



**EMBARCADERO SAFE NAVIGATION CENTER ADVISORY GROUP
(ESNCAG)
MEETING NOTES**

Wednesday, August 28, 2019

Port of San Francisco

South Beach Harbor Community Room – The Embarcadero @ King Street

5:30 pm

Embarcadero SAFE Navigation Center Advisory Group (ESNCAG) Members Present:

Rachel Alonso, San Francisco Public Works
Sue Bushnell, The 301 Bryant Street Home Owners Association
Emily Cohen, Mayor's Office
Eddie Corwin, Google
Rick Dickerson, Maynard Rich Management
Mark Dragun, The Brannan Homeowners Association
Tanya Ellis, Department of Homelessness and Supportive Housing (HSH)
Patricia Fox, Bayside Village
Avery Ikeda, Office of Supervisor Matt Haney (designee of Courtney McDonald)
Mahesh Khatwani, The Watermark Homeowners Association
Captain Knight, San Francisco Police Department (SFPD)
Toby Levine, Central Waterfront Advisory Group
Katy Liddell, The Portside Homeowners Association
Joe Reilly, Port of San Francisco
Andrew Robinson, East Cut Community Benefit District
Alice Rogers, South Beach/Rincon/Mission Bay Neighborhood Association

Additional City Representatives Present:

Kenny Bruce, San Francisco Public Works
Randy Quezada, Port of San Francisco
Mark Paez, Port of San Francisco

ESNCAG Members Absent:

Stephen Bonner, Neighbor

Download the accompanying meeting PowerPoint here: <https://sfport.com/meeting/embarcadero-safe-navigation-center-advisory-group-august-28-2019-supporting-documents>

1. Welcome and Meeting Objectives

Emily Lisker (Controller's Office) welcomed everybody and reviewed the meeting objectives and public participation opportunities.

2. Group Introductions and Ground Rules

Emily Reid Vontsolos (Controller's Office) led group introductions and drafting of ground rules. The drafted ground rules were:

- One speaker at a time
- Use names when possible
- Everyone participating and aware of speaking time
- Speak loudly so it's audible
- Respect
- Use of "I" (speak from your perspective, not for others)
- Stay on topic

3. ESNCAG Background and Context

Randy Quezada (Port) thanked Advisory Group members for their participation and talked briefly about the background of this group:

- The Port's vision for this advisory group is to advise the Port director and other city departments and create a forum for all stakeholders to come together to share information, address problems and work collaboratively to make the Embarcadero SAFE Navigation Center a success.
- Randy noted that Advisory Group members are neighbors who live and work in close proximity to the site, neighborhood stakeholders like the Neighborhood Association, Community Benefit District and the Central Waterfront Advisory Group, and City and non-profit partners who will be operating the site.
- Note - HSH has not yet selected the non-profit provider and cleaning partner; once selected they will be added to the group.

4. Operational Updates from City Departments and Q&A - see slides 5-25 in [the PowerPoint](#)

- Emily Cohen (Mayor's Office) provided an overview of the community engagement process taken for the SAFE Navigation Center; and shared plans for safety, cleanliness, and outreach in the established outreach and safety zones.
- Rachel Alonso (Public Works) shared an overview of the site plan; construction schedule; community input activities and outcomes, information on the dust control plan.
- Tanya Ellis (HSH) shared background on the City's challenge to prevent and end homelessness in San Francisco, the SAFE Navigation Center approach and its good neighbor obligations, and plan for the Embarcadero SAFE Navigation Center including a summary of data elements to be regularly reported to this Advisory Group.
- Captain Knight (SFPD) presented an overview of the safety plan and added resources for the Navigation Center, and shared baseline police incident data from June and July of 2019 in the safety zone. Captain Knight also reminded Advisory Group members and the community to contact San Francisco SAFE (<https://sfsafe.org>) as another important safety resource.

ESNCAG Questions and Comments with departmental responses:

Question: Can Public Works staff return to the site to deal with the dust issue?

Response: Yes, the contractor will be returning to ensure the dust issue is resolved. The contractor is responsible for continuous monitoring of this issue. Contact information for the Contractor is in [the PowerPoint](#) on slide 16: G&G Builders, 925-570-7606.

Question: Can we see data monthly?

Response: The City agreed to report-outs every other month. However, there may be certain types of data available more frequently (like the crime data), should the Advisory Group request that.

Question: In addition to data on the Navigation Center, this group has discussed the need for the external data on the homeless count in the safety zone and the outreach zone. Is that going to be happening? What's the timeline?

Response: Yes, the City agreed to doing those homelessness counts quarterly, and yes, there will be a baseline count completed before the Center opens.

Question: How can people refer individuals on the street to the Navigation Center.

Response: People should continue to use San Francisco's public reporting tools. If you see someone in need of non-emergency city services or resources, please visit sf311.org, use the SF311 App, or call 3-1-1.

Question: How can interested people volunteer at the Navigation Center?

Response: The service provider running the Navigation Center will manage all volunteering and determine how individuals can volunteer. The provider will also be joining the Advisory Group once they are selected.

Question: What happens to individuals who exit the navigation center without housing? Will they exit into this neighborhood?

Response: Every person's exit is unique. Some people will exit to housing, some to other shelter or treatment programs. The provider will do their best to ensure that people leaving the SAFE Navigation Center have an exit plan to limit people leaving the SAFE Navigation Center and going directly to the streets of the neighborhood.

Question: What will happen when this shelter closes? Will 200 people then be unhoused here?

Response: San Francisco has operated temporary programs before and has a good process for winding down the program in advance of the closing date to ensure that people are not kicked out of the program when it closes. A few months before the end of the program, HSH will stop taking new

intakes into the program and will work to house or place all remaining guests before the end of the program.

Question: Can the Safety and Outreach Zones be readjusted based on data throughout the project?

Response: The City has adjusted those boundaries several times based on community feedback. The Advisory Group should continue to use data and consider further adjustments to recommend to the City as needed.

Question: Concerns about the Catacombs (Delancey & Bryant)

Response: Captain Knight is very aware of the concerns in the area and has committed to frequent passing calls in the area. SFPD and the Mayor's Office are working to create a solution, including looking at more permanent fencing solutions with Public Works. Supervisor Haney's Office has been working closely with Captain Knight and is committed to addressing this issue. In addition to the Captain's frequent monitoring of the area, Public Works is committed to proactively visiting the area weekly in addition to responding to relevant 311 requests.

5. Public Comment

Public Questions and Comments with departmental responses:

Question: Captain Knight mentioned 4 additional beat cops, is that 4 cops 24/7? What are their shifts, and who will be covering the night shift?

Response: The City has committed to adding beat officers to the safety zone 7 days a week, 10 hours per day. The exact shift schedule has not yet been finalized, but the current plan is to start officers at 11:00am to 9:00pm, Southern Station officers will patrol the area at night.

Question: What will the 200 Navigation Center residents be doing during the day?

Response: Residents have 24/7 access to the facilities, as this will be their temporary home. Like any resident of the City, they are free to come and go. However, Navigation Centers, through their core programming model have staff consistently engage with residents during the day via onsite and roving services. These services consist of things such as benefits navigation, physical health assessments, behavioral health service referrals, employment service referrals, Coordinated Entry assessments, Problem Solving and housing assistance. HSH will contract with a community cleaning organization which will offer engagement and employment to individuals staying at the Navigation Center. Additionally, the site is designed to provide ample community and outdoor space within the facility to ensure that the environment is comfortable and attractive to guests.

Question: My building is already looking into adding security. Who will be covering the cost for paying for that security?

Response: The City is committed to ensuring that the SAFE Navigation Center is a good neighbor and that safety in the area is a priority. To help ensure public safety the City is dedicating beat officers to the area 7 days a week for 10 hour each day.

Question: The City sold us on this idea, and now the City is going to impose this on us. We need focused measures of homelessness – i.e. How many people are on the street and is this actually going to be successful? Is this Committee’s role simply to manage the City’s resources? This seems to be enabling the City. There seem to be more people on the street, we need measures to speak to this.

Response: Success of the project will be measured by several indicators including:

- # of intakes into the SAFE Navigation Center
- The exits from the Navigation Center
- Cleaning efforts in the area as provided by the SAFE Navigation Center based cleaning program
- The census of the homeless population in the surrounding area (Outreach Zone)

The 2019 San Francisco Point in Time Count found 8,011 people experiencing homelessness on any given night in San Francisco. A March homelessness count in the outreach zone around the forthcoming SAFE Navigation Center found 179 people living unsheltered in the area on a single night. The City will conduct another baseline homeless count in the area before the opening of the project and then again quarterly.

The intent of the Advisory Group is to give input to the city and advise the Port on the project and its impacts on the community. The Advisory Group had its initial meeting on August 28th and is still defining its vision and purpose statements.

Comment: You all seem committed to this, but I want to be clear that no one believes you. We’ve seen an enormous increase in homelessness since the announcement of this Navigation Center. We see the 5th and Bryant Navigation Center (I recently walked by and saw a chop shop in the parking lot and loitering out front). Your assurances fall on not blind eyes.

Question: This reminds me of MUNI’s work on their on-time rate. We all went to wonderful MUNI meetings and saw absolutely no changes. Why is this committee going to make anything different? How is anything going to be any different? I found a dead body in the neighborhood and it took Public works several days to clean up – it took me calling repeatedly for them to come out and clean. How is anything going to be any different because of this group?

Response: This group will offer a consistent way for the community to give input about what they are seeing in the community and for the city, community and service provider to solve problems together.

Question: I see the Navigation Center at Van Ness at 6am – people sleeping and loitering out front. Why is this going to be any different?

Response: The City is committed to addressing any encampment issues that arise in the area with outreach and enforcement. The service provider will monitor the outside of the facility to ensure

that it remains clear of encampments. We also ask residents to report any encampment activity to the city through 311.

Question: We've all seen the variation in Navigation Centers. How could this be better than the Bayshore and Bryant Navigation Centers that are surrounded by tents? In the Dogpatch, there are less tents. What's being done differently in those cases? Can the City ensure this Navigation Center is more like the successful ones by implementing those strategies? I am working on a ballot measure to make it harder for the City to establish other Navigation Centers. I don't have to do that, but I can if this project is not successful.

Response: The outreach and cleanliness plan in place for the Embarcadero SAFE Navigation Center is similar to the one in place at the Central Waterfront Navigation Center.

Comment: After reading the research on Navigation Centers, I am optimistic about this Center and don't think it will negatively impact my life. But even if life gets harder, we have an obligation to support this center and other Navigation Centers given the privileges that so many of us have and the need in the City. This is a fundamental part of human rights and what it means to be a San Franciscan - to support the vulnerable among us.

Question: What will the 200+ people at the Navigation Center do during the day?

Response: Residents have 24/7 access to the facilities, as this will be their temporary home. Like any resident of the City, they are free to come and go. However, Navigation Centers, through their core programming model consistently engage with residents during the day via onsite and roving services. These services consist of things such as benefits navigation, physical health assessments, behavioral health service referrals, employment service referrals, Coordinated Entry assessments, Problem Solving and housing assistance. Additionally, the site is designed to provide ample community and outdoor space within the facility to ensure that the environment is comfortable and attractive to guests.

Question: Who pays for added security in our buildings?

Response: The City is committed to ensuring that the SAFE Navigation Center is a good neighbor and that safety in the area is a priority. To help ensure public safety the City is dedicating beat officers to the area 7 days a week for 10 hour each day.

Question: Have any homeless been advised (by the Homeless Outreach Team or others) to relocate to the area for the preferential treatment once the Navigation Center opens?

Response: No. The Homeless Outreach Team will not begin to talk to people in the area about going into the SAFE Navigation Center until immediately before opening.

Question: Do you just admit local homeless to the Navigation Center or anyone coming from out of the area to be admitted?

Response: The first priority to access to the beds at the SAFE Navigation Center will be for people experiencing homelessness in the neighborhood. However, we also have other Navigation Centers in the portfolio and may recommend placement into a different Navigation Center depending on the unique situation of the person experiencing homelessness.

Question: Why is this zip code 94105/07 ground zero for homeless shelters? Why not share the burden elsewhere?

Response: Geographic distribution of homeless services is important, as is having programs where people are living on the streets. District 6 is home to 46% of people experiencing homelessness in San Francisco. District 10 has the second highest rate of homelessness with 23% of the homeless population in the district. District 10 is currently significantly underserved by the Homeless Response System and that is why the City just announced a new 200 bed SAFE Navigation Center on Evans Ave. that will open next year.

Question: It was said that loitering would be “discouraged” in the safe zone. Can that be changed to “prohibited”?

Response: The Good Neighbor Policy that HSH includes in its contract with its providers includes a provision to discourage loitering in the area immediately surrounding the SAFE Navigation Center. The provider will work closely with the City and SFPD to ensure that the safety zone remains clear of illegal activity.

Question: What other activities will be prohibited in the safe zone?

Response: SFPD will have beat officers in the safety zone daily. The beat officers will be working to ensure that the area remains clear of illegal activity including but not limited to the development of tent encampments, public drug use and drug sales. SFPD will respect all citizens' rights and enforce all laws within the safety zone.

Question: Will the safe zone not only be monitored, but “sanitized”, i.e., cleared out of all undesirable behaviors and actions? This may be the best way to get more neighborhood buy-in.

Response: SFPD will have dedicated beat officers in the safety zone 7 days per week, 10 hours per day focusing on public safety in the area. The Department of Homelessness and Supportive Housing will also be contracting with a community cleaning program that will employ guests of the SAFE Navigation Center to provide additional litter removal services in the area.

Question: What is the complete set of rules for residents of the Nav Center, both inside and outside of the center?

Response: The rules and culture of each SAFE Navigation Center are developed by the provider and the Department of Homelessness and Supportive Housing and are site specific. A sample list of rules from an existing project is attached to the bottom of this document (Appendix I).

Question: Will residents be allowed to take all their belongings (grocery carts, etc.) with them whenever they leave the center?

Response: The SAFE Navigation Center will provide onsite storage so that people do not need to carry all their belongings with them as they come and go from the program.

Question: Are they required to practice good hygiene and be given clean clothes before going back out into the neighborhood?

Response: The SAFE Navigation Center provides showers and hygiene products to its guests.

Question: If they are drug users, how far away from the center will they be required to go to buy drugs?

Response: SFPD will have beat officers in the safety zone daily. The beat officers will be working to ensure that the area remains clear of illegal activity including but not limited to the development of tent encampments, public drug use, and drug sales.

Question: We are told that drug use will be prohibited in the safe zone, but how will that be enforced during off-hours?

Response: SFPD will have beat officers in the safety zone 7 days per week, 10 hours per day. During off hours the safety zone will receive services out of Southern Station.

Question: What will be the system for admitting new residents as spaces become available? Will there be a waiting list or will whoever is “loitering” closest to the center get first admission?

Response: There is no waiting list for entrance into SAFE Navigation Centers, and people cannot line up to gain access. The SF Homeless Outreach Team will invite people into the center based on their needs. The outreach zone will be the first priority for outreach. For varying reasons people may be invited to different programs throughout the city, based on their unique needs.

Question: Although I believe Capt. Knight briefly touched on this, in light of the attack at the Watermark, what has SFPD already done (or will do before the center opens) to ensure there’s no repeat of this kind of incident?

Response: SFPD has increased passing calls, SFPD homeless resource officers go by daily, Crisis Intervention Teams are making contact with individuals who appear to be in mental crisis and offer services. We inspect the catacombs to ensure the fencing has not been cut to prevent encampments under Bryant St.

6. Brainstorming this Advisory Group’s Purpose - see slides 27-31 in [the PowerPoint](#)

Emily Reid facilitated a collaborative brainstorming session with Advisory Group members and the public to start thinking about the group’s shared purpose and value. Advisory Group members and the public generated ideas about the purpose of this group and then began to sort the brainstormed ideas into categories, which the group will build on at the next Advisory Group meeting on September 25th to do more formal drafting of a statement.

All brainstormed ideas and potential themes will be discussed at the September meeting, and will be published in the September meeting notes, once the group has discussed the ideas and collaboratively named the emerging themes.

7. Final Public Comment

No additional questions or comments from the public were shared.

8. Review Agenda for Next Meeting & Meeting Evaluation - see slides 33-34 in [the PowerPoint](#)

Emily Lisker shared the proposed agenda topics for the September meeting and requested feedback from Advisory Group members and the public on the meeting format. All feedback will be shared and addressed at the September meeting, and the September meeting agenda will be e-mailed and posted the week prior to the September meeting.

EMAIL NOTICE OF ADVISORY GROUP MEETINGS – If you would like to receive e-mail notification of advisory group meetings and receive agendas and meeting notes, sign up here:

<https://sfport.com/community>

For other inquiries, contact the Controller’s Office project team at ESNCAG@sfgov.org or (415)554-7514.

Thank you.

Language Access

English:

At the Port of San Francisco, it is our policy to provide free language assistance to Limited English Speaking (LEP) individuals upon request. We are committed to ensuring that persons with limited English proficiency are given equal access to the Port's services, programs, public land and facilities.

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- Port of San Francisco Language Access Liaison:
 - Matthias Giezendanner, Business Services Supervisor
 - Email: Matthias.Giezendanner@sfport.com
 - Telephone: (415) 274-0471

Spanish:

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Si tiene preguntas o si necesita ayuda con asuntos relacionados con el acceso a idioma por favor, póngase en contacto con:

Agente de Acceso a Idiomas del Puerto de San Francisco

Matthias Giezendanner, Supervisor de Servicios Empresariales

Correo electrónico: Matthias.Giezendanner@sfport.com

Teléfono: (415) 274-0471

Chinese:

三藩市港務局 (Port of San Francisco) 當局的政策規定, 須應請求向英語能力有限 (LEP) 人士提供免費的語言協助。 本局致力於確保英語能力有限人士能平等使用港務局 (Port) 的各項服務、計劃、公眾用地及設施。

如有疑問或需要提供語言服務相關事宜的協助, 請聯絡:

- 三藩市港務局語言服務聯絡員:
 - Matthias Giezendanner, 商務主管
 - 電郵: Matthias.Giezendanner@sfport.com

Filipino:

Sa Port ng San Francisco, patakaran naming magbigay ng libreng tulong sa wika sa mga taong Limitado ang Pagsasalita sa Ingles (Limited English Proficient- LEP). May pananagutan kaming siguraduhin na lahat nakukuha rin ang mga tao na limitado ang pagsasalita sa Ingles ng mga kaparehong serbisyo, programa, pampublikong lupa at pasilidad ng Port na kagaya ng iba.

Para sa mga katanugan o sa tulong sa mga bagay na kaugnay sa pag-access sa wika puwedeng kontakin si:

- Port of San Francisco Language Access Liaison:
 - Matthias Giezendanner, Business Services Supervisor
 - Email: Matthias.Giezendanner@sfport.com
 - Telepono: (415) 274-0471

ACCESSIBLE MEETING INFORMATION

Accessible meeting information policy: In order to assist the City's efforts to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals. A sign language interpreter and alternative format copies of meeting agendas and other materials can be provided upon request made at least 72 hours in advance of any scheduled meeting. Contact Wendy Proctor, Port's ADA Coordinator, at 274-0592. The Port's TTY number is (415) 274-0587.

SAMPLE Navigation Center Community Rules

Our community rules are reflective of our commitment to dignity and respect for everyone who passes through our doors. These rules are designed to make the Navigation Center safe, supportive and a welcoming place for our community. We support and encourage all efforts to make the Navigation Center an open and safe community space and commit to the following values:

- Commitment to treat each other with dignity and respect.
- Safety within the Navigation Center and in the neighborhood.
- Care and cleanliness within the Navigation Center and in the neighborhood.
- Services that are integrated, guest-centered, strengths-based, culturally competent, and follow a harm reduction approach.
- Promotion of community building.

The following behavior is not allowed at the Navigation Center and specific sanctions will occur:

A. Immediate Denial of Services: Committing one of the following violations will result in an immediate denial of service from the program. Sanctions for these behaviors will be for up to three months, up to six months or permanent denial.

Permanent Sanction:

- A1.** Incidents involving the use of weapons and/or committing acts of violence toward staff inside or outside the Navigation Center. (You may request a review of the denial of services annually after one year).

**Sanctions for violation of the following rules: 1st Offense – up to 3 months;
2nd offense at the same site - up to 6 months:**

- A2.** Committing an act of violence on the premises or within 200 feet in any direction from a currently used access door.
- A3.** Verbal threats of Violence on the premises or within 200 feet in any direction from a currently used access door.
- A4.** Possession or display of weapons within the Navigation Center property. All weapons must be signed in and out every time you enter and exit the Navigation Center.
- A5.** Destructive act against property.
- A6.** Sale, purchase or distribution of illicit drugs, drug paraphernalia not associated with a prescription, including alcohol, drugs prescribed to another person, or medical marijuana held on behalf of another by a medical marijuana caregiver on site.
- A7.** Sale, purchase or distribution of non-prescription or personal prescription drugs, including medical marijuana on site.
- A8.** Using alcohol and/or illicit drugs, or preparation or use of medical marijuana on site.
- A9.** Theft or other illegal activity on site.
- A10.** Disruptive behavior that is continuous and presents a clear risk to the health and safety of others.

B. Non-Immediate Denial of Services: Failing to comply with the following program rules will result in warnings up to and including a non-immediate denial of service from the program with the third violation within 30 days. Sanctions for these behaviors will be for up to thirty days.

B1. Abusive language or actions.

B2. Entering unauthorized areas.

B3. Verbal harassment, intimidation or bullying of other guests, staff or volunteers.

B4. Smoking cigarettes or using electronic cigarettes inside the Navigation Center except within outside areas designated for such purpose.

By signing this document you acknowledge that you are in receipt of these rules.

Staff Signature _____

Date: _____

Guest Signature _____

Date: _____