



## MEMORANDUM

October 22, 2021

**TO:** MEMBERS, PORT COMMISSION  
Hon. Kimberly Brandon, President  
Hon. Willie Adams, Vice President  
Hon. John Burton  
Hon. Gail Gilman  
Hon. Doreen Woo Ho

**FROM:** Elaine Forbes  
Executive Director

**SUBJECT:** Request determination of the Department of Homelessness and Supportive Housing's ("HSH") compliance with Option Exercise Conditions and affirmation of the HSH's exercise of the Option to Extend for Memorandum of Understanding No. M-16518 between Port and HSH for temporary use of a portion of Seawall Lot 330 for the Embarcadero SAFE Navigation Center for an additional 24 months

**DIRECTOR'S RECOMMENDATION:** Approve the Attached Resolution No. 21-45

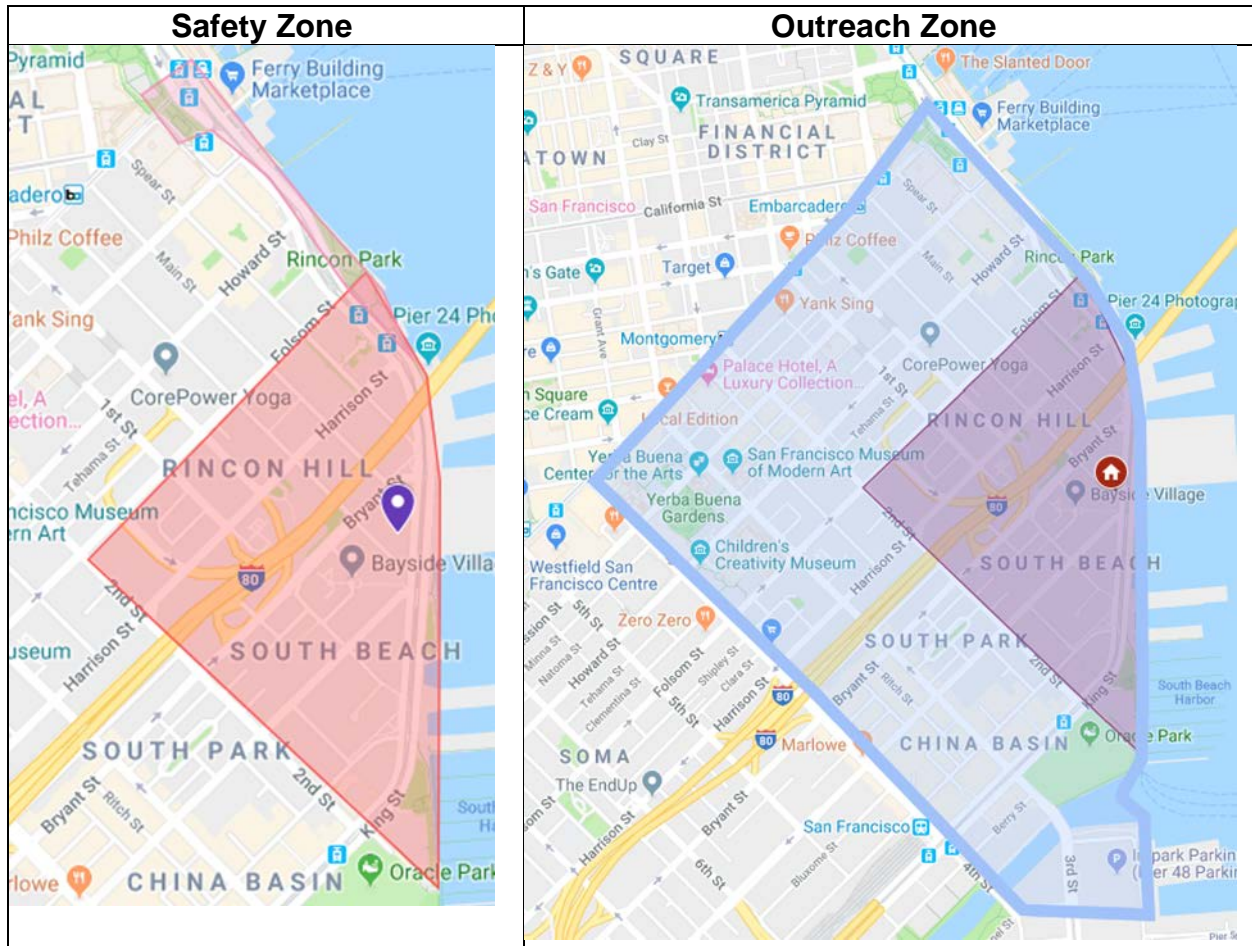
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### EXECUTIVE SUMMARY

As part of the Mayor's initiative to open 1,000 new shelter beds for homeless residents by 2020, at the April 23, 2019 Port Commission Meeting, the Port Commission authorized a Memorandum of Understanding ("MOU") between the Port of San Francisco and the Department of Homelessness and Supportive Housing ("HSH") allowing HSH to open and operate a temporary 200-bed SAFE Navigation Center on a portion of the property at Seawall Lot 330 (corner of The Embarcadero at Beale Street) for an initial operational term of 24 months, with (1) option to extend (the "Option to Extend") for an additional 24 month operational period. SAFE Navigation Centers provide 24/7 access for homeless residents, allow partners, pets, and personal belongings, and provide support services to connect residents with permanent housing. The initial operational term is set to expire on December 29, 2021.

The Option to Extend is subject to Port Commission approval and contingent upon HSH demonstrating that the following conditions have been met: (A) over a two year period, there has been a decrease in the number of unsheltered homeless people in the Outreach Zone (as shown in Table A) (B) the City has provided dedicated beat officers within the Safety Zone (as shown in Table A) and HSH has provided dedicated cleaning services in the area; (C) HSH has provided quarterly reports to the Port that include (x) information on publicly available crime statistics and other community impact measures in the Safety Zone, (y) program utilization and outcomes and (z) cleaning efforts; and (D) HSH and its Embarcadero S.A.F.E. Navigation Center nonprofit operator (“Five Keys”) have complied with the Good Neighbor Policy, (A) – (D) collectively referred to as the Option Exercise Conditions (“Conditions”).

**Table A**



Port staff has received HSH’s notice of its intent to exercise the Option to Extend, and this staff report summarizes the efforts made by HSH and its partners to meet the Conditions.

## **STRATEGIC OBJECTIVE**

The City's objective to expand shelter for homeless residents and provide a pathway to permanent housing is aligned with the Port Commission's Strategic Plan Livability strategy:

"Livability: Work with City and community partners to ensure that Port improvements result in advances in the environment, social equity and San Francisco's livability."

## **BACKGROUND**

San Francisco faces persistent and significant challenges regarding homelessness. The 2019 Point-In-Time count estimates that 8,035 people experience homelessness in San Francisco on any given night, including 5,180 unsheltered individuals living on the streets.

San Francisco began operating Navigation Centers in 2015. Navigation Centers are a shelter model that provides 24/7 access, allows residents to bring their partners, pets, and belongings with them, as well as connect residents with services and housing. The City currently operates eight Navigation Centers, including two sites on Port property: the Central Waterfront Navigation Center and the Embarcadero SAFE Navigation Center (the "ESNC").

The original MOU for operation of the ESNC was entered into on June 26, 2019 and provided HSH with one Option to Extend for 24 months provided all Option Exercise Conditions and terms set forth in the MOU are satisfied. Operations at the ESNC began shortly before the COVID-19 pandemic in December of 2019.

The COVID-19 pandemic significantly impacted operations at the facility as well as throughout the City's Temporary Shelter System. HSH and their contracted provider Five Keys have worked to implement all applicable public health guidance including limiting guest capacity to 91 in addition to other COVID-19 mitigation and prevention measures such as health screenings, masking protocols, social distancing and offering all COVID-vulnerable guests' placement in the City's Shelter in Place ("SIP") hotel program.

Since the program's opening in December 2019, the ESNC has served 483 unduplicated guests. 29 guests from the ESNC were transferred to the SIP hotel program in Spring 2020 and will be offered permanent rehousing exits through the SIP Rehousing process. HSH will continue to follow public health guidance to safely and gradually add back beds as safe to do so.

## OPTION EXERCISE CONDITIONS FINDINGS

The MOU between the Port and HSH sets forth four (4) Conditions that HSH is required to meet in order for the Option to Extend to be considered. Outlined below as items A through D, are findings that reflect the progress HSH, Five Keys and various City partners have made toward meeting these Conditions and reflect input received from two Special Meetings of the Embarcadero SAFE Navigation Center Advisory Group (the “ESNC Advisory Group” or “Advisory Group”) in August and September 2021.

**A) Over a two-year period, there has been a decrease in the number of unsheltered homeless people in the Outreach Zone, as set forth in Exhibit E of the MOU.**

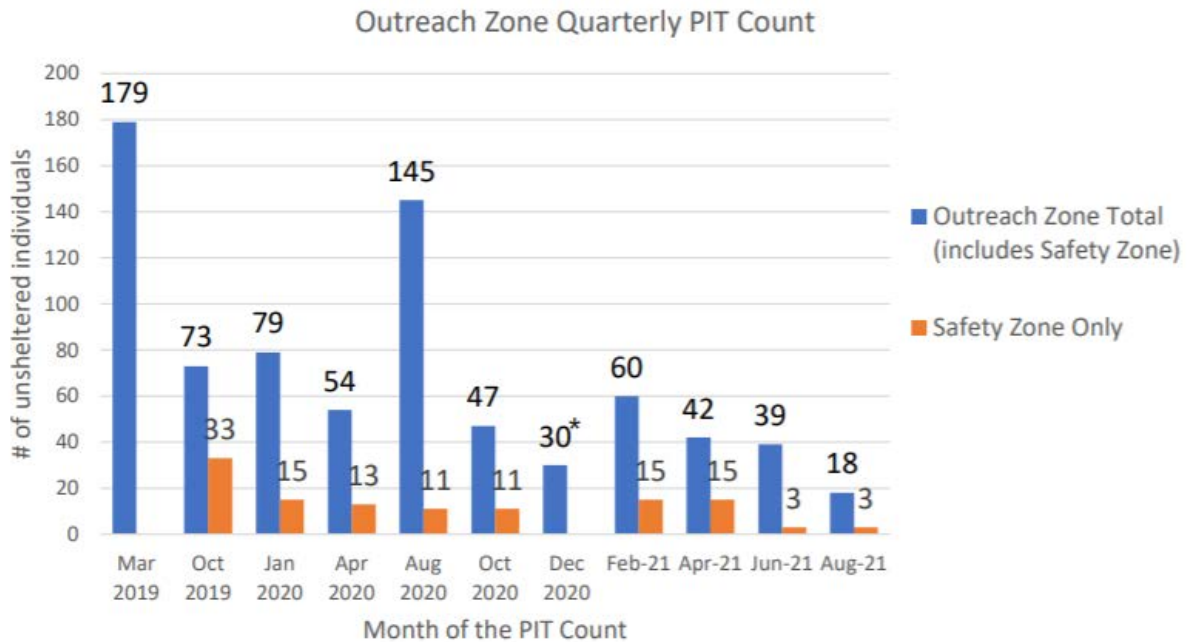
Regular counts of unsheltered individuals in the Outreach and Safety Zones have been conducted by the San Francisco Homeless Outreach Team (“SFHOT”) as part of the Healthy Streets Operations Center’s (“HSOC”) tent and vehicle count. Information from these counts is included in regular reports that are published on the Port’s website and presented to the ESNC Advisory Group and community members during regular public meetings. The latest Unsheltered Count report is included as Attachment 1.

The data collected from March 2019 – August 2021 reflects a 90% decrease in the number of unsheltered individuals in the Outreach Zone as demonstrated in Table A.

As set forth in the letter to the Port Commission from ESNCAG and its accompanying ESNCAG’s Conditions, Findings, and Recommendations (collectively, the “ESNCAG Recommendations”), attached hereto as Attachments 5 and 6, Advisory Group members recognized the decrease in the number of unsheltered individuals but suggested that October 2019 be used as a baseline for comparison as it was closer to the date when operations began. Using the October 2019 count of 73 individuals as a baseline, there was a 75% decrease in the number of unsheltered individuals. More detail about the decrease in the count is available in Attachment 2.

Table B below presents the data from the Outreach and Safety Zone Unsheltered Count from March 2019 through August 2021.

**Table B: Outreach and Safety Zone Unsheltered Count**



**B) The City has provided dedicated beat officers within the Safety Zone and HSH has provided dedicated cleaning services in the area, through a partnership with Five Keys.**

The San Francisco Police Department’s (“SFPD”) Southern Station assigned four beat officers to the Safety Zone between 11:00am and 9:00pm seven days a week. Two officers are on duty in the Safety Zone each day. SFPD’s Southern Station confirmed that the four beat officers will continue to be assigned to the Safety Zone daily from 11:00am – 9:00pm to support the continued operations of the ESNC.

As set forth in the ESNCAG Recommendations, Advisory Group members recognized that this condition was satisfied and often commented on how much they appreciate the dedicated officers in the neighborhood. More information and discussion about the impact of the beat officers in the neighborhood is available in Attachment 2.

HSH worked with Five Keys to provide dedicated cleanings services in the area. Five Keys has dedicated staff that provide cleaning services to the perimeter, across the streets and a block out towards the bridges. Cleaning is conducted by Five Keys staff seven days a week during each shift for a total of 3-5 times daily. Additionally, Five Keys met with East Cut Community Benefits District to coordinate cleaning area and services upon the opening of the program.

Although ESNC Advisory Group members recognize that this condition was met, they believe that more can be done by HSH and Five Keys, including providing written

reports about cleaning activity in the area. See Attachments 5 and 6 for the ESNACAG Recommendations. More information is available in Attachment 2.

**C) HSH has provided quarterly reports to the Port that include (x) information on publicly available crime statistics and other community measures in the Safety Zone as shown in Attachment 3 (y) program utilization and outcomes, and (z) cleaning efforts.**

HSH and SFPD have provided monthly reports to the Port beginning in January 2020 that include components (x) and (y) and HSH and Five Keys have provided verbal reports on cleaning efforts during regular meetings of the ESNC Advisory Group. The monthly reports submitted to the Advisory Group are posted on the Port's website. Attachment 3 shows the most recently available Police Incident Dashboard and Attachment 4 shows the most recently available Embarcadero SAFE Navigation Center Dashboard.

In the ESNACAG Recommendations, Advisory Group members affirm that this condition has been met although they have made periodic request for reporting improvements (which HSH has made). The report in Attachment 2 provides more detail into the reporting improvements that have been made to date including recent changes made in light of recent meetings and requests.

**D) HSH and Five Keys have complied with the Good Neighbor Policy.**

HSH and Five Keys ("Grantee") have complied with the nine components listed in the Good Neighbor Policy. Per the ESNACAG Recommendations, Advisory Group members affirm that each of the nine components have been met although there are some areas where they would like to see some improvement

Specifically, Advisory Group members identified a need for more reporting and communication from Five Keys related to neighborhood concerns. See Attachments 5 and 6. HSH and Five Keys plan to improve communications and Attachment 2 includes specific steps that they plan to take to improve communication with neighbors.

**RECOMMENDATION**

Port staff recommends that the Port Commission find that HSH has complied with the Option Exercise Conditions and affirm HSH's exercise of the Option to Extend.

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Real Estate and Development

Randy Quezada  
Communications Director

For: Rebecca Benassini, Deputy Director  
Real Estate and Development

Attachments:

1. August 2021 Unsheltered Count
2. HSH Findings Document
3. September 2021 Police Incident Dashboard
4. September 2021 HSH Embarcadero Dashboard
5. ESCNAG Port Commission Letter
6. ESCNAG Conditions, Findings, and Recommendations

**PORT COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO**

**RESOLUTION NO. 21-45**

WHEREAS, Charter Section B3.581 empowers the Port Commission with the power and duty to use, conduct, operate, maintain, manage, regulate and control Port area of the City and County of San Francisco; and

WHEREAS, The Port Commission authorized at its April 23, 2019, meeting the Executive Director or her designee entering into a Memorandum of Understanding (“MOU”) with the Department of Homelessness and Supportive Housing (“HSH”) for use of a portion of Seawall Lot 330 for the Embarcadero SAFE Navigation Center for thirty-two (32) months with an option to extend for twenty-four (24) additional months (the “Option to Extend”); and

WHEREAS, the initial operational term of the MOU is set to expire on December 29, 2021; and

WHEREAS, HSH has provided written notice to Port of its intent to exercise the Option to Extend and

WHEREAS, The exercise of the Option to Extend is contingent upon HSH demonstrating to the Port Commission that (A) over a two year period, there has been a decrease in the number of unsheltered homeless people in the Outreach Zone (as defined in the MOU); (B) the City has provided dedicated beat officers within the Safety Zone (as defined in the MOU) and HSH has provided dedicated cleaning services in the area; (C) HSH has provided quarterly reports to the Port that include information on publicly available crime statistics and other community impact measures in the Safety Zone, program utilization and outcomes and cleaning efforts; and (D) HSH and its Embarcadero SAFE Navigation Center nonprofit operator, Five Keys, have complied with the Good Neighbor Policy (as defined in the MOU), ((A) – (D) collectively referred to as the “Option Exercise Conditions”); and

WHEREAS, HSH has provided documentation to support it has met the Option Exercise Conditions; now, therefore be it

RESOLVED, The Port Commission has determined that HSH has complied with the Option Exercise Conditions; and be it further

RESOLVED, The Port Commission affirms HSH’s exercise of its Option to Extend.



***I hereby certify that the foregoing resolution was adopted by the Port Commission at its meeting of October 26, 2021.***

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Secretary