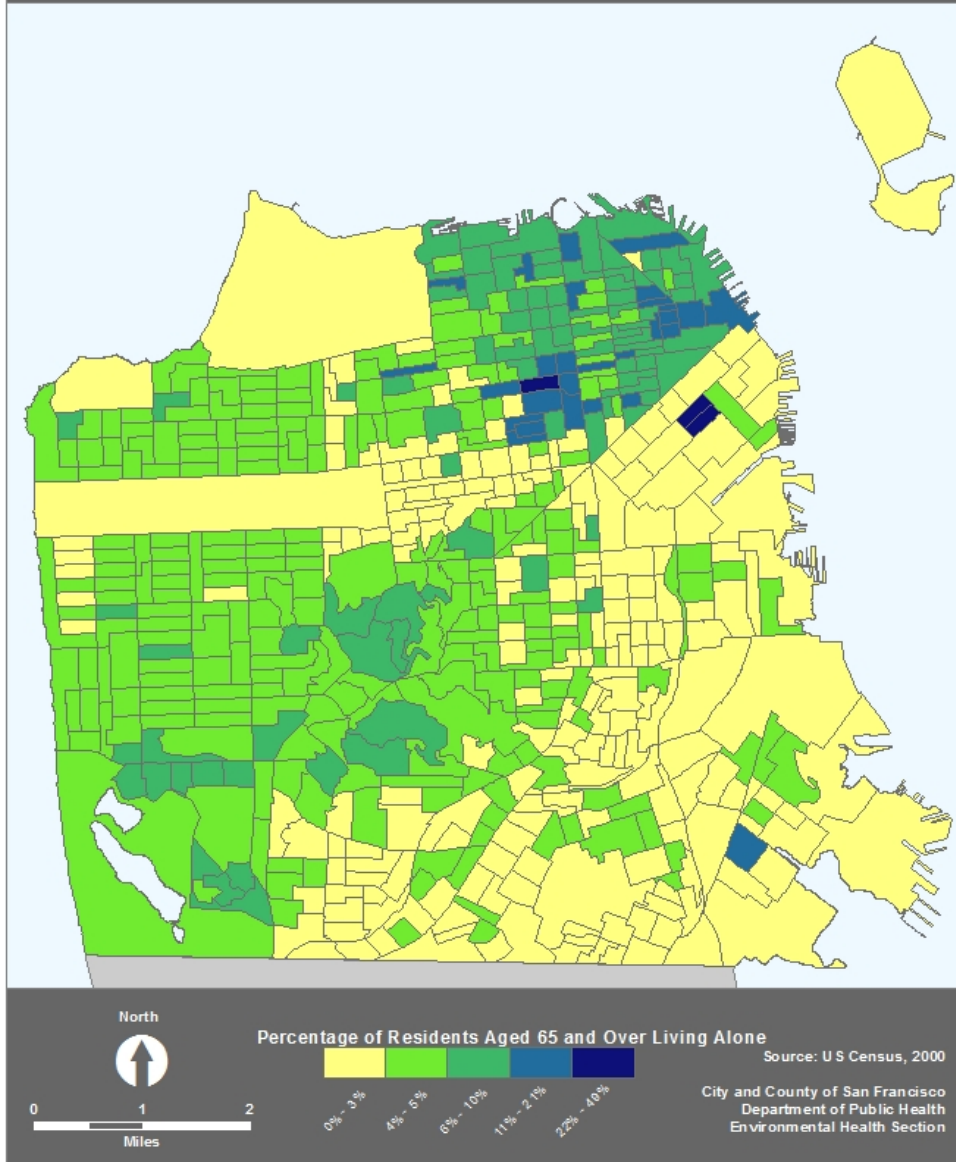


Source: U.S. Census Projection, 2007
City and County of San Francisco
Department of Public Health
Environmental Health Section

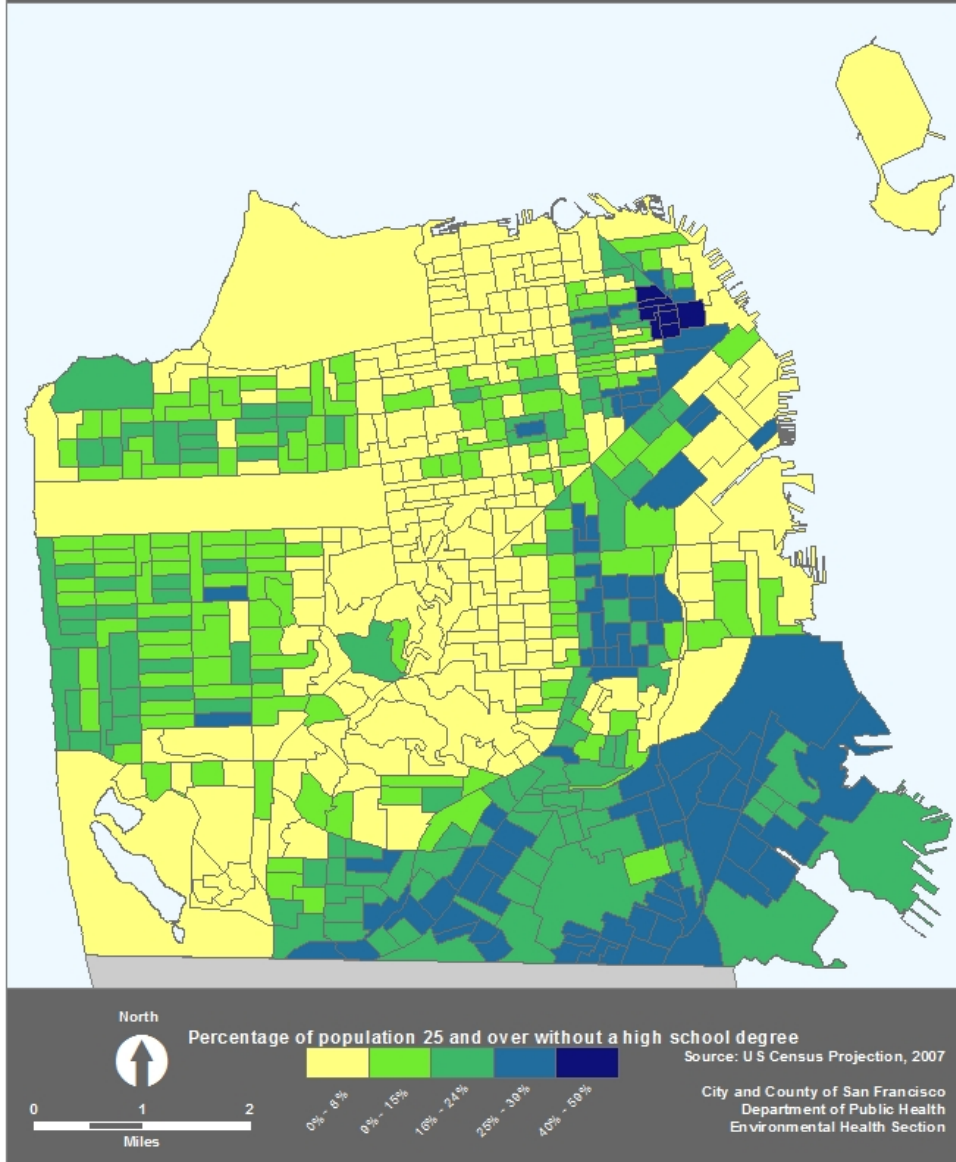
Social Isolation by Census Block Group San Francisco, CA



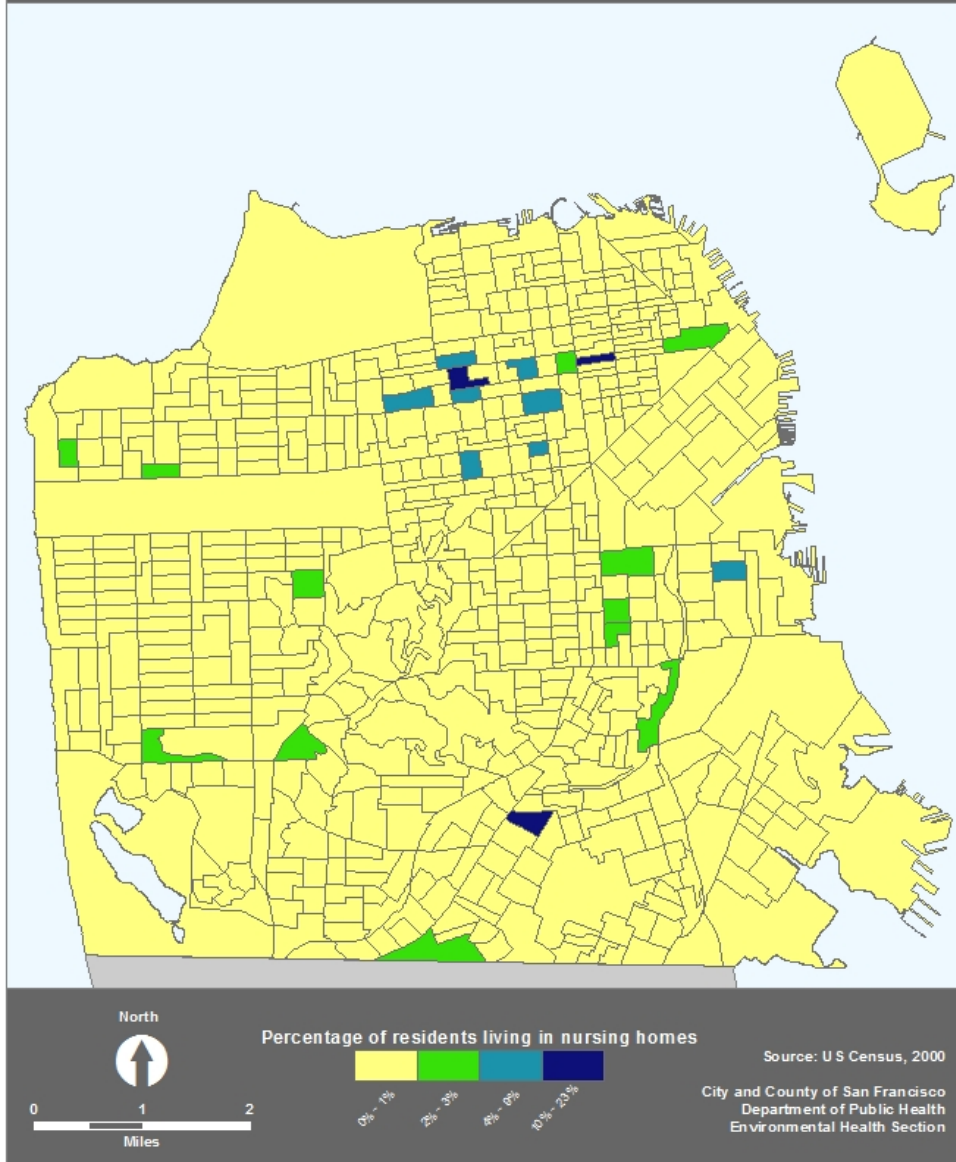
Social Isolation Among Elderly by Census Block Group San Francisco, CA



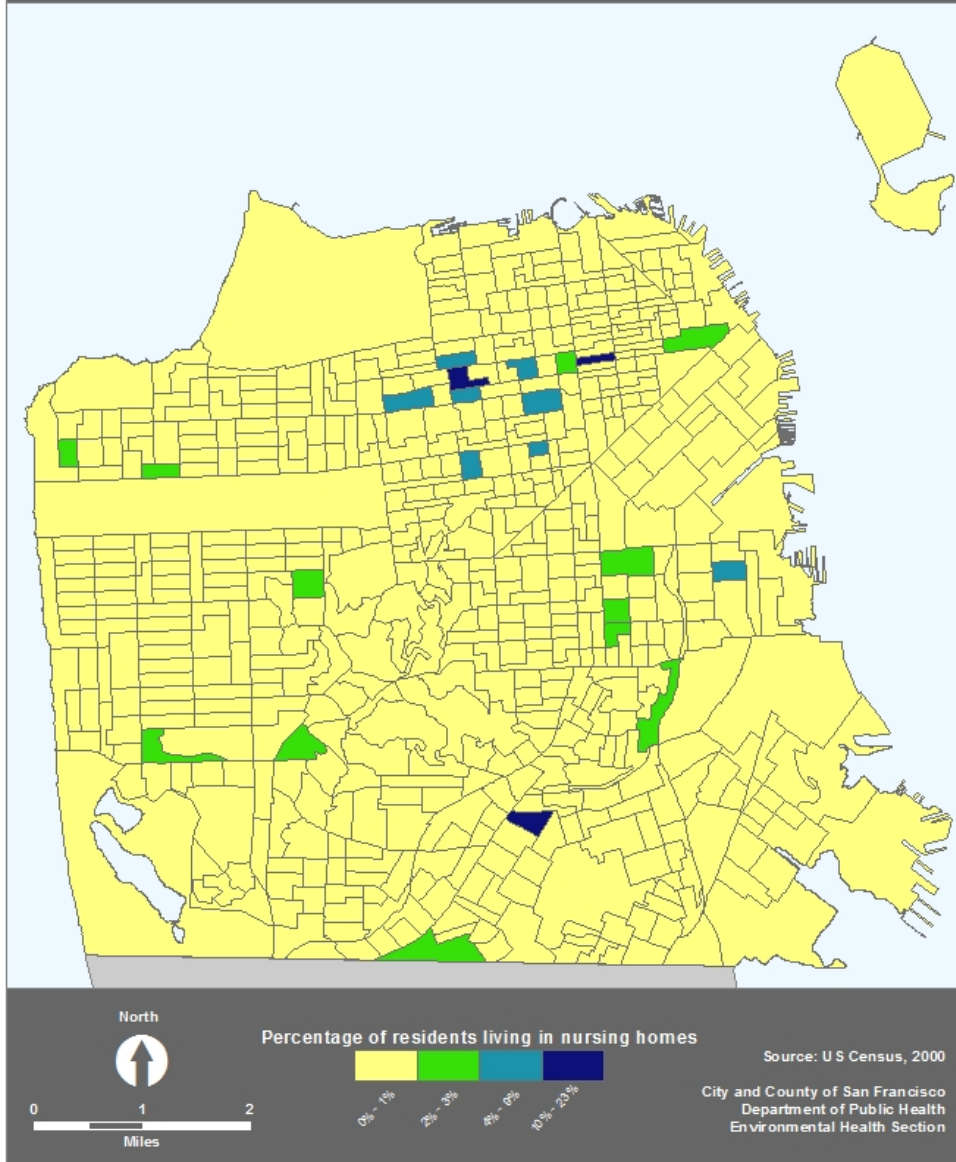
Educational Attainment by Census Block Group San Francisco, CA



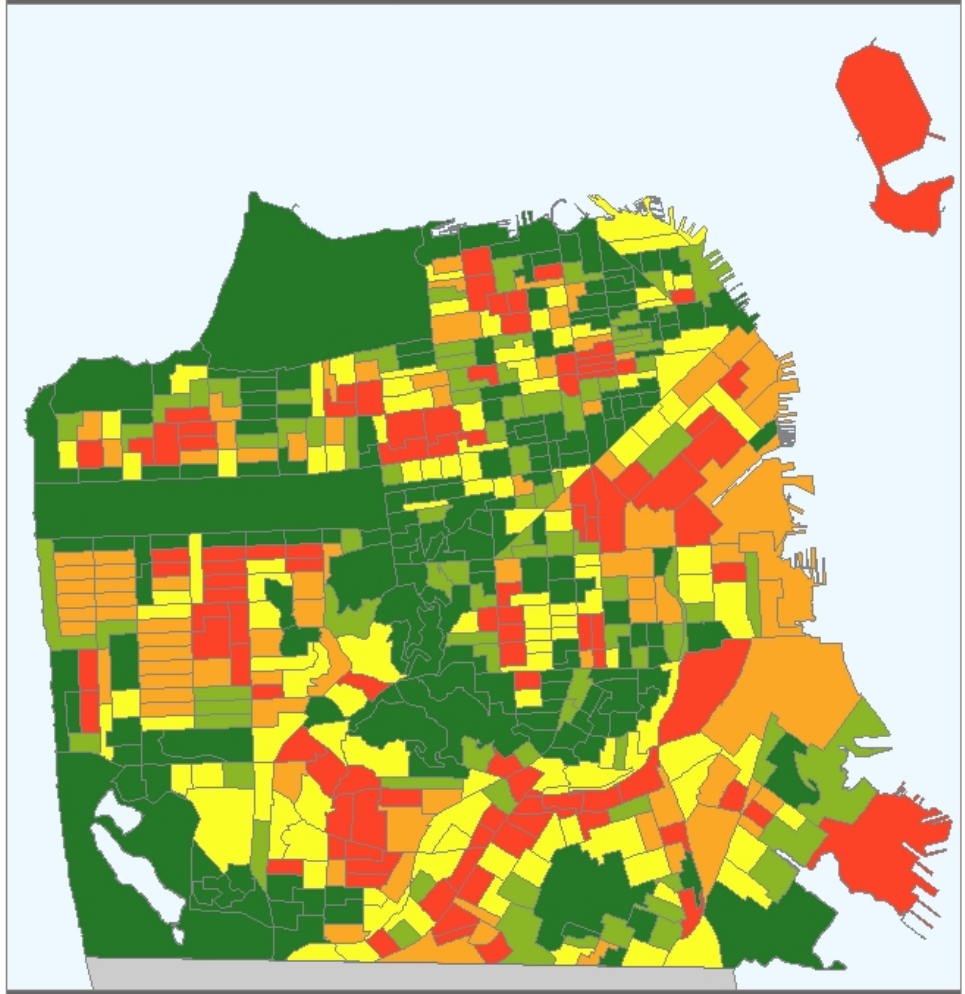
Residents Living in Nursing Homes by Census Block Group San Francisco, CA



Residents Living in Nursing Homes by Census Block Group San Francisco, CA



Percentage of Residents Without Park Access by Census Block Group San Francisco, CA



North

0 1 2
Miles

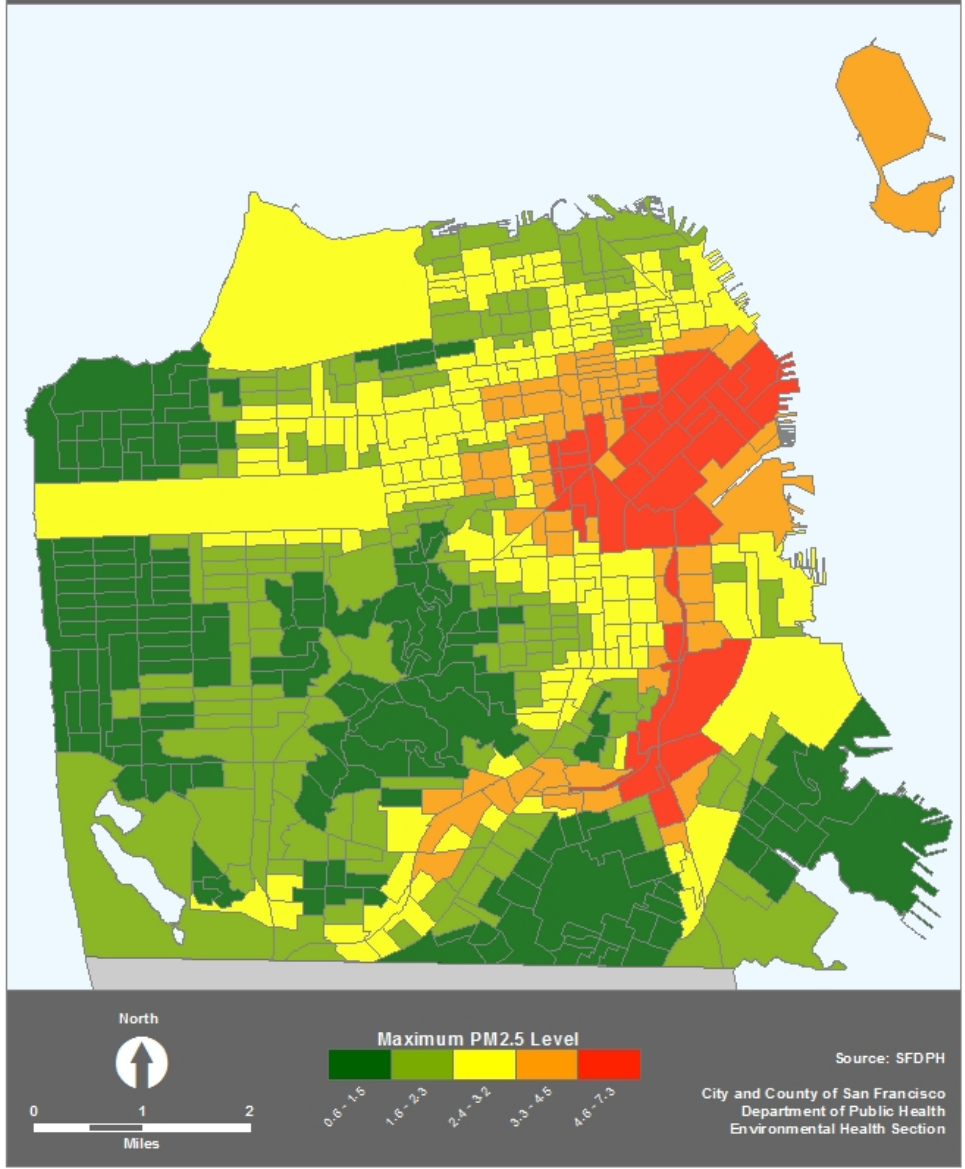
Percentage of residents living more than 200 meters from a park

0% - 14%	15% - 34%	35% - 55%	57% - 81%	82% - 100%
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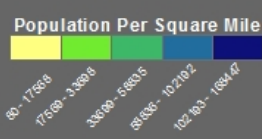
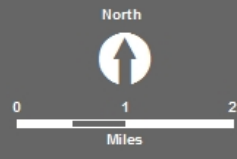
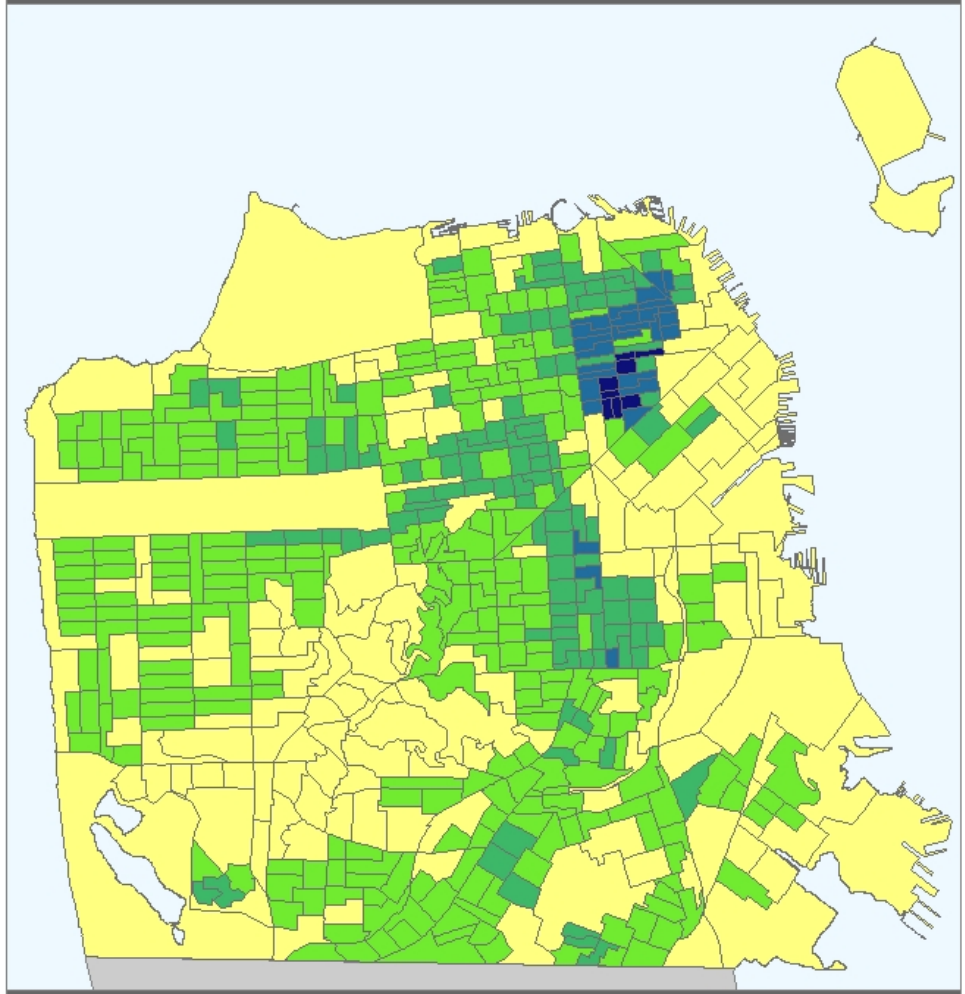
Source: SFDPH

City and County of San Francisco
Department of Public Health
Environmental Health Section

Maximum Fine Particulate Matter (PM 2.5) Level by Census Block Group San Francisco, CA



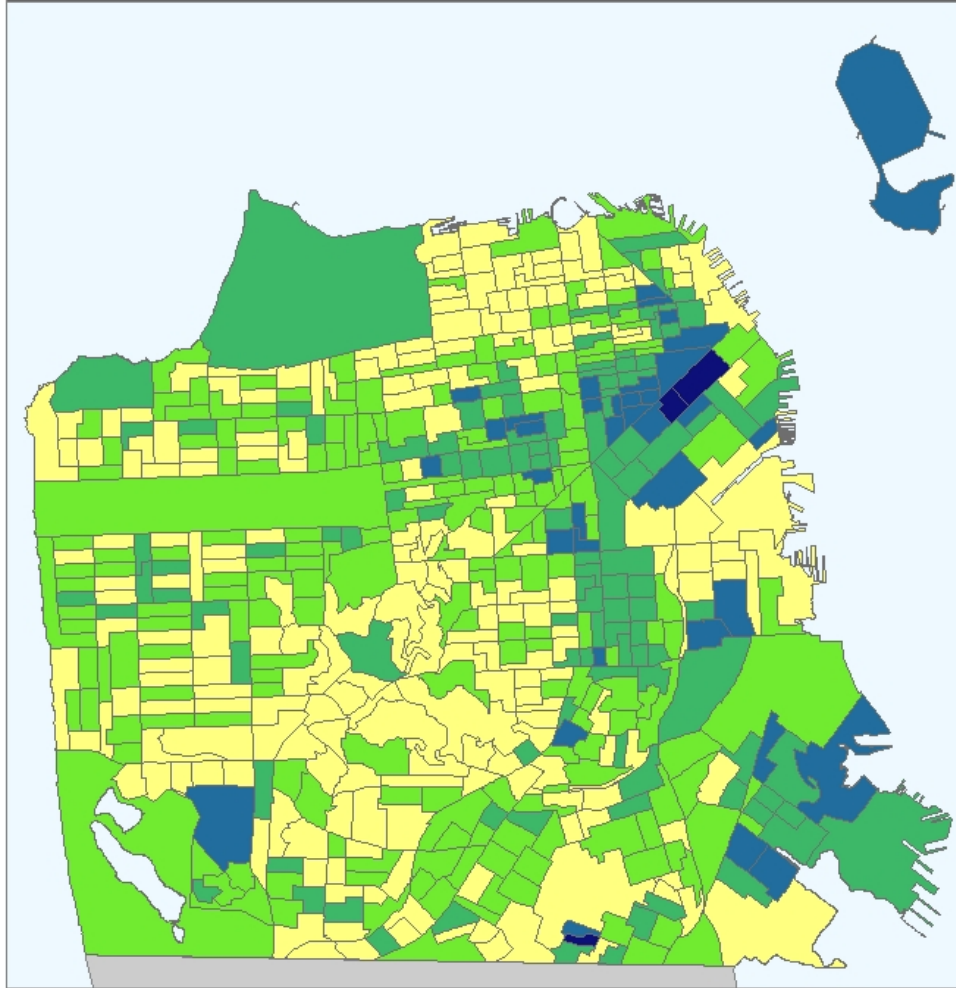
Population Density by Census Block Group San Francisco, CA



Source: U.S. Census Projection, 2007

City and County of San Francisco
Department of Public Health
Environmental Health Section

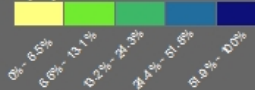
Proportion of Residents Living in Poverty by Census Block Group San Francisco, CA



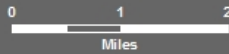
North



Proportion of population below U.S. Federal Poverty Line

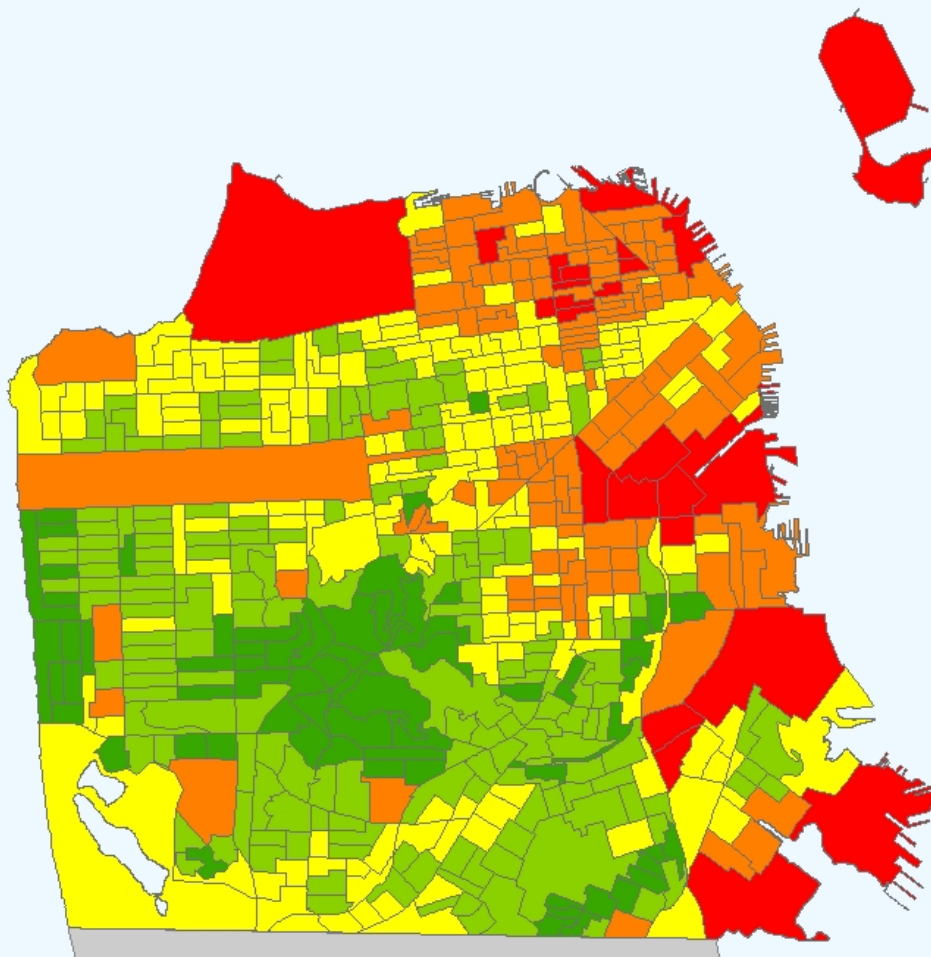


Source: U.S. Census, 2000




City and County of San Francisco
Department of Public Health
Environmental Health Section

Maximum Surface Temperature, May 2008,
by Census Block Group
San Francisco, CA



North



0 1 2
Miles

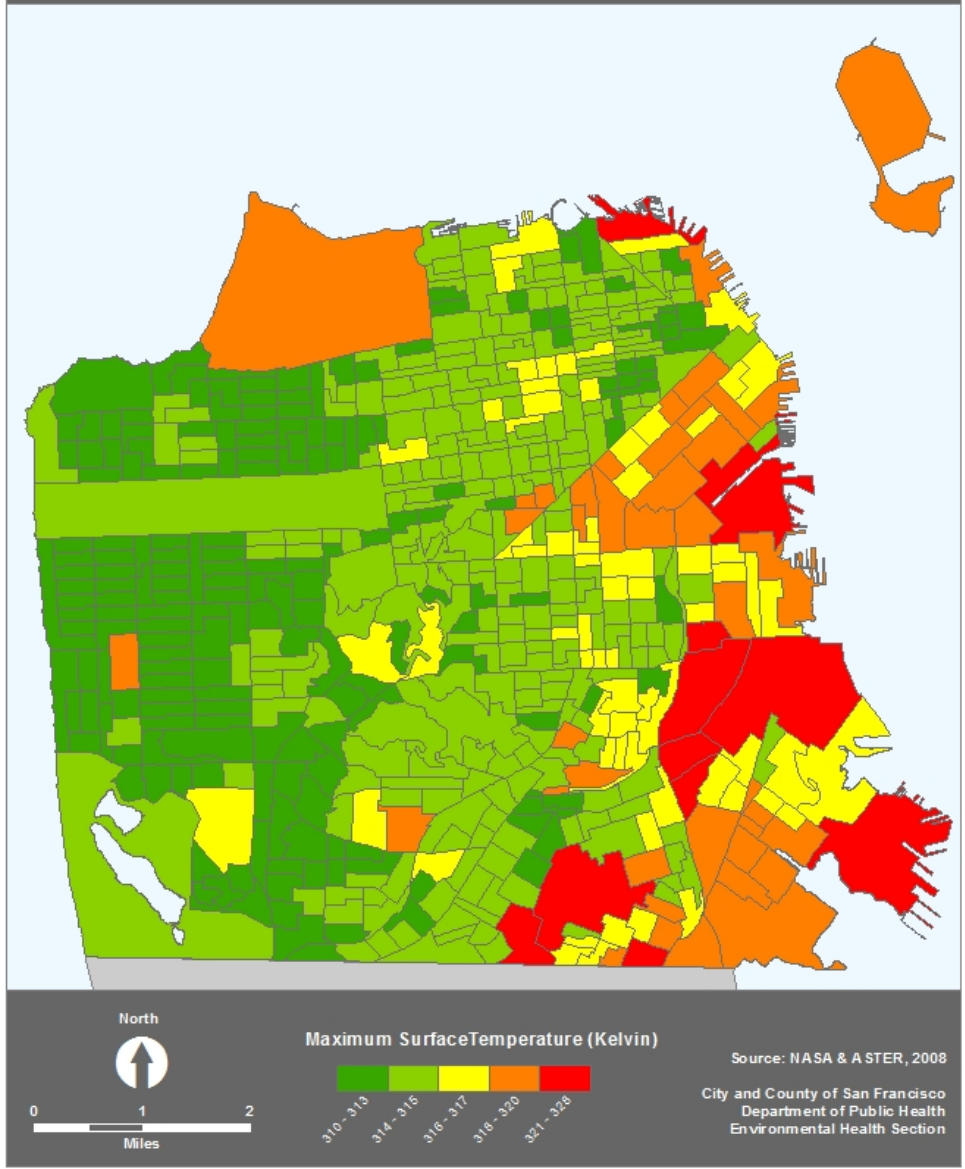
Maximum Surface Temperature (Kelvin)

204.8 - 207.8	207.9 - 208.5	208.6 - 301.2	301.3 - 303.4	303.5 - 307.5
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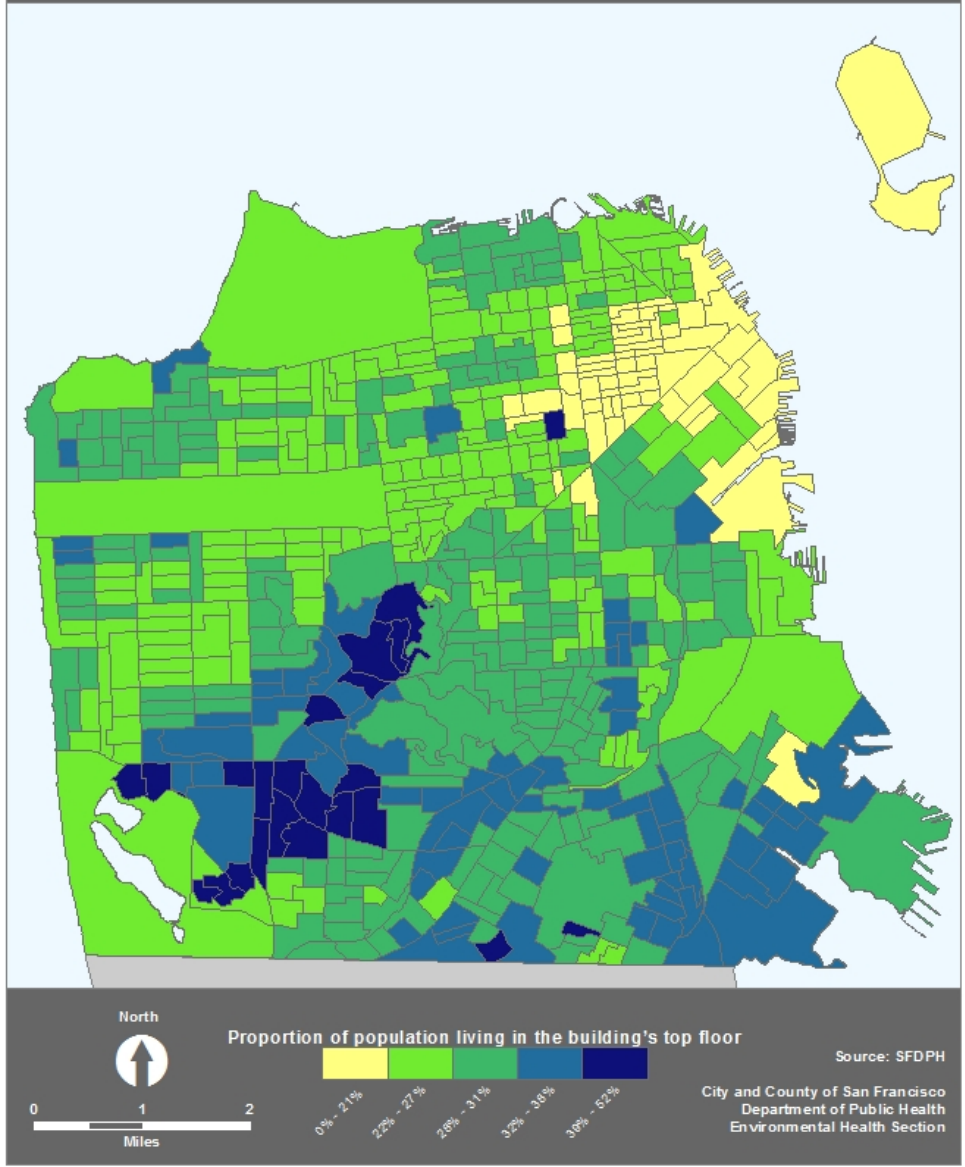
Source: NASA & ASTER, 2008

City and County of San Francisco
Department of Public Health
Environmental Health Section

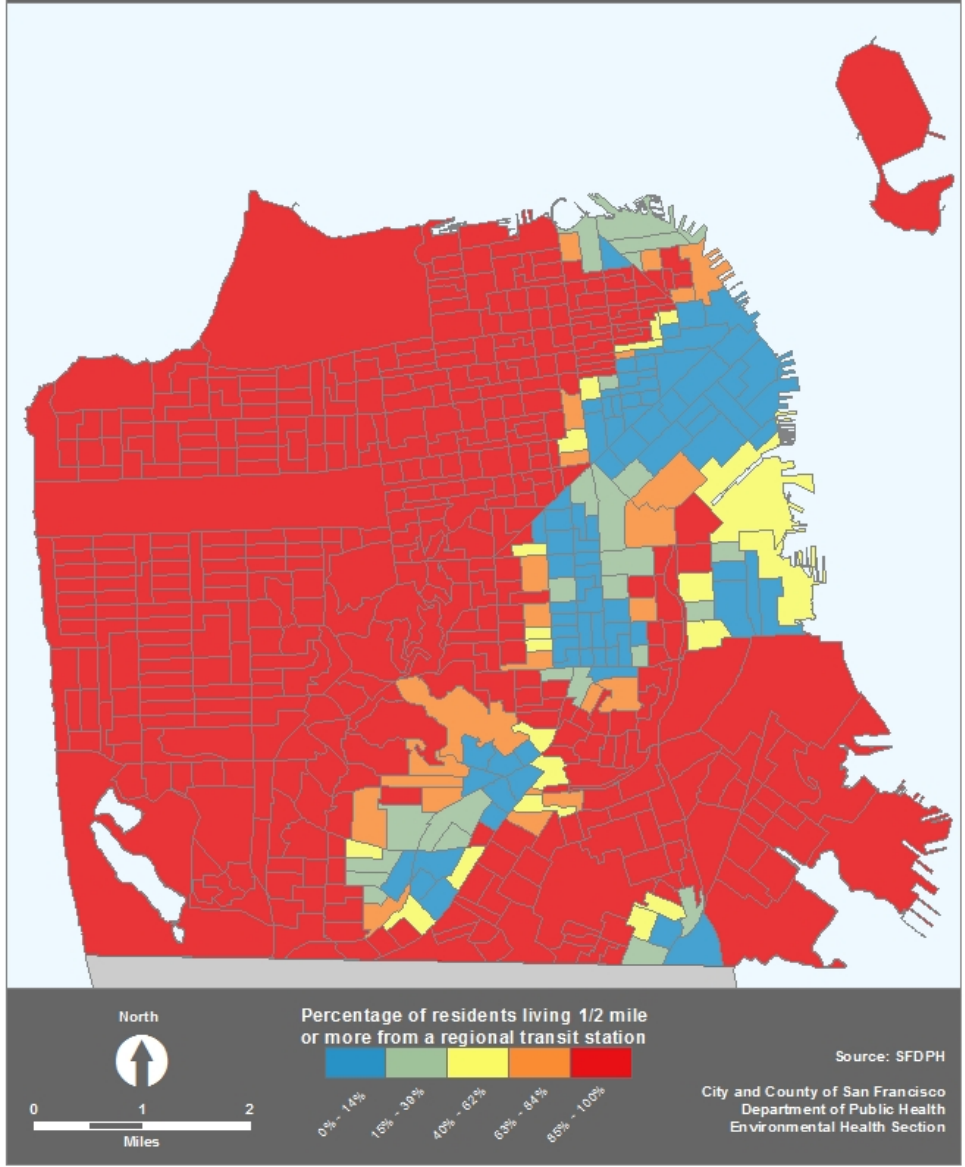
Maximum Surface Temperature, September 2008, by Census Block Group San Francisco, CA



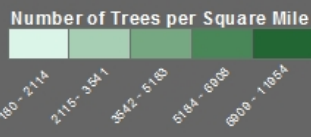
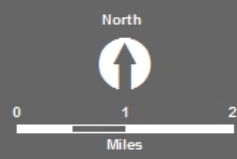
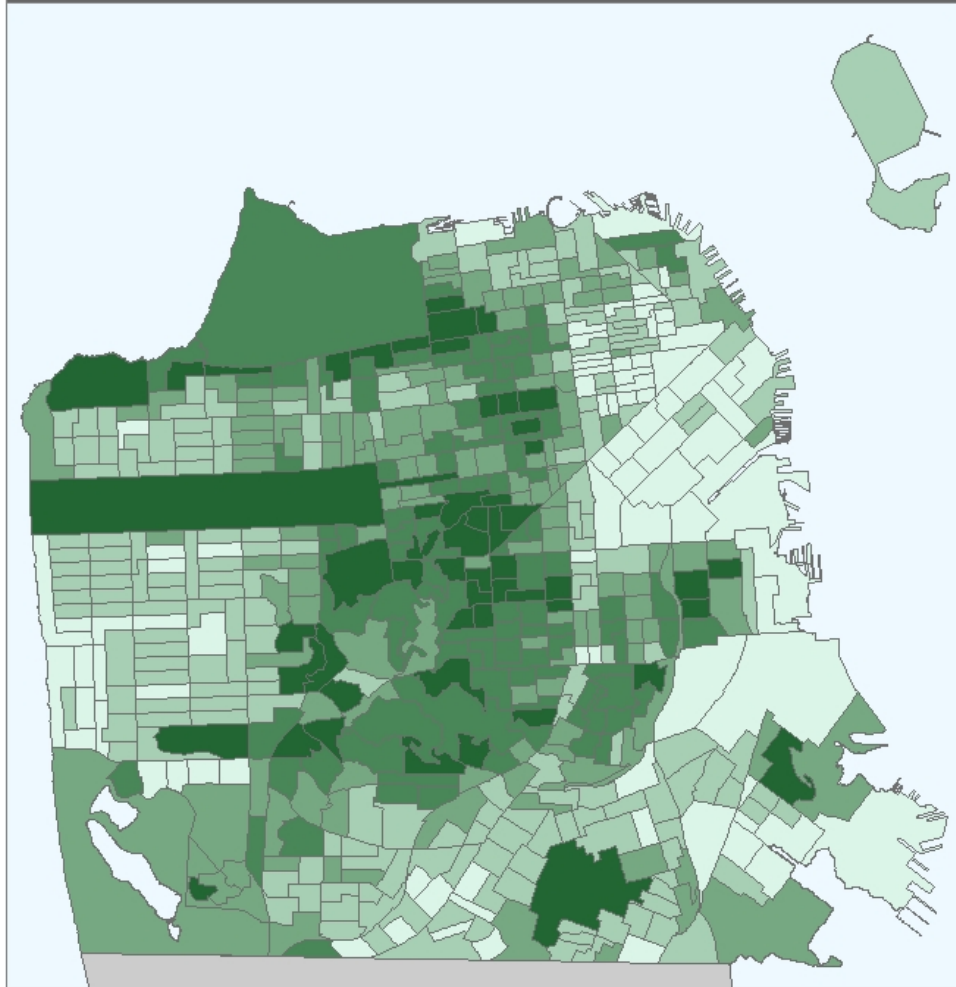
Proportion of People Living on the Top Floor by Census Block Group San Francisco, CA



Percentage of Residents Without Access to Regional Transportation by Census Block Group San Francisco, CA



Tree Density by Census Block Group San Francisco, CA



Source: LIDAR Tree data, 2007
City and County of San Francisco
Department of Public Health
Environmental Health Section

Tuesday August 29

Locations: Coastal locations are forecasted to warm to above seasonal averages

San Francisco's heat risk is none to low risk for excessive heat.



Potential Heat Risks

Valid:

August 31, 2017

Magenta Means...

Very high risk – entire population at risk to the heat.

Red Means...

High risk – much of the population is at risk to the heat.

Orange Means...

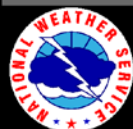
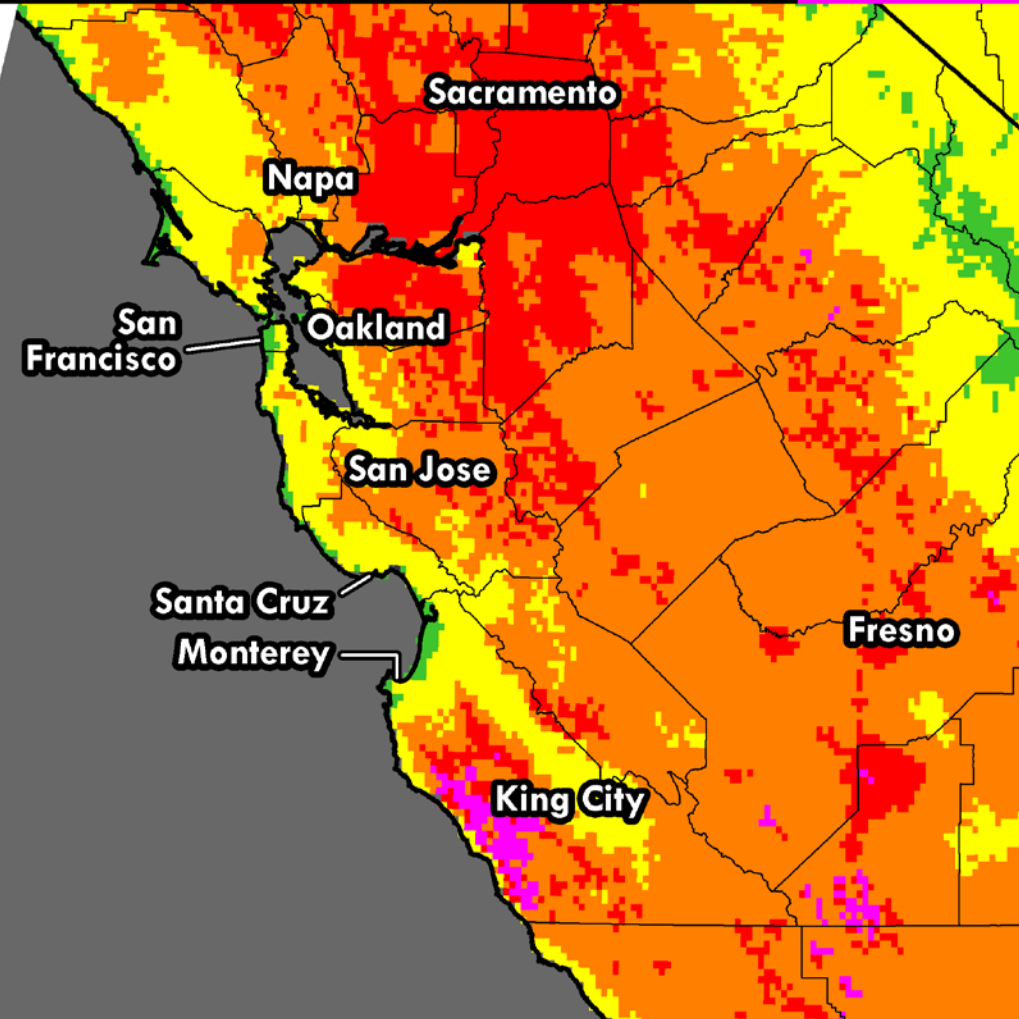
Moderate risk – particularly those sensitive to the heat.

Yellow Means...

Low risk – for those extremely sensitive to the heat.

Green Means...

No risks anticipated.



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Tuesday August 29

Locations: Inland locations.

San Francisco is not included in the Excessive Heat Watch.



Excessive Heat Watch



Hot Inland Temperatures

- ✓ An Excessive Heat Watch has been issued for inland areas from Thursday through Monday.
- ✓ A building high pressure will result in a robust warming trend bringing hot temperatures to inland communities. Highs will be in the mid 90s to 105 for many locations. A few spots will get to 110.

Impacts & Preparedness

- ✓ Increased risk of heat related illnesses.
- ✓ Take extra care of pets, crops, and livestock.
- ✓ If heading to the coast to escape temperatures be aware of local beach hazards, such as rip currents.



weather.gov/sanfrancisco



Wednesday August 30

Locations: Inland locations.

San Francisco is not included in the Excessive Heat Warning. High temperature of 86 degrees predicted.



► Heat Products Friday

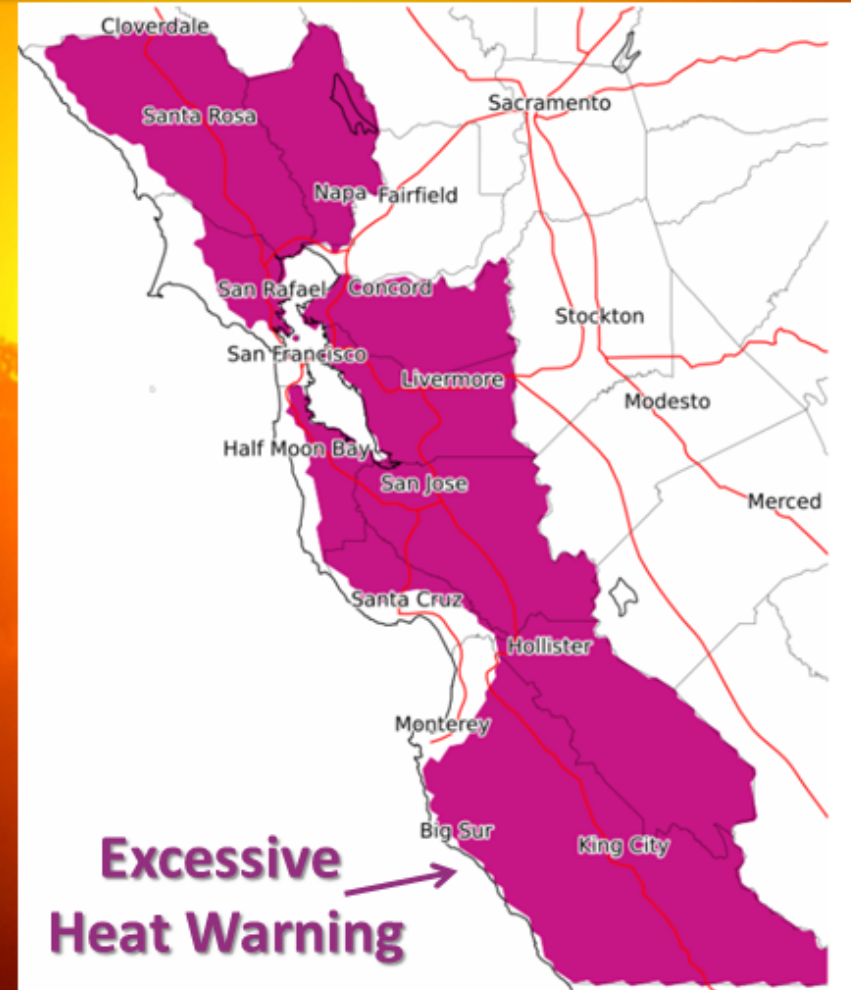
Friday Afternoon and Evening

Impacts

- Temperatures will warm an additional 5 to 10 degrees. Many inland highs will be 100 to 115.
- Increased risk of heat related illnesses.
- Increased risk of human sourced wildfires.

Preparedness Actions

- Limit outdoor strenuous activities during the hottest time of the day.
- Do not leave kids or pets in vehicles.
- Stay in air conditioned areas.
- Drink plenty of fluids.
- Extra care for pets, crops, and livestock.
- Watch for hot pavement when walking dogs.
- When at the coast beware of rip currents.



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Wednesday August 30

Locations: Various.

San Francisco included in Heat Advisory for Saturday. Temperatures predicted in the 80s.



▶ Heat Products Saturday

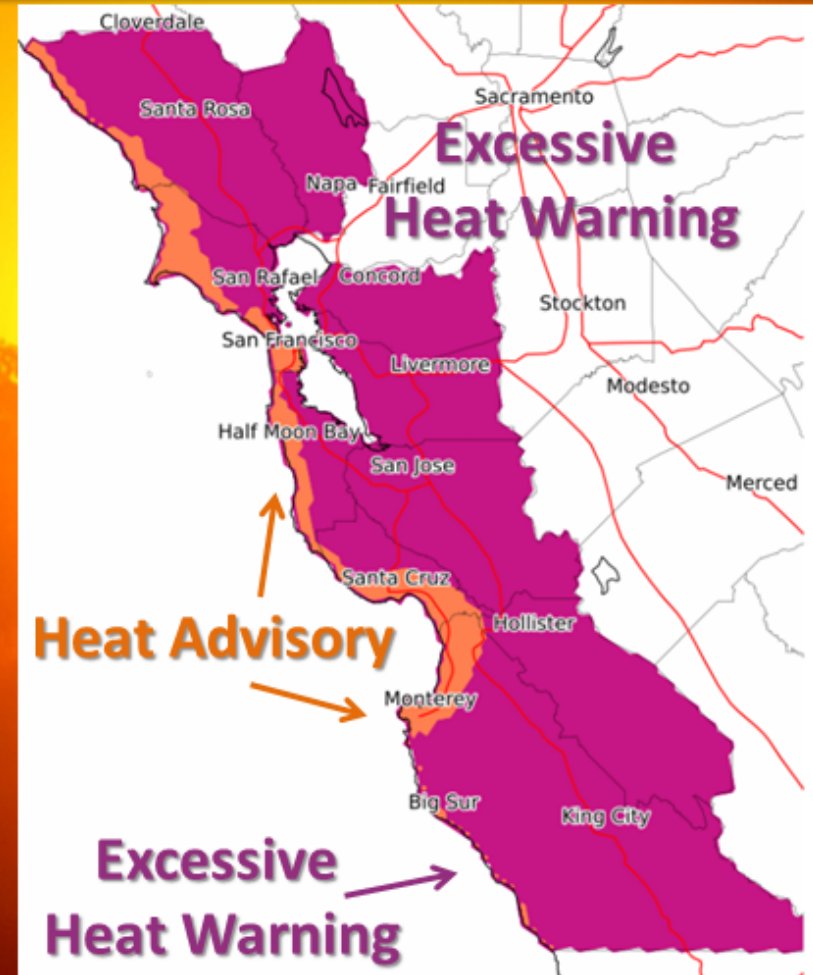
Saturday

Impacts

- Hotter temperatures spread to the coast. Highs in the 80s will be common at many beaches.
- Increased risk of heat related illnesses.
- Increased risk of human sourced wildfires.

Preparedness Actions

- Limit outdoor strenuous activities during the hottest time of the day.
- Do not leave kids or pets in vehicles.
- Stay in air conditioned areas.
- Drink plenty of fluids.
- Extra care for pets, crops, and livestock.
- Watch for hot pavement when walking dogs.
- When at the coast beware of rip currents.



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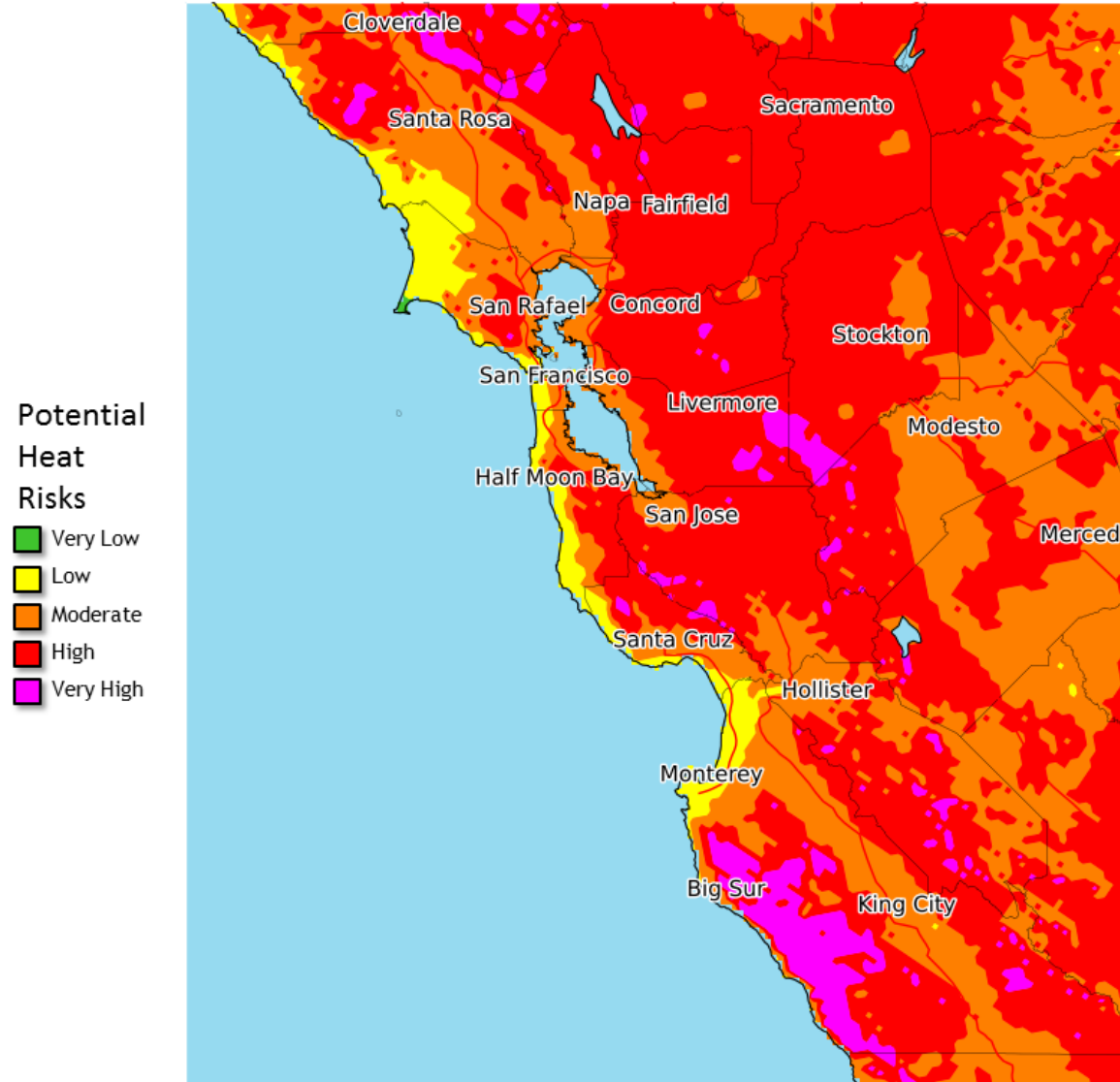
Thursday August 31

Locations: Inland locations.

San Francisco's Heat Risk is Low to Moderate for Excessive Heat for Friday.

Heat Risks for Friday

Valid: September 01, 2017



National Weather Service
San Francisco Bay Area
08/31/2017 08:20 PM PDT

Follow Us:   
weather.gov/sanfrancisco

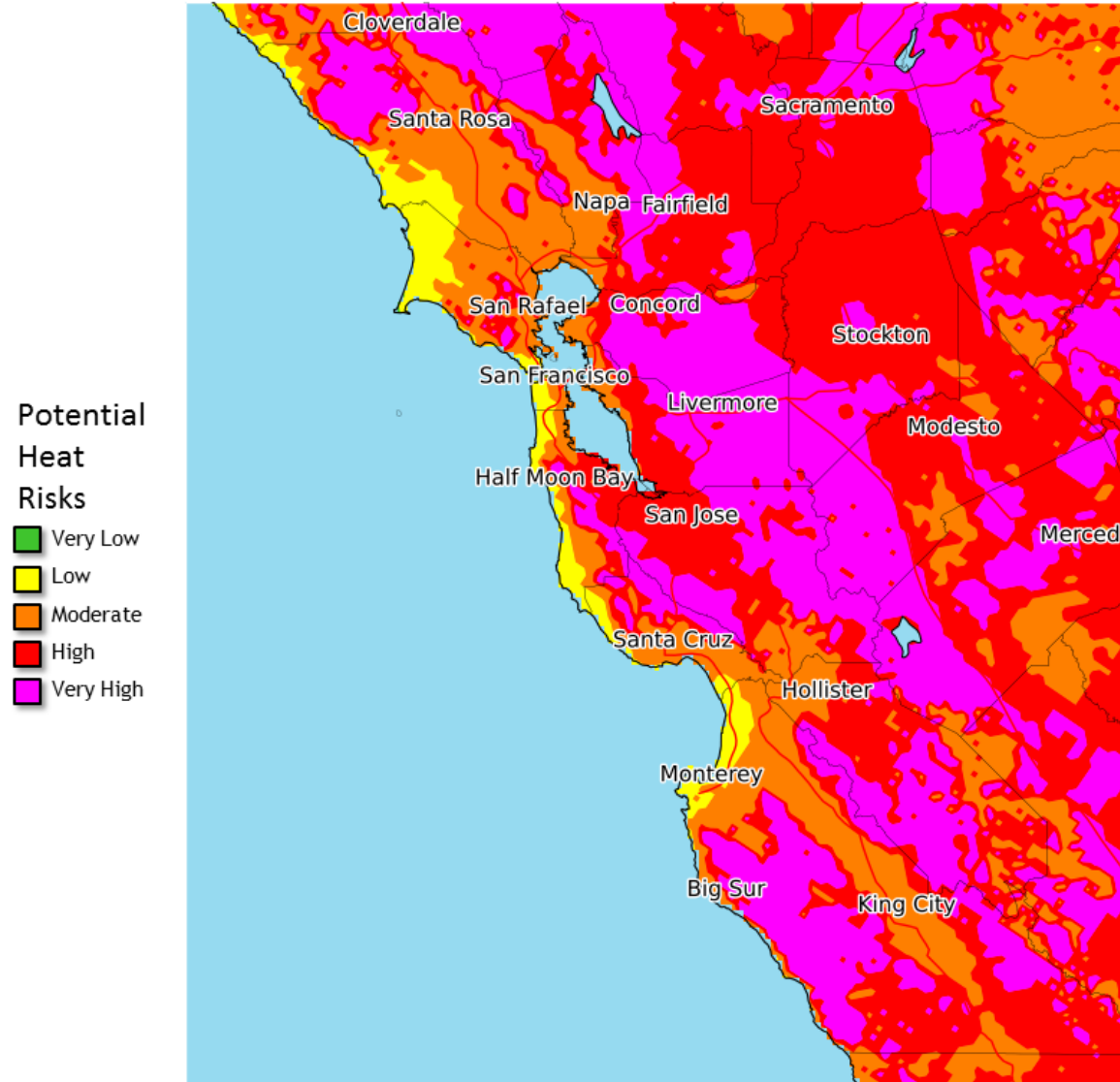
Thursday August 31

Locations: Inland locations.

San Francisco's Heat Risk is Low to Moderate for Excessive Heat for Saturday.

Heat Risks for Saturday

Valid: September 02, 2017



National Weather Service
San Francisco Bay Area
08/31/2017 08:23 PM PDT

Follow Us:   
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8:25 p.m. Thursday August 31

Locations: Inland locations.

San Francisco included in Heat Advisory for Friday for the first time. High temperature of 93 degrees is forecasted.

▶ **Excessive Heat Warning 11 am Fri - 9pm Mon**

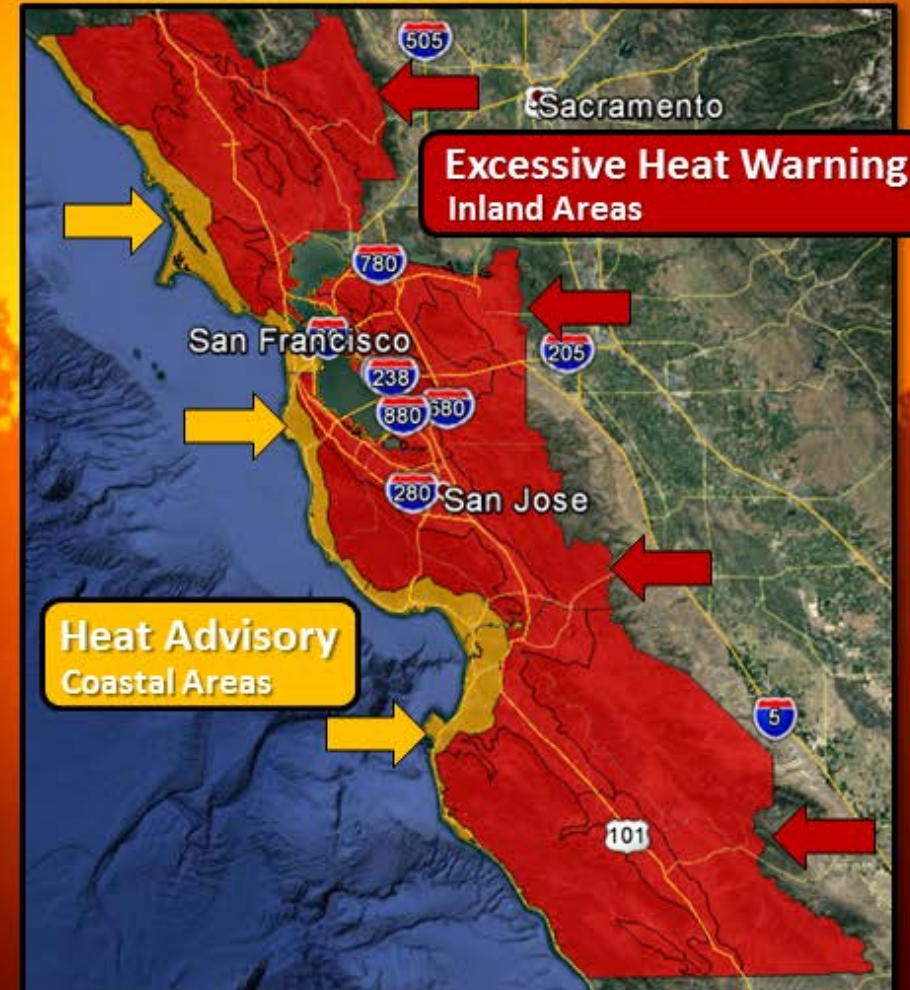
▶ **Heat Advisory 11 am Fri - 9pm Sat**

Impacts

- Many inland locations will be in the upper **90s to 105** with hottest locations up to **115F**. Coastal Areas **80s to mid 90s**.
- Increased risk of heat related illnesses.
- Increased risk of human sourced wildfires.

Preparedness Actions

- Limit outdoor strenuous activities during the hottest time of the day.
- Do not leave kids or pets in vehicles.
- Stay in air conditioned areas.
- Drink plenty of fluids.
- Extra care for pets, crops, and livestock.
- Watch for hot pavement when walking dogs.
- When at the coast beware of rip currents.



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2:53 pm Friday September 1

Locations: Inland locations.

San Francisco has low to moderate risk for excessive heat for September 1.



Potential Heat Risks

Valid: **September 01, 2017**

Magenta Means...

Very high risk – entire population at risk to the heat.

Red Means...

High risk – much of the population is at risk to the heat.

Orange Means...

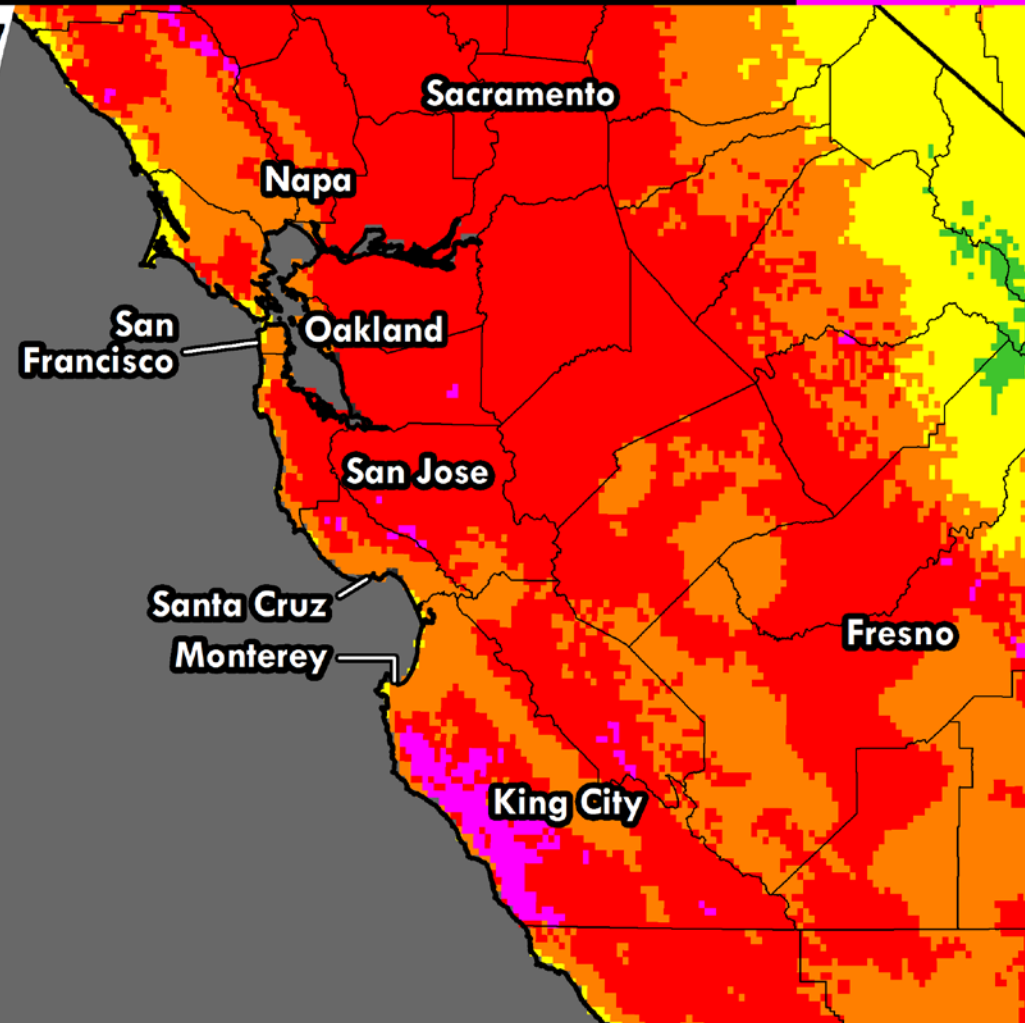
Moderate risk – particularly those sensitive to the heat.

Yellow Means...

Low risk – for those extremely sensitive to the heat.

Green Means...

No risks anticipated.



National Weather Service San Francisco Bay Area
weather.gov/bayarea



/NWSBayArea

2:53 pm Friday September 1

Locations: Inland locations.

San Francisco has low to moderate risk for excessive heat for September 2.



Potential Heat Risks

Valid: **September 02, 2017**

Magenta Means...

Very high risk – entire population at risk to the heat.

Red Means...

High risk – much of the population is at risk to the heat.

Orange Means...

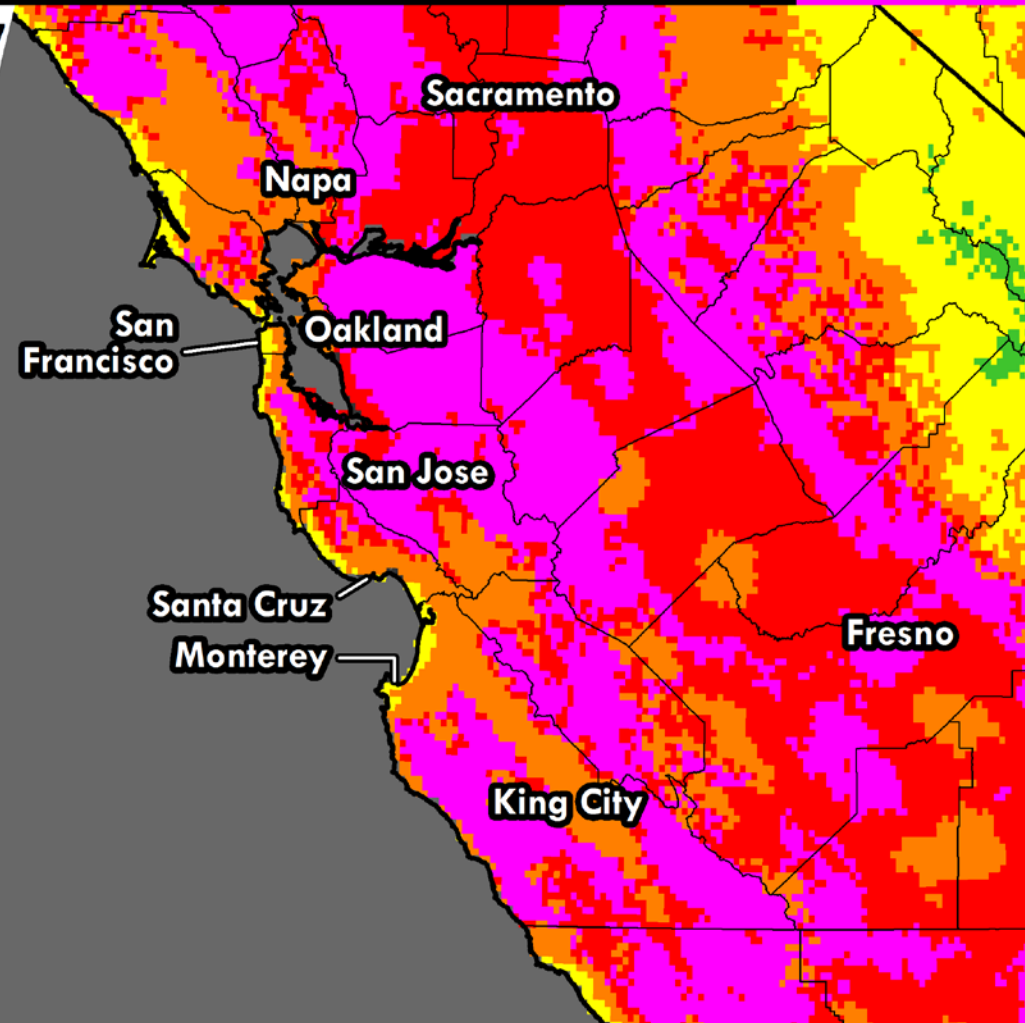
Moderate risk – particularly those sensitive to the heat.

Yellow Means...

Low risk – for those extremely sensitive to the heat.

Green Means...

No risks anticipated.



National Weather Service San Francisco Bay Area
weather.gov/bayarea



/NWSBayArea

2:53 pm Friday September 1

Locations: All Bay Area Locations.

San Francisco included in Excessive Heat Warning for the first time. High temperature of 94 degrees predicted.

- ▶ **Excessive Heat Warning (Inland) Now - 9pm Mon**
- ▶ **Excessive Heat Warning (Coast) Now - 9pm Sat**

Impacts

- Many inland locations will be in the upper **90s to 105** with hottest locations up to **115F**. Coastal Areas **80s to upper 90s**.
- Increased risk of heat related illnesses.
- Increased risk of human sourced wildfires.

Preparedness Actions

- Limit outdoor strenuous activities during the hottest time of the day.
- Do not leave kids or pets in vehicles.
- Stay in air conditioned areas.
- Drink plenty of fluids.
- Extra care for pets, crops, and livestock.
- Watch for hot pavement when walking dogs.
- When at the coast beware of rip currents.

Update:
Coastal Advisories
**upgraded to
Warning!**



National Weather Service San Francisco Bay Area
weather.gov/sanfrancisco



/NWSBayArea



September 20, 2017

TO: Supervisor London Breed, Supervisor Jane Kim, Supervisor Aaron Peskin, members, Government Audit and Oversight Committee, Board of Supervisors

CC: John Carroll, Assistant Clerk, Government Audit and Oversight Committee, Board of Supervisors

FROM Jeff Kositsky, Director, Department of Homelessness and Supportive Housing (HSH)

RE: Hearing on San Francisco's coordinated preparation and response to the record-breaking September 2017 heat wave

At the request of Supervisor Peskin, I respectfully submit answers to the questions posed in his letter dated September 12, 2017.

The National Weather Service predicted on August 29 that San Francisco would be experiencing "severe" levels of heat September 1 - 3. What steps did HSH take to prepare for this heat wave?

- HSH's Homeless Outreach Team (SF HOT) has a warm weather protocol that is implemented anytime that temperatures are predicted to rise above 80 degrees in San Francisco. This protocol was implemented September 1 – 3 as well as the following weekend.
- On September 1, 2017 San Francisco activated the Emergency Operations Center due to the severe heat. HSH staff participated in planning calls during the evening of September 1 and throughout the weekend.
- HSH activated 3 additional SF HOT members and 4 other HSH staff/volunteers to provide assistance and outreach to people living on the streets on September 2nd since SF HOT normally has fewer staff working on the weekends.
- HSH contacted nonprofit partners on September 1st and 2nd, requesting that they prepare for the severe heat; HSH provided our nonprofit partners with contact information for HSH staff in the event they needed assistance.
- HSH staff, SF HOT members and nonprofit providers were provided basic information on dealing with severe heat, including the location of cooling centers, swimming pools (which were free on September 2nd), and open City facilities with air conditioning.

- HSH requested that Episcopal Community Services open an additional cooling center at their Next Door shelter, specifically dedicated for people experiencing homelessness.
- HSH coordinated with MTA to ensure people experiencing homelessness could secure free transportation to cooling centers if necessary.
- HSH was on stand-by to assist the Human Services Agency with staffing at cooling centers if needed and to provide special assistance to people experiencing homelessness at the centers.
- HSH's director and two deputy directors were actively involved in managing the response to the severe heat on September 2nd and 3rd. Certain HSH managers were put on stand-by in the event they were needed.

How does HSH collaborate with other City departments in an emergency plan? Does this vary given the nature of the emergency (weather, earthquake, terrorism)?

- HSH is a member of the Human Services Agency's DOC and coordinates with their staff in an emergency. HSH's main role is to deploy outreach workers to individuals experiencing homelessness, communicate, coordinate with, and assist our nonprofit partners, provide technical expertise and staffing if additional shelters are required, and to provide DSW's as needed.
- HSH also works closely with the Department of Public Health on health-related issues, coordinating transportation of people experiencing homelessness, and working to address medical concerns of people living on the streets.

Are there protocols in developing an emergency plan that are dependent on advance timing? That is, are there levels/types of planning that happen when there is a 3-day warning versus a 1-day or several hour warning?

- There are special protocols for warm, cold or rainy weather that normally is known in advance. These are managed by HSH staff in partnership with the Human Services Agency and the Department of Public Health.
- In the event of a sudden emergency such as an earthquake or terrorism, HSH participates in the Human Services Agency's DOC and takes their lead on deploying staff and resources.
- In either case, HSH is responsible for communicating with our nonprofit partners via phone, text, and/or email. If these are not available, staff are deployed to visit sites.

Is HSH aware of DPH's "Heat Vulnerability Index", which maps vulnerable population by Census block group?

- Yes, and it is not lost on us that the locations with the highest vulnerability are also those with the largest number of homeless people. As such, HOT SF focuses their outreach in these areas during times of severe heat.

How did DSHS address severe heat in its facilities, and did it coordinate with City-wide cooling stations?

- HSH contacted all providers and let them know we were available to assist. One shelter provider requested and received fans. We also suggested that providers set up cooling stations, with ice, water and fans and made them aware of the city-wide cooling stations.
- HSH was in contact with Human Services Agency staff managing the cooling stations and were on-call to provide assistance as needed. HSH outreach staff informed people they encountered of the nearest cooling station and were available to transport people as needed.

Are there protocols for communicating public safety information for the homeless and unstably housed population? Is translation into multiple languages included?

- HSH uses social media, communication with our nonprofit partners, and street outreach to reach people experiencing homelessness and those living in our facilities on a temporary or permanent basis.
- HSH has multilingual staff and access to translation services. HSH does not have easy access to written materials translated into multiple languages for each type of emergency or disaster. This is an area for improvement that we are working on and are collecting appropriate information and materials available from the CDC and other agencies for use in future emergencies.
- HSH provides outreach to people on the streets, people in temporary shelters, people living in our supportive housing, our nonprofit partners, and our staff. HSH also provides information to the general public through social media. HSH does not currently conduct outreach or provide communication beyond these groups.

Did HSH work with partner nonprofits to get safety information to homeless and unstably housed residents? Is there an "emergency information tree" that connects City departments to nonprofits that serve our most vulnerable residents?

- HSH has a protocol for communicating with our nonprofit partners in an emergency. HSH staff serve as a conduit of information and connection to other departments serving our most vulnerable residents.

As part of a 2012 CDC grant, DPH engaged in disaster planning. This was prior to the creation of HSH. How has DPH and HSH integrated HSH and the populations it serves into the disaster plan?

- HSH works closely with DPH and communicated through the EOC meetings September 1-3.
- HSH is contacted by DPH in situations when the EOC is not activated. For example, HSH was contacted the following weekend due to high temperatures. DPH led a series of conference calls throughout the weekend to coordinate our response and monitor the situation.

What kind of feedback loop and reflection is there after a disaster happens? How does HSH (with other City departments) assess response and coordination so as to improve on it next time? Is there a performance matrix that is used to measure response?

- HSH participated in calls with the EOC during the serve heat and assessed the response. HSH and DPH directors had a follow-up call to discuss the response as well. HSH staff also debriefed with staff from the Human Services Agency. All of this was discussed at a meeting of HSH's management to assess our internal response. HSH does not have its own performance matrix to measure response but identified the following areas for improvement:
 - Set up a single number/phone for an on-call manager who will coordinate the response
 - Establish a single list of contacts (staff, nonprofits, other Departments, etc.) so that the on-call manager can directly send out communications, rather than going through individual managers
 - Develop materials in multiple languages for various types of emergencies
 - Clarify contractual obligations of nonprofit providers to respond in various types of emergencies
 - Clarify HSH budget for responding to various types of emergencies

In closing, I would like to provide a summary of HSH's response to the heat emergency and the outcomes. I am very proud of the response by HSH staff, SF HOT and our nonprofit partners

- From September 1-3, HSH staff and SF HOT staff conducted wellness checks, got people out of the sin and provided information on cooling centers and shared tips on staying safe and healthy in the heat
- SF HOT and HSH staff distributed approximately 5,000 bottles of water to 2,500 people, most of this was done on September 2nd
- Nonprofit partners provided wellness checks at their facilities and set up cooling stations as needed
- From September 1-3, there were no individuals encountered by SF HOT or HSH staff that were having a medical emergency
- On September 2nd, no individuals accepted offers of transport to cooling centers and there were no users at the HSH cooling center established at the Next Door Shelter
- Coordinated with other City departments, specifically HSA, DPH, Rec and Park, and MTA
- Coordinated response with HSH-funded nonprofit providers that operate facilities serving homeless and formerly homeless individual



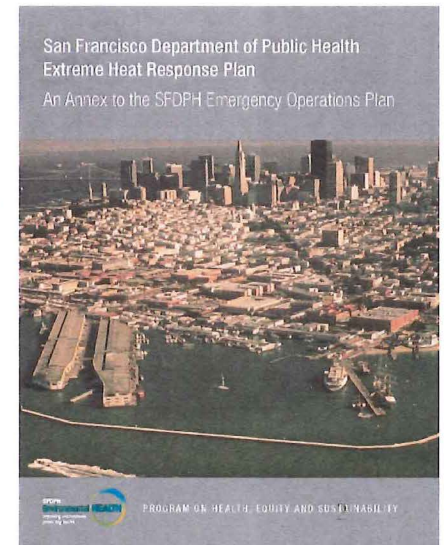
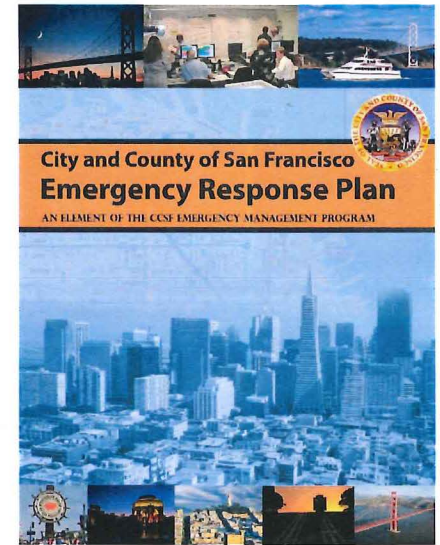
San Francisco's Coordinated Response to the Record-Breaking September 1-3, 2017 Heat Wave

San Francisco Board of Supervisors
Government Audit and Oversight Committee
September 20, 2017



Emergency Response Plans

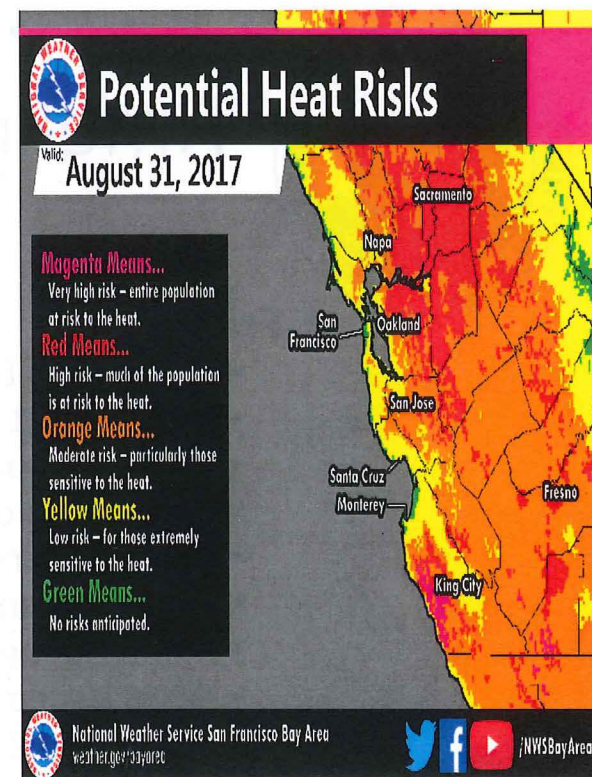
- In response to record-breaking temperatures over Labor Day weekend, San Francisco activated its emergency response structure to manage the effects of the heat wave
- Our preparation and planning were utilized during this rapidly evolving event
- We learn with every emergency activation and apply these learnings to the continuous improvement of our responses
- We are proud of the unified and coordinated efforts of City departments and responders





Timeline of Events

- **Tuesday, 8/29**
 - 0700 Daily EMS System Conference call
 - EOC Level 1 Activation 0700 – 1600 hours
 - National Weather Service (NWS) forecasts heat risks for much of the SF Bay Area (San Francisco not included in warning)
- **Wednesday, 8/30**
 - 0700 Daily EMS System Conference call
 - EOC Level 1 Activation 0700 – 1600 hours
 - National Weather Service (NWS) forecasts 86° high for SF Friday
 - NWS issues heat advisory for Saturday
- **Thursday, 8/31**
 - 0700 Daily EMS System Conference call
 - EOC Level 1 Activation 0700 – 1600 hours
 - Heat advisory posted on DPH website and disseminated via NextDoor
 - DPH disseminates heat advisory to hospitals and community partners
 - Homeless Outreach Team heat protocols initiated for the weekend
 - NWS updates Friday forecast 93° and issues a heat advisory





Timeline of Events (cont.)

- **Friday, 9/1**

- 0700 Daily EMS System Conference call
- EOC Level 1 Activation 0700 – 1644 hours
- Heat advisories disseminated via social media
- 911 call volume surges mid-day
- In-county measures to address increased ambulance demand initiated
- Out-of-county mutual aid to address increased ambulance demand initiated
- Initiated regular communication with hospitals
- NWS issued SF excessive heat warning at 1453 predicting high temperatures of 94°
- EOC Level 2 Activation 1645- 2233 hours
- Cooling center plans finalized
- Responded to heat impacts at health facilities
- Developed plans for special events that would be impacted by heat (e.g., Giants)
- Press release with cooling center and pool information issued
- Policy call initiated
- Elected Officials briefing call held
- Mutual aid ambulances demobilized



Timeline of Events (cont.)

- **Saturday, 9/2**
 - 0700 Daily EMS System Conference call
 - 1000 hours EOC Activated at Level 2
 - Issued updated press release with cooling center and pool information
 - 911 call volume surges mid-day
 - In-county measures to address increased ambulance demand initiated
 - Out-of-county mutual aid to address increased ambulance demand initiated
 - Continued to monitor impacts at hospitals and special events
 - Mutual aid ambulances demobilized
- **Sunday, 9/3**
 - 0700 Daily EMS System Conference call
 - 1200 hours EOC activated at Level 2
 - NWS advises heat event drawing to a close



Emergency Response Roles for the Heat Event

Department of Emergency Management

- Facilitate coordination among City departments, stakeholders, residents, and visitors to prevent and mitigate risks during the heat event
- Receive and dispatch 911 calls for police, fire, and emergency medical services
- Provide situational awareness to policy makers and relevant information to the public

Department of Public Health

- Assess medical impact of heat event and coordinate with hospitals and other health partners
- Develop and disseminate public health messages
- Emergency Medical Services Agency oversight (e.g., ensuring adequate ambulance coverage, determining need for mutual aid)

Human Services Agency/Department of Aging and Adult Services

- Open, staff, and operate emergency cooling centers
- If DPH/DEM determines medical need, HSA/DAAS make contact with individuals listed in our 'Vulnerable Persons' database



Department of Emergency Management

- **Coordination**

- Leaned forward by sharing information with City Departments and activating the EOC at Level 1 during the week
- Escalated EOC activation to Level 2 as forecasts were modified
- Convened Policy Group call and Elected Officials call in an effort to engage the whole community

- **Information Sharing and Public Outreach**

- Beginning on Tuesday, 8/29, disseminated NWS advisories on a timely basis to City departments
- Disseminated coordinated public information regarding heat safety and cooling centers through traditional media and social media (Facebook, NextDoor, Twitter)



Department of Public Health

- **Support of Vulnerable Residents**

- Beginning Tuesday, 8/29, DPH sent advisories to its city and health and community partners about heat expected for the weekend
- DPH reached out to the Department of Homelessness and Supportive Housing to activate SFHOT heat protocols, which includes wellness checks, outreach, and transportation to shelter or cooling centers
- Responded to heat issues at Respite and Sobering Center to ensure 24-hr access for the weekend



Department of Public Health (cont.)

- **Coordination with Health Care Providers**

- Communicated with all SF hospitals multiple times a day to assess emergency department status, heat-related issues, and needs
 - Coordinated resource deployment based on that information
- Continuously monitored census at Zuckerberg San Francisco General & Trauma Center
 - Supported acute and psychiatric discharges to appropriate lower levels of care to ensure ZSFG bed capacity
- Worked with Dignity Health and the Giants to reduce heat-related injuries at the baseball game

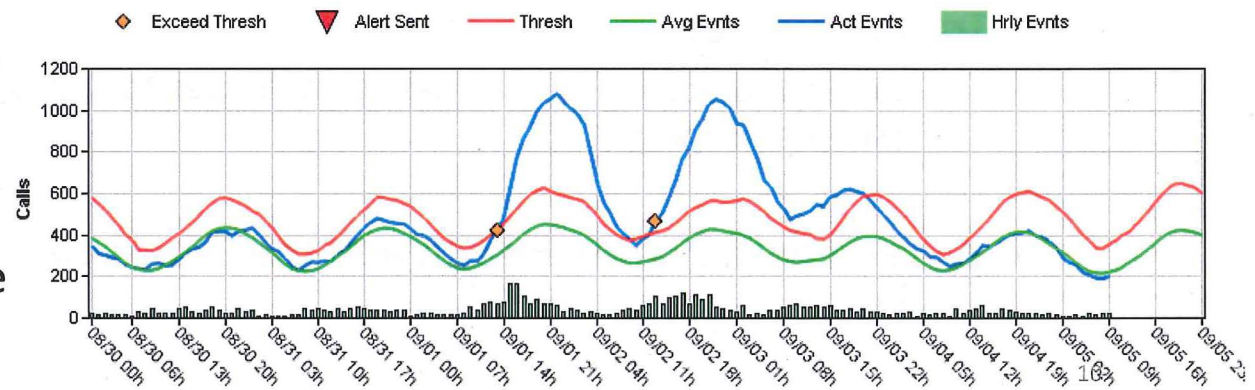


Department of Public Health (cont.)

- **Mutual Aid**

- An essential part of California's emergency response system that complements local efforts during times of unusually high demand
- Protocols are in place that define the thresholds for calling mutual aid
- During the Labor Day weekend, mutual aid worked as it should to respond to increased calls for ambulance

- Our emergency response system was proactive in monitoring call volumes and took immediate steps to respond as those volumes rose





Human Services Agency

- **Identify and secure locations for cooling centers and arrange for staffing and supplies**
 - Work with DEM to disseminate cooling center locations and hours of operations to the public through the Joint Information System
- **If DPH assesses medical necessity, HSA/DAAS makes contact with individuals who are listed in the 'Vulnerable Persons Database'**
 - Database includes more than 600 individuals who have been assessed through IHSS, APS and Foster Care Programs as extremely vulnerable due to age, physical health, mental health, and other factors



Fire Department





Medical Examiner

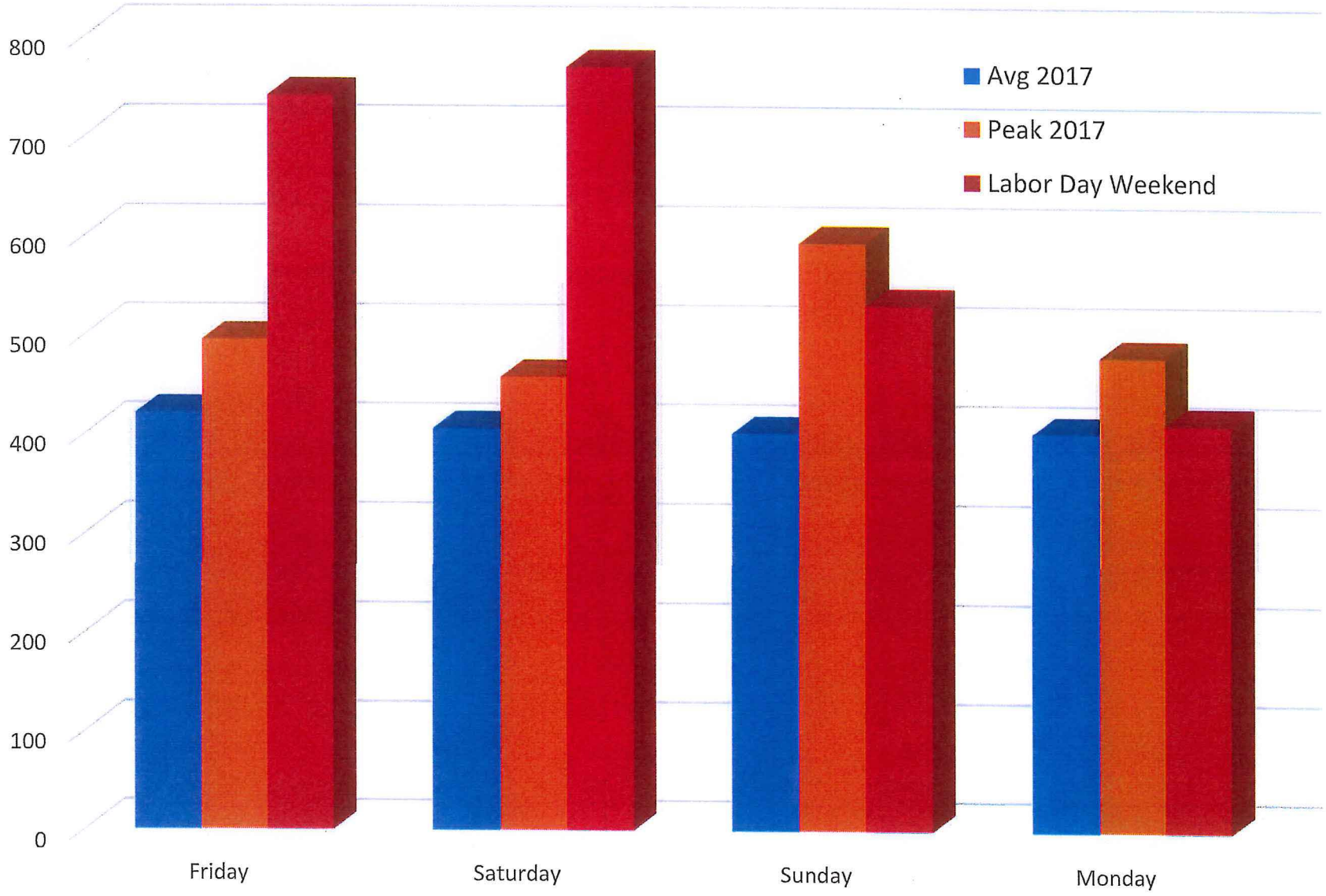
- During the 2017 Labor Day weekend, the Office of the Chief Medical Examiner confirmed 3 deaths were the result of the elevated temperatures which acted as a contributing factor among the decedent group's pre-existing medical conditions
- The 3 decedents were between 76 and 93 years of age
- The referenced decedents lived alone in single family residences, each located within the 94110 and 94122 zip codes



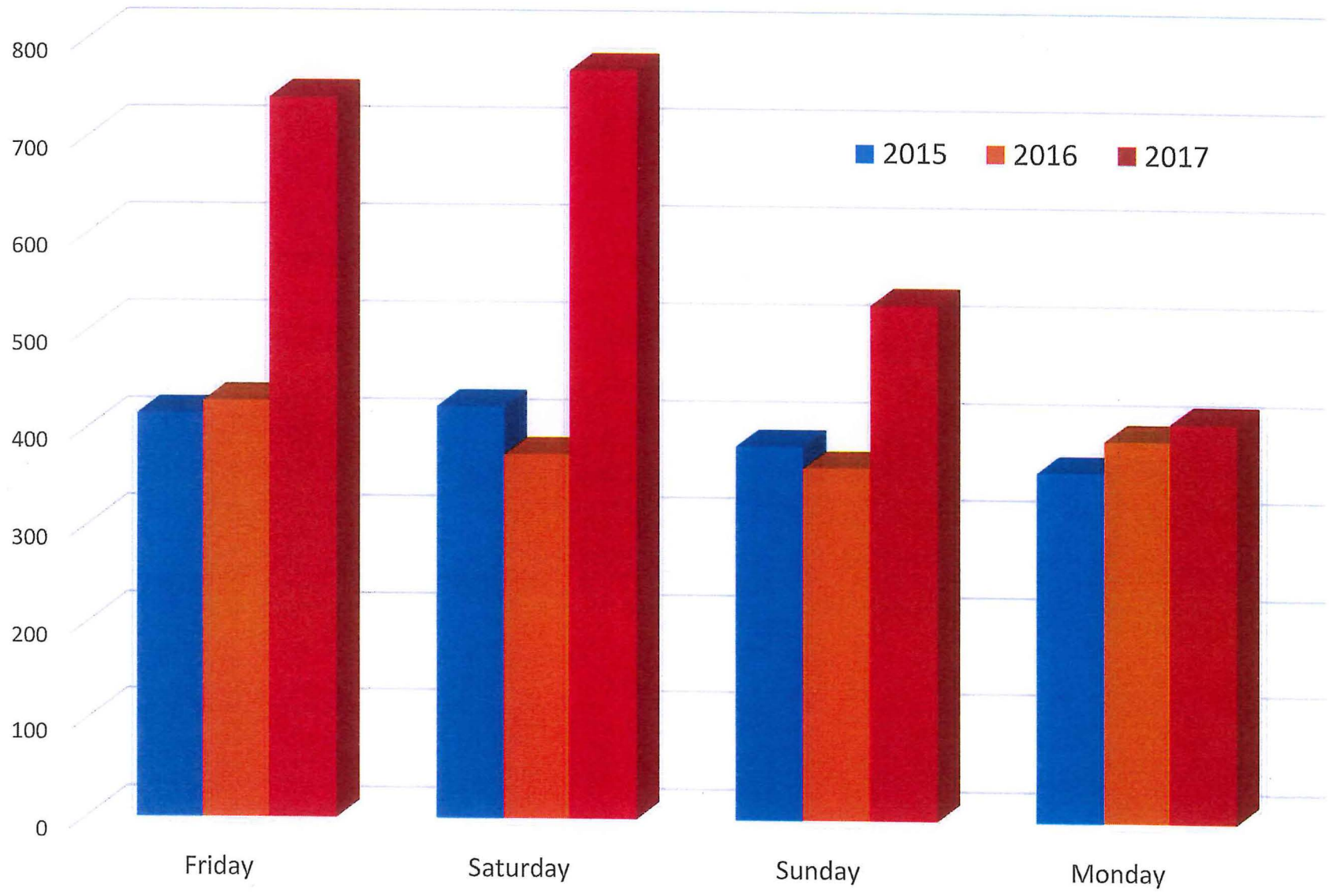
Conclusion

- In response to record-breaking temperatures over Labor Day weekend, San Francisco's emergency plans worked as intended
- We learn with every emergency activation and apply these learnings to the continuous improvement of our responses
- We are proud of the unified and coordinated efforts of city departments and responders

Daily Comparison - 2017 vs. Labor Day Weekend



Labor Day Comparison - Total SFFD Calls



Carroll, John (BOS)

From: Carroll, John (BOS)
Sent: Thursday, September 21, 2017 12:38 PM
To: 'Susan Baker'
Cc: Board of Supervisors, (BOS)
Subject: RE: File #170962, Gov't Audit & Oversight Cmte

Categories: 170962

Thank you for your message. It is added to the official file for this matter.

I invite you to review the entire matter on our [Legislative Research Center](#) by following the link below:

[Board of Supervisors File No. 170962](#)

John Carroll
Assistant Clerk
Board of Supervisors
San Francisco City Hall, Room 244
San Francisco, CA 94102
(415)554-4445 - Direct | (415)554-5163 - Fax
john.carroll@sfgov.org | bos.legislation@sfgov.org



Click [here](#) to complete a Board of Supervisors Customer Service Satisfaction form.

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From: Susan Baker [<mailto:baker.susan@yahoo.com>]
Sent: Wednesday, September 20, 2017 12:42 PM
To: Kim, Jane (BOS) <jane.kim@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>; Breed, London (BOS) <london.breed@sfgov.org>; Carroll, John (BOS) <john.carroll@sfgov.org>
Cc: Morales, Carolina (BOS) <carolina.morales@sfgov.org>; Chicuata, Brittini (BOS) <brittini.chicuata@sfgov.org>
Subject: File #170962, Gov't Audit & Oversight Cmte

I would like to add a Public Comment to the File #170962, Gov't Audit & Oversight Committee.

Subject: File #170962, Gov't Audit & Oversight Cmte

Ambulances needing to swiftly access SFGH emergency entrance were out of luck during this latest heatwave. SFMTA has recently undertaken changes to Potrero Avenue without first consulting Emergency Services, SFFD and the neighbors of ZSFGH that has caused a dangerous roadway to emerge.

SFMTA has painted striping on Potrero Avenue that zigs and zags, plus - for some reason - it has built a median barrier, and are planting horrible palms and eucalyptus trees (really, if you are going to plant trees, plant good ones!) in the median. Because of these changes SFFD and emergency vehicles cannot quickly and easily navigate Potrero Avenue to the SFGH Emergency Entrance. According to one of my neighbors, there are now 22 turns in the formerly straight Potrero Avenue. This means that a SFFD ladder truck must communicate between the back and front drivers 22 times to navigate the previously straight Potrero Avenue.

The only reason SFFD and Emergency Services were brought in is because **neighbors** were so alarmed at the impossible situation that SFMTA had caused that they - the neighbors - finally got Emergency Services and SFFD involved.

SFFD, Emergency Services and many of the ZSFGH neighbors have united in their condemnation of what SFMTA has done to slow down and complicate their approach to SFGH.

It appears that there may still be time to rectify these impediments to the public safety in order to enable Emergency Services and SFFD ready access to SFGH, however SFMTA is charging ahead with their ill-thought-out changes to Potrero Avenue.

The SFMTA reason for the zigzag lanes are the appearing and disappearing bus lanes that are barely used by buses and mostly used as de facto passing and traffic lanes by impatient cars

creating a chaotic streetscape. SFMTA claims that bus service has been improved because of these zig-zag lanes, but fail to take into account that all 25 MPH speed limit signs have been removed from Potrero Avenue (causing traffic, including buses to dangerously speed), that number of bus stops have been decreased, increased use of limited-stop, express buses, and increased non-cash fares have increased the bus perceived efficiency not the use of a few blocks of bus lanes.

The crazy, dangerous, curvy, zigzag Potrero Avenue lanes need to be removed. The center median barriers that impede access for Emergency Services and SFFD need to be removed. The pedestrian islands in the middle of the street project into the intersections and need to be fit into the crosswalks. **Please restore Potrero Avenue to the much more practical and safer configuration of 4 lanes with bike lanes and a center turn lane that could be used by emergency vehicles.**

Thank you for your consideration and for addressing these important safety issues.

Susan Baker
934-938 Potrero Avenue

Carroll, John (BOS)

From: Carroll, John (BOS)
Sent: Thursday, September 21, 2017 12:38 PM
To: 'Rachel Saunders'
Cc: Board of Supervisors, (BOS)
Subject: RE: Response Times General Hospital Subject: File #170962, Gov't Audit & Oversight Cmte

Categories: 170962

Thank you for your message. It is added to the official file for this matter.

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From: racheladrienne@gmail.com [mailto:racheladrienne@gmail.com] **On Behalf Of** Rachel Saunders
Sent: Wednesday, September 20, 2017 10:06 AM
To: Kim, Jane (BOS) <jane.kim@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>; Breed, London (BOS) <london.breed@sfgov.org>; Carroll, John (BOS) <john.carroll@sfgov.org>
Subject: Response Times General Hospital Subject: File #170962, Gov't Audit & Oversight Cmte

This is my statement for

Subject: File #170962, Gov't Audit & Oversight Cmte

I am a long time resident of Potrero Avenue. I have worked from home for a large portion of the time I have lived here. I have observed the emergency vehicles entering and exiting the hospital on 22nd (and before on 23rd street).

Many residents who are upset about losing parking on Potrero Ave between 21st and 22nd, have been looking for reasons to undo the beautification and safety changes to Potrero Ave in order to reclaim parking.

While I am also disadvantaged by the lack of parking, that is no reason to undo the streetscaping. The claims that the median are somehow causing problems with the hospital are not accurate. Working from home, I have an opportunity to view the ingress and egress of the ambulances at all hours of the day. The ambulances often use the bus lane on their emergency entrances if there is any traffic, which most of the day is true. The place I have seen the ambulances get bogged down is actually on 22nd street, because it is a small street with some parking. As much as I would hate to lose more parking, I feel that the bottleneck is there.

My recommendation would be to create a second entrance, perhaps on 23rd, for emergency access, instead of relying exclusively on 22nd St.

The ambulances get down Potrero easily. When there is southbound traffic, they will often use the opposite side of the street which is almost always empty. If they are going the opposite way and there is northbound traffic, they will switch over. There are breaks in the median to permit access to the hospital at all the entrances and exits. The median poses NO impediment to entering the hospital.

By contrast, the median and the street modifications have improved safety. I lived for ten years at the corner of 23rd and Potrero Ave. There were numerous accidents at that corner and along Potrero Ave. Cars would drive dangerously fast down the road- as if already on the highway. The bus would stop in the middle of the street and passengers would disembark in traffic. Pedestrians were at particular risk on Potrero. The improvements have eliminated all of those dangers.

The zig-zag has caused a few fender benders, but not the sort of life-threatening accidents that used to happen on the street.

In Summary, the streetscaping and improvements have 1) eliminated major accidents and have 2) caused no impediment to the hospital entrance. The bottleneck appears to be the entrance on 22nd street and parking around there.

Thank you

--

Rachel Saunders
932 Potrero Ave.

Wednesday, September 20, 2017

To: Chair Jane Kim, Vice Chair Aaron Peskin, President London Breed,
Committee Clerk John Carroll

Supervisors:

re: File #170962, Gov't Audit & Oversight Committee

Please accept our gratitude for scheduling a hearing on emergency response issues that came to light during the heat wave. We believe you will find a lot of problems not related to heat.

Traffic: Ambulance and emergency responders must be able to move around the city streets in a fast efficient manner in order to perform their duties. This is not happening.

Access: Access to General Hospital and other medical facilities at all times of the day and night is essential. The new "Potrero Improvement Project" is creating dangerous obstacles for emergency vehicles that need access to the ER from multiple directions. None of the streets crossing Potrero go straight into the hospital grounds. All entrances require sharp turns and some vehicles end up driving on the wrong side of the road to avoid waiting in traffic. Some of the larger fire engines and trucks need the entire width of the street to maneuver.

Median: The median with palm trees cuts the street width in half and blocks the view. When the trucks and ambulances must drive on the wrong side of the street to enter the ER, they are entering it blindly behind the median and trees. Vehicles may not see the ambulances approaching getting ready to cut them off by making a up-turn in front of them.

Accidents: General Hospital's neighbors on and near Potrero Avenue have a front row seat to the accidents and near misses as the traffic attempts to swerve in and out of lanes while avoiding other vehicles, pedestrians and bicycles.

Obstacle course: One of the major complaints of everyone who drives on Potrero is the curving lanes. They have made driving much more dangerous. Driving in a straight line gives drivers the time and attention

needed to avoid hitting other vehicles, pedestrians and bikes. Driving on a constantly swerving obstacle course takes ones' attention away from everything else. This is insanity.

Failed Experiment: This experiment in traffic control is a complete failure. People don't slow down as anticipated and some speed up to get through the obstacle course. Please check the police accident reports on the "improved streetscapes" on Third Street and Potrero before allowing this treatment elsewhere.

Attention: It is impossible to read signs, watch traffic signals and avoid the medians while driving on this street. The medians may sound nice and look pretty on paper but they create more confusion and hide pedestrians as they cross from in back of the trees. I avoid the street, but, the emergency vehicles can't.

Design flaws: Medians and trees block the views of the oncoming traffic and force the fire trucks and engines to slow down and maneuver around them instead of taking up the entire width of the street to turn. We suspect this is one of the major problems the Fire Department is objecting to.

Project Amendments: The project the Fire Department approved a few years ago is not the one that was constructed. After approval the entrance to the ER was moved from one street to another but the street design was not changed accordingly. How did this happen? Who is responsible for communicating between the departments when amendments to the plans of this magnitude are allowed without further review? I believe there is a hearing scheduled to investigate communication between the departments that will shed some light on that problem.

Islands: There are some strange islands in the middle of intersections that make no sense. At least one four-car pile-up has been recorded. There is no reason to expect a median extension in an intersection. These are more dangerous to cyclists than cars. They need to be removed and taken off the list of options.

Program on hold: The neighbors on Potrero have observed what appears to be an uptick in accidents since the slalom run was installed, and we understand the Fire Department has put a hold on the project while they


try to figure it out. The SFMTA project manager acknowledged the hold, but the contractors and subcontractors did not get the message.

Communications gap: The contractors and subcontractors are not honoring the pause in construction as a few palm trees were planted in the area of concern. Some have been removed. We have admissions from SFMTA personnel that these were a mistake.

Documentation: Please contact the Potrero residents if you want to know about the situation. They recorded a number of incidents and are keeping records of the problems they witness, almost daily. Please also get the police reports to see if they are right about the uptick in accidents.

If as we suspect, this program is flawed, you need to immediately stop it and send it back to the drawing board. The public will support you. This street needs to reserve the wide streets to keep easy access to General Hospital and the freeways that link the airport and other parts of the city to General Hospital.

We need to get this right and avoid repeating these problems near other medical centers, such as Kaiser on Geary and CPMC on Van Ness. There are probably some state regulations that need to be adhered to that are not being followed. That may be a good place to look for solutions. San Francisco does not need to be the guinea pig for every experiment.

Sincerely, 

Mari Eliza, concerned citizen

Wednesday, September 20, 2017

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Committee Clerk John Carroll

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re: File #170962, Gov't Audit & Oversight Committee

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Sincerely,

A handwritten signature in cursive script, appearing to read 'Mari Eliza', written in black ink.

Mari Eliza, concerned citizen

Wednesday, September 20, 2017

To: Chair Jane Kim, Vice Chair Aaron Peskin, President London Breed,
Committee Clerk John Carroll

Supervisors:

re: File #170962, Gov't Audit & Oversight Committee

Please accept our gratitude for scheduling a hearing on emergency response issues that came to light during the heat wave. We believe you will find a lot of problems not related to heat.

Traffic: Ambulance and emergency responders must be able to move around the city streets in a fast efficient manner in order to perform their duties. This is not happening.

Access: Access to General Hospital and other medical facilities at all times of the day and night is essential. The new "Potrero Improvement Project" is creating dangerous obstacles for emergency vehicles that need access to the ER from multiple directions. None of the streets crossing Potrero go straight into the hospital grounds. All entrances require sharp turns and some vehicles end up driving on the wrong side of the road to avoid waiting in traffic. Some of the larger fire engines and trucks need the entire width of the street to maneuver.

Median: The median with palm trees cuts the street width in half and blocks the view. When the trucks and ambulances must drive on the wrong side of the street to enter the ER, they are entering it blindly behind the median and trees. Vehicles may not see the ambulances approaching getting ready to cut them off by making a up-turn in front of them.

Accidents: General Hospital's neighbors on and near Potrero Avenue have a front row seat to the accidents and near misses as the traffic attempts to swerve in and out of lanes while avoiding other vehicles, pedestrians and bicycles.

Obstacle course: One of the major complaints of everyone who drives on Potrero is the curving lanes. They have made driving much more dangerous. Driving in a straight line gives drivers the time and attention

needed to avoid hitting other vehicles, pedestrians and bikes. Driving on a constantly swerving obstacle course takes ones' attention away from everything else. This is insanity.

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Attention: It is impossible to read signs, watch traffic signals and avoid the medians while driving on this street. The medians may sound nice and look pretty on paper but they create more confusion and hide pedestrians as they cross from in back of the trees. I avoid the street, but, the emergency vehicles can't.

Design flaws: Medians and trees block the views of the oncoming traffic and force the fire trucks and engines to slow down and maneuver around them instead of taking up the entire width of the street to turn. We suspect this is one of the major problems the Fire Department is objecting to.

Project Amendments: The project the Fire Department approved a few years ago is not the one that was constructed. After approval the entrance to the ER was moved from one street to another but the street design was not changed accordingly. How did this happen? Who is responsible for communicating between the departments when amendments to the plans of this magnitude are allowed without further review? I believe there is a hearing scheduled to investigate communication between the departments that will shed some light on that problem.

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A handwritten signature in black ink, appearing to be 'ME' with a stylized flourish.

Mari Eliza, concerned citizen



San Francisco Interfaith Council

*Celebrating our diverse faiths & spiritual traditions
Bringing people together to build understanding
Serving our community*

Michael G. Pappas, M.Div., Executive Director • mgpappas@sfinterfaithcouncil.org
P.O. Box 29055 • San Francisco, CA 94129 • 415.474.1321
www.sfinterfaithcouncil.org

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EXTREME HEAT WARNING IN EFFECT

The Emergency Preparedness and Response Branch (Population Health Division) of the [San Francisco Department of Public Health](#) is asking its community partners to reach out to their respective constituencies with the following precautions to take in light of the National Weather Service's extreme heat warning currently in effect.

Remember to stay hydrated by drinking plenty of water, wear light clothing and a hat if you go outside, avoid strenuous activity, and check on your neighbors, friends and family members - especially those who live alone. Prepare for the heat by pulling the shades down during the day and keeping the windows open at night.

For relief from the heat, consider visiting a community center, movie theater, congregation, public library, swimming pool, local recreation center or shaded park. For more information please refer to the following resources:

[National Weather Service - San Francisco](#)

[Extreme Heat FAQs](#)

[Heat Waves in San Francisco](#)

**CONGREGATION LEADERS ARE ENCOURAGED TO MAKE
THEIR HOUSES OF WORSHIP ACCESSIBLE THIS WEEKEND
FOR THOSE NEEDING RESPITE FROM THE HEAT**

Link to this email [here](#)

SF Interfaith Council, 130 Fisher Loop, San Francisco, CA 94129

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Sent by cynthiaz@sfinterfaithcouncil.org in collaboration with

Carroll, John (BOS)


From: Carroll, John (BOS)
Sent: Wednesday, September 20, 2017 8:58 AM
To: 'Judith Berkowitz'
Cc: Kim, Jane (BOS); Peskin, Aaron (BOS); Breed, London (BOS); Somera, Alisa (BOS); 'Calvillo, Angela (angela.calvillo@sfgov.org)'; Board of Supervisors, (BOS)
Subject: RE: BoS File #170962, Gov't Audit & Oversight Cmte, Agenda Item 2, Sept 20 Hearing
Categories: 2017.09.20 - GAO, 170962

Thank you for your comment letter. I have added it to the official file for this hearing, which will be heard in today's Government Audit and Oversight Committee as agenda item number two.

I invite you to review the entire matter on our [Legislative Research Center](#) by following the link below:

[Board of Supervisors File No. 170962](#)

John Carroll
Assistant Clerk
Board of Supervisors
San Francisco City Hall, Room 244
San Francisco, CA 94102
(415)554-4445 - Direct | (415)554-5163 - Fax
john.carroll@sfgov.org | bos.legislation@sfgov.org

 Click [here](#) to complete a Board of Supervisors Customer Service Satisfaction form.

The [Legislative Research Center](#) provides 24-hour access to Board of Supervisors legislation and archived matters since August 1998.

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.

From: sfjberk@gmail.com [mailto:sfjberk@gmail.com] **On Behalf Of** Judith Berkowitz
Sent: Tuesday, September 19, 2017 8:19 PM
To: Kim, Jane (BOS) <jane.kim@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>; Breed, London (BOS) <london.breed@sfgov.org>; Carroll, John (BOS) <john.carroll@sfgov.org>
Subject: BoS File #170962, Gov't Audit & Oversight Cmte, Agenda Item 2, Sept 20 Hearing

Chair Kim, Vice Chair Peskin, President Breed,

Ambulances needing to swiftly access SFGH emergency entrance were out of luck during this latest heatwave as well as at all other times. This is because SFMTA has recently undertaken changes to Potrero Avenue without first consulting Emergency Services and SFFD.

SFMTA has painted striping on Potrero Avenue that zigs and zags, plus - for some reason - it has built a median barrier, and will plant trees in it.

Because of these changes SFFD and emergency vehicles cannot quickly and easily navigate Potrero Avenue to the SFGH Emergency Entrance.

The only reason SFFD and Emergency Services were brought in (at the eleventh hour) is because **neighbors** were so alarmed at the impossible situation that SFMTA had caused that they - the neighbors - finally got Emergency Services and SFFD involved.

SFFD and Emergency Services have united in their condemnation of what SFMTA has done to slow down and complicate their approach to SFGH.

It appears that there may still be time to rectify these insults to the public safety in order to enable Emergency Services and SFFD quick and smooth access to SFGH, however SFMTA is straining at the bit to bull ahead with their deleterious changes to Potrero Avenue.

SFMTA must remove all the zigzag lanes and center median barriers on Potrero Avenue so that Emergency Services and SFFD can easily pass.

Thank you for your attention to remedying this grave situation and for holding this hearing,

- Judith Berkowitz

East Mission Improvement Assn (EMIA)

1322 Florida Street 94110

Carroll, John (BOS)

From: Carroll, John (BOS)
Sent: Wednesday, September 20, 2017 8:57 AM
To: 'zrants'
Cc: Peskin, Aaron (BOS); Breed, London (BOS); Kim, Jane (BOS); 'Calvillo, Angela (angela.calvillo@sfgov.org)'; Somera, Alisa (BOS); Board of Supervisors, (BOS)
Subject: RE: File #170962, Gov't Audit & Oversight Committee

Categories: 2017.09.20 - GAO, 170962

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From: zrants [mailto:zrants@gmail.com]
Sent: Wednesday, September 20, 2017 3:06 AM
To: Kim, Jane (BOS) <jane.kim@sfgov.org>
Cc: Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>; Breed, London (BOS) <london.breed@sfgov.org>; Carroll, John (BOS) <john.carroll@sfgov.org>
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