



San Francisco SRO Task Force

1660 Mission Street, 6th Floor
San Francisco, CA 94103-2414
(415) 558-6165

Members:

Rosemary Bosque, J.D.
Department of Building
Inspection- Chair

Nicolette Alexander
Tenant Representative

Bruce Burge
SRO Operator

Angela Chu
Chinatown SRO
Collaborative

Dan Jordan
Tenant Representative

Vacant
SRO Families United
Collaborative

Yvonne Mere, J.D.
City Attorney's Office

Johnson Ojo
DPH Environmental Health
Services

Sam Patel
SRO Operator

Amelia Rudberg
Non-profit SRO
Operator/Manager

Wolfgang Stuwe
DPH Housing & Urban Health

Pratibha Tekkey
Central City SRO
Collaborative

Joshua Vining
Mission SRO Collaborative

Scott Walton
Human Services Agency

SRO HOTEL HEALTH AND SAFETY TASKFORCE

Meeting Minutes March 20, 2014

9:00 AM – 10:30 AM
101 Grove Street, Room 220

Members Present: Rosemary Bosque (DBI); Nicolette Alexander (SRO Tenant); Angela Chu (Chinatown SRO Collaborative); Dan Jordon (SRO Tenant); Yvonne Mere (City Attorney); Dr. Johnson Ojo (DPH); Amelia Rudberg (Non-Profit SRO Operator) Wolfgang Stuwe (Environmental Health; DPH); Pratibha Tekkey (Central City SRO Collaborative); Scott Walton (HSA); Josh Vining (Mission SRO Collaborative);

Excused Members: Bruce Burge (SRO Operator); Sam Patel (SRO Operator);

Guests: Johanna Coble (DBI); and Thomas Picarello (SRO Tenant);

Minutes: Theresa Muehlbauer (DBI-HIS)

1. Call to Order

Meeting was called to order at 9:15am.

2. Roll Call/ Determination of Quorum

There was a quorum.

3. Approval of Meeting Minutes for January 16, 2014 & February 20, 2014

Rosemary Bosque said the February minutes would be distributed at the next meeting.

Pratibha Tekkey said the February minutes seemed to cover items discussed in January 2014.

Rosemary Bosque said we talked about similar issues at both meetings.

Wolfgang Stuwe said that in the January 2014 minutes there was a typo on one, in the paragraph two, line two, to correct the term Fire Department.

SRO HOTEL HEALTH & SAFETY TASK FORCE COMMITTEE
March 20, 2014 Meeting Minutes
Page 2

Rosemary Bosque asked if there was any other discussion regarding the minutes.

Wolfgang Stuwe moved to approve the minutes.

Josh Vining seconded the motion.

Public Comment for Agenda Item No. 3

Thomas Picarello said page five should be changed to say there is no state legislation precluding the state from enacting any state legislation.

Subsequent to public comment the Task Force unanimously voted to approve the January 2014 minutes with the correction above.

4. Administrative Announcements

There were no administrative announcements from the membership.

Public Comment for Agenda Item No. 4

None

5. Presentation by Jessica Lehman Exe. Director of Senior and Disability Action on Elevators & other SRO Issues affecting seniors and persons with disabilities

Rosemary Bosque asked if the members could introduce themselves and provide a little information on their backgrounds, then she introduced and thanked guest speaker Jessica Lehman for attending the Task Force meeting.

Ms. Lehman stated she had worked with some of the membership on prior issues, and provided a brief history about Senior and Disability Action (SDA). Jessica indicated that SDA conducted a recent survey of a sampling of SRO residents to determine their major challenges and concerns living in SROs. This survey identified (1) personal safety, (2) isolation, (3) physical access, (4) food availability, (5) overall building maintenance, and (6) bed bug / roach infestations as significant concerns.

Jessica Lehman further stated her group lobbied the Board of Supervisors to pass legislation to require grab bars legislation as well as to ensure operable phone jacks were installed in each room. She stated that DBI initially waived Department permit fees for those property owners who filed their permits to install grab bars when the new legislation was initially adopted. Ms. Lehman also mentioned that elevators are a major concern for her constituency.

Jessica Lehman stated that the work group includes city agencies and non-profit organizations. Ms. Lehman further stated that the group developed a survey to obtain more information from residential hotel occupants regarding SRO elevators out of operation for extended periods of time. The surveys revealed disabled hotel occupants being trapped in their rooms because the elevators were not in service. The work group discussed the option of relocation for these individuals to a lower floor when the elevators were not available, but recognized this was not always an option. Other problems identified included elevators not stopping level on each floor, and doors malfunctions.

SRO HOTEL HEALTH & SAFETY TASK FORCE COMMITTEE
March 20, 2014 Meeting Minutes
Page 3

Rosemary Bosque asked if the Task Force members had any questions on this topic.

Josh Vining stated he has less experience with SROs with elevators, since they are less prevalent in the Mission neighborhood. He further mentioned that elevator scissor doors had been problematic for SRO tenants the Mission SRO Collaborative has assisted in the past because they are hard to open and get stuck. Sometimes these elevators don't stop evenly on the floors. SROs call the Fire Department to remove people from the building when the elevators go down.

Rosemary Bosque mentioned medical transport companies only transport from the front door to the desired destination. The SF Fire Department is called to assist with removing people from the rooms in medical emergencies. She asked how people get back to their rooms afterwards.

Scott Walton said sometimes medical transports will help move people back up to the room. The fire department only deals with the exit. He stated that in HSA SROs when the elevator is out for a long period of time there is dedicated staff to deal with the access issue. Sometimes when elevators go down for extended periods of time SRO occupants are offered a different room, which sometimes they refuse.

SF Fire Department assists with a medical emergency the goal is to transport that person to the appropriate medical facility and walkers or wheel chairs may be left behind. She stated that a system or service should be established to address shut-ins and transport of individuals when there is not a medical emergency.

Jessica Lehman asked what do Task Force members mean when they are speaking of buildings which don't have elevators that start on the ground floor.

Josh Vining explained in these SROs the elevator is accessed not at the ground floor but one level above.

Rosemary Bosque mentioned that during the SRO audits this feature will be included within the DBI survey.

Scott Walton gave an overview of HSA experience with elevator maintenance contracts, in that these can identify proactive maintenance measures. He stated that due to the age of the elevators in SROs these can still be taken out of service for periods of time because a repair requires the manufacturing of a replacement part.

He observed that sometimes elevator problems result from how tenants utilize the elevators. Maybe part of the solution is tenant education and support. Tenants can get frustrated when waiting for elevators. Propping open doors and repeated pressing of old call buttons can cause elevators to be taken out of service for repair. He found that half of the HSA elevator calls resulted from similar circumstances.

Jessica Lehman asked what would be the best way to educate the tenants on this issue.

Scott Walton said that HSA provides and reinforces information regarding proper elevator use without placing blame through tenant meetings, and offering relocation when possible, even though some occupants do not want to be moved.

SRO HOTEL HEALTH & SAFETY TASK FORCE COMMITTEE
March 20, 2014 Meeting Minutes
Page 4

Rosemary Bosque said sometimes people are not aware that these elevators are fragile. They cannot take the same treatment that some of the newer elevators can. If someone intentionally bends back the arm on the scissors doors, then the whole door needs to be replaced. One possible upgrade SRO owners can look at is replacing the doors. But this can be costly to replace them on all the floors.

Rosemary Bosque continued by saying within the last few days the director of DBI is convening a work group to address elevators issues. It will be chaired by Dan Lowery Deputy Director of Inspection Services. The people who will be involved include electrical inspectors, technical services division, the Fire Department, Jessica Lehman's group, members of the mayor's office, state representatives, and some elevator repair vendors. While this is technical group it will intersect with the work that Jessica Lehman's groups has already done. She further mentioned she will provide more information as it is available.

Scott Walton said elevators may have a door on the main floor but some SROs don't utilize it. This is generally because the SRO can be a walk-up. There can be security issues because people can bypass the registration desk. In one building HSA implemented a process whereby people could call for elevator.

Rosemary Bosque mentioned that The HOT team informed her that not all elevators are equal. Sometimes elevators cannot accommodate power wheel chairs.

Jessica Lehman is glad the group mentioned modernization. She further stated that as the City heads into the budget season tax breaks or low income loans should be considered for SRO owners who modernize or replace their elevators.

Rosemary Bosque said that incentives should be established to encourage elevator modernization.

Scott Walton said replacement of the elevator is a six month project. Coordination of all related issues is complex and multilayered. With modernization you have to work with PG&E's timeline. The leveling issue can be dealt with some repairs but modernization requires more issues to resolve and significant costs.

Rosemary Bosque mentioned that when we get more information from the new work group we may be more prepared to discuss how to solve PG&E delays.

Dan Jordan asked if there was a requirement that an elevator be available in SROs of a specific height.

Rosemary Bosque said the Fire Code says any building with the vertical height of 50 feet or taller requires an elevator for Fire Department use. There is a current fire code section says a vertical height of 25 feet or higher requires an elevator. Rosemary stated that Section 713 of the SF Housing Code references this in requiring these elevators be available for residential occupants use.

SRO HOTEL HEALTH & SAFETY TASK FORCE COMMITTEE

March 20, 2014 Meeting Minutes

Page 5

Johanna Coble asked if anyone had experience with personal devices or stair modification to deal with the issues. She further mentioned alternative ways to climb the stairs.

Jessica Lehman said there are no real substitutes, and that the iBOT chair is very expensive at approximately \$ 25,000 per wheel chair, and that it requires a lot of upper body strength to use therefore not practical for most people.

Scott Walton further added that SROs are older building with narrow stairway systems. The iBOT wheel chairs were developed for more modern building, typically single family dwellings making these impractical in SROs and given the volume of use necessary on a daily basis.

Dan Jordan asked if in an emergency the fire department would bring the wheel chair down with the wheel chair user.

Rosemary Bosque said that it was her understanding that SFFD would bring the individual down to the front door in a medical emergency but would not bring the individual back up to their room.

Public Comment for Agenda Item No. 5

Thomas Picarello thanked the presenters. He indicated that he had attended one of Ms. Lehman's group sessions which did not include SRO tenants or operators. He stated that as a former SRO this is the problem with the city not providing social services to those who need it. When seniors are denied access it creates an additional cost to the city which should be considered.

Rosemary thanked Jessica for her presentation.

6. Presentation by Tim Chio Health Assessment Specialist from SF Dept. of Public Health Regarding Health Impact Assessment

Rosemary Bosque asked if Doctor Ojo could introduce the speakers for the next two agenda items.

Doctor Ojo introduced Tim Chio and Paula Jones from the Department of Public Health (DPH) who were in attendance to report on their programs to the Task Force membership. Doctor Ojo indicate he was very excited about the positive impact these programs were having on occupants of SROs.

Rosemary Bosque thanked the presenters for coming.

Guest Speaker Tim Chio described the Health Impact Assessment (HIA) program as being used to assess the policy concerns of specific demographics in SROs. As an example of this, Mr. Chio described an assessment which resulted in interviewing twenty-two (22) SRO stakeholders affiliated with children living in SROs with the assistance of the Families in SROs Collaborative. He further described that screening matrixes will be utilized to delineate target objectives and goals for a designated group interest. Mr. Chio indicated that some of the objectives already identified overlap with those discussed at today's Task Force meeting.

SRO HOTEL HEALTH & SAFETY TASK FORCE COMMITTEE
March 20, 2014 Meeting Minutes
Page 6

Public Comment for Agenda Item No. 6

None

7. Presentation by Paula Jones Director of Food Systems San Francisco Dept. of Public Health regarding Food Security Survey of SRO Residents

Guest Speaker Paula Jones defined food security as access to food that is culturally appropriate and convenient to obtain within the context of (1) the ability to have food, (2) access food, and (3) consumption of food. Ms. Jones indicated that lower income households have limited food resources but they can access food programs. She indicated that over 19,000 housing units do not have access to a complete kitchen, and that this is conservative number.

Paula Jones further mentioned her group prepared a report last fall that took approximately 70 indicators and put them through their assessment. Results were (1) Many SRO residents wanted to have cooking facilities, (2), SSI recipients had difficulty obtaining food stamps or enrolling in the food stamps program, (3) how to achieve get a 30 day wait list for delivered food, (4) how to obtain a two day commitment for emergency food resources, and (5) how to enroll school aged children into food programs.

Paula Jones stated that her survey was designed to delineate (1) food access,(2) food security, (3) nutrition risk, and (4) respondents priorities. She explained that DPH's Food Security Task Force includes city agencies and community organizations. Ms. Jones indicated that the Food Security Task Force will be conducting a survey to reach 500 respondents.

Amelia Rudberg asked if there is consideration regarding the nutritional content of the food. She further mentioned that most food donations are typically snack foods.

Paula Jones said yes, and that many people are reliant on food pantries which try to take nutritional content into consideration.

Public Comment for Agenda Item No. 7

None

8. Reports from SRO Collaboratives

Rosemary Bosque indicated that Agenda Item No. 8 would be continued until next meeting given the meeting time left.

9. Prioritization of Future Meeting Topics

Rosemary Bosque indicated that Agenda Item No. 9 would be continued until next meeting given the meeting time left.

10. General Comment

Thomas Picarello stated that the Task Force should be more aware of how many items are on the agenda. He also wanted to welcome the new tenant representatives and encouraged them to engage fully in tenant issues.

11. Adjournment

Adjourned at 10:31am