



Proposed Candlestick Point Vehicle Triage Center

Frequently Asked Questions

What is being proposed?

The City and County of San Francisco, together with the California Department of Parks and Recreation and a task force of Bayview community leaders, is proposing the development of a **temporary** Vehicle Triage Center (VTC) at the underutilized Boat Launch Parking Lot of the Candlestick Point State Recreation Area (SRA). The VTC will provide people living in their vehicles in the immediate area with a safe place to park and live off of city streets while engaging in services designed to help stabilize their lives through health care, housing, employment, or other interventions that meet their unique needs.

Who will operate the Vehicle Triage Center? And how will they be selected?

San Francisco's Department of Homelessness and Supportive Housing (HSH) will contract with a nonprofit service provider to operate and provide services at the Candlestick Point VTC. HSH is in the process of selecting an operator and service provider for this project. The operator/service provider will be selected based on their expertise working with people experiencing homelessness and expertise in managing shelters and/or Vehicle Triage Centers.

Who will be able to use the Vehicle Triage Center?

- The target population will include single adults, couples, and families living in vehicles in the area surrounding the Candlestick SRA.
- People cannot drive up to the program and access the site. Program access is by invitation only and placement will be managed through the Healthy Streets Operations Center (HSOC) and the San Francisco Homeless Outreach Team (SFHOT).
- By managing intake through invitation only, the City hopes to minimize any possible "magnet" effect of the program and mitigate encampment activity.

What type of services and amenities will be provided on-site?

- Bathrooms
- Sanitation stations
- Blackwater pumping
- Mobile showers and laundry
- Office and confidential meeting space
- Electricity
- Security cameras
- Lights

- Fencing
- Pedestrian and vehicle gates for entry/exit
- Case management
- 24/7 staffing & security
- Housing assessment and housing services

What are the hours of operations? Will people have to leave during the day?

- Unlike “safe parking” programs in other communities, the **VTC is a 24/7** program and guests will not be asked to exit the facility during the day.
- This model not only provides more stability and support to guests but minimizes the impact on the neighborhood by not having guests wait with their vehicles outside of the site during the day, parking on nearby city streets.

Why was the Boat Launch Parking Lot at the Candlestick Point State Recreation Area identified for this project? What makes this a good site?

The underutilized Boat Launch Parking Lot at Candlestick Point State Recreation Area (SRA) was identified as a possible site for the Vehicle Triage Center for the following reasons:

- CA State Parks is an eager partner in addressing the homelessness crisis.
- This parcel is currently underutilized and has been closed to the public for many years. Its use would not impact Park activities or other parking lots at the Park.
- The site is remote and removed from other parts of the park that the public utilizes.
- The property has some existing infrastructure that the project could build off of including water, sewer, pavement, and electrical poles for lighting.
- The size of the lot, 312,000 square feet, allows ample space for the program.
- The lot’s proximity to an existing encampment will increase the likelihood that the project will be successful at moving people off of local streets and out of other park areas.
- Bringing activity to this section of the park allows it to re-open and more fully serve the community.

How does the proposed Vehicle Triage Center align with the mission of CA State Parks?

- The current encampments around the Candlestick Point SRA have prohibited it from functioning as a site for high-quality recreation. The current conditions make the park unusable for all its intended purposes.
- By hosting a Vehicle Triage Center the park is stepping up and being a part of the solution to the humanitarian crisis impacting our community. The park will once



again be able to provide for the health, inspiration, education, and well-being of the people of California and provide high-quality outdoor recreation.

- The proposed Vehicle Triage Center supports the mission of CA State Parks by allowing the park to once again be used for its intended recreational purposes.
- The proposed agreement between the City of San Francisco and California State Parks includes S.F. Police Department support for the entire park, including daily patrols in support of park staff.
- California State Parks wants to support the community and respond to concerns from neighbors and park users. State Parks sees the VTC as a temporary solution to resolving some pressing issues surrounding the park. While the VTC is not a typical use of the park, CA State Parks sees the need to protect the land, which is part of the mission. The proposed VTC is a good option to support the community and the park.

What is the expected budget for the Vehicle Triage Center?

- HSH estimates that this program will cost \$2 million in operating costs, prorated for the first year. HSH estimates approximately \$4 million for operations and services costs for the second year.

What are the outcome measures for the Vehicle Triage Center?

- The client outcome measures for the proposed VTC will be similar to those from the pilot program, which included:
 - o Assessment for housing
 - o Housing placement & exit from homelessness
 - o Service connections
- The success of the program will also be measured by improvements in the vehicle encampment crisis in the immediate area including a reduction in the number of occupied vehicles.

What other neighborhoods/districts will have Vehicle Triage Centers?

- The first temporary VTC was opened in November 2019 on a pre-development site near the Balboa BART station. This site closed when the planned affordable housing development broke ground.
- The City currently has funding for two VTCs. The first of which is intended to serve the Candlestick Point area and is proposed for the Candlestick Point SRA.
- The second site has not yet been identified, but there is significant interest in having that site serve people living in vehicles on the west side of the City. HSH is actively working with the Real Estate Division to identify a suitable property for use as the second VTC.



If/when the Candlestick Vehicle Triage Center opens, what will the City do to address the vehicle encampments and prevent re-encampment of the area?

The City's plan to address the existing vehicle encampment and prevent re-encampment includes the following action steps:

- SFMTA, with support from SFPD, will enforce parking regulations in the area to prevent re-encampment when the site opens, and people encamped in the area are invited into the program.
- SFMTA will repost the removed or damaged parking regulations signs
- San Francisco Public works will remove litter and debris from the area at least 3 days per week and post no dumping signs.

To support the encampment resolution and re-encampment prevention the Healthy Streets Operations Center (HSOC) and the Homeless Outreach Team (HOT) will take the following actions:

- Prior to the opening of the VTC and on an ongoing basis, HSOC and SFHOT will conduct regular outreach to people living in vehicles on Hunter's Point Expressway and the streets surrounding Candlestick Point SRA.
- HSOC and HOT will facilitate the outreach and placement of people into the VTC.
- Following placements, HSOC will coordinate with City departments to respond to and resolve the remaining encampment and address any reemergence of encampment activity.
- To ensure that the VTC program helps relieve vehicle encampments in the surrounding areas, SFHOT and HSOC will conduct an assessment of the area, outreach to people living in their vehicles, create a by-name and vehicle list of the target group, and invite these people into the center. This work will be conducted prior to the opening of the VTC. People with extended time encamped in the area will be prioritized for placement into the VTC.

What will the City do to ensure safety on and around the VTC?

Safety is an important part of this program for the guests, the park, and the surrounding community. To ensure safety:

- The project will include onsite 24/7 staffing with a focus on crisis management and de-escalation
- SFPD will take the following actions to support the site:
 - Set up a schedule of daily passing calls to the Park and program.
 - Advise the design and operations teams on Crime Prevention Through Environmental Design (CPTED).



- SFPD Bayview station officers will meet regularly with park staff and VTC staff to address safety issues in the Park and surrounding areas.
- Create an emergency access plan with the VTC.
- Provide crime data for the neighborhood to inform the public about safety and crime stats in the neighborhood upon request from the community.

What are the plans for Candlestick Point SRA repairs and when will these be completed?

- State Parks is currently recruiting new staff to help with ongoing daily maintenance at the park.
- California State Parks is working on plans for a shoreline study and is in the design phase for park improvements.
- The funding for the park improvements will come from the redevelopment of the area. Once the developer provides the funding, Parks will initiate repairs.
- The timeline for repairs is pending funding made available from the redevelopment group.

How long will this site be in operation?

- The proposed VTC is intended to be **temporary**, and the City is negotiating a two-year lease with CA State Parks.
- HSH has operated temporary projects in the past with a good strategy for winding down the program and returning the properties to their intended long-term use.
- The VTC pilot at Upper Yards near the Balboa BART station is a good example of a temporary use that was vacated in accordance with the agreement, to allow for long-term plans for the site to continue.

What was the community engagement process for this project?

- In mid-2020, a neighborhood task force was formed to address a variety of challenges faced by the neighborhood, exacerbated by the COVID-19 pandemic.
- The group quickly focused on the need for a solution to the vehicle encampment on the Hunters Point Expressway.
- After significant discussion with community members, State Parks staff, and City staff, the task force recommended the development of a VTC to address the encampment crisis.
- Through advocacy at the state and local level, funding was secured for the project
- Through advocacy and collaboration, the task force worked with CA State Parks to identify a possible parcel for this project.



- The task force will continue to advise City departments in the development and operations of the VTC.
- As part of the formal approval process, the City sent a notification via mail to neighbors in the area surrounding the park and hosted a large community meeting to discuss the proposal.
- The task force and City departments will continue to engage the community throughout the opening and operations of the proposed VTC.

What are the next steps and approval process for this project?

- The proposal is before the Board of Supervisors for consideration and will be heard at the Budget & Finance Committee in early October (likely October 6, but the item has not yet been calendared).
- If approved by the BOS, the proposal must also be approved by the State Lands Commission. Consideration of this project by the State Lands Commission will likely happen at its October 2021 meeting.

When would the VTC open?

If approved by the Board of Supervisors and the State Lands Commission, the City would like to open the VTC by the end of 2021. However, we cannot wait until the end of the year to address the encampment crisis. We have a phased plan that includes the following steps leading up to opening:

- **Stage 1: Outreach (now)**
 - Bayview Coordinated Outreach to include Homeward Bound, SFHOT/D10 outreach workers, Access Point outreach staff.
 - Focus location for outreach: Hunters Point Expressway, Jamestown Avenue up Gilman Ave., and Carroll Ave down Ingles
- **Stage 2: Services on the Street (pre-site opening - beginning in October)**
 - HSH funded service provider will operate onsite full time at the encampment
 - The service provider will begin to offer services and prepare people to move into the VTC.
 - Provide staffing at the encampment to gain the trust of people living there and reduce the chaos at the encampment.
- **Stage 3: Program Opening (target date - December 2021)**
 - Move people encamped in the area into the VTC.
 - Resolve any remaining encampments.

