

QUICK REFERENCE GUIDE

LIVING IN THE PRESIDIO

(updated February 2012)

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CONTACT INFORMATION

Presidio Residences Main (415) 561-5454 or housing@jscopresidio.com

Presidio Residences Baker Beach (415) 379-6840 or housing@jscopresidio.com

Work Orders/Maintenance (415) 561-4270 or wodesk@presidiotrust.gov

After Hours Work Orders (415) 677-2267

Fire/Medical/Police Emergency **911 or (415) 561-5656 from a cell phone**

Non-Emergency Dispatch: (415) 561-5505

Presidio Inspection Department (415) 561-7614

Presidio Trust Utility Billing Department (415) 561-4112 or utilitybilling@presidiotrust.gov

Golden Gate Disposal (415) 561-4260 or

www.goldengatedisposal.com/residential.htm

Hazardous Materials Drop Off (415) 330-1405

PG&E (800) PGE-5000

California Pacific Medical Center (CPMC) (415) 600-6000

2333 Buchanan Street (in San Francisco)

St. Mary's Hospital (415) 668-1000

450 Stanyan (in San Francisco)

Kaiser Permanente (415) 202-2000

2425 Geary Boulevard (in San Francisco)

WORK ORDERS

Routine

(415) 561-4270, Monday to Friday, 7 am to 6 pm

E: wodesk@presidiotrust.gov

After Hours Emergencies

(a situation requiring immediate attention, including broken and flooding pipes, potentially dangerous electrical problems, etc.)

(415) 677-2267

PAYING RENT

Rent payments should be made payable to *Presidio Residences* and either mailed to Presidio Residences, P.O. Box 29922, San Francisco, CA 94129, or hand delivered to either of the rental offices. Rent is payable in advance and is due on the first day of each month.

Presidio Residences - Main

558 Presidio Boulevard
P.O. Box 29922
San Francisco, CA 94129

Presidio Residences - Baker Beach

1504E Pershing Drive
P.O. Box 29922
San Francisco, CA 94129

Business Hours

Weekdays 8:30 am to 6 pm
Saturday 10 am to 4 pm

PARKING PERMITS

Parking is regulated in most Presidio residential neighborhoods. The parking permit program is intended to fairly allocate spaces and to discourage non-residents from parking in the neighborhood. Parking permit fees are as follows:

Street Parking Permit - \$40 per month

Overflow Lot Parking Permit - \$40 per month

Motorcycle Parking Permit - \$20 per month

Replacement Permit - \$125

One-day Permits for guests - \$60 per packet of 20 passes

Complete information about the program is available by contacting the Presidio Trust Transportation Department at (415) 561-5300 or transportation@presidiotrust.gov.

TRASH AND RECYCLING

Presidio Waste Reduction Office
(415) 561-4260

COLLECTION DAYS (by unit number)*

Tuesday

1 – 99
123 – 129
500 – 599
700s
800 - 899

Wednesday

325 – 345
401 – 434
952 - 964
1211-1298
1300-1337
1401 – 1443
1809 - 1815

*Baker Beach and South Baker Beach have their recycling collected on Wednesdays; the shared refuse dumpsters are emptied on Mondays and Thursdays. All other units, numbered above, have the refuse and recycling collected simultaneously.

*Free pick-up of up to five large items (such as furniture, electronic equipment, etc.) can be arranged through Golden Gate Disposal at (415) 626-4000. Do not leave bulky items on the curb without scheduling a pickup.

*It is illegal to place batteries, computers/monitors, television sets, electronics, toner, and household appliances in the garbage. Please call the Waste Reduction Office at (415) 561-4260 for proper disposal tips.

BIRD NESTS

If you have any questions or problems regarding the location of a nest, please contact the Presidio Trust Natural Resources Program at (415) 561-4449.

Springtime in the Presidio and elsewhere means the arrival of many species of birds which have spent the winter in areas as distant as South America. Many of these birds stop only briefly in the Presidio to feed and rest as they continue their migratory journey as far north as Alaska. For others, the Presidio is a final destination where they mate, build nests, and feed and nurture a new generation of young birds before returning to their wintering grounds in the south.

Migratory Bird Treaty Act of 1918

More than eighty years ago the United States and other countries established laws to protect migratory birds. The Migratory Bird Treaty Act decrees that all migratory birds (including eggs, nests and feathers) are fully protected.

Migratory Birds in the Presidio

There are more than 150 species of migratory birds that make use of the Presidio as either a nesting site or as a brief stopover en route to the north. Migratory species that you may see in your neighborhoods include Allen's Hummingbirds, Violet-green Swallows, Olive-sided Flycatchers and Barn Swallows.

Barn Swallows

Of all the Presidio's migratory birds, you are most likely to see Barn Swallows nesting next to your homes. Adult Barn Swallows take advantage of nesting spaces on buildings that provide their young with protection from terrestrial predators and weather. Cup-shaped nests are built from mud collected from places like Crissy Field. Barn Swallow nesting season ranges between April and August, after which families return to their wintering grounds in South America.

Tips for Living with your Avian Neighbors

- Please respect the privacy of the nests. If there is a problem with the location of a nest (i.e. near a doorway), please contact the Presidio Trust Natural Resources Program at (415) 561-4449.
- Please ensure that raccoons and other wildlife do not access your garbage. Unnaturally high numbers predatory mammals impact the bird community as they prey on the eggs and chicks of migratory and resident birds.
- As always, please keep pet supervised and on leash.

U.S. PARK POLICE COURTESY CHECKS

Going on Vacation?

The United States Park Police (USPP) will conduct "courtesy checks" upon request for Presidio residents and tenants who plan to be away from their home or workplace for three or more days.

Courtesy checks provide an extra patrol to a Presidio home/workplace and are an extension of normal patrol duties. As time permits during a shift, a patrol officer(s) will visit your home/workplace to make a physical inspection of the building exterior and grounds. If there is a problem or the officer has a question regarding security, then the officer will contact you.

To sign up for a courtesy check, you must stop by the U.S. Park Police Headquarters at 1217 Ralston Avenue (Fort Scott area) IN PERSON to complete a courtesy check request form.

For directions or more information, please contact Sgt. David Williams at (415) 561-5173 or [David E Williams@nps.gov](mailto:David_E_Williams@nps.gov).

U.S. PARK POLICE PERSONAL HOME INVENTORY

The United States Park Police is pleased to offer a Personal Home Inventory Program to assist Presidio residents in the event of a significant loss. The information below has been provided by Sergeant David Williams. To register for the program or for more information, contact Sergeant Williams at [David E Williams@nps.gov](mailto:David_E_Williams@nps.gov) or (415) 561-5173.

Personal Home Inventory Program

- How would you provide information about your valuables to police if your home was burglarized?
- How would you settle your insurance claims in the event of a significant property loss due to a fire or earthquake?
- If something happened to you, would your loved ones know what you possessed or where to find it?

If you have experienced a significant loss, it can be difficult to recall what valuables you possessed, record them, and then assign an estimated value to them. The challenge is compounded if you do not have access to your home for an extended period during an emergency. To assist, the United States Park Police is pleased to offer Presidio residents tools and information to complete their own personal home inventory.

First, the USPP will provide Presidio residents with a State of California Department of Insurance Home Inventory Guide. Residents should complete the inventory and store the guide in a secure location. The guide can be updated as circumstances change.

Additionally, the USPP will loan Presidio residents an engraver that can be used to mark items of value so they can be identified later. Residents may keep the engraver for two weeks. Please note, the United States Park Police cannot assume responsibility or liability for any damaged or devalued items that residents have engraved or for any loss residents may sustain in the future.

Getting Started

The above items may be acquired at the United States Park Police Headquarters in Building 1217 Ralston Ave on the Presidio. For more information about the program, please contact Sergeant Williams at [David E Williams@nps.gov](mailto:David_E_Williams@nps.gov) or (415) 561-5173.

UTILITY BILLING ONLINE

In response to customer requests, bills for utilities and communications can now be paid online using www.pay.gov. Below are the steps to receive your bills and make payments online.

Sign Up for Electronic Billing

Send an email to utilitybilling@presidiotrust.gov from the email account where you would like to receive the invoice (it will be sent as a pdf attachment). The format will be exactly the same as your current paper bill.

Please include your account number and/or service address.

We will confirm the receipt of the information.

You will continue to receive a paper bill for one month as a backup.

You may also provide this information by telephone by calling our Customer Service line at (415) 561-4112.

Sign Up for Electronic Payment

From any web browser, go to www.pay.gov. This is the U.S. Treasury's central site for electronic payments.

Search for our Form Name: Presidio Trust Utility Billing

Fill out the form: name, address, etc. Please include your account number to make sure we properly credit your account. You can pay from a checking/savings account or use a credit card.

You may want to register as a user. You can then save your form to use for future payments. You may also save payment information (account numbers) to eliminate reentry on future payments. If your amount billed is always the same, you can set up recurring payments.

If you have questions, please contact the Presidio Trust:
utilitybilling@presidiotrust.gov or (415) 561-4112.

WASTE, FRAUD, AND ABUSE HOTLINE

The Presidio Trust is committed to serving the public and upholding the highest ethical standards. In a Presidio-wide program dedicated to maintaining these standards, the Trust has established an anonymous, independent hotline that allows anyone in the community to report a matter of concern related to fraud, waste, or abuse.

How Does it Work?

A special toll-free number is available to anyone 24 hours a day, 7 days a week.

(877) 888-0002

When you call you will be greeted by an interviewer who will document the situation with you in detail. You don't have to give your name, and your call is not recorded.

The interviewer will give you a report number and ask you to make one call back at a later date.

The information you report is then relayed to a special senior management team within the Presidio Trust. This team will look into your concern.

Using the report number and scheduled call back date given to you by the interviewer, you call back for a follow-up. At that time, you may be given a management response, asked for additional information, or provided with appropriate instructions on how to pursue your concerns.

Thank you for helping us care for the Presidio and serve the community.