

2020 Earthquake Safety and Emergency Response Bond





CONTENTS



ESER 2020 BOND OVERVIEW	4
SAFEGUARDING SAN FRANCISCO	6
Act Now for a Safer Tomorrow	6
A City Built on Fault Lines	7
THE 2020 EARTHQUAKE SAFETY AND EMERGENCY RESPONSE GENERAL OBLIGATION BOND PROGRAM	11
Emergency Firefighting Water System	12
Neighborhood Fire Stations and Support Facilities	16
District Police Stations and Support Facilities	22
Disaster Response Facilities	26
9-1-1 Call Center	28
BUILDING ON PROGRESS: ACCOMPLISHMENTS TO DATE	30
Fire Department Facilities	31
Police Department Facilities	32
Office of the Chief Medical Examiner	33
ACCOUNTABILITY	34
10-YEAR CAPITAL PLAN	36
CONCLUSION	37

ESER 2020

BOND OVERVIEW

The City and County of San Francisco is proposing a \$628.5 million Earthquake Safety and Emergency Response (ESER) Bond for the March 2020 ballot to fund seismic upgrades and much needed improvements to aging first responder facilities and capital infrastructure.

These improvements will increase San Francisco’s capacity to quickly respond to a major earthquake or other disaster and to recover from the aftermath. The ability to respond quickly in an emergency will have a direct impact on how well San Francisco recovers after the next big earthquake.

San Francisco has experienced several large earthquakes. Much of the damage and loss of life from these disasters was due to the collapse of buildings and the resulting fires. ESER 2020 will provide funding for seismic upgrades and essential improvements to critical infrastructure to assure that San Francisco responds promptly and has the capacity to launch a quick and safe recovery that protects the City’s social and economic base.

The City’s policy is to issue new bonds only after previously issued bonds are retired. That means property tax rates will not increase as a result of this bond.

The ESER 2020 bond consists of the following program components:

BOND COMPONENT	BUDGET
Renovate, expand and seismically upgrade the City’s aging Emergency Firefighting Water System	\$153.5 million
Strengthen, improve and rehabilitate neighborhood fire stations and replace the firefighter training facility currently located on Treasure Island	\$275 million
Make seismic, safety and operations improvements to district police stations and City-owned Police Department support facilities	\$121 million
Upgrade or replace critical City-owned disaster response facilities to assure the City can deploy aid, provide shelter and coordinate emergency response activities	\$70 million
Expand the 9-1-1 Call Center to provide more dispatchers, new technologies and increased efficiencies	\$9 million
Total	\$628.5 million



Aftermath of the 1989 Loma Prieta Earthquake.



Aftermath of the 1989 Loma Prieta Earthquake.

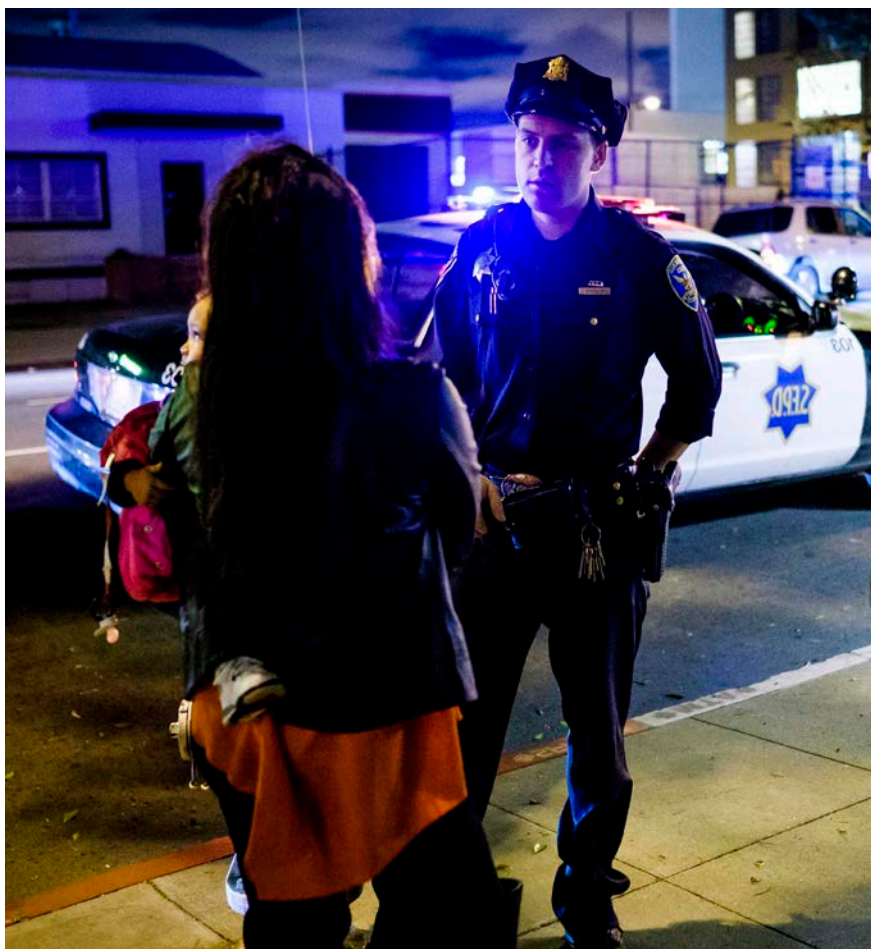
SAFEGUARDING SAN FRANCISCO

Act Now for a Safer Tomorrow

The \$628.5 million Earthquake Safety and Emergency Response Bond (ESER 2020) builds on the necessary work that began under the voter-approved 2010 and 2014 ESER bonds.

ESER 2020 focuses on continuing to improve the structural resilience of essential facilities to ensure the effective delivery of fire and police services and improve disaster response facilities to be safe and operational after a major earthquake or other disaster.

It is imperative to continue these upgrades. Responding quickly in an emergency will have a direct impact on how well San Francisco recovers after the next big earthquake, likely reducing the number of injuries and deaths, as well as speeding the City's economic recovery to keep San Francisco residents working in the crucial weeks and months immediately after a major earthquake



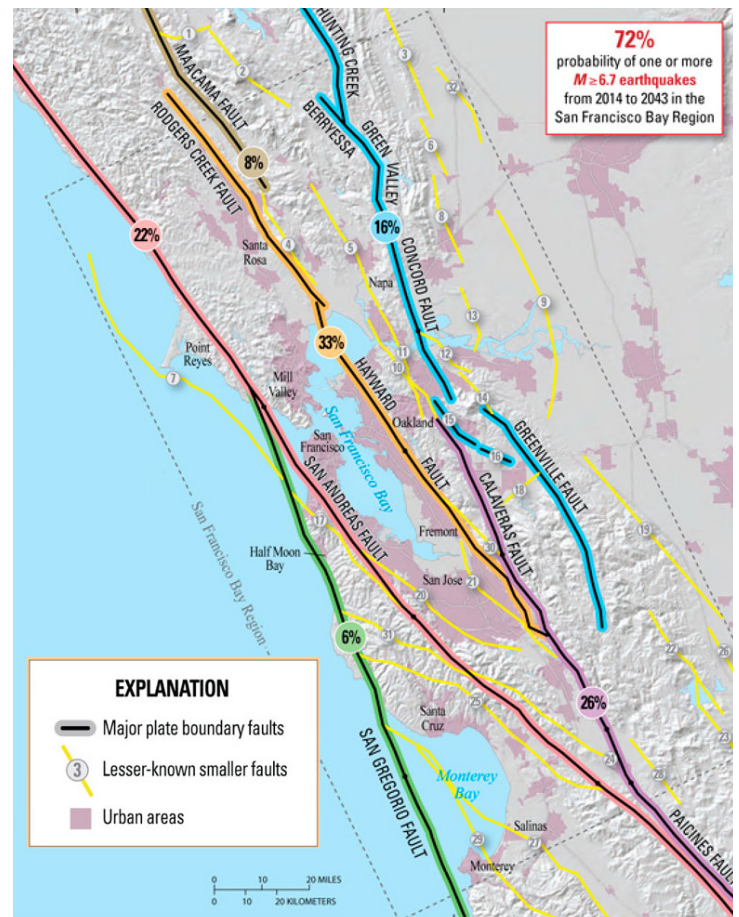


Aftermath of the 1989 Loma Prieta Earthquake.

A City Built on Fault Lines

San Francisco is located in earthquake country. A major quake can occur any time. There is a 72 percent likelihood that a 6.7 or greater magnitude earthquake will strike the Bay Area in the next 30 years, according to the U.S. Geological Survey. There is also a 1 in 5 chance that a 7.5 magnitude quake could hit the Bay Area, which would be devastating to life and property, and could result in up to \$200 billion in damages.

The aftermath of both the 1906 and 1989 earthquakes taught San Francisco lessons that have been taken to heart. Most of us are familiar with the Great Earthquake and Fire of 1906. The majority of the damage came not from the shaking, but from the fires that erupted subsequently. Approximately 80 percent of San Francisco's total loss was attributed to the fires. The result was devastating: approximately 3,000 deaths and the destruction of nearly 28,000 buildings. The National Fire Protection Association estimates the fire losses amounted to \$13 billion in today's dollars. As a result, after 1906, San Francisco built a high-pressure dedicated firefighting water system to fight multiple-alarm fires.



More recently, the 1989 Loma Prieta Earthquake, whose epicenter was 60 miles south of the City and measured 6.9 on the Richter scale, triggered major fires in the Marina District. It is expected that a large earthquake closer to San Francisco will have even more devastating consequences.

The potential monetary losses following a major earthquake are staggering. Estimates for building damage from a major earthquake due to shaking and fire are as high as \$28 billion to \$66 billion in today's dollars. Fire damage would account for 20 to 50 percent of total earthquake damage, or about \$8 billion in losses. Fire damage of this magnitude will severely damage the Bay Area's economy and San Francisco's capacity to recover.

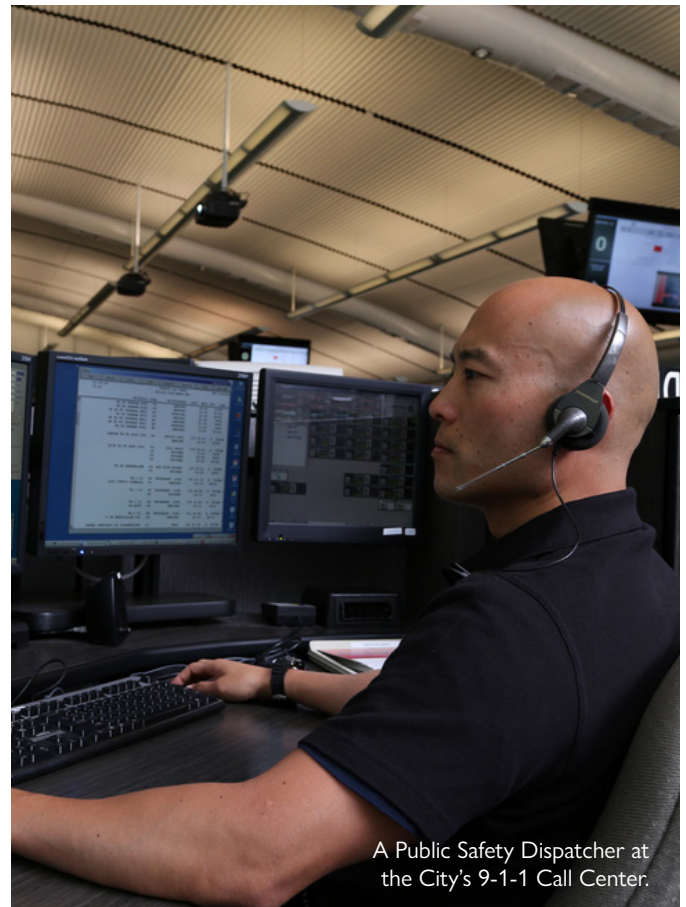


Aftermath of the 1989 Loma Prieta Earthquake.

Response time matters:

- A guiding principal of our City's long history of investing in first responders is committing to the quickest possible response. Responding rapidly in an emergency reduces injuries, deaths and property damage.
- Response times have a direct impact on how well San Francisco recovers after the next big earthquake, speeding the City's economic recovery and preserving the jobs of San Francisco residents in the weeks and months following a major earthquake.
- Without these essential improvements, we put the lives of our first responders at risk, as well as the lives of the San Franciscans who depend on them in times of greatest need.

By improving backup systems, making seismic upgrades and relocating critical first responder facilities to new or rehabilitated buildings that meet today's safety codes, San Francisco can better protect its residents, neighborhoods and businesses in the event of an earthquake or other emergency that is more likely to happen than not.



A Public Safety Dispatcher at the City's 9-1-1 Call Center.

Why this bond proposal now?

The Ten-Year Capital Plan (the Plan) is the City's commitment to building a more resilient and vibrant future for the residents, workers and visitors of San Francisco. The Plan prioritizes critical capital projects to protect the public safety and places a strong emphasis on fiscal accountability and transparency.

The Plan provides for a balanced approach across a 10-year timespan to incrementally address the very substantial citywide needs for continued investment in capital facilities and infrastructure. The City is committed to strategically investing in public safety facilities to ensure the effective delivery of fire and police services and improve disaster response capabilities. The previous two ESER bonds were approved by San Francisco voters in 2010 and 2014.

All bond program components in the \$628.5 million 2020 Earthquake Safety and Emergency Response Bond proposal are included in the current Ten-Year Capital Plan. Projects within the program components will be identified and evaluated using criteria that prioritizes enhancements to public safety. All projects will be subject to California Environmental Quality Act (CEQA) review.

How will this bond affect property tax rates?

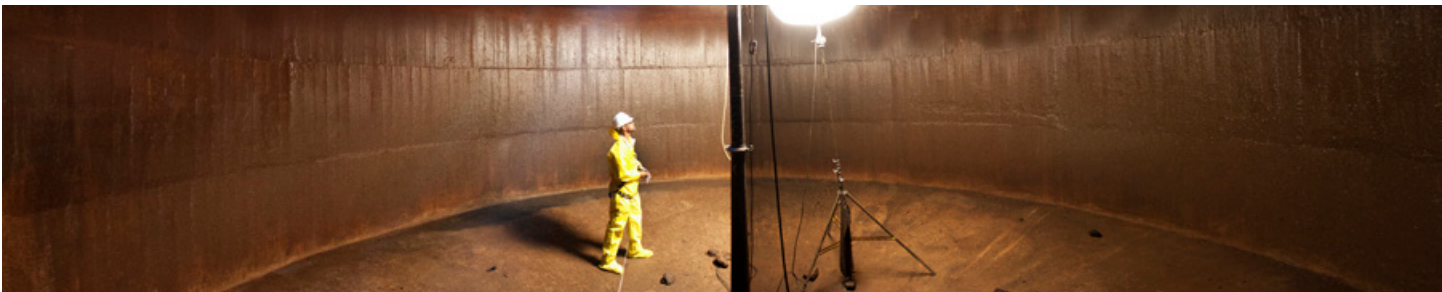
Property tax rates will not increase as a result of this bond program. The City's policy is to only issue new bonds after previously issued bonds are retired. Bonds are critical to improving, expanding and maintaining our City's capital infrastructure and have funded the construction and improvements to numerous public assets over the years.

Cost savings

Timing is critical. Every year that we delay improvements and needed upgrades to our public safety facilities, the cost increases. This investment is using tax dollars wisely for upgrades to critical infrastructure that we need to improve sooner or later. By acting now, we can improve safety and save local taxpayer dollars.

Benefits

- Reduce injuries, deaths and property damage by providing first responders with the infrastructure they need to respond to emergencies and protect our communities.
- Create more than 4,000 direct and in-direct construction-related jobs in San Francisco to boost our economy and put San Franciscans to work. This jobs estimate is based on the REMI Policy Insight model used by the Controller's Office of Economic Analysis. A job is defined as one job of full-time work over a year-long period.



THE 2020 EARTHQUAKE SAFETY AND EMERGENCY RESPONSE GENERAL OBLIGATION BOND PROGRAM

- Emergency Firefighting Water System
- Neighborhood Fire Stations and Support Facilities
- District Police Stations and Support Facilities
- Disaster Response Facilities
- 9-1-1 Call Center

Emergency Firefighting Water System

What is the Emergency Firefighting Water System?

The Emergency Firefighting Water System, sometimes referred to as the Auxiliary Water Supply System, is a high-pressure water supply system dedicated to fire protection. It was installed in 1913 in response to the Great Earthquake and Fire of 1906 and is owned and operated by the San Francisco Public Utilities Commission.

The Emergency Firefighting Water System consists primarily of three components:

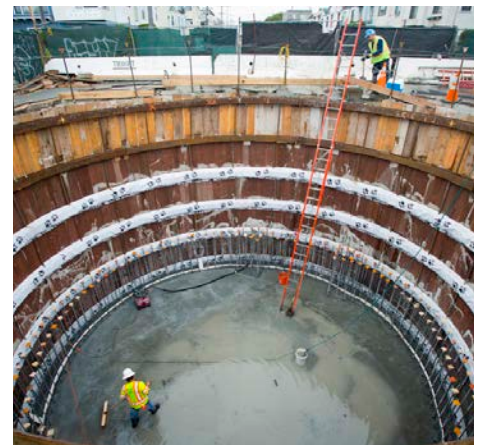
1. **Core Facilities** deliver water at high pressure for the suppression of multiple-alarm fires. San Francisco's current core facilities include Twin Peaks Reservoir, Ashbury Heights Tank, Jones Street Tank, Pump Station No. 1 and Pump Station No. 2.
2. **Pipelines and tunnels** that are a part of the Emergency Firefighting Water System are used exclusively for firefighting. The existing 135 miles of pipes carry water to approximately 1,600 high-pressure fire hydrants throughout the City.
3. **Cisterns** are underground water storage tanks with a typical storage capacity of 75,000 gallons. The 229 cisterns in the system serve as one of the most basic and reliable means for storing water for firefighting. The cisterns are not connected to the City's piping systems; the stored water is pumped from the cisterns by fire engines to fight fires.



Twin Peaks Reservoir



Underground pipeline



A cistern under construction

The system has unique capabilities, including the ability to deliver water at extremely high pressure and to deliver water from the Bay to battle fire. The pipeline system includes 52 connections along the northeastern waterfront, which allow fire engines to pump water from the San Francisco Bay, and five manifolds that allow fireboats to pump seawater into Emergency Firefighting Water System pipes.

Why does the system need to be upgraded?

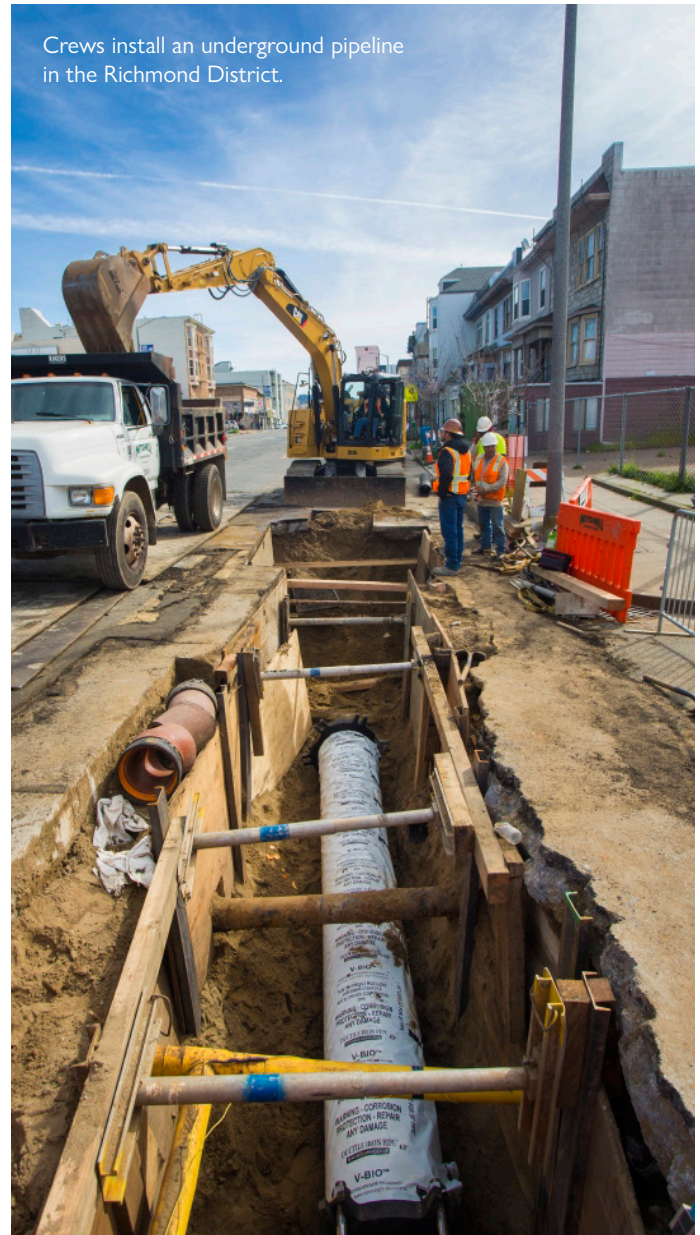
The Emergency Firefighting Water System is used as the secondary defense against large, multiple-alarm fires, specifically those that can occur after a large earthquake when the domestic water system may be impacted. If the City's domestic water system is damaged as a result of an earthquake – as had happened previously – sufficient water from the domestic water system will not be available to suppress the flames. The Emergency Firefighting Water System will serve as the alternative water source and will be vital to extinguishing large fires, saving lives and protecting against the loss of homes, businesses and other structures after a large earthquake or other disaster.

ESER 2020 projects

Funding will be allocated to replace, extend and seismically upgrade system components to increase the ability to provide adequate water throughout the City for firefighting following a major earthquake and during multiple-alarm fires. Under this phase of the ESER program, many upgrades will focus on improving Emergency Firefighting Water System capabilities in the City's western neighborhoods.

The San Francisco Public Utilities Commission completed a planning study in October 2013 to help maximize the likelihood that the Emergency Firefighting Water System will effectively provide the necessary firefighting capabilities after a major earthquake. Additionally, the agency completed another study in 2018 analyzing conceptual planning alternatives for high-pressure fire suppression for the west side of the City. This study provides a condition assessment, identifies system needs, recommends level of service criteria, performs numerous analyses and develops conceptual planning alternatives.

The results and recommendations of the two planning studies will inform the selection and eventual design of specific projects to be funded through ESER 2020. One conceptual alternative for improving protection of the City's western neighborhoods is a Potable Emergency Firefighting Water System, consisting of new, seismically resilient high-pressure pipelines organized in a looping network supplied by multiple water sources. The features are designed to provide redundancy and assure reliability.



Crews construct a cistern on San Francisco's west side.



While the conceptual alternative is subject to environmental review, four possible water sources are under consideration: Lake Merced, which contains approximately 1 billion gallons of water; the north basin of Sunset Reservoir, which contains approximately 90 million gallons of water; and two very large transmission mains that now serve as part of the seismically resilient Hetch Hetchy Regional Water System.

The selection of ESER 2020 projects will be guided by the system's technical steering committee, which consists of senior technical and operational managers from the Fire Department, Public Works and the San Francisco Public Utilities Commission. The Management Oversight Committee, which includes the fire chief, Public Works director, general manager of the San Francisco Public Utilities Commission and the assistant general manager of the Water Enterprise of the San Francisco Public Utilities Commission, will determine the list of ESER 2020 projects. The recommendations and decisions of these two committees will take into consideration the findings of the California Environmental Quality Act (CEQA) environmental review process.

Budget and schedule

Of the \$628.5 million proposed for the overall ESER 2020 bond, \$153.5 million will be allocated to continue improvements and seismic upgrades to the Emergency Firefighting Water System. Upon selection of the projects, construction will proceed in a phased sequence to work toward the desired levels of service.

For a description of improvements and upgrades to the Emergency Firefighting Water System facilities that were funded by ESER 2010 and ESER 2014, see "Building on Progress: Accomplishments to Date" on page 30 of this report.

An ariel view of the Jones Street Tank.



Neighborhood Fire Stations and Support Facilities

Background

ESER 2020 will continue the work of the previous ESER 2010 and ESER 2014 bonds, both of which passed with nearly 80 percent approval from San Francisco voters. The measure will renovate or replace the fire stations with the highest-priority needs to provide improved safety and seismic performance, meet essential facility standards and provide a healthy work environment for our firefighters and emergency medical personnel. The measure also will replace the firefighter training facility currently located on Treasure Island, which is set to be demolished to make way for a long-planned development project.



Neighborhood Fire Stations

Fire stations operate and are staffed by firefighters 24 hours a day, seven days a week. It is critical that our first responders are housed in safe and seismically sound facilities with the capacity to provide essential emergency response services to every San Francisco neighborhood. Many of San Francisco's 44 fire stations have structural and seismic deficiencies and require upgrades and other health and safety improvements. Without the necessary upgrades, some may not be operational after a large earthquake or other disaster, threatening the ability of firefighters to respond quickly to an emergency. In addition, the Fire Department operates several support facilities that augment the department's capacity to provide effective fire suppression, and these facilities also have significant safety and functional deficiencies that must be fixed.

Prior to the passage of ESER 2010, the majority of the City's fire stations and support facilities were assessed for their conditions to identify vulnerabilities and deficiencies that could compromise their essential role as deployment venues for first responders.

For planning purposes, the assessment reports were reviewed by cost estimators who analyzed the expense of correcting the problems. Preliminary assessment of the neighborhood fire stations indicates that the cost to correct all existing deficiencies would require a more than \$350 million. This is significantly more funding than is available from ESER 2010 and ESER 2014.

What if we do not seismically rehabilitate and improve our fire stations?

If left unaddressed, fire stations with serious structural deficiencies may impair our firefighters' ability to respond during a major disaster or even on a day-to-day basis. These fire stations may not be operational immediately after a large earthquake or other disaster, threatening the ability of the firefighters to respond to the aftermath.

Apart from the potential loss of response capability, postponing necessary upgrades or replacements of these facilities will lead to higher costs over time. Deferring this work will create increased yearly maintenance and repair costs for existing stations and divert funds from important Fire Department investments.



The old Fire Station No. 16, at 2251 Greenwich St. in Cow Hollow, was seismically vulnerable.



The new Fire Station No. 16 meets today's seismic safety standards.

Criteria for the selection of neighborhood fire station upgrades and improvement projects

ESER-funded projects are carefully selected based on the operational and tactical importance of fire stations, ensuring the effective deployment of first responders in the event of a major earthquake or other disaster. The specific improvements and seismic upgrades to neighborhood fire stations are determined by the Fire Department before the design phase begins. This guarantees that bond funds are spent appropriately and on the highest-priority projects.

ESER 2020 projects are anticipated to be organized and delivered in the same manner as those currently funded by ESER 2010 and 2014 in accordance with the bond program's capital project planning procedures:

1. Project scope is identified and a cost estimate is prepared during the pre-design phase
2. Projects are characterized as seismic, comprehensive or focused scope
3. Project scope is prioritized, phased and scheduled for project delivery
4. The City's Capital Planning Committee and the independent Citizens' General Obligation Bond Oversight Committee are informed prior to proceeding
5. Projects are designed, bid and constructed according to the Neighborhood Fire Station master schedule



ESER Bond funds paid for needed improvements at Fire Station No. 43, 720 Moscow St. in the Excelsior (on left) and at Fire Station No. 40, 2155 – 18th Ave. in the Inner Sunset (on right).

Firefighter Training Facility

The Fire Department currently conducts trainings for both recruits and existing personnel at two facilities: One on Treasure Island, and a smaller complex in the Mission District.

The Fire Department's Treasure Island training facility serves as the site for all department academies for firefighters, emergency medical technicians (EMTs) and paramedics. The training facility on Treasure Island is used for recruit training, as well as the regular in-service training for all employees. The facility provides routine classroom instruction and specialized training for active shootings, confined and trench space rescue, water rescue, roof ventilation work, emergency vehicle operations, wildland firefighting, elevator extrications and more to deliver maximum safety for San Francisco residents and visitors.

The Mission District training facility provides limited classroom space and a single firefighter structure fire exercise site.



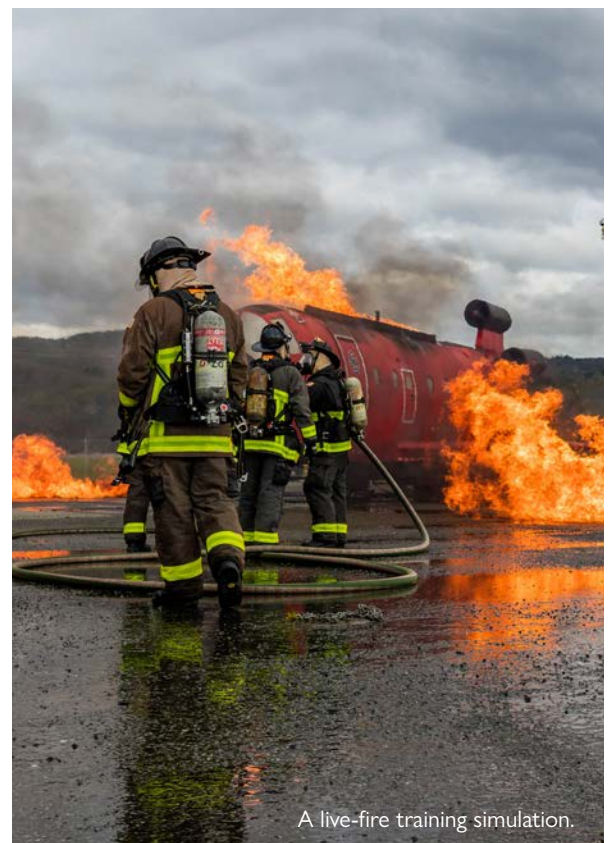
Firefighters performing a fire-rescue training simulation at the Treasure Island training facility.

Why do we need to build a new training facility?

The Fire Department acquired its current training facility on Treasure Island from the U.S. Navy. Plans are underway to close the training facility to make way for a development project on the island. The smaller training facility in the Mission District cannot serve the department's training needs on its own.

Beyond the pending closure and physical size limitations of the current facilities, there have been changes in industry standards, best practices and state and federal training mandates. Furthermore, the current facilities do not adequately address the training needs of the department.

If a new facility is not built, the City will be left without a place for new firefighter, EMT and paramedic recruit academies, as well as continuous in-service and specialized trainings for veteran firefighters.



A live-fire training simulation.

What are the benefits of the training facility?

A modern firefighter training facility will provide firefighters, EMTs and paramedics the routine training and advanced skills they need to safely and effectively perform their job of protecting people and property in San Francisco's unique environment of hills, narrow streets and diverse building types.

A new, enhanced training facility will allow for cross training between the Fire Department and other San Francisco public safety agencies, such as the San Francisco police and sheriff's departments. In addition, other regional partners could occasionally train at the facility, resulting in improved emergency response for the entire Bay Area.

Budget and schedule

The development of the project scope and schedules for fire station improvements will be guided by the need to improve public safety. Work will be phased as required to maintain Fire Department service levels throughout San Francisco neighborhoods.

The number of stations that can be deactivated temporarily for construction at any given time will be limited. Depending on the scope of the recommended and approved projects, this limitation may result in a construction program that requires up to seven years to complete work at an estimated 20 stations. The firefighter training facility's design and construction will occur concurrently with work at neighborhood fire stations.

Of the \$628.5 million proposed for the overall ESER 2020 bond, \$275 million will be allocated to strengthen, improve and rehabilitate neighborhood fire stations throughout the City and replace the firefighter training facility on Treasure Island.

For a description of improvements and upgrades to Fire Department facilities that were funded by ESER 2010 and ESER 2014, see "Building on Progress: Accomplishments to Date" on page 30 of this report.



District Police Stations and Support Facilities

Background

There are 10 district police stations strategically located throughout the City. The district police stations are vital to the neighborhoods they serve. They support officers and tailor services to the specific needs of a neighborhood or community. Nearly all the Police Department's patrol units and the response to calls for service from the public are deployed from these district stations.



San Francisco Police Department Headquarters located at 1251 Third St.

Several of the police stations are nearly 100 years old. While some stations have been renovated, those upgrades occurred nearly 20 years ago. Since that time, the needs of modern policing have shifted. There have been significant operational changes, such as staffing the stations with investigators; adoption of new standards in the safe care of those who have been arrested or detained; updates in building codes; and the advancement of new technologies that require additional electrical power and utilities infrastructure.

There are 14 additional Police Department buildings, – from specialized units to support facilities – that house officers. Three of the support facilities are City-owned and eligible for improvements with bond funding. The remainder are leased facilities. The San Francisco Police Department relies on its stations and support facilities to effectively deploy and support the work of its field officers.

In 2013, the City retained expert consultants to examine the portfolio of San Francisco Police Department facilities and assess the overall facility performance requirements and the existing conditions at the then-nine district stations. The study evaluated the existing facilities against an “immediate occupancy” performance standard to illustrate the significant gaps between existing conditions and the likely community expectations for delivery of police services in the hours and days after a major earthquake or other disaster.

The study found a broad range of inadequacies, including public safety and security deficiencies, insufficient space; lack of compliance with corrections standards regulations; lack of gender equity for locker rooms; the need to increase accessibility and seismic strengthening; and to modernize building systems. Many stations exhibited all or multiple examples of these deficiencies.

Why do we need to upgrade and rehabilitate district police stations and support facilities?

In recent years, San Francisco's population has ballooned, new businesses are coming in and more cultural events are taking place in the City. These changes directly impact the volume of 9-1-1 calls and response times. The San Francisco Police Department is increasing its staff to meet the changing needs. This presents a challenge to the Police Department's district stations and support facilities, which were built for a smaller police force and lack adequate space for the growing staff.

In an emergency, we count on police to arrive quickly and provide the help we need. Officers must be ready to jump into action and access their equipment, radios and uniforms without delay. In the event of a disaster, a functioning police station is essential to delivering service.

If building system deficiencies are not addressed, the Police Department will continue to operate in deteriorating and outdated facilities, which can impair timely officer deployment as they respond to calls for help. This bond measure will provide higher standards of facility performance to support police response capabilities that will be critical after a major earthquake or other disaster.



ESER Bond funds paid for needed improvements at Tenderloin Station, 301 Eddy St (on left) and at Bayview Station, 201 Williams Ave. (on right)

ESER 2020 projects

The 2013 facilities study indicated that the funding needed to correct all of the deficiencies and upgrade the district stations and support facilities to modern police standards would exceed \$250 million, significantly more funds than would be available through the sum of the previous ESER 2014 bond program and the current proposed ESER 2020 bond program.

Additional detailed planning is required to develop priorities and focus the expenditures from this bond toward the most necessary, beneficial and cost effective rehabilitation and improvement projects. The planning process will be similar to the procedures for capital project prioritization and selection described for the Neighborhood Fire Stations.

The capital projects considered for district police stations and support facilities will assign the facilities to one of three categories:

1. Complete seismic upgrade or replacement of the building, either in place or at another location
2. Comprehensive renovation, extensive remodel or expansion
3. Focused scope renovation of a facility that requires specific improvements such as; the addition of program space, or major roof repairs or replacement, significant repainting and refurbishing, and mechanical, electrical, and digital systems upgrades

Budget and schedule

Of the \$628.5 million proposed for the overall ESER 2020 bond, \$121 million will be allocated for district police stations and support facilities. The City will develop a priority and focus for the expenditures towards the most necessary, beneficial and cost effective rehabilitation and improvement projects to allow for Police Department personnel to respond in an emergency.

For a description of improvements and upgrades to Police Department facilities that were funded by ESER 2014, see “Building on Progress: Accomplishments to Date” on page 30 of this report.



Disaster Response Facilities

Background

After a major earthquake or other disaster, the City will rely on select public buildings to deploy aid, provide shelter and coordinate emergency response and recovery. During and after a major disaster, these public buildings must have the capacity to function as disaster-response facilities that could serve as a:

- **Shelter:** an existing facility, such as a school, recreation center, community center or convention center, temporarily converted to provide safe, accessible, and secure short-term housing for disaster survivors
- **Local Assistance Center:** a site where individuals, families and businesses can access available disaster assistance programs and services
- **Commodity Point of Distribution:** an accessible site where the public can pick up emergency supplies following a disaster
- **Unified Command Post:** a field location that can accommodate the primary functions of incident command: command, operations, planning, logistics and finance and administration
- **Logistics Staging Area:** provides a way station for incoming shipments that meet a large array of resource requests from local government
- **Base Camp/Mutual Aid Staging:** a location for local and mutual aid organizations to gather prior to deployment



An emergency shelter

Why do we need to strengthen these facilities?

To help prepare for the next major earthquake, San Francisco established a Seismic Evaluation Methodology system that evaluates hazards from earthquakes and defines performance levels after a significant event. Buildings that are of high seismic risk are likely to suffer extensive structural and other damage and could collapse or be damaged beyond repair.

As the planning efforts proceeded, the City determined that the list of public facilities that could be pressed into service for emergency operations, shelter, mass care and mutual aid includes some City-owned buildings known to have seismic vulnerabilities, as well as functional and/or life-safety deficiencies that could hinder its use post disaster.

This ESER 2020 funding category will allow the City to make seismic upgrades and functional and life-safety improvements to support deployment of aid, provide shelter and coordinate disaster response at select City-owned buildings to serve the public and improve response after a disaster.

Project prioritization

City-owned buildings to be considered for funding will be prioritized based on the following criteria:

- Present serious risk of casualties and/or significant structural damage in the event of a major earthquake
- Can serve multiple disaster-response functions
- Has the capacity and design to shelter people with disabilities and those needing specialized care
- Serve neighborhoods that lack adequate seismically-safe disaster response facilities
- Provide unique functionality for responding to a specific type of disaster
- Has pre-staged resources and equipment that do not impact daily operations

Budget

Of the \$628.5 million proposed for the overall ESER 2020 bond, \$70 million will be allocated to upgrading or replacing critical city-owned disaster response facilities.



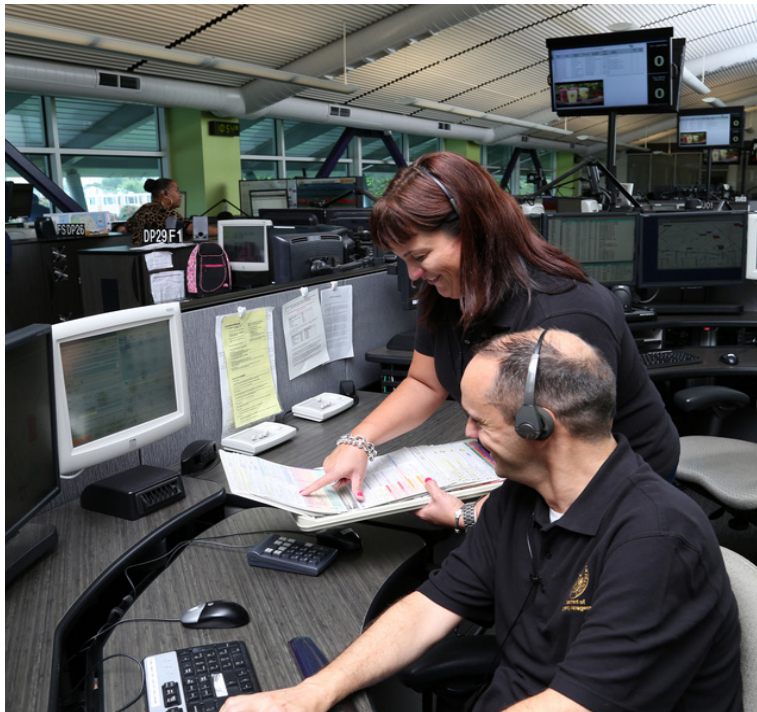
A commodity distribution center

9-1-1 Call Center

What is the 9-1-1 Call Center?

The Department of Emergency Management 9-1-1 Call Center at 1011 Turk St. houses public safety dispatchers who answer all calls made to 9-1-1. Public safety dispatchers are the initial point of contact for all of San Francisco's first responders, 24 hours a day. They serve the communications hub that dispatches first responders to the scene of accidents, crimes, fires and other emergency and non-emergency situations.

San Francisco's 9-1-1 Dispatch Center is one of the top 25 busiest 9-1-1 centers in the United States and receives an average of 3,700 calls each day. It is critical that our Dispatch Center can answer all calls for emergency and non-emergency service quickly.



Public safety dispatchers at the City's 9-1-1 Call Center

Why does it need to be renovated?

Since 2011, San Francisco has experienced a 43 percent increase in the 9-1-1 call volume. Based on projected growth, a 20 percent increase in work stations is necessary to keep pace with the City's increasing needs.

An expansion of the 9-1-1 Call Center within the existing facility will:

- Improve the City's capacity to meet national response time standards
- Add critical infrastructure to support "Next Generation 9-1-1," an innovative system for call-intake and emergency services dispatch
- Add redundant services and backup systems to ensure continued functionality during and after large-scale disasters
- Increase training capacity to train new dispatchers without disrupting ongoing operations



The 9-1-1 Call Center on Turk St.

Project description

The existing facility was constructed in 1997 and consists of a two-story building housing the City’s emergency operations center, the 9-1-1 Call Center, a data center for emergency communications, administrative offices, meeting rooms and support space.

The expansion and reconfiguration of the 9-1-1 Call Center will increase the number of dispatcher work stations and reconfigure the supervisor bridge for better visual oversight of all the dispatchers. Space requirements were determined by analyzing space needs for normal operations, projected growth, redundancy needed for reliable 9-1-1 functioning and capacity for high-demand events – both planned and unplanned.

Work stations have specific size and layout requirements for dispatchers to work effectively and efficiently during both routine operations and large-scale emergencies. The expansion of the 9-1-1 Call Center will result in relocation of some Department of Emergency Management staff to other City facilities.

Budget

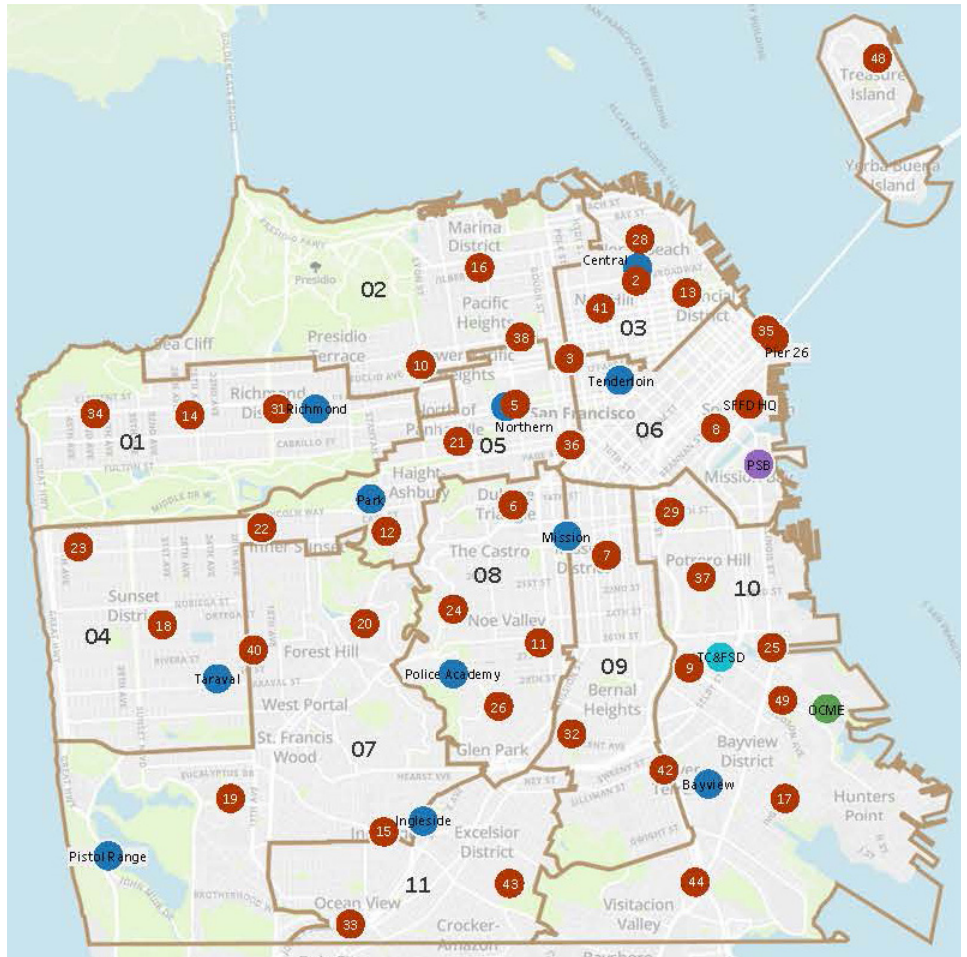
Of the \$628.5 million proposed for the overall ESER 2020 bond, \$9 million will be allocated to renovating the City’s 9-1-1 Call Center and the resultant relocation of Department of Emergency Management staff.



BUILDING ON PROGRESS: ACCOMPLISHMENTS TO DATE

Projects funded by previous ESER funds

- Neighborhood Fire Stations
- District Police Stations
- Public Safety Building
- Motorcycle Police and Crime Lab Facility
- Office of the Chief Medical Examiner



ESER 2020 continues the work of the Earthquake Safety and Emergency Response bonds that were overwhelmingly approved by voters in 2010 and 2014. ESER 2010 and 2014 funded a wide range of projects to address deficiencies and seismically upgrade the City’s aging public safety infrastructure. The work of the previous two ESER bonds touches neighborhoods throughout San Francisco. Completed projects, and those underway, will safeguard our communities with resilient capital infrastructure built to be fully operational following an earthquake or other major disaster.

Fire Department facilities

Neighborhood Fire Stations

ESER 2010 and ESER 2014 have identified much-needed improvements to every neighborhood fire station in San Francisco. To date, improvements have been made at 37 of the then-43 neighborhood fire stations.

Focused scope upgrades have been completed at 35 neighborhood fire stations. These upgrades include work in nine categories: apparatus bay doors; roofing; exterior envelope; emergency generators; shower replacements; heating, ventilation, and air conditioning improvements; windows; sidewalks; and key card access.

ESER 2010 funded seismic replacements of two neighborhood fire stations and one new neighborhood fire station:

- Fire Station No. 16, located in Cow Hollow, completed in January 2019
- Fire Station No. 5, located in the Western Addition, completed in April 2019
- Fire Station No. 4, a brand-new fire station in Mission Bay, was built as part of the Public Safety Building that opened in April 2015

ESER 2014 is funding the replacement of the seismically deficient Fireboat Station 35 at Pier 22½. As of March 2019, the environmental review process is completed and the contracted Design-Build firm is proceeding with design and permit applications.

Ambulance Deployment Facility

The Ambulance Deployment Facility project is funded by the Public Health and Safety Bond that was approved by voters in 2016. The City broke ground on the facility in the Bayview neighborhood in November 2018 and it is scheduled for completion in the fall of 2020.



Fire Station No. 4, 449 Mission Rock St. in Mission Bay



Fire Station No. 32: roofing, windows, exterior envelope and mechanical improvements



Fire Station No. 15: roof replacement (before)



Fire Station No. 15: roof replacement (after)

Emergency Firefighting Water System

Previous ESER funds paid for upgrades to the City's aging Emergency Firefighting Water System that improved its seismic reliability and range of coverage.

Completed work includes the following:

- Reliability upgrades at the system's primary water sources: Twin Peaks Reservoir, Ashbury Heights Tank; and Jones Street Tank
- Replacing engines and installing remote control capabilities at Pump Station No. 1
- Construction of 30 new cisterns (underground water storage tanks), 15 of which are located in the Sunset and Richmond districts
- Six pipeline and tunnel projects
- Upgrades to Pump Station No. 2 began in late 2018 and are estimated to be complete in 2020



Police Department facilities

District Police Stations

ESER 2014 identified 12 projects at 12 police stations and facilities; seven of them have been completed, three will be finished by the end of 2019 and the remaining two are ready to go to bid. Two studies have been conducted for the I.D. Bureau and Property Control and the feasibility of a Central Station expansion.

Completed work includes the following:

- Accessibility barrier removal (phase 1) at Bayview, Tenderloin, Northern, Mission, and Central stations
- Accessibility barrier removal (phase 2) at Taraval, Park, Ingleside and Richmond stations, and the Police Academy
- Mechanical, electrical and plumbing system upgrades at Richmond and Taraval stations
- Construction of a firearm simulation training facility at Lake Merced Range
- Park Station exterior wall improvements
- Renovation of Northern Station
- Pistol Range roof repairs

Public Safety Building,
1245 Third St. in Mission Bay



Public Safety Building

ESER 2010 funded the design and construction of the Public Safety Building that opened in April 2015. The project relocated the police administrative headquarters and the Southern District Police Station from the seismically deficient Hall of Justice to a brand new 290,000-square-foot facility in Mission Bay. The campus also houses the brand-new Fire Station No. 4. The new public safety campus allows first responders to better manage public safety services for major events and critical incidents.

Motorcycle Police and Crime Lab

ESER 2014 will fund the relocation of the Police Department's Traffic Company (motorcycle police) and the two Forensic Services Division Laboratories (crime lab) to a single site in the Bayview neighborhood. Construction is scheduled to begin in summer 2019 with estimated completion in fall 2021.

Office of the Chief Medical Examiner

ESER 2014 funded the construction of a new chief medical examiner's office which opened in October 2017. The 46,000-square-foot facility houses the Office of the Chief Medical Examiner's programmatic and first responder functions consisting of a medical complex, forensics laboratory, administration, field investigations, building support and public services.



The Chief Medical Examiner's office, located at 1 Newhall St.

ACCOUNTABILITY

The 2020 San Francisco Earthquake Safety and Emergency Response Bond will abide by established standards for accountability, fiscal responsibility and transparency. In addition to California state bond requirements, the City will carry out a comprehensive public oversight and accountability process. The City has not yet identified specific projects; transparent and responsible oversight procedures will be used for project selection and prioritization.



A multiple-alarm fire that erupted in North Beach in March 2018.

The following principles apply to all components funded through the ESER Bond Program:

Policy Compliance:

The issuance of ESER bonds will comply with the City's policy to constrain property tax rates at or below 2006 levels. Property tax rates will not increase as a result of this bond.

Bond Accountability Reports:

Per the Administrative Code (Section 2.70 to 2.74), 60 days prior to the issuance of any portion of the bond authority, Public Works will submit an accountability report to the Clerk of the Board of Supervisors, the Controller, the Treasurer, the Director of Public Finance and the Budget Analyst describing the current status and description of each project and whether it conforms to the express will of the voters.

Transparency:

The City will hold periodic public hearings and reviews of the bond program and its implementation before the Capital Planning Committee, the Police and Fire Citizens' Commissions and the General Citizens' Obligation Bond Oversight Committee. Individual projects will be defined through application of public safety principles and objective evaluation criteria described in the bond report.

Public Appropriations of Capital Project Funds:

Public appropriation of bond funds shall be in accordance with the San Francisco Charter and Administrative Code, including review by the Capital Planning Committee to assure the projects are consistent with the City's Ten-Year Capital Plan; review and recommendation by the Budget and Finance Committee of the Board of Supervisors; review and approval by the full Board of Supervisors and the mayor.

CGOBOC Audits:

The City's Citizens' General Obligation Bond Oversight Committee (CGOBOC) is responsible for auditing the implementation of the ESER Bond program per the Administrative Code (Section 5.30 to 5.36). Should CGOBOC determine that any funds were not spent in accordance with the express will of the voters, they are empowered to deny subsequent issuances of bond funds.

Annual Public Review:

In accordance with the San Francisco Charter Administrative Code, the bond will be subject to annual public reviews before the Capital Planning Committee, the Controller's Office and the Board of Supervisors.

Public Updates:

Public Works maintains a dedicated website describing the proposed ESER 2020 bond program, as well as the previously voter-approved ESER 2010 and ESER 2014 programs. The website describes the programs' progress, activity updates and bond budgets, and will include project names and estimated construction schedules for ESER 2020 once projects have been determined. The website is www.sfearthquakesafety.org

10-YEAR CAPITAL PLAN

Adopted through legislation by the mayor and Board of Supervisors in 2005, the Capital Planning Committee was created to guide and prioritize capital needs citywide. The Capital Plan is developed by the committee and adopted annually by the Board of Supervisors prior to adoption of the City budget.

The City invests significant General Fund dollars into the repair and rehabilitation of our capital assets every year. However, the City cannot rely on these funds alone to address critical infrastructure needs. Where annual funds are not adequate to pay the costs of major capital improvements, the Plan recommends using one of two sources of long-term debt financing:

- **General Obligation (G.O.) bonds** backed by property taxes upon approval by voters
- **General Fund debt programs** backed by the City's General Fund upon approval by the Board of Supervisors and the mayor

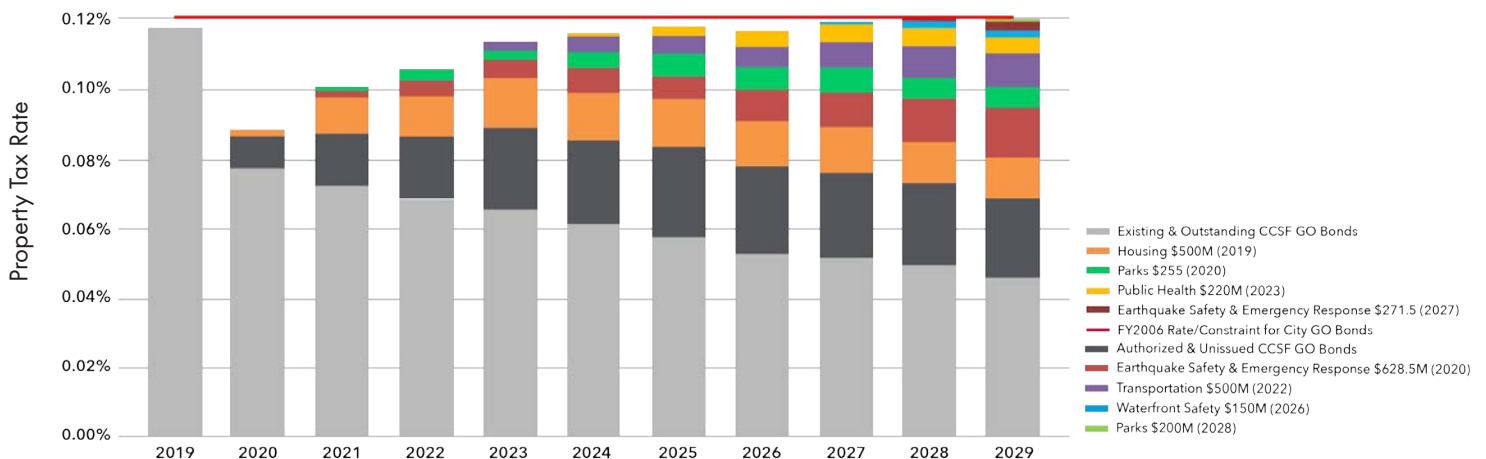
General Obligation bonds and General Fund debt programs are appropriate means of funding capital improvements, as they spread the costs over their long, useful lives and across the generations of San Franciscans that reap their benefits.

Since its inception, the top priorities of the Capital Plan have been the seismic improvement of critical City infrastructure, including the Zuckerberg San Francisco General Hospital, which voters approved in November 2008, and City public safety and emergency response facilities under the Earthquake Safety and Emergency Response (ESER) Bond Program, which voters approved in 2010 and 2014. ESER 2020 builds on the City's formal commitment to long-term, strategic and fiscally responsible capital planning.

The Capital Plan General Obligation Bond Program chart below illustrates the relationship between the G.O. Bond Program and the local tax rate, including existing and outstanding issuance and voted-approved bonds. This demonstrates the City's policy constraint that General Obligation bonds will not increase the property tax rate above 2006 levels.

For more information on the City's Capital Plan, please visit onesanfrancisco.org

FY2020-2029 Capital Plan General Obligation Bond Program



CONCLUSION

Large earthquakes have struck San Francisco, resulting in death and destruction. Much of the property damage and loss of life was due to the collapse of buildings and the resulting fires. Responding rapidly and establishing a quick, safe and strategic recovery after an earthquake is crucial to our social and economic foundation.

ESER 2020 builds on the progress of the Earthquake Safety and Emergency Response bonds that San Francisco voters overwhelmingly approved in 2010 and 2014. The ESER 2020 Bond will make important seismic upgrades to neighborhood fire houses, district police stations and disaster response facilities, and expand the City's 9-1-1 Call Center. ESER 2020 also will replace our firefighter training facility and renovate, expand and upgrade the Emergency Firefighting Water System.

The longer we delay making these improvements, the greater the risk to our public safety facilities – and the first responders and San Franciscans who depend on them – during and after a major earthquake or other disaster. Continued strategic investment through the Earthquake Safety and Emergency Response Bond Program is critical to safeguarding San Francisco.



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