

CITY & COUNTY OF SAN FRANCISCO

TREASURE ISLAND DEVELOPMENT AUTHORITY

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**To:** Treasure Island Development Authority Board of Directors  
**From:** Peter Summerville  
**Date:** January 5, 2022  
**Re:** Unplanned Power Outages – December, 2021  
**Cc:** Robert Beck, Treasure Island Director

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- On Wednesday December 29th, 2021 at approximately 5:27 AM Treasure Island experienced a power outage. SFPUC dispatched crews, issued an I-Info alert and notified SF DEM and TIDA. Service to the Treasure Island residential area was restored at approximately 7:56 AM, and Island-wide service restored at approximately 11:45 AM. Cause was identified as failure of an underground line serving Treasure Island Job Corps Gymnasium. Repairs to the service to the Job Corps Gymnasium were complete and service to the Gymnasium restored on Monday January 3<sup>rd</sup> at 1:00 PM.

# Summary of TI Advisor Engagement and Preparation Efforts December 2021

## TI Advisors at Work

TI Advisors continue to engage the community to share program and housing opportunity information. TI Advisors work closely with TIDA staff, MOHCD and Wilson Meany to plan for future housing opportunities and determine how best to engage the community and come alongside residents to plan for the transition into affordable housing opportunities, home purchase opportunities, and transition units in the future.

In the new year, TI Advisors will continue to work with the larger team to prepare for the Legacy Ranking for Transition Units. This will include clarification of policies, engaging the community, and working with the larger team to hold the Legacy Ranking in late Spring/early Summer.

## BMR Outreach Campaign

### The Bristol on YBI: Continued Community Engagement for Homebuying Opportunities

#### Treasure Island Preferences for Below Market Rate (BMR) condominiums on YBI!

- Wilson Meany worked with MOHCD to adjust pricing for the BMR condominiums on YBI
- TI Advisors provided Bristol BMR pricing and scheduling updates to 810 Legacy, Vested, and Former Residents in December via email and the TI Advisor portal
- New Dates for BMR condominium purchase
  - Application Period extended to 1.18.2022
  - Lottery Date extended to 2.8.2022

**11 Legacy and Vested Residents have submitted applications to purchase a BMR condominium at The Bristol on YBI!**

#### Down Payment Assistance for Legacy Households for BMR and Market Rate condominiums

TI Advisors are working with Legacy Households who are interested in using the Down Payment Assistance benefit to purchase a home. The Down Payment Assistance can be used to purchase housing on YBI, TI or elsewhere.

Additional Down Payment Assistance may be available through MOHCD for all San Francisco residents.

#### Legacy Residents continue to take advantage of the TIDA's Early In-Lieu Cash Payments option.

### In-Lieu Cash Payments

51	Signed MOU's for In-Lieu Cash Payments
51	Leaseholders Have Vacated
2	Leaseholders Will Vacate Soon
\$566,263	In-Lieu Cash Payment Claims



# Summary Records of Community Engagement for December 2021

Since mid-2017, TIDA has worked with its TI Advisor team to actively engage and build relationships with Pre-DDA Legacy Households and Households with both Pre-DDA and Post-DDA members (Mixed Households). Earlier this year, the TI Advisor team expanded its outreach to include Post-DDA Vested Tenants. The team has been working diligently through the Shelter-In-Place order engage all households in Homebuyer Education and the Market-Rate Premarketing campaign for The Bristol on YBI. The MY TI Advisor Account Tool allows seamless communication and access to all households benefit information!

Date	Engagement
12/22/2021	<p>TI Advisors provided Bristol BMR pricing and scheduling updates to 810 Legacy, Vested, and Former Residents in December via email and the TI Advisor portal.</p> <p>TI Advisors followed up with three Legacy and Vested Residents to inform each one of the new prices for the BMR's on YBI.</p>
12/21/2021	<p>TI Advisors engaged a Vested Resident and addressed their questions regarding the loan approval letter and instructed them to speak with their Lender for the loan requirements.</p>
12/17/2021	<p>Spoke with Vested Resident and provide a copy of their Treasure Island Resident (TIR) Preference Letter and link to their portal.</p>
12/16/2021	<p>Spoke with Vested Resident regarding the BMR's on Yerba Buena Island and link to the MOHCD to apply for a BMR.</p>
12/11/2021	<p>Engaged Legacy Resident and sent the resident the details of applying for the First Time Homebuyer classes.</p>
12/10/2021	<p>Engaged Vested Resident regarding the status of the number of BMR's available on Yerba Buena Island and requirement to take the First Time Homebuyer classes.</p>
12/11/2021	<p>Spoke with two Legacy Residents and provided In-Lieu Payment documents to sign.</p>
12/09/2021	<p>Engaged Legacy Resident and provided assistance to complete the Bristol application to purchase a BMR Condo.</p>
12/06/2021	<p>Spoke with Legacy Resident and made arrangements to meet the resident and deliver his In-Lieu Payment check.</p>
12/04/2021	<p>Engaged Vested Resident to discuss taking the First Time Homebuyer using the self-pace method.</p>
12/01/2021	<p>Engaged Legacy Resident and provided information about the schedule for First Time Homebuyer's Orientation classes.</p>
12/01/2021	<p>Spoke with Legacy Resident regarding the TIR Letter to clarify their availability of future rental on Treasure Island.</p>



## New Affordable Homes for Sale on Yerba Buena Island



### The Bristol, 400 Bristol Court, San Francisco

- **14 “Below Market Rate” homes for sale:** 2 studios, 6 one-bedrooms, 5 two-bedrooms, and 1 three-bedroom homes priced from \$100,276 - \$472,176 without parking, and \$215,276 - \$587,176 with parking.
- 14 Parking spaces will be made available to BMR buyers at market rate and by lottery rank.
- Applicants must be first-time homebuyers and earn no more than the annual income levels listed below. Different BMR condos have different income limits, divided into three groups based on how a household’s income compares to the Area Median Income (AMI):

Household Size	One Person	Two Person	Three Person	Four Person	Five Person	Six Person	Seven Person
Maximum Income at 89% of AMI	\$83,000	\$94,850	\$106,700	\$118,550	\$128,050	\$137,500	\$147,000
Maximum Income at 112% of AMI	\$104,450	\$119,350	\$134,300	\$149,200	\$161,100	\$173,050	\$184,950
Maximum Income at 134% of AMI	\$124,950	\$142,800	\$160,650	\$178,500	\$192,750	\$207,050	\$221,300

**The application deadline has been extended to 5 PM on Tuesday, January 18, 2022.** Applications must be received by Tuesday, January 18, 2022 at 5 PM. Apply online through DAHLIA, the SF Housing Portal at <http://housing.sfgov.org>.

For more information and assistance with your application, contact HomeownershipSF: (415) 202-5464 or [info@homeownershipsf.org](mailto:info@homeownershipsf.org). For questions about the building and units, contact the Yerba Buena Island Sales Team: (415) 851-3099 or [BMR@YerbaBuenaIslandSF.com](mailto:BMR@YerbaBuenaIslandSF.com).



Units are monitored through the San Francisco Mayor's Office of Housing and Community Development and are subject to owner occupancy and other restrictions. Visit [www.sfmohcd.org](http://www.sfmohcd.org) for program information.

#### **Lottery Date**

Tuesday, February 8, 2022

As of March 12, 2020, lotteries are closed to the public but will continue as scheduled. View lottery results at [housing.sfgov.org](http://housing.sfgov.org).

All adult household members who will be on the title of the BMR unit must complete first-time homebuyer education through one of the City's 5 approved housing counselling agencies in order to apply. Applicants can visit <https://homeownershipsf.org/homebuyers> for upcoming program orientations and workshops. Please sign up right away, as classes tend to fill up quickly.

Applicants for The Bristol must obtain a loan pre-approval from one of the approved participating lenders listed at <http://sfmohcd.org/mohcd-authorized-lender-list> to apply.

All applicants are encouraged to apply. Lottery preference will be given to:

1. **Eligible residents of The Villages at Treasure Island:** *Current and former residents of The Villages at Treasure Island may qualify for the Treasure Island Resident Preference.*
2. **Certificate of Preference holders:** *Certificate of Preference (COP) holders are primarily households displaced in Redevelopment Project Areas during the 1960's and 1970's.*
3. **Displaced Tenant Housing Preference holders:** *Displaced Tenant Housing Preference (DTHP) holders are tenants who were displaced by an Ellis Act eviction, Owner Move In eviction and tenants displaced by fire.*
4. **Neighborhood Residents and households that currently live or work in San Francisco:** *Neighborhood Resident Housing Preference (NRHP) are residents living in the same supervisorial district or within ½ mile buffer of the project.*

*Please contact (415) 650-6078 (call or text) or [TIAdvisor@arws.com](mailto:TIAdvisor@arws.com) for more information about the Treasure Island Resident Preference.*

*Please contact 415-701-5613 or visit [www.sfmohcd.org](http://www.sfmohcd.org) for more information about all other lottery preferences.*

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## The Bristol, 400 Bristol Court\*, San Francisco

Unit No.	Bedroom Count	Bath Count	Square Feet	Floor #	Price w/o Parking	Price w/ Parking	Income Maximum	HOA Dues w/o Parking	HOA Dues w/Parking
104	2	2.5	1,329	1	\$336,243	\$451,243	112% of AMI	\$1,573.58	\$1,573.58
108	2	2.5	1,310	1	\$472,176	\$587,176	134% of AMI	\$1,572.06	\$1,572.06
114	3	2.5	2,325	1	\$386,613	\$501,613	112% of AMI	\$1,688.89	\$1,688.89
123	0	1	745	1	\$100,276	\$215,276	89% of AMI	\$1,505.61	\$1,505.61
207	1	1	898	2	\$274,027	\$389,027	112% of AMI	\$1,522.98	\$1,522.98
215	1	1	920	2	\$153,064	\$268,064	89% of AMI	\$1,526.59	\$1,526.59
222	2	2.5	1,347	2	\$335,730	\$450,730	112% of AMI	\$1,576.38	\$1,576.38
226	1	1	886	2	\$394,860	\$509,860	134% of AMI	\$1,521.46	\$1,521.46
319	1	1	936	3	\$273,835	\$388,835	112% of AMI	\$1,524.03	\$1,524.03
321	2	2.5	1,402	3	\$334,749	\$449,749	112% of AMI	\$1,581.74	\$1,581.74
328	2	2.5	1,340	3	\$200,476	\$315,476	89% of AMI	\$1,575.56	\$1,575.56
409	1	1	898	4	\$274,027	\$389,027	112% of AMI	\$1,522.98	\$1,522.98
415	1	1	920	4	\$273,367	\$388,367	112% of AMI	\$1,526.59	\$1,526.59
425	0	1	749	4	\$310,932	\$425,932	134% of AMI	\$1,505.61	\$1,505.61

### How to apply:

- Step 1 • Sign up for a free Program Orientation at [www.homeownershipsf.org](http://www.homeownershipsf.org)
- Step 2 • Complete homebuyer workshops and individual counseling
- Step 3 • Get pre-approved for a mortgage loan by a MOHCD-approved lender
- Step 4 • Submit a lottery application before application deadline



Prices, promotions, incentives, features, options, floor plans, elevations, design materials, specifications, community development plans, amenities, schedules, and available homes are subject to change without notice. Square footages and dimensions are approximate only, may vary in actual construction, and should not be relied upon as a representation of the actual or precise size of any home or amenity space. All photographs, artistic renderings, and other depictions of the residence, community and other features are preliminary and for illustrative and conceptual purposes only. Model homes and depictions of people do not reflect racial preference. Windows, decks, doors and other design features vary in the community. Views are not guaranteed. Actual views may vary and change in the future. Site plans and maps are not to scale and are for relative location purposes only. School and school district information is subject to change over time. No warranty or guarantee is made that any particular school or school district will serve the community. Information provided does not constitute an offer to sell nor a solicitation of an offer to purchase real property. Exclusively represented by Compass Development Marketing Group, a division of Compass. Compass is a real estate broker licensed by the state of California, DRE license #01527235) and abides by equal housing opportunity laws.





**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
12/22/2021	TI Advisors provided Bristol BMR pricing and scheduling updates to <b>810</b> Legacy, Vested, and Former Residents in December via email and the TI Advisor portal.  TI Advisors followed up with three Legacy and Vested Residents to inform each one of the new prices for the BMR's on YBI.
12/21/2021	TI Advisors engaged a Vested Resident and addressed their questions regarding the loan approval letter and instructed them to speak with their Lender for the loan requirements.
12/17/2021	Spoke with Vested Resident and provide a copy of their Treasure Island Resident (TIR) PreferenceLetter and link to their portal.
12/16/2021	Spoke with Vested Resident regarding the BMR's on Yerba Buena Island and link to the MOHCD to apply for a BMR.
12/11/2021	Engaged Legacy Resident and sent the resident the details of applying for the First Time Homebuyer classes.
12/10/2021	Engaged Vested Resident regarding the status of the number of BMR's available on Yerba Buena Island and requirement to take the First Time Homebuyer classes.
12/11/2021	Spoke with two Legacy Residents and provided In-Lieu Payment documents to sign.
12/09/2021	Engaged Legacy Resident and provided assistance to complete the Bristol application to purchase a BMR Condo.
12/06/2021	Spoke with Legacy Resident and made arrangements to meet the resident and deliver his In-Lieu Payment check.
12/04/2021	Engaged Vested Resident to discuss taking the First Time Homebuyer using the self-pace method.
12/01/2021	Engaged Legacy Resident and provided information about the schedule for First Time Homebuyer's Orientation classes.
12/01/2021	Spoke with Legacy Resident regarding the TIR Letter to clarify their availability of future rental on Treasure Island.
11/24/2021	Engaged Legacy Resident and provided detail status of her In-Lieu Payment and how long her could remain on Treasure Island after applying for the payment.
11/18/2021	Spoke with Legacy Resident and provided detail of how to access his Portal on sharefile
11/18/2021	Engaged Legacy Resident and received and processed documents for initial In-Lieu Payment.
11/17/2021	Spoke with Legacy Resident regarding applying for In-Lieu Payment and explained how her newborn eligible for In-Lieu Payment.
11/17/2021	Spoke with two Legacy Residents about signing up for First Time Homebuyer classes.
11/15/2021	Engaged a Legacy Resident regarding the documents needed to apply for disability In-Lieu Payment.
11/12/2021	Spoke with previous Resident and provided The Villages Office phone number to inquire about available units to rent.
11/12/2021	Spoke with The Villages Office to confirm status of Legacy Resident rent payment.
11/11/2021	Engaged a Vested Resident about BMR's being built on Treasure Island,
11/11/2021	Engaged a Legacy Resident about the BMR due the Door Hanger information they recently received and future rents on TI.
11/11/2021	Spoke with Vested Resident regarding the delays in the release of the BMR's and the increase in the HOA.
11/11/2021	TI Advisors had <b>318</b> door hangers delivered to Legacy and Vested households in English and Spanish with information and schedule update for the BMR Condominiums for sale at The Bristol on YBI!
11/09/2021	Engaged Legacy Resident who inquired about the availability of In-Lieu Payment for his Household.
11/08/2021	TI Advisors sent emails to <b>824</b> Legacy, Vested and former YBI residents with information and schedule update for the BMR Condominiums for sale at The Bristol on YBI! Emails in Spanish were sent to 44 households.



**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
11/06/2021	Spoke with Vested Resident regarding the TIR number to submit to DAHLIA.
11/05/2021	Engaged two Vested Residents and explain the TIR letter and the reason the letter was sent.
11/03/2021	Spoke with Legacy Resident and resent a revised TIR letter with updated member in the Household.
11/02/2021	Spoke with Vested Resident regarding the TIR number to submit to DAHLIA.
11/01/2021	Spoke with Legacy and Vested Resident regarding the status of rent and directed her to The Villages Office.
11/01/2021	Engaged Legacy Resident and provided details for applying for In-Lieu Payment.
10/29/2021	Spoke with Vested Resident and provide the link to the Informal Session for BMR Condo at the Bristol on Yerba Buena Island.
10/29/2021	Spoke with Vested Resident regarding the status of his eligible to change to a Legacy Resident.
10/28/2021	Engaged Legacy Resident who is interested in purchasing a BMR Condo and received copies of the First Time Homebuyer Certificates.
10/27/2021	Spoke with Legacy Resident to discuss their concerns about future rentals units on Treasure Island and explained Affordable rental units in reference to the TIR Letter.
10/27/2021	Engaged two Legacy Resident to confirm their new address and provided tracking numbers for their packages.
10/25/2021	Spoke with Legacy Resident regarding the receipt of the TIR letter and confirmed the Residents listed on the letter.
10/22/2021	Spoke with a Vested Resident about the processes to purchase a BMR Condo on Yerba Buena Island.
10/21/2021	Engaged a Vested Resident regarding future rental on Treasure Island and the availability of rental unit.
10/14/2021	Spoke with Vested Resident regarding the receipt of the TIR letter and a TIR letter TIR letter which was mailed to the Resident.
10/14/2021	Spoke with Legacy Resident Legacy Resident and discuss how the TIR letter would work for her Household.
10/13/2021	Engaged Legacy Resident information about the TIR Letter and sent a revised TIR Letter in Spanish.
10/13/2021	Engaged Legacy Resident regarding the opportunity to purchase a BMR and down payment assistance. Provided detail of TIDA eligible funds to be used for their down payment as a Legacy Resident and other fund could be available through the MOHCD.
10/13/2021	Engaged Legacy Resident who requested a walk-through of the BMR Condos at the Bristol in December.
10/11/2021	Engaged a Legacy Resident to discuss the availability of the BMR Condos on Yerba Buena Island.
10/11/2021	Spoke with Vested Resident to confirm the Resident resides within the Household on Treasure Island.
10/05/2021	Engaged two Legacy Resident and sent each Resident their final In-Lieu Payment documents to sign.
10/03/2021	Engaged a Vested Resident and confirmed the names for the Residents within their Household.
10/02/2021	Engaged a Vested Household to explain how the TIR Letter works with the family living in two different Households.
09/30/2021	Spoke with Legacy Resident and process her final In-Lieu Payment check.
09/29/2021	Engaged a Vested Resident to review and confirmed the Preferences requirements on DAHLIA.
09/29/2021	Contacted six Legacy and Vested Resident to confirm their address are correct.
09/28/2021	Engaged Legacy Resident and provide the TIR Preference number for the Household each Resident in the Household.
09/24/2021	Spoke with Vested Resident regarding Veteran Administration assigning him a Home Care Nurse.
09/23/2021	Contacted Legacy Resident to inform her FedEx would finally be delivering her final In-Lieu Payment check.
09/21/2021	Contacted Vested Resident to inform him the Bristol BMR Condos have been posted on DAHLIA website.





**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
09/21/2021	Spoke with Legacy Resident and provided FedEx tracking number for his final In-Lieu Payment check.
09/21/2021	Engaged Legacy Resident regarding the status of her roommate who move to a living care facility and would not be returning to the unit. Therefore, she would only need a two-bedroom unit when the replacement unit is offered.
09/20/2021	Spoke with five Vested Residents and provided each their TIR Preference number.
09/20/2021	Engaged a Legacy Resident and addressed questions about future rental units.
09/20/2021	Contacted three Legacy Residents and informed each Resident their TIR Preference number.
09/18/2021	Contacted Legacy Resident and provided an update on the status of his final In-Lieu Payment check.
09/16/2021	Spoke to Legacy and Vested Resident who had questions about purchasing a BMR Condo together.
09/15/2021	Spoke with Legacy Resident to update her on the status of her final In-Lieu Payment.
09/15/2021	Contacted Vested Resident and provided the TIR Preference number for her Household.
09/10/2021	Engaged Legacy Resident and addressed questions regarding the options available for Legacy Resident.
09/09/2021	Engaged Vested Resident and provided the YouTube link for the Information Secession.
09/08/2021	Spoke with Legacy Resident regarding the amount available if she decides to move from Treasure Island.
09/08/2021	Contacted three Legacy Resident to inform each person their In-Lieu Payment check had been mail and provide the FedEx tracking number.
09/07/2021	Spoke with Vested and address questions regarding the purchasing of a BMR Condo.
09/06/2021	Engaged Legacy and sent the YouTube link to the Information Session meeting.
09/03/2021	Spoke Legacy Resident for her request to be added to the Premarketing Notice List and documents were provided.
09/02/2021	Engaged Vested Resident and sent the Premarketing Notice Form via sharefile to complete and add to the list.
09/01/2021	Contact 25 Legacy and Vested Residents to invite each Resident to the Resident Information Session.
09/01/2021	Sent Legacy Resident In-Lieu Payment documents to sign via electronic sharefile.
08/31/2021	TI Advisors sent 834 invitations for The Bristol BMR Island Resident Information Session on September 1.
08/31/2021	Engaged 14 residents that have completed the First Time Homebuyer class to inform each Resident of the Information Session meeting scheduled for Wednesday, September 1.
08/30/2021	Assisted resident with information on how to apply for an In-Lieu Payment.
8/26/2021	TI Advisor resent 385 Premarketing Notices for The Bristol BMR Units to those who had not previously opened the notice. Current percentage of opened notices is 67%.
08/26/2021	Provided resident with income requirements for purchasing a BMR condominium at The Bristol on Yerba Buena Island.
08/25/2021	Spoke with a Pre-DDA Legacy resident regarding the Premarketing Notice and invited the Resident to register for the Informal Session meeting scheduled for Wednesday, September 1.
08/25/2021	Contacted 32 interested BMR homebuyers on the Premarketing Notice List to confirm their receipt and access to the Premarketing Notice.



**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
08/24/2021	Contacted 7 residents who had completed the First Time Homebuyers classes. The TI Advisor asked each for their opinion regarding and/or receipt of the Premarketing Notice.
08/20/2021	Spoke with a Pre-DDA Legacy resident regarding Premarketing Notice and provided access to sharefile.
8/19/2021	TI Advisors sent 886 Premarketing Notices for The Bristol BMR Units on YBI!
08/18/2021	Contacted three Pre-DDA Legacy residents to confirm their email address in preparation for Premarketing Notice to the Residents of The Village.
08/16/2021	Engaged a Post-DDA Vested resident regarding the completion of his First Time Homebuyer classes and the DAHLIA Lottery system.
08/12/2021	Spoke with two Pre-DDA Legacy residents to remind them to sign their Final In-Lieu Payment documents.
08/10/2021	Confirmed Post-DDA Vested resident email address and sent him a copy of the TIDA Director letter.
08/09/2021	Spoke with Pre-DDA Legacy resident and sent her a copy of the Premarketing Notice form via sharefile and added her on Premarketing Notice List.
08/06/2021	Worked with two Pre-DDA Legacy residents to sign and submit their final In-Lieu Payments.
08/05/2021	Spoke to two Pre-DDA Legacy residents regarding the submittal of their Roommate Lease Form to move from Treasure Island.
08/05/2021	Engaged a Pre-DDA Legacy resident who request another copy of his 1099 Miscellaneous which was misplaced. Contacted the City Controller and another 1099 Miscellaneous Form was sent to the Resident.
08/04/2021	Worked with a Pre-DDA Legacy resident to provide information about purchasing a BMR condo at The Bristol.
08/03/2021	Engaged a Post-DDA Vested resident and provided information about new BMR condos at The Bristol on YBI.
8/02/2021	Engaged a Pre-DDA Legacy resident who inquired about the status of the BMR.
07/30/2021	Met with Admiral Security of Treasure Island and delivered copies of a letter from the TIDA Director that was distributed to all Households in the Villages.
07/29/2021	Engaged Legacy Resident regarding the availability of the BMR's on Yerba Buena Island.
07/28/2021	Spoke with a Legacy Resident to explain the three options that are available for the Legacy Resident.
07/23/2021	Engaged two Legacy Resident and discuss the need to sign the receipt of their In-Lieu Payment.
07/22/2021	Spoke with Legacy Resident about his In-Lieu Payment option and how the process works.
07/22/2021	Spoke with Legacy Resident to complete a new W9 with her most recent address.
07/20/2021	Engaged Legacy Resident and provided details of the timeline once you apply for In-Lieu Payment.
07/16/2021	Spoke to Legacy Resident and scheduled a meeting to meet with the Resident and deliver his final In-Lieu Payment check due to mailing issues.
07/16/2021	Spoke with a Vested Resident regarding the BMR Condos on Yerba Buena Island and future housing on Treasure Island.
07/15/2021	Engaged two Vested Residents regarding the future housing on Treasure Island.
07/15/2021	Spoke with Legacy Resident regarding the In-Lieu Payment process and the documents needed to apply for the payment.
07/14/2021	Engaged Legacy Resident regarding his 1099 Miscellaneous form and confirmed City Controller would mail a new form.
07/12/2021	Engaged Legacy Resident two regarding the delivery of their In-Lieu Payment check.



**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
07/10/2021	Engaged two Legacy Residents to confirm the receipt of their final In-Lieu Payment checks.
07/09/2021	Engaged Legacy Resident regarding her completion of the First Time Homebuyers classes and sending a copy of the Certificate to the TI Advisor.
07/08/2021	Processed the In-Lieu Payment one of which an initial In-Lieu Payment and two final In-Lieu Payment.
07/07/2021	Engaged three Legacy Residents requesting they sign their final In-Lieu Payment acknowledgment form.
07/07/2021	Spoke with Legacy Resident regarding the completion of her First Time Homebuyer classes and when she would receive her certificate.
07/06/2021	Engaged Legacy Resident and received documentation to process their initial In-Lieu Payment.
07/06/2021	Engaged Legacy Resident that decided to apply for In-Lieu Payment and provide details of the receipt of the payment.
07/05/2021	Engaged Legacy Resident who had questions about the In-Lieu Payment process if he chooses this option.
07/05/2021	Engaged Legacy Resident regarding the Door Hangers that were recently distributed.
07/01/2021	Engaged Legacy Resident who was concern about the increase of rent for the new housing on Treasure Island.
07/01/2021	Engaged Legacy Resident regarding her options for the new construction on Treasure Island and other options available as a Legacy Resident.
07/01/2021	Spoke to Legacy Resident regarding the status of BMR Condos on Yerba Buena Island.
6/30/2021	Be on the Look Door Hangers distributed to Legacy and Vested Residents on Thursday and Friday, July 1 <sup>st</sup> .
6/30/2021	Be on the Look Eblast to Legacy and Vested Residents in The Villages.
06/30/2021	Engaged 5 Residents Legacy and Vested Residents regarding the Door Hangers.
06/29/2021	Spoke with Legacy Resident to confirm the delivery of his replacement In-Lieu Payment check.
6/29/2021	Engaged two Legacy Residents and provided the FedEx number for the receipt of their In-Lieu Payment checks.
6/29/2021	Spoke with Vested Resident regarding the BMR Condos on Yerba Buena Island and future housing on Treasure Island.
6/29/2021	Engaged Vested Resident and provided clarification of the benefits for Legacy and Vested Residents.
6/25/2021	Engaged Legacy Resident three regarding the delivery of her In-Lieu Payment check.
6/21/2021	Engaged Legacy Residents to regarding rent control for future housing on Treasure Island.
6/19/2021	Participated in Juneteenth celebration on Treasure Island. Staffed TI Advisor table at event.
6/15/2021	Spoke with Legacy Residents about the final pricing AMI requirements for the BMR Condos on Yerba Buena.
6/15/2021	Engaged three Legacy Residents to sign their final In-Lieu Payment request.
6/11/2021	Spoke with Legacy Resident regarding the completion of her First Time Homebuyer Certificate.
6/10/2021	Spoke with Legacy Resident to address question about the In-Lieu Payment.
6/10/2021	Engaged Legacy Resident to explain the eligibility for her disabled Son to receive In-Lieu Payment.
6/09/2021	Spoke with Vested Resident to provide information for the purchase of a BMR Condos on Yerba Buena Island.



**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
6/08/2021	Spoke with Legacy Resident to provide detail of applying for In-Lieu Payment.
6/04/2021	Engaged Legacy Resident who concern he didn't receive his replacement In-Lieu Payment check.
06/01/2021	Engaged Legacy Resident for the status of their In-Lieu Payment check.
5/27/2021	Engaged Legacy Resident for the availability of the release her In-Lieu Payment check which will be used for down payment on a property.
5/26/2021	Spoke with Legacy Resident about the timeline to receive the initial In-Lieu Payment and apply for the second payment.
05/25/2021	Engaged a Vested Resident regarding the Area Medium Income, her salary and qualifying to purchasing a BMR.
05/18/2021	Engaged a Legacy Resident about the release of her In-Lieu Payment since the family would be traveling.
05/17/2021	Spoke to a Legacy Resident about her concerns about purchasing a BMR Condo with his present income.
05/14/2021	Spoke to a Legacy Resident and provided an update on the status the In-Lieu Payment.
5/13/2021	Engaged Legacy Resident about the need to sign the Acknowledgement of Receipt of In-Lieu Payment.
5/12/2021	Engaged Legacy Resident regarding the completion of their First Time Homebuyer and requested a copy of the certificate.
5/12/2021	Spoke with Vested Resident and requested a copy of the 1099 Miscellaneous Form from the San Francisco City Controller.
5/08/2021	Spoke to Legacy Resident and provided help with applying for In-Lieu Payment for her handicapped Son.
5/07/2021	Engaged Legacy Resident and provided information regarding the release of their In-Lieu Payment.
5/04/2021	Spoke with Legacy Resident and reviewed the Area Median Income (AMI) numbers based upon his salary and informed him new AMI numbers for 2021 will be released soon.
4/30/2021	Spoke with two Legacy Residents and provided a update about the release of their In-Lieu Payment and provided the FedEx tracking number.
4/29/2021	Spoke with a Legacy Resident regarding the amount her son would receive if he applied for In-Lieu Payment.
04/29/2021	Engaged a Legacy Resident who provide new mailing to receive his In-Lieu Payment check.
04/27/2021	Spoke with a Legacy Resident to explained how to apply for In-Lieu Payment.
04/26/2021	Engaged Legacy Resident who was concerned about the receipt of his In-Lieu Payment and resolved the issue by ordering a replacement check.
04/26/2021	Spoke to a Legacy Resident and provided the detail for applying for In-Lieu Payment.
4/22/2021	Spoke with a Legacy Resident regarding applying for In-Lieu payment
4/20/2021	Spoke with a BE-Spouse and explained why the Legacy Resident receives payments for the Minors in the family.
4/17/2021	Engaged a Legacy Household regarding the receipt of their final In-Lieu Payment and provided an update of the release of day.
4/17/2021	Engaged a Legacy Household regarding the receipt of their final In-Lieu Payment and provided an update of the release of day.
4/16/2021	Spoke to a Legacy Resident about future housing on Treasure Island and his opportunity
4/12/2021	Spoke with Legacy Resident that completed the First Time Homebuyer class and sent a copy of his certificate to the TI Advisor.
4/12/2021	Spoke with a Vested Resident who's interested in purchasing a BMR on Yerba Buena Island.
4/06/2021	Engaged two Legacy Residents and provided an estimated date for the release of his In-Lieu Payment.



**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
4/02/2021	Spoke with two Legacy Residents who didn't receive their 1099 Miscellaneous form.
4/01/2021	Engaged two Legacy Residents who gave notice that they had moved from Treasure Island.
3/31/2021	Spoke with a Legacy Resident who requested a copy of their 1099 Miscellaneous form.
3/30/2021	Engaged three Legacy Residents and provided the FedEx tracking number for their In-Lieu Payment check.
3/30/2021	Spoke with a Legacy Resident and provided details regarding the BMR on YBI and registering for First Time Home Buyer class.
3/23/2021	Engaged two Legacy Residents to confirm their date to move from Treasure Island.
3/22/2021	Engaged three Legacy Residents to notify each person the status of their In-Lieu Payment check.
3/19/2021	Spoke with Vested Resident to further review the Area Median Income for The Bristol Condo on YBI.
3/17/2021	Engaged Vested Resident regarding her completion of the First Time Homebuyer class and certificate was sent to the TI Advisor.
3/15/2021	Spoke with a BE Spouse and explain the requirements for her eligible to receive In-Lieu Payment.
3/12/2021	Spoke with a Legacy Household to provide details of how to apply for In-Lieu Payment.
3/09/2021	Spoke with Vested Resident about their eligible for future rental housing on Treasure Island.
3/08/2021	Spoke to Legacy Resident regarding their move from Treasure Island.
3/05/2021	Spoke to two Legacy Residents requesting TI Advisor resend their 1099 Miscellaneous form.
2/25/2021	Engaged Legacy Resident to submit documents required to apply for In-Lieu Payment.
2/25/2021	Engaged Legacy Resident and confirmed the list of Approved Lenders and provided assistance with calling Lenders to confirm if they're activity working with BMR Buyers.
2/24/2021	Spoke with Legacy Resident and BE Spouse they are ready to move forward with applying for In-Lieu Payment.
2/23/2021	Spoke with Vested Resident who inquired about purchasing a BMR on YBI and sent details to register for the First Time Homebuyer class.
2/22/2021	Spoke with two Legacy Residents and provided details to apply for In-Lieu Payment.
2/18/2021	Engaged three Legacy Residents regarding their moving date.
2/17/2021	Spoke to Legacy Resident provided information to purchase a BMR on YBI and sent information to register for First Time Homebuyer classes.
2/16/2021	Spoke with Legacy Residents regarding the BMR's at the Bristol on YBI.
2/16/2021	Engaged Legacy Resident the Household has completed the first phase of the First Time Homebuyer class.
2/15/2021	Spoke with Legacy Resident who provided an update on their status of completing the First Time Homebuyer classes.
2/2/2021	Spoke to Legacy Resident about purchasing a BMR at the Bristol on YBI and provided details for First Time Homebuyer classes.
1/25/2021	Engaged Vested Resident to check the mail for their past Legacy Roommate 1099 form.
1/22/2021	Engaged Legacy Resident and made arrangements for the delivery of her- In-Lieu Payment check.
1/22/2021	Spoke with a Legacy Resident for their new mailing address.
1/22/2021	Spoke with 10 Legacy and Vested Household to inquire if they received 1099 forms.
1/22/2021	Spoke with 2 Legacy Resident to arrange for the delivery of their final In-Lieu Payment.



**Record of Community Engagement  
January 1 through December 31, 2021**



<i>Date</i>	<i>Outreach</i>
1/21/2021	Spoke with Legacy Resident regarding the arrival of their In-Lieu Payment and the need to sign the Acknowledgement form.
1/21/2021	Engaged Legacy Household who confirmed their plans to move from Treasure Island.
1/20/2021	Engaged 12 Legacy Household and Vested Residents to confirm if they received a 1099 form.
1/19/2021	Engaged the Vested Households of 1131-B Mason Court and 1315-F Gateview Avenue that Self Move Claim check had been released from the City Controller.
1/19/2021	Spoke with Legacy to request their new address to receive their In-Lieu Payment.
1/19/2021	Engaged the City Controller Office and provided the address of the Legacy Residents that applied for In-Lieu Payment.
1/15/2021	Spoke to Legacy Resident to sign the Acknowledgement of Receipt of their Lieu Payment.
1/14/2021	Engaged a BE-Spouse who provide documents to apply for In-Lieu Payment.
1/12/2021	Spoke with a Legacy Household to provide details of how to apply for In-Lieu Payment.
1/11/2021	Spoke two Legacy Residents regarding the release of their In-Lieu Payment.
1/08/2021	Spoke with Legacy Resident to confirm their move from Treasure Island.
1/07/2021	Engaged Legacy Resident and provide the link to the Sharefile Portal.
1/04/2021	Spoke with Legacy Households to provide detail of purchasing a BMR on Yerba Buena Island.

Notes:

- Pre-DDA Households are defined in the Transition Housing Rules and Regulations. TIDA is referring to these households as Legacy Households.
- Post-DDA Occupants are defined in the Transition Housing Rules and Regulations. The Second Amendment to the THRR adopted by the TIDA Board in December 2020 prioritized income-qualifying Residents as of that date for placement in future affordable units. This created two classes of Post-DDA
- Occupants – those arriving prior to and subsequent to the amendment date. TIDA is referring to Residents arriving prior to the Amendment date as Vested Residents.

## TIDA BOD Meeting

### One Treasure Island Program Report

Nella Goncalves, Deputy Director

January 2022

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- **COVID 19 Island-wide Services Coordination**
    - COVID testing and vaccines continue.
    - Vaccine distribution for children 5-12 began and to date a total of 10 children have been vaccinated on TI. 7 children 5-11 and 3 children 12-17. One TI continues to coordinate with DPH and TIDA to provide access to vaccines for children 5-17 years old.
    - **Food Pantry**

We continue to operate the weekly Food Pantry on Tuesdays with an average of 130 households accessing the pantry.
    - **Treasure Island Resource Line**

The Resource line continues to operate and will remain operational indefinitely.
  - **One Treasure Island Programming:**

Staff continue to outreach and recruitment for the CTP 11 which will begin in February 2022. To date we are screening over 50 candidates.

We have begun planning for the One TI VITA Tax Preparation. Volunteers are being recruited and trained to begin tax prep work at the end of January.
  - **Community Engagement**
    - **Outreach & Social Media**

Community engagement continues through social media posts post, on the Treasure Island Next Door community board and socially distanced events.

The 6<sup>th</sup> edition of the One TI Newsletter, The Connector was released in January 2022. Please find attached.
    - **Community Workshops**

We are planning with SF Card for Emergency Prep workshops to begin in March 2022. Financial education and coaching workshop are also being planned for the Q1 of 2022.
    - **Holiday Celebrations & Events**

One TI hosted a holiday event at the pantry on 12/21 and gave away over 100 gifts for children to island residents as well as PPE and cleaning supplies, hams, turkeys and gift cards. Please see photos attached in this months Newsletter.
- Nourish Treasure Island**
- The One TI Nourish TI project is continuing to operate smoothly. We have served over 9000 meals to date. We are planning to distribute food through the end of Q1 and plan to wind down the project the end of March 2022. We are currently exploring the possibility of continued/replacement funding through a partnership with HSA.
- Back Up Batteries for residents with medical devices**
- Backup battery have been delivered and are in the process of being distributed to residents who use medical devices. The holiday season and the rise in COVID cases has slowed down the distribution process as both One TI and island residents want to practice the utmost precaution. We are currently working with island residents to determine the best time and a safe place to distribute the batteries.

# TI01 - TI Case Summary

Open

CASE ID	OPEN DT	CLOSED DT	TYPE	CATEGORY	TYPE	LOCATION	OTHER DESCRIPTION	AGENCY
14591539	11/9/2021 11:33:00 AM		Service Feedback	Muni Service Feedback	Muni - Complaint_Frequency_Reliability	Intersection of AVENUE H and 5TH TI ST	The 25 never goes straight on 9th St. it always makes a left at Ave. H. so 3 stops are missed. Can you make Ave. M and 4th, Ave. H and 4th, Ave. H and 5th, Ave. H and 9th stops an inbound stop as well as outbound stops. Many of us have to chase the bus down either running or riding our bikes. This has been a problem for 2 years.	FIT - Muni Customer Service
14593726	11/9/2021 8:06:00 PM		Streetlights	Streetlights	Streetlight - Light_Burnt_Out	Intersection of AVENUE OF THE PALMS and PERIMETER PATH	Street lights out .	PUC Power
14600402	11/11/2021 11:10:54 AM		Street Defects	Street Defects	Pavement_Defect	Intersection of 6TH TI ST and AVENUE H	From Mersea restaurant to Affordable self storage are potholes due to excessive usage Desilva and Gates contractors trucks. Which number 100s on daily basis. They need to start addressing this.	DPW BSES BUF Graffiti
14602442	11/11/2021 6:59:29 PM		Streetlights	Streetlights	Streetlight - Light_Burnt_Out	1 AVENUE OF THE PALMS, SAN FRANCISCO. CA. 94130	Directly IFO address --- 6 street lights at location are burnt out	PUC Power
14692976	12/4/2021 8:06:00 AM		Service Feedback	Muni Service Feedback	Muni - Complaint_Frequency_Reliability	Intersection of AVENUE B and GATEVIEW AVE	The bus is always leaving early and never ontime. This happens all the time	FIT - Muni Customer Service
14768983	12/23/2021 2:04:27 PM		Street Defects	Street Defects	Pavement_Defect	1209 BAYSIDE DR, SAN FRANCISCO, CA, 94130	We have a pothole next to the parking lot in front of our house (1224 Bayside dr) which is getting worse. Overall the road between 1224 and 1226 is in a bad shape: multiple potholes, uneven pavement, would be great to fix those.	DPW BSSR
14772111	12/24/2021 1:16:28 PM		Tree Maintenance Damage	Tree Maintenance	Trees - Damaged_Tree	Intersection of MARINER DR and GATEVIEW AVE	Tree branch resting on power lines	DPW BSES BUF Graffiti
IO692FD0-14780025	12/27/2021 2:36:00 PM		Health Violation			401 13TH TI ST, SAN FRANCISCO, CA, 94130	Business Name: Aracely Cafe  Type of Business: restaurant Other: Health & Safety Problems: vaccine_requirement Additional Request Details: patron was not asked if vaccination card required for entry to restaurant. Patron asked staff if they are checking and she was told no. <input type="checkbox"/>	COVID-19



14785296	12/29/2021 5:21:00 AM		Request for City Services	General Request - PUC	complaint	1402 STURGEON ST, SAN FRANCISCO, CA. 94130	--- Customer states there is no power in the whole island.	PUC Administrative
14786707	12/29/2021 12:43:44 PM		Street Defects	Street Defects	Pavement_Defect	Intersection of 13TH TI ST and GATEVIEW AVE	Gateview Avenue between Mason Ct and 13th Street. The entire stretch of road on the bus stop side is washed out. Every time the bus goes past my house, it shakes hard enough to knock pictures off my wall. There are gas lines just below the sidewalk here. It'll blow up like San Bruno did if the road doesn't get paved. Either that, or a few head on collisions from everyone driving on the wrong side of the road to avoid it. I have more photos: THE ROAD IS WASHED OUT!!!	DPW BSSR
A9JOBNY3-14800397	1/2/2022 10:47:13 PM		Shared Spaces	Shared Spaces Violation	other	1411 FLOUNDER CT, SAN FRANCISCO, CA, 94130	Business Name: N/A - Location Info: Private Lot - Types of Issues: Other (Provide details above) - ADA Issue: Yes --- 1411 FLOUNDER UNIT A BURNING WOOD OUTSIDE, HAZARD, CAUSING SMOKE INHALATION TO OTHER RESIDENTS WITH MEDICAL ISSUES	Shared Spaces
14800398	1/2/2022 10:47:15 PM		Child Requests	Child Request	Shared_SpacesOther	1411 FLOUNDER CT, SAN FRANCISCO, CA, 94130	private_lot -- Business Name: N/A - Location Info: Private Lot - Types of Issues: Other (Provide details above) - ADA Issue: Yes --- 1411 FLOUNDER UNIT A BURNING WOOD OUTSIDE, HAZARD, CAUSING SMOKE INHALATION TO OTHER RESIDENTS WITH MEDICAL ISSUES ADA Issue:	DPW BSM

Closed

CASE ID	OPEN DT	CLOSED DT	TYPE	CATEGORY	TYPE	LOCATION	OTHER DESCRIPTION	AGENCY
14304155	9/4/2021 2:40:45 PM	9/8/2021 12:25:03 AM	Tree Maintenance Damage	Tree Maintenance	Trees - Damaged_Tree	Intersection of GATEVIEW AVE and MASON CT	Caller is reporting there is a large branch hanging cant miss it.	DPW BSES BUF Graffiti
14331452	9/11/2021 8:23:27 AM	9/16/2021 9:04:03 AM	Tree Maintenance Damage	Tree Maintenance	Trees - Overgrown_Tree	1408 STURGEON ST, SAN FRANCISCO, CA, 94130	A Treasure Island resident is reporting that an overgrown tree in the back of her apartment building is allowing raccoons to climb over the branches into the building. Caller is requesting the branches to be pruned.	DPW BSES BUF Graffiti
14337404	9/12/2021 7:43:07 PM	9/21/2021 7:01:00 AM	Street and Sidewalk Cleaning Request	Street and Sidewalk Cleaning	Hazardous Materials	Intersection of AVENUE OF THE PALMS and 9TH TI ST	near Mersea Restaurant at 699 Avenue of the Palms --- broken glass from car break in	DPW BSES BUF Graffiti
14351022	9/15/2021 3:24:44 PM	9/15/2021 4:50:00 PM	Sewer Storm Flood	Sewer Issues	Water_leak	Intersection of 3RD TI ST and AVENUE D	Water leak potentially coming from fire hydrant line	PUC Water
14357712	9/17/2021 9:37:00 AM	9/21/2021 6:24:00 AM	Abandoned Vehicles	Abandoned Vehicle	Abandoned Vehicle - Car4door	800 AVENUE I, SAN FRANCISCO, CA, 94130	Request details: PARKED FOR 7 DAYS --- Location description: 800 AVENUE I, SAN FRANCISCO, CA, 94130	SSD - Enforcement
14368664	9/20/2021 7:05:00 AM	9/22/2021 1:39:11 PM	Service Feedback	Muni Service Feedback	Muni - Complaint_Frequency_Reliability	Intersection of GATEVIEW AVE and AVENUE B	"My daughter was at Ave B and Gateview going into the City, she was there at 6:55 and I know the bus gets there after, like 6:57 - 7:00. it just never showed. She didn't even see it go by. I saw on the bus tracker that bus was already on the bridge to the City, earlier than scheduled. how did this happen?"	FIT - Muni Customer Service
14376028	9/21/2021 1:02:25 PM	9/21/2021 2:17:00 PM	Litter Receptacle Maintenance	Litter Receptacles	Add_remove_garbage_can	1411 FLOUNDER CT, SAN FRANCISCO, CA, 94130	My daughters are suffering from Constant mosquito bites despite warning City and County of San Francisco and neighbor of standing water. This is my second notice regarding Flounder Court. Please	311 Operations
14383321	9/23/2021 6:07:19 AM	9/30/2021 2:36:00 PM	Litter Receptacle Maintenance	Litter Receptacles	Add_remove_garbage_can	1411 FLOUNDER CT, SAN FRANCISCO, CA, 94130	Remove standing water in buckets located on patio of 1411A Flounder Court on Treasure Island to stop mosquito breeding ground that is causing mosquitoes to bite all three of my minor children and myself. Third request for this address.	DPW BSES BUF Graffiti
14384159	9/23/2021 9:45:57 AM	12/23/2021 11:56:53 AM	Streetlights	Streetlights	Streetlight - Light_Burnt_Out	Intersection of AVENUE C and CALIFORNIA AVE	Post 73 streetlight is out. Does not appear to be a service drop to light.	PUC Power

14399830	9/27/2021 8:56:00 AM	9/28/2021 12:16:00 PM	Residential Building Request	Residential Building Request	Building - Inadequately_Maintained_Building_Exterior	1443 CHINOOK CT, SAN FRANCISCO, CA, 94130	1443 Chinook Ct., Unit C, Treasure Island --- Resident calling to make a complaint/ requesting service:  Neighbors (the above unit, unit C) pet is on the patio urinating/ feces dripping down onto the patio beneath. An attorney was contacted, shortly thereafter the landlord was notified and a drain was installed but it was installed improperly. Animal waste still dripping onto the below unit.	Inspection Services
14407514	9/28/2021 4:16:22 PM	9/29/2021 9:26:00 AM	Request for City Services	General Request - ANIMAL CARE CONTROL	request_for_service	Intersection of AVENUE B and 9TH TIST	--- Dead cat in middle of the road on Ave B near 9th St going towards the Bay Bridge	ACC
14420225	10/1/2021 12:31:00 PM	10/1/2021 4:22:40 PM	Tree Maintenance Damage	Tree Maintenance	Trees - Damaged_Tree	1397 GATEVIEW AVE, SAN FRANCISCO, CA, 94130	Large heavy tree branches have fallen over on the communication lines and dragging the lines down to the ground	DPW BSES BUF Graffiti
14421054	10/1/2021 3:02:00 PM	10/15/2021 3:27:33 PM	Employee Feedback	Muni Employee Feedback	Muni - Complaint_Unsafe_Operation	Intersection of GATEVIEW AVE and AVENUE B	Run # 001 She picked us up at AVE B and Gateview. We proceeded back to SF there was online 1 lane due to constructions. She was leaning with her driving leg bent in the seat while she was driving. Then when we were at the construction stop, she sat there with the leg bent up in the seat- that leg was supposed to be on the break. She did this 3 times. She also only drove with only 1 hand during several points of the trip. This bus had people with disabilities and pregnant women. This was unsafe.	FIT - Muni Customer Service
14424288	10/2/2021 11:56:00 AM	10/6/2021 1:18:18 PM	Service Feedback	Muni Service Feedback	Muni - Complaint_Frequency_Reliability	Intersection of 13TH TIST and AVENUE H	"My daughter has been waiting at the 13th st and Ave H stop at Treasure Island. It seems like there is over a hour delay on that bus. We really don't have any other buses that go here, so it's important there isn't a long delay on these buses."	FIT - Muni Customer Service

14426271	10/2/2021 8:39:00 PM	10/4/2021 7:16:25 AM	Employee Feedback	Muni Employee Feedback	Muni - Complaint_Pass_Ups_Denial_Inattention	Intersection of 9TH TI ST and AVENUE H	Caller mentioned, "the driver did not make the stop on the route at Avenue H and 9th street and this is not the first driver to do that, multiple drivers on this route do this. As I was getting on the bus I even asked her if she stopped there and she couldn't be bothered and then she passed the turn and I had her stop the bus and got off."	FIT - Muni Customer Service
14442921	10/6/2021 2:12:30 PM	12/17/2021 10:59:08 PM	Sewer Storm Flood	Sewer Issues	Sewage_back_up	Intersection of AVENUE D and 3RD TI ST	Sewer line backed up and has insufficient drainage, causing floor drain in building to overflow. This manhole used to be pumped out regularly in the past.	PUC Sewer
14446806	10/7/2021 12:21:04 PM	10/14/2021 10:38:00 AM	Sign Repair or Replace High Priority	Sign Repair	Sign Repair - Missing	600 AVENUE OF THE PALMS, SAN FRANCISCO, CA, 94130	This sign is attached to this concrete barrier but it's very loose and blowing in the wind and seems like it's going to fall over into the road	311 Operations
14461413	10/11/2021 9:16:30 AM	10/12/2021 1:25:02 AM	Damaged Property	Damaged Property	Damaged Parking_Meter	751 6TH TI ST, SAN FRANCISCO, CA, 94130	--- Business reports six busted/ shattered parking meter heads, pieces lying on the ground	SSD - Field Operations
14469663	10/12/2021 8:05:33 PM	11/4/2021 3:48:08 PM	Streetlights	Streetlights	Streetlight - Light Burnt Out	1 AVENUE OF THE PALMS, SAN FRANCISCO, CA, 94130	Half the lights on the West side of parking lot ---	PUC Power
14476230	10/14/2021 11:21:48 AM	12/27/2021 9:15:57 AM	Street Defects	Street Defects	Pavement_Defect	Intersection of 11TH TI ST and AVENUE I	Patch pave	DPW BSSR
14510806	10/22/2021 3:43:00 PM	10/25/2021 3:53:00 PM	Request for City Services	General Request - DPH	complaint	1410 FLOUNDER CT, SAN FRANCISCO, CA, 94130	Unit A, B and E --- Caller states that the tenants of each unit are smoking within 15 ft of the entrances to the building during evenings from 5 to 11 PM.	DPH EH
14510838	10/22/2021 3:49:00 PM	10/25/2021 3:53:00 PM	Request for City Services	General Request - DPH	complaint	1409 FLOUNDER CT, SAN FRANCISCO, CA, 94130	Units C, E --- Caller states the tenants of these units are smoking within 15 ft of the entrance to the building during evenings from 5 to 11 PM.	DPH EH
14511268	10/22/2021 5:17:07 PM	10/24/2021 12:27:00 PM	Street and Sidewalk Cleaning Request	Street and Sidewalk Cleaning	Hazardous Materials	Intersection of 13TH TI ST and GATEVIEW AVE	13th St and Gateview --- Glass from broken car window	DPW BSES BUF Graffiti
14511539	10/22/2021 6:49:00 PM	12/13/2021 11:48:00 AM	All RPD Issues	Rec and Park Requests	Park - Structural_Maintenance	Intersection of 11TH TI ST and AVENUE E	This is along the fence line. Midblock on 11th street. The athletic fields. --- It is flooding the field. There is a lot water coming out from the ground from under the goal post.	TIDA
14518235	10/24/2021 3:43:37 PM	11/3/2021 10:00:12 PM	Catch Basin Maintenance	Catch Basin Maintenance	Maintenance	1135 MASON CT, SAN FRANCISCO, CA, 94130	Flooding catch basin. Blocked with overgrowth	DPW BSES BUF Graffiti
14518429	10/24/2021 4:15:47 PM	12/17/2021 10:58:16 PM	Request for City Services	General Request - PUC	request_for_service	Intersection of 9TH TI ST and AVENUE OF THE PALMS	09th Ti St -- Major flooding in the area Major flooding in the area Send To: PUC - Sewer - G	PUC Sewer

14522789	10/25/2021 12:26:49 PM	12/27/2021 9:16:32 AM	Street Defects	Street Defects	Pavement_Defect	Intersection of 9TH TI ST and PERIMETER PATH	Potholes 2-3 are getting bigger and deeper 1 foot wide x 1 foot long x 1/2 foot deep	DPW BSSR
14528881	10/26/2021 12:45:25 PM	10/28/2021 3:49:00 PM	Request for City Services	General Request - DPH	complaint	1220 BAYSIDE DR, SAN FRANCISCO, CA, 94130	1220B Bayside Drive --- Caller wants to file a complaint against her management that her unit is not being maintained. Said that she has a rat infestation and when she has complained, all they do is put down little traps which doesn't help.  Also has Mold issues and believes there's mold inside the walls. Said she recently lost a pet and thinks that the mold contributed to the illness.	DPH EH
14536701	10/27/2021 9:24:42 PM	10/28/2021 6:45:00 AM	Sign Repair or Replace	Sign Repair	Sign - Defaced	60 FOREST RD, SAN FRANCISCO, CA, 94130	Criminal negligence perpetrated by Caltrans on the public	311 Operations
14549549	10/30/2021 6:36:00 PM	11/2/2021 5:01:00 PM	Residential Building Request	Residential Building Request	Building - Electrical_Non_Hazard	1232 NORTH POINT ST, SAN FRANCISCO, CA, 94130	--- The caller has power in part of his unit, in the kitchen and living room, but he does have power in the rest of the building. This has been going on and off since yesterday. He contacted his landlord, and they directed him to 311, but there is not a general power outage in TI	Inspection Services
14556415	11/1/2021 12:22:07 PM	12/8/2021 2:54:36 PM	Request for City Services	General Request - PUC	complaint	1242 NORTHPOINT DR, SAN FRANCISCO, CA, 94130	1242 Northpoint Drive unit F --- Ever since the storm on 10/24/21, the power being provided to this unit is too high. It has damaged callers appliances and needs to be resolved.	PUC Power

14592477	11/9/2021 2:28:00 PM	11/15/2021 11:19:00 AM	Residential Building Request	Residential Building Request	Building - Infestation_Rodent_Insect	1412 FLOUNDER CT, SAN FRANCISCO, CA, 94130	In my unit and the entire building --- Infestation - roaches. Across the street the neighbor was removed from their unit due to being unclean and having roaches. They move these neighbors over to our building. Now there are roaches in the my unit and the building. I have never had a roach here in 17 years living at this unit. The management is moving slow in resolving the issue. They just want to spray my unit. The entire building needs to be treated to get rid of the roaches. They got into my pot of spaghetti last night, and my children had to eat just cheese and skip regular dinner. The management put the whole building in jeopardy by moving the people over who had a severe roach issue into our building.	DPH EH
14594763	11/10/2021 8:14:43 AM	11/12/2021 7:20:00 AM	Abandoned Vehicles	Abandoned Vehicle		Intersection of CROAKER CT and END (1400 BLOCK OF)	Car had been sitting here for months and has been un op. Also has expired tags and tow ticket sticker.	SSD - Enforcement
14594919	11/10/2021 8:41:08 AM	11/12/2021 7:20:00 AM	Abandoned Vehicles	Abandoned Vehicle		Intersection of CROAKER CT and END (1400 BLOCK OF)	Vehicle has been inoperable for months and parked with overdue registration	SSD - Enforcement
14602438	11/11/2021 6:57:42 PM	12/16/2021 3:29:05 PM	Streetlights	Streetlights	Streetlight - Light_Burnt_Out	600 AVENUE OF THE PALMS, SAN FRANCISCO, CA, 94130	Directly IFO address, near intersection with Avenue B and 9th --- Both street lights are burnt out	PUC Power
14602448	11/11/2021 7:01:04 PM	12/3/2021 11:42:35 AM	Streetlights	Streetlights	Streetlight - Light_Burnt_Out	Intersection of AVENUE B and 9TH TI ST	Directly IFO address --- Streetlight is burnt out	PUC Power
14618770	11/15/2021 4:12:26 PM	12/2/2021 12:37:47 PM	Streetlights	Streetlights	Streetlight - Light_Burnt_Out	1224 BAYSIDE DR, SAN FRANCISCO, CA. 94130	Unit A ---	PUC Power
14638108	11/20/2021 9:06:00 AM	11/22/2021 10:45:06 AM	Employee Feedback	Muni Employee Feedback	Muni - Complaint_Pass_Ups_Denial_Inattention	Intersection of AVENUE B and 9TH TI ST	I was waiting for the bus and the driver refused to let me on the bus and made me wait for the next one coming. The driver did not know how to lower the ramp. I asked the driver for his id and he shut the door on me.	FIT - Muni Customer Service
14684223	12/2/2021 7:00:00 PM	12/3/2021 8:44:33 AM	Request for City Services	General Request - PUBLIC WORKS	request_for_service	Intersection of I-80 W ON RAMP and I-80 WESTBOUND	Please remove large pallets Trip hazardous	DPW BSES
14701544	12/6/2021 12:04:02 PM	12/7/2021 3:42:44 AM	Street and Sidewalk Cleaning Request	Street and Sidewalk Cleaning	Bulky Items	Intersection of 8TH TI ST and AVENUE I	ave i between 8th and 9th street behind the school on the sidewalk closest address 651 8th street --- baby carriers and playset, 2 trash bags	DPW BSES
14703002	12/6/2021 3:23:00 PM	12/6/2021 5:18:31 PM	Service Feedback	Muni Service Feedback	Muni - Complaint_Frequency_Reliability	Intersection of AVENUE B and GATEVIEW AVE	Customer stated the 25 bus is always late and he has work.	FIT - Muni Customer Service

14710992	12/8/2021 12:33:00 PM	12/10/2021 9:56:01 AM	Streetlights	Streetlights	Streetlight - Light_Burnt_Out	1224 BAYSIDE DR, SAN FRANCISCO, CA, 94130	There are 5 units and 2 lights for this location Light is directly IFO Unit A --- Previous SR was closed but light is still out. Service Request Number: 14618770	PUC Power
14722074	12/11/2021 7:30:00 AM	12/13/2021 1:17:27 PM	Employee Feedback	Muni Employee Feedback	Muni - Complaint_Pass_Ups_Denial_Inattention	Intersection of GATEVIEW AVE and AVENUE B	Customer stated "There were 4 of us waiting for the bus 25 at the stop. The driver saw us turned as he approached and to another street. We even waved at him and he just ignored us."	FIT - Muni Customer Service
14726018	12/12/2021 11:56:43 AM	12/14/2021 6:46:47 AM	Employee Feedback	Muni Employee Feedback	Muni - Complaint_Pass_Ups_Denial_Inattention	Intersection of AVENUE H and 9TH T ST	Route 25 driver of bus 8887 did not make the loop onto M, 4th, H. Had to walk in the rain. Operator stated "This is MY route" when asked why he didn't follow the route.	FIT - Muni Customer Service
14728201	12/13/2021 9:17:00 AM	12/18/2021 5:28:57 AM	Sewer Storm Flood	Sewer Issues	Flooding	800 AVENUE H, SAN FRANCISCO, CA, 94130	2 catch basin clogged causing flooding.	PUC Sewer
75D38XM2-14733131	12/14/2021 10:15:00 AM	12/15/2021 1:32:00 PM	OF TTX Property			1 CLIPPER COVE WAY, SAN FRANCISCO, CA, 94130	Hello we would like to request for a copy of tax bill #20210235772. We know that bill can be accessed through the tax collector's website but we would like to request for the duplicate copy of the actual bill that shows the address information, date and address were it was sent through. Kindly email us a pdf copy of the actual bill. We have attached a copy of our agent authorization. We hope to hear from you soon and thank you for your assistance.	Treasurer-TaxCollector
14736403	12/15/2021 6:37:00 AM	12/16/2021 2:47:24 PM	Service Feedback	Muni Service Feedback	Muni - Complaint_Frequency_Reliability	Intersection of AVENUE B and GATEVIEW AVE	The 25 bus never showed up at 6:27am. Been here since 6:20, not 6:40 and no bus.	FIT - Muni Customer Service

JXW0HBW7-14739268	12/15/2021 4:02:00 PM	12/29/2021 10:20:00 AM	Health Violation			1 AVENUE OF THE PALMS, SAN FRANCISCO, CA, 94130	<p>Business Name: Building 1 Or administration building</p> <p>Type of Business: office Other: office Health &amp; Safety Problems: face_covering Additional Request Details: Several companies and City offices in the building. There is no one to regulate the people coming in.</p> <p>The entire building Repeated and blatant lack of masks LOBBY STAIRWELL, HALLWAY BATHROOMS There are signs posted. No enforcement. It is surprising how many people not wearing masks</p> <p>This has been going on for the entire year. It seems to be getting worse as more people are coming back to work.</p>	COVID-19
14745508	12/17/2021 9:50:18 AM	12/22/2021 4:13:20 PM	Streetlights	Streetlights	Streetlight - Light_Burnt_Out	Intersection of 9TH TI ST and AVENUE OF THE PALMS	9th Street and Avenue of the Palms in Treasure Island --- 2 parking lots at this location. First parking lot:4 out of 9 lights are out. Second parking lot: 2 out of 3 lights are out.	PUC Power
14748900	12/18/2021 8:10:00 AM	12/19/2021 12:52:28 PM	Service Feedback	Muni Service Feedback	Muni - Complaint_Frequency_Reliability	Intersection of AVENUE B and GATEVIEW AVE	I take the bus at different times of the day and it is always late. The bus is also out of service normally. Wait time is sometimes 40 minutes late.	FIT - Muni Customer Service
HCM7YT95-14750181	12/18/2021 1:16:00 PM	12/21/2021 11:06:00 AM	OF TTX General			1212 MARINER DR, SAN FRANCISCO, CA, 94130	<p>Caller received a Notice of Delinquency from the Treasurer and Tax Collector. He paid his quarterly taxes as well and any penalties associated but still received this notice requesting \$59 payment. He received the notice after the fact he paid so he is unsure if it was sent by error.</p> <p>Caller states there is no explanation for the additional \$59 payment. Caller needs assistance.</p>	Treasurer-TaxCollector



14758312	12/20/2021 3:15:00 PM	12/20/2021 4:09:00 PM	Sewer Storm Flood	Sewer Issues	Water_leak	Intersection of CALIFORNIA AVE and AVENUE F	Water leak out of the pipe in the ground, the water is coming out of the ground even though the PUC water came out & tap it off.	PUC Water
14765048	12/22/2021 12:14:52 PM	12/27/2021 2:20:01 PM	Sewer Storm Flood	Sewer Issues	Flooding	Intersection of AVENUE E and 9TH TI ST	Street flooding, storm drains clogged, Treasure Island along 9th Street north side	PUC Sewer
14766774	12/22/2021 10:00:00 PM	12/23/2021 3:14:37 PM	Employee Feedback	Muni Employee Feedback	Muni - Complaint_Pass_Ups_Denial_Inattention	Intersection of AVENUE B and 9TH TI ST	The operator passed the bus stop. I tried to stop the operator (waving my arms), but he didn't stop.	FIT - Muni Customer Service
14780134	12/27/2021 2:58:48 PM	12/29/2021 4:07:19 AM	Street and Sidewalk Cleaning Request	Street and Sidewalk Cleaning	Bulky Items	850 10TH TI ST, SAN FRANCISCO, CA, 94130	Black refrigerator just outside SFFD training Facility Treasure Island	DPW BSES
14797317	1/1/2022 10:09:30 PM	1/1/2022 10:23:40 PM	Parking Enforcement	Parking Enforcement	Blocking_Driveway_Cite_To w	1312 GATEVIEW AVE, SAN FRANCISCO. CA. 94130	Request details: --- Location description: Unit C	SSD - Enforcement