



EXECUTIVE SUMMARY AND MEMO TO THE PLANNING COMMISSION

Hearing Date: March 5, 2020

Date: March 5, 2020
Case No.: **2018-012576CUA**
Project Address: **1769 LOMBARD STREET**
Zoning: NC-3 (NEIGHBORHOOD COMMERCIAL, MODERATE SCALE)
Zoning District
Block/Lot: 0506/027
Project Sponsor: Tuija Catalano
Reuben, Junius & Rose, LLP
One Bush Street, Suite 600
San Francisco, CA 94104
Staff Contact: David Weissglass – 415-575-9177
David.Weissglass@sfgov.org
Recommendation: **Approve with Conditions**

BACKGROUND

On December 13, 2018, the Planning Commission (“Commission”) conducted a duly noticed public hearing at a regularly scheduled meeting on Conditional Use Application No. 2018-012576CUA regarding the authorization of an existing Kennel use (d.b.a. “The Grateful Dog”). The Project was approved by this Commission per Motion No. 20355 with conditions, including condition #13 which included a one-year review.

Following the hearing, the Department determined that Motion No. 20355 authorized the property for Kennel use, however, did not authorize use of the rear yard for the Kennel as an Outdoor Activity Area. Use of the rear yard as an outdoor activity area requires Conditional Use authorization per Planning Code Sections 303, 145.2, and 712. As such, Case No. 2018-012576CUA returns to the Commission on March 5, 2020 for two purposes: 1) satisfying the requirement of a one-year review per Condition #13 of Motion No. 20355; and 2) securing Conditional Use authorization for use of the rear yard as an Outdoor Activity Area.

The Department has an open Enforcement Case on the property (Case No. 2018-008786ENF) which has been active since June of 2018. Current Planning and Zoning & Compliance staff have continued to correspond regarding the progress of the case.

CURRENT PROPOSAL

The current proposal is an additional request for authorization of an Outdoor Activity Area in conjunction with a Kennel Use (d.b.a. “The Grateful Dog”). This executive summary also includes a one-year review of Motion No. 20355, which authorized the Kennel Use. No physical construction is proposed as a part of this permit.

REQUIRED COMMISSION ACTION

In order for the project to proceed, the Commission must grant conditional use authorization to permit the Outdoor Activity Area in the rear yard of the subject property for use by the previously-authorized Kennel.

1. KENNEL USE: ONE YEAR REVIEW/UPDATE OF MOTION NO. 20355

Condition #13 of Motion No. 20355, approved by the Planning Commission on December 13, 2018, requires that Department Staff prepare a report documenting the conditions and operations of the establishment for the Commission, and further states that the Commission may hold a public hearing to review the establishment's adherence to these conditions and the abatement of neighborhood concerns.

The following items will cover some of the conditions placed upon the Kennel use in Motion No. 20355 as well as an update on the Kennel's adherence to them.

- **Interagency Consultation** – Condition #10 of Motion No. 20355 requires that Department staff shall coordinate with members of other City agencies to ensure that nuisance abatement standards are implemented and enforced. Since the previous Planning Commission hearing on December 13, 2018, Planning Department staff has determined that the Department of Public Health (DPH) is the proper agency for aiding the Planning Department in abating odor, noise, and other nuisances that often arise from animal care facilities such as kennels. DPH has a set of published policies, procedures, and requirements placed upon animal care facilities, which have been shared with Planning Staff

This set of requirements, a copy of which is included in this report, includes specific instructions regarding the holding of hearings and inspections as necessary prior to and after the submittal of a Department of Public Health permit as well as conditions related to the washing of animals as well as urine and fecal matter, soundproofing, protecting against rodents, and the frequency with which washing of the facilities must occur. DPH has confirmed that a hearing was held on October 2, 2018, and that on November 7, 2018 a report from a DPH Plan Checker was finalized including requirements that must be satisfied prior to DPH issuing a Kennel Permit.

A Zoning Referral for the Health Permit for the kennel is currently on hold with the Planning Department pending approval of the conditional use authorization for the Outdoor Activity Area.

- **Neighborhood Meeting** – Condition #11 of Motion No. 20355 requires that the Project Sponsor conduct one additional neighborhood meeting to be attended by Department Staff. To date, the Project Sponsor has not held such a meeting. Staff recommends that this condition be included in a new Motion to authorize the Outdoor Activity Area.
- **Quarterly Inspections** – Condition #12 of Motion No. 20355 requires that Department staff conduct unannounced inspections of the business to ensure compliance with conditions set forth in the Motion. To date, staff has conducted three unannounced inspections on May 24th, July 23rd, and December 12th, 2019. During each inspection, an employee

guided staff to the large interior area in which dogs were held. The interior areas were free of excessive odor and appeared to be generally clean and well-maintained. While a few cages were observed, dogs were uncaged. At the final visit on December 12th, an employee informed me that the rear yard was not being used at all and that neighbors had not communicated concerns directly to employees. However, at each visit, staff was prohibited by employees from walking through to the rear yard, citing liability concerns.

- **Operational Action Plan** – Condition #14 of Motion No. 20355 requires that the Project Sponsor implement a number of neighborhood concern abatement techniques and methods. Most of these techniques and methods were self-imposed per Exhibit I in the Staff Report prepared for the hearing on December 13, 2018. These specific items are related to employee policies, drainage, odor control, pest control, noise, and neighborhood engagement. To date, the Project Sponsor has claimed that the establishment has implemented as many of the conditions as they are able to prior to Planning Department approval of the Health Permit Referral and a Building Permit. According to the Project Sponsor, employees have been instructed to use low voices at all times, and the establishment currently only allows small groups of dogs in the rear yard at once, have increased frequency of use of a bio-enzymatic product treatment to address odor, has instituted a fly eradication program, and remains open to input from the neighborhood by keeping track of all complaints and ensure they are directly communicated to a General Manager. Certain conditions, including the replacement of artificial turf with concrete and adding a concrete curb at the perimeter of the rear yard, may depend on approval of a Building Permit, which cannot be approved and issued until the conditional use authorization is secured for the Outdoor Activity Area.
- **Noise Control** – Condition #19 of Motion No. 20355 requires that the Project Sponsor consult a licensed sound engineer to determine best practices and implement recommended methods for sound abatement. To date, Department Staff is unaware of the Project Sponsor's adherence to this condition.
- **Rear Yard Usage Hours** – Condition #20 of Motion No. 20355 states that dogs may only be allowed to utilize the rear yard between 7 a.m. and 7 p.m. daily. Project Sponsor has informed Department Staff that this condition has been adhered to. As of Department Staff's December 12, 2019 site visit, an employee stated that the rear yard was currently not being used at all. This claim has been contested by neighbors.

2. CONDITIONAL USE AUTHORIZATION FOR OUTDOOR ACTIVITY AREA: BASIS FOR RECOMMENDATION

- The project promotes small-business ownership.
- The project is a neighborhood serving use with a lot of support from City residents via emails and public testimony at the December 13, 2018 hearing.
- The District is well served by transit, therefore customers should not impact traffic.
- The business has made efforts to address neighborhood concerns and will seek to continue to do so with DPH and Planning approval.
- The business will continue to be monitored for compliance with conditions and require-

ments by the Planning Department. Separately, as noted in this memo, the Department of Public Health maintains separate permitting and monitoring

- The proposed Project meets all applicable requirements of the Planning Code.

RECOMMENDATION: **Approve with Conditions**

Attachments:

Draft Motion

Exhibits

Public Correspondence

Planning Commission Motion No. 20355 (including proposed plans)

Department of Public Health Animal Care Facilities Policies and Procedures



SAN FRANCISCO PLANNING DEPARTMENT

Planning Commission Draft Motion HEARING DATE: MARCH 5, 2020

Record No.: 2018-012576CUA
Project Address: 1769 LOMBARD STREET
Zoning: NC-3 (Neighborhood Commercial, Moderate Scale) Zoning District
40-X Height and Bulk District
Block/Lot: 0506 / 027
Project Sponsor: Tuija Catalano
Reuben, Junius & Rose, LLP
One Bush Street, Suite 600
San Francisco, CA 94104
Property Owner: MXD Real Estate LLC
P.O. Box 170306
San Francisco, CA 94121
Staff Contact: David Weissglass – (415) 575-9177
david.weissglass@sfgov.org

1650 Mission St.
Suite 400
San Francisco,
CA 94103-2479

Reception:
415.558.6378

Fax:
415.558.6409

Planning
Information:
415.558.6377

ADOPTING FINDINGS RELATING TO CONDITIONAL USE AUTHORIZATION PURSUANT TO PLANNING CODE SECTIONS 303, 145.2, AND 712 TO AUTHORIZE AN OUTDOOR ACTIVITY AREA IN CONJUNCTION WITH A PREVIOUSLY-AUTHORIZED KENNEL USE (MOTION NO. 20355) LOCATED AT 1769 LOMBARD STREET, LOT 027 IN ASSESSOR'S BLOCK 0506, WITHIN THE NC-3 (NEIGHBORHOOD COMMERCIAL, MODERATE SCALE) ZONING DISTRICT AND A 40-X HEIGHT AND BULK DISTRICT.

PREAMBLE

On September 13, 2018, Tuija Catalano of Reuben, Junius & Rose, LLP (hereinafter "Project Sponsor") filed Application No. 2018-012576CUA (hereinafter "Application") with the Planning Department (hereinafter "Department") for Conditional Use Authorization to authorize a Kennel Use (d.b.a. "The Grateful Dog") (hereinafter "Project") at 1769 Lombard Street, Block 0506 Lot 027 (hereinafter "Project Site").

The Project is not a project under CEQA Guidelines Sections 15060(c) and 15378 because there is no direct or indirect physical change in the environment.

On December 13, 2018, the San Francisco Planning Commission (hereinafter "Commission") conducted a duly noticed public hearing at a regularly scheduled meeting on Conditional Use Application No. 2018-012576CUA. The use was approved with conditions. After the hearing and finalization of Motion No. 20355 authorizing the Kennel Use, it was determined that Motion No. 20355 did not include Conditional Use authorization for the use of the rear yard as an Outdoor Activity Area and that a new hearing would be required to authorize the Outdoor Activity Area.

On January 16, 2020, the case was continued without a public hearing to the February 13, 2020 public hearing. On February 13, 2020, the case was continued without a public hearing to the March 5, 2020 public hearing.

On March 5, 2020, the Commission conducted a duly noticed public hearing at a regularly scheduled meeting on Conditional Use Application No. 2018-012576CUA regarding the authorization of the Outdoor Activity Area.

The Planning Department Commission Secretary is the custodian of records; the File for Record No. 2018-012576CUA is located at 1650 Mission Street, Suite 400, San Francisco, California.

The Commission has heard and considered the testimony presented to it at the public hearing and has further considered written materials and oral testimony presented on behalf of the applicant, Department staff, and other interested parties.

MOVED, that the Commission hereby authorizes the Conditional Use Authorization as requested in Application No. 2018-012576CUA, subject to the conditions contained in “EXHIBIT A” of this motion, based on the following findings:

FINDINGS

Having reviewed the materials identified in the preamble above, and having heard all testimony and arguments, this Commission finds, concludes, and determines as follows:

1. The above recitals are accurate and constitute findings of this Commission.
2. **Project Description.** The Project includes authorization of the Outdoor Activity Area at the rear of the property by use of the Kennel Use (d.b.a. “The Grateful Dog”), which was authorized per Planning Commission Motion No. 20355 on December 13, 2018.
3. **Site Description and Present Use.** The Project is located on Lot 027 in Assessor’s Block 0506. The Project Site contains a two-story building including the Kennel Use at the ground floor and a dwelling unit above.
4. **Surrounding Properties and Neighborhood.** The Project Site is located within the NC-3 (Neighborhood Commercial, Moderate Scale) Zoning District in the Marina neighborhood. The immediate context is mixed in character with residential, commercial, and automotive uses. The immediate neighborhood includes one-to-three-story residential and commercial development as well as automotive uses to the east and west along Lombard Street and two-to-four-story residential developments to the south and north. Moscone Recreation Center is located about one block to the north of the Project Site. Other zoning districts in the vicinity of the project site include: RH-2 (Residential – House, Two Family), RH-3 (Residential – House, Three Family), RM-2 (Residential – Mixed, Moderate Density) and P (Public) Zoning Districts.

5. **Public Outreach and Comments.** Prior to submitting the application, the sponsors held a Department-facilitated pre-application meeting; there were four attendees who raised concerns regarding noise, odor, and operations. Prior to the December 13, 2018 hearing authorizing the Kennel use, the Department received 23 letters of support and a support petition with 127 signatures. Staff had also received one phone call from a neighbor with concerns about noise and odor from the rear yard, and 3 additional letters of opposition. Since the December 13, 2018 hearing, the Department has received 21 additional emails of opposition. These emails focus on the persistence of noise and odor concerns, treatment of dogs, and lack of effort in abiding to conditions of Motion No. 20355.
6. **Planning Code Compliance.** The Commission finds that the Project is consistent with the relevant provisions of the Planning Code in the following manner:

- A. **Use.** Planning Code Section 712 states that a Conditional Use Authorization is required to operate a Kennel, as defined by Planning Code Section 102, at the first or second story in the NC-3 Zoning District.

The Kennel Use was authorized on December 13, 2018 per Planning Commission Motion No. 20355.

- B. **Outdoor Activity.** Planning Code Section 712 states that a Conditional Use Authorization is required for an Outdoor Activity Area, as defined by Planning Code Section 102.

The Project Sponsor intends to include outdoor activity per Planning Code Section 712 in conjunction with the Kennel Use. The Outdoor Activity included with this proposal is use of the rear yard of the property for dogs. The outdoor activity area is to be a 4" thick concrete slab, sealed, with slopes to drainage. The area is to be surrounded by an 18" tall concrete curb to prevent dogs from accessing adjacent properties, topped with a 4' tall wooden fence. Per Condition 20 of Planning Commission Motion No. 20355, dogs are only to be permitted in the rear yard between the hours of 7 a.m. to 7 p.m. daily.

- C. **Street Frontage in Neighborhood Commercial Districts.** Section 145.1 of the Planning Code requires that within NC Districts space for active uses shall be provided within the first 25 feet of building depth on the ground floor and 15 feet on floors above from any facade facing a street at least 30 feet in width. In addition, the floors of street-fronting interior spaces housing non-residential active uses and lobbies shall be as close as possible to the level of the adjacent sidewalk at the principal entrance to these spaces. Frontages with active uses that must be fenestrated with transparent windows and doorways for no less than 60 percent of the street frontage at the ground level and allow visibility to the inside of the building. The use of dark or mirrored glass shall not count towards the required transparent area. Any decorative railings or grillwork, other than wire mesh, which is placed in front of or behind ground floor windows, shall be at least 75 percent open to perpendicular view. Rolling or sliding security

gates shall consist of open grillwork rather than solid material, so as to provide visual interest to pedestrians when the gates are closed, and to permit light to pass through mostly unobstructed. Gates, when both open and folded or rolled as well as the gate mechanism, shall be recessed within, or laid flush with, the building facade.

Planning Commission Motion No. 20355, which authorized the Kennel Use, included the addition of two double-hung wood windows at the front façade adjacent to the establishment's entrance door.

7. **Conditional Use Findings.** Planning Code Section 303 establishes criteria for the Planning Commission to consider when reviewing applications for Conditional Use authorization. On balance, the project complies with said criteria in that:

- A. The proposed new uses and building, at the size and intensity contemplated and at the proposed location, will provide a development that is necessary or desirable, and compatible with, the neighborhood or the community.

The Project does not propose the construction of any new structures or expansion of the existing building on the lot. The use of the rear yard is necessary for the Kennel operators to allow the dogs to access outdoor space on the property. The use of the rear yard for outdoor activity area is to be limited to the hours of 7 a.m. to 7 p.m. daily.

- B. The proposed project will not be detrimental to the health, safety, convenience or general welfare of persons residing or working in the vicinity. There are no features of the project that could be detrimental to the health, safety or convenience of those residing or working the area, in that:

- (1) Nature of proposed site, including its size and shape, and the proposed size, shape and arrangement of structures;

The height and bulk of the existing building will remain the same and will not alter the existing appearance or character of the project vicinity. The proposed work will not affect the building envelope at all.

- (2) The accessibility and traffic patterns for persons and vehicles, the type and volume of such traffic, and the adequacy of proposed off-street parking and loading;

The Planning Code does not require parking or loading for the establishment. The proposed use is designed to meet the needs of the immediate neighborhood and should not generate significant amounts of vehicular trips from the immediate neighborhood or citywide, as this is authorization of an existing Kennel use with use of the rear yard.

- (3) The safeguards afforded to prevent noxious or offensive emissions such as noise, glare, dust and odor;

Per Motion No. 20355, the establishment will address noise concerns by instituting policies preventing employees from raising voices to dogs, developing a new Grateful Dog Policy Manual, and consulting a licensed sound engineer to determine best practices and ensure that the premises are adequately soundproofed or insulated for noise and operated so that incidental noise shall not be audible beyond the premises. The establishment will also address odor concerns by replacing artificial turf with concrete and adding a concrete curb at the perimeter of the rear yard, increasing use of bio-enzymatic product treatment to three times per week, applying sealer to new concrete, maintaining drainage to sewer inlet, and adding a new fence inboard of property line to prohibit access to property line fence, and instituting a fly eradication program. The use will also continue to be subject to all additional conditions set forth in Planning Commission Motion No. 20355.

- (4) Treatment given, as appropriate, to such aspects as landscaping, screening, open spaces, parking and loading areas, service areas, lighting and signs;

The proposed outdoor activity area in the rear yard will be treating according to the operational conditions of Planning Commission Motion No. 20355.

- C. That the use as proposed will comply with the applicable provisions of the Planning Code and will not adversely affect the General Plan.

The Project complies with all relevant requirements and standards of the Planning Code and is consistent with objectives and policies of the General Plan as detailed below.

- D. That the use as proposed would provide development that is in conformity with the purpose of the applicable Neighborhood Commercial District.

The proposed project is consistent with the stated purposes of NC-3 Districts in that the intended use is located at the ground floor and will support an establishment providing a compatible convenience service for the immediately surrounding neighborhoods during daytime hours.

8. **Outdoor Activity Areas in NC Districts.** In addition to the criteria of Section 303(c) of this Code, the Commission shall consider the extent to which the following criteria are met:

- A. The nature of the activity operated in the Outdoor Activity Area is compatible with surrounding uses.

Having implemented the "action plan" measures, including those adopted per Planning Commission Motion No. 20355, the rear yard use is to be compatible with surrounding uses. Dogs are not to be allowed to utilize the rear yard except during the hours of 7 a.m. to 7 p.m. daily.

- B. The operation and design of the Outdoor Activity Area does not significantly disturb the privacy or affect the livability of adjoining or surrounding residences.

The rear yard patio is enclosed with property line fences ensuring privacy to neighbors. The rear yard treatment conditions set forth by Planning Commission Motion No. 20355 include the replacement of artificial grass in the rear yard with concrete and drainage, including a curb around the perimeter. Treatment of the rear yard is to increase from once-a-month to three times per week. With the introduction of these measures and additional enforcement by the Department of Public Health, the Outdoor Activity Area is not expected to significantly disturb the livability of surrounding residences.

- C. The Hours of Operation of the activity operated in the Outdoor Activity Area are limited so that the activity does not disrupt the viability of surrounding uses.

The Project will continue to be subject to all conditions of Planning Commission Motion No. 20355, including condition no. 20, limiting the usage of the rear yard between the hours of 7 a.m. to 7 p.m. daily.

9. **General Plan Compliance.** The General Plan Consistency Findings set forth in Section ## of Motion No. 20355 apply to this Motion and are incorporated herein as though fully set forth.
10. **Planning Code Section 101.1(b).** The General Plan Priority Policy Findings of Planning Code Section 101.1 as set forth in Motion No. 20355 apply to this Motion and are incorporated as though fully set forth herein.
11. The Project is consistent with and would promote the general and specific purposes of the Code provided under Section 101.1(b) as outlined in Motion No. 20355 that, as designed, the Project would contribute to the character and stability of the neighborhood and would constitute a beneficial development.
12. The Commission hereby finds that approval of the Conditional Use Authorization would promote the health, safety and welfare of the City.

DECISION

That based upon the Record, the submissions by the Applicant, the staff of the Department and other interested parties, the oral testimony presented to this Commission at the public hearings, and all other written materials submitted by all parties, the Commission hereby **APPROVES Conditional Use Authorization Application No. 2018-012576CUA** subject to the following conditions attached hereto as "EXHIBIT A" in general conformance with plans on file, dated October 15, 2018, and stamped "EXHIBIT B", which is incorporated herein by reference as though fully set forth.

APPEAL AND EFFECTIVE DATE OF MOTION: Any aggrieved person may appeal this Conditional Use Authorization to the Board of Supervisors within thirty (30) days after the date of this Motion. The effective date of this Motion shall be the date of this Motion if not appealed (after the 30-day period has expired) OR the date of the decision of the Board of Supervisors if appealed to the Board of Supervisors. For further information, please contact the Board of Supervisors at (415) 554-5184, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

Protest of Fee or Exaction: You may protest any fee or exaction subject to Government Code Section 66000 that is imposed as a condition of approval by following the procedures set forth in Government Code Section 66020. The protest must satisfy the requirements of Government Code Section 66020(a) and must be filed within 90 days of the date of the first approval or conditional approval of the development referencing the challenged fee or exaction. For purposes of Government Code Section 66020, the date of imposition of the fee shall be the date of the earliest discretionary approval by the City of the subject development.

If the City has not previously given Notice of an earlier discretionary approval of the project, the Planning Commission's adoption of this Motion, Resolution, Discretionary Review Action or the Zoning Administrator's Variance Decision Letter constitutes the approval or conditional approval of the development and the City hereby gives **NOTICE** that the 90-day protest period under Government Code Section 66020 has begun. If the City has already given Notice that the 90-day approval period has begun for the subject development, then this document does not re-commence the 90-day approval period.

I hereby certify that the Planning Commission ADOPTED the foregoing Motion on March 5, 2020.

Jonas P. Ionin
Commission Secretary

AYES:

NAYS:

ABSENT:

**Draft Motion
March 5, 2020**

**RECORD NO. 2018-012576CUA
1769 Lombard Street**

ADOPTED: March 5, 2020

EXHIBIT A

AUTHORIZATION

This authorization is for a conditional use to authorize an Outdoor Activity Area in conjunction with an existing Kennel Use (d.b.a. "The Grateful Dog"), authorized on December 13, 2018 per Planning Commission Motion No. 20355, located at 1769 Lombard Street, Block 0506, Lot 027 pursuant to Planning Code Sections 303, 145.2, and 712 within the **NC-3 (Neighborhood Commercial, Moderate Scale)** District and a **40-X** Height and Bulk District; in general conformance with plans, dated **October 15, 2018**, and stamped "EXHIBIT B" included in the docket for Record No. **2018-012576CUA** and subject to conditions of approval reviewed and approved by the Commission on **March 5, 2020** under Motion No **XXXXXX**. This authorization and the conditions contained herein run with the property and not with a particular Project Sponsor, business, or operator.

RECORDATION OF CONDITIONS OF APPROVAL

Prior to the issuance of the building permit or commencement of use for the Project the Zoning Administrator shall approve and order the recordation of a Notice in the Official Records of the Recorder of the City and County of San Francisco for the subject property. This Notice shall state that the project is subject to the conditions of approval contained herein and reviewed and approved by the Planning Commission on **March 5, 2020** under Motion No **XXXXXX**.

PRINTING OF CONDITIONS OF APPROVAL ON PLANS

The conditions of approval under the 'Exhibit A' of this Planning Commission Motion No. **XXXXXX** shall be reproduced on the Index Sheet of construction plans submitted with the site or building permit application for the Project. The Index Sheet of the construction plans shall reference to the Conditional Use authorization and any subsequent amendments or modifications.

SEVERABILITY

The Project shall comply with all applicable City codes and requirements. If any clause, sentence, section or any part of these conditions of approval is for any reason held to be invalid, such invalidity shall not affect or impair other remaining clauses, sentences, or sections of these conditions. This decision conveys no right to construct, or to receive a building permit. "Project Sponsor" shall include any subsequent responsible party.

CHANGES AND MODIFICATIONS

Changes to the approved plans may be approved administratively by the Zoning Administrator. Significant changes and modifications of conditions shall require Planning Commission approval of a new Conditional Use authorization.

Conditions of Approval, Compliance, Monitoring, and Reporting PERFORMANCE

1. **Validity.** The authorization and right vested by virtue of this action is valid for three (3) years from the effective date of the Motion. The Department of Building Inspection shall have issued a Building Permit or Site Permit to construct the project and/or commence the approved use within this three-year period.
For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org
2. **Expiration and Renewal.** Should a Building or Site Permit be sought after the three (3) year period has lapsed, the project sponsor must seek a renewal of this Authorization by filing an application for an amendment to the original Authorization or a new application for Authorization. Should the project sponsor decline to so file, and decline to withdraw the permit application, the Commission shall conduct a public hearing in order to consider the revocation of the Authorization. Should the Commission not revoke the Authorization following the closure of the public hearing, the Commission shall determine the extension of time for the continued validity of the Authorization.
For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org
3. **Diligent Pursuit.** Once a site or Building Permit has been issued, construction must commence within the timeframe required by the Department of Building Inspection and be continued diligently to completion. Failure to do so shall be grounds for the Commission to consider revoking the approval if more than three (3) years have passed since this Authorization was approved.
For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org
4. **Extension.** All time limits in the preceding three paragraphs may be extended at the discretion of the Zoning Administrator where implementation of the project is delayed by a public agency, an appeal or a legal challenge and only by the length of time for which such public agency, appeal or challenge has caused delay.
For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org
5. **Conformity with Current Law.** No application for Building Permit, Site Permit, or other entitlement shall be approved unless it complies with all applicable provisions of City Codes in effect at the time of such approval.
For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

DESIGN – COMPLIANCE AT PLAN STAGE

6. **Final Materials.** The Project Sponsor shall continue to work with Planning Department on the building design. Final materials, glazing, color, texture, landscaping, and detailing shall be subject to Department staff review and approval. The architectural addenda shall be reviewed and approved by the Planning Department prior to issuance.

For information about compliance, contact the Case Planner, Planning Department at 415-558-6378, www.sf-planning.org

7. **Garbage, Composting and Recycling Storage.** Space for the collection and storage of garbage, composting, and recycling shall be provided within enclosed areas on the property and clearly labeled and illustrated on the building permit plans. Space for the collection and storage of recyclable and compostable materials that meets the size, location, accessibility and other standards specified by the San Francisco Recycling Program shall be provided at the ground level of the buildings.

For information about compliance, contact the Case Planner, Planning Department at 415-558-6378, www.sf-planning.org

MONITORING - AFTER ENTITLEMENT

8. **Enforcement.** Violation of any of the Planning Department conditions of approval contained in this Motion or of any other provisions of Planning Code applicable to this Project shall be subject to the enforcement procedures and administrative penalties set forth under Planning Code Section 176 or Section 176.1. The Planning Department may also refer the violation complaints to other city departments and agencies for appropriate enforcement action under their jurisdiction.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

9. **Revocation due to Violation of Conditions.** Should implementation of this Project result in complaints from interested property owners, residents, or commercial lessees which are not resolved by the Project Sponsor and found to be in violation of the Planning Code and/or the specific conditions of approval for the Project as set forth in Exhibit A of this Motion, the Zoning Administrator shall refer such complaints to the Commission, after which it may hold a public hearing on the matter to consider revocation of this authorization.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

10. **Interagency Consultation.** Department staff shall continue to coordinate with members of the Department of Public Health (DPH) to ensure that adequate noise, sound, odor, and other nuisance abatement standards shall be implemented and remain in place for the subject property. Department staff shall implement additional conditions in accordance with guidance from DPH.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

11. **Neighborhood Meeting.** The Project Sponsor shall conduct one additional neighborhood meeting, which shall be attended by Department staff. This meeting will update the neighbors on the range of proposed measures to address issues related to noise, sound, odor, and other nuisances.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

OPERATION

12. **Sidewalk Maintenance.** The Project Sponsor shall maintain the main entrance to the building and all sidewalks abutting the subject property in a clean and sanitary condition in compliance with the Department of Public Works Streets and Sidewalk Maintenance Standards.

For information about compliance, contact Bureau of Street Use and Mapping, Department of Public Works, 415-695-2017, <http://sfdpw.org>

13. **Community Liaison.** Prior to issuance of a building permit to construct the project and implement the approved use, the Project Sponsor shall appoint a community liaison officer to deal with the issues of concern to owners and occupants of nearby properties. The Project Sponsor shall provide the Zoning Administrator and all registered neighborhood groups for the area with written notice of the name, business address, and telephone number of the community liaison. Should the contact information change, the Zoning Administrator and registered neighborhood groups shall be made aware of such change. The community liaison shall report to the Zoning Administrator what issues, if any, are of concern to the community and what issues have not been resolved by the Project Sponsor.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

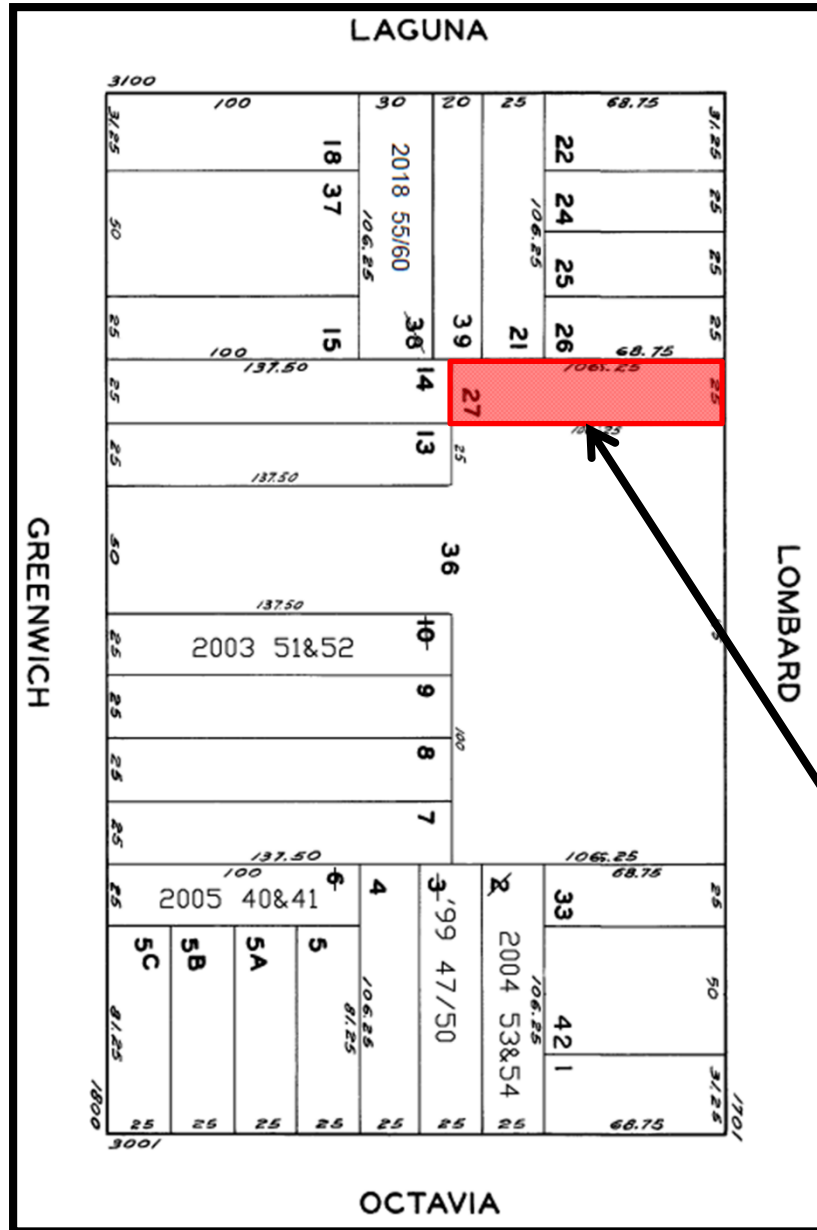
14. **Lighting.** All Project lighting shall be directed onto the Project site and immediately surrounding sidewalk area only, and designed and managed so as not to be a nuisance to adjacent residents. Nighttime lighting shall be the minimum necessary to ensure safety, but shall in no case be directed so as to constitute a nuisance to any surrounding property.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

15. **Rear Yard Hours of Operation.** The Project Sponsor shall ensure that no dogs may be allowed to utilize the rear yard except during the hours of 7 a.m. to 7 p.m. daily. These hours are subject to change by Department staff.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

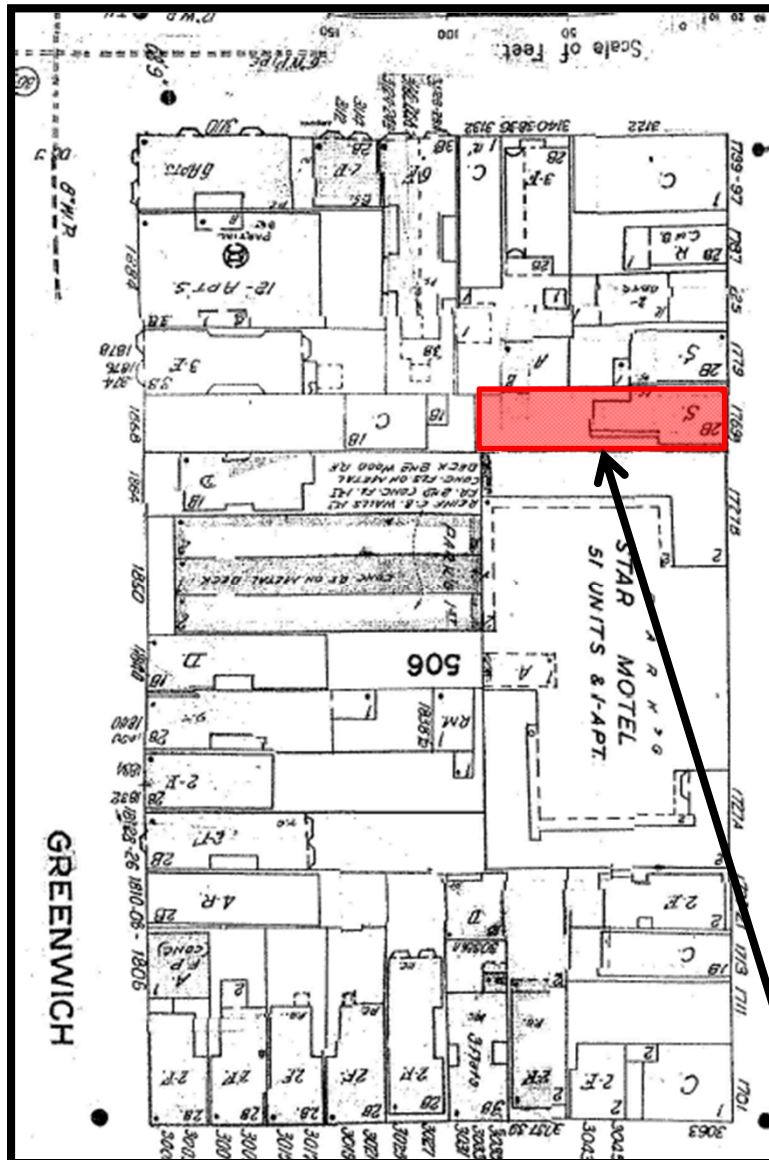
Block Book Map



SUBJECT
PROPERTY



Sanborn Map



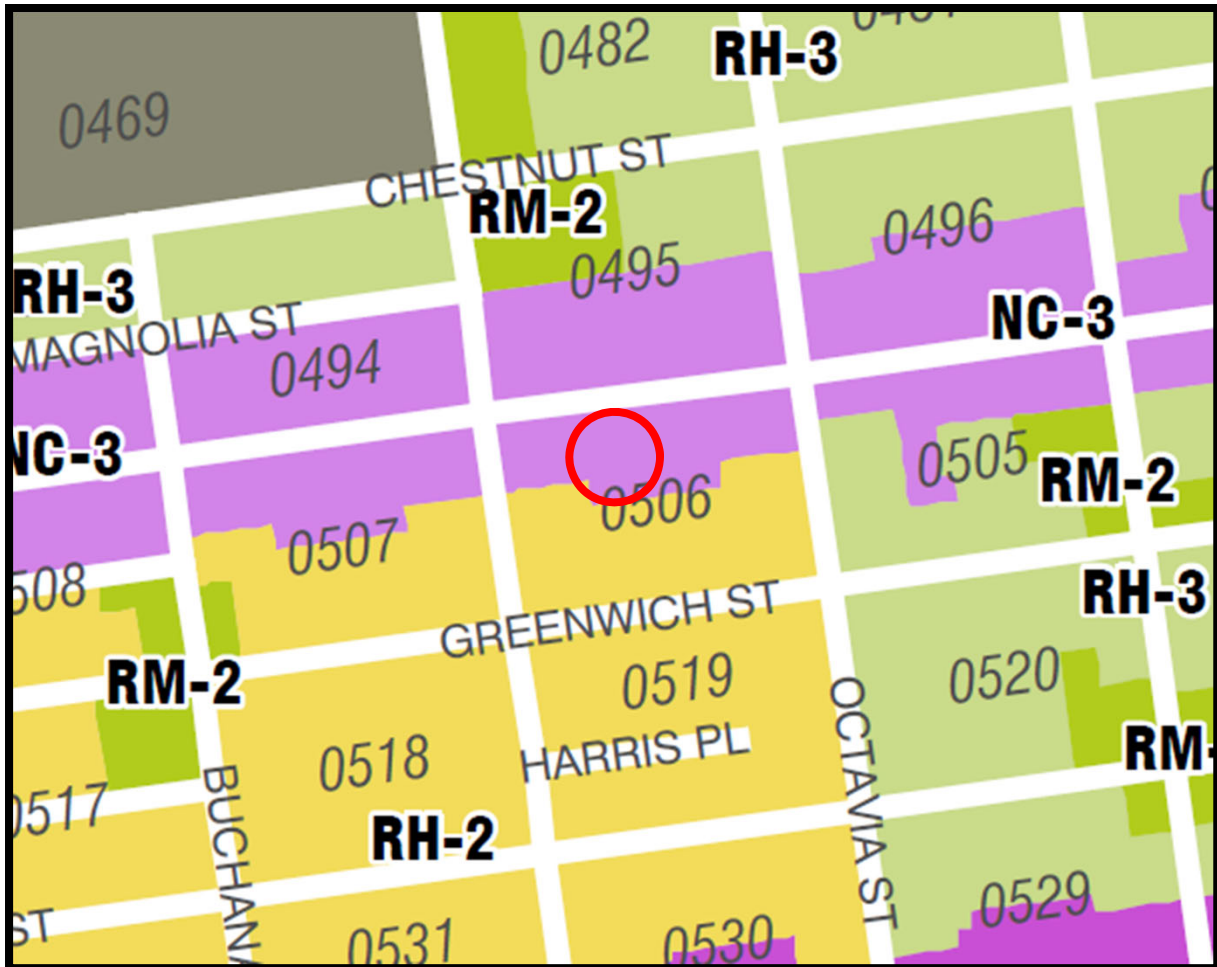
SUBJECT PROPERTY

SAN FRANCISCO
PLANNING DEPARTMENT



Conditional Use Hearing
Case Number 2017-012576CUA
1769 Lombard Street
Block 0506 Lot 027

Zoning Map



SAN FRANCISCO
PLANNING DEPARTMENT



Conditional Use Hearing
Case Number 2017-012576CUA
1769 Lombard Street
Block 0506 Lot 027

Aerial Photo



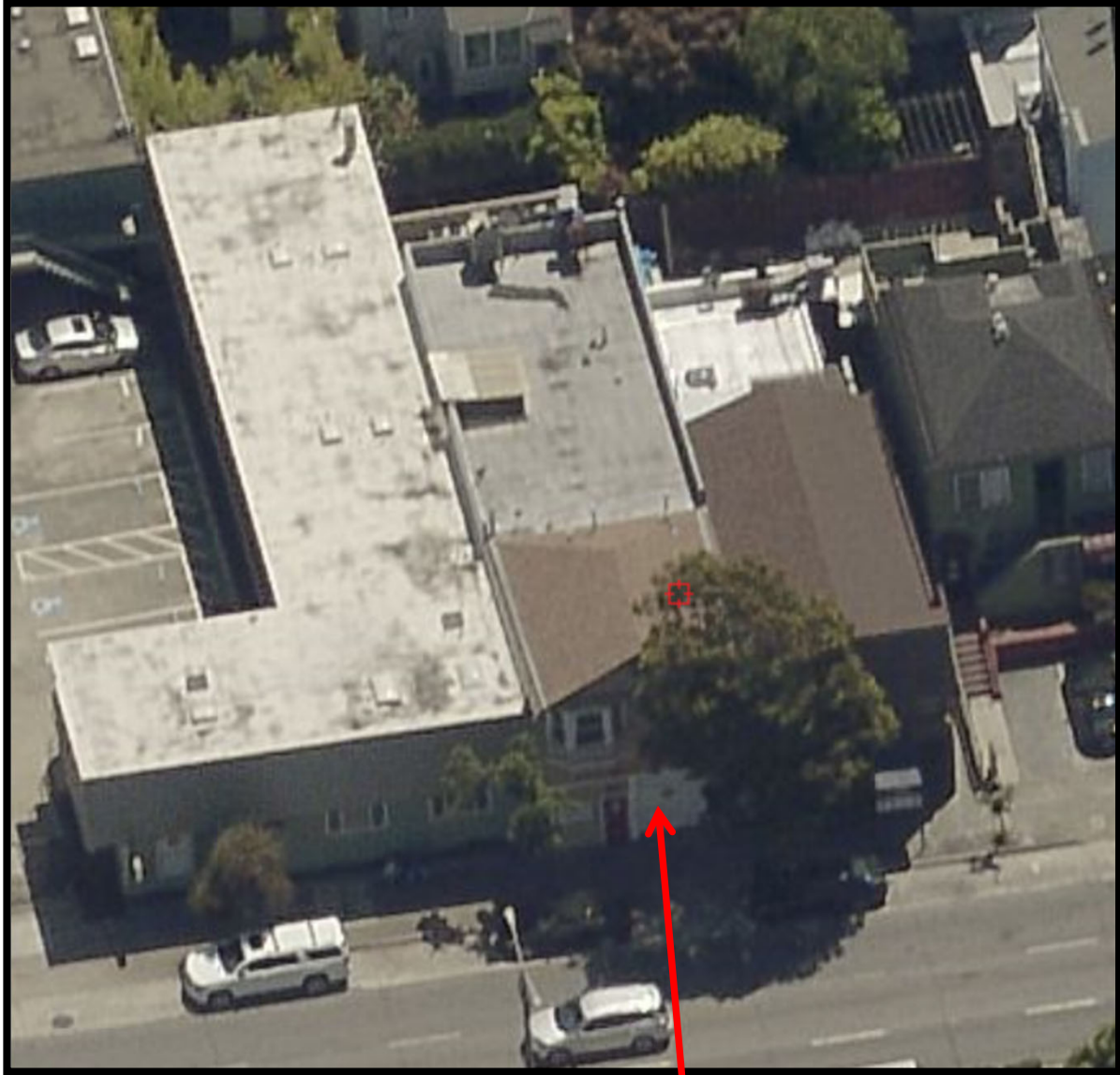
**SUBJECT
PROPERTY**

**SAN FRANCISCO
PLANNING DEPARTMENT**



Conditional Use Hearing
Case Number 2017-012576CUA
1769 Lombard Street
Block 0506 Lot 027

Aerial Photo



**SUBJECT
PROPERTY**

**SAN FRANCISCO
PLANNING DEPARTMENT**



Conditional Use Hearing
Case Number 2017-012576CUA
1769 Lombard Street
Block 0506 Lot 027

Site Photo



SAN FRANCISCO
PLANNING DEPARTMENT



Conditional Use Hearing
Case Number 2017-012576CUA
1769 Lombard Street
Block 0506 Lot 027

From: [Michelle Wohl](#)
To: [Weissglass, David \(CPC\)](#)
Cc: [Renee Rodriguez](#)
Subject: Grateful Dog Complaint
Date: Sunday, December 23, 2018 9:30:04 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

David,

My understanding is that the Grateful Dog is only allowed to have 4 dogs in the yard at a time. This morning, Sunday, 2 weeks after the meeting, their staff member was yelling at the dogs in the yard to come in. "Maggie. Cooper. Kiva. Buddy. Duke..." Who is responsible for enforcement of the regulations? Who should I be notifying when they break the rules?
Michelle

From: [Michelle Wohl](#)
To: [Weissglass, David \(CPC\)](#)
Cc: [Renee Rodriguez](#); [Rachna, Rachna \(CPC\)](#); [Stephanie Dintcho](#); [Gallagher, Jack \(BOS\)](#)
Subject: Re: Grateful Dog Complaint
Date: Tuesday, March 12, 2019 5:36:47 PM

Hi David and Rachna,

I can see that the minutes have been posted. As the barking is now worse than ever to the point where I can't stand to be home during the day, I would like to know 1) who the 'sponsor' is (see 8), whether the 1st quarterly inspection happened since a quarter has passed, how the following conditions will be policed and who is responsible for scheduling the meeting will staff and the neighbors?

There are at least 4 homeowners who have lost the peaceful enjoyment of their homes and are looking for some relief from the city. Thank you.
Michelle

- 1.All items submitted by the Sponsor in Exhibit I;
- 2.Neighborhood Liaison;
- 3.One year look back;
- 4.Quarterly inspections unannounced;
- 5.No dogs outside before 7 am and after 7 pm, subject to change by Department Staff;
- 6.Implement a sound consulting engineer best practices;
- 7.Staff to consult with DBI and DPH;
- 8.Staff to attend a meeting with neighbors and Sponsor; and
- 9.Memo to CPC with final conditions.

On Wed, Dec 26, 2018 at 6:08 PM Weissglass, David (CPC) <david.weissglass@sfgov.org> wrote:

Thank you Renee, I will go back to watch the hearing and if that was the case I will ensure that it is in the conditions. Further, if it is in the conditions (which will be public when finalized), you may reach out to the Department if they continue to allow no more than 4 dogs out.

I appreciate you bringing this to our attention.

David Weissglass, Planner
Flex Team, Current Planning Division

San Francisco Planning Department
1650 Mission Street, Suite 400, San Francisco, CA 94103
Direct: 415.575.9177 | www.sfplanning.org

[San Francisco Property Information Map](#)

From: [Renee Rodriguez](#)
To: [Weissglass, David \(CPC\)](#)
Cc: [Michelle Wohl](#); [Rachna, Rachna \(CPC\)](#); [Stephanie Dintcho](#); [Gallagher, Jack \(BOS\)](#)
Subject: Re: Grateful Dog Complaint
Date: Thursday, March 28, 2019 8:16:46 AM

Hi David,

Is there any way to get a copy of the information that shows the changes the kennel was making/has made in the backyard?

I was under the impression they were installing some type of cement barrier between the fences but all I can see is a wire fence that would allow urine to get on the shared wood fences.

Michelle sent over a video today because the noise was very loud early this morning before 7am. I can also attest to this.

When can we expect to see movement on all of the other conditions that were put in place? The noise has been quite out of hand, as has the smell.

The barking has been quite incessant and the employees are constantly yelling. I can stick my phone outside to record within any five minute period and get a group of dogs barking non stop.

Also, can you share what the time limit is for the kennel to submit an application for use of the outside area? To be honest, I don't really understand why they are allowed continued usage of the outdoor area without a permit in the first place.

Any information would be greatly appreciated.

Thank you,

Renee

Sent from my iPhone

On Mar 20, 2019, at 3:47 PM, Weissglass, David (CPC) <david.weissglass@sfgov.org> wrote:

Hi Michelle, thank you for reaching out. I have spoken with Rachna as well as the Zoning Administrator (ZA) to sort some things out.

Grateful Dog was certainly approved as a legal Kennel use. However, after the hearing, the ZA and I recognized that they should have also gotten a permit for an "Outdoor Activity Area." The definition for that is in our Planning Code, but it's essentially whenever an establishment includes some space in their rear or side yards for use by

From: [Michelle Wohl](#)
To: [Weissglass, David \(CPC\)](#)
Cc: [Renee Rodriguez](#); [Rachna, Rachna \(CPC\)](#); [Stephanie Dintcho](#); [Gallagher, Jack \(BOS\)](#)
Subject: Re: Grateful Dog Complaint
Date: Thursday, July 18, 2019 11:10:12 AM

Hi David,

Yes, the smell can still be unbearable at time. I tried to host a dinner outside last week and the smell of urine brought everyone inside. They haven't done any work to remediate years of pee seeping into ground and depending on wind/weather etc it can be noxious. I also noticed while gardening in my yard that my soil around their fence is affected. When I turn it over it stinks from seepage. I know the conditions outline the work that needs to be done but none has been done. A wire fence is what supposedly keeps dogs from peeing against my fence but if anyone has anyone has seen a big dog pee you know that it goes out and across before it goes down.

And yes, while they do keep the dogs indoors more which is a huge improvement, they definitely are outside still and I have plenty of video documentation of dogs in the yard outside the hours, unattended, etc.

Thank you.
Michelle

On Thu, Jul 11, 2019 at 8:28 AM Weissglass, David (CPC) <david.weissglass@sfgov.org> wrote:

Hi Michelle,

I did indeed conduct a short site visit at the end of May, albeit my experience in the rear yard was short and it was at a time when the dogs were inside. Do the same noise and odor issues persist?

I will also let you know that we have moved forward with issuing a Notice of Violation for the establishment (because they still need to get a separate Conditional Use authorization for the rear yard).

David Weissglass, Planner
Flex Team, Current Planning Division

San Francisco Planning Department
1650 Mission Street, Suite 400, San Francisco, CA 94103
Direct: 415.575.9177 | www.sfplanning.org

[San Francisco Property Information Map](#)

From: [Mariana Babadjov](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: Regarding 2018-012576CUA - The Grateful Dog
Date: Monday, January 13, 2020 8:50:05 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Regarding 2018-012576CUA - The Grateful Dog

To Whom It May Concern:

I am strongly opposing the conditional use authorization for the Grateful Dog outdoor activity area.

We share a common fence, our address is 1868 Greenwich St. We've been immediate neighbors of The Grateful Dog since they established the business. We opposed at that time having a dog care business next to us, but lost. I started writing e-mails to them in 2016 concerning the urine odors, the constant noise (even barking in the middle of the night!), and the swarm of flies, and the fact that we could not use our backyard anymore, neither to keep our windows open. Ernie Cervantes, their general manager in 2016 said that they would take care of it, but the issue was not solved.

Please consider our opinion on that matter. Thank you,

--

Mariana Babadjov

From: [Sadia Jania](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: 2018-012576CUA
Date: Tuesday, January 14, 2020 8:39:51 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

RE: 2018-012576CUA

Hello,

I am writing to oppose the Grateful Dog's Conditional Use Authorization. I, and all the homeowners surrounding this business, do not want the Grateful Dog to have an outdoor activity area.

My husband and 2 small children live at 3124 Laguna St and our back deck is next to the Grateful Dog building. We frequently hear barking and howling of dogs even when they're inside.

When the dogs were allowed in the yard, we were subject to the constant noise from the dogs and employees yelling at them to be quiet but nothing topped the the terrible smell of urine/feces and flies, particularly in warm weather. It made our back deck area completely unusable - which is a shame because our sons, aged 5 and 18 months, could really enjoy the space otherwise.

This business clearly doesn't care about it's neighbors or the law and has not be abiding by the conditions set last year so I see no reason why they should get this additional permit.

It is my strong opinion that this business should not be able to operate in the backyard because in doing so, it strongly and adversely impacts all surrounding neighbors.

Thanks for your time,

Sadia and Bobby Jania

Sent from my iPhone

From: [Arnaud Douceur](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: 2018-012576CUA - Grateful Dog
Date: Tuesday, January 14, 2020 8:58:39 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Regarding case:
2018-012576CUA

I am writing to oppose the Grateful Dog's Conditional Use Authorization. I own 3128A Laguna St, and do not want the Grateful Dog to have an outdoor activity area.

Their activity isn't suitable for this location surrounded by many apartments and decks, in an otherwise calm area. Constant barking and employee yelling is a polluting not only the outdoor space, but is also clearly audible inside my double pane windows closed.

This business does not care about its neighbors or the law and has not been abiding by the conditions set last year so I see no reason why they should get this additional permit.

It is my strong opinion that this business should not be able to operate in the backyard of so many homeowners.

Thank you.
— Arnaud Douceur

January 13, 2020

San Francisco Planning Commission:

I don't think there are words in the English language strong enough to describe how much I **oppose** allowing the Grateful Dog the use of their rear yard.

This business has ruined the peaceful enjoyment of the home that I have owned for 20 years. I can't use my large yard due to incessant dogs barking, stench of urine and feces, employees yelling at the dogs (and banging pans) and the flies, which are everywhere. I share a fence with this business and can't get anything to grow in the soil due to years of urine run-off, a result of their residential (postage-sized) yard being used for the dogs to relieve themselves all day.



As you can see from their own photo, posted to [Instagram](#) four days ago, this yard isn't big enough for the dogs to get any exercise. It is solely for them to go to the bathroom. While it makes their employees' lives easier, it is a nightmare for the surrounding homes that have to deal with the flies, noise and horrible smell, noted by the **Health Inspector**, Manny Ramirez, when he visited my yard over a year ago.

After that visit, the Grateful Dog agreed to replace my urine soaked fence. Instead of doing Manny's suggested fix, they put up a small wire fence in front of it. Any male dog is still able to very easily pee on the fence, as you can see from the picture. In other

words, they didn't solve the problem, especially because they hose the yard towards my fence so **all the urine comes right into my property**.

Even when the dogs are inside and I'm in my house, I can hear barking and yelling. This business operates 24 hours a day, seven days a week, 365 days a year. It is often NOT staffed at night and the dogs are left to bark for hours. (Neighbors have called the police out of concern.)

You can see some videos here that prove that their building isn't soundproof, a condition of the permit you granted last year and that the employees routinely yell at the dogs:

<https://youtu.be/gNWOs8jHFK8> - Clearly not soundproofed

<https://youtu.be/--d6s0vWDoo> - 6:50am employees yelling at dogs
<https://youtu.be/RHoOy2n2Knw> - 7pm barking - no soundproofing
<https://youtu.be/yQ62Tc0kkll> - barking and yelling on Saturday morning
<https://youtu.be/0AfS-NbVEo4> - barking and yelling

It's not just me. Every single homeowner that surrounds this property is vehemently opposed to this business because of the filth and noise. We live on Laguna Street and Greenwich Street and while we expect some city noise, this business, which operates 24/7, robs us of our **legal right** to the peaceful enjoyment of our homes.

There was a recent thread on Next Door started by a customer who no longer takes his dog to the Grateful Dog. While they had lots of support from their customers at the last meeting, those people drop their dogs off and pick them up at the end of the day. They have NO IDEA what happens during the day. Here are some of the comments:

Pamela Lund, Eastern Cow Hollow 


Last time I boarded my senior dog there for a week while I recovered from surgery. I picked him up and he was listless and skin and bones. The person I picked him up from handed his uneaten food back and said he's not a big eater. I took him to the vet and he had lost 5 lbs (31 to 26) since his last visit a few weeks before. Nobody called to say he wasn't eating nor did they call his vet. I would have gladly made arrangements to pick him up if I had known. He was never the same and died 3 weeks later. He was almost 15 and it might have gone the same regardless, but it is irresponsible not to have called me and rather just let him starve. I would not take a dog there as long as the same management and untrained staff are in place.

Amelia Hassberg, North Beach 

There are 2 yelp reviews saying that 2 different dogs got out and got hit by a car and died. You can read them your self. That's why I decided on a different dog daycare. I'm not surprised to hear a 3rd dog got out.

Nancy Devincenzi, West Marina 

Meredith May we looked at this place and were repulsed. It was dirty, smelled and two men were on duty for more dogs than we could count! We asked to see the play area and they refused to show to us. I felt very sorry for all the dogs in the "pit" area sitting inside on a beautiful sunny day. We walked out!!!!

Jake Honig, Pac Heights - Russian Hill 

My dog used to go to Grateful dog and he loved it.


One day I picked him up and they told me that he had symptoms of bloat (highly deadly). Instead of calling me to give me an option, they just kept him in the back section.... he was fine, but I questioned their judgement.

Then, I found out a dog he used to play with "got through the gate" and was killed on Lombard street. I was horrified and pulled my pup out of there ASAP.

Thanks for sharing and I'm so glad your dog is "okay" — I was scared it was going to be another tragic story from that place.

Apeil Mel, NE Pacific Heights 

I caught a dog walker rummaging through my room on camera who was hired from the grateful dog. Was very close to calling the police. Tried to tell management but every time I went they happened to be gone. Stay away from grateful dog.

Al Cho, North Civic Center 

Fog City Dogs on Lombard, cleaner than Grateful Dog and rates are similar. They have separate areas for small, medium and large dogs. I took my dog up there by bus a few times because it fit my budget. There isn't anything or anyone affordable near my neighborhood in Cathedral Hill.



Finally, The Grateful Dog is also a bad neighbor. I witnessed them illegally dump these dog crates on the corner of Laguna and Lombard and I had to call 311 to have them picked up. (Irony that they call themselves a cage-free facility but you can clearly see crates on their social media.) This is not how a reputable business operates. When I call to complain about the noise, the staff is rude and a manager is never on duty, a condition of their current permit.

I left the last meeting with some hope that they would abide by the conditions of the permit but nothing has changed. There continue to have more than 5 dogs in the yard (even after they lost the use of their yard), often without someone watching them. They leave the dogs unattended at night to bark for hours and hours, causing neighbors to have to call the police, they didn't soundproof the building or make any

changes to their yard, etc.

When I called David Weissglass to follow up on the neighborhood meeting that was supposed to happen and the random inspections, he told me that he **attempted 2 visits but wasn't allowed in. Let that sink in.** Now you're going to give this business MORE rights?

Please ask yourself if you would want this business as a neighbor. They should be operating in a place where they don't have 10 residential homeowners directly surrounding their yard.

Thank you.
Michelle Wohl
3132 Laguna Street

You can see just some of the actions that I have taken here:

https://docs.google.com/spreadsheets/d/1iocFf5noD38CikHvwJ5obFfCcKgo72XRVM_VI_vmJEM/edit?usp=sharing

From: [Meredith Rosenblum](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Weissglass, David \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#)
Subject: 2018-012576CUA
Date: Tuesday, January 14, 2020 10:39:45 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

To whom it (all) may concern:

This is in regards to Grateful Dog's yard expansion in Cow Hollow.

As a local resident of 16 years, I have seen Grateful Dog go from a small, intimate business to now a large, overcrowded, loud space. I do not believe they hire well-trained individuals to care for their clients; you can often hear yelling. It's not pleasant.

Dogs are often in the yard barking (and that is why their employees yell - to be clear it's aggressive yelling, not, "Fluffy, come inside!").

There have been many unkind instances from this business; I have heard them through neighbors, people/friends who have left to use a different service and I believe there are rumblings on social platforms.

It's one thing to have a small responsible business with a good reputation to pursue this kind of endeavor, but the truth is, nothing they've done in the past few years has proved they can handle it with respect to the surrounding neighborhood and neighbors. They simply don't deserve this space; they don't respect it.

To note: there are two spaces close by in the neighborhood that have the same business model, and they are respectful. They both have inside and outside space; well deserved.

Thanks for your consideration of my experience and opinion,

Meredith Rosenblum
Cow Hollow

From: [Penny Johnson \(penjohns\)](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: Grateful Dog's application
Date: Tuesday, January 14, 2020 4:18:29 PM
Attachments: [image001.png](#)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

SF Planning Commissioners:

I am writing to encourage you to decline the Grateful Dog's request to be able to use their rear yard as a dog exercise and relief area. No neighbor should be subject to the smell, noise and flies that this business inflicts on the homeowners that surround the yard.

I feel strongly that this business shouldn't be entitled to ruin the outdoor living spaces of the residents that surround them. This business operates 24/7/365 and I feel for my neighbors that suffer at their expense.

Please do the right thing and reject their permit.

Sincerely,
Penny Johnson



Penny Johnson
PARTNER ACCOUNT MANAGER.SALES
Sales / Channels
penjohns@cisco.com
Tel: +14153781472

Cisco Systems, Inc.
United States
Cisco.com



Think before you print.

This email may contain confidential and privileged material for the sole use of the intended recipient. Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender by reply email and delete all copies of this message.

Please [click here](#) for Company Registration Information.

From: [Angie Byrd](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [Weissglass, David \(CPC\)](#); [CPC-Commissions Secretary](#)
Subject: 2018-012576CUA - Grateful Dog
Date: Tuesday, January 14, 2020 5:49:00 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

SF Planning Commissioners:

I am writing to encourage you to decline the Grateful Dog's request to be able to use their rear yard as a dog exercise and relief area. No neighbor should be subject to the smell, noise and flies that this business inflicts on the homeowners that surround the yard.

My friend shares a rear fence with the establishment. She is a responsible neighbor and an avid dog lover, often times fostering dogs for Milo Foundation. She said that there is often over 40 dogs back there, and that the smell and noise is far beyond what any respectful neighbor should have to endure. I am all for supporting small businesses in San Francisco, as long as they operate responsibly; however, I feel strongly that this business shouldn't be entitled to ruin the outdoor living spaces of the residents that surround them, as they have already proven to do. This business operates 24/7/365 and I feel for my friends that suffer at their expense.

Please do the right thing and reject their permit.

Sincerely,

Angie Byrd

From: [Phil Wohl](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: Grateful Dog 2018-012576CUA
Date: Wednesday, January 15, 2020 12:17:48 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

I am writing to vehemently oppose the Grateful Dog's Conditional Use Authorization. This business has proven to be a horrible neighbor that doesn't care at all about the people trying to quietly live their lives in the neighborhood. I prefer that the Grateful Dog relocate to a more suitable neighborhood, but at the very least do not want the Grateful Dog to have an outdoor activity area.

My home shares a border with the Grateful Dog's yard. The noise when the dogs are housed inside is bad enough. But with dogs in the yard, I will be bombarded not just with unbearable barking, but also employee yelling, the terrible smell of urine and feces and flies. I know that my health, sanity and enjoyment of my property will be adversely impacted. Last year I came down with a bad case of bacterial pneumonia which kept me in bed for 5 days. When I asked my doctor what the common causes were, he mentioned dog feces. I have two young children and will not allow them to play in my own back yard if the Grateful Dog receives this Conditional Use Authorization. Is that fair?

This business does not care about its neighbors or the law and has not been abiding by the conditions set last year. They are not deserving of this additional permit, and in my view should be shut down by the Health Department.

It is my strong opinion that this business should not be able to operate in the backyard of so many homeowners.

Thank you.

From: [Don Emmons](#)
To: [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Moore, Kathrin \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: 2018-012576CUA
Date: Wednesday, January 15, 2020 2:10:39 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear Ladies and Gentlemen,

I oppose the Grateful Dog's Conditional Use Authorization referenced in the subject. I, and all the homeowners that surround this business, do not want the Grateful Dog to have an outdoor activity area.

Grateful Dog has shown that it does not care about its neighbors and has flaunted the laws and ignored the conditions set last year. They have not earned the right to get this additional permit.

If the dogs are allowed to use this yard there will be constant barking and yelping, smells of urine and feces along with the attendant flies, along with the yelling of the employees.

It is my strong opinion that this business should not be able to operate in the backyard of so many residents.

Thank you,

Don Emmons
2552 Greenwich St.
San Francisco, CA 94123

From: [Michelle Wohl](#)
To: [Rachna, Rachna \(CPC\)](#)
Cc: [Weissglass, David \(CPC\)](#)
Subject: Re: Dogs in the yard
Date: Sunday, January 19, 2020 12:43:39 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Just a note that despite this business owners' lies, the dogs are let out in the yard every day despite their lack of permit. It is well documented by all neighbors.

Here's video from today, Sunday January 19th when one was barking:
<https://youtu.be/g0bvlarOERY>

Or, for fun, just go to their Instagram and check out their own video Their 'daily replay' on January 6 shows 13 (?) dogs in the yard. https://www.instagram.com/p/B6_mZZdpDn3/

On Fri, Jan 17, 2020 at 4:54 PM Michelle Wohl <michellewohl@gmail.com> wrote:

Ernie - There are multiple dogs in the yard right now.

My understanding is that they are not allowed in the yard since you're operating without a permit.

I have it on video, but you told me that you are also videotaping what happens at the facility so you likely can see it as well.

Subject: Grateful Dog - 2018-012576CUA

I am writing to oppose the Grateful Dog's Conditional Use Authorization. I, and all the homeowners that surround this business, do not want the Grateful Dog to have an outdoor activity area. Personally, I feel they need to be shut down.

My family owned building/property address is 3136-3140 Laguna Street. I currently live in 3138, my father Dr. Anthony Dintcho lives in 3136, and we just rented 3140 (01/01/2020) after sitting vacant since June 2017. We share our entire backyard fence with The Grateful Dog. So, our property is very impacted in many ways:

Noise

I can clearly hear dogs barking, even when the dogs are inside and I'm inside my home office with my door closed. So much for sound proofing the building. If I can hear a dog(s) crying and barking for hours on end, during various hours of the day and night (weekday/weekend) from inside a soundproof building... there's a major problem.

Poor Treatment of Animals

The cruelty I hear daily towards these dogs should be enough to shut them down. They already cannot control the dogs in their care and they clearly cannot control the employee's cruel behavior towards the dogs every day. I know, because I work from home and on numerous occasions have called them or the police regarding ongoing distressed cries or nonstop barking from a dog or dogs.

Question, who's caring for the dogs during this time? When I call the business to complain, my calls go unanswered or someone picks up and gives me an excuse to why the "trained employee" can't handle the dog(s), or sorry I'll close the back window or door.

Imagine when the dogs are put in the backyard, it's like having a megaphone or speakers pointed directly at us with the constant barking and employee yelling at them to shut up, but 10 times louder.

They are surrounded on three sides by residential buildings and ALL (myself & neighbors) have lost the peaceful enjoyment of our properties. This business operates 24 hours a day, 7 days a week. There is no reprieve.

All I see are greedy, money hungry people. The more dogs the more money.

Health Concerns

Then... we come to the next major issues; terrible smell of urine, feces, and flies. The flies have never gone away, even with changing out the fake grass that was once the dog's toilet. I am unable to enjoy my yard as a result of health hazard issues of breathing in toxic, unpleasant, foul smelling air. They have done nothing to create a safe environment for the dogs or the neighbors. Even the health inspector notes that it is not set up for this type of business.

Property Damage

In addition, I've also suffered property damage due to their employee(s) throwing lit cigarette butts over the fence landing on our tarps (burning holes through tarps) that protect equipment and construction materials.

In October 2019 my boyfriend and I had walked over to discuss the matter, since our phone calls fell on deaf ears requesting them to please tell their employees to stop littering on our property with their cigarette butts. They told us they fired the employee earlier that day. We believed them and bought a new tarp to cover everything and we bought a new shed. We didn't think much of it again until yesterday, January 30, 2020 when we went to get some equipment and found ½ of our Hardi-Plank Cement Fiber Siding and Redwood Siding material to our building was moldy and puddles of water lay atop the boards soaking through to the boards below. When I further examined the tarp, there they were, plain as day... burnt holes through the tarp again (see pictures), destroying our property and costing us money.

This business does not care about its neighbors or the law. Why don't they have cameras like other Dog Care Facilities?

Ignoring Conditions

Most frustrating to us is that the business has not been abiding by the conditions in last year's meeting. They were supposed to soundproof the building, take care of the drainage in the yard, limit the time the dogs could be in the yard, ensure a manager was always on duty, etc. NONE OF THIS HAPPENED. In addition, the city didn't uphold its part of the plan to conduct random inspections and hold meetings with the neighbors. (During one random inspection, David 'wasn't allowed to access the yard.)

I see no reason why they should be given a permit for use of the yard, when they currently have not abided by the previous conditions. They continue to have dogs in the yard every day -- we have video proof -- and they are egotistical enough to post pictures to social media. They should be fined for not having the right permits in place.

This inhumane, cruel, and unlawful business should not be allowed to operate anywhere in the city, let alone in a residential area.

Irate Property Owner & Neighbor,

Stephanie Dintcho- Family Owned Property

3138 (of 3136-3140) Laguna Street

San Francisco, Ca 94123

(650) 771-1152

Stephanie2044a@gmail.com

Damages from lit cigarette butts thrown over the fence by smoking Grateful Dog Employees



More photos upon request...

From: [Val Babajov](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: Opposing the Grateful Dog's Conditional Use Authorization - 2018-012576CUA - meeting on Thursday 02/13
Date: Tuesday, February 11, 2020 9:26:10 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear City Officials:

My name is Vladimir (Val) Babajov. I am misfortunate to own a property neighboring the Grateful Dog at 1769 Lombard St, San Francisco, CA 94123.

I am writing to oppose the Grateful Dog's Conditional Use Authorization - record number 2018-012576CUA. I, and all the homeowners that surround this business, do not want the Grateful Dog to have an outdoor activity area.

I live at the back of Grateful Dog and my house is a few feet away from their yard. I am able to clearly hear dogs barking from our living room and bedroom, even when the dogs are inside.

With dogs in the yard, I am subject to **constant barking, employee yelling, the terrible smell of urine and feces and flies**. I am unable to enjoy my backyard as a result. This business does not care about it's neighbors or the law and has not been abiding by the conditions set last year so I see no reason why they should get this additional permit. **The owners of Grateful Dog demonstrated complete ignorance and arrogance to their neighbours**. Before the City sanction them I clearly remember a few instances when the dogs are barking all night and their personal was drinking, abusing the dogs and creating disturbances.

Please apply common sense and do your best to help my family and my neighbors to be able to have normal life and deserved rest at their homes. This business has no place in our highly populated block of Cow Hollow. It is my strong opinion that this business should not be able to operate in the backyard of so many homeowners.

Thank you for your time.

Best Regards

Vladimir (Val) Babajov

Phone [+1-415-742-8636](tel:+14157428636)

Mobile [+1-818-388-4374](tel:+18183884374)

<http://www.linkedin.com/pub/val-babajov/0/8/506>

From: [Bobby Jania](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#)
Cc: [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Subject: Opposing Grateful Dog's Conditional Use: 2018-012576CUA
Date: Wednesday, February 12, 2020 9:22:51 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear City Officials:

My name is Robert Jania, and I am writing to oppose the Grateful Dog's Conditional Use Authorization. I, and my neighbors, do not want the Grateful Dog to have an outdoor activity area.

I am the owner of 3124 Laguna St and my backyard is in close proximity to 1769 Lombard St (the site of the Grateful Dog). I constantly hear dogs barking (even when they are inside), and the staff yelling. In addition, I can smell urine and feces from the dogs, which has attracted an enormous amount of flies to all of our backyards. As a result, we are unable to enjoy our rear outdoor space.

It does not seem that this business cares about the community or the law. It has not been abiding by the conditions set last year and I hope you see no reason as to why they should get an additional permit.

Thank you.
Robert Jania

From: [CHRIS BENNETT](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#); lauren.hernandez@sfchronicle.com
Subject: ILLEGAL KENNEL -NO PERMIT-Opposing the Grateful Dog's Conditional Use Authorization - 2018-012576CUA - meeting on Thursday 02/13
Date: Thursday, February 13, 2020 12:38:10 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

My name is Chris Bennett and I am a native San Franciscan born in the Marina District and a lifelong animal enthusiast, dog trainer and log standing dog safety and standards advocate when it comes to dog care.

In 1996, I helped to develop the standards of care regarding pet sitting, dog day care and number of dogs per dog walker, as well as on leash standards for urban parks. As an early owner of the largest dog walking company in the city, I worked tirelessly on limiting the numbers of dogs to max 6 per walker, ensuring that all kennels were in industrial districts like the 3rd st corridor etc, and that all dog daycare facilities had adequate ventilation, sanitary conditions and low numbers of dogs for their health and safety.

Additionally, my concern was also for other users of the parks, and the communities that did not want 30 dogs urinating and barking next door to a residential area to seek daycare and kennel facilities with a legitimate permit for kennelling in non residential areas. Lombard may seem commercial, but it is clear that the Grateful Dog backs up to residences and is operating an **ILLEGAL KENNEL-**

Please see the [Municipal Codes here-](http://library.amlegal.com/nxt/gateway.dll/California/health/healthcode?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$sync=1)
[http://library.amlegal.com/nxt/gateway.dll/California/health/healthcode?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco_ca\\$sync=1](http://library.amlegal.com/nxt/gateway.dll/California/health/healthcode?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$sync=1)

I am writing today and including the Director of the Animal Care and Control to **stop the unsanitary conditions, poor management and care of the dogs, and illegal kenneling with no respect for any of the neighbors, the leaching of urine and fecal matter into all of the yards nearby, the abuse and yelling at the dogs at the old house (not a professional kennel) that is rented by The Grateful Dog.**

Additionally, I am also asking for an immediate cease and desist regarding of all operations conducted at this Lombard location of the Grateful Dog as they are in clear violation of a minimum of 6 health and safety codes and operate without a kennel license. Again please review the health and safety codes above. A veterinarian could not receive a permit in 2020 house or board dogs anywhere near this location.

Additionally, it has been brought to my attention that this review board has not done **ANY** diligence as was asked by the community affected and has provided no proof of any investigation into the standards of care, noise levels and sanitation. This governing body not only has failed the nearby residents, but also the dogs.

Finally, I would like to immediately turn over all investigation of this matter to the ACC-

specifically to Virginia Donohue, Director of Animal Care and Control- as the current violations are to be investigated by professional animal officers.

Chris Bennett

Dog Advocate

Native San Franciscan

Currently breathing fecal matter and listening to dogs barking and abuse

From: [Larissa Siegel Solomon](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Cc: [Michelle Wohl](#); [Stephanie Dintcho](#)
Subject: 2018-012576CUA - Grateful Dog
Date: Thursday, February 13, 2020 5:07:29 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

To Whom It May Concern:

This is in regards to Grateful Dog's request for a permit to allow expansion in the Cow Hollow neighborhood

As a local resident and neighbor of 22 years, I would like to alert you that the Grateful Dog is a public nuisance, a health hazard and a nightmare to be a neighbor to. The business is irresponsible, unsanitary, and disruptive. They do not have well trained employees to care for their animals. I can always here employees angrily yelling at the dogs and the dogs are often barking/crying and sound like they are in distress. As a dog lover and owner, I find it emotionally distressing to hear dogs barking for hours and crying because of being left outside. When I hear a human yell at the dogs it hurts my heart. I have to believe that if any client really understood what their dog's experience was during the day at Grateful Dog they would withdrawal their business.

The postage stamp size of a yard is overcrowded and the business has not abided by any rules set by the city. They have been operating with dogs in the yard without a permit – and blatantly disregarding the requirement by posting pictures of up to 15 dogs in the yard on social media.

Anytime you contact the business to complain about the noise or smell they are dismissive of your complaint. The dogs use the back yard as a relief area and the yard smells like urine and creates a mass of flies that are on the fence between their yard and my yard.

This is an irresponsible business, and I have no reason to believe that they will become any more responsible, or respectful of their neighbors. While we San Franciscans love our dogs, and often need day-care for them, residents should be protected from this business and the business owners should not be allowed to profit from their negligent business practices. Please do the right thing and reject their permit.

Thank you for your consideration,

Larissa Siegel Solomon
Resident of Cow Hollow and neighbor to Grateful Dog

From: [Rowan Solomon](#)
To: [Melgar, Myrna \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [CPC-Commissions Secretary](#); [Weissglass, David \(CPC\)](#)
Cc: michellewohl@gmail.com; [Larissa Siegel Solomon](#)
Subject: 2018-012576CUA - Grateful Dog
Date: Thursday, February 13, 2020 10:14:55 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear SF Planning Commission,

I am writing to you to implore you to deny the permit that the Grateful Dog is seeking to use their backyard. As a property owner the existence of this business diminishes the value of our property and makes for a very stressful environment. Our dear friend and neighbor can't use her beautiful yard due to incessant dogs barking, stench of urine and feces, employees yelling at the dogs (and banging pans) and the flies, which are everywhere. Our fence is kitty corner to their yard and we can see that it is used for the dogs to relieve themselves all day. This yard isn't big enough for the dogs to get any exercise or play, it is simply used as a bathroom.

Both the health inspector and city planner, David Weissglass, were supposed to help provide some oversight to this business but to no avail.

Please know that these are irresponsible and inconsiderate neighbors and do not run a business that is a healthy environment for the dogs or for their human neighbors. Please do something to stop their growth and demand that they follow the law and act in accordance with recommendations of Animal Care and Control.

Sincerely,
Rowan Solomon
Property owner, [3126 Laguna Street](#)



SAN FRANCISCO PLANNING DEPARTMENT

Planning Commission Project Summary and Motion No. 20355

COMMUNITY BUSINESS PRIORITY PROCESSING PROGRAM

HEARING DATE: DECEMBER 13, 2018

1650 Mission St.
Suite 400
San Francisco,
CA 94103-2479

Reception:
415.558.6378

Fax:
415.558.6409

Planning
Information:
415.558.6377

Case No.: 2018-012576CUA
Project Address: 1769 LOMBARD STREET
Zoning: NC-3 (Neighborhood Commercial, Moderate Scale) Zoning District
40-X Height and Bulk District
Block/Lot: 0506 / 027
Project Sponsor: Tuija Catalano
Reuben, Junius & Rose, LLP
One Bush Street, Suite 600
San Francisco, CA 94104
Property Owner: MXD Real Estate LLC
P.O. Box 170306
San Francisco, CA 94121
Staff Contact: David Weissglass – (415) 575-9177
david.weissglass@sfgov.org

PROJECT DESCRIPTION

The proposed project is the authorization of an existing Kennel use (d.b.a. "The Grateful Dog") within the NC-3 (Neighborhood Commercial, Moderate Scale) Zoning District and a 40-X Height and Bulk District. The Project also includes the addition of two wood double-hung windows at the front façade. This project was reviewed under the Community Business Priority Processing Program (CB3P).

REQUIRED COMMISSION ACTION

Pursuant to Planning Code Sections 303 and 712, Conditional Use authorization is required to permit the authorization of an existing Kennel use (d.b.a. "The Grateful Dog") within the NC-3 Zoning District.

DECISION

Based upon information set forth in application materials submitted by the project sponsor and available in the case file (which is incorporated herein by reference as though fully set forth) and based upon the CB3P Checklist and findings below, the Commission hereby **APPROVES Conditional Use Application No. 2018-012576CUA** subject to conditions contained in the attached "EXHIBIT A" and in general conformance with plans on file, dated October 15, 2018, and stamped "EXHIBIT B."

CB3P CHECKLIST

	Required Criteria			Comments (if any)
	Complete & adequate	Incomplete and / or inadequate	Not required and / or not applicable	
Project Sponsor's application	X			
CB3P eligibility checklist	X			
Planning Code §101.1 findings	X			
Planning Code §303(c) findings	X			
Planning Code §303(o) findings for Eating and Drinking Uses			X	
Any additional Planning Code findings			X	
Photographs of the site and/or context	X			
Scaled and/or dimensioned plans	X			
Clearance under California Environmental Quality Act ("CEQA")	X			Categorically Exempt as Class 1 Exemption

Additional Information	
Notification Period	11/21/2018-12/13/2018 (22 days mailing, newspaper, and posted).
Number and nature of public comments received	The sponsors held a Department-facilitated pre-application meeting prior to filing the application on June 1, 2018; there were four attendees who raised concerns regarding noise, odor, and operations. To date, staff has received 23 letters of support and a support petition with 127 signatures. Staff has also received one phone call from a neighbor with concerns about noise and odor from the rear yard, and 3 additional letters of opposition to the request.
Number of days between filing and hearing	85 days from filing, 29 days from a complete application to hearing.

Generalized Basis for Approval (max. one paragraph)
<i>The Commission finds that this Project is necessary, desirable for, and compatible with the surrounding neighborhood as follows, and as set forth in Section 101.1 and 303(c) and findings submitted as part of the application. The proposed use and character is compatible with the surrounding area and is on balance with the General Plan and Use District. Conditional Use approval to authorize an existing Kennel use would allow the space to continue to serve the greater community as an active use. Staff believes the proposed establishment would be desirable for and compatible with the community, and recommends approval with conditions. Approval by the Planning Commission will abate Planning Complaint 2018-008786ENF.</i>

I hereby certify that the Planning Commission ADOPTED the foregoing Motion on December 13, 2018.

AYES: Hillis, Melgar, Fong, Koppel
NAYS: Moore, Richards
ABSENT: Johnson
ADOPTED: December 13, 2018



Jonas P. Ionin
Commission Secretary

APPEAL AND EFFECTIVE DATE OF MOTION: Any aggrieved person may appeal this Conditional Use Authorization to the Board of Supervisors within thirty (30) days after the date of this Motion. The effective date of this Motion shall be the date of this Motion if not appealed (after the 30-day period has expired) OR the date of the decision of the Board of Supervisors if appealed to the Board of Supervisors.

PROTEST OF FEE OR EXACTION: You may protest any fee or exaction subject to Government Code Section 66000 that is imposed as a condition of approval by following the procedures set forth in Government Code Section 66020. The protest must satisfy the requirements of Government Code Section 66020(a) and must be filed within 90 days of the date of the first approval or conditional approval of the development referencing the challenged fee or exaction. For purposes of Government Code Section 66020, the date of imposition of the fee shall be the date of the earliest discretionary approval by the City of the subject development. If the City has not previously given Notice of an earlier discretionary approval of the project, the Planning Commission's adoption of this Motion, Resolution, Discretionary Review Action or the Zoning Administrator's Variance Decision Letter constitutes the approval or conditional approval of the development and the City hereby gives NOTICE that the 90-day protest period under Government Code Section 66020 has begun. If the City has already given Notice that the 90-day approval period has begun for the subject development, then this document does not re-commence the 90-day approval period.

EXHIBIT A

AUTHORIZATION

Conditional Use Authorization Pursuant to Planning Code Sections 303 and 712 to authorize an existing Kennel use (d.b.a. "The Grateful Dog") within the NC-3 (Neighborhood Commercial, Moderate Scale) Zoning District and a 40-X Height and Bulk District; in general conformance with plans, dated **October 15, 2018**, and stamped "EXHIBIT B" included in the docket for Record No. **2018-012576CUA** and subject to conditions of approval reviewed and approved by the Commission on December 13, 2018 under Motion No. 20355. This authorization and the conditions contained herein run with property and not with a particular Project Sponsor, business, or operator.

RECORDATION OF CONDITIONS OF APPROVAL

Prior to the issuance of the building permit or commencement of use for the Project, the Zoning Administrator shall approve and order the recordation of a Notice in the Official Records of the Recorder of the City and County of San Francisco for the subject property. This Notice shall state that the Project is subject to the conditions of approval contained herein and reviewed and approved by the Planning Commission on **December 13, 2018** under Motion No. 20355.

PRINTING OF CONDITIONS OF APPROVAL ON PLANS

The conditions of approval under the 'Exhibit A' of this Planning Commission Motion No. 20355 shall be reproduced on the Index Sheet of construction plans submitted with the site or Building Permit Application for the Project. The Index Sheet of the construction plans shall reference to the Conditional Use authorization and any subsequent amendments or modifications.

SEVERABILITY

The Project shall comply with all applicable City codes and requirements. If any clause, sentence, section or any part of these conditions of approval is for any reason held to be invalid, such invalidity shall not affect or impair other remaining clauses, sentences, or sections of these conditions. This decision conveys no right to construct, or to receive a Building Permit. "Project Sponsor" shall include any subsequent responsible party.

CHANGES AND MODIFICATIONS

Changes to the approved plans may be approved administratively by the Zoning Administrator. Significant changes and modifications of conditions shall require Planning Commission approval of a new Conditional Use Authorization.

Conditions of Approval, Compliance, Monitoring, and Reporting PERFORMANCE

1. **Validity.** The authorization and right vested by virtue of this action is valid for three (3) years from the effective date of the Motion. The Department of Building Inspection shall have issued a Building Permit or Site Permit to construct the project and/or commence the approved use within this three-year period.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

2. **Expiration and Renewal.** Should a Building or Site Permit be sought after the three (3) year period has lapsed, the project sponsor must seek a renewal of this Authorization by filing an application for an amendment to the original Authorization or a new application for Authorization. Should the project sponsor decline to so file, and decline to withdraw the permit application, the Commission shall conduct a public hearing in order to consider the revocation of the Authorization. Should the Commission not revoke the Authorization following the closure of the public hearing, the Commission shall determine the extension of time for the continued validity of the Authorization.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

3. **Diligent pursuit.** Once a site or Building Permit has been issued, construction must commence within the timeframe required by the Department of Building Inspection and be continued diligently to completion. Failure to do so shall be grounds for the Commission to consider revoking the approval if more than three (3) years have passed since this Authorization was approved.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

4. **Extension.** All time limits in the preceding three paragraphs may be extended at the discretion of the Zoning Administrator where implementation of the project is delayed by a public agency, an appeal or a legal challenge and only by the length of time for which such public agency, appeal or challenge has caused delay.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

5. **Conformity with Current Law.** No application for Building Permit, Site Permit, or other entitlement shall be approved unless it complies with all applicable provisions of City Codes in effect at the time of such approval.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

DESIGN – COMPLIANCE AT PLAN STAGE

6. **Final Materials.** The Project Sponsor shall continue to work with Planning Department on the design, including signs and awnings. Final materials, glazing, color, texture, landscaping, and detailing shall be subject to Department staff review and approval.

For information about compliance, contact the Case Planner, Planning Department at 415-558-6378, www.sf-planning.org

7. **Garbage, composting and recycling storage.** Space for the collection and storage of garbage, composting, and recycling shall be provided within enclosed areas on the property and clearly labeled and illustrated on the Building Permit plans. Space for the collection and storage of recyclable and compostable materials that meets the size, location, accessibility and other standards specified by the San Francisco Recycling Program shall be provided at the ground level of the buildings.

For information about compliance, contact the Case Planner, Planning Department at 415-558-6378, www.sf-planning.org

MONITORING – AFTER ENTITLEMENT

8. **Enforcement.** Violation of any of the Planning Department conditions of approval contained in this Motion or of any other provisions of Planning Code applicable to this Project shall be subject to the enforcement procedures and administrative penalties set forth under Planning Code Section 176 or Section 176.1. The Planning Department may also refer the violation complaints to other city departments and agencies for appropriate enforcement action under their jurisdiction.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

9. **Revocation due to Violation of Conditions.** Should implementation of this Project result in complaints from interested property owners, residents, or commercial lessees which are not resolved by the Project Sponsor and found to be in violation of the Planning Code and/or the specific conditions of approval for the Project as set forth in Exhibit A of this Motion, the Zoning Administrator shall refer such complaints to the Commission, after which it may hold a public hearing on the matter to consider revocation of this authorization.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

10. **Interagency Consultation.** Department staff shall continue to coordinate with members of the Department of Public Health (DPH) and the Department of Building Inspection (DBI) to ensure that adequate noise, sound, odor, and other nuisance abatement standards shall be implemented and remain in place for the subject property. Department staff shall implement additional conditions in accordance with guidance from DPH and DBI.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

11. **Neighborhood Meeting.** The Project Sponsor shall conduct one additional neighborhood meeting, which shall be attended by Department staff. This meeting will update the neighbors on the range of proposed measures to address issues related to noise, sound, odor, and other nuisances.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

12. **Quarterly Inspections.** Department staff shall conduct unannounced inspections of the business to ensure compliance with all conditions set forth in this Motion.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

13. **One-Year Review.** After the establishment has been operating under these conditions for one year, Department staff shall prepare a report documenting the conditions and operations for the Commission. The Commission may hold a public hearing to review the establishment's adherence to these conditions and the abatement of neighborhood concerns.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

OPERATION

14. **Operational Action Plan.** The Project Sponsor shall implement all of the neighborhood concern abatement techniques and methods outlined in the "Neighbor Concerns & Response / Action Plan," included in this Staff Report as Exhibit I. These measures include:

- Addressing noise concerns by instructing employees to use low voices at all times, instituting policies forbidding employees from raising voices to excessive levels when speaking to dogs, and continuing policy of allowing small groups of dogs in rear area fully supervised late morning through mid-afternoon.
- Addressing drainage concerns by replacing artificial turf with concrete and adding a concrete curb at the perimeter of the rear yard with a slab approximately 2 feet inboard of the fence line.
- Addressing odor issues by increasing use of bio-enzymatic product treatment to three times per week, applying sealer to new concrete, maintaining all drainage to sewer inlet, adding a new fence approximately two feet inboard of property line to prohibit dogs' access to property line fence, and instituting a fly eradication program.
- Addressing employee conduct concerns by continuing practice of "zero tolerance" for animal cruelty, continuing policy of cage-free boarding, continuing practice of no more than two dogs per dog walker, and developing a comprehensive Grateful Dog Policy Manual.
- Remaining open to input from and communication with neighborhood by ensuring a General Manager is on-site from 9:30 a.m. to 3:00 p.m. Monday-Friday with an Assistant Manager nearly always on site and ensuring all requests to speak with the owner be directed to the General Manager or ensuring a detailed message is taken (if the General Manager is unavailable).

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

15. **Garbage, Recycling, and Composting Receptacles.** Garbage, recycling, and compost containers shall be kept within the premises and hidden from public view, and placed outside only when being serviced by the disposal company. Trash shall be contained and disposed of pursuant to garbage and recycling receptacles guidelines set forth by the Department of Public Works.

For information about compliance, contact Bureau of Street Use and Mapping, Department of Public Works at 415-554-5810, <http://sfdpw.org>

16. **Sidewalk Maintenance.** The Project Sponsor shall maintain the main entrance to the building and all sidewalks abutting the subject property in a clean and sanitary condition in compliance with the Department of Public Works Streets and Sidewalk Maintenance Standards.

For information about compliance, contact Bureau of Street Use and Mapping, Department of Public Works, 415-695-2017, <http://sfdpw.org>

17. **Odor.** While it is inevitable that some low level of odor may be detectable to nearby residents and passersby, appropriate odor control equipment shall be installed in conformance with the approved plans and maintained to prevent any significant noxious or offensive odors from escaping the premises.

For information about compliance with odor or other chemical air pollutants standards, contact the Bay Area Air Quality Management District, (BAAQMD), 1-800-334-ODOR (6367), www.baaqmd.gov and Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

18. **Community Liaison.** Prior to issuance of a building permit to construct the project and implement the approved use, the Project Sponsor shall appoint a community liaison officer to deal with the issues of concern to owners and occupants of nearby properties. The Project Sponsor shall provide the Zoning Administrator and all registered neighborhood groups for the area with written notice of the name, business address, and telephone number of the community liaison. Should the contact information change, the Zoning Administrator and registered neighborhood groups shall be made aware of such change. The community liaison shall report to the Zoning Administrator what issues, if any, are of concern to the community and what issues have not been resolved by the Project Sponsor.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

19. **Noise Control.** The Project Sponsor shall consult a licensed sound engineer to determine best practices with regard to noise abatement concerns and shall implement any methods and techniques recommended by the sound engineer. The premises shall be adequately soundproofed or insulated for noise and operated so that incidental noise shall not be audible beyond the premises or in other sections of the building and fixed-source equipment noise shall not exceed the decibel levels specified in the San Francisco Noise Control Ordinance.

For information about compliance with the fixed mechanical objects such as rooftop air conditioning, restaurant ventilation systems, and motors and compressors with acceptable noise levels, contact the Environmental Health Section, Department of Public Health at (415) 252-3800, www.sfdph.org

For information about compliance with the construction noise, contact the Department of Building Inspection, 415-558-6570, www.sfdbi.org

For information about compliance with the amplified sound including music and television contact the Police Department at 415-553-0123, www.sf-police.org

20. **Rear Yard Usage Hours.** The Project Sponsor shall ensure that no dogs may be allowed to utilize the rear yard except during the hours of 7 a.m. to 7 p.m. daily. These hours are subject to change by Department staff.

For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, www.sf-planning.org

D.A. CHECKLIST (p. 1 of 2): The address of the project is 1769 Lombard St.

For ALL tenant improvement projects in commercial use spaces, this checklist is required to be reproduced on the plan set and signed.

1. The proposed use of the project is Retail, improvements to existing dog day care facility(e.g. Retail, Office, Restaurant, etc.)

2. Describe the area of remodel, including which floor: Ground floor

3. The construction cost of this project excluding disabled access upgrades is \$ 41,010, which is (check one) more than / less than the Accessibility Threshold amount of \$126,764.66 based on the "2009 ENR Construction Cost Index" (The cost index & threshold are updated annually).

4. Is this a City project and/or does it receive public funding? Check one: Yes / No Note: If Yes, then see Step 3 on the Instructions page for additional forms required.

Conditions below must be fully documented by accompanying drawings

5. Read A through G below carefully and check the most applicable box (one box only):

☐ A: All existing conditions serving the area of remodel fully comply with access requirements. No further upgrades are required.

☐ B: All existing conditions serving the area of remodel that do not fully comply with access requirements will be fully upgraded with this project.

☒ C: Proposed project (check one) is less than the threshold / is over the threshold & falls under CBC 1134B.2.1 Ex. 2 ; Partial upgrades, including Equivalent Facilitation will be provided up to 20% of the project value as itemized on Form C. Priority of upgrades are to be considered in the order listed on p. 2 of the D.A. Checklist. Fill out Hardship request form(s) for non-fully complying items, including for Equivalent Facilitation items. Checking box C means there are still non-complying items serving the area of remodel.

☐ D: Access features will either fully comply or be provided with Code defined Equivalent Facilitation. Submit an Unreasonable Hardship Request (UHR) for the Equivalent Facilitation items.

☐ E: Hardship appeal to be filed with Access Appeals Commission (AAC). Note: Plan check of items not under AAC consideration will continue while resolution of AAC decision is sought.

☐ F: Consisting only of Barrier Removal, Notice of Accessibility Violation (NOV) Compliance or Exempted Work; Fill out Form F.

☐ G: Minor revision to previously approved permit drawings only. (Note: This shall NOT be used for new or additional work) Provide previous approved permit application here: Description of revision:

D.A. CHECKLIST (p. 2 of 2):

Check all applicable boxes and specify where on the drawings the details are shown:

Note: upgrades below are listed in priority based on CBC 1134B.2.1 Ex1	Existing Fully Complying	Upgrade to Full Compliance	Partial Upgrade/ Hardship	Equivalent Facilitation/ Hardship	Hardship	None existing & not req'd by Code	Access Appeals Commission	Barrier Removal/ NOV	Location of detail(s)-include detail no. & drawing sheet (do not leave this part blank). Also clarification comments can be written here.
1. One accessible entrance serving the area of remodel. Note: This should be a primary entrance. Add'l upgrade may be required if it is not.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sheet A2.0 & 2.1
2. An accessible route to the area of remodel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sheet A2.0 & A2.1
2a. path of travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2b. ramps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2c. elevator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	add proper handrail and stripe nosing, see A2.1
2d. stairs (if no elevator)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2f. other: ADA lift	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. At least one accessible restroom for each sex serving the area of remodel.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	See sheet A2.1, revise men's restroom to unisex restroom
4. Accessible public pay phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Accessible drinking fountains (hi-low).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Signage.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	See sheet A2.1 & detail 1-D1 for signage
7. Visual Alarm.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Others:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
path from parking area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

If details are provided from a set of City approved reference drawings, provide its permit application number here:

Form C: DISABLED ACCESS 20% RULE

This form is only required when box "C" is checked off on the D.A. Checklist and is for providing an itemized list of the estimated costs for the expenditures used for disabled access upgrades for this project. Reproduce this form along with the D.A. Checklist and the Unreasonable Hardship Request form(s) on the plans.

Based on CBC 1134B.2.1, Exception 1, only projects with a construction cost less than the valuation threshold (current ENR Construction Cost Index Amount) are eligible for the 20% rule, where the project must provide disabled access upgrades up to 20% of the cost of construction in the required priority as listed on p. 2 of the D.A. Checklist. In general, projects valued over the threshold are not eligible for the 20% rule (see CBC 1134.2.1 Exception 2 for a possible exception).

CBC 1134B.2.1 Exception 2 (abbreviated): In alteration projects involving buildings & facilities previously approved & built without elevators, areas above & below the ground floor are subject to the 20% disproportionality provisions described in Exception 1, even if the value of the project exceeds the valuation threshold in Exception 1. Refer to the Code for the types of buildings & facilities that qualifies for this 20% disproportionality provisions when project valuation is over the threshold.

	Contractor's Estimated Cost	DBI Revised Cost
A) Cost of Construction: (Excluding accessibility upgrade)	\$ 41,010	\$
B) 20% of A) :	\$ 8,202	\$
List the Upgrade Expenditures and their respective construction cost below:		
1. create unisex bathroom relocate toilet plumbing	\$ \$3500	\$
2. relocate wall, install gypboard	\$ \$3000	\$
3. install new toilet	\$ \$800	\$
4. install ADA bath hardware	\$ \$700	\$
5. install new 36" outswing door	\$ \$900	\$
6. install new signage	\$ \$250	\$
7.	\$	\$
8.	\$	\$
9.	\$	\$
Total Upgrade Expenditures Must approximately equal to Line B	\$ 9,150	\$

APPLICANT:
Jazz Builders, Inc.
P.O. Box 2608
San Anselmo, CA 94979
Tel.: 415-458-5400
Fax: 415-528-2636
Contact: Bruce Burman
bburman@jazzbuilders.com

LESSEES:
Karla Rivera & Ernie Cervantes
1769 Lombard Street
San Francisco, CA 94123

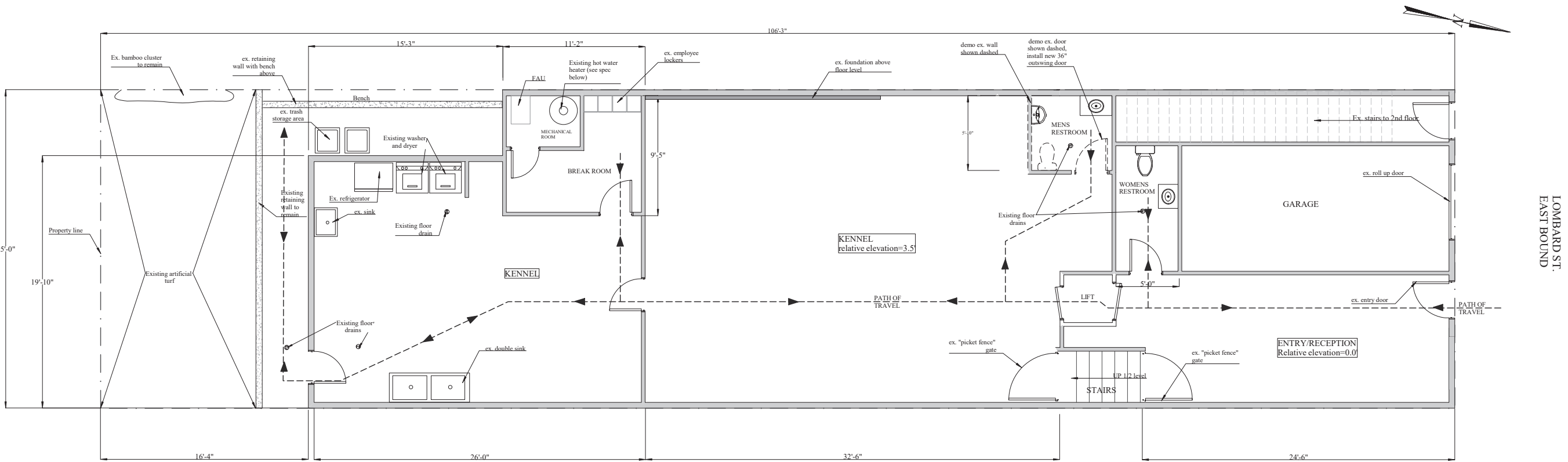
The Grateful Dog
Dog Day Care
1769 Lombard St. #1
San Francisco, CA 94123

ASSESSOR'S PARCEL #:
Block 0506, Lot 027
Lat: 37.800 ° N
Long: 122.430 ° W

DISABILITY ACCESS CHECKLIST

NO.	DATE	REVISIONS Add ventilation, revise zoning table, add street elevation Add window onto floor plan, add note on elevation							
			1	11-9-18					
2	11-14-18								
Date Issued									
October 15, 2018									
T2									
Scale: 1/4"=1'									
This document was created by and is the property of JAZZ BUILDERS, INC. a California Contractor, CSLB License #B743119. All rights, including any use of this document, are reserved.									



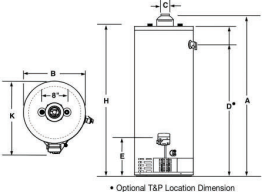


Residential Atmospheric Vent Gas Water Heater

High EF Ultra Low NOx Energy Saver Models

Model Number	Capacity	Recovery of 90°F Rise*	A	B	C	D	E	F	G	H	I	J	K	Approx. Shipping Weight
U.S. Gal.	Imp. Gal.	Net BTU/hr. Heat Input (Btu/hr.)	Net U.S. GPH	Net Imp. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH	Net U.S. GPH
U4-30TFRFP	30	25	32,000	34	28	59%	18	3/4"	48 1/2"	56 1/2"	13	57 1/2"	22 1/2"	123
U4-40TFRFP	40	33	40,000	43	36	59%	23	3/4"	50 1/2"	58 1/2"	13	57 1/2"	24 1/2"	137
U4-50S6FRFP	40	33	40,000	43	36	59%	23	3/4"	47 1/2"	55 1/2"	13	56 1/2"	24 1/2"	143
U4-50S6FRFP	50	42	40,000	43	36	59%	23	3/4"	50 1/2"	58 1/2"	13	58	26 1/2"	160
U4-60TFRFP	60	50	40,000	43	36	60%	24	3/4"	50 1/2"	58 1/2"	13	59 1/2"	28 1/2"	192

Available in Natural Gas only.
For 10 year models, change suffix from "6" to "10".
*Based on manufacturers rated recovery efficiency.
†Models feature optional top T&P location and must be specified when ordering.
U4-30T and U4-60T does not qualify for ENERGY STAR®.



All models meet SCAQMD rule 1121 requirement of 10ng/J, or less, NOx emissions.
Meets NAEC Requirements
General
All gas water heaters are certified at 300 PSI test pressure (2088 kPa) and 150 PSI working pressure (1034 kPa). All water connections are 3/4" NPT (19mm) on 8" (203mm) center. All gas connections are 1/2" (13mm).
All models design certified by CSA International (formerly AGA/CGA), to meet ANSI standard Z-21.10.1 and peak performance rated.
Dimensions and specifications subject to change without notice in accordance with our policy of continuous product improvement.
Suitable for Water (Potable) Heating and Space Heating.
Toxic chemicals, such as those used for boiler treatment, shall NEVER be introduced into this system. This unit may NEVER be connected to any existing heating system or component(s) previously used with a non-potable water heating appliance.

BRADFORD WHITE®
A L. L. B. E. L. L. E. R.

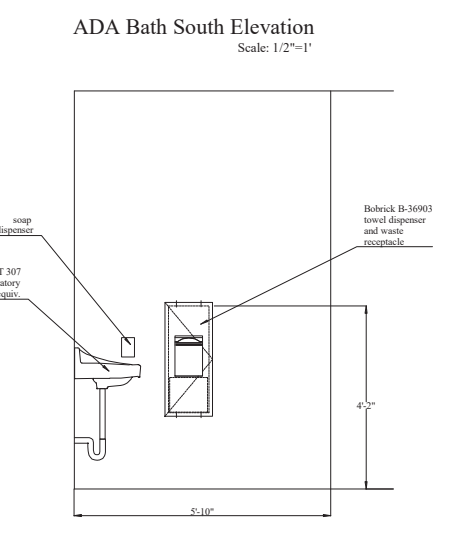
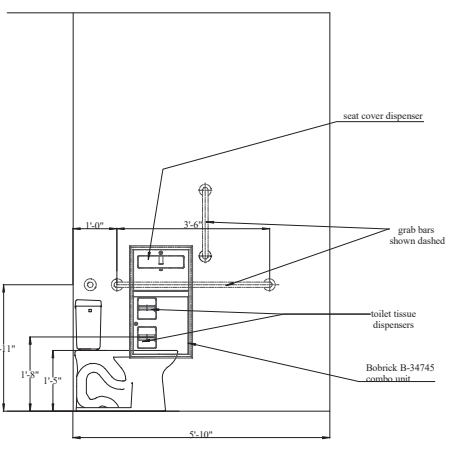
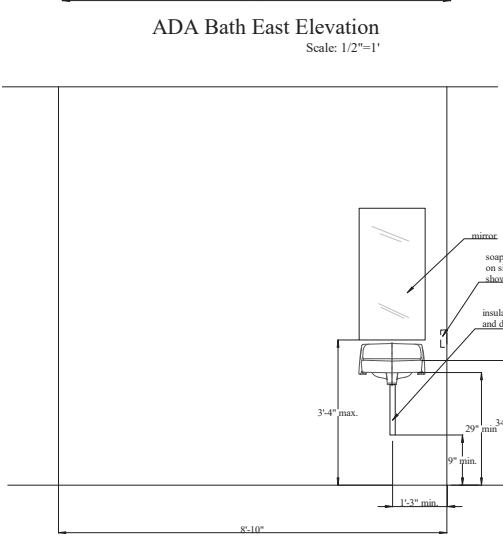
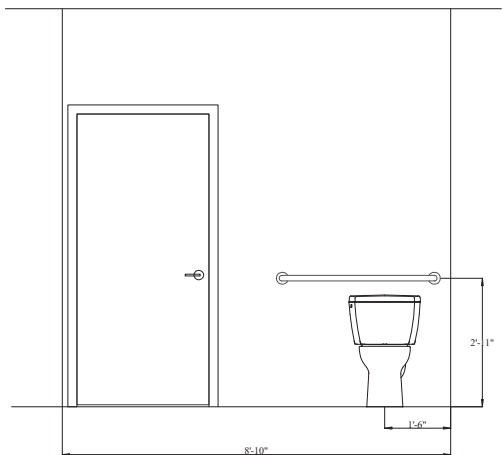
For U.S. and Canada field service, contact your professional installer or local Bradford White sales representative.
Sales 800-323-2501 • Fax 215-641-1870 • Technical Support 800-354-3363 • Fax 269-795-1089 • Warranty 800-531-2111 • Fax 269-795-1089
Internationals: Telephone 215-641-9400 • Telex 215-641-9750 • Fax 215-641-9750 • www.bradfordwhite.com

BRADFORD WHITE CANADA INC. Sales / Technical Support 866-690-0961 / 805-236-0100 • Fax 805-238-0105 • www.bradfordwhite.com

Built to be the Best™

©2009, Bradford White Corporation. All rights reserved.

113-B-0208-A Printed in U.S.A.



JAZZ BUILDERS

P. O. Box 2608
San Anselmo, CA 94979
Tel: 415-458-5401
Fax: 415-528-2636

APPLICANT:
Jazz Builders, Inc.
P.O. Box 2608
San Anselmo, CA 94979
Tel.: 415-458-5400
Fax: 415-528-2636
Contact: Bruce Burman
bburman@jazzbuilders.com

LESSEES:
Karla Rivera & Ernie Cervantes
1769 Lombard Street
San Francisco, CA 94123

**The Grateful Dog
Dog Day Care**
1769 Lombard St. #1
San Francisco, CA 94123

ASSESSOR'S PARCEL #:
Block 0506, Lot 027

Lat: 37.800 ° N
Long: 122.430 ° W

**EXISTING
FLOOR
PLAN**

NO.	DATE	REVISIONS
1	11-09-18	Add ventilation, revise zoning table, add street elevation
2	11-14-18	Add window into floor plan, add note on elevation
Date Issued		
October 15, 2018		
A2.0		
Scale: 1/4"=1'		
This document was created by and is the property of JAZZ BUILDERS, INC. a California Contractor, CSLB License #B743119. All rights, including any use of this document, are reserved.		

APPLICANT:
Jazz Builders, Inc.
P.O. Box 2608
San Anselmo, CA 94979
Tel.: 415-458-5400
Fax: 415-528-2636
Contact: Bruce Burman
burman@jazzbuilders.com

LESSEES:
Karla Rivera & Ernie Cervantes
1769 Lombard Street
San Francisco, CA 94123

The Grateful Dog
Dog Day Care
1769 Lombard St. #1
San Francisco, CA 94123

ASSESSOR'S PARCEL #:
Block 0506, Lot 027

Lat: 37.800 ° N
Long: 122.430 ° W

PROPOSED FLOOR PLAN

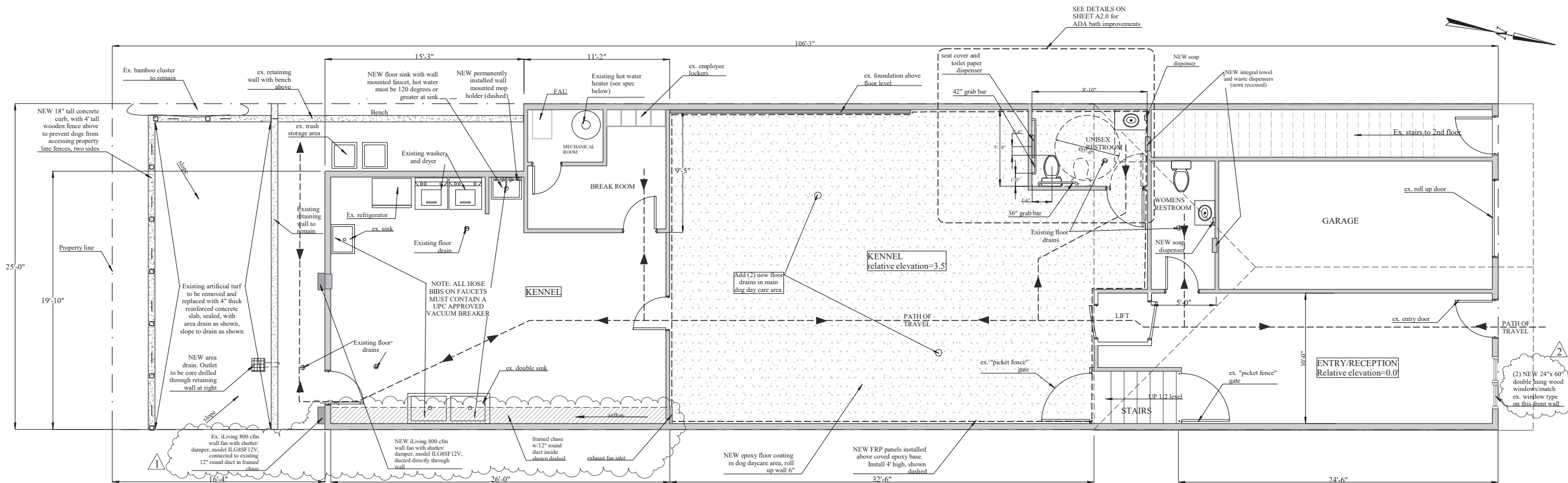
REVISIONS		DATE	DESCRIPTION
1	11-9-18	ADD ventilation, revise zoning table, add street elevation	
2	11-14-18	ADD window into floor plan, add note on elevation	
Date Issued			

October 15, 2018

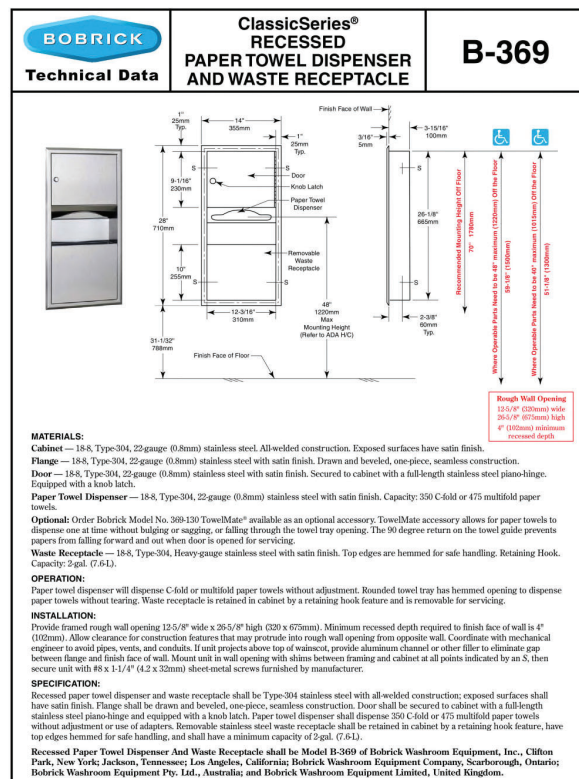
A2.1

Scale: 1/4"=1'

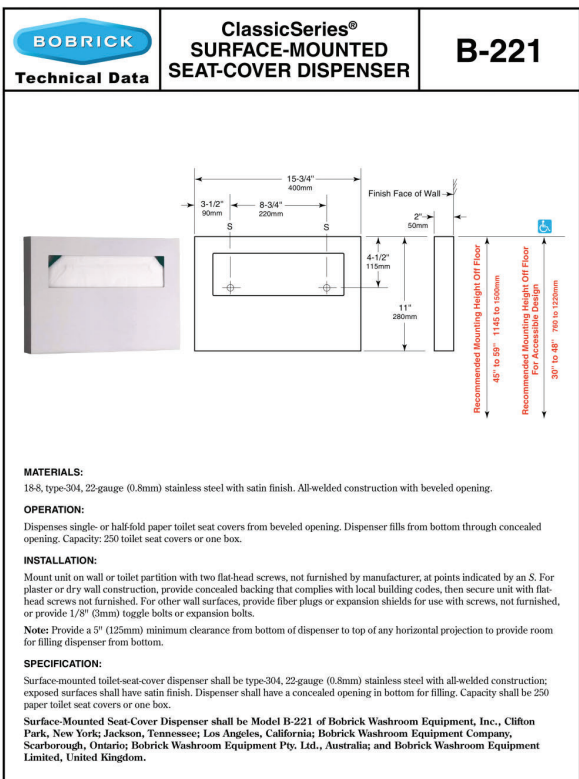
This document was created by and is the property of JAZZ BUILDERS, INC., a California Contractor, CSLB License #B743119. All rights, including any use of this document, are reserved.



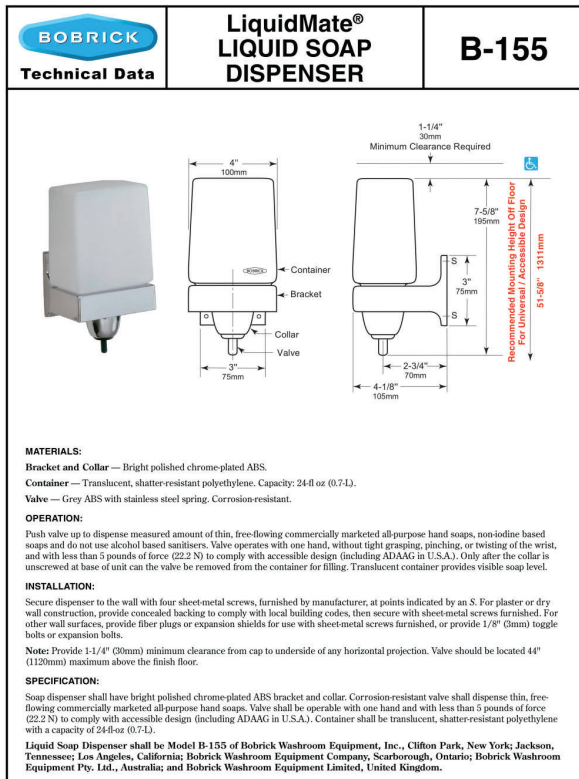
TOWEL AND WASTE DISPENSER



TOILET SEAT COVER DISPENSER



SOAP DISPENSER



APPLICANT:
Jazz Builders, Inc.
P.O. Box 2608
San Anselmo, CA 94979
Tel.: 415-458-5400
Fax: 415-528-2636
Contact: Bruce Burman
bburman@jazzbuilders.com

LESSEES:
Karla Rivera & Ernie Cervantes
1769 Lombard Street
San Francisco, CA 94123

The Grateful Dog
Dog Day Care
1769 Lombard St. #1
San Francisco, CA 94123

ASSESSOR'S PARCEL #:
Block 0506, Lot 027

Lat: 37.800 ° N
Long: 122.430 ° W

**EXISTING
AND
PROPOSED
STREET
ELEVATION**

REVISIONS		
NO.	DATE	REVISIONS
1	11-09-18	Add ventilation, revise zoning table, add street elevation
2	11-14-18	Add window onto floor plan, add note on elevation

Date Issued
October 15, 2018

A4.0

Scale: 1/4"=1'

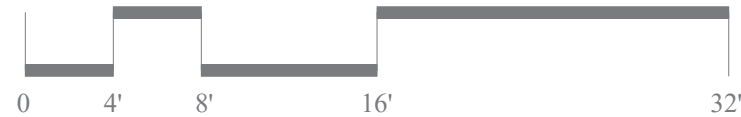
This document was created by and is the property of JAZZ BUILDERS, INC. a California Contractor, CSLB License #B743119. All rights, including any use of this document, are reserved.



EXISTING STREET ELEVATION



PROPOSED STREET ELEVATION





CITY AND COUNTY OF SAN FRANCISCO
Department of Public Health
Bureau of Environmental Health Management
POLICIES AND PROCEDURES

POLICY No. 400.3

WRITTEN BY: TINA HUIE/G. BUSH

EFFECTIVE: 5/23/96

PAGE 1 OF 8

APPROVED:

BEN GALE, R.E.H.S.

Director, Bureau of Environmental Health Management

SUBJECT:

Animal Care Facilities

I. Authority

- San Francisco Health Code, Article 1
- San Francisco Municipal Code, Part III, Sec. 1 - 1.67
- California Administrative Code, Section 2612.1
- California Penal Code, Section 597L
- San Francisco Administrative Code, Sec. 220
- California Health & Safety Code, Sec. 205, 3051-3053

II. Definitions

Pet Shop - a facility that keeps pet animals for sale. Pet animals include dogs, cats, monkeys and other primates, rabbits, birds, guinea pigs, hamsters, mice, snakes, iguanas, turtles, and any other species of animal sold or retained for the purpose of being kept as a household pet. (California Penal Code, Section 597L). Aquarium fish are excluded from this definition. The definition of a pet shop does not include food facilities where live animals are sold for human consumption.

Kennel - any enclosure, premises, building, structure, lot or area in or on which more than three dogs of at least six months of age are kept, harbored, or maintained for commercial or noncommercial purposes for continuous periods of 24 hours or more. This definition does not include City and County departments, recognized educational institutions, or medical research facilities which are in conformity with State or Federal law. (San Francisco Administrative Code, Sec. 220)

Animal hospital - any facility which designates itself as a veterinary, pet, or animal hospital. Any facility at which surgical procedures are performed, or where sick or injured animals are kept overnight. This definition does not include veterinarians' offices, where animals are seen on an outpatient basis only.

Stable - a building in which horses, donkeys, mules, cows, goats, or livestock are sheltered and fed. This definition does not include an activity where, for less than 12 hours per day, horses are being hitched or unhitched, or standing or being fed waiting to be hitched or unhitched, provided such activity does not require or involve the construction or maintenance of a building.

III. Procedures

A. Permit to Operate

1. A shop specializing in pet supplies, including pet food, is not required to obtain a Permit.
- 2. Pet grooming establishments are not required to obtain a Permit, unless animals are kept overnight.
3. Procedures for taking and processing applications are outlined in the *Food Facilities - Permits Policy*.
4. A copy of all applications shall be sent to the Department of Animal Care and Control, 1200-15TH Street.
- 5. Following receipt of an application, an inspection shall be conducted, and a notice issued, if necessary.
6. The following procedures shall be followed for applications for kennels, animal hospitals, stables, and riding academies, but not pet shops:
 - a. A copy of the completed application, along with referrals to the Planning Department and any other referrals that may be necessary, shall be sent to Central Office. It should be noted that an advertising fee is charged for these facilities, in addition to the filing fee, to cover the cost of publishing a notice in the local newspaper announcing the date of the public hearing.
 - b. Central Office will assign a hearing date, which will coincide with one of the Tuesday Abatement Hearings. Central Office will send a letter to the applicant, notifying him/her of the hearing date.
 - c. Central Office will prepare a placard which announces that an application has been received and that a hearing has been scheduled. This placard will be routed to the District Office for posting. The placard is to be posted no later than 10 days before the hearing date, at the front of the premises. The placard shall be posted in the window or on the door so that it is clearly visible to passersby. Attempts shall be made to post the notice on the interior of the door or window, to minimize vandalism.
 - d. At the hearing, the Principal Inspector will give an update on the status of referrals and report on any uncorrected violations.
 - e. If valid protests, including those under the purview of another agency, are received from the general public, permit issuance will be held in abeyance until those protests have been resolved.

- f. A 10-day waiting period will be imposed, to allow for additional protests.
- g. Following the hearing, a letter will be prepared at the District Office, notifying the applicant of the hearing results.
- 7. Upon satisfactory completion of all requirements, the Inspector shall approve the application by completing the section on the application form for "Inspector's Report" and then submit the application, along with referrals and inspection reports to the Principal Inspector.
- 8. A white Permit to Operate shall be prepared by clerical staff and signed by the Inspector and Principal Inspector. The Permit is sent to Central Office for the Bureau Director's signature and the name stamp of the Director of Public Health.
- 9. The Authorization to Pay Tax Collector is sent to Central Office for routing to the Tax Collector's Office.
- 10. When the Permit is returned from Central Office, it shall be kept in a file specifically for new Permits and issued to the applicant only after confirmation of payment has been received from the Tax Collector.

V. Construction Requirements

- 1. The Pet Joint Industry Council's recommendations have been used in the development of these requirements. Although these requirements do not have any specific legal reference, compliance is required for permit approval.
- 2. Cages shall be made of nonabsorbent and corrosion resistant material. No wooden materials shall be used in cage construction.
- 3. Rooms used for washing and grooming of animals, and rooms containing cages, shall have smooth and washable wall and ceiling surfaces. Floors shall consist of monolithically poured concrete, metal-troweled smooth, coved 6 to 8 inches along the perimeter of each room, and sloped to drains. Other materials that meet the definition of smooth, nonabsorbent, and easily-washable may be accepted after review and on a case-by-case basis.
- 4. Treatment rooms shall have smooth and washable wall and ceiling surfaces. Floors and all elevated work surfaces shall be surfaced with durable nonabsorbent and easily washable materials.
- 5. All interior areas of the establishment shall be provided with adequate ventilation. When mechanical ventilation is used, exhaust and make-up air ducts shall be installed in a manner so as not to create nuisances.

6. Construction of the building, its walls, doors, windows, and any perforations necessary for mechanical equipment shall be effectively soundproofed in a manner so as not to transmit nuisance-causing animal noises.

7. All rooms containing animal cages shall be provided with hot and cold washdown water hose bibbs, with a backflow prevention device.

→ 8. All drains and waste lines shall be capable of receiving washdown water and animal fecal matter.

9. Adequate handwashing facilities shall be available.

10. Restroom facilities shall be provided for employees.

11. Adequate lighting shall be provided.

12. The premises shall be rodentproof.

13. All construction and alterations shall be conducted according to Plumbing, Electrical, Building, and Fire Code requirements, and under appropriate permits.

VI. Operational Requirements

1. Every portion of the facility shall be kept clean and sanitary at all times.

→ 2. All accumulations of animal urine and feces shall be flushed into the sewer at least once daily or more often as needed.

3. Premises shall be kept free of rodent and insect infestations. An effective pest control program shall be maintained as necessary.

4. All refuse shall be stored in a closed, washable container fitted with a tight lid. All refuse shall be removed by a licensed scavenger at least weekly. Animal waste shall be bagged in plastic trash bags.

5. Inspections by Environmental Health staff are for the purposes of assessing the level of sanitation and identification of hazards, such as cross-connections. The inspections do not cover sterilization of instruments, storage of medications, etc. Any concerns related to the care of animals may be referred to the Department of Animal Care and Control.

REUBEN, JUNIUS & ROSE, LLP

Tuija Catalano

tcatalano@reubenlaw.com

February 26, 2020

Delivered Via Messenger

President Joel Koppel
Planning Commission
1650 Mission Street, Suite 400
San Francisco, CA 94103

Re: 1769 Lombard – 1-yr Report and CU for Outdoor Activity Area
Planning Dept. Case No. 2018-012576CUA
Brief in Support of the Project
Hearing Date: March 5, 2020
Our File No.: 10855.01

Dear President Koppel and Commissioners:

Our office represents the owner of The Grateful Dog, a small, existing doggie care at 1769 Lombard Street, Assessor's Block 0506, Lot 027 ("Property"). The Grateful Dog has operated a doggie car facility at the Property's ground floor since 2009. In December 2018 the Commission granted a CU for The Grateful Dog to refine the existing operation that was originally permitted in 2009, including an authorization under current zoning controls as a Kennel which includes overnight boarding.

The Grateful Dog is returning to the Commission for a 1-year report, and due to a technicality, for CU authorization for the rear yard as an Outdoor Activity Area. Most of the discussion a year ago at the hearing focused on the rear yard use, and thus the Commission has already conditioned for and considered the use of the rear yard. The use of the rear yard has also legally existed for The Grateful Dog since the original permitting in 2009, and thus an argument for grandfathered use also exists. Nevertheless, since the project is returning to the Commission for a 1-yr report, Planning staff felt that it was appropriate to include the CU for the Outdoor Activity Area as part of the item.

The Grateful Dog is a small, independently owned neighborhood-serving business that has been a valuable neighborhood asset, providing a service that is loved and needed by many nearby residents. It is no secret that San Francisco has more dogs than children, and while dog owners work during the day, we need to provide kennel and boarding services. The site is located in an NC-3 (Neighborhood Commercial, Moderate scale) district, which is intended to "offer a wide variety of comparison and specialty goods and services to a population greater than the immediate neighborhood" and encourage a "diversified commercial environment" with "special emphasis on neighbor-serving businesses". Located along busy Lombard Avenue, near residential areas where dog owners live, the site is exactly the type of location where we would want this type of business to exist.



The Grateful Dog has extensive support in the neighborhood, not only from its customers (i.e. the dogs) but also their owners, as is shown in the hundreds of support letters and signatures included with this submittal and the packets reviewed by the Commission a year ago (See **Exhibit C**). The support letters include letters from the current and prior occupants of the upstairs residential unit immediately above The Grateful Dog, nearby business owners and individuals from the neighborhood. Despite the overwhelming support, few of the nearby neighbors have in the last two years expressed opposition to The Grateful Dog and would like to see the business close.

1-YEAR REPORT

The Property is improved with a 2-story building with ground floor commercial and upper floor residential uses. The Grateful Dog has been at the Property since 2009, occupying the approx. 2,000-sf ground floor space and a small rear yard. The Grateful Dog provides a safe and reliable doggie care facility that serves many nearby residents, but also the greater community. The operation consists of kennel use, with dog day care of more than 12 dogs, massage, walking, bathing and grooming, training, and overnight boarding of more than 12 dogs. Neither the CU a year ago, nor this 1-yr report or the CU for the Outdoor Activity Area, proposes any changes to the floor area used by The Grateful Dog.

The facility continues to be staffed 24 hours a day, 365 days a year. As before, the dogs are never left alone, without supervision. During the week, the usual staff to dog ratio is still about 1 staff member to 5 dogs. And all dogs are still walked at least once per day, with walks beginning usually at approximately 11 am.

The Planning Commission motion from a year ago including a number of action items for the owners of The Grateful Dog in an effort to address the noise, odor and operational concerns that were raised by some of the neighbors. Attached as **Exhibit A** is a chart that provides a summary of the actions that have been implemented, and few remaining actions that are to be taken in the future. The Grateful Dog is a small business that is doing its best to satisfy all of the conditions that were placed on it. While majority of the conditions were completed, there are few that need to be done.

Specifically, the owners have not yet changed the artificial turf in the rear yard into concrete because of the pending CU for the Outdoor Area. The rear yard has not been used for months, because due to the technical requirements imposed by Planning Dept. providing that the use needs to be authorized under a separate CU despite its continued use since 2009. Thus, the owners have not yet completed the turf-to-concrete alteration since the use of the said area is subject to this CU. The owners have also not yet consulted a noise expert, in part because the primary noise concerns related to the rear yard, which has not been used for some time, and it would appear more effective to consult the expert after the turf-to-concrete change has been done.

Lastly, the owners met with Michelle Wohl on April 3, 2019 and scheduled another meeting with her for April 29, 2019, which was cancelled by Ms. Wohl. Ms. Wohl has been the unofficial representative for the few concerned neighbors. The owners have not had a larger neighborhood meeting since Ms. Wohl has been the contact person for the small group of concerned neighbors, however, the owners absolutely can also schedule and invite other neighbors to a meeting. The April 3, 2019 meeting with Ms. Wohl included the General Manager (Ernie Cervantes) and community liaison (Bruce Burman). The parties discussed and addressed issues such as staff raising their voices, dogs in backyard unsupervised, and backyard improvement plan. Ms. Wohl had presented a video recording of staff “yelling”, however, when the GM viewed/listened to the tape it did not appear to involve yelling, and instead was more in line with staff giving instruction and talking. Ms. Wohl cancelled the subsequent April 29, 2019 meeting indicating that there was nothing new to discuss. During May-June 2019, Ms. Wohl made multiple complaints, and Ernie Cervantes communicated with Ms. Wohl on several occasions.

CONDITIONAL USE AUTHORIZATION REQUEST FOR OUTDOOR ACTIVITY AREA

Much of the discussion a year ago for the Kennel authorization was focused on the use of the rear yard, and with the technical CU request for the Outdoor Activity Area, the owners are able to proceed with the physical change from the artificial turf to concrete and for the creation of concrete curb near the perimeter. The rear yard has been used for The Grateful Dog for over a decade, since 2009, and the CU will reiterate the same conditions that were already imposed on the Kennel a year ago.

The Project continues to be a necessary and desirable use for this site because many residents who own pets nearby need a place for their (dog) family members to go to during the day and/or sometimes night. Dog day care facilities continue to be high in demand with people looking for care for their dog while they are at work or away during overnight trips. Having a pet in the City requires co-existence with dense human population and at times limited areas. Dog owners need to ensure that a dog receives sufficient exercise so as not to disrupt nearby neighbors with barking or scratching as well as proper overall health for the animal. In addition to caring for the dogs at the Property, The Grateful Dog also provides dogs with walks to nearby parks and areas, and training services.

The concerns from the few neighbors are related primarily to the rear yard area, specifically regarding noise and urine smell, along with some operational questions. Many of the those concerns have been addressed, and continue to be addressed in the normal course of operation. Few of the remaining conditions from a year ago can be finalized after the issuance of the technical CU for the Outdoor Activity Area.

CONCLUSION

The Grateful Dog is an appropriate and desirable use that would not have existed for a decade if it were not well loved and needed service to the neighborhood. We respectfully request that you accept this 1-year report, and approve the CU for the rear yard subject to the same conditions that were imposed on the CU a year ago (addressing the rear yard use), as recommended by staff.

Very truly yours,

REUBEN, JUNIUS & ROSE, LLP



Tuija I. Catalano

cc: Vice President Kathrin Moore
Commissioner Sue Diamond
Commissioner Frank Fong
Commissioner Theresa Imperial
Commissioner Milicent Johnson
Commissioner Dennis Richards
Jonas Ionin, Commission Secretary
Rich Hillis, Planning Director
David Weissglass, Project Planner

Enclosures:

Exh. A – Updated Action Plan Summary
Exh. B – Neighbor Complaint Log
Exh. C – Support letters and signatures

1769 LOMBARD STREET
OPERATIONAL ACTION PLAN IMPLEMENTATION – STATUS AS OF FEB. 2020

EXHIBIT A

ITEM	ACTIONS THAT HAVE BEEN IMPLEMENTED	FUTURE ACTIONS
Noise	<ul style="list-style-type: none"> - Employees have been instructed to use low voices at all times, and to use diversion and positive reinforcement methods. - Employees have been instructed to not raise voices to excessive levels. - Rear yard (when it was used) was used by small group of dogs at a time, late morning to mid-afternoon. - Dogs are under supervision at all times. - If dogs exhibit undesirable behavior such as excessive barking their membership is terminated. - Building rear windows are generally kept closed during business hours. 	<ul style="list-style-type: none"> - Continue the same. - Noise consultant to be consulted once all physical and rear yard improvements are permitted and installed.
Drainage	<ul style="list-style-type: none"> - Currently, all drainage in the rear yard is directed to sewer inlet located adjacent to rear door at the southeast corner of the yard. Yard is sloped toward the drain and away from contiguous properties. 	<ul style="list-style-type: none"> - Artificial turf will be changed to concrete. To be done upon issuance of a building permit and approval of CU for rear yard.
Smell and Flies	<ul style="list-style-type: none"> - Rear yard currently <u>not</u> in use. - When rear yard was used, use of bio-enzymatic product treatment was increased to 3 x week. - New fence was added to prohibit dogs' access to property line fence to keep dog urine away from the property line. - Fly eradication and pest management program was implemented. - All dog feces is cleaned up immediately. All dog waste is deposited in bio-hazard sealed waste containers. - All drainage to sewer inlet maintained on regular basis. 	<ul style="list-style-type: none"> - Continue the same. - Artificial turf will be changed to concrete and concrete curb to be added to the perimeter of rear yard upon issuance of building permit and approval of CU for rear yard.
Operational Questions / Employee Conduct	<ul style="list-style-type: none"> - All boarding continues to be cage-free. - Employees are onsite at all times. - Dogs are never left alone without supervision. - Zero tolerance for animal cruelty. - Dogs walked off-premises, with two (2) dogs per dog walker, at least once a day, starting at 11 a.m. 	<ul style="list-style-type: none"> - Continue the same, including reiteration of policies to existing and new employees.
Contacting Owners / Neighbor communication	<ul style="list-style-type: none"> - General Manager is usually onsite 9:30 a.m.-3 p.m. M-F, with an Assistant Manager usually always onsite - Several neighbors have communicated any concerns via email. - Employees were instructed to direct requests to speak with the owner to the GM and if GM is not in, a message to be taken by staff person answering the phone including: (i) reason for call, (ii) name of caller, and (iii) caller's phone number 	<ul style="list-style-type: none"> - Continue the same. - Neighborhood meeting can be scheduled after all physical and rear yard improvements are permitted and installed, or sooner. Meeting was held with Michelle Wohl, who has been the unofficial representative to the few concerned neighbors, in April 2019, and discussions with her took place thereafter as well.

The Grateful Dog – Neighbor Complaint Log

Date	Complainant	Complaint	Follow-up
2009	NO COMPLAINTS		
2010	NO COMPLAINTS		
2011	NO COMPLAINTS		
2012	NO COMPLAINTS		
2013	NO COMPLAINTS		
2014	NO COMPLAINTS		
2015	NO COMPLAINTS		
2016	Anthony Dintcho		In 2016, Mr. Dintcho came into the facility and was upset at staff for hanging mopheads on shared fence to drip dry. Ernie explained that the mopheads were just dripping to dry and had just come out of the washing machine. Ernie told him it would not happen again.
2017	NO COMPLAINTS		
6/1/2018, Pre-Application Meeting with all neighbors. Shortly after this meeting was when most all of the complaints started.			
6/5/18	Michelle Wohl	Dogs were barking	Yes, w/email. We implemented a new dog-management procedure in backyard to minimize noise-Taking dogs out of rotation that had a history of excessive or random barking.
6/19/18	Michelle Wohl	Dogs were making noise in the backyard	Yes, talked to her on phone and w/email. Promised to be more conscientious. Talked to staff and they all believe that the complaint was frivolous, however we all insisted on being more proactive.

7/9/2018	Stephanie Dintcho	Noise, smell, flies, and mops hanging over fence, and yuck oozing into their yard.	Ernie (General Manager) responded to the complaints and Bruce did as well. We found that there were no smells, flies and bees were on the flowering plants on their side of the property, no flies on our side. Lots of neighbor's dogs barking, not ours. And the mop head issue was actually a re-hashed complaint from 2016, where Stephanie's father came into our business about us hanging our mops to dry on our shared fence. The mopheads had been washed in the washing machine, we were just being environmentally friendly and using the sun instead of our dryer to dry. We stopped hanging mopheads out in 2016.
7/13/2018	Unknown	"Notice of Complaint" from the SF Planning Dept concerning permit, overnight boarding and noise/smell. Unknown who filed the complaint.	Addressed this complaint directly with the SF Planning Dept.
7/31/18	Krista Canfield McNish	Pee smell going into their house on the 2 nd floor, and flies	Yes, talked to her on phone. Increased number of weekly pest treatments to 3/week. Increased the bio-enzymatic treatments to every 2 days. Ernie had whole staff come out and give their honest opinion on the complaint issues. We all concluded that they were non-existent. Went ahead and implemented upgrades on our side anyhow.
8/22/18	Michelle Wohl	Dog (Horatio) barking in the backyard	Yes, talked to her on phone. Found that Horatio was barking because the dog on other side of fence was barking at him.
4/23/2019	Michelle Wohl	Noise complaint of dogs barking at 6:30AM	Michelle emailed a video recording of a few dogs barking in the background. A few dogs had gotten loose from feeding kitchen inside and were in the backyard for a minute. In morning hours

			(breakfast time) dogs can be excitable because they're hungry. Explained to Michelle that we were sorry, that it happened and we will do everything we can to insure it doesn't happen again.
4/27/2019, we had a couple of dogs outside(supervised) two of my staff members reported to Ernie that Michelle and another person were on their side of the fence with their dog and a camera phone teasing our dogs to try and get them to bark			
5/1/2019	Michelle Wohl	Noise complaint of yelling and barking	Michelle provided a video/audio link that was really hard to make out. It sounded like neighbor's dogs and construction noise from all the neighborhood construction going on.
5/3/2019	Michelle Wohl	Noise complaint of yelling and barking	Advised that Ernie would reiterate with staff to lower tone of voices. Two staff members quit the next week because of Michelle's accusations and the hostile environment that, they feel, she has created.
5/5/2019	Michelle Wohl	Complaint of yelling, barking and unsupervised dogs	Ernie communicate to Michelle that we are committed to working this out. That our employees shouldn't be "yelling" at dogs. They have been trained and instructed not to. Ernie let Michelle know that Ernie appreciated and thanked her for her concern about the "safety" of our dogs. Ernie assure that our dogs are not being abused, they are treated very well by our staff. We are all dog lovers here. We hold a staff meeting at The Grateful Dog to address the recent wave of complaints.
6/3/2019, Over the last few months, and especially today, my staff and I have found that there's a lot of neighbor's dogs barking. We've stood outside and gauged the noise levels. We can't hear dogs barking from our facility, but we can from our neighbor's properties. Along with all of the construction, which has literally turned this neighborhood into a war zone, and our neighbor's dogs barking outside, it's really hard to hear the occasional faint bark coming from inside our facility. This is ongoing every day.			
8/7/2019, Notice of Violation from city of SF concerning backyard usage			

9/25/2019	Michelle Wohl	Noise complaint of barking	Michelle complained that she can hear barking from inside our facility, even though our windows and doors are closed, and that she shouldn't be able to hear anything at all coming from our property, regardless. She sent a video recording and it sounds like her and her neighbor's dogs barking.
1/17/2020	Michelle Wohl	Complaint of dogs in backyard	Michelle complained that there were dogs in our backyard. Ernie let her know that it was an isolated event. Staff was at reception lobby dealing with clients and the dogs found their way out the back door. For ADA compliancy, we have lever door knobs, but some dogs can open that style of door knobs. We changed back door to traditional round knob.

October 15, 2018

Planning Department
City and County of San Francisco
1650 Mission St., Suite 400
San Francisco, CA 94103

Dear Planning Department of San Francisco,

I am writing on behalf of the Grateful Dog doggy daycare and our relationship with them as neighbors. For the last year, my fiancé and I have been living directly above this business in our apartment. I am happy to share that we have been very satisfied with how great our experience has been being their neighbors.

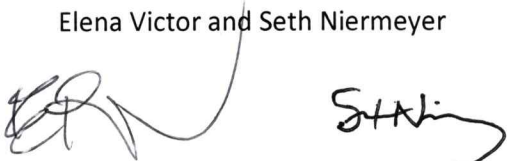
Immediately after moving in, it was apparent that the daycare is well known and respected within the community. San Francisco is filled with people who love their dogs and have high standards for the conditions and lifestyle for them. From what I can see and from what I have heard, this daycare goes above and beyond to make sure this standard is met. People don't just love this daycare; this daycare changes their lives tremendously. The Marina district in-particular is a very active community. It sometimes seems that there are more dogs than people here. These people rely on this daycare to watch and exercise their dogs while they are at work and I have heard numerous people genuinely afraid at the thought of this daycare at risk of closing. Some people even have stated they moved to this area solely for this daycare and the high praise it receives.

Regarding location and disturbance - there were a few things we questioned before moving in - Will it smell? What will the parking be like? Will it be bothersome when we are spending time at home? We were pleasantly surprised with the outcome of these answers. I see them constantly cleaning and performing maintenance on their property and I have never smelled a scent of "wet dog" or anything along those lines. Even with living so close we never have any problem with the sound and you would never know there were dogs right below us. I would consider our walls relatively thin, so this was very telling to us. Further, we have never had a problem with parking or traffic. Because this is a business where people are only dropping off and picking up their dogs, the flow of cars moves very quickly and there has never been a buildup or inconvenience of traffic around our street. Also, I noticed that people come at different times of the morning and afternoon so there isn't a rush of people dropping off all at one time.

I truly consider us lucky to have them as neighbors and they have made a clear effort to make sure they are a contributing and beneficial piece to our little neighborhood. The employees are always very friendly when I see them outside and have become very good neighbors as well. If we are not there to sign for a package, they let us send them next door and they keep them safe for us until we arrive. They have done us many favors over the time we have spent as neighbors and I really appreciate their sense of community. As a bonus, it has been great to walk out to my car in the morning and occasionally see some adorable dogs walking up.

Sincerely,

Elena Victor and Seth Niermeyer

The block contains two handwritten signatures in black ink. The signature on the left is for Elena Victor, featuring a stylized 'E' and 'V'. The signature on the right is for Seth Niermeyer, featuring a stylized 'S' and 'N'.

Monday, November 5, 2018

To:
Planning Department
City and County of San Francisco
1650 Mission St., Suite 400
San Francisco, CA 94103

Re: Conditional Use Permit for The Grateful Dog at 1769 Lombard Street, San Francisco 94123

Dear Esteemed Members of the Planning Department for the City and County of San Francisco,

We are writing to you in emphatic support of The Grateful Dog's request for a Conditional Use Permit to continue their operations at 1769 Lombard Street in San Francisco. Please see Exhibit One below, a photograph of their current location.

We were formerly neighbors of The Grateful Dog at this San Francisco location (1769 Lombard Street). We lived directly above them for over a year, and they were incredible neighbors. The only reason why we moved was because we were having a child and needed a two-bedroom apartment instead of a one-bedroom apartment. Logistically, we did not have any noise or smell issues, even though they were right under us. They have a strong sense of civic duty and fulfilled it, on multiple occasions. They would hold on to our packages which used to arrive frequently, and they always had a friendly employee (often Ernie himself) available at their front desk to provide us with these packages. This was of particular help and importance to us because the building was on a main street, and there was no safe place for the delivery services to leave packages. There were many other instances that they were just fundamentally wonderful neighbors. When Gaargi was locked out of the apartment, they provided her with a telephone so she could call Hrishikesh (Rishi), and invited her to wait till he was able to come home to open the door. When our front door was vandalized in the middle of the day, the front desk employee at the Grateful Dog came out hearing the noise to see if there was anything that he could help with. They are just remarkable neighbors.

Over months, we developed a friendship with Ernie, who knew we wanted a dog. He gave us advice (which we took) on the breed and type of dog that would best suit our lifestyle and personalities. Wolfgang (Wolly), our rescue Maltese Poodle, would go and play at the Grateful Dog for a few hours every day, and developed a strong bond with the other dogs, handlers and Ernie. When we have to travel to India to see family for 2-3 weeks in a year, we would leave him there, knowing he was in safe and caring hands. They sent us photos and videos, and he always seemed so happy. Again, they are amazing professionals, because we got stuck in India in December 2017 for an extra ten days for a personal emergency. We called The Grateful Dog and they not only kept Wolly with them last minute, but they continued their sincere, above-and-beyond care. Now, even though we have moved to Tiburon, we take Wolly to the city to The Grateful Dog. We do not feel comfortable leaving him anywhere else. There are simply no options that go the extra mile the way The Grateful Dog does. And till date, Wolly runs in

excitedly, tail wagging and without looking back, every time he goes there. The level of care that they provide, not just as a doggy daycare but as civic-minded neighbors, is one that would greatly benefit the community.

Please feel free to reach out to us know if you have any questions.

Sincerely,

Hrishikesh Desai

Hrishikesh Desai
Product, LiveRamp
University of California, Berkeley (MBA, Class of 2013)

Gaargi Ramakrishnan

Gaargi Ramakrishnan
Stay-at-home Mom
Harvard University (MS, Class of 2010)
Tulane University (BA, Class of 2004)

EXHIBIT 1 – PHOTOGRAPH OF LOCATION, 1769 LOMBARD STREET, SAN FRANCISCO



1 Hour Service

1 Stop Service


Lombard Cleaners

Date: October 14, 2018

Phone 922-0766

1701 Lombard Street
San Francisco 94123

Planning Department
City and County of San Francisco
1650 Mission Street, Suite 400
San Francisco, CA 94103

RE: 1769 Lombard Street
The Grateful Dog
Conditional Use Application

To Whom It May Concern:

I own a business right down the road from The Grateful Dog on Lombard Street called Lombard Cleaners. I understand that The Grateful Dog has been operating at this location since 2009. The owners have done a great job of operating The Grateful Dog so far. I have had the privilege of meeting and working with the owners of The Grateful Dog. They keep the storefront clean and our sidewalks in front of their business clean. We have never had any issues with noise, smell or traffic caused by The Grateful Dog.

I understand that the owners are seeking a conditional use authorization from the Planning Commission to update their permits, including classification and compliance with more recently adopted "kennel" land use category that did not exist under the Planning Code in 2009.

I strongly support The Grateful Dog and their application to the Planning Department because of the steps they have taken to be good neighbors and I believe they are a part of this community and a lot of people rely on them and the invaluable service they provide.

I would like to express my support for The Grateful Dog, and I urge the Planning Commission to approve the conditional use authorization as proposed.

Sincerely,

Ray Wong

Name: Ray Wong LOMBARD CLEANERS

Address: 1701 LOMBARD ST
SF CA 94123

La Canasta



Established 1987

Home-made authentic
Mexican food to Take-Out

3006 Buchanan Street
San Francisco, CA 94123
(415) 474-2627
(415) 921-3003
www.LaCanastaSF.com

Date: October 16, 2018

Planning Department
City and County of San Francisco
1650 Mission Street, Suite 400
San Francisco, CA 94103

RE: 1769 Lombard Street
The Grateful Dog
Conditional Use Application

To Whom It May Concern:

I own a business right down the road from The Grateful Dog on Buchanan Street called La Canasta. I understand that The Grateful Dog has been operating at this location since 2009. The owners have done a great job of operating The Grateful Dog from what I have seen. I have had the privilege of meeting and becoming friends with The Grateful Dog owner, Ernie Cervantes.

I understand The Grateful Dog is seeking a conditional use authorization from the Planning Commission to update their permits, including classification and compliance with more recently adopted "kennel" land use category that did not exist under the Planning Code in 2009.

I strongly support The Grateful Dog and their application to the Planning Department because I understand the value a small business like The Grateful Dog provides to our beautiful neighborhood here in Cow Hollow. As a dog owner myself I know how important their service is to the community. As a business owner, this is their livelihood and they provide jobs.

I would like to express my support for The Grateful Dog, and I urge the Planning Commission to approve the conditional use authorization as proposed.

Sincerely,

Name: LUIS ALBERTO MIER

Address: 1671 LOMBARD ST.

SAN FRANCISCO, CA 94123

BUSINESS ADDRESS:

3006 BUCHANAN ST.
SAN FRANCISCO, CA 94123

OUR STORY

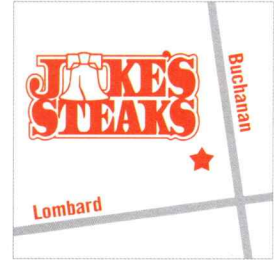
La Canasta was established in 1987 by Alberto and LiLi Mier. Alberto came from Torreon, a town in Central Northern Mexico, to pursue a degree in Chemistry from San Francisco State University. After graduating in 1971, he returned to Mexico. On a vacation to the coastal city of Vera Cruz, he met LiLi, who was helping her mother Dona LiLi run a restaurant. He convinced her to join him in San Francisco, and in 1981 LiLi arrived with her family recipes and expertise in the kitchen.

Alberto and LiLi worked in catering and restaurant management for several years before deciding to start their own business. What began as a need for a kitchen for their catering enterprise, became the first La Canasta restaurant at the corner of Filbert and Fillmore. The popularity of their authentic home-made cuisine and regional specialties grew, and five years later La Canasta opened its doors at the present location on Buchanan at Union. La Canasta has catered events hosted by a variety of notable San Franciscans including George Lucas, the Aliottos, the Pelosis, and Gavin Newsom. Patrons of La Canasta include the likes of former 49er Ronnie Lott, and actors Sally Field and Hector Elizondo.

[MENU](#)[FAQ](#)[CONTACT](#)

contact@jakessteaks.net

3301 Buchanan St.,
San Francisco, CA 94123
(415) 922-2211



www.jakessteaks.net
www.facebook.com/jakessteakssf

Date: October 15, 2018

Planning Department
City and County of San Francisco
1650 Mission Street, Suite 400
San Francisco, CA 94103

RE: 1769 Lombard Street
The Grateful Dog
Conditional Use Application

To Whom It May Concern:

I own a business down the road from The Grateful Dog on Lombard Street called Jake's Steaks. I understand that The Grateful Dog has been operating at this location since 2009. The owners have done a great job of operating The Grateful Dog from what I have seen. I have had the privilege of meeting and working with the owner, Ernie Cervantes, of The Grateful Dog. We talk about everything from dogs, to customer service, to business practices and everything in between. The Grateful Dog is a vital commodity to our neighborhood.

I understand that the owners are seeking a conditional use authorization from the Planning Commission to update their permits, including classification and compliance with more recently adopted "kennel" land use category that did not exist under the Planning Code in 2009.

I strongly support The Grateful Dog and their application to the Planning Department because, as a small business owner myself, I understand the need for small, independently-owned businesses and the important part they play in this San Francisco community. We are the heart of San Francisco's economy!

I would like to express my support for The Grateful Dog, and I urge the Planning Commission to approve the conditional use authorization as proposed.

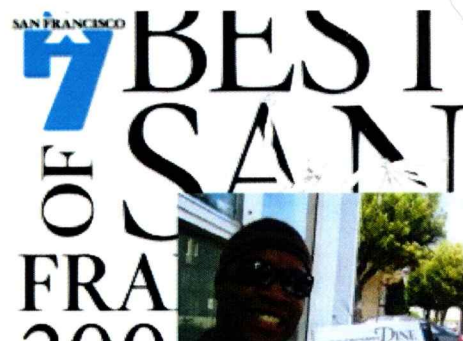
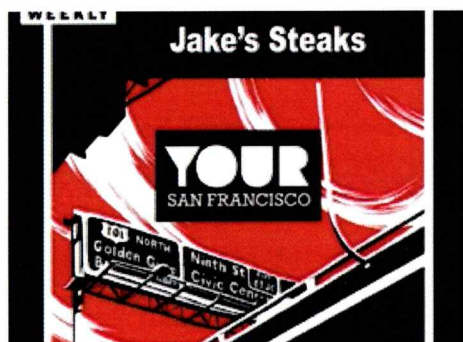
Sincerely, 

Name: Wael J. Mufarreh

Address: 3301 Buchanan 94123
SF,



AWARDS AND PRESS





Robert Milne <rmilne1@gmail.com>

to christinasmilne, me

Dear Mr. Weissglass,

My wife and I are writing about the Grateful Dog on Lombard Street. We are homeowners at 1650 Broadway Street (Unit 504) only a few blocks away and have been loyal customers of the Grateful Dog since 2014. In addition to appreciating its invaluable service to the local community, we feel particularly strongly about the Grateful Dog because of our personal experiences with ownership and staff. The entire staff knows our French bulldog, GG, by name and one of the employees has gone so far as calling GG his "spirit animal." We know that the care she receives is exactly what we would expect while we're out of town.

Our most impactful experience with Grateful Dog happened when our older French bulldog, Lilly, passed away suddenly in 2017, far too young. When the employees learned of her passing, the staff and ownership were incredibly thoughtful and caring for our family. Several employees made personal comments about Lilly and one went so far as to remind us of favorite picture from her stays with them. They were also incredibly accommodating about refunding a non-refundable package after her death.

In short, the people at the Grateful Dog are incredible. The service they provide is incredibly important to us and it means a lot to know we are trusting them with our family members. As homeowners a few blocks away, we are 100% supportive of the planning changes needed to continue their business.

Thank you for your consideration,

Christina & Robert Milne
1650 Broadway Street, Unit 504
San Francisco, CA 94109

Begin forwarded message:

From: Christina Milne <christinasmilne@gmail.com>
Date: November 22, 2018 at 7:43:15 PM PST
To: Robb Milne <rmilne1@gmail.com>
Subject: Fwd: The Grateful Dog SF - Letter of Support

Sent from my iPhone

Begin forwarded message:

Ana C. Winter
(415) 612-0113 3255 Broderick St. Apt. 5, San Francisco, CA 94123

November 22, 2018

Attn. Mr. David Weissglass
San Francisco Planning Department
Case No. 2018-012576CUA
City and County of San Francisco

I'm presenting this letter to express my full support to the Grateful Dog daycare. As a long time Marina resident I want to share how important is to me and my family to have local business be part of our community and to keep business like this in the neighborhood to facilitate city living.

My husband and I work and live in the Marina, not having them here and reducing the amount of spots for dogs to be taken care of would make another business like this pop within weeks. I know there are more places and all of them are at capacity and even have waitlists; I would much rather have professional people who I know have experience doing this for a long time be here than an inexperience business that might not be as caring or respectful of neighbors as them.

Also I want to point out that I've seen how they are respectful of the neighbors, they advise us to not do pick-up and drop-off after hours so the dogs don't get upset and so the noise is controlled outside of business hours when most people go back home to rest and relax.

Please consider renewing the permits they need, my family would be forever grateful.

Sincerely,

Ana C. Winter

64 Carson Road
Woodacre, CA 94973
November 28, 2018

Planning Department
City and County of San Francisco
City Hall
1 Dr. Carlton B. Goodlett Place, Room 400
San Francisco, CA 94102

Dear Mr. Weissgleiss and the City of San Francisco Planning Department:

I am writing in support of The Grateful Dog. I have been a grateful customer of theirs for the last three years. Ernie and the entire staff provide an essential service to dog owners in the City of San Francisco. Lots of empty homes don't have barking dogs during the day because they can go to Grateful Dog. May I share a few reasons why I think you should continue to allow them to operate at the 1769 Lombard Street location besides the fact that dog owners like me depend on them?

1. The Grateful Dog draws business into the city. I live in Marin County but drive in five days a week to care for my preschooler grandchildren (their address is 2705 Jackson St. #2). If I weren't able to drop my dog off at Grateful Dog, providing childcare in the city would be impossible. This means I frequently use the gas stations on Lombard, shop at stores in the area, and eat at restaurants nearby on weekdays.
2. Because The Grateful Dog remains open on weekends, my husband and I use their service so we can go into the city for cultural and recreational events. This means we choose Giants games over the A's, SF ballet and theatre offerings over those in the East Bay. We also find we do more shopping in the city than we otherwise would.
3. The Grateful Dog is largely a drop off/pick up business so it doesn't add to the parking problem in the city.
4. Finally, many of the workers at The Grateful Dog are young and diverse. My impression is that they really love working there. How nice for that population to have pleasant, flexible, entry level employment in the city!

Thank you for considering helping The Grateful Dog continue to serve the community.

Sincerely,



Wendy Hurford
(415) 233-3218

Paul LaFollete
2678 California St #2
San Francisco, CA 94115
paullaf3@gmail.com
215-868-4605

October 23, 2018

Planning Department
Case No. 2018-012576CUA
1650 Mission St., Suite 400
San Francisco, CA 94103
Attn: David Weissglass

Dear Planning Commissioners,

We have lived in San Francisco for a number of years and when our dog needs daycare we send him to The Grateful Dog in San Francisco. I am a small business owner and my wife is an in-demand orchestra conductor who travels regularly and extensively. We have a large social network in the Bay Area and friends and acquaintances often ask us where we take our dog Pinkerton when my wife is on the road and I am busy with work all day. Our answer always consists of a ringing endorsement of The Grateful Dog.

From the time we brought Pinkerton to the facility on Lombard Street, I was impressed with the level of care and professionalism exhibited by the staff of The Grateful Dog. Ernie Cervantes and his staff are patient and professional with the dogs that they care for and provide me with confidence that Pinkerton is well cared for and attended to throughout his stays at The Grateful Dog. To have a trustworthy facility to care for my dog is critical to our ability to make a living and The Grateful Dog has consistently provided us with the peace of mind to do so.

We appreciate the fact that The Grateful Dog maintains stringent requirements for dog day care including interviewing both us and our dog prior to our initial stay. Of course, current paperwork for vaccinations are required as part of the interview process. When we drop Pinkerton off, he always seems thrilled to be there and happily leads us into the facility. When we picking him up at the end of the day, Pinkerton comes home tired, fed and content.

As a small business owner and an independent musician, our schedules often change rapidly and unexpectedly. We truly appreciate the fact that we can bring Pinkerton to The Grateful Dog for last minute sitting when our schedules change. Our confidence in is always buoyed by the fact that every time we pick Pinkerton up or drop him off the reception area

is clean and smells fresh. Pinkerton always comes home clean and odor-free. This has not been our experience with other dog sitting facilities we have used in the past when living in other cities.

The Grateful Dog provides me with the peace of mind necessary to run a successful business without having to worry if my dog is being taken care of as if he were at home. Knowing that he is safe, well supervised, and interacting with other trustworthy dogs has proven to be enormously valuable to us and for our continued success.

To have access to The Grateful Dog and their staff has truly improved the quality of our lives in San Francisco. When we initially moved to the Bay Area, we tried a couple of other dog sitting facilities, but none compare to the level of care that we receive from The Grateful Dog. I wholeheartedly encourage you to approve the application for their conditional use permit. Your approval will no doubt improve the lives of dog owners in San Francisco.

Best,

A handwritten signature in black ink, appearing to read 'Paul LaFollette', with a long horizontal stroke extending to the right.

Paul LaFollette

November 20, 2018

Planning Department
Case No. 2018-012576CUA
City and County of San Francisco
Attn: David Weissglass

Dear Planning Commission,

The Grateful Dog is part of the Marina culture, serving many families living in the area. Dogs, like children, need a place to play and stay when owners are at work, during the day, and also evenings.

I would be devastated if I could not take my dog to The Grateful Dog while I am at work. I have been going to The Grateful Dog for over a year, love the service from the owner down to all of the employees - this is a very well run doggie day care.

The dogs are all evaluated to determine if they will fit in and get along with each other. I have never heard excessive barking or any dog like smells, ever. If anyone complains they are in the minority and probably don't like animals. There are 140 thousand dogs in San Francisco (more dogs than children) and the dogs who go The Grateful Dog are lucky animals.

I know many of the dog owners, they work and rely on The Grateful Dog as I do. I meet many owners when I am dropping off my dog or picking her up, and we all feel the same. The Grateful Dog is the best doggie day care around.

Thank you for being open minded for a business that many people rely upon daily, nightly, and weekend's too. The employees are polite, really care about the dogs, and are very responsible. To lose this service would be a huge loss to our community.

Joanne Foy
2235 Beach Street #101
SF Calif 94123

October 10, 2018

Dear Respected Members of the San Francisco Planning Department,

I've been taking my cockapoo, Orelia, to The Grateful Dog for boarding and daycare since she was a puppy back in 2009. Orelia is the first dog I've ever owned and I knew literally nothing about caring for a dog back then. Luckily, the awesome staff at The Grateful Dog taught me everything I needed to know.... how to clean her ears, what food was best for her sensitive stomach, and countless training tips from walking on a leash properly to socializing her with other dogs and people.

It's also evident how much Orelia loves going to The Grateful Dog. She's typically an anxious dog who likes to stay close to her mom (and of course, I love that too). However, she's so comfortable at The Grateful Dog that she excitedly wags her tail and scratches at the gate to get in and play with all of her friends. What could be a sad parting of ways when I drop her off to go on a work trip becomes something filled with joy and massive peace of mind for me as I know I'm leaving her in her happy place where she'll be loved, safe and well cared for while I'm gone.

I understand that The Grateful Dog is seeking a Conditional Use Permit to update its "Kennel" classification. This directly impacts my life, Orelia's life and countless others I'm sure I speak for. It would be a major pain to try to find a place that offers the same level of care and service. She's been staying there for 9 years and you simply can't replicate that level of comfort. Not only would it be difficult for me, but I would imagine emotionally upsetting to Orelia to get used to a new place for boarding while I travel for work. I'm sure I'm not the only person who benefits so much from such a loving and friendly local business in the city. Me and Orelia wholeheartedly support The Grateful Dog in its application to the Planning Department and kindly ask you to do whatever is possible to approve the conditional use authorization as proposed.

Thanks, and please feel free to reach out with any questions.



Julie Sarpy



Ernie Cervantes <erncervantes@gmail.com>

Grateful Dog Letter of Support

Tom Bash <bash.tom@gmail.com>
To: erncervantes@gmail.com

Mon, Nov 26, 2018 at 7:00 PM

Hey Ernie,

Below is our letter of support for the Grateful Dog. I'm also happy to come to the Planning Commission Hearing and testify if you think it will help.

Dear Planning Commission,

The Grateful Dog on Lombard Street has been an absolute godsend and to us is one of the most important members of this neighborhood. I'm not sure what we would do without them. Our dog Murphy has been going there multiple times a week for both daycare and overnight boarding for the past almost three years, and he's always super excited as soon as he walks in the door.

We both work long hours, so leaving Murphy home alone all day isn't a good option, and even if we had a dog walker he'd end up by himself for most of the day. Instead, we get the peace of mind of knowing he's being taken great care of by a friendly and professional staff.

The Grateful Dog has consistently proven itself as a wonderful business and neighbor to the surrounding community. We have seen staff from the Grateful Dog multiple times walking dogs in Fort Mason, always making sure that the safety of the dog and nearby people are a top priority. We have come to rely heavily on the Grateful Dog and without a second thought, trust them wholeheartedly.

Regards,
Tom and Emily Bash

November 28th, 2018

Planning Department
Case No. 2018-012576CUA
City and County of San Francisco
Attn: David Weissglass

To Whom It May Concern:

I am writing in regards to The Grateful Dog at 1769 Lombard Street. I found The Grateful Dog in February of this year after adopting a rescue dog. While I had originally planned to have an in-home walker for Louis, he soon started showing signs of separation anxiety and I realized I could not leave him alone. At that point, I started looking into doggy day care. Given the extensive, positive reviews of The Grateful Dog, I went in for a behavioral assessment and interview with Louis who was accepted. He's been going there ever since. Not only does he enjoy his time there, but the trainers have been working with Louis and he has become a happier, more secure pup. He was previously abused and was fairly withdrawn. In his time at The Grateful Dog, he has grown more trusting of people and more confident and outgoing. After almost a year, for the first time Louis is playing (with people and with other dogs). I'm seeing a new, happier dog.

I rely on The Grateful Dog when I work late or travel for my job. This year, I've been able to go to Mexico, Japan and Israel to support key meetings and press conferences. Living in San Francisco often isn't easy, especially as a young, single woman with a packed work schedule. The Grateful Dog is one of the few places that makes living in San Francisco easier. I hope they are around for years to come because I, quite literally, don't know what I would do without them.

Thank you for your time and consideration,



Ashley Baugh

baugh.ashley@gmail.com

+1 (650) 681-7761



Ernie Cervantes <erncervantes@gmail.com>

support

2 messages

susjcks5@aol.com <susjcks5@aol.com>
To: erncervantes@gmail.com

Wed, Nov 21, 2018 at 4:47 PM

I've had dealings with Grateful Dog for a long time. I can't imagine they would do anything that would not benefit the neighborhood, and the community of animals and people. San Francisco now has more dogs than children; it is imperative that Grateful Dog continue it's loving protection and support of our canine family.

The Marina is awash with dogs and their people. It is a neighborhood of support--businesses allow dogs to enter, and people are always engaging in conversation with dog owners. Please allow Grateful Dog to continue their kindness and support of our family members. For some of us (like myself), our canines are service animals that provide a much needed system to protect us as well as provide special services to other members of the community.

We now have a new dog park located next to the Library. (in the Marina) Once again, San Francisco has stepped up to the plate with recognizing the need for this kind of place--people thrive, dogs thrive, community thrives. I've noticed that EVERYONE behaves themselves (including the humans) and all respect the need to keep the place tidy and organized.

Grateful Dog is a place where all are welcome and loved. We need that now, more than ever.

Thank you.

Susan Jackson

Co-Producer, Southern Railroad Theatre Company, bringing the Southern experience to the Bay Area, one hush puppy at a time 🐶

Ernie Cervantes <erncervantes@gmail.com>
To: Karla Cervantes <kkriver@pacbell.net>

Wed, Nov 21, 2018 at 5:50 PM

Sent from my iPhone

Begin forwarded message:

From: susjcks5@aol.com
Date: November 21, 2018 at 4:47:12 PM PST
To: erncervantes@gmail.com
Subject: support

[Quoted text hidden]

Marisa Kapel
San Francisco
94123

25th November 2018

Planning Department
Case No. 2018-012576CUA
City and County of San Francisco
Attn: David Weissglass

Dear Mr Weissglass,

I am writing to you in support of The Grateful Dog's application to update its City Permits.

Ernie and the team at Grateful Dog provide an invaluable service to the area and anyone requiring care for their four legged family members in the city. They are responsible and from what I have observed, they are considerate of their neighbours' concerns and the community at large.

They are in the process of making necessary alterations to the business so they comply with new planning codes and requirements. If The Grateful Dog's application is successfully contested, it would be a great loss to me, my dog and my neighbours. The Grateful Dog provide a quality of service that we are not able to find anywhere else in the city and our furry family members are happier because of them.

Thank you for your time.

Best regards
Marisa Kapel



Ernie Cervantes <erncervantes@gmail.com>

in support

1 message

Kimberly Alter <kimalter80@gmail.com>
To: erncervantes@gmail.com

Wed, Nov 21, 2018 at 6:12 PM

To Whom It May concern:

I was writing in support of Grateful Dog. When we first got ur dog, Ralph, they helped train, love and support him. He was always happy to go there and came out energized. He was always clean when he left as well. He acquired no bad habits while there. They have benign the neighborhood for so long an had no problems and bring a lot to the community, so I hope any problems from the neighbors can be eliminated soon, since Grateful Dog is needed in SF.

Sincerely,
Kim Alter



Ernie Cervantes <erncervantes@gmail.com>

Support Letter

2 messages

Emmi Banner <emmi.banner@gmail.com>
To: erncervantes@gmail.com

Wed, Nov 21, 2018 at 5:22 PM

To whom it may concern,

I moved to San Francisco within the past year and found The Grateful Dog within my first week of moving here. Coming from Ohio, I was used to relying on a daycare regularly as a way to have some work/life balance as a "single dog-mom". Grateful Dog allows me to go to Doctor/Dentist Appointments and to actually stay at work late when my schedule needs more flexibility on a weekly basis. Moreover, the biggest benefit I find in The Grateful Dog is knowing that when I need to leave town, my dog Luna is in good hands. She can stay in a comfortable setting where she gets enough exercise both indoors and outdoors and be taken care of by people she is familiar with.

It makes me so upset that new neighbors would look past all of the benefits that The Grateful Dog provides. Clearly, The Grateful Dog has been operating peacefully for nearly a decade without ANY complaints from neighbors. This especially shocks me because the Grateful Dog's Hours of Operation are only 7am-7pm on weekdays, with even more condensed hours on weekends. The dog daycares I am used to in Ohio operate from 6am-8pm and overnight without any complaints. To the neighbors who decided to move in next to a Dog Daycare and are now complaining, you should have paid more attention to this before moving in. There are yoga studios and workout studios and restaurants that operate next to/above/behind/across from residences. Each of these as well as bus lines, cable car lines, and any other unwelcome noises are a reality of living in a big metropolitan area. Please don't limit those of us who rely heavily on The Grateful Dog for the care of our furry friends to the short-lived complaints of residents who chose to live near a Dog Daycare. Please think of all of the individuals, both human and dog, that this decision affects.

Thanks for listening and praying that The Grateful Dog can continue its operations as usual for the benefit of so many.

Best,
Emmi

Emmi B. Banner
Emmi.Banner@gmail.com | (513)322-9123

Ernie Cervantes <erncervantes@gmail.com>
To: Karla Cervantes <kkriver@pacbell.net>

Wed, Nov 21, 2018 at 5:51 PM

Sent from my iPhone

Begin forwarded message:

From: Emmi Banner <emmi.banner@gmail.com>
Date: November 21, 2018 at 5:22:02 PM PST
To: erncervantes@gmail.com



Ernie Cervantes <erncervantes@gmail.com>

Letter in Support of The Grateful Dog

2 messages

Jeffrey M. <jeffreydmars@gmail.com>
To: erncervantes@gmail.com
Cc: Brian Devera <brian.devera@gmail.com>

Sun, Nov 25, 2018 at 4:04 PM

Planning Department
Case No. 2018-012576CUA
City and County of San Francisco
Attn: David Weissglass

We are writing in support of The Grateful Dog located at [1769 Lombard Street](#) in San Francisco, CA. We board our Labrador Retriever, Luna, at The Grateful Dog and they provide excellent service and take great care of our pet. The facilities are clean and well run. After exploring multiple boarding facilities, this was the best fit for our pet and have boarded her there many times. We appreciate the attention they give our pet and it gives us great comfort that when we leave her for boarding all of the employees know her by name.

We need the services of The Grateful Dog and hope that this business can continue in their current location.

Many thanks,
Jeffrey Marsh + Brian Devera
[980 Bush St, Apt 404](#)
[San Francisco, CA 94109](#)



Ernie Cervantes <erncervantes@gmail.com>

The Grateful Dog SF - Letter of Support

Gabe ferroni <gabeferroni@gmail.com>

Sun, Nov 25, 2018 at 9:44 AM

To: Ernie Cervantes <erncervantes@gmail.com>

Cc: Steffany Ferroni <stefftoto@gmail.com>

To whom it my concern

We are writing this letter to support Grateful Dog. Their professionalism is outstanding and Ernie and his staff are amazing people. They are very caring and thoughtful to all of the dogs! They take a lot of pride in their business and most importantly the neighbors around them which are a majority of their clients. The Grateful Dog is a fixture in our neighborhood where they treat our dogs as the "best friends" that they are to us. The environment is a very clean mellow scene where all the dogs are extremely well behaved. Our little dog Macey loves going to socialize with all of her doggie and people friends. We take pride in recommending the Grateful Dog to anyone who asks where the best place is for the care of their dog. We know Ernie as a friend and we can't say enough about his demeanor and integrity. He is a kind and nice person that we whole heartedly stand behind! We as a community need to be more supportive and thoughtful to the small businesses around us. They are the glue and stability that keep our neighborhoods together.

Sincerely Steffany and Gabe Ferroni

Sent from my iPhone

[Quoted text hidden]



Ernie Cervantes <erncervantes@gmail.com>

we love Grateful dog!

Jake Karger <Jake@justtellmehowtomanage.com>
To: "erncervantes@gmail.com" <erncervantes@gmail.com>

Mon, Nov 26, 2018 at 10:35 AM

My dog, Lucy, has spent many hours and overnights at the Grateful Dog. I am grateful!!

This is a wonderful, caring and responsive business. They are reliable and honest people. They do EVERYTHING they promise. They will be GREAT neighbors....I have no doubt.

Warm regards,

Jake

Jake Karger

NEW: www.JustTellMeHowToHire.com

857-523-0088

Twitter: @JakeKarger

"If nothing changes, nothing changes"



Ernie Cervantes <erncervantes@gmail.com>

letter of support

Katie Burleson <kburleson2015@gmail.com>

Mon, Nov 26, 2018 at 3:18 PM

To: erncervantes@gmail.com

Hey Ernie, Just wanted to send over a brief letter of support and appreciation for The Grateful Dog.

To whom it may concern,

The Grateful Dog has been a god send for me and my dog, a rescued chihuahua. I live alone with him and I'm often required to take last-minute trips for work without more than a few days notice. With all of the housing issues, and dog-unfriendly apartment buildings, I'm eternally thankful for The Grateful Dog for on these last minute trips. Every time I've picked up my dog after a trip, the staff mention how my dog fell asleep in their lap, the best sign of comfort and feeling of safety. And they're always very understanding when I call to check in on him, and they give me great little updates on how he is. There's no other place near me with the same level of compassion and care. I know they care about my dog's wellbeing as much as I do. I feel lucky that my apartment is close-by, and having that established connection and support for my dog is one reason why I can't imagine moving myself, let alone them moving. They are such a valuable business, I hope this is testimony to that. It would take weeks and a lot of money to find an alternative option for my dog--it would not simply be an inconvenience--and I would genuinely be upset if they weren't around.

I hope the hearing goes well and in your favor, and if you need volunteers for renovating the space I would love to help.

Good luck! Katie

Kiesha Ramey-Presner
130 21st Ave.
San Francisco, CA 94121
415.637.1379
kiesha@gmail.com

November 25, 2018

To whom it may concern:

I am writing to express my support for The Grateful Dog, where I have been a client since March 2017. My husband and I adopted our German Shepherd/Husky mix, Cady, when she was 12 weeks old. We began researching local doggy daycare facilities as soon as we adopted her, knowing how important it would be to provide her with the care she needed even when we couldn't be home with her. As experienced dog owners not new to doggy daycare (our previous dog was part of our family for 17 years), we knew what we were looking for not only in terms of a physical facility, but dog care philosophy and management/staff expertise. Beyond just sitting services, great doggy daycare centers like The Grateful Dog help cultivate highly socialized canines citizens. The Grateful Dog beat out numerous others we researched to meet our high expectations – and they have never disappointed.

Ernie and his staff are true professionals who run and maintain a clean, orderly and clearly well managed facility. Unlike many doggy daycares, it smells fresh upon entry. It's remarkably quiet much of the time (they even play calm and relaxing music in the background) – and the staff have a magical way of managing the noise whenever it peaks because they are behavior specialists – regardless, I've noticed the significant sound proofing in the ceiling throughout that surely mitigates noise for neighbors. In fact, I never hear a peep from right outside or the surrounding block, which is pretty indicative of the noise level. There are multiple points of security to ensure the dogs aren't able to dash out onto busy Lombard St. – my memory recalls at least 3 gates before landing in the lobby. My point in mentioning this is that there is no nuisance with dogs entering and exiting the building onto a busy street with a lot of foot traffic. To this point, in the 7 years I worked four blocks away in the neighborhood before bringing Cady to The Grateful Dog, I never even noticed the presence of a doggy daycare facility!

I can't imagine our lives without The Grateful Dog. My husband works full-time and I work significant part-time hours with the added responsibility of primary management of our 3rd grade son's daily schedule – no small feat! Cady goes to daycare 3x/week on average and is equally excited to spend the day there with every single visit. She has boarded there for up to a week a few times we've been unable to secure house sitting for her. Their care for her has been nothing short of outstanding. For these reasons, I have referred numerous clients to The Grateful Dog, which has made them equally happy. It confounds me that a neighbor in a dense, urban environment would rather suddenly not support a thriving small business providing such a wonderful and important service for many local customers. It is my greatest hope that The Grateful Dog can continue to serve the community, right where it is, for many more years to come.

Sincerely,

Kiesha Ramey-Presner



Ernie Cervantes <erncervantes@gmail.com>

Letter of Support for the Grateful Dog

Kirstin Ganz <ganz.kirstin@gmail.com>
To: erncervantes@gmail.com

Sat, Nov 24, 2018 at 10:12 PM

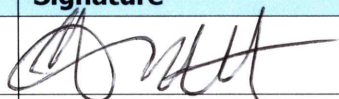
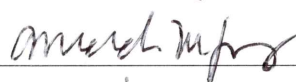
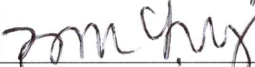
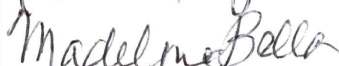




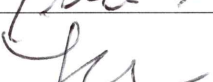

Hi Ernie,

I wanted to share my support for The Grateful Dog, which was a beloved home for my dog Hank for almost four years. Hank was a daily visitor and frequent boarder, and I found the Grateful Dog to always be a clean, professional environment and business that was tremendously respectful of its neighbors and community. I moved to Los Angeles about a year ago, and Hank misses The Grateful Dog every day. I wish them the very best!

Sincerely,
Kirstin Ganz


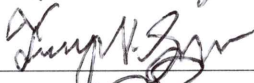

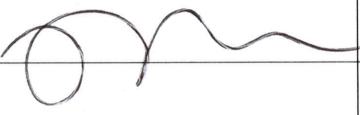
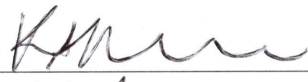


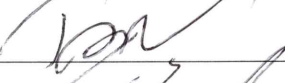

Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
HERMINE Klonk		785 COLBY ST SAN FRANCISCO, CA 94131		9/5/18
Amanda Jones		1958 BUSH ST SAN FRANCISCO CA 94115	I will testify if you need me to	9/5/18
Brienne Kany		850		
Madelina Bellar		2204 GREENWICH ST. SF, CA 94123	I'll testify as well	9/6/18
Piero Spadaro		1884 GREENWICH # 301 SF CA 94123		9/6/18
Brett Ortiz		3230 BAKER SF 94123		9/6/18
Maria Lopez		164 15TH AVE SF, CA 94118		9/6/18
Patricia		1580 GREENWICH SF, CA 94118		
Lauren Cuevas		3560 Divisadero Apt 16 SF CA 94123		9/6/18
LEILA AMUNIZ		201 CHESTNUT AVE SF, CA 94108		9/7/2018

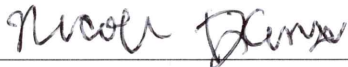




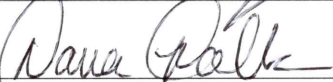
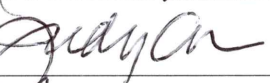
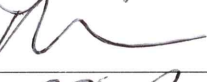
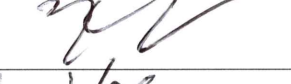

Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Bailey Johnson		1580 Filbert St. Apt 12 San Francisco, CA 94123	testify if you need me too	9/7/18
Tanya Spadaro		1584 Greenwich St, #101 San Francisco, CA 94123		9/7/18
Jen Hertsenberg		3043 Webster St SF 94123		9/7/18
Paulette Montal		80 7th Ave #9 SF, CA 94118		9/7/18
B				
Kiesha Ramey-Fraser		130 21st Ave SF 94121		9/8/18
Libby Omick		739 Lake St SF 94118		
Katie Burleson		3101 Divisadero St 94123		9/9/18
Tom Bayh		3640 Fillmore St. #302		9/10/18
Chuck Morris		2833 Webster St #4		9/10

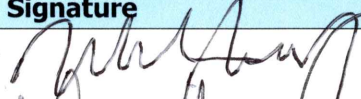
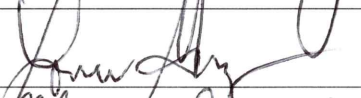
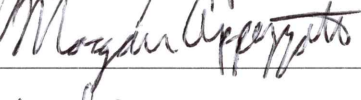


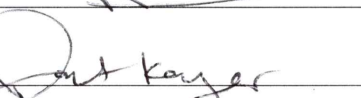

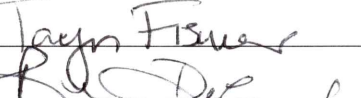
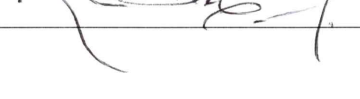

Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Nicole D'Amico		1803 Lombard St		9/10/18
Briana Bramer		3091 Pine St		9/10/18
Laura Curran		1701 Vallejo St		9/10
Colleen Hill		2001 Pierce St.		9/10/18
Andy Hayes		2935 Van Ness		9/10/18
Dana Polk		1280 Lendrum Cl. Apt C		9/10/18
JUDY GREEN		8 W. Van Ness Dr SF		9/10/18
Whitney Connor		4218 Baker St. SF		9/10/18
Ken Freedman		3020 Laguna St SF		9/10/18
Kathryn Floyd		202 Fister Ave		9/10/18

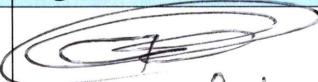
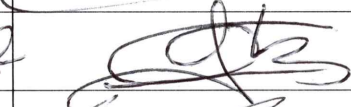



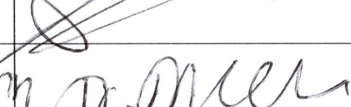
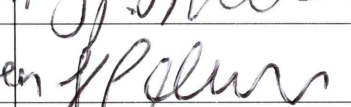
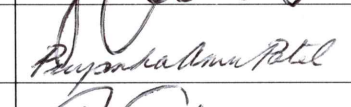


Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
William Weidendorf		2425 Buchanan #101		9/10
Loraine Green		2206 Valley St		9/11
Morgan Appenzato		2265 Larkin St		9/11
Kelsey Yang		1501 Beach St. #202		9/11
Ruth Robinson		268 2nd Avenue, #1		9/11
Molly Deshaez		3145 Ottawa #10		9/11
Janet Kayer		3145 Ottawa #10		9/11
Tara Ryan		40 31 Mountain St		9/11
Taryn Fischer		31 Mountain St		9/11
JOHN RHEA DECARLT		530 CHESTNUT ST. #308		9/11

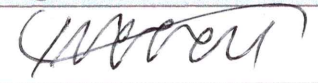


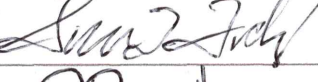
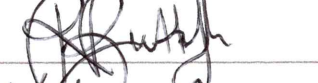





Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Camilla delator		2615 Buchanan		
Ana Winter		3255 Broderick		
Eric Myll		3600 Fillmore St.		
Kenneth Kemp		80 7th AVE SF		
Wendy Hurford		2705 Jackson St #2	Please Save Grateful Dog!	9/13/18
JOSEPH O'BRIEN		1755 FRAVILEN ST, APT 304		9/13/18
Jordana Wollmann		3727 Fillmore St #204	willing to testify.	9/13/18
Jordan Tobiasen		1680 Union St	Willing to testify	9/13
PRIMANKA AMIN-PATEL		41 MESA ST.		9/13
Jennifer Vincent		2280 Green St	willing to testify	9/13



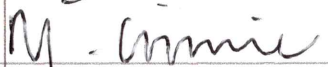

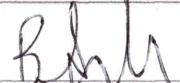
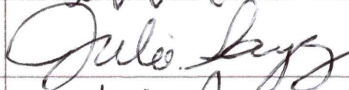

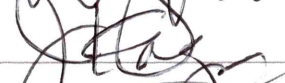


Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
TRANS McCALL		1501 BEACH ST. APT 202	WILLING TO TESTIFY	9/13/18
Rob Jones		2407 OCTAVIA ST #7	" Testify	9.13.18
Liz Olson		1920 Jefferson St. #2		9/13
Susan Fickinger		1545 Pine St. #1004 S.F. 94109	" Testify	9/13/18
Rachael Butolph		639 Geary St. #1003		9/13/18
Katherine Gammon		2228 Union St #113	" Testify	9/13/18
Samantha Diaz		2010 Chestnut St. Apt 305	"	9/13/18
Kyle Diaz		725 O'Connell St #20	may testify	9/13/18
KIRA HEYCKE		2340 Filbert St #1, SF		9/13/18
Kevin McLaughlin		231 Jersey St		9/13/18

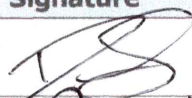
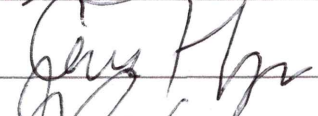





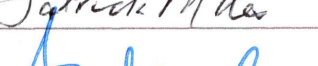

Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Nicole Harris		19A Alpine Ter SF CA 94117		
Jacob Courtney		2228 Union St SF CA 94123		9/15/18
Maddy Cimino		1680 Union Street SF		9/15/18
Laura Prias		435 Euclid Ave, SF		9/15/18
Brandon Sessler		1900 Washington St 602 SF		9/15/18
Julie Sarpy		2026B Bridenick St.		9/15/18
Meghan Ross		3600 Fillmore St SF		9/15/18
Janet Kasper				
Rose Leuninger		1761 Valley St SF		9/15/18
Beth Sherman		1910 Jefferson SF, CA		9/15/18





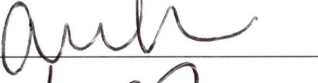




Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Devin Schiller		1701 Vallejo St #106 San Francisco, CA 94123		9/19/18
Cassie Hylek		2032 Green St San Francisco 94123		9/19/18
Jasmine Ghuman		2000 Pacific Ave Apt 207 San Francisco, CA 94109.		9/19/18
Kylie Fuentes		1863 Filbert St San Francisco CA 94123	1863 Filbert St	9/20/18
Stephanie Hill		3110 PAST 2A SF, CA 94115		
Kelly Cameron		3140 Washington St San Francisco CA 94115		9/20/18
PATRICK MILES		1650 JACKSON St #907 SF, CA 94109		9/22/18
Andrea Garen		785 Sanchez St. Apt D SF, CA 94129		9/22/18
Dennis Looney		639 Geary St #803 SF CA 94102		9/22/18




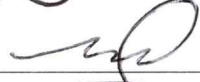

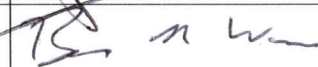



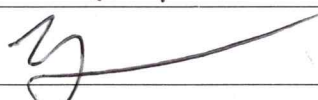
Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Kleen				
Natalie # Carola				9/25/18
Ellen King				9/26
Ariel Mihic				9/26/18
Amanda Bink				9/26/18
Neven Yee				9/26/18
Paul Radcliffe				9/28/18
CYRUS DAVIS				
GARRETT DESAI				
John DeCarli		530 Chestnut St. # 308		9/30/18


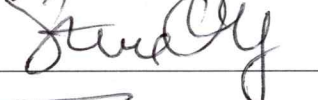

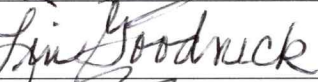


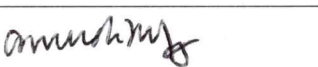
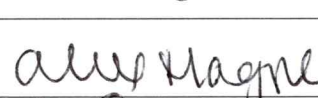

Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Larissa Esquivel		3600 Fillmore St. San Francisco, CA 94123		10/1/18
Neta Arlow		78 Taylor Ave SF, CA 94123		10/3/18
Stk Nimmeyor		1769 Lombard Apt A SF 94123		10/3/18
Monica Camacho		1984 Circenwien St. SF CA 94123		10/04/18
Devin Murphy		2599 Jackson Street Apt. 1 SF, CA 94115		10/7/18
Brad Herren		3322 Buckner St. Apt. 210 SF, CA 94123		10/8/18
John Jewett		440 Davis, SF		10/8/18
Ashley Cruz		1835 Vallejo St Apt 203 SF, CA 94123		10/8/18
Allyson Robertson		1755 FRANKLIN ST, #304 SF, CA 94109		10/10/18
Thomas Van Doren		341 E Ritchdale Mil Valley, CA 94541		10/15/18

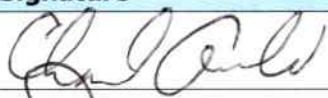
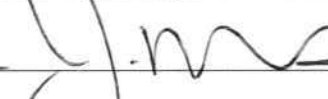


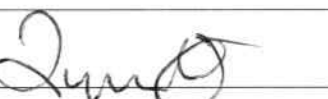




Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
IAN BRITT		2 CORVAN TES BLVD.		10-15-18
Steve Orth		3230 Baker Street	Love this place !!	10-20-18
James Pughin		1806 LAGUNA ST.		10-21-18
LIN GOODNICK		P.O. BOX 20334 SANTA BARBARA, CA 93120	Please consider the valuable service GD provides	10-21-18
Brenton Jones		3214 Gough St		10-21-18
Erin Hollingsworth		755 Green St, Apt 3C San Francisco, Ca 94133		
Amanda Jones		1958 BUSH SF CA 94115	Essential Service excellent dropoff/pickup	10-23-18
Alex Magnell		2121 Laguna 94115		10-24-18
Meghan Sweeney		2969 JACKSON ST 501		10-24-18

Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
Charles Arnold		1531 Francisco St.		10/26
Dem Muz		2850 Divisadero		10/28
Matthew Taffe		78 Toledo Way		11/2
Jason Sullivan		2361 California St		10/26 11/4
Daisy Spataro				
Ryan O'Connor		2218 BAKER ST		11/8
Seth Niemeyer		1769 Lombard St. #A		11/8
Sam Kater		1773 Chestnut St		11/10
Karen Silverman		3934 Clay St		11/11
JOSEPH DOBSON		1755 FRANKLIN ST, APT 304		11/11

Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

Petition summary and background	The Grateful Dog was originally permitted in 2009 under then-existing City requirements. Since then the Planning Code requirements and definitions have changed, which include a more recent addition of a more specific "kennel" category. The Grateful Dog is in the process of updating its City permits. Under current requirements, The Grateful Dog is required to obtain a conditional use authorization from the Planning Commission for its operation. Your signature below indicates your support of The Grateful Dog in its pursuit of the City approvals.
Action petitioned for	We, the undersigned, are neighbors, customers and supporters of The Grateful Dog, at 1769 Lombard Street, who hereby support The Grateful Dog in its application to the City and we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.

Printed Name	Signature	Address	Comment, if any	Date
<i>Baroline</i>	<i>[Signature]</i>			11-13
Brian	<i>[Signature]</i>	2032 Green St		11/13
Marisa	<i>[Signature]</i>			11/14
Megan	<i>[Signature]</i>			11/16
Jon Wilky	<i>[Signature]</i>	3820 Scott St.		11/17
Emma Wernham	<i>[Signature]</i>	1020 Union St.		11/17
Paula Hannan	<i>[Signature]</i>	1185 Camino Pablo	(Bella)	11/18
Scott Schwartz	<i>[Signature]</i>	488 Locusts St.		11/20
Greg McIlhenny	<i>[Signature]</i>	11 Milby St.		11/18
Jeanne Foy	<i>[Signature]</i>	2235 Beach St SE		11/18
DAVID GROSS	<i>[Signature]</i>	2409 Scott St.		11/18
Michael M...	<i>[Signature]</i>	3054 Lyon St	Hamilton	11/18