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**Sent:** Tuesday, April 7, 2020 12:05 PM  
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**Cc:** ECN, BalboaReservoirCompliance (ECN) <balboareservoircompliance.ecn@sfgov.org>; Exline, Susan (CPC) <susan.exline@sfgov.org>; Hong, Seung Yen (CPC) <seungyen.hong@sfgov.org>; Lutenski, Leigh (ECN) <leigh.lutenski@sfgov.org>; Kearstin Dischinger <kdischinger@bridgehousing.com>  
**Subject:** Access to Balboa CAC Virtual Meeting and Presentation

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Hi Tomasita,

I am a Planner with the San Francisco Planning Department and working with several other staff to organize the upcoming Balboa Reservoir virtual CAC meeting. I'm hoping to assist you with getting onto the virtual meeting, either by computer or by phone (or both) as smoothly as possible. Our staff is unable to provide a hard copy of the presentation at this time and we apologize for any inconvenience. We understand that it is more difficult to follow online and we are doing our best to make this a publicly accessible meeting where attendees will have the opportunity to participate.

Below is a step-by-step guide on how to join and participate in the CAC meeting. We will post these online as soon as we have successfully completed a dry run of the meeting, testing both internal and public communication (hopefully by today). Please note that you *\*do not\** need access to Microsoft products in order to access the online meeting--you will need internet access and a web browser in order to view the meeting online.

- Individuals who wish to watch this meeting can join from the Teams app or a web browser at: <https://tinyurl.com/brcac0406> or click [here](#)
- If Internet access is not available, you can listen to the meeting by dialing (866) 434-5269 and enter access code 8863144.
- Comments or opportunities to speak during the public comment period are available via phone by dialing (866) 434-5269 and enter access code 8863144. (There is no need to hang up and call again if you are already on the line and want to provide public comment on the next agenda item, you will be prompted with the same instructions over the phone). The following is step-by-step instructions:

1. DIAL the Toll-Free Number listed for the meeting (listing of meetings below).
2. Enter the Access Code then press '#'.
3. Press # again to join the meeting as a participant.
4. When you hear that 'you are connected to the meeting as a participant':
  - a. Stop and LISTEN
  - b. Wait for Public Comment to be announced (by Item # or for General Public Comment)
5. When the Clerk calls Public Comment, dial '1' then '0' to be added to the speaker line.
6. When the system message says you will be notified when the speaker is ready for your question and to withdraw your question, press '1' then '0.' - WAIT for your turn to speak.
7. When the system message says 'your line is unmuted, please ask your question after the tone [BEEP] 'THIS IS YOUR OPPORTUNITY TO PROVIDE YOUR PUBLIC COMMENT after THE BEEP. (This is not a question-and-answer period, this is your time to provide a statement.)
8. You will have the standard 2 minutes to provide your comments.
9. Once your 2 minutes have ended, you will be moved out of the speaker line and back listening as a participant in the meeting (unless you disconnect).

10. Participants who wish to speak on other items on the Agenda or for other comment periods may stay on the meeting line and listen for the Clerk's next prompt.
- Best practices are to call from a quiet location, speak clearly and slowly, and turn down your television or radio.
  - Alternatively, you may submit public comment via email [brcac@sfgov.org](mailto:brcac@sfgov.org)

We are continuing to update the project webpage (<https://sfplanning.org/project/balboa-reservoir-and-citizens-advisory-committee-cac#cac-and-community-meetings>) as we solidify the virtual meeting details. Please let me know if you have any questions.

## Balboa Reservoir and Citizens Advisory Committee (CAC) | SF Planning

Planning is underway to develop the Balboa Reservoir site with mixed-income housing, open space and community amenities. This site is owned by the San Francisco Public Utilities Commission (SFPUC) and located immediately west of City College's Ocean Campus, east of the Westwood Park neighborhood, and south of Archbishop Riordan High School.

[sfplanning.org](http://sfplanning.org)

Best regards,

**Reanna Tong, Planner**  
**Citywide Planning Division**

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**REDUCED CAPACITY DURING THE SHELTER IN PLACE ORDER** -- The Planning Department is open for business. Most of our staff are working from home and we're [available by e-mail](#). Our [Public Portal](#), where you can file new applications, and our award-winning [Property Information Map](#) are available 24/7. Similarly, the [Board of Appeals](#) and [Board of Supervisors](#) are accepting appeals via e-mail despite office closures. To protect everyone's health, all of our in-person services at 1650 and 1660 Mission Street are suspended, and the Planning and Historic Preservation Commissions are cancelled until April 9, at the earliest. [Click here for more information.](#)