

# **Tenderloin Emergency Initiative Situation Report**

## **Operational Period 2**

**12/20/21 – 12/26/21**

### **EXECUTIVE SUMMARY**

Operational Period (OP) 2 was focused on ramping up operational coordination and identifying joint strategies for intervention on the streets and clarifying processes between and among City and non-city operational agencies. Roles and responsibilities of the incident management team began to take shape, meetings became more consistent, and information sharing increased. OP 2 was particularly focused on messaging regarding the Mayor's Emergency Declaration from OP 1 and its ratification by the Board of Supervisors in the early morning hours of 12/24/21. In addition, OP 2 consisted of ongoing street-level operations and scope planning for the future Linkage Center (see more detail below).

### **OPERATIONAL PROGRESS REPORTS**

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

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

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

**OPERATIONAL PERIOD 2 (Dec 20 – 26)**

<b>Objective</b>	<b>Priority Problem Crosswalk</b>	<b>Tactics and Response Activities</b>
<p>1. Focus disruption efforts of outreach, enforcement, and coordinated cleaning at the following hot spots: 400 block of Eddy, 600 block of Eddy, 300 block of Hyde, North side of intersection at 7th and Market. (Urban Alchemy, SFPD, DPW, TLCBD, MMBA, DPH, HSH, SFFD)</p>	<ul style="list-style-type: none"> <li>• Drug dealing and violent crime</li> <li>• Open air drug use</li> <li>• Lack of safe passage and accessibility</li> <li>• Waste and debris</li> </ul>	<ul style="list-style-type: none"> <li>• SFPD continual staffing (van + officers) focused at the 600 block of Eddy 0700-1900 hours. Visible improvements seen this OP.</li> <li>• These locations cleaned by DPW 3x a day</li> <li>• Starting 12/23/21, SFFD Chief Michael Mason identified to report out daily on hot spots for on-scene situational awareness</li> <li>• Performed joint enforcement operation with MTA and SFPD on 12/22. Issued 73 parking citations in 4.5 hours.</li> <li>• SFHOT performed outreach on 300 block of Hyde on 12/20. 110 people, 0 accepted offers for shelter.</li> </ul>
<p>2. Finalize the process for expedited response to 311 complaints for infrastructure and cleaning requests for service in the Tenderloin by 12/24. (DEM, 311, DPW, PUC, MTA)</p>	<ul style="list-style-type: none"> <li>• Lack of safe passage and accessibility</li> <li>• Waste and debris</li> </ul>	<ul style="list-style-type: none"> <li>• Gathering data from field verifications and priority rankings to become more effective</li> <li>• DEM/311 Developing dashboard and map, track boundaries, identify gaps and operational progress.</li> <li>• DEM reaching out to stakeholders to confirm shift hours, # of staffing, areas covered, etc.</li> </ul>
<p>3. Validate the lighting survey and priority list by 12/23. (DEM, TLCBD, CCCBD, MMCBD).</p>	<ul style="list-style-type: none"> <li>• Lack of safe passage and accessibility</li> <li>• Drug dealing and violent crime</li> </ul>	<ul style="list-style-type: none"> <li>• Lighting survey to identify dark areas distributed and compare with the list, then prioritize/validated by group.</li> </ul>

		<ul style="list-style-type: none"> <li>• PUC: tracking street light issues, no new repairs reported, lighting repairs have been completed/fortified, continue to monitor.</li> <li>• Created list of long term lighting issues as of 12/23</li> <li>• Link: Lighting in the TL of as 20211223</li> </ul>
4. Finalize list of required weekly metrics and ensure all agencies are able to successfully track and submit them weekly. (DEM)	<ul style="list-style-type: none"> <li>• All priority problems</li> </ul>	<ul style="list-style-type: none"> <li>• In progress – metrics for all agencies confirmed needed on weekly basis. Specific metrics per agency still pending. Will move to OP 3 to finish.</li> <li>• Gathering data from field verifications and priority rankings to become more effective.</li> <li>• Working with GIS on capturing data</li> </ul>
5. Perform education and disruption efforts for illegal vending activities in front of Proper Hotel on 12/22 and 12/23. (DEM, DPH, DPW, SFPD)	<ul style="list-style-type: none"> <li>• Illegal vending</li> <li>• Drug dealing and violent crime</li> </ul>	<ul style="list-style-type: none"> <li>• Joint group of DPH, OEWD, DEM, CYC and Self-Help for Elderly performed in-language (Cantonese) outreach to seniors engaging in illegal vending at North side of 7<sup>th</sup>/Market on 12/21.</li> <li>• DPH Environmental Health and SFPD performed enforcement for those engaging in illegal vending at North side of 7<sup>th</sup>/Market on 12/22.</li> <li>• Joint group of above performed outreach and enforcement on 12/23.</li> <li>• Weather has been challenging this week with heavy rain. May have skewed success.</li> </ul>
6. Initiate planning for integration with Street Wellness Team pilot program to begin in late January. (DEM, SFFD)	<ul style="list-style-type: none"> <li>• Lack of shelter and drop-in resources</li> <li>• High levels of 911 medical calls</li> <li>• Open air drug use</li> </ul>	<ul style="list-style-type: none"> <li>• Held several brief meetings between DEM and SFFD, have initiated the planning process and will continue to move forward.</li> <li>• Considering launching SWRT as Tenderloin-only pilot for 45 days beginning January 24.</li> </ul>

<p>7. Finalize Linkage Center scope and purpose; perform outreach to community and neighborhood stakeholders starting 12/21. (DEM, OEWD, TMCBD, CCCBD, MMCBD, MMBA)</p>	<ul style="list-style-type: none"> <li>• Housing, shelter, drop-in resources</li> <li>• Open air drug use</li> </ul>	<ul style="list-style-type: none"> <li>• Linkage Center scope and purpose finalized –will provide 2 levels of service (basic amenities as well as links to health and social service programs); 100 guest capacity. Estimate mid Jan opening and ramping up to 24/7 operation.</li> <li>• Outreach to community stakeholders delayed due to Board of Supervisors hearing – ratification of emergency declaration is jeopardy and therefore could not execute messaging due to chance that it would not be approved. Move outreach to OP 3.</li> </ul>
<p>8. Schedule recurring Tenderloin resident townhall meetings/listening sessions with operations leadership. (HRC, DEM)</p>	<ul style="list-style-type: none"> <li>• N/A, accountability tool</li> </ul>	<ul style="list-style-type: none"> <li>• Will begin to host resident townhall meetings on a weekly basis so the community can voice concerns and provide population focused feedback.</li> <li>• Meetings will be scheduled by HRC via Zoom. Will be population focused and will occur weekly.</li> <li>• First meeting will focus on Tenderloin youth, will be scheduled for January.</li> </ul>
<p>9. Select location for Linkage Center by 12/24. (DEM)</p>	<ul style="list-style-type: none"> <li>• Lack of shelter and drop-in resources</li> <li>• Open air drug use</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying final location possibilities for linkage site, dependent on BOS Special meeting re: ratification of Emergency Declaration.</li> <li>• Declaration ratified 12/24; final location selection delayed to OP 3.</li> </ul>
<p>10. Finish draft Linkage Center staffing and transportation plans by 12/24. (DPH, HSH)</p>	<ul style="list-style-type: none"> <li>• Lack of shelter and drop-in resources</li> <li>• Open air drug use</li> </ul>	<ul style="list-style-type: none"> <li>• Staffing plans in progress: <ul style="list-style-type: none"> <li>○ DPH and HSH meeting regularly to finalize. Both agencies finalizing staffing FTE needs and community partners.</li> <li>○ ADP and HSA also committed to staffing the site with trained peer counselors or similar staff.</li> </ul> </li> <li>• Transportation plans in progress: Confirmed both foot and vehicular escorts.</li> </ul>

		<ul style="list-style-type: none"> <li>○ SFHOT dispatch van from street to site for business hours use M-F and taxi voucher use during other hours. Will continue to expand and improve vehicle options.</li> <li>○ DPH confirmed contract for vehicular transport from site to programs. Hours of operation TBD.</li> <li>○ Foot escort staff and hours in progress.</li> </ul>
11. Finish guest referral process for Linkage Center by 12/24. (DPH, HSH, DEM, Urban Alchemy, TLCBD)	<ul style="list-style-type: none"> <li>● Lack of shelter and drop-in resources</li> <li>● Open air drug use</li> </ul>	<ul style="list-style-type: none"> <li>● In progress, will move to OP 3.</li> <li>● Talking points developed for community education starting in OP 3.</li> <li>● Still identifying additional details and combining all other city programs for referral process to the Center.</li> </ul>
12. Create template for tracking of operational progress and send out situation report to operations team on 12/24. (DEM)	<ul style="list-style-type: none"> <li>● N/A, accountability tool</li> </ul>	<ul style="list-style-type: none"> <li>● Situation report template completed.</li> <li>● Will be shared weekly at the end of each OP to track progress.</li> <li>● Will need to include metrics for each week.</li> </ul>

## METRICS TRACKING

*This section is pending for OP 2. Additional detail to be included in OP 3.*