

Attachment 13 - Letters of Complaint Regarding Code Violations at Hospitality House

Please Note: Some of the people who submitted code complaints preferred their names to be kept confidential, which is standard practice with code violation complaints. Identifying information has been removed from some of the attached emails in order to preserve confidentiality as requested by the complainants.

The complaints are listed chronologically below.

From: Sent: Thursday, August 10, 2017 12:17 PM

To: Jones, Marie

Subject: Please add this to the complaints to the Planning Commission regarding the permit modification hearing

Complaint Presentation to Fort Bragg Public Safety Committee February 15, 2017

My name is Jean Stubenrauch, co owner of Mendo Litho located at 100 N. Franklin St in Fort Bragg- across the street from the Old Coast Hotel.

I have worked at the same location for 37 years with virtually no problems. Now we have people associated with the MCHC homeless shelter pooping and peeing in our yard; loitering and harassing our customers; camping in the back of our building and the adjacent building behind us.

We have had to remove much of the landscaping in the yard so that we may see anyone loitering, defecating and urinating in the yard while we are open for business.

The people served by the homeless shelter across the street are discouraging our customers and increasing our daily work load. Our customers are offended by, and often feel unsafe due to the loitering, verbal harassment and the mental health crisis being acted out on the streets. Some customers must be escorted to and from their cars. We, the owners, are two women who often are concerned for our safety as well. When there were three bars on this corner, we did not have these problems.

This process is extremely irritating and I find it disruptive to have to be managing these crises in the midst of doing business. I call the police when things feel unsafe for our customers or if someone is disturbing the peace.

If we lose enough customers and waste our limited time dealing with these additional problems, we could lose our business.

I fear for our community and for the other local businesses now who rely on tourism with all the problems in the CBD.

Jeanne Stubenrauch

Co owner of Mendo Litho

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

From:

Date: Fri, Aug 4, 2017 at 9:58 AM

Subject: Extra Patrol

To: "Oneal, Thomas" <toneal@fortbragg.com>

Fort Bragg Police Department,

I am requesting extra patrol today and this weekend. Yesterday-- 8.3.2-17-- I had to call dispatch twice, there was a woman I believe receiving services from Hospitality House coming from their direction, passing directly in front of Flo Beds and then my store screaming horrible, horrible curse words at the top of her lungs and turned to a disabled man screaming them at him. He had to turn into the alley not knowing what to do. I went up to him and asked him if he needed to come into my store. She proceeded to walk up to the bead store and hit his window with her fist, walked into Bernellios Pizza screaming while they had customers and then walked into the street screaming directly at cars on Redwood and Franklin Street. I was shaken for over an hour.

I am also extremely concerned about a man that was sitting on the MTA bench for hours yesterday waiting for services as he is the number one suspect in the fire at the Larry Springs building and has verbally threatened my neighbors. I also have video, I will be sending in the next few days of a man that had a violent outburst I have on video I already sent you, waiting at the MTA bench for services from Hospitality House most of the day last week.

I have a few videos I will sending over in the next few days, I am running late for today and wanted to make sure I got my request in for extra patrol

The bead store has a camera where you can see her hitting their window if needed, witnesses to her outburst were Bernellio's Pizza and the owner of Lost Coast Found 225 E. Redwood Ave-to verify the incident if needed.

Thank you,

From: [REDACTED]

Sent: Tuesday, July 18, 2017 2:14 PM

To: [REDACTED]

Subject: Re: This place is a joke. They have been trying for years to clean up this place. My dad lives near so we can see and hear first hand what really goes on inside. EVERYONE including staff are drinking and using drugs. All their staff were current residence

On Sat, Jul 15, 2017 at 7:46 PM, [REDACTED]

This place is a joke. They have been trying for years to clean up this place. My dad lives near so we can see and hear first hand what really goes on inside. EVERYONE including staff are drinking and using drugs. All their staff were current residence that did not go through the proper rehabilitation so all they did is put a drunk or drug user in control, Bad Idea! My brother was long time off and on resident of the hospitality house. My brother was aloud to drunk daily he was so drunk where he stopped working his current jobs because they offer him a free place to drink and with no responsibilities.. I seen first hand they would give him the house keys and he would be soooo drunk and let him be night manger. My bother has said they never have much food and they always have no toilet paper.. OK WAIT WHERE IS ALL THEY DONATION GOING? THE DRUGGED OUT STAFF IS TAKING THE DONATIONS.... This has been on going problem with staff stealing the money.. But the hospitality like to sweep that under the rug... They just got 75000 dollars to paint the hospitality house.. Let me remind you all paint and supplies OH AND THE LABOR IS FREE.. WHERE THRE MONEY REALLY GOING? THIS PLACE HAS BEEN USING THIS COMMUNITY FOR SO LONG AND IT NEEDS TO STOP. I could go on and on about this place...

if all we are trying to do is feed people and give them a roof over their head, then a gymnasium with cots and a soup kitchen would work just fine. But, if you're going to take hundreds of thousands a year to "help" people and give them their own private rooms, then you need to provide job training, expectations, rehabilitation, etc. These people get a free roof over their head and are encouraged to stay unemployed druggies and drunks (in the system), so that the management can suck money from the government and private donors. (Which they then pocket/embezzle). Based on all accounts I ever heard. They aren't even providing meals. Just a safe place to do drugs and drink. If they had some rules or boundaries that were enforced, many of these people would clean up and go home. But, since they can stay jobless and waisted at the HH, why do anything else? We are not helping these people by enabling the HH to stay open.... we are encouraging their abuse, and in many cases encouraging them in a downward spiral. They are just pons - being used to glean money from a broken system.

Im just tired of driving on Oak & Franklin and seeing people taking a shit directly off the curb... (Yes, more than once). I mean I wont ask for much but basic common decency...I get it we all got problems, but damn. Cant they invest in a porta potty service so they can have a place to shit since nobody will allow them to use the public bathrooms anymore?

Dear Planning Commissioners and Marie Jones

On Apr 2, 2017 I sent the following complaint to 4 city council members:

Mayor Peters:

On March 19th 2017, I had a tenant vacate my N McPherson St rental and by 25th the house had been broken into. I called the police and made a report that includes: a broken window, food stuff, iPod and watch left in the bedroom. The officer Crystal was awesome and very thorough. She walked around the entire house and checked everything out. The following day there were Pellegrino bottles left on the front porch ---which is behind a 6ft. fence and gate. I again called the police and was told there was really nothing to be done as there wasn't a break in.

Apparently it is ok to trespass and go into somebody else's yard kick back on the porch and enjoy a beverage. Talking to the officer he had NO idea that there was a lot of crime in the area. Do these guys not share information? They are here all the time! These people travel from the

hospitality house through the parking lot right next to my house to the transitional house that is right across the alley from my rental and over to the park all day, every day and night.

I was told by the officer to get motion lights and security cameras. The officer instead wanted to talk about underage drinkers on my back open lot also in the alley. Which to my knowledge hasn't happened for a couple of years now, just to let you know I am not ok with that either. The officer did not want to address the trespassers on my property or talk about the issues related to the homeless in my neighborhood.

I would like some clarification about security cameras. Is it true that the city or police dept are going to supply Hostility House with cameras? Is it true that the police department supplied the cameras at the Old Coast Hotel Site for MCHC? If this is true I feel that the police department should supply mine as well.

MCHC and the hospitality house has created this whole mess and everybody else is expected to pay for it and rearrange their life around them. The fact that the city and the police dept bought them cameras really pisses me off- excuse the language but I use it to make my point. They have literally pissed away millions of dollars that were meant to help homeless and mentally ill. MCHC salaries are among the highest around. Why is the city so hell bent on keeping up this charade? If anybody else pulled the crap they are pulling they would be served notice to vacate the property or be in prison. Maybe they should cut back on the grossly overpaid salaries to buy the things they need to run the nonprofit or maybe we should all open non profits since they do not have to follow rules and regulations like the rest of us and somebody else always seems to pay for their failed "programs" with tax dollars. While the community pays with suffering these hazardous situations that threaten our public health and safety as well as personal property.

I know that some city council members are working hard to fix these problems and I appreciate your hard work. I want to see some action taken that puts an end to the problems. Please let me know if there is anything I can do to help.

You are the law makers and enforcers of the laws in our city....please use your power to help the community to find a permanent solution to these problems. I think my neighbors and I have lived with the consequences of the Hospitality House as a neighbor for long enough, don't you? The damage they've done to the property values in my neighborhood is another very pertinent issue that needs to be recognized and addressed. There is a better location for these services and we need to work together to help them to relocate to a more appropriate one. It has only gotten worse since they've moved into the Old Coast Hotel and I have no hope of things getting better for any length of time.

We need tourists, not vagrants in our Central Business District. Only you can make this change happen. I am hoping for the best.

Thank You

Dear Planning Commissioners and Marie Jones

On 4/23/2017 the following was sent to 4 city council members:

04/23/2017

Mayor Peters, There have been 2 guys hanging out in a car in front of my house for 3 days. On 04/22/2017 the 3rd day I called the police. This morning they moved their car in front of Jordan's Studio. This is an ongoing issue that the Hospitality House causes for their nearby neighbors. Hospitality House tells their clients not to park in front of Hospitality House to park in surrounding neighborhoods. How do I know this? Their clients have told me so. They will also tell you they have the right to park there up to 3 days before they have to move. When they move a lot of times it is just a car length away. People on this block and I am sure surrounding blocks like to keep their vehicles in front of their homes to keep an eye on them.

There is a lot of breaking and entering in this area. My car window has been busted out twice. I have had things stolen from inside my gate and my front door as I was carrying my groceries to the kitchen. Hospitality Center promised that parking wouldn't be an issue on Oak St. They were all going to carpool. The employees park all along Oak St. Hospitality House and Center need to provide parking for the clients and employees. They have brought these problems to our area and they need to be held responsible for the problems they are causing our town. Thank You

Dear Planning Commissioners and Marie Jones

On June 9, 2017 the following was sent:

Dear Mayor Peters,

This is a short summary of my week....please do something!

06/05/2016 while I was working at MLCU yesterday I heard somebody screaming out-front. It was a disabled man with his son. He had been attacked by some mentally ill person. The fight started at The Hospitality Center and ended up in front of the Credit Union. Hospitality workers were watching behind locked doors.

06/06/2017 Again while working this morning I heard a woman yelling I was the 1st one to work and ran to the window to see what was going on. A woman was doing some sort of dancing and then when a car would drive by she would start yelling and freaking out. I went to the phone and called the police to do a welfare check on her. While waiting for the Police to come people from the Hospitality Center came out 4 of them and told her to move along and went back inside. My significant other noticing I had forgotten something in the car came back and witnessed the same woman and 4 women screaming at each other on Oak St. My significant other also called the police. As he drove back by a few minutes later he noticed the woman standing by herself by the big blue building kitty corner from HHC.

06/08/2017 today I had to take my fiancé to the emergency room he was having trouble breathing. 3 of the beds were occupied by homeless, mentally ill, and addicted people. One was being released and had nowhere to go and kept harassing the staff and was being told by the staff that they could call the police. The second was worried about what was going to happen after his 72 hour hold, the third was incoherently babbling to himself.

There were quite a few other people needing care and upset about the fact that it was taking so long. The hospital staff was doing their best to do everything they could to take care of everybody. It is a sad day when a hospital gets stuck doing the job of an organization that has sucked up millions and not done a thing and keeps asking and getting more. If the hospital and police are going to get stuck taking care of HH and HC clients I suggest HH and HC sell their properties and give the money to the Hospital and PD.

06/09/2017 nothing that I am aware of happened today But Phillip Sharples owner of the Mendo Litho Building and lot next door is still allowing Karen to sleep in her truck on his property. She is still using the the border of the property next to Mendolake Credit union as a bathroom. This has not stopped. Warning somebody to stop doing something and not following through means it will continue to happen. And the building that Mendolake Credit union gave to Linda Pyett is being broken into nightly by homeless. Tonight coming home from work there was a man and a woman huddled in a doorway north of El Yuca Mexican Market with their belongings.

From: Date: Sat, Oct 29, 2016 at 8:47 AM Subject: Requesting Extra Patrol Nighlty To: fizarraga@fortbragg.com, paul@mendocinochc.org
Fort Bragg Police Department,

My name is and I own in Fort Bragg. My business shares an alley with the Hospitality House, with their front entrance at 237 N. Mc Pherson Street. We have had numerous problems since opening in the last year with people loitering, garbage, public intoxication, animal cruelty and fighting from the hours of 4:00 pm- 6:00pm while people are signing in and waiting for food to be served. It appears that anybody waiting for food to be served, is served only in the back of the alley and is requested to loiter in the public alley without any monitoring from staff, at Hospitality House. In the past few days I have witnessed (2) men smoking weed out of a can nightly and people showing up intoxicated and still be served food. One man is and the other I do not know. Yesterday, I was verbally assaulted by an intoxicated woman, as I was in my car trying to drive through the alley to run an errand. I fear for the safety of any person walking or driving down the alley between the hours of 4-6-- while people are signing in and loitering. I am requesting extra patrol. I am sending over pictures of the woman who verbally assaulted me and pictures of areas where the people waiting for food, are stashing their booze and continuing to drink while they wait to be served without being monitored by the Hospitality House. I could not drive back down the alley or have use of the alley last night. Please feel free to contact me with any questions.

Thank you,

From: Date: Mon, Oct 31, 2016 at 9:40 AM Subject: Requesting Extra Patrol To: fizarraga@foitbragg.com, Paul Davis <paul@mendocinochc.org>

Fort Bragg Police Department, My name is I own in Fort Bragg. I share an alley with the Hospitality House, their front entrance is located at 237 N. Mc Pherson Street Fort Bragg. I sent a request 2 days ago for extra patrol along with pictures. I am sending a second request by email today 10-31-2016 with pictures. Today arriving at my store I found garbage on my property from Hospitality House serving food in the alley. In the past year we have had numerous problems between the hours of 4-6 while Hospitality House serves food to intoxicated people without any monitoring, in the alley we share. In addition to the problems listed in the last email, I would like to inform the Police Department that there has also been people waiting by propane gas tank before and after food is served. They loiter after I leave work, to eat their HH food, smoke and drink. They are smoking weed and cigarettes, I am afraid of my building being blown up into smithereens, as they do this right next to my propane tank, actually within inches. I have spent \$300.00 for a motion light but that has not helped. I am requesting extra patrol during the hours of 4-6 in the alley and also by my business while people are signing in and waiting for food to be served from the Hostility House. Thank you, If you have any questions please feel free to contact me. Thank you,

From: Date: Wed, Nov 2, 2016 at 11:29 AM Subject: Request for extra patrol To: fizarraga@fortbragg.com, Paul Davis <paul@mendocinochc.org>

Fort Bragg Police Department

My name is and I own Yesterday at 4:15 I noticed two men loitering as they were waiting for food being served by the Hospitality House in the shared alley. The Hospitality House has their front entrance located at 237 N. Mc Pherson Street but serves food nightly without monitoring from staff, in the alley shared with businesses and citizens. There were two men (1) standing and (1) sitting behind the garbage can that were loitering from 4:15 and were still there when I left work at 5:30. I am sending a picture along with a picture I took this morning at 7:30 am of garbage on Redwood Ave --in front of the pizza place, the garbage appears to be from food

being served from Hospitality House. I have had the same cup design, shoved through my mail slot in the past few months, I am sending a picture of that as well. I am requesting extra patrol between the hours of 4:00pm and 6:00pm while food is being served. Thank you, Please feel free to call with any questions.

From: Date: Thu, Nov 3, 2016 at 11:10 AM Subject: Mucus Loogies/Extra Patrol To: fizarraga@fortbragg.com, Paul Davis <paul@mendocinochc.org>

Fort Bragg Police Department, My name is and I own in Fort Bragg. I share an alley with the Hospitality House, with their front entrance located at 237 N. Mc Pherson Street in Fort Bragg. Today at 9:30 am-- I arrived to work to (3) people loitering in the alley behind the Hospitality House (2) men and (1) woman. I am attaching a photo that was taken today. I also arrived at work to find huge, green, mucus loogies, that had been hocked up on my front entrance, along with cigarette butts and ashes, that were left in my front entrance, from someone who had been loitering.

I am attaching a picture of green, disgusting, mucus loogies, that took several gallons of water to remove today, to avoid my customers stepping in and tracking them into my store. I am also concerned about people smoking and leaving burning cigarettes behind as well. I am attaching a picture that was taken previously of a huge, green, mucus loogie, that had been hocked up and discharged on my front door. I am requesting extra patrol when possible, to avoid people loitering on private property, leaving bodily fluids and garbage behind. Thank you, Please feel free to call me with any questions.

From: Date: Fri, Nov 11, 2016 at 8:11 AM Subject: Requesting Extra Patrol To: fizarraga@fortbragg.com, Paul Davis <paul@mendocinochc.org> 11-11-2016

Fort Bragg Police Department,

My name is I and I own in Fort Bragg. I share an alley with the Hospitality House, their front entrance is located at 227 N. Mc Pherson Street. I am requesting extra patrol, during the hours of 4:00-6:00 pm while food is being served. I am also requesting extra patrol when possible during the day.

On Friday Nov. 4th between the hours of 4:00-7:30 pm, I had a cable cord ripped from my building and my Comcast box tampered with. I am attaching pictures. I filed a police report and replacement value of \$200.00. It appears the neighbor directly North of Hospitality House, had their cord pulled as well. I also had at 4:00 pm

(2) customers in the store complain of a heavy weed smell overtaking the store. I walked outside to see where it was coming from and I could see people loitering down the alley. I took a picture of people loitering, after the customers left around 4:15 pm. I am attaching th

a picture. On Saturday Nov. 5 at 6:00 am, I arrived to work, to a man loitering behind the Hospitality House. I am attaching a picture. At 7:07 am-- I had to ask a man and woman to leave my entry as they were loitering on my private property smoking, waiting for services. My entry reeked of weed after they left and the man made a negative comment to me, as I asked them to leave. At this time 7:07 am, the man loitering in the alley, was still there and at 8:00 am-- now sleeping. The alley had not been checked for over 2 hours by Staff at Hospitality House. I also arrived that day to garbage left by my gas tank where people waiting for food loiter. I am attaching a photo. On Nov. 10th there was a woman waiting for services, that started pacing in circles and then stood in middle of the alley for 45 minutes in one place, she seemed unaware she was in the middle of the alley and unaware of

her surroundings. I called the police for safety issues, concerning her safety and anybody using the alley in a vehicle.

Yesterday morning, a man was loitering in the alley at 6:00 am — he was there for 45 min sleeping at that point, I called Staff at Hospitality House to check the alley.

I park my car on my private property, during my work shift. Unfortunately, my private property is used as a short cut for people receiving

8th,

food services, from Hospitality House. On (3) separate occasions this week, Nov. 9th and 10th --someone has gone up to my car and shoved my mirrors in, on my car. Yesterday, Nov. 10th I had a woman while waiting for services walk around the building yelling at her reflection in my windows (4) times-- from morning to evening services. The last time, I happened to shoot a video from my car. You can't hear her yelling in the video because I had my car running but her choice of violent curse words earlier that day scared customers, especially when I have the front door open and she repeatedly yells curse words, at herself and at people walking by. On Saturday Nov. 5th —I was contacted in person by Hospitality House, letting me know they are aware of the issues and working on them. I am going to continue to report issues and ask for extra patrol, until I feel safe going to work and using the alley.

This week there were people still loitering throughout the day. Loitering without monitoring from Hospitality Staff has been going on for so long, with alcohol and drug use in the alley, while waiting for services, it appears the alley is so heavily trafficked —I am requesting it be checked every 15 minutes by Hospitality Staff. I am concerned for citizens trying to use the alley both on foot and in a vehicle. I am concerned with people loitering and being intoxicated, for citizens that work and live in the mixed-use alley and neighborhood. Any extra patrol would be appreciated. Thank you,

Please feel free to contact me with any questions

From:

Date: Sun, Nov 13, 2016 at 9:43 AM

Subject: Extra Staff-- durinig all food services

To: Paul Davis <paulAmendocinochc.org>, "Desmond, Debbie" <d-desmondAfortbragg.com>
11-13-2016

Hospitality House,

My name is I own a business located at ___, we share an alley located behind Franklin Street. At 7:00 am this morning I witnessed having a violent outburst terrorizing the Franklin Street neighborhood, as he walked down the North end of Franklin Street. He was screaming and yelling and seemed to be hostile. I called the Police Department and dispatch told me they were already on their way, as they had received a call(s) before mine.

frequents the Hospitality House for the food services (3) times a day. I am concerned for neighbors, citizens using the alley and employees of Hospitality House. I am requesting extra Staff today, Sunday the 13th 2016.

I have personally witnessed Smoking weed on more than one occasion, while waiting for food, as the alley located behind the Hospitality appears to not be monitored by Staff. I also have witnessed him while waiting for food, extremely intoxicated/under the influence of a substance, so much so that he could not walk and I was told by Hospitality Staff on that day, he threatened to fight Staff. I had tourists come to my door to alert me, that he was in the alley and a danger, I called the Police Department, on that day.

He continues to be served food. If he is going to continue to receive food, I am concerned for the safety of any citizen using the alley and I am requesting extra Staff from the Hospitality House during all food services.

I witnessed a man in a blue and white shirt on 11-12-16 5:00 pm-- go back and forth from the alley to private property, located next to Hospitality House smoking, what appeared to be weed from pipe, while waiting for food services. I called the Police Department. I took a picture of the man.

Thank you,

From: Date: Sun, Nov 13, 2016 at 5:28 PM Subject: Requesting Extra Patrol To: Paul Davis <paul@mendocinochc.org>, "Desmond, Debbie" <d-desmondAfortbragg.com>, fizarraga@fortbragg.com

11-13-2016 Fort Bragg Police Department

My name is I have a business located at in Fort Bragg. I share an alley with the Hospitality House with their front entrance located at 237 N. Mc Pherson Street Fort Bragg.

Tonight at approximately 5:30 pm a man leaving Hospitality House after receiving food from them in the alley, walked on my property, he saw my Husband and I working in our store and proceeded to unzip his pants and start to pull his penis out to urinate on building. Our side door was locked and our key in the register---my Husband starting banging on the window and asked him stop and leave. This is the same man I had to ask leave my entry a few days back which is documented in a previous email.

I phoned at the Hospitality House to inform him of the incident and gave a description of the man. I asked to let the man know he is not allowed on our property. I am requesting extra patrol during the hours of 4:00 -6:00pm while food is being served. Any additional patrol would be appreciated. Thank you,

If you have any questions please feel free to call me at

From: Date: Wed, Nov 16, 2016 at 4:11 PM Subject: Meeting To: Paul Davis <paulAmendocinochc.org>

Hi Paul- I have been working on ideas I think could be helpful for some of the issues that have been going on in the alley. Unfortunately, this month I only have 1 day off, my schedule is a little jammed but I would be more than happy to meet with you and/or staff to go over a few ideas -- before I open the store one morning. Please contact me if you are interested. Thank you,]

From:

Date: Wed, Nov 23, 2016 at 10:15 AM

Subject: Fwd: Extra Patrol

To: Paul Davis <paulAmendocinochc.org>, fizarragaAfortbragg.com, "Desmond, Debbie" <d-desmoncl@fortbragg.com>

11-23-16- I have more pictures of garbage taken today, left from HH Food Services last night 1 will be sending over. I will also be contacting dispatch to let them know that 225 E. Redwood Ave is now empty and people waiting for H1-1 food services are waiting on Private Property and leaving garbage behind. The video below can be seen if it is downloaded and then opened. It is not compressed. Thank you.

From:

Date: Tue, Nov 22, 2016 at 10:03 AM Subject: Extra Patrol

11-22-2016

Fort Bragg Police Department

My name is and I have a business located at : in Fort Bragg. I share an alley with the Hospitality House, with their front entrance located at 237 N. Mc Pherson Street Fort Bragg.

I am requesting extra patrol during the hours of 4:00 -6:00 pm during the sign in period and the hours food is being served. The Hospitality House requests their guests to loiter in the alley while they are waiting for food without any monitoring from staff. There have been and still are, numerous problems occurring daily. I do not consider the alley we share to be safe for the public to use. I have had to call dispatch, daily and yesterday called twice. All issues directly related to Hospitality House serving food from the alley.

In addition to the alley not being safe from alcohol and drug use from their guests while waiting for food, I have also witnessed violent outbursts and I have had a man pull his penis out, on my property to use the building next to me as a bathroom just to name a few things in the last few weeks. The Hospitality House has said that food is not leaving their property. This is not true. I am attaching a video I took at 5:27pm yesterday on my property of two men eating their HH food on my property and they were going to leave garbage behind until I pointed it out. They were not verbally assaulting at this time but that is not always the case. Also, this morning at 6:00am I witnessed violently screaming racial slurs on Laurel Street, to the air. He is served 3 times a day at Hospitality House. I am requesting extra patrol when possible. I do not feel the alley is safe related to food services provided by Hospitality House. Extra patrol is appreciated.

Thank you,

Please feel free to call me with any questions

From: Date: Tue, Nov 29, 2016 at 9:11 AM Subject: Requesting Extra Patrol To: Paul Davis <paul@mendocinohc.org>, "Desmond, Debbie" <d-desmond@fortbragg.com>, flizarraga@fortbragg.com
11/29/2016

Fort Bragg Police Department,

My name is and I have a store located at in Fort Bragg. I share an alley with the Hospitality House with their front entrance located at 237 N. Mc Pherson Street.

I have been requesting extra patrol and I have had to call dispatch almost daily, due to sharing an alley with the Hospitality House, I would like to thank your officers for responding to the calls. I am still having issues with the services provided by the Hospitality House. There are many issues from the guests they are

continuing to invite daily, to use services they provide in the alley, from extreme loitering at all hours of the day and night, drug use, public intoxication, littering, indecent exposure, anger outbursts, leaving bodily fluids

behind, defecating, urinating and trespassing just to name a few of the issues I have been dealing with. I am concerned for the safety of anybody trying to use the alley, the alley is in a mixed-use area and people live in this alley, as well as use it to get to the market around the corner, Post Office and other businesses. The services the Hospitality House provides lacks, supervision, monitoring and most of all a place for all of their guests, they are inviting daily to wait. The (2) parking spaces in the back of their property are marked for staff only --with no available parking spots left for their guests in the back (which is where they request all of their guests to wait and enter-- to use their services) and while they provide services at limited times, their guests wait in the alley all throughout the day, making it off limits for the rest of the community to use at certain times. I am expressing concern for citizens using the alley we share and I am requesting extra patrol.

I would also like the Police Department to know that I will be sending in pictures of garbage left around town of paper plates and coffee cups that are still being found-- that are distributed from the services the Hospitality House provides.

11-23-2016 there were 3 people (2) men and a woman smoking weed next to my building filling my store with weed, smoke odors and my customers complained. People have been loitering all week waiting for food services. I am expressing concern for citizens using the alley daily

especially, between the hours of 4-6 and I am requesting that the Hospitality House provide a waiting area for all of their services

including food to laundry on their property*** and leave the alley for public use. It has been dangerous for citizens walking, driving cars, and for large delivery trucks to use the alley as well.

Any extra patrol is appreciated. Thank you,
Please feel free to call with any questions

From: Date: Thu, Dec 15, 2016 at 7:21 AM Subject: Extra Patrol To: Paul Davis
<paul@mendocinohc.org>, "Desmond, Debbie" <d-desmond@fortbragg.com>,
fizarraga@fortbragg.com

11-15-2016

Fort Bragg Police Department

My name is I have a store located at: in Fort Bragg.

I share an alley with the Hospitality House with their main entrance located at 237 N Mc
Pherson Street Fort Bragg.

I am requesting extra patrol. I have continued to have issues due to the services provided by
Hospitality House.

I called dispatch twice yesterday, due to services provided by Hospitality House, which led to a
customer

leaving my store. There are large crowds of people waiting for services in the alley. This is
unsafe for people

using the alley in vehicles, delivery trucks to nearby businesses and people on foot trying to use
the alley. I am continuing to witness people waiting for services provided by the Hospitality
House, arriving intoxicated, as well as smoking weed in the middle of the alley and on private
property while waiting for services. I am requesting that the Fort Bragg Police Department
contact the Hospitality House Board to discuss the impact their services have on the
community, such as, dinner being served, serving coffee during the day which starts early in the
morning and laundry services that are provided and not being monitored. These services are
inviting people all day long and creating heavy foot traffic, people are showing up to the
neighborhood, intoxicated and continuing to use drugs and alcohol in the alley while waiting for
services. This is leaving neighbors and citizens like myself only one option-- to contact Fort
Bragg Police Department for safety. I have pictures of the paper cups that are spread all over
our town from the Hospitality House serving coffee --in paper cups and letting people leave with
them. I have pictures of Hospitality House guests waiting for services, blocking the entry of
neighboring businesses, leaving their personal belongings in the middle of the alley, garbage
and trespassing on private property. The services are creating a heavy traffic flow and a long list
of issues that the neighbors are dealing with, in an area-- that is zoned as a mixed-use area
where people live and work. A few of the issues I have had in the past few weeks are, littering,
loitering, public intoxication, urinating on private property, defecating on private property,
trespassing, panhandling and indecent exposure.

I am requesting help from the Fort Bragg Police Department in communication with the
Hospitality House regarding safety issues for our community-- in the alley. I am requesting extra
patrol when possible. Thank you,

Please contact me with any questions at '

From: Date: Sun, Dec 18, 2016 at 8:30 AM Subject: Extra Patrol and Extra Hospitality Staff To: Paul Davis <paul@mendocinochc.org>, "Desmond, Debbie" <ddesmond@fortbragg.com>, fizarraga@fortbragg.com
12-18-2016

Fort Bragg Hospitality House and Fort Bragg Police Department,
My name is and I have a store located at in Fort Bragg. I share an alley with the Hospitality House with their front entrance located at 237 N. Mc Pherson Street.
I am continuing to have problems with guests that are receiving services from the Hospitality House in the alley.

Yesterday, at 5:00 pm I had to call 911 because (2) men were physically fighting -- in the alley/in the FIB parking lot while they were waiting for food. The Hospitality House is not monitoring their entire property, while their guests are waiting for food. I was extremely shaken and scared. It took over an hour for me to calm down. I also had customers leave the store yesterday during the busiest time of the year, due to a man having violent outbursts on Redwood Ave, going back and forth, receiving services from the Hospitality House, such as food, coffee and laundry. I am requesting extra patrol and also extra staff from Hospitality House. I feel the alley is not safe to use. I am concerned for the safety of citizens trying to use the public alley, due to the services provided by the Hospitality House.

I am requesting the Hospitality House have a full time employee stationed in the alley for safety, directing their guests to ****their property****and monitoring their clients that are showing up intoxicated and having violent outbursts.

I am requesting the Hospitality House Board take turns showing up from 4:00-6:00 pm nightly, to help their staff and to see first hand what a neighborhood that is zoned mixed-use ---is having to live with full time, having the Hospitality House as a neighbor.

Changes need to be made and without seeing what is happening-- I am concerned the Hospitality House Board will not take necessary action.

I am willing to meet with the Hospitality House Board and/or Police Department to discuss solutions.

The Hospitality House has decided to provide services in an area that is zoned mixed-use. People live and work in this area full time. It should not be left up to neighbors, businesses and our Police Department to monitor their clients for services, they are providing. I would like to see the alley safe to use and the Hospitality House set up programs that are not negatively impacting the neighborhood.

Thank you,

Please feel free to contact me with any questions.

From: Date: Tue, Jan 3, 2017 at 7:36 AM Subject: 3:00 pm extra patrol To: Paul Davis <paul@mendocinochc.org>, "Desmond, Debbie" <ddesmond@fortbragg.com>
1-3-2017 Fort Bragg Police Department and Hospitality House-My name is and I have a business located at Fort Bragg. I share an alley with the Hospitality House with their front entrance located at 237 N. Mc Pherson Street, in Fort Bragg. Today I had two teenage girls in my store, as I looked out my window to witness a man waiting for services from the Hospitality House, walk over to Private Property and urinate in the alley. He was in view of any cars
From:
Sent: Thursday, January 19, 2017 6:25 PM
To: Ruffing, Linda

Subject: Hospitality House/Center
Linda Ruffing
City Manager
City of Fort Bragg
416 N. Franklin St.
Fort Bragg, CA 95437

Dear Linda,

My name is [redacted] My husband and I were born and raised in Fort Bragg, and have a deep love for this unique and special community.

I have a business located at [redacted] in Fort Bragg which shares an alley with the Hospitality

From: Sent: Thursday, January 26, 2017 7:39 AM To: Lizarraga, Fabian; Oneal, Thomas; Ruffing, Linda; Desmond, Debbie Subject: Extra Patrol
1-26-2017

Fort Bragg Police Department and Fort Bragg City,
My name is [redacted] has a store [redacted] in Fort Bragg. My family also
I have a business located at [redacted] in Fort Bragg.

located at [redacted]

I am requesting extra patrol for both locations. Our store located on [redacted] has had numerous driving by, citizens walking by, my customers, citizens walking down Redwood Ave or the alley and the apartment that is rented by a young

man, that could have a child or that has a child visit often. ***I have this on video*** Please contact Officer Lopez to view video and pictures. This happened at 2:45 pm and I am noticing the loitering and other issues have now started earlier around

3:00 pm. While there are problems that occur all day, from guests on their way and leaving while using the Hospitality House, there is a noticeable difference when services are provided.

*****Problems are now starting earlier around 3:00*****

I am requesting extra patrol from 3-6. Thank you,

Please contact me with any questions

House at 237 N. McPherson Street. The City did a beautiful job of putting in this alley, and it should be a pleasant and convenient way to go to the post office, get a gallon of milk from my neighbors at Purity and say hello to the people receiving services at the Hospitality House.

Instead, it is full of feces, garbage, urine, loitering, drugs, alcohol and physical fighting among Hospitality Center clients who are waiting for services, creating a dangerous and insanitary environment. It is unsafe for those using services as well as residents and visitors, who are vital to our town's economy. The Hospitality House should provide full time staff monitoring people showing up for sign in and services, just as they provide staff for full time monitoring of the emergency shelter service. At this time, there are no staff monitoring the clients waiting for services in the alley, and this is unsafe for all concerned.

I am sending over in separate emails, several letters I have already sent regarding this subject.

The situation remains unchanged and I am hopeful that the City of Fort Bragg will help in solving this problem. Please let me know your thoughts on this issue and how we may best address it. I would love to see the alley safe for everyone to walk, drive down and use. I care about my store and community. I have invested time and money and am deeply committed to both.

Our community has great potential for growth in all areas and I look forward to working together to make our town a great place to live and work.

Please make sure this email and the others I am sending to you, are sent to Fort Bragg City Council. Thank you for your consideration and your service to our city.

1

From:

Sent: Friday, January 20, 2017 6:32 AM

To: Desmond, Debbie; Oneal, Thomas; Ruffing, Linda Subject: Extra Patrol
1-19-2017

Fort Bragg Police Department,

My name is I I Share an alley with the Hospitality House with their front entrance located at 237 N. Mc Pherson Street in Fort Bragg.

Today my family got into work to find a drug needle in a bag next to their vehicle, parked in their parking lot. I am attaching photos. Their business is located at down the alley from both my store and Hospitality House and they share Franklin Street with the Hospitality Center They have had numerous issues with guests of Hospitality Center trespassing on their property, as a short cut to Hospitality House. If you would like to know more about their issues, you can contact my family at

I am writing to ask for extra patrol for their store as I worry about my mom working alone, she is elderly.

I am also requesting extra patrol in the alley. There have been grocery carts in the alley for days and they are accumulating. The Hospitality guests use them and leave them in the alley when they receive services such as food from the Hospitality House. After they receive food, they are often left in the alley along with other items and at the corner of Franklin Street and Redwood Ave by the bench.

I am attaching photos of the carts and clothes that were left on Purity's wire fence and have not been picked up by the Hospitality House. I am also requesting that you contact the Hospitality House and have them pick up the clothes, garbage and carts in the alley from their guests.

It is also illegal to take grocery carts from stores as local businesses pay a lot for them and they are personal property. When guests of the Hospitality take the carts, pushing them on the pavement destroys the carts. I would like the Fort Bragg Police Department to look into local laws of theft from stores, with carts as this creates a hardship for local stores, having to order new carts and not being able to use stolen carts if they are returned damaged. It is my belief that any person seen pushing a cart should be informed they are in possession of stolen property. If the Hospitality House is taking guests to an emergency shelter nightly and asking people to leave carts in the alley, I am requesting the Hospitality House return the stolen carts and/or have a program set up to remove the carts from the alley.

The carts are a driving hazard for any vehicle using the alley today in this rain and wind. I am requesting extra patrol for both and Thank you,

If you have any questions please contact me at

From: i Sent: Friday, January 20, 2017 12:05 PM To: Desmond, Debbie; Ruffing, Linda; Lizarraga, Fabian; Gilchrist, Charles; Lee, Brandon Subject: Fwd: Extra Patrol
Sorry--I didn't hit reply all:)

On Fri, Jan 20, 2017 at 12:07 PM, wrote: Hi Thomas- Thank you for responding- for today-- the carts are clearly marked CVS and SAFEWAY. I am worried about them being a safety hazard with the rain and wind blowing them and hitting cars. Can you contact the 1-11-1 and ask them to take them back to the stores, as their clients left them there as well as asking them to remove the clothes on the fence? I also have a picture of people loitering for dinner in the alley on the 17th, hopefully HE can provide full-time staff to monitor the back soon. I look forward to working on solutions. I am running late for work and will follow up with on your email as soon as I can.
Thank you

On Fri, Jan 20, 2017 at 11:40 AM, ONeal, Thomas <TOneal@fortbragg.com> wrote:
As per our previous conversation I am hoping to address some of your concerns regarding this matter. I have personally attempted to be at the Hospitality House twice during dinner services and several times throughout the day on my scheduled duty days. I have spoken with multiple managers at the Hospitality House and identified some of the critical issues which seem to lead to the ongoing problems. These issues include individuals loitering and sitting in the alleyway behind the organization. We have begun combatting that issue by stopping and contacting individuals in the alleyway and beginning to warn them regarding obstructing the roadway. As these warnings have continued for approximately a week, I am now entering the phase of providing them citations for the violations. Additionally, I will be working with Purity Market to post signage on the alley face of their business warning of the vehicle code violations related to loitering in the alley.

Regarding the shopping cart situation, I am attempting to address that issue as well. Unfortunately, California Business and Professions Code 22435.2 requires shopping carts to have very specific information permanently affixed to the cart in order for law enforcement to pursue criminal prosecution against individuals who remove the cart from the business' premises. At this time, Safeway is the only business in the area with the proper signage attached to a portion of their shopping carts. This results in our officers having to become creative in dealing with the issue. I have personally arrested individuals for "Commercial Illegal Dumping" for abandoning the shopping carts after they are done using them. I intend on addressing this issue by starting a drive with the local businesses to voluntarily come in line with the requirements of 22435.2 B&P. Simultaneously, I am preparing a proposal for my administration to review which would involve a potential municipal code addition which would mandate businesses that utilize shopping carts to comply with the requirements of 22435.2 B&P. I estimate having literature requesting voluntary compliance to be distributed to local businesses within the next week.

After evaluating the ongoing issue, I believe that if some of your concerns were forwarded to the District Attorney's Office there may be less discretionary leniency applied to these cases once they reach the courtroom. I believe we can accomplish this by ensuring that as a victim and business owner directly involved in this issue, you should be notified regarding the outcome of your complaints of criminal activity. This would allow you and any other business leaders to follow these cases through the system and voice your concern to the courts.

On a personal note, I apologize that during the last few weeks of my new shift I have not been able to gain control of this issue. I am open to any input, suggestions or questions you may have. I understand that this issue is frustrating and I look forward to continue to work with you on it. My contact information is listed below and I currently work Thursday-Saturday and every other Wednesday 7:00 a.m. — 7:00 p.m. I additionally check my e-mail regularly on my days off and would appreciate being kept apprised of this issue so I can respond in a timely manner. Please continue to forward photographs if you can do so safely as they help during the prosecution process. I will be by later on today to hopefully make contact with you.

Respectfully,
Officer Thomas N. O'Neal Badge #56
Fort Bragg Police Department
Fort Bragg, CA
(707) 961-2800 ext. 167
(707) 964-0200 (non-emergency dispatch)
toneal@fortbragg.com

From: Date: Fri, Jan 20, 2017 at 1:38 PM Subject: Re: Extra Patrol To: "Oneal, Thomas" <TOneal@fortbragg.com>

Hi Thomas- Just a quick note to let you know, the Safeway cart has made its way across the alley. Please let me know when you have made contact with HH. Also, I arrived to work today with food left from people loitering. I am attaching pics of both. Thank you•

From: Sent: Friday, January 20, 2017 8:48 PM To: Desmond, Debbie; Ruffing, Linda; Lizarraga, Fabian; Gilchrist, Charles; Lee, Brandon Subject: Re: Extra Patrol

Hi Thomas- Thank you for stopping by today, I really appreciate you taking the time to let me know you made contact with the Hospitality House regarding the stolen carts their guests leave in the alley. I worked late tonight and did not leave until 7:30- the cart is still there --in the alley causing a safety issue and will be going on (4) days tomorrow. Today, you mentioned the Hospitality House informed you, they have a program to return carts to businesses. Do you know how long they leave stolen property in the alley, before they put their program into action? I am wondering if you could request they roll it on their property, preparing for it for the "return" part of their program? Thank you

From: i Sent: Tuesday, January 24, 2017 2:19 PM To: Ruffing, Linda Subject: Re: meeting today at 5

Hi Linda-I am fine with whatever you think will result in the fastest solution for this poor neighborhood. Thank you On Tue, Jan 24, 2017 at 1:48 PM, Ruffing, Linda

<LRuffingAfortbragg.com> wrote:

Hi —I hope that it is okay if I invite Police Chief Fabian Lizarraga to join us at 5 PM today to discuss the issues that you have encountered relating to homeless people in the vicinity of your business. If you would prefer to meet just with me, please let me know. Thanks!

Linda Ruffing

Fort Bragg City Manager

707.961.2829

From: I Sent: Tuesday, January 24, 2017 9:33 PM To: Ruffing, Linda Subject: drug pipe today

Hi Linda - Thank you so much for meeting with me today. I appreciate your time to this situation and listening. I called the police 3 or 4 times today ---all HE related--- and once because there were 3 HH guests waiting for food services smoking drugs from this pipe on my property. I also saw 3 teenage boys in a gray car pull up and exchange something with them.... not sure what.... As I left the meeting with you, I found the pipe shoved in my propane tank. I called the police, to let them HH guests left this and were smoking my property while waiting for services and had them remove the pipe. I look forward to things changing soon. Thank you.

From: i Sent: Wednesday, January 25, 2017 7:50 AM To: Ruffing, Linda Subject: Working today

Hi Linda- I am sending you a note this morning to let you know I will be sending a letter in to the police dept. today asking for an officer on location today from 3-5. I woke up with horrible anxiety about working today, finding the drug pipe shoved in my gas tank last night and all of the calls I had to make yesterday, is giving me anxiety about my building blowing up from the HH guests continuing to use illegal drugs while waiting for services on my property, not to mention the violent outburst I had to call on and trespassing. HH guests will not stop trespassing and I cannot bring my dog to work because I am scared to park her next to the gas tank, with all of the HH trespassing and smoking illegal drugs next to it. I am scared to go to work today. I appreciate our meeting yesterday-- however, I am not sure I will be able to go to work under these conditions. Do you have any suggestions that can be put in place today? I need to be able

to earn a living and not be in fear for my safety. HE board is creating a dangerous situation by not monitoring their guests and I am not sure what I can do for today. Thank you•

From: Sent: Wednesday, January 25, 2017 8:12 AM To: Ruffing, Linda; Desmond, Debbie; ONeal, Thomas; Lizarraga, Fabian Subject: Officer on site
1-25-2017 Fort Bragg Police Department and Fort Bragg City-My name is I have a business located at in Fort Bragg. I have sent in numerous complaints about the Hospitality House allowing their guests to use illegal drugs and alcohol while waiting for services and not providing staff to monitor them, this is creating an environment that is unsafe to our entire community. Hospitality House guests are forced to wait in the alley by Hospitality House and they are trespassing on private property while waiting. Yesterday, I called dispatch (4) times due to illegal drug use, trespassing and found drug material left behind from Hospitality guests. I am having horrible anxiety about showing up to work today and I am requesting the Fort Bragg Police Department provide an officer on my property from 3-5 to stop illegal drug use from Hospitality House guests waiting for services. I am attaching a picture of a pipe that was found yesterday on my property,

From:
Sent: Thursday, January 19, 2017 6:25 PM
To: Ruffing, Linda
Subject: Hospitality House/Center
Linda Ruffing
City Manager
City of Fort Bragg
416 N. Franklin St.
Fort Bragg, CA 95437

Dear Linda,

My name is My husband and I were born and raised in Fort Bragg, and have a deep love for this unique and special community.

I have a business located at in Fort Bragg which shares an alley with the Hospitality House. Our store is located between the Center and the House. The guests from the Center and House, use our property as a short-cut leaving behind, garbage, food, clothes, coffee cups from the Hospitality House and Center, that are served daily, feces, urine, drugs just to name a few things found. Also, Hospitality Center/House guests have been verbally abusive to the installers. My mom works alone, she is fearful of walking out to the warehouse and is growing increasingly concerned about the volume of problems, creating a public nuisance.

The Hospitality House does not monitor their guests during services, creating all issues. All issues are created by Hospitality House/Center guests and are negatively impacting the neighborhood at both of our businesses- on a financial and personal level. We are requesting help. ****yesterday, human feces and clothes were left on our property for customers to see. I would also like to add, the clothes left behind were used for wiping their private body parts, after going to the bathroom and then left behind. It is so disgusting and unsanitary. Please see attached photo.

This is occurring daily/weekly from Hospitality House/Center guests, my mom has personally seen their guests during the day using our property as a toilet and can be contacted I sent a video to the Police Department-- that Officer Lopez has-- a few weeks back, of a guest urinating on private property, while waiting for services and only a few feet from the Hospitality House, where he had access to a restroom. We are requesting extra patrol during all services provided by the Hospitality Center/ House.

Please contact us if you have any questions.
Thank you,

From: Sent: Friday, January 27, 2017 7:42 AM To: Ruffing, Linda; Lizarraga, Fabian Subject: checking in

Hi Linda- I just want to let you know an Officer showed up last night at my store for a while, it was nice to have him there- it really helped with stopping people from loitering and using illegal drugs on my property, while receiving services from the back alley. The traffic through the alley was pretty heavy last night and people are loitering again on Purity's property. It will be nice when the City can help the Hospitality House can come up with a better plan for serving meals, serving out of the back alley is not working. The food time has now moved to 3-5 --we just have more people loitering in the alley waiting for food and other services. I just want to check in and see if you need anything else from me to give to City Council before your meeting on the 13th? I can always copy them in the emails if that is easier--- just let me know what works best. Thank you

From: Sent: Monday, January 30, 2017 7:27 AM To: Ruffing, Linda; Lizarraga, Fabian Subject: Extra Patrol 1-30-2017

Fort Bragg Police Department and Fort Bragg City,
My name is and I have a store located at in Fort Bragg.

I would like to thank the Police Department for extra patrol this week however, the problems the Hospitality House are creating during services, are still occurring. I am attaching pictures during services yesterday --Sunday-- two men were smoking drugs out of a pipe- I could not get a close up but they are there nightly. It appears with the loitering people are not being monitored the entire time of services. I am also attaching a picture a few days earlier of a group loitering making it, unsafe and intimidating for any citizen to walk or drive by. All citizens should feel safe walking home or to businesses. Crowds like this have a negative impact financially on all neighboring businesses.

The Hospitality House has been sending people over to pick up garbage on my property however, leaving all the garbage across the street where people are loitering while waiting for services. The neighborhood should be about the big picture, not just my building.

I would like to see a plan put together that has a policy including a "zero negative impact" plan as a neighbor, making the Hospitality House a --good neighbor--including a "code of conduct" added to the down town area, with heavier penalties for violations including loitering, theft of shopping carts, illegal drug and alcohol use.

I would also like to add, the Hospitality House is still allowing their guests to receive services with stolen carts. I am requesting that the stolen carts be confiscated when they arrive for dinner and returned to the owners.

I am requesting extra patrol during services from 3-5. Thank you,

Please call with any questions

From: Sent: Monday, February 06, 2017 5:05 PM To: Oneal, Thomas; Ruffing, Linda; Desmond, Debbie; Lizarraga, Fabian Subject: Re: Extra Patrol

Hi Thomas- Thank you for the update

I noticed the signs on Wednesday night and appreciate you hanging the signs in the alley. I also noticed, for (2) days the gate at HH had been closed. A sign had been added informing their clients, not to loiter in the alley or at businesses. The traffic was significantly reduced.

The gate remained locked for (2) days and now starting on Saturday, it was open again- As soon as it reopened, in the back, people are back to walking the alley. The sign that had been

posted on HH property, asking their guests to not loiter around businesses, has been taken down.

I had to call dispatch today because there was a woman who is receiving services from HH, going back and forth, who took her belongings out and spread them on Redwood Ave -- sidewalk and appeared confused. She had been in the area for 3 hours.

I am attaching a photo of her and her belongings on the sidewalk, discouraging customers from entering stores.

I am attaching a picture of the open gate today as well as the removal of the sign.

I am also sending over a picture of a HH guests after receiving services loitering in the alley with a cart.

I am attaching a photo taken on Saturday of people using the back alley to enter.

HH told you they had a cart program, they are serving this woman with stolen property from our community. If people show up with stolen carts perhaps they can be exchanged for a luggage bag and return the carts to local businesses.

I am attaching a photo of a cart abandoned at Saving Bank looks like the cart the lady had, making extra work, time and money for local businesses to remove carts.

I would like to take a minute to thank the Police Department, I know a lot of work is going toward making things better. I would like to say that the Police Department cannot fix a failed program, the Hospitality House has created. The failed program needs to be changed by the Hospitality House.

Thank you for removing the SUV from ' If you have any questions, please contact me at Thank you

On Sat, Feb 4, 2017 at 7:58 PM, Oneal, Thomas <TOneal@fortbragg.com> wrote:

Just a quick update on my progress regarding the issues we were working on together.

1. I have posted the signs in the alleyway with Purity's permission. Our officers have begun handing out verbal warnings over the last two weeks and are now into the enforcement phase.
2. I have begun addressing the shopping cart issue including identifying how many carts each vendor is missing and pricing out the labels for the carts to bring them into compliance with the California Business & Professions code. This project is a little bigger than I had expected but I hope to have something to the my supervisors in the coming weeks.
3. I have been working with site manager, at the Hospitality House. He has been focusing his attention on the alley gate in an attempt to quell some of the issues that are occurring there.
4. We have are still addressing the issue of transients loitering near the intersection of Redwood and N Franklin Street. Our efforts seem to be fairly successful so far however that may be in part due to the weather.
5. We located a white SUV camping near the I After somedirect attention we were able to move it out of the area.

Please continue to keep me apprised of any reoccurring issues and individuals. If it is possible to safely obtain a photograph of repeat offenders in the area please forward the photographs to us. This allows me to directly approach and counsel these individuals. Thank you for being a concerned citizen and continuing to bring these issues to our attention and as always, I welcome any input you may have regarding potential ideas to address these issues.

Respectfully,

Officer Thomas N. O'Neal Badge #56 Fort Bragg Police Department Fort Bragg, CA (707) 961-2800 ext. 167

(707) 964-0200 (non-emergency dispatch) toneal@fortbragg.com

From:
Date: July 19, 2017 at 11:16:11 AM PDT
To: "cdd@fortbragg.com" <cdd@fortbragg.com>
Subject: Marie Jones, Re Hospitality House
Reply-To:

Dear Ms Jones,

I am writing to you in regards to the Hospitality House in Fort Bragg. My parents owned a rental property directly across the street from this location, since around 1980. I have now inherited the property.

In the early days of the Hospitality House, I do not recall hearing any complaints or controversy regarding the house or its occupants. I believe it was originally created to help local families who were displaced, primarily women and children. I had not visited the location for many years and was shocked and disgusted to see what is happening there now. We have had to call the police on several occasions. Once, when walking back from Purity Market with our 9 year old, we heard a loud and profanity laced altercation in the alley directly behind the HH. It was someone who was making violent threats and sounded completely in the grips of a psychotic episode or under the influence of drugs. Another time, I called the police because there were two men passed out on the sidewalk in front of the HH with a nearly empty (large) bottle next to them. I called the HH telephone number and left a message. No one responded, so I phoned the police. They woke the men up and told them to leave, which they did. One man was so unsteady on his feet he seemed unable to care for himself and appeared to be vomiting on the sidewalk in front of the neighboring house. I feel that these men should have been arrested until such time as they were sober and able to care for themselves. Another time we were visiting, an angry young man came storming out of the HH yelling profanities at the house. Our 9 year was in the yard and heard things that you would not want an innocent 9 year old girl to be exposed to. It is a shame. It seems every time we are there, there are people congregating on the sidewalk. Some are smoking things that they are sharing, marijuana or some other drug that is smoked? Some are drinking from brown paper bags. It is like skid row there now. We have been informed by property management that we could charge a significantly higher rent if it were not for the HH being across the street. We believe this would affect the sale price if we chose to sell the property as well.

The entire town of Fort Bragg has changed, and it is awful. Tourist who have not been there for a number of years will be shocked at the amount of disheveled, seemingly mentally ill or drug-using people roaming the streets. I do not believe these are local people, but rather transients that have heard Fort Bragg takes care of the homeless, and have travelled there to reap the benefits. I cannot see how this can NOT be hurting the tourism industry, as well as local business owners. I lived at our N McPherson property many years ago, and it was a different experience. I could walk around town without seeing people that looked out of control. You never know what you will see or hear in Fort Bragg now. It makes me very sad. The HH has clearly outgrown its current location. Their daily operations need to be scaled back, or they need to move to a different location. They should bear the responsibility of providing their own security guards at both the front and back of the building, starting now. They must require their clients to be sober, drug-free, and on psychiatric medications were appropriate. It is not fair that the neighborhood, and indeed, the entire town to be held hostage by these people who need a lot more help than free food and lodging.

Thank you for listening to my concerns. I am hoping that Fort Bragg can be saved from its own good intentions and get these issues under control.
Sincerely,

From:
Sent: Thursday, July 20, 2017 1:43 PM
To: Jones, Marie
Cc: CDD User
Subject: Another Complaint regarding the Hospitality House Nuisance

Dear Ms. Jones and Planning Commissioners,
My name is _____ and I own a home on McPherson Street very close to the Hospitality House. For three generations my family has owned this property and three generations have lived with the nuisance created by the Hospitality House's non conforming use permit. It is not fair to continue to allow this nuisance situation to negatively impact my day to day life and my property values.

I have complained to city council, the planning commission and now you on various occasions. I am formally submitting photographs that I have taken, most of them were taken in the past three months. Due to the limitations of MCN I will be sending these photos in a series of emails to you. I will clearly label the final email of photos so that you do not overlook any of them and I will number them. I will also be forwarding the letters of complaint that I have already submitted. Please forgive me if I send any duplicates, I just want to make sure you have everything.

Given the non conforming use of this business, the code violations cited in your notice and the chronic nuisance created in the neighborhood, I am respectfully requesting that the use permit for the Hospitality House be **revoked** and that this organization be directed to relocate the Emergency Shelter to the Commercial General district where Emergency Shelters are an allowed use. I believe it is the responsibility of the Planning Commission to protect our community and our zoning. Anything less than revoking this non conforming use permit, in my opinion, constitutes a violation of the duties and responsibilities of our city government.

Thank you for your hard work, your time and consideration,

-----Original Message-----

From:
Sent: Friday, July 14, 2017 11:52 AM
To: Jones, Marie
Subject: Hospitality House Use Permit

Hi

The Hospitality House has become a major source of serious problems for local residents and businesses, with increased littering, loitering, and more serious crimes, degrading quality of life and harming the local economy

We feel the Use Permit for HH should be limited to 24 beds, offering free meals only to these clients. Random, regular drug-testing as well as criminal background checks should be standard requirements for clients and employees alike, in the interest of public safety.

Mismanagement must end by hiring a well-trained professional with excellent references.

HH must provide and pay for their own security personnel, rather than continue to overburden FBPD. Only clients sleeping at HH should be offered free meals, with a serious work-for-food program for the able bodied.

Use of funding by HH must be carefully audited by the City to prevent misuse of taxpayers' monies.

The board of directors should be composed of local residents, not people from other areas.

From:

Sent: Monday, July 17, 2017 12:54 PM

To: Jones, Marie

Subject: HH Use Permit

To : Marie Jones,

I am writing you in regards to the Hospitality House which has become a serious problem in the City of Fort Bragg. It is harming our local economy, the residents and business owners. I feel the use permit for the Hospitality House be limited to 24 beds, free meals for the clients staying there only. Hospitality House has become a burden for our Police Dept. The City and the taxpayers should not have to pick up the tab, the Hospitality House should have provide their own security. The Hospitality House's funding should be audited by the City to prevent misuse of taxpayers dollars. The Hospitality House has deliberately violated it's us permit. Their board meetings are not open to the public, most of the trustees and their director do not live in the City. The organization is secretive and the director is not available. The mismanagement must end and a hiring of a well trained professional should be done.

Thank you for your time,

From:

Sent: Monday, July 17, 2017 12:06 PM

To: Jones, Marie

Subject: HH use permit

A hearing by the Fort Bragg Planning Commission will take place on July 26 involving a change in the Use Permit for the Hospitality House. I feel because of their flagrant violation of their current Use Permit that it should be revoked or in the least put on probation. Hospitality House has become a FLOP HOUSE for drug abusers and active alcoholics. The Hospitality House has drifted far away from its original purpose of providing shelter for families and individuals that have recently become homeless. As it is now children and families would be unsafe there. Rehabilitation is absent except for token words and claims to get more grant money. The corruption within has been reported by healthy individuals who accidentally wound up staying there and could hardly wait to get out as they observed corruption, active drug activities and ongoing alcohol abuse. City officials have been made aware of the details. Hospitality House has increased the number of beds and the number of meals served which has essentially now become unlimited. The result has been Hospitality House has attracted a number of non-residents of their establishment resulting in increased crime, open fighting, drug use and exchanges, alcoholic abuse in the neighborhood. Hospitality House has become a nuisance and a threat to children and neighbors. When confronted they are openly defiant and claim they are following the rules. But numerous police and ambulance calls which are a daily occurrence says otherwise. Interestingly, when County Mental Health and Social Services was located in the Auggie Avila Center such incidences were very rare. It is obvious Hospitality House is ill managed and does not provide true rehabilitation with licensed personnel on site. This has led to rampant corruption within as reported by former

residents. Hospitality House is required to have a business license. Would any other business be allowed to operate this way?

If the city is going to allow Hospitality House to continue, then Hospitality House should be required to provide adequate insurance to protect the city from liability by allowing them to remain, have their Use Permit put on probation, provide their own security by hiring a certified security service, and go back to their original principles when they got the Business License and Use Permit. The City and our local hospital cannot afford the costs created by their irresponsible presence.

> From:
> Sent: Friday, July 14, 2017 11:52 AM
> To: Jones, Marie
> Subject: Hospitality House Use Permit
>
> Hi
> The Hospitality House has become a major source of serious problems
> for local residents and businesses, with increased littering, loitering, and more serious crimes ,
> degrading quality of life and harming the local economy We feel the Use Permit for HH should be
> limited to 24 beds, offering free meals only to these clients.
> Random, regular drug-testing as well as criminal background checks should be standard requirements
> for clients and employees alike, in the interest of public safety.
> Mismanagement must end by hiring a well-trained professional with excellent references.
> HH must provide and pay for their own security personnel, rather than continue to overburden FBPD.
> Only clients sleeping at HH should be offered free meals, with a serious work-for-food program for the
> able bodied.
> Use of funding by HH must be carefully audited by the City to prevent misuse of taxpayers' monies.
> The board of directors should be composed of local residents, not people from other areas.
>
> Thanks you for your time.
>

From:
Sent: Friday, June 23, 2017 12:25 PM
To: Jones, Marie
Subject: Hospitality House

Are people really being helped by the nonprofit MCHC/MCHH?
Is there a solution to the problems?
What action can be taken?

The Hospitality House, established 30 years ago by Fort Bragg residents Charles Griffith, Jenny Kreienhop and Alberta Wooden when they purchased and renovated the two story house at 237 N. McPherson St. in 1986 to provide shelter and meals to homeless people and help them finding housing and jobs.

For the most part the House served those (mostly locals) who had fallen on hard times and simply needed a helping hand for a short while in order to get on their feet. A hand up, so to speak. The organization was respected and thought by most to be a good thing and a huge help in keeping families together and caring for those in temporary need. Families for the most part lived at the house long enough to get the help needed to move on and back into a productive life of being self supportive. These people lived at the house, ate at the house and slept at the house. Many were helped, it was an excellent program run by good honest people.

What happened? Without most even realizing it the House turned into a crash pad (for lack of a better word) Anyone and everyone could walk in and sleep and eat with no intention of doing anything more. When their time runs out at the House they simply make camp somewhere close by so they won't be late for breakfast or dinner. The meals that were once served to the clients (who were required to be clean and sober) at the house are now served to anyone who walks in off the street. They are now shared with drug and alcohol abusers. It was no longer a safe haven for those in the community down on their luck looking for a hand up. The House was transformed from a safe home for families and others of the community to get back on their feet into a homeless shelter that serves anyone off the street for as long as they wish. These are not people who are looking for work; they are not people who need a helping hand. They are people who live on the streets with no intention of doing anything else and they come daily to get free food and perhaps an occasional shower. So now, who is really being helped? No one, not even those who had high hopes of something better. When you get in line for the free food you sign in. It seems the more the merrier because that means more money from agencies in the county.

What is the solution to make the House a safe haven for those who are working hard trying to attain a wholesome productive life?

Perhaps turn back the clock and go back to housing and giving a helping hand to those temporarily down on their luck. Give them a safe place to live, eat and sleep in order to be the best that they can be. 24 people can reside at the House at a time. That is 24 that could actually be getting the help they need for a short time in order to get back on their feet. When someone moves on to a better life fill the space with new people hoping for the same results. A lot of people could be helped by doing this.

What actions would have to take place in order for this to happen?

Hire a qualified House Manager with credentials. Make the house a home where people are comfortable and feel safe. Make meals a family setting for those residing at the House. Do not cater to those walking in off the streets just for the freebies. Meals at the House should be only for those residing at the House.

For all others there is the Food Bank (who have stated they have plenty of everything). But we should always donate more to this worthwhile program. The Old Coast Hotel Café (owned by the Hospitality Center) will be opening its doors soon to provide low cost food to those in need, after all it is a nonprofit. So, no one should be going hungry. There are sack lunches at the Food Bank and lunch is served by at least one Church (perhaps more, I'm not certain about how many).

Perhaps some of these people will spend their money on food instead of alcohol or drugs. Perhaps it may make them feel better about themselves because they are now providing the very basics of life for themselves. Food.

I see this as being a win win idea.

The nuisance of the House goes away. The community backs the efforts of the House and many are helped.

From:**Sent:** Friday, June 23, 2017 12:25 PM**To:** Jones, Marie**Subject:** Hospitality House

Are people really being helped by the nonprofit MCHC/MCHH?
Is there a solution to the problems?
What action can be taken?

The Hospitality House, established 30 years ago by Fort Bragg residents Charles Griffith, Jenny Kreienhop and Alberta Wooden when they purchased and renovated the two story house at 237 N. McPherson St. in 1986 to provide shelter and meals to homeless people and help them finding housing and jobs.

For the most part the House served those (mostly locals) who had fallen on hard times and simply needed a helping hand for a short while in order to get on their feet. A hand up, so to speak. The organization was respected and thought by most to be a good thing and a huge help in keeping families together and caring for those in temporary need. Families for the most part lived at the house long enough to get the help needed to move on and back into a productive life of being self supportive. These people lived at the house, ate at the house and slept at the house. Many were helped, it was an excellent program run by good honest people.

What happened? Without most even realizing it the House turned into a crash pad (for lack of a better word) Anyone and everyone could walk in and sleep and eat with no intention of doing anything more. When their time runs out at the House they simply make camp somewhere close by so they won't be late for breakfast or dinner. The meals that were once served to the clients (who were required to be clean and sober) at the house are now served to anyone who walks in off the street. They are now shared with drug and alcohol abusers. It was no longer a safe haven for those in the community down on their luck looking for a hand up. The House was transformed from a safe home for families and others of the community to get back on their feet into a homeless shelter that serves anyone off the street for as long as they wish. These are not people who are looking for work; they are not people who need a helping hand. They are people who live on the streets with no intention of doing anything else and they come daily to get free food and perhaps an occasional shower. So now, who is really being helped? No one, not even those who had high hopes of something better. When you get in line for the free food you sign in. It seems the more the merrier because that means more money from agencies in the county.

What is the solution to make the House a safe haven for those who are working hard trying to attain a wholesome productive life?

Perhaps turn back the clock and go back to housing and giving a helping hand to those temporarily down on their luck. Give them a safe place to live, eat and sleep in order to be the best that they can be. 24 people can reside at the House at a time. That is 24 that could actually be getting the help they need for a short time in order to get back on their feet. When someone moves on to a better life fill the space with new people hoping for the same results. A lot of people could be helped by doing this.

What actions would have to take place in order for this to happen?

Hire a qualified House Manager with credentials. Make the house a home where people are comfortable and feel safe. Make meals a family setting for those residing at the House. Do not cater to those walking in off the streets just for the freebies. Meals at the House should be only for those residing at the House.

For all others there is the Food Bank (who have stated they have plenty of everything). But we should always donate more to this worthwhile program. The Old Coast Hotel Café (owned by the Hospitality Center) will be opening its doors soon to provide low cost food to those in need, after all it is a nonprofit. So, no one should be going hungry. There are sack lunches at the Food Bank and lunch is served by at least one Church (perhaps more, I'm not certain about how many).

Perhaps some of these people will spend their money on food instead of alcohol or drugs. Perhaps it may make them feel better about themselves because they are now providing the very basics of life for themselves. Food.
I see this as being a win win idea.

The nuisance of the House goes away. The community backs the efforts of the House and many are helped.

June 7, 2017

AMBULANCE RESPONDS FOR Man and Child ASSAULT VICTIM

The scanner said MCDH ambulance #9140 was dispatched (10:34 am) to the area near 100 North Franklin Street for the report of a "68-year-old female assault victim. The Fort Bragg Police are on the scene, they request a Code 2 (no lights/siren) response."

Medic #9140 was on the scene @ 10:38 am.

This incident yesterday was extremely dangerous and upsetting as I witnessed it along with my coworkers, the property owner, and the MendoLake Credit Union Manager and employees. The staff at MCHC did nothing to try to deescalate the situation which started inside their offices. I don't believe they even called the police department. A woman customer and her children were in front of our business and they were afraid to get out of their car. The business owners had to manage this crisis situation because the staff at MCHC (who are supposed to be trained and qualified) did nothing except lock their doors. These situations are chronic and ongoing and frankly, I am tired of it. It's time to admit that putting MCHC in the CBD is a mistake and take the necessary steps to relocate this organization as it does not belong in the business district. This crisis situation was particularly upsetting because the man who was assaulted was disabled (hard of hearing) and his 9 year old son was in the middle of it trying to communicate with and for his father. The 9 year old was trying to protect his father from the MCHC client who attacked them inside the offices. This is not a situation any child should have to be in. The father and his son appeared to be at MCHC to obtain services and when he left he kept repeating the phrase "they're no help."

At 8 am this morning there was a second incident where a woman was screaming on the sidewalk in front of MCHC for half an hour. 3 female staff came outside and proceeded to scream back at this "client," they appeared to be telling her to leave. This is not an appropriate therapeutic intervention. This is an act that ignores the situation rather than addresses it. MendoLake Credit Union staff phoned

the police department as did a private citizen. No one reports seeing the police arrive. The woman eventually walked away.

These are nuisance situations that are not safe or pedestrian friendly. Something needs to be done. Today, MCHC has locked the gate and lock front doors and they do not appear to be open for services.

Sincerely,

From:

Sent: Monday, June 05, 2017 4:22 PM

To: Jones, Marie

Subject: No to amended use permit

June 5, 2017

To Marie Jones and the Planning Commission,

I am writing this to ask that no amendment be allowed to the use permit for the Hospitality House. I believe it's time for those who reside within the Hospitality House who are perhaps trying to make a positive difference in their lives be the priority of the services offered. There was a time when the Hospitality House was looked at as a place for families to get a helping hand or a hand up. Today it seems to be the hot spot for a hand out and a head count to insure funds are forthcoming. Instead of being the helping hand that gets families and individuals back on their feet to being self supportive it has become a place that enables the majority to remain in the situation they are in. At mealtime it has become the gathering spot for some who have no respect for the businesses or community. These are the same ones who are fully capable of finding their way to McPherson Street at feeding time but can't/won't find their way to providing for themselves. These are men of working age who have no desire to do anything but hang out and have someone else provide for them at the expense of the community.

The Hospitality House claims these are not their clients. If they are feeding them daily and they sign in when they are fed, they are clients. Their clients loitered on the bench at the Post Office and the bench was removed. Their clients loitered on the bench at Franklin and Redwood and the bench was removed. Their clients used the Post Office for a motel and the doors were locked. A business person became so fearful letters were written to the Hospitality House and went unanswered for 3 months while the nuisance continued. Another business person asked for help because of shoplifting from her business. The services of the Police Department and Ambulance are almost a daily occurrence. When an issue comes up things seem to settle down but when that issue blows over everything returns to the nuisance it was prior to becoming public.

Many of our business people are afraid to speak up out of fear of retaliation or being labeled as uncaring. They continue to deal with the loitering, blocking sidewalks, smoking, vulgar language, human/dog feces and yelling and screaming but feel their hands are tied to do anything about it. Our council members and Mayor have talked with the business owners and know how they feel and yet when the City Manager gives her presentation of the situation it is sugar coated to give that "feel good" feeling.

We have lunches served and even sack lunches provided at different locations for these very same people.

I am asking that an amended use permit be denied and return the Hospitality House to a safe environment where those who reside can get the hand up needed to moving on in their lives to being self sufficient and caring for themselves and their families.

From:

Sent: Monday, June 05, 2017 3:27 PM

To: Jones, Marie;

Subject: HH use permit

To Marie Jones:

I got to see your response to _____ and wish to back up what she wrote to you. She, myself, local businesses and affected residents are very concerned about what is going on with Hospitality House. The problems have gone on way too long. When they took over the Old Coast Hotel we knew the problems created by their presence would also spread there and it has. Just this morning there was an incident requiring the police yet again at the OCH with threats of violence that included a boy about 9 years old. Just driving by two weeks ago there were two squad cars looking for someone around the building. The following day an individual at the "garden" entrance was being arrested. Marie, there are children in the two story apartment next door! What is happening when I'm not driving by? Needless to say I was very angry.

Now for what _____ relayed to you about Hospitality House. We have all heard about "unusual" things going on with Hospitality House along with the continuous problems requiring daily police and ambulance visits. There have been articles published in the Anderson Valley Advertiser by former residents and even managers trying to bring awareness, but it seems someone (s) have been covering for them. _____ mentioned about a person who stayed at Hospitality House and what he witnessed. What she described about his experience is true, besides witnessing padding of names to get more money and drug activities. The person does not have personal problems and was anxious to get out of there. He was told by one of the residents "he knew too much". He felt he was in danger and still does so I cannot say any more. The Mayor is aware.

Hospitality House has become a hang out attracting people from other parts of the country. For some reason there is much drug activity associated with their presence. According to witnesses there has been a car that shows up in the morning and takes a couple of individuals (can be different individuals) and is gone for two or three hours and returns them to HH.

Do not issue HH a Use Permit Modification! Put their current Use Permit on **Probation** where they will have to meet standards any other business or organization must meet. If they can't as all you will get is promises otherwise then as in other communities where such "houses" exist they will have to move out.

-----Original Message-----

From:

Sent: Monday, June 05, 2017 10:14 AM

To: Jones, Marie

Subject: JUST SAY NO TO EXPANDING THE USE PERMIT

To Marie Jones,

I am sending you this email to ask you to NOT ALLOW the Hospitality House to expand their use permit to feed people other than what they have in the Hospitality House.

I have had numerous people come into my work place and ask me what they can do about the problems that are affecting them in the downtown area because they either live or work by the Hospitality House.

They have described it as being pure chaos and very stressful. I have even had a person that stayed at the Hospitality House describe it as like being a cover for a crime syndicate and they said that it is total chaos inside the walls of the house and not an effective program. They said there are no real rules and the ones that do exist apply only to some people and not others.

On, a couple different occasions I have had their clients, who have mental issues, come into my workplace and ask me if I know of a good lawyer they could hire to sue the Hospitality House because they are not getting their services.

I have referred all of these people to talk to either the Mayor or the City Council but many of them feel like it is useless and that they will not listen nor care. Some of them are afraid of coming forward.

I feel like the people running these programs need to take care of and concentrate only on the people living right at the Hospitality House.

They need to hire professionals to run this program and see that the clients get the help that they need. The program should take the 24 people living in the Hospitality House and get them clean and sober, a job and a place to live. When their clients graduate from the program then they should take on the next clients coming into the house.

Just giving food to people to eat is not helping them it is only enabling them from moving forward. I feel that because the people running the Hospitality House cannot effectively take care of what they have inside the house, let alone others out on the street, that they have no business even asking for a use permit expansion.

Thank you for your time.

From:

Sent: Friday, June 02, 2017 12:46 PM

To: CDD User; Jones, Marie; Peters, Lindy; Lee, Will; Norvell, Bernie; Cimolino, Michael

Subject: Complaint and incident report to be filed

Dear Planning Commissioners, Marie Jones, Council Members Peters, Lee, Norvell and Cimolino:

We have been asked to forward this to you by a Fort Bragg Business Owner who must remain anonymous:

Please file this complaint with the rest of them in regard to the on going nuisance in the CBD as a result of the business being done at the Mendocino Coast Hospitality Center. Please enforce the existing nuisance code ordinances and take action. How will we ever be a tourist attraction with these situations going on downtown daily? It is your responsibility to enforce the ordinances and create a community worthy of our children and visitors.

Last week in front of the Hospitality Center I witnessed two police cars on either side of the building looking for someone. The following day on the north side at the "garden entrance" right next to the two story apartment that has several children two squad cars were there cuffing a trouble making vagrant. I was very upset this is still going on—darn right angry as this is a terrible influence for raising children and if some individual is totally out of it he could attack the children. If a pervert there is lifetime damage to the child. These two incidents were just when I was driving by. What's happening during the entire day? Trouble is continuous at HH. As has been happening in other communities that have something similar to HH or HC they are now working on moving them out of residential areas for this very reason.

Thank you for your time, consideration and good work.

Sincerely,

----- Forwarded Message -----

From:

To: "Lpeters2@fortbragg.com" <Lpeters2@fortbragg.com>

Sent: Friday, June 2, 2017 4:47 PM

Subject: Hospitality House

Dear Mayor Peters,

My name is _____, and I reside in _____, and am a frequent visitor to Fort Bragg. My parents lived in Cleone since the 1970's and owned many rental properties in Fort Bragg. I have inherited property from their estate that happens to be across the street from the Hospitality House on the 200 block of N McPherson St.

My parents have owned this property since 1979 or 1980. I remember living in the area when the Hospitality House was first opened. My understanding was that it was there to help families that had become homeless. A place where they could be helped to get back on their feet and turn their lives around. I do not recall any disturbances in the neighborhood back then. Sadly, this is no longer the case. Apparently, the individuals who are being helped by the Hospitality House have changed a lot since its inception. There seem to be a lot of single men coming in and out, and it is primarily men who are creating most of the problems that I have witnessed. It seems that nearly every time we are in town at this location, there are loud disturbances coming from the area directly around the Hospitality House. In December of 2016, I placed a call to FBPD, as we were walking home from Purity Market and could hear extremely loud and vulgar language coming from the alley directly behind Hospitality House. Someone was threatening violence at the top of their lungs. We had our 9 year old daughter with us at the time, so we found this particularly upsetting. At various other times, we have witnessed a person who seemed to be either mentally ill or under the influence of drugs screaming obscenities on the corner of Redwood and N McPherson. While working in our yard this past May, someone stormed angrily out of the Hospitality House, stood on the sidewalk, and shouted vulgar obscenities at top volume. This was in the middle of the day. On May 12th around 1:00 pm, I noticed 2 men lying on the sidewalk directly in front of the Hospitality House, seemingly asleep. I phoned the Hospitality House and left a message on their

answering machine to let them know them know, in the hopes that something could be done. No one came out of the house, so several minutes later I phoned FBPD. Officers arrived within minutes and began to attempt to "wake up" the men. I witnessed one officer pick up a very large and nearly empty bottle that had once (presumably) been filled with alcohol. It took a while, but the men were eventually able to get on their feet. Officers watched as they staggered away. One man only made it as far as the home directly next to the Hospitality House and bent over, he appeared to be vomiting on the sidewalk. The officers watched this. I was very surprised that these men were not arrested for public intoxication. I assume that they were simply told to move on to another location. I question the wisdom of that decision. Inebriated people are not known to be good decision makers, and I was concerned for the safety of both me, as well as any person who encountered them!. Also, removing very inebriated people from one spot and telling them to move to another place is only relocating the problem. I feel very strongly that these men should have been taken to jail until such time as they were sober and able to care for themselves, and I do not understand why this did not occur.

Fort Bragg used to be a wonderful place to live, and to visit. However, it seems to have become a haven for the homeless. I do not believe that most of these people have grown up in Fort Bragg. It seems as though they are migrating to Fort Bragg to receive the benefits and the services offered, primarily at the Hospitality House. The property management professional that helps us with our rentals has had us set the rent significantly lower at the location on N McPherson, St, solely due to its proximity to the Hospitality House. We also may have continuing problems keeping a tenant in that property due to the continuing disturbances. If we were to sell the property, we would be forced to accept a lower than expected sale price, again, due to the Hospitality House. **It is not uncommon to look over during the daytime and see clusters of people milling about on the sidewalk in front of the Hospitality House. Some of these people are smoking marijuana and passing it to each other.** It is not unusual to see several people sitting on the curb. Some of these people are swearing loudly, and some of them seem a bit wobbly on their feet. I loved the down town area when I lived there in the 1980's. You could walk all over town, and feel safe. I never had to cross the street to avoid a scary looking individual that seemed to be either under the influence of drugs, or mentally ill and in the middle of some type of psychotic episode. Fort Bragg now has all of the charm of one of the worst neighborhoods in San Francisco, and this makes me very sad. I deeply miss the town of Fort Bragg, as it once was. I understand that homelessness is not a crime and that many of these individuals are in need of services. Homelessness is merely a symptom of their issues, and these people cannot be helped in the long term by simply being fed and offered shelter. This is a band-aid approach and does nothing to address their real issues. Many of these individuals seem to be in dire need of drug treatment facilities and mental health care. What is their motivation for seeking treatment for their issues if all of their needs are being met? I'm curious about what, if any concessions these individuals need to make to receive help from the hospitality house. Sobriety does not seem to be a requirement, from what I have witnessed. All of this has got to be very off-putting for the average tourist who may come to Fort Bragg expecting the quaint and picturesque town it once was and instead finding the streets full of homeless people (many of whom appear to be mentally ill) day and night, rain or shine.

I realize that I am just one voice. I understand that because I am not a resident of Fort Bragg, you may not care about my complaints and views regarding this issue. I respectfully ask that you ask yourself if this is the best Fort Bragg can be? If these issues are allowed to continue, I fear that the good and decent people of Fort Bragg will flee the town, seeking a better life elsewhere. Is Fort Bragg destined to be a mecca for the homeless seeking hand-outs? How long before tourism dries up altogether due to the character of the town being so drastically changed by these issues? Is there any possibility that the Hospitality House could go back to its original goal of helping FAMILIES get back on their feet? Can the clients of the Hospitality House be required to abstain from drugs and alcohol use and to get mental health care if necessary? I humbly await your response.

Sincerely,

From:

Date: June 4, 2017 at 3:55:41 PM PDT

Subject: homeless complaint

The homeless problem continues. I live on N. Mcpherson St. in Fort Bragg and work at Mendolake Credit Union. I also am a partial owner of 2 rentals at N Mcpherson St.

On a daily basis homeless are parked on the benches for the MTA forcing people that want to use them to stand sometimes half way down the block because they dont want to be a part of what is going on at the bus stop.

Everyday I drive to work . I used to walk but don't anymore due to HH and their clients harrassing remarks and panhandling. I drive by the park on Harrison st at least 3 times a day to see them camped out smoking pot and god knows what else. People are still entering the bank where I work and making inappropriate remarks to employees and other members. Just yesterday morning as I was getting ready to turn onto Redwood Ave.

A homeless guy (I have tagged "the shitter" because he shits in the lot in between Mendo Litho and Mendo lake for all to see in his tan dress coat and long curly dirty blond hair) walked right out in front of me and into oncoming traffic. I told him to look out but he was blathering some nonsense. There were 2 officers walking by Coast Hardware (1 was Lopez). I rolled down my window and told them . An accident waiting to happen.

Dave Turners parking lot is still a huge problem as they like to hang out there. Today 6/4/2017 somebody has already set up camp there in Flobeds parking lot. Earlier today I was approached By a guy on a bike at the car wash wanting money and pissed off cause I said , " NO!" It really made me think there wasnt really anybody around I had my wallet right there on the seat and nothing really to protect myself with. I really feel if nothing is going to happen to fix the obvious homeless issue here in Fort Bragg that HH and HC need to focus on getting grants to help the members of Fort Bragg residents protect themselves and their property. servelance cameras, pepper spray, stun guns, conceal weapon permits etc. its way out of hand and is only getting worse. We need to stop supporting the non profits in this area that are creating these problems and allow these people to continue there sef abusing behavior they are not being helped by HH and HC. HH and HC is nothing more than a pocket padding bunch of egomaniacs that could care less about the people that they are suppose to be helping or what they are doing to the quality of life of Fort Bragg residents. This has gone on long enough!! Please do something about it!!

Thank You

From:
Sent: Sunday, June 04, 2017 7:21 PM
To: Jones, Marie
Subject: Sunday waiting for dinner at Hospitality House



From:
Sent: Monday, May 08, 2017 6:30 AM
To: Norvell, Bernie; Will Lee; Cimolino, Michael (Personal); Dave Turner; Desmond, Debbie; Lizarraga, Fabian; Peters, Lindy (Personal); Oneal, Thomas
Subject: update

5-8-2017

Fort Bragg City Council,

I would like to give you a quick update on how things have been going with the clients of the Hospitality House during services in and around the alley and streets on Redwood Ave.

After the bench was removed on Franklin/Redwood Ave a new hangout spot was chosen-- the MTA bench on Redwood Ave. **While Hospitality House clients are waiting for food services,**

they are taking up the entire bench and sidewalk. I have also observed, HH clients stashing objects behind the MTA bench, in the bushes and ground and other clients coming along digging behind the bushes and bench, pulling them out. There could be such items as drugs and alcohol being stashed in the bushes and being used as a way of sharing drugs and alcohol. In addition to that, MTA clients, I use to see waiting on the bench are unable to wait for the MTA bus. I only see folks being dropped off but I do not see any MTA clients using the bench anymore. With the large crowds gathering there, people are now crossing the street and are unable to use the sidewalk. I have seen Officer O'Neal working diligently, to improve this problem but I have not seen Staff from HH ask their clients to wait on their property for services, leaving the bench available for MTA clients.

I am also noticing an increase again with abandoned carts. I am also noticing an increase of HH clients parking stolen carts in the alley, while receiving services. I am also noticing that HH Staff are not monitoring their clients when they send them out in neon vests, to pick up garbage around the block.

I did have to call dispatch for HH clients leaving personal belongings in a stolen shopping cart behind on my property, while waiting for services. I also had a former City Employee in my store while this happened and she was quite disheartened to see what is going on.

I also had to call dispatch on a HH client parking and living out of his car on our street, as parking spots are not provided by HH for their clients receiving services they provide.

I am concerned of these issues increasing when Summer hits. I would also like to let you know, I am open to working on solutions with you. I have not been contacted by HH/HC asking me if things have improved or informing me of any updates on their cart program, as Lynelle in a previous email months back, said she would do. I have not heard a word from her or any HH/HC Staff. I have not been informed of any food or times changes for services.

I will be sending pictures of the issues mentioned in the next few weeks.

Thank you,

Date: May 2, 2017 at 7:56:46 AM PDT

To:

Subject: Another Complaint

Dear Council Member:

I am writing to make another complaint because the nuisance caused by the Mendocino Coast Hospitality Center being located in the Central Business district continues and as far as I can see nothing is being done.

First of all I want to state that the homeless woman is still living in her truck in the Mendo Litho parking lot next door to the Credit Union. I believe the owner was told that she was not allowed to do that and this is being ignored.

Yesterday afternoon there were homeless people gathered on the NE corner of Franklin Street and on the MTA benches on North McPherson and Redwood Ave...people hanging out making it uncomfortable for pedestrians.

In addition this past weekend people from HH were eating their dinner on the berm next to flo beds on the redwood side of the parking lot....I thought they agreed to keep people on their property when eating. Well, they are not. This is not good for the neighborhood or tourism. There was also someone staggering down Redwood Street, another intimidating situation for the neighbors and the tourists.

This weekend there was a van parked in Dave Turner's parking lot and a dog started barking around 6:30 am. I thought it was illegal for people to live in cars in town. Mr Turner should be cited for allowing people to stay overnight in his parking lot. If it's not ok at Mendo Litho then it is not ok at Flo Beds either. I called the police about the barking dog, they must have a scanner at HH because shortly after I called the police someone came out of HH and dealt with the barking dog. This has happened two days in a row. The police come and tell us that they can't cite the owner of the dog unless they witness the dog barking for 20 minutes! Like they have time to hang around and listen to a dog bark....what is going on here?

Dave Turner walks by all this as if nothing is happening. I've witnessed this on many many occasions. And on Sunday, April 30, around 8:30 am a guy jumped out at my car on Main ST. As I was driving by boxing at me and my car. I was scared and startled by this. If we are going to invite people here with the promise of services, we need to provide services. Where are the mental health services and the drug and alcohol services?

In addition there people continue to hang around rummaging through garbage cans and creating a mess. The HH workers that go around with their cans, vests and pick up tools are great for show but they rarely pick anything up. Perhaps they need to be told that their cans need to be full before they return to the office.

The police say they are doing what they can. I just want you to know that the problems continue and I know you are working on it. Thank You!

Thank you,

From:

Date: Tue, Mar 21, 2017 at 9:12 PM

Subject: Fort Bragg City Council

To: "Ruffing, Linda" <lruffing@fortbragg.com>, Linwood Peters , Cimolino Dave Turner
"Desmond, Debbie" <ddesmond@fortbragg.com>, Will Lee , "Lizarraga, Fabian"
<flizarraga@fortbragg.com>, "Oneal, Thomas" <toneal@fortbragg.com>

Dear Councilmembers,

Thank you for your time and attention in regards to my concerns about problems I have experienced as a neighboring business near Hospitality House and my desire to work with The City to address those problems. I appreciate the time you give in service to this community to help us in solving problems.

I have informed you of issues that have impacted my business, my quality of life, and use of my property. Some of those issues are:

Drug use, alcohol use, violent outbursts, aggressive behavior, animal cruelty, domestic violence, garbage, **human feces and public urination**, just to name a few issues.

I have attempted to work with Hospitality House/Center in terms of informing them of problems so that they may address them and offering suggestions. I have contacted law enforcement repeatedly for help, as well as The City Manager.

I have obtained some documents that appear to be from The Planning Commission regarding a use permit for the facility. There is specific language in staff's recommendation for approval of that permit. Following are some specifics. Under "Findings" 2. The City is not authorizing an increase in the intensity of use at the site, as such, the project would not have a greater impact upon the surrounding neighborhood than at present. Under "Standard Conditions" 6. This permit shall be subject to revocation or modification upon a finding of anyone (1) or more of the following: (b) That one or more of the conditions upon which such permit was granted have been violated. (c) That the use for which the permit was granted is so conducted as to be detrimental to the public, health, welfare or safety or as to be a nuisance.

I also question how much of a staffing increase there has been at Hospitality House. The number of meals has doubled, while the number of beds nightly has only gone up slightly, from 6,000 to 7,600 in thirteen years, from the 2003 permit. While meals have increased to 23,000 per year, from 12,000, this is an increase from approximately 33 meals per day to 63 meals per day, in 2016.

I believe the lengthy and continuous problems associated with Hospitality House are due to the fact that though it was approved as a 24-bed shelter for the temporarily homeless, the facility's use is intensified as a meal service provider to innumerable individuals which, unfortunately, has created an attractive nuisance for the neighborhood. I saw nowhere in the related documents any mention of a meal service station for any homeless person, not a resident of the facility, to come to this facility to be served daily meals. Restaurants are required to provide restrooms and have limitations of capacity and are subject to many requirements and for good reason. They must keep their clients safe, so they must obtain permits to store, prepare and serve food safely. They are inspected by the health department for that. The Hospitality House is not a restaurant, but by becoming a food-serving station for homeless individuals, it does more than it was permitted to do without input of the surrounding community. I believe it is unfair for the community to have this situation exist without public input for their concerns and this is why we are having this issue raised today.

My business is impacted by the activities of people drawn to Hospitality House not for shelter, as intended, but for free meals and they are not under the control of rules as clients living in the facility and some affect the surrounding area negatively by the results of their drug use, alcohol intoxication, public urination or worse, litter, aggressive behavior, to name a few "nuisances". Using the surrounding neighborhood for toilet purposes is definitely detrimental to the public health. I believe The City must require that Hospitality House cease and desist from serving meals to the homeless at their location and find another way to provide this service that is compliant with city permits and community input. The City has definitely been

made aware that there are ongoing problems associated with the food service conducted by Hospitality House. While there is a need for providing food to homeless people, there are churches that historically have performed this service. Perhaps one option could be that Hospitality House could contract with them or work with them to provide meals if their situations are appropriate. If the intensification of use of Hospitality House beyond being a 24-bed shelter for the temporarily homeless had not occurred, the associated nuisance problems would not be taking up such a great deal my time, or yours, right now.

I am an invested business owner in this community with interests of the same value as Hospitality House, neighborhood homeowners or the general public and I appreciate that rules created to benefit all of us are honored and enforced. Thank you for your consideration and action on addressing nuisances and serious negative impacts due to non-compliance of the use permit issued to Hospitality House.

Thank you for your hard work and input towards problem-solving and improvement for Fort Bragg.

Respectfully,

Fort Bragg Police Department and Fort Bragg City Council,

On Monday morning March 6th I arrived to work to find a homeless woman at the MTA bench on Redwood Ave and Mc Pherson Street, with what appeared to be all of her belongings spread out on the sidewalk and her luggage bag, in the street. I called dispatch, as the sidewalk and the MTA bench were not available to use, with her belongings in the way. Dispatch told me this type of call takes (2) officers and they did not have (2) officers available to respond, but as soon as they could, they would send officers over.

I left for 10 minutes, came back to find the homeless woman, now in the entry of 234 E Redwood Ave- at Flo Beds. She had all her belongings on the sidewalk/street ---across the street and was now sitting in the entry of Flo-Beds, spreading more of her belongings in their entry. She also appeared to be using drugs in their entry. I called dispatch again. I also called Flo- Beds to let them know she was in their entry. I was concerned for their customers, they were open to the public already and their customers would be exposed to possible drug use. The woman also appeared to be under drug/alcohol use and/or mentally ill.

Shortly after I called dispatch the second time, she walked over to my property located at 224 E. Redwood Ave and then the alley, using my building as a leaning post. I checked to see what she was doing, I did not want her using drugs and leaving her belongings on my property. I witnessed her verbally engaged with a local disabled man. I called dispatch for the third time. When (2) officers arrived one of them informed me, she was going to take the bus. I left again and arrived back to see she had not taken the bus, she was now a block away and in front of Lee's Chinese Restaurant.

*I am attaching a picture of the woman and her belongings blocking the MTA bench and sidewalk.

*I am attaching a picture of her waiting in the entry of the business--- Flo Beds 234. Redwood Ave.

I am seeking advice from our Fort Bragg Police Department and Fort Bragg City Council--- what is recommended for me as a business owner, in this situation to keep my customers safe?

Is it recommend to lock my door during business hours until Police arrive?

Do I ask customers to wait in my store or leave?

This call took about 30 minutes for (2) officers to respond and I am not sure what I should do in the future, when this happens again?

I would appreciate any advice, I work alone and want to feel safe.

Does the City have an extra budget to help our Police Department, for the overwhelming calls they are responding to, from problems related to transient calls, receiving services in the CBD?

Thank you,

Subject: Fwd: Turned away

Begin forwarded message:

Date: May 16, 2017 at 6:31:17 PM PDT

Mom with 9 y/o turned away from HH this evening. Kids should have priority to stay.



Sent from my iPhone

From:

Sent: Tuesday, February 28, 2017 6:57 PM

To: Ruffing, Linda

Subject: Summary

Dear Linda,

As a life-long resident of Fort Bragg and a business owner here, I am invested both personally and professionally in the well-being and safety of our town and its citizens. I have reached out to you hoping that you would assist in addressing the serious issues I brought to your attention regarding the Hospitality House. However, you neglected to include some vital information in your Summary on Homeless Issues attached to the Agenda for the City Council meeting on February 13.

Over the past several months, I have contacted Hospitality House with concerns regarding the many serious issues with their clients using the alley beside my business. I have witnessed physical and verbal altercations, blatant drug use, animal cruelty, and intoxicated people staggering around and screaming at all hours of the day and night. This type of behavior has made the alley unsafe for the citizens of our town, as well as the visitors our economy relies on. When you met the Police Chief and me at my business, you yourself said that the alley beside my shop is the only one you are afraid to walk down, and you and the Chief talked about how you felt safe just one block over from my store. I face this frightening and illegal behavior every day when I go to work, and so do my shop's patrons and everyone in the neighborhood.

The police are no strangers to the problems in the alley. They have been called repeatedly over the past few months in response to the matters above and many more, including a pipe which was shoved into my gas tank, making it impossible for me to work the following business day, without having a Police Officer on my property during dinner hours at the Hospitality House. You chose not to include them in your Summary, including minor issues such as dog waste in the alley while leaving out the larger issues we had talked about and that were also in the letters I sent you. This was very disappointing.

I am also disappointed in the lack of response or responsibility from Hospitality House. I have tried working with them for over a year and have made no progress. Their staff say that many of the people using and abusing the alley are not their clients, though Hospitality House counts them as clients when applying for grants, as clients they serve. They cannot have it both ways, and they should be responsible for the behavior of their clients in and around Hospitality House. I am frustrated by their refusal to take responsibility, respond to these concerns, or do anything to improve this situation.

None of these events or concerns were included in your Summary I am hopeful you will take the time to revise to your Summary and include all of these very serious issues in order to create and implement a solid plan for change and safety for all. Please let me know what your plans are to address this serious problem in the heart of Fort Bragg.

Best regards,

From:**Sent:** Tuesday, February 28, 2017 6:45 PM**To:** Peters, Lindy (Personal); Norvell, Bernie; Cimolino, Michael (Personal); Dave Turner; Will Lee; Desmond, Debbie; Lizarraga, Fabian; Ruffing, Linda**Subject:** Hospitality House and Hospitality Center

2-28-2017

Dear Councilmembers,

I would like to thank you for your attention to the serious issues on the downtown business district caused by the programs the Hospitality House (HH) and Hospitality Center (HC) provide.

The Hospitality House located at 237 N McPherson Street has created an overwhelming amount of foot traffic in the alley, resulting in many issues for the neighborhood. This program has attracted intoxicated, drug addicted and mentally ill people to a concentrated area both day and night. This has caused numerous problems, including people loitering in and around the alley all day long while waiting for services. It has created an invitation for intoxicated people to show up and continue to use drugs and alcohol while waiting for services.

I have experienced numerous issues that are illegal, concerning and were addressed in emails you have previously received. I am concerned that providing these services in this location is having a negative impact on neighboring businesses, and creating concerns for public safety.

I tried to work with the Hospitality House directly for over a year, but they did not take the time to respond to any of my 30+ emails. In the meantime, problems from HH/HC increased. The large crowds, alcohol and drug use also continued to escalate. One day, while running an errand, I was verbally assaulted by a HH client waiting for food services. This woman was under the influence of drugs and/or alcohol and even after the police had been called, she was still served and asked to wait down the alley where she then verbally assaulted me and threatened to physically fight me when I was driving down the alley. She did not know me and or have any previous issue with me. If I had been on foot and not been able to drive away, I could have been assaulted as could anyone walking down that alley that day. It was a dangerous situation.

I am requesting help from the Fort Bragg City Council to set up guidelines for HH that are safe for our entire community. HH has not taken the time to talk to neighboring businesses impacted by their services and/or set up a safe environment for the entire community.

I am asking that before existing programs continue, the City Council look into what is currently being done and set up a plan for long term goals and maintenance. Without having a plan, any progress made will not last. Following are my requests to improve the situation:

- Extend HH/HC hours and have full time security monitor the surrounding businesses due to people loitering waiting for the center to open up. The main house in the front and the house in the back are divided by their yard and they are not able to monitor the back alley and their back entrance.

- The city needs to determine what is considered safe for the public and have HH give the City and Public Safety committee reports on progress and setbacks including check-in periods to make sure services are maintained and being kept up on.
- Limit the feeding program to only the clients that are staying at the house and within the guidelines set.
- Make the dinner program public and relocate it to local churches with staffing and assistance from HH. The churches have off street parking, a place for clients to wait and an open space for them to eat inside. The alley and front entrance of HH are in a mixed use area with private housing and has a limited amount of traffic that it can handle before negatively impacting the neighborhood.

I do not want to see people go without food or shelter; however, HH cannot set up programs that are unsafe for community and needs to choose a safe location for their clients with issues to arrive and receive services. They need the City's help in structuring a plan safe for our community.

At one of the last two public meetings, Linda Ruffing stated when someone brought up the number of police and ambulance calls that were called to both locations, that both are called because HH/HC are dealing with hard issues. These hard issues were brought up before HC expanded and moved to their Oak/Franklin Street location and have only escalated. Fort Bragg City Council and Public Safety need to look at these hard issues and see what is safe for being located in the Central Business District.

If the Fort Bragg Police Department is going to be required to be part of the HH/HC daily program, that will impact the services the Police Department provides to our city. Extra officers may have to be hired if HH/HC has to run their programs with the Police Department's help.

Sincerely,

From:

Date: February 28, 2017 at 8:07:53 AM PST

I live 3 doors from the Hospitality House and work at Mendo Lake Credit Union across the street from 101 N. Franklin St. I grew up on McPherson Street and for 20 years my family has lived through various problems that include people trespassing on my property, defecating in our yard and moving into our vehicles(destroying them) and outbuildings on our property. I have many stories I can tell. homeless camping out on my door steps not allowing people into my bed ridden moms home to take care of her,trying to coax my tenant's little girls out of there yard, Death threats for flying a USA flag but the bottom line is that we have called the police time and time again and the police have never, to my knowledge cited any of the homeless who have trespassed, disturbed the peace, littered on my property, etc. How can we expect things to change if there are no consequences for their bad behavior. Recently a couple of guys threw the can over the fence at Purity yet there was no arrest. There were only 2 guys there that could have done it. I feel That Linda Ruffing has the police Chief under her thumb. He talks about people's rights but other cities have chiefs that are dealing with these same issues as Lindy has pointed out .Maybe he needs some training in that area or we need somebody who is up to the task.

My Work situation has changed dramatically since the homeless day shelter moved in across the street.

Because we feel unsafe going in and out of our workplace we Leave as a group and everyone waits until everyone's cars have been started. We don't want anyone to be left alone at night. In the morning my husband doesn't leave until I'm in the building. We also wait if another employee shows up in the morning so they don't have to walk in alone. The morning appears to be a gathering time in this alley behind the bank as they are waiting for the day shelter to open.

Entry smells like pot every morning.

Parking spots are blocked by groups of loitering people drinking and smoking pot leaning up against our cars or customer cars.

They also hover around the drop box when tellers go out to empty it. It is very intimidating and unsafe.

These loitering drug users make it very difficult to find parking for staff and customers.

Loitering people smoking joints and drinking beer leaning on my car when I go to lunch and they cuss at you and are angry when asked to move.

On several occasions I have witnessed people defecating in the lot next door when working my window as a bank teller.

Customers leaving with large sums of money we now offer to walk them to their cars due to the loiterers.

Since the safety meeting on Feb 15th 2017. I still have witnessed on a daily basis people loitering in the alley behind Purity and MTA bus stops. MTA customers are afraid to stand at the bus stops as they are being used

by the homeless to hang out and get drunk and high. This is happening on the corners of North Mcpherson St , Redwood Ave. Laurel St by Footlighters and out By Harvest Market. Nothing has changed.

I was looking forward to hearing what the head of Hospitality House/ Center had to say at The City Meeting that took place in Feb and Frustrated to no end that she had not 1 fact ,1 number or any proof at all that they were doing any of the things she said they were doing and that she was allowed to carry on with her fantasy for over an hour while we were given 3 minutes. I am sure that if this was happening in Little River it would be a whole different story. We were told that she would be addressing some of our concerns at the health and safety meeting on the 15th and again didn't say much other than it was her responsibility. Something else that bothers me. I get that these meetings are open and anybody can get up and talk. But if you are not living with the situation at hand and live say in Little River or Mendocino or even out of town. You don't have the right to vote on anything here in town. Why are you aloud to suck up our time at meetings? Could these people be told they need to wait until everybody living it have had a chance .

At the safety meeting Linda was allowed to babble on sugar coating what business owners had told her and snapped at people asking questions saying" that's already been answered "when it had not. Jennifer Owens Is vague and doesn't seem to have many answers to her grant compliance questions.

I feel that Linda Ruffing needs to have some of her power taken away as it is clear she sees little wrong with how things are going with HC and the homeless health and safety issues . I also think that it is wrong for Jennifer Owens to be the one to do compliance on the grants she has written .I have had personal experience with Jennifer and her grants and I realize they are a lot of hard work. I feel she is blinded by them working and not failing . I think that somebody should be working with her in the compliance portion.

I would like to see Hospitality House/Center set aside monies for security officers to patrol downtown and to sit with clients at the hospital.

I am not against helping people that are down and out. I am against what I see happening here in town It is the wrong location, there are better locations and they need staff with qualifications to help not recovering addicts and alcoholics. For the ones that actually want help there system is setting these people up for failure time and time again. Anna Shaw goes to NA meetings and if she hears somebody in her program has had a slip she uses that info to kick them out . What is heard there is suppose to stay there. What's the use of going to meetings if you can't be honest and try to get back on track? Hospitality House /Center to me is an ugly mess with no regards for the mentally ill or homeless and is getting worse not better.

I appreciate our New City Council members and the hard work you are doing for us. You certainly have your work cut out for you. I will not be sending this to Linda Ruffing as I feel it is a waste of time.

From:**Sent:** Tuesday, February 28, 2017 8:08 AM**To:** Ruffing, Linda; Lizarraga, Fabian; Desmond, Debbie; Oneal, Thomas; Cimolino, Michael (Personal); Dave Turner; Norvell, Bernie; Peters, Lindy (Personal); Will Lee**Subject:** Stolen Carts/Cart Program HH

2-28-2017

Fort Bragg Police Department and Fort Bragg City,

Today at 7:30 am there were (3) **stolen carts--** a few feet from HC and HH.

Yesterday, I sent in pictures of a stolen cart and it appears it was left on Purity's property for them to deal with.

There are (3) carts all within a few feet from HC and HH.

There is a cart full of garbage left in the alley next to the Credit Union, making it hard for any customers to use the alley, to enter their building.

I am requesting information on the cart program that Hospotlaity House has for returning carts.

I am requesting contact information for returning the stolen carts.

I am requesting when HH/HC have clients that are using the stolen carts they swap out the carts with luggage containers, taking the cart at that time, so it is not left in the street.

This would make it easier to put the carts in the "return" phase of their program.

Carts left in the streets and alley become a safety hazard for drivers and cost small businesses a lot of money.

Thank you,



From:

Sent: Wednesday, March 1, 2017

To: Ruffing, Linda; Lizarraga, Fabian; Desmond, Debbie; Oneal, Thomas; Cimolino, Michael (Personal); Dave Turner; Norvell, Bernie; Peters, Lindy (Personal); Will Lee

Subject: Stolen Carts/Cart Program HH

Fort Bragg Police Department and Fort Bragg City,

Today there are people loitering on Private Property, on Purity's property, while waiting for services from HH/HC. They have a stolen cart, they are blocking the alley with personal items and the stolen cart, which is a safety issue, for anyone using the alley.

I am attaching a photo.

I am requesting extra patrol.

I am requesting HH/HC have staff monitor the alley at all times.

I am requesting information on who to contact at HH regarding their cart program, it is unclear to me how it works.

Thank you,



From:

Sent: Saturday, February 25, 2017 3:57 PM

To: Ruffing, Linda; Lizarraga, Fabian; Oneal, Thomas; Desmond, Debbie; Norvell, Bernie; Cimolino, Michael (Personal); Dave Turner; Peters, Lindy (Personal); Will Lee

Subject: Extra Patrol/Garbage

2-25-2017

Fort Bragg Police Department and Fort Bragg City,

Today there have been clients from the Hospitality House walking up and down the alley receiving services and this bag was left behind. This bag was under my sign, asking people to not leave garbage behind. This bag appears to contain vomit in it.

I am attaching (2) pictures of the bag.

I am requesting extra patrol.

I am requesting the Hospitality House provide neighbors with a phone number --that is a direct line of a manager and inform all of the neighbors of the current programs available, including garbage pick up.

I am also requesting information on the contact person the from Hospitality House regarding their cart program.

It is unclear to me how this program works.

Thank you,

Please contact me with any questions



From:

Sent: Wednesday, February 22, 2017 10:55 AM

To: Ruffing, Linda; Desmond, Debbie; Lizarraga, Fabian; Oneal, Thomas; Norvell, Bernie; Peters, Lindy (Personal); Will Lee; Cimolino, Michael (Personal); Dave Turner

Subject: HH Loitering/ Waiting Area

2-22-2017

Fort Bragg Police Department and Fort Bragg City,

My name is _____ I have a store located at _____ E. Redwood Ave in Fort Bragg.

Today starting at 8:30 am HH clients were loitering on private property while waiting for services from HH/HC

I am requesting HH/HC coordinate their "opening" times, providing their clients waiting for services, a place to wait on their property.

I think businesses should not have to ask HH/HC clients to move all morning and deal with their clients-- passed out.

I am attaching a photo of HH clients loitering at 8:30 am on Purity's property-2-22-17 8:30 am
I am attaching a photo of a HH client passed out/sleeping on Purity's property 2-22-17 10:30 am

I am requesting extra patrol in the alley and neighborhood. I am requesting the Police Department ask HH to provide a waiting for their clients receiving services.

Thank you-





From:

Sent: Saturday, February 18, 2017 4:36 PM

To: Ruffing, Linda; wlee@mcdh.net; Norvell, Bernie; Cimolino, Michael (Personal); Turner, Dave; Peters, Lindy

Subject: Paper Plates

2-18-2017

Fort Bragg City Council Members,

Today there were (2) Hospitality House Clients that received their meals on paper plates, they were eating their meals on the MTA bench on Redwood Ave and Mc Pherson Street at 3:30.

They did use the garbage container to dispose of their paper plates, located next to the bench however, this is the second time this week, I have seen HH Clients leave with plates.

I was told that they are serving their clients on trays and they are not to leaving the property with paper plates. Will you check on their current policy?

Thank you,

From:

Sent: Saturday, February 18, 2017 2:24 PM

To: Oneal, Thomas; Ruffing, Linda; Desmond, Debbie; Lizarraga, Fabian

Subject: HH Client **Loitering**

2-17-2017

Hi Thomas-

Today I arrived to check on things before I opened and there was a person camped out with a tarp in the entry and their belongings on the sidewalk at 9:04 am-- across the street-- at 233 Redwood Ave- I called dispatch.

I am wondering if you could contact the Hospitality House and see if they can send someone around the area daily, before businesses open? It would create less stress for the neighbors, if Hospitality House could do a check around the neighborhood and make the necessary calls. I am attaching a photo.

Thank you,



From:**Sent:** Thursday, February 16, 2017 9:52 AM**To:** ONeal, Thomas; Ruffing, Linda; Desmond, Debbie; Lizarraga, Fabian**Subject:** Re: HH/HC Loitering

Hi Thomas,

Thank you for responding to my email. I noticed the garbage can is still overflowing as well, thank you. I did call dispatch a few days earlier on (2) men with open containers, drinking in public on the same property and I don't mind calling at all, so I am more than happy to continue to call.

I still would like to take a minute to communicate with you, if it is going to take my ideas for an extra garbage can and my time combined with your time and Officers, to let HC know their garbage can is full, day after day, right in front of their building they walk past ---every single day, multiple times a day, entering to and from-- I feel we have a long road ahead of us. As hard as you and your Officers are trying and as hard as I am trying, to make things better, I am not feeling confident that HH/HC can manage large issues, when they neglect issues as simple as a full garbage can.

I believe their hearts are not in the big picture of the entire community and they have not shown concern for local businesses that have to struggle through their failed programs---- to the Police Officers time, that have taken on cleaning up, their failed programs.

I am still unclear on the cart program they offer and the MTA bench issue.

Is the bench a private bench, provided by MTA?

How does the cart program work?

Thank you,

From:**Sent:** Wednesday, February 15, 2017 8:11 PM**To:** ONeal, Thomas; Ruffing, Linda; Desmond, Debbie; Lizarraga, Fabian**Subject:** HH/HC Loitering

2-15-2017

Thomas,

Today, there was a cart on Alder Street by Purity and (2) men smoking something in the empty lot next to HC at 9:25 am.

Also, at lunch time someone had left a big piece of foam behind, used for a bed--- after loitering on Purity's property.

I am attaching photos and a photo I took last night of garbage left behind, in the alley, from people loitering.

I also would like to inform the Police Department, Hospitality House guests are now taking up the MTA bench daily, on Redwood Ave and Mc Pherson Street, while waiting for services from Hospitality House.

I believe the alley should be available to all citizens to use safely, as well as any MTA bench.

The bench only holds (3) people and there have up to (7) people drinking, smoking and taking up the sidewalk with personal belongings.

Extra patrol is appreciated.

Hospitality House told you they have a cart program and I am unclear how it works. If you could let me know how this program works, I would appreciate it.

Thank you,

From:

Sent: Saturday, February 11, 2017 5:46 PM

To: Oneal, Thomas; Ruffing, Linda; Lizarraga, Fabian; Desmond, Debbie

Subject: Carts/Loitering HH Clients

2-11-2017

Hi Thomas,

Today there were carts, an overflowing garbage container at HC, men with open containers loitering and clothes on the street by HC.

The two men appeared to have open containers and were trespassing on private property and are clients of HH/HC.

There was a client sitting in the entry up against the door at HC on my way to work.

I am wondering if you can suggest to HC they have a full time employee, patrol the area during the night and early morning so the businesses do not have to pick up the items left behind-- from their clients, before they open.

Everything was still there at 11:00 am on my way to work. The cart, clothes and the garbage container had even more garbage that will overflow on the sidewalk.

Is it possible for HC to have an extra garbage container on their property, where they can take the garbage when it overflows on the street?

Today starting at 4:00 pm-- I had 5-7 men take up the MTA bench on Redwood and Mc Pherson Street --waiting for food services, they walked back and forth to HH to receive services, all of their belongings took up the sidewalk and people had to cross the street, and with the large crowd it left the bench unavailable for any MTA riders.

People would stop to join them and I had a customer in the store at the time make a comment about not feeling comfortable for me, being in my store alone.

*I am attaching a photo of people loitering starting at 4:00 pm.

* I am attaching a photo of the garbage can in front of HC at 8:00 am.

* I am attaching a photo of carts left on: Franklin Street next to HC blocking the road at Figueiredo's Video, Franklin and Bush and Redwood and Corry St.

* I am attaching a photo of clothes left on the bench across from HC that were not picked up.

Please let me know if these carts will be picked up by the cart program HH has and when.

Thank you,

