Zuckerberg San Francisco General
Community Meeting Summary
Wednesday, October 16, 2019

Organizations in Attendance:
• San Francisco Department of Public Health (SFDPH)
• San Francisco Municipal Transit Authority (SFMTA)
• Laz Parking (manages 23rd Street parking garage)
• University of California, San Francisco (UCSF)
• Boldt Design Build (for the UCSF Research and Academic Building)
• Skidmore, Owings, Merrill (SOM) (for the UCSF Research and Academic Building)

Construction Updates – Terry Saltz (ZSFG Capital Projects & Operational Manager)
• As part of the bond money that San Franciscans voted for years ago, there are several projects in progress on our campus.
• Seismic Retrofit: Building 5 is undergoing a seismic retrofit to improve safety in an earthquake. Strengthening the exterior columns on the south side is nearly complete. Next, we will focus on strengthening the interior columns. So far, disruptions have been minimal – mostly temporary closures and reroutes.
• Rehabilitation Services: The Rehabilitation Services clinic will move from the ground floor to the 3rd floor in Building 5. Construction for the relocation project is ongoing on the 3rd floor and is expected to finish in spring 2020.
• Outpatient Dialysis: After Rehabilitation Services is complete, construction will begin to relocate the Outpatient Dialysis unit from Building 100 to Building 5.
• Shared Office Space in 6H: Construction is ongoing to create office space for staff relocations during the Building 5 remodel, and eventually permanent offices. The project is expected to be complete in early 2020.
• Wayfinding Project: The Wayfinding Project will help the flow of our campus for all our visitors. This project is still in the discovery phase, although there have been some improvements already implemented. We added navigation on the bridge to Buildings 5 and 25, with arrows directing visitors to the hospital, information and Emergency, and we are developing a digital information kiosk in multiple languages for Building 5 and 25 lobbies.
• Traffic Safety:
  o We are developing a plan to create a patient drop-off area on the north side of campus in the parking lot (via 22nd St.) to reduce congestion on 23rd St.
  o We moved the Lyft Bay Wheels Bikes to 24th and Utah (near Walgreens) for the upcoming construction of the UCSF Research and Academic Building.
We are considering relocating the shuttle drop-off area to reduce congestion on 23rd St.

We have a patient-first initiative in the 23rd Street Parking Garage that we are starting when the Research and Academic Building construction starts. One thing we are doing is providing staff with a reduced rate at other off-site locations (with a shuttle), including at San Bruno Ave and opening a new one in the future. We are doing this to give priority to patients and dedicate two floors to visitors. We are also working on ways to validate patient parking.

Next Steps:

- Continue monitoring trash on campus and in the neighborhood.

23rd Street Parking Garage – LAZ Parking and SFMTA

- LAZ installed a new electric charger so patients and parkers can now refuel their electric vehicles at the parking garage.
- LAZ shifted the technology of the “car coming” signs so we can now adjust the audio volume and not interrupt our neighbors. It also has a visual aid to ensure safety.
- The evening parking is open to neighbors and members of the community. It costs $95/month or $3 day; Enter after 6 pm, leave by 8 am; This may be a good solution for security, street sweeping, and the Research and Academic Building construction. We have a lot of availability at night. If interested, visit the LAZ office to inquire and/or purchase.
- In the last community meeting in July, it was reported that the janitor was blowing leaves/garbage into the neighborhood. The LAZ Parking manager had a conversation with staff about it. Community members commented that they have seen the trash blown into the gutter on Utah Avenue side.
- The 23rd St. gates are open 6 pm to 6 am to prevent congestion on 23rd St.
- LAZ works with the sheriffs consistently to address any safety concerns. LAZ also hires power washers to clean the sidewalk around the campus.

Next Steps:

- Continue with the patient-first initiatives to reduce parking issues for neighbors.

UCSF Research and Academic Building – UCSF and Boldt Design Teams

- UCSF is in development of a Research and Academic Building (RAB) at ZSFG, taking the place of the campus parking lot. Currently, the project is scheduled to break ground in 2020 Q1, and construction will last about 2.5 years. Move-in dates will be in 2022. The architecture firm (SOM) joined the meeting to present design renderings via PowerPoint presentation and get community feedback.
- Part of the construction (and the first phase of the project) is an adjacent roadway between the new RAB building and Building 5.
The RAB building will be five stories high and about as tall as Building 40 (the brick building). It will include office space, education, and patient research centers.

There will be no net increase of people. UCSF will be moving people from one building to another.

The design/build team has designed the building to be compatible with the existing architecture on campus. They will be using terracotta to relate materials and windows to be like existing buildings. The San Francisco Arts Commission and Historic Arts Commission reviewed and approved the design.

To avoid congestion in an already busy area, there are several efforts to reduce activity on 23rd St, both during construction and after the building opens, including:

- The loading docks are located on Vermont St similar to the existing campus loading dock.
- UCSF is adding plants and trees on the southern edge of the building to separate it from the neighborhood.
- The building entrance will be on the main campus entrance.

The building will have many sustainable features. It is LEED certified. UCSF is optimizing the energy performance and lowering overall energy usage by treating all stormwater from the roof on site so that it won’t go into the sewer system.

During construction, crawler cranes will be used, to minimize construction impacts in the area.

The fountain that is in the parking lot will be relocated to another spot that has more visibility. The City has engaged a conservator, and it will be used as a planter.

Glass was designed so that the windows don’t reflect into neighbors’ homes.

Next Steps:
- The Design-Build team will attend all quarterly meetings until construction is complete to gather feedback from neighbors. In a future meeting, the team will bring more landscape designs/renderings.

Communication Survey – ZSFG Communications Team
- The Communications team helps to facilitate and organize the quarterly community meetings and would like to get feedback from the community about how they heard about the meeting, their preferred way to be contacted, and suggestions to improve the meetings moving forward.
- Please send additional feedback to Cristina.Padilla@sfdph.org.

Next Steps:
- The Communications Team will take notes and distribute a summary of the meeting to all attendees about one week after the meeting.
- In addition to the digital channels being used, community members suggest posting more flyers in nearby businesses and possibly delivering flyers into mailboxes. Some neighbors do not have emails or computers.
- A neighbor suggested translating the flyer into Spanish.
Additional Notes and Next Steps:

- **Campus Safety and Security** – There are currently multiple campus and neighborhood safety measures in place, including a bicycle patrol program starting to address suspicious persons, break-ins, and other safety issues both on campus and in the perimeters. ZSFG is hoping to get a Sherriff representative to attend the next meeting. For safety concerns, you may call Campus Security at 628-206-8063.

- **Keeping Our Neighborhood Clean** – The San Francisco Public Works provides regular outreach to improve quality of life and keep the neighborhood clean. A Public Works representative was unable to make this meeting, but we will engage them again for the next one. For questions, contact 311 and they will route the call.

- **Engaging with Homeless and Mental Health Patients** – Community members would like more tips and resources for how to deal with people that are homeless and/or have mental health issues. ZSFG will bring a representative (Mark Leary, Deputy Chief of Psychiatry and Medical Director of Psychiatric Emergency Services) to the next meeting to provide helpful tips and resources on how to best engage with this population. PES phone number to connect them to services: 628 206 8125.
  - We have recently added new case worker staff to connect patients with other services at the time of discharge.

**NEXT MEETING: Wednesday, January 29, 2020**