

3. To specific government agencies -

-such as with DPH and HSH?

***All governmental agencies involved with the operation of the Tenderloin Linkage Center and adjacent fenced area

4. To specific non-profit agencies or organizations

. All non-profit agencies or organizations involved in the operation of the Tenderloin Linkage Center and adjacent fenced area .

5. Additional specific key terms or phrases

*** Tenderloin Linkage Center***

*** Enclosed/fenced area adjacent to the Tenderloin Linkage Center

Thank you,

Ms. McDonald

—
On March 1, 2022:

Subject: Re: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Dear Ms. McDonald,

Thank you for contacting our office. We have received your request.

In order to help better process your request, we kindly request you narrow the scope of your original request for the following parameters:

1. Specific date range

* Please specify within a three month date range

* Such as from December 1, 2021 to March 1, 2022

2. To specific employees

* DEM has more than 300 staff members, a majority of them 911 dispatch staff and not involved with the Tenderloin Linkage Center (TLC).

* Can the search be limited to only DEM Executive Leadership directly involved with TLC work?

3. To specific government agencies -

* such as with DPH and HSH?

* The City has more than 50 departments and agencies, a majority not involved with the TLC work.

4. To specific non-profit agencies or organizations

5. Additional specific key terms or phrases

Additionally, please note the PDF form you have completed and submitted is only intended for 911 dispatch records request. Please also note, as stated on our website<https://url.avanan.click/v2/___https://sfdem.org/requesting-public-records-0>___YXAzOnNmZHQyOmE6bzpkYzkzMmRlZDE3MGM4ZTYwMjU1M2UxZDY5MjFmMmNiYTo1OjVkyZE6ZmM3ZWZiNTgyNzAxMGE3YzQxNjQ2OWY2ZDBiOTk2OWRiMmM3MjczMWM5NjBjNjM1ODE2YzhIZWRlNWl3NDlhYTp0Ok4;, please

submit all non dispatch, non-CAD related public records request to RecordsRequestDEM@sfgov.org .

We look forward to your positive response in narrowing the scope of your voluminous request and to better understand the purpose and the nature of your request.

Thank you.

Public Records Team

San Francisco Department of Emergency Management

RecordsRequestDEM@sfgov.org

On Feb. 27, 2022:

Subject:

To Whom It May Concern:

Pursuant to the California Public Records Act, I hereby request the following records:

I am requesting all electronic communication, including email, text message, any messaging service or app used in communication regarding the Tenderloin Linkage Center and it's fenced in area. This is to include communication between all government and non governmental agencies involved in the operation of the linkage center, including communications with non profit agencies.

I am requesting that all records be preserved until this request is completed.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 10 calendar days, as the statute requires.

Sincerely,

Virginia McDonald

View request history, upload responsive documents, and report problems here:

https://url.avanan.click/v2/___https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fdepartment-of-emergency-management-8080%252Ftenderloin-linkage-center-communications-department-of-emergency-management-125534%252F%253Femail%253DRecordsRequestDEM%252540sfgov.org&url_auth_token=AAAdJ08HOy9DXjnQ49Ep3Iv mKxc%3A1nXVsX%3AgT7jwYnn9T50VlyfSoSse22hVUitOKSWJNNoOT29EL7g___YXAzOnNmZHQyOmE6bzpkYzkzMmRlZDE

3MGM4ZTYwMjU1M2UxZDY5MjFmMmNiYT01OmJiOTU6OTU1NWM3MGRiM2JlNzhiMzFkNzA0ZjJjOTIzNjYwODIhYWVzN
GI4OWRlMTBmMmYwYWl0OGlxNmVmODcyYzcuNDp0Ok4

If prompted for a passcode, please enter:

YMLUAYE

Filed via MuckRock.com

E-mail (Preferred): 125534-94670199@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News

DEPT MR 125534

411A Highland Ave

Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.



From: [DEM Records Request](#)
To: 125534-94670199@requests.quickrock.com; [DEM Records Request](#)
Bcc: [Roman, Marisol \(DEM\)](#); [Lupino, Paul \(DEM\)](#); [Lim, Victor \(DEM\)](#); [Zamora, Francis \(DEM\)](#)
Subject: Re: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)
Date: Tuesday, March 1, 2022 1:49:32 PM

Dear Ms. McDonald,

Thank you for contacting our office. We have received your request.

In order to help better process your request, we kindly request you narrow the scope of you original request for the following parameters:

1. Specific date range
 - a. Please specify within a three month date range
 - b. Such as from December 1, 2021 to March 1, 2022
2. To specific employees
 - a. DEM has more than 300 staff members, a majority of them 911 dispatch staff and not involved with the Tenderloin Linkage Center (TLC).
 - b. Can the search be limited to only DEM Executive Leadership directly involved with TLC work?
3. To specific government agencies -
 1. such as with DPH and HSH?
 2. The City has more than 50 departments and agencies, a majority not involved with the TLC work.
4. To specific non-profit agencies or organizations
5. Additional specific key terms or phrases

Additionally, please note the PDF form you have completed and submitted is only intended for 911 dispatch records request. Please also note, as stated on our [website](#), please submit all non dispatch, non-CAD related public records request to RecordsRequestDEM@sfgov.org

We look forward to your positive response in narrowing the scope of your voluminous request and to better understand the purpose and the

nature of your request.

Thank you.

Public Records Team
San Francisco Department of Emergency Management
RecordsRequestDEM@sfgov.org

From: Records, DEM (DEM) <dem.records@sfgov.org>
Sent: Tuesday, March 1, 2022 6:37 AM
To: DEM Records Request <RecordsRequestDEM@sfgov.org>
Subject: FW: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Custodian of Records
SF Dept. Of Emergency Management

From: 125534-94670199@requests.muckrock.com
Sent: Tuesday, March 1, 2022 02:44 AM
To: Records, DEM (DEM)
Subject: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Department of Emergency Management
PRA Office
1011 Turk Street
SF, CA 94102
March 1, 2022

This is a follow up to a previous request:

Hello,

Please find the request form attached. Thank you for your help with this request.

Sincerely,

MuckRock

View request history, see one related attachment, upload responsive documents, and report problems here:

https://url.avanan.click/v2/___https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fdepartment-of-emergency-management-8080%252Ftenderloin-linkage-center-communications-department-of-emergency-

management-

125534%252F%253Femail%253Ddem.records%252540sfgov.org&url_auth_token=AAAdJ0grD6e7mIywoKmA_7qq4VA%3A1nOzxv%3A-ephmYscSYEiHzC4Kjd7I1bRc45eF6VG9oRdgT4r0oc____.YXAzOnNmZHQyOmE6bzoyMmZmNTE0MTJINzI5MmJhYWU3YWFkNzAwYTc2NjE4MT0lOmY3YWE6YThmMzUwYTg4YTMwOTYzMjVmNDg2Yjg2MTE2NTFmYTIzZTQxMzg4ZWYwYmZjNTgyMzJmOGFkNTc3YTYyZWY2Mjp0Ok4

If prompted for a passcode, please enter:

YMVLUAYE

Attachments:

•

Department_of_Emergency_Management_of_San_Francisco_City_and_County__CA_Signed 14.pdf

Filed via MuckRock.com

E-mail (Preferred): 125534-94670199@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News

DEPT MR 125534

411A Highland Ave

Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

On Feb. 27, 2022:

Subject:

To Whom It May Concern:

Pursuant to the California Public Records Act, I hereby request the following records:

I am requesting all electronic communication, including email, text message, any messaging service or app used in communication regarding the Tenderloin Linkage Center and it's fenced in area. This is to include communication between all government and non governmental agencies involved in the operation of the linkage center, including communications with non profit agencies.

I am requesting that all records be preserved until this request is completed.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 10 calendar days, as the statute requires.

Sincerely,

Virginia McDonald

View request history, see one related attachment, upload responsive documents, and report problems here:

https://url.avanan.click/v2/https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fdepartment-of-emergency-management-8080%252Ftenderloin-linkage-center-communications-department-of-emergency-

management-

125534%252F%253Femail%253Ddem.records%252540sfgov.org&url_auth_token=AAAdJ0
grD6e7mlywoKmA_7qq4VA%3A1nOzxv%3A-
ephmYscSYEiHzC4Kjd7I1bRc45eF6VG9oRdgT4r0oc____.YXAzOnNmZHQyOmE6bzoyM
mZmNTE0MTJINzI5MmJhYWU3YWfkNzAwYTc2NjE4MT01OjY1OTM6MDM0YmRIN
TRIYWE1MTI0M2E5YjdIOTRkYWJlYjk3ZGZjNDViZjliYWYyMjVlNTAyNjM3ZGM1NzI
wNzk1M2FIOTp0Ok4

If prompted for a passcode, please enter:

YMLUAYE

Attachments:

•

Department_of_Emergency_Management_of_San_Francisco_City_and_County__CA_Signed
14.pdf

Filed via MuckRock.com

E-mail (Preferred): 125534-94670199@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News

DEPT MR 125534

411A Highland Ave

Somerville, MA 02144-2516

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through MuckRock by the above in order to better track, share, and manage public records
requests. Also note that improperly addressed (i.e., with the requester's name rather than
"MuckRock News" and the department number) requests might be returned as undeliverable.



Roman, Marisol (DEM)

From: DEM Records Request
Sent: Thursday, April 21, 2022 4:46 PM
To: 125534-94670199@requests.muckrock.com; SOTF, (BOS)
Cc: Gina McDonald
Subject: Re: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)
Attachments: TL Response Onboarding Essentials_Redacted_Part1.pdf; TL Response Onboarding Essentials_Redacted_Part2.pdf

Dear Ms. McDonald,

Thank you for your follow up email. Upon further review, we located and are providing you copies of two additional documents responsive to your request. We have split one of the responsive documents into multiple PDF files due to the large size of the file and will provide you the responsive documents in multiple emails.

This email is the first of two emails.

Please note the following:

1. Portions of a responsive record has been redacted to protect the information security records of DEM. (Cal Gov. Code Section 6254.19).
2. Portions of a responsive record has been redacted to protect information related to security procedures. (Cal. Gov. Code Section 6254(f))
3. Portions of a responsive record has been redacted to protect personal contact information to protect personal privacy. (Cal Gov. Code Section 6254(c))
4. One document has been withheld related to security procedures. (Cal. Govt. Code Section 6254(f))

We conducted a diligent search and have produced all copies of responsive records in possession by the Department of Emergency Management. DEM does not have any additional responsive records to produce. Since we have completed your request, we respectfully ask you to withdraw your complaint against DEM with the SOTF, file number 22035.

Thank you.

Public Records Team
San Francisco Department of Emergency Management
RecordsRequestDEM@sfgov.org

From: 125534-94670199@requests.muckrock.com <125534-94670199@requests.muckrock.com>
Sent: Monday, April 11, 2022 4:06 PM
To: SOTF, (BOS) <sotf@sfgov.org>
Cc: DEM Records Request <RecordsRequestDEM@sfgov.org>; Gina McDonald <gina.mcdee@yahoo.com>
Subject: RE: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Department of Emergency Management
PRA Office
1011 Turk Street
SF, CA 94102
April 11, 2022
This is a follow up to a previous request:
Hello Cheryl/Dem Records.

While I appreciate the procedural documents that you have released, my original request asked for communication. I know there are hundred of email/texts that are applicable under the CA records act.
Please re-read my original request:

To Whom It May Concern:

Pursuant to the California Public Records Act, I hereby request the following records:

I am requesting all electronic communication, including email, text message, any messaging service or app used in communication regarding the Tenderloin Linkage Center and it's fenced in area. This is to include communication between all government and non governmental agencies involved in the operation of the linkage center, including communications with non profit agencies.

I am requesting that all records be preserved until this request is completed.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 10 calendar days, as the statute requires.

Sincerely,

Virginia McDonald

Furthermore, DEM asked me to clarify my request and I did so. My request is pretty clear.

Every other City department has complied with this request.

Cheryl - Please do not close this complaint until my REQUESTED RECORDS are released or I am heard by the task force.

Thank you and I look forward to hearing from you soon.

Gina McDonald

View request history, upload responsive documents, and report problems here:

https://url.avanan.click/v2/___https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fdepartment-of-emergency-management-8080%252Ftenderloin-linkage-center-communications-department-of-emergency-management-125534%252F%253Femail%253Dsoff%252540sf.gov.org&url_auth_token=AAAdjxETqCps-U29PPrGEzc-Bc%3A1ne371%3ACGDc12nthXWax8kuTaZj2qoKcX8sWFLHeQ3yDiPr8IE___YXAzOnNmZHqYOmE6bzpjZjE0MWJIMWUyMzlyZWU5MDcyMDE2OGU0YWY5MGQ4MT02OjYzOGY6ODgxOTEyNmZlOTQ0ZTMxZTIjNWFiNmQ0MzI4M2FhODJjNzE5OGQ3YjcwMDg5ZTcwNTE1MGE2MGZlODkxM2lwODp0Ok4

If prompted for a passcode, please enter:

YMLUAYE

Filed via MuckRock.com

E-mail (Preferred): 125534-94670199@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News

DEPT MR 125534

411A Highland Ave

Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

On April 11, 2022:

Subject: RE: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Dear Ms. McDonald: In light of the extensive response to your request, I write to you asking if you wish to close your complaint file? Please advise. Thank you.

Cheryl Leger

Assistant Clerk, Board of Supervisors

Cheryl.Leger@sfgov.org<mailto:Cheryl.Leger@sfgov.org>

Tel: 415-554-7724

Fax: 415-554-5163

https://url.avanan.click/v2/___www.sfbos.org___YXAzOnNmZHqYOmE6bzpjZjE0MWJIMWUyMzlyZWU5MDcyMDE2OGU0YWY5MGQ4MT02OjYzOGY6ODgxOTEyNmZlOTQ0ZTMxZTIjNWFiNmQ0MzI4M2FhODJjNzE5OGQ3YjcwMDg5ZTcwNTE1MGE2MGZlODkxM2lwODp0Ok4

[CustomerSatisfactionIcon]<https://url.avanan.click/v2/___http://www.sfbos.org/index.aspx?page=104>___YXAzOnNmZHqYOmE6bzpjZjE0MWJIMWUyMzlyZWU5MDcyMDE2OGU0YWY5MGQ4MT02OjYzOGY6ODgxOTEyNmZlOTQ0ZTMxZTIjNWFiNmQ0MzI4M2FhODJjNzE5OGQ3YjcwMDg5ZTcwNTE1MGE2MGZlODkxM2lwODp0Ok4> Click here<https://url.avanan.click/v2/___http://www.sfbos.org/index.aspx?page=104>___YXAzOnNmZHqYOmE6bzpjZjE0MWJIMWUyMzlyZWU5MDcyMDE2OGU0YWY5MGQ4MT02OjYzOGY6ODgxOTEyNmZlOTQ0ZTMxZTIjNWFiNmQ0MzI4M2FhODJjNzE5OGQ3YjcwMDg5ZTcwNTE1MGE2MGZlODkxM2lwODp0Ok4> to complete a Board of Supervisors Customer Service Satisfaction form.

The Legislative Research

Center<https://url.avanan.click/v2/___http://www.sfbos.org/index.aspx?page=9681> ___.YXAzOnNmZHqYOmE6bpjZjE0MWJlMWUyMzlyZWU5MDcyMDE2OGU0YWY5MGQ4MT02OmRhNzE6OTBLOWlyMDZkZGM2NWU2ZTMwNjgwZmM0MGQzZDVIYjRhN2UxMGFhMzlyNmI1M2VhYjUyMmY4N2JiZjA4Y2Q1ZTp0Ok4; 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.

On April 11, 2022:

Subject: Re: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Dear Ms. McDonald,

Please accept our apologies with our delayed response. We have completed our need to check in with another City agency regarding some of the responsive records. Attached, please find copies of all the remaining records we have responsive to your request.

Please note are withholding one document related to security procedures. Cal. Govt. Code Section 6254 (f)

We consider this response complete and closed and respectfully ask you withdraw your complaint with the SOTF.

Thank you.

Public Records Team

San Francisco Department of Emergency Management

RecordsRequestDEM@sfgov.org

On March 30, 2022:

Subject: RE: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

To Whom it May Concern:

I will be forwarding to the Sunshine Task force due to lack of transparency.

On March 24, 2022:

Subject: RE: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Additionally, there are records already posted on nextrequest San Francisco to and from members of the Dept of Emergency Management regarding the Tenderloin Linkage Center and adjacent area. Due to your time delay, my request extends to today's date. The records are there and now need to be released under immediate action. I urge you to not delay in this request.

Thank you

On March 24, 2022:

Subject: RE: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

I have requested the above mentioned records and have answered your questions for clarification. Pursuant to the California Public Records Act, I am seeking immediate relapse of all of the above mentioned records.

You are past your date and are in violation.

Thank you.

On Feb. 27, 2022:

Subject:

To Whom It May Concern:

Pursuant to the California Public Records Act, I hereby request the following records:

I am requesting all electronic communication, including email, text message, any messaging service or app used in communication regarding the Tenderloin Linkage Center and it's fenced in area. This is to include communication between all government and non governmental agencies involved in the operation of the linkage center, including communications with non profit agencies.

I am requesting that all records be preserved until this request is completed.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 10 calendar days, as the statute requires.

Sincerely,

Virginia McDonald

View request history, upload responsive documents, and report problems here:

https://url.avanan.click/v2/___https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fdepartment-of-emergency-management-8080%252Ftenderloin-linkage-center-communications-department-of-emergency-management-125534%252F%253Femail%253Dsotf%252540sf.gov.org&url_auth_token=AAAdJxATqCps-U29PPrGEzc-Bc%3A1ne37I%3ACGDc12nthXWax8kuTaZj2qoKcXBsWFLHeQ3yDIPr8IE____.YXAzOnNmZHqYOmE6bzpjZjE0MWJlMWUyMzlyZWU5MDcyMDE2OGU0YWY5MGQ4MT02OjVhMDU6YjI4YmNjNDZlOWJhMmVjMjQyZWJjNWU0OWQ3YTMxYTVjYzE2M2E4NDQ4ZDMYyZdiY2lwOTk5ZDk1N2I5MDY2MTp0Ok4

If prompted for a passcode, please enter:

YMLUAYE

Filed via MuckRock.com

E-mail (Preferred): 125534-94670199@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News

DEPT MR 125534

411A Highland Ave

Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.



From: DEM Records Request
Sent: Monday, March 14, 2022 5:29 PM
To: 125534-94670199@requests.muckrock.com
Cc: DEM Records Request
Subject: Re: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Thank you for your follow up response.

Please note, through written notice, City departments to invoke an extension up to 14 calendar days, and in DEM's case due to the need for consultation with another City department. (S.F. Admin. Code § 67.25(b); Govt. Code § 6253(c)). We invoked the extension on March 10, 2022 and we will endeavor to respond no later than March 24, 2022.

Public Records Team
San Francisco Department of Emergency Management
RecordsRequestDEM@sfgov.org

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

YMVLUAYE

Filed via MuckRock.com
E-mail (Preferred): 125534-94670199@requests.muckrock.com
For mailed responses, please address (see note):
MuckRock News
DEPT MR 125534
411A Highland Ave
Somerville, MA 02144-2516

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On March 10, 2022:

Subject: Re: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Dear Ms. McDonald,

We are working diligently in completing your request as soon as possible. Thank you for your follow up email providing clarification to your original request.

Please note, with regard to your request, we are invoking an extension today to allow the Department of Emergency Management to consult with other City departments. (S.F. Admin. Code § 67.25(b); Govt. Code § 6253(c) (authorizing an extension of up to 14 calendar days until March 24, 2022).)

Please also note that your original request was not submitted properly to our department. The form you completed and submitted is only reserved for requesting 911 related and Computer Aided Dispatch type calls. Please do not fill out the 911 dispatch PRA forms for any request you may have in the future similar to the one our office. Please do not email any non-911 type public records request to dem.records@sfgov.org.

As stated on our website, https://url.avanan.click/v2/https://sfdem.org/requesting-public-records-0_YXAzOnNmZHQyOmE6bzo4OWMwNTNiYWl3ZWZINDg3MGM1MjdmdMjEyMzJhMTgzMT01OjhiNTg6NzYxMzQ0ZDQ5ZDVjOTRlY2Q0MWNkYTgyYmZkMzQwMWJhOTVjOGRhYW5kZGE3ZTcyNzAxZWQwMmZhZWYwYmJlMzp0O0k4, please email RecordsRequestDEM@sfgov.org and follow up directly with our division with the following address for proper processing of your request.

Please kindly make note of this change for any future correspondence with us on this particular request you have submitted.

Thank you.

Public Records Team

San Francisco Department of Emergency Management

RecordsRequestDEM@sfgov.org

On March 2, 2022:

Subject: RE: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

To Whom It May Concern,

Hello and thank you for your swift reply. As stated on my original request in regards to the Tenderloin Linkage Center AND the adjacent fenced area:

"This is to include communication between all government and non governmental agencies involved in the operation of the linkage center, including communications with non profit agencies." I am requesting those involved with the operation of the Linkage Center" and adjacent fenced area.

The following is in reply to your questions in the previous correspondence:

1. Specific date range

*** December 1, 2021 to March 2, 2022 ***

2. To specific employees

DEM has more than 300 staff members, a majority of them 911 dispatch staff and not involved with the Tenderloin Linkage Center (TLC).

*** Any employee, governmental or otherwise, involved in the operations of the Tenderloin Linkage center and adjacent fenced area . ***

Can the search be limited to only DEM Executive Leadership directly involved with TLC work?

*** To include all DEM employees and leadership involved in the operation of the Tenderloin Linkage Center and adjacent fenced area ***

3. To specific government agencies -

-such as with DPH and HSH?

***All governmental agencies involved with the operation of the Tenderloin Linkage Center and adjacent fenced area ***

4. To specific non-profit agencies or organizations

. All non-profit agencies or organizations involved in the operation of the Tenderloin Linkage Center and adjacent fenced area .

5. Additional specific key terms or phrases

*** Tenderloin Linkage Center***

*** Enclosed/fenced area adjacent to the Tenderloin Linkage Center

Thank you,

Ms. McDonald

On March 1, 2022:

Subject: Re: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Dear Ms. McDonald,

Thank you for contacting our office. We have received your request.

In order to help better process your request, we kindly request you narrow the scope of your original request for the following parameters:

1. Specific date range

* Please specify within a three month date range

* Such as from December 1, 2021 to March 1, 2022

2. To specific employees

* DEM has more than 300 staff members, a majority of them 911 dispatch staff and not involved with the Tenderloin Linkage Center (TLC).

* Can the search be limited to only DEM Executive Leadership directly involved with TLC work?

3. To specific government agencies -

* such as with DPH and HSH?

* The City has more than 50 departments and agencies, a majority not involved with the TLC work.

4. To specific non-profit agencies or organizations

5. Additional specific key terms or phrases

Additionally, please note the PDF form you have completed and submitted is only intended for 911 dispatch records request. Please also note, as stated on our website <https://url.avanan.click/v2/___https://sfdem.org/requesting-public-records-0>___YXAzOnNmZHqYQmE6bzo4QWMwNTNiYWI3ZWZINDg3MGM1MjdmMjEyMzJhMTgzMT01OjNhMGE6YTYwZjhhM

DcxMjM0OTQ2ZjEyODQwZTNmY2ExMzc5OTUwZGY5OTkwNzY5ZDk2ZGE5MDZmYjU0ZmQyMDY3ZjM4Yzpo0k4;, please submit all non dispatch, non-CAD related public records request to RecordsRequestDEM@sfgov.org.

We look forward to your positive response in narrowing the scope of your voluminous request and to better understand the purpose and the nature of your request.

Thank you.

Public Records Team

San Francisco Department of Emergency Management

RecordsRequestDEM@sfgov.org

On March 1, 2022:

Subject: California Public Records Act Request: Tenderloin Linkage Center Communications (Department of Emergency Management)

Hello,

Please find the request form attached. Thank you for your help with this request.

Sincerely,

MuckRock

On Feb. 27, 2022:

Subject:

To Whom It May Concern:

Pursuant to the California Public Records Act, I hereby request the following records:

I am requesting all electronic communication, including email, text message, any messaging service or app used in communication regarding the Tenderloin Linkage Center and it's fenced in area. This is to include communication between all government and non governmental agencies involved in the operation of the linkage center, including communications with non profit agencies.

I am requesting that all records be preserved until this request is completed.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 10 calendar days, as the statute requires.

Sincerely,

Virginia McDonald

View request history, upload responsive documents, and report problems here:

https://url.avanan.click/v2/___https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fdepartment-of-emergency-management-8080%252Ftenderloin-linkage-center-communications-department-of-emergency-management-125534%252F%253Femail%253DRecordsRequestDEM%252540sfgov.org&url_auth_token=AAAdJywbRWjslpDide9GI5EXrwg%3A1nSVEi%3A7HaKncYhcWEgE4j5VYqQOYAQkf1vEM7uadJCSwgyvFU___YXAzOnNmZHqYQmE6bzo4QWMwNTNiYWI3ZWZINDg3MGM1MjdmMjEyMzJhMTgzMT01OjY3MTc6N2l4MjhhZTNhZGU1NGFiMmMwMGRkNjJkZDdmNTcxNzFhMTczNjVIMGQ2MDZlMjkwODBlOWIwNmFhY2YxMDkyMTp0Ok4

If prompted for a passcode, please enter:

YMVLUAYE

Filed via MuckRock.com

E-mail (Preferred): 125534-94670199@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News

DEPT MR 125534

411A Highland Ave

Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.



From: Lim, Victor (DEM)
Sent: Wednesday, June 15, 2022 4:48 PM
To: Gina McDonald; SOTF, (BOS)
Subject: RE: Case 22035 - Supporting emails/texts Dept. Of Emergency Management
Attachments: TL Emergency Initiative -- OP 3 Objectives and Situation Report for OP 2.pdf; TL Emergency Initiative BOS Update Final (1).pdf; 2022.02.08 BOS Hearing on TL Emergency Response .pdf; Linkage Center Overview and FAQs_Updated For Launch_FZ edits.pdf; 2022.02.08 BOS Hearing on TL Emergency Response Q&A.pdf; TEI Update 020822 Talking Points.pdf; TL Emergency Initiative BOS Update Final 1.pdf; TL Emergency Initiative BOS Update Final.pdf; MEC Talking Points Linkage Center Launch 1-18-22.pdf; Re_ Community Workgroup (5)Redacted.pdf; Fwd_ MMBA & Foundation Newsletter.pdf; TL Emergency Initiative SitRep OP6 FINAL DRAFT.pdf; Re_ Community Workgroup_Redacted.pdf; Alternatives to Policing Report.pdf; TL Emergency Initiative SitRep OP10 20220222 (2).pdf; TL Emergency Initiative SitRep OP9_FINAL DRAFT.pdf; TL Emergency Initiative SitRep OP3 FINAL DRAFT .pdf; Tenderloin .pdf; PO0000590460 _United_Rentals_signed 1.pdf; PO0000590460 _United_Rentals_signed.pdf; Re_ Tenderloin Emergency Initiative -- Objectives for Op Period 2_Redacted.pdf; TL Plan Op Period 4 Objectives_Redacted.pdf; TL Emergency Initiative SitRep OP5 FINAL DRAFT.pdf; RE_ Linkage Center walkthrough request_ St_ Anthony's .pdf; FW_ Community Workgroup_Redacted.pdf; TL Emergency Initiative SitRep OP8_FINAL.pdf; 022322 Minna at 6th.jpg; Tenderloin Linkage Center Walkthrough_ St_ Anthony's.pdf; Re_ Tenderloin Linkage Center Walkthrough_ St_ Anthony's.pdf; RE_ Transition of Linkage Center Walkthroughs.pdf; TL Operations Strategy Document.pdf; Re_ Request for Tenderloin Linkage Center Walkthrough - San Francisco_Marin Medical Society.pdf; FW_ Update on mid-Market and Tenderloin safety plan_ deadline Dec_ 29.pdf; Re_ visiting the linkage center.pdf; Tenderloin Emergency Initiative -- Objectives for Op Period 2_Redacted.pdf; Perspective on 6th and Minna shooting and the use of the homeless by drug dealers.pdf; RE_ TL Crisis Operations -- Weekly Stakeholder Meeting.pdf; RE_ Tenderloin Linkage Center Walkthroughs.pdf; RE_ Immediate Disclosure Request - SF Standard Reporter Annie Gaus - Contracts for Tenderloin Linkage Center.pdf; Linkage Center Overview and FAQs_Updated For Launch.pdf; RE_ MEDIA INQUIRY_ SF Linkage Center soundbite or statement.pdf; Re_ UA Best Ops Contact .pdf; RE_ Daily TL Ops Mtg_Redacted.pdf; Re_ Street Lights at Turk_Hyde.pdf; FW_ __ PRESS RELEASE __ SAN FRANCISCO OPENS LINKAGE CENTER AS PART OF TENDERLOIN EMERGENCY INITIATIVE.pdf; TL Crisis Operations -- Weekly Stakeholder Meeting_Redacted.pdf; Re_ Street Response Community Workgroup (2).pdf; Re_ Street Response Community Workgroup (3).pdf; RE_ Tenderloin Linkage Center Walkthrough_ Tenderloin Merchants Association.pdf; Fw_ Street Response Community Workgroup.pdf; 02.08.2022 711 Post.pdf; Re_ Street Response Community Workgroup (4).pdf; FW_ Site Visit to Linkage Center before Feb 8th.pdf; 020722 Minna at 6th.jpg; Re_ Linkage Center walkthrough request - San Francisco Night Ministry.pdf; RE_ Questions for 2_8 BOS Committee of Whole Hearing on Tenderloin Emergency Declaration .pdf; 01.18.2022 Tenderloin Linkage Center 1.pdf; 01.18.2022 Tenderloin Linkage Center.pdf; TL Emergency Initiative template.pdf; PRESSR~1.PDF; Street Response Community Workgroup_Redacted.pdf; Re_ Tenderloin Linkage Center - On Site PIO & On Call PIO.pdf; RE_ D5 Preston Group - TL Linkage Center Walkthrough.pdf; Re_ Street Response Community Workgroup_Redacted.pdf; Re_ Thank you.pdf; RE_ Tenderloin Linkage Center Walkthrough .pdf; Media Advisory Tenderloin Linkage Center Media Access 011822 1.pdf; Media Advisory Tenderloin Linkage Center Media Access 011822.pdf; FW_ Updated Linkage Center Overview and FAQs.pdf; RE_ Visiting the TL Linkage Center

Attachments:

.pdf; Re_Reschedule -- Tenderloin Linkage Center Walkthrough.pdf; Re_Tenderloin Linkage Center Walkthroughs .pdf; __ PRESS RELEASE __ BOARD OF SUPERVISORS APPROVES LEASE FOR SEMI-CONGREGATE SHELTER AT 711 POST STREET .pdf; RE_Tenderloin Linkage Center Walkthrough Access Policy .pdf; Re_Upcoming Linkage Center Walkthrough Request.pdf; RE_Zamora_Francis (DEM) shared _Tenderloin Linkage Center Walkthrough Access Policy 1-20-22_ with you_.pdf; Re_TL Walkthrough - Supervisor Safai 2_7.pdf; Re_Linkage Center Transition to DPH.pdf; FW_Tenderloin Emergency Initiative Sit Rep Operation Period 5.pdf; Re_Protest at Linkage Center_UN Plaza - Saturday February 5 at 8AM.pdf; TEI Objectives for OP11.pdf; Re_Scheduling Tenderloin Linkage Center Tour.pdf; Re_California Public Records Act Request_Urban Alchemy Comms.pdf; Fwd_Zamora_Francis (DEM) shared _Tenderloin Linkage Center Opening News Release Draft 01-18-22_ with you_ (5).pdf; Fwd_Zamora_Francis (DEM) shared _Tenderloin Linkage Center Opening News Release Draft 01-18-22_ with you_.pdf; Tenderloin Emergency Initiative Op Period 9 Objectives.pdf; TEI Objectives for OP10.pdf; Re_67_25_a immediate disclosure request.pdf; __MEDIA ADVISORY__ TENDERLOIN LINKAGE CENTER MEDIA ACCESS.pdf; 2_8_2022 BOS Meeting - item 27 - Tenderloin Emergency Initiative Slide Deck.pdf; FW_PLEASE SEND THIS MEDIA ADVISORY AFTER MAYOR's PRESS RELEASE.pdf; Re_Records request - immediate disclosure.pdf; JIC Objectives for Op10.pdf; <https://sf.gov/location/tenderloin-linkage-center>.pdf; Lim_Victor (DEM) shared _Tenderloin Linkage Center Walkthrough Visits_ with you_ (4).pdf; JIC Objectives Op 9.pdf; Draft Message to BOS for SitRep.pdf; Tenderloin Emergency Initiative Situation Report for OP10.pdf; Roman_Marisol (DEM) shared _Tenderloin Linkage Center Walkthrough Visits_ with you_.pdf; FW_Tenderloin Emergency Initiative Sit Rep Operational Period 9.pdf; Lim_Victor (DEM) shared _Tenderloin Linkage Center Walkthrough Visits_ with you_ (3).pdf; Lim_Victor (DEM) shared _Tenderloin Linkage Center Walkthrough Visits_ with you_ (1).pdf; Lim_Victor (DEM) shared _Tenderloin Linkage Center Walkthrough Visits_ with you_.pdf; PO 0000586446 for TL LINKAGE CENTER_AIM TO PLEASE 1.pdf; PO 0000586446 for TL LINKAGE CENTER_AIM TO PLEASE.pdf; PO 0000587102 TL LINKAGE CENTER_ABA PROTECTION INC 1.pdf; PO 0000587102 TL LINKAGE CENTER_ABA PROTECTION INC.pdf; JIC Weekly Updates Are Back! SF Tenderloin Emergency Initiative Partner Update - 2_4_2022.pdf; Fwd_Talking Points and Q&A for Linkage Center Launch.pdf; Re_Flyer.pdf; RE_Tour of linkage center_.pdf; Tenderloin Emergency Initiative SitRep OP8.pdf; RE_Prep for Upcoming Board Hearing on Tenderloin Emergency Initiative.pdf; JIC Tenderloin Emergency Initiative Partner Update - 2_17_2022.pdf; Validzic_Ana (DPH) successfully used the link to _Tenderloin Linkage Center Walkthrough Visits_ (2).pdf; Validzic_Ana (DPH) successfully used the link to _Tenderloin Linkage Center Walkthrough Visits_.pdf; Vasilyeva_Kay (DEM) successfully used the link to _Tenderloin Linkage Center Walkthrough Visits_.pdf; RE_Tour of Tenderloin Linkage Center.pdf; FW_Adjusted Slides for Tomorrow BOS.pdf; Automatic reply_Shand_Lloyd (DEM) shared _Linkage Center Walkthrough Request - SCRT & EMS6_ with you_.pdf; RE_Schedule for Tomorrow's Linkage Center Opening.pdf; TL Emergency Initiative Overview and FAQ.pdf; Tenderloin Emergency Initiative Sit Rep Operation Period 6.pdf; For Tomorrow's PIO Call @ 11_30.pdf; RE_Final Slides_Talking Points & Q&A.pdf; Final Slides_Talking Points & Q&A.pdf; Tenderloin Linkage Center Walkthrough Visits (2).xlsx; Accepted_D11 Supervisor Safai - Tenderloin Linkage Center Walkthrough .pdf; Accepted_Tenderloin Linkage Center Visitor Walkthrough Policy.pdf; Accepted_PIO Staffing_Opening of Tenderloin Linkage Center.pdf; Tenderloin Emergency Initiative Slide Deck.pdf

Hello Ms. McDonald,

Thank you for following up with our office.

Please see attached copies of additional responsive records we have located on our follow-up searches.

Due to the voluminous nature of the records, we will provide the copies of responsive records on a rolling basis.

Thank you.

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Gina Mcdonald <gina.mcdee@yahoo.com>

Sent: Wednesday, June 8, 2022 2:52 PM

To: Lim, Victor (DEM) <victor.lim@sfgov.org>; SOTF, (BOS) <sotf@sfgov.org>

Subject: Re: Case 22035 - Supporting emails/texts Dept. Of Emergency Management

Hello Mr. Lim,

I am checking in on your progress on this request. Have you been able to connect with the IT person that we spoke about at the Task Force hearing and/or obtain the communication that I requested?

Please advise.

Cheryl,

What is the timeline on how this works? Do we wait for another hearing?

Thanks so much!

Best,

Gina McDonald

On Tuesday, May 31, 2022 at 08:49:14 AM PDT, SOTF, (BOS) <sotf@sfgov.org> wrote:

Dear Ms. McDonald and Mr. Lim: In the future please provide documents in pdf format. It is much easier to work with. Thank you.

Cheryl Leger

Assistant Clerk, Board of Supervisors

Cheryl.Leger@sfgov.org

Tel: 415-554-7724

Fax: 415-554-5163

<https://url.avanan.click/v2/www.sfbos.org.YXAzOnNmZHQyOmE6bzphZjkwYjk4M2VmNTdmZWZhN2E0MDZmOTFjNiMwMzkyYjo2OmJiNmE6ZmE4NDI2ZjlxZDc3YjU1MTc0MWM4MGZmMTgyYzY5MDdiYzc3NDIjMzFINTY2YzRkMGUwM2I2MzBmOGU4M2NkMDp0OIQ>



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From: Gina McDonald <gina.mcdee@yahoo.com>

Sent: Monday, May 30, 2022 9:50 PM

To: SOTF, (BOS) <sotf@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: Case 22035 - Supporting emails/texts Dept. Of Emergency Management

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hello Mr. Lim and Sunshine Board,

Below are a few of the emails we discussed at the last meeting regarding my Sunshine Task Force complaint #22035. I am providing photos as I am not aware of your policy regarding attachments.

These are a few examples provided by the Mayors office, DPH and text messages between SF Controller Ben Rosenfield and Mary Ellen Carroll of DEM.

As we talked about during the hearing, this is only a sample of what I received from other agencies, and am only providing a few as specified by the task force board. There are hundreds.

Please let me know if I can provide further info if needed.

Mr. Lim, were you able to connect to the IT people to broaden the request as suggested by the task force?

Thank you,

Gina McDonald

From: Bechelli, Adrienne (DEM)
To: Boes, Tracy (POL); Dodge, Samuel (DEM); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Tenner, Andrea (DPH); Borne, Deborah (DPH); Candler, Robin (DPH); Cannanato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Stadlper, Lisa (DEM); Almeida, Angelica (DPH); Stephen Gibson, Duty Officer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang, fernando; Soc, Anna (DEM); Kunins, Hillary (DPH); Holcomb, Andrew (DEM); artieg, Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA); Adami, Steve (ADP); Mazzareta, Daniel (FIR); Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Meskan, Brenda (HOM); Torres, Jose (HOM – Contractor); Carroll, Maryellen (DEM)
Cc:
Subject: TL Emergency Initiative -- OP 3 Objectives and Situation Report for OP 2
Date: Sunday, December 26, 2021 2:05:00 PM
Attachments: [image001.jpg](#)
[Emergency Declaration Reference - Tenderloin.pdf](#)
[Linkage Center Community Talking Points.docx](#)
[TL Emergency Initiate SitRep OP2.pdf](#)

Happy holidays everyone. I'm pleased to announce for anyone who wasn't part of the marathon hearing on Thursday that shortly before 1 a.m. on Friday morning the Mayor's declaration of emergency was officially approved by the Board of Supervisors. This allows us to continue our operations under an emergency state, assembled into an incident management team, and managed by objectives. Thank you to all of you for your ongoing support of this effort. All of this is done with and for the people of the Tenderloin and by extension the whole city because when the TL thrives we all can too.

A couple of things are attached for your awareness:

1. A one-pager that was developed as a quick reference guide about the emergency declaration.
2. The long-awaited initial talking points about the Linkage Center that all of you performing community outreach can begin to use when engaging with people on the street. Please note that some details (like location and opening date) are still TBD, but we can start to socialize the concept with potential guests now that the declaration has been approved. These will help with objective #4 this week.
3. The situation report from Op Period 2 that ends today (Sunday). It lists our objectives and the specific actions we took to accomplish (or at least make progress on) them. This will be distributed at the end of each Op Period.

Below is the list of our objectives for Op Period 3 which starts tomorrow and goes through Sunday Jan 2. Please review these objectives and if your agency should be assigned to an area where it is not currently, let me know. Please also note that I expect each of your agencies to be performing work on a daily basis that gets us closer to meeting these objectives, and I will ask each of you to report out on your progress every morning. **Do not wait for me to specifically task you with tactics** – if you do not hear direction specifically from me I am assuming that you are the subject matter expert and that you are developing your operational plan and will implement and report out on it accordingly.

Look forward to talking with everyone tomorrow morning!

Objectives for Operational Period 3: 12/27/21 – 1/2/22

1. Implement intervention tactics at the following priority locations. (SFPD, DPW, TLCBD,

MMBA, DPH, HSH, SFPD)

- a. 300 block of Hyde
 - b. 300 block of Ellis
 - c. 7th/Market
 - d. 400 block of Eddy
 - e. 600 block of Eddy
 - f. 200-300 blocks of Jones
 - g. 300 block of Golden Gate (night)
2. Finalize the guest engagement and referral process for Linkage Center, including interaction with community organizations and parameters for enforcement. (DEM, DPH, HSH, SFPD, SFPD, community groups)
 3. Finalize location for Linkage Center by 12/29. (DEM)
 4. Perform outreach to community and neighborhood stakeholders regarding Linkage Center concept and scope starting 12/27. (DEM, OEWD, TMCBD, CCCBD, MMCBD, MMBA)
 5. Initiate improvement process discussions for community outreach and existing programs. (DEM, SFPD, DPH, HSH, HRC, community orgs TBD)
 6. Initiate planning for increased treatment and shelter resources dedicated to the Tenderloin. (DEM, HSH, DPH, HRC, community orgs TBD)
 7. Address critical streetlight outages as informed by the developed lighting priority list. (DEM, PUC)
 8. Initiate feasibility planning for adjusted nighttime cleaning and enforcement tactics. (DEM, DPW, SFPD)

Adrienne Bechelli

Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 344

Are you prepared? Visit SF72.org!

Text your zip code to 888-777 to sign up for emergency text alerts.

DEM Questions:

- 1. What is the long-term plan for the TL and the overdose crisis? What new, long-term systems, structures, services will carry over beyond the Emergency? (DEM)**

Phase III represents San Francisco's on-going commitment to the Tenderloin. This phase ensures that even once the Declaration of Emergency and the crisis operations have concluded, the City will maintain its investment and presence in the Tenderloin community. The details and components of this phase will be developed concurrently during the crisis operations phase, in conjunction with community and neighborhood stakeholders.

Key components of this phase thus far include:

- Assigning long-term City management and investment in neighborhood programs and infrastructure
- Establishing agreements and/or minimum levels of service for ongoing work with community organizations, neighborhood stakeholder groups, and residents
- Securing long-term scope and funding for ambassador programs
- Approving permits and project plans for community-focused open space
- Prioritizing safe passage investments such as Yellow Brick Road and school crossing guards
- Facilitating block level community activations

DPH Questions:

- **What services is the linkage center linking to? What services are being provided at the linkage center?**
 - Basic services. Food, water, hygiene services, personal protective equipment, clothing, pest treatment, activities and programming, social space, laundry, showers, animal care, wound care supplies, and more.
 - Linkage to programs. For those guests who are ready to connect to short- or long-term services, care, or programs offered by the City or its partners, representatives will be available to provide information and intake to these programs. They will include but are not limited to:
 - Primary care and medical treatment
 - Behavioral health care
 - Substance use treatment and sobering, detox and respite
 - Emergency shelter
 - Permanent supportive housing placement
 - Transitional housing
 - Community and social support services
 - Therapy and mentoring

- Vocational and legal support
 - Food and nutrition
 - Youth and family care
 - Veteran support
- **Approximately how many individuals are being served at the Linkage Center**
 - Visits: 3,197 (low barrier); Engagements (actual guests): 2,130; Tracking number of repeat visits
 - **What percentage of those who access the center are unhoused?**
 - Please keep in mind that the Linkage Center is intended as a low barrier site. This means answering the intake questions are optional for our guests. Some answer all the questions, some answer partially, some choose to decline the questions provided at intake and that is okay.
 - This question was added to intake this week for those that choose to answer the question; We should be able to report those metrics next week.
 - **What percentage of those who access center are from the TL? What other neighborhoods are visitors coming from?**
 - Please keep in mind that the Linkage Center is intended as a low barrier site. This means answering the intake questions are optional for our guests. Some answer all the questions, some answer partially, some choose not to provide the information and that is okay.
 - This question was added to intake this week for those that choose to answer the question; We should be able to report those metrics next week.
 - **Please provide contract amounts/length for the various third-party outreach partners.**
 - **DPH Contracts**
 - **Pivoting existing contracts for this state of emergency; in process of setting up new contracts; We will share when we finalize contracts.**
 - **How many of the 200+ vacant positions mentioned have been filled, and what is the timeline for filling the rest? (DPH covers this in slides)**
 - **What is the timeline for the opening of an Overdose Prevention site? This is an overdose prevention site. There are plans to open safe consumption site in future.**

- What the Linkage Center could have been, what it was initially conceived to be, and how that may differ from what it became.
- He is particularly interested in understanding the role that DPH, SFPD, and other departments played in deciding what sort of role the center plays in this emergency response.
- How many people off drugs due to emergency? How many expressed contemplated treat options. (DPH)
- Data collection- what data are you collecting, what have you shown?
- OD reversals
 - 5 at the Linkage Center
- # of people that got into treatment
- List of services- Safai particularly want to know how HR360 outcomes are being measured
- Medical services on site?
 - We have emphasized this is meant to connect people. DPH response was people in direct need of medical care can be connected to 50 IVY, additionally wound care supplies available on site at linkage center.

HSH Questions:

- How is the City ensuring that providers staffing the Linkage Center such as Project Homeless Connect will have resources to build capacity and train new staff to ensure that their other services in the community remain intact, especially around personnel who are knowledgeable and compassionate in doing this challenging work?
 - (HSH) Through an existing agreement with HSH, PHC is providing drop-in services at the Linkage Center 2 times a week. Trained and knowledgeable staff from PHC's drop-in center are providing information and referrals to services including hygiene related services like dental, eyeglass and eye care, etc. As well as making donated goods available.
 - These services are being provided by at the Linkage Center by diverting 1-2 PHC staff from their existing drop-in programs on a temporary basis to support the emergency declaration in the TL given their expertise and relationships related to these critical services. PHC's engagement with the Linkage Center **does not** impact district work (funded through addbacks in D1 and D4).
- What are your projections and plans to increase capacity of beds and long-term services, especially given DEM's last situation report, which shows that some who went to the linkage center were not able to be placed into housing/shelter due to no available beds?

- **Please provide contract amounts/length for the various third-party outreach partners.**
 - **HSH will be prepared to speak to agreements with:**
 - Urban Alchemy
 - Project Homeless Connect
 - WeHope
 - Heluna Health - SFHOT
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 - **The SIP Hotels are not part of the scope of work of the exiting Tenderloin Emergency Initiative. I will defer to HSH on the status of the Shelter in Place Hotel Program.**
- **How many people housed? (HSH)**
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- **How many arrests have taken place in the Tenderloin?**
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- **What were the charges?**
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 - **Misdemeanor arrests included assault/battery, narcotics sales/possession, shoplifting and theft.**
- **What is the disposition of charges?**
 - **DA determines disposition of charges**

1. Please provide contract amounts/length for the various third-party outreach partners.
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D6 – Supervisor Haney

2. Approximately how many individuals are being served at the Linkage Center (DEM)
 - Visits: 3,197 (low barrier); Engagements (actual guests): 2,130; Tracking number of repeat visits
3. What percentage of those who access the center are unhoused (DEM)?
 - Please keep in mind that the Linkage Center is intended as a low barrier site. This means answering the intake questions are optional for our guests. Some answer all the questions, some answer partially, some choose not to provide the information and that is okay.
 - This question was added to intake this week for those that choose to answer the question; We should be able to report those metrics next week.
 - We can provide more information for people who
4. What percentage of those who access center are from the TL? What other neighborhoods are visitors coming from? (DEM)

- Answering the intake questions are optional; We just started tracking that information this week; we will disclose;
- 5. What types of services are most requested at Linkage Center? Similar to question #2 from Supervisor Preston (VL)
 - o Food/Water, Safe Space, Housing and Shelter, Hygiene
- 6. What are the barriers to referrals being completed, i.e. lack of shelter space, lack of treatment beds, etc. And what is the plan to address these barriers/short-falls?
 - Lack of available shelter citywide (HSH)
 - Complexities of someone dealing with struggling with mental or behavioral health issues; not blaming just acknowledging that is difficult
- 7. How many of the 200+ vacant positions mentioned have been filled, and what is the timeline for filling the rest? (DPH covers this in slides)
- 8. What is the timeline for the opening of an Overdose Prevention site? This is an overdose prevention site. There are plans to open safe consumption site in future. (DPH)
- 9. What is the long-term plan for the TL and the overdose crisis? What new, long-term systems, structures, services will carry over beyond the Emergency? (DEM)

Phase III represents San Francisco's on-going commitment to the Tenderloin. This phase ensures that even once the Declaration of Emergency and the crisis operations have concluded, the City will maintain its investment and presence in the Tenderloin community. The details and components of this phase will be developed concurrently during the crisis operations phase, in conjunction with community and neighborhood stakeholders.

Key components of this phase thus far include:

- Assigning long-term City management and investment in neighborhood programs and infrastructure
- Establishing agreements and/or minimum levels of service for ongoing work with community organizations, neighborhood stakeholder groups, and residents
- Securing long-term scope and funding for ambassador programs
- Approving permits and project plans for community-focused open space
- Prioritizing safe passage investments such as Yellow Brick Road and school crossing guards
- Facilitating block level community activations

D7- Supervisor Melgar

Supervisor Melgar requested any data that can be shared in advance of Tuesday's hearing for review. At this time, she does not have any specific questions.

(Below is Francis Zamora's response to Jen Low – VL)

As discussed, all the latest situation reports can be found here: <https://sf.gov/information/learn-about-tenderloin-emergency-initiative>. Here is high level summary of metrics to date:

Linkage Center:

Last week, we had 2,017 visits to the Linkage Center (not unique visitors). These visits resulted in 1,631 guests who had meaningful conversations with staff about substance use, behavioral health, housing, or other Tier 2 services. The result was 486 referrals or completed linkages to services or programs. In comparison, our first week had 1,180 visits to the Center. 499 guests had meaningful conversations with staff about substance use, behavioral health, housing, or other programs and services. The result was 220 referrals or completed linkages to services or programs.

Preventing overdose deaths is one of the key goals on this effort. Staff has reversed 6 overdoses at the center. If those overdoses happened on the street then those individuals would have likely died.

We are encouraged as we see more people access the center, engage in conversation and are referred to services and programs. It takes time, trust, and a feeling of safety for people to be ready to engage, follow through and commit to programs that address the challenges people are experiencing. This is why we must provide a safe and welcoming environment where people can meet their basic needs so we can be there for them when they are ready to do more.

- 1. How many people off drugs due to emergency? How many expressed contemplated treat options. (DPH)**
- 2. How many people housed? (HSH)**
 - a. 72 people in the housing process, 16 have either moved in or have pending move-in dates confirmed. The remainder are in process.

D11 – Supervisor Safai - no response yet, Questions asked during site visit on Friday afternoon.

- 1. Data collection- what data are you collecting, what have you shown?**
- 2. OD reversals**
- 3. # of people that got into treatment**
- 4. List of services- Safai particularly want to know how HR360 outcomes are being measured**
- 5. Medical services on site?**

We have emphasized this is meant to connect people. DPH response was people in direct need of medical care can be connected to 50 IVY, additionally wound care supplies available on site at linkage center.

OCOH \$

- Almost \$750M was allocated during the FY 21-22 budget process for FY2021-22 and FY2022-23, while \$50M was released and allocated in December 2020. OCOH is in the first full year of implementation. To ensure the funding meets the guidelines set out by the legislation, City Departments are following City processes that include community input, requests for proposals, and equitable contracting.
- An update on funds allocated, spend, and encumbered will be made available to the community through the Our City, Our Home Advisory Committee in February/March, following information provided through the City's budget reporting processes.
- No OCOH funds were directly allocated for the purpose of the TL Initiative. However:
 - o HSH –Can speak at high level to Housing/Shelter/Prevention
 - o Behavioral Health – Can speak at high level to Services
 - o All of these initiatives were planned for before the TL Emergency began.
- Full reports on progress of Our City, Our Home funds are submitted by City Departments to the Controller, and can be found on sf.gov

DEM Questions:

- 1. What is the long-term plan for the TL and the overdose crisis? What new, long-term systems, structures, services will carry over beyond the Emergency? (DEM)**

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- Facilitating block level community activations

DPH Questions:

- **What services is the linkage center linking to? What services are being provided at the linkage center?**
 - Basic services. Food, water, hygiene services, personal protective equipment, clothing, pest treatment, activities and programming, social space, laundry, showers, animal care, wound care supplies, and more.
 - Linkage to programs. For those guests who are ready to connect to short- or long-term services, care, or programs offered by the City or its partners, representatives will be available to provide information and intake to these programs. They will include but are not limited to:
 - Primary care and medical treatment
 - Behavioral health care
 - Substance use treatment and sobering, detox and respite
 - Emergency shelter
 - Permanent supportive housing placement
 - Transitional housing
 - Community and social support services
 - Therapy and mentoring

- Vocational and legal support
 - Food and nutrition
 - Youth and family care
 - Veteran support
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- What the Linkage Center could have been, what it was initially conceived to be, and how that may differ from what it became.
- He is particularly interested in understanding the role that DPH, SFPD, and other departments played in deciding what sort of role the center plays in this emergency response.
- How many people off drugs due to emergency? How many expressed contemplated treat options. (DPH)
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Tenderloin Emergency Initiative



City & County
of San Francisco

Tenderloin Emergency Initiative

Status Update
February 8, 2022

Overview

Phase I: Engagement and Assessment November 2021

Coordinate with City and non-City stakeholders

Assess top problems in the Tenderloin neighborhood

Propose short- and long-term solutions

Phase II: Crisis Operations December 2021 - March 2022

Connect to services

Intervene in street activity

Invest in infrastructure

Phase III: Sustained Operations March 2022 - Onward

Confirm long-term City resource allocations

Invest in ongoing resources and programs

Facilitate block-level community activations

Priority Areas & Strategies

Drug dealing & violent crime

Intervention • Infrastructure • Street Engineering

Lack of shelter & drop-in resources

TL-Dedicated Beds • Behavioral Health Care

Open air drug use

Linkage Center • TL-Dedicated Beds • Street engineering

Lack of safe passage & accessibility

Ambassadors • Infrastructure • Community Projects

Waste & debris

Frequent Cleanings • Increased Trash Cans / Adjusted Trash Pickups

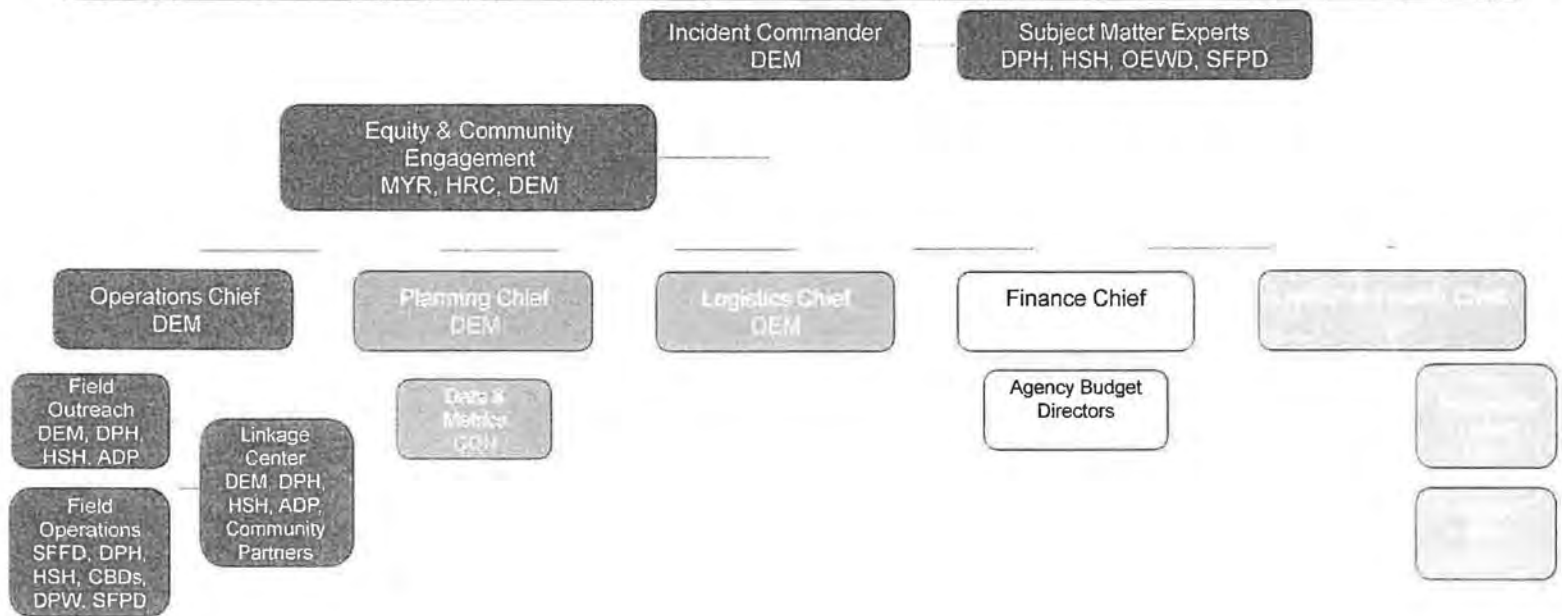
High level of 911 medical calls

Street Wellness Team • Alternatives to Law Enforcement

Illegal vending

Engagement in-language • Coordinated Intervention & Enforcement

Incident Command Structure



Summary of Activities



117

Connected
to Shelter
from Street



893

Connected
to Treatment
from Street



922

Tons of Waste
Cleaned Up



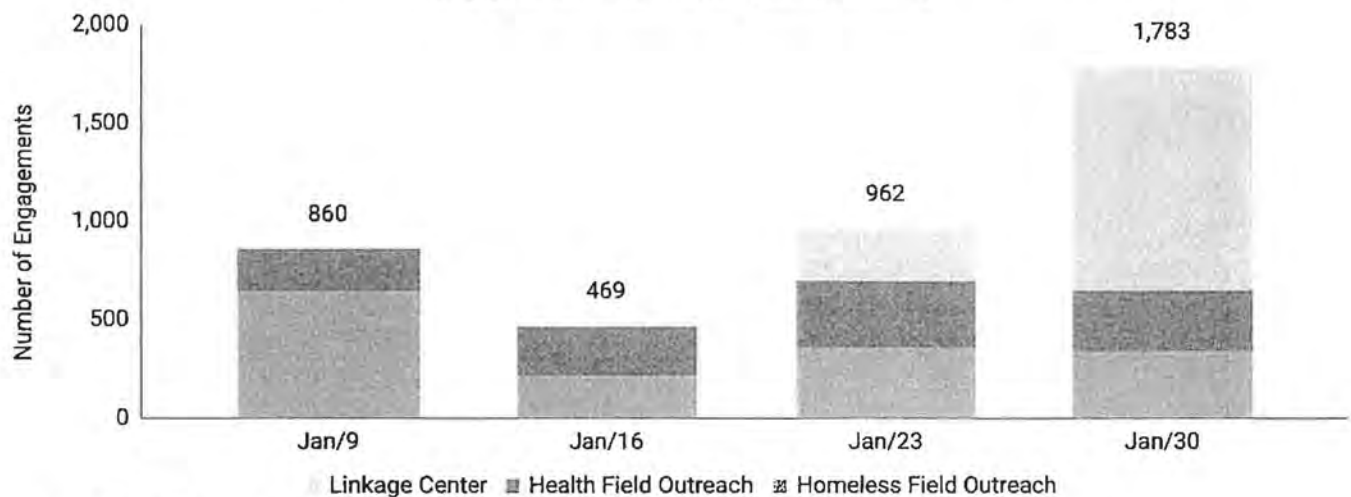
5,975

Grams of
Fentanyl
Seized

Engagements with Clients

Meaningful Engagements During Tenderloin Initiative, 2022

(Engagements for Week Preceding Each Date Shown)

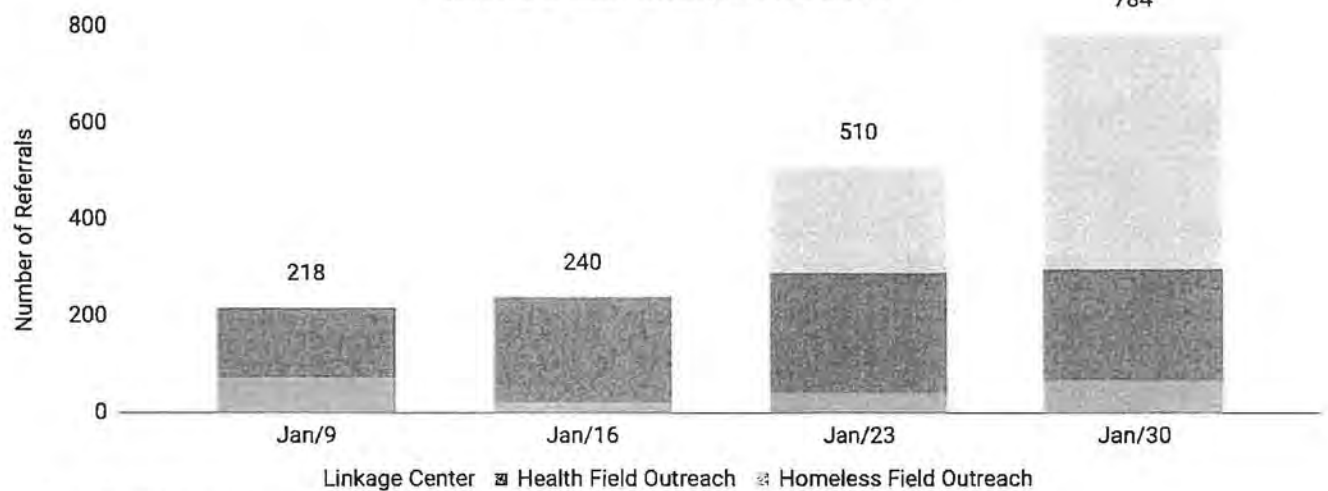


Source: RescueSF (based on operational reports)

Referrals to Services

Referrals to Services During Tenderloin Initiative, 2022

(Referrals for Week Preceding Each Date Shown)

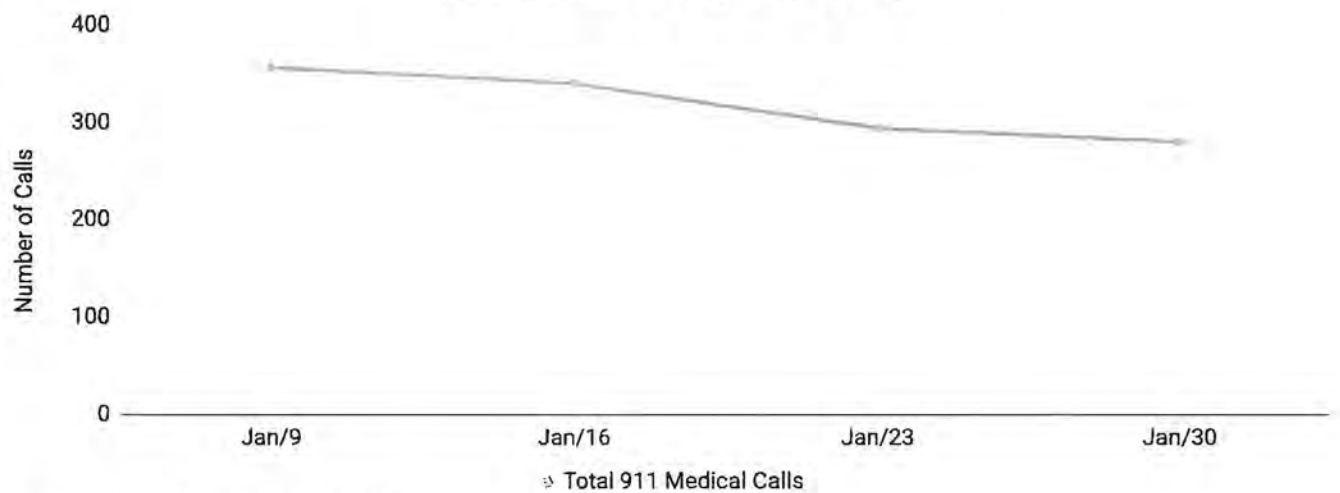


Source: RescueSF (based on operational reports)

911 Medical Calls

911 Calls During Tenderloin Initiative, 2022

(Total Calls for Week Preceding Each Date Shown)



Source: RescueSF (based on operational reports)

Tracking Progress

- **Current:** Releasing weekly reports that track agency operations and identify activities tied to emergency objectives
- **Future:** Develop impact metrics that address root causes and reflect progress on the priority areas outlined by community stakeholders and residents
 - Examples: Fatal overdoses, linkage to behavioral health treatment, homelessness, safe passage and accessibility, etc.
 - Include data dashboards, public meetings, coordination plans



Community Feedback

- Regular community stakeholder meetings with Tenderloin Emergency Initiative staff
- Community Listening Sessions with Tenderloin residents, merchants and community organizations
 - **Residents:** police resources to address crime and drug dealing are not yet visible; safe place for people to go
 - **Families:** inability to walk children to and from school or youth programming safely
 - **Merchants and businesses:** illegal dumping and vending
 - **Community-based organizations:** future planning for bed and placement allocations for Tenderloin; how to become involved at the Linkage Center; design and services for the overall initiative.

Tenderloin Linkage Center (TLC)

- Purpose

- To provide a safe, welcoming space for people who suffer from substance use disorder where they can access dignity services and social space.
- To be a "one-stop shop" for people who are ready to access city health and human service programs to link to those services easily and quickly.

- Services

- Basic needs and onsite services
- Connections to programs

- Operations

- 8am – 8pm, 7 days a week
- Plans to expand to 8am – 12am in the coming weeks and 24 hours as soon as feasible



Linkage Center Partners

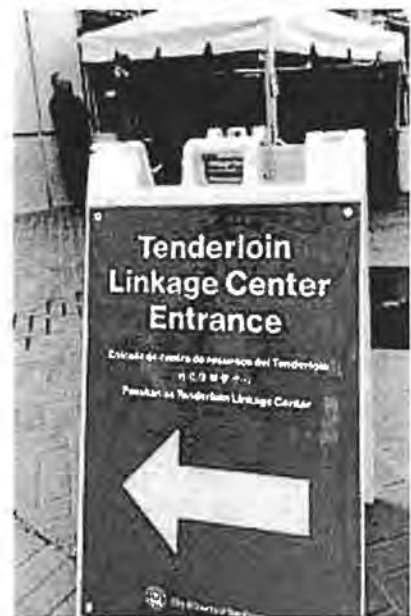
- Urban Alchemy
- HealthRIGHT360
- Department of Homelessness & Supportive Housing
- Department of Public Health
- Homeless Outreach Team
- Human Services Agency
- RAMS
- Felton Institute
- Adult Probation Reentry Division
- Dignity on Wheels
- University of California, San Francisco (UCSF)
- Project Homeless Connect
- San Francisco AIDS Foundation
- San Francisco Community Health Center
- Department of Emergency Management
- Code Tenderloin

Linkage Center Key Indicators

Metric	Week One Jan. 17 – Jan. 23	Week Two Jan. 24 – Jan. 30
Visits	1,180	2,017
Engagements	499	1,631
Referrals	220	486
Overdose Reversals	3	2
Overdose Deaths	0	0

Services at Tenderloin Linkage Center (TLC)

- Low barrier, drop in model
- To serve immediate needs, **daily** services include:
 - Food and drink
 - Showers and laundry
 - Rapid connections to:
 - Behavioral health care and/or medical care
 - Shelter and/or transitional housing
 - Vocational support
- Regular pop-up services include:
 - COVID-19 vaccines
 - HIV and Hepatitis C testing
 - Harm Reduction Therapy Center
 - Outpatient medication-assisted treatment (BAART Clinic)
- Developing Wellness events with a community calendar



SFDPH Objectives at TLC

- Prevent overdose deaths
- Coordinate outreach and engagement of health entities in the Tenderloin
- Increase access to treatment and harm reduction services
- Rapidly identify and solve barriers to access

Overdose Prevention at TLC

We are focused on doing everything possible to decrease overdose deaths. To support the safety of all guests, the TLC has implemented the following:

- Site design, staffing, and set-up to allow guests to be observed for safety at all times while respecting guest privacy.
- Overdose prevention training for staff, which includes identifying and reversing drug overdoses.
- Training for staff to meet guests where they are in a judgement free environment.
- Naloxone is widely available throughout the facility.
- Allowing guests to remain on site as long as they do not pose a risk to others.
- Providing connections to substance use treatment for guests.

SFDPH Hiring for Behavioral Health Needs

Goal

- Hire 200 positions by March 2022 as part of 90-day Emergency Declaration

Accomplishments to date

- Completed 50% of goal
 - 100 positions filled at SFDPH, including behavioral health clinicians, pharmacists, health workers and others
 - Streamlined administrative aspects of hiring to fill vacancies while still adhering to competitive, fair, and equity-based selection process
- Remaining 100 positions on track to be filled by March 2022

HSH Progress and Outcomes

- **SFHOT provides outreach and engagement** in Linkage Center and across the Tenderloin.
- **~150 shelter placements** from the streets and the Linkage Center
 - Shelter placements include congregate, navigation centers and non-congregate shelter.
- **72 people in the housing process**
 - 16 moved in or have scheduled move-in date
- **New shelter resources becoming available**
 - COVID surge waning
 - 711 Post shelter pending approval (250 beds)

Tenderloin Emergency Initiative



City & County
of San Francisco

Tenderloin Emergency Initiative

Status Update
February 8, 2022

Core Message

The Tenderloin Linkage Center is an essential component of San Francisco's Tenderloin Emergency Initiative that is forging a path to promote a thriving community and save lives through overdose prevention and connecting people to care and services.

The Center is a low barrier, safe and welcoming space for people who suffer from substance use disorder in the Tenderloin to go where they can access hygiene and dignity services as well as social space. It is also a "one stop shop" for people who are ready to access city health and human services programs and link to those services easily and quickly.

San Francisco's emergency declaration made it possible to open this life-saving resource so quickly but it was the tireless work and commitment of community partners and City staff that made it a reality. As we progress on the Tenderloin Emergency Initiative, we must continue to work together to promote a thriving Tenderloin

Q&A

Q: Is the Center open 24/7? What are the hours of operation?

A: The Center will initially operate seven days a week from 8:00 a.m. to 8:00 p.m. and have reduced capacity (50 at a time) due to the impacts of COVID-19 on staffing availability. The Center will expand to operate 24 hours-a-day and 7 days-a-week and have the capacity to serve 100 guests at a time.

Q: Who can use this site?

A: This site is being established to support housed and unhoused residents of the Tenderloin who are seeking a safe space to find respite from the streets, or who wish to engage in the wide array of available resources and services that the City has to offer.

Community organizations or field outreach teams in the Tenderloin can call for foot or vehicle escorts for those who wish to connect to the Center. Housed or unhoused residents may also self-present at the site without an escort or referral.

Q: What services are being provided at the Center?

A: Two levels of services will be available at the center. Both are open to all guests of the center.

Basic services such as hot food; water; hygiene services such as laundry, bathrooms, and showers; personal protective equipment (PPE); and more are available at the Center. Weekly wellness programs will also be hosted here to provide services like COVID-19 vaccination and testing as well as HIV and Hepatitis C testing.

For those guests who are ready to connect to short- or long-term services, care, or programs offered by the City or its partners, representatives will be available to provide information and intake to these programs. They will include but are not limited to substance use treatment, Behavioral health care and shelter and transitional housing services.

Q: How will people find out about the Center? How will they get here?

A: Community and city outreach teams are engaging with people in the Tenderloin to inform them of Center.

People can self-present to the Center or arrive via vehicle or foot escort from a community partner, if requested.

If City outreach teams, first responders or community service providers encounter people on the street who may benefit from this Center, they can call upon a health or social services partner to provide more information and an escort to the site, if desired.

Q: How is Law Enforcement involved? Will people be threatened with arrest if they don't go this Center?

A: People can self-present to the site or be referred through community partners or agencies. Designated community partners will offer escorts via foot or vehicle.

Police will NOT arrest and bring people to this center.

If police are engaging with people on the street who may benefit from this center, they can make a referral and call upon a health or social services partner to provide more information and an escort to the site.

Q: How long can people come to the center?

A: People may come and go freely to and from the Center. However, keep in mind this is a drop in-center and not an overnight shelter. If people need overnight shelter, they will be linked to those programs.

Q: Will drug use be allowed on site?

A: This is not the city's safe consumption site. San Francisco is in development for a contract for a different building to become that facility.

We also want to make sure the site is safe for people who have used drugs. This is why site staff will include community and peers who are trained in overdose prevention and harm reduction to monitor and engage with guests who may be experiencing the effects of recent drug or other substance use.

Q: What does the Center allow us to do that we can't already do? Or Critics say the City is not providing anything new and that many of these programs exist across the City? Do you have a response?

A: The facility will create a safe place for people in need of services to be off the streets during the day and evening hours. We have not had a 24/7 center like this before. It will also function as a one-stop location that encompasses the multitude of health, social, homeless, and re-entry services and programs that exist across the city but are not always easy to understand or access.

Q: How has the community been engaged? Or Critics say that they have not been consulted?

A: Representatives of community-serving organizations, advocates, community benefit districts, residents, and merchants have engaged with the dynamic and iterative process of the Tenderloin Emergency Intervention plan, including the development of the Linkage Center. As the site is activated and ramps up, the plan will adjust as necessary to ensure it meets the needs of the Tenderloin community.

Q: What happens when the 90 days of the Emergency Declaration are over?

A: The Linkage Center is intended to remain open through June 2022, even after the Emergency Declaration is over. It is a pilot project to connect people most urgently in need of resources to safe space and existing programs. If the pilot is deemed successful, the model may be continued in another more permanent location.

Q: How is COVID-19 impacting the Center?

A: We are all feeling the impacts of the Omicron surge on our workforce. The Center will have reduced hours and capacity initially. We will expand to 24/7 and have the capacity to serve 100 guests at time as staffing becomes available.

The Center has indoor and outdoor space. When indoors guests are required to wear masks. Tests and vaccines will also be available.

From: [Stephen Gibson](#)
To: [Bechelli, Adrienne \(DEM\)](#)
Subject: Fwd: MMBA & Foundation Newsletter
Date: Friday, December 31, 2021 11:39:48 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

I don't know if you are on our mailing list. We send a communication like this out 2-3 times a month.

It would be very good to have a separate meeting early next week to talk about Urban Alchemy's role in operations for priority areas. Also, to develop a comprehensive strategy for UN Plaza and the opening of the Linkage Center. Including the community around the Center. Monday is not good for me, but any other day next week I can be flexible.

----- Forwarded message -----

From: **Steve Gibson** <steve@urbanplaceconsulting.com>
Date: Fri, Dec 31, 2021 at 11:32 AM
Subject: Fwd: MMBA & Foundation Newsletter
To: Gwen Gibson <ggibson922@icloud.com>

----- Forwarded message -----

From: **Mid-Market Business Association and Foundation**
<info+midmarketbusinessassociation.com@ccsend.com>
Date: Fri, Dec 31, 2021 at 10:15 AM
Subject: MMBA & Foundation Newsletter
To: <steve@urbanplaceconsulting.com>

email logo pic.png

Dear MMBA Community,

Our Board of Directors and Staff, wish you a healthy and prosperous new year,

In 2021, the MMBA Board of Directors brought on a strong, dedicated staff to develop, launch, and implement programs to support businesses. We also established a charitable 501c3 in the Mid-Market Foundation.

The program has had positive impacts in and around our deployment areas while also amplifying the need for more resources and coordination. When it comes to safety, we know there is much work still to do.

Following the advocacy of residents and businesses, Mayor London Breed has declared a state of emergency for the Tenderloin to address the impacts of organized drug dealing and the overdose crisis. Following a marathon meeting on December 23rd, the Board of Supervisors approved the emergency order for a 90-day operation **coordinated** through the

Department of Emergency Management.

MMBA is committed to working with all city and private partners collectively to address issues we face in fulfilling our vision for a welcoming and inclusive business setting for everyone.

In early 2022, we'll be holding a series of meetings with stakeholders, from property owners to independent artists, to inform our strategic planning and programs in 2022.

[Click here to meet with Staff](#)

COMMUNITY BASED SAFETY PROGRAM IN OCTOBER

During the holidays, Urban Alchemy Practitioners were surprised with thank you notes from neighborhood youth. The notes of appreciation brought some practitioners to tears.

UA letters5.jpg



UA letters3.jpg



UA letters6.jpg



UA letters1.jpg



UA letters10.jpeg



UA letters7.jpg



By the numbers for November:

November statistics.png



IMG-6432.jpg

Urban Alchemy Definitions of Service Engagements and Interventions

Positive Engagements

1-3 minute engagements to build positive relationships and serve as community connector. Practitioners provide visitors, residents, and neighbors directions, district information, service connections and resource information.

Inviting Space, Social Norm Interventions

Intervention with a neighbor or resident to invite them to participate in creating a safe and inviting public space for all by

IMG-6419.jpg



maintaining a path clear of debris.

Practitioners make a good faith effort to interrupt anti-social behavior including but not limited to public urination/defecation, littering, and general noise disturbances.

De-Escalation Interventions

Practitioners assist with relational and other interventions to help contain mental health episodes, and to prevent or interrupt street violence. Solutions may include referring to appropriate service personnel like EMTs, HOT, or, lastly, the police.

Share comments and get involved:

This program is made possible with \$8.8M in funding support from the Mayor, over two years, and requires at least \$3M more from the private sector over that time.

The Hibernia will help those who help others in 2022!

HIBERNIA_124.png

Nonprofits help to improve the quality of life for others at the community, local, national, and global levels. The lack of LIVE events over the past 18 months have created severe financial shortcomings for many of these organizations. San Francisco and Bay Area nonprofits are looking to rebound in 2022 and we are here to help.

The Hibernia has made it our goal to help 10 lucky nonprofit companies get back to live events and raising money without the substantial overhead that can come with planning and producing fundraising events.

We are now offering a **complete waiver of venue rental fees** to 10 worthy organizations who have fundraisers in the first half of 2022. This waiver represents a savings of \$18-25K for most events. Please email info@thehiberniasf.com and let us know why your Nonprofit organization should be one of the lucky 10.

Happy New Year!

**Venue rental Waiver applies to facility rental fees only, labor and other production costs still apply*

[Visit Our Website to Learn More](#)

[Connect with Staff to Get Involved](#)

Join the MMBA

MMBA | 32 7th Street, San Francisco, CA 94103

[Unsubscribe \[steve@urbanplaceconsulting.com\]\(mailto:steve@urbanplaceconsulting.com\)](#)

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Sent by info@midmarketbusinessassociation.com in collaboration with



Try email marketing for free today!

--
Steve Gibson
President
Urban Place Consulting Group
562-243-3389

--
Steve Gibson
Executive Director
Mid-Market Business Association and Foundation
562-243-3389

Carroll, Maryellen (DEM)

From: Carroll, Maryellen (DEM)
Sent: Monday, September 20, 2021 10:59 PM
To: Sawyer, Amy (MYR)
Cc: Roman, Marisol (DEM); Rana, Shalini (DPH)
Subject: Re: Community Workgroup

Got it Amy. I am going to circle back with you tomorrow.

Mary Ellen Carroll
Executive Director
City and County of San Francisco
Department of Emergency Management
1011 Turk Street
San Francisco, CA 94102
Tel.: 415-558-2745

From: Sawyer, Amy (MYR) <amy.sawyer@sfgov.org>
Sent: Monday, September 20, 2021 6:13:43 PM
To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>
Cc: Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Rana, Shalini (DPH) <shalini.rana@sfdph.org>
Subject: Re: Community Workgroup

Hi,

Attached is the list and contact information for some of the organizations that have expressed an interest in street conditions and may be a good fit for the Community Workgroup.

It may be valuable to reach out and provide a summary of what the workgroup entails, including the purpose of the group, expectations of members, and the desire to be broadly representative of organizations and groups in the city that care about street conditions and are diverse, representing BIPOC and GBLTQ groups — and then ask these questions:

1. Are you, or someone you hand select from your organization, able to participate?
2. Is there a specific organization or person you want us to reach out to about this?

Let me know what you think, and if you want help reaching out.

It also strikes me that before you send something out, we should prep our comms teams so they are prepared with the facts about what this is and how people can get involved/learn more so everyone is on the same page in case there are questions.

Amy

Organization	Contact	Email	Contact	Email
Coalition on Homelessness	Jennifer Freidenbach	jfreidenbach@sfnha.org	Kelly Cutler	kcutler@tenderloin.org
Castro Merchants Association	Masood Samerele	mah@castromerchants.org		
Castro Cares	Andres Aiello	andresaiello@castrocares.org		
Castro Neighbor	Carolyn Thomas	carolyntho@yahoo.com		
Code Tenderloin	Donna Hillard	dhill@codetenderloin.com	Del Semor	
Filmore Merchants Association	Max Kimms			
Glide	Kenneth Kim	kenneth@glide.org		
Hastings	Dave Seward	dave@hastingshstudies.edu		
Hotel Council	Kevin Carol	kcarol@hotelcouncil.org		
Lowe Polk CBD	Chris Shulman			
Rescue SF	Mark Nagel			
SF Travel	Cassandra Costello	cassandra@sftravel.org		
Union Square BID	Karin Flood	Karin@unionsquarebid.com		
Urban Alchemy	Lena Miller	lena@urbanalchemy.org		
VTC Community Advisory Group	Steven Currier			
Bayview Advocates	Michelle Pierce	(415) 263-9607		
Latino Task Force				
Tenderloin Community Benefit District	Simon Bertrang	simon@tcbd.com		
Larkin Street Youth Services	Sherilyn Adams	sadams@larkinstreetyouth.org		

From: Sawyer, Amy (MYR) <amy.sawyer@sfgov.org>
 Sent: Monday, September 20, 2021 4:50 PM
 To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>
 Cc: Roman, Marisol (DEM) <marisol.roman@sfgov.org>
 Subject: Community Workgroup

Hello,

I apologize for the delay - I underestimated how long it would be to pull contact information for you re: Community Workgroup.

I am sending over as soon as possible.

Amy

Amy Sawyer
Policy Advisor, Homelessness | Office of Mayor London Breed
City and County of San Francisco
My name is my pronoun.

Tenderloin Emergency Initiative Situation Report

Operational Period 10

2/14/22-2/20/22

This situation report is generated on a weekly basis and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Initiative. This report includes but is not limited to operations prompted by the Declaration of Emergency for drug overdoses in the Tenderloin, dated December 17, 2021.

EXECUTIVE SUMMARY

All response agencies' staffing and available shelter referral options continue to be impacted due to COVID-19 or capacity limits during Operational Period (OP) 10. Efforts for OP 10 focused on increasing all operations in all priority areas, including additional efforts on the 300 block of Ellis, transitioning the management of the Tenderloin Linkage Center to an interim Disaster Service Worker leadership team, developing a master plan for expanding Linkage Center service offerings and improving the facility, and continuing to identify and refine metrics to show the progress of Tenderloin Emergency Initiative operations and the impact on the neighborhood.

Key Activities/Highlights:

- Joint Field Operations increased the cadence to seven days a week in all priority locations.
- Several days of Joint Field Operations and outreach took place at the 300 block of Ellis, which was identified as a priority by community partners. The Field Outreach team also coordinated closely with community partners serving the block to understand their needs and solicit feedback on operations.
- A Disaster Service Worker leadership team completed the transfer of Tenderloin Linkage Center management and operations and will serve as the interim management structure and implement the master plan for the site.

OPERATIONAL PROGRESS REPORTS

Weekly progress reports include the accomplishments according to the OP's objectives and new operational information related to the Tenderloin Emergency Initiative response efforts.

A joint group of City and community stakeholders established the following priority problems as the top issues to address in the Tenderloin. To ensure that operations are directly addressing the top problems, all objectives must link back to at least one of the priority areas:

1. Drug dealing and violent crime
2. Open-air drug use
3. Lack of shelter and drop-in resources
4. Lack of safe passage and accessibility
5. Waste and debris
6. High levels of 911 medical calls
7. Illegal vending

Note: These priority problems will be revised and adjusted to reflect the main goals of the Tenderloin Emergency Initiative starting no later than OP 12. This will help track not just the

output of City and non-City staff but also the outcomes of those efforts as measured by impact in the neighborhood.

OPERATIONAL PERIOD 10 (Feb 14 – Feb 20)

Objective	Priority Problem Crosswalk	Tactics and Response Activities
<p>1. Perform daily interventions at the following priority locations:</p> <ul style="list-style-type: none"> a. 300 Hyde b. 400 Eddy c. 600 Eddy d. 300 Ellis e. Boeddeker Park f. 7th and Market 	<p>Drug dealing and violent crime</p> <p>High levels of 911 medical calls</p> <p>Open-air drug use</p> <p>Lack of safe passage and accessibility</p> <p>Waste and debris</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> • MTA maintained enforcement activities in all priority locations. On 2/14, there was 1 vehicle tow. On 2/16, 45 citations were issued. On 2/17, 45 citations were issued and 7 vehicles were towed. • DPW corridor staff maintained a presence in all priority locations Monday through Friday, 8 a.m. through 5 p.m., maintaining cleanliness. • HSH HOT Teams conducted outreach in all priority locations Monday through Friday. • Field outreach was performed at each priority location between 2/14 and 2/18 by DPH and DPH-affiliated community providers, including the SF AIDS Foundation fentanyl team, GLIDE, SF Community Health Center Project REACT, Felton Engagement Specialist Team, and Code Tenderloin. • Performed seven Joint Field Operations Monday 2/14 through Sunday 2/20. <ul style="list-style-type: none"> ○ Monday operations began at 300 Hyde ○ Tuesday operations began at 300 Jones ○ Wednesday operations began at 300 Ellis ○ Thursday operations began at 300 Ellis ○ Friday operations began at 300 Jones ○ Saturday operations began at 300 Hyde ○ Sunday operations began at 300 Jones • Operations included representatives from SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD. • During the 2/14 Joint Field Operations, the team completed a housing assessment and transported a guest to the non-congregate shelter. • During the 2/15 Joint Field Operations, the team completed 25 encounters, transported 1 guest to a congregate shelter, and transported 1 guest to the non-congregate shelter.

		<ul style="list-style-type: none"> During the 2/16 Joint Field Operations, the team completed 9 encounters, transported 1 guest to a congregate shelter, and transported 5 guests to the non-congregate shelter. During the 2/17 Joint Field Operations, the team completed 8 encounters, completed 4 housing assessments and transported these guests to the non-congregate shelter, and transported 1 client to a sobering center. During the 2/18 Joint Field Operations, the team completed 9 encounters and transported 5 guests to the non-congregate shelter, 2 individuals to urgent care, 1 individual to a sobering center, and 1 individual to the Linkage Center.
2. Clearly establish outcome expectations and schedule for adjusted field operations to occur 7 days a week and serve all priority locations on a rotating basis.	All	<ul style="list-style-type: none"> Outcome expectations were established and have informed data sources and goal areas. A schedule was finalized for conducting field operations all days of the week, serving all priority areas.
3. Coordinate with city and community providers to create and implement an operational strategy to mitigate problem behaviors compromising health and safety on the 300 block of Ellis.	All	<ul style="list-style-type: none"> Field Outreach Branch leadership met with community providers serving the 300 block of Ellis to discuss outreach and Joint Field Operations activities planned for the block and solicit feedback on 2/15. Following the 2/16 Joint Field Operations on the 300 block of Ellis, Field Outreach Branch leadership held a hot wash on 2/17 with the community providers serving the block to determine next steps for operations on the block. PUC repaired the streetlights on the 300 block of Ellis, secured exposed wires, resulting in all streetlights returning to service on 2/16.
4. Finalize the new TEI goal areas and identify data sources that capture outcome measures for each goal area.	All	<ul style="list-style-type: none"> New goal areas for the Tenderloin Emergency Initiative were established and will be implemented to measure the impact and progress of operations beginning OP 12. Work to determine specific metrics for each goal area and identify corresponding data sources continued during OP 10.
5. Create a plan to begin tracking new outcome	All	<ul style="list-style-type: none"> Ongoing work. Identified metrics for each new goal area to show the impact of Tenderloin Emergency Initiative operations and began content

measures in OP 11 and identify a projected schedule for a public-facing data dashboard that communicates progress on the goal areas.		development to create a public-facing website to display metrics and qualitative observations.
6. Place at least 20 additional people from the streets of the Tenderloin into non-congregate shelter by 2/18.	Lack of shelter and drop-in resources	<ul style="list-style-type: none"> Successfully placed 32 guests from the Tenderloin into a non-congregate shelter in OP 10 for a total of 111 guests as of 2/18.
7. Begin implementation of the Tenderloin Linkage Center master project plan, including expansion and staffing transition initiatives.	<p>Lack of safe passage and accessibility</p> <p>Lack of shelter and drop-in resources</p> <p>Open-air drug use</p> <p>High levels of 911 medical calls</p>	<ul style="list-style-type: none"> The Tenderloin Linkage Center began implementation of the master project plan, including initiating planning to expand services offered on-site and extend operating hours. Completed plans to add a third meal to the Tenderloin Linkage Center service offerings, planned to begin in OP 11.
8. Continue planning process for Phase 3 (sustained operations) of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies.	All	<ul style="list-style-type: none"> Tenderloin Linkage Center leadership held a meeting with City department leadership involved in Tenderloin operations to review the Collective Impact model as a strategy for developing and implementing Phase 3 planning of the Tenderloin Emergency Initiative on 2/17.
9. Expand TEI community engagement strategy to		<ul style="list-style-type: none"> The Equity and Community Engagement Branch launched a survey in English, Spanish, Filipino, and Chinese to collect feedback on the

<p>include project management of short- and long-term community priorities.</p>		<p>Tenderloin Emergency Initiative from community members and partner organizations.</p> <ul style="list-style-type: none"> • Began planning for long-term solutions to address concerns about the Tenderloin raised by community members, including establishing a platform to collect and track requests by community members and scheduling recurring listening sessions to provide updates on action items back to the community. • Hosted community listening sessions to share information and solicit feedback for the following community groups in OP 10: <ul style="list-style-type: none"> ◦ Arabic-speaking residents on 2/14 ◦ Residents of the 100 block of Jones on 2/16 ◦ Tenderloin People's Congress on 2/17 ◦ Transitional-age youth on 2/18 • Scheduled two community listening sessions for OP 11: <ul style="list-style-type: none"> ◦ Las Familias del Tenderloin on 2/23 (Spanish language) ◦ Youth (High school juniors and seniors) on 2/25
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METRICS TRACKING – OPERATIONAL PERIOD 10

OP 10 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily with the exception of weekends which may vary in time.

300 block of Hyde

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/14	0	6	0	N	0	N	N/A	Y	N
2/15	2	5	4	N	0	N	N/A	Y	N
2/16	6	24	2	N	0	Y	N/A	Y	N
2/17	6	0	1	N	0	Y	N/A	Y	N
2/18	6	5	0	N	0	Y	N/A	Y	N
2/19	7	8	2	N	0	Y	N/A	N	N
2/20	5	9	2	N	0	Y	N/A	Y	N

400 block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/14	2	6	0	N	0	Y	N/A	Y	N
2/15	2	14	0	N	0	Y	N/A	Y	N
2/16	5	6	0	N	0	Y	N/A	Y	N
2/17	3	2	0	N	0	Y	N/A	N	Y
2/18	5	5	0	N	0	Y	N/A	N	Y
2/19	3	8	0	N	0	Y	N/A	Y	Y
2/20	3	29	0	N	0	Y	N/A	Y	Y

600 block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/14	3	4	0	N	0	N	N	Y	N
2/15	0	16	0	N	0	Y	N	Y	N
2/16	0	10	0	N	0	N	N	Y	N
2/17	2	1	0	N	0	N	N	N	N
2/18	4	6	0	N	0	Y	N	N	N
2/19	4	8	0	N	0	Y	N	N	N
2/20	3	9	0	N	0	Y	N	N	N

300 block of Ellis

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/14	12	12	8	Y	0	Y	N	N	N
2/15	15	12	8	Y	0	Y	N	Y	Y
2/16	12	0	8	Y	0	Y	N	Y	Y
2/17	9	0	2	N	0	Y	N	Y	N
2/18	6	0	0	N	0	N	N	Y	N
2/19	5	2	0	Y	0	N	N	Y	N
2/20	12	10	0	Y	0	Y	N	Y	N

Boeddeker Park

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/14	6	0	1	N	0	Y	N/A	Y	N
2/15	12	6	3	N	0	Y	N/A	Y	N
2/16	6	10	0	N	0	Y	N/A	Y	N
2/17	7	1	0	N	0	N	N/A	Y	N
2/18	9	1	1	N	0	Y	N/A	Y	N

2/19	9	4	0	N	0	Y	N/A	Y	N
2/20	12	6	0	N	0	Y	N/A	N	N

7TH/Market

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/14	8	0	0	N	0	N	N	Y	Y
2/15	1	3	0	N	0	N	N	Y	Y
2/16	0	5	0	N	0	N	N	Y	Y
2/17	4	0	0	N	0	Y	N	Y	N
2/18	<i>No assessments at 7th and Market on 2/18 and 2/19.</i>								
2/19									
2/20	5	0	0	N	0	Y	N	Y	Y

Note: "Problem Behaviors" defined as a person exhibiting one or more of the following: lying down on a sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through the street without regard to traffic, no attempt at hygiene, inappropriately clothed for the weather, exposed genitalia, public hoarding, lack of awareness of surroundings, public defecation. "Drug activity" defined as visible drug dealing or open-air drug use. "Problem vehicles" defined as vehicles that are either abandoned or missing major components such as windshields, doors, or major engine parts.

Additional metrics:

Linkage Center

- Total number of visits: 2,666
- Number of visits due to referral from street to center: 662
- Number of self-presented visits: 2,004
- Engagements in Tier 1 Service Connection: 2,666
- Engagements in Tier 2 Service Connection: 769¹
 - Meaningful engagements: 589
 - Community/social services (ID Voucher, GA, CalFresh, Medi-Cal): 40
 - COVID-19 (vaccination, testing, etc.): 4
 - Emergency/Winter Shelter: 5
 - Navigation Center/Shelter: 31
 - Transitional housing: 3
 - HSH Housing Assessment Coordinated Entry: 24
 - Family care (HSA): 2

¹ Data gathered for Tier 2 Service Connections in previously OPs is being reviewed for accuracy in accordance with a digital data gathering methodology implemented in OP 10.

- Food and nutrition: 7
- Mental Health Care and psychiatric medication refills: 0
- Physical Health (Primary care/dental/non-urgent): 2
- Physical Health (Urgent Medical Care): 3
- Prevention HIV, Hep-C, STI Testing and Treatment: 1
- Substance use care (drug user health, i.e., syringe programs): 456
- Substance use care medication-assisted treatment (methadone/Buprenorphine): 4
- Substance use treatment (detox, residential, and outpatient): 6
- Therapy and mentoring: 18
- Veteran support: 0
- Vocational, employment, and legal support: 8
- Referrals: 166
 - Community/social services (ID Voucher, GA, CalFresh, Medi-Cal): 20
 - COVID-19 (vaccination, testing, etc.): 1
 - Emergency/Winter Shelter: 12
 - Navigation Center/Shelter: 23
 - Transitional housing: 2
 - Referred to permanent supportive housing: 8
 - HSH Housing Assessment Coordinated Entry: 56
 - Family care (HSA): 1
 - Food and nutrition: 6
 - Mental Health Care and psychiatric medication refills: 0
 - Mental Health Urgent Care (Hummingbird, Dore): 0
 - Physical Health (Primary care/dental/non-urgent): 7
 - Physical Health (Urgent Medical Care): 2
 - Substance use care (drug user health, i.e., syringe programs): 3
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 1
 - Substance use treatment (detox, residential, and outpatient): 6
 - Therapy and mentoring: 2
 - Veteran support: 0
 - Vocational, employment, and legal support: 16
- Pending linkage: 1
 - Substance use care (drug user health, i.e., syringe programs): 1
- Completed linkage: 13
 - Community/social services (ID Voucher, GA, CalFresh, Medi-Cal): 4
 - Referred to permanent supportive housing: 1
 - HSH Housing Assessment Coordinated Entry: 3
 - Physical Health (Urgent Medical Care): 4
 - Vocational, employment, and legal support: 1
- Naloxone distribution:
 - Distributed but not administered: 34 kits (68 doses)
 - Number of overdose reversals: 7
- Number of overdose deaths: 0

Note: Definitions of Tier 2 engagements are as follows: "Meaningful Engagement" means details about a service and eligibility were provided to a guest but the guest did not choose to connect to the identified service; "Referral" refers to a longer conversation with guest where information is provided regarding how to access existing walk-in or drop-in services and guest states they will access the service; "Pending Linkage" means a referral and linkage was made but the identified program was unavailable and therefore the guest's name was placed on a waiting list for the service; "Completed Linkage" means referral and linkage was made, an available placement or appointment was confirmed, paperwork was completed, and transport to the service occurred where necessary.

Health and Medical

- 911 medical calls to the Tenderloin:
 - Deaths: 2
 - Signed out against medical advice: 9
 - No merit: 26
 - Patient declined transport: 32
 - Unable to locate/Gone on arrival: 16
 - Code 2 (acute but not time-critical) transport: 178
 - Code 3 (critical) transport: 16
- Total health engagements and encounters in Tenderloin this week: 287
- Total doses of Naloxone distributed in Tenderloin this week: 59
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 211
- Total referrals to Linkage Center:
 - Street Crisis Response Team (SCRT)
 - Number of encounters: 17
 - Patient declined transport: 7
 - Unable to locate client: 7
 - Ambulance transport to hospital: 1
 - Transport to social/behavioral setting: 1
 - Other disposition/referral: 1
 - Referrals to Linkage Center: 0
 - Number of Naloxone doses distributed: 0
 - Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 220
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 208
 - Referrals to Linkage Center: 208
 - Number of Naloxone doses distributed: 49
 - Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 50
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 2
 - Number of people linked to medical care with Street Medicine: 0
 - Referrals to Linkage Center: 10

- Number of Naloxone doses distributed: 10

Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 143
 - Referrals into shelter: 58
 - SIP Sites: 0
 - Congregate: 19
 - Non-congregate: 0
 - Navigation: 11
 - TAY Navigation: 0
 - Winter Shelter: 0
 - Emergency Shelter: 28
 - Referrals to other services:
 - Medical: 2
 - Behavioral health: 1
 - Homeward Bound: 0
 - Substance use treatment: 0
 - Financial benefits: 7
 - Tools provided:
 - Hand sanitizer: 0
 - Hygiene supplies: 38
 - Face masks: 4
 - Handwashing kit: 0
 - Food/snacks: 2
 - Water: 49
 - Undergarments: 1
 - Shoes: 0
 - Emergency blankets: 0
 - Ponchos: 0
 - Other clothing: 0

Urban Alchemy

- Positive engagements: 15,397
- Social norm interventions: 4,310
- De-escalation interventions: 968
- Overdose reversals: 0
- 911 requests: 0
- 311 requests: 37
- Needles collected: 1,446
- Trash bags filled: 711

Public Works

- Amount of waste collected in Tenderloin: 205 tons
- Number of power washings completed: 110

- Service requests for waste submitted to 311: 450
- Services requests for waste responded by DPW: 422
- Number of bags of debris collected: 105

Infrastructure

311 infrastructure-related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	7	2	5
Encampments	82	62	20
Graffiti	92	15	77
Damaged property	22	5	17
Streetlight repair	16	7	9

Law Enforcement

- Calls for service: 1,160
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 161
 - Priority B (crimes that just occurred where suspects may still be nearby): 334
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 665
- Number of felony arrests: 32
 - Assault/battery: 2
 - Carjacking: 0
 - Commercial/residential burglary: 0
 - Domestic violence: 3
 - Firearm: 0
 - Narcotics sales/possession for sale: 10
 - Resist/delay arrest: 0
 - Robbery: 1
 - Terrorist threats: 2
 - Theft: 1
 - Vehicle stolen/recover: 1
 - Violation of restraining order: 1
 - Warrant arrest: 11
- Number of misdemeanor arrests: 11
 - Assault/battery: 4
 - Narcotics sales/possession for sale: 5
 - Shoplifting: 1
 - Theft: 1
- Quantity of seized narcotics: 2,479 grams
- Quantity of seized fentanyl: 1,195 grams

- MTA Parking enforcement citations: 90 citations and 8 vehicle tows on 2/14, 2/16, and 2/17.

Tenderloin Emergency Intervention Situation Report

Operational Period 3

12/27/21 - 1/02/22

This situation report is generated on a weekly basis and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Intervention. This plan includes but is not limited to operations prompted by the Declaration of Emergency for drug overdoses in the Tenderloin, dated December 17, 2021.

EXECUTIVE SUMMARY

Operational Period (OP) 3 focused on ongoing operations as well as developing protocols for various components of the Tenderloin Emergency Initiative operational strategy. These included initial conversations with community organizations and stakeholders to brainstorm the most effective ways to engage unhoused residents and people suffering from substance use disorder while also refining the scope and services to be offered at the Linkage Center. The Linkage Center location was finalized during OP 3 as the City finalized a lease agreement for a building at UN Plaza to serve as a combined indoor/outdoor space. OP 3 also initiated planning conversations with community stakeholders and City Departments regarding feasibility planning for long-term housing, shelter, and health resources dedicated to the Tenderloin.

Key Activities/Highlights:

- First Supplement to Declaration of Emergency released, allowing for temporary waiver of Civil Service Commission regulations to promote faster hiring for health, human services, and homelessness departmental staff, and waiving certain sections of the Administrative Code therefore allowing the City to lease a location for the Linkage Center without delay.
- Entered into lease agreement with 1170 Market for use of Linkage Center on 12/31/21. Term for lease effective 1/3/22.
- Confirmed weekly metrics for health, homelessness and supportive housing, public works, public utilities, and police in order to track progress.
- Held operational discussions with community partners to refine the staffing and outreach plans for the Linkage Center.

OPERATIONAL PROGRESS REPORTS

Weekly progress reports include the accomplishments according to the OP's objectives and new operational information related to the Tenderloin Emergency Initiative response efforts.

The following priority problems were established by a joint group of City and community stakeholders as the top issues to address in the Tenderloin. To ensure that operations are directly addressing the top problems, all objectives must link back to at least one of the priority areas:

- Drug dealing and violent crime
- Open-air drug use
- Lack of shelter and drop-in resources
- Lack of safe passage and accessibility
- Waste and debris
- High levels of 911 medical calls
- Illegal vending

OPERATIONAL PERIOD 3 (Dec 27, 2021 – Jan 2, 2022)

Objective	Priority Problem Crosswalk	Tactics and Response Activities
<p>1. Implement intervention tactics at the following priority locations.</p> <ul style="list-style-type: none"> a. 300 block of Hyde b. 300 block of Ellis c. 7th/Market d. 400 block of Eddy e. 600 block of Eddy f. 200-300 blocks of Jones g. 300 block of Golden Gate (night) 	<ul style="list-style-type: none"> • Drug dealing and violent crime • High levels of 911 medical calls • Open air drug use 	<ul style="list-style-type: none"> • Daily metrics listed in section below. • Resources for all agencies (DPH, HSH, SFPD, SFFD, others) significantly impacted due to COVID-19 surge, therefore limiting ability to perform substantial interventions. • Next Op Period will require increased outreach and engagement at priority locations (this objective is not purely about enforcement). • SFPD prioritizing stolen property transaction operations with officers detailed from the Burglary unit. • SFPD and MTA parking enforcement operation executed on 12/29. Total citations 58. • Noted continued illegal vending at 6th St/ Market during the nighttime hours. • Noted high rates of drug activity (dealing and using) continues on the 300 block of Hyde. Will plan for unified operation for next Op Period.
<p>2. Finalize the guest engagement and referral process for Linkage Center, including interaction with community organizations and parameters for enforcement.</p>	<ul style="list-style-type: none"> • Lack of shelter and drop-in resources • High levels of 911 medical calls • Open air drug use 	<ul style="list-style-type: none"> • Conversations ongoing; final engagement and referral process not achieved; will move to next Op Period to finalize. • DPH meetings with CBO partners (HR360 and SFCHC) throughout this Op Period to discuss outreach strategy.

		<ul style="list-style-type: none"> Identified over 20 groups performing outreach and engagement in the Tenderloin; strategy to use existing network of outreach with more complete information and expanded access to resources for all parties.
3. Finalize location for Linkage Center by 12/29.	<ul style="list-style-type: none"> Lack of shelter and drop-in resources High levels of 911 medical calls Open air drug use 	<ul style="list-style-type: none"> Entered into negotiations with 1170 Market Street as preferred option on 12/21. Alternative options: buildings in surrounding area or tent erected in vacant lot/UN Plaza. Lease finalized and signed 12/31/21. Term starts 1/3/22.
4. Perform outreach to community and neighborhood stakeholders regarding Linkage Center concept and scope starting 12/27.	<ul style="list-style-type: none"> Lack of shelter and drop-in resources High levels of 911 medical calls Open air drug use 	<ul style="list-style-type: none"> On hold – community requested not to start socializing concept for Center until location is confirmed and more details are finalized. Request from community to develop informational flyers with visual maps and key messages; will prioritize for OP 4 and 5.
5. Initiate improvement process discussions for community outreach and existing programs.	<ul style="list-style-type: none"> Lack of shelter and drop-in resources High levels of 911 medical calls Open air drug use 	<ul style="list-style-type: none"> Conversation initiated with community stakeholders; specific process improvement plan development to move to next Op Period. Considering developing working or advisory group.
6. Initiate planning for increased treatment and shelter resources dedicated to the Tenderloin.	<ul style="list-style-type: none"> Lack of shelter and drop-in resources 	<ul style="list-style-type: none"> HSH identified winter weather shelter-in-place hotel for temporary dedicated housing resources for Tenderloin, up to 10 placements per day until capacity is full. This Op Period placed 61 guests into 55 hotel rooms from the street. Ongoing long-term planning pending; will move to next Op Period.

7. Address critical streetlight outages as informed by the developed lighting priority list.	<ul style="list-style-type: none"> • Lack of safe passage and accessibility • Drug dealing and violent crime 	<ul style="list-style-type: none"> • Coordination meeting 12/30 confirmed 311 process for PUC response to streetlight outages. DEM working with stakeholders on prioritization process for infrastructure issues in the TL. • Nothing significant to report for this Op Period.
8. Initiate feasibility planning for adjusted nighttime cleaning and enforcement tactics.	<ul style="list-style-type: none"> • Lack of safe passage and accessibility • Drug dealing and violent crime 	<ul style="list-style-type: none"> • Nothing significant to report for this Op Period. • Ongoing strategic planning will be required next Op Period.

METRICS TRACKING – OPERATIONAL PERIOD 3

OP 3 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily.

300 block of Hyde

Date	Problem behaviors	Drug consumption	Tents	Power taps	Vehicles	Trash present	Muni shelter issue	Ambassadors or outreach teams present	Vending
12/27/21	10	22	5	N	0	Y	N/A	N	N
12/28/21	10	22	5	N	0	Y	N/A	N	N
12/29/21	15	25	6	N	0	Y	N/A	N	N
12/30/21	20	30	6	N	0	Y	N/A	N	N
12/31/21	Data not available								
1/1/22	Data not available								
1/2/22	Data not available								

300 block of Ellis

Date	Problem behaviors	Drug consumption	Tents	Power taps	Vehicles	Trash present	Muni shelter issue	Ambassadors or outreach teams present	Vending
12/27/21	5	0	11	Y	0	Y	N	Y	N
12/28/21	6	0	4	Y	0	Y	N/A	Y	N
12/29/21	3	0	3	Y	0	Y	N/A	Y	N
12/30/21	2	0	4	N	0	Y	N/A	Y	N
12/31/21	Data not available								
1/1/22	Data not available								
1/2/22	Data not available								

7th/Market

Date	Problem behaviors	Drug consumption	Tents	Power taps	Vehicles	Trash present	Muni shelter issue	Ambassadors or outreach teams present	Vending
12/27/21	3	10	0	N	0	Y	n/a	N	N
12/28/21	2	4	0	N	0	Y	Y	N	N
12/29/21	2	0	0	N	0	N	Y	N	N
12/30/21	5	1	0	N	0	N	Y	N	Y
12/31/21	Data not available								
1/1/22	Data not available								
1/2/22	Data not available								

400 block of Eddy

Date	Problem behaviors	Drug consumption	Tents	Power taps	Vehicles	Trash present	Muni shelter issue	Ambassadors or outreach teams present	Vending
12/27/21	5	8	3	?	0	Y	N/A	N	Y
12/28/21	6	4	1	N	0	Y	N/A	N	Y
12/29/21	4	12	1	N	0	Y	N/A	N	N
12/30/21		8	0	N	0	Y	N/A	N	N
12/31/21	Data not available								
1/1/22	Data not available								
1/2/22	Data not available								

600 block of Eddy

Date	Problem behaviors	Drug consumption	Tents	Power taps	Vehicles	Trash present	Muni shelter issue	Ambassadors or outreach teams present	Vending
12/27/21	5	8	3	?	0	Y	Y	Y	N
12/28/21	5	7	0	N	0	Y	Y	N	N
12/29/21	7	15	0	N	0	Y	Y	N	N
12/30/21	10	10	0	N	0	Y	Y	N	N

12/31/21	Data not available
1/1/22	Data not available
1/2/22	Data not available

200-300 blocks of Jones

Date	Problem behaviors	Drug consumption	Tents	Power taps	Vehicles	Trash present	Muni shelter issue	Ambassadors or outreach teams present	Vending
12/27/21	4	6	7	?	0	Y	N/A	Y	N
12/28/21	5	5	10	N	0	Y	N/A	N	N
12/29/21	12	4	6	N	0	Y	N/A	N	N
12/30/21	10	2	8	N	0	Y	N/A	Y	N
12/31/21	Data not available								
1/1/22	Data not available								
1/2/22	Data not available								

Note: "Problem behaviors" defined as a person exhibiting one or more of the following: lying down on sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through street without regard to traffic, no attempt at hygiene, inappropriately clothed for the weather, exposed genitalia, public hoarding, lack of awareness of surroundings, public defecation.

Additional metrics:

Note: IT system changes, manual data pulls, and staffing shortages have limited the ability for agencies to track metrics during OP 3.

Linkage Center *[all Linkage Center metrics pending opening of the site]*

- Total number of guests:
- Average number of guests at a given time:
- Shortest stay:
- Longest stay:
- Average length of stay:
- Number of guests by referral from street to center:
 - Itemized by referral group:
- Number of self-presented guests:
- Guests engaged in Tier 1 Service Connection:
- Guests engaged in Tier 2 Service Connection:
 - Itemized by type of service/program:

- Guests successfully referred and transported to Tier 2 Service:
 - Itemized by type of service/program:
- Number of times naloxone distributed at Center:
 - Preventative:
 - Overdose response:

Health and Medical

- 911 medical calls to the Tenderloin: TBD
 - Overdose patients transported to ZSFGH Emergency Department: TBD
 - Deaths: TBD
 - Other disposition: TBD
- Street Crisis Response Team encounters in Tenderloin: 26
 - *Future iterations will be itemized by disposition of encounter*
- Weekly outreach encounters from the following DPH-affiliated groups: TBD
 - Street Medicine: 64
 - SF Community Health Center: TBD
 - Community Health Equity & Promotion: TBD
 - People Experiencing Homelessness / Single-Room Occupancy Hub: TBD
- Weekly referrals from the Tenderloin into the following DPH locations: TBD
 - Harm Reduction Therapy Center: TBD
 - Felton Institute: 32
 - Others: TBD

Homelessness and Supportive Housing

- Tenderloin tent count: 51 on 12/30
- SF Homeless Outreach Team (HOT) Tenderloin encounters: TBD
 - Referrals into shelter: TBD
 - Itemized based on shelter
 - Referrals to other services (*monthly metrics only*): TBD
 - Medical: TBD
 - Behavioral health: TBD
 - Homeward Bound: TBD
 - Substance use treatment: TBD
 - Financial benefits: TBD
 - Declined services: TBD
 - Tools provided: 192
 - Hand sanitizer: 0
 - Hygiene supplies: 26
 - Face masks: 2
 - Handwashing kit: 0
 - Food/snacks: 8
 - Water: 61
 - Undergarments: 8
 - Shoes: 0
 - Emergency blankets: 15
 - Ponchos: 65

- Other clothing: 7

Public Works

The following metrics address data from 12/20/21 through 1/2/22. Future reports will contain one week data only.

- Amount of waste collected in Tenderloin: 463 tons
- Number of power washings completed: 284 locations
- Service requests for waste submitted to 311: 1,134
- Services requests responded to by Public Works: 1,044
- Number of bag and tags completed: 171

Infrastructure

- Number of infrastructure-related 311 service calls: TBD
- Number of light fixes addressed by PUC: 16 (since 12/6)
- Number of bus shelter fixes addressed by MTA: TBD

Law Enforcement

- Number of felony arrests in Tenderloin: 32
- Number of misdemeanor arrests in Tenderloin: 18
- Number of arrests related to drug sales or possession for sale: 14
- Quantity of seized narcotics: 1,677 grams
- Quantity of seized fentanyl: 1,065 grams
- Parking enforcement citations: 58 (in 4.5 hours on 12/29)



Purchase Order

Page: 1 of 7

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
City Hall, Room 430
San Francisco CA 94102
UNITED STATES

Supplier: 0000008956
UNITED RENTALS (NORTH
AMERICA) INC
123 LOOMIS ST
SAN FRANCISCO CA 94124
UNITED STATES

Ship To: 11235
1170 Market Street
San Francisco CA 94102
UNITED STATES

Attention: Not Specified

Bill To: 1 Dr. Carlton B. Goodlett Place
City Hall, Room 348
San Francisco CA 94102
UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount

17,679.38

Dispatch Via Print

Business Unit: SFGOV

Purchase Order
0000590460Date
01-18-2022

Revision

Payment Terms
N30Freight Terms
FOB DEST Freight PPD &
AllowedShip Via
COMMONBuyer
Chau, Chi HPhone/ Email
fermi.chau@sfgov.orgCurrency
USD

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
1 - 1	ITEM: 600/2410 STANDARD PORTABLE RESTROOM @\$35, QTY 2, WEEKLY		1.00	EA	490.00	490.00	01/18/2022
					SUT Code: CAC- 1401 (8.625%)	42.26	
					Schedule Total	532.26	
					Item Total	532.26	
2 - 1	ITEM: 075/2070 SERVICE - RESTROOM 1X WEEKLY @\$125, 2 QTY, WEEKLY		1.00	EA	1,750.00	1,750.00	01/18/2022
					Schedule Total	1,750.00	
					Item Total	1,750.00	
3 - 1	ITEM: 600/2475 SINK - PORTABLE @\$30, QTY 2, WEEKLY		1.00	EA	420.00	420.00	01/18/2022
					SUT Code: CAC- 1401 (8.625%)	36.23	
					Schedule Total	456.23	
					Item Total	456.23	
4 - 1	ITEM: 075/2071 SERVICE - PORTABLE SINK 1X WEEKLY @\$135, QTY 2, WEEKLY		1.00	EA	1,890.00	1,890.00	01/18/2022

Authorized Signature

DocuSigned by:

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Purchase Order

Page: 2 of 7

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
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Attention: Not Specified

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City Hall, Room 348
San Francisco CA 94102
UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 17,679.38

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
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Schedule Total 1,890.00

Item Total 1,890.00

5 - 1	ITEM: 075/2070 QTY 2 SERVICE - RESTROOM 1X WEEKLY ***EMERGENCY CALL OUT ON SATURDAY 01/21/22 TO SERVICE BOTH RESTROOMS AND BOTH SINKS. SERVICE WILL ALSO MOVE TO 2X PER WEEK STARTING WEEK OF 01/24/22***		1.00	EA	2,450.00	2,450.00	01/18/2022
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Schedule Total 2,450.00

Item Total 2,450.00

6 - 1	ITEM: 075/2071 QTY 2 SERVICE - PORTABLE SINK 1X WEEKLY 175.00 175.00 175.00 175.00 2,450.00 ***EMERGENCY CALL OUT ON SATURDAY 01/21/22 TO SERVICE BOTH RESTROOMS AND BOTH SINKS. SERVICE WILL ALSO MOVE TO 2X PER WEEK STARTING WEEK OF 01/24/22***		1.00	EA	2,450.00	2,450.00	01/18/2022
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Schedule Total 2,450.00

Authorized Signature

DocuSigned by:

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Purchase Order

Page: 3 of 7

SAN FRANCISCO CITY COUNTY

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City Hall, Room 348
San Francisco CA 94102
UNITED STATES

Tax Exempt? N **Tax Exempt ID:** **Replenishment Option:** Standard **Total PO Amount** 17,679.38

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
Item Total						2,450.00	
7 - 1	ITEM: 075/4001 QTY 2 SERVICE - RESTROOM 2X WEEKLY		1.00	EA	3,710.00	3,710.00	01/18/2022
Schedule Total						3,710.00	
Item Total						3,710.00	
8 - 1	ITEM: 075/4011 QTY 2 SERVICE - SINK 2X WEEKLY		1.00	EA	4,200.00	4,200.00	01/24/2022
Schedule Total						4,200.00	
Item Total						4,200.00	
9 - 1	ENVIRONMENTAL SERVICE CHARGE		1.00	EA	18.20	18.20	01/24/2022
Schedule Total						18.20	
Item Total						18.20	
10 - 1	DELIVERY CHARGE		1.00	EA	105.00	105.00	01/24/2022
SUT Code: CAC-1401 (8.625%)						9.06	
Schedule Total						114.06	

Authorized Signature

DocuSigned by:

Johnnie F. [Signature]

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Purchase Order

Page: 4 of 7

SAN FRANCISCO CITY COUNTY

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San Francisco CA 94102
UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 17,679.38

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
Item Total						114.06	
11 - 1	PICKUP CHARGE		1.00	EA	100.00	100.00	01/24/2022
SUT Code: CAC-1401 (8.625%)						8.63	
Schedule Total						108.63	
Item Total						108.63	
Total SUT Code CAC-1401 (8.625%)						96.18	

QUOTE #: 202263805
QUOTE DATE: 01/17/2022
RENT OUT: 01/18/2022
SCHEDULE IN: 08/02/2022
JOB SITE:
UN PLAZA
1170 MARKET ST
SAN FRANCISCO CA 94102-4980
CONTACT:
ADRIENNE BECHELLI
CELL#: 415-806-2058

Total PO Amount 17,679.38

Authorized Signature

DocuSigned by:

Adrienne Bechelli

1377

If a Contract ID is identified in this Purchase Order, the terms and conditions of that Contract establish the obligations of Contractor and City regarding this purchase and supersede the terms and conditions set forth below.

A. Commercial Terms

1. **Cash Discounts – Terms of Payment.** The discount period will start upon date of completion of delivery of all items on any Purchaser Order or other authorization certified by the City's Controller, or upon date of receipt of properly prepared invoices covering such deliveries, whichever is later. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the City's check. No additional charge shall accrue against City in the event City does not make payment within any time specified by bidder.
2. **Place of Manufacture.** No article furnished hereunder shall have been made in prison or by convict labor, except articles purchased for use by City's detention facilities.
3. **Electrical Products.** Articles and services must comply with applicable laws, ordinances and other legal requirements, including (among others) the Cal-OSHA regulations in Title 8 of the Code of Regulations and, for electrical products, Sections 110.2 and 110.3 (B) of the S.F. Electrical Code. In addition, if an electrical item has not been tested by a lab approved by City's Department of Building Inspection (DBI) or Department of Public Works (DPW), Contractor shall notify the requesting department before delivery by writing the department at the "Delivery to" address on the front of the Purchase Order. Approved testing labs are posted on Purchasing's website at <http://www.sfgov.org/oca/>. When a non-tested item is delivered, the department will request approval from DPW. If the department is unable to obtain approval, City reserves the right to cancel the transaction and return the item to Contractor, at no charge to City.
4. **Condition of Articles.** Articles offered and furnished must be new and previously unused, and of manufacturer's latest model, unless otherwise specified herein.
5. **Inspection.** All articles supplied shall be subject to inspection and acceptance or rejection by Purchasing or any department official responsible for inspection. Non-conforming or rejected goods may be subject to reasonable storage fees.
6. **F.O.B. Point.** F.O.B. destination in San Francisco, freight prepaid and allowed, unless otherwise specified.
7. **Failure to Deliver.** If Contractor fails to deliver an article and/or service of the quality, in the manner or within the time called for by this contract, such article and/or service may be bought from any source by Purchasing and if a greater price than the contract price be paid, the excess price will be charged to and collected from Contractor or sureties on its bond if bond has been required; or, the City may terminate the contract for default; or, the City may return deliveries already made and receive a refund.
8. **Material Safety Data Sheets.** Where required by law, contractor will include Material Safety Data Sheets (MSDSs) with delivery for applicable items. Failure to include the MSDSs for such items will constitute a material breach of contract and may result in refusal to accept delivery.
9. **Taxes.** City is exempt from federal taxes except on articles for resale. Contractor will enter state and local sales or use tax, and excise tax if applicable, on invoices.

B. General Contract Conditions

10. **Budget and Fiscal Provisions.** This contract is subject to the budget and fiscal provisions of the City's Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This section controls against any and all other provisions of this contract.
11. **Guaranteed Maximum Costs.** The City's payment obligation to Contractor cannot at any time exceed the amount certified by the Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City's Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Purchase Order in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Contractor and City having modified this Purchase Order as authorized by amendment and approved as required by law. The Controller is not authorized to make payments on any contract for which funds have not been certified as available in the budget or by supplemental appropriation.
12. **Submitting False Claims; Monetary Penalties.** Pursuant to San Francisco Administrative Code §21.35, any contractor, subcontractor or consultant who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. A contractor, subcontractor or consultant will be deemed to have submitted a false claim to the City if the contractor, subcontractor or consultant: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.
13. **Hold Harmless and Indemnification.** Contractor shall indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any and all claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) arising from or in any way connected with any: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, state, or federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor's execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors; so long as such injury, violation, loss, or strict liability (as set forth in subsections (i) - (v) above) arises directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City. In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter. Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons arising directly or indirectly from the receipt by City, or any of its officers or agents, of articles or services to be supplied in the performance of this Agreement.
14. **Liability of City.** CITY'S PAYMENT OBLIGATIONS UNDER THE AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED UNDER THIS CONTRACT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT.
15. **Termination and Termination for Convenience.** In the event Contractor fails to perform any of its obligations under this contract, in addition to any other remedies available to City, this contract may be terminated and all of Contractor's rights hereunder ended. Termination will be effective after ten days' written notice to Contractor. No new work will be undertaken, and no new deliveries will be made, after the date of receipt of any notice of termination, or five days after the date of the notice, whichever is earlier. In the event of such termination, Contractor will be paid for those services performed, or deliveries made, under this contract to the satisfaction of the City, up to the date of termination. However, City may offset from any such amounts due Contractor any liquidated damages or other costs City has or will incur due to Contractor's nonperformance. Any such offset by City will not constitute a waiver of any other remedies City may have against Contractor for financial injury or otherwise. City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective. In the event of such termination, Contractor will be paid for those services performed, or deliveries made, pursuant to this contract, to the satisfaction of the City up to the date of termination. In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City. Such non-recoverable costs include, but are not limited to, anticipated profits on this contract, post-termination employee salaries, post-termination administrative expenses, or any other cost which is not reasonable or authorized under this section. This section shall not prevent Contractor from recovering costs necessarily incurred in discontinuing further work, or canceling further deliveries, under the contract after receipt of the termination notice.
16. **Nondisclosure of Private, Proprietary or Confidential Information.** If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and

Authorized Signature

only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M. In the performance of Services, Contractor may have access to City's proprietary or confidential information, the disclosure of which to third parties may damage City. If City discloses proprietary or confidential information to Contractor, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or confidential information.

17. Consideration of Criminal History in Hiring and Employment Decisions.

a. Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, "City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions," of the San Francisco Administrative Code ("Chapter 12T"), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at <http://sfgov.org/ols/cao>. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

b. The requirements of Chapter 12T shall only apply to a Contractor's or Subcontractor's operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

18. Local Business Enterprise and Non-Discrimination in Contracting Ordinance. Contractor, shall comply with all the requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance"). Contractor is subject to the enforcement and penalty provisions in Chapter 14B.

19. Nondiscrimination Requirements.

a. **Non Discrimination in Contracts.** Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.

b. **Nondiscrimination in the Provision of Employee Benefits.** San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.

20. MacBride Principles/Northern Ireland. The provisions of San Francisco Administrative Code §12F are incorporated herein by this reference and made part of this Agreement. By accepting this Agreement, Contractor confirms that Contractor has read and understood that the City urges companies doing business in Northern Ireland to resolve employment inequities and to abide by the MacBride Principles, and urges San Francisco companies to do business with corporations that abide by the MacBride Principles.

21. Tropical Hardwood and Virgin Redwood Ban. Pursuant to San Francisco Environment Code Section 804(b), the City urges Contractor not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood or virgin redwood wood product. Contractor shall comply with San Francisco Environment Code Chapter 8, which provides that except as expressly permitted by the application of Sections 802(b) and 803(b) of the San Francisco Environment Code, Contractor shall not provide any items to the City in performance of this contract which are tropical hardwoods, tropical hardwood wood products, virgin redwood or virgin redwood wood products. Contractor is subject to the penalty and enforcement provisions of Chapter 8.

22. Resource Conservation. Contractor agrees to comply fully with the provisions of Chapter 5 of the San Francisco Environment Code ("Resource Conservation"), as amended from time to time. Said provisions are incorporated herein by reference.

23. Alcohol and Drug-Free Workplace Policy. City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City's ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.

24. Compliance with Americans with Disabilities Act. Contractor acknowledges that, pursuant to the Americans with Disabilities Act (ADA), programs, services and other activities provided by a public entity to the public, whether directly or through a contractor, must be accessible to the disabled public. Contractor shall provide the Services in a manner that complies with the Americans with Disabilities Act (ADA), including but not limited to Title II's program access requirements, and all other applicable federal, state and local disability rights legislation.

25. Sunshine Ordinance. Contractor acknowledges that this Agreement and all records related to its formation, Contractor's performance under this Agreement, and City's payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such records are subject to public inspection and copying unless exempt from disclosure under federal, state or local law.

26. Limitations on Contributions. By executing this Agreement, Contractor acknowledges that it is familiar with section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, or for a grant, loan or loan guarantee, from making any campaign contribution to (1) an individual holding a City elective office if the contract must be approved by the individual, a board on which that individual serves, or the board of a state agency on which an appointee of that individual serves, (2) a candidate for the office held by such individual, or (3) a committee controlled by such individual, at any time from the commencement of negotiations for the contract until the later of either the termination of negotiations for such contract or six months after the date the contract is approved. The prohibition on contributions applies to each prospective party to the contract; each member of Contractor's board of directors; Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 20 percent in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor must inform each such person of the limitation on contributions imposed by Section 1.126 and provide the names of the persons required to be informed to City.

27. Minimum Compensation Ordinance ("MCO") -- Service Contracts only. Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P. Contractor is subject to the enforcement and penalty provisions in Chapter 12P. By signing and executing this Agreement, Contractor certifies that it is in compliance with Chapter 12P.

28. Health Care Accountability Ordinance (HCAO) [Service contracts including agreements between a Tenant or Subtenant lasting 1 year or more only]. Contractor shall comply with San Francisco Administrative Code Chapter 12Q. Contractor shall choose and perform one of the Health Care Accountability options set forth in San Francisco Administrative Code Chapter 12Q.3. Contractor is subject to the enforcement and penalty provisions in Chapter 12Q.

29. First Source Hiring Program [if contract is greater than \$50,000 and if Contractor has an office in Alameda, San Francisco or San Mateo counties] Contractor must comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code, that apply to this Agreement, and Contractor is subject to the enforcement and penalty provisions in Chapter 83.

30. Prohibition on Use of Public Funds for Political Activity. In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.

31. Preservative-Treated Wood Products. Contractor shall comply with the provisions of San Francisco Environment Code Chapter 13, which requires that each Contractor purchasing preservative-treated wood products on behalf of the City, shall only purchase such products from the list of alternatives adopted by the Department of the Environment pursuant to Section 1302 of Chapter 13, unless otherwise granted an exemption by the terms of that Chapter.

32. Use of City Opinion. Contractor shall not quote, paraphrase, or otherwise refer to or use any opinion of City, its officers or agents, regarding Contractor or Contractor's performance

Authorized Signature

under this contract without prior written permission of Purchasing.

33. Contract Interpretation; Choice of Law/Venue; Assignment. Should any questions arise as to the meaning and intent of the contract, the matter shall be referred to Purchasing, who shall decide the true meaning and intent of the contract. The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco. This Agreement may be assigned only with the written approval of Purchasing by written instrument executed and approved in the same manner as this Agreement.

34. Proposal, Quotation and Attachments. This contract incorporates by reference the provisions of any related bid request issued by City, any bid submitted by contractor, or both. This contract incorporates by reference the provision of any attachments.

35. Provisions Controlling. Contractor agrees that in the event of conflicting language between this contract and Contractor's printed form, the provisions of this contract shall take precedence. This section shall supersede any language in the contractor's terms and conditions attempting to nullify City terms and conditions or to resolve language conflicts in favor of the contractor's terms and conditions.

36. Food Service Waste Reduction Requirements. Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.

37. Slavery Era Disclosure. [This paragraph applies if this contract is for financial services, insurance, or textiles.] Contractor shall comply with San Francisco Administrative Code Chapter 12Y, San Francisco Slavery Era Disclosure Ordinance, including but not limited to Contractor's affirmative duty to research and disclose evidence of Contractor, its parent or subsidiary entity, or its Predecessor Company's Participation in the Slave Trade or receipt of Profits from the Slave Trade. Contractor is subject to the enforcement and penalty provisions in Chapter 12Y.

38. Sugar-Sweetened Beverage Prohibition. Contractor agrees that it will not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 10I, as part of its performance of this Agreement.

Authorized Signature

From: [Stephen Gibson](#)
To: [Bechelli, Adrienne \(DEM\)](#)
Subject: Re: Tenderloin Emergency Initiative -- Objectives for Op Period 2
Date: Sunday, December 19, 2021 7:26:13 PM
Attachments: [November UA Deployment .pdf](#)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Just as a reminder attached is the current deployment of Urban Alchemy. You had asked about cleaning. Everywhere that we deploy UA they do light cleaning, including picking up needles, as part of the normal Practitioner work.

I really appreciate how hard you are working. It is not easy getting everybody focused and on the same page. Especially departments and other entities that are not used to playing with each other.

Thank You!

On Sun, Dec 19, 2021 at 6:18 PM Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org> wrote:

Hello all,

Please see below for our objectives for this upcoming week, which represents Operational Period 2. As you can tell, they've gotten a lot more specific and there's many more of them! Please let me know if there are any that have been left out.

Over the course of the week, each agency should be performing work that helps accomplish the objectives listed below. During our daily operations meetings each agency should be prepared to report out on the specific actions they are taking.

1. Focus disruption efforts of outreach, enforcement, and coordinated cleaning at the following hot spots: 400 block of Eddy, 600 block of Eddy, 300 block of Hyde, 300 block of Ellis, North side of intersection at 7th and Market. (Urban Alchemy, SFPD, DPW, TLCBD, MMBA, DPH, HSH, SFFD)
2. Finalize the process for expedited response to 311 complaints for infrastructure and cleaning requests for service in the Tenderloin by 12/24. (DEM, 311, DPW, PUC, MTA)
3. Validate the lighting survey and priority list by 12/23. (DEM, TLCBD, CCCBD, MMCBD).
4. Finalize list of required weekly metrics and ensure all agencies are able to successfully track and submit them weekly. (DEM)
5. Perform education and disruption efforts for illegal vending activities in front of

- Proper Hotel on 12/22 and 12/23. (DEM, DPH, DPW, SFPD)
6. Initiate planning for integration with Street Wellness Team pilot program to begin in late January. (DEM, SFFD)
 7. Finalize Linkage Center scope and purpose; perform outreach to community and neighborhood stakeholders starting 12/21. (DEM, OEWD, TMCBD, CCCBD, MMCBD, MMBA)
 8. Schedule recurring Tenderloin resident townhall meetings/listening sessions with operations leadership. (HRC, DEM)
 9. Select location for Linkage Center by 12/24. (DEM)
 10. Finish draft Linkage Center staffing and transportation plans by 12/24. (DPH, HSH)
 11. Finish guest referral process for Linkage Center by 12/24. (DPH, HSH, DEM, Urban Alchemy, TLCBD)
 12. Create template for tracking of operational progress and send out situation report to operations team on 12/24. (DEM)

Thanks,

Adrienne

Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell *text message is the best way to reach me*

-----Original Appointment-----

From: Bechelli, Adrienne (DEM)

Sent: Thursday, December 9, 2021 2:01 PM

To: Bechelli, Adrienne (DEM); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Tenner, Andrea (DPH); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA)

Cc: Walsh, Douglas (DPH); Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); anna.sop@sfgov.org; steve@urbanplaceconsulting.com; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH)

Subject: Daily TL Ops Mtg

When: Monday, December 20, 2021 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

This meeting will serve as the daily operations huddle for crisis operations in the Tenderloin, effective 12/13/21. Meeting participants will include city and non-city departments that are responsible for various levels of the above operations in the Tenderloin. Please forward to the most relevant operations lead for your agency.

This meeting will review daily operational objectives for:

- Law enforcement
- Cleaning and debris
- Infrastructure repairs (lights, streets, sidewalks, bus shelters, trash cans, other)
- Outreach and services connection

Other agenda items as necessary:

- Medical calls
- Large encampment resolutions
- Significant events in area that need discussion (shootings, fires, etc.)

Thank you.

Microsoft Teams meeting

Join on your computer or mobile app



Or call in (audio only)

 United States, San Francisco

Phone Conference ID: 

 | 

 | 

--
Steve Gibson
Executive Director
Mid-Market Business Association and Foundation
562-243-3389

Tenderloin Emergency Initiative Situation Report

Operational Period 5

1/10/22 - 1/16/22

This situation report is generated on a weekly basis and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Intervention. This plan includes but is not limited to operations prompted by the Declaration of Emergency for drug overdoses in the Tenderloin, dated December 17, 2021.

EXECUTIVE SUMMARY

Progress in Operational Period (OP) 5 was limited due to significant staffing shortages across all responsive agencies due to COVID-19. Rather than performing joint field operations in priority areas, individual agencies continued with their own engagements at the priority locations. Ongoing efforts during OP 5 focused on finalizing operational and logistical planning for the Linkage Center. During this week, the services list for the Center was finalized, and initial staffing plans were confirmed. In addition, a more robust equity and community engagement plan began to take shape, including a review of the 7 priority problem areas with neighborhood stakeholders and listening sessions with groups of residents.

Key Activities/Highlights:

- Finalized details for the launch of the Tenderloin Linkage Center, which will include a reduced capacity, footprint, and hours due to limited staffing.
- Built the outdoor space of the Linkage Center in an effort to make it safer during the ongoing COVID-19 surge.
- Held listening sessions with neighborhood residents to hear ongoing feedback on the progress of operations thus far.
- Continued daily operational discussions identifying status of operations at each of the prioritized locations, resources attributed to the response, and bed placement availability to determine services that can be provided.

OPERATIONAL PROGRESS REPORTS

Weekly progress reports include the accomplishments according to the OP's objectives and new operational information related to the Tenderloin Emergency Initiative response efforts.

The following priority problems were established by a joint group of City and community stakeholders as the top issues to address in the Tenderloin. To ensure that operations are directly addressing the top problems, all objectives must link back to at least one of the priority areas:

1. Drug dealing and violent crime
2. Open-air drug use
3. Lack of shelter and drop-in resources

4. Lack of safe passage and accessibility
5. Waste and debris
6. High levels of 911 medical calls
7. Illegal vending

OPERATIONAL PERIOD 5 (Jan 10 – Jan 16)

Objective	Priority Problem Crosswalk	Tactics and Response Activities
<p>1. Continue daily interventions at the following priority locations:</p> <ul style="list-style-type: none"> a. 600 Eddy b. 7th and Market c. 300 Hyde d. 400 Eddy 	<p>Drug dealing and violent crime</p> <p>Open air drug use</p> <p>Lack of shelter and drop-in resources</p> <p>Lack of safe passage and accessibility</p> <p>Waste and debris</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> • Daily metrics listed in section below. • Priority locations reduced this week due to staffing shortages caused by Covid-19. <ul style="list-style-type: none"> ◦ Aggregating metrics to evaluate ongoing priority locations ◦ Activity around Boeddeker Park may add it to priority list for next Op Period • 2 parking control officers issued a total of 59 citations on Jan 12 <ul style="list-style-type: none"> ◦ MTA looking at additional days of enforcement moving forward • Field outreach and response teams such as SCRT, DPH field teams and CBO partners had limited capacity during this Op Period due to COVID. • Many of the vacant beds and placements reserved for Tenderloin Emergency Initiative are unavailable due to active COVID-19 outbreaks at the facilities. • Prioritized daily status monitoring of shelters, navigation centers, jails, and other congregate settings due to COVID-19 outbreaks and related staffing shortages. • HSOC worked with DPW and City Administrator's Office to shut off steam vent on Larkin across from Asian Art Museum. • DPH developing COVID protocols for transportation and processes for quarantine.
<p>2. Evaluate joint field operations model from OP 4 and identify areas for improvement by 1/16.</p>	<p>N/A, internal process improvement</p>	<ul style="list-style-type: none"> • Consistently evaluating options for collecting operational agency updates ahead of daily operations meetings. • Prioritized daily status monitoring of shelters, navigation centers, jails, and other congregate settings due to COVID-19 outbreaks and related staffing shortages.

		<ul style="list-style-type: none"> • DPH aligning outreach metrics and essential information with HOT for review by other agencies. • Next Op Period will include aggregated detail from agencies performing joint field operations with clear areas of strength and areas for improvement.
3. Finalize Linkage Center staffing, including roles and responsibilities for all staff and volunteers by 1/14.	<p>Lack of shelter and drop-in resources</p> <p>Open-air drug use</p> <p>High levels of 911 medical calls</p>	<ul style="list-style-type: none"> • Established daily meetings starting 1/12 for all agencies and staff working at the Linkage Center to discuss responsibilities, supplies, and services provided. • Completed initial draft of staff roles and responsibilities document and distributed to Linkage Center site staff for feedback. • Mandatory training held Friday from 1-5pm for all people working on site. Training included information on how to recognize signs of overdose, how to administer Narcan, and when and how to call 911. Training will be recorded and distributed to CBO/City Agencies. • Standard work for Linkage Center remains in progress for all agencies and will be completed prior to site opening on 1/18.
4. Finalize Linkage Center services list by 1/12.	<p>Lack of shelter and drop-in resources</p> <p>Open-air drug use</p> <p>High levels of 911 medical calls</p>	<ul style="list-style-type: none"> • Received feedback from ADP and HSA on 1/12 outlining services to be provided at the Linkage Center. DEM compiled final services list on 1/16 in preparation for Linkage Center opening on 1/18. List reflected below. • Tier 1 (personal services): water, coffee, snacks and meals, handwashing, toilets, PPE, clothing, wound treatment supplies, showers, laundry, animal care, social space and activities, regular health fairs, other dignity services as available. • Tier 2 (linkage to programs): primary care and medical treatment referral, behavioral and mental health treatment, substance use treatment, shelter, permanent supportive housing, transitional housing, community and social support, therapy and mentoring, vocational and legal support, food and nutrition support, youth and family care, veteran support, other services as available.
5. Start build out of outdoor area for	Lack of shelter and drop-in resources	<ul style="list-style-type: none"> • Fencing installed 1/12.

Linkage Center and finalize design and layout by 1/16.	Open-air drug use High levels of 911 medical calls	<ul style="list-style-type: none"> Confirmed Linkage Center hours: 8am-8pm, 7 days a week. Will work to increase staffing capacity to expand hours and operational footprint as soon as staff return from isolation/quarantine related to COVID-19. Site opening will include basic fencing with privacy screens and city-branded signage. Future Op Periods will include objectives to work with community stakeholders and residents on more permanent Linkage Center design and aesthetics for duration of operations (estimated through June 2022).
6. Schedule briefings and listening sessions with key residential and community stakeholder groups by 1/12.	All	<ul style="list-style-type: none"> Human Rights Commission scheduled and facilitated two population-specific listening sessions with community stakeholders, including one in Spanish. Next Op Period will clarify method for scheduling these types of listening sessions, who will lead this coordination, and establish process for community partners to request a briefing.
7. Adjust and improve strategy for community stakeholder participation in planning and operations by 1/13.	All	<ul style="list-style-type: none"> Held community stakeholder meeting with community partners to provide operational updates and incorporate feedback. Working to appoint a person to lead joint field operations and community stakeholder outreach (incorporates CBOs, residents, and businesses). Working to identify full team focused on equity & community engagement.
8. Perform evaluation of operational strategy and 7 key problem areas by 1/16.	N/A, internal process improvement and accountability	<ul style="list-style-type: none"> 7 key priority problems were confirmed and echoed by community stakeholders. These remain the 7 top problems for the neighborhood. The Linkage Center was identified as a clear accomplishment for a short-term solution for "lack of shelter and drop-in resources" and "open-air drug use". Request to specifically name street overdoses in relation to "high levels of 911 medical calls".

		<ul style="list-style-type: none"> • Heard feedback that community could use information and educational material geared toward families and in multiple languages that explains some of the priority problems seen in the Tenderloin. • Gathering ongoing feedback from key City agencies based on field outreach. • Strategy document will be updated during Op Period 6 to reflect the feedback received.
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METRICS TRACKING – OPERATIONAL PERIOD 5

Weekly metric reports are due by the end of the operational period by Sunday and no later than the following Monday, the beginning of the next operational period

OP 5 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily with the exception of weekends which may vary in time.

300 block of Hyde

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	6	7	3	N	0	N	N/A	Y	N
1/11/22	10	20	4	N	0	Y	N/A	N	N
1/12/22	13	19	3	N	0	Y	N/A	N	N
1/13/22	12	22	4	N	0	Y	N/A	N	N
1/14/22	10	19	6	N	0	Y	N/A	N	Y
1/15/22	Data not available								
1/16/22	8	26	3	N	0	N	N/A	N	N

7th/Market

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	2	5	1	N	0	N	Y	N	N
1/11/22	2	0	0	N	0	N	N	N	N
1/12/22	5	0	0	N	0	Y	Y	N	Y
1/13/22	0	0	0	N	0	Y	Y	Y	N
1/14/22	3	0	0	N	0	Y	Y	N	Y
1/15/22	Data not available								
1/16/22	3	15	0	N	0	Y	Y	Y	N

400 block of Eddy

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	5	2	1	N	0	Y	N/A	Y	N
1/11/22	6	2	0	N	0	Y	N/A	N	Y
1/12/22	10	10	1	N	0	Y	N/A	N	Y
1/13/22	4	4	1	N	0	Y	N/A	Y	Y
1/14/22	7	3	1	N	0	Y	N	N	Y
1/15/22	Data not available								
1/16/22	2	12	1	N	0	Y	N/A	Y	N

600 block of Eddy

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	5	25	0	N	0	N	Y	Y	N
1/11/22	5	2	0	N	0	Y	Y	Y	N
1/12/22	11	22	0	N	0	Y	Y	N	N
1/13/22	7	10	0	N	0	Y	Y	Y	N
1/14/22	4	11	0	N	0	Y	Y	Y	N
1/15/22	Data not available								
1/16/22	3	21	0	N	0	Y	Y	Y	N

Note: "Problem Behaviors" defined as a person exhibiting one or more of the following: lying down on sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through street without regard to traffic, no attempt at hygiene, inappropriately clothed for the weather, exposed genitalia, public hoarding, lack of awareness of surroundings, public defecation.

Additional metrics:

Linkage Center *[all Linkage Center metrics pending opening of the site]*

- Total number of guests:
- Average number of guests at a given time:
- Number of guests by referral from street to center:
 - Total:
 - Itemized by referral group:

- Number of self-presented guests:
- Guests engaged in Tier 1 Service Connection:
- Guests engaged in Tier 2 Service Connection:
 - Itemized by type of service/program:
- Guests successfully referred and transported to Tier 2 Service:
 - Itemized by type of service/program:
- Number of times naloxone distributed at Center:
 - Preventative:
 - Overdose response:

Health and Medical

- 911 medical calls to the Tenderloin: 340
 - Deaths: 5
 - Overdose: 1
 - Signed out against medical advice: 7
 - No merit: 36
 - Patient declined transport: 42
 - Unable to locate / Gone on arrival: 24
 - Code 2 (acute but not time-critical) transport: 213
 - Code 3 (critical) transport: 12
- Totals health engagements and encounters in Tenderloin this week: 253
- Total doses of Naloxone distributed in Tenderloin this week: 59
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 219
 - Itemized by outreach team:
 - Street Crisis Response Team (SCRT)
 - Number of encounters: 30
 - No merit: 0
 - Patient declined transport: 14
 - Unable to locate client: 12
 - Ambulance transport to hospital: 0
 - SCRT transport to social/behavioral setting: 0
 - Other disposition/referral: 4
 - Number of Naloxone doses distributed: 0
 - Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 208
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 174
 - Number of naloxone doses distributed: 53
 - Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 15
 - Number of Naloxone doses distributed: 6
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 45
 - Number of people linked to medical care with Street Medicine: 0

Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 216
 - Referrals into shelter: 10
 - SIP Sites: 0
 - Congregate: 10
 - Navigation: 0
 - TAY Navigation: 0
 - Winter Shelter: 0
 - Emergency Shelter: 0
 - Referrals to other services: 11
 - Medical: 11
 - Behavioral health: 0
 - Homeward Bound: 0
 - Substance use treatment: 0
 - Financial benefits: 0
 - Tools provided:
 - Hand sanitizer: 0
 - Hygiene supplies: 39
 - Face masks: 14
 - Handwashing kit: 0
 - Food/snacks: 7
 - Water: 175
 - Undergarments: 9
 - Shoes: 0
 - Emergency blankets: 20
 - Ponchos: 7
 - Other clothing: 10

Urban Alchemy data not available for this Operational Period at time of posting.

Public Works data not available for this Operational Period at time of posting.

Infrastructure

311 infrastructure –related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	7	4	3
Street and sidewalk cleaning	322	274	48
Encampments	47	40	7
Graffiti	84	31	53
Damaged property	20	10	10
Streetlight repair	16	6	10

Law Enforcement

- Number of felony arrests: 44
- Number of misdemeanor arrests: 10
- Number of arrests related to drug sales or possession for sale: 14
- Quantity of seized narcotics: 1,405 grams (1.40 kilos)
- Quantity of seized fentanyl: 928 grams (0.92 kilos)
- MTA parking enforcement citations: 59

Carroll, Maryellen (DEM)

From: Zamora, Francis (DEM)
Sent: Tuesday, September 28, 2021 4:39 PM
To: Carroll, Maryellen (DEM)
Subject: FW: Community Workgroup

Here is the contact list.
-FZ

From: Sawyer, Amy (MYR) <amy.sawyer@sfgov.org>
Sent: Friday, September 24, 2021 2:56 PM
To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>
Subject: Fw: Community Workgroup

Organization	Contact	Email	Contact	Email
Coalition on Homelessness	Jennifer Freidenbach	jfreidenbach@coho.org	Kelly Cutler	kcutler@coho.org
Castro Merchants Association	Masood Samerieie	mfray@castromerchants.com		
Castro Cares	Andres Aiello	axosch@castrocares.org		
Castro Neighbor	Carolyn Thomas	[REDACTED]		
Code Tenderloin	Donna Hillard	dhille@tenderloincode.com	Del Semor	[REDACTED]
Filmore Merchants Association	Vas Kiriak	vas@filmoremerchants.com		
Glide	Kenneth Kim	ekim@glide.org		
Hastings	Dave Seward	dseward@hastingsmerchants.org		
Hotel Council	Kevin Carol	kcarol@hotelcouncil.org		
Lowe Polk CBD	Chris Shulman			
Rescue SF	Mark Nagel	[REDACTED]		
SF Travel	Cassandra Costello	cassandra@sftravel.com		
Union Square BID	Karen Flood	karen@unionsquarebids.com		
Urban Alchemy	Lena Miller	lenamiller@urbanalchemy.org		

VTC Community Advisory Group	Steven Currier			
Bayview Advocates	Michelle Pierce			
Latino Task Force				
Tenderloin Community Benefit District	Simon Bertrang	simon@tcbd.org		
Larkin Street Youth Services	Sherilyn Adams	sadams@larkinstreetyouth.org		

From: Sawyer, Amy (MYR) <amy.sawyer@sfgov.org>
Sent: Monday, September 20, 2021 4:50 PM
To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>
Cc: Roman, Marisol (DEM) <marisol.roman@sfgov.org>
Subject: Community Workgroup

Hello,

I apologize for the delay - I underestimated how long it would be to pull contact information for you re: Community Workgroup.

I am sending over as soon as possible.

Amy

Amy Sawyer
Policy Advisor, Homelessness | Office of Mayor London Breed
City and County of San Francisco
My name is my pronoun.



Shand, Lloyd (DEM)

Re: Tenderloin Linkage Center Walkthrough: St. Anthony's

January 27, 2022 at 11:39 AM PST

To: Zamora, Francis (DEM)

Cc: Roman, Marisol (DEM); Lim, Victor (DEM)

Adding Marisol and Victor.

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)

lloyd.shand@sfgov.org



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From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Sent: Thursday, January 27, 2022 10:42 AM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: Fw: Tenderloin Linkage Center Walkthrough: St. Anthony's

Hello Francis,

St. Anthony's is requesting a sooner date but both sponsors are unable to give a walkthrough on the original date(s) requested. St. Anthony's referenced that they are a major service provider to the unhoused community in the TL. They also said "it is challenging to refer our guests to the linkage center without understanding how it may help them. "So my question is, is there anyone else that can give this walkthrough besides Adrienne and Emily?

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)

lloyd.shand@sfgov.org



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From: Emma Jarvis <EJarvis@stanthonysf.org>
Sent: Thursday, January 27, 2022 9:34 AM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: RE: Tenderloin Linkage Center Walkthrough: St. Anthony's

Hi Lloyd,
2/9 does work, but it is further out than we hoped. Is there any date sooner than that available? We are a major service provider to unhoused people in the Tenderloin, and it is challenging to refer our guests to the linkage center without understanding how it may help them.
With gratitude,
Emma

Emma Jarvis (she/her/hers)
Chief of Staff
(415) 592-2750 office
EJarvis@stanthonysf.org
[St. Anthony's](#)



From: Shand, Lloyd (DEM) [mailto:lloyd.shand@sfgov.org]
Sent: Thursday, January 27, 2022 9:28 AM
To: Emma Jarvis <EJarvis@stanthonysf.org>
Subject: Tenderloin Linkage Center Walkthrough: St. Anthony's

Hello Emma,

We have run into some scheduling conflicts. Due to that, we need to look at another date for your walkthrough. Does Wednesday, 2/9 work for you?

Lloyd Shand
Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



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From: Emma Jarvis <EJarvis@stanthonysf.org>
Sent: Tuesday, January 25, 2022 5:44 PM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: Re: Tenderloin Linkage Center Walkthroughs

Yes that would be perfect.
Thank you for your efficient response, Lloyd.
Emma
Emma Jarvis (she/her/hers)
Chief of Staff
(415) 592-2750 office
EJarvis@stanthonysf.org
St. Anthony's



From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Sent: Tuesday, January 25, 2022 5:30:31 PM
To: Emma Jarvis <EJarvis@stanthonysf.org>
Subject: Re: Tenderloin Linkage Center Walkthroughs

Hello Emma,

We are currently on your request. Does 3pm on Friday, 1/28/2022 work for you?

Lloyd Shand

Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



SAN FRANCISCO DEPARTMENT
OF EMERGENCY MANAGEMENT

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From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Sent: Tuesday, January 25, 2022 3:35 PM
To: Emma Jarvis <EJarvis@stanthonysf.org>
Subject: Re: Tenderloin Linkage Center Walkthroughs

Hello Emma,

Thank you very much.

Lloyd Shand

Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



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From: Emma Jarvis <EJarvis@stanthonysf.org>
Sent: Tuesday, January 25, 2022 3:24 PM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: RE: Tenderloin Linkage Center Walkthroughs

Hi Lloyd,
It will be:

- Emma Jarvis, Chief of Staff
- Tere Brown, Chief Operating Officer

Thank you,
Emma

Emma Jarvis (she/her/hers)
Chief of Staff
(415) 592-2750 office
EJarvis@stanthonysf.org
[St. Anthony's](http://St.Anthony's)



From: Shand, Lloyd (DEM) [<mailto:lloyd.shand@sfgov.org>]
Sent: Tuesday, January 25, 2022 1:58 PM
To: Emma Jarvis <EJarvis@stanthonysf.org>
Subject: Re: Tenderloin Linkage Center Walkthroughs

Hello Emma,

Thank you for sending this request for a walkthrough. I see that you have identified that there will be two people on this walkthrough request. Can you give me their names and titles?

Due to the process, I cannot confirm that date and time you requested. I will let you know that your request has been noted and acknowledged. I will reach back out to you for scheduling once this request has been approved. Feel free to reach out to me, if you have any questions.

Lloyd Shand

Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



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From: Emma Jarvis <EJarvis@stanthonysf.org>
Sent: Tuesday, January 25, 2022 1:33 PM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: RE: Tenderloin Linkage Center Walkthroughs

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Lloyd,

Thank you for all that DEM is doing to improve the safety of the neighborhood. St. Anthony's would be interested in taking a tour this week, preferably on Friday afternoon. If that's not available, then Thursday afternoon would work too! We plan to have two participants at this walk-through, but may reach out to request an additional walk-through next week with other members of our team.

In community,
Emma

Emma Jarvis (she/her/hers)
Chief of Staff
(415) 592-2750 office
EJarvis@stanthonysf.org
[St. Anthony's](https://www.stanthonyssf.org)



From: Zamora, Francis (DEM) [<mailto:francis.zamora@sfgov.org>]

Sent: Monday, January 24, 2022 5:40 PM

Cc: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: Tenderloin Linkage Center Walkthroughs

Community Partners:

The Tenderloin Linkage Center is an essential component of San Francisco's Tenderloin Emergency Initiative that is forging a path to promote a thriving community and save lives through overdose prevention and connecting people to care and services. We understand there is much interest in the Center and we have received requests for walkthroughs.

San Francisco is facilitating walkthroughs for Tenderloin community serving organizations upon request. Walkthroughs are by appointment only and will be limited to specific days and hours to minimize disruption to guests and staff.

- Walkthroughs are by appointment only and are limited to Wednesday through Friday between 3:00 p.m. and 5:00 p.m. and may be scheduled for 30-minute increments.
- Walkthroughs are limited to four (4) visitors at a time to safely facilitate walkthroughs.
- To respect guest privacy at the Tenderloin Linkage Center, photography and video recordings are prohibited within the boundaries of the Center.
- Visitors on a walkthrough must be always escorted by their walkthrough sponsor. Sponsors must meet their visitors outside to bring them into the center and walk their visitors outside of the center.
- All visitors are required to follow all current public health orders related to COVID-19.

Tenderloin community serving organizations may request a tour by contacting Lloyd Shand at Lloyd.Shand@sfgov.org.

Elected officials and City and County of San Francisco department heads may request a tour by contacting Victor Lim at Victor.Lim@sfgov.org.

A walkthrough is not considered scheduled until either Lloyd or Victor confirms it. Please avoid dropping into the Center for a walkthrough without an appointment. This is disruptive for guests and staff.

Thank you and please let us know if you have any questions.

Francis Zamora
Chief of Staff
San Francisco Department of Emergency Management

From: [Bechelli, Adrienne \(DEM\)](#)
To: [Simon Bertrang](#); [Michael Vuong](#); [Helene Sautou](#); [Jean Cooper](#); [Colleen Rivecca](#); [rene@hmpa.org](#); [artieg](#); [Pratibha@thclinic.org](#); [Soha Abdou](#); [jyoung@seadcenter.org](#); [fernando](#); [christy@tlchd.org](#); [Lillian Mark](#); [Martinez-Bankhead, Amelia \(HRC\)](#); [Kathy Curran](#); [alamerihem@gmail.com](#); [husseinc@sfusd.org](#); [rosas3mms@yahoo.com](#); [NBehnke@stanthonysf.org](#); [EJarvis@stanthonysf.org](#); [cathvvaughn909@gmail.com](#); [margaritamena@live.com](#); [Nelson, Andrea \(CPC\)](#); [Medina, Jessica \(DEM\)](#); [Mera, Tanva \(DPH\)](#); [Sawyer, Amy \(MYR\)](#); [Cohen, Amy \(ECN\)](#); [Tenner, Andrea \(DPH\)](#); [Ogidi, Kamene \(CPC\)](#); [Iraiscarrera90@gmail.com](#); [Loughran, Eileen \(DPH\)](#); [Candler, Robin \(DPH\)](#); [Almeida, Angelica \(DPH\)](#); [Borne, Deborah \(DPH\)](#)
Subject: TL Operations Strategy Document
Date: Wednesday, December 29, 2021 2:27:00 PM
Attachments: [Tenderloin Emergency Initiative Strategic Plan and Operation 12.27.21.pdf](#)
[image003.jpg](#)

Hi TL stakeholder team,

My apologies for the tardiness – meant to send this email this morning but have been out in the field all day.

Please see attached for the most recent version of the Tenderloin operations strategy. This is the revised version of the earlier strategy document that we reviewed as a group a few weeks ago. As you all know, our specific operations plan and objectives change every week and we discuss the accomplishments every Thursday with this group. I am actively working on standardizing the accomplishments into a weekly report so that we can spend more of our time talking about the strategy direction and identifying concrete solutions rather than just hearing the report out every week. Hopefully you will get a version this week that outlines our accomplishments and metrics from this week's objectives.

Here is the list of specifics that the operations team is working on this week:

1. Implement intervention tactics at the following priority locations. (I recognize that not all the areas on our list from last week made the list this week due to resource constraints – we will work on that)
 - a. 300 block of Hyde
 - b. 300 block of Ellis
 - c. 7th/Market
 - d. 400 block of Eddy
 - e. 600 block of Eddy
 - f. 200-300 blocks of Jones
 - g. 300 block of Golden Gate (night)
2. Finalize the guest engagement and referral process for Linkage Center, including interaction with community organizations and parameters for enforcement.
3. Finalize location for Linkage Center by 12/29.
4. Perform outreach to community and neighborhood stakeholders regarding Linkage Center concept and scope starting 12/27.
5. Initiate improvement process discussions for community outreach and existing programs.
6. Initiate planning for increased treatment and shelter resources dedicated to the Tenderloin.
7. Address critical streetlight outages as informed by the developed lighting priority list.
8. Initiate feasibility planning for adjusted nighttime cleaning and enforcement tactics.

I want to spend most of our time tomorrow discussing 2, 5 and 6.

Thanks, and talk soon!

Adrienne

Adrienne Bechelli

Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 344



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Roman, Marisol (DEM)

From: Bechelli, Adrienne (DEM)
Sent: Tuesday, December 28, 2021 13:22
To: Carroll, Maryellen (DEM); Hogan, Kristin (DEM)
Subject: FW: Update on mid-Market and Tenderloin safety plan: deadline Dec. 29

FYI, see below. I guess there's a piece that OEWD and Mayor's Office have been working on with the Chronicle about Urban Alchemy and the MM/TL safety plan that is now being combined with the TL plan. I don't know when this is going to run but see the minor edits I provided to the text below. I'll loop you both in with Amy and Jeff in case they need anything else from us.

Adrienne Bechelli (she/her)
Department of Emergency Management
(415) 806-2058 cell *text message is the best way to reach me*

From: Bechelli, Adrienne (DEM)
Sent: Tuesday, December 28, 2021 1:19 PM
To: Cohen, Amy (ECN) <amy.b.cohen@sfgov.org>; Cretan, Jeff (MYR) <Jeff.Cretan@sfgov.org>
Subject: RE: Update on mid-Market and Tenderloin safety plan: deadline Dec. 29

Hi both, adding my edit in red below. Take them or leave them. Sorry if they're too late. It's been a day.

Adrienne Bechelli (she/her)
Department of Emergency Management
(415) 806-2058 cell *text message is the best way to reach me*

From: Cohen, Amy (ECN) <amy.b.cohen@sfgov.org>
Sent: Tuesday, December 28, 2021 10:18 AM
To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Subject: Fwd: Update on mid-Market and Tenderloin safety plan: deadline Dec. 29

Amy Cohen
Director, Public Space Initiatives
Office of Economic and Workforce Development
San Francisco, CA
415-608-9998

Begin forwarded message:

From: "Cretan, Jeff (MYR)" <jeff.cretan@sfgov.org>
Date: December 28, 2021 at 9:46:50 AM PST
To: "Cohen, Amy (ECN)" <amy.b.cohen@sfgov.org>
Subject: Fw: Update on mid-Market and Tenderloin safety plan: deadline Dec. 29

Still waiting on last question. How does below look?

From: Moench, Mallory <Mallory.Moench@sfgchronicle.com>

Sent: Thursday, December 23, 2021 1:07 PM

To: Cretan, Jeff (MYR) <jeff.cretan@sfgov.org>; Lynch, Andy (MYR) <andy.lynch@sfgov.org>

Subject: Update on mid-Market and Tenderloin safety plan: deadline Dec. 29

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I gave Jeff a heads up, but I was working on an update of the Tenderloin and mid-Market safety plan. Below are my questions. **My deadline is Wednesday Dec. 29.**

Thank you!

1. When did the plan officially start on the streets? It was announced in May, when we were told policing would begin immediately, but it doesn't appear that community ambassadors started in full force until August.
 - a. ***The plan started in June with existing resources with a ramp-up of ambassadors and increase in police presence. Once the two year Budget was approved and signed and we had those resources secured, the full ramp up of ambassadors started in August.***
2. We reported in May that the city directed \$5 million this fiscal year and \$3.8 million next fiscal year into the Mid-Market and Tenderloin safety plan. How much of this, if any, was directed to the aspect of the plan to increase policing, and did that go to new positions or to overtime?
 - a. ***That funding was for ambassadors, not police.***
3. The mid-Market business association said another \$500,000 was set aside in this year's budget for the plan, but they haven't seen the money yet. What's the hold up, when will it be distributed and what exactly will it be used for?
 - a. ***That funding has been added into the contract and is being deployed now to fund Ambassador operations in the coming months.***
4. Tenderloin residents have said they haven't noticed an increase in foot patrols as a result of this plan, although they do notice community ambassadors. Where exactly have officers been deployed and have there been more foot patrols inside the Tenderloin? If residents don't feel like they've seen a difference in terms of crime and safety under the promise of more policing under the mid-market and tenderloin plan, what will you do differently and how will you ensure that more enforcement pledged under the mayor's new tenderloin plan will have an impact? FYI I asked the same question to the police.

I will defer to Police on the question of their staffing strategy and deployments.
(moved the rest to #5)

5. Are you going to expand Urban Alchemy under new tenderloin state of emergency plan? How will their role change if at all with more police enforcement?

To be clear -- the Mayor's Emergency Tenderloin Initiative is not purely a police response -- it's a COVID-level response convened by the Department of Emergency Management to coordinate across multiple departments to better respond to the challenges faced by residents and businesses in the Tenderloin. Urban Alchemy is a critical part of the Tenderloin emergency plan crisis operations phase of the initiative. ~~They are part of the daily operations coordination now being led by DEM.~~ This means that their presence on specific blocks is being orchestrated to complement the activities of the Police, Community Benefit District workers, and Public Works and other community ambassador and operational efforts. This type of coordination is critical for UA to be most impactful -- their lived experience, relationships with community members, and deployment locations create a net positive for the neighborhood. ~~'s impact to be maximized -- i.e. to do what PD cannot do and generally where PD is not specifically deployed -- and also for the practitioners to remain safe themselves.~~ The heart of this plan the Tenderloin Emergency Initiative is to ensure each of the services being coordinated is complementing and extending the reach of the others. ~~In the longer term part of the plan, our intention is for Urban Alchemy to remain. The culture change that the first phase of the effort will instigate can be maintained by Urban Alchemy's presence, as they continue to engage with residents and visitors.~~ The final phase of the initiative includes sustained operations, including intended funding to continue ambassador programs like Urban Alchemy. Maintaining a city and community presence in the neighborhood will aid in our efforts to sustain the improvements made during the crisis operations phase.

6. While appreciated by many residents that they keep the streets safe and clean, Urban Alchemy has also faced criticism that they are simply moving homeless people between blocks and even bullying without any meaningful help or alternatives. What is your response to these criticisms and is this a sustainable solution and effective use of money?
 - a. **Urban Alchemy was deployed as part of a strategy to bring a positive presence to our streets in some of our most challenged areas and they are doing that in areas where they are deployed. Right now Urban Alchemy is not on every block in a single continuous area and we have been working toward a deployment plan where that is the case, either with Urban Alchemy or another organization's ambassador presence on each block in an area that includes Mid Market, Civic Center, and a significant portion of the Tenderloin. This work is part of the long-term solutions being developed under the Tenderloin Emergency Initiative.**
7. Urban Alchemy is also currently facing two class action wage theft lawsuits. Their CEO Lena Miller said they're grown fast and made some mistakes, as they've been asked by SF -- and now LA -- to take on a lot of responsibility. Are you

concerned by these alleged violations of labor law and have you considered that in your decision to continue investing in them as a city contractor such as with proposed semi-congregate shelter?

Thank you!

Mallory Moench
Reporter
Cell: 312-282-5593

From: Bechelli, Adrienne (DEM)
To: Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, Dilaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Tenner, Andrea (DPH); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Starliner, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; fernando; artieg; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA)
Cc: Walsh, Douglas (DPH); Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); Sop, Anna (DEM); Stephen Gibson; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH); Carroll, Marvallen (DEM)
Subject: Tenderloin Emergency Initiative -- Objectives for Op Period 2
Date: Sunday, December 19, 2021 6:17:00 PM
Importance: High

Hello all,

Please see below for our objectives for this upcoming week, which represents Operational Period 2.

As you can tell, they've gotten a lot more specific and there's many more of them! Please let me know if there are any that have been left out.

Over the course of the week, each agency should be performing work that helps accomplish the objectives listed below. During our daily operations meetings each agency should be prepared to report out on the specific actions they are taking.

1. Focus disruption efforts of outreach, enforcement, and coordinated cleaning at the following hot spots: 400 block of Eddy, 600 block of Eddy, 300 block of Hyde, 300 block of Ellis, North side of intersection at 7th and Market. (Urban Alchemy, SFPD, DPW, TLCBD, MMBA, DPH, HSH, SFFD)
2. Finalize the process for expedited response to 311 complaints for infrastructure and cleaning requests for service in the Tenderloin by 12/24. (DEM, 311, DPW, PUC, MTA)
3. Validate the lighting survey and priority list by 12/23. (DEM, TLCBD, CCCBD, MMCBD).
4. Finalize list of required weekly metrics and ensure all agencies are able to successfully track and submit them weekly. (DEM)
5. Perform education and disruption efforts for illegal vending activities in front of Proper Hotel on 12/22 and 12/23. (DEM, DPH, DPW, SFPD)
6. Initiate planning for integration with Street Wellness Team pilot program to begin in late January. (DEM, SFFD)
7. Finalize Linkage Center scope and purpose; perform outreach to community and neighborhood stakeholders starting 12/21. (DEM, OEWD, TMCBD, CCCBD, MMCBD, MMBA)
8. Schedule recurring Tenderloin resident townhall meetings/listening sessions with operations leadership. (HRC, DEM)
9. Select location for Linkage Center by 12/24. (DEM)
10. Finish draft Linkage Center staffing and transportation plans by 12/24. (DPH, HSH)
11. Finish guest referral process for Linkage Center by 12/24. (DPH, HSH, DEM, Urban Alchemy, TLCBD)
12. Create template for tracking of operational progress and send out situation report to operations team on 12/24. (DEM)

Thanks,
Adrienne

Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell *text message is the best way to reach me*

——Original Appointment——

From: Bechelli, Adrienne (DEM)

Sent: Thursday, December 9, 2021 2:01 PM

To: Bechelli, Adrienne (DEM); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Tenner, Andrea (DPH); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA)

Cc: Walsh, Douglas (DPH); Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); anna.sop@sfgov.org; steve@urbanplaceconsulting.com; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH)

Subject: Daily TL Ops Mtg

When: Monday, December 20, 2021 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

This meeting will serve as the daily operations huddle for crisis operations in the Tenderloin, effective 12/13/21. Meeting participants will include city and non-city departments that are responsible for various levels of the above operations in the Tenderloin. Please forward to the most relevant operations lead for your agency.

This meeting will review daily operational objectives for:

- Law enforcement
- Cleaning and debris
- Infrastructure repairs (lights, streets, sidewalks, bus shelters, trash cans, other)
- Outreach and services connection

Other agenda items as necessary:

- Medical calls
- Large encampment resolutions
- Significant events in area that need discussion (shootings, fires, etc.)

Thank you.

Microsoft Teams meeting

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From: [Bechelli, Adrienne \(DEM\)](#)
To: [Simon Bertrang](#); [rene@tlmpa.org](#); [artieg](#); [Pratibha@thclinic.org](#); [Soha Abdou](#); [Michael Vuong](#); [jyoung@seadcenter.org](#); [fernando](#); [christy@tlcbd.org](#); [Lillian Mark](#); [Helene Sautou](#); [Martinez-Bankhead, Amelia \(HRC\)](#); [Kathy Curran](#)
Cc: [Cohen, Amy \(ECN\)](#); [Sawyer, Amy \(MYR\)](#); [Tennar, Andrea \(DPH\)](#)
Subject: RE: TL Crisis Operations -- Weekly Stakeholder Meeting
Date: Thursday, December 16, 2021 8:47:00 AM

Good morning everyone! I'm looking forward to our first regular meeting together.

It may be a little bit shaky as we get up an running, but in general here is my proposed agenda for these meetings. If you would like to include other items, I'm open to hearing them!

1. **Review the last week's operations.** We will go into detail of what city and non-city crews prioritized and accomplished over the last week.
2. **Look ahead and develop next week's priorities.** We will look at patterns and inform objectives for operational crews to achieve next week.
3. **Roundtable feedback.** Share suggestions, experiences, etc. to ground us and ensure we are staying on the right track.

I will be a bit more organized next week and send things out ahead of time, but here are the objectives that we will discuss for #1 this morning:

Objectives – Week of 12/13/21

1. Focus enforcement activities on known problem areas to disrupt activity taking place.
2. Create set process for identification, reporting, and follow up of trash/debris clean up.
3. Identify temporary lighting and corresponding staffing solutions for deployment. Identify priority list of locations for lighting.
4. Establish baseline metrics for outreach and enforcement by tracking number of encounters during the week of 12/13/21.
5. Begin feasibility planning for a temporary linkage site.

Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell *text message is the best way to reach me*

-----Original Appointment-----

From: Bechelli, Adrienne (DEM)

Sent: Friday, December 10, 2021 6:19 PM

To: [simon@tlcbd.org](#); Bechelli, Adrienne (DEM); [rene@tlmpa.org](#); [artieg@urban-alchemy.us](#); [Pratibha@thclinic.org](#); [soha.agina@chinatowncdc.org](#); [mvuong@kidsclub.org](#); [jyoung@seadcenter.org](#); [fernando@urbanplaceconsulting.com](#); [christy@tlcbd.org](#); [lmark@glide.org](#); [Helene Sautou](#); [Martinez-Bankhead, Amelia \(HRC\)](#); [Kathy Curran](#)

Cc: [Cohen, Amy \(ECN\)](#); [Sawyer, Amy \(MYR\)](#); [Tennar, Andrea \(DPH\)](#)

Subject: TL Crisis Operations -- Weekly Stakeholder Meeting

When: Thursday, December 16, 2021 10:00 AM-11:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

Until we determine a better solution (i.e. combining with another similar stakeholder meeting), I want to get this on everyone's calendars.

Our mutual goal is to reduce the level of crisis on the streets in the Tenderloin as quickly as possible through well-intentioned, specific, and coordinated action. The purpose of this stakeholder meeting is to provide a working space to review the operations occurring in order to adjust the plan as necessary.

For ease, we will be conducting these weekly meetings on Microsoft Teams. More information to come prior to each meeting, and thank you for your partnership!

Adrienne

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

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+1 254 458 7141 | +1 254 458 7141

DEM Records Request

RE: Immediate Disclosure Request - SF Standard Reporter Annie Gaus - Contracts for Tenderloin Linkage Center
January 27, 2022 at 3:10 PM PST

To: Chen, Thomas (DEM); Lee, William (DEM); DEM Records Request; Bechelli, Adrienne (DEM); Zamora, Francis (DEM); Bowman, Kimberley (DEM)

Cc: Lupino, Paul (DEM); Roman, Marisol (DEM)

Folks,

This is perfect and we appreciate everyone's prompt response.

At this point we do not need anything additional.

Thanks!

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Chen, Thomas (DEM) <Thomas.Chen@sfgov.org>

Sent: Thursday, January 27, 2022 3:09 PM

To: Lee, William (DEM) <william.lee@sfgov.org>; DEM Records Request <RecordsRequestDEM@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>

Cc: Lupino, Paul (DEM) <paul.lupino@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: RE: Immediate Disclosure Request - SF Standard Reporter Annie Gaus - Contracts for Tenderloin Linkage Center

Hi Victor,

Please see the attached:

1. 1170 Market St – lease
2. Aim To Please – janitorial service PO (term contract held by OCA)
3. ABA Protection – security service PO (term contract held by OCA)
4. United Rentals – portable shower and restroom PO

Thanks,

Thomas

From: Lee, William (DEM) <william.lee@sfgov.org>

Sent: Thursday, January 27, 2022 3:03 PM

To: DEM Records Request <RecordsRequestDEM@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Chen, Thomas (DEM) <Thomas.Chen@sfgov.org>

Cc: Lupino, Paul (DEM) <paul.lupino@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: RE: Immediate Disclosure Request - SF Standard Reporter Annie Gaus - Contracts for Tenderloin Linkage Center

Victor – got your text, so responding to this group here. Adrienne already stated below that we only have procured contracts/POs for lease, janitorial, security, outdoor restrooms. You have the lease and then Thomas can provide you copies of the other POs.

What else are you asking for beyond those?

Thanks!

Will

William T. Lee
Deputy Director of Administration and Support
Department of Emergency Management
1011 Turk Street
San Francisco, CA 94102
Tel.: 415-558-3866
Fax: 415-558-3841

From: DEM Records Request <RecordsRequestDEM@sfgov.org>

Sent: Thursday, January 27, 2022 1:43 PM

To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; DEM Records Request <RecordsRequestDEM@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Lee, William (DEM) <william.lee@sfgov.org>; Chen, Thomas (DEM) <Thomas.Chen@sfgov.org>

Cc: Lupino, Paul (DEM) <paul.lupino@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: RE: Immediate Disclosure Request - SF Standard Reporter Annie Gaus - Contracts for Tenderloin Linkage Center

Hello [@Lee, William \(DEM\)](#) and [@Chen, Thomas \(DEM\)](#),

Just wanted to kindly check in if we could possible get copies of the additional contracts before COB today, or would you need more time to locate the items, in which I will invoke a 14 day extension.

Please let us know. Thanks!

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

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415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>

Sent: Wednesday, January 26, 2022 5:15 PM

To: DEM Records Request <RecordsRequestDEM@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Lee, William (DEM) <william.lee@sfgov.org>; Chen, Thomas (DEM) <Thomas.Chen@sfgov.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>; Lupino, Paul (DEM) <paul.lupino@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: RE: Immediate Disclosure Request - SF Standard Reporter Annie Gaus - Contracts for Tenderloin Linkage Center

No. We only hold contracts for what I mentioned before (lease, janitorial, security, outdoor restrooms). Other contracts for showers, staffing and other services are through other departments and we do not have copies of them.

Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell *text message is the best way to reach me*

From: DEM Records Request <RecordsRequestDEM@sfgov.org>

Sent: Wednesday, January 26, 2022 5:07 PM

To: DEM Records Request <RecordsRequestDEM@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>; Lee, William (DEM) <william.lee@sfgov.org>; Chen, Thomas (DEM) <Thomas.Chen@sfgov.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>; Lupino, Paul (DEM) <paul.lupino@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: Immediate Disclosure Request - SF Standard Reporter Annie Gaus - Contracts for Tenderloin Linkage Center

Hello Everyone,

Thank you, Kim, for catching the error. Just for additional clarification if you have any responsive documents, please respond by 12:00 pm, January 27,

2022.

@Lee, William (DEM) @Chen, Thomas (DEM) – Just wanted to kindly check-in with both of you if DEM holds any additional contracts with custodial services, security, and outdoor restrooms/showers/laundry (Dignity on Wheels). Do we also hold the contracts for Urban Alchemy, Code Tenderloin, or any other community agencies on-site?

Previously, Adrienne provided a copy of the signed lease for 1170 Market Street. For your reference, please review the previous lease we provided to a previous requestor.

If you need more time for this search, please let us know by noon as we can then invoke a 14-day extension.

Thank you,

Marisol Roman,

Executive Secretary,

Department of Emergency Management

She/Her/Hers/Elle

Marisol.Roman@sfgov.org

From: DEM Records Request

Sent: Wednesday, January 26, 2022 16:11

To: Bechelli, Adrienne (DEM) <Adrienne.Bechelli@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bechelli, Adrienne (DEM) <Adrienne.Bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>; Lupino, Paul (DEM) <Paul.Lupino@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: FW: Records request - immediate disclosure

Hello,

We received an **IDR (immediate disclosure request)** today. Please send any and all responses & attachments to RecordsRequestDEM@sfgov.org by **COB tomorrow, Thursday January 26**.

What	"All contract related to the Tenderloin Linkage Center"
When	Immediately

Thanks, Marisol Roman

From: Annie Gaus <annie@anniegaus.com>
Sent: Wednesday, January 26, 2022 2:20 PM
To: DEM Records Request <RecordsRequestDEM@sfgov.org>
Subject: Records request - immediate disclosure

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hello,

I would like to request immediate disclosure of all contracts related to the Tenderloin Linkage Center. Given the straightforward nature of this request, I look forward to your prompt reply.

Thanks much,

Annie

Mendoza, Nubia (DEM)

RE: MEDIA INQUIRY: SF Linkage Center soundbite or statement

February 18, 2022 at 12:30 PM PST

To: Lim, Victor (DEM)

I moved too quickly...

Thanks Victor!

Nubia

From: Lim, Victor (DEM) <victor.lim@sfgov.org>

Sent: Friday, February 18, 2022 12:29 PM

To: Mendoza, Nubia (DEM) <nubia.mendoza@sfgov.org>

Subject: FW: MEDIA INQUIRY: SF Linkage Center soundbite or statement

Nubia,

Francis' update said to forward directly to DPH comms. Thanks!

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

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From: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Sent: Friday, February 18, 2022 12:26 PM

To: SFEOCJIC <sfeocjic@sfgov.org>

Subject: RE: MEDIA INQUIRY: SF Linkage Center soundbite or statement

Actually this is about linkage center. Please send it to DPH Comms. No need to send to Victor.

-FZ

From: SFEOCJIC <sfeocjic@sfgov.org>

Sent: Friday, February 18, 2022 12:22 PM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: FW: MEDIA INQUIRY: SF Linkage Center soundbite or statement

Hey Francis,

Cynthia Cai, a reporter with The Epoch Times and NTD Television, is requesting a short

interview today at 4pm or a statement that answers the following questions:

- Is there someone who can comment on why the percentage of total number of successful "completed linkages" is so low since the Linkage Center opened a month ago?
- Also, there are allegations of drug use and deals in the center, is this true?

I know we have a statement that can answer the second question, but any help with the first is appreciated.

Thanks,

Nubia

Joint Information Center
SF Emergency Operations Center

From: Cynthia Cai <cynthia.cai@ntd.com>
Sent: Friday, February 18, 2022 12:10 PM
To: SFEOCJIC <sfeocjic@sfgov.org>
Subject: MEDIA INQUIRY: SF Linkage Center soundbite or statement

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hello SF Joint Information Center,

I'm Cynthia Cai, a reporter with NTD Television. I'm working on a story about an overview of the initial efforts of the Tenderloin Linkage Center.

I'm looking at the weekly reports and it seems like the number of successful "completed linkages" hover between 1.39 - 1.97% of the total number of visits.

I understand the center was established only a month ago and still in it's early stages, but is there someone who can comment on why the percentage is so low? Also, there are allegations of drug use and deals in the center, is this true?

If no one is available for a short interview today (Feb. 18), is there a statement that addresses my two questions above?

My deadline is today (Feb. 18) at 4:00 PM.

Thank you,

Cynthia

--

Cynthia Cai

Reporter

☎ 888-557-3280 Ext. 105

✉ cynthia.cai@ntd.com

The Epoch Times | NTD

Northwest Edition | Santa Clara, CA 95052

From: Bechelli, Adrienne (DEM)
To: Tenner, Andrea (DPH); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; fernando; artieg; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA); Adami, Steve (ADP); Tullock, Cristel (ADP)
Cc: Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); Sop, Anna (DEM); Stephen Gibson; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Meskan, Brenda (HOM); Torres, Jose (HOM - Contractor)
Subject: RE: Daily TL Ops Mtg
Date: Monday, December 27, 2021 8:52:00 PM
Attachments: TL_Emergency_Supplement1_122721.pdf

All, please see attached. As referenced this morning, this is the supplemental declaration to the emergency that clarifies details on city hiring for health and human services, and the ability for the city to enter into a lease for the Linkage Center.

Talk to you tomorrow.

Adrienne Bechelli (she/her)

Department of Emergency Management

(415) 806-2058 cell *text message is the best way to reach me*

-----Original Appointment-----

From: Bechelli, Adrienne (DEM)

Sent: Thursday, December 9, 2021 2:01 PM

To: Tenner, Andrea (DPH); Bechelli, Adrienne (DEM); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; Fernando Pujals; Artie Gilbert; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA); Adami, Steve (ADP); Tullock, Cristel (ADP)

Cc: Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); anna.sop@sfgov.org; steve@urbanplaceconsulting.com; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Meskan, Brenda (HOM); Torres, Jose (HOM - Contractor)

Subject: Daily TL Ops Mtg

When: Tuesday, December 28, 2021 9:30 AM-10:00 AM (UTC-08:00) Pacific Time (US & Canada).

Where: Microsoft Teams Meeting

This meeting will serve as the daily operations huddle for crisis operations in the Tenderloin, effective 12/13/21. Meeting participants will include city and non-city departments that are responsible for various levels of the above operations in the Tenderloin. Please forward to the most relevant operations lead for your agency.

This meeting will review daily operational objectives for:

- Law enforcement
- Cleaning and debris
- Infrastructure repairs (lights, streets, sidewalks, bus shelters, trash cans, other)
- Outreach and services connection

Other agenda items as necessary:

- Medical calls
- Large encampment resolutions
- Significant events in area that need discussion (shootings, fires, etc.)

Thank you.

Microsoft Teams meeting

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Lim, Victor (DEM)

FW: *** PRESS RELEASE *** SAN FRANCISCO OPENS LINKAGE CENTER AS PART OF TENDERLOIN EMERGENCY INITIATIVE

January 19, 2022 at 11:28 AM PST

To: Mendoza, Nubia (DEM)

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Press Office, Mayor (MYR) <mayorspressoffice@sfgov.org>

Sent: Tuesday, January 18, 2022 10:58 AM

To: Press Office, Mayor (MYR) <mayorspressoffice@sfgov.org>

Subject: *** PRESS RELEASE *** SAN FRANCISCO OPENS LINKAGE CENTER AS PART OF TENDERLOIN EMERGENCY INITIATIVE

FOR IMMEDIATE RELEASE:

Tuesday, January 18, 2022

Contact: Mayor's Office of Communications, mayorspressoffice@sfgov.org

***** PRESS RELEASE *****

SAN FRANCISCO OPENS LINKAGE CENTER AS PART OF TENDERLOIN EMERGENCY INITIATIVE

Once fully staffed, the Center will serve up to 100 guests at a time connecting people to short- and long-term services, care, and programs

San Francisco, CA — Today, initial operations commenced at the Tenderloin Linkage Center. The newly opened Tenderloin Linkage Center is an essential component of San Francisco's Tenderloin Emergency Initiative that is forging a path to promote a thriving community and save lives through overdose prevention and connecting people to care and services.

“Our work in the Tenderloin requires all of our City departments and community partners working together to address the major challenges we know exist,” said Mayor Breed. “As part of that work, this Linkage Center will help us create a space for people who are struggling with addiction and other challenges to get immediate support, and then transition into longer term care and housing. This is hard work, and I appreciate everyone joining in partnership to make a difference for the people of the Tenderloin.”

”

The Center, located at 1172 Market Street, will initially operate seven days a week from 8:00 a.m. to 8:00 p.m. and have reduced capacity due to the impacts of COVID-19 on staffing availability. The Center will expand to operate 24 hours-a-day and 7 days-a-week and have the capacity to serve 100 guests at a time.

The Tenderloin Linkage Center is a services-focused location designed to provide a safe, welcoming space for those ready to access San Francisco's health and human service resources easily and quickly. Basic services such as hot food; water; hygiene services such as laundry, bathrooms, and showers; personal protective equipment (PPE); and more are available at the Center. Weekly wellness programs will also be hosted here to provide services like COVID-19 vaccination and testing as well as HIV and Hepatitis C testing. Additionally, the new Tenderloin Linkage Center will connect people to short- and long-term services, care, and programs. Programs and services include, but are not limited to:

- Behavioral health care
- Shelter
- Transitional housing
- Housing assistance
- Homeward bound
- Sobering, detox and respite
- Substance use treatment
- Food coordination
- Vocational support
- Therapy and mentoring
- Child and family care
- Veteran support

People can self-present to the Center or arrive via vehicle or foot escort from a community partner, if requested. If City outreach teams, first responders or community service providers encounter people on the street who may benefit from this Center, they can call upon a health or social services partner to provide more information and an escort to the site, if desired. People may come and go freely to and from the Center.

“A drop-in center where people can get off the streets and immediately linked to services, placements and care, without delay or bureaucracy is something we desperately need,” said Supervisor Matt Haney. “The City is facing a deadly, devastating drug epidemic, and we must do everything we can to save lives and provide relief and healing to a part of the city that has been so heavily impacted. The Tenderloin Linkage Center will absolutely support us in doing that.”

“I am optimistic that the new linkage center will provide new and useful services for Tenderloin residents who are battling mental illness and drug addiction. I am also watching its success closely to see if it could be converted into a Citywide resource as the permanent site of the upcoming Mental Health SF Service Center,” said Supervisor Hillary Ronen.

“Trying to move forward on the road to recovery is difficult and is even more challenging without support. The people and programs at the Tenderloin Linkage Center can help a person suffering with addiction, mental health challenges and homelessness take that next step,” said Mary Ellen Carroll, Executive Director, San Francisco Department of Emergency Management. “San

Francisco's emergency declaration made it possible to open this life-saving resource so quickly but it was the tireless work and commitment of community partners and City staff that made it a reality. As we progress on the Tenderloin Emergency Initiative, we must continue to work together to promote a thriving Tenderloin.

”

Tenderloin Linkage Center staff, including escorts, are provided by community-based organizations including HealthRIGHT 360, Urban Alchemy and Project Homeless Connect.

“We are proud to join community partners and City agencies today as we open the doors of the Linkage Center and welcome our Tenderloin neighbors indoors to a safe space with access to an array of services,” said Grant Colfax, Director of Health. “The Linkage Center offers a form of radical hospitality so that those who use substances do not face judgement or stigma and instead are welcomed with warm meals, showers, social activities, and much more. Trained site staff will provide overdose prevention supplies, connections to treatment and care, and meet clients where they are in their path to wellness.

”

“The Department of Homelessness and Supportive Housing is proud to partner with City agencies and community organizations to provide a much-needed space for people in the community to rapidly connect to public services,” said Shireen McSpadden, Executive Director of the Department of Homelessness and Supportive Housing. “Access to shelter, treatment, and care is essential to address the crisis on the streets of the Tenderloin.

”

“The Mayor has recognized the overdose crisis we are facing as a city,” said Dr. Vitka Eisen, CEO, HealthRIGHT 360. “We are committed to doing everything we can to help stem the tide and tragedy of these deaths, and connect people to care, with love and compassion.

”

In addition to the launch of the Center, the City has continued to prioritize and coordinate resources to address the challenges facing the Tenderloin as part of the broader intervention. Since December 13, 2021, joint operations from City and non-City staff have:

- Placed 114 people living on the streets into shelter including hotels, congregate, navigation center and emergency shelter.
- Referred or transported 378 people from the Tenderloin to medical, mental health, or substance use disorder treatment through street crisis and outreach teams.
- Made 52 arrests for drug dealing related offenses including over 5,267 grams of fentanyl seized.
- Assessed, repaired, and hardened 26 different street light locations in the Tenderloin in the last month, including at the intersection of Turk and Hyde.
- Responded to 2,373 requests for service in the Tenderloin, including removing 1,147 tons of waste and power washing 758 locations.

For more information on the Tenderloin Emergency Initiative, including weekly situation reports, visit sf.gov/TenderloinInitiative.

ABOUT OUR SERVICE PROVIDERS

HealthRIGHT 360 is a non-profit provider of substance use disorder treatment, mental health services, and primary care to over 49,000 Californians annually, including more than 15,000 San

Franciscans. HealthRIGHT 360 provides care that is compassionate, non-judgmental, and science-based. We provide services, regardless of one's ability to pay; inspired by our belief that healthcare is a right, not a privilege.

Urban Alchemy is a local social enterprise that works at the intersection of extreme poverty, homelessness, mental illness and substance use disorders. They provide a peaceful and supportive presence throughout the neighborhood and will be responsible for site operations and service coordination at the Tenderloin Linkage Center.

Project Homeless Connect (PHC), a San Francisco based non-profit homeless service provider has long been a leader in creating one-stop-shop service experiences for people experiencing homelessness. PHC will work in partnership with Urban Alchemy and HealthRIGHT 360 to coordinate services and resources for the guests at the Tenderloin Linkage Center.

TENDERLOIN LINKAGE CENTER B-ROLL AND PHOTOGRAPHY

To respect guest privacy at the Tenderloin Linkage Center, San Francisco will not provide media tours of the center. As a courtesy, we are providing b-roll and photography of the center.

Tenderloin Linkage Center B-Roll and Photography:

<https://www.dropbox.com/sh/xad365zjgvyk6yy/AACMf2OOQwdZcOubWXpnDoe4a?dl=0>

###

Roman, Marisol (DEM)

From: Lena Miller <lenam@urban-alchemy.us>
Sent: Wednesday, September 29, 2021 11:15
To: Carroll, Maryellen (DEM)
Cc: DPH-workplaces-57; Artie Gilbert; Ian Clark-Johnson
Subject: Re: Street Response Community Workgroup

Follow Up Flag: Follow up
Flag Status: Completed

Bayron Wilson, COO

Lena Miller
Sent from my iPhone

On Sep 29, 2021, at 8:17 AM, Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org> wrote:

Thanks for your response Lena. Can you provide the name and email for that person or persons?

Mary Ellen Carroll
Executive Director
City and County of San Francisco
Department of Emergency Management
1011 Turk Street
San Francisco, CA 94102
Tel.: 415-558-2745

From: Lena Miller <lenam@urban-alchemy.us>
Date: Wednesday, September 29, 2021 at 7:46 AM

To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>, DPH-workplaces-57 <bayronw@urban-alchemy.us>, Artie Gilbert <artieg@urban-alchemy.us>, Ian Clark-Johnson <ianc@urban-alchemy.us>
Subject: Re: Street Response Community Workgroup

This message is from outside the City email system. Do not open links or attachments from untrusted sources

Urban Alchemy is in; however, our COO or Manager of Operations will be our official member. This is more appropriate as these people are on the ground every day working with not only PEH but the various department representatives and service providers who are on the streets every day.

On Tue, Sep 28, 2021 at 5:16 PM Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org> wrote:

Good afternoon,

Ending unsheltered homelessness and making our neighborhoods clean and safe remains the highest priority of the City and requires an "all-hands-on-deck" approach. The City and County of San Francisco is proposing the formation of the *Street Response Community Workgroup*. Our intent is to have a place for community organizations, business groups, service providers and city departments to communicate and collaborate on providing services and resources to people experiencing homelessness.

As a key stakeholder, we invite you to participate in the formation of the workgroup. Together, we will establish common objectives and priorities, protocols for feedback, and meeting cadence.

Please let me know if you are interested in discussing your organization's participation in the Street Response Community Workgroup. We can setup a follow up conversation to discuss in more detail and plan on scheduling the first meeting in the coming weeks.

Thank you,

mec

Mary Ellen Carroll (She/her/hers)

Executive Director

City and County of San Francisco

Department of Emergency Management

Cell: 415 205-7873

maryellen.carroll@sfgov.org

—
Dr. Lena Miller, Psy.D.

CEO

Urban Alchemy

www.urban-alchemy.us

Lim, Victor (DEM)

RE: Tenderloin Linkage Center Walkthrough: Tenderloin Merchants Association

January 27, 2022 at 1:51 PM PST

To: Shand, Lloyd (DEM)

Lloyd,

Also make sure to have a written confirmation with them. Thanks!

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Sent: Thursday, January 27, 2022 1:29 PM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: Tenderloin Linkage Center Walkthrough: Tenderloin Merchants Association

Hello Francis,

Executive Director Rene Colorado from Tenderloin Merchants Association has verbally confirmed to the walkthrough on Friday, 1/28/2022 at 4:00pm.

Names on this request:

Executive Director - Rene Colorado

VP - Drew McDaniel

Secretary - Abbie Chin

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



Are you prepared? Visit [SF72.org](https://sf72.org)!

Text your zip code to 888-777 to sign up for emergency text alerts

From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Sent: Tuesday, January 25, 2022 12:07 PM
To: Rene Colorado <rene@tlmpa.org>
Subject: Re: schedule walkthrough

Hello,

Thank you, Rene.

Lloyd Shand
Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



Are you prepared? Visit [SF72.org](https://sf72.org)!

Text your zip code to 888-777 to sign up for emergency text alerts

From: Rene Colorado <rene@tlmpa.org>
Sent: Tuesday, January 25, 2022 11:41 AM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Subject: Re: schedule walkthrough

Sure -

Drew Mcdaniel- vice president and Abbie Chin- Secretary

On Tue, Jan 25, 2022 at 10:15 AM Shand, Lloyd (DEM) <lloyd.shand@sfgov.org> wrote:

Hello Rene,

Is it possible to give me the names of the two Directors that will be coming with you?

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)

lloyd.shand@sfgov.org



Are you prepared? Visit [SF72.org](https://sf72.org)!

Text your zip code to 888-777 to sign up for emergency text alerts

From: Rene Colorado <rene@tlmpa.org>

Sent: Tuesday, January 25, 2022 9:52 AM

To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Subject: Re: schedule walkthrough

Sounds good, thank you!

On Tue, Jan 25, 2022 at 9:49 AM Shand, Lloyd (DEM) <lloyd.shand@sfgov.org> wrote:

Hello Rene,

Thank you for sending this request for a walkthrough. This request has not been approved yet. I will reach back out to you for scheduling once this request has been approved. Feel free to reach out to me, if you have any questions.

Lloyd Shand

Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



Are you prepared? Visit SF72.org!

Text your zip code to 888-777 to sign up for emergency text alerts

From: Rene Colorado <rene@tlmpa.org>
Sent: Tuesday, January 25, 2022 8:51 AM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: schedule walkthrough

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Lloyd

I'm Rene with the Tenderloin Merchants Association and would like to schedule a walkthrough for myself and 2 directors this Friday at 4 if possible.

Thank you

--

Rene Colorado

Executive Director

Tenderloin Merchants Association

[1390 Market Street](http://1390MarketStreet)

[San Francisco](http://SanFrancisco) [CA 94102](http://CA94102)

(415) 530-8802

www.tlmpa.org

--

Rene Colorado

Executive Director

Tenderloin Merchants Association

1390 Market Street

San Francisco CA 94102

(415) 530-8802

www.tlmpa.org

--

Rene Colorado

Executive Director

Tenderloin Merchants Association

1390 Market Street

San Francisco CA 94102

(415) 530-8802

www.tlmpa.org



FOR IMMEDIATE RELEASE:

Tuesday, February 8, 2022

Contact: Mayor's Office of Communications, mayorspressooffice@sfgov.org

***** PRESS RELEASE *****

**BOARD OF SUPERVISORS APPROVES LEASE FOR
SEMI-CONGREGATE SHELTER AT 711 POST STREET**

Site will provide temporary shelter for 200-250 people experiencing homelessness in the surrounding area, building on Mayor Breed's Homelessness Recovery Plan

San Francisco, CA — The Board of Supervisors voted today to approve Mayor London N. Breed's proposal to open a new shelter at 711 Post Street for adults experiencing homelessness. The vote to fund the master lease and operations of the Ansonia Hotel will allow the site to be used as a semi-congregate shelter, with 123 units ranging from singles to quads able to shelter approximately 250 people.

"It is going to take all of us working together as a city if we want to achieve our ambitious effort to move thousands of people off the street and into shelter and permanent housing," said Mayor Breed. "The approval of the lease at 711 Post not only allows us to build on the progress that we have made over the past two years to add new hotels for housing and shelter, but it also provides us an opportunity to recreate a temporary shelter model that further meets the needs of all of our homeless residents."

The City conducted a search for properties that would allow long-term semi or non-congregate shelter options that build off the lessons learned at Shelter in Place hotels, leading to the implementation of a new type of shelter model. 711 Post offers a unique opportunity to provide shelter in a building with private and small rooms, community space, and high-quality amenities rather than a traditional congregate facility. Other amenities include a lobby and front desk, basement, community area, commercial kitchen, dining space, laundry room, office space, security camera system, elevator, lockers and storage, and bathrooms and showers on each floor.

"Shelter is a critical and core component of our Homelessness Response System," said Shireen McSpadden, Executive Director, Department of Homelessness and Supportive Housing. "With our concentrated efforts at the Tenderloin Linkage Center, there is an increased urgency to expand our shelter capacity to people experiencing homelessness who are ready to exit the street."

The site will have 24-hour staffing, services, and daytime case management provided by non-profit partner Urban Alchemy, who was selected due to their recent success managing Shelter in Place Hotels, Safe Sleep programs, and community ambassador programs. The contract with Urban Alchemy will also include funding for street activation and monitoring in the surrounding area 24 hours per day, 7 days per week, focusing on discouraging loitering and preventing encampment activity and disruptive behavior outside of the shelter.

1 DR. CARLTON B. GOODLETT PLACE, ROOM 200
SAN FRANCISCO, CALIFORNIA 94102-4681
TELEPHONE: (415) 554-6141



"The 711 Post model is an incredible opportunity to provide a stable shelter with resources for those in need, and to ensure cleaner, safer streets in the surrounding neighborhood," said Lena Miller, CEO of Urban Alchemy. "Urban Alchemy is committed to delivering our holistic approach -- embracing our unhoused neighbors who need safe spaces, and embracing the neighborhood so the quality of life improves for everyone."

The lease of 711 Post Street builds on Mayor Breed's Homelessness Recovery Plan by helping the City create more shelter and housing for homeless residents as San Francisco emerges from the COVID-19 pandemic. Through Mayor Breed's plan, the City will expand capacity in the Homelessness Response System and aims to make 6,000 placements available for people experiencing homelessness by expanding the City's housing options.

Progress on Mayor Breed's Homelessness Recovery Plan can be found here:
sf.gov/data/homelessness-recovery-plan

###

Lim, Victor (DEM)

FW: Site Visit to Linkage Center before Feb 8th

January 31, 2022 at 9:46 AM PST

To: Validzic, Ana (DPH); Pojman, Natalie (DPH)

Cc: Zamora, Francis (DEM)

Good morning Natalie and Ana,

Just FYI, for all of the walkthroughs that is indicated on the tracker I shared with you last week, we already have been in contact directly with these offices. Let's coordinate internally before a new email is created in reaching out to the elected offices.

Please let me know if you have any questions.

Please see below the protocols established by Francis Zamora that has already been shared with DPH comms.

Community Partners:

The Tenderloin Linkage Center is an essential component of San Francisco's Tenderloin Emergency Initiative that is forging a path to promote a thriving community and save lives through overdose prevention and connecting people to care and services. We understand there is much interest in the Center and we have received requests for walkthroughs.

San Francisco is facilitating walkthroughs for Tenderloin community serving organizations upon request. Walkthroughs are by appointment only and will be limited to specific days and hours to minimize disruption to guests and staff.

- Walkthroughs are by appointment only and are limited to Wednesday through Friday between 3:00 p.m. and 5:00 p.m. and may be scheduled for 30-minute increments.
- Walkthroughs are limited to four (4) visitors at a time to safely facilitate walkthroughs.
- To respect guest privacy at the Tenderloin Linkage Center, photography and video recordings are prohibited within the boundaries of the Center.
- Visitors on a walkthrough must be always escorted by their walkthrough sponsor. Sponsors must meet their visitors outside to bring them into the center and walk their visitors outside of the center.
- All visitors are required to follow all current public health orders related to COVID-19.

Tenderloin community serving organizations may request a tour by contacting Lloyd Shand at Lloyd.Shand@sfgov.org.

Elected officials and City and County of San Francisco department heads may request a tour by contacting Victor Lim at Victor.Lim@sfgov.org.

A walkthrough is not considered scheduled until either Lloyd or Victor confirms it. Please avoid dropping into the Center for a walkthrough without an appointment. This is disruptive for guests and staff.

Thank you and please let us know if you have any questions.

Francis Zamora
Chief of Staff
San Francisco Department of Emergency Management

Thank you.

Victor Wai Ho Lim, MPA | 林偉浩
Liaison to Electeds & Board of Supervisors
Government & AAPI Affairs Manager
External Affairs Officer | 外務特派專員
Department of Emergency Management | 三藩市應急管理局
415-554-4827 direct | 直線
415-748-0028 cell | 手機
415-558-2712 media line | 傳媒

From: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>
Sent: Tuesday, January 25, 2022 3:40 PM
To: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>
Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>
Subject: RE: Site Visit to Linkage Center before Feb 8th

Perfect. Thanks.

Mary Ellen Carroll (She/her/hers)
Executive Director
City and County of San Francisco
Department of Emergency Management
Cell: 415 205-7873
maryellen.carroll@sfgov.org

From: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>
Sent: Tuesday, January 25, 2022 3:31 PM
To: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>
Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>
Subject: Re: Site Visit to Linkage Center before Feb 8th

(Thanks, MEC- Aaron said he can also drive you over to Chinatown for LNY event!)

From: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>
Sent: Tuesday, January 25, 2022 3:08 PM
To: Carroll, Maryellen (DEM); Angulo, Sunny (BOS); Lim, Victor (DEM); Zamora, Francis (DEM); Peskin, Aaron (BOS)
Cc: Bechelli, Adrienne (DEM); Roman, Marisol (DEM)
Subject: RE: Site Visit to Linkage Center before Feb 8th

9:45 am

From: Carroll, Maryellen (DEM)
Sent: Tuesday, January 25, 2022 3:02 PM
To: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>; Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>
Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>
Subject: RE: Site Visit to Linkage Center before Feb 8th

Can someone remind me what the original date/time is? I am happy to stick to it.

mec

Mary Ellen Carroll (She/her/hers)
Executive Director
City and County of San Francisco
Department of Emergency Management
Cell: 415 205-7873
maryellen.carroll@sfgov.org

From: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>
Sent: Tuesday, January 25, 2022 2:17 PM
To: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>
Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>
Subject: RE: Site Visit to Linkage Center before Feb 8th

As Sunny mentioned, the original proposed time works for us. Unfortunately, Supervisor Peskin is not available on Wednesday. Thank you for your flexibility.

Sincerely,

Sarah

From: Angulo, Sunny (BOS)
Sent: Tuesday, January 25, 2022 1:35 PM
To: Lim, Victor (DEM) <victor.lim@sfgov.org>; Souza, Sarah (BOS)

<sarah.s.souza@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>
Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>
Subject: RE: Site Visit to Linkage Center before Feb 8th

We're fine with the date Mary Ellen originally proposed, Victor.

From: Lim, Victor (DEM) <victor.lim@sfgov.org>
Sent: Tuesday, January 25, 2022 1:21 PM
To: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>
Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>
Subject: RE: Site Visit to Linkage Center before Feb 8th

Sarah,

We are trying to schedule all our walkthroughs from Wednesdays to Fridays from 3-5PM. Could we look at some potential dates between 2/2 to 2/4? Not sure if 2/1 on Lunar New Year day might be too busy for our schedules as all our offices have been invited to the Chinese Chamber of Commerce Lunar New Year kickoff at 11AM at Portsmouth Square.

We understand Supervisor Peskin has an extremely busy schedule and we are flexible in looking to other dates and times if the suggested dates and times do not work.

Please let us know. Thanks!

Victor Wai Ho Lim, MPA | 林偉浩
Liaison to Electeds & Board of Supervisors
Government & AAPI Affairs Manager
External Affairs Officer | 外務特派專員
Department of Emergency Management | 三藩市應急管理局
415-554-4827 direct | 直線
415-748-0028 cell | 手機
415-558-2712 media line | 傳媒

From: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>

Sent: Friday, January 21, 2022 3:59 PM

To: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: RE: Site Visit to Linkage Center before Feb 8th

Cool beans.

From: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>

Sent: Friday, January 21, 2022 2:00 PM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: RE: Site Visit to Linkage Center before Feb 8th

Thanks!

From: Zamora, Francis (DEM)

Sent: Friday, January 21, 2022 1:43 PM

To: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: RE: Site Visit to Linkage Center before Feb 8th

Hi Sarah: We are planning up to 30 minutes for site walkthroughs. I'll follow up with walk through details so with Sarah and Sunny so we don't clog up everyone's inbox.

Francis Zamora

Chief of Staff

San Francisco Department of Emergency Management

From: Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>

Sent: Friday, January 21, 2022 1:26 PM

To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: RE: Site Visit to Linkage Center before Feb 8th

How long is the tour?

From: Carroll, Maryellen (DEM)

Sent: Friday, January 21, 2022 1:21 PM

To: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: Re: Site Visit to Linkage Center before Feb 8th

Hi everyone.

Can we do 9:45 AM on the first? Thanks.

Mary Ellen Carroll (she/her)
Executive Director
City and County of San Francisco
Department Of Emergency Management
Cell: 415-205-7873

From: Angulo, Sunny (BOS) <sunny.angulo@sfgov.org>

Sent: Friday, January 21, 2022 11:33:12 AM

To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Peskin, Aaron (BOS) <aaron.peskin@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Souza, Sarah (BOS) <sarah.s.souza@sfgov.org>

Subject: Site Visit to Linkage Center before Feb 8th

Good morning, Director Carroll –

Hoping to get your team's help in finding a time for Supervisor Peskin and I to do a site visit at the Linkage Center before your next update at the Board of Supervisors on the 8th.

Looping in Sarah Souza in our office who can help with coordinating schedules.

Best,
Sunny

Shand, Lloyd (DEM)

Re: Linkage Center walkthrough request - San Francisco Night Ministry
February 07, 2022 at 8:54 AM PST

To: Cohen, Emily (HOM); Schneider, Dylan (HOM)

Cc: Zamora, Francis (DEM); Lim, Victor (DEM); Roman, Marisol (DEM)

Hello Emily,

Thank you for confirming.

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)

lloyd.shand@sfgov.org



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Text your zip code to 888-777 to sign up for emergency text alerts

From: Cohen, Emily (HOM) <emily.cohen@sfgov.org>

Sent: Monday, February 7, 2022 8:07 AM

To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>; Schneider, Dylan (HOM) <dylan.schneider@sfgov.org>

Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: RE: Linkage Center walkthrough request - San Francisco Night Ministry

Yes – I can do that time.

Thanks

Emily

From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Sent: Friday, February 4, 2022 4:51 PM

To: Cohen, Emily (HOM) <emily.cohen@sfgov.org>; Schneider, Dylan (HOM) <dylan.schneider@sfgov.org>

Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: Linkage Center walkthrough request - San Francisco Night Ministry

Hello,

Hello Emily & Dylan,

We received a request for a walkthrough from the San Francisco Night Ministry. Are either of you available to provide a walkthrough on Thursday, 2/17/2022 at 3:00pm?

Names on this request:
Minister John Brett

Lloyd Shand

Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



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From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Sent: Thursday, February 3, 2022 2:58 AM
To: John Brett <john@sfnightministry.org>
Subject: Re: Linkage Center Walkthrough?

Hello John,

Thank you for letting me know that this time is acceptable to you. I will present this time to our sponsors to make sure that this walkthrough can fit their schedule.

Lloyd Shand

Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



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From: John Brett <john@sfnightministry.org>
Sent: Wednesday, February 2, 2022 9:07 AM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: Re: Linkage Center Walkthrough?

Yes, this time works. It will only be me to join you.

On Sat, Jan 29, 2022 at 2:00 PM Shand, Lloyd (DEM) <lloyd.shand@sfgov.org> wrote:

Hello John,

This request has not been approved yet. Upon approval, we will send you a message confirming that your request has been approved. There have been a lot of requests to get a walkthrough of the linkage center. Due to limited appoint slots, your walkthrough date may be scheduled 2-3 weeks out. Please be patient with us.

As I am in the process of submitting your request, I realize that you may bring one or two other providers with you. If those providers are from different organizations, please list their organization on this request. If they are a part of your organization or another, please list their names and titles.

I would like to present you with a date and time.
Thursday, 2/17/2022 at 3:00pm

Please let me know if this will work for you.

Lloyd Shand

Emergency Services Coordinator I
San Francisco Department of Emergency Management
Pronouns: He, His, Him

415-839-0706 (Cell)
lloyd.shand@sfgov.org



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From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Sent: Friday, January 28, 2022 2:31 PM

To: John Brett <john@sfnightministry.org>

Subject: Re: Linkage Center Walkthrough?

Hello John,

Thank you for requesting a walkthrough of the Linkage Center. I will be reaching back out to you with more information.

Get [Outlook for iOS](#)

From: John Brett <john@sfnightministry.org>

Sent: Friday, January 28, 2022 11:06:21 AM

To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Subject: Linkage Center Walkthrough?

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear Mr. Shand,

Greetings. I work with the unhoused & street community in a variety of settings, primarily in the Tenderloin. Might I arrange a walkthrough of the Tenderloin Linkage center this coming week or the week following? It would primarily be for me & my sense of appropriate referrals for the center to set guest/client/parishioner expectations, so I could join another group you have scheduled, though may attempt to bring one or two other providers with me.

More Love,

John Brett

--

Faithful&Fabulous Minister
San Francisco Night Ministry
(844) HOPE-4-SF | (844) 467-3473
<https://sfnightministry.org/>



FOR IMMEDIATE RELEASE:

Tuesday, January 18, 2022

Contact: Mayor's Office of Communications, mayorspressooffice@sfgov.org

***** PRESS RELEASE *****

**SAN FRANCISCO OPENS LINKAGE CENTER AS PART OF
TENDERLOIN EMERGENCY INITIATIVE**

Once fully staffed, the Center will serve up to 100 guests at a time connecting people to short- and long-term services, care, and programs

San Francisco, CA — Today, initial operations commenced at the Tenderloin Linkage Center. The newly opened Tenderloin Linkage Center is an essential component of San Francisco's Tenderloin Emergency Initiative that is forging a path to promote a thriving community and save lives through overdose prevention and connecting people to care and services.

"Our work in the Tenderloin requires all of our City departments and community partners working together to address the major challenges we know exist," said Mayor Breed. "As part of that work, this Linkage Center will help us create a space for people who are struggling with addiction and other challenges to get immediate support, and then transition into longer term care and housing. This is hard work, and I appreciate everyone joining in partnership to make a difference for the people of the Tenderloin."

The Center, located at 1172 Market Street, will initially operate seven days a week from 8:00 a.m. to 8:00 p.m. and have reduced capacity due to the impacts of COVID-19 on staffing availability. The Center will expand to operate 24 hours-a-day and 7 days-a-week and have the capacity to serve 100 guests at a time.

The Tenderloin Linkage Center is a services-focused location designed to provide a safe, welcoming space for those ready to access San Francisco's health and human service resources easily and quickly. Basic services such as hot food; water; hygiene services such as laundry, bathrooms, and showers; personal protective equipment (PPE); and more are available at the Center. Weekly wellness programs will also be hosted here to provide services like COVID-19 vaccination and testing as well as HIV and Hepatitis C testing. Additionally, the new Tenderloin Linkage Center will connect people to short- and long-term services, care, and programs. Programs and services include, but are not limited to:

- Behavioral health care
- Shelter
- Transitional housing
- Housing assistance
- Homeward bound
- Sobering, detox and respite
- Substance use treatment

1 DR. CARLTON B. GOODLETT PLACE, ROOM 200
SAN FRANCISCO, CALIFORNIA 94102-4681
TELEPHONE: (415) 554-6141



- Food coordination
- Vocational support
- Therapy and mentoring
- Child and family care
- Veteran support

People can self-present to the Center or arrive via vehicle or foot escort from a community partner, if requested. If City outreach teams, first responders or community service providers encounter people on the street who may benefit from this Center, they can call upon a health or social services partner to provide more information and an escort to the site, if desired. People may come and go freely to and from the Center.

"A drop-in center where people can get off the streets and immediately linked to services, placements and care, without delay or bureaucracy is something we desperately need," said Supervisor Matt Haney. "The City is facing a deadly, devastating drug epidemic, and we must do everything we can to save lives and provide relief and healing to a part of the city that has been so heavily impacted. The Tenderloin Linkage Center will absolutely support us in doing that."

"I am optimistic that the new linkage center will provide new and useful services for Tenderloin residents who are battling mental illness and drug addiction. I am also watching its success closely to see if it could be converted into a Citywide resource as the permanent site of the upcoming Mental Health SF Service Center," said Supervisor Hillary Ronen.

"Trying to move forward on the road to recovery is difficult and is even more challenging without support. The people and programs at the Tenderloin Linkage Center can help a person suffering with addiction, mental health challenges and homelessness take that next step," said Mary Ellen Carroll, Executive Director, San Francisco Department of Emergency Management. "San Francisco's emergency declaration made it possible to open this life-saving resource so quickly but it was the tireless work and commitment of community partners and City staff that made it a reality. As we progress on the Tenderloin Emergency Initiative, we must continue to work together to promote a thriving Tenderloin."

Tenderloin Linkage Center staff, including escorts, are provided by community-based organizations including HealthRIGHT 360, Urban Alchemy and Project Homeless Connect.

"We are proud to join community partners and City agencies today as we open the doors of the Linkage Center and welcome our Tenderloin neighbors indoors to a safe space with access to an array of services," said Grant Colfax, Director of Health. "The Linkage Center offers a form of radical hospitality so that those who use substances do not face judgement or stigma and instead are welcomed with warm meals, showers, social activities, and much more. Trained site staff will provide overdose prevention supplies, connections to treatment and care, and meet clients where they are in their path to wellness."



"The Department of Homelessness and Supportive Housing is proud to partner with City agencies and community organizations to provide a much-needed space for people in the community to rapidly connect to public services," said Shireen McSpadden, Executive Director of the Department of Homelessness and Supportive Housing. "Access to shelter, treatment, and care is essential to address the crisis on the streets of the Tenderloin."

"The Mayor has recognized the overdose crisis we are facing as a city," said Dr. Vitka Eisen, CEO, HealthRIGHT 360. "We are committed to doing everything we can to help stem the tide and tragedy of these deaths, and connect people to care, with love and compassion."

In addition to the launch of the Center, the City has continued to prioritize and coordinate resources to address the challenges facing the Tenderloin as part of the broader intervention. Since December 13, 2021, joint operations from City and non-City staff have:

- Placed 114 people living on the streets into shelter including hotels, congregate, navigation center and emergency shelter.
- Referred or transported 378 people from the Tenderloin to medical, mental health, or substance use disorder treatment through street crisis and outreach teams.
- Made 52 arrests for drug dealing related offenses including over 5,267 grams of fentanyl seized.
- Assessed, repaired, and hardened 26 different street light locations in the Tenderloin in the last month, including at the intersection of Turk and Hyde.
- Responded to 2,373 requests for service in the Tenderloin, including removing 1,147 tons of waste and power washing 758 locations.

For more information on the Tenderloin Emergency Initiative, including weekly situation reports, visit sf.gov/TenderloinInitiative.

ABOUT OUR SERVICE PROVIDERS

HealthRIGHT 360 is a non-profit provider of substance use disorder treatment, mental health services, and primary care to over 49,000 Californians annually, including more than 15,000 San Franciscans. HealthRIGHT 360 provides care that is compassionate, non-judgmental, and science-based. We provide services, regardless of one's ability to pay; inspired by our belief that healthcare is a right, not a privilege.

Urban Alchemy is a local social enterprise that works at the intersection of extreme poverty, homelessness, mental illness and substance use disorders. They provide a peaceful and supportive presence throughout the neighborhood and will be responsible for site operations and service coordination at the Tenderloin Linkage Center.

Project Homeless Connect (PHC), a San Francisco based non-profit homeless service provider has long been a leader in creating one-stop-shop service experiences for people experiencing



homelessness. PHC will work in partnership with Urban Alchemy and HealthRIGHT 360 to coordinate services and resources for the guests at the Tenderloin Linkage Center.

TENDERLOIN LINKAGE CENTER B-ROLL AND PHOTOGRAPHY

To respect guest privacy at the Tenderloin Linkage Center, San Francisco will not provide media tours of the center. As a courtesy, we are providing b-roll and photography of the center.

Tenderloin Linkage Center B-Roll and Photography:

<https://www.dropbox.com/sh/xad365zjgvyk6yv/AACMf2OOQwdZcOubWXpnDoc4a?dl=0>

###

Tenderloin Emergency Initiative



City & County
of San Francisco

Title Here



- Content Slide

Title Here

- Photo Slide

From: Carroll, Maryellen (DEM)
To: Jennifer Friedenbach; info@castromerchants.com; exedirector@castronbd.org; [REDACTED];
hello@codetenderloin.com; [REDACTED]; kkm@glide.org; sevardd@uchastings.edu;
kevin@hotelcouncilsf.org; [REDACTED]; cassandra@stravel.com; Karin@unionsquarebd.com;
lenam@urban-alchemy.us; [REDACTED]; simon@tlchd.org; sadams@larkinstreetyouth.org;
kcutter@cohsf.org; [REDACTED]
Cc: Sawyer, Amy (MYR); Zamora, Francis (DEM); Cohen, Emily (HOM)
Subject: Street Response Community Workgroup
Date: Tuesday, September 28, 2021 5:16:00 PM

Good afternoon,

Ending unsheltered homelessness and making our neighborhoods clean and safe remains the highest priority of the City and requires an “all-hands-on-deck” approach. The City and County of San Francisco is proposing the formation of the *Street Response Community Workgroup*. Our intent is to have a place for community organizations, business groups, service providers and city departments to communicate and collaborate on providing services and resources to people experiencing homelessness.

As a key stakeholder, we invite you to participate in the formation of the workgroup. Together, we will establish common objectives and priorities, protocols for feedback, and meeting cadence.

Please let me know if you are interested in discussing your organization’s participation in the Street Response Community Workgroup. We can setup a follow up conversation to discuss in more detail and plan on scheduling the first meeting in the coming weeks.

Thank you,

mec

Mary Ellen Carroll (She/her/hers)
Executive Director
City and County of San Francisco
Department of Emergency Management
Cell: 415 205-7873
maryellen.carroll@sfgov.org

Hernandez, Melissa G (BOS)

RE: D5 Preston Group - TL Linkage Center Walkthrough

March 01, 2022 at 2:33 PM PST

To: Lim, Victor (DEM); Validzic, Ana (DPH); Roman, Marisol (DEM); Preston, Dean (BOS); Colfax, Grant (DPH); Pojman, Natalie (DPH)

Cc: Bobba, Naveena (DPH); Zamora, Francis (DEM); Carroll, Maryellen (DEM)

Thank you!

From: Lim, Victor (DEM) <victor.lim@sfgov.org>

Sent: Tuesday, March 01, 2022 2:33 PM

To: Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>; Validzic, Ana (DPH) <ana.validzic@sfdph.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Preston, Dean (BOS) <dean.preston@sfgov.org>; Colfax, Grant (DPH) <grant.colfax@sfdph.org>; Pojman, Natalie (DPH) <natalie.pojman@sfdph.org>

Cc: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

Subject: RE: D5 Preston Group - TL Linkage Center Walkthrough

Hello Melissa,

We are confirmed on our end for this Friday 3/4. Director Carroll and Dr. Bobba will provide the walkthrough. Please meet outside 1170 Market.
Thank you.

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>

Sent: Tuesday, March 1, 2022 9:12 AM

To: Validzic, Ana (DPH) <ana.validzic@sfdph.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Preston, Dean (BOS) <dean.preston@sfgov.org>; Colfax, Grant (DPH) <grant.colfax@sfdph.org>; Pojman, Natalie (DPH) <natalie.pojman@sfdph.org>

Cc: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>

Subject: RE: D5 Preston Group - TL Linkage Center Walkthrough

We have not seen a confirmation on our end.

From: Validzic, Ana (DPH) <ana.validzic@sfdph.org>

Sent: Tuesday, March 01, 2022 5:26 AM

To: Lim, Victor (DEM) <victor.lim@sfgov.org>; Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Preston, Dean (BOS) <dean.preston@sfgov.org>; Colfax, Grant (DPH) <grant.colfax@sfdph.org>; Pojman, Natalie (DPH) <natalie.pojman@sfdph.org>
Cc: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>
Subject: Re: D5 Preston Group - TL Linkage Center Walkthrough

Good morning! Just checking in to see if Sup. Preston's visit this coming Friday March 4th between 1:30-2:45 is confirmed?

Ana Validzic (she/her)

Acting Government Affairs Liaison

San Francisco Department of Public Health

ana.validzic@sfdph.org | 650.503.9536 (cell)

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From: Lim, Victor (DEM) <victor.lim@sfgov.org>

Sent: Friday, February 25, 2022 11:17 AM

To: Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Preston, Dean (BOS) <dean.preston@sfgov.org>; Colfax, Grant (DPH) <grant.colfax@sfdon.org>; Validzic, Ana (DPH) <ana.validzic@sfdph.org>; Pojman, Natalie (DPH) <natalie.pojman@sfdph.org>

Cc: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>

Subject: RE: D5 Preston Group - TL Linkage Center Walkthrough

Melissa,

We will look into the March 4 date and time. It should work. I will provide a

confirmation soon. Thanks!

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

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From: Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>

Sent: Tuesday, February 22, 2022 3:24 PM

To: Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Preston, Dean (BOS) <dean.preston@sfgov.org>; Colfax, Grant (DPH) <grant.colfax@sfdph.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: Re: D5 Preston Group - TL Linkage Center Walkthrough

Apologies, all. That email was meant to say March 4, not February 4.

From: Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>

Date: Tuesday, February 22, 2022 at 3:19 PM

To: Roman, Marisol (DEM) <marisol.roman@sfgov.org>, Preston, Dean (BOS) <dean.preston@sfgov.org>, Colfax, Grant (DPH) <grant.colfax@sfdph.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: Re: D5 Preston Group - TL Linkage Center Walkthrough

Hi all,

Unfortunately, we will have to reschedule this walkthrough. Would it be possible to reschedule it to Friday, February 4 between 1:30pm and 2:45pm?

Please let me know or feel free to propose additional times and dates. Apologies.

Best,
Melissa

From: Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Date: Thursday, February 10, 2022 at 3:12 PM

To: Preston, Dean (BOS) <dean.preston@sfgov.org>, Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>, Colfax, Grant (DPH) <grant.colfax@sfdph.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: D5 Preston Group - TL Linkage Center Walkthrough

Walkthrough Policy:

- To respect guest privacy at the Tenderloin Linkage Center, photography and video recordings are prohibited within the boundaries of the Center.
- Visitors may take video and photos outside of boundaries of the center. We respectfully request that you avoid taking pictures of guests faces unless you have asked for permission from the individual. Please allow guests space to enter and exit the center.
- All visitors are required to follow all current public health orders related to COVID-19.

Visitors on a walkthrough must be always escorted by their walkthrough sponsor. Sponsors must meet their visitors outside to bring them into the center and walk their visitors outside of the center.

site, one thing we are working on is ensuring that community stakeholders of the Tenderloin Linkage Center (TLC) are engaged and have a forum to provide input. We are still determining the best way to do this, but I believe you mentioned that you are part of the 1100 Market block association/group. Is there an email address for this group that we could reach out to in the future?

Sincerely,
Naveena

From: Jennifer Bielstein <jbzielstein@act-sf.org>

Sent: Thursday, February 17, 2022 9:08 PM

To: Torres, Joaquin (ASR) <joaquin.torres@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Pam MacKinnon <pammackinnon@act-sf.org>

Cc: Cancino, Juan Carlos (ASR) <JuanCarlos.Cancino@sfgov.org>

Subject: RE: Thank you

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Yes, echoing Joaquin's thanks. And thank you, Joaquin, for inviting us to tour the linkage center.

Mary Ellen, Naveena and Victor, thank you for the work you are doing to help people in such need. We just left the Strand after the show and there are many people who need help and I'm sure many who are in a better place for the evening because of the respite and support you have provided. We'll be in touch and please let us know how we can be helpful to your efforts.

Many thanks,
Jennifer

Jennifer Bielstein | Executive Director | American Conservatory Theater
415 Geary Street, San Francisco, CA 94102 | 415.439.2366

From: Torres, Joaquin (ASR) <joaquin.torres@sfgov.org>

Sent: Thursday, February 17, 2022 7:13 PM

To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Pam MacKinnon <pammackinnon@act-sf.org>; Jennifer Bielstein <jbzielstein@act-sf.org>

Cc: Cancino, Juan Carlos (ASR) <JuanCarlos.Cancino@sfgov.org>

Subject: Thank you

Good evening everyone,

To the city team, Mary Ellen, Naveena (Dr. Bobba) and Victor,
Thank you for making the time for us this evening. Pam, Jennifer, Juan Carlos and

I were extremely grateful for the tour this afternoon.

As follow up, I wanted to be sure you were all connected via email. I'll let you all share additional contact info. As Pam and Jennifer mentioned this evening, the events at A.C.T.'s Strand Theatre will need continued coordination and attention from the Tenderloin team to ensure that San Francisco's Market Street Recovery benefits the arts organizations, like A.C.T., that we've attracted to the area and invested in for the continued cultural and economic vibrancy of the City.

Wishing you all a great night!

- Joaquín

Attendees this afternoon:

Mary Ellen Carroll, Executive Director, Department of Emergency Management and Tenderloin Lead

Dr. Naveena Bobba, Deputy Director, Department of Public Health

Victor Lim, External Affairs, Department of Emergency Management

Pam MacKinnon, Artistic Director, American Conservatory Theatre (A.C.T.)

Jennifer Bielstein, Executive Director, A.C.T.

Juan Carlos Cancino, Deputy Assessor, Operations

Joaquín Torres 郭華健

Assessor – Recorder

City and County of San Francisco

sfassessor.org

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<https://www.onesanfrancisco.org/covid-19-recovery>



Department of Emergency Management
1011 Turk Street, San Francisco, CA 94102

Phone: (415) 558-3800 Fax: (415) 558-3843



London N. Breed
Mayor

Mary Ellen Carroll
Executive Director

FOR IMMEDIATE RELEASE:
JANUARY 18, 2022
CONTACT: SFEOCJIC@SFGOV.ORG

MEDIA ADVISORY
TENDERLOIN LINKAGE CENTER MEDIA ACCESS

To respect guest privacy at the Tenderloin Linkage Center, San Francisco will not provide media tours of the center. As a courtesy to the media, San Francisco is providing b-roll and photography of the center.

Tenderloin Linkage Center B-Roll and Photography can be accessed here:

<https://www.dropbox.com/sh/xad365zjgvvyk6yv/AACMf2OOQwdZcOubWXpnDoe4a?dl=0>

San Francisco will occasionally update this folder with new b-roll and photography.

For media filming from the public right-of-way, we respectfully request media to avoid photography of guest's faces.

For those seeking to interview a guest who is entering or leaving the Center, please allow them and others space to enter or exit.

To arrange an interview about the Tenderloin Linkage Center, please contact San Francisco's Joint Information Center at sfeocjic@sfgov.org.

###

Lim, Victor (DEM)

FW: Updated Linkage Center Overview and FAQs

January 19, 2022 at 11:29 AM PST

To: Mendoza, Nubia (DEM)

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>

Sent: Tuesday, January 18, 2022 7:41 AM

To: Lim, Victor (DEM) <victor.lim@sfgov.org>

Subject: Fwd: Updated Linkage Center Overview and FAQs

Please print 20 copies

Parisa

Joint Information Center

COVID Command Center

City and County of San Francisco

415.358.2712 | DEMpress@sfgov.org

Twitter: @SF_Emergency

From: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Sent: Monday, January 17, 2022 9:27:30 PM

To: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Hogan, Kristin (DEM)

<kristin.hogan@sfgov.org>; Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>; Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Subject: RE: Updated Linkage Center Overview and FAQs

AB: I made some slight tweaks to this document. It doesn't change the content just the way it is framed in some instances.

Thanks!

-FZ

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>
Sent: Sunday, January 16, 2022 12:36 PM
To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>; Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>
Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>; Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: Updated Linkage Center Overview and FAQs

Hi everyone. Sorry I don't remember which joint account to use for TL, so someone please forward this to that account as well.

I've updated the Linkage Center Overview and FAQs document to include specific reference to target guests for the center and to update the services list and site details for launch. Let me know if you have edits or additions and then we will re-distribute to community and field outreach teams on Tuesday.

Thanks.

Adrienne Bechelli

Deputy Director, Emergency Services
San Francisco Department of Emergency Management
Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 344



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Shand, Lloyd (DEM)

Re: Reschedule -- Tenderloin Linkage Center Walkthrough

January 31, 2022 at 1:29 PM PST

To: Roman, Marisol (DEM)

Cc: Zamora, Francis (DEM); Lim, Victor (DEM)

Hello Marisol,

Can you resend the invite to Rene? He has confirmed for tomorrow at 4 pm, with Adrienne.

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)

lloyd.shand@sfgov.org



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From: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>

Sent: Monday, January 31, 2022 1:09 PM

To: Rene Colorado <rene@tlmpa.org>

Subject: Re: Reschedule -- Tenderloin Linkage Center Walkthrough

Hello Rene,

Thank you for letting me know.

Lloyd Shand

Emergency Services Coordinator I

San Francisco Department of Emergency Management

Pronouns: He, His, Him

415-839-0706 (Cell)

lloyd.shand@sfgov.org



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From: Rene Colorado <rene@tlmpa.org>
Sent: Monday, January 31, 2022 10:37 AM
To: Shand, Lloyd (DEM) <lloyd.shand@sfgov.org>
Subject: Re: Reschedule -- Tenderloin Linkage Center Walkthrough

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Lloyd,

Tomorrow at 4pm works. Thank you.

On Fri, Jan 28, 2022 at 9:55 AM Rene Colorado <rene@tlmpa.org> wrote:
Lloyd - could we reschedule to Monday at 4pm?

Thank you.

On Fri, Jan 28, 2022 at 8:45 AM Rene Colorado <rene@tlmpa.org> wrote:
Hi Adrienne,

Next week works just fine. I will let Drew and Abbie know and get back with Lloyd for scheduling.

Thank you

On Fri, Jan 28, 2022 at 8:10 AM Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org> wrote:

Dear Rene,

I know you have a confirmed walkthrough appointment at the Tenderloin Linkage Center scheduled for this afternoon at 4pm with you, Drew, and Abbie. I was planning on escorting you through the center but I have come down with a pretty nasty (covid-negative) sickness. Mary Ellen and Francis are also out today and are unable to cover for me.

I sincerely apologize, but are you able to reschedule for next week? I will make an exception to the policy and schedule you for Monday or Tuesday if that's more convenient for you and your team.

Please work through Lloyd to determine another time for next week. Again, my apologies.

Thanks,
Adrienne

Adrienne Bechelli
Deputy Director, Emergency Services
San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | [1 Dr Carlton B Goodlett Pl, Suite 344](#)



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--
Rene Colorado
Executive Director
Tenderloin Merchants Association
1390 Market Street
San Francisco CA 94102
(415) 530-8802
www.tlmpa.org

--
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Press Office, Mayor (MYR)

***** PRESS RELEASE *** BOARD OF SUPERVISORS APPROVES LEASE FOR SEMI-CONGREGATE SHELTER AT 711 POST STREET**

February 08, 2022 at 3:08 PM PST

To: Press Office, Mayor (MYR)

FOR IMMEDIATE RELEASE:

Tuesday, February 8, 2022

Contact: Mayor's Office of Communications, mayorspressoffice@sfgov.org

***** PRESS RELEASE *****

BOARD OF SUPERVISORS APPROVES LEASE FOR SEMI-CONGREGATE SHELTER AT 711 POST STREET

Site will provide temporary shelter for 200-250 people experiencing homelessness in the surrounding area, building on Mayor Breed's Homelessness Recovery Plan

San Francisco, CA — The Board of Supervisors voted today to approve Mayor London N. Breed's proposal to open a new shelter at 711 Post Street for adults experiencing homelessness. The vote to fund the master lease and operations of the Ansonia Hotel will allow the site to be used as a semi-congregate shelter, with 123 units ranging from singles to quads able to shelter approximately 250 people.

"It is going to take all of us working together as a city if we want to achieve our ambitious effort to move thousands of people off the street and into shelter and permanent housing," said Mayor Breed. "The approval of the lease at 711 Post not only allows us to build on the progress that we have made over the past two years to add new hotels for housing and shelter, but it also provides us an opportunity to recreate a temporary shelter model that further meets the needs of all of our homeless residents."

The City conducted a search for properties that would allow long-term semi or non-congregate shelter options that build off the lessons learned at Shelter in Place hotels, leading to the implementation of a new type of shelter model. 711 Post offers a unique opportunity to provide shelter in a building with private and small rooms, community space, and high-quality amenities rather than a traditional congregate facility. Other amenities include a lobby and front desk, basement, community area, commercial kitchen, dining space, laundry room, office space, security camera system, elevator, lockers and storage, and bathrooms and showers on each floor.

"Shelter is a critical and core component of our Homelessness Response System," said Shireen McSpadden, Executive Director, Department of Homelessness and Supportive Housing. "With our concentrated efforts at the Tenderloin Linkage Center, there is an increased urgency to expand our shelter capacity to people experiencing homelessness who are ready to exit the street."

The site will have 24-hour staffing, services, and daytime case management provided by non-profit partner Urban Alchemy, who was selected due to their recent success managing Shelter in Place Hotels, Safe Sleep programs, and community ambassador programs. The contract with Urban Alchemy will also include funding for street activation and monitoring in the surrounding area 24 hours per day, 7 days per week, focusing on discouraging loitering and preventing

encampment activity and disruptive behavior outside of the shelter.

“The 711 Post model is an incredible opportunity to provide a stable shelter with resources for those in need, and to ensure cleaner, safer streets in the surrounding neighborhood,” said Lena Miller, CEO of Urban Alchemy. “Urban Alchemy is committed to delivering our holistic approach -- embracing our unhoused neighbors who need safe spaces, and embracing the neighborhood so the quality of life improves for everyone.”

The lease of 711 Post Street builds on Mayor Breed’s Homelessness Recovery Plan by helping the City create more shelter and housing for homeless residents as San Francisco emerges from the COVID-19 pandemic. Through Mayor Breed’s plan, the City will expand capacity in the Homelessness Response System and aims to make 6,000 placements available for people experiencing homelessness by expanding the City’s housing options.

Progress on Mayor Breed’s Homelessness Recovery Plan can be found here:
sf.gov/data/homelessness-recovery-plan

###

Validzic, Ana (DPH)

Re: Upcoming Linkage Center Walkthrough Request

January 29, 2022 at 10:28 AM PST

To: Lim, Victor (DEM); Zamora, Francis (DEM); Bechelli, Adrienne (DEM); Carroll, Maryellen (DEM); Ogwuegbu, Chiamaka (MYR); Martinez-Bankhead, Amelia (HRC); Pojman, Natalie (DPH); Kunins, Hillary (DPH)

Cc: Roman, Marisol (DEM); Dasilva, Nina (DPH)

Thanks Victor. Dr. Kunins confirmed she can join visit with Sup. Peskin this coming Tuesday. Adding [@Kunins, Hillary \(DPH\)](#) and [@Dasilva, Nina \(DPH\)](#) to this thread.

Please give exact details of where Dr. Kunins should meet Director Carroll and Supervisor Peskin on Tuesday morning. Also adding [@Dasilva, Nina \(DPH\)](#) who can assist with Dr. Kunins' schedule.

Dr. Kunins will look at her availability for the other Supervisor visits early next week but just want to confirm she will be there for visit with Sup. Peskin.

Ana Validzic

Acting Government Affairs Liaison

San Francisco Department of Public Health

ana.validzic@sfdph.org | 650.503.9536 (cell)

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From: Lim, Victor (DEM) <victor.lim@sfgov.org>

Sent: Friday, January 28, 2022 5:22 PM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Ogwuegbu, Chiamaka (MYR) <chiamaka.ogwuegbu@sfgov.org>; Martinez-Bankhead, Amelia (HRC) <amelia.martinez-bankhead@sfgov.org>; Pojman, Natalie (DPH) <natalie.pojman@sfdph.org>; Validzic, Ana (DPH) <ana.validzic@sfdph.org>

Cc: Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: Upcoming Linkage Center Walkthrough Request

Folks,

Please see attached document with all our current request for Linkage Center walkthrough.

New requests for leadership approval here highlighted in yellow.

Additionally - @Pojman, Natalie (DPH) & @Validzic, Ana (DPH) – I have granted both of you review access to the online version of this document for your review.

Please let us know if you DPH can help arrange for executive leadership of either Drs. Colfax, Bobba, or Kunnis to join Director Carroll on the upcoming Supervisor's visits.

Thank you.

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

Kunins, Hillary (DPH)

Re: TL Walkthrough - Supervisor Safai 2/7

February 04, 2022 at 10:35 AM PST

To: Lim, Victor (DEM); Roman, Marisol (DEM); Bobba, Naveena (DPH)

Cc: Dasilva, Nina (DPH); Varisto, Michaela (DPH); Pojman, Natalie (DPH); Validzic, Ana (DPH); Zamora, Francis (DEM)

One of us will be there - confirmed.
Working out whether Naveena or me.

From: Lim, Victor (DEM) <victor.lim@sfgov.org>

Sent: Friday, February 4, 2022 10:30 AM

To: Roman, Marisol (DEM) <marisol.roman@sfgov.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

Cc: Dasilva, Nina (DPH) <nina.dasilva@sfdph.org>; Varisto, Michaela (DPH) <michaela.varisto@sfdph.org>; Pojman, Natalie (DPH) <natalie.pojman@sfdph.org>; Validzic, Ana (DPH) <ana.validzic@sfdph.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: RE: TL Walkthrough - Supervisor Safai 2/7

Folks,

Just to clarify, Supervisor Safai is actually only free at 4:00pm on Monday 2/7/2022.

The visit would be from 4:00PM to 4:30PM.

Please let me know if that time works for our executive leadership at DPH.
Thanks!

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

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415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Sent: Friday, February 4, 2022 10:04 AM

To: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

Cc: Dasilva, Nina (DPH) <nina.dasilva@sfdph.org>; Varisto, Michaela (DPH) <michaela.varisto@sfdph.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Pojman, Natalie

(DPH) <natalie.pojman@sfdph.org>; Validzic, Ana (DPH) <ana.validzic@sfdph.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Subject: RE: TL Walkthrough - Supervisor Safai 2/7

Greetings,

For situational awareness, I am adding Victor Lim and Francis Zamora as well as Natalie and Ana.

Marisol Roman,
Executive Secretary,
Department of Emergency Management
She/Her/Hers/Ella

Marisol.Roman@sfgov.org

From: Roman, Marisol (DEM)

Sent: Friday, February 4, 2022 9:17 AM

To: Colfax, Grant (DPH) <Grant.Colfax@sfdph.org>; Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>

Cc: Dasilva, Nina (DPH) <nina.dasilva@sfdph.org>; Varisto, Michaela (DPH) <michaela.varisto@sfdph.org>

Subject: TL Walkthrough - Supervisor Safai 2/7

Greetings & Happy Friday,

We are coordinating a Tenderloin Linkage Center Walkthrough with District 11 Supervisor Safai. Director Carroll wanted me to reach out to you and see if you could help lead the walkthrough on Monday, February 7 at 4:00 pm or 4:30 pm.

Please let me know if you will be able to co-lead the walkthrough with Director Carroll.

Thank you,

Marisol Roman,
Executive Secretary,
Department of Emergency Management
She/Her/Hers/Ella

Marisol.Roman@sfgov.org

Lim, Victor (DEM)

FW: Tenderloin Emergency Initiative Sit Rep Operation Period 5

January 19, 2022 at 11:28 AM PST

To: Mendoza, Nubia (DEM)

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

Sent: Tuesday, January 18, 2022 6:05 PM

To: BOS-Supervisors <bos-supervisors@sfgov.org>; BOS-Legislative Aides <bos-legislative_aides@sfgov.org>; BOS-Administrative Aides <bos-administrative-aides@sfgov.org>

Cc: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Validzic, Ana (DPH) <ana.validzic@sfdph.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Paulino, Tom (MYR) <tom.paulino@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>

Subject: Tenderloin Emergency Initiative Sit Rep Operation Period 5

Good afternoon Supervisors:

Today is the first day of operation of the Tenderloin Linkage Center. I spent the day there yesterday (getting ready) and today for the opening. It was a really great day, with more people than expected coming in for services, and more importantly, actually getting linked to those services. I have to shout out the DEM team, who spent their "day off" Saturday dealing with a Tsunami and the rest of the weekend getting ready for the opening, along with DPH, HSH and contractors. I hope you all have a chance at some point to come by for a tour.

The Center, located at 1172 Market Street, will initially operate seven days a week from 8:00 a.m. to 8:00 p.m. and have reduced capacity due to the impacts of COVID-19 on staffing availability. The Center will expand to operate 24 hours-a-day and 7 days-a-week and have the capacity to serve 100 guests at a time. San Francisco's emergency declaration made it possible to open this life-saving resource so quickly, but it was the tireless work and commitment of community partners and City staff that made it a reality. As we progress on the Tenderloin Emergency Initiative, we must continue to work together to promote a thriving Tenderloin. Data from the Tenderloin Linkage Center will be

Pam MacKinnon

Re: Thank you

February 19, 2022 at 2:27 PM PST

To: Jennifer Bielstein

Cc: Bobba, Naveena (DPH); Torres, Joaquín (ASR); Carroll, Maryellen (DEM); Lim, Victor (DEM); Cancino, Juan Carlos (ASR)

Chiming in on a beautiful Saturday. Hope you all are able to take in the day,
A real pleasure meeting. Thank you for everything you are doing with and for the city. Great to learn what services people are getting across from the Strand. Part of the neighborhood.

xPam

Artistic Director
American Conservatory Theater
917-207-4818
she/her/hers

On Feb 18, 2022, at 9:20 PM, Jennifer Bielstein <jbielstein@act-sf.org> wrote:

Thanks so much.

Yes. Our staff member who has been the central organizer of it is on leave right now, so please contact our Director of General Management and Operations, Louisa Liska at lliska@act-sf.org for now.

Have a wonderful weekend all!

-Jennifer

From: Bobba, Naveena (DPH) <naveena.bobba@sfdph.org>
Sent: Friday, February 18, 2022 2:39 PM
To: Jennifer Bielstein <jbielstein@act-sf.org>; Torres, Joaquín (ASR) <joaquin.torres@sfgov.org>; Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Pam MacKinnon <pammackinnon@act-sf.org>
Cc: Cancino, Juan Carlos (ASR) <JuanCarlos.Cancino@sfgov.org>
Subject: RE: Thank you

Thank you for the introduction Assessor Torres.

Jennifer and Pam- it was very nice to meet you. Appreciate your thoughts on the

available in next week's situation report.

Highlights from the Situation Report:

- Finalized Tenderloin Linkage Center plan and constructed the outdoor area;
- Held listening sessions with neighborhood residents to hear ongoing feedback on the progress of operations; and
- City agencies continued engagement in priority locations.

I invite you to read more about the progress of the Tenderloin Emergency Initiative at sf.gov/TenderloinInitiative.

Mary Ellen Carroll
Executive Director
City and County of San Francisco
Department of Emergency Management
1011 Turk Street
San Francisco, CA 94102
Tel.: 415-558-2745

Bowman, Kimberley (DEM)

TEI Objectives for OP11

February 22, 2022 at 9:22 AM PST

To: Bechelli, Adrienne (DEM); Bobba, Naveena (DPH); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Tenner, Andrea (DPH); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Urnecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Tianero, Destin Rey (FIR); Kucharszky, James (FIR); Campos, Jessica (HRC); Lloyd, Kayleigh (HRC); Mcknight, John (HRC); Andersson, Christina (PUC); Lee, Kendall (DEM); Roman, Marisol (DEM); Homsey, Daniel (ADM); Goldman, Matthew (DPH); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; fernando; Artiejr; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA); Adami, Steve (ADP); Tullock, Cristel (ADP); Rana, Shalini (DPH); Raycroft, Jill (DEM); Jorgensen, Andrea (DEM); Ogwuegbu, Chiamaka (MYR); Martinez-Bankhead, Amelia (HRC); Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); Sop, Anna (DEM); Gaeta, Krista (HSA); Stephen Gibson; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Meskan, Brenda (HOM); Torres, Jose (HOM - Contractor); Trinh, Edward (DEM); Hillcoat, Kayleigh (DEM); Perez, Guillermo (DPW); Rodriguez, Ronald (DPW); Lee, Jason (DPW); Milholland, Nancy (DEM); Mera, Tanya (DPH); Safarzadeh, Parisa (DEM); Oxford, Nick (FIR); Clark, Susan (DEM); Pletsch, Destiny (ADP); Bessman, Elizabeth (DEM); HaleyNelson, Lony (DEM); Vasilyeva, Kay (DEM); Reneau, Cody (CON); Fuller, Luke (CON); Medina, Jessica (DEM); Cohen, Amy (ECN); Cohen, Emily (HOM); Sawyer, Amy (MYR); Lee, Ivy (MYR); Shand, Lloyd (DEM); Lim, Victor (DEM)

Cc: Carroll, Maryellen (DEM); Power, Andres (MYR)

Hello everyone, please see below for our Tenderloin Emergency Initiative objectives for Operational Period 11

1. Perform daily interventions at the following priority locations: (All)
 - a. 300 Ellis
 - b. 300 Hyde
 - c. 400 Eddy
 - d. 600 Eddy
 - e. Boeddeker Park
 - f. 7th and Market
 - g. 8th and Market
2. Perform joint field operations 7 days a week and serve all priority locations on a rotating basis. (DEM, DPH, HSH, SFFD, MTA, DPW, SFPD, PUC, REC)
3. Revise the Situation Report structure and contents to reflect updated TEI goal areas and outcome measures for each goal area by 2/25 to be implemented in the report for OP 12. (DEM, CON, DPH, HSH)
4. Finalize contents for a public-facing data dashboard that communicates progress on the updated TEI goal areas by 2/25. (DEM, CON)
5. Begin planning to open respite and wellness space and implement the redesign of the exterior footprint as part of the Tenderloin Linkage Center service expansion. (DPH, HSH, HSA, ADP)
6. Complete outreach leadership transfer to the Department of Public Health Behavioral Health team. (HSH, DPH, DEM)
7. Continue planning process for Phase 3 (sustained operations) of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies.)

8. Develop and implement Personnel and Staffing Branch within the Logistics Section, and establish a DSW request and deployment process. (DEM, DHR)
9. Strengthen approach for opening and closing community requests for service and support.

Kim Bowman

Assistant Deputy Director, Emergency Services
San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-439-9171 Cell

415-554-4840 Office

Kimberley.bowman@sfgov.org | 1 Dr. Carlton B Goodlett Pl, Suite 348



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Re: California Public Records Act Request: Urban Alchemy Commis
February 10, 2022 at 3:31 PM PST
To: 123258-11640219@requests.muckrock.com
Cc: DEM Records Request

1482

Safarzadeh, Parisa (DEM)

Fwd: Zamora, Francis (DEM) shared "Tenderloin Linkage Center Opening News Release Draft 01-18-22" with you.
January 18, 2022 at 8:53 AM PST

To: Lim, Victor (DEM)

Please print 30

Parisa

Joint Information Center

COVID Command Center

City and County of San Francisco

415.558.2712 | DEMpress@sfgov.org

Twitter: @SF_Emergency

From: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Sent: Tuesday, January 18, 2022 8:40:59 AM

To: Lynch, Andy (MYR) <andy.lynch@sfgov.org>; Cretan, Jeff (MYR) <jeff.cretan@sfgov.org>;
Wilson, Jordan (MYR) <jordan.wilson@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>;
Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>; Harris, Zoe (DPH)
<zoe.harris@sfdph.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Cohen, Emily
(HOM) <emily.cohen@sfgov.org>; Bouck, Deborah (HOM) <deborah.bouck@sfgov.org>

Subject: Zamora, Francis (DEM) shared "Tenderloin Linkage Center Opening News Release
Draft 01-18-22" with you.

Zamora, Francis (DEM) shared a file with you


All: Here is the latest. I updated the metrics for SFPD and DPH. DPW metrics are dated
& I put a note in the release about that. Zoe is working on the quote from Dr. Colfax. If it
is not in by 9AM we can go without it.

Jeff C. is following up with Tom P. on quotes from Supervisors Haney and Ronen.


Mayor's Office: As soon as you receive the quotes this release is good for you to send in the 10AM hour.

-FZ

 Tenderloin Linkage Center Opening News Release Draft 01-18-22

 This link only works for the direct recipients of this message.



 [Privacy Statement](#)

Bechelli, Adrienne (DEM)

TEI Objectives for OP10

February 13, 2022 at 5:24 PM PST

To: Bobba, Naveena (DPH); Boes, Tracy (POL); McDaniels, Christopher (DPW); Durden, DiJaida (DPW); Gale, Josh (PUC); Stein, Gail (MTA); Morrill, Jim (MTA); Tenner, Andrea (DPH); Borne, Deborah (DPH); Candler, Robin (DPH); Cannariato, Umecke (HOM); Mazza, Mark (HOM); Sloan, April (FIR); Mason, Michael (FIR); Tianero, Destin Rey (FIR); Kucharszky, James (FIR); Campos, Jessica (HRC); Lloyd, Kayleigh (HRC); Mcknight, John (HRC); Andersson, Christina (PUC); Lee, Kendali (DEM); Roman, Marisol (DEM); Homsey, Daniel (ADM); Goldman, Matthew (DPH); Pang, Simon (FIR); Starliper, Lisa (DEM); DutyOfficer, DEM (DEM); Maimoni, Andy (ADM); Wong, Bryan (ADM); Simon Bertrang; fernando; Artiejr; Helene Sautou; jmello@blockbyblock.com; McCormick, Shawn (MTA); Adami, Steve (ADP); Tullock, Cristel (ADP); Bowman, Kimberley (DEM); Rana, Shalini (DPH); Raycroft, Jill (DEM); Jorgensen, Andrea (DEM); Ogwuegbu, Chiamaka (MYR); Martinez-Bankhead, Amelia (HRC); Dodge, Samuel (DEM); Almeida, Angelica (DPH); Nazzareta, Daniel (FIR); Holcomb, Andrew (DEM); Sop, Anna (DEM); Gaeta, Krista (HSA); Stephen Gibson; Zamora, Francis (DEM); Hogan, Kristin (DEM); Rivera, Tiffany (DPH); Kunins, Hillary (DPH); Chiu, Kent (MTA); Walsh, Douglas (DPH); Gran, Betsy (DPH); Meskan, Brenda (HOM); Torres, Jose (HOM - Contractor); Trinh, Edward (DEM); Hillcoat, Kayleigh (DEM); Perez, Guillermo (DPW); Rodriguez, Ronald (DPW); Lee, Jason (DPW); Milholland, Nancy (DEM); Mera, Tanya (DPH); Safarzadeh, Parisa (DEM); Oxford, Nick (FIR); Clark, Susan (DEM); Pletsch, Destiny (ADP); Bessman, Elizabeth (DEM); HaleyNelson, Lony (DEM); Vasilyeva, Kay (DEM); Reneau, Cody (CON); Fuller, Luke (CON); Medina, Jessica (DEM); Cohen, Amy (ECN); Cohen, Emily (HOM); Sawyer, Amy (MYR); Lee, Ivy (MYR); Shand, Lloyd (DEM); Lim, Victor (DEM)

Cc: Carrol, Maryellen (DEM); Power, Andres (MYR)

Hello everyone, please see below for our Tenderloin Emergency Initiative objectives for Operational Period 10, which starts tomorrow. Let me know if you have any questions.

Please also note that Kim Bowman will be assuming the role of TEI Incident Commander effective 5pm on Friday of this Op Period and lasting through Op Period 13.

Objectives for Operational Period 10 (2/14/22 – 2/20/22)

1. Perform daily interventions at the following priority locations: (All)
 - a. 300 Ellis
 - b. 300 Hyde
 - c. 400 Eddy
 - d. 600 Eddy
 - e. Boeddeker Park
 - f. 7th and Market
2. Clearly establish outcome expectations and schedule for adjusted field operations to occur 7 days a week and serve all priority locations on a rotating basis. (DEM, DPH, HSH, SFFD, MTA, DPW, SFPD, PUC, REC)
3. Coordinate with city and community providers to create and implement an operational strategy to mitigate problem behaviors compromising health and safety on the 300 block of Ellis. (DEM, DPH, HSH, SFFD, DPW, community partners)
4. Finalize the new TEI goal areas and identify data sources that capture outcome measures for each goal area. (DEM, CON, DPH, HSH)
5. Create a plan to begin tracking new outcome measures in OP 11 and identify a projected schedule for a public-facing data dashboard that communicates progress on the goal areas. (DEM, CON)
6. Place at least 20 additional people from the streets of the Tenderloin into non-congregate

shelter by 2/18. (HSH, DPH, SFFD, DEM)

7. Begin implementation of the Tenderloin Linkage Center master project plan, including expansion and staffing transition initiatives. (DPH, HSH, HSA, ADP)
8. Continue planning process for Phase 3 (sustained operations) of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies. (DEM, MYR, CPC, community partners)
9. Expand TEI community engagement strategy to include project management of short- and long-term community priorities. (DEM, MYR, HRC)

Adrienne Bechelli

Deputy Director, Emergency Services
San Francisco Department of Emergency Management
Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 344



Are you prepared? Visit SF72.org!

Text your zip code to 888-777 to sign up for emergency text alerts.

Lim, Victor (DEM)

FW: PLEASE SEND THIS MEDIA ADVISORY AFTER MAYOR's PRESS RELEASE

January 19, 2022 at 11:28 AM PST

To: Mendoza, Nubia (DEM)

Victor Wai Ho Lim, MPA | 林偉浩

Liaison to Electeds & Board of Supervisors

Government & AAPI Affairs Manager

External Affairs Officer | 外務特派專員

Department of Emergency Management | 三藩市應急管理局

415-554-4827 direct | 直線

415-748-0028 cell | 手機

415-558-2712 media line | 傳媒

From: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Sent: Tuesday, January 18, 2022 8:56 AM

To: Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Cc: SFEOCJIC <sfeocjic@sfgov.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Subject: PLEASE SEND THIS MEDIA ADVISORY AFTER MAYOR's PRESS RELEASE

Parisa:

Lets issue this media advisory after the Mayor's Press Release goes out about the Linkage Center. Press only. No need to send it to the BOS. Thank you!

-FZ

SFEOCJIC

*****MEDIA ADVISORY*** TENDERLOIN LINKAGE CENTER MEDIA ACCESS**

January 18, 2022 at 11:09 AM PST

To:

FOR IMMEDIATE RELEASE

JANUARY 18, 2022

CONTACT: SFEOCJIC@SFGOV.ORG

*****MEDIA ADVISORY*****

TENDERLOIN LINKAGE CENTER MEDIA ACCESS

To respect guest privacy at the Tenderloin Linkage Center, San Francisco will not provide media tours of the center. As a courtesy to the media, San Francisco is providing b-roll and photography of the center. Tenderloin Linkage Center B-Roll and Photography can be accessed here: <https://www.dropbox.com/sh/xad365zjgvyk6yv/AACMf2OOQwdZcOubWXpnDoe4a?dl=0>

San Francisco will occasionally update this folder with new b-roll and photography. For media filming from the public right-of-way, we respectfully request media to avoid photography of guest's faces. For those seeking to interview a guest who is entering or leaving the Center, please allow them and others space to enter or exit.

To arrange an interview about the Tenderloin Linkage Center, please contact San Francisco's Joint Information Center at sfeocjic@sfgov.org.

###

Joint Information Center
SF Emergency Operations Center

Zamora, Francis (DEM)

JIC Objectives for Op10

February 13, 2022 at 9:57 PM PST

To: Hogan, Kristin (DEM); Safarzadeh, Parisa (DEM); Lim, Victor (DEM); Mendoza, Nubia (DEM); Lupino, Paul (DEM); Shand, Lloyd (DEM); Liang, Crystal (Lina) (DEM); Cretan, Jeff (MYR); Lynch, Andy (MYR); Hawkes, Alison (DPH); Harris, Zoe (DPH); Cohen, Emily (HOM); Bouck, Deborah (HOM); Machuca-Grebe, Denny (HOM); Dorsey, Matt (POL); Gordon, Rachel (DPW); Baxter, Jonathan (FIR); Scanlon, Olivia (FIR); Holland, Kristen (MTA); Davis, Emily (CHF); Caminong, Dori (CHF); Wu, Kelvin Y (SHF); Kropff, Christian (SHF); Moriarty, Tara (SHF)

Hello Everyone: Please see the JIC objectives for Op10: [JIC Weekly Objectives 2-14-22 for OP10.docx](#)

Tenderloin Emergency Initiative Joint Information Center Objectives

- 1. Develop Content in alignment with the Editorial Calendar**
 - a. Supporting a Thriving Community (TEI Objectives 1 & 2)
 - i. Highlight Field Operations
 1. Post Tenderloin initiative Videos (JIC)
 - ii. Community Stories from Tenderloin Residents
 1. Finalize community stories by 2/14 (JIC+SFGTV)
 - b. Demonstrate Impact of Emergency Initiative (TEI Objective 4)
 - i. Highlight key metrics on social media (JIC)
 - ii. Produce in-language TEI update video by 2/18 (JIC)
 - c. Highlight Efforts to Address Substance Use Treatment
 - i. Highlight efforts to support individuals in recovery (JIC/ADP)
 - ii. Finalize communications plan for Linkage Center expansion (DPH)
- 2. Public Information Products**
 - a. Update Tenderloin Initiative Key Messages & FAQ by 2/18 (JIC)
 - b. Complete Tenderloin Care Bag by 2/14 (JIC)
 - c. Community Branded Linkage Center signage by 2/11/22 (DPH)
 - d. Update and maintain Tenderloin Initiative Website
 - i. Develop copy to support public data dashboards for new impact metrics by 2/18 (TEI Objective 5)
 - ii. Develop intake form for CBOs interested in providing services at Linkage Center
 - e. Disseminate 911 education card/handout for outreach workers/ambassadors/public by 2/18/22
- 3. Support Community Listening Sessions (JIC) (TEI Objectives 8 & 9)**
- 4. Facilitate Public Records Requests**

Tenderloin Emergency Initiative – Objectives for Operational Period 10 (2/14/22 – 2/20/22):

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 - a. 300 Ellis
 - b. 300 Hyde
 - c. 400 Eddy
 - d. 600 Eddy

e. Boeddeker Park

f. 7th and Market

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5. Create a plan to begin tracking new outcome measures in OP 11 and identify a projected schedule for a public-facing data dashboard that communicates progress on the goal areas. (DEM, CON)
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7. Begin implementation of the Tenderloin Linkage Center master project plan, including expansion and staffing transition initiatives. (DPH, HSH, HSA, ADP)
8. Continue planning process for Phase 3 (sustained operations) of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies. (DEM, MYR, CPC, community partners)
9. Expand TEI community engagement strategy to include project management of short- and long-term community priorities. (DEM, MYR, HRC)

Lim, Victor (DEM)

Lim, Victor (DEM) shared "Tenderloin Linkage Center Walkthrough Visits" with you.

January 28, 2022 at 1:39 PM PST

To: Pojman, Natalie (DPH)



Lim, Victor (DEM) shared a file with you

Natalie,

Sharing this document with you regarding walkthrough request from various elected,
department and community partners.

We have instructions to reach out to you for all the upcoming Supervisor visits, to go through
you to check if we can get DPH executive leadership to join Director MEC, either Dr.
Colfax, Dr. Bobba, or Hillary Kunnis.

I will give you telephone call. thanks!



Tenderloin Linkage Center Walkthrough Visits



This link only works for the direct recipients of this message.



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Zamora, Francis (DEM)

Draft Message to BOS for SitRep

January 18, 2022 at 9:41 AM PST

To: Carroll, Maryellen (DEM); Bechelli, Adrienne (DEM)

Cc: Hogan, Kristin (DEM); Safarzadeh, Parisa (DEM); Lim, Victor (DEM)

Mary Ellen: Below is the message you can send to the BOS when the SitRep is available. Please let me know if you would like any edits.

Today is the first day of operation of the Tenderloin Linkage Center. The Center, located at 1172 Market Street, will initially operate seven days a week from 8:00 a.m. to 8:00 p.m. and have reduced capacity due to the impacts of COVID-19 on staffing availability. The Center will expand to operate 24 hours-a-day and 7 days-a-week and have the capacity to serve 100 guests at a time. San Francisco's emergency declaration made it possible to open this life-saving resource so quickly, but it was the tireless work and commitment of community partners and City staff that made it a reality. As we progress on the Tenderloin Emergency Initiative, we must continue to work together to promote a thriving Tenderloin. Data from the Tenderloin Linkage Center will be available in next week's situation report.

Highlights from the Situation Report:

- Finalized Tenderloin Linkage Center plan and constructed the outdoor area;
- Held listening sessions with neighborhood residents to hear ongoing feedback on the progress of operations; and
- City agencies continued engagement in priority locations.

I invite you to read more about the progress of the Tenderloin Emergency Initiative at sf.gov/TenderloinInitiative.

-FZ

Roman, Marisol (DEM)

Roman, Marisol (DEM) shared "Tenderloin Linkage Center Walkthrough Visits" with you.


January 24, 2022 at 5:08 PM PST


To: Lim, Victor (DEM); Shand, Lloyd (DEM); Zamora, Francis (DEM); Hogan, Kristin (DEM)



Roman, Marisol (DEM) shared a file with you

Here's the document that Roman, Marisol (DEM) shared with you.

 Tenderloin Linkage Center Walkthrough Visits

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Lim, Victor (DEM)

Lim, Victor (DEM) shared "Tenderloin Linkage Center Walkthrough Visits" with you.

January 28, 2022 at 1:53 PM PST

To: Validzic, Ana (DPH)



Lim, Victor (DEM) shared a file with you

Here's the document that Lim, Victor (DEM) shared with you.



Tenderloin Linkage Center Walkthrough Visits



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Lim, Victor (DEM)

Lim, Victor (DEM) shared "Tenderloin Linkage Center Walkthrough Visits" with you.

February 02, 2022 at 1:30 PM PST

To: Vasilyeva, Kay (DEM)



Lim, Victor (DEM) shared a file with you

Here's the document that Lim, Victor (DEM) shared with you.



Tenderloin Linkage Center Walkthrough Visits



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Page: 1 of 11

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1 Dr. Carlton B. Goodlett Place
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San Francisco CA 94102
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Dispatch Via Email		
Business Unit: SFGOV		
Purchase Order 0000586446	Date 12-30-2021	Revision
Payment Terms N30	Freight Terms FOB DEST Freight PPD & Allowed	Ship Via COMMON
Buyer Cheng,Paul	Phone/ Email	Currency USD

Supplier: 0000026062
AIM TO PLEASE JANITORIAL
SERVICES, INC
1485 BAYSHORE BLVD # 378
SAN FRANCISCO CA 94124
UNITED STATES

Ship To: 15820
10 United Nations Plaza
San Francisco CA 94102
UNITED STATES

Attention: Not Specified **Bill To:** 1011 Turk St
San Francisco CA 94102
UNITED STATES

Tax Exempt? N **Tax Exempt ID:** **Replenishment Option:** Standard **Total PO Amount** 66,750.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
1 - 1	Janitorial Services - STANDARD RATE for City and County of San Francisco for As-Needed Emergency Covid Negative Janitorial Services.		650.00	HR	65.00	42,250.00	01/17/2022
Schedule Total						42,250.00	
Item Total						42,250.00	
2 - 1	Janitorial Services - WEEKEND OR OVERTIME RATE for City and County of San Francisco for As-Needed Emergency Covid Negative Janitorial Services.		350.00	HR	70.00	24,500.00	01/17/2022
Schedule Total						24,500.00	
Item Total						24,500.00	

Janitorial Services for Tenderloin Linkage Center located at 1170 Market Street, San Francisco, CA 94102

Start Date: 01/17/2022
PO Duration: Approx. 90 days

Scope of Work (General):
Contractor to perform the following:
- Basic trash disposal daily;
- Restroom cleaning at least once/day;
- Vacuuming/mopping multiple times/week and as-needed for spills or other issues.
- Restocking restrooms and common areas with cleaning supplies as

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Tax Exempt? N Tax Exempt ID: Replenishment Option: Standard Total PO Amount 66,750.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
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needed.
City will provide consumable toiletries for Contractor to replenish facilities. If requested, DEM will issue a separate authorized purchase order prior to replenishment.
- ALL ADDITIONAL DUTIES that City Designated Representative and Contractor agree upon.

Scope of Services and Hourly Rates shall be in accordance with contract awarded under TC 83800.

Level of service is based on City's initial estimate of 10 hours/day. Level of service and specific scope of services are subject to evaluation by City and may be adjusted by mutual agreement in writing between City and Contractor and effected through PO change order. Please coordinate with City's designated point-of-contact (see below) for specific duties and hours upon Start Date.

City's designated Point of Contact:
NAME: Kim Bowman
EMAIL: kimberley.bowman@sfgov.org
PHONE: 415-439-9171

Appendix A (FEMA Contract Requirements) is hereby incorporated into this Purchase Order by reference and attachment.

Should the terms in the below Section A-1 (Specific PO Terms) conflict with those in standard PO terms Sections A (Commercial Terms) or B (General Contract Conditions), then this Section A-1 shall take precedence.

Should any terms in PO Sections A-1 (Specific PO Terms), A (Commercial Terms) or B (General Contract Conditions) conflict with any Federal or state terms, including those in Appendix A (FEMA Contract Requirements) to this PO then such Federal or state terms shall take precedence.

SECTION A-1. SPECIFIC PO TERMS

1. Reserved (First Source Hiring Program).
2. Reserved (Food Service Waste Reduction Requirements).
3. Reserved (Slavery Era Disclosure).
4. Reserved (Tropical Hardwood and Virgin Redwood Ban).
5. Reserved (Resource Conservation).

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Page: 3 of 11

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Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	6. Reserved (Local Business Enterprise and Non-Discrimination in Contracting Ordinance).						
	7. Payment of Prevailing Wages. 7.1 Covered Services. Services to be performed by Contractor under this Agreement may involve the performance of trade work covered by the provisions of Section 6.22(e) [Prevailing Wages] of the Administrative Code or Section 21C [Miscellaneous Prevailing Wage Requirements] (collectively, "Covered Services"). The provisions of Section 6.22(e) and 21C of the Administrative Code are incorporated as provisions of this Agreement as if fully set forth herein and will apply to any Covered Services performed by Contractor and its subcontractors. 7.2 Wage Rates. The latest prevailing wage rates for private employment on public contracts as determined by the San Francisco Board of Supervisors and the Director of the California Department of Industrial Relations, as such prevailing wage rates may be changed during the term of this Agreement, are hereby incorporated as provisions of this Agreement. Copies of the prevailing wage rates as fixed and determined by the Board of Supervisors are available from the Office of Labor Standards and Enforcement ("OLSE") and on the Internet at http://www.dir.ca.gov/DLSR/PWD and http://sfgov.org/olse/prevailing-wage . Contractor agrees that it shall pay not less than the prevailing wage rates, as fixed and determined by the Board, to all workers employed by Contractor who perform Covered Services under this Agreement. 7.3 Subcontract Requirements. As required by Section 6.22(e)(5) of the Administrative Code, Contractor shall insert in every subcontract or other arrangement, which it may make for the performance of Covered Services under this Agreement, a provision that said subcontractor shall pay to all persons performing labor in connection with Covered Services under said subcontract or other arrangement not less than the highest general prevailing rate of wages as fixed and determined by the Board of Supervisors for such labor or services. 7.4 Posted Notices. As required by Section 1771.4 of the California Labor Code, Contractor shall post job site notices prescribed by the California Department of Industrial Relations ("DIR") at all job sites where services covered by Chapter 6.22 are to be performed. 7.5 Payroll Records. As required by Section 6.22(e)(6) of the Administrative Code and Section 1776 of the California Labor Code, Contractor shall keep or cause to be kept complete and accurate payroll records for all trade workers performing Covered Services. Such records shall include the name, address and social security number of each worker who provided Covered Services on the project, including apprentices, his or her classification, a general description of the services each worker performed each day, the rate of pay (including rates of contributions for, or costs assumed to provide fringe benefits), daily and weekly number of hours						

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Ship To: 15820
10 United Nations Plaza
San Francisco CA 94102
UNITED STATES

Attention: Not Specified

Bill To: 1011 Turk St
San Francisco CA 94102
UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 66,750.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	worked, deductions made and actual wages paid. Every subcontractor who shall undertake the performance of any part of Covered Services shall keep a like record of each person engaged in the execution of Covered Services under the subcontract. All such records shall at all times be available for inspection of and examination by the City and its authorized representatives and the DIR. 7.6 Certified Payrolls. Certified payrolls shall be prepared pursuant to Administrative Code Section 6.22(e)(6) and California Labor Code Section 1776 for the period involved for all employees, including those of subcontractors, who performed labor in connection with Covered Services. Contractor and each subcontractor performing Covered Services shall submit certified payrolls to the City and to the DIR electronically. Contractor shall submit payrolls to the City via the reporting system selected by the City. The DIR will specify how to submit certified payrolls to it. The City will provide basic training in the use of the reporting system at a scheduled training session. Contractor and all subcontractors that will perform Covered Services must attend the training session. Contractor and applicable subcontractors shall comply with electronic certified payroll requirements (including training) at no additional cost to the City. 7.7 Compliance Monitoring. Covered Services to be performed under this Agreement are subject to compliance monitoring and enforcement of prevailing wage requirements by the DIR and /or the OLSE. Contractor and any subcontractors performing Covered Services will cooperate fully with the DIR and/or the OLSE and other City employees and agents authorized to assist in the administration and enforcement of the prevailing wage requirements, and agrees to take the specific steps and actions as required by Section 6.22(e)(7) of the Administrative Code. Steps and actions include but are not limited to requirements that: (i) the Contractor will cooperate fully with the Labor Standards Enforcement Officer and other City employees and agents authorized to assist in the administration and enforcement of the Prevailing Wage requirements and other labor standards imposed on Public Works Contractor by the Charter and Chapter 6 of the San Francisco Administrative Code; ii) the Contractor agrees that the Labor Standards Enforcement Officer and his or her designees, in the performance of their duties, shall have the right to engage in random inspections of job sites and to have access to the employees of the Contractor, employee time sheets, inspection logs, payroll records and employee paychecks; (iii) the contractor shall maintain a sign-in and sign-out sheet showing which employees are present on the job site; (iv) the Contractor shall prominently post at each job-site a sign informing employees that the project is subject to the City's Prevailing Wage requirements and that these requirements are enforced by the Labor Standards Enforcement Officer; and (v) that the Labor Standards Enforcement Officer may audit such records of the Contractor as he or she reasonably deems necessary to determine compliance with the Prevailing Wage and other labor standards imposed by the Charter and this Chapter on						

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Page: 5 of 11

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Buyer Cheng,Paul	Phone/ Email	Currency USD

Supplier: 0000026062
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Tax Exempt? N Tax Exempt ID: Replenishment Option: Standard Total PO Amount 66,750.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	Public Works Contractors. Failure to comply with these requirements may result in penalties and forfeitures consistent with analogous provisions of the California Labor Code, including Section 1776(g), as amended from time to time. 7.8 Remedies. Should Contractor, or any subcontractor who shall undertake the performance of any Covered Services, fail or neglect to pay to the persons who perform Covered Services under this Contract, subcontract or other arrangement for the Covered Services, the general prevailing rate of wages as herein specified, Contractor shall forfeit, and in the case of any subcontractor so failing or neglecting to pay said wage, Contractor and the subcontractor shall jointly and severally forfeit, back wages due plus the penalties set forth in Administrative Code Section 6.22 (e) and/or California Labor Code Section 1775. The City, when certifying any payment which may become due under the terms of this Agreement, shall deduct from the amount that would otherwise be due on such payment the amount of said forfeiture. 8 Insurance. 8.1 Required Coverages. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages: (a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and (b) Commercial General Liability Insurance with limits not less than \$2,000,000 each occurrence for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; and (c) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable. (d) Reserved (Professional Liability Insurance). (e) Reserved (Technology Errors and Omissions Liability). (f) Reserved (Cyber and Privacy Insurance). (g) Reserved (Environmental Pollution Liability). 8.2 Commercial General Liability and Commercial Automobile Liability Insurance policies must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees. 8.3 Contractor's Commercial General Liability and Commercial Automobile Liability Insurance policies shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.						

Authorized Signature



Purchase Order

Page: 6 of 11

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
City Hall, Room 430
San Francisco CA 94102
UNITED STATES

Dispatch Via Email

Business Unit: SFGOV		
Purchase Order 0000586446	Date 12-30-2021	Revision
Payment Terms N30	Freight Terms FOB DEST Freight PPD & Allowed	Ship Via COMMON
Buyer Cheng,Paul	Phone/ Email	Currency USD

Supplier: 0000026062
AIM TO PLEASE JANITORIAL
SERVICES, INC
1485 BAYSHORE BLVD # 378
SAN FRANCISCO CA 94124
UNITED STATES

Ship To: 15820
10 United Nations Plaza
San Francisco CA 94102
UNITED STATES

Attention: Not Specified

Bill To: 1011 Turk St
San Francisco CA 94102
UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 66,750.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	8.4 All policies shall be endorsed to provide thirty (30) days' advance written notice to the City of cancellation for any reason, intended non-renewal, or reduction in coverages. Notices shall be sent to the City address set forth herein.						
	8.5 Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.						
	8.6 Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.						
	8.7 Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.						
	8.8 Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder.						
	8.9 The Workers' Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.						
	8.10 If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.						
	9. Displaced Worker Protection Act. If this contract is for more than \$25,000 and for at least a 3-month term, employees must work at least 15 hours per week. Contractors are hereby notified of the requirements to comply with the Displaced Worker Protection Act (DWPA, Article 33C of the San Francisco Police Code). The DWPA applies to any contract (services contract) to be performed with the City and County of San Francisco (City), entered into between City and any individual, proprietorship, partnership, joint venture, corporation, Limited Liability Company, trust, association or other entity with 25 or more employees. Employee for the purpose of the DWPA includes						

Authorized Signature



Purchase Order

Page: 7 of 11

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
City Hall, Room 430
San Francisco CA 94102
UNITED STATES

Dispatch Via Email		
Business Unit: SFGOV		
Purchase Order 0000586446	Date 12-30-2021	Revision
Payment Terms N30	Freight Terms FOB DEST Freight PPD & Allowed	Ship Via COMMON
Buyer Cheng,Paul	Phone/ Email	Currency USD

Supplier: 0000026062
AIM TO PLEASE JANITORIAL
SERVICES, INC
1485 BAYSHORE BLVD # 378
SAN FRANCISCO CA 94124
UNITED STATES

Ship To: 15820
10 United Nations Plaza
San Francisco CA 94102
UNITED STATES

Attention: Not Specified Bill To: 1011 Turk St
San Francisco CA 94102
UNITED STATES

Tax Exempt? N Tax Exempt ID: Replenishment Option: Standard Total PO Amount 66,750.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	any service employee of the contractor or its subcontractor(s) who works at least 15 hours per week and whose primary place of employment is in the City but does not include: 1) managerial, supervisory or confidential employees as defined by the Fair Labor Standards Act; or 2) employees who do not possess or have not maintained a required occupational license. 9.1 Transition Employment Period (a) Where the contracting City department has given notice that a service contract has been terminated or ended, or where a service contractor has given notice of such termination, upon giving or receiving such notice, as the case may be, the terminated or ending contractor shall, within ten days thereafter, provide to the successor contractor, the name, date of hire, and employment occupation classification of each employee employed at the site or sites covered by the prospective contractor at the time of contract termination (employment information). This provision shall also apply to the subcontractors of the terminated contractor. If the terminated contractor does not know the identity of the successor contractor, if any, by the time of the contract termination notice, the terminated contractor shall obtain such information from the contracting City department at such time. Where a subcontractor of a service contractor has been terminated prior to the termination of the service contract, the terminated subcontractor shall be deemed a terminated contractor for purposes of the DWPA. (b) A successor contractor shall retain, for a 90-day transition employment period, employees who have been employed by the terminated contractor or its subcontractors, if any, for the preceding eight months or longer at the site or sites covered by the contract. (c) If at any time a successor contractor determines that fewer employees are required to perform the new service contract than were required by the terminated contractor (and subcontractors, if any), the successor contractor shall retain employees by seniority within job classifications. (d) During such 90-day period, the successor contractor (or subcontractor, where applicable) shall maintain a preferential hiring list of eligible covered employees not retained by the successor contractor (or subcontractor) from which the successor contractor (or subcontractor) shall hire additional employees. (e) Except as provided in subsection C of this section, during such 90-day period, the successor contractor (or subcontractor, where applicable) shall not discharge without cause an employee retained pursuant to the DWPA. Cause for this purpose shall include, but not be limited to, the employee's conduct while in the employ of the terminated contractor or subcontractor that contributed to any decision to terminate the contract or subcontract for fraud or poor performance, excluding permissible union-related activity. (f) At the end of such 90-day period, a successor public sector						

Authorized Signature



Purchase Order

Page: 8 of 11

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
City Hall, Room 430
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UNITED STATES

Dispatch Via Email		
Business Unit: SFGOV		
Purchase Order 0000586446	Date 12-30-2021	Revision
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UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 66,750.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	contractor (or subcontractor, where applicable) shall perform a written performance evaluation for each employee retained pursuant to the DWPA. If the employee's performance during such 90-day period is satisfactory, the successor public sector contractor (or subcontractor) shall offer the employee continued employment under the terms and conditions established by the public sector successor contractor (or subcontractor) or as required by law. (g) Contractors must include a provision in all subcontracts requiring subcontractors to comply with the obligations imposed by the DWPA. 9.2 Enforcement (a) An employee who has been discharged in violation of the DWPA by a successor contractor or its subcontractor may bring an action in the Municipal Court or Superior Court of the State of California, as appropriate, against the successor contractor and, where applicable, its subcontractor, and may be awarded back pay, including the value of benefits, for each day during which the violation continues, which shall be calculated at a rate of compensation not less than the higher of: 1. The average regular rate of pay received by the employee during the last three years of the employee's employment in the same occupation classification; or 2. The final regular rate received by the employee. (b) If the employee is the prevailing party in any such legal action, the Court shall award reasonable attorney's fees and costs as part of the costs recoverable. 9.3 Successor's Prior Employees. A successor contractor or subcontractor may replace an employee retained pursuant to the DWPA with a person employed by the contractor or subcontractor continuously for eight months prior to the commencement of the successor service contract or subcontract in a capacity similar to that proposed under the successor service contract or subcontract, but only if the existing employee of the successor contractor or subcontractor would otherwise be laid off work as a result of the award of the successor contract.						

— END OF SECTION A.1 —

Total PO Amount 66,750.00

Authorized Signature

If a Contract ID is identified in this Purchase Order, the terms and conditions of that Contract establish the obligations of Contractor and City regarding this purchase and supersede the terms and conditions set forth below.

A. Commercial Terms

1. **Cash Discounts - Terms of Payment.** The discount period will start upon date of completion of delivery of all items on any Purchaser Order or other authorization certified by the City's Controller, or upon date of receipt of properly prepared invoices covering such deliveries, whichever is later. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the City's check. No additional charge shall accrue against City in the event City does not make payment within any time specified by bidder.
2. **Place of Manufacture.** No article furnished hereunder shall have been made in prison or by convict labor, except articles purchased for use by City's detention facilities.
3. **Electrical Products.** Articles and services must comply with applicable laws, ordinances and other legal requirements, including (among others) the Cal-OSHA regulations in Title 8 of the Code of Regulations and, for electrical products, Sections 110.2 and 110.3 (B) of the S.F. Electrical Code. In addition, if an electrical item has not been tested by a lab approved by City's Department of Building Inspection (DBI) or Department of Public Works (DPW), Contractor shall notify the requesting department before delivery by writing the department at the "Deliver to" address on the front of the Purchase Order. Approved testing labs are posted on Purchasing's website at <http://www.sfgov.org/oca/>. When a non-tested item is delivered, the department will request approval from DPW. If the department is unable to obtain approval, City reserves the right to cancel the transaction and return the item to Contractor, at no charge to City.
4. **Condition of Articles.** Articles offered and furnished must be new and previously unused, and of manufacturer's latest model, unless otherwise specified herein.
5. **Inspection.** All articles supplied shall be subject to inspection and acceptance or rejection by Purchasing or any department official responsible for inspection. Non-conforming or rejected goods may be subject to reasonable storage fees.
6. **F.O.B. Point.** F.O.B destination in San Francisco, freight prepaid and allowed, unless otherwise specified.
7. **Failure to Deliver.** If Contractor fails to deliver an article and/or service of the quality, in the manner or within the time called for by this contract, such article and/or service may be bought from any source by Purchasing and if a greater price than the contract price be paid, the excess price will be charged to and collected from Contractor or sureties on its bond if bond has been required; or, the City may terminate the contract for default; or, the City may return deliveries already made and receive a refund.
8. **Material Safety Data Sheets.** Where required by law, contractor will include Material Safety Data Sheets (MSDSs) with delivery for applicable items. Failure to include the MSDSs for such items will constitute a material breach of contract and may result in refusal to accept delivery.
9. **Taxes.** City is exempt from federal taxes except on articles for resale. Contractor will enter state and local sales or use tax, and excise tax if applicable, on invoices.

B. General Contract Conditions

10. **Budget and Fiscal Provisions.** This contract is subject to the budget and fiscal provisions of the City's Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This section controls against any and all other provisions of this contract.
11. **Guaranteed Maximum Costs.** The City's payment obligation to Contractor cannot at any time exceed the amount certified by the Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City's Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Purchase Order in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Contractor and City having modified this Purchase Order as authorized by amendment and approved as required by law. The Controller is not authorized to make payments on any contract for which funds have not been certified as available in the budget or by supplemental appropriation.
12. **Submitting False Claims; Monetary Penalties.** Pursuant to San Francisco Administrative Code §21.35, any contractor, subcontractor or consultant who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. A contractor, subcontractor or consultant will be deemed to have submitted a false claim to the City if the contractor, subcontractor or consultant: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.
13. **Hold Harmless and Indemnification.** Contractor shall indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any and all claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) arising from or in any way connected with any: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, state, or federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor's execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors; so long as such injury, violation, loss, or strict liability (as set forth in subsections (i) - (v) above) arises directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City. In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter. Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons arising directly or indirectly from the receipt by City, or any of its officers or agents, of articles or services to be supplied in the performance of this Agreement.
14. **Liability of City.** CITY'S PAYMENT OBLIGATIONS UNDER THE AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED UNDER THIS CONTRACT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT.
15. **Termination and Termination for Convenience.** In the event Contractor fails to perform any of its obligations under this contract, in addition to any other remedies available to City, this contract may be terminated and all of Contractor's rights hereunder ended. Termination will be effective after ten days' written notice to Contractor. No new work will be undertaken, and no new deliveries will be made, after the date of receipt of any notice of termination, or five days after the date of the notice, whichever is earlier. In the event of such termination, Contractor will be paid for those services performed, or deliveries made, under this contract to the satisfaction of the City, up to the date of termination. However, City may offset from any such amounts due Contractor any liquidated damages or other costs City has or will incur due to Contractor's nonperformance. Any such offset by City will not constitute a waiver of any other remedies City may have against Contractor for financial injury or otherwise. City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective. In the event of such termination, Contractor will be paid for those services performed, or deliveries made, pursuant to this contract, to the satisfaction of the City up to the date of termination. In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City. Such non-recoverable costs include, but are not limited to, anticipated profits on this contract, post-termination employee salaries, post-termination administrative expenses, or any other cost which is not reasonable or authorized under this section. This section shall not prevent Contractor from recovering costs necessarily incurred in discontinuing further work, or canceling further deliveries, under the contract after receipt of the termination notice.
16. **Nondisclosure of Private, Proprietary or Confidential Information.** If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and

Authorized Signature

only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M. In the performance of Services, Contractor may have access to City's proprietary or confidential information, the disclosure of which to third parties may damage City. If City discloses proprietary or confidential information to Contractor, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or confidential information.

17. Consideration of Criminal History in Hiring and Employment Decisions.

a. Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, "City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions," of the San Francisco Administrative Code ("Chapter 12T"), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at <http://sfgov.org/olse/fco>. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

b. The requirements of Chapter 12T shall only apply to a Contractor's or Subcontractor's operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

18. Local Business Enterprise and Non-Discrimination in Contracting Ordinance. Contractor shall comply with all the requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance"). Contractor is subject to the enforcement and penalty provisions in Chapter 14B.

19. Nondiscrimination Requirements.

a. **Non Discrimination in Contracts.** Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.

b. **Nondiscrimination in the Provision of Employee Benefits.** San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.

20. MacBride Principles/Northern Ireland. The provisions of San Francisco Administrative Code §12F are incorporated herein by this reference and made part of this Agreement. By accepting this Agreement, Contractor confirms that Contractor has read and understood that the City urges companies doing business in Northern Ireland to resolve employment inequities and to abide by the MacBride Principles, and urges San Francisco companies to do business with corporations that abide by the MacBride Principles.

21. Tropical Hardwood and Virgin Redwood Ban. Pursuant to San Francisco Environment Code Section 804(b), the City urges Contractor not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood or virgin redwood wood product. Contractor shall comply with San Francisco Environment Code Chapter 8, which provides that except as expressly permitted by the application of Sections 802(b) and 803(b) of the San Francisco Environment Code, Contractor shall not provide any items to the City in performance of this contract which are tropical hardwoods, tropical hardwood wood products, virgin redwood or virgin redwood wood products. Contractor is subject to the penalty and enforcement provisions of Chapter 8.

22. Resource Conservation. Contractor agrees to comply fully with the provisions of Chapter 5 of the San Francisco Environment Code ("Resource Conservation"), as amended from time to time. Said provisions are incorporated herein by reference.

23. Alcohol and Drug-Free Workplace Policy. City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City's ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.

24. Compliance with Americans with Disabilities Act. Contractor acknowledges that, pursuant to the Americans with Disabilities Act (ADA), programs, services and other activities provided by a public entity to the public, whether directly or through a contractor, must be accessible to the disabled public. Contractor shall provide the Services in a manner that complies with the Americans with Disabilities Act (ADA), including but not limited to Title II's program access requirements, and all other applicable federal, state and local disability rights legislation.

25. Sunshine Ordinance. Contractor acknowledges that this Agreement and all records related to its formation, Contractor's performance under this Agreement, and City's payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such records are subject to public inspection and copying unless exempt from disclosure under federal, state or local law.

26. Limitations on Contributions. By executing this Agreement, Contractor acknowledges that it is familiar with section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, or for a grant, loan or loan guarantee, from making any campaign contribution to (1) an individual holding a City elective office if the contract must be approved by the individual, a board on which that individual serves, or the board of a state agency on which an appointee of that individual serves, (2) a candidate for the office held by such individual, or (3) a committee controlled by such individual, at any time from the commencement of negotiations for the contract until the later of either the termination of negotiations for such contract or six months after the date the contract is approved. The prohibition on contributions applies to each prospective party to the contract, each member of Contractor's board of directors, Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer, any person with an ownership interest of more than 20 percent in Contractor, any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor must inform each such person of the limitation on contributions imposed by Section 1.126 and provide the names of the persons required to be informed to City.

27. Minimum Compensation Ordinance ("MCO") – Service Contracts only. Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P. Contractor is subject to the enforcement and penalty provisions in Chapter 12P. By signing and executing this Agreement, Contractor certifies that it is in compliance with Chapter 12P.

28. Health Care Accountability Ordinance (HCAO) [Service contracts including agreements between a Tenant or Subtenant lasting 1 year or more only]. Contractor shall comply with San Francisco Administrative Code Chapter 12Q. Contractor shall choose and perform one of the Health Care Accountability options set forth in San Francisco Administrative Code Chapter 12Q.3. Contractor is subject to the enforcement and penalty provisions in Chapter 12Q.

29. First Source Hiring Program [if contract is greater than \$50,000 and if Contractor has an office in Alameda, San Francisco or San Mateo counties] Contractor must comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code, that apply to this Agreement, and Contractor is subject to the enforcement and penalty provisions in Chapter 83.

30. Prohibition on Use of Public Funds for Political Activity. In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.

31. Preservative-Treated Wood Products. Contractor shall comply with the provisions of San Francisco Environment Code Chapter 13, which requires that each Contractor purchasing preservative-treated wood products on behalf of the City, shall only purchase such products from the list of alternatives adopted by the Department of the Environment pursuant to Section 1302 of Chapter 13, unless otherwise granted an exemption by the terms of that Chapter.

32. Use of City Opinion. Contractor shall not quote, paraphrase, or otherwise refer to or use any opinion of City, its officers or agents, regarding Contractor or Contractor's performance.

Authorized Signature

under this contract without prior written permission of Purchasing.

33. Contract Interpretation; Choice of Law/Venue; Assignment. Should any questions arise as to the meaning and intent of the contract, the matter shall be referred to Purchasing, who shall decide the true meaning and intent of the contract. The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco. This Agreement may be assigned only with the written approval of Purchasing by written instrument executed and approved in the same manner as this Agreement.

34. Proposal, Quotation and Attachments. This contract incorporates by reference the provisions of any related bid request issued by City, any bid submitted by contractor, or both. This contract incorporates by reference the provision of any attachments.

35. Provisions Controlling. Contractor agrees that in the event of conflicting language between this contract and Contractor's printed form, the provisions of this contract shall take precedence. This section shall supersede any language in the contractor's terms and conditions attempting to nullify City terms and conditions or to resolve language conflicts in favor of the contractor's terms and conditions.

36. Food Service Waste Reduction Requirements. Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.

37. Slavery Era Disclosure. [This paragraph applies if this contract is for financial services, insurance, or textiles.] Contractor shall comply with San Francisco Administrative Code Chapter 12Y, San Francisco Slavery Era Disclosure Ordinance, including but not limited to Contractor's affirmative duty to research and disclose evidence of Contractor, its parent or subsidiary entity, or its Predecessor Company's Participation in the Slave Trade or receipt of Profits from the Slave Trade. Contractor is subject to the enforcement and penalty provisions in Chapter 12Y.

38. Sugar-Sweetened Beverage Prohibition. Contractor agrees that it will not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 10I, as part of its performance of this Agreement.

Authorized Signature



Purchase Order

Page: 1 of 11

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
City Hall, Room 430
San Francisco CA 94102
UNITED STATES

Dispatch Via Email		
Business Unit: SFGOV		
Purchase Order 0000587102	Date 01-03-2022	Revision
Payment Terms N30	Freight Terms FOB DEST Freight PPD & Allowed	Ship Via COMMON
Buyer Cheng,Paul	Phone/ Email	Currency USD

Supplier: 0000045689
ABA Protection Inc
318334 Castaic Rd
Castaic CA 91384
UNITED STATES

Ship To: 15820
10 United Nations Plaza
San Francisco CA 94102
UNITED STATES

Attention: Not Specified

Bill To: 1011 Turk St
San Francisco CA 94102
UNITED STATES

Tax Exempt? N Tax Exempt ID: Replenishment Option: Standard Total PO Amount 204,120.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
1 - 1	Patrol Without Vehicle - Unarmed Straight Time Hourly Rate and Holidays/Weekends		6480.0 0	HR	31.50	204,120.00	01/10/2022

Schedule Total 204,120.00

Item Total 204,120.00

Unarmed Security Guard Services for Tenderloin Linkage Center located at
1170 Market Street, San Francisco, CA 94102

Start Date: 01/10/2022
PO Duration: Approx. 90 days

Scope of Work (General):

- 24/7 security
- One (1) fixed post at entrance; additional 1-2 guards to provide roving security services inside and outside.
- Roving inside building and outside/building perimeter.
- Outside and Perimeter of facility: Ensure no loitering or illegal activity is taking place.
- Inside facility: Provide general security presence and support site staff with de-escalation of violence or other erratic behavior as necessary.
- Call for backup from SFPD and/or SF Sheriff when necessary. Coordinate with SFPD/Sheriff for their passing calls.
- ALL ADDITIONAL DUTIES that City Designated Representative and Contractor agree upon.

Scope of Services and Hourly Rates shall be in accordance with contract awarded under TC 85800.

Level of service and specific scope of services are subject to evaluation by City and may be adjusted by mutual agreement in writing between City and Contractor and effected through PO change order. Please coordinate with City's designated point-of-contact (see below) for specific duties and hours upon Start Date.

City's designated Point of Contact:
NAME: Kim Bowman
EMAIL: kimberley.bowman@sfgov.org

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Purchase Order

Page: 2 of 11

SAN FRANCISCO CITY COUNTY

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UNITED STATES

Tax Exempt? N **Tax Exempt ID:** **Replenishment Option:** Standard **Total PO Amount** 204,120.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
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PHONE: 415-439-9171

Appendix A (FEMA Contract Requirements) is hereby incorporated into this Purchase Order by reference and attachment.

Should the terms in the below Section A-1 (Specific PO Terms) conflict with those in standard PO terms Sections A (Commercial Terms) or B (General Contract Conditions), then this Section A-1 shall take precedence.

Should any terms in PO Sections A-1 (Specific PO Terms), A (Commercial Terms) or B (General Contract Conditions) conflict with any Federal or state terms, including those in Appendix A (FEMA Contract Requirements) to this PO then such Federal or state terms shall take precedence.

SECTION A-1. SPECIFIC PO TERMS

1. Reserved (First Source Hiring Program).
2. Reserved (Food Service Waste Reduction Requirements).
3. Reserved (Sugar-Sweetened Beverage Prohibition).
4. Reserved (Slavery Era Disclosure).
5. Reserved (Tropical Hardwood and Virgin Redwood Ban).
6. Reserved (Resource Conservation).
7. Reserved (Local Business Enterprise and Non-Discrimination in Contracting Ordinance).

8. Payment of Prevailing Wages.

8.1 Covered Services. Services to be performed by Contractor under this Agreement may involve the performance of trade work covered by the provisions of Section 6.22(e) [Prevailing Wages] of the Administrative Code or Section 21C [Miscellaneous Prevailing Wage Requirements] (collectively, "Covered Services"). The provisions of Section 6.22(e) and 21C of the Administrative Code are incorporated as provisions of this Agreement as if fully set forth herein and will apply to any Covered Services performed by Contractor and its subcontractors.

8.2 Wage Rates. The latest prevailing wage rates for private employment on public contracts as determined by the San Francisco Board of Supervisors and the Director of the California Department of Industrial Relations, as such prevailing wage rates may be changed during the term of this Agreement, are hereby incorporated as provisions of this Agreement. Copies of the prevailing wage rates as fixed and determined by the Board of Supervisors are available from the Office of Labor Standards and Enforcement ("OLSE") and on the Internet at <http://www.dir.ca>.

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Purchase Order

Page: 3 of 11

SAN FRANCISCO CITY COUNTY

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Buyer Cheng,Paul	Phone/ Email	Currency USD

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UNITED STATES

Attention: Not Specified

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UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 204,120.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	<p>gov/DLSR/PWD and http://sfgov.org/olse/prevaling-wage. Contractor agrees that it shall pay not less than the prevailing wage rates, as fixed and determined by the Board, to all workers employed by Contractor who perform Covered Services under this Agreement.</p> <p>8.3 Subcontract Requirements. As required by Section 6.22(e)(5) of the Administrative Code, Contractor shall insert in every subcontract or other arrangement, which it may make for the performance of Covered Services under this Agreement, a provision that said subcontractor shall pay to all persons performing labor in connection with Covered Services under said subcontract or other arrangement not less than the highest general prevailing rate of wages as fixed and determined by the Board of Supervisors for such labor or services.</p> <p>8.4 Posted Notices. As required by Section 1771.4 of the California Labor Code, Contractor shall post job site notices prescribed by the California Department of Industrial Relations ("DIR") at all job sites where services covered by Chapter 6.22 are to be performed.</p> <p>8.5 Payroll Records. As required by Section 6.22(e)(6) of the Administrative Code and Section 1776 of the California Labor Code, Contractor shall keep or cause to be kept complete and accurate payroll records for all trade workers performing Covered Services. Such records shall include the name, address and social security number of each worker who provided Covered Services on the project, including apprentices, his or her classification, a general description of the services each worker performed each day, the rate of pay (including rates of contributions for, or costs assumed to provide fringe benefits), daily and weekly number of hours worked, deductions made and actual wages paid. Every subcontractor who shall undertake the performance of any part of Covered Services shall keep a like record of each person engaged in the execution of Covered Services under the subcontract. All such records shall at all times be available for inspection of and examination by the City and its authorized representatives and the DIR.</p> <p>8.6 Certified Payrolls. Certified payrolls shall be prepared pursuant to Administrative Code Section 6.22(e)(6) and California Labor Code Section 1776 for the period involved for all employees, including those of subcontractors, who performed labor in connection with Covered Services. Contractor and each subcontractor performing Covered Services shall submit certified payrolls to the City and to the DIR electronically. Contractor shall submit payrolls to the City via the reporting system selected by the City. The DIR will specify how to submit certified payrolls to it. The City will provide basic training in the use of the reporting system at a scheduled training session. Contractor and all subcontractors that will perform Covered Services must attend the training session. Contractor and applicable subcontractors shall comply with electronic certified payroll requirements (including training) at no additional cost to the City.</p> <p>8.7 Compliance Monitoring. Covered Services to be performed under this Agreement are subject to compliance monitoring and enforcement of</p>						

Authorized Signature



Purchase Order

Page: 4 of 11

SAN FRANCISCO CITY COUNTY

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Dispatch Via Email		
Business Unit: SFGOV		
Purchase Order	Date	Revision
0000587102	01-03-2022	
Payment Terms	Freight Terms	Ship Via
N30	FOB DEST Freight PPD & Allowed	COMMON
Buyer	Phone/ Email	Currency
Cheng,Paul		USD

Supplier: 0000045689
ABA Protection Inc
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Castaic CA 91384
UNITED STATES

Ship To: 15820
10 United Nations Plaza
San Francisco CA 94102
UNITED STATES

Attention: Not Specified Bill To: 1011 Turk St
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UNITED STATES

Tax Exempt? N Tax Exempt ID: Replenishment Option: Standard Total PO Amount 204,120.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
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prevailing wage requirements by the DIR and /or the OLSE. Contractor and any subcontractors performing Covered Services will cooperate fully with the DIR and/or the OLSE and other City employees and agents authorized to assist in the administration and enforcement of the prevailing wage requirements, and agrees to take the specific steps and actions as required by Section 6.22(e)(7) of the Administrative Code. Steps and actions include but are not limited to requirements that: (i) the Contractor will cooperate fully with the Labor Standards Enforcement Officer and other City employees and agents authorized to assist in the administration and enforcement of the Prevailing Wage requirements and other labor standards imposed on Public Works Contractor by the Charter and Chapter 6 of the San Francisco Administrative Code; ii) the Contractor agrees that the Labor Standards Enforcement Officer and his or her designees, in the performance of their duties, shall have the right to engage in random inspections of job sites and to have access to the employees of the Contractor, employee time sheets, inspection logs, payroll records and employee paychecks; (iii) the contractor shall maintain a sign-in and sign-out sheet showing which employees are present on the job site; (iv) the Contractor shall prominently post at each job-site a sign informing employees that the project is subject to the City's Prevailing Wage requirements and that these requirements are enforced by the Labor Standards Enforcement Officer; and (v) that the Labor Standards Enforcement Officer may audit such records of the Contractor as he or she reasonably deems necessary to determine compliance with the Prevailing Wage and other labor standards imposed by the Charter and this Chapter on Public Works Contractors. Failure to comply with these requirements may result in penalties and forfeitures consistent with analogous provisions of the California Labor Code, including Section 1776(g), as amended from time to time.

8.8 Remedies. Should Contractor, or any subcontractor who shall undertake the performance of any Covered Services, fail or neglect to pay to the persons who perform Covered Services under this Contract, subcontract or other arrangement for the Covered Services, the general prevailing rate of wages as herein specified, Contractor shall forfeit, and in the case of any subcontractor so failing or neglecting to pay said wage, Contractor and the subcontractor shall jointly and severally forfeit, back wages due plus the penalties set forth in Administrative Code Section 6.22 (e) and/or California Labor Code Section 1775. The City, when certifying any payment which may become due under the terms of this Agreement, shall deduct from the amount that would otherwise be due on such payment the amount of said forfeiture.

9. Insurance.

9.1 Required Coverages. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

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Purchase Order

Page: 5 of 11

SAN FRANCISCO CITY COUNTY

1 Dr. Carlton B. Goodlett Place
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Payment Terms N30	Freight Terms FOB DEST Freight PPD & Allowed	Ship Via COMMON
Buyer Cheng,Paul	Phone/ Email	Currency USD

Supplier: 0000045689
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Castaic CA 91384
UNITED STATES

Ship To: 15820
10 United Nations Plaza
San Francisco CA 94102
UNITED STATES

Attention: Not Specified

Bill To: 1011 Turk St
San Francisco CA 94102
UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 204,120.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	(a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and (b) Commercial General Liability Insurance with limits not less than \$5,000,000 each occurrence for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage. (c) Commercial Automobile Liability Insurance with limits not less than \$2,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable. (d) Reserved (Professional Liability Insurance). (e) Reserved (Technology Errors and Omissions Liability) (f) Reserved (Cyber and Privacy Insurance). (g) Reserved (Environmental Pollution Liability Insurance). 9.2 Commercial General Liability and Commercial Automobile Liability Insurance policies must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees. 9.3 Contractor's Commercial General Liability and Commercial Automobile Liability Insurance policies shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought. 9.4 All policies shall be endorsed to provide thirty (30) days' advance written notice to the City of cancellation for any reason, intended non-renewal, or reduction in coverages. Notices shall be sent to the City address set forth herein. 9.5 Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies. 9.6 Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above. 9.7 Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance. 9.8 Before commencing any Services, Contractor shall furnish to City						

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Purchase Order

Page: 6 of 11

SAN FRANCISCO CITY COUNTY

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Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
	certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder. 9.9 The Workers' Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors. 9.10 If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds. 10. Displaced Worker Protection Act. If this contract is for more than \$25,000 and for at least a 3-month term, employees must work at least 15 hours per week. Contractors are hereby notified of the requirements to comply with the Displaced Worker Protection Act (DWPA, Article 33C of the San Francisco Police Code). The DWPA applies to any contract (services contract) to be performed with the City and County of San Francisco (City), entered into between City and any individual, proprietorship, partnership, joint venture, corporation, Limited Liability Company, trust, association or other entity with 25 or more employees. Employee for the purpose of the DWPA includes any service employee of the contractor or its subcontractor(s) who works at least 15 hours per week and whose primary place of employment is in the City but does not include: 1) managerial, supervisory or confidential employees as defined by the Fair Labor Standards Act; or 2) employees who do not possess or have not maintained a required occupational license. 10.1 Transition Employment Period (a) Where the contracting City department has given notice that a service contract has been terminated or ended, or where a service contractor has given notice of such termination, upon giving or receiving such notice, as the case may be, the terminated or ending contractor shall, within ten days thereafter, provide to the successor contractor, the name, date of hire, and employment occupation classification of each employee employed at the site or sites covered by the prospective contractor at the time of contract termination (employment information). This provision shall also apply to the subcontractors of the terminated contractor. If the terminated contractor does not know the identity of the successor contractor, if any, by the time of the contract termination notice, the terminated contractor shall obtain such information from the contracting City department at such time. Where a subcontractor of a service contractor has been terminated prior to the termination of the service contract, the terminated subcontractor shall be deemed a terminated contractor for purposes of the DWPA. (b) A successor contractor shall retain, for a 90-day transition employment period, employees who have been employed by the terminated						

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Purchase Order

Page: 7 of 11

SAN FRANCISCO CITY COUNTY

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UNITED STATES

Tax Exempt? N

Tax Exempt ID:

Replenishment Option: Standard

Total PO Amount 204,120.00

Line-Sched	Item/Description	MFG	Quantity	UOM	PO Price	Extended Amt	Due Date
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contractor or its subcontractors, if any, for the preceding eight months or longer at the site or sites covered by the contract.

(c) If at any time a successor contractor determines that fewer employees are required to perform the new service contract than were required by the terminated contractor (and subcontractors, if any), the successor contractor shall retain employees by seniority within job classifications.

(d) During such 90-day period, the successor contractor (or subcontractor, where applicable) shall maintain a preferential hiring list of eligible covered employees not retained by the successor contractor (or subcontractor) from which the successor contractor (or subcontractor) shall hire additional employees.

(e) Except as provided in subsection C of this section, during such 90-day period, the successor contractor (or subcontractor, where applicable) shall not discharge without cause an employee retained pursuant to the DWPA. Cause for this purpose shall include, but not be limited to, the employee's conduct while in the employ of the terminated contractor or subcontractor that contributed to any decision to terminate the contract or subcontract for fraud or poor performance, excluding permissible union-related activity.

(f) At the end of such 90-day period, a successor public sector contractor (or subcontractor, where applicable) shall perform a written performance evaluation for each employee retained pursuant to the DWPA. If the employee's performance during such 90-day period is satisfactory, the successor public sector contractor (or subcontractor) shall offer the employee continued employment under the terms and conditions established by the public sector successor contractor (or subcontractor) or as required by law.

(g) Contractors must include a provision in all subcontracts requiring subcontractors to comply with the obligations imposed by the DWPA.

10.2 Enforcement

(a) An employee who has been discharged in violation of the DWPA by a successor contractor or its subcontractor may bring an action in the Municipal Court or Superior Court of the State of California, as appropriate, against the successor contractor and, where applicable, its subcontractor, and may be awarded back pay, including the value of benefits, for each day during which the violation continues, which shall be calculated at a rate of compensation not less than the higher of:

1. The average regular rate of pay received by the employee during the last three years of the employee's employment in the same occupation classification; or

2. The final regular rate received by the employee.

(b) If the employee is the prevailing party in any such legal action, the Court shall award reasonable attorney's fees and costs as part of the costs recoverable.

10.3 Successor's Prior Employees. A successor contractor or

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Purchase Order

Page: 8 of 11

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	subcontractor may replace an employee retained pursuant to the DWPA with a person employed by the contractor or subcontractor continuously for eight months prior to the commencement of the successor service contract or subcontract in a capacity similar to that proposed under the successor service contract or subcontract, but only if the existing employee of the successor contractor or subcontractor would otherwise be laid off work as a result of the award of the successor contract.						

--- END OF SECTION A.1 ---

Total PO Amount 204,120.00

Authorized Signature

If a Contract ID is identified in this Purchase Order, the terms and conditions of that Contract establish the obligations of Contractor and City regarding this purchase and supersede the terms and conditions set forth below.

A. Commercial Terms

1. **Cash Discounts - Terms of Payment.** The discount period will start upon date of completion of delivery of all items on any Purchaser Order or other authorization certified by the City's Controller, or upon date of receipt of properly prepared invoices covering such deliveries, whichever is later. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the City's check. No additional charge shall accrue against City in the event City does not make payment within any time specified by bidder.
2. **Place of Manufacture.** No article furnished hereunder shall have been made in prison or by convict labor, except articles purchased for use by City's detention facilities.
3. **Electrical Products.** Articles and services must comply with applicable laws, ordinances and other legal requirements, including (among others) the Cal-OSHA regulations in Title 8 of the Code of Regulations and, for electrical products, Sections 110.2 and 110.3 (B) of the S.F. Electrical Code. In addition, if an electrical item has not been tested by a lab approved by City's Department of Building Inspection (DBI) or Department of Public Works (DPW), Contractor shall notify the requesting department before delivery by writing the department at the "Deliver to" address on the front of the Purchase Order. Approved testing labs are posted on Purchasing's website at <http://www.sfgov.org/oca/>. When a non-tested item is delivered, the department will request approval from DPW. If the department is unable to obtain approval, City reserves the right to cancel the transaction and return the item to Contractor, at no charge to City.
4. **Condition of Articles.** Articles offered and furnished must be new and previously unused, and of manufacturer's latest model, unless otherwise specified herein.
5. **Inspection.** All articles supplied shall be subject to inspection and acceptance or rejection by Purchasing or any department official responsible for inspection. Non-conforming or rejected goods may be subject to reasonable storage fees.
6. **F.O.B. Point.** F.O.B destination in San Francisco, freight prepaid and allowed, unless otherwise specified.
7. **Failure to Deliver.** If Contractor fails to deliver an article and/or service of the quality, in the manner or within the time called for by this contract, such article and/or service may be bought from any source by Purchasing and if a greater price than the contract price be paid, the excess price will be charged to and collected from Contractor or sureties on its bond if bond has been required; or, the City may terminate the contract for default; or, the City may return deliveries already made and receive a refund.
8. **Material Safety Data Sheets.** Where required by law, contractor will include Material Safety Data Sheets (MSDSs) with delivery for applicable items. Failure to include the MSDSs for such items will constitute a material breach of contract and may result in refusal to accept delivery.
9. **Taxes.** City is exempt from federal taxes except on articles for resale. Contractor will enter state and local sales or use tax, and excise tax if applicable, on invoices.

B. General Contract Conditions

10. **Budget and Fiscal Provisions.** This contract is subject to the budget and fiscal provisions of the City's Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This section controls against any and all other provisions of this contract.
11. **Guaranteed Maximum Costs.** The City's payment obligation to Contractor cannot at any time exceed the amount certified by the Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City's Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Purchase Order in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Contractor and City having modified this Purchase Order as authorized by amendment and approved as required by law. The Controller is not authorized to make payments on any contract for which funds have not been certified as available in the budget or by supplemental appropriation.
12. **Submitting False Claims; Monetary Penalties.** Pursuant to San Francisco Administrative Code §21.35, any contractor, subcontractor or consultant who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. A contractor, subcontractor or consultant will be deemed to have submitted a false claim to the City if the contractor, subcontractor or consultant: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.
13. **Hold Harmless and Indemnification.** Contractor shall indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any and all claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) arising from or in any way connected with any: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, state, or federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor's execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors, so long as such injury, violation, loss, or strict liability (as set forth in subsections (i) - (v) above) arises directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City. In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter. Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons arising directly or indirectly from the receipt by City, or any of its officers or agents, of articles or services to be supplied in the performance of this Agreement.
14. **Liability of City.** CITY'S PAYMENT OBLIGATIONS UNDER THE AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED UNDER THIS CONTRACT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT.
15. **Termination and Termination for Convenience.** In the event Contractor fails to perform any of its obligations under this contract, in addition to any other remedies available to City, this contract may be terminated and all of Contractor's rights hereunder ended. Termination will be effective after ten days' written notice to Contractor. No new work will be undertaken, and no new deliveries will be made, after the date of receipt of any notice of termination, or five days after the date of the notice, whichever is earlier. In the event of such termination, Contractor will be paid for those services performed, or deliveries made, under this contract to the satisfaction of the City, up to the date of termination. However, City may offset from any such amounts due Contractor any liquidated damages or other costs City has or will incur due to Contractor's nonperformance. Any such offset by City will not constitute a waiver of any other remedies City may have against Contractor for financial injury or otherwise. City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective. In the event of such termination, Contractor will be paid for those services performed, or deliveries made, pursuant to this contract, to the satisfaction of the City up to the date of termination. In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City. Such non-recoverable costs include, but are not limited to, anticipated profits on this contract, post-termination employee salaries, post-termination administrative expenses, or any other cost which is not reasonable or authorized under this section. This section shall not prevent Contractor from recovering costs necessarily incurred in discontinuing further work, or canceling further deliveries, under the contract after receipt of the termination notice.
16. **Nondisclosure of Private, Proprietary or Confidential Information.** If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and

Authorized Signature

only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M. In the performance of Services, Contractor may have access to City's proprietary or confidential information, the disclosure of which to third parties may damage City. If City discloses proprietary or confidential information to Contractor, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or confidential information.

17. Consideration of Criminal History in Hiring and Employment Decisions.

a. Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, "City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions," of the San Francisco Administrative Code ("Chapter 12T"), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at <http://sfgov.org/ols/cco>. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

b. The requirements of Chapter 12T shall only apply to a Contractor's or Subcontractor's operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

18. Local Business Enterprise and Non-Discrimination in Contracting Ordinance. Contractor, shall comply with all the requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance"). Contractor is subject to the enforcement and penalty provisions in Chapter 14B.

19. Nondiscrimination Requirements.

a. **Non Discrimination in Contracts.** Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.

b. **Nondiscrimination in the Provision of Employee Benefits.** San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.

20. MacBride Principles/Northern Ireland. The provisions of San Francisco Administrative Code §12F are incorporated herein by this reference and made part of this Agreement. By accepting this Agreement, Contractor confirms that Contractor has read and understood that the City urges companies doing business in Northern Ireland to resolve employment inequities and to abide by the MacBride Principles, and urges San Francisco companies to do business with corporations that abide by the MacBride Principles.

21. Tropical Hardwood and Virgin Redwood Ban. Pursuant to San Francisco Environment Code Section 804(b), the City urges Contractor not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood or virgin redwood wood product. Contractor shall comply with San Francisco Environment Code Chapter 8, which provides that except as expressly permitted by the application of Sections 802(b) and 803(b) of the San Francisco Environment Code, Contractor shall not provide any items to the City in performance of this contract which are tropical hardwoods, tropical hardwood wood products, virgin redwood or virgin redwood wood products. Contractor is subject to the penalty and enforcement provisions of Chapter 8.

22. Resource Conservation. Contractor agrees to comply fully with the provisions of Chapter 5 of the San Francisco Environment Code ("Resource Conservation"), as amended from time to time. Said provisions are incorporated herein by reference.

23. Alcohol and Drug-Free Workplace Policy. City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City's ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.

24. Compliance with Americans with Disabilities Act. Contractor acknowledges that, pursuant to the Americans with Disabilities Act (ADA), programs, services and other activities provided by a public entity to the public, whether directly or through a contractor, must be accessible to the disabled public. Contractor shall provide the Services in a manner that complies with the Americans with Disabilities Act (ADA), including but not limited to Title II's program access requirements, and all other applicable federal, state and local disability rights legislation.

25. Sunshine Ordinance. Contractor acknowledges that this Agreement and all records related to its formation, Contractor's performance under this Agreement, and City's payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such records are subject to public inspection and copying unless exempt from disclosure under federal, state or local law.

26. Limitations on Contributions. By executing this Agreement, Contractor acknowledges that it is familiar with section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, or for a grant, loan or loan guarantee, from making any campaign contribution to (1) an individual holding a City elective office if the contract must be approved by the individual, a board on which that individual serves, or the board of a state agency on which an appointee of that individual serves, (2) a candidate for the office held by such individual, or (3) a committee controlled by such individual, at any time from the commencement of negotiations for the contract until the later of either the termination of negotiations for such contract or six months after the date the contract is approved. The prohibition on contributions applies to each prospective party to the contract; each member of Contractor's board of directors; Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 20 percent in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor must inform each such person of the limitation on contributions imposed by Section 1.126 and provide the names of the persons required to be informed to City.

27. Minimum Compensation Ordinance ("MCO") -- Service Contracts only. Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P. Contractor is subject to the enforcement and penalty provisions in Chapter 12P. By signing and executing this Agreement, Contractor certifies that it is in compliance with Chapter 12P.

28. Health Care Accountability Ordinance (HCAO) [Service contracts including agreements between a Tenant or Subtenant lasting 1 year or more only]. Contractor shall comply with San Francisco Administrative Code Chapter 12Q. Contractor shall choose and perform one of the Health Care Accountability options set forth in San Francisco Administrative Code Chapter 12Q.3. Contractor is subject to the enforcement and penalty provisions in Chapter 12Q.

29. First Source Hiring Program [if contract is greater than \$50,000 and if Contractor has an office in Alameda, San Francisco or San Mateo counties] Contractor must comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code, that apply to this Agreement, and Contractor is subject to the enforcement and penalty provisions in Chapter 83.

30. Prohibition on Use of Public Funds for Political Activity. In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.

31. Preservative-Treated Wood Products. Contractor shall comply with the provisions of San Francisco Environment Code Chapter 13, which requires that each Contractor purchasing preservative-treated wood products on behalf of the City, shall only purchase such products from the list of alternatives adopted by the Department of the Environment pursuant to Section 1302 of Chapter 13, unless otherwise granted an exemption by the terms of that Chapter.

32. Use of City Opinion. Contractor shall not quote, paraphrase, or otherwise refer to or use any opinion of City, its officers or agents, regarding Contractor or Contractor's performance

Authorized Signature

under this contract without prior written permission of Purchasing.

33. Contract Interpretation; Choice of Law/Venue; Assignment. Should any questions arise as to the meaning and intent of the contract, the matter shall be referred to Purchasing, who shall decide the true meaning and intent of the contract. The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco. This Agreement may be assigned only with the written approval of Purchasing by written instrument executed and approved in the same manner as this Agreement.

34. Proposal, Quotation and Attachments. This contract incorporates by reference the provisions of any related bid request issued by City, any bid submitted by contractor, or both. This contract incorporates by reference the provision of any attachments.

35. Provisions Controlling. Contractor agrees that in the event of conflicting language between this contract and Contractor's printed form, the provisions of this contract shall take precedence. This section shall supersede any language in the contractor's terms and conditions attempting to nullify City terms and conditions or to resolve language conflicts in favor of the contractor's terms and conditions.

36. Food Service Waste Reduction Requirements. Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.

37. Slavery Era Disclosure. [This paragraph applies if this contract is for financial services, insurance, or textiles.] Contractor shall comply with San Francisco Administrative Code Chapter 12Y, San Francisco Slavery Era Disclosure Ordinance, including but not limited to Contractor's affirmative duty to research and disclose evidence of Contractor, its parent or subsidiary entity, or its Predecessor Company's Participation in the Slave Trade or receipt of Profits from the Slave Trade. Contractor is subject to the enforcement and penalty provisions in Chapter 12Y.

38. Sugar-Sweetened Beverage Prohibition. Contractor agrees that it will not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 10I, as part of its performance of this Agreement.

Authorized Signature

Safarzadeh, Parisa (DEM)

Fwd: Talking Points and Q&A for Linkage Center Launch

January 18, 2022 at 7:40 AM PST

To: Lim, Victor (DEM)

Please print 5 copies

Parisa

Joint Information Center

COVID Command Center

City and County of San Francisco

415.558.2712 | DEMpress@sfgov.org

Twitter: @SF_Emergency

From: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Sent: Monday, January 17, 2022 10:18:37 PM

To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: Talking Points and Q&A for Linkage Center Launch

Mary Ellen:

Please see your talking points and Q&A for tomorrow's Linkage Center launch. The release is going out in the 10AM hour. We are not doing a formal speaking program. Instead, we have setup a media staging area for people to do one-on-ones with the media. We have time blocked off in your calendar from 10AM to Noon. After that, a PIO will be available for questions.

-FZ

Zamora, Francis (DEM)

RE: Tour of linkage center?

January 25, 2022 at 9:53 AM PST

To: Carroll, Maryellen (DEM); Lim, Victor (DEM)

Cc: Roman, Marisol (DEM)

Will do.

From: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

Sent: Tuesday, January 25, 2022 9:46 AM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Cc: Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: Re: Tour of linkage center?

Please go ahead and send on my behalf.

Mary Ellen Carroll (she/her)

Executive Director

City and County of San Francisco

Department Of Emergency Management

Cell: 415-205-7873

From: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Sent: Tuesday, January 25, 2022 9:45:16 AM

To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>

Cc: Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: RE: Tour of linkage center?

We will get this onto the list for scheduling.

It might be a good idea for you to send a message to the BOS and Citywide Elected Officials.

Here is a message that you can send. We can also send the on your behalf

INSERT Honorable Board of Supervisors/Sheriff/Assessor-Recorder/Treasurer/City Attorney/District Attorney/Public Defender

The Tenderloin Linkage Center is an essential component of San Francisco's Tenderloin Emergency Initiative that is forging a path to promote a thriving community and save lives through overdose prevention and connecting people to care and services. We understand there is much interest in the Center and we have received requests for walkthroughs.

San Francisco is facilitating walkthroughs for Tenderloin community serving organizations upon request. Currently, Tenderloin organizations will receive priority for walkthroughs. Citywide organizations will be considered in the future. Walkthroughs are by appointment only and will be limited to specific days and hours to minimize disruption to guests and staff.

- Walkthroughs are by appointment only and are limited to Wednesday through Friday between 3:00 p.m. and 5:00 p.m. and may be scheduled for 30-minute increments.
- Walkthroughs are limited to four (4) visitors at a time to safely facilitate walkthroughs.
- To respect guest privacy at the Tenderloin Linkage Center, photography and video recordings are prohibited within the boundaries of the Center.
- Visitors on a walkthrough must be always escorted by their walkthrough sponsor. Sponsors must meet their visitors outside to bring them into the center and walk their visitors outside of the center.
- All visitors are required to follow all current public health orders related to COVID-19.

Community serving organizations may request a tour by contacting Lloyd Shand at Lloyd.Shand@sfgov.org.

Elected officials may request a tour by contacting Victor Lim at Victor.Lim@sfgov.org.

A walkthrough is not considered scheduled until either Lloyd or Victor confirms it. Please avoid dropping into the Center for a walkthrough without an appointment. This is disruptive for guests and staff.

Thank you and please let us know if you have any questions.

From: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>
Sent: Tuesday, January 25, 2022 9:37 AM
To: Lim, Victor (DEM) <victor.lim@sfgov.org>; Zamora, Francis (DEM) <francis.zamora@sfgov.org>
Subject: Fwd: Tour of linkage center?

Mary Ellen Carroll (she/her)
 Executive Director
 City and County of San Francisco
 Department Of Emergency Management
 Cell: 415-205-7873

From: Hernandez, Melissa G (BOS) <melissa.g.hernandez@sfgov.org>
Sent: Tuesday, January 25, 2022 9:16:39 AM
To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>
Subject: Tour of linkage center?

Good morning Director Carroll,

Sup. Preston and I would like to request a tour of the linkage center within the next few weeks as the surge hopefully wanes. Would that be possible? If so, would either of the following dates/times work?

- Friday, February 4, at 3:30pm
- Tuesday, February 22, at 10:30am

Best,

Melissa G. Hernandez

Legislative Aide, District 5 Supervisor Dean Preston

Office: 415.554.7687

Cell: 210.323.7695

Pronouns: She / They

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Zamora, Francis (DEM)

RE: Prep for Upcoming Board Hearing on Tenderloin Emergency Initiative

February 03, 2022 at 9:42 AM PST

To: Validzic, Ana (DPH); Bechelli, Adrienne (DEM); Cohen, Emily (HOM); Patil, Sneha (DPH); Oliva-Aroche, Diana (POL); Pojman, Natalie (DPH); Schneider, Dylan (HOM); Kunins, Hillary (DPH); Wagner, Greg (DPH)

Cc: Lim, Victor (DEM); Carroll, Maryellen (DEM); Hogan, Kristin (DEM)

Hi Everyone: Please see the slide deck template we are using the Tenderloin Emergency Initiative. We are keeping it simple and consistent with the blue and yellow city brand.

-FZ

From: Validzic, Ana (DPH) <ana.validzic@sfdph.org>

Sent: Wednesday, February 2, 2022 8:37 PM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>; Cohen, Emily (HOM) <emily.cohen@sfgov.org>; Patil, Sneha (DPH) <sneha.patil@sfdph.org>; Oliva-Aroche, Diana (POL) <diana.oliva-arocha@sfgov.org>; Pojman, Natalie (DPH) <natalie.pojman@sfdph.org>; Schneider, Dylan (HOM) <dylan.schneider@sfgov.org>; Kunins, Hillary (DPH) <hillary.kunins@sfdph.org>; Wagner, Greg (DPH) <greg.wagner@sfdph.org>

Cc: Lim, Victor (DEM) <victor.lim@sfgov.org>; Carroll, Maryellen (DEM)

<maryellen.carroll@sfgov.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Subject: Re: Prep for Upcoming Board Hearing on Tenderloin Emergency Initiative

Thanks Francis. Plus @Kunins, Hillary (DPH) and @Wagner, Greg (DPH).

Get [Outlook for iOS](#)

From: Zamora, Francis (DEM) <francis.zamora@sfgov.org>

Sent: Wednesday, February 2, 2022 5:50 PM

To: Bechelli, Adrienne (DEM); Cohen, Emily (HOM); Validzic, Ana (DPH); Patil, Sneha (DPH); Oliva-Aroche, Diana (POL); Pojman, Natalie (DPH); Schneider, Dylan (HOM)

Cc: Lim, Victor (DEM); Carroll, Maryellen (DEM); Hogan, Kristin (DEM)

Subject: Prep for Upcoming Board Hearing on Tenderloin Emergency Initiative

Hi Everyone:

We are scheduled to return to the Board of Supervisors to provide an update on the Tenderloin Emergency Initiative on Tuesday February 8. Below is the general outline we will follow for the hearing. We'll have slide deck template available shortly that each of you can use to prepare your slides. Our goal is to do a 10 minute presentation and then answer questions. Victor is reaching out to the BOS offices to see what their questions are.

We will convene this Friday at Noon to see where we are. You should have an invite from Ana Validzic. If you have your slides prepped before then please send them to me so we can start to put the presentation together.

1. Tenderloin Emergency Initiative Overview (DEM – Mary Ellen Carroll)
 - a. Phases, Priority Areas and Strategies

- b. Key Metrics and Milestones
 - c. Community Listening Sessions
- 2. Tenderloin Linkage Center
 - a. Site Establishment (DEM – Mary Ellen Carroll)
 - b. Programming (DPH – Hillary Kunis)
 - c. Hiring (DPH – Hillary Kunis/Greg Wagner)
- 3. Outreach and Placements to Shelter (HSH – Shireen McSpadden or Emily Cohen)
 - a. Outreach
 - b. Placements

Available for Questions: DEM, DPH, HSH and SFPD


Thanks. Let us know if you have any questions.

Francis Zamora
Chief of Staff
San Francisco Department of Emergency Management

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Validzic, Ana (DPH) < ana.validzic@sfdph.org > has opened the link you sent to "Tenderloin Linkage Center Walkthrough Visits"!

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 Tenderloin Linkage Center Walkthrough Visits


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Zamora, Francis (DEM)

FW: Adjusted Slides for Tomorrow BOS

February 07, 2022 at 10:55 AM PST

To: Lim, Victor (DEM)

From: Bechelli, Adrienne (DEM) <adrienne.bechelli@sfgov.org>

Sent: Monday, February 7, 2022 7:14 AM

To: Zamora, Francis (DEM) <francis.zamora@sfgov.org>; Hogan, Kristin (DEM) <kristin.hogan@sfgov.org>

Subject: Adjusted Slides for Tomorrow BOS

Hi both. Please use this version of the slides. I've worked with Rescue SF to create some graphics that really help show our impact thus far. I am still working on this – left a placeholder in for now. I'll have this done before we meet at 4pm. But I made some slight formatting and other corrections to some of the other slides so please use this full deck instead of just adding the last 3 new slides.

There's also some other adjustments that will need to be made. I think we need to put our heads together on the TLC indicators slide. There was also a massive error that no one can figure out about fixing 72 streetlights that I need to change.

More soon, but I wanted to get these over to you asap to check out the 3 new graph slides. Let me know what you think.

Thanks.

Adrienne Bechelli

Deputy Director, Emergency Services

San Francisco Department of Emergency Management

Pronouns: She, Her, Hers

415-554-4843 office

415-806-2058 cell

adrienne.bechelli@sfgov.org | 1 Dr Carlton B Goodlett Pl, Suite 344



SAN FRANCISCO DEPARTMENT
OF EMERGENCY MANAGEMENT

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Zamora, Francis (DEM)

RE: Schedule for Tomorrow's Linkage Center Opening

January 17, 2022 at 9:30 PM PST

To: Cretan, Jeff (MYR); Lynch, Andy (MYR); Hawkes, Alison (DPH); Harris, Zoe (DPH); Cohen, Emily (HOM); Bouck, Deborah (HOM)

Cc: Safarzadeh, Parisa (DEM); Lim, Victor (DEM); Bechelli, Adrienne (DEM); Bowman, Kimberley (DEM)

All: Please see the update Linkage Center Overview and FAQ for tomorrow's launch.

-FZ

From: Zamora, Francis (DEM)

Sent: Monday, January 17, 2022 5:54 PM

To: Cretan, Jeff (MYR) <Jeff.Cretan@sfgov.org>; Lynch, Andy (MYR) <andy.lynch@sfgov.org>; Hawkes, Alison (DPH) <alison.hawkes@sfdph.org>; Harris, Zoe (DPH) <zoe.harris@sfdph.org>; Cohen, Emily (HOM) <emily.cohen@sfgov.org>; Deborah Bouck (HOM) (deborah.bouck@sfgov.org) <deborah.bouck@sfgov.org>

Cc: Safarzadeh, Parisa (DEM) <parisa.safarzadeh@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Bechelli, Adrienne (DEM) <Adrienne.Bechelli@sfgov.org>; Bowman, Kimberley (DEM) <kimberley.bowman@sfgov.org>

Subject: Schedule for Tomorrow's Linkage Center Opening

Hello Everyone:

Here is the plan for tomorrow:

0600 – DEM team will be onsite for setup. We'll be hanging signage and doing a final walkthrough, ect.

0615 – SFGTV will be onsite to shoot b-roll and stills. DEM team will lead SFGTV

0800 – "Doors Open"

0900 – Agency PIO staff can arrive (you can come as early as need); we'll do a briefing and walkthrough when you arrive

1000 – Press Release is live (MYR office sending)

1000 – 1200: Director Carroll, Dr. Tennar and HR360 Rep available for interviews.

After 1200: PIOs available for interviews.

Notes:

- As we receive media requests, we will point them to the media staging area.
- We are keeping this informal and SMEs/PIOs will be available for one-on-ones. No formal speaking program.
- Media staging area is across the street in front of Lighthouse for the Blind (1155 Market Street). DEM PIOs will be available to point media to the staging area.

DEM External Affairs onsite will be Francis Zamora, Parisa Safarzadeh and Victor Lim.

I'm updating talking points and will send along shortly.

Thanks everyone for their work on this.

Francis Zamora
Chief of Staff

San Francisco Department of Emergency Management

Carroll, Maryellen (DEM)

Tenderloin Emergency Initiative Sit Rep Operation Period 6

January 25, 2022 at 4:19 PM PST

To: BOS-Legislative Aides; BOS-Supervisors; BOS-Administrative Aides

Cc: Bechelli, Adrienne (DEM); Zamora, Francis (DEM); Paulino, Tom (MYR); Lim, Victor (DEM); Validzic, Ana (DPH)

Good afternoon Honorable Supervisors and Staff:

San Francisco has continued to make progress on the Tenderloin Emergency Initiative. On January 28, the Tenderloin Linkage Center (1172 Market Street) opened its doors. Initial operations are seven days a week from 8:00 a.m. to 8:00 p.m. with reduced capacity due to the impacts of COVID-19 on staffing availability. The Center will expand to operate 24 hours a day and seven days a week and can serve 100 guests at a time.

Highlights from the Situation Report:

- 1,180 visits from 1/17 to 1/23. 499 guests expressed interest and were engaged in discussions about short- and long-term services, care, and programs.
- San Francisco and community-serving organizations are evaluating options and timelines for expanding services and capacity at the Center.
- Daily operational discussions and longer-term planning efforts to determine the status of priority neighborhood locations, identify resources allocated to the response, and plan for more sustainable bed placement availability.

I invite you to read more about the progress of the Tenderloin Emergency Initiative at sf.gov/tenderloininitiative.

Thank you.

mec

Mary Ellen Carroll (She/her/hers)
Executive Director
City and County of San Francisco
Department of Emergency Management
Cell: 415 205-7873
maryellen.carroll@sfgov.org

Zamora, Francis (DEM)

RE: Final Slides, Talking Points & Q&A

February 08, 2022 at 2:53 PM PST

To: Carroll, Maryellen (DEM)

Cc: Bechelli, Adrienne (DEM); Lim, Victor (DEM); Roman, Marisol (DEM)

Sorry. Here you go!

From: Zamora, Francis (DEM)

Sent: Tuesday, February 8, 2022 1:49 PM

To: Carroll, Maryellen (DEM) <maryellen.carroll@sfgov.org>

Cc: Bechelli, Adrienne (DEM) <Adrienne.Bechelli@sfgov.org>; Lim, Victor (DEM) <victor.lim@sfgov.org>; Roman, Marisol (DEM) <marisol.roman@sfgov.org>

Subject: Final Slides, Talking Points & Q&A

Mary Ellen:

Please see the final slide deck, talking points for the slide deck and Q&A for the hearing. Many of questions will be fielded by DPH (Linkage Center), HSH (Housing Placements) and SFPD (Law Enforcement). However, if it is about the overall Tenderloin Emergency Initiative then you can respond.

Francis Zamora

Chief of Staff

San Francisco Department of Emergency Management

Valid until	Valid Time	Event / City / Agency	Name of Request (POC)	Date of Request	POC Email	Status	Sponsor	Approver (by)	Staff Responsible	Follow up Email	Group Members
TBD	TBD	D2 Sup Stefanl	Emily Abraham	01/26/2022 Wed.	emily.abraham@sfcc.org	pending	MEC, DPH Ex staff		Victor Lim		
02/25/2022 Fri.	3:15 PM	D5 Sup Preston	Melissa Hernandez	01/25/2022 Tue.	melissa.g.hernandez@sfcc.org	Approved	MEC, pending DPH executive		Victor Lim	2	Supervisor Dean Preston, Legislative Aide Melissa Hernandez
02/23/2022 Wed.	4:00 PM	D8 Sup Mandelman	Jackie Preger	01/05/2022 Wed.	jackie.preger@sfcc.org	Approved	MEC, pending DPH executive		Victor Lim		Supervisor Mandelman
02/11/2022 Fri.	3:15 PM	San Francisco/Marin Medical Society	Alexander Milra	01/26/2022 Wed.	alexander.milra@commcopsf.org	Pending			Lloyd Shand		pending
02/10/2022 Thu.	3:15pm/4:15p m	Civic Center Community Benefit District	Helene Sautou	01/26/2022 Wed.	hautou@sfcccenter.org	Pending			Lloyd Shand	3	pending
02/09/2022 Wed.	4:15 PM	D9 Sup Ronen	Nikita Saini	01/05/2022 Wed.	nikita.saini@sfcc.org	Approved	MEC, pending DPH executive		Victor Lim		Supervisor Ronen
02/04/2022 Fri.	3-5PM	District Attorney's Office	Kate Chatfield	01/19/2022 Wed.	kate.chatfield@sfcc.org	Approved			Victor Lim	4	Kate Chatfield, Tara Anderson, Tal Klement
02/04/2022 Fri.	4:00pm	Felton Institute; TAY Acute Linkage team	Madeleine Mazzola	01/25/2022 Tue.	mmazzola@felton.org	Approved	Tanner, Deb		Lloyd Shand	3	Madeleine Mazzola, Yesaman Shahmohammadi, Monica Bocanegra Contreras
02/03/2022 Thu.	3:15	The Healing WELL	Kathy Cuman	01/26/2022 Wed.	kumanc@healingwell.org	Pending			Lloyd Shand	4	Director - Kathy Cuman, Floor Manager - Sal Gasca, Outreach Coordinator "Mandy" Friesenke
02/03/2022 Thu.	4:15	Youth Voice Tenderloin Community Benefit District	Aseel Fara	01/26/2022 Wed.	aseelfara.org	Pending			Lloyd Shand		
02/02/2022 Wed.	3:45 PM	Public Defenders Office	Carolyn Goosen	01/19/2022 Wed.	carolyn.goosen@sfcc.org	Approved	MEC, DPH Ex staff		Victor Lim	2	Public Defender Manohar Raju, Policy Director Carolyn Goosen
02/02/2022 Wed.	3:00	Civic Center Community Benefit District	Helene Sautou	01/26/2022 Wed.	hautou@sfcccenter.org	Pending			Lloyd Shand	4	Project Director Helene Sautou Project Director for CCCBD and MMCBD Steve Roldi, Field ops managers for MMCBD
02/01/2022 Tue.	9:45AM	D3 Sup Paskin	Sarah Souza	01/22/2022 Sat.	sarah.souza@sfcc.org	Approved	MEC, pending DPH executive		Victor Lim	2	Supervisor Aaron Paskin, Sunny Angulo
01/28/2022 Fri.	3:00pm	St. Anthony's	Emma Jarvis	01/25/2022 Tue.	ej Jarvis@stanthonyssf.org	Approved	Francis, Emily Cohen		Lloyd Shand	2	Chief of Staff Emma Jarvis, Chief Operating Officer Teresa Brown
01/28/2022 Fri.	4:00pm	Tenderloin Merchants Assoc.	Rene Colorado	01/25/2022 Tue.	rene@tma.org	Approved	Francis		Lloyd Shand	3	Executive Director Rene Colorado, VP Drew McDaniels, Secretary - Abbie Chin
01/27/2022 Thu.	4:00pm	DPH Street Medicine and Shelter Health	Tanya Majumder	01/25/2022 Tue.	tanya.majumder@sfcc.org	Approved	DPH - Tanner		Lloyd Shand	2	Physician Specialist Tanya Majumder Behavioral Health Clinician Malahie Blon
		OCIEA Community Ambassadors	Richard Whipple	01/25/2022 Tue.	VL Texted	Approved	FZ		Victor Lim		pending
		SCRT	Angelica Almieda	01/25/2022 Tue.	angelicaalmieda@sfcc.org	Approved	MEC		Lloyd Shand		pending

