



## EXECUTIVE SUMMARY AND MEMO TO THE PLANNING COMMISSION

Hearing Date: July 30, 2020

*Date:* July 23, 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 March 5, 2020, 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 hearing served 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. Following the hearing, the Commission continued the case to April 23, 2020, instructing the sponsor to fulfill some of the conditions of approval of Motion No. 20355. At the April 23, 2020 hearing, the case was continued to May 28, 2020. At the May 28, 2020 hearing, the case was continued to June 25, 2020. At the June 25, 2020 hearing, the case was continued to July 30, 2020.

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** – Since the previous Planning Commission hearing on March 3, 2020, Planning Department staff has continued to correspond with the Department of Public Health (DPH). DPH staff has confirmed that there are a number of conditions that will have to be met regarding abatement of odor, noise, and other nuisances that often arise from animal care facilities, such as Kennels, for the business to continue operating.

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. The establishment must meet these conditions regardless of the conditions of approval set forth by the Planning Commission in this case.

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. If the establishment obtains conditional use authorization on this case, Planning Staff will approve the Health Permit Referral and route the permit back to DPH for review of the establishment.

- **Neighborhood Meeting** – At the March 5, 2020 hearing, the Commission requested that the sponsor complete Condition #11 of Motion No. 20355, which required that one neighborhood meeting be attended by Department Staff. This meeting was appropriately noticed and virtually held on July 9, 2020 with Department staff in attendance. Issues discussed included noise, use of the rear yard, and odor.
- **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 24<sup>th</sup>, July 23<sup>rd</sup>, and December 12<sup>th</sup>, 2019, but was not allowed in the rear yard at any of these inspections, as the sponsor noted concerns about liability. At the March 5, 2020 hearing the Commission requested that an additional unannounced inspection occur in which staff would be permitted to visit the rear yard. This unannounced inspection occurred on July 16, 2020. During the visit, no dogs were seen in the rear yard.

- **Operational Action Plan** – Certain conditions placed upon the establishment in Motion No. 20355, 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. Building Permit Application no. 201810163313, proposing additional drainage in the rear yard, is currently in process in the City. This permit will be reviewed by DPH prior to approval.
- **Noise Control** – At the March 5, 2020 hearing, the Commission requested that the sponsor complete Condition #19 of Motion No. 20355, which required that the sponsor consult a licensed sound engineer to analyze the site to determine best practices and report recommended methods for sound abatement. Charles M. Salter Associates completed the assessment in early July. The full acoustic engineer’s report, which includes an analysis of noise emanating from the establishment and recommendations for noise mitigation, is included in the staff report.
- **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 requirements by the Planning Department. Separately, as noted in this memo, the Department of Public Health maintains separate permitting and monitoring requirements to mitigate noise, odor, and other nuisances.
- The proposed Project meets all applicable requirements of the Planning Code.

**RECOMMENDATION:**                      **Approve with Conditions**

### **Attachments:**

Draft Motion

Exhibits

Memo to Planning Commission  
Hearing Date: July 30, 2020

CASE NO. 2018-012576CUA  
1769 Lombard Street

Project Sponsor Brief

Acoustic Engineer's Report

Public Correspondence

Staff Report prepared for March 5, 2020 hearing (including Motion No. 20355)



# SAN FRANCISCO PLANNING DEPARTMENT

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## Planning Commission Draft Motion HEARING DATE: JULY 30, 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  
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*Property Owner:* MXD Real Estate LLC  
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*Staff Contact:* David Weissglass – (415) 575-9177  
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**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 continued the case to April 23, 2020, instructing the sponsor to fulfill some of the conditions of approval of Motion No. 20355. At the April 23, 2020 hearing, the case was continued to May 28, 2020. At the May 28, 2020 hearing, the case was continued to June 25, 2020. At the June 25, 2020 hearing, the case was continued to July 30, 2020.

On July 30<sup>th</sup>, 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 59 additional letters of support and 22 additional emails of opposition. The support letters speak to the necessity of supporting small businesses and the necessity for a Kennel in this area. Oppositional correspondence focuses 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 July 30, 2020.

Jonas P. Ionin  
Commission Secretary

AYES:

NAYS:

ABSENT:

**Draft Motion  
July 30, 2020**

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

ADOPTED: July 30, 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 **July 30, 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 **July 30, 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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.sf-planning.org)*

## OPERATION

11. **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>*

12. **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](http://www.sf-planning.org)*

13. **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.

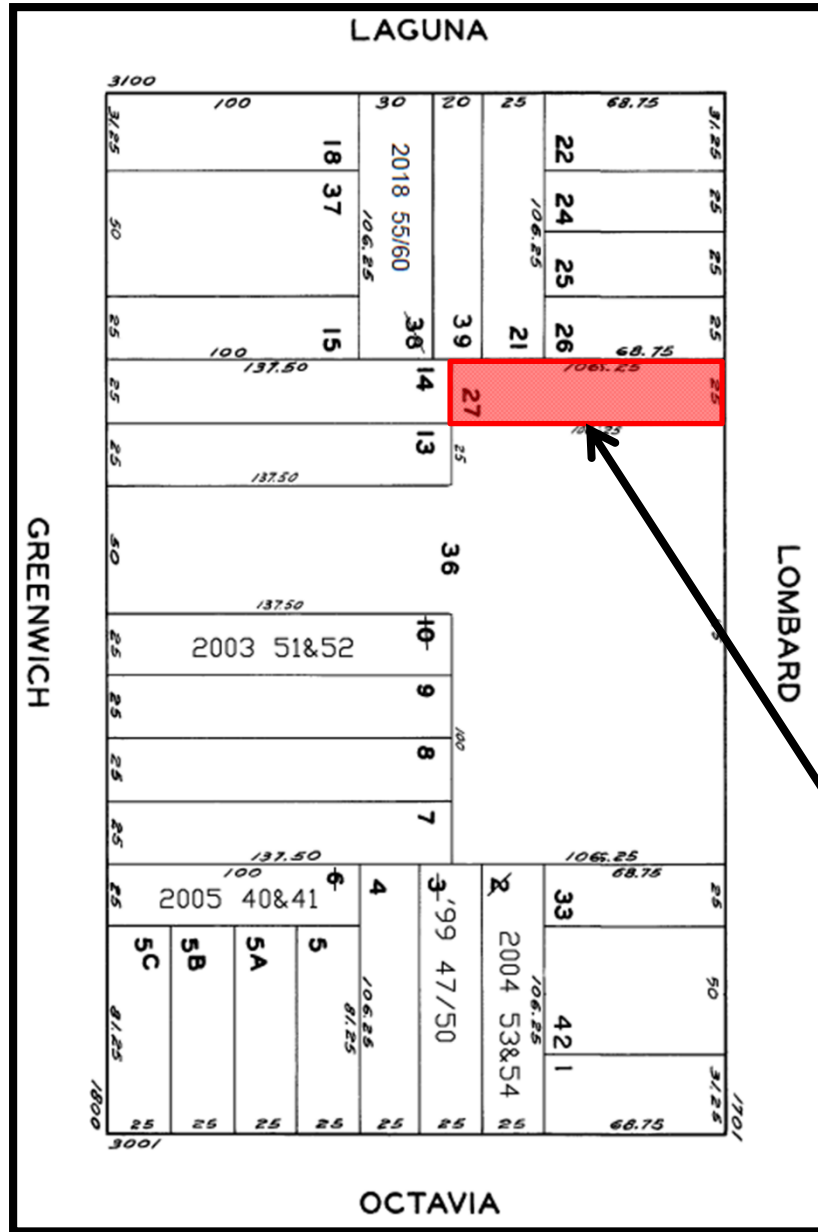
*For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, [www.sf-planning.org](http://www.sf-planning.org)*

14. **Rear Yard Operation Restrictions.** The Project Sponsor shall ensure that no more than eight dogs shall be permitted in the rear yard at any time and 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 numbers are subject to change by Department staff.

*For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, [www.sf-planning.org](http://www.sf-planning.org)*



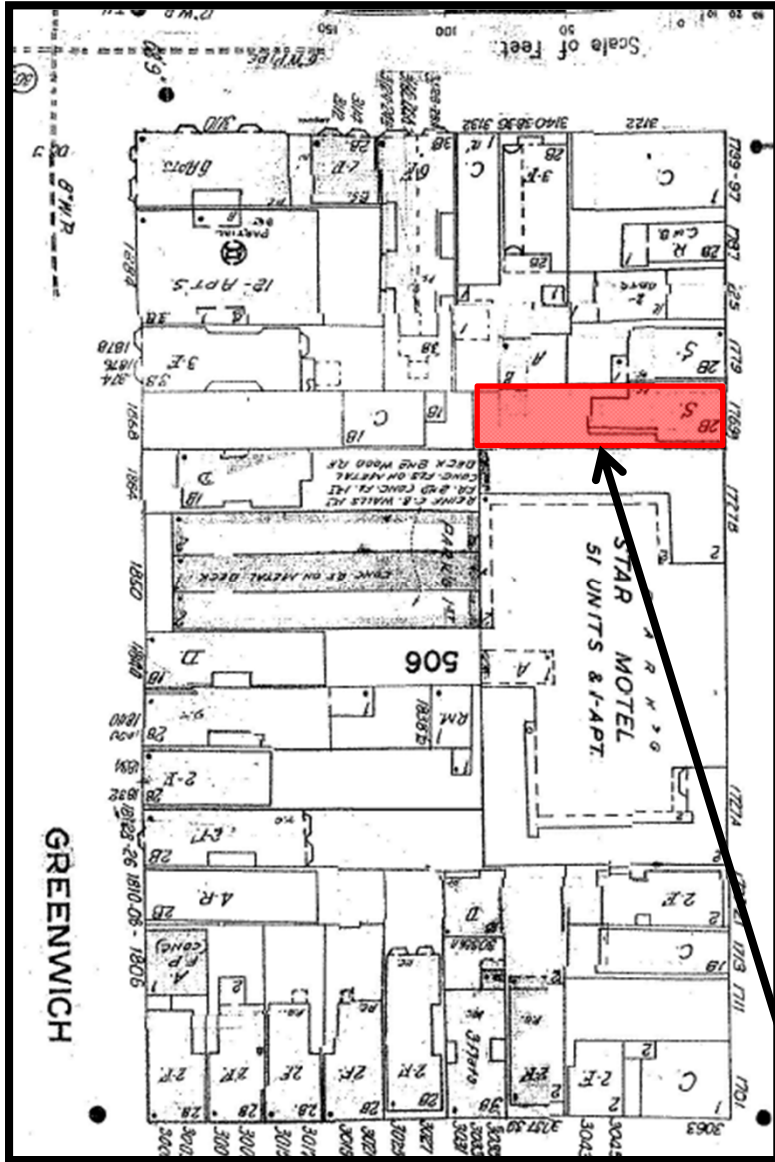
# Block Book Map



**SUBJECT  
PROPERTY**



# Sanborn Map



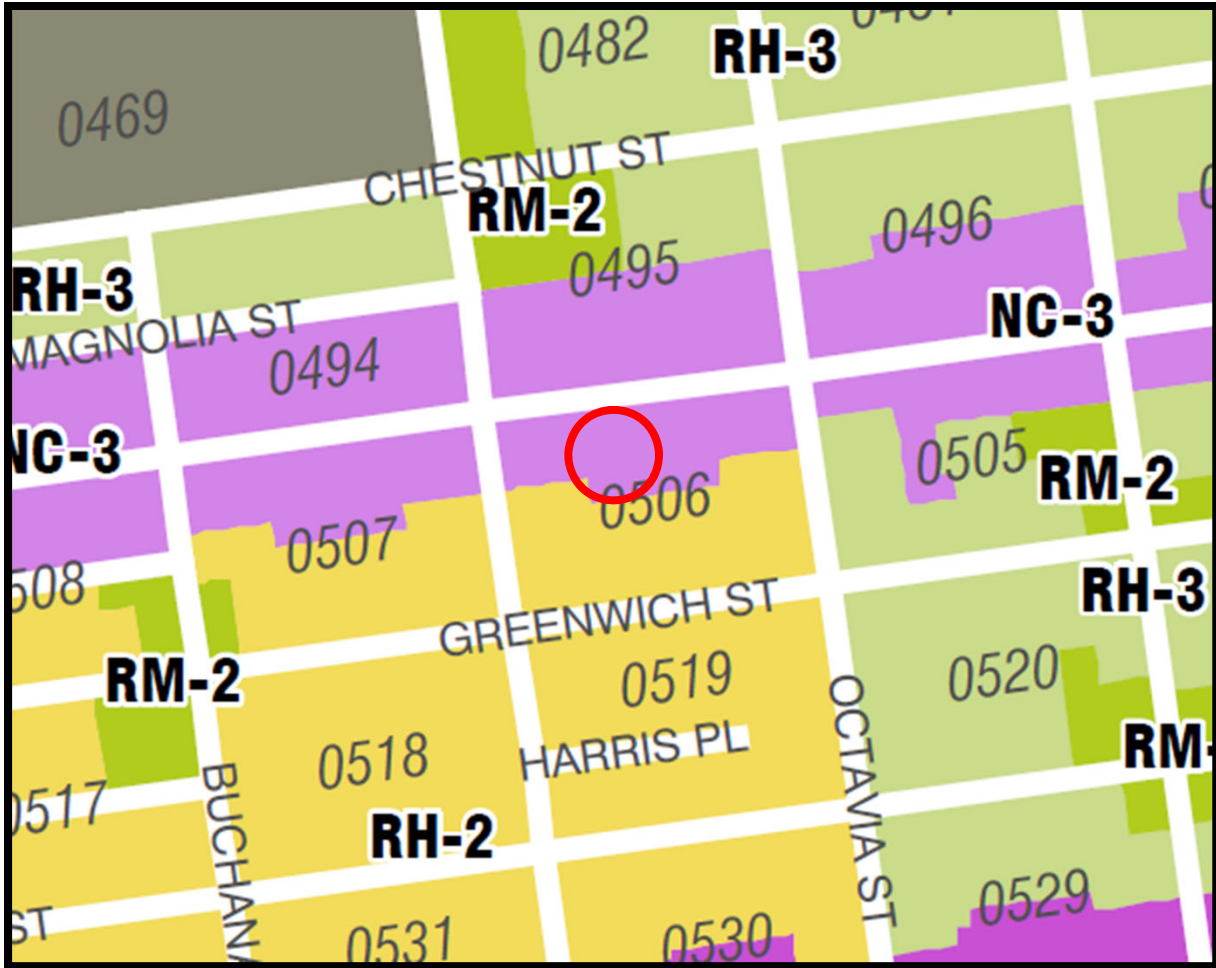
**SUBJECT PROPERTY**

SAN FRANCISCO  
**PLANNING DEPARTMENT**



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

# Zoning Map

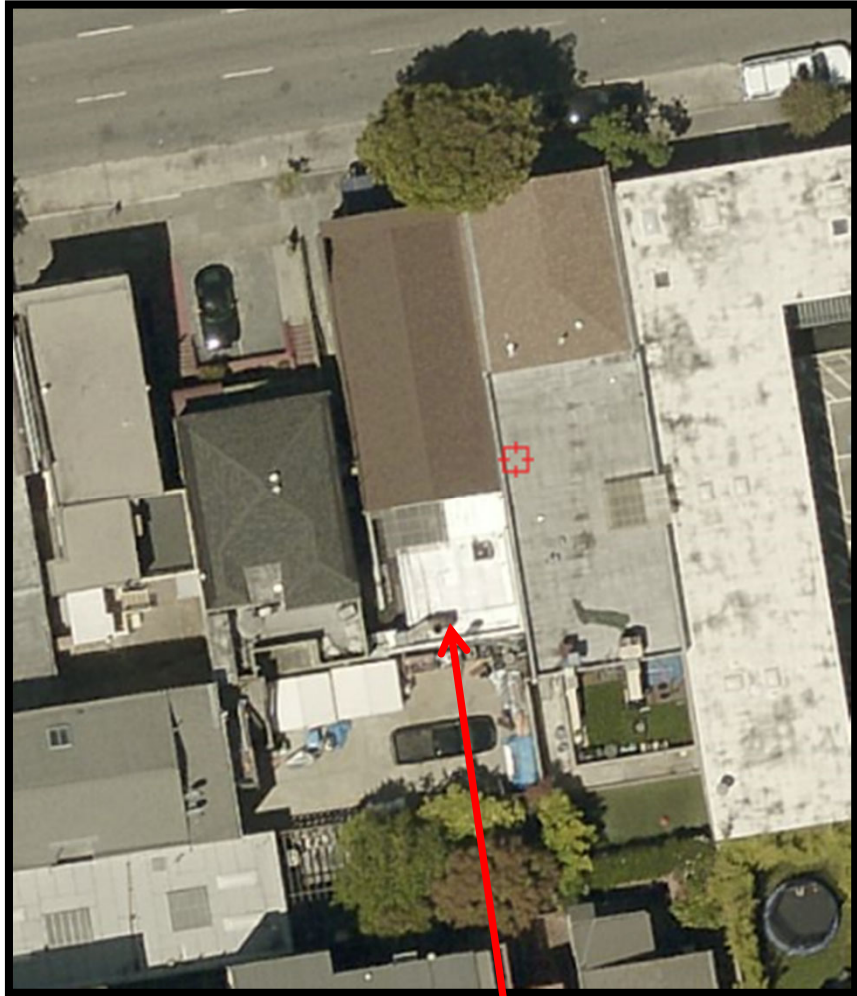


SAN FRANCISCO  
**PLANNING DEPARTMENT**



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

# Aerial Photo



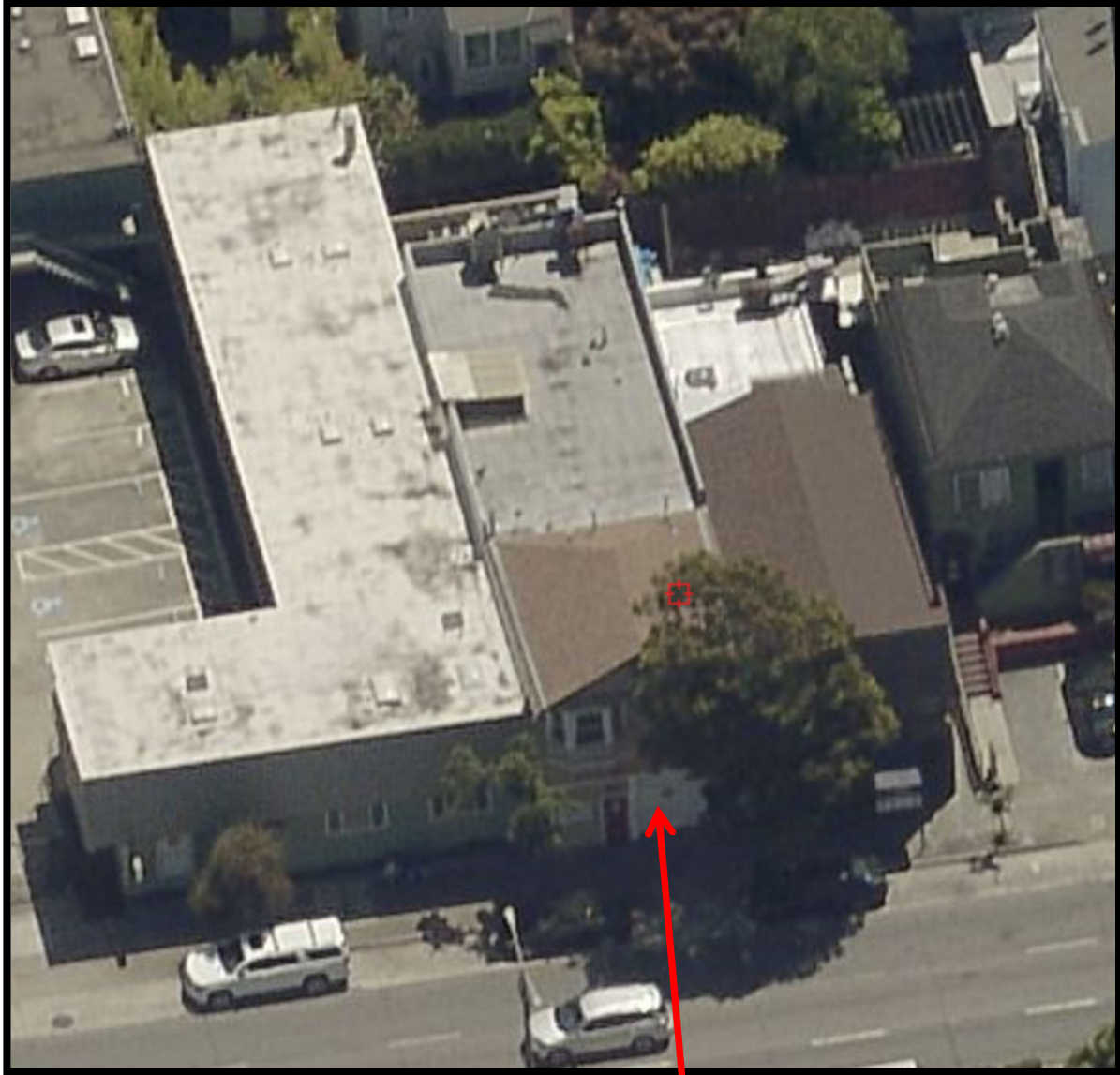
**SUBJECT  
PROPERTY**

**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

# REUBEN, JUNIUS & ROSE, LLP

July 22, 2020

Tuija I. Catalano  
tcatalano@reubenlaw.com

## Delivered Via Messenger

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

**Re: 1769 Lombard – CU for Outdoor Activity Area  
Planning Dept. Case No. 2018-012576CUA  
Brief in Support of the Project  
Hearing Date: July 30, 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 business at 1769 Lombard Street, Assessor's Block 0506, Lot 027 ("Property"). The Grateful Dog has operated a doggie care business 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.

On March 5, 2020, The Grateful Dog presented its 1-year report to the Commission. Additionally, it also requested a formal CU for the use of the rear yard as an Outdoor Activity Area. The Commission continued the item in March wanting to see a few additional steps taken, which consisted of: 1) completion of a noise evaluation by noise consultant, 2) a neighborhood meeting organized by The Grateful Dog, and 3) an unannounced visit to the site by Planning Department staff. All of the additional steps requested by the PC have now been completed, and The Grateful Dog is asking the Commission to approve the CU for the rear yard.

Grandfathered Rear Yard Use: The use of the rear yard has legally existed since the original permitting in 2009, and thus in our opinion the use is a grandfathered and permitted use, without this separate CU as an Outdoor Activity Area. Notwithstanding the above, since the project returned to the Commission for a 1-yr report, Planning staff wanted to include the CU for the Outdoor Activity Area as part of the item to be heard by the Commission and thus the Department wanted to separately authorize the rear yard as an Outdoor Activity Area.

Prior PC Conditions on Rear Yard: Most of the discussion in the December 2018 CU hearing for a Kennel focused on the rear yard use, and thus the Commission has already considered and conditioned the use of the rear yard. The 2018 PC approval motion includes several conditions specifically addressing the use of the rear yard.

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456 8th Street, 2<sup>nd</sup> Floor, Oakland, CA 94607  
tel: 510-257-5589

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Background: The Grateful Dog is a small, independent, minority/woman-owned neighborhood-serving business that has been a valuable neighborhood asset for over a decade, providing a service that is loved and needed by many nearby residents. San Francisco has more dogs than children, and while dog owners work during the day, there is a need to provide kennel and boarding services for their family members (the dogs). The business continues to be staffed 24 hours a day, 365 days a year. As before, the dogs are never left alone without supervision. All dogs are still walked at least once per day, with walks beginning usually at approximately 11 am. The Grateful Dog is a small business that is doing its best to satisfy all of the conditions required by the City and to provide first-class services to its clients.

During the COVID-19 pandemic, The Grateful Dog has remained open and has primarily served dog owners who are employed as essential workers, including doctors, nurses, and other healthcare professionals who were working long hours without the ability to keep their dogs home alone all day. Below is a story that recently appeared on television on KRON 4 discussing the need for The Grateful Dog and similar businesses during the pandemic.

<https://www.kron4.com/news/bay-area/bay-area-business-stays-open-to-care-for-first-responders-dogs-during-crisis/>

Site and Zoning Appropriateness: 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". The site is located along Lombard Avenue, which is a busy, high traffic street. The site is also close to residential areas where dog owners live, and thus the site is exactly the type of location where the City would want this type of business to exist.

Neighborhood Support: The Grateful Dog has extensive support in the neighborhood, not only from its customers (i.e. the dogs) but also from their owners, as is shown in the hundreds of support letters and signatures that have been submitted to Planning, including:

- 10 letters of support from July 2020, included in **Exhibit A**.
- 162 petition signatures and comments in support from July 2020, included in **Exhibit B**.
- 28 letters of support from February 2020, included in **Exhibit C**.
- 141 petition signatures in support from 2018, included in **Exhibit D**.
- 41 letters of support from 2018, included in **Exhibit E**.

The above letters may include some duplicates from neighbors and customers who have been supporters of The Grateful Dog for years. Importantly, although some of the rear neighbors continue to oppose the business, the support letters include letters from the current and prior occupants of the upstairs residential unit immediately above The Grateful Dog.

Opposition: Despite the overwhelming support, few of the nearby neighbors have, mostly in the last few years, expressed opposition to The Grateful Dog and would like to see the business close. The opposition intensifies in the weeks before any PC hearing. In the July 9, 2020 neighborhood Zoom meeting, several opponents very directly stated that they want the business gone. Notably, the operations have not appreciably changed during the last decade.



**PC CONDITIONS AND PROGRESS**

In December 2018, most of the PC discussion was focused on the use of the rear yard, and the conditions on its use. The following provides a summary and status of those conditions, including the follow-up requested by the PC in March 2020.

ITEM	WHAT HAS BEEN DONE:	FUTURE ACTIONS:
<p>1. Noise evaluation by licensed sound engineer to determine best practices re noise abatement concerns and implementation of any methods and techniques recommended.</p> <p>(2018 Approval Cond. #19)</p>	<p>Completed by Salter &amp; Associates. Report attached as <b>Exhibit F</b>. Findings: “Based on the measured noise levels, our analysis shows that dog barks in the backyard due to Grateful Dog activity is audible at the adjacent properties, as is barking noise from other dogs in the neighborhood. However, when dogs are managed by the staff, barking does not occur for longer than a 10-minute period. We identified dog barking as <i>not from</i> the Grateful Dog when the identified that their dogs were inside and windows and doors to the facility were closed. The ambient noise levels (L90) in the backyard did not change significantly when the dogs where outside.”</p>	<p>Salter recommendations:</p> <ul style="list-style-type: none"> <li>- Install a vestibule (secondary door/gate separating the kennel and the outside) inside to reduce the likelihood of dogs getting out when staff goes outside to throw away garbage. [<b>NOTE: project sponsor suggests that instead of vestibule installation, staff is to keep dogs in main playroom when going outside, which is separated by a door from main playroom to backroom.</b>]</li> <li>- If backyard use is permitted, ensure that dogs are only outside under the management of the GD staff to reduce long durations of barking.</li> <li>- Add a slower door closer to reduce the noise of the door slams in the backyard.</li> </ul>
<p>2. Neighborhood Meeting</p> <p>(2018 Approval Cond. #11)</p>	<p>Completed on July 9, 2020 via Zoom.</p>	<p>None, but neighbors can and should reach out to the business with any questions and concerns.</p> <p>The business owners also reached out to individual neighbors 1-on-1 after the July 9 meeting, but the neighbors have not responded.</p>
<p>3. Unannounced visit by Pl. Dept. staff</p> <p>(2018 Approval Cond. #12)</p>	<p>Completed on July 16, 2020.</p>	<p>None.</p>
<p>4. Noise</p> <p>(2018 Approval Cond. #14)</p>	<p>The following steps were taken since the Dec. 2018 hearing:</p> <ul style="list-style-type: none"> <li>- Employees have been instructed to use low voices at all times, and to use diversion and positive reinforcement methods.</li> <li>- Employees have been instructed to not raise voices to excessive levels.</li> <li>- Rear yard was used by small group of dogs at a time, late morning to mid-afternoon.</li> <li>- Dogs are under supervision at all times.</li> <li>- If dogs regularly exhibit undesirable</li> </ul>	<p>Continue the same operational steps. Implement additional steps based on Salter’s July 2020 recommendations (see #1 above).</p>

ITEM	WHAT HAS BEEN DONE:	FUTURE ACTIONS:
	behavior such as excessive barking their membership is terminated. - Building rear windows are generally kept closed during business hours.	
4.a. Noise – Front Façade  (2018 Approval Cond. #14)	The 2018 PC motion asked for the existing solid Lombard façade to be altered with the addition of a window. When the business opened in 2009, there was no window in the front façade. Addition of a window will allow more of the construction and traffic noise from Lombard to be heard inside the business, which can over stimulate the dogs and cause them to bark more. Kennels are not the kind of retail businesses that should be provided with visibility from the street. A window along the busy Lombard also imposes an additional security risk. We are asking the PC to <u>not</u> require a window along Lombard.	<b>Pending CU motion asked to be modified to eliminate the requirement from the 2018 motion for the addition of a window along Lombard.</b> The lack of window is a grandfathered condition that existed prior to 2009 and was also not part of the permitting signed off by Planning in 2009.
5. Drainage  (2018 Approval Cond. #14)	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 <u>away from</u> contiguous properties. Artificial turf to be changed to concrete in the rear yard. Business has not been able to complete this step since it also needs the additional CU from the PC first for the use of the rear yard.	Building permit for physical improvements was filed, but has not been issued since the CU for the rear yard has not yet been approved. - Artificial turf will be changed to concrete. To be done upon issuance of a building permit and approval of CU for rear yard.
6. Odor and Flies  (2018 Approval Cond. #14, 17)	The following steps were taken since the Dec. 2018 hearing: - Rear yard currently not in use. - When rear yard is used, use of bio-enzymatic product treatment was increased to 3 x week. - New interior 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 are cleaned up immediately. All dog waste is deposited in bio-hazard sealed waste containers. - All drainage to sewer inlet maintained on regular basis.	Continue the same operational steps.  - Artificial turf will be changed to concrete upon issuance of building permit and approval of CU for rear yard.
7. Contacting Owners / Neighbor	Per the 2018 Approval: - General Manager is usually onsite 9:30 a.m.-3 p.m. M-F, with an Assistant Manager	- Continue the same.

ITEM	WHAT HAS BEEN DONE:	FUTURE ACTIONS:
communication  (2018 Approval Cond. #14)	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	
8. Rear Yard Usage Hours  (2018 Approval Cond. #20)	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.	- Upon the approval of this CU, limit the hours consistent with the 2018 approval to 7 am to 7 pm daily.

**CONDITIONAL USE AUTHORIZATION REQUEST FOR OUTDOOR ACTIVITY AREA**

Much of the discussion in late 2018 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. The rear yard has been used by 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 and attention so as not to disrupt nearby neighbors with barking or scratching (when left home unattended for long period of time) 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 those concerns have been addressed, and continue to be addressed in the normal course of operation. The few 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 a well loved and needed service to the neighborhood. We respectfully

President Koppel and Commissioners

July 22, 2020

Page 6

request that you 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) with the exception that the front window not be required to be added given its lack is due to a grandfathered event, as recommended by staff.

Very truly yours,

**REUBEN, JUNIUS & ROSE, LLP**



Tuija Catalano

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

Enclosures:

Exh. A – 10 letters of support from July 2020

Exh. B – 162 petition signatures and comments in support from July 2020

Exh. C – 28 letters of support from February 2020

Exh. D – 141 petition signatures in support from 2018

Exh. E – 41 letters of support from 2018

Exh. F – Salter Sound Report and Recommendations, July 2020

On Jul 21, 2020, at 3:24 PM, Adela Jacobson <[ajacobson@kona-ice.com](mailto:ajacobson@kona-ice.com)> wrote:

Dear San Francisco Planning Commission Team,

I am writing to you today to make you aware of our support of The Grateful Dog SF and it's owners, Ernie and Karla Cervantes.

As another small, family owned business here in the Bay Area, we understand the hurdles necessary to start and maintain a business in Marin and San Francisco. While we have only gotten to know The Grateful Dog and Ernie and Karla over the last year, they have made a tremendous impact on us as a business and friends.

We have been able to partner up with them this summer and do a few Kona Ice pop ups in their parking lot....servicing dog owners and their furry friends Konas. It has been a joy to interact with their customers, friends and pups as well. We can see the impact through the caring and passion they have for not only their business but those who trust them with their forever friends and companions.

I would ask that you consider the positive impact they have not only on the community around them and their customers but with other small businesses such as ourselves. When the SIP hit us, we shut our business down. After careful consideration and in talking with our local Health Department, we put guidelines in place to ensure a safe and sanitary business model. When we went back out to serve our community, Ernie and Karla immediately reached out to us and allowed us to partner with them at their place of business. It was a blessing to us and those who came to see us by allowing a few minutes of "normal" in an otherwise crazy time.

I would ask that you do everything in your power to allow this great business to continue serving our community as they have over the past decade and know that they are an essential business in these challenging times.

Thank you for your consideration.

Best,

Adela & Corey Jacobson  
Kona Ice of North Marin  
[ajacobson@kona-ice.com](mailto:ajacobson@kona-ice.com)  
415-226-7576  
[www.kona-ice.com](http://www.kona-ice.com)

July 15, 2020

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

Letter of Support for The Grateful Dog

Dear Planning Commissioners,

As an essential worker, there's nothing better than knowing that my two little dogs are being cared for at The Grateful Dog. I have been a client for 9 years.

Please consider that The Grateful Dog has been operating for over 9 years in this Lombard location and that they have taken many steps to accommodate the neighbors by limiting pick up/drop off times and restricting the number of dogs as well as the number of dogs outside at different times.

For most of us, our dogs are our children, having a care resource has made it possible for me to continue my work and the location on a major through street has made it easier to pick up and drop off.

Please support this small business. Not everyone in SF has a back yard or endless funds for a full time pet sitter. Especially at this time, our dogs are part of our emotional support system. The crew that supports the owners are some of the nicest people I know and they are all so appreciative to work there. I would hate to see any of them lose their jobs as a result of this. It would be a big loss the community of dogs, their owners and the owner/staffers who help make it happen.

Thank you for considering my letter of support for the Grateful Dog.

**Amanda Jones**

**Coleen Hill** <coleenehill@gmail.com>

Sat, Jul 18, 2020 at 1:48 PM

To: david.weissglass@sfgov.org, joel.koppel@sfgov.org, kathrin.moore@sfgov.org, sue.diamond@sfgov.org, frank.fung@sfgov.org, theresa.imperial@sfgov.org, millicent.johnson@sfgov.org, deland.chan@sfgov.org, jonas.ionin@sfgov.org, commissions.secretary@sfgov.org  
Cc: erncervantes@gmail.com

Dear Planning Commissioners:

I am writing to you regarding the One-Year Review of the approved permit for The Grateful Dog at [1769 Lombard St](#). I am requesting that you please support this business and grant approval for them to continue operation.

We have been using The Grateful Dog for doggy daycare and overnight boarding for our hound mix, Lucy, for over two years. With both my partner and I working full-time and traveling frequently, The Grateful Dog has been a lifesaver in providing services for our pup so that we can be productive members of the workforce.

We live in a small apartment with no outdoor space and cannot leave Lucy at home alone for extended periods of time while we are at work. Lucy going to daycare at The Grateful Dog allows us to go to work and not worry about what she is getting into while at home. Additionally, Lucy is an anxious dog and has become a better member of society with additional socialization and time spent outside of the apartment at The Grateful Dog. It brings me joy to see how excited Lucy gets everytime we walk into The Grateful Dog. I am truly thankful that we found a place to send Lucy that she loves and much as we do.

When we travel, we also send Lucy to The Grateful Dog to stay overnight. It puts my mind at ease that she is going to a place that she is familiar with and being cared for by people that she loves and trusts. Prior to sending Lucy to The Grateful Dog while traveling, we had many negative experiences with boarders who did not understand Lucy's anxiety and how to take care of her while we were anyway. We are thankful that this is no longer an issue with The Grateful Dog.

The Grateful Dog is part of a network of critical small businesses that keep this city going. It is a vital service that us and many other families in this city rely on. I urge you to please approve The Grateful Dog for continued operation.

Thank you,

Coleen Hill

Date: July 15, 2020

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

Dear Planning Commissioners (David, Joel, Kathrin, Sue, Frank, Theresa, Milicent, Deland, Jonas, and all associated members of your team):

I am writing to you in support of a local small business that is near and dear to my heart, The Grateful Dog. The Grateful Dog has a planning commission hearing for a one-year review on July 30, 2020, and I write to you in support of this local business in advance of this hearing.

I am a Bay Area native, originally from Sunnyvale, and I have resided in San Francisco since moving here for medical school at UCSF in the fall of 2013. After graduating from medical school, I stayed at UCSF for my residency, and I am currently a resident physician within the Department of Medicine at UCSF. After completing my residency in June of 2021, I hope to remain in San Francisco as a full time primary care physician.

I am also the proud dog-mama of Riley. Riley is a happy, goofy, and loving black and white poodle who has lived in San Francisco with me since he was just a young puppy. An important part of my work as a physician is ensuring my own longevity in the field of medicine, and so I believe strongly in work-life balance and advocate wholeheartedly for physician wellness. For me, spending time with Riley allows me to achieve this balance and wellness in my own life - it is a joy to go on urban adventures and hikes with Riley, and Riley has also had the honor of visiting some of my fellow UCSF resident physicians in my department at both the Parnassus and Veterans Affairs Medical Center here in San Francisco to share his smile with my colleagues as a reprieve from otherwise busy days of work.

Since Riley was just a few months old, he has attended The Grateful Dog in the Marina District here in San Francisco for doggie day care while I am at work. The team at The Grateful Dog is simply incredible. From Riley's perspective, I know that he has such an amazing time at day care. Every morning that I drop him off, his tail wiggles in so much excitement and he races up to his favorite day care human staff and his favorite doggie best friends. Riley can be shy and hesitant in new situations, but he opened up so quickly to the people, dogs, and environment at The Grateful Dog, which is a true testament to how caring, responsible, capable, and warm this day care team is.

From my perspective, I can't imagine what I would do without The Grateful Dog. As a resident physician, I often work 80 hour weeks and 28 hour long shifts. I am often scheduled to work on holidays or weekends, or at night. I took the realities of my work life into strong consideration when making the decision to become a dog-mama, and knowing that The Grateful Dog was a community available to me within my neighborhood helped me feel more confident in making my longtime dream of having a doggie companion like Riley become a true reality and a true blessing in my life. The Grateful Dog operates 7 days a week including on weekends or holidays and they are always available overnight for boarding. This allows Riley to be with humans and doggies that he knows and trusts when I am working odd hours or longer shifts or have busier weeks. The team goes above and



beyond this already dedicated job description, however - their team has walked Riley to and from home on days when I have been running late or have had an early morning, and it is so obvious that to the team at The Grateful Dog, caring for Riley and his many day care doggie friends is more than a just a job - it is a passion and a love for animals that drives them.

The Grateful Dog is a small business, that like all small businesses, took a devastating financial hit during the COVID-19 pandemic - with the majority of individuals working from home, fewer dogs were coming to day care. For me, my schedule remained active. Though I am able to see some of my patients virtually via telehealth in the primary care setting, much of my work, by necessity, is still in person, be it in the hospital where patients still must come in and are admitted for heart attacks or cancer or serious infections - COVID-19 or otherwise - or in the clinic where many patients still must come to have safe evaluation of chronic medical issues that cannot wait several weeks for follow-up and simply cannot be assessed without an in person physical exam. Despite the toll of COVID-19, The Grateful Dog, not surprisingly, rose to the occasion and remained open, and I was still able to take Riley to day care on all of my work days with their same, outstanding quality of care.

Furthermore, they have been extremely diligent about following all health precautions including masking, social distancing, and meticulous and frequent cleaning. Walking around San Francisco as a healthcare provider, every single day, I see a small business or an individual who is not following appropriate social distancing or donning a mask in necessary situations - these situations are difficult for me to see because I worry about the downstream consequences of these behaviors and the strain that it might place on our San Francisco healthcare system during such a tenuous time. I am certainly more sensitive to this given my professional background, and yet, I have never once felt concerned at The Grateful Dog. Their attention to these important details in this unprecedented time is just what The Grateful Dog does - they provide excellent, quality, and committed care at all times, no matter what. Many of Riley's doggie friends' parents are also essential workers, and The Grateful Dog is a vital and essential part of our community by helping us to keep our 4-legged members of our family happy, healthy, and cared for while we continue at our jobs in order to support the health of the city.

The Grateful Dog is not only an essential, irreplaceable, and highly valued part of our community - they also represent the best of the best of San Francisco and demonstrate the spirit and soul of the city - authenticity, kindness, commitment, hard work, and dedication - that has kept me here in the city for the past 7 years and has drawn me toward providing primary care for years to come to the people of this city.

Although I am unable to attend the virtual hearing on July 30 due to my work schedule, I do hope that through this letter I am able to convey how much The Grateful Dog means to me and to our local community. I very much appreciate your time and support for upstanding local businesses like these.

All my best,

Cynthia Tsai, MD  
Resident Physician  
University of California, San Francisco  
Department of Medicine

Date: 07/17/2020

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

Dear Planning Commissioners,

I am writing in support of the Grateful Dog's permit renewal. The pandemic has shown me that this business, always important for working people, is really vital for the community. Essential workers of all kinds have in the Grateful Dog a place where they can safely leave their dogs while they are at work, no matter how long their job requires them to be away from home. In addition, any of us in the general public might find ourselves incapacitated from the virus, or even hospitalized, and needing to find a safe, reliable place for our dogs at short notice. Grateful Dog is such a place.

Please renew the permit for this important business. It offers so many people peace-of-mind to know that The Grateful Dog is there for them when they need it.

Thank you for your consideration  
Deborah Gouailhardou  
Grateful Dog customer

**Joanne Foy** <joannefoy@comcast.net>  
To: commissions.secretary@sfgov.org  
Cc: Ernie Cervantes <erncervantes@gmail.com>

Sat, Jul 18, 2020 at 11:46 AM

Dear Commissions Secretary,

I am sure you agree that San Francisco needs its small businesses, and those that are considered essential. On behalf of The Grateful Dog I am sending you a request to keep The Grateful Dog open. I would be devastated as other dog owners in San Francisco would be, if The Grateful Dog closed. So many dog owners in the Marina depend on The Grateful Dog 100% for daily care and occasional boarding. I am one of those owners. The Grateful Dog is an essential business to us.

I work very hard at work, allowing me to give back to my community. I work in the health care industry finding jobs for RN's, LVN's and CNA's for San Francisco hospitals, nursing homes, and assisted living.

With the outbreak of the Covid 19 virus, we are all pulled in many directions. Many business people, along with dog owners, need to work from home due to Covid 19. It is overwhelming to take care of family members who are elderly, and ensure our kids are properly cared for. Walking a dog on top of these family responsibilities is really difficult, I could not do my job if I had to also tend to my dog, who is in a lot of ways, just like a child. Dogs need daily attention besides being walked multiple times.

Other dog owners who use the The Grateful Dog feel just like I do, we are all requesting that you will see how important it is to keep The Grateful Dog on Lombard Street open.

Thank you so very much for your professional understanding.

Sincerely,  
Joanne

Joanne Foy  
Beach Street  
Marina Resident

**Margaret S.  
Oswald** <omollieo@sbcglobal.net>

Wed, Jul 15,  
2020 at 10:02  
PM

To: sue.diamond@sfgov.org  
Cc: "erncervantes@gmail.com"  
<erncervantes@gmail.com>

I lived in San Francisco for 13 years, and recently moved to Marin County.

The Grateful Dog is a wonderful business and I am a devoted fan. This is a hospitable and welcoming place for my dog and me.

The business site is impeccably clean. The people are great. This is a community treasure.

Please be advised that any detrimental action to this place of business over some ludicrous complaints would be overkill.

I beg you to research who the "whiners" are, and I doubt its the dogs...And i doubt its Legitimate.

Thank you,

Margaret S. Oswald  
415.930.0010

Date: June 20, 2020

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

Dear Planning Commissioners,

I am writing in support of the Grateful Dog daycare and boarding facility on Lombard Street.

As a client of ten years, I strongly believe that TGD provides a valuable and much-needed service that's not available anywhere else in this area, and that it would cause hardship for many dog owners were it forced to close.

If I may, I'd like to explain why I consider TGD's services so important. I didn't think I would need dog daycare because I already worked from home. Yet the Grateful Dog ended up being a real life-saver.

In 2010 my husband and I felt prepared for a dog. We had time, energy, and resources. I had a flexible job schedule. We adopted a young shepherd mix who'd been abandoned. We quickly fell in love with this sweet, intelligent dog. We also discovered she had **severe** separation anxiety. If I went outside for literally 45 seconds, she would have a panting, drooling, barking meltdown.

We poured our effort into helping her, consulting private trainers and slowly increasing the duration she could be alone. It worked, albeit slowly. However, I was struggling to fit this extra training, plus 2-3 hours of high-energy dog walks, into my full-time job. Going out was still very difficult and she still needed us there almost 24/7. Despite all our love and commitment, we were becoming overwhelmed.

Finding The Grateful Dog was a complete life-saver. We began scheduling regular time for her. It was an immense relief knowing our dog was happy and safe, not miserable and barking. The benefits went beyond a simple break. The TGD staff have been phenomenal about working with us on our dog's individual needs, reinforcing her training and accommodating feeding schedule requests. We have boarded her there too, and she invariably comes home tired and happy. The Grateful Dog became such a positive part of our lives. Today our anxious young dog is a still-active, confident senior. Even if we don't need it as often, ten years later, she still loves going into that cheerful red door.

Everyone has to go out sometime, even now - especially essential workers. Having trusted dog care provides peace of mind. The Grateful Dog is a professional option with trained staff and a dedicated facility. They are also not just another chain franchise, but a trusted small neighborhood business which has provided a vital service to responsible local dog-owners for over a decade. I hope to continue as a client of The Grateful Dog on Lombard Street for years to come.

Thank you very much for your consideration.

Noela N. Smith

Date: July 22<sup>nd</sup>, 2020

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

Dear Planning Commissioners,

I am writing on behalf of The Grateful Dog, a boarding and kennel service that I have come to depend on as a resident and employee based in San Francisco. As I understand, The Grateful Dog has been operated under compliance with all San Francisco Planning Codes for nearly a decade and is now being levied with frivolous complaints from “residents” who have not otherwise had a single complaint until the opportunity to potentially increase their property value was made apparent.

As a born and raised San Franciscan (born at Children’s Hospital in 1984), I find it abhorrent that a service, deemed essential in this unprecedented shelter-in-place times, is even being considered as not a valuable part of the fabric of the community. For myself and my wife, we would otherwise not be able to live and work in San Francisco, if there was not a safe, clean and friendly environment for our dog. Ernie Cervantes and his staff go above and beyond to care for our dog and have on countless occasions accommodated our needs and busy lives. Without their service we, and I imagine dozens if not hundreds of others, would be forced to reconsider where we work and live.

Moreover, and as I life-long resident of this city, I have seen many businesses come and go. All too often it seems that the city of San Francisco is more interested in short-term gains from real-estate prospectors, which has led to so many storefronts and buildings sitting empty, rather than giving something of value to the community. Again, never has this been truer than now.

In conclusion, I want to reiterate my sincere support for The Grateful Dog’s right to operate their business in accordance with the Planning Code, as they have for so long. Please feel free to contact me if you have any questions about anything I have written or if I can do anything else on their behalf.

Sincerely,



Benjamin Mayer

**Jessica Hurst** [jesscharlotteh@gmail.com](mailto:jesscharlotteh@gmail.com)

to david.weissglass, joel.koppel, kathrin.moore, sue.diamond, frank.fung, theresa.im

Wednesday, 22 July 2020.

Dear all whom it may concern,

I am writing to you in support of keeping The Grateful Dog doggy daycare located in San Francisco on Lombard Street. I have been a client of theirs for almost 10 years, starting back in the summer of 2010. I utilize housing my two large dogs at this location primarily while traveling for business, leisure, and attending baseball games. I am truly shocked and disappointed to find that the newly moved-in neighbors of this location are trying to shut this community down - also especially amidst this pandemic where The Grateful Dog is open to care for the pets of first responders.

I have a couple of points I would like to bring forward.

First, the professionals who work at and run this location (I can speak as a customer for both locations, but I am focusing on the SF location here) work on training the dogs while they are caring for our pack members - which means over the years my high-energy Alaskan Malamute (and more recently, my younger German Shepherd) have come home with better manners and over time the team members have improved the quality of my dogs' behavior.

Second, I trust leaving my pets at The Grateful Dog. They're not left unattended or locked up in kennels, and I know they are cared for and loved in the utmost importance. I feel safe vacationing and knowing my pets are enjoying themselves too. Building a community on trust and proven safety cannot happen overnight.

The third item I would like to bring up is that you rarely hear dogs barking from the street. Standing outside the front of the building talking after I've picked up my pets, I cannot hear the dogs over the road noise - and I think this is an important point to cover. The city noise, traffic, and cars individually are louder than the dogs combined. Please note - I am not saying that dogs never bark. I merely ask you to stand outside at several

different times of the day (and night) and listen for yourself before passing judgment based on recent complaints from a dog-hating disgruntled person flooding your inbox with little better to do with their spare time. On a related note, I understand these noise complaints have started in the last year, but not in the 9 years before that. I would be interested to hear what you interpret from that.

Lastly, if you, representing San Francisco - which is one of the most dog-friendly cities in the US

([https://dogtrekker.com/story/San\\_Francisco\\_Top\\_Dog\\_Friendly\\_City](https://dogtrekker.com/story/San_Francisco_Top_Dog_Friendly_City) and <https://dogtime.com/dog-health/general/4360-dog-friendliest-cities-list>)

decide to close this location down due to the complaints of the new residents around Lombard St. I would be ashamed to continue to live and work in San Francisco with my dogs as that would be counterintuitive of claiming to be a dog-friendly city. I would also ask what you think the ROI of an already established business against the political whining new tenants would be? Do you want to invest in Karens who will as soon turn on you and whinge and lament when the next item they focus on doesn't go their way, and likely leave because fickle people don't build community and togetherness the way The Grateful Dog does?

In closing, The Grateful Dog is both a **minority** and **family-owned small business** which the City of San Francisco should be proud to host, approve permits, and continue to support their growth for decades to come.

Thank you for taking the time to read.

Kindly,

Jessica Hurst  
415-755-0719



## Signatures

1. Name: Ernie Cervantes on 2020-07-17 22:57:34  
Comments:

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2. Name: Karla Rivera Cervantes on 2020-07-17 23:08:52  
Comments:

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3. Name: Julie Rankine on 2020-07-17 23:38:25  
Comments: Please keep this useful service in the neighborhood

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4. Name: Paul LaFollette on 2020-07-17 23:38:26  
Comments: The Grateful Dog has been a wonderful family owned, safe, clean, and professional business that I trust with the care of our family pet.

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5. Name: Jarrett Fenlon on 2020-07-17 23:40:43  
Comments: Thank you so much for supporting our 1st line workers! There is nothing more essential to dog owners than the care of their fur babies.

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6. Name: Marc Launey on 2020-07-17 23:50:34  
Comments: I love the grateful dog

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7. Name: Ben on 2020-07-18 00:06:57  
Comments:

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8. Name: Franklin Alioto on 2020-07-18 00:12:29  
Comments: This establishment has been around for years maintaining a high quality of care. New home owners were aware of the business before purchase.

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9. Name: Giovannina Zwald on 2020-07-18 00:30:35  
Comments:

---
10. Name: Jennifer Piumarta on 2020-07-18 00:35:39  
Comments: I support The Grateful Dog. They've been a huge help for me as a dog owner in the city. I need them when I go to work so my dog is not in my apartment all day. They have taken great care of my dog for over 6 years. I have spent over a week observing as a potential doggie daycare franchisee and through out the majority of the day, the dogs are calm and just resting inside, not barking.

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11. Name: Steve Neu on 2020-07-18 00:36:45  
Comments:

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12. Name: Sara Cervantes on 2020-07-18 00:38:58  
Comments:

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13. Name: Alexia Eslan on 2020-07-18 00:45:09  
Comments:

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14. Name: Jana Stavrakakis on 2020-07-18 01:09:49  
Comments:

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15. Name: Laurel Palmer on 2020-07-18 01:17:18  
Comments:

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16. Name: Maggie Westlake on 2020-07-18 01:23:25  
Comments:

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17. Name: Jimmy Westlake on 2020-07-18 01:27:22  
Comments:

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18. Name: Tamara on 2020-07-18 01:40:01  
Comments:

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19. Name: Amanda Jung on 2020-07-18 01:40:16  
Comments:

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20. Name: Amy on 2020-07-18 01:41:07  
Comments:

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21. Name: Mike on 2020-07-18 01:42:08  
Comments:

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22. Name: Mary Eichhorn on 2020-07-18 02:11:09  
Comments:

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23. Name: KC Cormack on 2020-07-18 02:26:49  
Comments: Keep the Grateful Dog open!

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24. Name: Julie Sarpy on 2020-07-18 02:28:38  
Comments:

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25. Name: Debbie Burke on 2020-07-18 02:59:05  
Comments: This business has been a lifesaver for many friends and business associates of ours over the years. It would be a great loss if their permit was not granted

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26. Name: Corlina Eisert on 2020-07-18 03:00:26

## Comments:

- 
27. Name: Dion Paminto on 2020-07-18 03:01:44  
Comments:
- 
28. Name: Julie Martinez on 2020-07-18 03:03:30  
Comments:
- 
29. Name: Ashleigh Fenlon on 2020-07-18 03:06:13  
Comments:
- 
30. Name: Rachael Buttolph on 2020-07-18 03:06:21  
Comments:
- 
31. Name: Cynthia Tsai on 2020-07-18 03:35:13  
Comments: I support The Grateful Dog with my whole heart. They are an incredible small business that gives their whole heart to the care of animals. They have stepped up during the pandemic by supporting essential workers and are not only a treasure but vital in our community.
- 
32. Name: Pranshu Sharma on 2020-07-18 03:43:24  
Comments: The Grateful Dog is an integral part of our neighborhood, and has been a huge help for dog owners. They provide valuable services to the community, and small businesses like The Grateful Dog should be supported in every way.
- 
33. Name: Jacqueline Lyons on 2020-07-18 03:53:51  
Comments: TGD offers a valuable service to working adults and families and their loving dogs.
- 
34. Name: Boe Hayward on 2020-07-18 04:07:10  
Comments:
- 
35. Name: Shellie Cervantes on 2020-07-18 05:07:54  
Comments: Experienced and caring owners and staff. Fur kids are treated and cared for like their own. The Grateful Dog must stay open!
- 
36. Name: Kiesha Ramey-Presner on 2020-07-18 05:15:20  
Comments: The Grateful Dog is an incredible small business in San Francisco that serves its immediate community and beyond. These types of businesses are the very fabric of San Francisco - may it continue to serve the needs of many for years to come!
- 
37. Name: Bruce Wolfe DogPAC SF on 2020-07-18 06:11:10  
Comments: One of the very best in the pet day care, board & training biz. They're compassionate, trustworthy & know animals from the inside out. They deserve to stay in

place after being dragged through the gauntlet of NIMBYs and tough city codes.  
Enoughbis enough.

Exhibit B

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38. Name: Kelly Pedersen on 2020-07-18 06:29:13  
Comments:
- 
39. Name: Rudrangshu Das on 2020-07-18 11:48:29  
Comments: I support this petition
- 
40. Name: Nicasio Jose Limjap on 2020-07-18 13:53:43  
Comments:
- 
41. Name: Suzette Pedersen on 2020-07-18 14:50:40  
Comments:
- 
42. Name: Anwen Loosley on 2020-07-18 17:01:05  
Comments: Grateful dog is an essential business and cares for essential workers fur babies while they are off working 12-16 shifts. I support Grateful Dog, who supports essential workers, who continue to save lives and who support our community. We are all in this together!
- 
43. Name: Brenda Arce on 2020-07-18 18:05:50  
Comments: Please allow the Grateful Dog to continue providing the most excellent loving doggie daycare in San Francisco.
- 
44. Name: Reby Lim on 2020-07-18 18:46:55  
Comments: The Grateful Dog is a respectable business owned by civic-minded folks who have earned the trust of their customers. The local residents and their pets have benefitted much from TGD's services over the years and therefore deserve all the support the community and the city can give them.
- 
45. Name: Kiana Cervantes on 2020-07-18 20:25:11  
Comments: Hello, my name is Kiana, I am 7 years old and I support our family business. I love dogs, they are a huge part of my life and a huge part of my mom and dad's lives too. I already work there a little bit now, mostly on weekends and I want to work there more when I grow up. Please support The Grateful Dog it would mean the world to me and all of my dog friends.
- 
46. Name: Cristina Greco on 2020-07-18 20:58:44  
Comments: Good Luck!
- 
47. Name: Timothy Harvey on 2020-07-18 23:04:26  
Comments:
-

48. Name: Ninfa Valenciano on 2020-07-19 00:12:04  
Comments:
- 
49. Name: Sandra Garcia on 2020-07-19 00:25:28  
Comments: Great love for animals!
- 
50. Name: Maria Panos on 2020-07-19 01:56:39  
Comments: Please support this very successful, minority-owned-family-run business who's been serving first responders! There's even a news story about them: <https://www.kron4.com/news/bay-area/bay-area-business-stays-open-to-care-for-first-responders-dogs-during-crisis/> We all NEED businesses like this to SURVIVE especially now more than ever!!!
- 
51. Name: Dina Limjap Reyes on 2020-07-19 02:24:26  
Comments:
- 
52. Name: Jason Weisker on 2020-07-19 03:41:43  
Comments:
- 
53. Name: Eryn Cervantes on 2020-07-19 03:42:08  
Comments:
- 
54. Name: James E Kelley on 2020-07-19 03:42:29  
Comments: Pet care is essential!!
- 
55. Name: Deborah Chavez on 2020-07-19 03:43:03  
Comments: debzdylon99@gmail.com
- 
56. Name: Steve Havis on 2020-07-19 03:43:44  
Comments: Let a small business provide a service for it's community. The last thing we need right now is to impede an employer.
- 
57. Name: James Snow on 2020-07-19 03:44:07  
Comments:
- 
58. Name: Victor Silva on 2020-07-19 03:44:21  
Comments: Ernie is a good man. We need more men like him in our community. I absolutely support the sacrifices and commitment he's needed to make as a small business owner.
- 
59. Name: Manuel Meza on 2020-07-19 03:45:11  
Comments: Please let the Grateful Dog stay open !!
-

60. Name: Alexis Poth on 2020-07-19 03:45:14  
Comments:
- 
61. Name: Doug Marbourg on 2020-07-19 03:51:07  
Comments: Let them run their business!!!
- 
62. Name: Mike on 2020-07-19 03:52:12  
Comments: Done
- 
63. Name: Deborah Chavez on 2020-07-19 03:53:03  
Comments:
- 
64. Name: Charles Foerster on 2020-07-19 04:09:39  
Comments:
- 
65. Name: Sadie Sloan on 2020-07-19 04:18:28  
Comments:
- 
66. Name: Shawn Galusky on 2020-07-19 05:08:05  
Comments:
- 
67. Name: Jennifer English on 2020-07-19 05:51:53  
Comments: We must take care of our pets.
- 
68. Name: John Prioletti on 2020-07-19 06:02:55  
Comments:
- 
69. Name: Maria Teresa Soliongco on 2020-07-19 06:16:46  
Comments: Grateful Dog is the best doggie daycare in SFO!
- 
70. Name: Steve L on 2020-07-19 06:22:13  
Comments:
- 
71. Name: Milette Carlos on 2020-07-19 08:43:08  
Comments:
- 
72. Name: elektra on 2020-07-19 11:31:19  
Comments:
- 
73. Name: Todd Donaldson on 2020-07-19 12:37:28  
Comments: A small business that is a necessity for the community that is run dam well.  
Real estate prices should of been a concern before they bought or permit was approved.

- 
74. Name: Emily Bernstein on 2020-07-19 13:49:01  
Comments:
- 
75. Name: Matt Randall on 2020-07-19 13:50:36  
Comments: Local business, hiring local people, valuable service ,
- 
76. Name: Melanie Bernstein on 2020-07-19 13:52:41  
Comments: The Grateful Dog is much needed service and small business. They give quality care and much needed peace of mind to pet owners that use their services. They must be allowed to stay, period.
- 
77. Name: Francine L Colavita on 2020-07-19 14:21:20  
Comments:
- 
78. Name: Tom Potoma on 2020-07-19 14:49:32  
Comments:
- 
79. Name: Carina Simms on 2020-07-19 15:08:51  
Comments: The Grateful Dog is an integral part of the community. In these times, we see it more than ever. The Grateful Dog is an essential business. We need to support it to maintain the spaces that it has already created instead of trying strink them. Hope the city understands this and allows The Grateful Dog to maintain the amazing services it provides!
- 
80. Name: Jason Harrison on 2020-07-19 15:12:10  
Comments:
- 
81. Name: Stefanie Bernstein on 2020-07-19 16:33:45  
Comments:
- 
82. Name: Madeline Bellar on 2020-07-19 17:02:37  
Comments:
- 
83. Name: Michael Alessio on 2020-07-19 17:10:41  
Comments:
- 
84. Name: Wayne jarrett on 2020-07-19 18:01:48  
Comments: As a property owner in San Francisco I know my tenants have used grateful Dog facilities over the years - it's definitely been a great addition to the City!
- 
85. Name: Adela Jacobson on 2020-07-19 18:30:15

## Comments:

- 
86. Name: Jodie Bunce on 2020-07-19 18:41:07  
Comments:
- 
87. Name: Ima Somers on 2020-07-19 23:33:54  
Comments:
- 
88. Name: Mike Thompson on 2020-07-19 23:34:10  
Comments:
- 
89. Name: Kate Westlake on 2020-07-20 00:04:08  
Comments:
- 
90. Name: Robin McCann on 2020-07-20 00:26:31  
Comments:
- 
91. Name: Bill Neverett on 2020-07-20 00:59:53  
Comments: Please leave the Grateful Dog alone and let it run it's business. It's vital for the San Francisco community. Thanks, Karla and Ernie.
- 
92. Name: Jas Kimbell on 2020-07-20 01:02:40  
Comments: This lovely business has saved me so many times When I've had to leave for business trips suddenly and they love my dog as much as I do. Please save this business.
- 
93. Name: Maja Mrdalj on 2020-07-20 05:00:48  
Comments: Please keep this small business providing essential services open!
- 
94. Name: Dalia on 2020-07-20 12:14:15  
Comments:
- 
95. Name: Blair M Westlake on 2020-07-20 14:34:32  
Comments:
- 
96. Name: Gina on 2020-07-20 15:10:14  
Comments:
- 
97. Name: Victor Hsi on 2020-07-20 16:02:31  
Comments: I support you
- 
98. Name: Ronnie Sharpe on 2020-07-20 16:04:21



Comments: The Grateful Dog provides a valuable service and is an important minority owned business. It would be a significant loss to the community who rely on their services.

- 
99. Name: Anna Tong on 2020-07-20 16:08:32  
Comments: We support the Grateful Dog
- 
100. Name: Jean Armas on 2020-07-20 17:54:13  
Comments:
- 
101. Name: Diana Vuong on 2020-07-20 17:55:44  
Comments: Please keep this business
- 
102. Name: Adam McDonough on 2020-07-20 18:16:12  
Comments: Save The Grateful Dog!
- 
103. Name: Anne Flanigan on 2020-07-20 18:29:46  
Comments:
- 
104. Name: Kathleen Jarrett on 2020-07-20 19:26:30  
Comments: I support small business. The Grateful Dog is necessary
- 
105. Name: Jordan Wilson on 2020-07-20 19:58:05  
Comments:
- 
106. Name: Daniel Nunes on 2020-07-20 20:25:16  
Comments:
- 
107. Name: Jeanine Cervantes on 2020-07-21 01:38:17  
Comments:
- 
108. Name: Linda Wohlrabe on 2020-07-21 01:59:56  
Comments: Please let this business continue. We need small businesses and particularly places to take care if our pets during this extremely stressful time where families need as many supports as possible.
- 
109. Name: Tabitha Neumann on 2020-07-21 02:02:24  
Comments:
- 
110. Name: Chris Young on 2020-07-21 02:09:04  
Comments: Allow for this service!
-

111. Name: Elizabeth Hazelton on 2020-07-21 02:09:05  
Comments:
- 
112. Name: Alexander Akay on 2020-07-21 02:11:53  
Comments:
- 
113. Name: Grace Glass on 2020-07-21 02:20:33  
Comments:
- 
114. Name: Lawrence Garvin on 2020-07-21 02:26:33  
Comments: You have my support
- 
115. Name: Toni Rasavong on 2020-07-21 02:39:20  
Comments:
- 
116. Name: Cody on 2020-07-21 02:42:40  
Comments: Grateful dog is a safe haven for our dog and losing this location would be devastating
- 
117. Name: Sharon Bowers on 2020-07-21 02:51:18  
Comments: Please support continued outside operations at The Grateful Dog. It's an important service to the community.
- 
118. Name: Benjamin Mayer on 2020-07-21 03:03:13  
Comments:
- 
119. Name: Virginia R Lange on 2020-07-21 03:09:20  
Comments: This is a small business which has supported the community well for many years and through extraordinary efforts continued to remain open to support the needs of essential workers during this horrible pandemic. Please support them now and do not burden them with unnecessary regulations making it more difficult to provide their service,
- 
120. Name: Edward Sievers on 2020-07-21 03:11:30  
Comments: This is a really good place to bring your dogs and they have excellent customer service.
- 
121. Name: Taylor Sharp on 2020-07-21 03:11:56  
Comments:
- 
122. Name: Hillary Whitman on 2020-07-21 03:14:28  
Comments:
- 
123. Name: Richard Lange on 2020-07-21 03:17:30

Comments: Karla and Ernie brought a much needed business to this neighborhood years ago. please keep them open.

- 
124. Name: margaret oswald on 2020-07-21 03:18:21  
Comments: Please Respect the Grateful Dog and its Patrons.
- 
125. Name: Danny Alvarado on 2020-07-21 03:22:21  
Comments:
- 
126. Name: Emily Enstice on 2020-07-21 04:24:54  
Comments: The Grateful Dog is a very special place and they care for every pup as if it were there own. We even left our 12 week old puppy with them for a couple days and knew she was in good hands. They provide outstanding service to so many families!!
- 
127. Name: Edgar Corona on 2020-07-21 05:14:13  
Comments:
- 
128. Name: Betty Truong on 2020-07-21 05:16:52  
Comments:
- 
129. Name: Kiana Hummel on 2020-07-21 05:21:22  
Comments:
- 
130. Name: Sierra on 2020-07-21 05:24:04  
Comments:
- 
131. Name: Deborah Gouailhardou on 2020-07-21 06:21:23  
Comments: Grateful Dog is an important business for the community. Please renew the permit.
- 
132. Name: Andrew Foster on 2020-07-21 06:43:17  
Comments: I am grateful for the Grateful Dog!!
- 
133. Name: Jillian Arnold on 2020-07-21 13:04:44  
Comments: We love this place!
- 
134. Name: Ray Agrella on 2020-07-21 13:33:17  
Comments: If there are issues with noise, address those issues but don't try to legislate a company out of business. We use The Grateful Dog on our trips to SF. Please help keep them around.
- 
135. Name: Stephanie Drenski on 2020-07-21 14:09:11  
Comments:

- 
136. Name: charity keplinger on 2020-07-21 14:11:05  
Comments:
- 
137. Name: Veronica Bell on 2020-07-21 15:34:00  
Comments:
- 
138. Name: Shamiaka Preston on 2020-07-21 15:39:47  
Comments:
- 
139. Name: Erin Gray on 2020-07-21 16:16:34  
Comments: The Grateful Dog has been critical for me during this time of Coronavirus to be able to continue to work while creating a positive environment for my Dog. Not renewing this permit would have significant impact on many essential workers and community members in the neighborhood.
- 
140. Name: Richard Klekman on 2020-07-21 17:45:37  
Comments: Grateful dog has done a great job of serving members of the community for many years.
- 
141. Name: ana mettola on 2020-07-21 20:21:49  
Comments:
- 
142. Name: Rich Peterson on 2020-07-21 20:46:11  
Comments: The City needs all the pet boarding resources possible!
- 
143. Name: Tasha McVeigh on 2020-07-21 21:09:10  
Comments:
- 
144. Name: Eugene Gillis on 2020-07-21 21:35:59  
Comments:
- 
145. Name: Khalil Habeeb on 2020-07-21 21:43:16  
Comments:
- 
146. Name: Aimee Scribner on 2020-07-21 22:36:02  
Comments:
- 
147. Name: Cade Scribner on 2020-07-21 22:38:54  
Comments:
- 
148. Name: Avery Scribner on 2020-07-21 22:39:36

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149. Name: Mark Scribner on 2020-07-21 22:48:07  
Comments:

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150. Name: Kimberley Mazzoni on 2020-07-22 01:43:31  
Comments: My dog, Jackson attended this daycare for many years. It is an amazing place that offers peace of mind for pet parents that work so they can know their little ones are safe while they work. I love this place.

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#	Name	Comment	Created On	Actions
152	 laura oboyle	-	July 22, 2020, 5:30 AM	 
151	 Kristi Evans	-	July 22, 2020, 4:25 AM	 
150	 Kimberley Mazzone	My dog, Jackson attended this daycare for many years. It is an amazing place that offers peace of mind for pet parents that work so they can know their little ones are safe while they work. I love this place.	July 22, 2020, 1:43 AM	 
149	 Mark Scribner	-	July 21, 2020, 10:48 PM	 
148	 Avery Scribner	-	July 21, 2020, 10:39 PM	 
147	 Cade Scribner	-	July 21, 2020, 10:38 PM	 
146	 Aimee Scribner	-	July 21, 2020, 10:36 PM	 
145	 Khalil Habeeb	-	July 21, 2020, 9:43 PM	 
144	 Eugene Gillis	-	July 21, 2020, 9:35 PM	 
143	 Tasha McVeigh	-	July 21, 2020, 9:09 PM	 

Exhibit B






















#	Name	Comment	Created On	Actions
162	 Victoria Sutton	-	July 22, 2020, 5:00 PM	 
161	 Tina Bryce	-	July 22, 2020, 4:40 PM	 
160	 Melissa	-	July 22, 2020, 3:06 PM	 
159	 Holly Boal	-	July 22, 2020, 3:03 PM	 
158	 Grace Dixon	I have been working at TGD for almost a year now, and I have seen the impact it has for our community. Many essential workers are relying on our service, now more than ever. I've stayed because I love the dogs and the staff, and I can see the true care that our company provides. Each day I get to witness excited, happy dogs and relieved owners who know they can rely on us to provide the same love and care for their pups that they would get at home.	July 22, 2020, 2:54 PM	 
157	 Tracie Panish	Please help this cause.	July 22, 2020, 2:08 PM	 
156	 CYNTHIA A JONES	-	July 22, 2020, 1:30 PM	 
155	 Jolee lange	-	July 22, 2020, 5:58 AM	 
154	 Mylene Tiongco	-	July 22, 2020, 5:40 AM	 
153	 Tami Thorson	-	July 22, 2020, 5:40 AM	 

Exhibit B

March 1, 2020

**Planning Department**

**City and County of San Francisco**

**Case No. 2018-012576CUA**

**1650 Mission St. Suite 400**

**San Francisco, CA 94103**

**Attn: David Weissglass**

Dear Planning Commissioners,

I share an apartment with a roommate that is located on top of the Grateful Dog at the very back of the property. In the more than 9 years I have been here I have never had any of the problems that some of the other neighbors are complaining about. I have seen many positive changes occur at the Grateful Dog and I have seen them grow into a very well-respected business that truly cares about its neighbors and their dogs. In my 8 years I've never had a problem with smells. They run a tight ship down there and keep the place clean and in order. I have a rooftop deck that I spend a lot of time on and the noise levels coming from the dogs is very minimal, mostly just dogs playing. The occasional barks I do hear from the Grateful Dog is immediately hushed by their employees. I actually hear more barking from other neighbor's houses and from the surrounding area than I do from the Grateful Dog. There are so many other, more pressing problems that should be addressed like the freeway that is Lombard Street, constant road construction going on and car break-ins in the neighborhood.

The owner and the staff at the Grateful Dog are very friendly and very accommodating. When our lobby glass door was broken into a couple years ago it was replaced with a steel door without a mail slot for packages. The Grateful Dog has gone out of their way to hold all of the packages for the residents of 1769 A and B and make sure that we get them safely and securely. The Grateful Dog provides a great service to many people in the surrounding area. San Francisco needs more small businesses like the Grateful Dog: very unique and very specialized. Please see attached photo of their backyard from my deck.

I support the Grateful Dog and hope the Planning Commission approves their application for a Conditional Use Permit.



Thanks for your time,  
Augusto Cano  
1769-B Lombard Street  
San Francisco, CA 94123

This is a view of their backyard from my deck. We are the closest to The Grateful Dog's backyard of all the neighbors and have never had issue with them.



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

Dear Mr. Weissglass,

I am writing this letter in support of my neighbor, The Grateful Dog Wellness Center. For the last three years I have lived directly above them, and I must say, they couldn't be better neighbors. When I was searching for a place to live in the Cow Hollow/Marina neighborhoods I came across this apartment, that sat right above The Grateful Dog. I was reluctant when it was disclosed to me that I would be living, not next to, but on top of a dog daycare. I was concerned about noise and traffic and odors that I would experience, but those worries were quickly put to rest. There are never any parking issues because people usually park right in front and drop off or pick up and leave. There are never any issues with noise. This was surprising to me at first because I thought the dogs that were there overnight would bark, but that is not the case. Like their human companions, dogs sleep at night! It was really reassuring to find that the place pretty much shuts down at night and everything is super mellow, and this comes from a very light sleeper.

As far as smells go, I have never had any issues with smells. I see that when the dogs relieve themselves outside their waste is quickly cleaned up. I say that I "see" because I actually do see this. I have an outside deck that sits right above the Grateful Dog's backyard, so I witness everything that goes on outside, please see the attached photo of my deck in relation to the Grateful Dog's outdoor space. My deck has a dedicated workout/CrossFit area. Being health conscious and a fitness enthusiast I spend a lot of time on my deck working out. I see that when the dogs do bark outside an employee is always there to quiet them down. I'm not a dog owner, and don't know all the training commands and how to get dogs to listen, but I will say that The Grateful Dog staff is very diligent in their procedures and the dogs always listen to them, they are true professionals.

I have come to know the owner, Ernie, and he has always asked about how things are going and if we can hear the dogs or smell any off-odors. I appreciate his concern and it's surely a

testament to how well that business is ran. I do hope that the commission approves their permit and they are able to continue operating. I know that they play a very important role in this neighborhood and it would be a travesty for the commission to arrive at anything short of total support and approval.

Sincerely,

Nathaniel Evanhoe  
1769 Lombard ST. #B  
San Francisco, CA 94123

Photo of my rooftop deck with their backyard just over that far wall with lights hanging.



March 1, 2020

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,

Seth and Elena Niermeyer

Case No. 2018-012576CUA

Planning Department  
City and County of San Francisco  
Attn: David Weissglass

Dear Mr. Weissglass and Commissioners:

We are writing on behalf of SFDog, the largest dog advocacy group in San Francisco, to support a conditional use authorization for The Grateful Dog located at 1769 Lombard Street. The Grateful Dog is a woman-owned and operated small business that has offered quality dog care, boarding and training at this location since 2009.

Dog owners and guardians have very limited options for these types of businesses, which are often relegated to industrial areas, such as the Bayshore Blvd. area, or in cities outside of San Francisco. According to the San Francisco-SPCA, there are an estimated 200,000 dogs in San Francisco homes, shelters and rescues. It's important that people have resources to provide healthy and proper care for their animals where we live in such a densely populated area.

We believe The Grateful Dog has satisfied the requirements of its permit approved by the Planning Commission in 2018 and that the business will diligently comply with the provisions of the conditional use authorization. The Grateful Dog has committed to addressing concerns raised by the Planning Dept., and we are confident this business has a solid plan to mitigate such issues if they occur.

The Grateful Dog has robust processes and procedures for staff and for vetting its canine clients. The business has consistently earned favorable reviews and feedback. A recent customer review about The Grateful Dog says: *"It really doesn't get much better than this place. Courteous, careful, loving, cautious and professional. Really well run. You can tell they're in the right business -- and they have a heart, too."*

The Grateful Dog has been a productive and valued member of the Lombard neighborhood for more than a decade. The organization's ongoing business is critical in providing animal welfare services to families with pets and those who are looking to adopt in San Francisco, which is considered one of the most dog friendly places in the country.

We proudly support The Grateful Dog by urging the Commission to approve the permits for this trusted business and neighbor that has lived on Lombard Street for many years.

Sincerely,

Sally Stephens, Andrea Buffa and David Emanuel

Board Members  
[SFDog](#) (San Francisco Dog Owners Group)  
P.O. Box 31071  
San Francisco, CA 94131

Planning Department

Case No. 2018-012576CUA

City and County of San Francisco

Attn: David Weissglass

What in the world is happening to the Marina community when a handful of our neighbors can single-handedly try to shut down a local, woman-owned small business that has provided an incredibly valuable and trusted service for 10+ years? I don't get it!

This feels alarmingly familiar to the behavior that has been coming out of Washington over the last 4 years. It doesn't make sense that an established and permitted business is *forced to continue to jump through bureaucratic hoops* simply because a few people don't like it in "their neighborhood". What kind of precedent does this send to ALL business owners in the Marina, Pacific Heights, Presidio, Cow Hollow, Russian Hill, etc.? Who will this small group, or another small group of unhappy neighbors target next? Maybe they won't like the smell of a restaurant or salon, or the noise from a retail store or a bar during normal business hours, who knows what could be the next target.

I find it incredibly humbling to know that so many clients took the time to share their stories about the positive impact The Grateful Dog has had on their lives and their COMMUNITY. Isn't this an example of a neighborhood model that cities and neighborhoods try to aspire to and are *fortunate to support* when they have the opportunity to do so? America needs more success stories like The Grateful Dog.

Thank you for your consideration,

*Mary Eichhorn*

Pacific Heights & Marin

Kiesha Ramey-Presner  
130 21<sup>st</sup> Ave.  
San Francisco, CA 94121

3 March 2020

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

Dear Mr. Weissglass,

I am writing to express my heartfelt support of The Grateful Dog. This is a tremendous small business in San Francisco that serves the immediate Marina neighborhood and well beyond.

It is no secret that in San Francisco, we love our dogs. In fact, you probably know that there are actually more dogs than San Francisco (120,000-150,000) than children (~115,000)! I have one of each, so feel particularly blessed. But being a 2-parent working household is exactly why my husband and I depend on the wonderful services The Grateful Dog offers.

Well-socialized and well-trained dogs make great community members. The Grateful Dog's daycare and training offerings go a long way towards promoting this effort. Dogs that stay home all day, every day, while their owners are (more than likely) at work get bored and can act out, both inside and outside the home. Being a dog owner means being responsible not only for their well-being, but the well-being of the community. And thus having a business that folks like my husband and I can turn to help ensure our fun-loving and energetic Husky/German Shepherd mix, Cady, gets the exercise and socialization that she needs on a consistent basis is critical.

Small businesses exist to serve their immediate communities, and I can think of no better example of this than The Grateful Dog. The three days each week I drop off and pick up Cady from this sunny little gem, I see others walking their dogs to and fro, and we smile and wave knowing that we are giving our pups the care they deserve. How fortunate we all are to be able to call The Grateful Dog a home away from home for the furry ones we love!

I hope that you will continue to support The Grateful Dog and other small businesses like it. Ernie Cervantes has built the very type of establishment that our communities need to thrive and keep families like mine in San Francisco, where we have lived for 20 years. We have enjoyed their services for the past 3 years - since Cady was just a few months old – and we intend to continue our relationship for the next many years. Cady wouldn't have it any other way!

Sincerely,

Kiesha Ramey-Presner

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

We adopted our husky, Teddy, 3 years ago almost to the day. San Francisco was a daunting place for him at first, and we had a hard time getting him to do so much as leaving the steps in front of our apartment (see image below). Given we both work office jobs we realized we would need a little help keeping Teddy active and occupied during the day, which led us to find the Grateful Dog.

Now, 3 years later, as we approach within blocks of the Grateful Dog's red door, Teddy lights up and pulls us in as quickly as he can. While I wish I could spend every day with Teddy, and I realize he sees the Grateful Dog employees more than us most days, I can see there's mutual love which gives me peace of mind. His eagerness to go to the Grateful Dog every day is a testament to how special this small business is to our life and community.

The Grateful Dog is a primary part of Teddy's life, and even his family. To lose it would be a significant loss to us and the City.

Best wishes,  
Kira, Mike & Teddy





Dear Mr. Weissglass,

I am writing to express my wholehearted support for the Grateful Dog. We have been happy patrons at the Grateful Dog for over eight years, relying on their hospitality, training, and boarding services daily. They have always taken great care with my two dogs and the others in their charge, and always have shown a great deal of concern and respect for the neighborhood.

The full range of services and support that the Grateful Dog offers is unparalleled. I'm not sure how, with my full time job and travel, we could function without their full suite of services and 24/7 coverage. As a practical matter, my dogs cannot be left alone, as they are anxious and would lick themselves to the point of creating hot-spots and bark constantly and disturb the neighbors. (We have tried everything, but even crating resulted in more licking and barking, and having a dog walker come to the house once or even twice a day does not mitigate the problem.) But they are happy and calm and quiet at the Grateful Dog whether on regular stays or short-notice, which is absolutely essential, because I often travel for work with little notice.

Beyond that, they are just a wonderful team of people, who care for the dogs and their community. Already, they have adjusted their pick up and drop off hours to accommodate neighbors, and in my experience, they keep the business quiet except for those moments, when the dogs react to someone new coming to the door.

Thank you for your consideration, and please do not curtail the ability of the Grateful Dog to offer their essential services! I love my dogs and they greatly contribute to my quality of life. Without the services that the Grateful Dog provides, it would be impossible for me to have dogs in San Francisco. Please feel free to call me to discuss, if you have additional questions,

*Karen E. Silverman*

**Karen E. Silverman**

**LATHAM & WATKINS LLP**

505 Montgomery Street | Suite 2000 | San Francisco, CA 94111-6538

D: +1.415.395.8232 | M: +1.415.699.4262

Hello -

This letter is in support of the Grateful Dog SF. Our dog Coco attended Grateful Dog for daycare from 2018-2019. She was a small puppy when she first attended and having this service in our neighborhood made it extremely valuable to us as we worked long hours at work. Not mention she was well loved and looked after by the staff.

Leaving a dog home alone for long hours can cause a dog to act out in ways that can be harmful not only to owners but those around us as well. Having a well run business like Grateful Dog makes it possible for working owners to have a well socialized pup.

Well socialized and well trained dogs make for happy dogs and happy owners. Grateful Dog has been a staple in SF for the last 10 years and not having access to their great care and love of dogs for boarding and daycare would make it tremendously difficult for owners in SF.

While we no longer live in SF, we think back fondly to all our memories at Grateful and we know Coco misses the staff and her pup friends. We hope Grateful Dog will continue to live on.

Best Regards,  
Alexandra Magnell  
[aamagnell@gmail.com](mailto:aamagnell@gmail.com)

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

February 29, 2020

Dear Mr. Weissglass,

We are writing in support of The Grateful Dog, who cares for our dog Tate every day while we are at work. We are Bay Area natives and have lived in San Francisco proper for nearly 10 years.

They say it takes a village to raise a child, but it also takes one to raise a dog. The Grateful Dog is our village. We adopted Tate in April of 2018 from the SFSPCA and soon after discovered The Grateful Dog. He has been going to daycare there nearly every day for almost 2 years. It is one of his favorite places, and he drags us to their front door every morning. We feel so grateful to have this small business in our neighborhood where we know our dog is safe and happy. With so many small businesses being forced to close, it is important that we as a city fight to keep as many open as possible. Please allow The Grateful Dog to continue to operate for the families and dogs who rely on them every single day.

Warm Regards,

Allyson Robertson & Joseph Dobson (and Tate)

--

Allyson Robertson  
[allyson.robertson@gmail.com](mailto:allyson.robertson@gmail.com)

March 1, 2020

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

To Whom It May Concern:

Hello, my name is Ariel Berwick and I have been using The Grateful Dog for playcare for the past four years. I am a teach 6<sup>th</sup> and 7<sup>th</sup> grade science nearby at Marina Middle School, so the Grateful Dog allows me the peace of mind to not worry about my dog should I end up staying late at school, which is honestly a frequent occurrence given the workload we teachers take on.

I have sent both my current and past dog to playcare at The Grateful Dog and have always been impressed with the care and attention my dogs have received. My previous dog, Rusty, was senior with a very mellow temperament. I always appreciated that the staff made sure he had a quiet when needed and that they paid close attention to his needs, often taking off his harness if they noticed he was too warm. I was also called on several occasions to see if I wanted his nails trimmed as staff had noticed they were getting long. My current dog, Albus, is much more energetic and still working on some of his manners as he is an adopted stray, but still The Grateful Dog has worked with him and he is always happy at drop-off and pick-up. The staff recognizes my dogs by name, which is impressive since our attendance is sporadic, depending my husband's work schedule.

The Grateful Dog provided a much needed service for our community. The Marina is a very dog friendly neighborhood and a reliable and trustworthy facility is an asset to the neighborhood. I appreciate that I can focus on my students knowing that the caring staff at The Grateful Dog is focused on my pup.

Sincerely,  
Ariel Berwick  
[arielberwick@gmail.com](mailto:arielberwick@gmail.com)

Hello team,

We saw your post on Instagram and want to share our support for your business.

San Francisco needs more small businesses who are mindful of care and love for not only the clients, but for animals, our neighborhoods, and our community. We love that The Grateful Dog is a supporter of these important things. We hope you have a long and successful business here in San Francisco and that you're able to share the love far and wide. Thank you for all you do. Best of luck!

Beth and Jeff Miller  
San Francisco small business supporters and  
dog owners

--

**Bethany Miller**  
**302-222-2135**

Dear City of SF,

We desperately need small business care for our pets. The attention and care that the Grateful Dog gives to my dog Phyllis is the best of the best. Before finding the Grateful Dog, previously boarded Phyllis at a corporate chain, where she was allowed to drink contaminated water in 100+ degree weather and went home with 6 different intestinal infections. It cost me \$6000 to cure her, with little to know apology. That would never happen at the Grateful Dog — they know me and Phyllis by name and treat her like one of their own. Please please please allow the Grateful Dog to stay where they are and stay open.

Thank you,  
Brady Freeman

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

March 2, 2020

The Grateful Dog SF is an amazing local business that so many dog owners in San Francisco rely on daily to take care of their beloved pets. The staff here is amazing, and not only do I trust them - my dog Leo loves coming here and adores everyone who is there.

Leo has been going to The Grateful Dog since he was 6 months old and they have provided nothing but the best for him the last 2 years. Being a Consultant, I can sometimes work long hours and would have to have to leave him at home for more than 8+ hours during the day. I find so much comfort in knowing that he is running around playing with his friends in a safe and friendly environment all day instead of laying on the sofa staring out of a window wishing he was outside.

The mornings when I grab his leash and say "daycare" he gets so excited he almost doesn't know what to do with himself and pulls me out of the house. As soon as we turn the corner to pull up, he jumps up and looks out the window wagging his tail. He'll pull me (all 80lbs of him) to their red front door and shove his nose against it trying to get me to open it as quickly as possible. We are always greeted by a smiling staff member who Leo is over the moon excited to say good morning to every time.

San Francisco is a dog friendly city, and the Grateful Dog is such a huge part of so many dog owners everyday lives. Without them many of us would be forced to relocate in order to provide our dogs with the care that they need while we are at work.

We need to support our local businesses, especially those that are providing such an important service to the community. The Grateful Dog has been part of our community for 10+ years and it would not only be heartbreaking to see them forced to close their doors, it would be extremely disruptive to the lives of our neighbors who rely on this small business everyday.

Regards,

Briana Bramer  
(Leo's mom)

Hi team! Saw your Instagram post and am sending you guys all the good thoughts and love. Riley and I don't know what we'd do without you!

Please feel free to present this letter below with a photo attached!!

Best wishes,  
Cynthia and Riley

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Dear SF Planning Department,

I have been a resident of San Francisco since 2013 and have been a proud dog owner of my poodle pup Riley since late 2018. Riley has been a regular part of the Grateful Dog pack for about a year now, and I always feel so lucky to have such an incredible small business in my neighborhood. I am a resident physician at UCSF and have a busy and often emotionally demanding schedule, and at the same time having Riley by my side has been so important in terms of maintaining my own health and happiness as I care for some of San Francisco's most vulnerable patients. The Grateful Dog has been an incredible team that Riley loves to be with as evidenced by how big goofy smile and wildly wagging tail when I'm at work. I am, like I'm sure many pet parents, very protective of my pup, and it takes a whole lot for me to feel comfortable entrusting Riley's care to another team, and the Grateful Dog team has gone above and beyond in terms of exceeding my expectations. Riley has many doggie best friends through the Grateful Dog and it is so nice to be able to run into Riley's pals and their families out and about - it brings me a sense of community and connection that I think is often so lacking these days. At a time when it feels that San Francisco is losing its spirit of kindness and community to large, impersonal corporations, I think it is more important than ever that the city continue to back dedicated and passionate small businesses like the Grateful Dog. The team is responsive, communicative, attentive, responsible, and caring with a constant eye to social outreach for the care of the city's vulnerable animals, and really represents the type of organization I hope to see around SF for many more years as I build my own practice here with Riley at my side.

Best wishes,  
Cynthia Tsai, MD  
Bay Area native, Pacific Heights resident





To whom it may concern,

I am not exaggerating when I say that without The Grateful Dog, I would not be able to live in San Francisco. I have fought tirelessly for the last ten years to keep my rescue dog, Murphy by my side. When my career took me to San Francisco, I was shocked at how hard it was to find a dog-friendly place to live or daily dog care.

Four and half years ago when I moved to the Marina, I left a neighboring dog care business that told me they "don't take dogs like Murphy" and walked into The Grateful Dog defeated and in tears. Ernie was at the front desk and welcomed Murphy in with open arms, immediately calming us both. Murphy can be timid around new people and suffers from separation anxiety which made finding care extremely difficult. Ernie assured me that with time, Murphy would "fit in just fine here". He was right. Within a week Murphy was just about tearing my arm off to get into The Grateful Dog. I had never seen anything like it. Murphy's timidity and separation anxiety have improved tremendously since he started going to The Grateful Dog which has immensely improved his quality of life.

Over the years, The Grateful Dog has provided the most amazing care for Murphy both during the day and overnight sometimes for more than a week at a time. My husband and I both have demanding jobs and sometimes have to travel with just a few hour notice. The Grateful Dog is always accommodating with our travel plans and we rest assured knowing that Murphy is in the best hands possible. I honestly do not know what we would do without this loving, caring and amazing small business in our neighborhood. Every single person that works there is so kind and truly loves what they do. The Grateful Dog has become a reliable constant that is so needed in our life.

As the years have passed, we have seen more and more small business forced out of the city leaving the city I fell in love with a memory and not a reality. Please consider supporting the few community-impacting businesses we have left. The Grateful Dog is everything to the people who take their dogs there.

Thanks,

Emily Knight Bash

To whom this Concerns:

I heard today that The Grateful Dog Marina is up for review this week and that with new zoning laws in place it has become increasingly difficult for them to stay open. I find this to be an incredible travesty. My “grand dog” has been a full time member of that community for nearly two years. Finn is an emotional support animal who lives with my daughter, Nicole. Nicole navigates through life one step at a time and it isn’t always easy. As a matter of fact, some days are extremely difficult. Her family is thankful every day that she has Finn to support And love her unconditionally. And we are especially thankful that the Marina neighborhood has a loving and convenient dog care facility that is clean, safe, affordable and dependable so that she knows he is cared for as she would while she is at work. It’s honestly a life-saver for Finn, Nicole and so many other dogs and their people who are part of The Grateful Dog family. The dogs who are under their care are happy, healthy and comfortable when they cannot be with their beloved owners.

Please understand that San Francisco is a dog-friendly city, but the cost of living can make it difficult to work and live there and have a friendly 4-legged companion. The Grateful Dog has made a huge difference to dog owners who will be lost without it. There is nothing like it in the area and many people will feel tremendously lost without it. The people who work there are not just conscientious dog-lovers- they are kind and gentle caregivers who can be trusted with the care of what for many is the most important part of their lives.

Please do what you can to work with the owners and employees and families associated with The Grateful Dog to keep them running.

Thank you  
Jacqueline DiCenso  
781-775-2080

March 1, 2020

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

I hope you will listen to my heartfelt plea to allow The Grateful Dog on Lombard Street to remain in business for doggie daycare and boarding.

The Grateful Dog is my dog's second home as I work a 40-hour week and also take care of my husband with health issues. I would be devastated without the services and support of The Grateful Dog along with my dog who loves her day care and boarding when needed.

To close a small business that so many San Francisco families depend on makes no sense. Closing small businesses in San Francisco leaves a big void. Tech and other industries are booming and we depend on day care for our children and doggie day care for our beloved pets.

Many dog owners depend on these services, The Grateful Dog is one of these businesses.

My Dog goes into The Grateful Dog and never looks back at me. The staff is trained well, give the dogs, play time, their medications and feed them their meals. I have a very happy dog at pick up time.

I would be devastated if The Grateful Dog were to close. I have had dogs for all of my adult life and have never experienced a doggie day care like The Grateful Dog. The owner has hired an excellent staff who are respectful of their neighbors and all who use The Dog Services. It starts at the top with Ernie Cervantes who runs a very successful doggie day care. His staff is the best.

Please look at the other side of this and understand many San Francisco residents depend on the day care and boarding of The Grateful Dog.

Sincerely,  
Joanne Foy

March 3, 2020

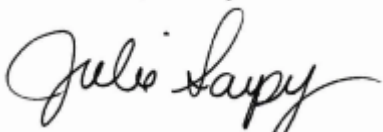
Dear Respected Members of the San Francisco Planning Department,

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 am 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.

A handwritten signature in black ink that reads "Julie Sarpy". The signature is written in a cursive, flowing style.

Julie Sarpy

## Letter of appreciation



**Kimberly Hunt**

Sat, Feb 29, 8:00 PM

The Grateful Dog has cared for our dog, Timber, for the past 3 years. They have taken such good care of him. Every time we take him to drop him off for boarding he practically leaps over the gate to see his friends. Everyone knows him by name and his mannerisms. It's a blessing to feel like he's in good hands when we drop him off. We need small businesses like the Grateful Dog who offer a level of service and care that is hard to find.

Kimberly, Jeremy and Timber Tilley

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

3/1/2020

I'm writing to express my support and thanks to the team at the grateful dog.

This local community business is one of the reasons why my partner and I have chosen to stay in the area. I love this neighborhood, and have lived here for over six years. But unfortunately, if The Grateful Dog didn't exist we'd likely need to move away.

We have a high energy dog who needs lots of activity and attention, which means he can't be left at home alone during the work week. We both work full time in the city, and oftentimes have to travel for work. We can rest assured that our dog is being taken care of and having the time of his life playing with his buddies, giving us peace of mind.

If the grateful dog ceased operations, the outcome for us would most likely be that we'd move to the east bay or Marin in order to have a house with a garden, which in Cow Hollow would not really be an option.

It's important that as a community we support local businesses, especially ones who provide services that are so critical to maintaining our lifestyle. Cow Hollow is an area that thrives on being a dog friendly, nature loving neighborhood. With cost of real estate so high in SF, the realities of dog ownership might not be possible for many if they couldn't count on services like the ones that the grateful dog provide.

Best Regards,  
Kylie Fuentes  
Filbert St 94123

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

March 1, 2020

This letter is in support of The Grateful Dog SF, where my husband and I took two of our dogs in the years both of us were working in the City.

Our first dog, Blaze, was adopted years before we found ourselves with job opportunities in SF. By then Blaze was accustomed to constant human companionship from a prior work-from-home arrangement, and as a large Malinois-Shepherd mix he had a never ending supply of energy.

The Bay-area commute being what it is, no open play dog daycare near our house stayed open late enough for either my husband or I to make it back before closing hours. The Grateful Dog, however, was in the city and allowed both of us to put in the hours required to establish ourselves in our new companies. Blaze was picked up before we headed home at the end of the day, happy as a clam.

After Blaze's eventual passing, we were able to consider adopting again solely because of The Grateful Dog. The Grateful Dog remained the only place we trusted his care to - specifically because of their responsible, reasonably priced and attentive staff...and ample space for indoor/outdoor play.

Dual working families employed in the city like us need an option for open play care and boarding. The Grateful Dog is the best and needs the city's continued support. Without them, many families like ours won't have options for their larger breeds or the option to experience the love and support that a dog can bring, nor provide a home for the countless animals in Shelters.

Fondly,  
Lauren and Tom Glamuzina

m: 412.818.7871 / [lanndestefano@gmail.com](mailto:lanndestefano@gmail.com)

To Whom It May Concern,

The Grateful Dog on Lombard Street has been an absolute godsend for our family. It's not an understatement to say that without it we would likely need to move. Our dog Murphy has been going there for both daycare and overnight stays for three and a half years, and we've had nothing but positive experiences during that time. He's always excited when he realizes we're heading there, and always comes home happy and healthy. My wife and I have demanding jobs and schedules, and it gives us tremendous peace of mind to know that Murphy will be well taken care of at the Grateful Dog whenever we need them. It would be a travesty to see yet another small business driven out of San Francisco due to overbearing regulations.

Sincerely,  
Tom Bash

3640 Fillmore St, Apt 302  
San Francisco, CA 94123  
(360) 910-7954  
[bash.tom@gmail.com](mailto:bash.tom@gmail.com)



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

March 3, 2020

Mr. Weissglass,

This is a letter in support for The Grateful Dog on Lombard Street in regards to their Planning Commission hearing on Thursday, March 5, 2020. My husband and I are property owners in the Sunset neighborhood, both work in San Francisco and are **fully in support of the Grateful Dog** continuing to offer outdoor space for their day-time and boarding customers.

We bring our rescue dog to The Grateful Dog for day-time and overnight boarding. We care very much about the health and happiness of our rescue dog and are confident in the quality and trustworthiness of this business, it's owners and employees. We don't live in Cow Hollow where they are located, but we value their services so much that we drive across town when we need day-time and boarding services.

If The grateful Dog were not allowed to continue to operate as they do now, and offer outdoor day-time and boarding services, it would be an additional burden on our lives and our ability to access the services we need in the city. Making it harder for people to live in San Francisco only diminishes our quality of life and that does not seem fair.

Thank you for your consideration and for reading my input on this matter.

Margaux Kelly and Nate Kapinos  
1338 48th Ave  
San Francisco, CA 94122

N.N. Smith  
790-B Sibley Rd.  
San Francisco, CA 94129

March 2, 2020

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

To Whom It May Concern:

This letter is written in support of The Grateful Dog daycare. The Grateful Dog is a trusted, long-established local business that fills a real need in this community. For many responsible dog owners who work or travel, a dog daycare is indispensable. I became a client after adopting a shelter dog with separation anxiety. Left alone, she would have been crying and frantic. At TGD, my dog happily socialized under proper supervision, received reinforcement of her training, and became a better canine citizen. The boarding and kennel service is also invaluable when an owner travels. Losing TGD would create a hardship for many responsible dog owners. For almost 10 years TGD has provided a unique, valuable service in this area, and as a client and local resident, I hope they will continue to do so.

Sincerely,

N.N. Smith

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

Re: The Grateful Dog

Dear David:

I am a current client of The Grateful Dog. It's location on Lombard is pretty perfect for pick up and drop off and we've been going there for years.

My job has crazy hours and spans beyond 6 days a week frequently. I value the staff at The Grateful Dog and their support so that my dogs don't suffer when I have to work on weekends or full days.

The staff has taken care to limit drop off and pick up times to foster good neighbor relations.

Sincerely,

Amanda Jones  
415-218-2179

March 2, 2020  
Regarding Case No. 2018-012576CUA

I am writing in support of The Grateful Dogs usage permit. Hearing about the issue with their permit has made me reflect on how much their service is needed and how much it means to our community in the busy Bay Area of 2020.

The first dog I had as an adult was a little stray that wandered into my house in Berkeley in the pre-leash-law 1970's. While I was at work, my little dog spent her days following me to work at U.C.'s Sproul Hall, hanging out in various campus offices, or sitting on the Sproul Hall steps with the students. When I went on vacation, my parents looked after my dog, Owning a dog in those days was a carefree joy.

Now, 45 years later, owning a dog is a true commitment that many owners take on with little support. There are many laws governing dogs so they must be confined all day. We owners are away from our dogs much more because we work much longer hours and often have long commutes. Many people have no relatives nearby as a help or safety net, for when we go on vacation or have an emergency. That is why a service like The Grateful Dog is so important to people like me. I know I can count on them to look after my dogs while I am at work, or if I have to go out of town, or if I have a medical situation that requires me to need a caretaker. Without a service such as theirs I might have to forgo the pleasure (and support) of owning a dog.

I hope you will consider how important the The Grateful Dog is to the community. I realize that not everyone enjoys having a dog, but for those that do, this service is important and invaluable.

Thank you for your consideration.

Deborah Gouailhardou

1599 Oak Street  
San Francisco, CA 94117  
March 2, 2020

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

Dear Mr. Weissglass,

It is my pleasure to write a letter of support the Grateful Dog. I moved to San Francisco about a year ago with large Lab Mix; he had gone to Doggy Daycare every day in North Carolina; when I drove to the facility there, about two blocks away he would get excited and would bolt for the door when we pulled in.

After my move, I tried three different facilities. He actually showed fear when entering them; at the point I needed to carry him in, I stopped taking him. As a result my dog was crated in my small apartment for several months.

In those month, my dog was restless when I was home, was much more poorly behaved out on walks, and started barking when he heard sounds from outside of my apartment. It became clear that an active day was important for him, even more when in a crowded city with small apartments with very close neighbors. If I lived next door, I would have been quite annoyed, and with his pulling and leash reactivity on walks, I could see passers by getting upset and scared.

I happened upon Grateful Dog about two months ago. Like in North Carolina, he gets excited as we near the facility, and runs right in; sometimes I have difficulty getting him to leave! More importantly, he is again well behaved at home; the barking and leash aggression have almost completely stopped; so a benefit to my neighbors as well.

San Francisco is sadly lacking facilities such as this, and in my experience, other facilities are far inferior; I cannot say why; I wish my dog could. But he is extremely happy there, and a better behaved dog in the Streets of San Francisco because of the facility.

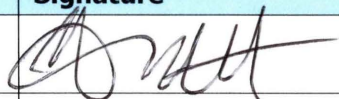
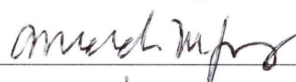

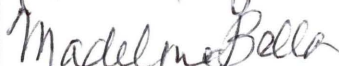



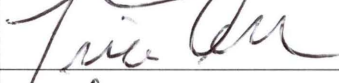
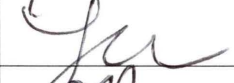
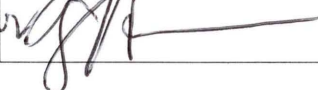
Please feel free to reach out to me with any questions.

Sincerely,

Stuart J. Kaplan, MD, MBA

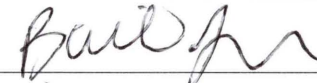


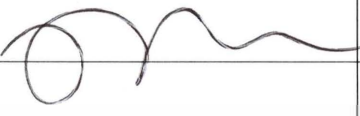
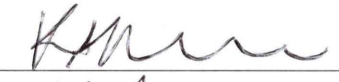


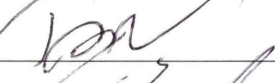
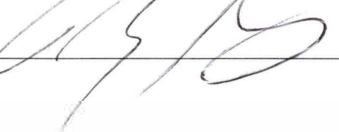
## Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

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.
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Printed Name	Signature	Address	Comment, if any	Date
HERMINE Klonk		785 COLBY ST SAN FRANCISCO, CA 94134		9/5/18
Amanda Jones		1958 BUSH ST SAN FRANCISCO CA 94115	I will testify if you need me to	9/5/18
Brianna Kany		850		
Madelina Bella		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 Oster		3230 Baker SF 94123		9/10/18
Maria Lopez		164 15TH AVE SF, CA 94118		9/10/18
Patricia		1580 GREENWICH SF, CA 94118		
Lauren Cuevas		3560 Divisadero Apt 16 SF CA 94123		9/10/18
LEILA AMUNIZ		201 HERBERT AVE SSF, CA 94108		9/7/2018

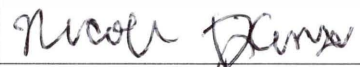




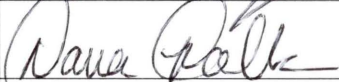
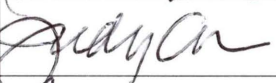
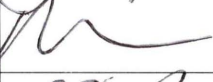
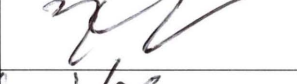

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Printed Name	Signature	Address	Comment, if any	Date
Bailey Johnson		1580 Filbert St. Apt 12 San Francisco, CA 94123	testify if you need me too!	9/7/18
Taryn Spadaro		1884 Greenwich St, #101 San Francisco, CA 94123		9/7/18
Jen Hertsberg		3043 Webster St SF 94123		9/7/18
Paulette Moutal		80 7th Ave #9 SF, CA 94118		9/7/18
B				
Kiesha Ramey-Fraser		130 21st Ave SF 94121		9/8/18
Libby Orick		739 Lake St SF 94118		
Katie Burleson		3101 Divisadero St 94123		9/9/18
Tom Bush		3640 Fillmore St. #302		9/10/18
Chuck Morris		2833 Webster St #4		9/10

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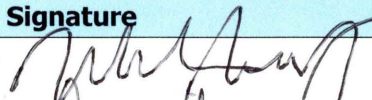
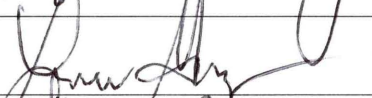
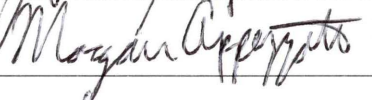


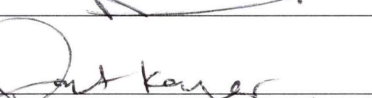

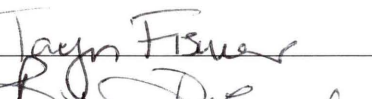
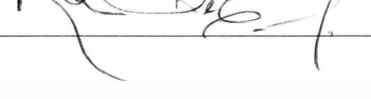

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Printed Name	Signature	Address	Comment, if any	Date
Nicole D'Amico		1803 Lombard St		9/10/18
Briana Bramer		3091 Pine St		9/10/18
Laura Curran		1701 Vallejo St		9/10
Colleen Hill		2001 Pierce St.		9/10/18
Andy Hayes		2935 Van Ness S		9/10/18
Dana Polk		1280 Lendrum Ct. 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
Keen Freedman		3028 Laguna St SF		9/10/18
Kathryn Floyd		202 Fetter Ave		9/10/18



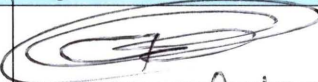




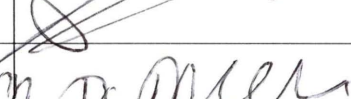
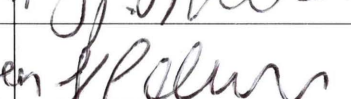
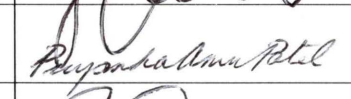


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Printed Name	Signature	Address	Comment, if any	Date
William Weidandot		2425 Buchanan #101		9/10
Loraine Green		2206 Valley St		9/11
Morgan Appuzzo		2265 Larkin St		9/11
Kelsey Yang		1501 Beach St. #202		9/11
Ruth Robinson		268 2nd Avenue, #1		9/11
Molly Deshaz		3145 Otawa #10		9/11
Janet Kayser		3145 Otawa #10		9/11
Tara Ryan		40 31 Moulton St		9/11
Taryn Fischer		31 Moulton St		9/11
JOHN RHEA DeCARLT		530 CHESTNUT ST. #308		9/11

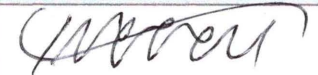


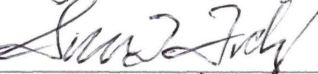
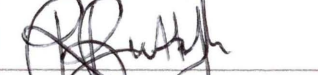
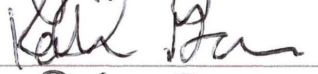
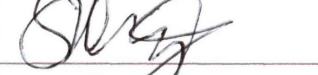



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Printed Name	Signature	Address	Comment, if any	Date
Camilla delkter		2615 Buchanan		
Ana Winter		3255 Broderick		
Eric Myll		3600 Fillmore St.		
Kenneth Kemp		80 7th AVE SF		
Wendy Hurford		2705 Jackson St #2	Please save Grateful Dog!	9/13/18
JOSEPH DEBSON		1755 FRAWLLEN ST, AP7 304		9/13/18
Jordana Nollmann		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



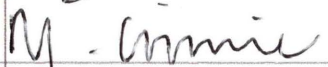

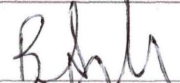
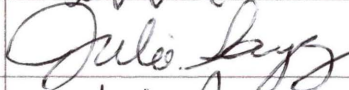


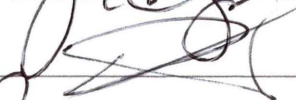

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Printed Name	Signature	Address	Comment, if any	Date
TRANS McCALL		1501 BEACH ST APT 202	WILLING TO TESTIFY	9/13/18
ROB JONES		2407 OCEANIA ST #7	" Testify	9.13.18
Liz Olson		1920 Jefferson St. #2		9/13
Susan Fickinger		1545 Pine St. #1004 S.F. 94109	" Testify	9/13/18
Rachael Butolph		639 Geary St. #603		9/13/18
Katherine Gamman		2228 Union St #113	" Testify	9/13/18
Samantha Diaz		2010 Chestnut St. APT 305	"	9/13/18
Kyle Jones		725 O'Connell St #26	maybe testify	9/13/18
KIRA HEVOC		2340 Filbert St #1, SF		9/13/18
Kevin McLaughlin		231 Jersey St		9/15/18







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Printed Name	Signature	Address	Comment, if any	Date
Nicole Hamis		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 Orias		435 Euclid Ave, SF SF		9/15/18
Brandon Sessler		1900 Washington St 602 SF		9/15/18
Julie Scarpy		2026B Bridenick St.		9/15/18
Meghan Ross		3600 Fillmore St SF		9/15/18
Janet Kasper				
Rose LeLannec		1761 Valley St SF		9/15/18
Beth Sherman		1990 Jefferson St SF, CA		9/15/18

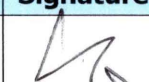




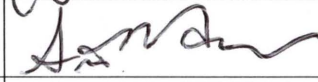

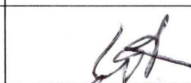
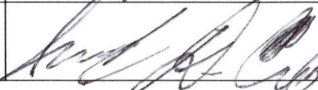
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Printed Name	Signature	Address	Comment, if any	Date
Devin Schiller		1701 Valjejo St #106 San Francisco, CA 94123		9/19/18
Cassie Hyeck		2032 Green St San Francisco 94123		9/19/18
Jasmine Ghuman		2000 Pacific Ave Apt 207 San Francisco, CA 94109.		9/19/18
Kylie Fuentes	<del></del>	1863 Filbert St San Francisco CA 94123	<del>_____</del>	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	Patrick Miles	1650 JACKSON ST #907 SF, CA 94109		9/22/18
Andrea Gasser	Andrea Gasser	785 Sanchez St. Apt D SF, CA 94129		9/22/18
Dennis Looney	Dennis Looney	639 Gear St #803 SF CA 94102		9/22/18






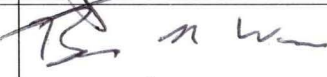


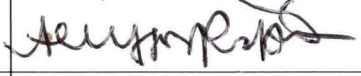

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Printed Name	Signature	Address	Comment, if any	Date
Kleen				
Natalie # Carida				9/25/18
Ellen King				9/26
Ariel Mihic				9/26/18
Amanda Bink				9/26/18
Neven Yee				9/26/18
Paul Radcliffe				9/28/18
<del>CYRUS DAVID</del>				
GARRETT DESAI				
John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

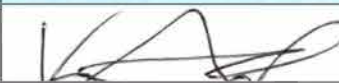
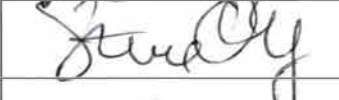

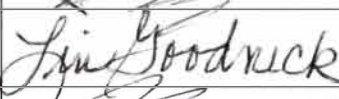


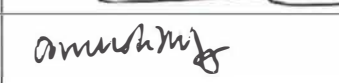
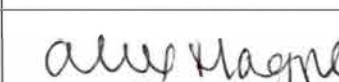
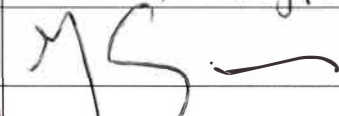
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Printed Name	Signature	Address	Comment, if any	Date
Larissa Esquilla		3600 Fillmore St. San Francisco, CA 94123		10/1/18
Neta Adlow		78 Taylor way SF, CA 94123		10/3/18
Seth Nemeyer		1769 Lombard Apt A SF 94123		10/3/18
Monica Camacho		1984 Circenwien 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 Dyke		341 E. Richevale Mill Valley, CA 94941		10/15/18

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

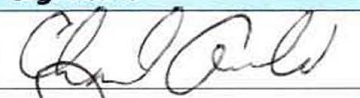
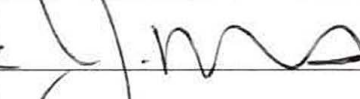


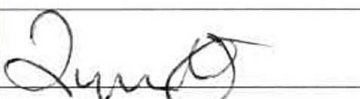




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Printed Name	Signature	Address	Comment, if any	Date
IAN BRITT		2 CORVALES BLVD.		10-15-18
Steve Orth		3230 Baker Street	Love this place !!	10-20-18
James Kishin		1806 LAGUNA ST.		10-21-18
LIN GOODNICK		P.O. BOX 20334 SANTA BARBARA, CA 93120	Please consider the valuable service GD provides	10-21-18
Brendon 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		2909 JACKSON ST 501		10.24.18



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Printed Name	Signature	Address	Comment, if any	Date
Charles Arnold		1531 Francisco St.		10/26
Jim Muz		2850 Riverside		10/28
Matthew Jaffe		78 Toledo Way		11/2 <del>10/26</del>
Jason Sullivan		2361 California St.		11/4
Daisy Spedaro				
Ryan O'Connell		2218 BAKER ST		11/8
Seth Niermeyer		1769 Lombard St. #A		11/8
Sam Kater		1773 Chestnut St		11/10
Karen Silver		3934 Clay St		11/11
JOSEPH DOBSON		1755 FRANKLIN ST, APT 304		11/11




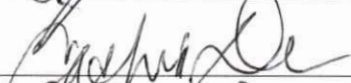



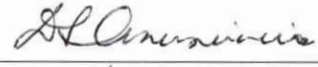
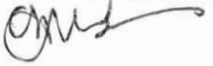
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Printed Name	Signature	Address	Comment, if any	Date
<i>Barbara</i>	<i>[Signature]</i>			11-13
Brian	<i>[Signature]</i>	2032 Green St		11/13
Marisa	<i>[Signature]</i>			11/14
Megan	<i>[Signature]</i>			11/16
Jon Wilky	<i>[Signature]</i>	3820 Scott St.		11/17
Emma Wernham	<i>[Signature]</i>	1020 Union St.		11/17
Paula Hannon	<i>[Signature]</i>	1185 Camino Pablo	(Bella)	11/18
Scott Schwartz	<i>[Signature]</i>	488 Locusts St.		11/20
Greg McCullough	<i>[Signature]</i>	11 Milroy St.		11/18
Jeanne Foy	<i>[Signature]</i>	2235 Beach St SF		11/18
DAVID GROFF	<i>[Signature]</i>	2409 SCOTT ST.		11/18
Michael M. no	<i>[Signature]</i>	3054 Lyon St	Hamilton	11/18

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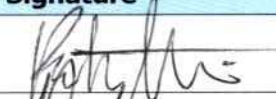




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Printed Name	Signature	Address	Comment, if any	Date
Amanda Jones		1958 BUSH ST SF, CA 94115	will testify if needed @planning	11/20/18
Mo				
Jeremy Tilley		807 Columbus Ave. Apt. 301		11/27
Jenna Ebert		394 Union St.		
Catherine Dacre		12 Nina Dr Novato		11/28
LORRICH her man		739 Lake St SF 94115		"
Jenna Williams		3716 Sacramento St.		11/30
Liz Olson		1920 Jefferson St.		11/30
Dulce Anunciacion		168 Bertita St. SF, CA 94112	This service is invaluable. Guinness loves it here!	12/3
BRIAN DEVERA		900 BUSH ST APT 404 SAN FRANCISCO, CA 94109		12/3

*Handwritten note:*  
I like the business idea

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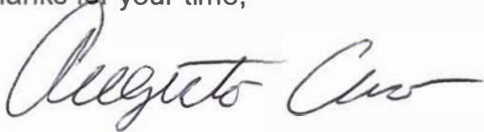
Printed Name	Signature	Address	Comment, if any	Date
Pailin Nitbbon		53 Rico Way 94123		12/4/18
Ry Olson		1920 Jefferson St 94103		12/4/18
Carly Reiner		530 Chestnut St. 94133		12/6/18
LaTray Marsh		980 Bush St 94109		12/9/18
Jessica Carlson		2617 Laguna St. #7		12/11/18

December 5, 2018  
Planning Department  
City and County of San Francisco  
Case No. 2018-012576CUA  
1650 Mission St. Suite 400  
San Francisco, CA 94103  
Attn: David Weissglass

Dear Planning Commissioners,

I share an apartment with a roommate that is located on top of the Grateful Dog at the very back of the property. In the more than 8 years I have been here I have never had any of the problems that some of the other neighbors are complaining about. I have seen many positive changes occur at the Grateful Dog and I have seen them grow into a very well-respected business that truly cares about its neighbors and their dogs. In my 8 years I've never had a problem with smells. They run a tight ship down there and keep the place clean and in order. I have a rooftop deck that I spend a lot of time on and the noise levels coming from the dogs is very minimal, mostly just dogs playing. The occasional barks I do hear from the Grateful Dog is immediately hushed by their employees. I actually hear more barking from other neighbor's houses and from the surrounding area than I do from the Grateful Dog. There are so many other, more pressing problems that should be addressed like the freeway that is Lombard Street, constant road construction going on and car break-ins in the neighborhood. The owner and the staff at the Grateful Dog are very friendly and very accommodating. When our lobby glass door was broken into a couple years ago it was replaced with a steel door without a mail slot for packages. The Grateful Dog has gone out of their way to hold all of the packages for the residents of 1769 A and B and make sure that we get them safely and securely. The Grateful Dog provides a great service to many people in the surrounding area. San Francisco needs more small businesses like the Grateful Dog: very unique and very specialized. I support the Grateful Dog and hope the Planning Commission approves their application for a Conditional Use Permit.

Thanks for your time,

A handwritten signature in black ink, appearing to read "Augusto Cano". The signature is fluid and cursive, written over a white background.

Augusto Cano  
1769-B Lombard Street  
San Francisco, CA 94123



Ernie Cervantes &lt;erncervantes@gmail.com&gt;

---

**Attn: Ernie**

---

**Jeffrey Manheimer** <jdmanheimer@gmail.com>  
To: erncervantes@gmail.com

Tue, Dec 11, 2018 at 10:23 AM

Hello,

**My wife passed along your message to me about you guys needing support for your business. I am sorry that folks are not being cooperative in the neighborhood. It always seems there is someone in San Francisco that tries to derail great businesses that many residents depend on.**

**The fact that you have been doing this for so long only to hear complaints now (after all these years) tells me these are people looking to cause conflict as their main goal in life - so sad.**

**I will keep this short, but the reality is - we love and need your business. If you guys were not able to provide day care, we would most likely move out of San Francisco since there is no close option for boarding or day-care. We are better off not paying the crazy tax and insane rent if we have no option for the dog to play during the day while my wife and I both work. She works in healthcare and I work in tech and we both work long hours to afford paying our bills and rent.**

**Needless to say, if your business closes as a result of surface level complaints by high maintenance neighbors - the city will loose a few more residents.**

**We have had nothing but amazing, positive experiences with your operation, your staff and your facility. I know I am not alone in feeling this way since we were referred to you guys by several of my clients who have been working with you for years.**

**Best,  
Jeff - owner of "Frankie the Berner"**



Ernie Cervantes <erncervantes@gmail.com>

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**Letter**

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**Brett Ortiz** <ortizbrett@yahoo.com>  
To: Ernie Cervantes <erncervantes@gmail.com>

Wed, Dec 12, 2018 at 8:21 AM

Dear Planning Dept,

The Grateful Dog is an extremely important part of the Marina San Francisco community. They provide an invaluable service with their dog daycare and occasional boarding. My dog attends willingly, is in a safe and secure environment and is socialized with other people and dogs. I do not know what I would do without the Grateful Dog. They have enriched our dog's and our family's lives. Thank you very much,

Brett Ortiz  
3230 Baker St  
SF 94123

From: <Karen.Silverman@lw.com>  
Karen.Silverman@lw.com  
Subject: Letter in Support of The Grateful Dog  
Date: Dec 12, 2018 at 2:37:08 PM  
To: <erncervantes@gmail.com>  
erncervantes@gmail.com  
Cc: <kthumphries@gmail.com>  
kthumphries@gmail.com

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December 12, 2018

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

Dear Mr. Weissglass,

I am writing to express my wholehearted support for the Grateful Dog. We have been happy patrons at the Grateful Dog for over eight years, relying on their hospitality, training, and boarding services daily. They have always taken great care with my two dogs and the others in their charge, and always have shown a great deal of concern and respect for the neighborhood.

The full range of services and support that the Grateful Dog offers is unparalleled. I'm not sure how, with my full time job and travel, we could function without their full suite of services and 24/7 coverage. As a practical matter, my dogs cannot be left alone, as they are anxious and would lick themselves to the point of creating hot-spots and bark constantly and disturb the neighbors. (We have tried everything, but even crating resulted in more licking and barking, and having a dog walker come to the house once or even twice a day does not mitigate the problem.) But they are happy and calm and quiet at the Grateful Dog whether on regular stays or short-notice, which is absolutely essential, because I often travel for work with little notice.

Beyond that, they are just a wonderful team of people, who care for the dogs and their community. Already, they have adjusted their pick up and drop off hours to accommodate neighbors, and in my experience, they keep the business quiet except for those moments, when the dogs react to someone new coming to the door.



Thank you for your consideration, and please do not curtail the ability of the Grateful Dog to offer their essential services! I love my dogs and they greatly contribute to my quality of life. Without the services that the Grateful Dog provides, it would be impossible for me to have dogs in San Francisco. Please feel free to call me to discuss, if you have additional questions,

*Karen E. Silverman*

**Karen E. Silverman**

**LATHAM & WATKINS LLP**

505 Montgomery Street | Suite 2000 | San Francisco, CA 94111-6538

D: +1.415.395.8232 | M: +1.415.699.4262

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Planning Department  
Case No. 2018-012576CUA  
City and County of San Francisco  
Attn: David Weissglass  
November 29, 2018

Mr. Weissglass,

I am writing this letter to express my personal support for the Grateful Dog during their hearing on December 13<sup>th</sup>, 2018 while they are in the process of updating a new City Permit.

Please note that I have been a San Francisco resident for over two years now and have been a happy and loyal customer of the Grateful Dog from day one. I moved across the country with my dog Max and as the sole care taker and provider for my dog, I was very nervous about what to do with him while away for work. Max is a pitbull mix and for most dog facilities, he is on the restricted list. I was so lucky to have found the Grateful Dog who spent the time to get to know Max before warmly welcoming him into their facility. The Grateful Dog is the only facility within 3 miles of my apartment that will take Max and without them, there are plenty of days that I would not be able to make it to my meetings on time.

The Grateful Dog has always been incredibly responsible with my dog Max and is always responsive when I have had changes in my schedule or even to share feedback. They offer wonderful overnight and daycare options; both of which I have taken part in. When I have had last minute trips I know I can always rely on the Grateful Dog rather than finding a dog sitter that may or may not be equipped to properly care for a dog.

I honestly do not know what I would do without the facility and would hate to lose the Grateful Dog as a valued neighbor in the marina.

Sincerely,

Carly Reiner

301.758.0888

[CarlyReiner@gmail.com](mailto:CarlyReiner@gmail.com)

530 Chestnut Street,

San Francisco, CA 94133

----- Forwarded message -----

From: **Carolyn Clute** <[carolyn.clute@gmail.com](mailto:carolyn.clute@gmail.com)>

Date: Sat, Dec 1, 2018 at 6:39 PM

Subject: The Grateful Dog, SF City and County Planning Dept., Case No. 2018-012576CUA

To: <[ecervantes@gmail.com](mailto:ecervantes@gmail.com)>

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

Dear Mr. Weissglass,

As a longtime San Francisco resident and dog owner, I am writing to share with you how important the daycare and boarding services at The Grateful Dog are to me. Having been widowed this past year, I am incredibly selective about who I trust with my dog, who is now my only remaining family. The owners and the staff at The Grateful Dog are the only people with whom I will entrust my dog's care. Additionally, they are one of the very few dog daycare and boarding facilities on the north side of the city, which is crucial for me as my schedule often takes me to Marin. Most other facilities are on the southeast side of the city. Given my schedule and the gridlock between home and those locations, The Grateful Dog is the only viable dog care option for me. I respectfully request, and beg, that the Planning Commission approves the amended permit so that I can continue to use The Grateful Dog's daycare and boarding services. Without them, my unfortunate circumstances will be made that much more difficult.

Respectfully,

Carolyn Clute



**Dan Parsons** <cincidan@gmail.com>

to me, Leah

Ernie, thanks for letting us know about the current situation with The Grateful Dog. Below is a quick blurb you can use as a support letter, let us know if there's anything else we can do to help.

Our dog Jude loves going to The Grateful Dog. In the past, boarding her has caused her much anxiety and puts stress on my wife and I anytime we travel. With The Grateful Dog it's much different... she drags us across the neighborhood out of excitement anytime we say "time for school" and walk her over. We feel very comfortable and grateful (no pun intended) for the environment you and your team have created for her. Believe it or not, but TGD is a major factor for us when choosing which neighborhood to live in.

Cheers,

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Dan

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Dan Parsons

[cincidan@gmail.com](mailto:cincidan@gmail.com)

(513) 382-0631

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

December 1, 2018

I am writing this letter in support of the The Grateful Dog, a business located on Lombard Street in San Francisco. I have been a client of this business since 2013 and have had only positive experiences with them. They provide a service that is highly needed for those of us who have dogs but work full time. Their employees and management are highly professional, courteous and respectful. I rely on the personal attention and flexibility they have provided as **a local, small business**. It would be very difficult if I had to find another option outside the city at one of the larger chain doggie daycares. The Grateful Dog has always been accommodating to my schedule and their Marina location is convenient for me since I live in Russian Hill. Therefore, I have relied on them on a weekly basis to care for my dog.

I hope that you consider the benefits they are providing to our community. Thank you for your consideration.

Best regards,  
Jennifer Piumarta  
1324 Broadway  
San Francisco, CA 94109

John and Rhea DeCarli  
530 Chestnut St., #308  
San Francisco, CA 94133

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

December 9, 2018

Dear Mr. Weissglass,

Like so many of our fellow San Franciscans, we love and value the companionship of our dog, and we also both have demanding careers that sometimes prevent us from giving our dog all the exercise and socialization with other dogs that he needs to continue to be a good canine citizen of San Francisco. That's why businesses such as Grateful Dog are so vital to the community. Grateful Dog provides a place where dogs can receive exercise and socialization instead of staying home alone, which could result in behavior problems that would be disruptive to the owners' neighbors. We receive tremendous value from having Grateful Dog located conveniently close to our home so that bringing our dog to Grateful Dog creates a minimal amount of extra traffic and pollution.

We understand that a small number of neighbors have voiced concerns. I urge that you consider several factors when weighing those concerns:

First of all, in our experience the management at Grateful Dog has always dealt with any concerns proactively, to make sure that the issues are not repeated. I know that Grateful Dog has proposed measures to mitigate the concerns and you can be assured that they will follow through with these actions and any additional actions required.

Secondly, Grateful Dog is located on one of the busier commercial streets in the City, near many restaurants, bars, hotels, and other busy businesses. That's the reality of the Lombard street, it's not reasonable to expect no noise in that area.

Finally, consider that every dog that stays at Grateful Dog is a dog that won't be bothering the owner's neighbors by barking when home alone. The benefits to so many customers (and their neighbors) offset whatever tiny negative impact the business has many times over.

Yours sincerely,

John and Rhea DeCarli

December 3<sup>rd</sup>, 2018

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

Dear Planning Commission,

I am writing in support of the Grateful Dog for the Planning Commission Hearing occurring December 13<sup>th</sup> 2018. Our family found The Grateful Dog during a very stressful time in our lives. Our rescue puppy has separation anxiety, and as we were trying to figure out what that meant, and searched for a trainer, the Grateful Dog was there to help. We had tried another dog daycare and were disappointed and felt guilty every time we picked him up. We felt that although the animals were kept safe, they really looked sad when we went to pick him up. That's when we called the Grateful Dog and set up an appointment. The staff was so helpful and sensitive to Oliver's personality. The facility was very clean and the dogs looked really happy. The employees of Grateful Dog make sure that the dogs are well taken care of and work with them constantly throughout the day to ensure that everyone is playing nicely. They take the time to "interview" each dog to ensure a good fit with the group there. This business provides an invaluable service to people like us who have taken on a rescue dog with special training needs, and those who travel or work and want to provide a happy environment for their companion animal.

Sincerely,

Lauren Cuevas

December 4, 2018

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

Dear Mr. Weissglass:

It has come to our attention that Grateful Dog has re-applied for a permit to continue running their dog care business at 1769 Lombard Street, and that their renewal is possibly being contested.

As regular visitors to San Francisco, it is essential that we have kind, trustworthy and competent care for our dog. When we visit three to five times a year, Grateful Dog is nearby our Joie de Vivre stay at the Hotel del Sol.

That easy walk over to Grateful Dog allows us to explore San Francisco, visit friends and family, spend money in your town. If we did not have the resource that is Grateful Dog, our visits would likely diminish, if not cease.

Please consider endorsing the renewal of Grateful Dog's business permit, thereby saving your City a valuable asset.

Sincerely,



Lin Goodnick and Billy Goodnick

P. O. Box 20334  
Santa Barbara, CA 93120  
(805) 687-1690  
[goodnick3@cox.net](mailto:goodnick3@cox.net)

cc: Ernie Cervantes at Grateful Dog





Ernie Cervantes &lt;erncervantes@gmail.com&gt;

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**Letter of Support for Grateful Dog**

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**Molly DeShazo** <mdeshaz@gmail.com>

Tue, Dec 4, 2018 at 8:45 AM

To: erncervantes@gmail.com

To Whom it May Concern,

I am both a loyal patron and neighbor of the Grateful Dog. In my five years of living in the neighborhood the staff have been nothing but wonderful to both my dog and my family. They offer the kind of personal, hands-on service that everyone craves from local, neighborhood businesses.

Moreover, they add value to the neighborhood. The staff know its customers and vice versa. This is important in a city that is rapidly changing and on a street that has many vacant storefronts at the moment. That is where we should be focusing our energy. Grateful Dog is a business that we should ensure stays afloat and isn't brought down by anyone, simply because they do not care for it near them.

Best,

Molly DeShazo

November 25<sup>th</sup>, 2018

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

I would like to give my written support of Grateful Dog and hope they can continue business as usual.

I moved to San Francisco two years ago and my company required me to be in the office most days plus I travel extensively for work. There were two things that were the largest source of stress for me in my move. 1) How can I find a safe, affordable, close to work apartment in the city? 2) Where will I take my 'furchild' Golden Retriever while at work and when I travel? I was fortunate to find the perfect apartment and the perfect place to take my dog.

This may be surprising if you don't have a dog, but my options were much more limited than I expected. I didn't want a dog walker due to the horror stories of inexperienced people walking multiple dogs off leash and losing them. It was important to me to find a doggie day care that offered overnight stays with a professional, trained staff in a safe environment. Since my dog weighs 60 lbs the only options in my neighborhood were Grateful Dog or Fog City Dogs. The third option was Wags in SOMA. Wags was not ideal due to traffic and the distance I would have to drive 2ce per day to take my dog there. That leaves two options for large dogs if you live in Pacific Heights, Cow Hollow or The Marina. I am not sure what I would do if Grateful Dog closed.

I was a bit surprised to hear a couple of neighbors complained about barking. Recently my neighbor shared that Grateful Dog told him he couldn't take his dog there anymore because he barked too much. Grateful Dog was willing to turn away business to ensure there are no dogs there that excessively bark. I had another neighbor with an aggressive dog that Grateful Dog also turned away. Again, prioritizing the dogs and the peace of the neighborhood over profits. I also think it is a bit silly to complain about the noise of a dog barking in San Francisco especially at such a busy intersection. At the corner of Laguna and Lombard you have many people walking dogs, student housing, bars, gas stations, homeless, buses, cars. I cannot imagine this is a quiet and peaceful corner disrupted only by the occasional barking of a dog at Grateful Dog.

Last, this move to San Francisco has been challenging for me because it feels like everything is a bit more difficult in this city. Rents are extremely high, the homeless situation is out of control, public transportation is poor, everything is more expensive. I could go on but I think this is not a surprise to anyone. The two things that keep me in this city are an apartment I love and how dog friendly San Francisco is. Without sounding overly dramatic, not having an option of a place to take my dog for day care and overnight stays would be a compelling reason to leave San Francisco. I am responsible for this innocent and helpless animal and need a safe, caring place to take him when I go to work and travel.

I hope Grateful Dog remains open so I have a place to take my dog. I would hate to see a small, local business go under and people lose their jobs. Grateful Dog and their staff are an important part of the community and provide a safe, loving environment for our dogs.

Warm regards,

Natalie Cariola  
Pacific Heights, CA 94109  
310-925-0961



Ernie Cervantes <erncervantes@gmail.com>

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## The Grateful Dog SF - Letter of Support

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**Netta Ascoli** <nascoli@gmail.com>  
To: erncervantes@gmail.com

Mon, Dec 10, 2018 at 10:58 AM

Hi Ernie,

Here is our letter of support:

We adopted out miniature Schnauzer, Jimmy, just over a year ago. After bringing him home, we quickly realized that he has severe separation anxiety and can't be left home alone for more than 30 minutes at a time. Fortunately, having The Grateful Dog nearby means that we have a trusted place for Jimmy to be while we're at work. Were Grateful Dog to shutdown, we would be forced to choose between working and giving up a beloved member of our family; please don't force us to make this impossible choice.

Sincerely,

Netta Ascoli and Matthew Jaffe

On Wed, Nov 21, 2018 at 4:17 PM Ernie Cervantes <erncervantes@gmail.com> wrote:  
[Quoted text hidden]

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

Dear Mr. Weissglass,

I am writing this letter in support of my neighbor, The Grateful Dog Wellness Center. For the last two years I have lived directly above them, and I must say, they couldn't be better neighbors. When I was searching for a place to live in the Cow Hollow/Marina neighborhoods I came across this apartment, that sat right above The Grateful Dog. I was reluctant when it was disclosed to me that I would be living, not next to, but on top of a dog daycare. I was concerned about noise and traffic and odors that I would experience, but those worries were quickly put to rest. There are never any parking issues because people usually park right in front and drop off or pick up and leave. There are never any issues with noise. This was surprising to me at first because I thought the dogs that were there overnight would bark, but that is not the case. Like their human companions, dogs sleep at night! It was really reassuring to find that the place pretty much shuts down at night and everything is super mellow, and this comes from a very light sleeper. As far as smells go, I have never had any issues with smells. I see that when the dogs relieve themselves outside their waste is quickly cleaned up. I say that I "see" because I actually do see this. I have an outside deck that sits right above the Grateful Dog's backyard, so I witness everything that goes on outside, please see the attached photo of my deck in relation to the Grateful Dog's outdoor space. My deck has a dedicated workout/CrossFit area. Being health conscious and a fitness enthusiast I spend a lot of time on my deck working out. I see that when the dogs do bark outside an employee is always there to quiet them down. I'm not a dog owner, and don't know all the training commands and how to get dogs to listen, but I will say that The Grateful Dog staff is very diligent in their procedures and the dogs always listen to them, they are true professionals.

I have come to know the owner, Ernie, and he has always asked about how things are going and if we can hear the dogs or smell any off-odors. I appreciate his concern and it's surely a testament to how well that business is ran. I do hope that the commission approves their permit and they are able to continue operating. I know that they play a very important role in this neighborhood and it would be a travesty for the commission to arrive at anything short of total support and approval.

Sincerely,

Nathaniel Evanhoe  
1769 Lombard ST. #B  
San Francisco, CA 94123





1 Hour Service

1 Stop Service  
Exhibit E

  
**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





Established 1987

Home-made authentic Mexican food to Take-Out

300 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

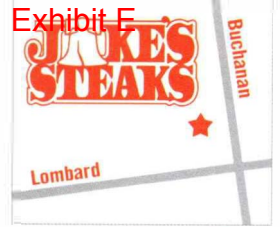
## OUR STORY

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](http://www.jakessteaks.net)  
[www.facebook.com/jakessteakssf](http://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, 

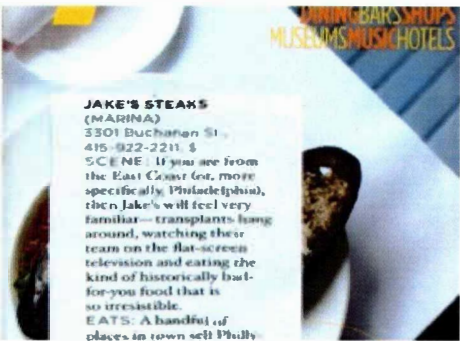
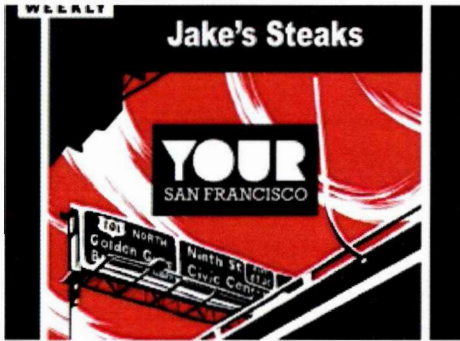
Name: Wael J. Mufarreh

Address: 3301 Buchanan 94123

SF



# AWARDS AND PRESS





**Robert Milne** <[rmilne1@gmail.com](mailto: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](mailto:christinasmilne@gmail.com)>  
**Date:** November 22, 2018 at 7:43:15 PM PST  
**To:** Robb Milne <[rmilne1@gmail.com](mailto: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 inexperienced 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](mailto: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

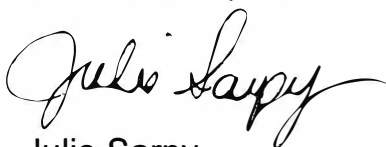
Dear Respected Members of the San Francisco Planning Department,

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.

A handwritten signature in black ink that reads "Julie Sarpy". The signature is written in a cursive, flowing style.

Julie Sarpy



Ernie Cervantes <erncervantes@gmail.com>

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## Grateful Dog Letter of Support

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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 28<sup>th</sup>, 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](mailto:baugh.ashley@gmail.com)

+1 (650) 681-7761



Ernie Cervantes &lt;erncervantes@gmail.com&gt;

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**support**

2 messages

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**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

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

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**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

25<sup>th</sup> 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>

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**in support**

1 message

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**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 &lt;erncervantes@gmail.com&gt;

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**Support Letter**

2 messages

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**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](mailto:Emmi.Banner@gmail.com) | (513)322-9123

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**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](mailto:emmi.banner@gmail.com)>  
**Date:** November 21, 2018 at 5:22:02 PM PST  
**To:** [erncervantes@gmail.com](mailto:erncervantes@gmail.com)



Ernie Cervantes <erncervantes@gmail.com>

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## Letter in Support of The Grateful Dog

2 messages

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**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 &lt;erncervantes@gmail.com&gt;

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## The Grateful Dog SF - Letter of Support

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Gabe ferroni &lt;gabeferroni@gmail.com&gt;

Sun, Nov 25, 2018 at 9:44 AM

To: Ernie Cervantes &lt;erncervantes@gmail.com&gt;

Cc: Steffany Ferroni &lt;stefftoto@gmail.com&gt;

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>

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**we love Grateful dog!**

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**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](http://www.JustTellMeHowToHire.com)

857-523-0088

Twitter: @JakeKarger

*"If nothing changes, nothing changes"*



Ernie Cervantes &lt;erncervantes@gmail.com&gt;

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**letter of support**

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Katie Burleson <kburleson2015@gmail.com>  
To: erncervantes@gmail.com

Mon, Nov 26, 2018 at 3:18 PM

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 21<sup>st</sup> Ave.  
San Francisco, CA 94121  
415.637.1379  
[kiesha@gmail.com](mailto: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 3<sup>rd</sup> 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>

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## Letter of Support for the Grateful Dog

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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

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.

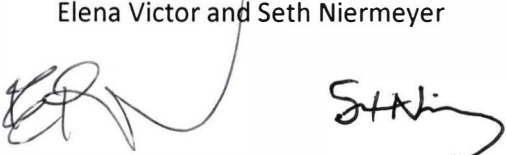
Immediately after moving in, it was apparent that the daycare is well known and respected within the community. San Francisco is filled with people who love their dogs and have high standards for the conditions and lifestyle for them. From what I can see and from what I have heard, this daycare goes 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 image shows two handwritten signatures in black ink. The signature on the left is more fluid and cursive, while the signature on the right is more blocky and stylized.



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



21 July 2020

Karla Riviera Cervantes  
**The Grateful Dog**  
1769 Lombard Street  
San Francisco, CA 94123  
karlagrateful@gmail.com

**Subject: The Grateful Dog, San Francisco  
Acoustical Review  
Salter Project 20-0308**

Dear Karla:

You contacted us for a review of the noise levels for the Grateful Dog daycare and boarding center on Lombard Street. We understand that the City and the neighbors to the south are concerned about noise levels from the doggie daycare. This letter presents our noise assessment for the backyard patio at the project.

## **SUMMARY**

Similar to other dogs heard in the neighborhood, dogs from the Grateful Dog (GD) will be audible at neighboring properties when outside in their backyard. When the Grateful Dog staff is handling the dogs in the backyard, continuous barking is reduced. Mitigation measures have been identified to reduce the instances of louder business-related activities (e.g. slamming doors) and dog related noise levels in the backyard. Other noise from the general business activity and dog barking within the Grateful Dog facility did not impact the noise environment outside the building.

## **PROJECT CRITERIA**

### ***San Francisco Health Code***

**Article 1, Section 41.12(e)** of the City Health Code provides guidelines regarding noise from dogs and states the following:

*“Any two unrelated persons, living in different households within 30 feet of the locations of the disturbance who are disturbed by a “Barking Dog” as defined in Section 41 (i) of this Code may, after signing an affidavit setting forth the information in this subsection, request a police officer to issue a citation to the owner or the guardian of the dog causing the disturbance for violation of Subsection (e) of this Section. Additionally, Section 41(i) defines “Barking Dog” as follows:*



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San Francisco, CA 94104

tel 415.397.0442  
salter-inc.com

Acoustics  
Audiovisual  
Telecommunications  
Security

*“A dog that barks, bays, cries, howls, or makes any other noise continuously and incessantly for a period of 10 minutes to the disturbance of any other person.*

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The San Francisco Noise Ordinance does not have a criterion for noise levels from dogs or unamplified human voice. The ambient is referenced below to help understand noise level changes due to dog active.

Per the City Zoning Map<sup>1</sup>, the project site is zoned as a Neighborhood Commercial District (NCD). Article 29 of the Police Code summarizes the ambient noise levels and states the following:

**Section 2901(a)** defines “ambient” as the lowest sound level repeating itself during a ten-minute period. Under most conditions, the L90<sup>2</sup> is a conservative representation of the ambient.

## **PROJECT DESCRIPTION AND NOISE MEASUREMENTS**

The backyard patio at the project site is bounded by residential uses on all four sides. We understand that the typical hours of operation are from 7:00 AM to 7:00 PM Monday through Friday and 9:00 AM to 5:00 PM on Saturday and Sunday. The project would like the option to use the backyard during the hours of 7 AM to 7 PM.

To quantify the existing noise level at the site, we conducted one long-term (6-day) noise measurement from 24 to 30 June 2020. The noise monitor was located near the southern property line at the approximate height of 4 feet above grade. Table 1 below shows the typical noise levels during our measurements. Chart 1 below shows our complete measured L90 (ambient noise) data.

Table 1: Summary of Measured Levels at 1769 Lombard Street Backyard

Measurement Type	Maximum Noise Level (dBA <sup>3</sup> )	Average Noise Level (dBA)	Minimum Noise Level (dBA)
L90	58	56	55

<sup>1</sup> [https://sfplanning.org/sites/default/files/resources/2019-02/zoning\\_use\\_districts.pdf](https://sfplanning.org/sites/default/files/resources/2019-02/zoning_use_districts.pdf)

<sup>2</sup> The level of noise exceeded 90% of the time

<sup>3</sup> A-Weighted Sound Level – The A-weighted sound pressure level, expressed in decibels (dB). Sometimes the unit of sound level is written as dB(A). A weighting is a standard weighting that accounts for the sensitivity of human hearing to the range of audible frequencies. People perceive a 10 dB increase in sound level to be twice as loud.

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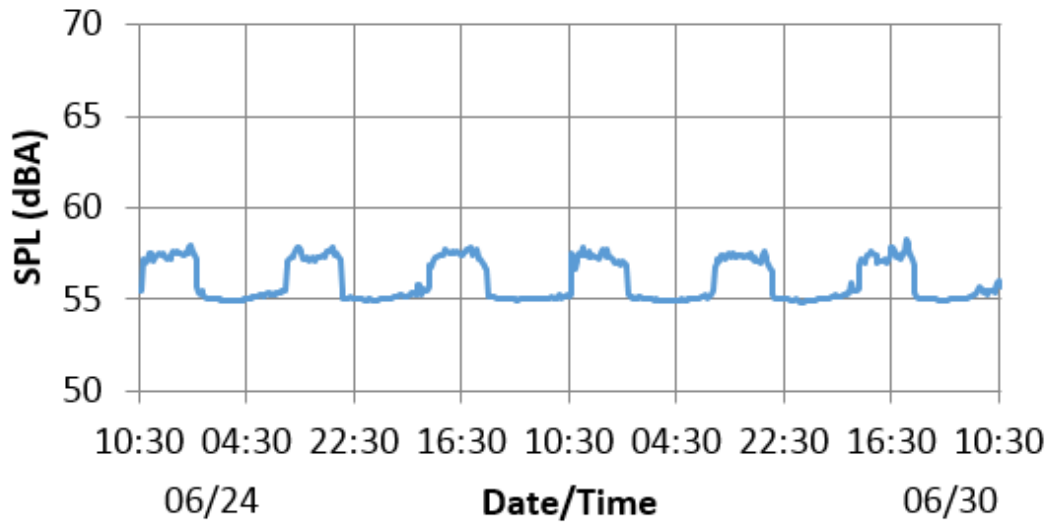


Table 2 below shows the exceedances that we measured.<sup>4</sup> Additionally, we had members of Grateful Dog annotate backyard activity via security cameras and we were provided with their comments. Some dog barking activity was picked up. However, no dog barking measured exceeded the allotted ten-minute period (Article 1, Section 41.12(e)).

All of the listed events in Table 2 lasted for 30 seconds or less.

Table 2: Summary of Exceedances

Date	Time	Description of Exceedance	Lmax <sup>5</sup>	Comments	L90
6/25/2020	9:31:24 AM	Dog barking	79	Not activity from GD	55
6/25/2020	9:45:03 AM	Dog barking	78	Not activity from GD	55
6/25/2020	10:40:19 AM	Dog barking	76	Not activity from GD	56
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<sup>4</sup> At the time we deployed the meter, the average (not ambient) noise level measured in the backyard was 65 dBA. We set the meter to capture noise events above 75 dBA.

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Date	Time	Description of Exceedance	Lmax <sup>5</sup>	Comments	L90
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6/25/2020	11:23:19 AM	Squeak and Door Closing	85	Activity from GD	57
6/25/2020	6:26:03 PM	Door Closing	77	Activity from GD	58
6/26/2020	8:23:55 AM	Water Hose	75	Activity from GD	55
6/26/2020	8:24:08 AM	Water Hose	76	Activity from GD	55
6/26/2020	8:24:43 AM	Water Hose	76	Activity from GD	55
6/26/2020	9:21:50 AM	Metal Clanking	75	Not activity from GD	56
6/26/2020	1:06:37 PM	Loud Thud	83	Activity from GD	57
6/26/2020	1:34:40 PM	Emergency Siren	91	Not activity from GD	57
6/26/2020	3:01:04 PM	Door Closing	76	Activity from GD	57
6/26/2020	3:07:33 PM	Loud Thud	82	Activity from GD	57
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6/29/2020	12:33:09 AM	Emergency Siren	92	Not activity from GD	55
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6/30/2020	11:02:58 AM	Dog Barking	78	Activity from GD	57



During our measurements, Grateful Dog staff had dogs in the backyard for the sound assessment purpose to show what it is like with dogs in the rear yard at 10:19 AM on June 26<sup>th</sup>. As shown above, this activity did not result in an exceedance or an increase in the L90. Additionally, they had the windows open during peak activity on June 29<sup>th</sup> during their lunch/feeding time (11:30 AM – 12:30 PM) which also resulted in no exceedances.

The L90 is a statistical metric that means 10% of the time the noise level is at or above the reported number. The Grateful Dog had the dogs in the backyard for a five-minute period. We looked at the five-minute L90 values starting at 10:00 AM until 11:00 AM. During that one-hour period including the five minutes the dogs were outside, the L90 did not was between 55 dBA and 56 dBA (see Table 3).

Table 3: Ambient Levels while Dogs in Project Backyard

Date	Time	Duration	L90
26-Jun-20	10:00:00	0:05:00	55.4
26-Jun-20	10:05:00	0:05:00	55.8
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26-Jun-20	10:15:00	0:05:00	55.5
26-Jun-20	10:20:00	0:05:00	55.6
26-Jun-20	10:25:00	0:05:00	55.4
26-Jun-20	10:30:00	0:05:00	55.5
26-Jun-20	10:35:00	0:05:00	55.5
26-Jun-20	10:40:00	0:05:00	55.5
26-Jun-20	10:45:00	0:05:00	55.4
26-Jun-20	10:50:00	0:05:00	55.7
26-Jun-20	10:55:00	0:05:00	55.4

For the L90 level to rise, dogs would need to bark for 30 seconds (10% of a 5-minute period) at a level above 56 dBA. The data in Table 3 shows this did not occur.

There were cases when staff went outside to throw away garbage and the dogs followed them out which lead to the dog barking of 98 dBA Lmax.

## ANALYSIS AND RECOMMENDATIONS

Based on the measured noise levels, our analysis shows that dog barks in the backyard due to Grateful Dog activity is audible at the adjacent properties, as is barking noise from other dogs in the neighborhood. However, when dogs are managed by the staff, barking at the Grateful Dog does not occur for longer than a 10-minute period.





We identify dog barking as not from Grateful Dog when they identified that their dogs were inside and the windows and doors to the facility were closed. The composite noise reduction from the windows and doors of the facility will be at least 35 dBA. The measured dog barking was between 75 and 77 dBA. If the dogs inside of the Grateful Dog facility were the cause of the measured noise, they would need to be barking at 110 to 112 dBA (the level of a rock concert).

The ambient noise levels (L90) in the backyard did not change when the dogs where outside. To reduce louder events from Grateful Dog activities, consider implementing the following changes to the facilities and operations:

- Install a vestibule inside (a secondary door/gate separating the daycare area and the outside) to reduce the likelihood of dogs getting out when staff goes outside to throw away garbage.
- If backyard use is permitted, ensure that dogs are only outside under the management of the Grateful Dog staff to reduce long durations of barking.
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\*

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\*

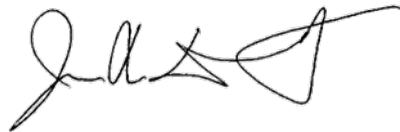
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Sincerely,

**CHARLES M. SALTER ASSOCIATES**



Diego Hernandez  
Associate



Jason R. Duty, PE  
Vice President



21 July 2020

Karla Riviera Cervantes  
**The Grateful Dog**  
1769 Lombard Street  
San Francisco, CA 94123  
karlagrateful@gmail.com

**Subject: The Grateful Dog, San Francisco  
Acoustical Review  
Salter Project 20-0308**

Dear Karla:

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Similar to other dogs heard in the neighborhood, dogs from the Grateful Dog (GD) will be audible at neighboring properties when outside in their backyard. When the Grateful Dog staff is handling the dogs in the backyard, continuous barking is reduced. Mitigation measures have been identified to reduce the instances of louder business-related activities (e.g. slamming doors) and dog related noise levels in the backyard. Other noise from the general business activity and dog barking within the Grateful Dog facility did not impact the noise environment outside the building.

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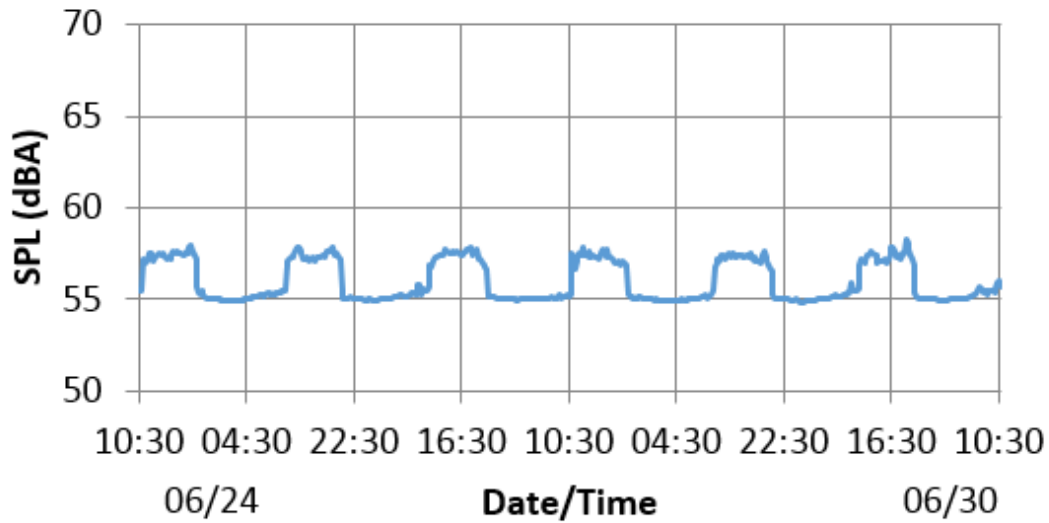


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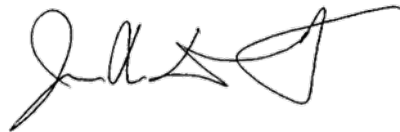
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Sincerely,

**CHARLES M. SALTER ASSOCIATES**



Diego Hernandez  
Associate



Jason R. Duty, PE  
Vice President



**From:** [pacbell.net](mailto:pacbell.net)  
**To:** [Weissglass, David \(CPC\)](mailto:Weissglass.David(CPC)@pacbell.net)  
**Cc:** [Tuija Catalano](mailto:Tuija.Catalano@pacbell.net); [Husband](mailto:Husband@pacbell.net)  
**Subject:** Fwd: Grateful Dog Letter of Support  
**Date:** Saturday, February 29, 2020 8:58:16 AM

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

Hi David - sending these over as they come in but will compile as well to add to our “packet” for the hearing. Thanks, Karla & Ernie

Begin forwarded message:

**From:** Tom Bash <[bash.tom@gmail.com](mailto:bash.tom@gmail.com)>  
**Date:** February 29, 2020 at 3:45:32 AM PST  
**To:** The Grateful Dog SF <[thegratefuldogsf@gmail.com](mailto:thegratefuldogsf@gmail.com)>  
**Subject: Grateful Dog Letter of Support**

To Whom It May Concern,

The Grateful Dog on Lombard Street has been an absolute godsend for our family. It's not an understatement to say that without it we would likely need to move. Our dog Murphy has been going there for both daycare and overnight stays for three and a half years, and we've had nothing but positive experiences during that time. He's always excited when he realizes we're heading there, and always comes home happy and healthy. My wife and I have demanding jobs and schedules, and it gives us tremendous peace of mind to know that Murphy will be well taken care of at the Grateful Dog whenever we need them. It would be a travesty to see yet another small business driven out of San Francisco due to overbearing regulations.

Sincerely,  
Tom Bash

3640 Fillmore St, Apt 302  
San Francisco, CA 94123  
(360) 910-7954  
[bash.tom@gmail.com](mailto:bash.tom@gmail.com)



**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** Fwd: Letter of support  
**Date:** Saturday, February 29, 2020 8:59:05 AM

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

Here's another ...

Begin forwarded message:

**From:** Bethany Miller <[bethany110@gmail.com](mailto:bethany110@gmail.com)>  
**Date:** February 29, 2020 at 8:52:59 AM PST  
**To:** [thegratefuldogsf@gmail.com](mailto:thegratefuldogsf@gmail.com)  
**Subject:** Letter of support

Hello team,

We saw your post on Instagram and want to share our support for your business.

San Francisco needs more small businesses who are mindful of care and love for not only the clients, but for animals, our neighborhoods, and our community. We love that The Grateful Dog is a supporter of these important things. We hope you have a long and successful business here in San Francisco and that you're able to share the love far and wide. Thank you for all you do. Best of luck!

Beth and Jeff Miller  
San Francisco small business supporters and dog owners

--

[Bethany Miller](#)  
302-222-2135

**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** The Grateful Dog Letter of Support  
**Date:** Saturday, February 29, 2020 9:23:43 AM

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

Here's another!

Begin forwarded message:

**From:** Brady Freeman <bradyfreeman@gmail.com>  
**Date:** February 29, 2020 at 9:13:41 AM PST  
**To:** thegratefuldogsf@gmail.com  
**Subject: Letter of Support**

Dear City of SF,

We desperately need small business care for our pets. The attention and care that the Grateful Dog gives to my dog Phyllis is the best of the best. Before finding the Grateful Dog, previously boarded Phyllis at a corporate chain, where she was allowed to drink contaminated water in 100+ degree weather and went home with 6 different intestinal infections. It cost me \$6000 to cure her, with little to know apology. That would never happen at the Grateful Dog — they know me and Phyllis by name and treat her like one of their own. Please please please allow the Grateful Dog to stay where they are and stay open.

Thank you,  
Brady Freeman

Sent from my iPhone

Name: [Cynthia](#)  
To: [cynthia@sfplanning.com](#)  
Cc: [cynthia@sfplanning.com](#)  
Subject: Letter to Riley

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

Hi there - sorry these are not compiled but wanted to get them over to you ASAP. Thanks!

Begin forwarded message:

From: Cynthia Day <cynthia@sfplanning.com>  
Date: February 29, 2022 at 4:21:57 PM PST  
To: cynthia@sfplanning.com  
Subject: Letter for Riley!

Hi team! Saw your Instagram post and am sending you guys all the good thoughts and love. Riley and I don't know what we'd do without you!  
Please feel free to present this letter below with a photo attached!!  
Best wishes,  
Cynthia and Riley

Dear SF Planning Department,

I have been a resident of San Francisco since 2013 and have been a proud dog owner of my peppy pup Riley since late 2018. Riley has been a regular part of the Central Dog park for about a year now, and I always feel so lucky to have such an incredible small business in my neighborhood. I am a resident physician at UCSF and have a busy and often emotionally demanding schedule, and at the same time having Riley by my side has been so important in terms of maintaining my own health and happiness and I care for some of San Francisco's most vulnerable patients. The Central Dog has been an incredible time that Riley loves to be with as evidenced by how he quietly sniffs and wildly wags his tail when I'm at work. I am, like I'm sure many pet parents, very protective of my pup, and it takes a while for me to feel comfortable entrusting Riley's care to another team, and the Central Dog team has gone above and beyond in terms of exceeding my expectations. Riley has many doggy best friends through the Central Dog and it is so nice to be able to run into Riley's pals and their families out and about - it brings me a sense of community and connection that I think is often so lacking these days. At a time when I feel that San Francisco is losing its spirit of kindness and community to large, impersonal corporations, I think it is more important than ever that the city continue to back individual and passionate small businesses like the Central Dog. The team is supportive, communicative, attentive, responsible, and caring with a constant eye to social outreach for the care of the city's vulnerable animals, and really represents the type of organization I hope to see around SF for many more years as I build my own practice here with Riley as my side.

Best wishes,  
Cynthia Day, MD  
Bay Area native, Pacific Heights resident



**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** Fwd: Letter of appreciation for The Grateful Dog  
**Date:** Saturday, February 29, 2020 8:03:45 PM

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

Here's another!

Begin forwarded message:

**From:** Kimberly Hunt <hunt.k2@gmail.com>  
**Date:** February 29, 2020 at 8:00:47 PM PST  
**To:** The Grateful Dog SF <thegratefuldogsf@gmail.com>  
**Subject: Letter of appreciation**

The Grateful Dog has cared for our dog, Timber, for the past 3 years. They have taken such good care of him. Every time we take him to drop him off for boarding he practically leaps over the gate to see his friends. Everyone knows him by name and his mannerisms. It's a blessing to feel like he's in good hands when we drop him off. We need small businesses like the Grateful Dog who offer a level of service and care that is hard to find.

Kimberly, Jeremy and Timber Tilley

--

:: Kimberly

**From:** [pacbell.net](mailto:pacbell.net)  
**To:** [Weissglass, David \(CPC\)](mailto:Weissglass, David (CPC))  
**Cc:** [Tuija Catalano](mailto:Tuija.Catalano)  
**Subject:** Fwd: Letter of Support  
**Date:** Sunday, March 01, 2020 6:44:42 AM

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

Another sent directly to Ernie ...

Begin forwarded message:

**From:** Ernie Cervantes <erncervantes@gmail.com>  
**Date:** March 1, 2020 at 6:42:42 AM PST  
**To:** Karla Cervantes <kkriver@pacbell.net>  
**Subject:** Fwd: Letter of Support

Sent from my iPhone

Begin forwarded message:

**From:** Allyson Robertson <allyson.robertson@gmail.com>  
**Date:** February 29, 2020 at 9:00:39 PM PST  
**To:** erncervantes@gmail.com  
**Subject:** Letter of Support

Hi Ernie,

Our letter of support is below. Let me know if there is anything else we can do. We truly could not keep Tate if it weren't for you and your team.

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

February 29, 2020

Dear Mr. Weissglass,

We are writing in support of The Grateful Dog, who cares for our dog Tate every day while we are at work. We are Bay Area natives and have lived in San Francisco proper for nearly 10 years.

They say it takes a village to raise a child, but it also takes one to raise a dog. The Grateful Dog is our village. We adopted Tate in April of 2018 from the SFSPCA and soon after discovered The Grateful Dog. He has been going to daycare there nearly every day for almost 2 years. It is one of his favorite places, and he drags us to their front door every morning. We feel so grateful to have this small business in our neighborhood where we know our dog is safe and happy. With so many small businesses being forced to close, it is important that we as a city fight to keep as many open as possible. Please allow The Grateful Dog to continue to operate for the families and dogs who rely on them every single day.

Warm Regards,

Allyson Robertson & Joseph Dobson (and Tate)

--

Allyson Robertson  
[allyson.robertson@gmail.com](mailto:allyson.robertson@gmail.com)

**From:** [Karla Rivera](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** Support for The Grateful Dog-SF  
**Date:** Sunday, March 01, 2020 9:00:30 AM  
**Importance:** High

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

Here's another - again, apologies these are coming as one-offs, but we need to get them in and were told to have the addressed/sent to you anyway. Thanks again! Karla

Begin forwarded message:

**From:** Kira Orlick <[kira.heycke@gmail.com](mailto:kira.heycke@gmail.com)>  
**Subject: Re: Need Letters of Support for The Grateful Dog-SF**  
**Date:** March 1, 2020 at 8:43:04 AM PST  
**To:** The Grateful Dog SF <[thegratefuldogsf@gmail.com](mailto:thegratefuldogsf@gmail.com)>  
**Cc:** Michael Orlick <[mike.o@walkme.com](mailto:mike.o@walkme.com)>

Hi Ernie,

We're sorry to hear about this issue and want to show our support. Please let us know when the City Hall meeting will be held on Thursday and we'll do the best to be there. Also let me know if this note should be sent directly to city hall or if this email will suffice-

We adopted our husky, Teddy, 3 years ago almost to the day. San Francisco was a daunting place for him at first, and we had a hard time getting him to do so much as leaving the steps in front of our apartment (see image below). Given we both work office jobs we realized we would need a little help keeping Teddy active and occupied during the day, which led us to find the Grateful Dog.

Now, 3 years later, as we approach within blocks of the Grateful Dog's red door, Teddy lights up and pulls us in as quickly as he can. While I wish I could spend every day with Teddy, and I realize he sees the Grateful Dog employees more than us most days, I can see there's mutual love which gives me peace of mind. His eagerness to go to the Grateful Dog every day is a testament to how special this small business is to our life and community.

The Grateful Dog is a primary part of Teddy's life, and even his family. To lose it would be a significant loss to us and the City.

Best wishes,  
Kira, Mike & Teddy





**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** Fwd: Letter of Support  
**Date:** Sunday, March 01, 2020 1:12:18 PM

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

Another ...

Begin forwarded message:

**From:** Lauren DeStefano <lanndestefano@gmail.com>  
**Date:** March 1, 2020 at 11:48:06 AM PST  
**To:** The SF <thegratefuldogsf@gmail.com>  
**Subject: Letter of Support**

This letter is in support of The Grateful Dog SF, where my husband and I took two of our dogs in the years both of us were working in the City.

Our first dog, Blaze, was adopted years before we found ourselves with job opportunities in SF. By then Blaze was accustomed to constant human companionship from a prior work-from-home arrangement, and as a large Malinois-Shepherd mix he had a never ending supply of energy.

The Bay-area commute being what it is, no open play dog daycare near our house stayed open late enough for either my husband or I to make it back before closing hours. The Grateful Dog, however, was in the city and allowed both of us to put in the hours required to establish ourselves in our new companies. Blaze was picked up before we headed home at the end of the day, happy as a clam.

After Blaze's eventual passing, we were able to consider adopting again solely because of The Grateful Dog. The Grateful Dog remained the only place we trusted his care to - specifically because of their responsible, reasonably priced and attentive staff...and ample space for indoor/outdoor play.

Dual working families employed in the city like us need an option for open play care and boarding. The Grateful Dog is the best and needs the city's continued support. Without them, many families like ours won't have options for their larger breeds or the option to experience the love and support that a dog can bring, nor provide a home for the countless animals in Shelters.

Fondly,  
Lauren and Tom Glamuzina

m: 412.818.7871 / lanndestefano@gmail.com

Sent from my iPhone, please excuse any typos

**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** Fwd: Support for the Grateful Dog  
**Date:** Sunday, March 01, 2020 2:17:32 PM

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

Here's another

Begin forwarded message:

**From:** Jackie <[jackie@dicenso.com](mailto:jackie@dicenso.com)>  
**Date:** March 1, 2020 at 1:57:09 PM PST  
**To:** [thegratefuldogsf@gmail.com](mailto:thegratefuldogsf@gmail.com)  
**Subject:** **Support for the Grateful Dog**

To whom this Concerns:

I heard today that The Grateful Dog Marina is up for review this week and that with new zoning laws in place it has become increasingly difficult for them to stay open. I find this to be an incredible travesty. My "grand dog" has been a full time member of that community for nearly two years. Finn is an emotional support animal who lives with my daughter, Nicole. Nicole navigates through life one step at a time and it isn't always easy. As a matter of fact, some days are extremely difficult. Her family is thankful every day that she has Finn to support And love her unconditionally. And we are especially thankful that the Marina neighborhood has a loving and convenient dog care facility that is clean, safe, affordable and dependable so that she knows he is cared for as she would while she is at work. It's honestly a life-saver for Finn, Nicole and so many other dogs and their people who are part of The Grateful Dog family. The dogs who are under their care are happy, healthy and comfortable when they cannot be with their beloved owners.

Please understand that San Francisco is a dog-friendly city, but the cost of living can make it difficult to work and live there and have a friendly 4-legged companion. The Grateful Dog has made a huge difference to dog owners who will be lost without it. There is nothing like it in the area and many people will feel tremendously lost without it. The people who work there are not just conscientious dog-lovers- they are kind and gentle caregivers who can be trusted with the care of what for many is the most important part of their lives.

Please do what you can to work with the owners and employees and families associated with The Grateful Dog to keep them running.

Thank you  
Jacqueline DiCenso  
781-775-2080

March 1, 2020

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

I hope you will listen to my heartfelt plea to allow The Grateful Dog on Lombard Street to remain in business for doggie daycare and boarding.

The Grateful Dog is my dog's second home as I work a 40-hour week and also take care of my husband with health issues. I would be devastated without the services and support of The Grateful Dog along with my dog who loves her day care and boarding when needed.

To close a small business that so many San Francisco families depend on makes no sense. Closing small businesses in San Francisco leaves a big void. Tech and other industries are booming and we depend on day care for our children and doggie day care for our beloved pets.

Many dog owners depend on these services, The Grateful Dog is one of these businesses.

My Dog goes into The Grateful Dog and never looks back at me. The staff is trained well, give the dogs, play time, their medications and feed them their meals. I have a very happy dog at pick up time.

I would be devastated if The Grateful Dog were to close. I have had dogs for all of my adult life and have never experienced a doggie day care like The Grateful Dog. The owner has hired an excellent staff who are respectful of their neighbors and all who use The Dog Services. It starts at the top with Ernie Cervantes who runs a very successful doggie day care. His staff is the best.

Please look at the other side of this and understand many San Francisco residents depend on the day care and boarding of The Grateful Dog.

Sincerely,  
Joanne Foy

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

3/1/2020

I'm writing to express my support and thanks to the team at the grateful dog.

This local community business is one of the reasons why my partner and I have chosen to stay in the area. I love this neighborhood, and have lived here for over six years. But unfortunately, if The Grateful Dog didn't exist we'd likely need to move away.

We have a high energy dog who needs lots of activity and attention, which means he can't be left at home alone during the work week. We both work full time in the city, and oftentimes have to travel for work. We can rest assured that our dog is being taken care of and having the time of his life playing with his buddies, giving us peace of mind.

If the grateful dog ceased operations, the outcome for us would most likely be that we'd move to the east bay or Marin in order to have a house with a garden, which in Cow Hollow would not really be an option.

It's important that as a community we support local businesses, especially ones who provide services that are so critical to maintaining our lifestyle. Cow Hollow is an area that thrives on being a dog friendly, nature loving neighborhood. With cost of real estate so high in SF, the realities of dog ownership might not be possible for many if they couldn't count on services like the ones that the grateful dog provide.

Best Regards,  
Kylie Fuentes  
Filbert St 94123

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

February 29, 2020

Dear Mr. Weissglass,

We are writing in support of The Grateful Dog, who cares for our dog Tate every day while we are at work. We are Bay Area natives and have lived in San Francisco proper for nearly 10 years.

They say it takes a village to raise a child, but it also takes one to raise a dog. The Grateful Dog is our village. We adopted Tate in April of 2018 from the SFSPCA and soon after discovered The Grateful Dog. He has been going to daycare there nearly every day for almost 2 years. It is one of his favorite places, and he drags us to their front door every morning. We feel so grateful to have this small business in our neighborhood where we know our dog is safe and happy. With so many small businesses being forced to close, it is important that we as a city fight to keep as many open as possible. Please allow The Grateful Dog to continue to operate for the families and dogs who rely on them every single day.

Warm Regards,

Allyson Robertson & Joseph Dobson (and Tate)

--

Allyson Robertson  
[allyson.robertson@gmail.com](mailto:allyson.robertson@gmail.com)

## New review for The Grateful Dog

1769 Lombard St  
San Francisco, CA 94123



[Ariel D.](#)

6 friends

20 reviews

0 photos

2/29/2020

I have been using The Grateful Dog for the past four years for playcare and have always been impressed with their service. I have used them to care for my past and current dog. My past dog, Rusty, was a senior and very mellow, and I always appreciated that they made sure he had a quiet space to nap when needed and paid close attention to him. (His harness would get removed staff noticed he was warm and I was called several times asking if I wanted his nails cut.) My current dog is younger (we think...adopted mystery pup) and has a lot more energy, but again his needs always seem to be met and he is happy when I get him at the end of the day. My dogs also tend to go to Grateful Dog sporadically, since they normally go to work with my husband and I have summers off, but still, most of the staff recognize my dog by name when they do come.



## New review for The Grateful Dog

1769 Lombard St  
San Francisco, CA 94123



[Kendyl S.](#)

0 friends

3 reviews

0 photos

2/28/2020

We started using The Grateful Dog only 2 weeks ago and they have been great! Our pup is new to doggie daycare (and so are we as parents), and the team has been great! They know we are adjusting and have been texting us updates about our dog during the day, which has tremendously helped us feel more comfortable ! Thank you from our family and Zulu!

March 1, 2020

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

To Whom It May Concern:

Hello, my name is Ariel Berwick and I have been using The Grateful Dog for playcare for the past four years. I am a teach 6<sup>th</sup> and 7<sup>th</sup> grade science nearby at Marina Middle School, so the Grateful Dog allows me the peace of mind to not worry about my dog should I end up staying late at school, which is honestly a frequent occurrence given the workload we teachers take on.

I have sent both my current and past dog to playcare at The Grateful Dog and have always been impressed with the care and attention my dogs have received. My previous dog, Rusty, was senior with a very mellow temperament. I always appreciated that the staff made sure he had a quiet when needed and that they paid close attention to his needs, often taking off his harness if they noticed he was too warm. I was also called on several occasions to see if I wanted his nails trimmed as staff had noticed they were getting long. My current dog, Albus, is much more energetic and still working on some of his manners as he is an adopted stray, but still The Grateful Dog has worked with him and he is always happy at drop-off and pick-up. The staff recognizes my dogs by name, which is impressive since our attendance is sporadic, depending my husband's work schedule.

The Grateful Dog provided a much needed service for our community. The Marina is a very dog friendly neighborhood and a reliable and trustworthy facility is an asset to the neighborhood. I appreciate that I can focus on my students knowing that the caring staff at The Grateful Dog is focused on my pup.

Sincerely,  
Ariel Berwick  
[arielberwick@gmail.com](mailto:arielberwick@gmail.com)

To the SF Planning Department:

My name is Wendy Hurford and I am a loyal customer of the Grateful Dog's daycare and boarding for my dog, Willow. I first started using their services three years ago when I began caring for my baby grandson in his home on Jackson St. so that my son and daughter-in-law could return to work. They could not have afforded to live in the city without my childcare help, and I could not have provided that help unless I had a place to leave my dog.

**KEEPING GRATEFUL DOG OPEN HELPS YOUNG FAMILIES!**

Although I live in Marin County, I love being able to use the Grateful Dog, not only to help out with my grandkids, but also so my husband and I can shop in SF, attend cultural and sporting events, etc.

**KEEPING GRATEFUL DOG OPEN BRINGS BUSINESS TO THE CITY**

In all the times I have approached the Lombard St. Grateful Dog premises on foot, I have never heard barking dogs. Yes, once inside it's lively and noisy with happy excited dogs, but outside there is no noise that I have ever heard. There does not appear to be an increased amount of dog crap on the sidewalk either, so I assume we dog owners and dog walkers are doing our job picking up poop. Also, Ernie hires the nicest, most conscientious, diverse young people to work the desk and care for the dogs. Willow loves everyone there. I have used the dry cleaner on the same block and have eaten at the restaurant next door, and I have never heard barking dogs while in those establishments.

**KEEPING GRATEFUL DOG OPEN HELPS LOCAL BUSINESS AND PROVIDES JOBS**

I hope you will consider all these reasons why the Grateful Dog is an asset to the community.

Sincerely,  
Wendy Hurford  
(415) 233-3218

**Kate Schelter**

March 2, 2020

We love The Grateful Dog! It is a huge asset to our community, and my dog's home away from home. The staff is caring and attentive. They provided comfort to our elderly dog Monkee and playtime for our puppy Skippy. We always know our dog is in good hands when he's at The Grateful Dog. Please keep The Grateful Dog SF!!

Sincerely,  
The Schelter Family + Skippy (+ Monkee)

1599 Oak Street  
San Francisco, CA 94117  
March 2, 2020

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

Dear Mr. Weissglass,

It is my pleasure to write a letter of support the Grateful Dog. I moved to San Francisco about a year ago with large Lab Mix; he had gone to Doggy Daycare every day in North Carolina; when I drove to the facility there, about two blocks away he would get excited and would bolt for the door when we pulled in.

After my move, I tried three different facilities. He actually showed fear when entering them; at the point I needed to carry him in, I stopped taking him. As a result my dog was crated in my small apartment for several months.

In those month, my dog was restless when I was home, was much more poorly behaved out on walks, and started barking when he heard sounds from outside of my apartment. It became clear that an active day was important for him, even more when in a crowded city with small apartments with very close neighbors. If I lived next door, I would have been quite annoyed, and with his pulling and leash reactivity on walks, I could see passers by getting upset and scared.

I happened upon Grateful Dog about two months ago. Like in North Carolina, he gets excited as we near the facility, and runs right in; sometimes I have difficulty getting him to leave! More importantly, he is again well behaved at home; the barking and leash aggression have almost completely stopped; so a benefit to my neighbors as well.

San Francisco is sadly lacking facilities such as this, and in my experience, other facilities are far inferior; I cannot say why; I wish my dog could. But he is extremely happy there, and a better behaved dog in the Streets of San Francisco because of the facility.

Please feel free to reach out to me with any questions.

Sincerely,

Stuart J. Kaplan, MD, MBA

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

March 2, 2020

The Grateful Dog SF is an amazing local business that so many dog owners in San Francisco rely on daily to take care of their beloved pets. The staff here is amazing, and not only do I trust them - my dog Leo loves coming here and adores everyone who is there.

Leo has been going to The Grateful Dog since he was 6 months old and they have provided nothing but the best for him the last 2 years. Being a Consultant, I can sometimes work long hours and would have to have to leave him at home for more than 8+ hours during the day. I find so much comfort in knowing that he is running around playing with his friends in a safe and friendly environment all day instead of laying on the sofa staring out of a window wishing he was outside.

The mornings when I grab his leash and say "daycare" he gets so excited he almost doesn't know what to do with himself and pulls me out of the house. As soon as we turn the corner to pull up, he jumps up and looks out the window wagging his tail. He'll pull me (all 80lbs of him) to their red front door and shove his nose against it trying to get me to open it as quickly as possible. We are always greeted by a smiling staff member who Leo is over the moon excited to say good morning to every time.

San Francisco is a dog friendly city, and the Grateful Dog is such a huge part of so many dog owners everyday lives. Without them many of us would be forced to relocate in order to provide our dogs with the care that they need while we are at work.

We need to support our local businesses, especially those that are providing such an important service to the community. The Grateful Dog has been part of our community for 10+ years and it would not only be heartbreaking to see them forced to close their doors, it would be extremely disruptive to the lives of our neighbors who rely on this small business everyday.

Regards,

Briana Bramer  
(Leo's mom)

March 2, 2020

Regarding Case No. 2018-012576CUA

I am writing in support of The Grateful Dogs usage permit. Hearing about the issue with their permit has made me reflect on how much their service is needed and how much it means to our community in the busy Bay Area of 2020.

The first dog I had as an adult was a little stray that wandered into my house in Berkeley in the pre-leash-law 1970's. While I was at work, my little dog spent her days following me to work at U.C.'s Sproul Hall, hanging out in various campus offices, or sitting on the Sproul Hall steps with the students. When I went on vacation, my parents looked after my dog, Owning a dog in those days was a carefree joy.

Now, 45 years later, owning a dog is a true commitment that many owners take on with little support. There are many laws governing dogs so they must be confined all day. We owners are away from our dogs much more because we work much longer hours and often have long commutes. Many people have no relatives nearby as a help or safety net, for when we go on vacation or have an emergency. That is why a service like The Grateful Dog is so important to people like me. I know I can count on them to look after my dogs while I am at work, or if I have to go out of town, or if I have a medical situation that requires me to need a caretaker. Without a service such as theirs I might have to forgo the pleasure (and support) of owning a dog.

I hope you will consider how important the The Grateful Dog is to the community. I realize that not everyone enjoys having a dog, but for those that do, this service is important and invaluable.

Thank you for your consideration.

Deborah Gouailhardou

**From:** [pacbell.net](mailto:pacbell.net)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** From a client who's been with us for 10 years!  
**Date:** Tuesday, March 03, 2020 8:24:29 AM

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

Sorry to hear about [the hassles](#) with the city. Below is a letter of support. Didn't know how you wanted it formatted so it's just pasted, hope this is OK.

- Noela Smith & Cassie shepherd

---

N.N. Smith  
[790-B Sibley Rd.](#)  
[San Francisco, CA 94129](#)

March 2, 2020

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

To Whom It May Concern:

This letter is written in support of The Grateful Dog daycare. The Grateful Dog is a trusted, long-established local business that fills a real need in this community. For many responsible dog owners who work or travel, a dog daycare is indispensable. I became a client after adopting a shelter dog with separation anxiety. Left alone, she would have been crying and frantic. At TGD, my dog happily socialized under proper supervision, received reinforcement of her training, and became a better canine citizen. The boarding and kennel service is also invaluable when an owner travels. Losing TGD would create a hardship for many responsible dog owners. For almost 10 years TGD has provided a unique, valuable service in this area, and as a client and local resident, I hope they will continue to do so.

Sincerely,

N.N. Smith

---



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

Re: The Grateful Dog

Dear David:

I am a current client of The Grateful Dog. It's location on Lombard is pretty perfect for pick up and drop off and we've been going there for years.

My job has crazy hours and spans beyond 6 days a week frequently. I value the staff at The Grateful Dog and their support so that my dogs don't suffer when I have to work on weekends or full days.

The staff has taken care to limit drop off and pick up times to foster good neighbor relations.

Sincerely,

Amanda Jones  
415-218-2179

N.N. Smith  
790-B Sibley Rd.  
San Francisco, CA 94129

March 2, 2020

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

To Whom It May Concern:

This letter is written in support of The Grateful Dog daycare. The Grateful Dog is a trusted, long-established local business that fills a real need in this community. For many responsible dog owners who work or travel, a dog daycare is indispensable. I became a client after adopting a shelter dog with separation anxiety. Left alone, she would have been crying and frantic. At TGD, my dog happily socialized under proper supervision, received reinforcement of her training, and became a better canine citizen. The boarding and kennel service is also invaluable when an owner travels. Losing TGD would create a hardship for many responsible dog owners. For almost 10 years TGD has provided a unique, valuable service in this area, and as a client and local resident, I hope they will continue to do so.

Sincerely,

N.N. Smith

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

March 3, 2020

Mr. Weissglass,

This is a letter in support for The Grateful Dog on Lombard Street in regards to their Planning Commission hearing on Thursday, March 5, 2020. My husband and I are property owners in the Sunset neighborhood, both work in San Francisco and are **fully in support of the Grateful Dog** continuing to offer outdoor space for their day-time and boarding customers.

We bring our rescue dog to The Grateful Dog for day-time and overnight boarding. We care very much about the health and happiness of our rescue dog and are confident in the quality and trustworthiness of this business, it's owners and employees. We don't live in Cow Hollow where they are located, but we value their services so much that we drive across town when we need day-time and boarding services.

If The grateful Dog were not allowed to continue to operate as they do now, and offer outdoor day-time and boarding services, it would be an additional burden on our lives and our ability to access the services we need in the city. Making it harder for people to live in San Francisco only diminishes our quality of life and that does not seem fair.

Thank you for your consideration and for reading my input on this matter.

Margaux Kelly and Nate Kapinos  
1338 48th Ave  
San Francisco, CA 94122

Kiesha Ramey-Presner  
130 21<sup>st</sup> Ave.  
San Francisco, CA 94121

3 March 2020

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

Dear Mr. Weissglass,

I am writing to express my heartfelt support of The Grateful Dog. This is a tremendous small business in San Francisco that serves the immediate Marina neighborhood and well beyond.

It is no secret that in San Francisco, we love our dogs. In fact, you probably know that there are actually more dogs than San Francisco (120,000-150,000) than children (~115,000)! I have one of each, so feel particularly blessed. But being a 2-parent working household is exactly why my husband and I depend on the wonderful services The Grateful Dog offers.

Well-socialized and well-trained dogs make great community members. The Grateful Dog's daycare and training offerings go a long way towards promoting this effort. Dogs that stay home all day, every day, while their owners are (more than likely) at work get bored and can act out, both inside and outside the home. Being a dog owner means being responsible not only for their well-being, but the well-being of the community. And thus having a business that folks like my husband and I can turn to help ensure our fun-loving and energetic Husky/German Shepherd mix, Cady, gets the exercise and socialization that she needs on a consistent basis is critical.

Small businesses exist to serve their immediate communities, and I can think of no better example of this than The Grateful Dog. The three days each week I drop off and pick up Cady from this sunny little gem, I see others walking their dogs to and fro, and we smile and wave knowing that we are giving our pups the care they deserve. How fortunate we all are to be able to call The Grateful Dog a home away from home for the furry ones we love!

I hope that you will continue to support The Grateful Dog and other small businesses like it. Ernie Cervantes has built the very type of establishment that our communities need to thrive and keep families like mine in San Francisco, where we have lived for 20 years. We have enjoyed their services for the past 3 years - since Cady was just a few months old – and we intend to continue our relationship for the next many years. Cady wouldn't have it any other way!

Sincerely,

Kiesha Ramey-Presner

March 3, 2020

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

To Whom It May Concern,

This letter is in support of The Grateful Dog in San Francisco that's 100% woman-owned.

They provide a much-needed service that many San Francisco residents rely upon, in a city where there are more dogs per capita than children.

This family and the The Grateful Dog are well-loved by so many in the San Francisco community.

If the hearing were in the evening, after normal working hours, the hearing room would be filled to an overflow room with their hundreds of clients and supporters in general. Unfortunately, the time of day that the hearing will be is also the time of day that The Grateful Dog service is most needed by their many clients who work during the day.

Please take into consideration the needed service that The Grateful Dog provides to so many San Francisco dog owners and residents. You don't want another retail space vacancy in the City of SF!

Thank you,  
Kristin Morrison  
[thrive@SFPBacademy.com](mailto:thrive@SFPBacademy.com)



What in the world is happening to the Marina community when a handful of our neighbors can single-handedly try to shut down a local, woman-owned small business that has provided an incredibly valuable and trusted service for 10+ years? I don't get it!

This feels alarmingly familiar to the behavior that has been coming out of Washington over the last 4 years. It doesn't make sense that an established and permitted business is *forced to continue to jump through bureaucratic hoops* simply because a few people don't like it in "*their neighborhood*". What kind of precedent does this send to ALL business owners in the Marina, Pacific Heights, Presidio, Cow Hollow, Russian Hill, etc.? Who will this small group, or another small group of unhappy neighbors target next? Maybe they won't like the smell of a restaurant or salon, or the noise from a retail store or a bar during normal business hours, who knows what could be the next target.

I find it incredibly humbling to know that so many clients took the time to share their stories about the positive impact The Grateful Dog has had on their lives and their COMMUNITY. Isn't this an example of a neighborhood model that cities and neighborhoods try to aspire to and are *fortunate to support* when they have the opportunity to do so? America needs more success stories like The Grateful Dog.

Thank you for your consideration,  
*Mary*  
Pacific Heights & Marin

**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** Fwd: Grateful Dog Support Letter  
**Date:** Tuesday, March 03, 2020 9:01:16 PM

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

Sorry to clog your inboxes! Each and every one of these are our clients' documented voices - they cannot attend in person so this is how they need to be HEARD!

Begin forwarded message:

**From:** Alexandra Magnell <aamagnell@gmail.com>  
**Date:** March 3, 2020 at 8:54:34 PM PST  
**To:** The SF <thegratefuldogsf@gmail.com>  
**Subject:** Grateful Dog Support Letter

Hello -

This letter is in support of the Grateful Dog SF. Our dog Coco attended Grateful Dog for daycare from 2018-2019. She was a small puppy when she first attended and having this service in our neighborhood made it extremely valuable to us as we worked long hours at work. Not mention she was well loved and looked after by the staff.

Leaving a dog home alone for long hours can cause a dog to act out in ways that can be harmful not only to owners but those around us as well. Having a well run business like Grateful Dog makes it possible for working owners to have a well socialized pup.

Well socialized and well trained dogs make for happy dogs and happy owners. Grateful Dog has been a staple in SF for the last 10 years and not having access to their great care and love of dogs for boarding and daycare would make it tremendously difficult for owners in SF.

While we no longer live in SF, we think back fondly to all our memories at Grateful and we know Coco misses the staff and her pup friends. We hope Grateful Dog will continue to live on.

Best Regards,  
Alexandra Magnell  
*aamagnell@gmail.com*

**From:** [Amelia Linde](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Subject:** Statement of support for Grateful Dog, Case No. 2018-012576CUA  
**Date:** Thursday, March 05, 2020 1:05:47 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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

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

Good afternoon planning commission,

This is Amelia Linde, Small Business Manager for the San Francisco Chamber of Commerce. I am writing to you in support of the Conditional Use Authorization for “The Grateful Dog”, item number 14 on your agenda. This fantastic small business is 100% minority and female owned and served a real need for their community. After a strong 10 years serving San Francisco and has showing a real investment in the neighborhoods where they have operated they should continue to be able to operate and provide these important services to their neighbors.

Thank you for your consideration,



**Amelia Linde, MBA.**

Manager, Small Business Initiatives and Engagement  
San Francisco Chamber of Commerce  
235 Montgomery St., Ste. 760, San Francisco, CA 94104  
(Direct) • 415.352.8814 (Office) • 415.392.4520  
(E) [alinde@sfchamber.com](mailto:alinde@sfchamber.com)





March 3, 2020

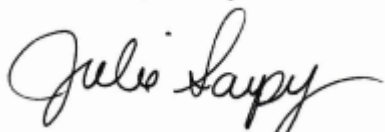
Dear Respected Members of the San Francisco Planning Department,

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 am 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.

A handwritten signature in black ink that reads "Julie Sarpy". The signature is written in a cursive, flowing style.

Julie Sarpy

My husband and I moved to San Francisco about 3 years ago for work, and before even choosing what neighborhood to live in, we sought to find what dog daycares are highly respected in the city. After speaking to SF residents and research, it was abundantly clear that the Grateful Dog 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 their pets. Without this daycare, I genuinely don't think we could make living in the city possible. Every time we take him in, every employee knows his name, his dietary restrictions, and even who his best dog friends are at the daycare! They genuinely care about the wellbeing of our pets and are an essential part to our community. These are the kinds of things that make a big city feel like home. There are no words to express how grateful we are for everything they've done for us and our pup, and our lives (and this neighborhood) would be completely different without them.

**From:** [Ashley Baugh](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Millicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [thegratefuldogsf@gmail.com](mailto:thegratefuldogsf@gmail.com)  
**Subject:** Letter of Support - The Grateful Dog - April 23, Continuance Hearing  
**Date:** Sunday, March 08, 2020 2:54:38 PM

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

To Whom It May Concern:

I am writing in regards to The Grateful Dog at 1769 Lombard Street. I found The Grateful Dog in two years ago 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 was playing (with people and with other dogs). Two years in, I see a new, happier dog.

I rely on The Grateful Dog when I work late or travel for my job. This past year, I've been able to go to Mexico, Europe 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 (& Louis, please see attached photo )

+1 (650) 681-7761

March 1, 2020

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

Dear Mr. Weissglass,

I am writing this letter in support of my neighbor, The Grateful Dog Wellness Center. For the last three years I have lived directly above them, and I must say, they couldn't be better neighbors. When I was searching for a place to live in the Cow Hollow/Marina neighborhoods I came across this apartment, that sat right above The Grateful Dog. I was reluctant when it was disclosed to me that I would be living, not next to, but on top of a dog daycare. I was concerned about noise and traffic and odors that I would experience, but those worries were quickly put to rest. There are never any parking issues because people usually park right in front and drop off or pick up and leave. There are never any issues with noise. This was surprising to me at first because I thought the dogs that were there overnight would bark, but that is not the case. Like their human companions, dogs sleep at night! It was really reassuring to find that the place pretty much shuts down at night and everything is super mellow, and this comes from a very light sleeper.

As far as smells go, I have never had any issues with smells. I see that when the dogs relieve themselves outside their waste is quickly cleaned up. I say that I "see" because I actually do see this. I have an outside deck that sits right above the Grateful Dog's backyard, so I witness everything that goes on outside, please see the attached photo of my deck in relation to the Grateful Dog's outdoor space. My deck has a dedicated workout/CrossFit area. Being health conscious and a fitness enthusiast I spend a lot of time on my deck working out. I see that when the dogs do bark outside an employee is always there to quiet them down. I'm not a dog owner, and don't know all the training commands and how to get dogs to listen, but I will say that The Grateful Dog staff is very diligent in their procedures and the dogs always listen to them, they are true professionals.

I have come to know the owner, Ernie, and he has always asked about how things are going and if we can hear the dogs or smell any off-odors. I appreciate his concern and it's surely a

testament to how well that business is ran. I do hope that the commission approves their permit and they are able to continue operating. I know that they play a very important role in this neighborhood and it would be a travesty for the commission to arrive at anything short of total support and approval.

Sincerely,

Nathaniel Evanhoe  
1769 Lombard ST. #B  
San Francisco, CA 94123

Photo of my rooftop deck with their backyard just over that far wall with lights hanging.



**From:** [Amanda Jones](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [Grateful Dog](#)  
**Subject:** Support for the Grateful Dog  
**Date:** Sunday, March 08, 2020 8:29:28 PM

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

All:

We are current customers to The Grateful Dog on Lombard Street for the past 8+ years. I have two dachshunds who board and do daily playcare at the facility. There is absolutely no way that I could afford to have quality care on a 7 day-a-week basis without their help.

A few reasons why we love it so much:

- \* The owner, managers and the staff are so warm and supportive.
- \* My dogs get special care and are not left alone all day in a crate.
- \* We tried walkers. We are no longer comfortable having people come and go from our home and our dogs were mishandled a few times. Not fun. It's also become unsafe to leave keys in lockboxes for walkers.
- \* The location is ideal for a pick up and drop off. There is a white zone down the way and it is a good central location for all of us.

As a real estate agent, I can say that the area around here off Lombard is very mixed with commercial, multi-unit and hotels. Anyone who purchased or rented a home that butts up to the dog daycare, the Academy of Art lodging, the hotels, the restaurants and a major freeway would have to know that there will be more noise than usual. Lombard is a freeway!

Since the last meeting with the planning committee, the daycare has restricted hours for pick up and drop off, they seem to be more conscious of barking and the owners are all careful to come/go quickly without too much noise. I also have noticed that it seems a bit cleaner.

This is an essential business for many of us city dwellers and our pets, it's located in a high traffic, busy area which is totally appropriate for it's purpose and it's run by local owners. This isn't some big chain. It feels very unfair that they are being targeted by a select group of entitled neighbors who knew what was in the immediate area when they decided to live there.

We 100% support The Grateful Dog in their bid to remain in this location.

Thank you,

Amanda Jones  
DRE#01390012  
415-218-2179

March 1, 2020

**Planning Department**

**City and County of San Francisco**

**Case No. 2018-012576CUA**

**1650 Mission St. Suite 400**

**San Francisco, CA 94103**

**Attn: David Weissglass**

Dear Planning Commissioners,

I share an apartment with a roommate that is located on top of the Grateful Dog at the very back of the property. In the more than 9 years I have been here I have never had any of the problems that some of the other neighbors are complaining about. I have seen many positive changes occur at the Grateful Dog and I have seen them grow into a very well-respected business that truly cares about its neighbors and their dogs. In my 8 years I've never had a problem with smells. They run a tight ship down there and keep the place clean and in order. I have a rooftop deck that I spend a lot of time on and the noise levels coming from the dogs is very minimal, mostly just dogs playing. The occasional barks I do hear from the Grateful Dog is immediately hushed by their employees. I actually hear more barking from other neighbor's houses and from the surrounding area than I do from the Grateful Dog. There are so many other, more pressing problems that should be addressed like the freeway that is Lombard Street, constant road construction going on and car break-ins in the neighborhood.

The owner and the staff at the Grateful Dog are very friendly and very accommodating. When our lobby glass door was broken into a couple years ago it was replaced with a steel door without a mail slot for packages. The Grateful Dog has gone out of their way to hold all of the packages for the residents of 1769 A and B and make sure that we get them safely and securely. The Grateful Dog provides a great service to many people in the surrounding area. San Francisco needs more small businesses like the Grateful Dog: very unique and very specialized. Please see attached photo of their backyard from my deck.

I support the Grateful Dog and hope the Planning Commission approves their application for a Conditional Use Permit.

Thanks for your time,  
Augusto Cano  
1769-B Lombard Street  
San Francisco, CA 94123

This is a view of their backyard from my deck. We are the closest to The Grateful Dog's backyard of all the neighbors and have never had issue with them.





**From:** [Tegan Kopilenko](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [thegratefuldogsf@gmail.com](mailto:thegratefuldogsf@gmail.com)  
**Subject:** Support for The Grateful Dog SF  
**Date:** Monday, March 09, 2020 11:30:06 AM

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

Dear Commissioners,

I'm writing in support of the permit for The Grateful Dog SF (Case No. 2018-012576CUA). The Grateful Dog is a warm and wonderful daycare and overnight boarding facility for dogs and should be allowed to continue operations with no changes to their permit.

The team is so caring for each of the dogs' in their care and is very thoughtful about the outside time for each dog. As you undoubtedly have heard, only certain dogs are allowed outside and small groups at a time. You must also know that having outside time is important and a joy for each of the dogs.

Grateful Dog has been vitally important for our family over the last six months as we navigated a terrible health crisis. We were reassured that the team at Grateful Dog was taking good care of our furry family member each day while we worked and tended to our families' needs.

San Francisco is a city of over 800,000, and many of us work and have pets. We can't do away with dog care facilities because it is inconvenient to a neighbor. I urge you to approve Grateful Dog's permit.

Thanks,  
Tegan Kopilenko

March 1, 2020

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,

Seth and Elena Niermeyer

**From:** [Lauren DeStefano](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [The Grateful Dog SF](#)  
**Subject:** Letter of Support: The Grateful Dog SF Continuance Hearing  
**Date:** Monday, March 09, 2020 2:37:00 PM

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

This letter is in support of The Grateful Dog SF, where my husband and I took two of our dogs in the years both of us were working in the City.

Our first dog, Blaze, was adopted years before we found ourselves with job opportunities in SF. By then Blaze was accustomed to constant human companionship from a prior work-from-home arrangement, and as a large Malinois-Shepherd mix he had a never ending supply of energy.

The Bay-area commute being what it is, no open play dog daycare near our house stayed open late enough for either my husband or I to make it back before closing hours. The Grateful Dog, however, was in the city and allowed both of us to put in the hours required to establish ourselves in our new companies. Blaze was picked up before we headed home at the end of the day, happy as a clam.

After Blaze's eventual passing, we were able to consider adopting again solely because of The Grateful Dog. The Grateful Dog remained the only place we trusted his care to - specifically because of their responsible, reasonably priced and attentive staff...and ample space for indoor/outdoor play.

Dual working families employed in the city like us need an option for open play care and boarding. The Grateful Dog is the best and needs the city's continued support. Without them, many families like ours won't have options for their larger breeds or the option to experience the love and support that a dog can bring, nor provide a home for the countless animals in Shelters.

In support of The Grateful Dog,  
Lauren and Tom Glamuzina



March 4, 2020

Case No. 2018-012576CUA

Planning Department  
City and County of San Francisco  
Attn: David Weissglass

Dear Mr. Weissglass and Commissioners:

We are writing on behalf of SFDog, the largest dog advocacy group in San Francisco, to support a conditional use authorization for The Grateful Dog located at 1769 Lombard Street. The Grateful Dog is a woman-owned and operated small business that has offered quality dog care, boarding and training at this location since 2009.

Dog owners and guardians have very limited options for these types of businesses, which are often relegated to industrial areas, such as the Bayshore Blvd. area, or in cities outside of San Francisco. According to the San Francisco-SPCA, there are an estimated 200,000 dogs in San Francisco homes, shelters and rescues. It's important that people have resources to provide healthy and proper care for their animals where we live in such a densely populated area.

We believe The Grateful Dog has satisfied the requirements of its permit approved by the Planning Commission in 2018 and that the business will diligently comply with the provisions of the conditional use authorization. The Grateful Dog has committed to addressing concerns raised by the Planning Dept., and we are confident this business has a solid plan to mitigate such issues if they occur.

The Grateful Dog has robust processes and procedures for staff and for vetting its canine clients. The business has consistently earned favorable reviews and feedback. A recent customer review about The Grateful Dog says: *"It really doesn't get much better than this place. Courteous, careful, loving, cautious and professional. Really well run. You can tell they're in the right business -- and they have a heart, too."*

The Grateful Dog has been a productive and valued member of the Lombard neighborhood for more than a decade. The organization's ongoing business is critical in providing animal welfare services to families with pets and those who are looking to adopt in San Francisco, which is considered one of the most dog friendly places in the country.

We proudly support The Grateful Dog by urging the Commission to approve the permits for this trusted business and neighbor that has lived on Lombard Street for many years.

Sincerely,

Andrea Buffa, Sally Stephens and David Emanuel

Board Members, [SFDog](#)  
P.O. Box 31071  
San Francisco, CA 94131

**From:** [Margaux Kelly](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [The Grateful Dog SF](#)  
**Subject:** Letter of support for The Grateful Dog - April 23 Planning Commission Hearing  
**Date:** Thursday, March 12, 2020 9:51:06 AM

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

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

Mr. Weissglass,

This is a letter in support for The Grateful Dog on Lombard Street in regards to their Planning Commission hearing on Thursday, April 23, 2020. My husband and I are property owners in the Sunset neighborhood, both work in San Francisco and are **fully in support of the Grateful Dog** continuing to offer outdoor space for their day-time and boarding customers.

We bring our rescue dog to The Grateful Dog for day-time and overnight boarding. We care very much about the health and happiness of our rescue dog and are confident in the quality and trustworthiness of this business, it's owners and employees. We don't live in Cow Hollow where they are located, but we value their services so much that we drive across town when we need day-time and boarding services.

If The grateful Dog were not allowed to continue to operate as they do now, and offer outdoor day-time and boarding services, it would be an additional burden on our lives and our ability to access the services we need in the city. Making it harder for people to live in San Francisco only diminishes our quality of life and that does not seem fair.

Thank you for your consideration and for reading my input on this matter.

Margaux Kelly  
1338 48th Ave  
San Francisco, CA 94122

**From:** [Karla Rivera](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#); [Husband](#)  
**Subject:** Fwd: The Grateful Dog Support Letter  
**Date:** Wednesday, March 04, 2020 9:35:32 PM

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

Begin forwarded message:

**From:** Jennifer Piumarta <[jpiumarta@yahoo.com](mailto:jpiumarta@yahoo.com)>  
**Date:** March 4, 2020 at 9:16:53 PM PST  
**To:** "karlagrateful@gmail.com" <[karlagrateful@gmail.com](mailto:karlagrateful@gmail.com)>  
**Subject:** **The Grateful Dog**

I am writing in support of the Grateful Dog. I have lived in Russian Hill for over 15 years and have been taking my dog there for the past 6 years, since I rescued her. I work full time and this business is the equivalent of a child day care for me. It is convenient to my house so I can drop off my dog and then go directly to work downtown. I honestly would not know what I would do without it! This is the type of small business that SF should be supporting as it is a vital part of this community and a huge benefit to so many people like myself. The owners and employees have always been so helpful, respectful and caring to me and my dog.  
Please allow this business to continue to serve out community.

Thank you,  
Jennifer Piumarta  
1324 Broadway  
San Francisco, CA 94109

**From:** [Joanne Foy](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [The Grateful Dog SF](#)  
**Subject:** The Grateful Dog San Francisco  
**Date:** Thursday, March 12, 2020 4:37:30 PM

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

Dear David,

As a San Francisco Commissioner I am sure you agree that San Francisco needs its small businesses. On behalf of The Grateful Dog I am sending you this request email. So many dog owners in the Marina depend on The Grateful Dog 100% and more, for daily care and occasional boarding of our dogs, I am one of those owners.

The Grateful Dog is run very professionally with the most polite and caring employees. The dogs all get along, are loved and cared for. Many of the dogs can't wait to start their day there, even if for just a few hours or half day.

I work very hard and have an active 3 year old dog that allows me to give back to my community. I work in the health care industry finding jobs for RN's, LVN's and CNA's for San Francisco hospitals, nursing homes, and assisted living.

With the outbreak of the Corona Virus we are all pulled in many directions. Dog owners need to go to work, if in the medical field, or work from home, take care of family members who are elderly, ensure their kids are properly cared for. Walking a dog on top of these family responsibilities is difficult, I could not do my job if I had to tend to my dog, who is in a lot of ways is just like a child.

The other owners at The Grateful Dog feel just like I do, we are requesting that you will see how important it is to keep The Grateful Dog on Lombard Street open.

Thank you so very much for your professional understanding.

Sincerely,  
Joanne

Joanne Foy  
2235 Beach Street #100  
San Francisco, California  
415 726-2453 Cell

**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** The Grateful Dog Support Letter  
**Date:** Wednesday, March 04, 2020 10:14:51 PM

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

Begin forwarded message:

**From:** Kari Clark <karilynaclark@gmail.com>  
**Date:** March 4, 2020 at 10:05:59 PM PST  
**To:** The Grateful Dog SF <thegratefuldogsf@gmail.com>  
**Subject: Thank You!**

Hi -

I hope it's not too late to share my appreciation for The Grateful Dog, so here goes!

I rescued a shy, scared, and nervous 3 year old border collie last year and The Grateful Dog has helped him (Duke) become a social, confident, and loving dog in just a few months. After first rescuing him, I took him to another daycare center (purely out of convenience) to help him socialize, and because it was a large, "corporate run" daycare center, it did the exact opposite. He became even more frightened and anti-social, so I switched him to The Grateful Dog, and it's honestly changed his life (and of course mine!).

What started as Duke whining and crying not wanting me to leave him at daycare, has quickly turned into him pulling me to the bright red door at The Grateful Dog. Even though I only interact with the staff for a few minutes every morning and evening, I can tell they are all genuine dog lovers who care about the dogs in this community. They greet him every morning with a smile and "hey Duke!" that I know we wouldn't get anywhere else. They have also been incredibly patient with me as I train Duke to "sit" before going into daycare - it just goes to show how much they care about the dogs and the community outside of their walls.

I'm fortunate to have the option to take Duke to work with me, but I choose to keep him at The Grateful Dog each day because I know he's being treated well and having a great time. Two things I truly don't think I'd find anywhere else in the city. The Grateful Dog cares about this community, and this community cares about The Grateful Dog. We wouldn't be the same without them!



To The Grateful Dog staff - thank you! I appreciate all you've done for me and Duke, and wish you many more years of being an important part of this neighborhood.

Thanks,  
Kari Clark

**From:** [nn smith](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [The Grateful Dog sf](#)  
**Subject:** In support of The Grateful Dog  
**Date:** Thursday, March 12, 2020 8:53:01 PM

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

Hello,

I am writing to you to state my support for The Grateful Dog. They are a well-established local business providing a much-needed service to the community. Every day for the past ten years, one or another dog owner has relied upon The Grateful Dog to care for a beloved family member.

Responsible dog ownership can be hard in the city. It can be a genuine dilemma what to do with your dog while you work or travel. The Grateful Dog's daycare and boarding services are a win-win solution.

As a long-time client I can personally attest that The Grateful Dog is an absolute lifesaver. In 2010 my husband and I adopted a big, friendly rescue dog who'd had almost no training and turned out to have severe separation anxiety. I was able to work from home, but still had to go out sometimes! Left alone our poor dog would be terrified and howling, disturbing the neighbors and setting back training progress. Instead, at The Grateful Dog she was happily socializing with other dogs in a supervised environment where her basic training was reinforced. The staff were absolutely fantastic and professional in working with us. I don't know what we would have done without them.

Without The Grateful Dog, many loyal clients will be in a real bind. Please don't make it harder on responsible dog owners who want to do the right thing. The Grateful Dog plays a valuable, positive role in this community, and should be allowed to continue to do so.

Sincerely,

N. N. Smith (client for the past 10 years)



## Grateful Dog\_20200304

Carolyn Clute  
30 Temescal Terrace  
San Francisco, CA 94118

March 4, 2020

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

Dear Mr. Weissglass,

This letter is to express my support for the Grateful Dog and ask that the commission continues to support what has been a very successful and necessary service on the northern end of San Francisco.

As you likely know, there are very few dog care facilities outside of SOMA, the Mission, and the Bayview. For those of us who do not live or transit near/through those areas, it is truly the difference between being able to provide our dogs with needed care without spending an extra hour each way getting them back and forth on San Francisco's increasingly congested streets.

As a recently widowed person, I no longer have the luxury of splitting dog care duties with my husband, and rely more than ever on the services of the Grateful Dog for both daycare and boarding when I have to be away. Having to find a new place to take my dog, go through all of the interview rigamarole, and then be close on hand to be sure she adapts is just one more burden that I would have to deal with along with an inordinate amount of other affairs to settle. And that's before the daily inconvenience of having to go out of my way to get her back and forth to the new facility several times per week. It's something that seems entirely unnecessary when the Grateful Dog is contributing to the San Francisco economy, providing a valuable service, and being a good neighbor.

Thank you for your time and I hope that you and the Planning Commission will carefully consider the needs of those of us who rely on the Grateful Dog.

Regards,



### Edit with the Docs app

Make tweaks, leave comments, and share with others to edit at the same time.

NO THANKS

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**From:** [Annie Lau](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [The Grateful Dog - SF](#)  
**Subject:** The Grateful Dog-SF  
**Date:** Monday, March 23, 2020 4:07:57 PM

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

Hello,

I am writing this email in support of the Grateful Dog-SF. As a new dog mom, the Grateful Dog has been a vital resource for me when I have to travel for work. The people are kind, and the business doesn't nickel and dime its customers for every little thing. They have also been flexible when I needed to come after business hours. I have been very thankful for all these little things.

Especially during this crazy time in the world right now, places like the Grateful Dog are important to our community. I hope this email in support will help the approval process for any permits needed by the Grateful Dog.

Stay safe,  
Annie Lau

**From:** [Gdog](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Tuija Catalano](#)  
**Subject:** Fwd: Letter of support  
**Date:** Thursday, March 05, 2020 8:56:35 AM

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Here's another. They keep coming in which is great!

Begin forwarded message:

**From:** Austin Walne <[austin.walne@gmail.com](mailto:austin.walne@gmail.com)>  
**Date:** March 5, 2020 at 8:33:08 AM PST  
**To:** [thegratefuldogsf@gmail.com](mailto:thegratefuldogsf@gmail.com)  
**Subject:** Letter of support

(Hope I get this to you in time to read at the meeting today)

My wife and I have lived in San Francisco for the last decade. We became dog owners in 2016 and I don't know how we could've managed it without the Grateful Dog. When our jobs require us to travel, we always board our dog, Gatsby, with Grateful Dog.

We always feel guilty having to leave him behind, but the visible excitement he displays when he knows we're on the street of the Lombard location reminds us he's in good hands. He drags me by his leash to the front door, and pushes his way in to the gate while I check him in. He couldn't be more thrilled to go play with the other pups and hang with the staff. They do a fantastic job and charge very reasonable rates.

Please continue to support small, local businesses in San Francisco like the Grateful Dog. I don't know what we'd do without them in our community.

--

Austin Walne, III

.....  
Twitter: [@Walne](#) | [linkedin.com/in/walne](https://www.linkedin.com/in/walne)

**From:** [Allyson Robertson](#)  
**To:** [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Weissglass, David \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Millicent \(CPC\)](#); [Richards, Dennis \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [The Grateful Dog SF](#)  
**Subject:** In Support of The Grateful Dog  
**Date:** Tuesday, March 31, 2020 9:39:49 AM  
**Attachments:** [image.png](#)

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

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

February 29, 2020

Dear Mr. Weissglass,

We are writing in support of The Grateful Dog, who cares for our dog Tate every day while we are at work. We are Bay Area natives and have lived in San Francisco proper for nearly 10 years.

They say it takes a village to raise a child, but it also takes one to raise a dog. The Grateful Dog is our village. We adopted Tate in April of 2018 from the SFSPCA and soon after discovered The Grateful Dog. He has been going to daycare there nearly every day for almost 2 years. It is one of his favorite places, and he drags us to their front door every morning. We feel so grateful to have this small business in our neighborhood where we know our dog is safe and happy. With so many small businesses being forced to close, it is important that we as a city fight to keep as many open as possible. Please allow The Grateful Dog to continue to operate for the families and dogs who rely on them every single day.

Warm Regards,

Allyson Robertson & Joseph Dobson (and Tate)



--  
[Allyson Robertson](#)  
[allyson.robertson@gmail.com](mailto:allyson.robertson@gmail.com)

**From:** [Cynthia Tsai](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Chan, Deland \(CPC\)](#); [Jonin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [Ernie Cervantes](#)  
**Subject:** Regarding Case No. 2018-012576CUA  
**Date:** Wednesday, July 15, 2020 4:00:13 PM

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

Date: July 15, 2020

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

Dear Planning Commissioners (David, Joel, Kathrin, Sue, Frank, Theresa, Milicent, Deland, Jonas, and all associated members of your team):

I am writing to you in support of a local small business that is near and dear to my heart, The Grateful Dog. The Grateful Dog has a planning commission hearing for a one-year review on July 30, 2020, and I write to you in support of this local business in advance of this hearing.

I am a Bay Area native, originally from Sunnyvale, and I have resided in San Francisco since moving here for medical school at UCSF in the fall of 2013. After graduating from medical school, I stayed at UCSF for my residency, and I am currently a resident physician within the Department of Medicine at UCSF. After completing my residency in June of 2021, I hope to remain in San Francisco as a full time primary care physician.

I am also the proud dog-mama of Riley. Riley is a happy, goofy, and loving black and white poodle who has lived in San Francisco with me since he was just a young puppy. An important part of my work as a physician is ensuring my own longevity in the field of medicine, and so I believe strongly in work-life balance and advocate wholeheartedly for physician wellness. For me, spending time with Riley allows me to achieve this balance and wellness in my own life - it is a joy to go on urban adventures and hikes with Riley, and Riley has also had the honor of visiting some of my fellow UCSF resident physicians in my department at both the Parnassus and Veterans Affairs Medical Center here in San Francisco to share his smile with my colleagues as a reprieve from otherwise busy days of work.

Since Riley was just a few months old, he has attended The Grateful Dog in the Marina District here in San Francisco for doggie day care while I am at work. The team at The Grateful Dog is simply incredible. From Riley's perspective, I know that he has such an amazing time at day care. Every morning that I drop him off, his tail wiggles in so much excitement and he races up to his favorite day care human staff and his favorite doggie best friends. Riley can be shy and hesitant in new situations, but he opened up so quickly to the people, dogs, and environment at The Grateful Dog, which is a true testament to how caring, responsible, capable, and warm this day care team is.

From my perspective, I can't imagine what I would do without The Grateful Dog. As a resident physician, I often work 80 hour weeks and 28 hour long shifts. I am often scheduled to work on holidays or weekends, or at night. I took the realities of my work life into strong consideration when making the decision to become a dog-mama, and knowing that The Grateful Dog was a community available to me within my neighborhood helped me feel more confident in making my longtime dream of having a doggie companion like Riley become a true reality and a true blessing in my life. The Grateful Dog operates 7 days a week including on weekends or holidays and they are always available overnight for boarding. This allows Riley to be with humans and doggies that he knows and trusts



when I am working odd hours or longer shifts or have busier weeks. The team goes above and beyond this already dedicated job description, however - their team has walked Riley to and from home on days when I have been running late or have had an early morning, and it is so obvious that to the team at The Grateful Dog, caring for Riley and his many day care doggie friends is more than a just a job - it is a passion and a love for animals that drives them.

The Grateful Dog is a small business, that like all small businesses, took a devastating financial hit during the COVID-19 pandemic - with the majority of individuals working from home, fewer dogs were coming to day care. For me, my schedule remained active. Though I am able to see some of my patients virtually via telehealth in the primary care setting, much of my work, by necessity, is still in person, be it in the hospital where patients still must come in and are admitted for heart attacks or cancer or serious infections - COVID-19 or otherwise - or in the clinic where many patients still must come to have safe evaluation of chronic medical issues that cannot wait several weeks for follow-up and simply cannot be assessed without an in person physical exam. Despite the toll of COVID-19, The Grateful Dog, not surprisingly, rose to the occasion and remained open, and I was still able to take Riley to day care on all of my work days with their same, outstanding quality of care. Furthermore, they have been extremely diligent about following all health precautions including masking, social distancing, and meticulous and frequent cleaning. Walking around San Francisco as a healthcare provider, every single day, I see a small business or an individual who is not following appropriate social distancing or donning a mask in necessary situations - these situations are difficult for me to see because I worry about the downstream consequences of these behaviors and the strain that it might place on our San Francisco healthcare system during such a tenuous time. I am certainly more sensitive to this given my professional background, and yet, I have never once felt concerned at The Grateful Dog. Their attention to these important details in this unprecedented time is just what The Grateful Dog does - they provide excellent, quality, and committed care at all times, no matter what. Many of Riley's doggie friends' parents are also essential workers, and The Grateful Dog is a vital and essential part of our community by helping us to keep our 4-legged members of our family happy, healthy, and cared for while we continue at our jobs in order to support the health of the city.

The Grateful Dog is not only an essential, irreplaceable, and highly valued part of our community - they also represent the best of the best of San Francisco and demonstrate the spirit and soul of the city - authenticity, kindness, commitment, hard work, and dedication - that has kept me here in the city for the past 7 years and has drawn me toward providing primary care for years to come to the people of this city.

Although I am unable to attend the virtual hearing on July 30 due to my work schedule, I do hope that through this letter I am able to convey how much The Grateful Dog means to me and to our local community. I very much appreciate your time and support for upstanding local businesses like these.

All my best,

Cynthia Tsai, MD  
Resident Physician  
University of California, San Francisco  
Department of Medicine

**From:** [Amanda Jones](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Chan, Deland \(CPC\)](#); [Jonin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [erncervantes@gmail.com](mailto:erncervantes@gmail.com)  
**Subject:** Letter of Support for The Grateful Dog  
**Date:** Wednesday, July 15, 2020 7:03:55 PM

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

July 15, 2020

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

Letter of Support for The Grateful Dog

Dear Planning Commissioners,

As an essential worker, there's nothing better than knowing that my two little dogs are being cared for at The Grateful Dog. I have been a client for 9 years.

Please consider that The Grateful Dog has been operating for over 9 years in this Lombard location and that they have taken many steps to accommodate the neighbors by limiting pick up/drop off times and restricting the number of dogs as well as the number of dogs outside at different times.

For most of us, our dogs are our children, having a care resource has made it possible for me to continue my work and the location on a major through street has made it easier to pick up and drop off.

Please support this small business. Not everyone in SF has a back yard or endless funds for a full time pet sitter. Especially at this time, our dogs are part of our emotional support system. The crew that supports the owners are some of the nicest people I know and they are all so appreciative to work there. I would hate to see any of them lose their jobs as a result of this. It would be a big loss the community of dogs, their owners and the owner/staffers who help make it happen.

Thank you for considering my letter of support for the Grateful Dog.

**Amanda Jones**



**From:** [Margaret S. Oswald](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Subject:** Case No. 2018-012576CUA  
**Date:** Wednesday, July 15, 2020 9:36:16 PM

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

Dear David,

I lived in San Francisco for 13 years, and recently moved to Marin County.

The Grateful Dog is a wonderful business which I discovered and I am a devoted fan. This is a warm welcoming treat for me to bring my dog and have them be so hospitable.

The business site is impeccably clean. The people are great. This is a community treasure.

Please be advised that any detrimental action to this place of business over some ludicrous complaints would be overkill.

And, based on what I have observed about Marin County is "complainers". There is immense beauty of nature and then there's the accompanying entitlement.

I beg you to research who the "whiners" are, and I doubt it's the dogs...And I doubt it's legitimate.

Thank you,

Margaret S. Oswald  
415.930.0010

**From:** [Deborah Gouailhardou](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Chan, Deland \(CPC\)](#); [Jonin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [Ernie Cervantes](#); [me](#)  
**Subject:** In Support of Grateful Dog  
**Date:** Friday, July 17, 2020 12:20:24 PM

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

Date: 07/17/2020

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

Dear Planning Commissioners,

I am writing in support of the Grateful Dog's permit renewal.

The pandemic has shown me that this business, always important for working people, is really vital for the community. Essential workers of all kinds have in the Grateful Dog a place where they can safely leave their dogs while they are at work, no matter how long their job requires them to be away from home. In addition, any of us in the general public might find ourselves incapacitated from the virus, or even hospitalized, and needing to find a safe, reliable place for our dogs at short notice. Grateful Dog is such a place.

Please renew the permit for this important business. It offers so many people peace-of-mind to know that The Grateful Dog is there for them when they need it.

Thank you for your consideration  
Deborah Gouailhardou  
Grateful Dog customer

**From:** [Ionin, Jonas \(CPC\)](#)  
**Cc:** [Feliciano, Josephine \(CPC\)](#); [Weissglass, David \(CPC\)](#)  
**Subject:** FW: Grateful Dog Case, 012576CUA  
**Date:** Friday, July 17, 2020 3:24:45 PM

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**Jonas P. Ionin,**  
**Director of Commission Affairs**

Planning Department|City & County of San Francisco  
1650 Mission Street, Suite 400, San Francisco, CA 94103  
Direct: 415-558-6309|Fax: 415-558-6409

[jonas.ionin@sfgov.org](mailto:jonas.ionin@sfgov.org)  
[www.sfplanning.org](http://www.sfplanning.org)

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**From:** "Margaret S. Oswald" <omollieo@sbcglobal.net>  
**Date:** Thursday, July 16, 2020 at 1:06 PM  
**To:** "Ionin, Jonas (CPC)" <jonas.ionin@sfgov.org>  
**Subject:** Grateful Dog Case, 012576CUA

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

Dear Jonas,

I lived in San Francisco from 2007 - 2019, and have recently moved to Marin County.

- The Grateful Dog is a conscientious business; its a hospitable welcoming place for my dog and me.

The business site is impeccably clean. The people are kind. This is a community treasure.

Please weigh any complaints launched against this company, and carefully consider their Merit.

After my own Property Tax Appeals and knowing the City's stringent planning constraints, this appears to be Pure Static from the new Kids on the Block..

Thank you,

Margaret S. Oswald

415.930.0010

**From:** [Joanne Foy](#)  
**To:** [Weissglass, David \(CPC\)](#)  
**Cc:** [Ernie Cervantes](#)  
**Subject:** An Important Request for The Grateful Dog on Lombard Street  
**Date:** Saturday, July 18, 2020 11:30:33 AM

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

Dear David,

As a San Francisco Commissioner I am sure you agree that San Francisco needs its small businesses, and those that are considered essential. On behalf of The Grateful Dog I am sending you a request to keep The Grateful Dog open. I would be devastated as other dog owners in San Francisco would be, if The Grateful Dog closed. So many dog owners in the Marina depend on The Grateful Dog 100% for daily care and occasional boarding. I am one of those owners. The Grateful Dog is an essential business to us.

I work very hard at work, allowing me to give back to my community. I work in the health care industry finding jobs for RN's, LVN's and CNA's for San Francisco hospitals, nursing homes, and assisted living.

With the outbreak of the Covid 19 virus, we are all pulled in many directions. Many business people, along with dog owners, need to work from home due to Covid 19. It is overwhelming to take care of family members who are elderly, and ensure our kids are properly cared for. Walking a dog on top of these family responsibilities is really difficult, I could not do my job if I had to also tend to my dog, who is in a lot of ways, just like a child. Dogs need daily attention besides being walked multiple times.

Other dog owners who use the The Grateful Dog feel just like I do, we are all requesting that you will see how important it is to keep The Grateful Dog on Lombard Street open.

Thank you so very much for your professional understanding.

Sincerely,  
Joanne

Joanne Foy  
Beach Street  
Marina Resident

**From:** [Coleen Hill](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Millicent \(CPC\)](#); [Chan, Deland \(CPC\)](#); [Jonin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [erncervantes@gmail.com](mailto:erncervantes@gmail.com)  
**Subject:** Letter of Support for The Grateful Dog  
**Date:** Saturday, July 18, 2020 1:48:30 PM

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

Dear Planning Commissioners:

I am writing to you regarding the One-Year Review of the approved permit for The Grateful Dog at 1769 Lombard St. I am requesting that you please support this business and grant approval for them to continue operation.

We have been using The Grateful Dog for doggy daycare and overnight boarding for our hound mix, Lucy, for over two years. With both my partner and I working full-time and traveling frequently, The Grateful Dog has been a lifesaver in providing services for our pup so that we can be productive members of the workforce.

We live in a small apartment with no outdoor space and cannot leave Lucy at home alone for extended periods of time while we are at work. Lucy going to daycare at The Grateful Dog allows us to go to work and not worry about what she is getting into while at home. Additionally, Lucy is an anxious dog and has become a better member of society with additional socialization and time spent outside of the apartment at The Grateful Dog. It brings me joy to see how excited Lucy gets everytime we walk into The Grateful Dog. I am truly thankful that we found a place to send Lucy that she loves and much as we do.

When we travel, we also send Lucy to The Grateful Dog to stay overnight. It puts my mind at ease that she is going to a place that she is familiar with and being cared for by people that she loves and trusts. Prior to sending Lucy to The Grateful Dog while traveling, we had many negative experiences with boarders who did not understand Lucy's anxiety and how to take care of her while we were anyway. We are thankful that this is no longer an issue with The Grateful Dog.

The Grateful Dog is part of a network of critical small businesses that keep this city going. It is a vital service that us and many other families in this city rely on. I urge you to please approve The Grateful Dog for continued operation.

Thank you,

Coleen Hill



**From:** [n.smith](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Millicent \(CPC\)](#); [Chan, Deland \(CPC\)](#); [Jonin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [erncervantes@gmail.com](mailto:erncervantes@gmail.com)  
**Subject:** Statement of support for The Grateful Dog  
**Date:** Monday, July 20, 2020 4:52:45 PM

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

Date: June 20, 2020

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

Dear Planning Commissioners,

I am writing in support of the Grateful Dog daycare and boarding facility on Lombard Street.

As a client of ten years, I strongly believe that TGD provides a valuable and much-needed service that's not available anywhere else in this area, and that it would cause hardship for many dog owners were it forced to close.

If I may, I'd like to explain why I consider TGD's services so important. I didn't think I would need dog daycare because I already worked from home. Yet the Grateful Dog ended up being a real life-saver.

In 2010 my husband and I felt prepared for a dog. We had time, energy, and resources. I had a flexible job schedule. We adopted a young shepherd mix who'd been abandoned. We quickly fell in love with this sweet, intelligent dog. We also discovered she had **severe** separation anxiety. If I went outside for literally 45 seconds, she would have a panting, drooling, barking meltdown.

We poured our effort into helping her, consulting private trainers and slowly increasing the duration she could be alone. It worked, albeit slowly. However, I was struggling to fit this extra training, plus 2-3 hours of high-energy dog walks, into my full-time job. Going out was still very difficult and she still needed us there almost 24/7. Despite all our love and commitment, we were becoming overwhelmed.

Finding The Grateful Dog was a complete life-saver. We began scheduling regular time for her. It was an immense relief knowing our dog was happy and safe, not miserable and barking. The benefits went beyond a simple break. The TGD staff have been phenomenal about working with us on our dog's individual needs, reinforcing her training and accommodating feeding schedule requests. We have boarded her there too, and she invariably comes home tired and happy. The Grateful Dog became such a positive part of our lives. Today our anxious young dog is a still-active, confident senior. Even if we don't need it as often, ten years later, she still loves going into that cheerful red door.

Everyone has to go out sometime, even now - especially essential workers. Having trusted dog care provides peace of mind. The Grateful Dog is a professional option with trained staff and a dedicated facility. They are also not just another chain franchise, but a trusted small neighborhood business which has provided a vital service to responsible local dog-owners for over a decade. I hope to continue as a client of The Grateful Dog on Lombard Street for years to come.

Thank you very much for your consideration.

Noela N. Smith

**From:** [Adela Jacobson](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Chan, Deland \(CPC\)](#); [Jonin, Jonas \(CPC\)](#); [CPC-Commissions Secretary; erncervantes@gmail.com](#)  
**Cc:** [karlagrateful@gmail.com](#)  
**Subject:** The Grateful Dog SF  
**Date:** Tuesday, July 21, 2020 3:24:25 PM

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

Dear San Francisco Planning Commission Team,

I am writing to you today to make you aware of our support of The Grateful Dog SF and it's owners, Ernie and Karla Cervantes.

As another small, family owned business here in the Bay Area, we understand the hurdles necessary to start and maintain a business in Marin and San Francisco. While we have only gotten to know The Grateful Dog and Ernie and Karla over the last year, they have made a tremendous impact on us as a business and friends.

We have been able to partner up with them this summer and do a few Kona Ice pop ups in their parking lot....servicing dog owners and their furry friends Konas. It has been a joy to interact with their customers, friends and pups as well. We can see the impact through the caring and passion they have for not only their business but those who trust them with their forever friends and companions.

I would ask that you consider the positive impact they have not only on the community around them and their customers but with other small businesses such as ourselves. When the SIP hit us, we shut our business down. After careful consideration and in talking with our local Health Department, we put guidelines in place to ensure a safe and sanitary business model. When we went back out to serve our community, Ernie and Karla immediately reached out to us and allowed us to partner with them at their place of business. It was a blessing to us and those who came to see us by allowing a few minutes of "normal" in an otherwise crazy time.

I would ask that you do everything in your power to allow this great business to continue serving our community as they have over the past decade and know that they are an essential business in these challenging times.

Thank you for your consideration.

Best,

Adela & Corey Jacobson  
Kona Ice of North Marin  
[ajacobson@kona-ice.com](mailto:ajacobson@kona-ice.com)  
415-226-7576  
[www.kona-ice.com](http://www.kona-ice.com)



**From:** [Jessica Hurst](#)  
**To:** [Weissglass, David \(CPC\)](#); [Koppel, Joel \(CPC\)](#); [Moore, Kathrin \(CPC\)](#); [Diamond, Susan \(CPC\)](#); [Fung, Frank \(CPC\)](#); [Imperial, Theresa \(CPC\)](#); [Johnson, Milicent \(CPC\)](#); [Chan, Deland \(CPC\)](#); [Ionin, Jonas \(CPC\)](#); [CPC-Commissions Secretary](#)  
**Cc:** [erncervantes@gmail.com](mailto:erncervantes@gmail.com)  
**Subject:** I Support The Grateful Dog  
**Date:** Wednesday, July 22, 2020 2:29:34 PM

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

Wednesday, 22 July 2020.

Dear all whom it may concern,

I am writing to you in support of keeping The Grateful Dog doggy daycare located in San Francisco on Lombard Street. I have been a client of theirs for almost 10 years, starting back in the summer of 2010. I utilize housing my two large dogs at this location primarily while traveling for business, leisure, and attending baseball games. I am truly shocked and disappointed to find that the newly moved-in neighbors of this location are trying to shut this community down - also especially amidst this pandemic where The Grateful Dog is open to care for the pets of first responders.

I have a couple of points I would like to bring forward.

First, the professionals who work at and run this location (I can speak as a customer for both locations, but I am focusing on the SF location here) work on training the dogs while they are caring for our pack members - which means over the years my high-energy Alaskan Malamute (and more recently, my younger German Shepherd) have come home with better manners and over time the team members have improved the quality of my dogs' behavior.

Second, I trust leaving my pets at The Grateful Dog. They're not left unattended or locked up in kennels, and I know they are cared for and loved in the utmost importance. I feel safe vacationing and knowing my pets are enjoying themselves too. Building a community on trust and proven safety cannot happen overnight.

The third item I would like to bring up is that you rarely hear dogs barking from the street. Standing outside the front of the building talking after I've picked up my pets, I cannot hear the dogs over the road noise - and I think this is an important point to cover. The city noise, traffic, and cars individually are louder than the dogs combined. Please note - I am not saying that dogs never bark. I merely ask you to stand outside at several different times of the day (and night) and listen for yourself before passing judgment based on recent complaints from a dog-hating disgruntled person flooding your inbox with little better to do with their spare time. On a related note, I understand these noise complaints have started in the last year, but not in the 9 years before that. I would be interested to hear what you interpret from that.

Lastly, if you, representing San Francisco - which is one of the most dog-friendly cities in the US ([https://dogtrekker.com/story/San\\_Francisco\\_Top\\_Dog\\_Friendly\\_City](https://dogtrekker.com/story/San_Francisco_Top_Dog_Friendly_City) and <https://dogtime.com/dog-health/general/4360-dog-friendliest-cities-list>) decide to close this location down due to the complaints of the new residents around Lombard St. I would be ashamed to continue to live and work in San Francisco with my dogs as that would be counterintuitive of claiming to be a dog-friendly city. I would also ask what you think the ROI of an already established business against the political whining new tenants would be? Do you want to invest in Karens who will as soon turn on you and whinge and lament when the next item they focus on doesn't go their way, and likely leave because fickle people don't build community and togetherness the way The Grateful Dog

does?

In closing, The Grateful Dog is both a **minority** and **family-owned small business** which the City of San Francisco should be proud to host, approve permits, and continue to support their growth for decades to come.

Thank you for taking the time to read.

Kindly,

Jessica Hurst  
415-755-0719

Date: July 22<sup>nd</sup>, 2020

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

Dear Planning Commissioners,

I am writing on behalf of The Grateful Dog, a boarding and kennel service that I have come to depend on as a resident and employee based in San Francisco. As I understand, The Grateful Dog has been operated under compliance with all San Francisco Planning Codes for nearly a decade and is now being levied with frivolous complaints from “residents” who have not otherwise had a single complaint until the opportunity to potentially increase their property value was made apparent.

As a born and raised San Franciscan (born at Children’s Hospital in 1984), I find it abhorrent that a service, deemed essential in this unprecedented shelter-in-place times, is even being considered as not a valuable part of the fabric of the community. For myself and my wife, we would otherwise not be able to live and work in San Francisco, if there was not a safe, clean and friendly environment for our dog. Ernie Cervantes and his staff go above and beyond to care for our dog and have on countless occasions accommodated our needs and busy lives. Without their service we, and I imagine dozens if not hundreds of others, would be forced to reconsider where we work and live.

Moreover, and as I life-long resident of this city, I have seen many businesses come and go. All too often it seems that the city of San Francisco is more interested in short-term gains from real-estate prospectors, which has led to so many storefronts and buildings sitting empty, rather than giving something of value to the community. Again, never has this been truer than now.

In conclusion, I want to reiterate my sincere support for The Grateful Dog’s right to operate their business in accordance with the Planning Code, as they have for so long. Please feel free to contact me if you have any questions about anything I have written or if I can do anything else on their behalf.

Sincerely,



Benjamin Mayer

January 15, 2020

San Francisco Commissioners:

I stand with my residential neighbors on Lombard, Laguna and Greenwich in **opposing** the Grateful Dog's outdoor permit.

With so many residential homeowners surrounding their outdoor space, allowing them the use of the yard for the dogs would dramatically increase noise, smells and flies. I know from talking to these neighbors that these are all serious issues that have caused them to lose the use of their outdoor spaces.

**Please consider their well being and the investment they have made in their homes above that of the dogs and the business owner.**

Thank you for your consideration.

Sincerely,

Name

Douglas Sotel

Signature

Douglas Sotel

Address

311A Laguna





## 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 24<sup>th</sup>, July 23<sup>rd</sup>, and December 12<sup>th</sup>, 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 12<sup>th</sup>, 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

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## 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](mailto: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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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.

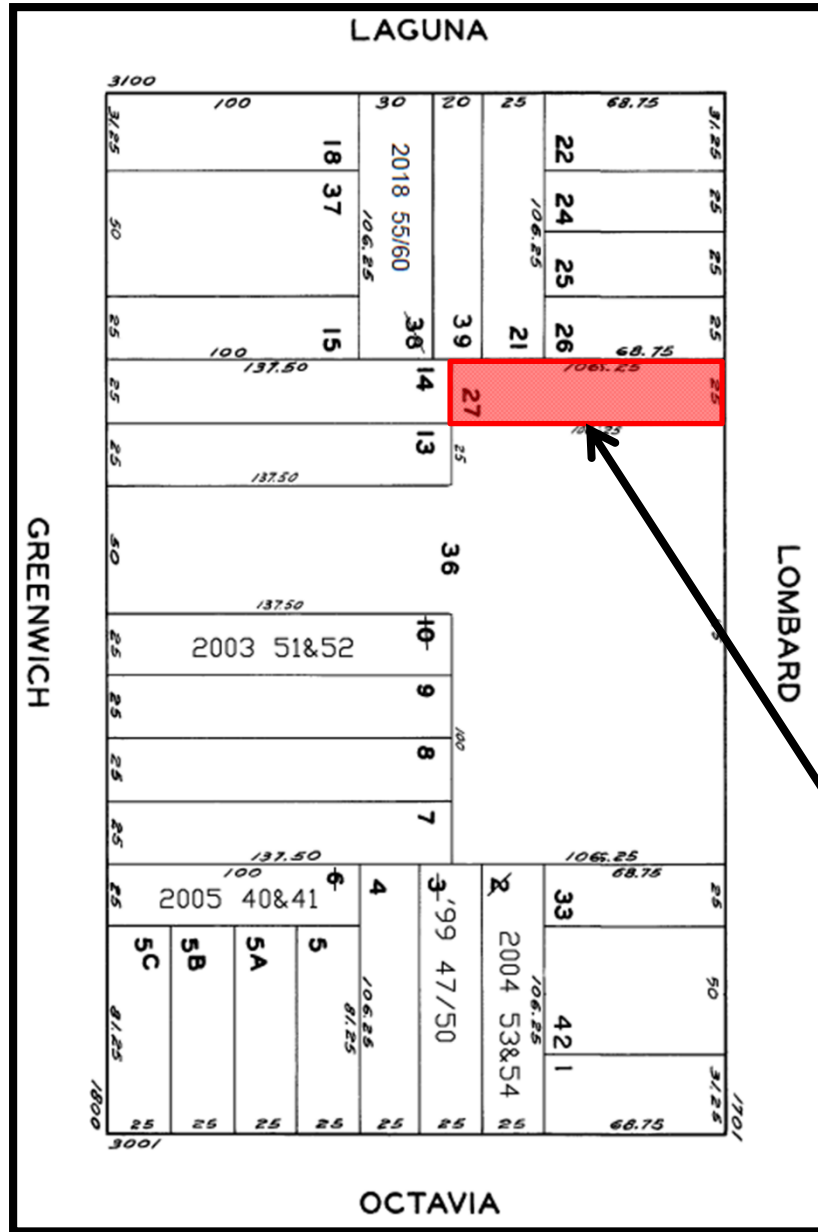
*For information about compliance, contact Code Enforcement, Planning Department at 415-575-6863, [www.sf-planning.org](http://www.sf-planning.org)*

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](http://www.sf-planning.org)*



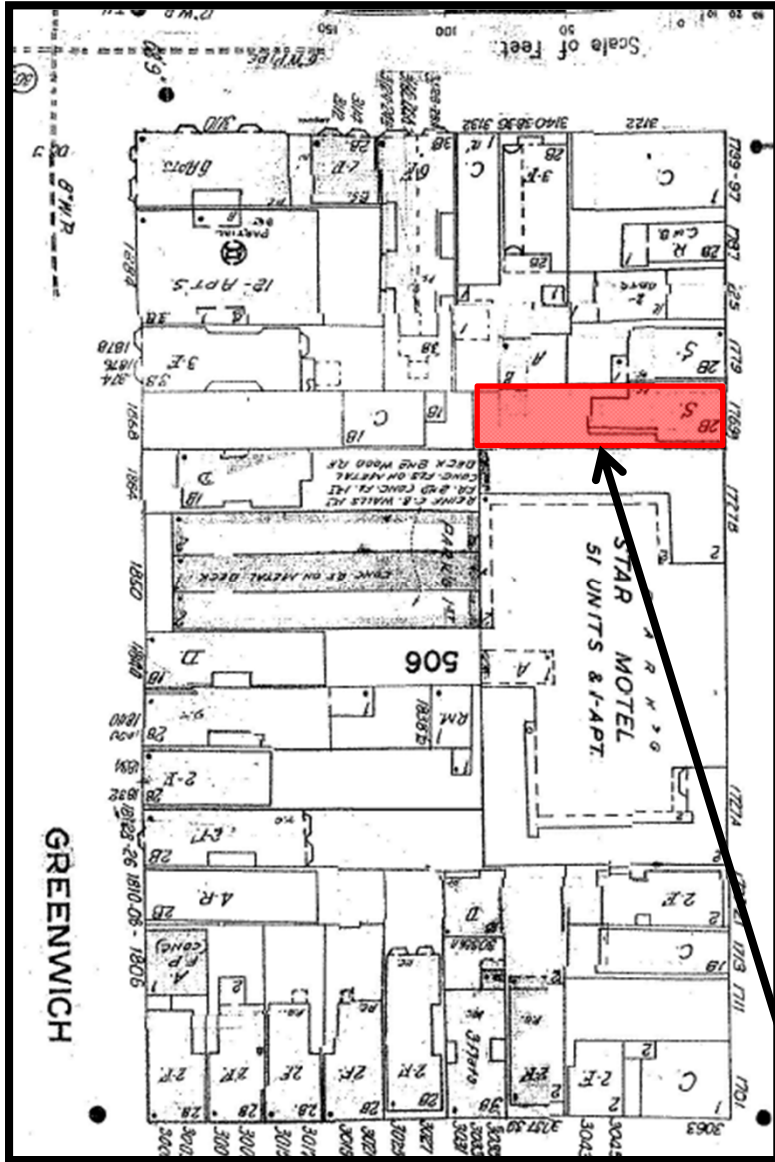
# Block Book Map



**SUBJECT  
PROPERTY**



# Sanborn Map



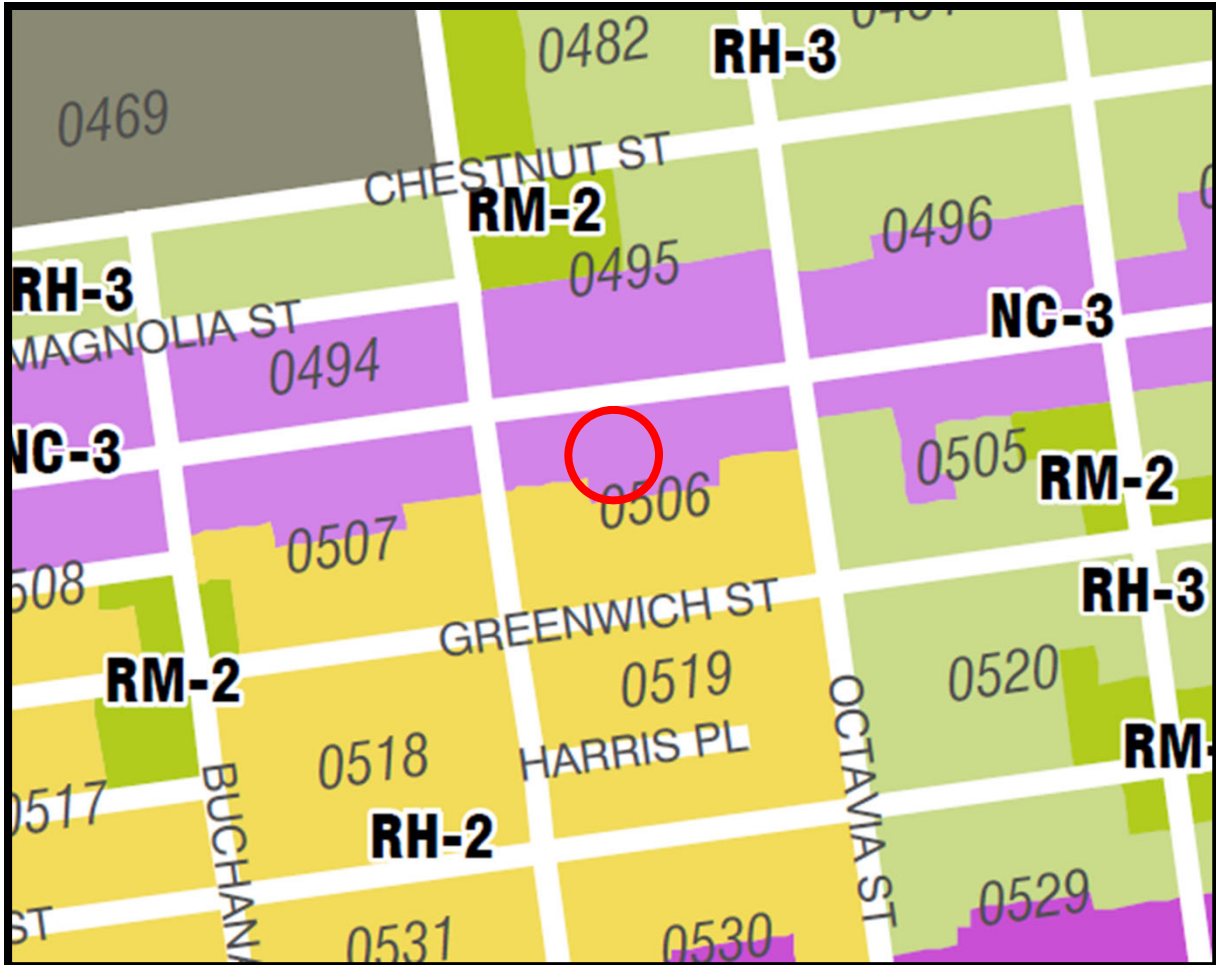
**SUBJECT PROPERTY**

SAN FRANCISCO  
**PLANNING DEPARTMENT**



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

# Zoning Map

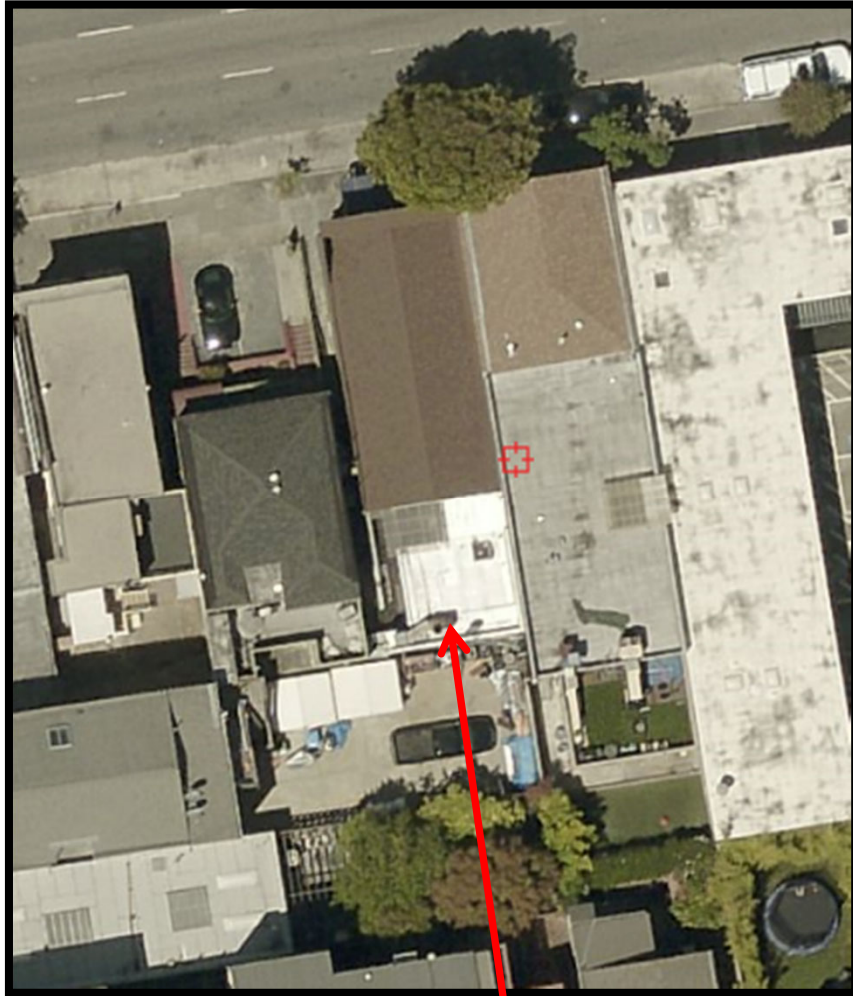


SAN FRANCISCO  
**PLANNING DEPARTMENT**



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

# Aerial Photo



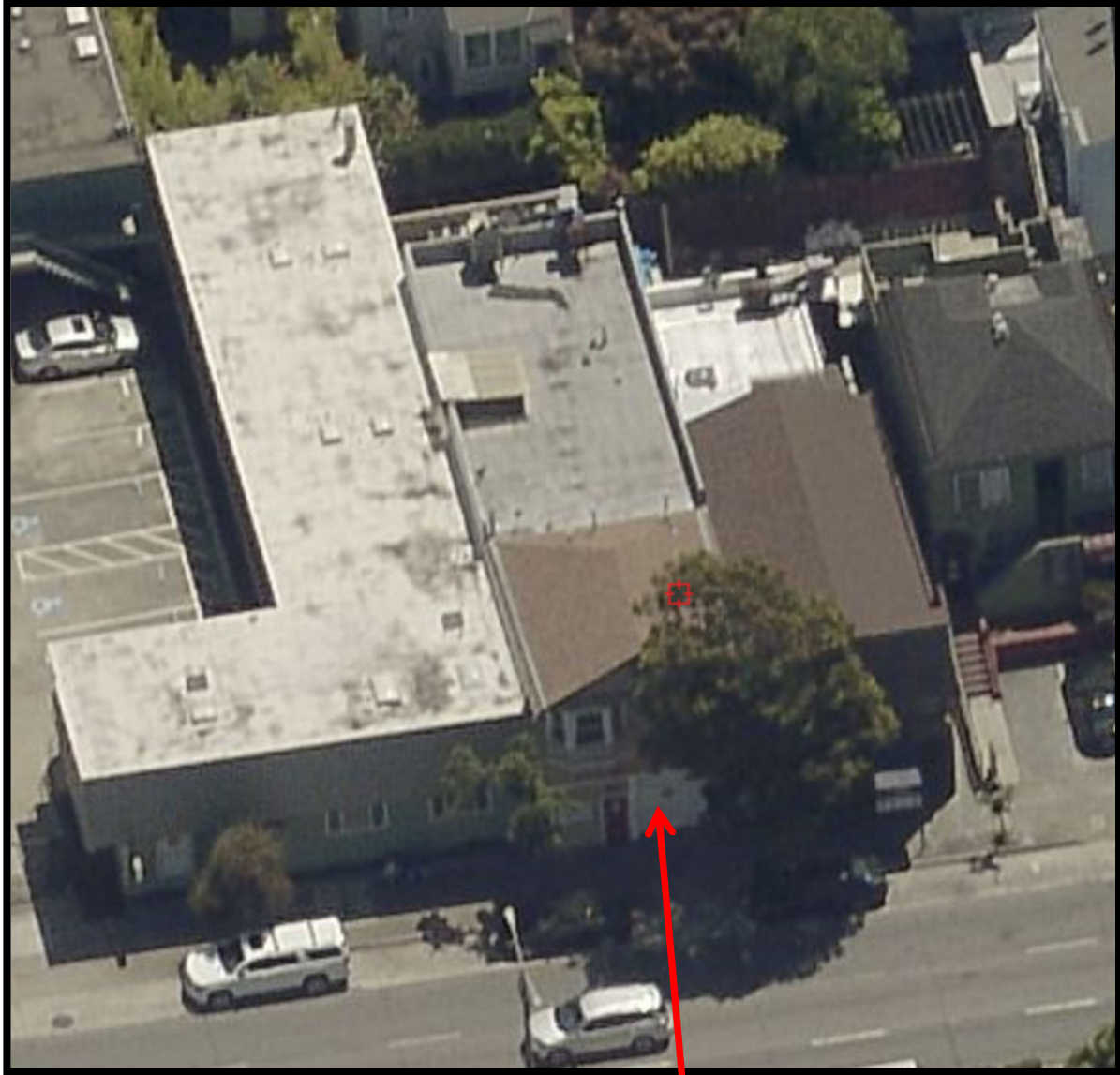
**SUBJECT  
PROPERTY**

**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

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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

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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](mailto: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](http://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

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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](mailto: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

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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](mailto: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](http://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

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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

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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

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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. (Ironic 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/1iocFf5noD38ClkHwwJ5obFfCcKgo72XRVM\\_VI\\_vmJEM/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1iocFf5noD38ClkHwwJ5obFfCcKgo72XRVM_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

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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 offer 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: 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](#)

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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](mailto:penjohns@cisco.com)  
Tel: +14153781472

Cisco Systems, Inc.  
United States  
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**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

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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

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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

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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

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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/](https://www.instagram.com/p/B6_mZZdpDn3/)

On Fri, Jan 17, 2020 at 4:54 PM Michelle Wohl <[michellewohl@gmail.com](mailto: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](mailto: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

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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

Mobile +1-818-388-4374

<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

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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](mailto: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

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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 long 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)

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

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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](mailto:michellewohl@gmail.com); [Larissa Siegel Solomon](#)  
**Subject:** 2018-012576CUA - Grateful Dog  
**Date:** Thursday, February 13, 2020 10:14:55 PM

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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

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## 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](mailto: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



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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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.baaqmd.gov) and Code Enforcement, Planning Department at 415-575-6863, [www.sf-planning.org](http://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](http://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](http://www.sfdph.org)*

*For information about compliance with the construction noise, contact the Department of Building Inspection, 415-558-6570, [www.sfdbi.org](http://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](http://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](http://www.sf-planning.org)*

CONSTRUCTION DOCUMENTS FOR PLUMBING UPGRADES & ADA IMPROVEMENTS



P. O. Box 2608  
San Anselmo, CA 94979  
Tel: 415-458-5400  
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

TITLE SHEET

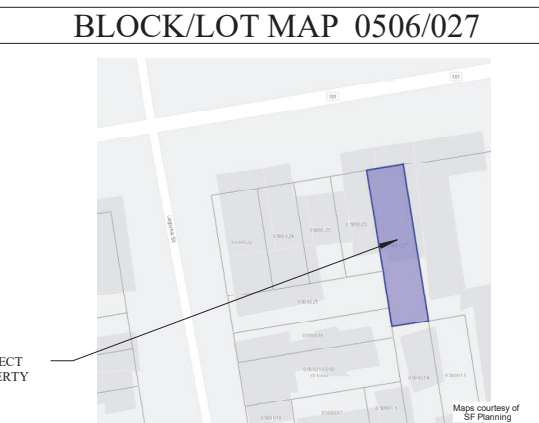
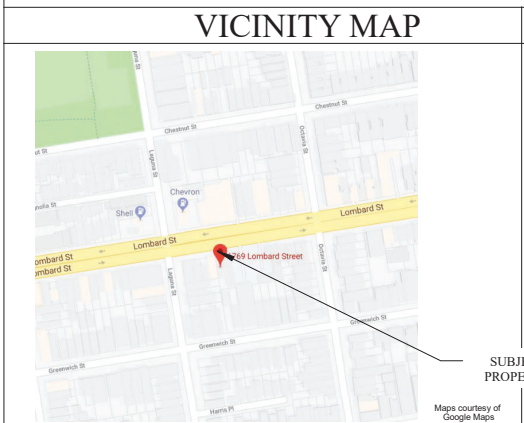
NO.	DATE	REVISIONS
1	11-9-18	Add ventilation, revise zoning table, add street elevation
2	1-14-18	Add window onto floor plan, add note on elevation

Date Issued

October 15, 2018

T1

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**SYMBOLS**

- 12 REFERENCE NOTE
- 15 WINDOW/PATIO DOOR TYPE TAG
- 7 DOOR TYPE TAG
- 2 REVISION
- A5.02 B INTERIOR ELEVATION LETTERS SHEET NUMBER
- 3 A3.01 BUILDING ELEVATION NUMBER SHEET NUMBER
- 3 A3.01 BUILDING SECTION NUMBER SHEET NUMBER
- 2 A8.01 DETAIL NUMBER SHEET NUMBER

**PROJECT DIRECTORY**

**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

**Lessee**  
Ernie Cervantes & Karla Rivera  
1769 Lombard St. #1  
San Francisco, CA 94123  
kkriver@pacbell.net  
ecervantes@gmail.com

SHEET	DESCRIPTION
T1	Title Sheet and General Information
T2	Disability Access Checklist
A2.0	Existing Floor Plan & ADA Bath Elevations
A2.1	Proposed Floor Plan
A4.0	Existing and Proposed Street Elevations

**Narrative:**  
Alterations to an existing dog care facility on the ground floor of the building for a kennel, training services and boarding for greater than twelve (12) dogs. Conditional Use authorization pending Planning under Dept. Case No. 2018-021576 CUA.

**ZONING DATA**

ZONING DISTRICT	NC-3 Neighborhood Commercial, Moderate Scale	No proposed change
HEIGHT & BULK DISTRICTS	40-X	No proposed change
CURRENT OCCUPANCY		
Ground floor	Dog day care and grooming	No proposed change
2nd floor	Residential	No proposed change
FLOOR AREA		
Total area including reception	1748 sf	No proposed change
Area of dog day care including breakroom & men's restroom	1386 sf	Area subject to ventilation requirements of .90 cfm/sf per CA Mech Code Table 403.7

- ALL CONSTRUCTION SHALL CONFORM TO THE 2016 CA BUILDING CODE, 2016 CA MECHANICAL CODE, 2016 CA ENERGY CODE, 2016 CA FIRE CODE, 2016 CALIFORNIA ELECTRICAL CODE, 2016 CALIFORNIA PLUMBING CODE, AND THE 2016 CALIFORNIA GREEN BUILDINGS STANDARD CODE
- ANY ERRORS, OMISSIONS, OR CONFLICTS FOUND IN THE VARIOUS PARTS OF THE CONSTRUCTION DOCUMENTS SHALL BE BROUGHT TO THE ATTENTION OF THE DESIGN TEAM BEFORE PROCEEDING WITH THE WORK.
- WRITTEN DIMENSIONS TAKE PRECEDENCE. DO NOT SCALE DRAWINGS.
- DIMENSIONS ARE TO FACE OF STUD OR CONCRETE IN PLAN UNLESS OTHERWISE NOTED.
- DIMENSIONS ARE TO TOP OF PLATE OR TOP OF SUBFLOOR IN SECTION OR ELEVATION UNLESS OTHERWISE NOTED.
- DETAILS SHOWN ARE TYPICAL. SIMILAR DETAILS APPLY IN SIMILAR CONDITIONS.
- VERIFY DIMENSIONS AND CONDITIONS AT THE JOB SITE.
- ALL EXTERIOR WALLS ARE 2X6, ALL PLUMBING WALLS ARE 2X6. ALL OTHER WALLS ARE 2X4 UNLESS OTHERWISE NOTED.
- VERIFY BOTH EXISTING AND FINISH GRADES WITH SHEET C1. NOTE: GRADING BENEATH HOUSE IS TO BE PER ARCHITECTURAL AND STRUCTURAL DRAWINGS.
- VERIFY ALL ARCHITECTURAL DETAILS WITH THE STRUCTURAL AND MECHANICAL/ELECTRICAL DRAWINGS BEFORE THE ORDERING OF, OR INSTALLATION OF ANY ITEM OF WORK.
- INTENTIONALLY LEFT BLANK
- ALL WOOD WALLS AND PARTITIONS SHALL BE AS INDICATED ON THE PLANS. PLUMBING WALLS SHALL BE 2 X 6, UNLESS OTHERWISE NOTED.
- INSTALL BATT INSULATION BETWEEN STUDS AND JOISTS AT ALL EXTERIOR WALLS, CEILINGS, AND FLOORS AS REQUIRED BY ENERGY COMPLIANCE DOCUMENTATION.
- WINDOW SIZES AND DOOR HEAD HEIGHTS ARE NOMINAL DIMENSIONS. REFER TO MANUFACTURER FOR ACTUAL ROUGH OPEN SIZES. ALIGN ALL WINDOW HEADS UNLESS OTHERWISE NOTED ON THE DRAWINGS. CONFIRM ALL DOOR AND WINDOW HEADER HEIGHTS WITH OWNER BEFORE CONSTRUCTION.
- WINDOW AND GLASS DOORS SHALL BE DOUBLE GLAZED PER ENERGY COMPLIANCE DOCUMENTATIONS, (SEE SHEET T3 & T4). TEMPERED GLASS SHALL BE PROVIDED AT GLAZED OPENINGS WITHIN 24" OF DOOR, WITHIN 18" OF FLOOR OR 60" FROM A LOCKING DEVICE. ALL GLAZED SHOWER DOORS TO BE TEMPERED.
- WHERE LOCATIONS OF WINDOWS AND DOORS ARE NOT DIMENSIONED, THEY SHALL BE CENTERED ON THE WALL OR PLACED TWO STUD WIDTHS FROM ADJACENT WALL AS INDICATED ON THE DRAWINGS.
- DOORS, WINDOWS, KEYING, LIGHTING, AND NUMBERING SHALL COMPLY WITH THE STATE AND LOCAL BUILDING SECURITY ORDINANCES.
- ALL CHANGES IN FLOOR MATERIALS OCCUR AT CENTERLINE OF DOOR OR FRAMED OPENING UNLESS OTHERWISE INDICATED ON THE DRAWINGS.
- SEALANT, CAULKING AND FLASHING, ETC. LOCATIONS SHOWN ON DRAWINGS ARE NOT INTENDED TO BE INCLUSIVE. FOLLOW MANUFACTURER'S INSTALLATION RECOMMENDATIONS AND STANDARD INDUSTRY AND BUILDING PRACTICES.
- ATTIC AND CRAWLSPACE VENT REQUIREMENTS: NONE AS THE FLOOR IS A SLAB ON GRADE AND THE ATTIC SPACE IS NOT REQUIRED TO BE VENTED DUE TO 2" CLOSED CELL FOAM ROOF MEMBRANE
- GANG VENT STACK IN ATTIC PENETRATION THRU ROOF TO BE ON NONVISIBLE SIDE OF ROOF SLOPE FROM STREET.
- ALL ROOFS SHALL BE CLASS "A" TYPE. INSTALLATION OF ROOFING SHALL BE IN ACCORDANCE WITH MANUFACTURER'S SPECIFICATIONS.
- FIREBLOCKING SHALL BE PROVIDED IN THE FOLLOWING LOCATIONS:  
FIREBLOCKING SHALL CONSIST OF 2" NOMINAL LUMBER, WOOD STRUCTURAL PANELS, GYPSUM WALL BOARD, CEMENT FIBER BOARD BATTES OF MINERAL WOOL, GLASS FIBER OR OTHER APPROVED MATERIALS
- IN CONCEALED SPACES OF STUD WALLS AND PARTITIONS, INCLUDING PURSED SPACES, AT THE CEILING AND FLOOR AND AT 10 FEET INTERVALS BOTH VERTICAL AND HORIZONTAL.
- AT ALL INTERCONNECTIONS BETWEEN CONCEALED VERTICAL AND HORIZONTAL SPACES SUCH AS OCCUR AT SOFFITS, DROP CEILINGS AND COVE CEILINGS.
- IN CONCEALED SPACES BETWEEN STAIR STRINGERS AT THE TOP AND BOTTOM OF THE RIM AND BETWEEN STUDS ALONG AND IN LINE WITH THE RUN OF THE STAIRS IF THE WALLS UNDER THE STAIRS ARE UNFINISHED.
- IN OPENINGS AROUND VENTS, PIPES, DUCTS, CHIMNEYS, FIREPLACES AND SIMILAR OPENINGS WHICH AFFORD A PASSAGE FOR FIRE AT CEILING AND FLOOR LEVELS, WITH NONCOMBUSTIBLE MATERIALS.
- AT OPENINGS BETWEEN ATTIC SPACES AND CHIMNEY CHASES FOR FACTORY-BUILT CHIMNEYS.

- GENERAL MECHANICAL AND PLUMBING NOTES:
- VERIFY ALL EQUIPMENT SIZES BEFORE BEGINNING WORK.
  - INTENTIONALLY LEFT BLANK
  - VERIFY GAS/WATER/ELECTRICAL STUB-OUTS AT ALL AIR HANDLERS, FURNACES, AIR CONDITIONERS, AND ALL APPLIANCES OR SIMILAR EQUIPMENT WITH MANUFACTURERS' RECOMMENDATIONS AND OWNER'S REQUIREMENTS.
  - ALL WATER HEATERS SHALL BE STRAPPED TO FRAMING.
  - ALL FAUCETS TO HAVE AIR CHAMBERS.
  - ALL TOILETS SHALL BE LOW FLUSH TYPE AND SHALL NOT EXCEED 1.28 GALLONS PER FLUSH.
  - SHOWERHEAD SHALL NOT EXCEED 2.0 GALLONS/MIN AT 80 PSI.
  - LAVATORY FAUCETS SHALL NOT EXCEED 1.2 GALLONS/MIN. AT 60 PSI
  - KITCHEN FAUCETS SHALL NOT EXCEED 1.8 GALLONS/MIN. AT 60 PSI
  - ALL SHOWERS AND TUB/SHOWER VALVES TO BE PRESSURE BALANCING TYPE.
  - LOCATE FAU RETURN AIR GRILL IN MAIN CIRCULATION SPACES OF HOUSE, I.E. HALL, ENTRY, STAIR. DO NOT LOCATE IN BEDROOMS, CLOSETS, ETC.
  - PROVIDE CLOTHES DRYER MOISTURE EXHAUST DUCT (MINIMUM 4" DIAMETER) TO THE OUTSIDE AND EQUIP WITH A BACK-DRAFT DAMPER. EXHAUST DUCT LENGTH IS LIMITED TO 14' WITH 2 ELBOWS.
  - ALL HOSE BIBS MUST HAVE AN APPROVED ANTI-SIPHON DEVICE.
  - ALL PRE-MANUFACTURED FIREPLACES TO BE INSTALLED PER MANUFACTURERS INSTRUCTIONS. FIREPLACE GAS VALVES MUST BE LOCATED OUTSIDE OF REQUIRED HEARTH AREA, BUT NOT MORE THAN 48".
- GENERAL ELECTRICAL NOTES:
- VERIFY ALL ELECTRICAL/TELEPHONE/CATV REQUIREMENTS WITH THE DESIGNER BEFORE INITIATING ANY WORK ON THE PROJECT.
  - ELECTRICAL CONTRACTOR SHALL PROVIDE PROPER ELECTRICAL SERVICE TO ALL APPLIANCES INCLUDING DISHWASHERS, GARBAGE DISPOSALS, RANGE HOOD, WASHER AND DRYER.
  - INSTALL ELECTRICAL, TELEPHONE AND TELEVISION WALL OUTLETS AT 12" FROM CENTERLINE OF COVER PLATE TO FINISH FLOOR EXCEPT AT COUNTER AREAS OR U.O.N.
  - INSTALL DUPLEX OUTLETS AT COUNTER LOCATIONS AT 46" IN KITCHENS AND BAR AND 46" IN BATHROOMS. HEIGHT IS FROM FINISH FLOOR TO CENTERLINE OF COVER PLATE.
  - VERIFY HEIGHTS WITH DESIGNER BEFORE WORK
  - ALL OPPOSING OUTLETS, JUNCTION BOXES OR SIMILAR ITEMS INSTALLED IN PLUMBING WALLS SHALL BE STAGGERED BY (2) FULL STUD BAYS. ELSEWHERE WHEN PRACTICAL, STAGGER OUTLETS ONE FULL STUD BAY.
  - INSTALL SWITCHES AND DIMMERS AT 46" ABOVE FINISH FLOOR TO CENTERLINE OF PLATE.
  - INSTALL ALL THERMOSTATS AT 64" FROM CENTERLINE OF COVER PLATE TO FINISH FLOOR. MECHANICAL SUBCONTRACTOR TO VERIFY LOCATION.
  - INSTALL ALL DOOR CHIMES AT 6" FROM CENTERLINE OF UNIT TO FINISH CEILING.
  - INSTALL SMOKE DETECTORS IN EACH SLEEPING ROOM. OUTSIDE SLEEPING ROOMS CENTRALLY LOCATED IN THE CORRIDOR, ALONG WITH A CARBON MONOXIDE DETECTOR AS SHOWN ON THE PLANS. SMOKE DETECTOR SHALL SOUND AN ALARM AUDIBLE IN ALL SLEEPING AREAS AND SHALL BE HARDWIRED WITH BATTERY BACKUP AND INTERCONNECTED.
  - ALL EXTERIOR RECEPTACLES TO BE WEATHER PROOF (WP) DAMP LOCATION TYPE BOXES.
  - ALL LIGHT FIXTURES SHOWN WITHIN SHOWER OR TUB/SHOWER ENCLOSURES ARE TO BE UL LISTED AS SUITABLE FOR DAMP LOCATIONS.
  - PROVIDE UFER OR OTHER APPROVED GROUND PER NEC 250.

NOTE: ALL DEFERRED SUBMITTALS OR THE DEFERRAL OF ANY SUBMITTAL ITEMS SHALL HAVE THE PRIOR CONSENT OF THE BUILDING OFFICIAL.

DEFERRED SUBMITTALS:  
NONE

ALL CONSTRUCTION SHALL CONFORM TO THE:  
2016 CALIFORNIA BUILDING CODE (2015 IBC)  
2016 CALIFORNIA MECHANICAL CODE (2015 UMC)  
2016 CALIFORNIA ENERGY CODE (CA CODE OF REGULATIONS TITLE 24, PART 6)  
2016 CALIFORNIA FIRE CODE (2015 IFC)  
2016 CALIFORNIA ELECTRICAL CODE (2014 NEC)  
2016 CALIFORNIA PLUMBING CODE (2015 UPC)  
2016 GREEN BUILDINGS STANDARD CODE (CALIFORNIA CODE OF REGULATIONS TITLE 24, PART 11)  
Along with any other local and state laws & regulations

GROUP: R-2  
CONSTRUCTION TYPE: V-B

**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.

- The proposed use of the project is Retail, improvements to existing dog day care facility (e.g. Retail, Office, Restaurant, etc.)
- Describe the area of remodel, including which floor: Ground floor
- 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).
- 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: \_\_\_\_\_

DAChecklist 2009

Page 6 of 11

**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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	add proper handrail and stripe nosing, see A2.1
2f. other: <u>ADA lift</u>	<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. Parking	<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: 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: \_\_\_\_\_

DAChecklist 2009

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**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
<b>A) Cost of Construction:</b> (Excluding accessibility upgrade)	\$ 41,010	\$
<b>B) 20% of A) :</b>	\$ 8,202	\$
<b>List the Upgrade Expenditures and their respective construction cost below:</b>		
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.	\$	\$
<b>Total Upgrade Expenditures</b> Must approximately equal to Line B	\$ 9,150	\$

DAChecklist 2009

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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  
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

**DISABILITY ACCESS CHECKLIST**

NO.	DATE	REVISIONS
1	11-9-18	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

T2

Scale: 1/4"=1'

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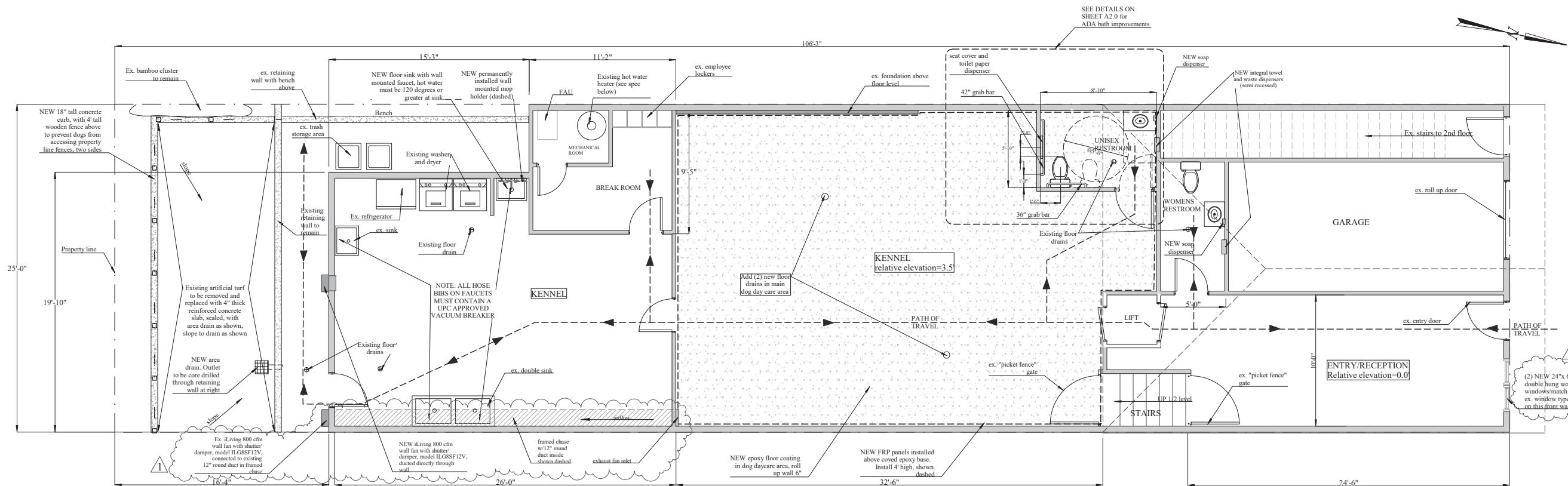
LESSEES:  
Karla Rivera & Eric Cervantes  
1769 Lombard Street  
San Francisco, CA 94123

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Lat: 37.800 °N  
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**PROPOSED FLOOR PLAN**

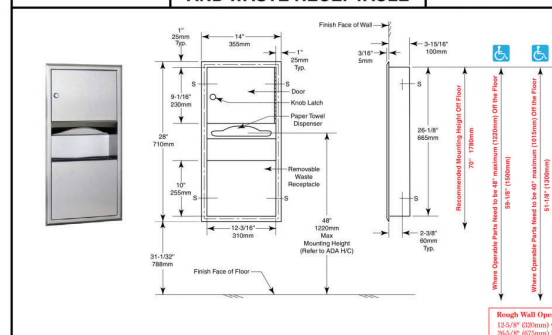


**TOWEL AND WASTE DISPENSER**

**TOILET SEAT COVER DISPENSER**

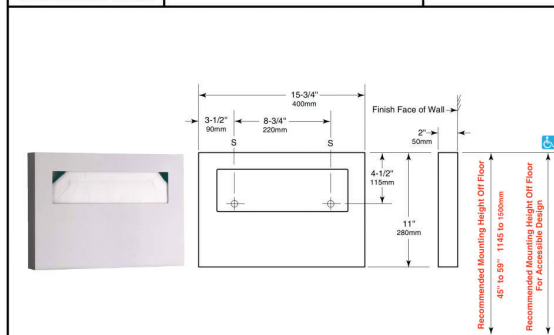
**SOAP DISPENSER**

**BOBRICK ClassicSeries® RECESSED PAPER TOWEL DISPENSER AND WASTE RECEPTACLE B-369**



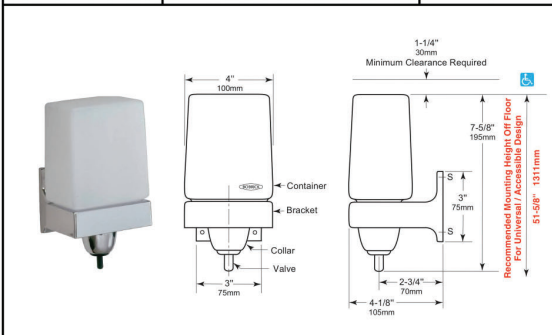
**MATERIALS:**  
Cabinet — 18-gauge (0.8mm) stainless steel. All-welded construction. Exposed surfaces have satin finish.  
Flange — 18-gauge (0.8mm) stainless steel with satin finish. Drawn and beveled, one-piece, seamless construction.  
Door — 18-gauge (0.8mm) stainless steel with satin finish. Secured to cabinet with a full-length stainless steel piano-hinge. Equipped with a knob latch.  
Paper Towel Dispenser — 18-gauge (0.8mm) stainless steel with satin finish. Capacity: 350 C-64d or 475 multi-fold paper towels.  
Optional: Order Bobrick Model No. 369-130 TowelMate™ available as an optional accessory. TowelMate accessory allows for paper towels to dispense one at a time without holding or sagging, as falling through the towel tray opening. The 90-degree return on the towel guide prevents papers from falling forward and out when door is opened for servicing.  
Waste Receptacle — 18-gauge (0.8mm) stainless steel with satin finish. Top edges are hemmed for safe handling. Retaining Hook. Capacity: 2-gal. (7.5L).  
**OPERATION:**  
Paper towel dispenser will dispense C-64d or multi-fold paper towels without adjustment. Rounded towel tray has hemmed opening to dispense paper towels without tearing. Waste receptacle is retained in cabinet by a retaining hook feature and is removable for servicing.  
**INSTALLATION:**  
Provide framed rough wall opening 12 1/2\"/>

**BOBRICK ClassicSeries® SURFACE-MOUNTED SEAT-COVER DISPENSER B-221**



**MATERIALS:**  
18-gauge (0.8mm) stainless steel with satin finish. All-welded construction with beveled opening.  
**OPERATION:**  
Dispenses single- or half-fold paper toilet seat covers from beveled opening. Dispenser fills from bottom through concealed opening. Capacity: 250 toilet seat covers or one box.  
**INSTALLATION:**  
Mount unit on wall or toilet partition with two flat-head screws, not furnished by manufacturer; at points indicated by an S. For plaster or dry wall construction, provide concealed backing that complies with local building codes, then secure unit with flat-head screws not furnished. For other wall surfaces, provide fiber plugs or expansion shields for use with screws, not furnished, or provide 1/8\"/>

**BOBRICK LiquidMate® LIQUID SOAP DISPENSER B-155**



**MATERIALS:**  
Bracket and Collar — Bright polished chrome-plated AISI.  
Container — Translucent, shatter-resistant polyethylene. Capacity: 24 fl. oz. (0.7L).  
Valve — Grey ABS with stainless steel spring. Corrosion-resistant.  
**OPERATION:**  
Push valve up to dispense measured amount of thin, free-flowing commercially marketed all-purpose hand soaps, non-iodine based soaps and do not use alcohol based sanitizers. Valve operates with one hand, without tight grasping, pinching, or twisting of the wrist, and with less than 5 pounds of force (22.2 N) to comply with accessible design (including ADAAG in U.S.A.). Only after the collar is unscrewed at base of unit can the valve be removed from the container for filling. Translucent container provides visible soap level.  
**INSTALLATION:**  
Secure dispenser to the wall with four sheet-metal screws, furnished by manufacturer, at points indicated by an S. For plaster or dry wall construction, provide concealed backing to comply with local building codes, then secure with sheet-metal screws furnished. For other wall surfaces, provide fiber plugs or expansion shields for use with sheet-metal screws furnished, or provide 1/8\"/>



NO.	DATE	REVISIONS
1	11-9-18	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  
**A2.1**  
Scale: 1/4"=1'  
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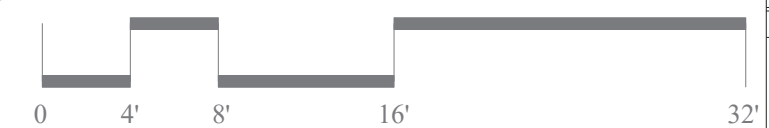
**EXISTING  
 AND  
 PROPOSED  
 STREET  
 ELEVATION**



**EXISTING STREET ELEVATION**



**PROPOSED STREET ELEVATION**



REVISIONS	
NO.	DATE
1	11-9-18
2	11-14-18

Date Issued  
**October 15, 2018**

**A4.0**  
 Scale: 1/4"=1'

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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.

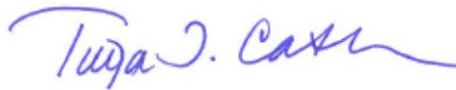
The concerns from the few neighbors are related primarily to the rear yard area, specifically regarding noise and urine smell, along with some operational questions. Many of the those concerns have been addressed, and continue to be addressed in the normal course of operation. Few of the remaining conditions 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**

<b>ITEM</b>	<b>ACTIONS THAT HAVE BEEN IMPLEMENTED</b>	<b>FUTURE ACTIONS</b>
Noise	<ul style="list-style-type: none"> <li>- Employees have been instructed to use low voices at all times, and to use diversion and positive reinforcement methods.</li> <li>- Employees have been instructed to not raise voices to excessive levels.</li> <li>- Rear yard (when it was used) was used by small group of dogs at a time, late morning to mid-afternoon.</li> <li>- Dogs are under supervision at all times.</li> <li>- If dogs exhibit undesirable behavior such as excessive barking their membership is terminated.</li> <li>- Building rear windows are generally kept closed during business hours.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue the same.</li> <li>- Noise consultant to be consulted once all physical and rear yard improvements are permitted and installed.</li> </ul>
Drainage	<ul style="list-style-type: none"> <li>- 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.</li> </ul>	<ul style="list-style-type: none"> <li>- Artificial turf will be changed to concrete. To be done upon issuance of a building permit and approval of CU for rear yard.</li> </ul>
Smell and Flies	<ul style="list-style-type: none"> <li>- Rear yard currently <u>not</u> in use.</li> <li>- When rear yard was used, use of bio-enzymatic product treatment was increased to 3 x week.</li> <li>- New fence was added to prohibit dogs' access to property line fence to keep dog urine away from the property line.</li> <li>- Fly eradication and pest management program was implemented.</li> <li>- All dog feces is cleaned up immediately. All dog waste is deposited in bio-hazard sealed waste containers.</li> <li>- All drainage to sewer inlet maintained on regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue the same.</li> <li>- 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.</li> </ul>
Operational Questions / Employee Conduct	<ul style="list-style-type: none"> <li>- All boarding continues to be cage-free.</li> <li>- Employees are onsite at all times.</li> <li>- Dogs are never left alone without supervision.</li> <li>- Zero tolerance for animal cruelty.</li> <li>- Dogs walked off-premises, with two (2) dogs per dog walker, at least once a day, starting at 11 a.m.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue the same, including reiteration of policies to existing and new employees.</li> </ul>
Contacting Owners / Neighbor communication	<ul style="list-style-type: none"> <li>- General Manager is usually onsite 9:30 a.m.-3 p.m. M-F, with an Assistant Manager usually always onsite</li> <li>- Several neighbors have communicated any concerns via email.</li> <li>- 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</li> </ul>	<ul style="list-style-type: none"> <li>- Continue the same.</li> <li>- 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.</li> </ul>



**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 <sup>nd</sup> 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.

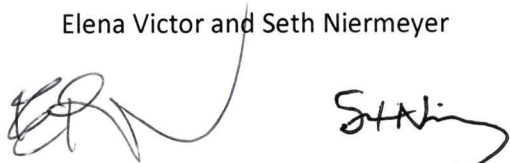
Immediately after moving in, it was apparent that the daycare is well known and respected within the community. San Francisco is filled with people who love their dogs and have high standards for the conditions and lifestyle for them. From what I can see and from what I have heard, this daycare goes 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 image shows two handwritten signatures in black ink. The signature on the left is a cursive signature that appears to be 'Elena Victor'. The signature on the right is a cursive signature that appears to be 'Seth Niermeyer'.

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

300 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.

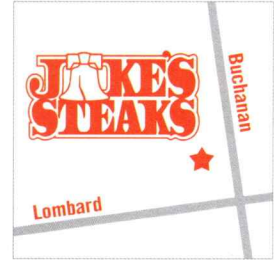


[MENU](#)

[FAQ](#)

[CONTACT](#)

contact@jakessteaks.net



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

[www.jakessteaks.net](http://www.jakessteaks.net)  
[www.facebook.com/jakessteakssf](https://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.

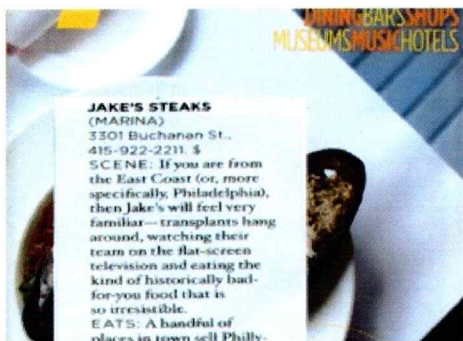
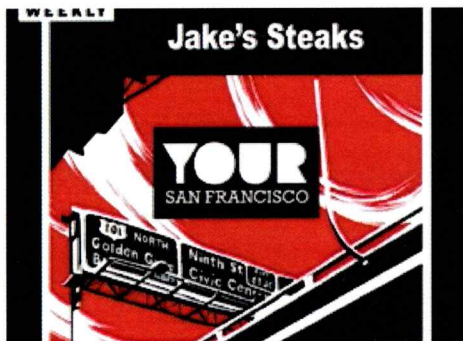
Sincerely, 

Name: Wael J. Mufarreh

Address: 3301 Buchanan 94123  
SF,



# AWARDS AND PRESS





**Robert Milne** <[rmilne1@gmail.com](mailto: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](mailto:christinasmilne@gmail.com)>  
**Date:** November 22, 2018 at 7:43:15 PM PST  
**To:** Robb Milne <[rmilne1@gmail.com](mailto: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](mailto: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 flourish 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

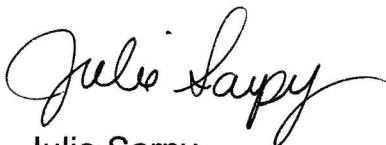
Dear Respected Members of the San Francisco Planning Department,

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.

A handwritten signature in cursive script that reads "Julie Sarpy". The signature is written in black ink and is positioned above the printed name.

Julie Sarpy



Ernie Cervantes <erncervantes@gmail.com>

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## Grateful Dog Letter of Support

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**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 28<sup>th</sup>, 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](mailto:baugh.ashley@gmail.com)

+1 (650) 681-7761

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**support**

2 messages

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**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 🐶

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**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

25<sup>th</sup> 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>

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**in support**

1 message

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**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>

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## Support Letter

2 messages

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**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](mailto:Emmi.Banner@gmail.com) | (513)322-9123

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**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](mailto:erncervantes@gmail.com)



Ernie Cervantes <erncervantes@gmail.com>

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## Letter in Support of The Grateful Dog

2 messages

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**Jeffrey M.** <jeffreydmarsh@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>

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## The Grateful Dog SF - Letter of Support

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**Gabe ferroni** <gabeferroni@gmail.com>  
To: Ernie Cervantes <erncervantes@gmail.com>  
Cc: Steffany Ferroni <steffoto@gmail.com>

Sun, Nov 25, 2018 at 9:44 AM

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>

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## we love Grateful dog!

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**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](http://www.JustTellMeHowToHire.com)

857-523-0088

Twitter: @JakeKarger

*"If nothing changes, nothing changes"*



Ernie Cervantes <erncervantes@gmail.com>

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## letter of support

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**Katie Burleson** <kburleson2015@gmail.com>  
To: erncervantes@gmail.com

Mon, Nov 26, 2018 at 3:18 PM

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 21<sup>st</sup> Ave.  
San Francisco, CA 94121  
415.637.1379  
[kiesha@gmail.com](mailto: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 3<sup>rd</sup> 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>

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## Letter of Support for the Grateful Dog

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

Sat, Nov 24, 2018 at 10:12 PM

Hi Ernie,

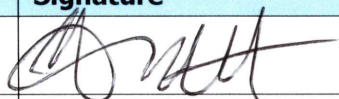

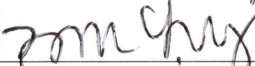
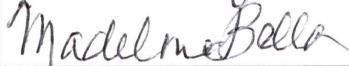






I wanted to share my support for The Grateful Dog, which was a beloved home for my dog Hank for almost four years. Hank was a daily visitor and frequent boarder, and I found the Grateful Dog to always be a clean, professional environment and business that was tremendously respectful of its neighbors 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






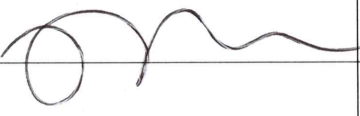
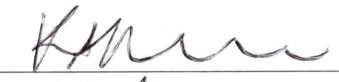
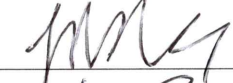

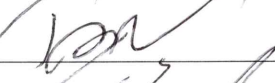

## Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

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.
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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
Brianna Kany		850		
Madelina Bella		2204 GREENWICH ST. SF, CA 94123	Ill testify as well	9/6/18
Piero Spadaro		1884 Greenwich # 301 SF CA 94123		9/6/18
Brett Oster		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 66 SF CA 94123		9/6/18
LEILA AMUNIZ		201 CHESTNUT AVE SF, CA 94108		9/7/2018

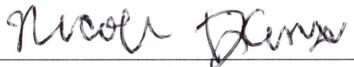









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Printed Name	Signature	Address	Comment, if any	Date
Bailey Johnson		1580 Filbert St. Apt 12 San Francisco, CA 94123	testify if you need me too!	9/7/18
Tanya Spadaro		1584 Greenwich St, #101 San Francisco, CA 94123		9/7/18
Jen Hertsberg		3043 Webster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

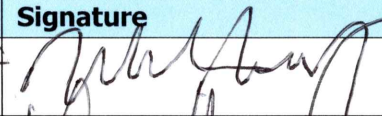
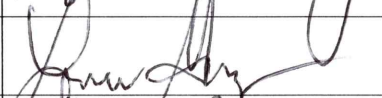
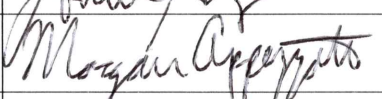
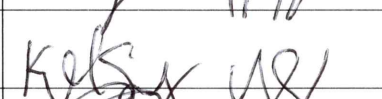


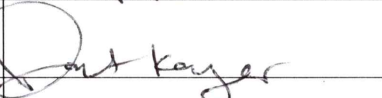

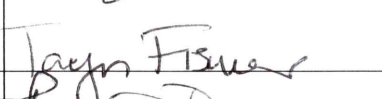

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Printed Name	Signature	Address	Comment, if any	Date
Nicole DiAnso		1803 Lombard St		9/10/18
Briana Bramer		3091 Pine St		9/10/18
Laura Curran		1701 Vallejo St		9/10
Colleen Hill		2001 Pierce St.		9/10/18
Andy Hayes		2935 Van Ness S		9/10/18
Dana Polk		1280 Lendrum Ct. Apt C		9/10/18
JUDY GREEN		8 W. VANNESS 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 FIFTH AVE		9/10/18






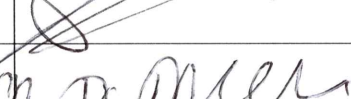
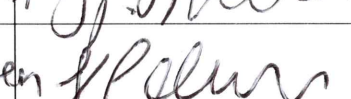
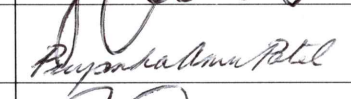


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Printed Name	Signature	Address	Comment, if any	Date
William Weidandt		2425 Buchanan #101		9/10
Loraine Green		2206 Valley St		9/11
Morgan Appuzzo		2265 Larkin St		9/11
Kelsey Yang		1501 Beach St. #202		9/11
Ruth Robinson		268 2nd Avenue, #1		9/11
Molly Deshaz		3145 Otawa #10		9/11
Janet Kayser		3145 Otawa #10		9/11
Tara Ryan		40 31 Moulton St		9/11
Taryn Fischer		31 Moulton St		9/11
JOHNI RHEA DECARLT		530 CHESTNUT ST. #308		9/11

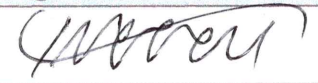


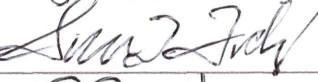
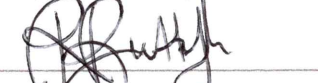
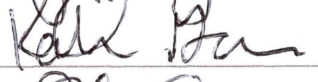




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Printed Name	Signature	Address	Comment, if any	Date
Camilla delkora		2615 Buchanan		
Ana Winter		3255 Broderick		
Eric Myll		3600 Fillmore St.		
Kenneth Kemp		80 7th AVE SF		
Wendy Hurford		2705 Jackson St #2	Please save Grateful Dog!	9/13/18
JOSEPH DEBSON		1755 FRAVILEN ST, APT 304		9/13/18
Jordana Hollmann		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



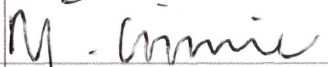

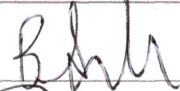
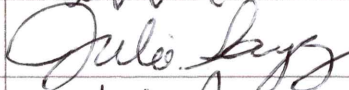




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Printed Name	Signature	Address	Comment, if any	Date
TRANS McCALL		1501 BEACH ST. APT 202	WILLING TO TESTIFY	9/13/18
POB JONES		2407 OCEANIA ST #7	" Testify	9.13.18
Liz Olson		1920 Jefferson St. #2		9/13
Susan Fickinger		1545 Pine St. #1004 S.F. 94109	" Testify	9/13/18
Rachael Butolph		639 Geary St. #1003		9/13/18
Katherine Gamman		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	maybe testify	9/13/18
KIRA HEVOC		2340 Filbert St #1, SF		9/13/18
Kevin McLaughlin		231 Jersey St		9/15/18


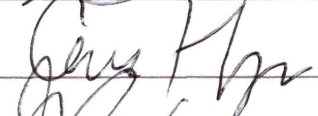




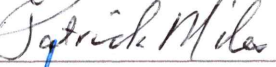
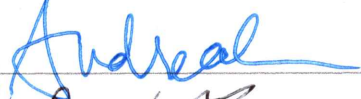

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Printed Name	Signature	Address	Comment, if any	Date
Nicole Hamis		19A Alpine Ter SF CA 94117		
Jacob Courtney		2228 Union St SF CA 94123		9/15/18
Maddy Cimino		1680 UNION STREET SF		9/15/18
Laura Orias		435 Euclid Ave, SF SF		9/15/18
Brandon Sessler		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 LeLannec		1761 Valley St SF		9/15/18
Beth Sherman		1990 Jefferson SF, CA		9/15/18

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





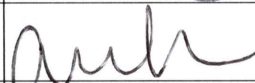
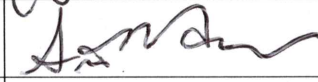

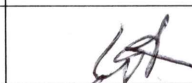

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Printed Name	Signature	Address	Comment, if any	Date
Devin Schiller		1701 Vallejo St #106 San Francisco, CA 94123		9/19/18
Cassie Hlyek		2032 Green St San Francisco 94123		9/19/18
Jasmire Ghuman		2000 Pacific Ave Apt 207 San Francisco, CA 94109.		9/19/18
Kylie Fuentes		1863 Filbert St San Francisco CA 94123	<del>1863 Filbert St</del>	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






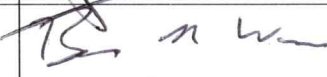




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Printed Name	Signature	Address	Comment, if any	Date
Kleen				
Natalie # Carida				9/25/18
Ellen King				9/26
Ariel Mihic				9/26/18
Amanda Bink				9/26/18
Neven Yee				9/26/18
Paul Radcliffe				9/28/18
<del>CYRUS DAVID</del>				
GARRETT DESAI				
John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

CA07


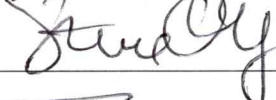

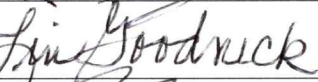


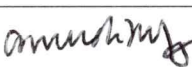
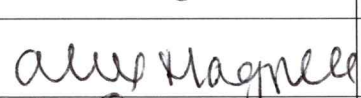

## Petition in Support of Grateful Dog's Application to the Planning Department for its 1769 Lombard Street location

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 <b>we urge the Planning Department and Planning Commission to approve The Grateful Dog's application for a conditional use permit for a kennel.</b>

Printed Name	Signature	Address	Comment, if any	Date
Larissa Esquilla		3600 Fillmore St. San Francisco, CA 94123		10/1/18
Neta Adlow		78 Taylor way SF, CA 94123		10/3/18
Sth Nemeyer		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
Allison Robertson		1755 FRANKLIN ST, #304 SF, CA 94109		10/10/18
Thomas Van Dyke		341 E. Richevale Mill Valley, CA 94941		10/05/18

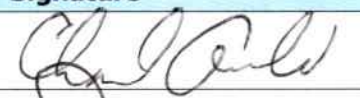
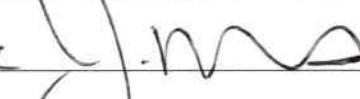


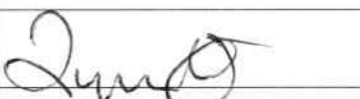




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Printed Name	Signature	Address	Comment, if any	Date
IAN BRITT		2 CORVAN TES BLVD.		10-15-18
Steve Orth		3230 Baker Street	Love this place!!	10-20-18
James Pishin		1806 LAGUNA ST.		10-21-18
LIN GOODNICK		P.O. BOX 20334 SANTA BARBARA, CA 93120	Please 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		2909 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.
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Printed Name	Signature	Address	Comment, if any	Date
Charles Arnold		1531 Francisco St.		10/26
Jim Muz		2850 Riverside		10/28
Matthew Jaffe		78 Toledo Way		11/2 <del>10/26</del>
Jason Sullivan		2361 California St.		11/4
Daisy Spataro				
Ryan O'Connell		2218 BAKER ST		11/8
Seth Niemeier		1769 Lombard St. #A		11/8
Sam Kater		1773 Chestnut St		11/10
Karen Silver		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

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Printed Name	Signature	Address	Comment, if any	Date
<i>Barbara</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 Haran	<i>[Signature]</i>	1185 Casco Pablo	(Bella)	11/18
Scott Schwartz	<i>[Signature]</i>	488 Locusts St.		11/20
Greg McCallough	<i>[Signature]</i>	11 Milroy St.		11/18
Jeanne Foy	<i>[Signature]</i>	2235 Beach St SF		11/18
DAVID GROSS	<i>[Signature]</i>	2409 SCOTT ST.		11/18
Michael M...	<i>[Signature]</i>	3054 Lyon St	Hamilton	11/18