



PUBLIC WORKS COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

London N. Breed, Mayor

Correspondence Log

December 9, 2023, through January 16, 2024

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| 1/8/2024 | Mayor London Breed | San Francisco’s Road Conditions Improve, Ranked Highest For Large Bay Area Cities in Annual Road Assessment |
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PROFESSIONAL & TECHNICAL ENGINEERS, LOCAL 21, AFL - CIO
An Organization of Professional, Technical, and Administrative Employees

December 14, 2023

Via Electronic Mail

Carla Short, Director of Public Works
San Francisco Department of Public Works
49 South Van Ness Ave.,
San Francisco, CA 94103

Dear Director Short,

I am writing on behalf of a growing number of concerned IFPTE Local 21 members in the BSM division, all of whom are dedicated employees of DPW. We are concerned about the management and reinstatement of the street vendor enforcement program without improved safety measures, the requirement for street inspectors to confiscate items sold by street vendors without permits, and the expectation for street inspectors to perform duties similar to local law enforcement to successfully enforce the program.

This program fundamentally changes the nature of their work by placing them in highly contentious exchanges, forces them to engage with unlicensed vendors in breach of city law, and to compel them to abide by city law. This is not what our members signed up for as street inspectors nor is it the type of work any of them have ever done. This program is so full of tension, our members are wearing ballistic vests to carry out the task. They have been subjected to threats and acts of physical harm, and to threats of harm against their families. These all suggest the program has created a hostile and unsafe work environment and creates a distrust in leadership. Their freedom to travel on public transit and visit parts of this City off duty have been compromised. Lastly, but certainly not least the program lacks any thoughtful approaches to success.

After several requests, we have met with the department to try and address this issue to no avail. We have attempted many times to meet with the department, our Union and all affected staff. The department has denied a meeting and responded that the program is adequately managed, our concerns about safety are not warranted as long as inspectors act with an accompanied police escort, and that there will be no dedicated program designed to hire and train street inspectors to carry out the assignment. We are disappointed in this response from management and their ongoing refusal to meet. We feel it is a complete disregard for our safety and the quality of service we provide to the City and County of San Francisco. The department's supposed recommendations along with the safety risk assessment have not been implemented, members have been asked to go out there without a written de-escalation strategy. Furthermore, members should not be sharing ballistic vests. Because we have not gotten a meaningful response from you, we were forced to take our concerns to the Board of Supervisors hearing on November 7, 2023. We maintain our position and strongly urge you to listen to your employees. Additionally, with the recent release of Jondelle Bretz, members are concerned that a single misstep may result in termination. guidance given thus far has been lacking; we need clear and direct safety protocols. Our members need their voices to be heard and we need management to provide real solutions to the problems we are facing.

We believe that our members are neither prepared nor equipped to carry out the duties of the street vendor enforcement program. We call on the department to create a separate program designed to train SVE specific employees to address the specific needs of street vendor enforcement. In the event an agreement for a separate program cannot be reached, we believe this program should also specifically give current employees the option to

voluntarily opt into that assignment while providing those who do monetary compensation for the elevated safety risk in the form of a premium/hazard pay on top of their base hourly wages. Concerns of adequately staffing a voluntary SVE program will be negated with fair compensation, as is evident with our members willingly filling the overtime shifts (which are voluntary). We demand rigorous review of current safety protocols and the department to heed the recommendations of their own health and safety risk assessment, provide continuous SVE specific safety training, and the support necessary to ensure the safety of our members. If safety is your first priority, please show our members that they are not empty words. Alas, we request that the department suspend this program until these concerns are addressed.

For the union,

Julia Harding
Representative Organizer



Carla Short, Director | Director's Office

carla.short@sfdpw.org | T. 628.271.3078 | 49 South Van Ness Ave. Suite 1600, San Francisco, CA 94103

December 19, 2023

Julia Harding
Representative/Organizer
IFPTE Local 21
1167 Mission Street 2nd Fl.
San Francisco, CA 94103

RE: Response to Email – Vendor Enforcement

Dear Julia Harding:

This letter is in response to the International Federation of Professional and Technical Engineers, Local 21's (Local 21 or Union) letter dated December 14, 2023, in which the Union shared its concerns regarding the Street Vendor Enforcement Program and requested to meet with the San Francisco Public Works (or Department) leadership regarding these concerns.

The Department understands the Union and staff's safety concerns regarding the street vendor program. The safety and well-being of employees are the top priority for San Francisco Public Works. To that end, the Department has responded to the Union's concerns and met with the Union and/or staff to listen to and address concerns on multiple occasions as summarized below.

In response to the Union's initial request to meet and confer with the Department to discuss safety concerns regarding the Street Vendor Enforcement Program on July 25, 2023, the Department, on July 26, 2023, responded by explaining that there are no changes to the working conditions or work schedules, and that Street Inspectors worked throughout the City to engage with the public, perform inspections, and ensure permit compliance; and that they are ideally suited to perform the Street Vendor Program duties. The Department also explained that Street Inspectors already performed this work via the Department's Stockton Street Pedestrian Enhancement Program and Mobile Vendor Enforcement Program. Thus, the Street Vendor Program assignment does not change working conditions or duties. Additionally, we explained the proactive and responsive steps that were taken regarding the safety concerns in November 2022, by developing the Code of Safe Practices, holding SAFE training, procuring bulletproof vests for employees who request them, and partnering with the San Francisco Police Department and Recreation and Park Department Park Rangers to conduct these assignments. We have repeatedly reminded our team that they are not expected to perform enforcement without support from SFPD or Park Rangers and, to ensure that, we now meet at Mission Police Station to collect the officers prior to going to the assigned enforcement locations.

At the request of the Union, the Department met with the Union on August 15, 2023, to discuss the Street Inspectors' safety concerns. During that meeting, the Union shared with the

Department four concerns: (a) Timely notifications of the assignments, (b) Self-defense training, (c) Code of safe practice and contact list for SFPD, and (d) Concerns regarding lunch-hour issues.

September 8, 2023, the Department submitted a response via email to the Union regarding the issues raised during the August 15, 2023, meeting.

October 6, 2023, the Union sent an email to the Department requesting an all-staff meeting to hear the concerns of the staff regarding the hot dog vendor incident of October 1, 2023. That same day, the Department responded that it had briefly paused vendor enforcement shifts to ensure necessary staffing for upcoming operations in the following areas: the Mission, a Tenderloin night operation focused on food vendors that was scheduled for Thursday, food-focused deployments in Port jurisdiction scheduled for Friday and Saturday, and a Sunday shift targeting food vendors in various other locations. We explained that the Department would not be staffing those areas until at least after October 10, 2023, to ensure adequate staffing. On October 13, 2023, the Department sent a follow-up email providing options for a meeting, October 17, 2023, October 19, 2023, and October 20, 2023. I do not want to comment on the personnel matter in this letter as it was copied widely. However, I want to reassure you and we've communicated to the team that we know this is a challenging assignment and we support them in their performance of the assignment. In several recent staff meetings, we've reviewed our procedures for this work, and reminded staff to communicate any issues or incidents thoroughly and honestly to their supervisors.

Additionally, on October 17, 2023, the Department initiated a Vendor Enforcement Safety Inspection performed by the Department's Environmental Health and Safety team.

On October 20, 2023, the Environmental Health and Safety team submitted recommendations, such as training on escalation and de-escalation procedures; annual re-training of employees on the most current version of code of safe practices; public relations training; periodic meetings/tailgates; allocate 10 to 15 minutes after each day of inspection to decompress; rotate inspectors every two to three months through other duties; and conduct other trainings based on need. The Department conducted a Workplace Violence Prevention, Public Relations, De-escalation, and Personal Safety Training on March 9, 2023. The Department also provided engagement protocols and best practices and is partnering more closely with SFPD for the street inspections. I have discussed this recommendation with SFPD command staff, and they have committed to ensuring that their officers are working closely with and attentive to our staff. The Department is committed to implementing the feasible recommendations to bolster the safety and well-being of our enforcement team.

Further, on October 25, 2023, an all-staff meeting was held for the Street Inspectors, where the assignments and approach to enforcement were discussed, and staff shared their safety concerns with management. During this all-hands meeting, among the topics covered were street vendor enforcement assignments, safety assessment and recommendations, job expectations, return to street vendor enforcement, and codes and regulations. Staff were able to ask questions about the operation and share their concerns. The meeting discussions and outcomes were shared with the Union on November 1, 2023.

Public Works has engaged with the Union and street inspectors on multiple occasions to address safety concerns. The staff's safety during these assignments is extremely important and we are taking steps to address them. The Department also is reviewing different options to provide additional support to the street inspectors.

Regarding the ballistic vests, we were happy to provide these at the request of the staff. Initially, not everyone was fitted for a vest because not all staff were performing inspections. Now that all staff are performing inspections, the Department is in the process of procuring vests for each employee. While some employees are sharing vests, they are sharing vests fitted to their size. The shared vests are a temporary measure until the additional supply we ordered arrives and every inspector will have their own.

The Department has been responsive and communicative with the Union regarding the steps we have taken to address safety concerns. I want to reiterate that the Department is willing and available to meet with the Union to hear your concerns and agrees to releasing a reasonable number of shop stewards or staff to attend the meeting with management. Alternatively, we can meet during lunchtime for staff to attend. However, since lunch time is staggered for street inspectors, we would likely need to schedule two meetings. Please respond to Senior Human Resources Analyst Joy Emole at joy.emole@sfdpw.org by December 29, 2023, letting us know how you would like to proceed.

Sincerely,



Carla Short

cc: Joy Emole, Senior Employee and Labor Relations Analyst, Human Resources
Bruce Robertson, Deputy Director, Financial Management and Administration
Albert Ko, Deputy Director, Infrastructure Design & Construction
Nicolas Huff, BSM Bureau Manager
Michael Lennon, BSM Inspection Manager
Karen Hill, Director, Human Resources
Sharee Nisha, Director, Employee & Labor Relations
Christine Cayabyab, Manager Employee & Labor Relations



FOR IMMEDIATE RELEASE

Monday, January 8, 2024

Contact: Mayor's Press Office, mayorspressoffice@sfgov.org

*****PRESS RELEASE*****

**SAN FRANCISCO'S ROAD CONDITIONS IMPROVE, RANKED
HIGHEST FOR LARGE BAY AREA CITIES IN ANNUAL
ROADS ASSESSMENT**

San Francisco Pavement Condition Index rating is 75, meaning in "good" condition, according to annual review by the Metropolitan Transportation Commission

San Francisco, CA – Mayor London N. Breed and Public Works Director Carla Short announced today that the City's independently rated Pavement Condition Index (PCI) score increased to 75, a rating deemed "good" by the regional Metropolitan Transportation Commission. This rating puts San Francisco at the top among large Bay Area cities.

San Francisco's score, which covered calendar year 2023, was one point higher than the year before. This improvement is more remarkable considering it occurred during a year that San Francisco saw record storms early in the year that increased road repair needs. The score hovered in the mid-60s during the early 2000s. But the City's strong commitment to invest in roadway maintenance over the last 15 years has resulted in a steady rise in the pavement condition score.

"The strategic approach to maintaining our roads has paid off – the streets are safer and smoother for people who drive, bike, walk and take transit," **said Mayor Breed**. "I want to thank our hard-working crews who are out there doing the work to not only repave our streets, but also to fill potholes for our residents each and every day. This is a critical City service, and I'm proud of the work we are doing to take care of our streets."

Street Resurfacing Program

Public Works, which oversees [San Francisco's Street Resurfacing Program](#), follows industry best practices by preserving streets in good condition instead of letting them deteriorate. This approach is the most cost-effective. Extending the life of a block in San Francisco that is in good condition can cost as little as \$50,000. By comparison, the price to completely reconstruct a block in very poor condition can be as much as \$500,000 or more.

Public Works uses in-house Bureau of Building and Street Repair crews and outside contractors to perform the paving work.

- Last year, 503 blocks were treated
- More than 8,000 blocks – or more than 60% – of the City's nearly 13,000 blocks have been resurfaced in the last 15 years



When selecting which blocks to repave, the Street Resurfacing Program team considers a number of factors: roadway condition, use – streets with public transit and bike lanes, for example, are prioritized – and whether the paving project can be combined with other infrastructure projects, such as sewer upgrades. Geographic equity also is considered to make sure the street improvements benefit all neighborhoods.

Storm Response and Proactive Pothole Strategies

San Francisco’s higher PCI score in 2023 came despite a series of severe storms that battered the streets early in the year.

- Public Works Street repair crews filled 12,358 potholes in 2023, a nearly 18% increase from the year prior.
- Even with the spike in numbers, Public Works crews responded to 91% of the 311 service requests for pothole repairs within 72 hours, besting the 90% service-level target.
- The department also runs a proactive operation that rotates street-repair workers through a different supervisorial district month to focus on patching potholes they come across on residential streets. The presence of potholes is one factor considered in determining the PCI score.

“Our streets in San Francisco serve as core infrastructure, connecting communities, supporting commerce and expanding access,” **said Carla Short, the Public Works director.** “The improved PCI score demonstrates our commitment to keep the roads well maintained for our residents, visitors and businesses.”

How PCI Works

San Francisco’s Pavement Condition Index score, which is tracked by the independent Metropolitan Transportation Commission, rates roads from 0 to 100, with 0 being the worst, rutted and crumbling, and 100 the best, just freshly paved. The average PCI score in the Bay Area is 67. San Jose’s latest reported score is 71 and Oakland’s is 57.

The assessment was based on visual surveys performed by specially trained and certified staff. Each segment is evaluated based on ride quality, cracking and signs that the roadway may be breaking up in places.

The PCI rating represents a cumulative snapshot of all the streets that fall under the city’s maintenance responsibility. Looked at individually, the MTC evaluation found that two-thirds of San Francisco’s blocks are considered to be in “good” or “excellent” shape.

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FOR IMMEDIATE RELEASE:

Thursday, January 11, 2024

Contact: Mayor's Press Office, mayorspressoffice@sfgov.org

***** PRESS RELEASE *****

**MAYOR LONDON BREED SWEARS IN COMMUNITY
ADVOCATE AND CHEF AZALINA EUSOPE TO THE SAN
FRANCISCO SANITATION AND STREETS COMMISSION**

*Award Winning Chef has been sworn in by Mayor Breed to the five-member
Sanitation and Streets Commission*

San Francisco, CA — Today, Mayor London N. Breed swore in award winning chef and longtime community advocate Azalina Eusope to the City's five-member Sanitation and Streets Commission at a ceremony held at City Hall.

The Sanitation and Streets Commission is an oversight body for the Department of Public Works (DPW). Originally created by Proposition B on the November 2020 ballot, the Commission sets policy directives for DPW regarding sanitation standards and protocols, establishing minimum standards of cleanliness for the public right of way and setting baselines for services to be administered.

Commissioner Eusope is an active participant in improving the Tenderloin neighborhood and is actively working with City government and other groups like the Tenderloin Community Benefit District and the Boys and Girls Club, to improve the living experience for everyone in the neighborhood. In the past, she has partnered with a local nonprofit to make discounted dinners available to neighborhood families.

"I'm excited to swear in Azalina to serve on the Sanitation and Streets Commission," said Mayor Breed. "She is a strong voice from the small business community and respected community advocate. I am excited to see what Azalina will do for the Tenderloin, for our AAPI community, and for our city more broadly."

Azalina is also the Chef and owner behind Azalina's, a restaurant in the Tenderloin that offers a reservation-only, four-course tasting menu, specializing in Malaysian food. She was recently named the Chef of the Year for 2023 by Eater San Francisco.

"As a long-time San Francisco resident and merchant, I deeply understand the importance of clean streets and neighborhoods to both City residents, families and businesses," Azalina Eusope said. "I am honored to have Mayor Breed's trust, and I look forward to being part of the solution in addressing the challenges faced by the Tenderloin and the San Francisco as a whole and working toward equitable outcomes on these challenges."



Originally from Malaysia, Chef Azalina is a fifth-generation street food vendor who moved to San Francisco over 25 years ago after many years of working as a pastry chef throughout Asia. The only thing that could comfort her in the early days settling in and learning English was the food she grew up eating, so the pastry-trained chef cooked for herself, family and friends often. Over time, word got out about her home-cooked meals, and her hobby eventually turned into a business in 2010 and ultimately her eponymous restaurant in the Tenderloin.

“The entire Public Works’ team and I look forward to hearing Commissioner Eusope's ideas and insights – seasoned by her experience as a small business owner in San Francisco and her work in the community – about how we can do better to serve the Tenderloin and all our neighborhoods in the City,” said Public Works Director Carla Short. “She is the right pick for the right time during the San Francisco rebound.”

"Azalina Eusope's contributions to the community not only demonstrate the multicultural dynamism that defines San Francisco, but also its adaptive and entrepreneurial spirit," said Kate Robinson, Executive Director of the Tenderloin Community Benefit District (TLCBD). "As a sworn city commissioner, Azalina will give an equitable voice through her lived experience as an immigrant, woman, and small business owner, knowing firsthand that the success of our neighborhoods depends upon the sustainability of our vibrant streets."

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