TI01 - TI Case Summary

Open

CASE ID	OPEN DT	CLOSED DT TYPE	CATEGORY	NATURE OF REQUEST	LOCATION	OTHER DESCRIPTION	AGENCY
1.01001E+11	10/7/2024 10:10:47 AM	RPD General	rpd_general	park_patrol	Camp Mather 32560 MATHER RD, GROVELAND, CA 95321		Administration
1.01001E+11	10/12/2024 11:46:23 PM	Noise	cs_noise	other_excessive_noise	66 CLIPPER COVE WAY, SAN FRANCISCO, CA 94130	Loud music	Noise
1.01001E+11	10/29/2024 5:06:30 PM	Streetlights	puc_streetlights	light	1313 GATEVIEW AVE, SAN FRANCISCO, CA 94130	Streetlight burnt out	Power
1.01001E+11	11/5/2024 1:28:07 PM	Sidewalk and Curb	pw_street_sidewalkdefect	curb_or_curb_ramp_defect	255 YERBA BUENA RD, SAN FRANCISCO, CA 94130	Skateboard damage. Need to add anti- skateboarding devices.	TIDA
1.01001E+11	11/9/2024 11:22:42 AM	RPD General	rpd_general	structural_maintenance	1303 GATEVIEW AVE, SAN FRANCISCO, CA 94130	Playground repair	TIDA
1.01001E+11	11/9/2024 11:48:30 PM	Noise	cs_noise	other_reallocate	1117 13TH TI ST, SAN FRANCISCO, CA 94130	Extremely loud music and singing with a microphone. Whole neighborhood can hear.	Noise
1.01001E+11	11/16/2024 7:23:42 PM	Noise	cs_noise	amplified_sound_electronics	401 13TH TI ST, SAN FRANCISCO, CA 94130	Special Use District business next to residential 4pm 81dB peek outside zone border 7pm 85dB peek "" Often during music event Decibel Level rises prior to 9-10pm (~87dB) than abruptly stops. Business claims permit.	Noise
1.01001E+11	11/20/2024 3:07:33 PM	Sidewalk and Curb	pw_street_sidewalkdefect	construction_plate_shifted	77 BRUTON ST, SAN FRANCISCO, CA 94130	Road HAZZARD as Metal Plates Shifting and Asphalt Crumbling on Treasure Island AT Seven Seas Hawkins House	BSM
1.01001E+11	11/20/2024 3:11:16 PM	Sidewalk and Curb	pw_street_sidewalkdefect	other	77 BRUTON ST, SAN FRANCISCO, CA 94130	Treasure Island TIDA Construction making Roadway @ 77 Seven Seas Hawkins House unsafe to drive on. Plates shifting. Asphalt Crumbling after 1 day. Asphalt raised 3-4 inches above plate making it dangerous to drive over	BSM
1.01001E+11	11/24/2024 8:26:18 AM	Noise	cs_noise	other_excessive_noise	Camp Mather 32560 MATHER RD, GROVELAND, CA 95321	This noise complaint is regarding a bird screeching in apartment 5E. We have additional recordings of the bird hammering in the middle of the night. Anonymity is preferred.	Noise
1.01001E+11	11/25/2024 8:54:20 AM	MTA Parking Traffic Signs High Priority	mta_signs	other	1 CLIPPER COVE WAY, SAN FRANCISCO, CA 94130	The street lights are out of commission at Clifford Cove, and treasure Island Road, on treasure Island	TIDA
1.01001E+11	11/26/2024 10:17:31 AM	Street and Sidewalk Cleaning	pw_street_cleaning	garbage_and_debris	55 CRAVATH ST, SAN FRANCISCO, CA 94130	feces on grass between sidewalk and street	BSES

Closed

CASE ID C	OPEN DT	CLOSED DT	TYPE	CATEGORY	NATURE OF REQUEST	LOCATION	OTHER DESCRIPTION	AGENCY
1.01001E+11	11/1/2024 12:09:02 PM	11/1/2024 4:51:42 PM	Business General	ttx_business	business_registration_update	Camp Mather 32560 MATHER RD, GROVELAND, CA 95321	Hello, I am trying to track down a copy of Ecolab's current business license. Would you mind emailing it or mailing it to the address on file? Thank you for your help.	TTX
1.01001E+11	11/4/2024 10:42:07 AM	11/4/2024 3:35:35 PM	Business General	ttx_business	regulatory_license	INTERSECTION PERIMETER PATH, END, SAN FRANCISCO, CA 94130		TTX
1.01001E+11	11/4/2024 2:06:56 PM	11/5/2024 9:00:11 AM	Business General	ttx_business	bureau_of_delinquent_revenue	849 AVENUE D, SAN FRANCISCO, CA 94130	TP received a BDR notice in reference to the amount of \$311.96. TP states there is no Account or bill# number listed on the bill or any reference to what it is for. They suspect it is for a property they lease on Treasure Island at 849 Avenue D. Please confirm what it is for and let them them know how to make payment for this and how to update the mailling address as it was sent to an address that does not exist (12396 North Point Dr SF CA 94130) It should be 1239 G North Point Dr. This is why they just received the notice forwarded to them late.	TTX

1.01001E+11	11/5/2024 12:53:22 PM	11/7/2024 3:35:36 PM Graffiti	ti Public	pw_graffiti	not_offensive	66 YERBA BUENA RD, SAN FRANCISCO, CA 94130	auto translated (en-US) Graffiti on dog bag box. Invites more graffiti. Dog bags need to be put in the dispenser box. They've been empty since the park opened original (en-US) https://base64.spotutil.com/decode/R 3JhZmZpdGkgb24gZG9nIGJhZyBib3g uIEludml0ZXMgbW9yZSBncmFmZml0 aS4gRG9nIGJhZ3MgbmVIZCB0byBiZS BwdXQgaW4gdGhIIGRpc3BlbnNlciBib 3guIFRoZXnigJl2ZSBiZWVuIGVtcHR5I HNpbmNIIHRoZSBwYXJrIG9wZW5IZC	TIDA
1.01001E+11	11/6/2024 1:02:43 PM	11/7/2024 11:07:30 AM Street Sidewa	and alk Cleaning	pw_street_cleaning	garbage_and_debris	INTERSECTION GATEVIEW AVE, 13TH TI ST, SAN FRANCISCO, CA 94130	Lots of clutter/trash on the grass outside keppler ct and 13th street on treasure island	BSES
1.01001E+11	11/8/2024 12:00:32 PM	11/8/2024 1:31:47 PM Proper	rty General	ttx_property	where_is_my_bill	37 MEADOW DR, SAN FRANCISCO, CA 94130	This is a new construction so customer cannot find her property tax bill online, nor did she receive one by mail. Please send her a bill copy by mail to the same address, and ideally also a link to the online version. If there is a special arrangement with annual property taxes this year due to the new property status, please explain what she should expect.	ттх
1.01001E+11	11/9/2024 1:10:54 PM	11/9/2024 1:21:32 PM Sewer	г	puc_sewer	water_leak	INTERSECTION AVENUE OF THE PALMS, 9TH TI ST, SAN FRANCISCO, CA 94130		Water
1.01001E+11	11/12/2024 9:17:43 AM	11/13/2024 10:55:56 AM Busine	ess General	ttx_business	business_registration_update	Camp Mather 32560 MATHER RD, GROVELAND, CA 95321	We would like to request a replacement business certificate for Whaleco Inc. to be sent to 725 Arizona Ave, Suite 202, Santa Monica, CA 90401 as well as an electronic copy to be sent to accounting 1@whaleco.com	ттх
1.01001E+11	11/17/2024 11:03:14 AM	11/17/2024 11:42:00 AM Street Sidewa	and alk Cleaning	pw_street_cleaning	garbage_and_debris	255 YERBA BUENA RD, SAN FRANCISCO, CA 94130		BSES
1.01001E+11	11/17/2024 11:33:24 AM	11/17/2024 11:53:32 AM Street		pw_street_cleaning	garbage_and_debris	300 NIMITZ LN, SAN FRANCISCO, CA 94130	Trash bag from Bristol Clean Team	BSES
1.01001E+11	11/17/2024 12:09:47 PM	11/17/2024 12:17:18 PM Street		pw_street_cleaning	garbage_and_debris		Trash bag from Bristol Clean Team	BSES
1.01001E+11	11/18/2024 9:00:05 AM	11/18/2024 1:31:02 PM Proper	rty General	ttx_property	delinquent_property_tax_redempti on	Camp Mather 32560 MATHER RD, GROVELAND, CA 95321	Hello, I received a bill for defaulted tax roll in the amount of \$2,798.72 when I have been paying property taxes diligently. Can you please explain where this payment was missing from when I was under the impression that I have paid the tax amount and supplemental taxes in full?	TTX

1.01001E+11	11/18/2024 12:37:07 PM	11/18/2024 12:56:54 PM S	Sewer	puc_sewer	water_leak	INTERSECTION WHITING WAY, END (000 block of), SAN FRANCISCO, CA 94130		Water
1.01001E+11	11/20/2024 12:06:43 PM	11/21/2024 1:04:19 PM F	Property General	ttx_property	unsecured_property_tax	INTERSECTION HILLCREST RD, I-80 E OFF RAMP, SAN FRANCISCO, CA 94130		TTX
1.01001E+11	11/20/2024 3:08:15 PM	11/20/2024 8:09:26 PM S	Sidewalk and Curb	pw_street_sidewalkdefect	pavement_defect	77 BRUTON ST, SAN FRANCISCO, CA 94130	Road HAZZARD as Metal Plates Shifting and Asphalt Crumbling on Treasure Island AT Seven Seas Hawkins House	BSM
1.01001E+11	11/21/2024 3:18:15 PM	11/22/2024 8:10:40 AM T	Free Maintenance	pw_tree_maintenance	damaged_tree	55 CRAVATH ST, SAN FRANCISCO, CA 94130	trunk split in half about 3 feet up and the tree is laying in the middle of the street, the tree is 10-12 feet long	311
1.01001E+11	11/22/2024 7:32:59 AM	11/22/2024 10:30:29 AM T	Tree Maintenance	pw_tree_maintenance	damaged_tree	55 CRAVATH ST, SAN FRANCISCO, CA 94130	Tree down at Cravath st. In Treasure Island Ca.	BSES
1.01001E+11	11/22/2024 1:57:48 PM	11/26/2024 8:53:34 PM S	Sewer	puc_sewer	flooding	388 AVENUE OF THE PALMS, SAN FRANCISCO, CA 94130	Flood street	BSES
1.01001E+11	11/22/2024 4:54:16 PM	11/22/2024 5:00:11 PM (General Enforcement	cs_block_street_sidewalk	parking_on_sidewalk	INTERSECTION PERIMETER PATH, END, SAN FRANCISCO, CA 94130	None	PE

TI Advisor Board Review

December 2024

A look at this month's numbers:

- · 295 Households at The Villages at Treasure Island
- 68 Legacy Households
- 48 Mixed Households (with Legacy, Vested, and Post Vested Residents)
- 121 Vested Households
- 22 Post Vested Households with No Legacy or Vested Residents
- · 36 Corporate Leaseholders

Early In Lieu Claims:

10 total processed or in processing in November

Legacy and Mixed Households Provided with Notices to Vacate:

- First move notice (120 day) = 37 total mailed
- Second move notice (60 day) = 24 served

Star View Court: 137 Apartments Total

71 apartments for Catholic Charities Households

28 Transition Units and TIDA Assigned Affordable Units

38 Affordable Apartments Available via DAHLIA

- TIDA Transition Units and TIDA Assigned Affordable Units at Star View Court: 28 Total
 - 21 Legacy Households have signed leases or will sign leases
 - 7 TIDA Transition Units on hold for Legacy Households
- Affordable Apartments via DAHLIA Lottery at Star View Court: 38 Total
 - Legacy and Vested Household Applications via DAHLIA: 11 Legacy Households and 26 Vested Households
 - Successful Leases: 4 Legacy Households and 6 Vested Households now living at Star View Court

Isle House: 226 Market Rate Apartments and 24 Inclusionary Affordable Apartments

DAHLIA Applicants from The Villages:

- 36 Legacy and Vested Households applied
- 9 Legacy and Vested Households have signed leases and have moved to Isle House



Hawkins: 169 Market Rate Apartments and 9 Inclusionary Affordable Apartments

DAHLIA Applicants from The Villages:

14 Legacy and Vested Households applied

TIDA Outreach includes

Premarketing Notices:

Door Hangers: Nov 5

Emails to Residents: Nov 5 and Nov 25

Portal Uploads: Nov 5
Tabling Session: Nov 13
October Information Sessions: Oct 10 and 12

DAHLIA Sign-Up Assistance: Throughout Application Period

490 Avenue of the Palms: 141 Condominium for Sale at Market Rate and 7 for Sale at Below Market Rate.

DAHLIA First Time Homebuyer Programs:

TIDA Premarketing Notices:

DAHLIA Application Period:

Now

Spring

Late Spring

TIDA Support:

- Working with the Team: MOHCD, One Treasure Island, Catholic Charities, Mercy Housing, the Star View Court Management Team, Treasure Island Development Group, Greystar, Wilson Meany, and Lennar
- Key Activities: Online resource folder, email notices, one-on-one office hour sessions, , support for DAHLIA applicants at Isle House, Hawkins House Open House Event.

Resident Engagement:

In November, TI Advisors conducted 10 scheduled one-on-one sessions, they received over 20 direct calls to the TI phone, and many additional TI Advisor engagement calls, emails, and other communications. This number of scheduled sessions is lower than in previous months, given that most transition units have been filled and households receiving a second round of move notices quickly transitioned. Most calls were focused primarily on scheduling moves and completing payment processing for in-lieu payments.

TI Advisors attended the November In-Person Board Meeting on November 13th to continue engaging residents on the Hawkins application. They held an informational tabling session before the meeting kickoff in partnership with the Hawkins management team. During the tabling session, a handful of residents stopped by to ask questions about the upcoming Hawkins application process and to walk through their qualifications, allowing us to provide additional information and address their concerns directly.

The team conducted strategic outreach for Hawkins in November. TI Advisors sent an email blast and distributed door hangers to all households in the Villages upon the launch of the application to ensure residents were well-informed. Following this, TI Advisors sent out another email blast before the



application deadline as a reminder. They made individual phone calls to households to ensure interested residents submitted their applications by the 5 pm deadline on November 26th.

TI Advisors processed 10 of in-lieu claims this month, including move allowance payments and in-lieu payments for residents relocating off the Island or to a BMR unit. Our team worked hard to simplify the process for residents. The team met residents wherever they were—on the Island or at their new homes—to complete paperwork and deliver payments in person. By making these efforts, TI Advisors hope to ease the burden of this challenging transition and support residents in every way possible.

For households facing unique challenges, TI Advisors assisted in granting extensions for their move. This flexibility allowed residents with particular circumstances to have additional time for their relocation to ensure a smooth transition into their new homes.

What information is available?

All informational documents are easily accessible online: Residents have access to an online resource folder where they can find this information at their convenience.

TI Advisors have an electronic calendar link: This link is included in all communications making it easy and convenient to schedule a meeting with a TI Advisor: https://calendly.com/tiadvisor/meeting



Monthly Summary

In November, TI Advisors continued supporting households as they applied for or transitioned to new housing opportunities, including units at Isle House, applications for Hawkins, and off-Island locations. TI Advisors engaged with over 7 households to begin the application for Hawkins.

Similar to last month, TI Advisors have focused on closing the loop on all transition units at Star View Cour units. Currently, all units, except three three-bedroom units, are occupied. Any available, affordable units have been offered to households on the DAHLIA waitlist. TI Advisors have actively encouraged households to apply for upcoming housing opportunities, introducing residents to the possibilities of IC4.3 and the senior housing building and helping them consider their future options.

To prepare for the Hawkins application period, TI Advisors were available to quickly answer questions about TIR numbers and income qualifications for the building.

Overall, this month, TI Advisors' efforts focused on coordinating moves, delivering in-lieu payments, and providing information about new housing opportunities. TI Advisors continue offering one-on-one support to make the relocation process as smooth and supportive as possible.

Community Engagement Record

The TIDA Board has requested that TI Advisors demonstrate how resident engagement is tracked to reflect engagement efforts and responsiveness. A TI Advisor Resident Engagement Record is included with this report. All personal resident data has been removed from this record. TI Advisor Resident Engagement Records are updated regularly and are stored electronically by AR/WS.



TIDA BOD Meeting

Program Report

Nella Goncalves, Executive Director December 2024

Food Pantry

One TI continues to serve an average of 200 households. One TI will host a holiday celebration at the pantry on 12/17 from 3-5 PM. We will distribute ham and turkeys, gingerbread houses and toys in partnership with the YMCA.

One Treasure Island Programming:

CTP 19 will begin on January 6, 2025. Interviews with 11 candidates for the training program begin in December 2024.

The Support Services Manager has relaunched the Job Broker System and is working with job seekers for seasonal holiday work and permanent jobs through our employment services. We have also begun planning for the annual Tax Site which will begin in February of 2025.

Outreach & Social Media

Community engagement continues through social media posts, posts on Next Door Treasure Island, fliers on the community boards, weekly pantry bags, mass emailing, and partnerships with the TI housing providers. We continue to partner with the new housing developments, Star View Court and Isle House, to continue our outreach efforts to the entire TI/YBI community.

• Community Engagement & Events

Thursday, December 5th 12-2PM – One TI hosed a Senior Luncheon. 20 island residents attended the event.

Sat. December 7th 11am to 1pm Info Session *IN PERSON* at the Ship Shape

Tues, December 17th 3:00 – 5:00 PM - Holiday pantry 6:00 – 8:00 PM – Holiday BINGO

One TI will be closed from December 23, 2024 – January 3, 2025.

Happy Holidays!

Address	Notes						
Non-island Resident	Resident seeks information about affording housing on the Island. TI Advisors forwarded flyers and rates for Hawkins House, Isle House, etc. as well as the San Francisco Resource handout and links to Hawkins House, TI/Yerba Buena Housing, DAHLIA, MOHCD and general SF services.						
Non-island Resident	The resident is interested in affordable housing on the island. She is not a resident, but she has family on the island. TI Advisors forwarded flyers and rates for Hawkins House, Isle House, etc. as well as the San Francisco Resource handout and links to Hawkins House, TI/Yerba Buena Housing, DAHLIA, MOHCD and general SF services.						
1390	Myriana called seeking advice on how to secure an in-lieu payment. She advised she moved to the "ISO House", which I believe is the "Isle House". Prior address: 1390-C. I set up a Calendly phone appointment for tomorrow, 11/5/24, at 9:00am. Emailed Megan to advise of this call and of the Calendly appointment. Email: myrianareed@gmail.com AD						
Non-island Resident	The resident is interested in affordable housing on the island. He is not a resident anymore, but he has family on the island. TI Advisors forwarded flyers and rates for Hawkins House, Isle House, etc. as well as the San Francisco Resource handout and links to Hawkins House, TI/Yerba Buena Housing, DAHLIA, MOHCD, and general SF services.						
1305	The Resident is not very happy with thier move to StarView Court and would like to discuss other housing options on the Island. They lived on Yerba Buena Island and has been on Treasure Island since 2005. TI Advisors sent them links regarding this application process and forwarded flyers / rates for Hawkins House as well as flyers for Isle House, etc., a San Francisco Resource handout, MOHCD and general SF services information.						
Non-island Resident	The resident is interested in affordable housing on the island. He is not a resident anymore, but he has family on the island. TI Advisors forwarded flyers and rates for Hawkins House, Isle House, etc. as well as the San Francisco Resource handout and links to Hawkins House, TI/Yerba Buena Housing, DAHLIA, MOHCD, and general SF services.						
1135	Resident called requesting a specific advisor, they have questions about the current timeline and the possibilities of having to relocate in 2025.						
1439	The resident has lived in TI since 2010. They plan to move off the island and are interested in discussing in-lieu payment.						
1253	Resident requested information about upcoming housing with washer and dryer available in units. TI Advisors forwarded flyers and rates for Hawkins House, Isle House, etc. as well as the San Francisco Resource handout and links to Hawkins House, TI/Yerba Buena Housing, DAHLIA, MOHCD, and general SF services.						
1109	Isle House application follow up + In-lieu payment request						
1129	The resident called to request their TIR # to apply to Hawkins House via DAHLIA.						
1253	Resident called for more information about affordable housing on TI. TI advisors followed up in Spanish and gave them information on Hawkins.						
1221	Resident called to follow up on the next wave of move notices.						
1307	The resident was seeking assistance with DAHLIA. The site requests proof of residency, i.e. bills, to be uploaded, and he does not have anything and is not sure what to do. TI Advisors followed up and helped them apply						
Non-island Resident	Resident seeks information about affording housing on the Island. TI Advisors forwarded flyers and rates for Hawkins House, Isle House, etc. as well as the San Francisco Resource handout and links to Hawkins House, TI/Yerba Buena Housing, DAHLIA, MOHCD and general SF services.						
Non-island Resident	Resident seeks information about affording housing on the Island. TI Advisors forwarded flyers and rates for Hawkins House, Isle House, etc. as well as the San Francisco Resource handout and links to Hawkins House, TI/Yerba Buena Housing, DAHLIA, MOHCD and general SF services.						
1440	Resident called following up on a Hawkins House deadline call they received. They are worried that Hawkins is over budget and feel that the prices are not BMR. They had questions about the next TU that will be available.						
1395	The resident called seeking a TIR# so they can apply to DAHLIA to Hawkins. Their housing provider is HomeRise and was frustrated that she does not have a TIR number given their housing provider.						
1303	The resident called to request their TIR # to apply to Hawkins House via DAHLIA.						
1397	The resident called to request their TIR# to apply to Hawkins House via DAHLIA.						

Treasure Island Museum

Report to TIDA ~ December, 2024



Since the last update, our staff and community volunteers have:

- hosted a free public program with representatives of the Ramaytush Ohlone: Original Peoples of the San Francisco Peninsula.
- partnered with One Treasure Island to treat island families to a Fall Festival with activities for children of all ages and a holiday toy drive.
- expanded the records kept for individual artifacts in our archives, adding a detailed description and a digital photograph for each one, to facilitate searches of our collections database.
- hosted docent-led tours for new residents of Treasure Island and YBI.
- facilitated staff training for island businesses by providing an understanding of Treasure Island history and aspects of its current revitalization.



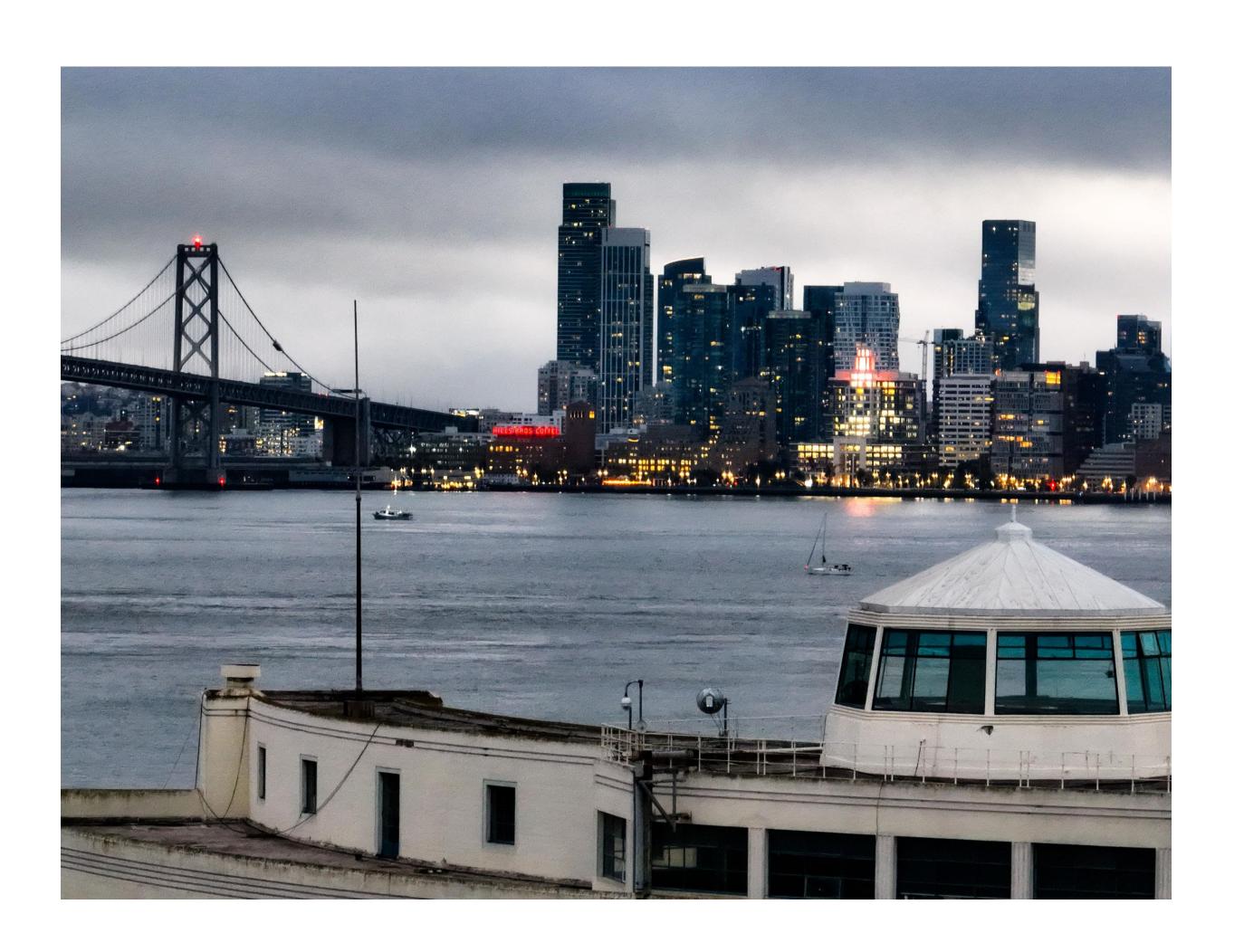
Our series of free public programs will resume in January:

The Restoration of Yerba Buena Island Weaving Ecology with Place and Infrastructure

Peter Brastow, San Francisco Environment Department Will Benge, PLA, Senior Associate, CMG Landscape Architecture

Saturday, January 11 10:30 to 11:30 AM

Click here to learn more or to reserve tickets.



Our service to the Treasure Island Community continues:

Treasure Island Museum is proud to be among the cultural, intellectual, and artistic hubs on the revitalized island.

We maintain extensive, public archives of documents, photographs, and objects from the island's past.

Our free public gallery in Building One serves as the visitor center for those arriving by ferry, bus, or automobile.

Our organization's long history of community service and engagement and our open-access online content are an integral part of what Treasure Island offers to both residents and tourists.